

Step 18: Promoting and implementing the Lifecycle.

Purpose of this step:

To encourage change and improvement by use of reiterative usability techniques.

Overview:

In order for the usability project to be a success, it is important to get the full support of management. This will see the usability review through hopefully to a productive end.

Practical application of these principles to your site:

Attitude of management:

- Usability is often subjective and we need to be careful how we present our findings
- Usability should be part and parcel of the design phase which in itself is part of the development phase and so no real special budgeting is necessary

Motivating them:

- Establish credibility
- Be constructive not critical
- Produce well defined work products so management can see real results
- Point out that usability points out existing problems but does not solve them
- Usability can reduce development costs
- Usability can reduce project risk

Examples: No examples for this step.