Your manager has asked you to define the problem. What are the key issues that the team will need to consider when developing tools and processes to support the End of Life journey?

- Who will use the tools and processes

  NSW citizens

- What are the users' key needs?

  The goal is to make this distressing time less complicated for NSW citizens to navigate.

- Where are the gaps and problems with the current situation?

  Flowing on from the Ideation phase, the team will move into prototyping the solutions, which will then be tested and validated before potential funding and development.

First, you should familiarise yourself with the End of Life journey project by reading this blog. You should also draw on your general knowledge.