
Overview

User-centred development (UCD) is a framework of processes in which the needs, wants, and limitations of end users of a system or service are captured and prioritised and used to drive each stage of the development process to facilitate responsive delivery.

User-centred development not only requires developers to analyse how users are likely to use a digital service or product, but also to test their assumptions with regard to user behaviour in real world tests with actual users at each stage of the development process. This includes building in feedback loops from initial requirements definition, design, development and testing to confirm or modify the original requirements.

User requirements are established and refined through investigative methods including: ergonomic considerations, functional and non-functional needs, prototype testing, and usability testing methods.

User-centred development aims to optimise the software development and delivery system around how users can, want, or need to use the system, rather than forcing the users to change their behaviour to accommodate system.

This standard covers the competencies needed to carry out user centred development activities.

Carry out user centred development activities

Performance criteria

You must be able to:

1. identify user experience needs and rapidly prototype and test new digital interfaces and solutions
2. act as the user advocate during the digital development process, subjecting early-stage designs to user testing and providing feedback
3. develop wire frame models of the user experience and information architecture, taking wire frames through to well-crafted designs with supporting annotations
4. design digital services and product interfaces to meet accessibility design standards
5. arrange user consultations at relevant stages of digital development projects to verify that user requirements are implemented in line with the user specification
6. work closely with developers, designers and technical architects to deliver sustainable and scalable digital services and products
7. implement the organisations digital design standards, and maintain up to date interaction libraries and style guides

Carry out user centred development activities

Knowledge and understanding

You need to know and understand:

1. how user experience (Ux) and human-centred activities support the system development process
2. what is meant by Human Computer Interface/Interaction (HCI) design and how to implement it
3. the need to meet accessibility standards for user interface design
4. how to implement best practice user-centred design and user research following organisational standards
5. how to plan and deliver user testing with end users to gather and observe feedback on prototypes
6. how to translate user experience data into verified user requirements
7. the importance of considering the context of the whole website and organisational needs when developing new functionality based upon user needs
8. how to iterate design ideas based on user research and stakeholder feedback through the use of sketching, wireframes and prototypes
9. the importance of user research in informing the design choices and which verifies or demonstrates further improvements to users and stakeholders

Carry out user centred development activities

Developed by	e-skills
Version Number	1
Date Approved	March 2016
Indicative Review Date	April 2019
Validity	Current
Status	Original
Originating Organisation	The Tech Partnership
Original URN	TECIT50841
Relevant Occupations	Information and Communication Technology; Information and Communication Technology Officer; Information and Communication Technology Professionals
Suite	IT and Telecoms
Keywords	User centred development, Ux