Modernizing the Mainframe: Using Agile to Improve the User Experience with User Centered Design

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Session Number 15853
What is this session about?
What is User Experience (UX)?

UX Challenges on Mainframe

Leveraging Agile for a Better UX

Working Together

Lessons Learned
What is User Experience (UX)?
What is User Experience (UX)?

What most people think UX is

What UX really is
Interface Design

Visual Design

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What is User Experience (UX)?

What most people think UX is

What UX really is
What is User Experience (UX)?

What most people think UX is

What UX really is

"User Experience (UX) encompasses all aspects of the end-user’s interaction with the company, its services, and its products."

-Jakob Nielsen and Don Norman, The Definition of User Experience
Interface Design
Visual Design
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User is not usually the buyer

Custom environments

Users are difficult to reach

Complex work domain
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User research

Create & use Personas

Articulate user benefit
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**Custom environments**

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Complex work domain

Test early & on-site
UX Challenges on Mainframe

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Custom environments

**Users are difficult to reach**

Complex work domain
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Custom environments
**Users are difficult to reach**
Complex work domain

Good balance of time/effort
Recruit everywhere
Heuristic evaluation
UX Challenges on Mainframe

User is not usually the buyer

Custom environments

Users are difficult to reach

Complex work domain
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Work domain analysis
Leveraging Agile for a Better UX
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UX and Agile integration

Emphasis on engagement

Iterative development

Small chunks, big change
Leveraging Agile for a Better UX

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Working Together
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Plan

Design / Build / Test

Release
Working Together

Plan

Design / Build / Test

Release

Charter Review

Interviews & surveys

On-site observation
Working Together

Plan

Design / Build / Test

Release
Working Together

Plan

Design / Build / Test

Release

Sprint reviews
Usability testing
Surveys
Working Together

Plan

Design / Build / Test

Release
Working Together

Plan
Design / Build / Test

Release

Beta trial
Testing & reporting
User group meeting
Lessons Learned
Lessons Learned

**Continuous learning and growth**

Constant cycle of improvement

Cross-functional coordination

Everyone is a researcher

Communicate intent
Continuous learning and growth

**Constant cycle of improvement**

Cross-functional coordination

Everyone is a researcher

Communicate intent

… we never have [a] final design to implement
Lessons Learned

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Conclusion
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