**Page ID**: **#.# Problem Statement**

# Primary Content

**Title**

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

**Problem Statement**

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

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

Expresses the project’s objective, scope, and measures of success succinctly — i.e., in a sentence or two. Critically, the problem statement makes the **value proposition** explicit and clear. What value does successful completion of the project bring to the customer? How will the team know success has been achieved?

A good problem statement inspires and guides the efforts of the team, and it is derived from two fundamental activities: problem framing and business framing.

**Problem framing** entails identifying and defining the problem that needs to be solved.

**Business framing** entails defining what the organization is trying to achieve and asks, “Why is this important?” Highlighting the strategic importance of the project is key.

Each are driven by structured discussions with the team as a group to collectively identify organizational objectives and what is known and not known about the product or service. These group discussions form the basis for the selection of subsequent research activities, such as interviews, focus groups, and observational study.

**Recommended Uses**

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

* To derive objectives for the project and define its scope.
* To identify metrics that mark the achievement of planned objectives.
* To identify knowledge gaps needed to understand the users and their needs.

**Limitations**

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

* None

**Outcomes**

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

* A statement that summarizes the most important objectives of the project.

**Required Skills and Expertise**

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

* This method requires the ability to communicate and work collaboratively in teams.

**How to Proceed**

If there are no details, insert TBD.

* **How-To Guide.** Review step-by-step instructions on how to compose a problem statement 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.

* Veterans Affairs Center for Innovation

**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