User Centric Design techniques and/or tools:

We used several (more than three use techniques) user centric design techniques:

- Research Interviews
- User stories
- Personas
- Usability Testing

Research Interviews: One-on-one sessions with users were a fundamental component of our use-centered design process. By engaging with former auditors, program specialists, and protest hearing specialist we conceived of and designed the KMT portal, focusing on the most important outcomes.

The photo below shows Scott Sanders (former auditor, program specialist, and hearing officer) stepping the team through the workflow of audits and protests and explaining how knowledge articles and knowledge management would be beneficial within this process. Also shown in the photo is Brittney Scott who is the "Writer/Content Designer/Content Strategist" and led the research and development of interactive and storytelling for the project.