

# Breakdown analysis

## Worksheet

### Activity:

Breakdowns happen when the system does not do what the user wants. Some breakdowns are minor; others cause major disruption. Pay attention to how users 'solve' breakdowns: sometimes they are stuck, sometimes they find effective workarounds, and a few even create clever innovations.

Re-read your interviews and interaction points. Look for surprises and list any breakdowns that negatively affect the user's experience. Emphasize user-oriented breakdowns, such as an overly cumbersome process, rather than technical breakdowns, such as a broken *wifi* signal.

<b>Breakdown analysis</b>					
Group		Project		Date	
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