Human Centered Design Tools & Techniques

We strove to design with the users' needs foremost in mind, bringing high use features front and center for quick, intuitive access while still providing depth of functionality. To do this, we gained as much information as we could about our users' lives, needs, and pain points so that, as we began storyboarding, our focus was on developing user flows natural to them that would alleviate their difficulties. We then scrutinized our design through usability testing and heuristic analysis, incorporating feedback into our backlog of user stories to improve design in future sprints.

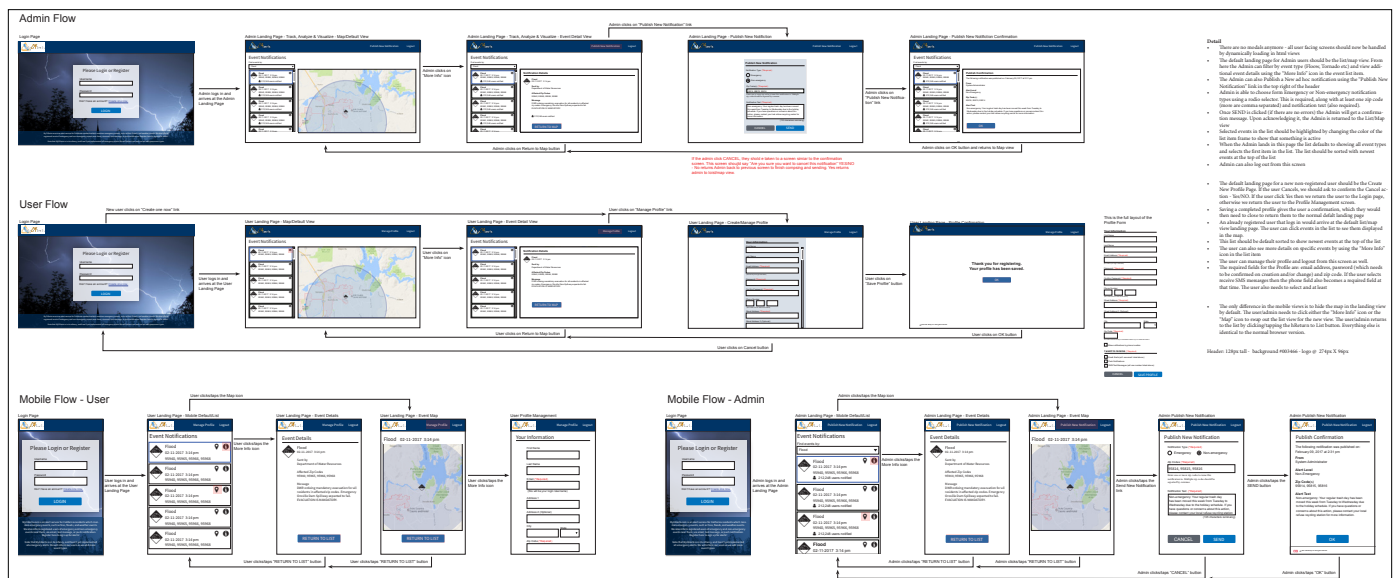Explore the human centered design techniques our design team employed below:

Persona Interviews

By conducting personal interviews with different potential user types, we established sound personas from which we could base design and development decisions. For more detailed information on Persona development please read the complete Persona Development document.

Wireflow Development

Our design team incorporated the insights from the personal interviews into the POC's primary objectives while developing wireflows. Through iterations of brainstorming and trial, the user journeys we crafted became progressively more efficient and intuitive. For more information please review the System Wireflow document.

CGI

v2.021617

Usability Testing

After each sprint, we worked with user test subjects to gain valuable insights about where users experienced difficulties in order to identify areas where we could make improvements. For complete usability testing results please review the Usability Test Results Report document.

Lean UX

We developed the application with an emphasis on lean UX, making the interface simple and usable for the present but flexible and adaptable for the future. Drawing insight from our other HCD efforts, we built a backlog of user stories with improvements and functionality useful going forward. Here are some of the ways we incorporated feedback into design. For complete list of all user stories included in the Lean UX process please review our product backlog.

Backlog 59 issues   C

|	
Change language of "password is required" message on login page.	PQVP-224
Reduce number of flood notifications	PQVP-223
As an admin user, I would like to to have a faster and more responsive landing page	PQVP-221
508 Compliance: Missing language tag in HTML	PQVP-213
As a product owner, I want the application to reflect the agreed logo and branding.	PQVP-155
Publish New Notification - description for 50 mile radius of zip code for notifications	PQVP-193
Add renotifications if significant event information changes	PQVP-218
Notify people who have registered since the event was first received, if it is received again.	PQVP-219
As an admin user I would like to have a more concise view of my list events	PQVP-196
Manage User Profile - Unfriendly error message when change email address to a duplicate email address.	PQVP-222

CGI

v2.021617