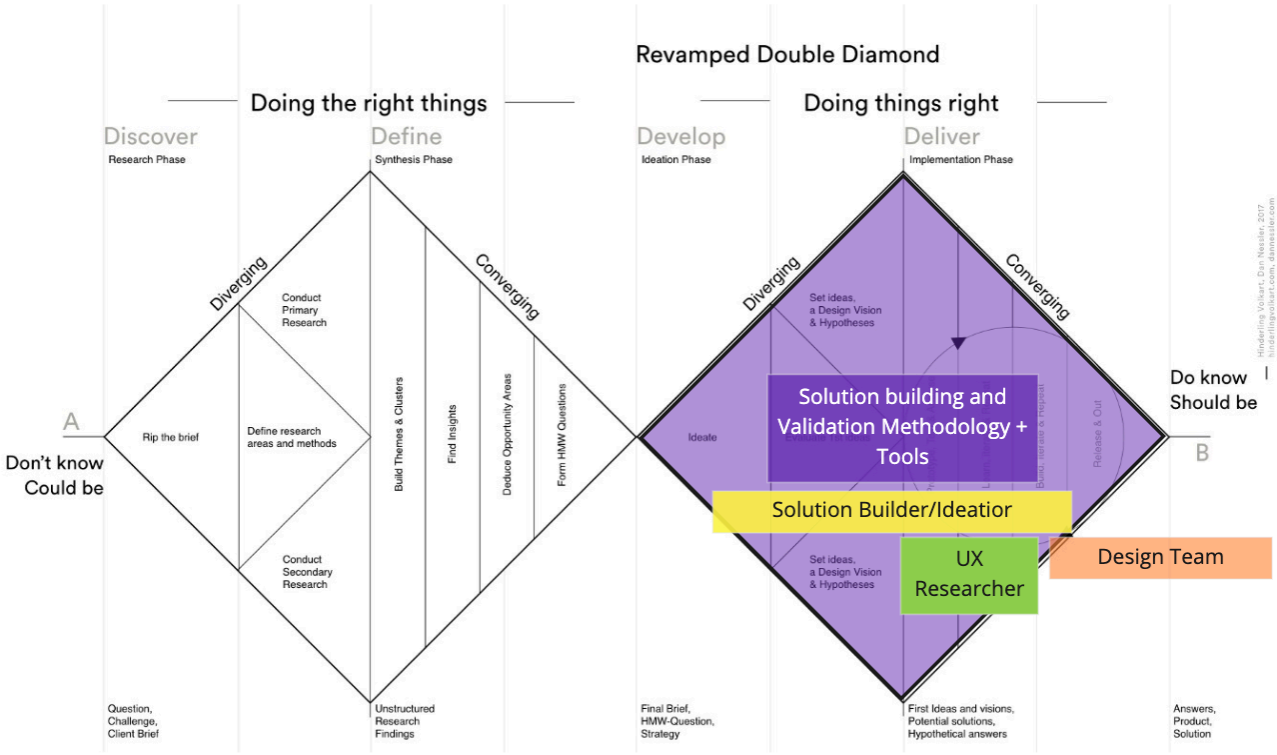
Solution Building and Validation Methodology

This describes the methodology for the second part of the double diamond. Please make sure you understand this before reading this methodology.

