PRODUCT DESIGN SPRINT

3 Day Structure
Overview Schedule

Day 1
Welcome
Understand
Sketch

Day 2
Decide
Storyboard
Prototype

Day 3
Prototype
Validate
# Day 1 Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
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<tbody>
<tr>
<td>09:30</td>
<td>Welcome &amp; Introductions</td>
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<tr>
<td></td>
<td>Overview of the Process</td>
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<td></td>
<td>Sprint Challenge</td>
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<td>Ice breaker</td>
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<tr>
<td>10:00</td>
<td>Understand: Lightning Talks</td>
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<tr>
<td>11:30</td>
<td>“How Might We’s” and Affinity mapping</td>
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<tr>
<td>12:00</td>
<td>Lunch</td>
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<tr>
<td>13:00</td>
<td>User Journey Maps</td>
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<td>14:00</td>
<td>Define Success and Set Goals</td>
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<tr>
<td>14:00</td>
<td>User Journey Maps</td>
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<td>14:30</td>
<td>Define Success and Set Goals</td>
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<tr>
<td>14:30</td>
<td>Bootup Note taking</td>
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<tr>
<td>14:40</td>
<td>Sketching - Crazy 8’s</td>
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<tr>
<td>14:40</td>
<td>Crazy 8’s Presenting &amp; Voting</td>
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<tr>
<td>15:10</td>
<td>Solution Sketch</td>
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<tr>
<td>17:00</td>
<td>End of Day share out</td>
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Introductions

Who is joining us this week
What is a Design Sprint?

A design sprint is a framework for answering critical business questions through design, prototyping, and testing ideas with users.
Framework to support divergent and convergent thinking

UNDERSTAND  SKETCH  DECIDE  PROTOTYPE  VALIDATE
Icebreaker

“Whatchamadrawits”
Let’s Dive in

Why are we here today?
Sprint Challenge

Your Challenge Here

[Goal] + [User Type] + [Platform] + [Timeframe]

Deliverables: Your Deliverables here
Understand

Let’s explore the problem space.
As you listen to the upcoming Lightning Talks, capture your ideas on post it notes.

To do that we use a note taking method called **How Might We**.

**How:** assumes opportunities exist.

**Might:** says we don’t have to find something

**We:** is all about doing this together
Writing “How Might We”

Write with a thick dark sharpie.

Be succinct.
One idea per sticky note.
Not too broad, and not too narrow.

If you don’t write it down it can’t be voted on.
Lightning Talks

Existing Product Experience
User Research
Competitor Audit
VUI Best Practices
Examples of great Voice Activated Products

10 min. each
The following slides are example questions to consider to help fully explore and articulate the problem space. Your sprint may not cover all of these, please consider them a guide as you schedule your lightning talks.
Project Vision / Business Goals

Questions for the Stakeholder:
- Where do you want the product to be next year?
- Where do you want it to be in 5 years?
- What are the primary challenges you need to overcome?
- What keeps you up at night?

What is the business opportunity:
- Increased revenue?
- Increased user engagement time or depth?
- Improved loyalty and return use?
- Differentiation from competitors?
- Improved product or service quality?
- Reaching a new user group or market?
- Other opportunities described by stakeholders?
Voice of the user

Who are your users?
- Do they have different behaviors?
- Do you describe them with personas? Or patterns?
- Are there multiple journeys through the product?

What is the end-to-end user experience?
- How do users arrive or begin?
- What are the entry points?
- What is the ideal or target path or flow?
- What are the key moments or touchpoints along the way?
- Is this a single or multi-session experience?
- How does the experience end?
- What are the exit points?
- How do we reach or serve users after they have finished?
What does the product look like today?
- How has it evolved over time?
- What have we tried that has worked?
- What have we tried that has not worked?

(Include screenshots)
Competitor Audit

What do we already know about our competitors?

