HawkEye|AP
SIEM Application

UX Guideline Proposal
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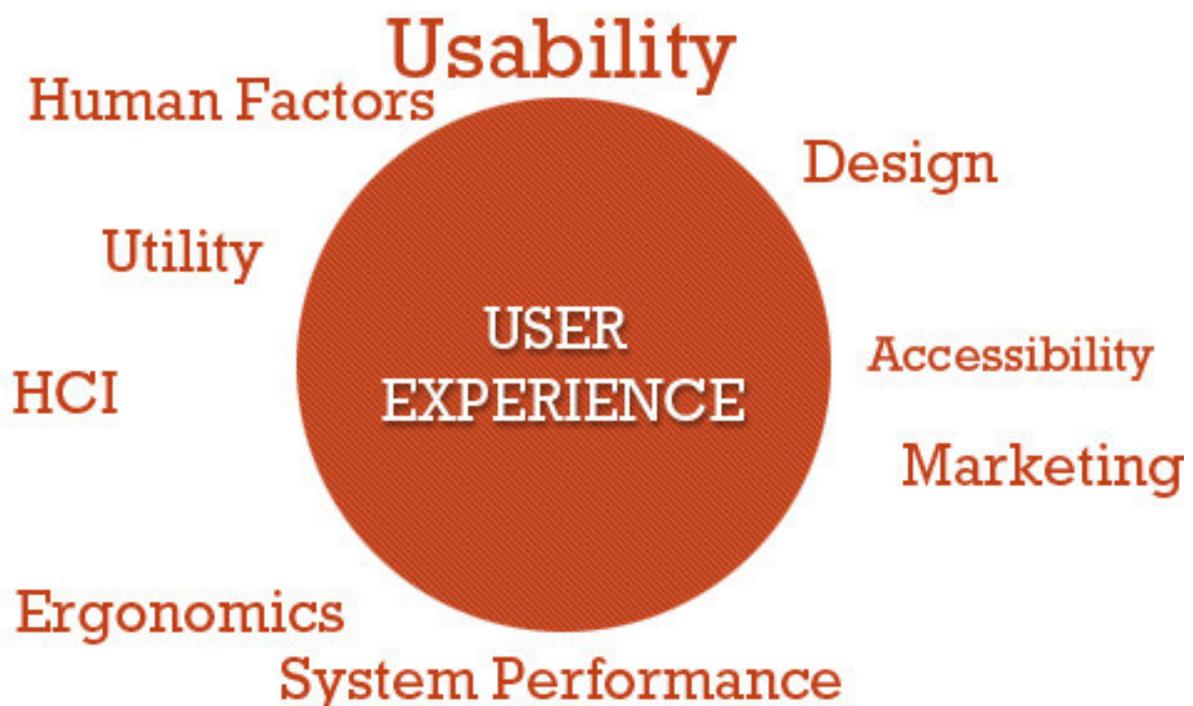
What is User Experience?

Professional discipline of UX design

User experience (abbreviated as UX) is how a person feels when interfacing with a system. The system could be a website, a web application or desktop software and, in modern contexts, is generally denoted by some form of human-computer interaction (HCI).

Those who work on UX (called UX designers) **study** and **evaluate** how **users feel** about a system, looking at such things as ease of use, perception of the value of the system, utility, efficiency in performing tasks and so forth.

UX designers also look at sub-systems and processes within a system. For example, they might study the checkout process of an e-commerce website to see whether users find the process of buying products from the website easy and pleasant. They could delvelope deeper

by studying components of the sub-system, such as seeing how efficient and pleasant is the experience of users filling out input fields in a Web form.

UX Planning

Getting Started With UX Planning

The planning phase is all about understanding what you have been asked to do and working out the best combination of activities that will give you the outcome you need, within the time, budgetary and resource constraints of the project. It is your job as a UX professional to deliver the best user experience within the time and budget available.

The key principle for all UX projects is that you must ensure that you involve users in the design process in some way. Challenge yourself to see how you can work within the constraints of the project to involve users as much as possible. User involvement will not only improve the output of the project but will also help to inform decision making which can often delay projects. UX projects typically consist of three main phases: a research phase, a design phase and a further research phase, designed to test and validate the designs.

- **The research phase** is where you immerse yourself in the project to get the background you'll need to make design decisions later in the project. During this phase you will try to learn as much about your client's business, objectives, users and competitors as possible.

- **The design phase** is where you work out how what you are designing will work and how it will fit together. This phase will define its scope, its features and functionality and how it behaves.

- **The validation phase** is where you identify whether what you came up with in the design phase actually works with its intended audience. This phase is typically followed by further rounds of design and testing to solve the problems you inevitably find when you test with users.

Proposed Process For UX Tasking

Planning Steps for UX Process

A. **User Journeys** - *User Journeys Identify how users flow through your product.*
Design the structure of your product to ensure users can flow through it efficiently. When it's important to keep steps to complete a task to a minimum. To ensure key tasks are easy to accomplish.

B. **Information Architecture** - *The process of organizing information to make its retrieval as simple as possible.*
An essential component of any project, as it provides an information structure and means of navigating that has been designed to reflect the specific user and business needs of a product or service

C. **Wireframes** - *Static diagrams that represent the framework of a product, exploring content, navigation, and interactions.*
Explore design and interaction ideas before they move into graphic design and development. Agree on the direction with the clients. Test ideas with users. Refine ideas based on feedback and test results

D. **Prototypes** - *Mocking up ideas quickly in an interactive form that brings them to life to elicit feedback.* Producing something so that members of a project can have a shared understanding and approval of the direction it is taking. Creating a candidate design for user testing.

UX Scheduling Process

Steps for Sprint Planning

1. Identify the business plan for the User Story

2. Set Meeting with Developers to understand the tech and flow for the User Story
   a. If the User Story requires UX design for the current sprint, then wire-frames must be developed ASAP by Michael Apice to give to team for approval, then Prototypes (high fidelity Photoshop files) will be supplied early in the sprint for implementation
   b. If the User Story requires UX design for a future sprint, then the above holds true but the scheduling will be determined in the meeting.
3. Do my research and information gathering to start design process
4. Design
5. Submit for approval
6. Scrum Master will oversee process and report to Steve with UX deliverables