A DESIGN AND DELIVERY PROCESS FOR USER EXPERIENCE PROJECTS

Problem

- UX consultants face problems related to design acceptance due to organizational constraints (technology, people, budget).
- Most traditional UX processes do not account for the business perspective and fail to deliver on stakeholder buy-in.

Impact

- The revised UX process recognizes client priorities and development constraints in agile projects.
- The pilot study provided a suitable solution to UW-IT for the redesign of the online registration system.
- With further R&D the model can enable UX consultants to be more effective in delivering solutions that account for development feasibility.

Research & Analysis

- Understand the organization’s culture and values
- Perform market trend/competitive analysis
- Conduct user research

Design & Evaluate

- Create taskflow diagram
- Create wireframes & prototypes
- Divide wireframe into components
- Usability testing

Point Estimation Tool

\[ C_1, C_2, C_3, \ldots \rightarrow \text{Point Estimation Tool} \rightarrow P_E \]

\[ P_E = \text{estimated development effort} \]

\[ P_X = \frac{H_X [D_X \times S_X - U_X]}{V_{X-1}} \]

- \( x \) = current sprint
- \( P_E \) = points to commit
- \( H_X \) = dev work hours per day
- \( D_X \) = number of devs
- \( S_X \) = days per sprint
- \( U_X \) = dev unavailability in days
- \( V_{X-1} \) = velocity of previous sprint
- \( T_{X-1} \) = available hours in previous sprint

- Evaluate and deliver estimated resources

\[ \frac{P_X}{P_E} \rightarrow \text{Estimated time and cost} \]