

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 a real user would 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 to organise and prioritise your work?