

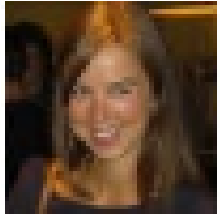
Who enjoys filling out an application for a driving licence?

Robert Hempsall

Caroline Jarrett

Technical Communication UK 2011

Our motivation



Hanna Fritzell

has decided not to stay in the UK for another ten years – the thought of having to renew a driving licence again is too unbearable.



Like · Comment · September 5 at 2:06pm via mobile · ⚙

**Having a licence with
no bad news on it
was more trouble
than it was worth**

**Helping my
neighbour renew her
licence at age 70
took 5 people and
5 calls to DVLA**

Our motivation

37

1

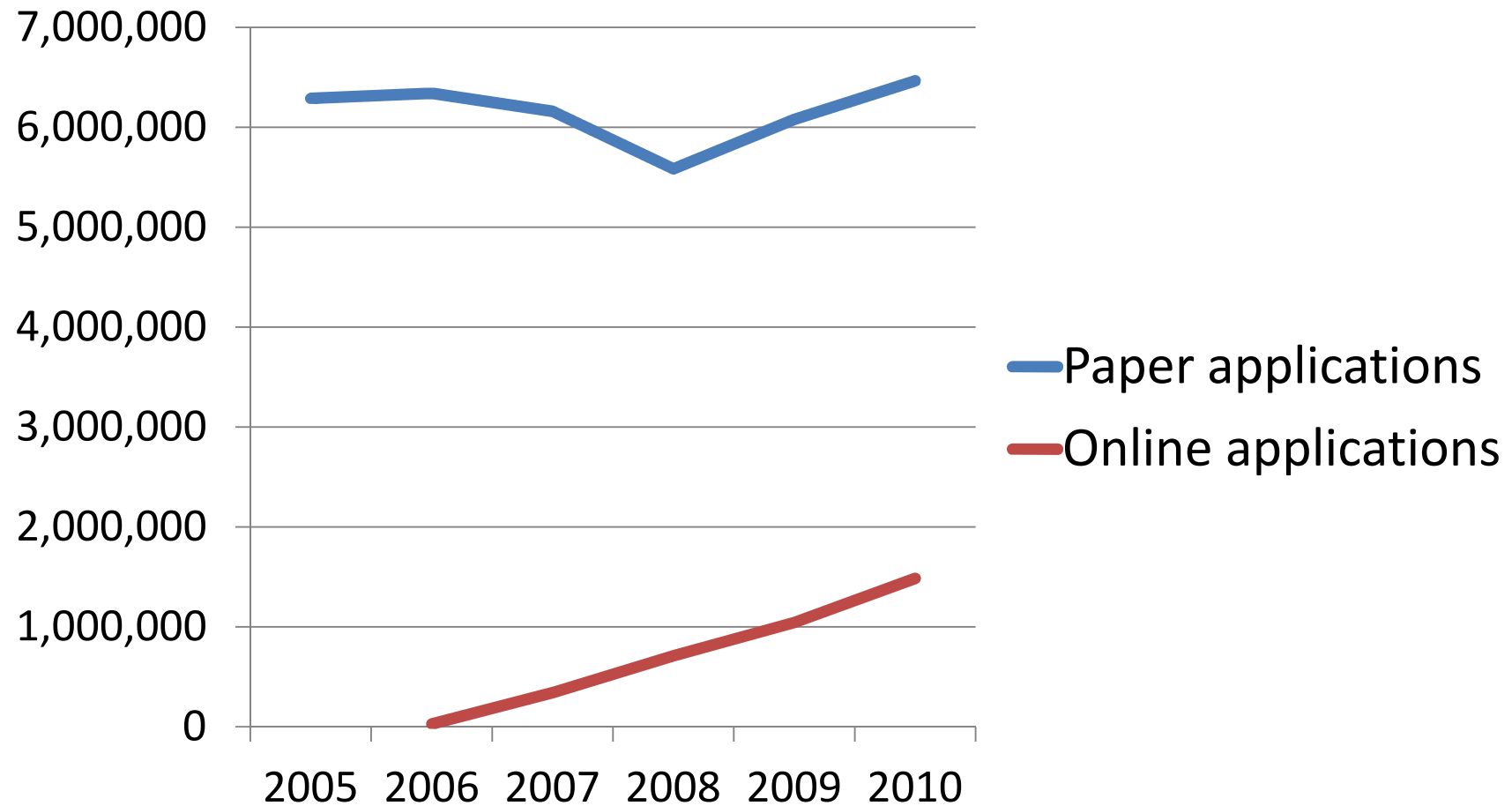
Our motivation

