

Usability Lab



The state-of-the-art Usability Lab at the Department of Enterprise Services headquarters in Olympia provides a one-of-a-kind service to Washington State government. The 2,000-square-foot lab has been offering agencies multiple ways to involve users in the product development process since it opened in 2013.

State agencies use the Lab to involve real users in conducting studies on all sorts of applications and websites, both internal and external, that impact the general public and businesses throughout the state. Users provide valuable input during the entire development process. From focus groups to paper prototypes to formal usability testing, the DES Usability Lab accommodates it all.

Chances are you've either heard of or personally used one or more of the following applications or websites that were developed as a result of studies held in the Lab:

- Access Washington
- Business.wa.gov
- WA Health Benefits Exchange, Health Plan Finder
- Department of Licensing Internet Website
- And many more!

In addition to standard usability testing, the Lab is configured for testing websites and applications that people will access via smartphone, tablet and screen-reading software.

The Usability Lab:

- Can accommodate up to three studies at a time
- Includes onsite technical support
- Is configured for mobile device testing
- Is configured for accessibility testing
- Requires no additional fees for state agency use (use of the Lab is included in the Enterprise Services Fee that state agencies already pay for access and support of statewide systems)

Features like these make the Usability Lab a great resource for state agencies looking to develop user friendly applications and websites!



Technology:

- WiFi, PGN and SGN access
- High definition cameras
- Surround sound
- Recording capability with TechSmith Morae usability software
- Remote observation via WebEx
- Hardware and cameras that are available to attach to any tablet or smartphone
- PC Laptop with JAWS and ZOOM Text
- MacBook Pro with VoiceOver

