



A Better User Experience

Human-centered design at the forefront of lifesaving technology

SRC's focus on the user means developing products, systems and services that are simple and effective at keeping the warfighter safe.

Our Approach to User Experience (UX)

SRC's design process focuses first on the needs, goals, environments and frustrations of the human operating the system. SRC works hard to get to know the operators, face-to-face, and creates systems that anticipate what the user needs to protect against dynamic threats.

By getting to know the warfighter, SRC can deliver innovative and efficient experiences by incorporating Human-Centered Design (HCD) methods. HCD is an adaptable, and rigorous process to navigate complex projects and situations.

Reaction time, ease of use and training time can mean the difference between life and death.

The best design process delivers value to all stakeholders—especially customers, project teams, and users. SRC's dedication to providing usable and adaptive products by integrating HCD methods protects the bottom line, and most importantly, protects those on the frontlines.

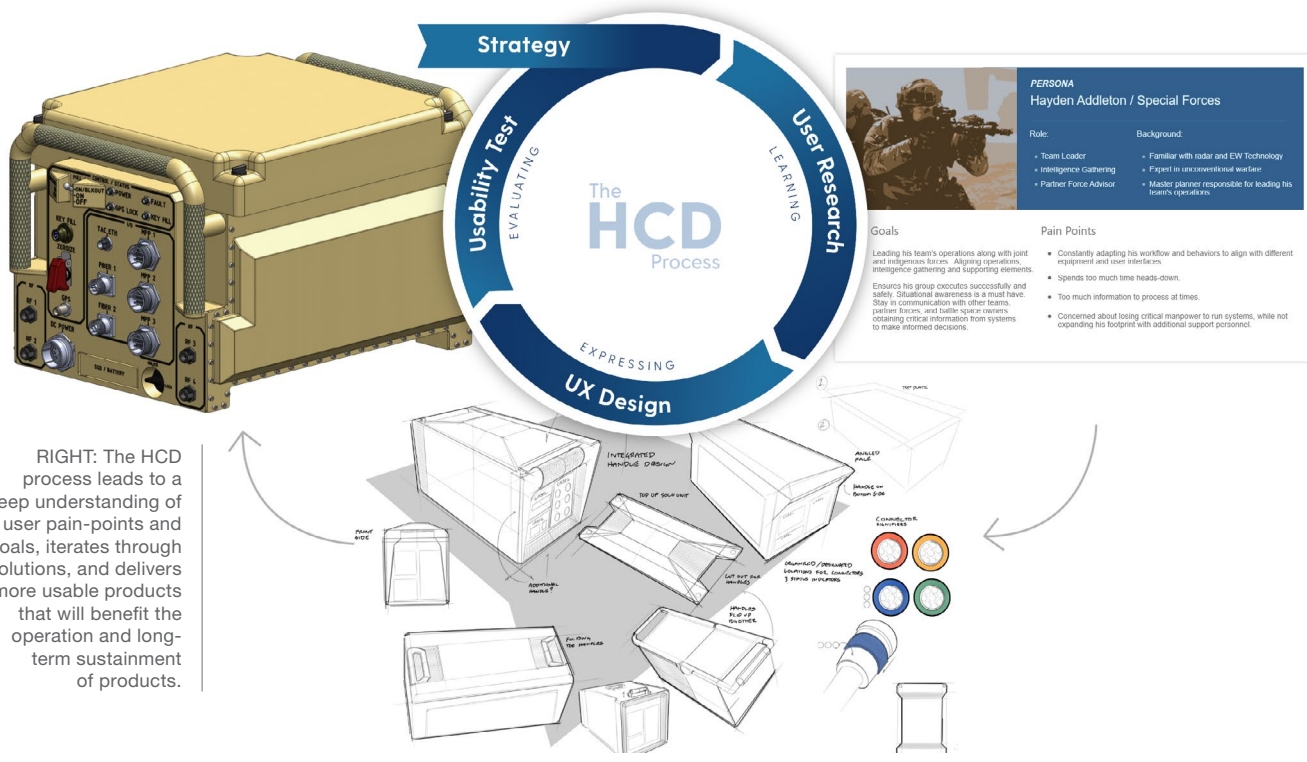
SRC has a dedicated UX Center of Excellence with expert talent devoted to improving SRC products and services to make them more intuitive and effective.

HCD Key Benefits

- Faster development without loss in system quality
- Less training time for the operator
- Ability to move quickly between tasks
- Reduced user frustration
- Improvement in performance of tasks
- Increased effectiveness



ABOVE: Integrating HCD is successful when all involved stakeholders are working together and focused on the soldier at the receiving end of the product or service.



RIGHT: The HCD process leads to a deep understanding of user pain-points and goals, iterates through solutions, and delivers more usable products that will benefit the operation and long-term sustainment of products.

HCD Principles

SRC works to implement the following HCD principles to ensure our user's needs are at the forefront of all steps of the design process:

- **Empathy and Understanding:** Conducting research to build empathy for the user and understand their needs and goals
- **Define:** Defining the requirements for the solution
- **Ideate:** Generating ideas and refining the solution
- **Prototype:** Building representations of the solution
- **Test:** Testing the solution to get user feedback

Download or view this document online by scanning the QR code below.



SRC, Inc. - At a Glance

Who we are

- Not-for-profit, R&D company; founded in 1957; nearly 1,500 staff
- Apply science, technology and information to solve grand challenge problems in the areas of defense, environment and intelligence
- Help keep America and its allies safe and strong

Our UX mindset

UX is more than just a display that looks appealing. It encompasses all aspects of the product design, from hardware and software, to how internal information is organized and displayed, to the interaction with the user. To create the best UX, the user and the details of their mission, operational environment, needs, pain-points and wants must all be considered during every aspect of design.