



## Letter B Four Step Process Web and Software Solutions

Letter B uses a Four Step Approach to working with our clients that guides how we iteratively work on projects. This document outlines those steps when applied to User Experience Design for web and software solutions. This repeatable process is to ensure that the software truly meets the needs and wants of not only the primary stakeholders, but the people that will be using the system every day.



### Step One, Listen

We listen to the stakeholders, users, and system administrators to get a true feel of the working situation the software must enter into. During this time, in order to learn more, we ask questions about processes and needs. We intently listen to the answers to collect and categorize them. We then take that information and turn it into a set of initial requirements that are sent back to all for review. After refining the requirements, the initial solution is clarified in a set of delivered requirement documents.

### Step Two, Design With Change in Mind

Through Step One of the process, we learned about the system, the actors and environment, and turned those into an initial set of requirement documents. In this step, we start by taking those actors that were discovered and turn them into personas. A persona, in design terms, defines a detailed view of a type of person, outlining who they are, their major and minor task interactions with the system, and what their goals are. Additionally, we work to get an initial dissection of the major parts and functions of the system using information architecture activities. We apply the developed personas to a prototype of the initial system. Through rapid prototyping activities like creating wireframes, an initial view into the system and its content organization can be seen by users and stake holders. These activities are being conducted at the same time the development team is setting up environments and creating database definitions. Before completion of this process, both teams need to work together to make sure there is a good understanding of what the initial system is to do, and what some of the processing and background tasks are going to be in order to facilitate the capture and presentation of data.



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### Step Three, Develop Iteratively

Deliverables from Step Two such as prototypes, data definitions, site maps and content definitions go into Step Three, the actual development of the system. At this point, the team has worked hard to get a good picture of what the system is to look and function like. However, things will be discovered during development that may change the course of the documentation and require documents that are affected. be updated. For this reason, we work with the development team closely to make sure that designs and layouts fit the task being performed. We also work with stakeholders to set iterations and create reference points that can be tracked back to decisions. Project management abilities to manage change is integral at this step in the cycle. Upon completion of an iteration of development, testing review and redesign can commence.

### Step Four, Test Continuously

During the development stage of the process, testing is imperative to providing a deployment-ready solution. Usability testing can be conducted with users in both design and development stages to help designers clearly get an idea of how users understand system functionality. We use this form of testing to link how functionality can be presented to users for a more refined interface. Section 508 defines initial guidelines for making accessible software. Accessibility testing must be done during and after development to make sure that users with disabilities still have access to the information provided by the system. Additionally, functional and customer testing of completed portions are needed to make sure the system meets the needs of stakeholders and can perform in the production environment.