

# PROJECT TITLE:

CLIENT CONTACT:

DATE:

URSD CONTACT:

## USERS

What do we know about the users?

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## STAKEHOLDERS

Who else should be involved??

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## BACKGROUND

What previous work has been done?

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## CHALLENGE

What is the problem you want to solve?

## BARRIERS

What challenges might this project face?

## TIMELINE & BUDGET

What is the timeline? When is the predicted start date and deadline?  
What is the budget / URSD hours?

## GOAL

What are you trying to achieve?

## APPROACH

What user research / service design work is required?