Jake is a VA employee assigned to lead the design of a brand new Reminder Dialog as part of CPRS. Jake has no background in HF, UX, Usability, etc. He heard that the UX Guide could help him get started.

He goes to UXG and wants to get an overall understanding of UX before getting help with executing his particular project. He lands on the **Home** page, where he sees a module describing how to use the UXG to perform a small design increment from a user-focused perspective for someone new to UX. That module suggests learning some basic concepts, then answering questions about the project, before seeing suggestions on what to read about UX Process and the particularly relevant Methods to consider for his project, then how to execute the Methods he selects.

Within **Fundamental Concepts**, Jake learns about UX/HF in general and some of the basic principles of Design Thinking. UX/HF concepts include keeping users involved in all phases of the project – keeping your bias in check by having empathy for users and delivering an evidence-based understanding of problem and context details based on user input, then evolving the solution and its evaluation from conceptual to specific by testing it on end users. Design Thinking consists of three principles – [1] interdisciplinary project teams (business, technology, design … content domain SMEs … end users); [2] visualization of solution concepts, models, and interaction design; [3] iteration of the design-test activities as the design evolves from initial concepts to final detailed design. Jake will understand the need to identify the value proposition before getting too deep into the project, and the need to continuously re-evaluate problem understanding, design solutions, and post-deployment user satisfaction based on measuring success against that initial value proposition.

After ramping up on basic UX concepts, Jake goes to the **UX Process** section to learn about the six Phases and how they relate to each other to execute a user-focused approach to solving the problem. He realizes his project has already kicked off, establishing measurable goals for the project outcome, so he begins by studying the **Understand Phase**. Jake has limited knowledge of CPRS and how his new design fits into the CPRS application for his particular clinic. He learns that he needs to understand how CPRS fits into the overall context of use – the current workflow for his clinician end user, as well as the information required to support that workflow. The UX Guide lists three Methods that fall under workflow analysis – **Clinical Workflow Modeling**, **Data Flow Mapping**, and **Journey Mapping**. For required information and its categorization, UX Guide Methods include **Clustering (Idea Clustering)** and **Card Sorting**. In the Understand Phase, Jake learns that some of the easiest Methods for a novice to conduct are **User Interviews**, **Focus Groups** and **Diary Studies**.

Jake reads ahead to see what he should do after understanding the problem. He is familiar with solution flow tools like Visio and prototyping tools like Adobe XD. He needs to learn more about getting users’ feedback on the design so he studies the **Evaluate Phase** in the UX Guide. There, he is introduced to **Moderated Usability Testing**, which seems like a good Method for Jake since his end users work right there in his VAMC.

Jake reads up on the details of the eight Understand Methods, as well as Moderated Usability Testing. To ensure he understands each Method, he reviews **Case Studies** and **Videos** related to several of the Methods. He decides to conduct Journey Mapping and Card Sorting Methods with his end users to inform his design work. After creating an initial design, he performs two iterations of Moderated Usability Testing before achieving success when measured against the goals laid out before he joined the project.