For more in depth information about each step, please refer to [ux.byu.edu](http://ux.byu.edu)

1. **Research**
   - a. Identify actual users and stakeholders
   - b. Identify the personas from the OIT list 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 list of product recommendations based on user needs
   - c. Consult with project engineers about feasibility of proposed recommendations

3. **UX Design**
   - a. Create paper prototypes in conjunction with users and Project Owner
   - b. Test paper prototypes with users and adjust as needed
   - c. Have the Project Owner accept or reject each recommendation
   - d. Repeat as necessary

4. **UI Design**
   - a. Have the UI Designer prepare 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 necessary
   - 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

☐ a. Have the UI Designer send the Design Specs link to the engineers
☐ b. Engineers will build the product as requested and consult with the Project Manager as development constraints force revision of the prototype
☐ c. Create documentation for users and the OIT Service Desk. Test documentation with both groups

6. Validate

☐ a. Check the completed product against stated goals and final prototype
☐ b. Complete a formal testing with representatives of each of the personas, the OSC, and CSRs
☐ c. Adjust product and repeat testing as necessary
☐ d. Test the product post-release to gather user feedback and inform decisions about urgent and long-term changes