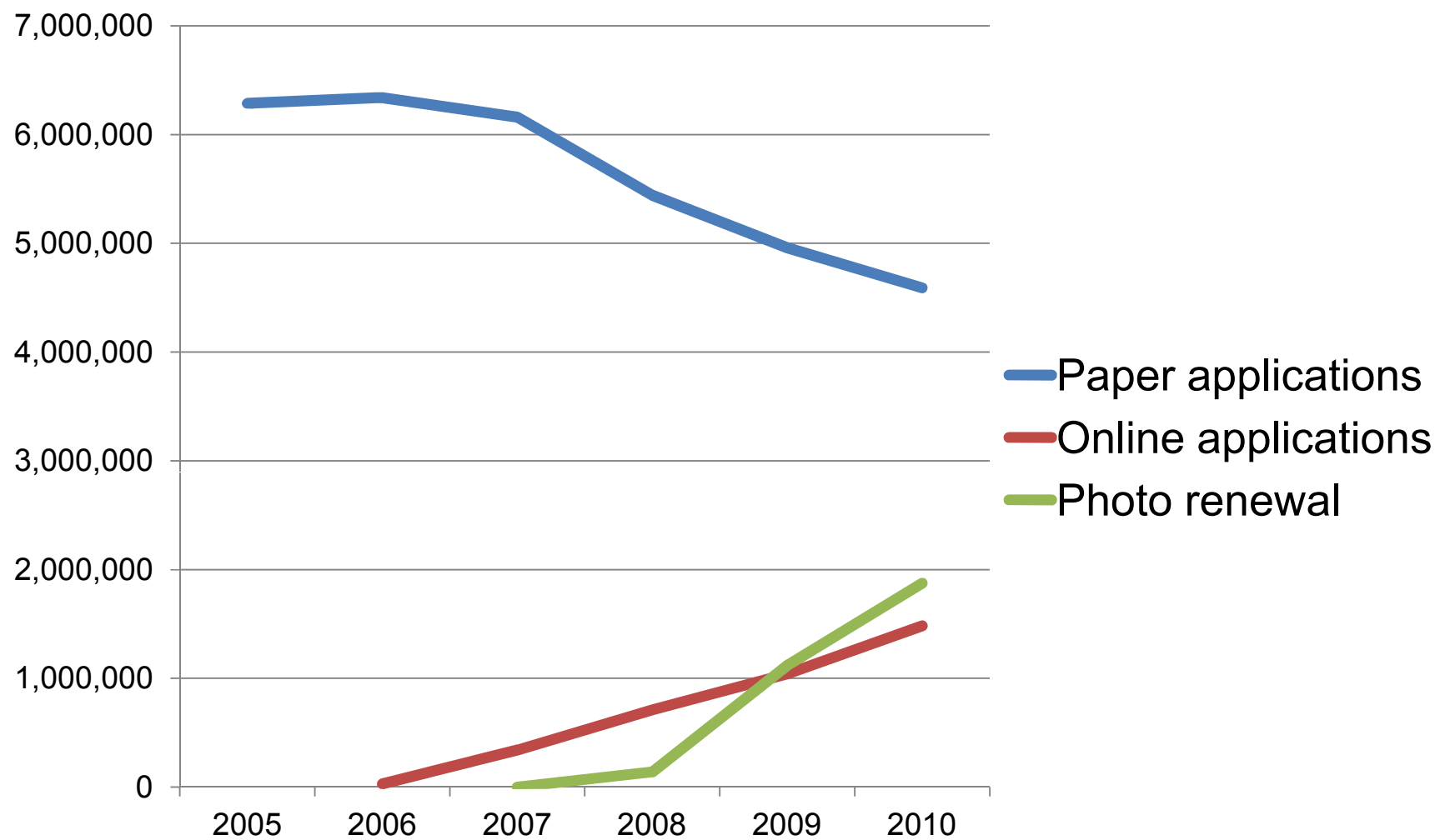
37 NDAs

1 day

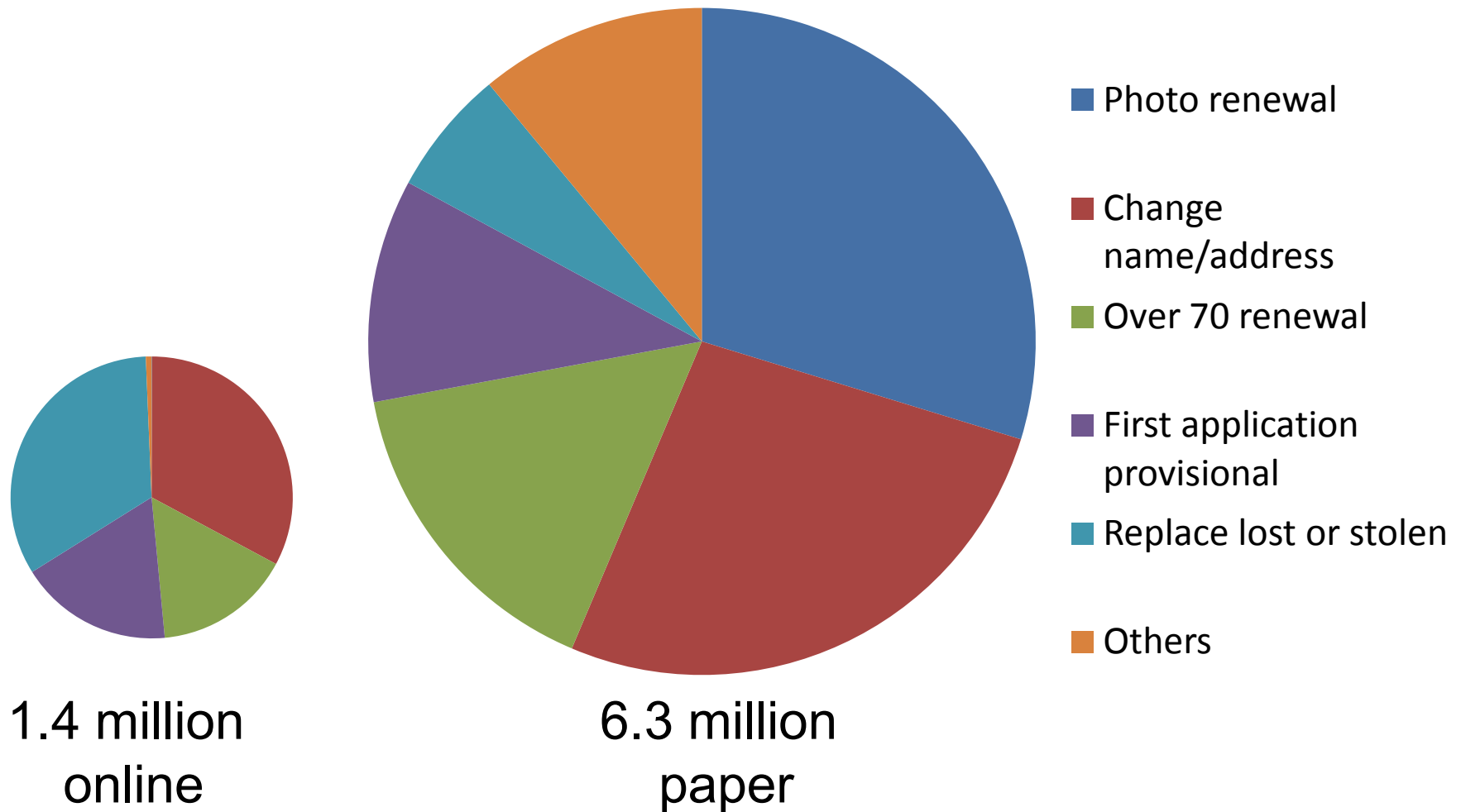
8 million

Online applications are increasing





Maybe 5 million paper applications could be online or by phone



10%

Out of 8 million applications

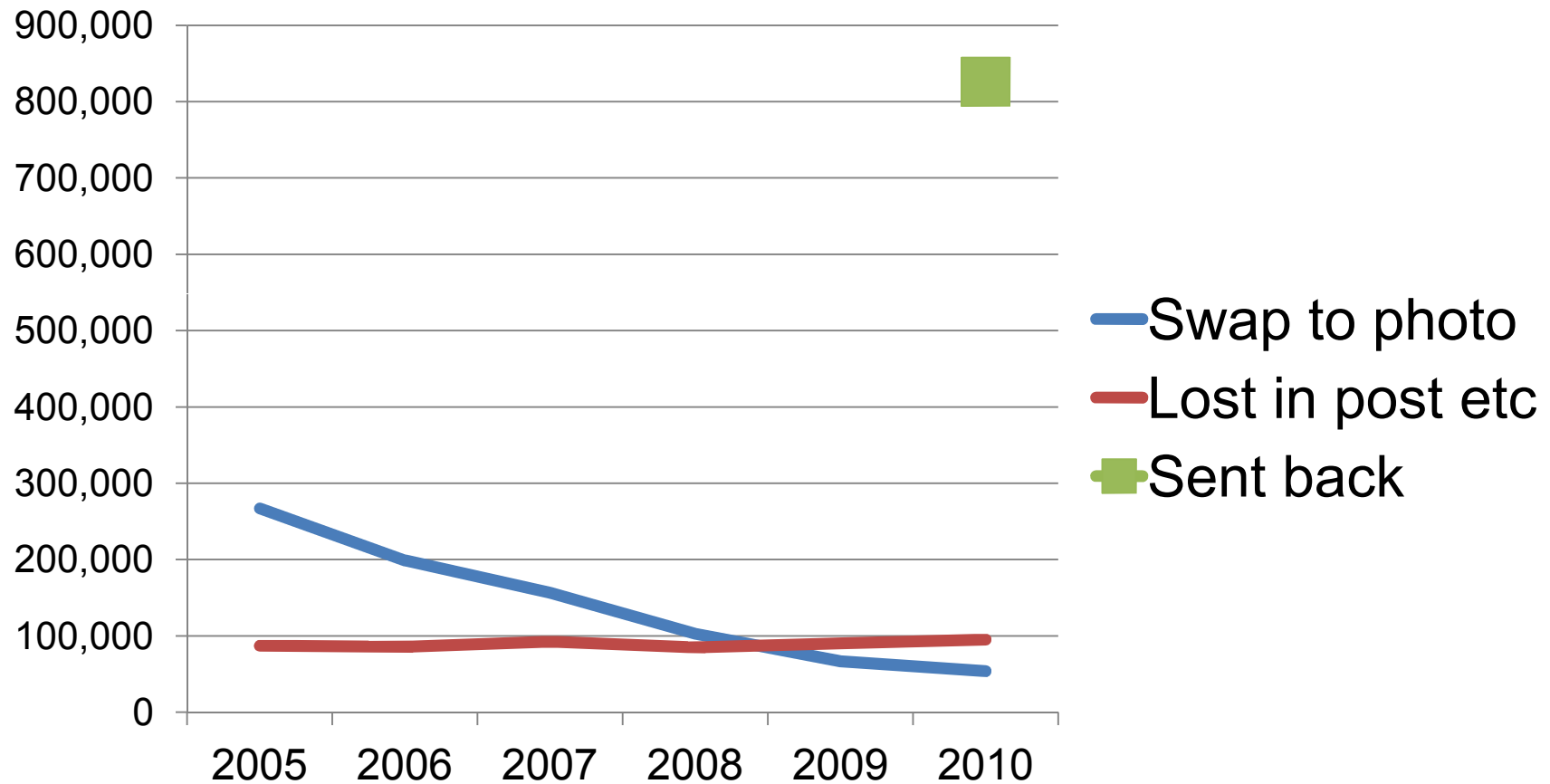
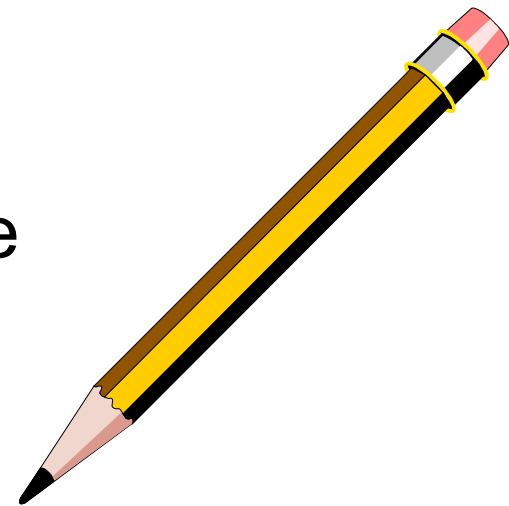


