

# Customized UCD Methodology

Ensure that your design and development teams are using best practices for their user-centered design processes

How do we put a strong, proven user-centered design (UCD) process into place?

How do we keep the technical design from overtaking the interface design?

How do we make sure that our UCD process is the best for our design environment?

## What we do

1. **Research and Review** - HFI interviews key stakeholders and reviews current UCD methods you have in place. We learn your organization and design environment.
2. **Recommend** - Based on our research and review we make recommendations for the UCD customization that best fits your organization.
3. **Collaborate** - We work with a committee of stakeholders to create your custom UCD method. We start with the Schaffer-Weinschenk Method™ - an ISO-certifiable user-centered design process.
4. **Customize** - We customize the Schaffer-Weinschenk Method and integrate it into our powerful tool, Usability Central-*Best Practices*™. You receive your customized UCD method, documented and ready to use as a set of HTML, Word and PowerPoint files. The customized method describes your own UCD process in clear steps, and includes hundreds of resources customized for your organization, including: usability testing screeners and protocols, data collection forms, interview questionnaires, heuristic evaluation templates, and much more.

## Benefits

- › Get your UCD process up and running quickly
- › Save your teams from having to create a process from scratch
- › Easy access to the right tools at the right time
- › End up with usable interfaces for your technology solutions

## Deliverables

- › Summary of review findings, summary of stakeholder insights, customization plan, training for stakeholders, final customized methodology and Usability Central-Best Practices.
- › Optional deliverables include customized UCD training, and integrating the customized UCD process with client software development methodology.

