

## 5 Whys

- Ask “Why” about 5 times. This usually gets you to a real need.

## Who, What, When, Where

- Ask about the context of the user. Do you need to test outside in bright light, between 2 and 4 AM, on a mobile browser, etc.

## Multiplicity

- What should the system do when there is 1 of something? What about 0, or thousands?

## Follow the Data

- How does data come in and out of a process? Is there data that needs to be recollected if a user restarts a process (like a password or other sensitive data)?