**Project Name**

Also known as name - Research Guide

January - February 2019

V.1

|  |  |  |
| --- | --- | --- |
| **Author:**  | Role:  | Project Starting:  |
| **Product Owner:**  | Role:  |  |

### How to use this document

This document builds on the statement of work and aims to detail in more depth the approach and methods that will be used by the Service Innovation Lab team to complete the objectives. The team will reference this document to guide all research and process for the Becoming an Adult - Digital Wallet project in order to create consistency and transparency.

###

### What do we want to learn about?

*(List focus areas from SoW)*

### Questions and assumptions

*(group/theme and frame intentions where necessary)*

### Who do we want to learn from?

*(Frame this is not a academic study e.g. sample size, layers and iterations to research)*

#### End user segments

*(Frame why, how many)*

#### Other Stakeholders

*(Frame why, how many, prioritisation)*

### Engagement

*(frame this section then refer/link to components)*

#### Approach

*Detail here how much time we plan during a meeting with stakeholder groups and if there will be any other specific processes such as meet in pairs, note taking, audio recording etc, activities, style of interviews/meetings*

#### Info sheet

*An info sheet is a short blurb about the project and what we want to talk to people about. This could be used for keeping emails/phone calls consistent across stakeholder groups.*

*Write or link to info sheet here*

#### Outreach plan

*Define process for reaching out to stakeholders e.g. team members will be assigned trello cards and will contact stakeholders via phone and email the info sheet to request a meeting.*

#### Where will we meet people?

*Will we go to them or will they come to us and any other considerations*

#### Health and Safety

### Methods

**Desk Research**

*(use generic text+lab process)*

**Interviews**

*(use generic text)*

### What questions will we ask?

*(frame this section then refer/link to interview guides)*

*Generic interview guide parts: before, during, after*

**End user Interview Guide**

**Questions/Activities**

**Stakeholders Interview Guide**

**Questions/Activities**

### Documentation

#### How we record…

*e.g. for this project we will document in individual notebooks or Google documents and synthesise this into demo’s/presentation to our project sponsor.*

#### Analysis/synthesis

*How will we understand what we’ve learnt*

#### Consent

*Link to project consent from/s here.*

### Risks

*(frame this and link to document)*

*Outline any key or unique risks here*

*Link to risk document here*

### Key deliverables

####  Insights Report

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