Image by @natalielucier



Your turn now

- Scenario
 - You've lost your driving licence
 - Collected form from Post Office
 - Immediately ignored the notes
- Please note:
 - Top thing you liked
 - Top thing you'd want to change



Robert liked: legibility

3

Your eyesight

Please see note A over the page.

Can you read a car number plate (with glasses or corrective lenses if necessary) from 20.5 metres?

Do you need to wear glasses or corrective lenses when driving?

Caroline liked: medical list

- 1 Diabetes controlled by **insulin**
(no need to tell us if controlled by tablets)
- 2 Epilepsy
- 3 **Any condition** affecting **both** eyes, **or** the remaining eye
if you only have one eye
Not including colour blindness or short or long sight
- 4 Stroke, with **any** symptoms lasting longer than
one month or TIAs
- 5 Fits or blackouts
- 6 **Any type** of brain surgery, severe head injury

Robert's dislike: 693x820mm

Application for a driving licence
Please read booklet DM1-12 before filling in this form.

1. Personal data

Name: _____
Date of birth: _____
Place of birth: _____
Current address: _____
Previous address: _____
Telephone: _____
E-mail: _____

2. Your health

Do you have any of the following conditions?
☐ Diabetes
☐ Epilepsy
☐ Heart disease
☐ High blood pressure
☐ Mental health problems
☐ Other conditions

3. Your eyesight

Do you wear glasses or contact lenses?
☐ Yes ☐ No

4. Your driving licence

Do you hold a valid driving licence?
☐ Yes ☐ No

5. Your photograph

Attach a recent passport-sized photograph.

6. Declaration

I declare that the information provided is true and correct.

7. Signature

Signature: _____

8. Stamp

Stamp: _____

Important notes

A. Your consent and medical conditions

You must give permission for us to use your personal data for the purposes of the application. You must also declare any medical conditions that may affect your ability to drive.

B. Your consent to publish your details

You must give permission for us to publish your details in the public domain.

C. Your consent to use your photograph

You must give permission for us to use your photograph for the purposes of the application.

D. Your consent to use your signature

You must give permission for us to use your signature for the purposes of the application.

E. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

F. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

G. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

H. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

I. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

J. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

K. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

L. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

M. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

N. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

O. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

P. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

Q. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

R. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

S. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

T. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

U. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

V. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

W. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

X. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

Y. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

Z. Your consent to use your personal data

You must give permission for us to use your personal data for the purposes of the application.

How to fill in your Application for a driving licence (D1)

Contents

Important

Section 1 - What are you applying for?

Section 2 - Your details

Section 3 - Your eyesight

Section 4 - Your photograph

Section 5 - Your signature

Section 6 - Your consent to publish your details

Section 7 - Your declaration

General information

1. What are you applying for?

1.1. What are you applying for?
1.2. What are you applying for?
1.3. What are you applying for?

2. Your details

2.1. What are your details?
2.2. What are your details?
2.3. What are your details?

3. Your eyesight

3.1. What are your eyesight details?
3.2. What are your eyesight details?
3.3. What are your eyesight details?

4. Your photograph

4.1. What are your photograph details?
4.2. What are your photograph details?
4.3. What are your photograph details?

5. Your signature

5.1. What are your signature details?
5.2. What are your signature details?
5.3. What are your signature details?

6. Your consent to publish your details

6.1. What are your consent details?
6.2. What are your consent details?
6.3. What are your consent details?

7. Your declaration

7.1. What are your declaration details?
7.2. What are your declaration details?
7.3. What are your declaration details?

General information

8.1. What are your general information details?
8.2. What are your general information details?
8.3. What are your general information details?

