

1 • SYSTEM systems thinking

ASK

What happens again and again? What rule, habit or set-up causes it? Who else gains or loses?

STARTER

It keeps happening because _____. _____ and _____ are also involved.

EXAMPLE • BILIKKU

Rooms are walk-in only and there is no shared schedule, so groups hold rooms. Lab staff and other student groups are part of the system.

2 • USER design thinking

ASK

Who exactly? What are they trying to get done (a verb, not a feature)? Why is it hard today?

STARTER

_____ needs a way to _____ because _____.
How might we help them _____ without _____?

EXAMPLE • BILIKKU

Off-campus final-year students need a way to secure a room before travelling in, because walk-ins at 2 pm fail. How might we help them book from home without racing to the faculty?

3 • HYPOTHESIS Lean UX

ASK

What must be true, or the idea dies? If it were true, what would a tester do in 2 minutes?

STARTER

We believe _____ will _____ because _____.
We'll know we're right when _____.

EXAMPLE • BILIKKU

We believe students will book online instead of walking in, because they can see free slots. We'll know we're right when 2 of 3 testers book a slot in under 30 seconds.

4 • SLICE computational thinking

ASK

List every step of the core job. Which familiar app works like this? Which 3 steps test box 3? What rule must the app follow?

STARTER

Steps: 1 _____ 2 _____ 3 _____ 4 _____ 5 _____.
Circle 3. If _____, then _____.

EXAMPLE • BILIKKU

Open → see free slots → tap a slot → enter name → see My bookings. Circled: see slots, reserve, My bookings. If a slot is taken, grey it out and suggest the next free one.