

UX Design Process



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USER EXPERIENCE



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Assignment



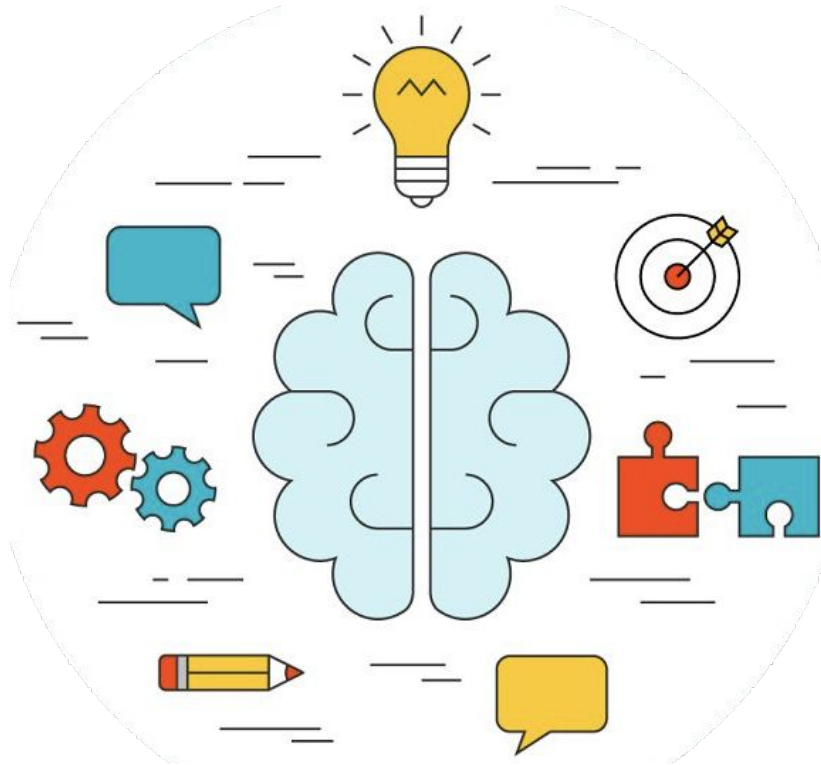
Product will assign UX a task:

- Determine if it's a new feature or fixing an existing issue
- Discuss details
- Determine goals



The first step in the process is research.

- Interview Stakeholders
 - Product
 - Support
 - Development
 - Observation (if possible)
- Evaluate Current Designs and Flows
- Market Research
 - See what's out there and how other companies handle the problem



