User-centered design plan

Web Technology Services
March 18, 2005
PHASE I: USERS AND USES

Brainstorm on users (within Web Core Team)

Gather information on 1) current users and use, and 2) desired future solutions (e.g., interviews, reviewing tickets, survey, focus group(s))

Deliverable 1: USER NEEDS SUMMARY
1. Who are the clients and users?
   - Composite profiles and/or summaries
2. How do they work now?
   - Models of workflow, work sequence, culture
3. What are their needs?

Validate with users and groups

Deliverable 2: VISION AND SCOPE OF WORK
1. Vision (addressing service model and eventual solution)
2. Goals
3. Scope
4. Design principles (e.g., consistent look and feel across university; iterative process; level of user input)

Brainstorm on use cases, user scenarios, possible solutions

End users (or B2C class)
- Students (UG, G, cont.)
- Faculty
- Staff
- Alums
- others

Create and convene panel of stakeholders/evaluators

Deliverable 3A: USER SCENARIOS AND BUSINESS REQUIREMENTS
- BRs: Training and support; Reporting

Validate with users and groups

Deliverable 3B: FUNCTIONAL REQUIREMENTS

Key
- Deliverable
- Milestone
- Decision
PHASE II: SYSTEM SELECTION AND DESIGN

Scan of available products

Deliverable 4
TECHNICAL REQUIREMENTS
- Integration with existing systems

Product evaluation
- Matrix: Functional, Business, and Tech. requirements
- User interface

Deliverable 5
PRODUCT SHORT LIST
- Summaries
- SWOT analyses?

Validate with users and ITS

Product selection

Considerations:
- User scenarios and business requirements
- Func. and Tech. Requirements
- Cost
- Sustainability of technology and vendor

Validate with ITS staff

Design:
Prototyping and mockups

Deliverable 6
SYSTEM SPECIFICATIONS
- See Software Requirements Specification template

User testing

P. Plan v2

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PHASE III: IMPLEMENTATION

Deliverable 7
IMPLEMENTATION PLAN
- Installation
  Integration with existing systems
- Deployment
  Documentation
  Training
  User support

Training of WTS and other staff

Installation and configuration

Pilot testing of system and of training

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## DELIVERABLES AND MILESTONES

### Phase I: Users and uses

<table>
<thead>
<tr>
<th>Target date</th>
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<tbody>
<tr>
<td>1 User needs summary</td>
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<tr>
<td>Project plan v. 0</td>
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<tr>
<td>2 Vision and scope of work</td>
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<tr>
<td>3A User scenarios and business requirements</td>
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<td>3B Functional requirements</td>
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<td>◆ Phase I complete; project plan v. 1</td>
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### Phase II: System selection and design

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<tr>
<th>Target date</th>
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<tr>
<td>4 Technical requirements</td>
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<tr>
<td>5 Product short list</td>
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<tr>
<td>◆ Product selection complete</td>
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<td>6 System specifications</td>
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<td>◆ Phase II complete; project plan v. 2</td>
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### Phase III: Implementation

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<th>Target date</th>
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<tr>
<td>7 Implementation plan</td>
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<td>◆ Pilot testing and Quality Assurance complete</td>
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<td>8 Review (project plan v. 3 attached)</td>
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<td>◆ Phase III complete</td>
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GLOSSARY

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.

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