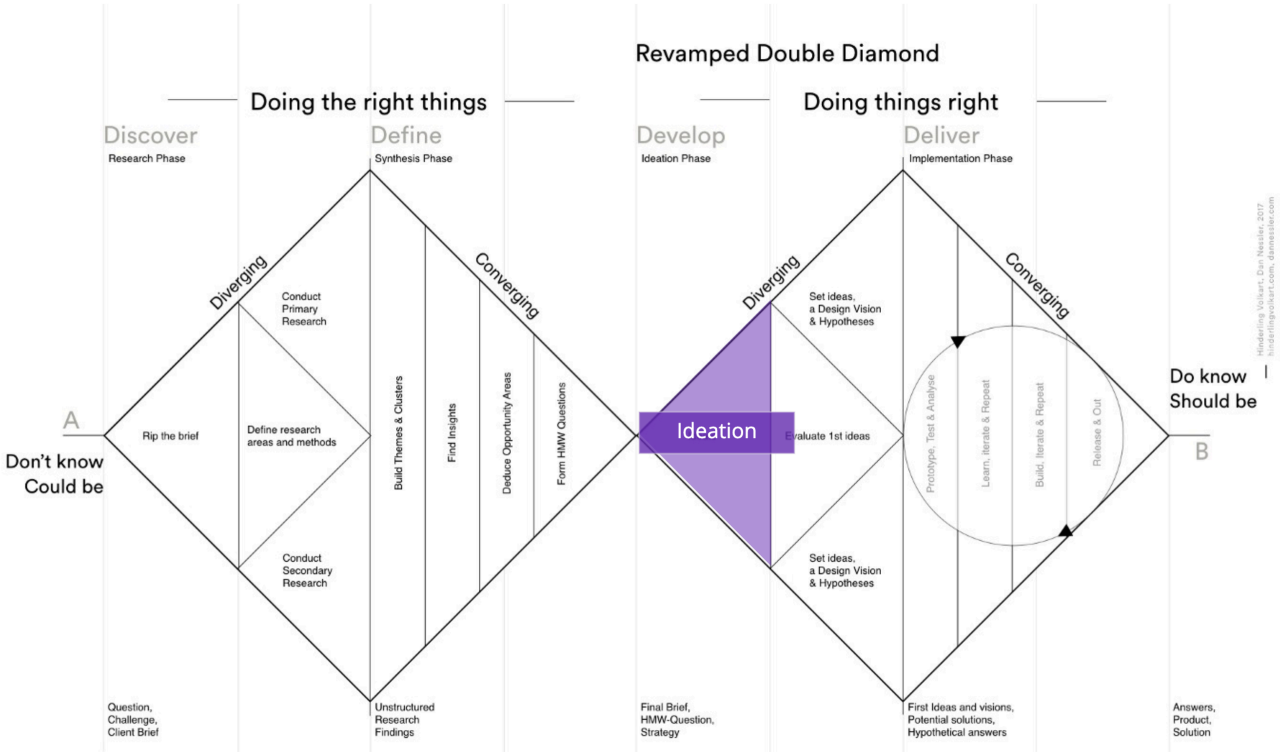
1. Solution Building

With all the research done and hand it in, the team can work on **designing the solution**. This includes wireframing, brainstorming, user flows… Many tools can be used here.



The person responsible for this is the UX solution builder. Although this person would take help from researchers and design team.

a. Ideation



Solution builder should start by Ideating ideas and testing the first ideas.

To ideate ideas it should take into account the researcher analysis. These should be used:

- **Wireframes**. Here some tips on how to use wireframes: Wireframe and Prototype. Solution Building and Validation Methodology.
- **User flows.** Here some tips on how to use user flows: User flows. How to. Work Process to Suceed. Methodology

Do not hesitate to go back to the research. It is important you ask questions/opinion to other UX members, or other teams like dev, customer team and design. Their input could let you improve and deliver better results that are feasible in terms of design and technology. Collaboration here is key to get the most of the teams value and build the best product.