Caroline's dislike: hiding key info

Design solution: v1

Application for a driving licence

If you are applying for a lorry or bus licence, you need to fill in a D2 application form.

1 About you

Your GB driver number, found on your existing licence

If you don't know your GB driver number because your driving licence has been lost or stolen, you don't need to fill in this form. You can apply for a replacement licence by calling 0300 790 6801.

Title: Mr Mrs Miss Ms Other []

Surname

First names []

Date of birth []

Address

[House no]

[]

[Postcode]

Full phone/mobile number: []

Email address: []

Change of details

If any of the details above have changed since your last licence was issued please give the previous details below.

Nationality

To apply for a GB driving licence, you must be normally resident in the UK for more than 185 days.

Country you were born in

Please tell us any other EUEEA countries you have lived in in the last year:

What date did you come to live in the UK?

2 Reason for applying? Please tick all the reasons that apply

- ☐ I'm applying for a first provisional (learner) licence
- Complete all sections of this form
 - Return form to DVLA, Swansea SA99 1BN

I've passed my test

- Enter the codes of categories passed here

- Complete section '6 Declaration'

- Return form to DVLA, Swansea SA99 1BN

- ☐ I'm applying drive a car at 16 because I'm getting Disability Living Allowance (mobility component) at the higher rate
- Complete all sections of this form
 - Return form to DVLA, Swansea SA99 1BN

I want to update details on my licence

My name has changed

- Complete section '4A Proof of a name change' & '6 Declaration'

- Return form and current licence to DVLA, Swansea SA99 1BN

My address has changed

If you have a paper licence

- Complete '1 About you' & '6 Declaration'

- Return form and current licence to DVLA, Swansea SA99 1BN

If you have a photocard licence

- Complete the 'Changes' section on your licence's paper counterpart (D7140) and return it to DVLA, Swansea SA99 1BN

- Return form, current photocard licence and its counterpart and £20 renewal fee to DVLA, Swansea SA99 1BN

- Complete '5 Your photo' & '6 Declaration'

- Return form, current photocard licence and its counterpart and £20 renewal fee to DVLA, Swansea SA99 1BN

- It is a legal requirement that photocard driving licences are updated with a new photo every 10 years. The expiry date of the photo is shown in section 4 of the photocard licence unless you hold a medical driving licence or are aged over 65 when your last licence was issued. Your application will be refused to you if your photo is due to expire in 10 days.

- To remove expired endorsements

- To add provisional motorcycle entitlement

- To add motorcycle entitlement

- To remove expired 25kW motorcycle restriction

- Complete section '1 About you' & '6 Declaration'

- Return this form to DVLA, Swansea, SA99 1BN

I want to replace my licence

- To exchange my paper licence for a photocard licence

- Complete section '5 Your photo' & section '6 Declaration'

- Return form to DVLA, Swansea SA99 1BN

Lost or stolen

You don't need to fill in this form. You can apply for a replacement licence by calling 0300 790 6801.

Damaged

- Complete section '1 About you'

- Return form and damaged licence to DVLA, Swansea SA99 1BN

I want to renew my licence

- Because I am over 70 years old

For medical reasons

- Complete '3 Medical history and eyesight' & '6 Declaration'

- Return form to DVLA, Swansea SA99 1BN

- Because it was revoked or I was disqualified

If you were disqualified in the UK please give (if you know it):

- The name of the court

- Complete section '6 Declaration'

- Return form to DVLA, Swansea SA99 1BN

I want to exchange my non-UK licence for a British one

If you hold a Northern Ireland licence you can continue to use your Northern Ireland until it runs out.

If you want to exchange your Northern Ireland licence, complete section 3, 4 and 7.

Which country did you pass your test in?

If you passed your test in Canada in a manual vehicle, you must provide proof that you passed in a manual vehicle. Otherwise we will issue a licence that only allows you to drive an automatic vehicle.

If your licence has been withdrawn, suspended or cancelled in any other country (e.g. because of disqualification), please state which country.

Application for a driving licence

If you are applying for a lorry or bus licence, you need to fill in a D2 application form.

1 About you

Your GB driver number, found on your existing licence

If you don't know your GB driver number because your driving licence has been lost or stolen, you don't need to fill in this form. You can apply for a replacement licence by calling 0300 790 6801.

Title: Mr Mrs Miss Ms Other []

Surname

First names []

Date of birth []

Address

[House no]

[]

[Postcode]

Full phone/mobile number: []

Email address: []

Change of details

If any of the details above have changed since your last licence was issued please give the previous details below.

Nationality

To apply for a GB driving licence, you must be normally resident in the UK for more than 185 days.

Country you were born in

Please tell us any other EUEEA countries you have lived in in the last year:

What date did you come to live in the UK?

