



BA's



Designers



Planners



Developers



Discover

Understand client ●●

Site review

Understand competitors ●●●

Competitor review

Understand users ●●●

User research
(surveys, focus groups,
interviews, analytics)
Personas
Journeys

Understand requirements ●●●●

Workshops
Analytics
Content audit

Understand restrictions ●



Define

Define structure ●●

Hierarchy of requirements

Define scope ●●

Initial sitemap
Initial templates

Define process ●●

List templates
List modules
List functions

Define scenarios ●●

Process flows

Define UX ●●

UX principles
Experience maps



Do testing



User testing

Test: navigation,
site experience,
user journeys,
functionality,
content



Deliver

Communicate decisions ●●●

High fidelity wireframes
Specifications
Site principles



Develop

Develop structure ●

Sitemap detail

Develop layouts ●

Sketching
Low fidelity wireframes

Develop interactions ●●

Prototyping



Do testing



Test structure

Card sorting

Test concepts

Concept testing