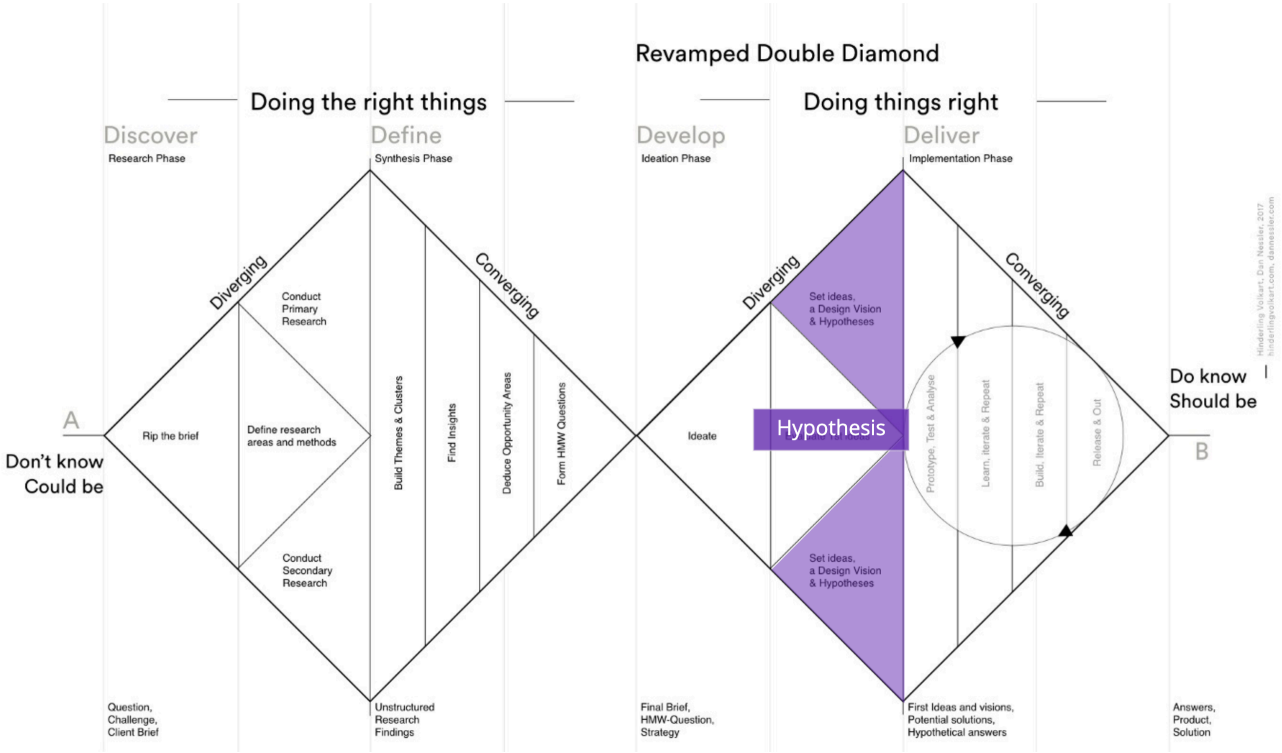
At least one team member from each team (UX, design and tech) should be available to give input during the ideation phase.

We can not do the whole UX process and deliver something at the end that technically is not possible. It is important to have a technical insight when building solutions.

It would also applied to things that are technically feasible but requires a lot of time and resources. Design has to be aligned with Tech.

Deliverable would be the three wireframes and the user flows needed in the project.

