# Planning your HCD approach checklist

HCD in Queensland Government

Use this checklist to address each phase of the HCD approach, determine the activities appropriate to your project, and where support is required.



| **Mark when done** | **Activity** | **Blockers** | **Additional support required** |
| --- | --- | --- | --- |
|  | Set up a project space/wall/online space (Miro is a great option) for collaborative working and sharing with stakeholders |  |  |

## Understand phase

### Define and understand

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Clearly identify and articulate the design challenge |  |  |
|  | Clearly define the audience - the people involved or effected |  |  |
|  | Identify and digest relevant secondary research that may already exist |  |  |

### Plan research

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Identify with whom you will conduct research |  |  |
|  | Identify the appropriate research method(s)  |  |  |
|  | Plan the research activities, equipment, materials & logistics |  |  |
|  | Recruit participants for research |  |  |

### Conduct research

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Conduct research with customers to understand the problem space |  |  |
|  | Write up research notes and observations  |  |  |

### Analysis and synthesis

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Analyse and synthesise the research findings into themes and insights |  |  |

### Articulate the research findings

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Identify who you need to communicate the research findings to |  |  |
|  | Articulate your research findings and share |  |  |

## Define phase

### Redefine and prioritise

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Identify and prioritise opportunities |  |  |
|  | Refine or redefine the problem to be solved by creating well defined problem statements |  |  |

### Determine success criteria

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Identify what the success criteria of a potential solution should be |  |  |

## Explore and refine

### Concept generation

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Generate multiple concepts to solve the problem |  |  |

### Prioritise and test

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Prioritise the concepts to be tested |  |  |
|  | Plan prototyping activities and recruit participants |  |  |
|  | Iteratively prototype, test, and refine the concepts to narrow in on a solution |  |  |

### Communicate the vision

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Define the purpose and audience for communicating the vision for the solution |  |  |
|  | Articulate your research findings and share |  |  |

## Implement and evaluate

### Plan and implement the solution

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Prioritise and roadmap the elements and features of the solutions |  |  |
|  | Create detailed designs |  |  |
|  | Conduct time, budget, and resource planning and estimates for implementation |  |  |
|  | Implement |  |  |

### Evaluate and iterate

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Evaluate the impact |  |  |
|  | Iterate the solution |  |  |

## Share phase

| Mark when done | Activity | Blockers | Additional support required |
| --- | --- | --- | --- |
|  | Share the research insights and outputs |  |  |
|  | Share your project approach |  |  |