

# JOBS TO BE DONE STATEMENTS

Keep the working record connected to evidence. Use another sheet when the scope or situation changes.

01 / QUESTION, SCOPE & DATE

What decision should the work inform? Record sources and what remains uncertain.

02 / CIRCUMSTANCE

What made progress important at this time?

DESIRED PROGRESS

What should become possible, beyond buying a particular product?

03 / ALTERNATIVES

Include workarounds and no change.

CONSTRAINTS & TRADEOFFS

What made options acceptable or difficult?

04 / PROVISIONAL STATEMENT

Keep the circumstance and desired progress together.

# BELOW THE SURFACE

A broad job can explain everything and guide nothing.

## STATEMENT & SOURCE

Which decision episodes support this summary?

## CIRCUMSTANCE

What detail makes the job specific enough to be useful?

## ALTERNATIVE A

How might this option support the progress?

## ALTERNATIVE B

What tradeoff makes this option different?

## DISCRIMINATING EVIDENCE

What would help you distinguish the alternatives?

## NEXT RESEARCH / OWNER

Who investigates what remains uncertain?