



The Peers-Observing-Peers sheet is a natural and uncomplicated way to expose a user's behavior and needs. The goal is to see how the customer solves tasks today and how the process is lived in the real world.

# DIY: PEERS-OBSERVING-PEERS

**Project/Problem Area:**

**Date and Time:**



## 1 Description of the Observation Situation

**Location:** "Where did it take place?"

**Duration:** "When and how long did it take place?"

**Persons:** "Who and which function/task was observed?"

## Description of the situation:

"What is the context of observation?"

## 2 Define Categories

Use existing criteria or define new ones

## Comments and interpretation

Interpret the behaviors

## 3 Observation

Perform observations or revert to existing documentation

4

## 5 Findings

"Derive conclusions and insights. What observation surprised? What can be learned from this?"