SCM User-Centered Design Process

Business success today depends on producing well-designed products. User-Centered Design makes our products more effective by involving end-users directly in the development process.

1. Requirements
   - **Interaction Designer**: Visualize concepts that address market and user needs.
   - **Usability Engineer**: Conduct market and user research to inform design decisions.
   - **Iteration**: Prototype, evaluate, refine, repeat.

2. Design
   - **Interaction Designer**: Guide product interface designs; work with Development to reconcile legacy, performance, and usability trade-offs.
   - **Usability Engineer**: Validate design solutions with end-users.

3. Construct
   - **Usability Engineer**: Work with Development teams to resolve implementation issues.
   - **Interaction Designer**: Continue to collect feedback on designs.

4. Test
   - **Usability Engineer**: Conduct comprehensive usability tests on the total product; provide recommendations for next version.
   - **Interaction Designer**: With Development, respond to usability & UI issues exposed during testing.

5. Ship
   - **Usability Engineer**: Conduct baseline usability tests of shipped product.

---

**1. Requirements**
- Understand user needs. Define new products and features. Outputs: early design mockups supporting BRDs; customer profiles, personas, and use cases.

**2. Design**
- Translate user research and tested design concepts into user-friendly software. Outputs: user flows, more refined design mockups.

**3. Construct**
- Prototyped concepts become coded reality. Outputs: well-designed applications.

**4. Test**
- Making sure it does what it was designed to do. Outputs: data, reports, design and performance validations.

**5. Ship**
- Product localization; PGS Consultants implement for customers; GSC begins support; UE responds to feedback, works with Dev to refine for future version releases.

---

**Usability Researcher**
- Conduct usability tests, analyze results, and provide feedback to design teams.

**Interaction Designer**
- Visualize user-centered design concepts.

**Development Team**
- Develop user-centered designs into functional software.

**PeopleSoft User**
- Provide feedback on design concepts.

**UE Deliverables**
- Usability test reports, communication maps, personas, use cases, customer profiles, prototypes, design concepts and mockups, user flows.

**UE SCM Intranet Site**
- http://scmdev/ue