Honeywell User Experience: Requirements for Vendors

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Introduction

In order to ensure a proper user experience for Honeywell users of digital products, systems and applications, it's important to ensure that we effectively communicate our expectations about HUE (Honeywell User Experience) to vendors of 3rd party products that we may integrate into our IT environment.

To that end, the following verbiage can be used as text building blocks for RFPs (Request for Proposals), SOWs (Statement of Work) and other documents that specify Honeywell requirements for vendors.

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Text Building Blocks for Vendor Contracts

> *Definition of terms*:
> - ***Product***: *a (software) package as it is sold to the market without integration, configuration or customization*
> - ***Solution***: *the combination of a product and services for integration, configuration or customization*
> - ***Configuration***: *modification of a product through built-in capabilities*
> - ***Customization***: *modification of a product through custom code*

The vendor shall substantiate compliance of the product or solution with usability standards such as:

- [ISO 9241, Part 110](#)
- [Nielsen's 10 Heuristics](#)
- [Schneiderman's 8 Golden Rules](#)

The vendor shall substantiate compliance of the product or solution with accessibility standards such as:

- [Web Content Accessibility Guidelines 2.0, Level AA](#)
- [Section 508 of the Rehabilitation Act](#)

The vendor shall substantiate the existence of a managed User Experience practice which has been utilized during the product or solution lifecycle including but not limited to process, roles and metrics.

The vendor shall substantiate the ability of the product or solution to be configured and customized in an effective and efficient way in order to modify its user interface including but not limited to screen flows, content and content arrangement per screen, and the visual appearance in compliance with the [Honeywell Design Language System](#).

The vendor shall conduct usability testing on the solution with Honeywell users before the solution is rolled out to Honeywell. The Vendor shall mitigate identified usability problems in order to ensure the effective and efficient use of the solution by its target audience.