b. Hypotheses

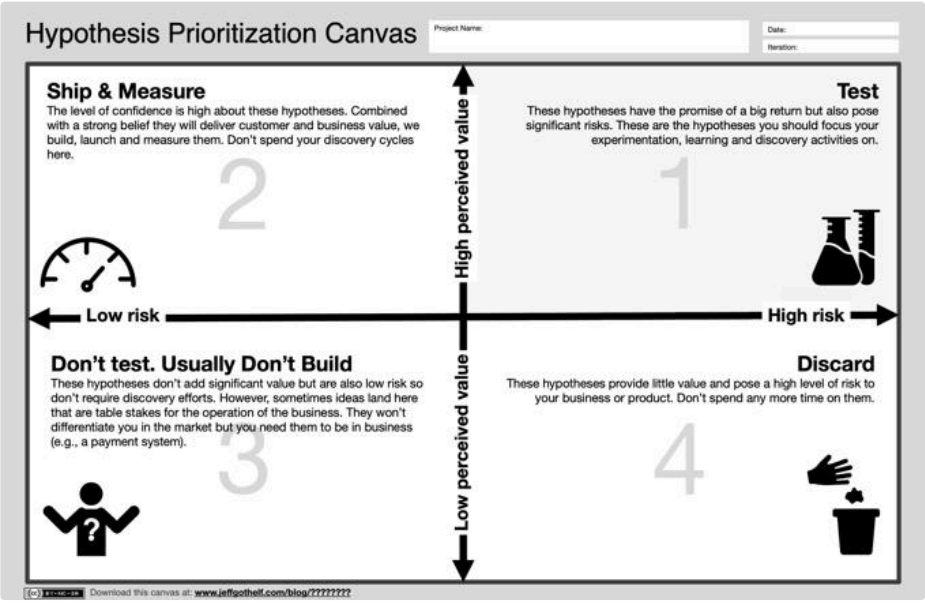


After ideation we need to phrase hypotheses. The hypotheses framework we're using is composed of the following parts:

1. **We believe that [doing this]** (should detail our proposed solution to users' problems)
2. **for [these people]** (should identify who we are targeting)
3. **will achieve [this outcome]** (should document our measure of success. What is our expected result?)
4. **because [existing knowledge from former research]** (should state the knowledge we base this assumption on)

> ✏️ Example: We believe that rephrased error code texts will help customer and business oriented personas to understand errors in Argo better than in myLINK 1.0, because explaining errors in detail using easy language will help users without technical knowledge understanding the issue.

Step 2: Use the [Hypothesis Prioritization Canvas]() with the team (min. one person from design, UX and development, plus PM) to find out which of the hypotheses have to be tested in the *converging* part of the second diamond.



Step 3: Develop experiments to test the hypotheses. (see Miro template)
The experiments are composed of the following parts:
1. We will do/make…
2. We will know the hypothesis is valid when we get…

Find an example in the Miro template.

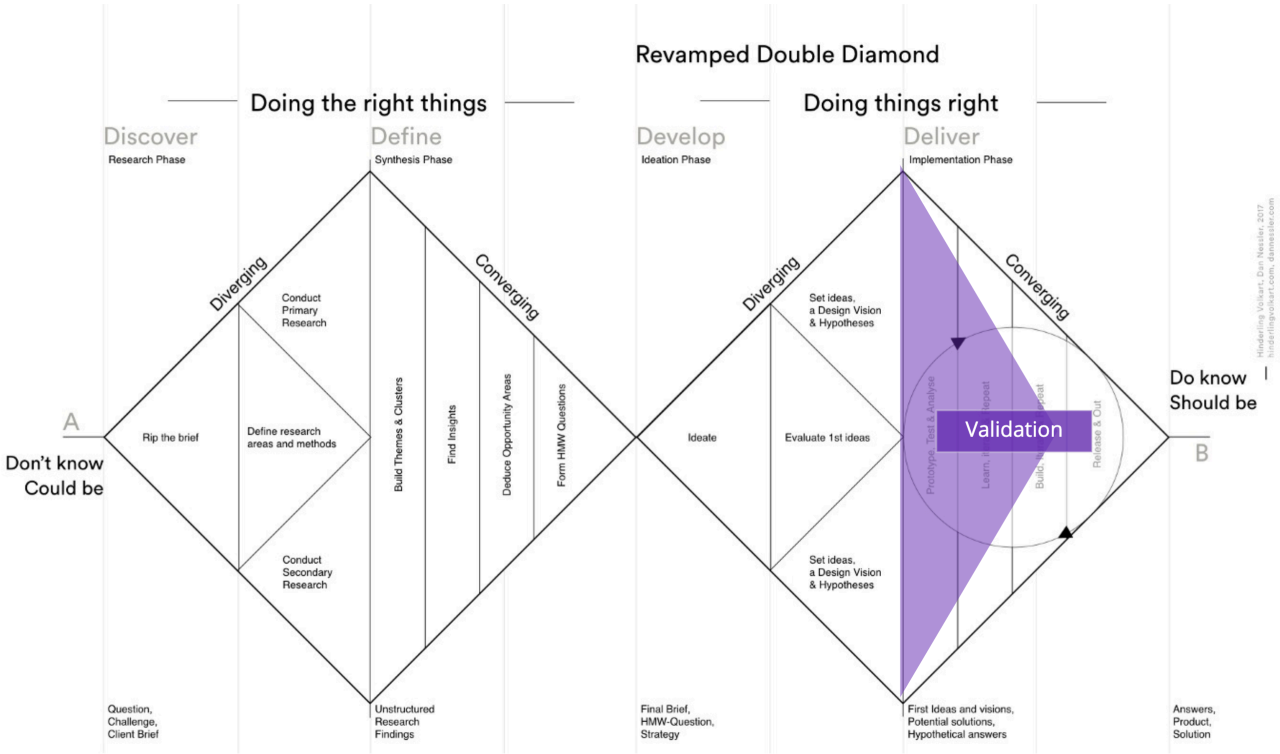
If there are different ways to test one hypothesis, decide together with the team (min. one person from design, UX and development, plus PM) which one(s) to execute.

