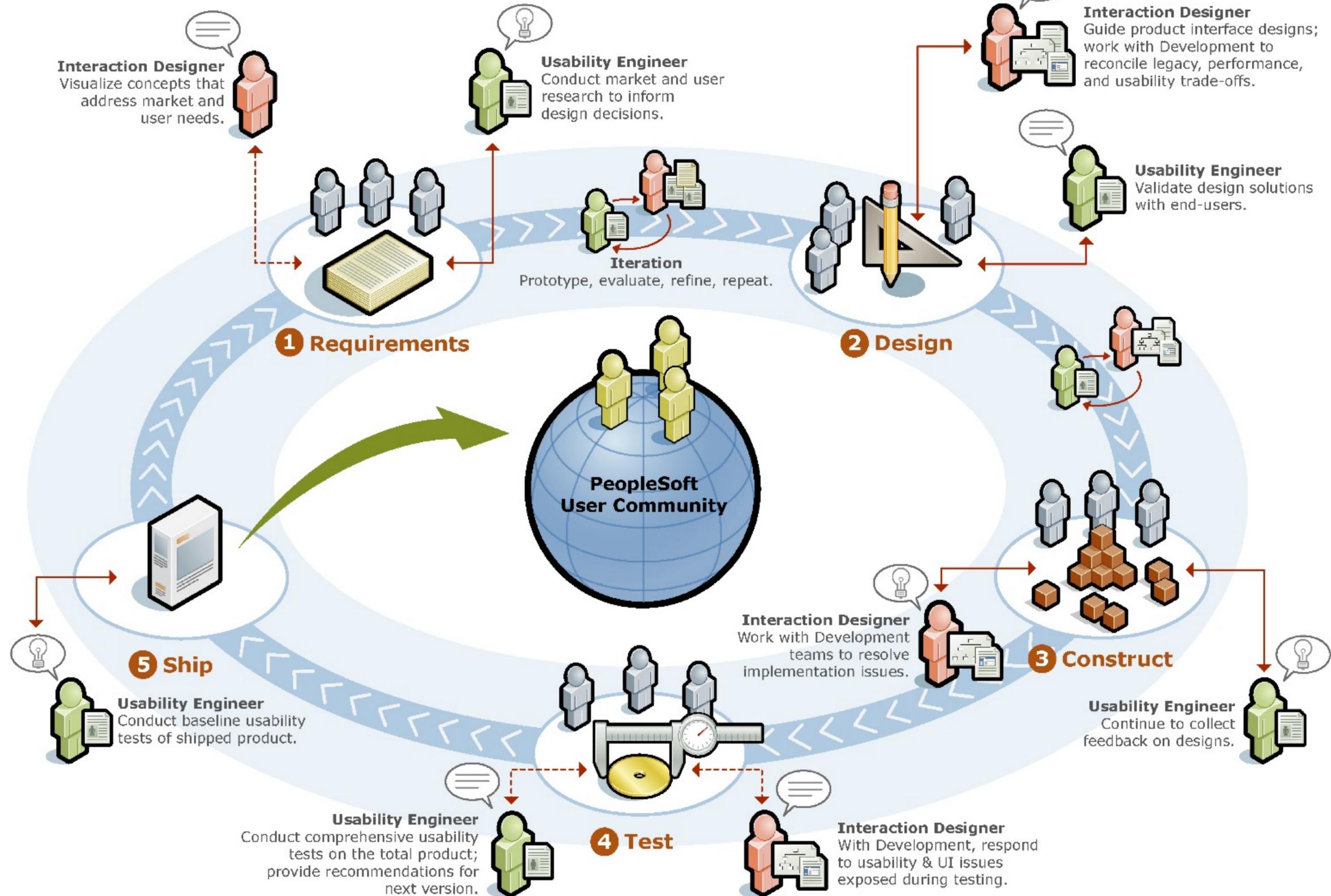


# SCM User-Centered Design Process

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

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.



**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>