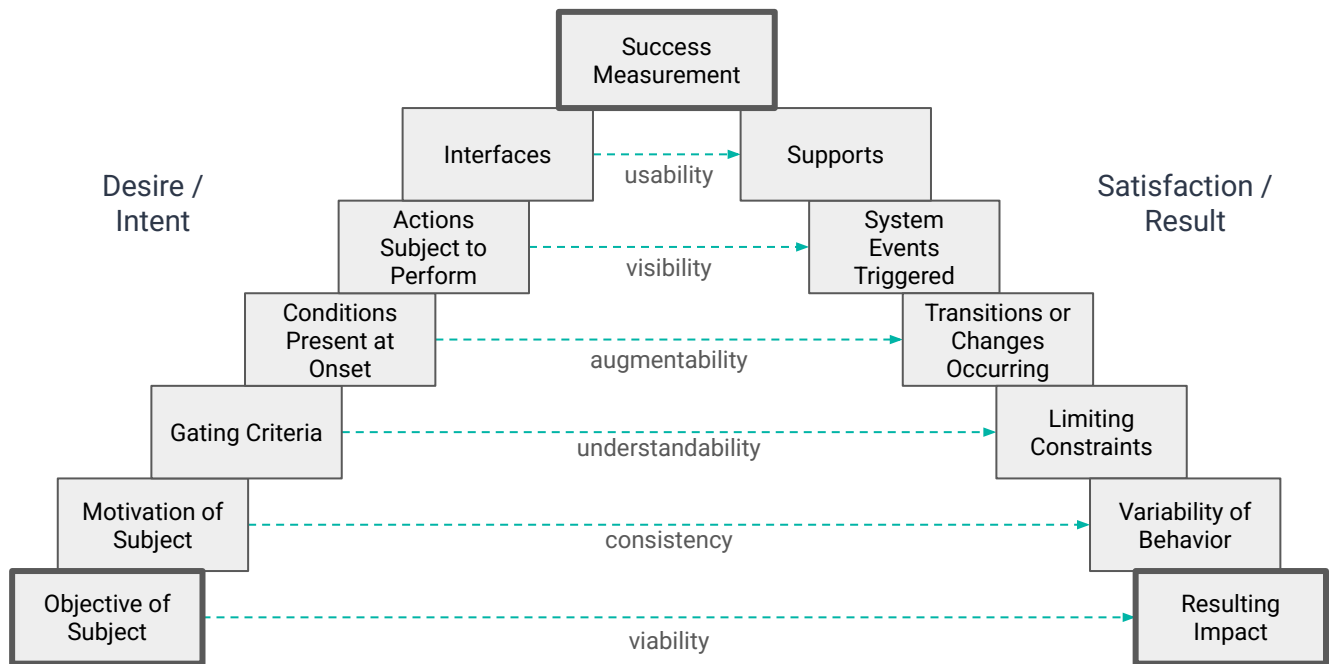# User Experience Inventory

A method from op1digital, turning strategic plans into real-world results since 2016.

User Experience Inventory (UXINV) is a problem-solving method that compares alignment between user experience and expectations.

Identify Alignment Opportunities

1. Identify the subject.

2. Decide whether to model the subject's objective or our objective.

3. Populate the model. (Appendix A)

4. Identify misalignments. (Appendix B)

5. Identify gaps. (Appendix C)

6. Identify opportunities based on model data, misalignments, and gaps.

Sample Problems

- Improving customer or user experience quality
- Blocking adversary success
- Ensuring ally success

Key Framing Questions

- Should we model past, present, or future conditions?

- Is partial success a success or a failure?

About the Technique

Designed for complex, high-stakes situations where precise understanding is needed for conflict resolution or choice analysis. Human training, LLM and implementation materials are available.

The following questions can be used to populate the model:

- **Objective of Subject:** What does the subject want or want to do? We consider the objective of the subject even if we are modeling desired or undesired objectives of our own. It is the user's objective that brings them to the experience.

