



"the consolidated technology services agency -RCW 43.105.006"

CIO Forum Presentation

User Experience (UX) Services

May, 2016
Wendy Wickstrom

Did You Know?

WaTech offers a state-of-the-art Usability Lab to all state agencies



Did You Know?

WaTech offers a state-of-the-art Usability Lab to all state agencies



Did You Know?

WaTech offers a state-of-the-art Usability Lab to all state agencies



Did You Know?

WaTech offers a state-of-the-art Usability Lab to all state agencies



Did You Know?

WaTech offers a state-of-the-art Usability Lab to all state agencies



New WaTech Service: User Experience (UX)

- User-Centered Design and Usability Testing
 - Conducting user research activities including user surveys, interviews, focus groups, etc.
 - Designing and developing prototypes of websites and applications (low- medium fidelity)
 - Designing and facilitating usability studies on websites and applications
 - Analyzing data and reporting on findings and recommendations

- Accessibility Evaluations and Testing
 - Code Assessment (automated)
 - Accessibility Dashboard (automated)
 - Professional Evaluation
 - Formal Testing
 - Implementation

New WaTech Service: User Experience (UX)

- Why User Experience?
 - Developers spend up to 50% of their time fixing problems with systems that could have been avoided if properly designed
 - The cost of fixing bugs and problems after deployment is estimated to cost 100X more than the cost of fixing things before or during development
 - UX increases:
 - Usability of websites and applications
 - Customer satisfaction and loyalty
 - Employee satisfaction
 - UX decreases:
 - Development time and costs
 - Training costs
 - Help desk calls
 - Risk of law suit for inaccessible systems

New WaTech Service: User Experience (UX)

User Experience Services will use WaTech's Professional Services fee structure (\$150/hr)

- Services will be provided via an À la carte menu
- No formal procurement (RFx) required
- We will meet with you to gather requirements and provide a quote for services
- Terms of Service (TOS) will be used + quote

Questions & Comments

