STEP 2: DESCRIBE THE BASELINE SCENARIO

OBTAINMENT USE CLEARANCE How does the user prepare How does the user decide if How does the user initiate product for clearance? obtainment is needed or not? product use? What activities are needed? How does the user choose and How does the user use the product? How does the user explore evaluate different obtainment offers? Is it intuitive? clearance opportunities? How does the user obtain How does the user manage How does the user offer the product/service? and store the product? the product? (if done) Why would the user revalue the How does the user clear product? Does it somehow feel the product? outdated?

