A Maturity Model for Integrating Agile Processes and User Centred Design

Dina Salah[1]([⊠]), Richard Paige[2], and Paul Cairns[2]

[1] Sadat Academy for Management Science, Cairo, Egypt
dina.salah.nasr@gmail.com
[2] The University of York, York, UK
{richard.paige,paul.cairns}@york.ac.uk

Abstract. This paper presents a lightweight, descriptive maturity model for integrating Agile processes and User Centred Design. The maturity model addresses the specifics, activities, success factors and challenges identified within the Agile User Centred Design Integration domain. The model provides a set of dimensions, processes, and practices that act as a road map for successful AUCDI as well as a diagnostic tool to assess an organisation's capability to integrate Agile processes and UCD. The paper provides details on the model's evaluation and evolution as a result of expert reviewers feedback.

Keywords: Agile · User Centred Design · Maturity models · Agile User Centred Design Integration (AUCDI) maturity model

1 Introduction

Agile processes and User Centred Design (UCD) integration is gaining increased recognition due to three reasons: first, UCD pros of providing developers with deeper understanding of prospective users' activities, needs and goals. Second, the deficiency of Agile practices and principles that are used for elicitation of user requirements and evaluation of Agile systems for user experience and usability [12, 14]. Third, the presence of principled differences between UCD and Agile methods that poses challenges on the integration process [25, 27]. User Centred Design is a set of methods, techniques, processes, and a philosophy that aim to satisfy users via producing usable products as a result of the methical UCD effort throughout the development process [8].

In the 1990s a number of Usability Maturity Models (UMMs) emerged that aimed to assess the organisation's UCD capability and/or performance. Usability capability is defined as "A characteristic of a development organisation that determines its ability to consistently develop products with high and competitive level of usability [10]". These UMMs aim to assist organisations in conducting a systematic current state analysis of the organisation's ability to consistently develop products with high usability level via assessing the organisation's strengths and weaknesses in regards to UCD aspects and accordingly plan for improvement [10].

The rest of this paper is organized as follows: Sect. 2 discusses related work. Section 3 details the research method. Section 4 discusses the knowledge base.

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