What are the issues?

Read the complaints for your case study carefully. You may want to take notes about important information.

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What do we know?

What do we know about the issues? Where can we find more information about the issues? What have we learned?

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What is the problem?

What is the overarching problem that describes the issues?
Is there more than one problem?

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What are some possible solutions?

How can the problem(s) be solved? What are some solutions? What are the pros and cons of each solution? What are the consequences (both positive and negative) of the solutions?

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What do we still need to know?

Is there any other information we need to understand the problem more deeply or to have better solutions?

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