

## Step 7: Reviewing existing web work and considering some improvement possibilities.

### Purpose of this step:

The purpose of this step is to not only reengineer the site to better support the goals of the business but also to tap into existing user knowledge to accommodate cognitive constraints and capabilities within the context of what they wish to accomplish with the website.

### Overview:

- Reengineer the current User Task Organization Model as well as Task scenarios and Use Cases
- Validate and refine these
- Document this

### **Integration with the other steps:**

#### **This step is driven by several previous steps:**

- Contextual Task Analysis and User Profiles
- User Task Organizational Model
- Usability goals
- Refer to Product Style guide

#### **This step will be the basis for:**

- Conceptual model design
- Detailed User Interface Design

### Practical application of these principles to your site:

#### **1) Reengineering User Task Organization Model and Task Scenarios**

Don't scrap previous work for a new solution, find a compromise

Study the User Task Organization model and Task Scenarios to find ways to streamline work processes and increase efficiency for the user (remove click, simplify etc.)

Only make changes that are certain to be of benefit, if unsure leave things as they are

## 2) Validate and refine

Simple user walk-throughs may work as an preliminary validation method

A better validation method is as follows:

- Create process and sub process cards based on the reengineering work done in step one above.
- Select 5 major user types (Actors) that are new to the usability testing processes
- Ask each user to organize the sub processes (per each main major process) into a hierarchy of order of the processes and how they might interlink
- Review the overall hierarchy from user input and record the most common expectations across your user's sample.

## 3) Document

Finally document this reengineered Task Organization Model for inclusion in the style guide and as an integral part of the next steps in the Usability Testing Guide.

**Examples:** See examples of this step in the “Examples” folder.