

Review a real feature

Choose one journey. Find the uncertainty. Design a useful response.

Feature / user goal

Choose a difficult path

For example: missing permission, ambiguous search, timeout or partial failure.

S - State: Show me where I am

U - Understanding: Unpack what this means

R - Rules: Remove the guesswork

V - Validation: Show me what went wrong

Turn failure into a way forward

Continue the review, then choose one improvement to make.

I - Intervention: Help me fix it

V - Visibility: Tell the right people what changed

E - End state: Tell me how it ended

Failure map -> intervention map

When _____ happens, the user can _____; their work is preserved by _____.

One improvement / owner / how we will check it

Finish by walking through the difficult path again. Can the person understand, recover and finish?