- Has there been any market research?
- What is the competitive landscape?
- What are the recent trends in this space?
- Which similar, related, or relevant products should we look at?
- What other industries, verticals, or products could we learn from?
- What are the strengths and weaknesses of our competitors?
- Can we do a SWOT analysis? (Strengths, Weaknesses, Opportunities, Threats)

(Include screenshots)
Technology: Considerations & Opportunities

How will the solution be built? Data sources? Devices?

- Is the solution likely to be web-based? mobile? embedded?
- Where will data and information come from?
- Will user data be used for personalization?
- How will privacy be addressed?
- How will accessibility be addressed?
- What devices are likely to be used for the solution?
- What product areas are involved and need to be coordinated?
LUNCH!
(we’ll meet back at in an hour)
Specific User Journey

Start with the first step in their experience, then add each step until they have completed their task.

Include descriptions for each step, identify and highlight pain points as you go.

Searching for an Apartment

**Step 1:** Something triggers the need to move

New Job
Life change
Raised rent

**Step 2:** Research, decide on criteria

Square footage
Price
Commute
Schools

**Step 3:** Schedule viewings

Coordinate times,

**Step 4:** Secure a new place
How Might We

You should have a stack of HMW post-its, if you don’t please take a few minutes to collect your thoughts write them down.

5 min. for each person
Affinity Mapping

Start grouping ideas into categories. Don’t worry if the categories aren’t immediately apparent. Look for overlaps or duplicates to get started.

Revise or change the categories to create the most useful mapping.

10 min.
Voting

Each team member gets 3 dots. Give the group 10 min max.

- It’s ok to vote on your own.
- It’s ok to put more than one dot on the same note.
- We’ll pay more attention to notes that have multiple votes, so think strategically.
- We are not trying to get to one direction at this point in time.

10 min.
Set your goals and success metrics

- Choose a target based on the HMW discussion
  - What user or users will you focus on?
  - What key moments or pain points do you want to sketch around to have the most impact?

- Decide on your success metrics
  - What does success look like?
  - How will you measure it?
  - Do you need any new measurement tools?
What is HEART?

The 5 categories of HEART. You might find it helpful to consider these five categories of metrics as you define your goals.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Happiness</td>
<td>User attitudes, often collected by a survey.</td>
</tr>
<tr>
<td>Engagement</td>
<td>Frequency, intensity or depth of interaction.</td>
</tr>
<tr>
<td>Adoption</td>
<td>Gaining new users of a product or feature</td>
</tr>
<tr>
<td>Retention</td>
<td>The rate at which existing users are returning.</td>
</tr>
<tr>
<td>Task Completion</td>
<td>Efficiency, effectiveness and error rate.</td>
</tr>
</tbody>
</table>
Comparable solution in a different problem space

Each sprinter should look for ideas outside of the current field, look at parallel industries for similar problems to draw inspiration.

Share out these examples.
Boot Up

Take some time to collect your thoughts:

○ review white boards
○ review HMW’s
○ review goals

Write a list of ideas that you think are compelling and want to draw out.

Today we will take 10 min.
Crazy 8’s

Fold your paper into 8 rectangles. Sketch 1 idea in each rectangle rather than a storyboard.

Go for quantity, don’t worry about making these beautiful, these are just for yourself.

Try to get beyond your initial idea.

8 ideas in 8 min
Give each person 3 minutes to present their ideas. Then provide each person with 3 dots to vote on the sketches.
Solution Sketch

