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|  | **Proposal to the**  **Office of Systems Integration (OSI)**  **Request for Information (RFI) #75001**  **For**  **Agile Development Pre-Qualified (ADPQ) Venfor Pool**  **Human Centered Design**  **June 3rd , 2016** |

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*Strategy! Innovation! Transformstion!*

Revision History

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| Version | Date | Description of Updates | Author |
| 1 | 06/03/2016 | Created the Initial Verson | xFusion |
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Table of Contents

[Table of Contents iv](#_Toc452726401)

[List of Tables v](#_Toc452726402)

[LIST OF FIGURES vi](#_Toc452726403)

[1 Introduction 1](#_Toc452726404)

[2 Approach 2](#_Toc452726405)

List of Tables

No table of figures entries found.

LIST OF FIGURES

**No table of figures entries found.**

# Introduction

At xFusion, we care for the end user who will use the system by giving utmost importance to the following:

* What a human user would want to see in the system?
* What will make him feel at ease while interacting with the system?
* What safety features would he expect and what would make him feel safe while providing his personal data?
* What flexibilities will he look for in order to use the system (for example using a small device or a laptop etc.)?
* Today’s user interacts a lot with the web in day to day life. How can he relate to his usage of the system to the day to day web experience he has?

# Approach

Following the same approaches mentioned above, we designed the SafeKids system. The design process included the following 3 levels at a high level:

* **Inspiration Phase:** In this phase we started with talking to real users and learnt directly from the them about understanding their needs and expectations. This included several in person sessions with the focus group that consisted of real users.
* **Ideation Phase:** This phase, our design team put together the scree mockups and prototypes which are then shared with the users for their feedback. We followed an Agile approach where the screens were shared as they were built in to receive early on feedback. We went through several iterations of the Agile design and feedback process until our design was signed off by the users. Summarized below are the detais of this phase:
* **Used an iterative approach, where feedback informed subsequent work or versions of the prototype**

At xFusion we practice Agile development approach extensively. Our approach includes the following:

* + Continuous interaction and feedback from the stakeholders
  + Working prototype based development in iterations
  + Joint Application Development (JAD) sessions with users
  + Sprint based release methodology

Summarized below are the steps that were performed for the design and development of the prototype:

* **Step 1**: Initiate kick-off meeting to iterate project plan, scope and collect requirements.
* **Step 2:** Sketch/Revise wireframes which is focusing on information structure, site skeleton, navigation flow and interface interaction.
* **Step 3:** Review and discuss wireframes.
* **Step 4:** Repeat step 2 & 3 until reaching the satisfactions.
* **Step 5:** Work on high-fidelity visual mockups which is focusing on style guides such as typography, color pallets and graphical assets.
* **Step 6:** Review and discuss mockups.
* **Step 7:** Repeat step 5 & 6 until reaching the satisfactions.
* **Step 8:** Translate graphical mockups to code-ready HTML/CSS templates.
* **Step 9:** Implement/Revise coding logics into templates and create prototype.
* **Step 10:** Test and debug.
* **Step 11:** Repeat step 9 & 10 until reaching the satisfactions.
* **Step 12:** Perform usability testing and collect feedback.
* **Step 13:** Repeat step 9 & 10 until reaching the satisfactions.
* **Created a prototype that works on multiple devices, and presents a responsive design**

The prototype for SafeKids follow a user-centric and responsive design which works on multiple browsers as well as devices. The design is agnostic to the device used by the user, be it a computer or a small device.

* **Performed usability tests with people**

Extensive usability testing was conducted through a focus group to ensure the proper implementation of the human centered design features.

***Please refer to the Usability Testing deliverable for more details.***

* **Implementation Phase:** In this phase we finalized the screen design and created the screens following a user-centric and responsive design that included the following technology stack:
  + AngularJS
  + Bootstrap
  + J Query
  + HTML 5
  + CSS