



New System Ideation

Contextual Innovation

The user-centered perspective often uncovers fantastic opportunities. Start with a technology or domain of interest. Find concepts that release a choke point in a task, or a psychological pressure point. Select the viable ideas.

12 Weeks

Usability Evaluation

Expert Review

It is like an x-ray before doing surgery. The quickest way to see what is needed is an evaluation against research-based principles.

2-3 Weeks

Usability Testing

This is the acid test of usability. It is hard to argue with a well-run test using representative users. Executives will listen.

3-4 Weeks

System Design Through Release

User Interface Structure

80% of usability is determined by the interface structure or navigational container. So, this process will ensure the right brand perception, functionality, organization, and navigational mechanism.

8-12 Weeks

Standards

The user should arrive at each screen and feel they have seen a screen like that before. And it should work as expected. A small set of standard screen templates should cover 85% of the screens that must be designed.

8-12 Weeks

Detailed Design

The structure dictates the overall organization of the interface. The standards provide a template for most screens. But it takes art, science, meticulous work, and iterative testing to optimize the final designs.

Time Varies

Coding and Release Support

The functional specifications must be explained, defended, and occasionally adjusted during coding. Before the final release, a usability test makes sure objectives are met and that there are no show-stoppers.

Time Varies

Post-Release Usability

Evaluation and Improvement

Most facilities have 'low hanging fruit': usability problems that are significant and easy to fix. For critical facilities a continuous process of improvement is worthwhile.

2-4 Weeks

Localization

Don't assume a facility will work in a cultural context not considered during design. Usually there is much to do beyond just translation.

Evaluation 2 Weeks