

# User Experience of a client portal – Introduction Workshop

Master's Thesis Empirical Study

Sasu Saalasti | 12.05.2022



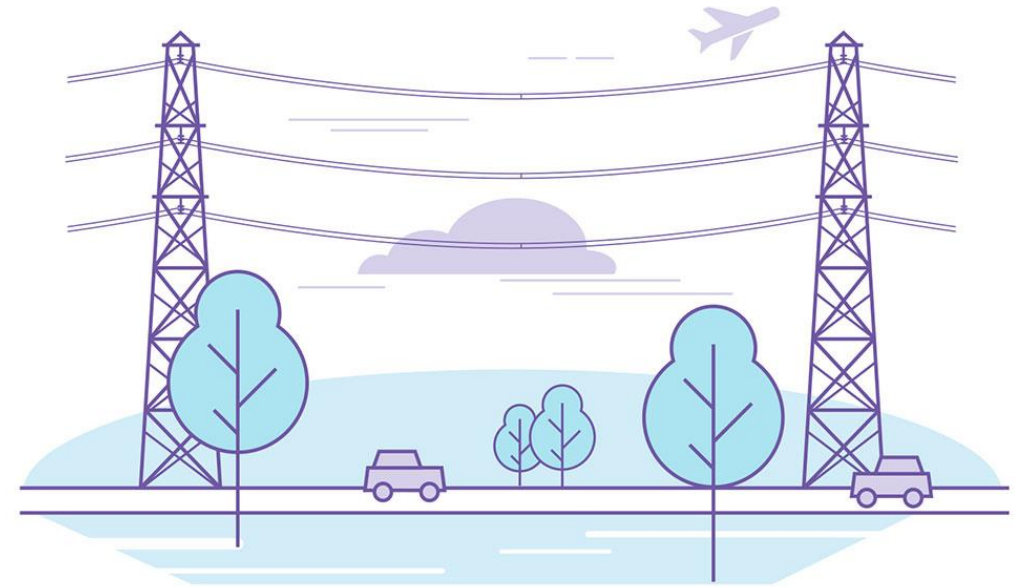
# Structure

Background

Thesis and context of study

Examining the survey

Discussion



# Background

Sasu Saalasti, Thesis Worker in the eSett ICT team

**Master's Thesis** (Aalto University – Computer, Communications and Information Sciences)

- Title: Improving user experience of a client portal with user-centered design and agile requirements engineering practices

**Today's objective:** To present the study, to initiate conversation about the user experience of ONLS, and to demonstrate practices, including survey and workshop/brainstorming

# Thesis

Improving user experience of a client portal with user-centered design and agile requirements engineering practices

