It's not working (for me)!

User experience advocacy worksheet

Who is the user?

Why do they need to do the task at hand?

What are the pain points?

When do they encounter them?
Problem encountered at steps …

Where is the issue?

Bug / Error / Broken ?	*Training needed?*	*Problem with the process ?*

Short-term Fix

Long-term Solution needed?

Planning improvements: Capturing the User's Story

User's Story

What did the User experience? (ask them)

When are improvements needed? (ask them)

Where are the problems? (ask user)

How do we find out who else is affected?

Why do we need something different?

Who can help with improvements?