

XPRequirements™: The foundation for high performance user interface Blueprints

The two main causes of IT applications failing to deliver business and user performance are poor requirements and unusable interfaces.

XPRequirements™

- ◀ Quickly and accurately captures user and user interface requirements
- ◀ Stops ongoing change requests and project delays
- ◀ Cuts iteration by integrating business, user and technical requirements
- ◀ Delivers productivity improvement by understanding performance drivers

Our team includes industrial and organisational psychologists, who are highly experienced observing and understanding human performance, expectations and key drivers to identify fundamental requirements. This means your application does what the audience needs it to do, the first time.

Our approach ensures you capture all requirements and do not need to continually tweak and upgrade your application as you discover new requirements late in the development lifecycle, or even post launch.

For staff facing applications, we identify the fundamental drivers that lead to compliance with policies and procedures and reduction of variance. Standardised practices mean:

- ◀ Customers get a consistent high level experience from your staff
- ◀ Variance between people is reduced, leading to higher quality
- ◀ Alignment between strategy, application behaviour and people's performance

For customer facing applications, we identify the fundamental drivers to offer competitive, high value services that attract and retain customers. This means:

- ◀ You maintain a dominant, competitive position in the market
- ◀ Cost of support, maintenance and updates are significantly reduced
- ◀ Your application reaches the market quickly and accurately
- ◀ You deliver services that your customers actually want to use

The results of XPRequirements are used by XPDesign™ to deliver high performance user interface designs. Your development team receives a clear specification of what they need to build, cutting iteration and change requests, resulting in the rapid completion of projects, ahead of time and under budget.

Use XPRequirements™ when

- ◀ You've experienced multiple releases and endless change requests on your existing applications and you don't want to go through it all again
- ◀ Management cannot agree on what the application should do or how it should work
- ◀ You have a massive wish list of changes and don't know where to start or how to prioritise them
- ◀ You're about to start work on the next release of your application and you want to stop the continual change requests
- ◀ Your applications have a history of being technically correct, but people can't make sense of them
- ◀ You want to choose technology solutions and vendors that can deliver applications that are usable

XPRequirements™ deliverables

The user requirements

- ◀ Personas, scenarios and user profiles
- ◀ Contexts of use
- ◀ Business processes, policies and procedures
- ◀ Business domain model
- ◀ Actors, use cases and activity diagrams
- ◀ Functional and non-functional requirements
- ◀ Supporting applications and materials

The user interface requirements

- ◀ Domain model
- ◀ Performance model
- ◀ Object model
- ◀ Workflows
- ◀ Conceptual design model
- ◀ User's mental model
- ◀ Information architecture

Our services

- ◀ Customer experience benchmarking
- ◀ Experience modelling
- ◀ Causal surveys (satisfaction / requirements)
- ◀ Onsite observation (ethnographic research / contextual enquiry)
- ◀ Requirements workshops / focus groups
- ◀ User profiling / scenarios / personas
- ◀ Workflow analysis and redesign
- ◀ Job/task analysis and redesign
- ◀ Expert / heuristic evaluation
- ◀ Usability testing (and ROI testing)
- ◀ Accessibility testing
- ◀ Usage data analysis

For more information, please contact PTG Global on
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