User Experience Process Checklist

# For creating first iteration prototypes (MVP)

## Assumptions

* Based on project that would include 3 UI design iterations.
* Product owner will sign off on every key step
* Show and tells and sprint reviews happen throughout the process to validate deliverables and designs
* Development can action any deliverable from content, research and design and comes in at various steps of the process.
* User research may require us to iterate on previous steps
* Items will overlap. This is a guideline for planning projects, as opposed to a rule or linear
* process.
* For this checklist, a Minimal Viable Product (MVP) is a coded version of a prototype.
* This checklist will be referenced at kickoff meetings to determine what steps are required and most important for development of a feature or a product. During the kickoff meetings, required methodologies and deliverables will be discussed.

# Examining

Define problem statement for application / feature **(5 points)**

* Lead: Product Owner
* Contributors: Management, Project Team
* Approval: Product Owner
* Artifacts: Project Scope Document

Competitive analysis or literature review including exploring open source options **(8 points)**

* Lead: Research, Development
* Contributors: Project Team
* Artifacts: Competitive analysis report OR Evaluation of possible open-source solution

Define business requirements, technical requirements, dependencies and project scope **(24 points)**

* Lead: Product Owner
* Contributors: Project Team
* Artifacts: Business Requirements, Technical Requirements, How it will fit into the ecosystem of the OADW

Develop project plan **(20 points)**

* Lead: Research
* Artifacts: Product Roadmap, Research plan, Time to Market, Epic in Zube with related tasks

Conduct initial user research **(20 points)**

* Lead: Research
* Activities: user interviews, journey mapping sessions, online surveys

Analysis and report on user research **(40 points)**

* Lead: Research
* Artifacts: personas, journey maps, experience map, user interview report, thematic mind map, qualitative data from help desk, quantitative data from current platforms,

Define user requirements **(5 points)**

* Lead: Product Owner
* Contributors: Research
* Artifacts: User requirements (included in Project Scope document)

# Drafting

Develop user stories **(8 points)**

* Lead: Research
* Contributors: Design, reps from all teams
* Artifacts: user stories, red routes, use cases, user scenarios

Create user task flows **(20 points)**

* Lead: Design
* Contributors: Content, Research, Development
* Artifacts: task flows, user flows,

Information architecture / content design **(13 points)**

* Lead: Content
* Contributors: Design, Development and Research
* Artifacts: site map,
* Development: can start back-end schema

User research on content design and IA **(13 points each)**

* Lead: Research
* Contributors: Content
* Artifacts: Treejack testing, card sort testing

Analysis on IA research **(8 points)**

* Lead: Research and Content
* Artifacts: research report with summary of findings and recommendations

Blueprinting  
Content / application layout **(8 points)**

* Lead: Design
* Contributors: Content, Development
* Artifacts: low-fidelity wireframes (paper, whiteboard or Illustrator), basic draft copy, identifying placement of text
* Development: can start front-end development

Create wireflows (optional) **(8 points)**

* Lead: Design
* Contributors: Content
* Match task flows with low fidelity wireframes

User interface design (v1) **(8 points)**

* Lead: Design
* Contributors: Content, Development
* Artifacts: low-mid fidelity wireframe (XD, Illustrator),

User interface design with changes based on first iteration. (v2) **(13 points)**

* Lead: Design
* Contributors: Content, Development
* Artifacts: mid-high fidelity wireframe

User research on interface design **(8 points)**

* Lead: Research
* Contributors: Design
* Artifacts: first click test, task-analysis test, A/B test

Analysis on interface design research **(8 points)**

* Lead: Research
* Contributors: Design
* Artifacts: A/B, first-click or task-analysis report

User interface design with changes based on user research and clickable interactions. (v3) **(13 points)**

* Lead: Design
* Contributors: Research
* Artifacts: high fidelity wireframe with clickable interactions

# Building

Write and translate copy for first coded prototype **(13 points)**

* Lead: Content
* Contributors: Design, Development
* Artifacts: Word document with translated copy, provided to front-end developers

Add dummy content to developed prototype **(8 points)**

* Lead: Content or Development
* Contributors Involved: Design
* Artifacts: dummy content to populate alpha version of app

Provide MVP deliverable (coded prototype) (Devs to evaluate effort required)

# Validation and Revisiting

Quality assurance **(8 points)**

* Lead: QA Specialist
* Contributors: Development, Content
* Artifacts: QA report

Usability and accessibility testing **(points vary 40+)**

* Lead: Research
* Contributors: Design, Development
* Artifacts: accessibility review, task-analysis test, first-click test, usability test

Analyze usability testing **(20 points)**

* Lead: Research
* Contributors: Design, Development
* Artifacts: research report(s) with summary of findings and recommendations

Next Steps: Identify new features and improvements for future iterations

* “What are we working on next?”. Defining new problem statements (start process over) This can be identified using information from previous steps.
* Lead: product owner
* Contributors: Project team
* Artifact: new problem statement