

# Create



## Piloting

A Pilot is an opportunity to find out what worked and what didn't and to troubleshoot issues as they come up so you are well prepared to roll out your product or service on a large scale. Throughout your pilot, create opportunities for your participants to give you feedback through group discussions, surveys, or self-evaluations. To ensure that you set your Pilot group up for success, be sure to identify the following:

**1 What are the goals and objectives of this Pilot?** Keep your goal in mind and make sure you are prepared with a way to measure it at the end of the Pilot.

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**3 Who will be part of your test group for this Pilot?** Be sure to choose a group that is large enough to provide sufficient feedback and small enough that it's not overwhelming.

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**2 How long will your Pilot run?** Consider how long a routine use case is.

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**4 What onboarding and ongoing training will you offer throughout the Pilot?** This will help the test group get comfortable using your product or service and understand its value.

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