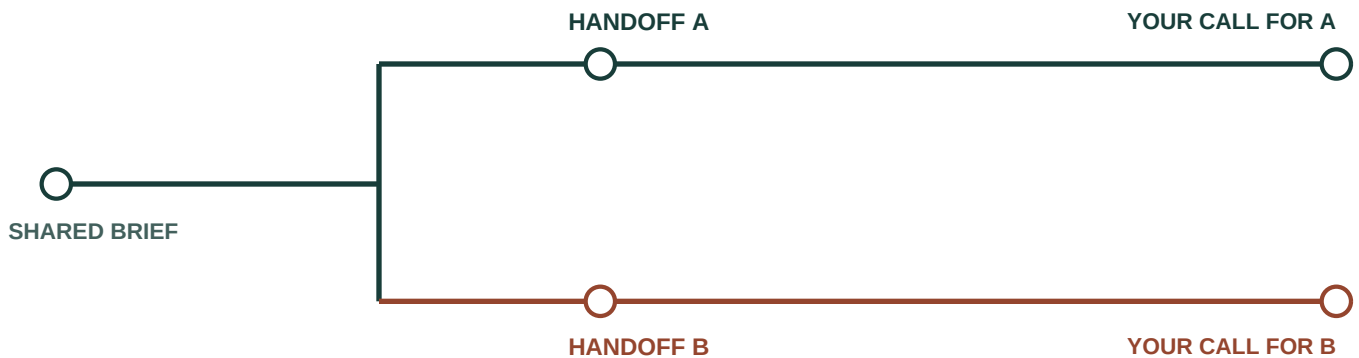


AN INDEPENDENT PRACTICE SERIES

Product Design Rehearsals

Three sheets in doubt
A complete sample rehearsal

**Start with a pencil and a timer.**

Read the brief, choose an interaction, then see what each handoff changes. Keep the keys closed until you have recorded both calls.

Original fictional exercises and simulated results. Personal practice use.

BEFORE YOU BEGIN

Plan your session

One case is a complete session. Take it in order, including the page where you commit to an opening design. Keep a pen in hand when you turn to each handoff.

01 Read and commit

Use the shared brief to make an opening call. Sketch what you would ship and write one question that could change it.

02 Try both handoffs

Open A, read its record and complete its call sheet. Start from the same brief in B. Treat B as a separate possible world and record a fresh call.

03 Check your reasoning

After both calls are on paper, open the spoiler keys. Find your option, compare its consequence with your prediction and explain any difference.

Find a rehearsal

CASE / SESSION	PRACTICE	KEYS + REVIEW
01 Three sheets in doubt 12 min / Recovery and measurement	3-8	10-12

Print just your case's practice pages if you prefer. Use US Letter at actual size, or fit to the printable area on A4. In a PDF reader, the page ranges above are clickable.

The people, records, policies and outcomes are fictional. You may print copies for your own practice. Another design can be sound when its assumptions and consequences fit the evidence.

RECOVERY AND MEASUREMENT

Three sheets in doubt

Design the recovery control when a missing confirmation could mean two different things.

Situation

A map printer releases sheets to a cutting press. Alex watches the dispatch desk. At 10:02 five rows show a press receipt and three say 'No receipt.' At 10:03 the cutter will run every ticket in its queue. Each sheet needs exactly one ticket. The desk has one minute to act.

Your assignment

Choose what Alex can do with the three rows. Sketch the label for the control and the status each affected row should show afterward. Define a measure that would catch both a missing sheet and a duplicate cut.

Dispatch desk · 10:02

Sheet IDs	Desk status	Rows
J2, J3, J4, J5, K2	Receipt attached	5
K3, K4, K5	No receipt	3

Eight different sheets belong to one order. The initial screen is identical in both runs. A new send always adds one ticket. The press register is authoritative at 10:02 and no other operator can add tickets during this exercise.

Stop before either handoff.

Turn to the opening call on the next page. You will use the same shared brief twice.