→ Motivation

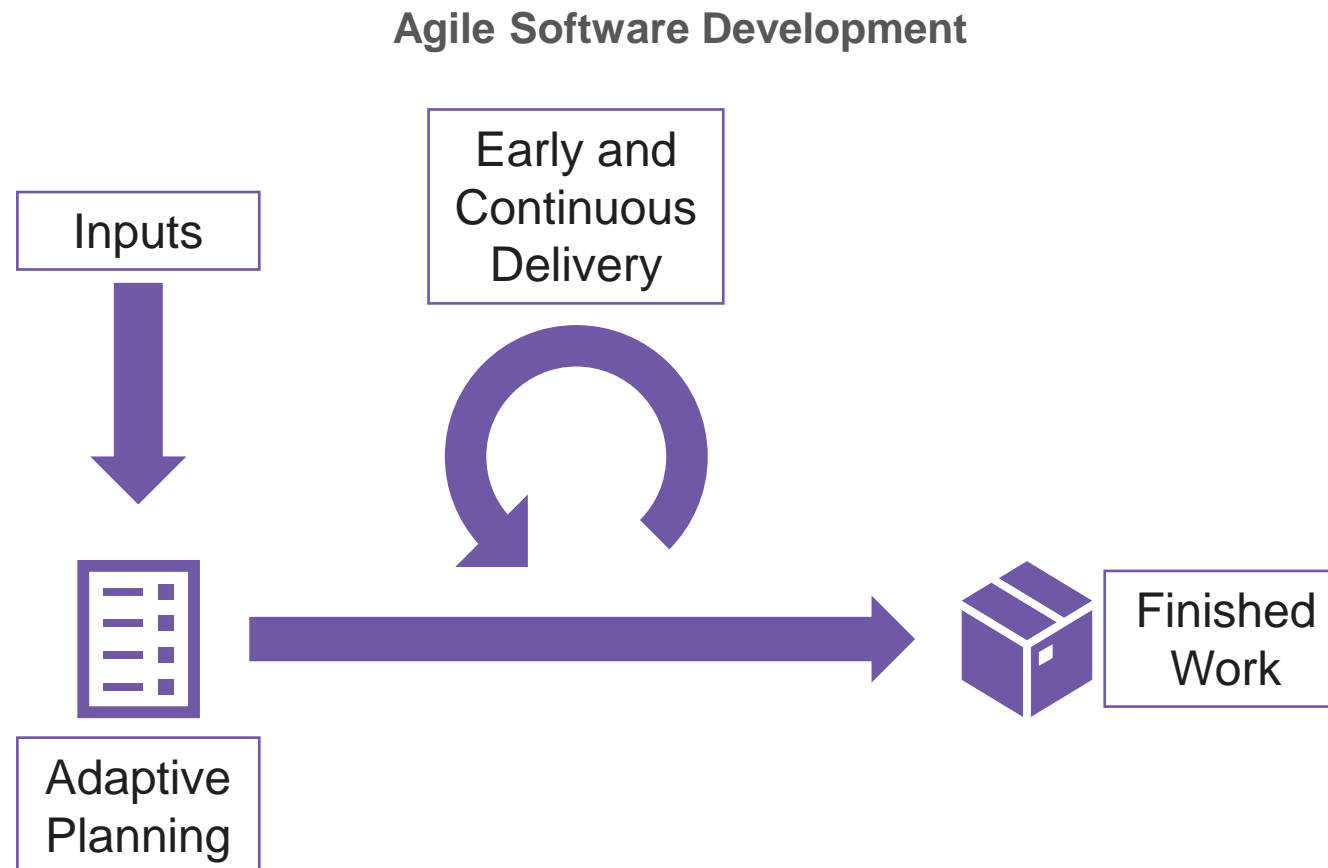
→ Domain

→ Application

→ Examined disciplines

Purpose of the study: To define the current state of ONLS user experience and to find practices that facilitate user experience requirements engineering in an agile and user-centered environment

# Why is this important?



# Why is this important?

**A client portal (such as ONLS) that answers to the users' needs and supports them in their operations**

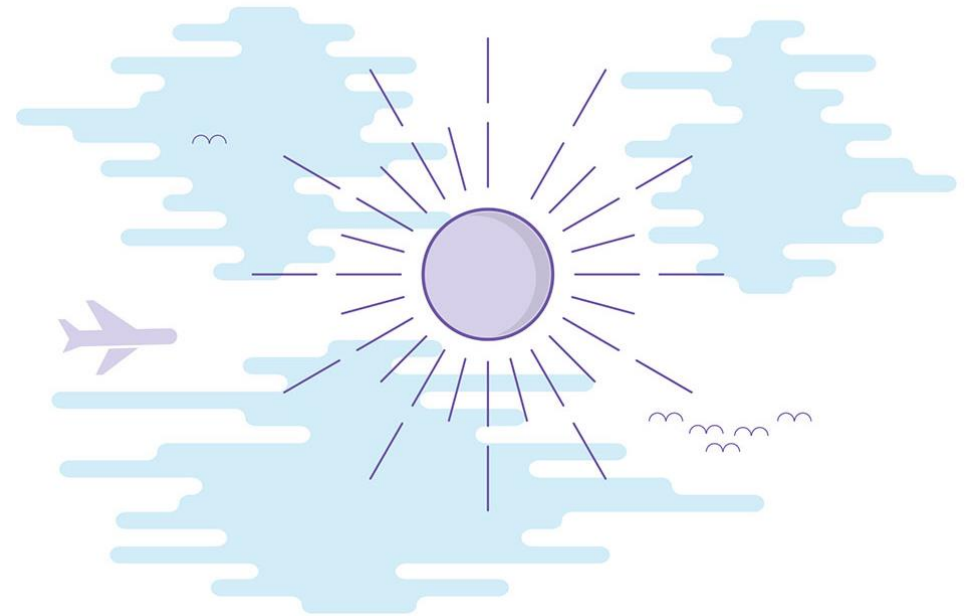
- Noticing the user context during design and development
  - Addressing the entire user experience
- Iterative and continuous stakeholder participation
  - Prototyping
  - Usability testing
- User-centered requirements engineering
  - Eliciting,
  - Validating,
  - And prioritising requirements with users

# Examining the survey and discussion

A summary of the survey will be added here before the Customer Committee on May 12 2022.

# Thank you!

You can sign up for a voluntary and lightweight interview about the user experience of ONLS.







WE SETTLE, TOGETHER!

