

Department for Work and Pensions

The test of a good user need

- ✓ **If you showed it to a user, would they recognise it as their need?**
- ✓ **Is it written with words real users use?**
- ✓ **Does it describe the problem rather than the solution?**
- ✓ **Will it stay the same regardless of changes to technology, policy and existing services?**
- ✓ **Does it help you organise and prioritise work?**

Inspired by Leisa Reichelt @leisa