

Grounding/exploration phase

Stakeholders
interviews

User work
models

User work
models

User-centered
business canvas

Data elicitation: Research

User interviews

Contextual inquiry

Research data analysis

Affinity
diagram

ISO
requirements

Pain points

User
requirements

Data modelling

Hierarchical
task inventory

User journey
map

User personas

System
interaction
journey

Prototyping and evaluation

Low-fidelity
wireframe

Standalone
design critique

High-fidelity
mockup

Interactive
prototype

Conclusions
and future work

Insights

Usability test