BEFORE THE HANDOFFS

Make an opening call

Choose an interaction or write your own. Circle your starting choice and sketch it before reading either handoff.

01 Resend all three

Send a fresh ticket request for each row without a desktop receipt.

02 Refresh statuses only

Read the register and update the desk. Issue no fresh requests.

03 Check, then send only missing sheets

Read the press register and create a ticket only for an ID that has none.

Sketch your starting design

Give the primary action a label. Show the person or state it affects.

FIRST STATE

AFTER THE ACTION

What would you ask before choosing?

Write one question. Name whose answer or which record you would trust.

Who could this design serve poorly?

Name a person, a missing state or a consequence you might overlook.

EVIDENCE PACKET

Handoff A

Read this record alongside the shared brief. Mark the observation that would make you keep or revise your opening design.

Press register and dispatch trace

Sheets	Open press tickets	Last dispatch event
J2-J5, K2	P41-P45	Receipt delivered
K3, K4, K5	None	Request rejected before ticket creation

A missing entry here means the sheet has no press ticket at the settled snapshot. A new request now succeeds.

Alex · dispatch operator

“I can see the desk didn't get its receipts. What I need to know before I release anything is whether the press already has those sheets.”

What did this record establish?

Write the row, count, policy or speaker that most affects your decision.

What is still unknown?

Name one fact you would check before applying this design in another setting.

HANDOFF A / DECISION RECORD

Commit your design

Write a call you could hand to another designer. You can choose a listed interaction, combine ideas or propose your own.

01 Choose an interaction

Name the action and the person who takes it.

02 Support the decision

Cite the evidence that changes or supports your opening call. State who could still miss out.

03 Sketch the interface

Label the control and its feedback. Show what happens when the action cannot complete.

BEFORE THE ACTION	AFTER THE ACTION

04 Predict and measure the outcome

What counts as success, among which people or items, by when? Write your predicted count.

Keep this sheet. Turn to handoff B and make a fresh call before reading the keys.

EVIDENCE PACKET

Handoff B

Start again from the shared brief. This record replaces handoff A. Decide whether the same interaction still works here.

Press register and dispatch trace

Sheets	Open press tickets	Last dispatch event
J2-J5, K2	P41-P45	Receipt delivered
K3, K4, K5	P46-P48	Request accepted, reply lost

All eight IDs already have one ticket each. The three missing desktop receipts do not cancel press tickets. Any fresh request creates a second ticket.

Alex · dispatch operator

“The press operator can see the last three ticket numbers. If I click send again, the cutter will take that as another job.”

What did this record establish?

Write the row, count, policy or speaker that most affects your decision.

What is still unknown?

Name one fact you would check before applying this design in another setting.

HANDOFF B / DECISION RECORD

Commit your design

Write a call you could hand to another designer. You can choose a listed interaction, combine ideas or propose your own.

01 Choose an interaction

Name the action and the person who takes it.

02 Support the decision

Cite the evidence that changes or supports your opening call. State who could still miss out.

03 Sketch the interface

Label the control and its feedback. Show what happens when the action cannot complete.

BEFORE THE ACTION	AFTER THE ACTION

04 Predict and measure the outcome

What counts as success, among which people or items, by when? Write your predicted count.

Both calls are on paper. Compare them, then check this case's worked keys on page 10.

STOP HERE UNTIL BOTH CALLS ARE SEALED

Open the keys

The following pages reveal all three interaction results for every handoff. Before you turn, put your two call sheets side by side.

01 What changed between A and B?

Quote one row, person or policy that affected your decision.

02 What did you keep?

Identify a part of the interface or measure that still served both situations.

03 Where would your idea fail?

Name a concrete case outside the fixture and a way to detect that failure.

Using a different design

Look for the closest listed interaction. Compare the effect, then name any extra assumptions your proposal needs. Reasoning is open-ended.

