

Goal card template for dialogue with customer

- a pilot project can have more than one goal card

Success criteria	IF (<i>we carry out activity</i>)	What would we like to see in practice a result of this activity? 1) Wanted deliverables from the pilot project 2) New capabilities 3) New practice/ workflows
Necessary conditions for doing the activity (process goals)	THEN (<i>we will achieve goal/ benefit</i>) 	4) Issues that hinder change

