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| **PROBLEM STATEMENT**  What problem has been prioritized? Document data points that indicate this is a problem area. |  | | | |
| **Dig Deeper** | | | | |
| **INVESTIGATION QUESTIONS** Why is the problem occurring? | What \***METHOD** will be used to investigate this question? | **PREDICT** What does the team believe the findings will be? | **PLAN** who will investigate?  By when? | What were the **FINDINGS**?  Link summarizing or related materials below. |
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\*Common methods: data analysis, access user perspective (immerse, observe, empathy interview, survey), or process mapping.