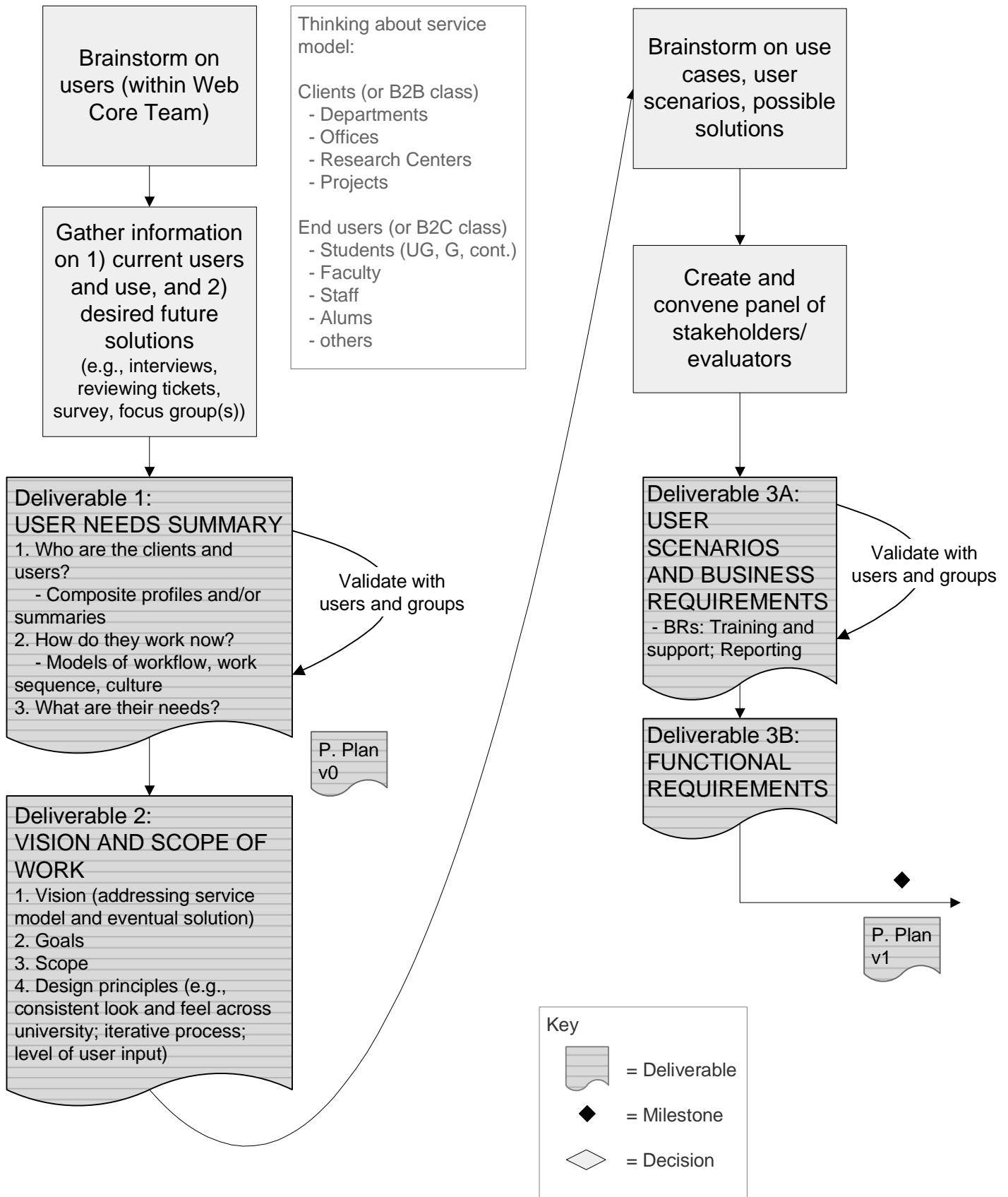


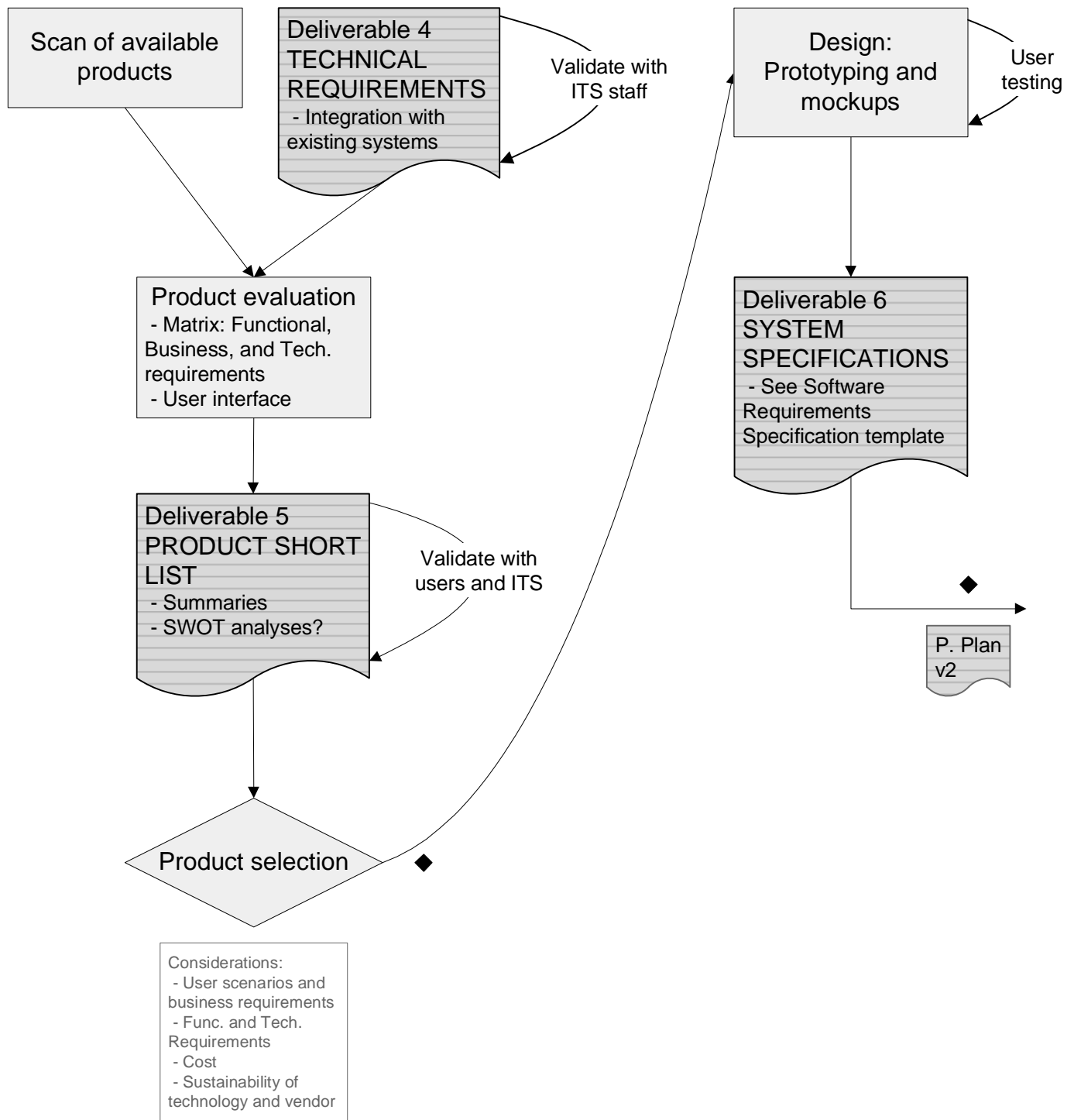
User-centered design plan

Web Technology Services
March 18, 2005

PHASE I: USERS AND USES



PHASE II: SYSTEM SELECTION AND DESIGN



DELIVERABLES AND MILESTONES

Phase I: Users and uses

Target date

- | | | |
|----|--|-------|
| 1 | User needs summary | _____ |
| | <i>Project plan v. 0</i> | _____ |
| 2 | Vision and scope of work | _____ |
| 3A | User scenarios and business requirements | _____ |
| 3B | Functional requirements | _____ |
| | ◆ <i>Phase I complete; project plan v. 1</i> | _____ |

Phase II: System selection and design

- | | | |
|---|---|-------|
| 4 | Technical requirements | _____ |
| 5 | Product short list | _____ |
| | ◆ <i>Product selection complete</i> | _____ |
| 6 | System specifications | _____ |
| | ◆ <i>Phase II complete; project plan v. 2</i> | _____ |

Phase III: Implementation

- | | | |
|---|---|-------|
| 7 | Implementation plan | _____ |
| | ◆ <i>Pilot testing and Quality Assurance complete</i> | _____ |
| 8 | Review (project plan v. 3 attached) | _____ |
| | ◆ <i>Phase III complete</i> | _____ |

GLOSSARY¹

Functional requirements

The information system capabilities required to meet the information needs of end users. Also called system requirements.

Implementation phase

The period...when the system is installed, made operational, and turned over to the user (for the beginning of the Operations and Maintenance phase).

Implementation plan

A formal document that describes how the system will be installed and made operational.

Prototyping

The rapid development and testing of working models, or prototypes, of new information system applications in an interactive, iterative process involving both systems analysts and end users.

System specifications

The product of the systems design stage. It consists of specifications for the hardware, software, facilities, personnel, databases, and the user interface of a proposed information system.

¹ Definitions of “Functional requirements,” “Prototyping,” and “System specifications” from J.A. O’Brien, *Management Information Systems: Managing Information Technology in the E-Business Enterprise*, 5th Edition (Boston: McGraw-Hill/Irwin, 2002). Definitions of “Implementation phase” and “Implementation plan” from J. W. Rittinghouse, *Managing Software Deliverables: A Software Development Management Methodology* (Boston: Digital Press, 2004).