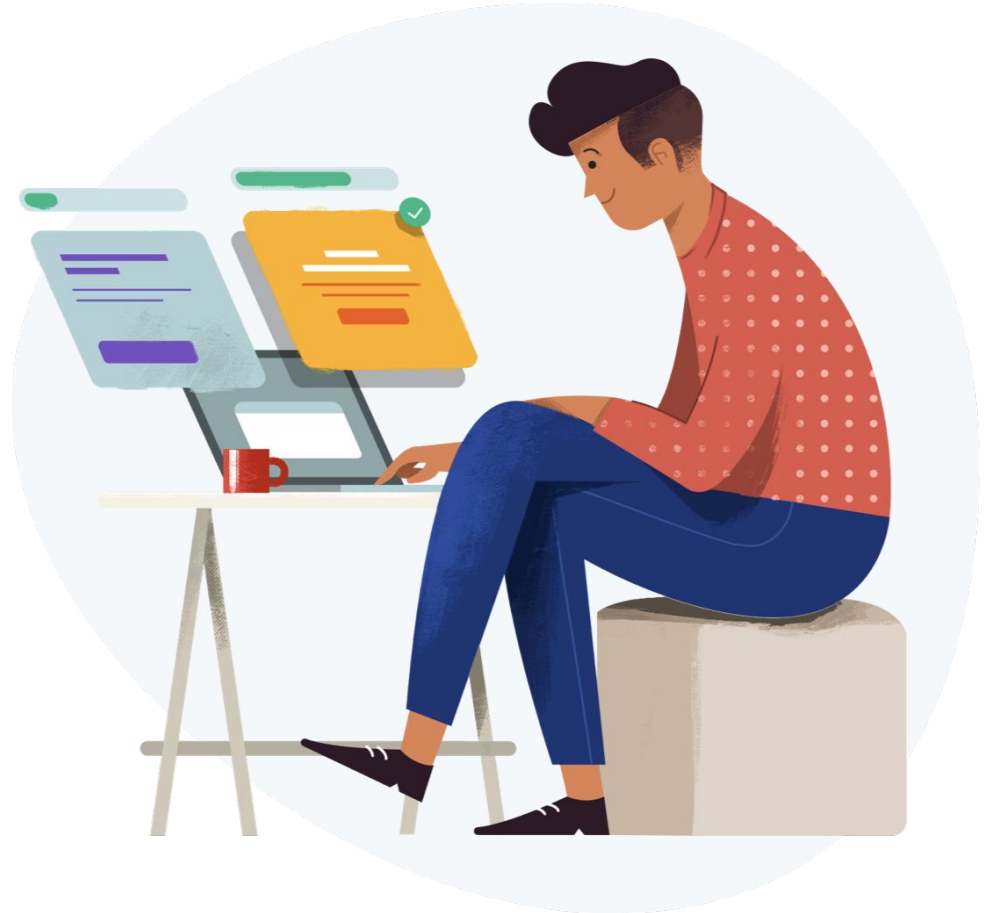
After gathering the data UX will do brainstorming exercises

- Formulate Hypothesis
- Sketch User Flows
- Sketch wireframes
- Validate with development & product
- Create Initial wireframes
- Create low fidelity prototype

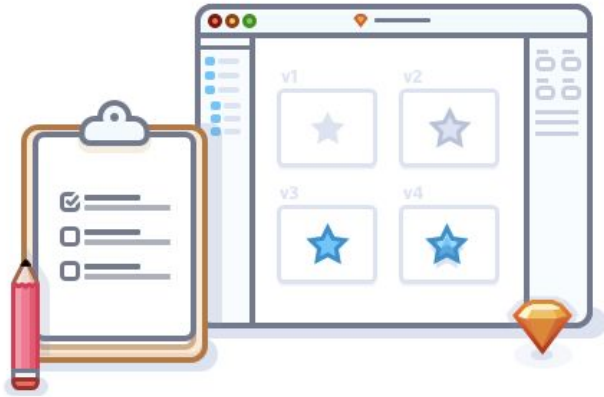
Testing 1

The prototypes will be tested to verify the hypothesis and user flows with:

- **Stakeholders**
 - Product
 - Support
 - Customers (whenever possible)
- **Development**
 - Determine feasibility (if ideas are “codeable”)
 - Determine whether concepts can be coded in a timely manner



Iterate



Take the data and the newly acquired perspectives and make design changes.



Convert wireframes into Visual designs. This step will eventually merge with research and wireframes as time goes on an asset library for Sketch will be created allowing for long term atomic design.

“**Atomic design** is atoms, molecules, organisms, templates, and pages concurrently working together to create effective interface **design** systems. **Atomic design** is not a linear process, but rather a mental model to help us think of our user interfaces as both a cohesive whole and a collection of parts at the same time.” - *Brad Frost*

Asset Delivery

This is to be determined. Developers will give their wish list as to how assets are handed over and in what formats. The goal is to make the handover as seamless as possible. Also, screenshots and prototype links will be added to Jira stories for reference.



Analyze

No matter how much time and research goes into a project issues may arise over time. With that in mind, we will be relying on support to catalog any issues with releases so they can be analyzed and given an opportunity to go back into the design process and be corrected.



As a part of a development team tracking progress is a necessity. Since Jira is the project tracker of choice here is how to integrate with the rest of the team:

- Create a new project
- Create a project flow
- Set tasks and milestones
 - Research
 - Brainstorming
 - Visual Design
- Attach tasks and stories to dev stories as dependencies

[Article on Jira and Design for some reference material](#)