2 Reason for applying? Please tick all the reasons that apply

- ☐ I'm applying for a first provisional (learner) licence
- Complete all sections of this form
 - Return form to DVLA, Swansea SA99 1BN

I've passed my test

- Enter the codes of categories passed here

- Complete section '6 Declaration'

- Return form to DVLA, Swansea SA99 1BN

- ☐ I'm applying drive a car at 16 because I'm getting Disability Living Allowance (mobility component) at the higher rate
- Complete all sections of this form
 - Return form to DVLA, Swansea SA99 1BN

I want to update details on my licence

My name has changed

- Complete section '4A Proof of a name change' & '6 Declaration'

- Return form and current licence to DVLA, Swansea SA99 1BN

My address has changed

If you have a paper licence

- Complete '1 About you' & '6 Declaration'

- Return form and current licence to DVLA, Swansea SA99 1BN

If you have a photocard licence

- Complete the 'Changes' section on your licence's paper counterpart (D7140) and return it to DVLA, Swansea SA99 1BN

- Return form, current photocard licence and its counterpart and £20 renewal fee to DVLA, Swansea SA99 1BN

- Complete '5 Your photo' & '6 Declaration'

- Return form, current photocard licence and its counterpart and £20 renewal fee to DVLA, Swansea SA99 1BN

- It is a legal requirement that photocard driving licences are updated with a new photo every 10 years. The expiry date of the photo is shown in section 4 of the photocard licence unless you hold a medical driving licence or are aged over 65 when your last licence was issued. Your application will be refused to you if your photo is due to expire in 10 days.

- To remove expired endorsements

- To add provisional motorcycle entitlement

- To add motorcycle entitlement

- To remove expired 25kW motorcycle restriction

- Complete section '1 About you' & '6 Declaration'

- Return this form to DVLA, Swansea, SA99 1BN

I want to replace my licence

- To exchange my paper licence for a photocard licence

- Complete section '5 Your photo' & section '6 Declaration'

- Return form to DVLA, Swansea SA99 1BN

Lost or stolen

You don't need to fill in this form. You can apply for a replacement licence by calling 0300 790 6801.

Damaged

- Complete section '1 About you'

- Return form and damaged licence to DVLA, Swansea SA99 1BN

I want to renew my licence

- Because I am over 70 years old

For medical reasons

- Complete '3 Medical history and eyesight' & '6 Declaration'

- Return form to DVLA, Swansea SA99 1BN

- Because it was revoked or I was disqualified

If you were disqualified in the UK please give (if you know it):

- The name of the court

- Complete section '6 Declaration'

- Return form to DVLA, Swansea SA99 1BN

I want to exchange my non-UK licence for a British one

If you hold a Northern Ireland licence you can continue to use your Northern Ireland until it runs out.

If you want to exchange your Northern Ireland licence, complete section 3, 4 and 7.

Which country did you pass your test in?

If you passed your test in Canada in a manual vehicle, you must provide proof that you passed in a manual vehicle. Otherwise we will issue a licence that only allows you to drive an automatic vehicle.

If your licence has been withdrawn, suspended or cancelled in any other country (e.g. because of disqualification), please state which country.

Design solution: v2

Application for a driving licence

If you are applying for a lorry or bus licence, you need to fill in a D2 application form.

1 About you

Your GB driver number, found on your existing licence

If you don't know your GB driver number because your driving licence has been lost or stolen, you don't need to fill in this form. You can apply for a replacement licence by calling 0300 790 6801

Title ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other

Full name

Date of birth

Address (including postcode)

Mobile number

Email address

Change of details

If any of the details opposite have changed since your last licence was issued please give the previous details below:

Nationality

To apply for a GB driving licence, you must be normally resident in the UK for more than 185 days

Country you were born in

Please tell us any other EU/EEA countries you have lived in in the last year:

If you were born outside the UK, what date did you come to live in the UK?

2 Reason for applying? Please tick all the reasons that apply

☐ I'm applying for a first provisional (learner) licence

- Complete all sections of this form
- Return form to DVLA, Swansea SA99 1BN

☐ I've passed my test

- Enter the codes of categories passed here

☐ I'm applying drive a car at 16 because I'm getting Disability Living Allowance (mobility component) at the higher rate

- Complete all sections of this form
- Return form to DVLA, Swansea SA99 1BN

I want to update details on my licence

- ☐ **My name has changed**
 - Complete section '4A Proof of a name change' & '6 Declaration'
 - Return form and current licence to DVLA, Swansea SA99 1BN

- ☐ **My address has changed**
 - If you have a paper licence
 - Complete '1 About you' & '6 Declaration'
 - Return form and current licence to DVLA, Swansea SA99 1BN
 - If you have a photocard licence
 - Complete the 'Changes' section on your licence's paper counterpart (D742) and return it to DVLA, Swansea SA99 1BN

- ☐ **To renew the photo on my licence**
 - Complete '5 Your photo' & '6 Declaration'
 - Return form, current photocard licence and its counterpart to DVLA, Swansea SA99 1BN

Photocard driving licences must be updated with a new photo every ten years. The expiry date of the photo is shown in section 4b of the photocard licence unless you hold a medical driving licence or are aged over 60 when your test licence was issued. Your application will be returned to you if your photo is due to expire in 56 days.

