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