

# The SURVIVE checklist

Seven prompts for reviewing a feature beyond its happy path.

**S**

## **STATE | Show me where I am**

Distinguish loading, empty, filtered, no access and failed states. Give each a useful next step.

**U**

## **UNDERSTANDING | Unpack what this means**

Use familiar words. Explain technical terms and what a message means for the user's task.

**R**

## **RULES | Remove the guesswork**

Show requirements and useful examples before the attempt. Ask what applies, then show what applies.

**V**

## **VALIDATION | Show me what went wrong**

Locate the problem and explain it specifically. Preserve the user's work.

**I**

## **INTERVENTION | Help me fix it**

Offer a route forward: request access, resume after sign-in, or continue safely with missing details.

**V**

## **VISIBILITY | Tell the right people what changed**

Match communication to importance. Distinguish sent, delivered, seen and acknowledged.

**E**

## **END STATE | Tell me how it ended**

Show what succeeded, what failed, who acts next and whether the user needs to do anything.

## **If failure is possible, recovery is part of the feature.**

Review one difficult path. Can the person still understand, recover and finish?