- ☐ **To remove expired endorsements**
- ☐ **To add provisional motorcycle entitlement**
- ☐ **To add motorcycle entitlement**
- ☐ **To remove expired 25kW motorcycle restriction**
 - Complete section '1 About you' & '6 Declaration'
 - Return this form to DVLA, Swansea, SA99 1BU

I want to replace my licence

- ☐ **To exchange my paper licence for a photocard licence**
 - Complete section '5 Your photo' & section '6 Declaration'
 - Return form to DVLA, Swansea SA99 1BN

☐ Lost or stolen

- Apply for a replacement licence by calling 0300 790 6801, or
- Complete section '1 About you'
- Return form to DVLA, Swansea SA99 1BN

☐ Damaged

- Complete section '1 About you'
- Return form and damaged licence to DVLA, Swansea SA99 1AB

I want to renew my licence

- ☐ **Because I am over 70 years old**
- ☐ **For medical reasons**
 - Complete '3 Medical history and eyesight' & '6 Declaration'
 - Return form to DVLA, Swansea SA99 1BU

- ☐ **Because it was revoked or I was disqualified**
 - If you were disqualified in the UK please give (if you know it):
 - The date

The name of the court

- Complete section '6 Declaration'
- Return form to DVLA, Swansea SA99 1BU

☐ I want to exchange my non-UK licence for a British one

If you hold a Northern Ireland licence you can continue to use your Northern Ireland until it runs out. If you want to exchange your Northern Ireland licence, complete section 3, 6 and 7

Which country did you pass your test in?

If you passed your test in Canada in a manual vehicle, you must provide proof that you passed in a manual vehicle, otherwise we will issue a licence that only allows you to drive an automatic vehicle

If your licence has been withdrawn, suspended or cancelled in any other country (e.g. because of disqualification), please say which country.

3 Medical conditions and eyesight

If you:

- are applying for a new licence
 - have developed a medical condition since your current licence was issued
 - no longer meet the eyesight standards xxxxxxxx
- then you need to fill in this section. Otherwise go to Section 4 ➡

Current medical conditions

Have you ever had, or do you currently suffer from any of the following conditions?

- ☐ Diabetes controlled by insulin
- ☐ Epilepsy
- ☐ Any condition affecting both eyes, or the remaining eye if you only have one eye, not including colour blindness or short or long sight
- ☐ Any condition affecting your visual field
- ☐ Total loss of sight in one eye
- ☐ Strokes, with any symptoms lasting longer than one month or TIAs
- ☐ Fits or blackouts
- ☐ Any type of brain surgery, severe head injury involving in-patient treatment, or brain tumour
- ☐ An implanted cardiac pacemaker
- ☐ An implanted cardiac defibrillator (ICD)
- ☐ Repeated attacks of sudden disabling blindness
- ☐ Any other chronic neurological condition including Multiple Sclerosis, Motor Neurone and Huntington's disease
- ☐ A serious problem with memory or periods of confusion
- ☐ Persistent alcohol misuse or dependency
- ☐ Persistent drug misuse or dependency
- ☐ Serious psychiatric illness or mental ill health
- ☐ Parkinson's disease
- ☐ Sleep apnoea syndrome
- ☐ Narcolepsy
- ☐ Any persisting limb problem which needs driving to be restricted to certain types of vehicle or those with adapted controls
- ☐ Severe learning disability

Your eyesight

Can you read a car number plate (with glasses or corrective lenses if necessary) from 20.5 metres?

☐ Yes ☐ No

Do you need to wear glasses or corrective lenses when driving?

☐ Yes ☐ No

3B Previous medical conditions

If you:

- are applying to renew your licence for any reason
- have already told us about your medical conditions (then you need to fill in this section. Otherwise go to Section 4 ➡)

What condition have you told us about before?

Has it got worse since you told us about it?

☐ Yes ☐ No

Have you had any special controls fitted to your vehicle since your last licence was issued?

☐ Yes ☐ No

If you have declared a medical condition we may ask you to fill in a medical questionnaire which will be sent to you when we receive your application.

4 Your proof of identity

If you are:

- applying for a new licence, you need to fill in this whole section
 - changing your name on your photocard driving licence ➡ go straight to '4B Proof of a name change'
- Otherwise go to Section 5 ➡

If you have a digital UK passport

You only need to give your digital passport number.

We can confirm your identity with the Identity and Passport Service (IPS) without you having to send your passport to us. Note: if both your photo and signature appear on the same page in your passport then it is a digital passport. Your passport number is shown at the top right-hand side of that page. If you agree to this you should fill in Part A of section 5.

I agree that DVLA can contact the Identity and Passport Service (IPS) to verify my identity.

Signature

- ☐ • This is your first photocard licence
- ☐ • You wish to change your current photo

you will still need to provide a photo. Complete section 6

If you do not have a digital UK passport

If you do not have a digital UK passport, or do not agree to us contacting IPS to verify your identity, you will need to provide us with original documents that prove your identity. We cannot accept photocopies.

Please tick all original documents enclosed.

- ☐ **Passport** - If you need your passport within the next month, then delay your licence application until you can send us your passport.

Your passport number

☐ UK birth/adoption certificate plus one of the documents below.

