

Identify Users

- Client Q+A (Workshop)
- Create Draft Personas (Hypothesis)
- Gather Feedback

User Scenarios

- Create Scenarios
- Gather Feedback
- Update + Deliver Persona Set

- Business Goals
- W3C or E-Government
- Technology & Search

Content Inventory

- Review current/new content

Content Types

- Identify content types

Ontology (Metadata, Taxonomy, Theasauri)

- Create taxonomy
- Create metadata schema
- Gather Feedback
- Update + Deliver Content Model

Sitemap

- Create Draft Sitemap
- Gather Feedback
- Update + Deliver Site Map

Prototyping

- Create Draft
- Gather Feedback
- Update + Deliver Paper Prototypes

Create Master Template

- Create Master Template
- Gather Feedback

Page Layouts

- Create Page Layouts
- Gather Feedback

Template Specification

- Update + Deliver Template Specification