

PROBLEM SOLVER'S WORKFLOW



START HERE



If you have time and it seems valuable, you may also want to **map how the Problem Solvers make decisions, use data, and deal with the problem in their day-to-day work.** This can help uncover further pain-points or useful leverage points, to integrate with the Data Journey Tool.

INFORMATION GATHERING

WHAT DATA SOURCES DO THE PROBLEM SOLVERS USE TO UNDERSTAND THE PROBLEM?

IN WHAT FORMAT DOES INFORMATION ABOUT THE PROBLEM ARRIVE?
(REPORTS? DASHBOARDS?
PERSONAL EXPERIENCE?)

WHAT OTHER INFORMATION SYSTEMS DOES THE PROBLEM SOLVER INTERACT WITH REGULARLY?

HOW OFTEN?

HOW OFTEN?

HOW OFTEN?

WHAT DOES IT COVER?

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