Example: https://miro.com/app/board/uXjVO4FY4L4=/?share_link_id=326609635699 Connect your Miro account

https://miro.com/app/board/uXjVOn1zQqQ=/?share_link_id=215288603919 Connect your Miro account

2. Validation

In this step the UX team validates that the solution presented actually solves the problem stated. It is one of the most important part of the process. Without this part, we would not be able to anticipate a wrong solution being released.



Validation can be done following many directions:

- Feedback with a wireframe on mid or high fidelity. Wireframe and Prototype. Solution Building and Validation Methodology.

- User tests with a prototype. Read here how to conduct workshops on Feedback and User Tests. Intervi ews and Workshops guide. Research Methodology

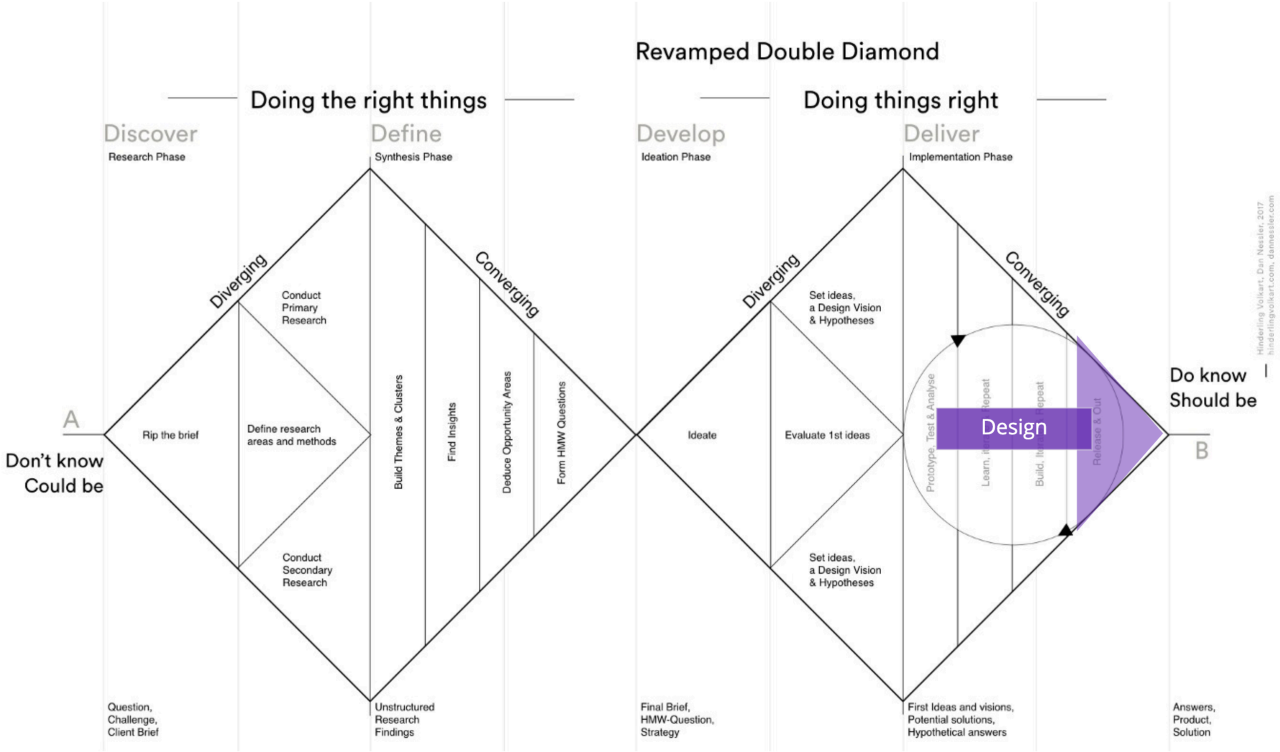
The most important thing is to understand the input and set actions points/changes to apply on the solutions. This would let us iterate the idea until it is final.