HANDOFF A / SIMULATED OUTCOMES

Three rejected tickets

Find your interaction and compare the predicted outcome with the record below.

01 Resend all three

The cutter has one ticket per sheet.

Three fresh requests create three tickets. The five previously confirmed sheets are untouched.

8/8 requested sheet IDs have exactly one ticket. Zero missing and zero extra.

02 Refresh statuses only

Three sheets still miss the cut.

The desk correctly reports that K3-K5 are missing. Refreshing creates no tickets, so the cutter receives only the first five sheets.

5/8 requested sheet IDs have exactly one ticket. Three missing and zero extra.

03 Check, then send only missing sheets

The checked send completes the order.

The register confirms that three sheets need tickets. Only those three are released.

8/8 requested sheet IDs have exactly one ticket. Zero missing and zero extra.

One worked design

Decision	After inspecting the register, I would let Alex release K3-K5. The desk can show the three affected IDs before the button is pressed.
Interface	Label the action 'Queue 3 missing sheets.' Keep the five confirmed rows read-only. After the action, put the new ticket number next to each changed row and announce '3 sheets queued.'
Measure	Count requested sheet IDs with exactly one press ticket at the cutting deadline, divided by all eight requested IDs. Trace the three affected rows separately when diagnosing recovery.
Another case	Refreshing first and then releasing the confirmed-missing rows is also defensible if both actions can finish before the cutting deadline. State who owns the second step.
Failure mode	A working queue can change after a read. This fixture freezes it. On a live press I would require a keyed, atomic create-if-absent operation before promising a safe checked send.

HANDOFF B / SIMULATED OUTCOMES

Three lost receipts

Find your interaction and compare the predicted outcome with the record below.

01 Resend all three

Three duplicate cuts enter the queue.

All eight desktop rows can now show receipts, but the press has eleven tickets. K3, K4 and K5 each appear twice.

5/8 requested sheet IDs have exactly one ticket. Zero missing and three extra.

02 Refresh statuses only

Refreshing restores the missing receipts.

The desk attaches P46-P48 to the three uncertain rows. The press queue is unchanged.

8/8 requested sheet IDs have exactly one ticket. Zero missing and zero extra.

03 Check, then send only missing sheets

The checked send creates no new tickets.

The register already has tickets for all eight sheets. The desk attaches the three missing confirmations without resending anything.

8/8 requested sheet IDs have exactly one ticket. Zero missing and zero extra.

One worked design

Decision	I would make recovery read-only here. All eight jobs already exist. Alex needs the desk to reconcile its statuses with the press.
Interface	Show '3 already queued' with their ticket numbers and offer 'Restore confirmations.' Announce the restored rows. Avoid a generic 'Try again' button because it conceals what will be sent.
Measure	Use the same eight requested sheet IDs as the denominator. Counting green desktop rows would score the duplicate-producing resend as successful. Counting all eleven tickets also hides which sheets were cut twice.
Another case	A single 'Check press status' control can reconcile found tickets and offer a separate action for proven absences. In this packet it would offer zero new sends.
Failure mode	If the register were still receiving delayed requests, an empty row would not establish absence. Show 'Still checking' and make the operator wait or reconcile before enabling a new send.

AFTER BOTH KEYS

Test your sketch

Put both call sheets beside this page. For each test, mark a pass or a gap and write what happened when you followed the interface.

- 01** Locate K3 on your before and after screens. Can Alex tell an uncertain receipt from a proven missing ticket without relying on color?

Circle one Pass / Gap Describe what happened below.

- 02** Read the primary action aloud. Can Alex predict whether it only reads the press register or creates a physical job?

Circle one Pass / Gap Describe what happened below.

- 03** Give a hypothetical colleague eight receipts and eleven tickets. Does your measure still detect that only five sheets were queued exactly once?

Circle one Pass / Gap Describe what happened below.

Redraw one weak spot

Write the new label or state, then run the same test again.

ORIGINAL DETAIL	REVISION TO RETEST