- Each person selects their best idea
- Sketch it out showing multiple states of the ideas
- Include words to create a sketch that can communicate on its own
- Add a memorable title
Congrats on the first day! How is everyone?
Hello again!
Welcome back to Day 2
# Day 2 Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td>09:30</td>
<td>Open with a Recap of Day 1</td>
</tr>
<tr>
<td>09:40</td>
<td>Solution Sketch sharing and voting</td>
</tr>
<tr>
<td>10:20</td>
<td>Decide what to Prototype</td>
</tr>
<tr>
<td></td>
<td>Begin storyboarding</td>
</tr>
<tr>
<td></td>
<td>Assign tasks</td>
</tr>
<tr>
<td>12:00</td>
<td>Lunch</td>
</tr>
<tr>
<td>13:00</td>
<td>Start Prototyping</td>
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<tr>
<td>14:00</td>
<td>Write scripts</td>
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<tr>
<td></td>
<td>Align mock flows to scripts</td>
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<tr>
<td>17:00</td>
<td>End of Day Check-in</td>
</tr>
</tbody>
</table>
Review & Present

Hang the sketches up as if in a gallery or museum.

Then allow each person 3 minutes to present their solution sketch.

3 min. per person
Assumptions & Sprint Questions

Directions

1. List all the assumptions that are underlying your concepts
2. What do you want to learn with the User Test?
3. List the questions that you want to answer
4. Prioritize if the list is long to the top 3 questions
Rumble or all-in-one

If you have more than one winning solution, involve the whole team in a short discussion about whether to do a Rumble or combine the winners into a single prototype.

It is possible one prototype will encapsulate the best ideas, but if not a Sprint is a great place to test out two competing ideas.
Storyboard

Creates a shared understanding of what you’re building.

Maps out the exact pieces and flow you need, and everyone will be clear on what they will do.

You will take what you are going to create and boil it down to 4-5 key moments

- Start outside of the software
- Focus on emotions
- Enough fidelity to start building a prototype
Prototype

Your Sprint is an attempt to identify the solution to a problem. Your prototype is a chance to see how good the ideas from your Decide phase are.

To do this you have to make it **real enough** that you can get a realistic response from a potential user when you’re in the Validate phase.
Assign roles. Who’s doing what?

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Mocks</strong></td>
<td><strong>User Flows</strong></td>
<td><strong>Prototype</strong></td>
<td><strong>Presentation</strong></td>
</tr>
<tr>
<td>Name(s)</td>
<td>Name(s)</td>
<td>Name(s)</td>
<td>Name(s)</td>
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</table>
Congrats on finishing the second day!
How is everyone?
Hello again!
Welcome back to Day 3
### Day 3 Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:30</td>
<td>Finish Prototypes</td>
<td>14:00</td>
<td>User Participants Sessions 3 &amp; 4</td>
</tr>
<tr>
<td></td>
<td>Review</td>
<td>14:45</td>
<td>DeBrief</td>
</tr>
<tr>
<td>12:00</td>
<td>Lunch</td>
<td>15:00</td>
<td>User Participants Sessions 5 &amp; 6</td>
</tr>
<tr>
<td>13:00</td>
<td>User Participant Sessions 1 &amp; 2</td>
<td>15:45</td>
<td>DeBrief</td>
</tr>
<tr>
<td>13:45</td>
<td>DeBrief</td>
<td>16:00</td>
<td>Final Share out</td>
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<tr>
<td></td>
<td></td>
<td>17:00</td>
<td>Congratulations!</td>
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</tbody>
</table>
Prototype more

Today you should have:

• Storyboard complete
• Identified 5 key moments
• High-fidelity mocks for those moments
• Partially built quick prototypes
Usability Testing

- Validate the ideas that you have with the users that would be most likely to use your solution.
- Book a conference room or a usability lab in advance

45 min. review
**Whiteboard note-taking**

<table>
<thead>
<tr>
<th></th>
<th>Gene</th>
<th>Rachel</th>
<th>Liz</th>
<th>Mike</th>
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</thead>
<tbody>
<tr>
<td>Search for best flight itinerary</td>
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<tr>
<td>Check airfare cap</td>
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<tr>
<td>Book flight</td>
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</table>
## Whiteboard note-taking

<table>
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<td><strong>Book flight</strong></td>
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</table>
Reviews Recap & Sprint Close
Congratulations on the final day! How is everyone?