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Laboratory experiments as evaluating method for IT artifacts – Experimental design and use case within a Product-Service-System

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According to the paradigm of Design Science Research, IT artifacts are developed and built to solve real-life problems that occur in business life. Since Design Science Research consists of two phases, it is divided in the building and the evaluation phase. The evaluation phase is considered to be highly important as it analyses the relevance and the functionality of the artifact. To evaluate if an artifact meets the users' needs, experiments are a possible method. Based on findings in a current research project, we present an experiment design to evaluate artifacts being part of Product-Service-Systems. The design is applied in a use case and supplemented by statistical data to analyze how the artifact meets the users' needs.