

WHAT should we do now?

SOLUTION:
wise

PURPOSE: To find the best solution for an incident/problem situation

STEP 1: PURPOSE STATEMENT

- **Decide what to decide**
 - Select appropriate action word
 - Select appropriate object
 - **ASK:** Why do you want to decide that? or
 - **ASK:** What is the ultimate purpose of your solution?
- **Decide the format to use**
 - Decide the level of detail needed
 - Do you have to select something? or Do you have to find a solution?

STEP 2: CLARIFY SOLUTION REQUIREMENTS

List Stakeholders - ask the following questions for each of them.

Requirements to fulfill

What main and secondary results do you want to achieve with this solution?

Problems/Symptoms to remove

What existing problems and symptoms do you want to remove with this solution?

Risks to avoid

In reaching your solution, what risks or future problems do you want to avoid?

Resources and restrictions

What money and time are you permitted to spend, preserve and/or minimize? Any requirements out of your control?

Crystallize and consolidate the important requirements and ask:

- **What are the key requirements for this solution?**

Write each solution requirement as an objective to be achieved