



CHANGE TOOLKIT

Tool: Problem Identification Checklist

Used in:
GAIN ENTRY
FACT FIND
Also good for:
SELECT BEST OPTION
TEST

What is it?

If you are the sort of person who prefers checklists to open-ended diagrams, these are the sort of questions that will help you identify key problems and the issues surrounding the key problems.

Why use it in a change process?

The checklist can help you in the **Gain Entry / Fact Find** stages as it can be used to identify the root causes of problems and help you understand more about the problems and challenges you are facing.

What do I need to do?

1. Gather a group of interested people and divide into groups for each question.
2. Each group to spend a set time answering each question.
3. Feedback the answers to the group and:
4. Analyse the results as a group or yourself.

What?

- What is the problem?
- What is the background to the problem?
- How big is the problem?
- Can it be broken down into parts?
- What will happen if it is not solved?
- What would happen if a solution were delayed?

Why?

- Why has the problem arisen now?
- Why did we not recognise it before?
- Why has nobody acted already?

When?

- Was the problem first noticed?
- Is the timing of the problem significant?
- Is it a recurring problem, e.g. seasonal?
- By when is a solution needed?
- Can problem be solved in stages?

How?

- How was the problem first noticed?
- How does it affect performance?
- How has it been dealt with before?
- How much risk will the organisation take?
- How much risk will I take?

My Notes



Who?

- Owns the problem?
- Who first noticed the problem?
- Who is most affected by the problem?
- Who benefits most from its solution?
- Who needs to be consulted?
- Who owns the decision?
- Who owns the implementation?