

User Center Design Process



Investigate

- ☐ Learn about stakeholders
 - ☐ Identify users and stakeholders
- ☐ Discover goals and needs
 - ☐ What are the requirements
- ☐ How is it done now?
- ☐ What is wanted?
- ☐ What else has been tried?
- ☐ Is there already another solution?

Ideate

- ☐ Generate lots of ideas
- ☐ Grasp issues and potential solutions

Prototype

- ☐ Produce something tangible
- ☐ Identify Challenges
- ☐ Uncover subtleties

Evaluate

- ☐ Discover problems
 - ☐ Did we build the right thing?
 - ☐ Did we build it right?
- ☐ Assess progress
- ☐ Determine next steps

Produce

- ☐ Build final product
- ☐ Ramp up marketing, support
 - ☐ Software architecture
 - ☐ Programming, building
 - ☐ Manufacturing
 - ☐ Help systems
 - ☐ Manuals
 - ☐ Marketing
 - ☐ Branding
 - ☐ Distribution

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