- ☐ EC/EEA identity card
- ☐ Evidence of (State Retirement Pension)
- ☐ Travel document
- ☐ UK National Identity Card
- ☐ UK Identity Card for Foreign Nationals/Residence Permit
- ☐ UK Identification Card for EC/EEA/Swiss nationals living in UK

Serial number of the document(s) you are enclosing

4B Proof of a name change

Please put ✓ against the original you are enclosing.

If the name on the document you are enclosing is different from the name on your digital UK passport or the identity document(s) you chose in Section 4, then the document must show a clear link between the different names.

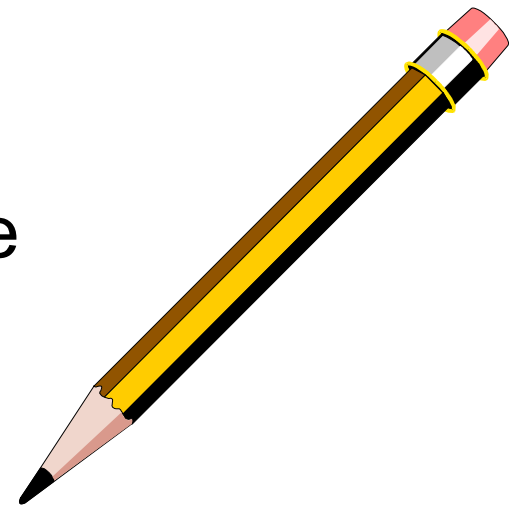
We cannot accept photocopies.

- ☐ Marriage certificate
- ☐ Civil partnership certificate
- ☐ Divorce certificate
- ☐ Deed poll or statutory declaration

Serial number(s) of the document(s) you are enclosing

Your turn on v2

- Same scenario
 - You've lost your driving licence
 - Collected form from Post Office
 - Immediately ignored the notes
- Please note:
 - Top thing you like now
 - Top thing you'd want to change



Robert's proud of: navigation

5 Your photo

If you are:

- applying for a new licence
- renewing the photo on your licence

then you must fill in this section. Otherwise go to Section 6 'Declaration' on the back page ➡

Your photo

Your photo must:

- be taken of the full head

2 Reason for applying? Please tick

☐ **I'm applying for a first provisional (learner) licence**

- Complete all sections of this form
- Return form to DVLA, Swansea SA99 1BN

☐ **I've passed my test**

- Enter the codes of categories passed here

☐ **I want to replace my licence**

☐ **To exchange my paper licence for a photocard licence**

- Complete section '5 Your photo' & section '6 Declaration'
- Return form to DVLA, Swansea SA99 1CD

☐ **Lost or stolen**

- Apply for a replacement licence by calling 0300 79
- Complete section '1 About you'
- Return form to DVLA, Swansea SA99 1CD

☐ **Damaged**

- Complete section '1 About you'
- Return form and damaged licence to DVLA, Swansea

16 because I'm getting

new my licence

Caroline's proud of: no separate notes

• Your proof of identity

If you are:

- applying for a new licence, you need to fill in this whole section
- changing your name on your photocard driving licence ➤ go straight to '4B Proof of a name change'

Otherwise go to Section 5 ➤

If you have a digital UK passport

You only need to give your digital passport number.

We can confirm your identity with the Identity and Passport Service (IPS) without you having to send your passport to us. Note: if both your photo and signature appear on the same page in your passport then it is a digital passport. Your passport number is shown at the top right-hand side of that page. If you agree to this you should fill in Part A of section 5.

I agree that DVLA can contact the Identity and Passport Service (IPS) to verify my identity.

Signature

- this is your first photocard licence
- you wish to change your current photo

You will still need to provide a photo.

If you do not have a digital UK passport

If you do not have a digital UK passport, or do not want to contact IPS to verify your identity, you will need to provide us with original documents that prove your identity. We will accept photocopies.

Please tick all original documents enclosed.

☐ **Passport** - If you need your passport within the next month, please delay your licence application until you can send us your passport number

☐ UK birth/adoption certificate **plus** one of the documents below

- ☐ EC/EEA identity card
- ☐ Evidence of (State Retirement Pension)
- ☐ Travel document

Who knew “new” would be so troublesome?

4 Your proof of identity

If you are:

- applying for a new licence, you need to fill in this
 - changing your name on your photocard driving licence
- Otherwise go to Section 5 ►►*

you have a digital UK passport

you only need to give your digital passport number

we can confirm your identity with it

Robert's ashamed of: organs

A photograph of a man and a woman smiling at each other outdoors. The man is wearing a pink shirt, and the woman is wearing a floral top. They are standing in front of some greenery and a house.

**Thank You For Life:
Read Steve's Story**

Have you
joined the
**Organ Donor
Register?**

[Register now](#)

[Amend your details](#)

Caroline's ashamed of: online



What next?

- Address issues from latest testing
- Calculate potential cost savings
- Propose design changes to DVLA
- Publish!

What we did that you should do

- Gather stories
- Look at the structure of the task
- Treat notes and form as parts of the whole
- Test at each stage

What we should have remembered

- Make a list of requirements / constraints
 - Don't forget the organs!
- Establish the success criteria
 - Don't forget online!
- Check that users understand your terms

Thank you

robert@roberthempson.co.uk

Twitter @roberthempson

caroline.jarrett@effortmark.co.uk

Twitter @cjforms