Once all iterations/changes are applied and validation is completed we can **hand in the solution to design.**

END After any team member has done its deliverables, it would be reviewed by at least two other team members before defining it as “Done”.

3. Design

The design team would implement the design to the wireframes so release can be done.



To do this, the design team counts with the Ant design components that they use in Figma.

How do the ant design components work?

The component library can be seen here Ant Design Open Source (Community)

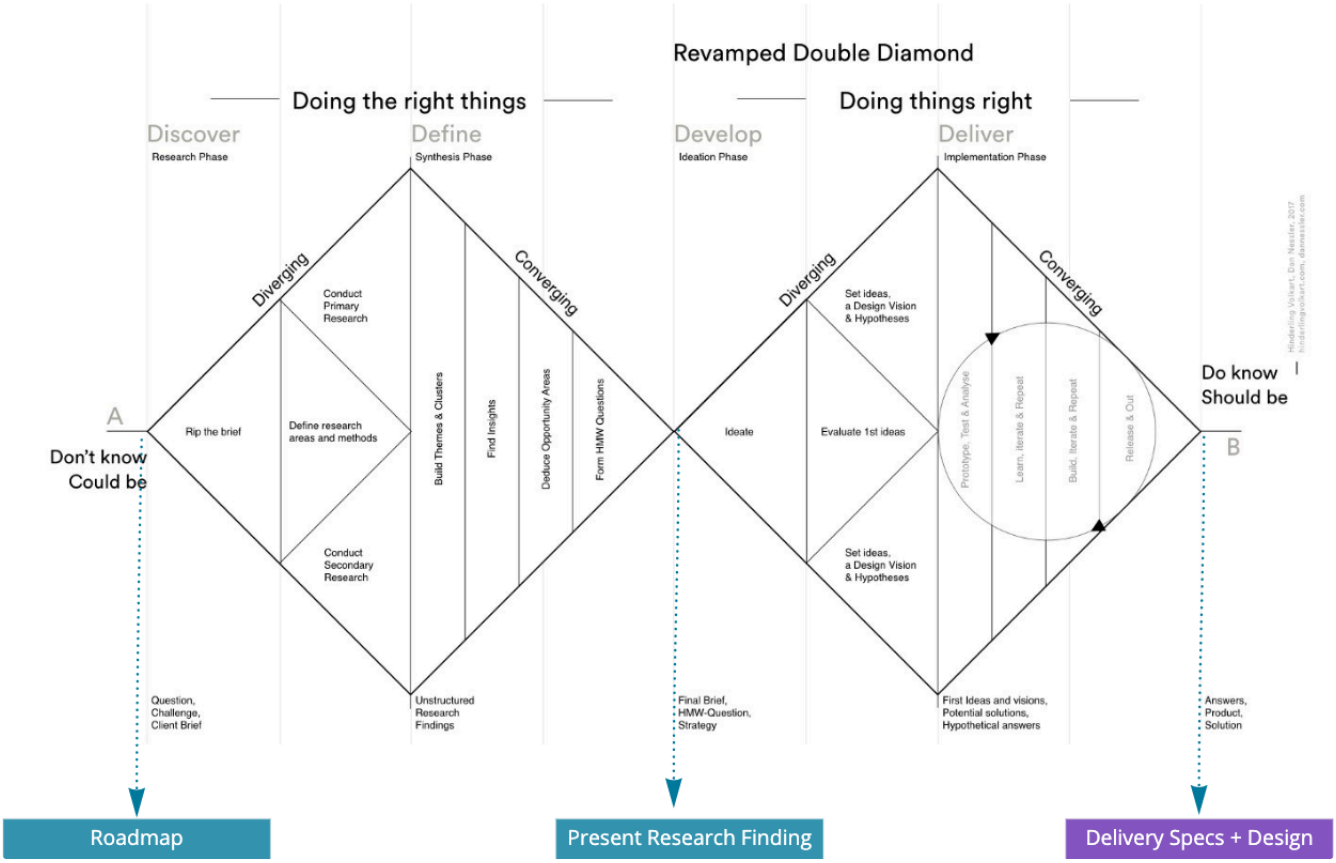
The design team would find components that the library has, and can be used to build the wireframe the UX team has handed in.

