

# 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.