- **Motivation of Subject:** Why does the subject want to achieve this objective?

- **Gating Criteria**: What barriers prevent the subject from acting on their motivations?

- **Conditions Present at Onset:** When the subject overcomes any barriers to action, what conditions are present, including any conditions they may want to change?

- **Actions Subject to Perform:** What actions will the subject take to get what they want?

- **Interfaces:** What systems, people, and tools will the subject interact with to perform these actions?

- **Success Measurement:** How will the subject measure their success?

- **Supports:** What training, documentation, end-user support, accomplices, and supporters enable successful use of the interfaces?

- **System Events Triggered:** When the subject takes action, what response is triggered in the system, including responses that are either visible or non-visible to the subject?

- **Transitions or Changes Occurring:** What impact on conditions will be caused by the subject's actions?

- **Limiting Constraints:** What rules restrict the actions that the subject can perform?

- **Variability of Behavior:** What variability can exist in the behavior of the subject's actions, such as quantity, size, color, material, duration, delay, interruptions, participants, destination, sequence, or session count?

- **Resulting Impact:** What is the result produced?

The following questions can be used to identify misalignments:

- **Measurement:** Compare Success Measurement internally vs externally:
  - Does the subject measure success in the same way we measure their success?
  - Would they consider a partial result to be successful?
  - How will the subject respond if they do not achieve success?

- **Usability:** Compare Interfaces to Supports:
  - Does the subject have experience with the interface technology and similar interfaces?
  - What interfaces will cause the highest cognitive load on the subject?
  - Do adequate supports exist for the interfaces used by the subject?
  - How will the subject respond?

- **Visibility:** Compare Actions Subject to Perform to Systems Events Triggered:
  - Do the subject's actions produce a result that the subject can observe?
  - Are there also results that they cannot observe?
  - Are the results visible to us?

- **Augmentability:** Compare Conditions Present at Onset to Transitions or Changes Occurring:
  - Through action, can the subject change the conditions in the way they desire?
  - Can only some of the conditions be augmented?
  - How will the subject respond?

- **Understandability:** Compare Gating Criteria to Limiting Constraints:
  - Are the rules that restrict the subject's actions fully visible to the subject at the onset?
  - Is the subject able to understand these restrictions?
  - How will the subject respond?

- **Consistency:** Compare Motivation of Subject to Variability of Behavior:
  - Moving from a general sense of the subject's motivation to the specifics, can the subject get what they want?
  - Can the subject get part of what they want?
  - How will the subject respond?

- **Viability:** Compare Objective of Subject to Resulting Impact:
  - Does the resulting impact align with the objective of the subject?
  - What are the repercussions of success, failure, or partial success?
  - What are the next steps, or what would happen next in each case?

A determination of success, partial success, or failure is tied to the subject and the vantage point we are using to consider the user experience. Both subjective and objective determinations may be relevant. Consider motivations, behavior, and other factors related to the subject. Consider that you may be wrong.

The following questions can be used to identify gaps:

- **Measurement gaps:**
  - Considering each segment from the Objective of User to Resulting Impact, where do we lack the ability to measure?
  - Are we measuring in one way or multiple ways?

- **Measurement source diversity:**
  - Do all measurements come from just one source, or do we have multiple vantage points?
  - Do measurements from multiple sources use the same methodology for counting?

- **Alignment of evidence:**
  - Does evidence from available sources align? If not, how can we find what is true?

- **Always, sometimes, never:**
  - What statements in the model are absolute (always or never) or conditional (sometimes)?
  - When isn't this the case?
  - If this is not the case, does measurement help us know what alternative is true?
  - What is the impact if we are wrong?

- **Detail gaps:**
  - What aspects of the model have we insufficiently populated?
  - Have we accounted for mainstream behavior, shortfalls, alternatives, and surpluses?
  - What do we know we do not know?
  - Do we know who to ask or how to find out? Can we ask the subject?