Include:

- presentation from raheel
- include diagram on how it works for design and developers
- What happens if we do need a custom component
- work close with front end

END After any team member has done its deliverables, it would be reviewed by at least two other team members before defining it as “Done”.

4. Delivery Expected



Who:

Delivered by UX to Dev team. This does not mean the UX would not need help from design teams, other UX members or tech team to deliver the solution on high level quality.

What

Dev team should be handed in:

- **Design hand off**
  - **Wireframes from solution builder.** In order to understand from were the design team comes from, they would include them in the Figma Hand off document.
  - **Design of all pages in desktop, mobile and tablet**.
  - **User Flow** so developers can understand how to build the logic.
  - **Specs:** would include spacings, components..

✏️ Example:

Login V1_ Handoff

- **Specs documentation**
  - Following the template described here.

✏️ Example:

V.0.5. Dashboard & Logs. UX Findings | Logs and Message Search

Quality

Before handing in to the dev team, the UX and Design must:

1. Share the link of the Specs and Design hand off to at least two team members and receive their feedback.
2. Mandatory to share Specs and Design with tech team so that they can bring the different perspective. Many of the details missing are spotted by developers.
3. Any open questions from any team member (in Figma or Confluence) must be resolved. A meeting should be set, to address all the open comments. Final decision on the open details is responsibility of

the project, typically the UX design lead or solution builder.

How:

A meeting will be held with the research team and the development team. Designer, POs or any other members that have been involved, should be invited.

The meeting should be recorded. The recording should be linked in the specs documentation and shared with the rest of the team in case someone not invited wants to have a look.

This meeting goal is to explain the specifications of the solution. Solution Builder / project lead should explain the specs with the help of the design. The Solution Builder is the person that leads this meeting. Design should help on the explanation when design questions are raised.

Any question raised that would needs more design or specs, should be described in the Jira comment so that the team is aware and can work on it.

It is highly recommended that all members of the project read all the documentation (Research + Specs + Design hand offs) to understand the whole thinking process behind. In this moment, **discovery is hand in to delivery.** Tech Methodology would be triggered to start their process.