

UX Process Checklist

For more in-depth information about each step, please refer to ux.byu.edu

1. Research

- a. Identify actual users and stakeholders
- b. Identify the personas from the OIT list found under the Resource tab and create new ones if necessary
- c. Write unique scenarios that include the personas relative to the project
- d. Research the problems or deficiencies identified by the actual users through surveys, testing, interviews, etc.
- e. Make a record of current user metrics (if the product already exists)

2. Analyze

- a. Analyze data collected from research
- b. Prepare a deliverable list of product recommendations based on user needs
- c. Consult with product engineers about the feasibility of proposed recommendations

3. UX Design

- a. Create paper prototypes in conjunction with users and product owner
- b. Test paper prototypes with users and adjust as needed
- c. Present recommendations to project owner for approval or rejection
- d. Repeat as needed

4. UI Design

- a. Design a high-fidelity prototype. Adjustments may be made to meet BYU Branding and Accessibility guidelines.
- b. Test the high-fidelity prototype with users and adjust as needed
- c. Repeat as needed
- d. Get formal approval from the project manager and project owner (note: this approval represents the design of the final product. Any further changes will result in an adjustment to the project's timeline and cost estimates)

5. Develop & Validate

- a. Send design specifications to the engineers
- b. Engineers will build the product
- c. Create documentation for users and the OIT Service Desk. Test documentation with both groups

6. Release

- a. Check the completed product against stated goals and final prototype
- b. Complete formal testing with representatives of each of the personas, the OSC, and the CSRs
- c. Adjust product and repeat testing as necessary
- d. Get final approval of the release from the project owner
- e. Test the product post-release to gather user feedback and inform