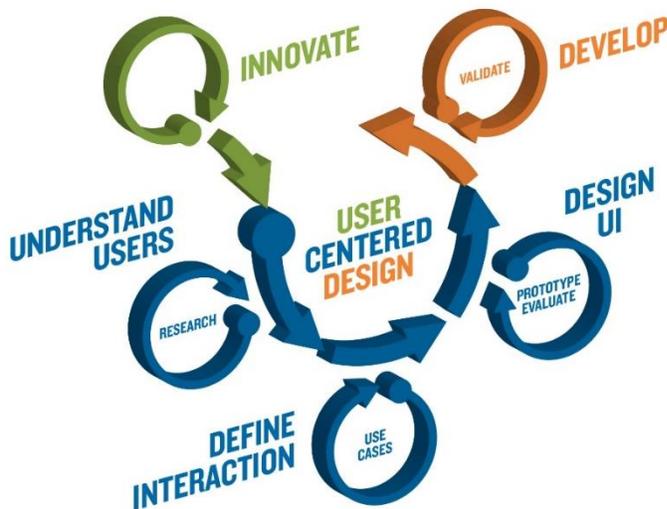


## USER CENTERED DESIGN



**IT CONCEPTS, INC. DESIGNS WITH YOU IN MIND. THE END USER IS THE MOST SIGNIFICANT INFLUENCE IN THE PROCESS AND WE NEVER LOSE SIGHT OF THAT.**

New software can be frustrating to implement, especially when users are accustomed to their old applications. Often, it's apparent that the developers had no idea how the end users perform their daily tasks during the design phase. User-centered design (UCD) is a broad term to describe design processes in which end-users influence how a design takes shape. It makes the software stronger and eliminates the need for a hundred-page manual and weeks of training – neither of which are fun for anyone.



## OUR APPROACH

IT Concepts, Inc. (ITC) employs a UCD methodology for software improvement and web interface design. We consider the mission need and add the best capability for an innovative approach. We explore all options until we achieve the highest level of usability possible within programmatic applications and across our client's online presence. And it's all influenced with a deep understanding of user needs and business goals.

We consult with end users and gather information through a variety of traditional and nontraditional methods. We'll meet face to face and review several stages of development, ensuring that we're hitting the mark. We also test and validate our work on multiple levels. This includes unit and component testing to ensure the pieces of an application operate as designed and the product meets all of the user and system requirements, along with legal requirements like Section 508 Amendment to the Rehabilitation Act of 1973. And we're with you to the end, supporting integration and deployment efforts.

### OUR UCD APPROACH INVOLVES USERS THROUGH DESIGN AND DEVELOPMENT

*We partner with users and apply our deep understanding of cutting edge technologies to your business needs to design cost effective systems achieving the highest levels of usability.*

# OUR SUCCESS

We've proven that we can take a complex system and make it easy to use – with the Social Security Administration's (SSA) enhanced Customer Help and Information Program project. With this opportunity, we:

- Interacted closely with end users, business leaders, subject matter experts, software developers, and designers to understand application functionality and navigational flow;
- Identified gaps in the current business process and in the existing application;
- Facilitated over twenty individual and focus group interviews over two months span to document current workflow process aimed towards the creation of the Business Process Document;
- Imported, managed, and tagged requirement documents and created different views (Attribute Matrix, and Traceability Matrix) using IBM Rational RequisitePro; and
- Developed Unified Modeling Language (UML) diagrams and Data flow diagrams for process mapping using UML tool such as Microsoft Visio.

The SSA project was a success. After implementing their new interface design, we achieved consistency and cost savings across the board. To assist SSA with updating and automating current systems, we mapped business processes; collected, analyzed and validated requirements; and recommended appropriate existing technologies. We also thoroughly tested application functionality, implemented prototypes for web front end applications, and provided support documentation for all activities. This is one of many projects that proves ITC has the insight and expertise necessary for you to get the most out of your software.



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 541330, 541511, 541512,  
 541513, 541519, 541611,  
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 541690, 541712, 561110,  
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