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| **What do you know about the system?** | | | | | |
| What do you KNOW about current performance?  \*Historical data analysis |  | | | | |
| Problem statement. What PROBLEMS did you identify? |  | | | | |
| **Dig Deeper: What do you want to know about the system?** | | | | | |
| **INVESTIGATION QUESTIONS** Where do you need to dig deeper? ✪Priority questions | What **METHOD** might you use to investigate? | | What do you **PREDICT** you will learn? | **PLAN** who? By when? | What did you **LEARN**?  \*link to summarizing or related materials |
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| **Reflection** | |  | | | |
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\* Methods might include review of data (be specific about the data set), explore user perspective (immerse, observe, interview), or understanding processes (process maps).