

Start with the human task

A feature request is not yet a problem statement

Work from the person and task toward evidence.

Write the unknown instead of filling it with a guess.

1. WHO NEEDS IT?

Your source detail / decision: _____



2. WHAT ARE THEY TRYING TO DO?

Your source detail / decision: _____



3. WHAT BLOCKS THEM?

Your source detail / decision: _____



4. WHICH GIVEN FACT SUPPORTS THIS?

Your source detail / decision: _____

WORKED FICTIONAL EXAMPLE

Music hub: visitor → see times before travelling.

Evidence: timetable is posted only inside; live updates are unknown.

TRY IT: Could a dated page help before a live system exists?

Tactile / low-vision route:

Use four raised strips in the displayed order; link each with string.

Original fictional practice · A4 · complete text alternative supplied