

# JOBS TO BE DONE (JTBD)





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**PEOPLE DON'T WANT TO BUY** 





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PEOPLE DON'T WANT TO BUY A QUARTER INCH DRILL. THEY WANT A QUARTER INCH HOLE. THEODORE LEVITT







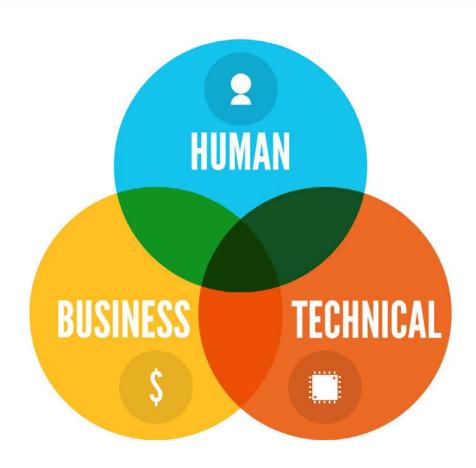




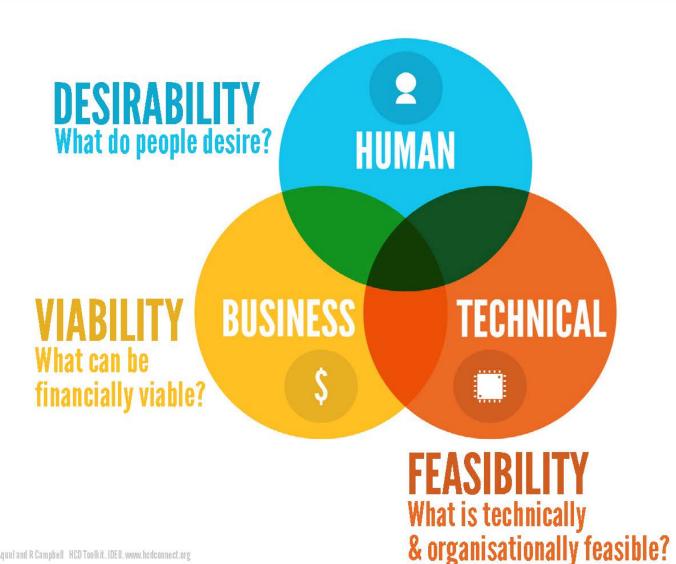




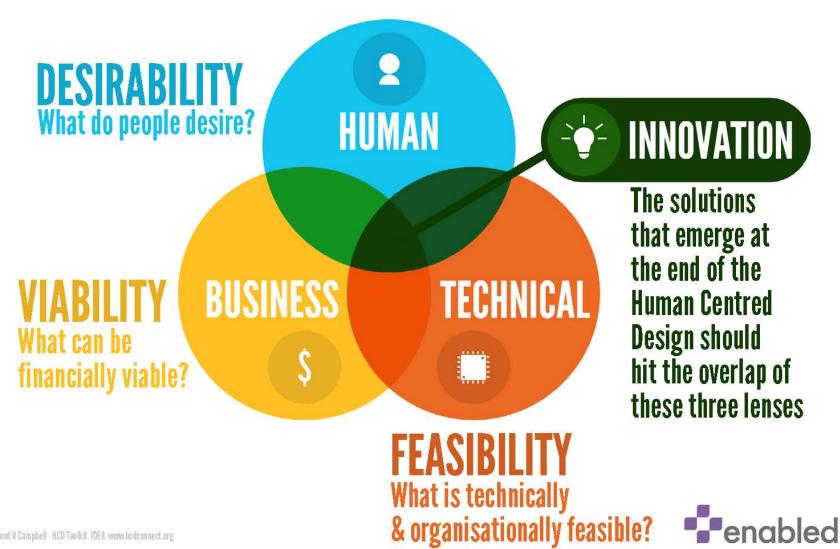












# **EXPLORATION**

# DEVELOPMENT

Discovery		Concept		Viability		Design	Development		Evaluate	Deploy	Support
Client Discovery	Customer / Industry Discovery	Ideation	Demo.	Business Constraints	Scope		Develop	QA			
First Client Meeting Present the Enabled Process Discovery Audit Research	JTBD (Jobs to be done) Survey Interviews Value Canvas Blue Ocean Reduce / Enhance	Ideation  R&D  Brainstorm concepting  Sketching (wires, app map)	Mock ups tech testing EPOC (electronic proof of concept)	Business Canvas Business Viability Survey	Planning (Dev, Roll Out)  Project Defined Scoping (features)  App / Site Map Overview (visual scope)	Content  Design UI  Design UX  Coding (planning)  Wireframes  Scoping Work  Document	Graphic Design Develop- ment Programing	QA Testing User Acceptance Testing  Documentation	Review User Testing Evaluation	Delivery Roll Out	Support
	Strat. Canvas				Change Requests	Quotation fixed for Dev		4	oled		

