**Page ID**: **#.# Gap Analysis**

# Primary Content

**Title**

Enter the **Title** of the **Method** here (REQUIRED).

**Gap Analysis**

**Description -- i.e., What it is:**

Enter the **Description** here (REQUIRED).

An evaluation technique that is used to demonstrate the difference (or gap) between the current state and the desired state of a product or system.

In the context of human-centered design, gaps could reflect differences between a system’s capabilities and the set of user needs that have been identified. Gaps could also expose usability problems associated with the current state. In this case, the desired state is one that reduces error and improves efficiency and user satisfaction.

A critical first step is an analysis of the current state, which could be supported by interviews, observations, and/or root cause analyses.

A gap analysis provides the basis for a roadmap of necessary actionable steps to be taken toward achievement of the desired state.

**Recommended Uses**

Enter the **Recommended Use** here. If there are no details, insert N/A or TBD.

* To understand what the user needs for the product or system to be useful.
* To improve the specification of user and interaction requirements.

**Limitations**

Enter the **Limitations** here. If there are no details, insert N/A or TBD.

* Utility of analysis depends upon the quality of the supporting research activities — i.e., the interviews, observations, and root cause analyses (or any others supporting research activities).

**Outcomes**

Enter the **Outcomes** here. If there are no details, insert N/A or TBD.

A report or table that:

* Lists the capabilities and/or usability problems associated with current state
* Lists the capabilities and usability quality objectives of desired state
* Highlights the differences between the lists

**Required Skills and Expertise**

Enter the **Required Skills** **and Expertise** here. If there are no details, insert N/A or TBD.

* The gap analysis could be compiled with minimal training and practice, but the underlying research activities may be best accomplished with some support from a usability specialist.

**How to Proceed**

If there are no details, insert TBD.

* **How-To Guide.** Review step-by-step instructions on how to conduct a gap analysis and access tools and instruments to support your evaluation.
* **Schedule a Consult.** Connect with a usability specialist for support on your project.

[BEGIN: How to Do It]

**Introduction**

Enter the **Introduction** here (REQUIRED).

N/A

**Procedure**

Enter the **Steps** here. (Required).

N/A

**Tools**

If there are no details, insert N/A or TBD.

* N/A

[END: How to Do It]

**Author**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* Human Factors Engineering (HFE), Office of Health Informatics, Veterans Health Administration

**Sources**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* N/A

**References**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* N/A