

Design Process

Purpose & Objective

Be able to understand design process and work with design team

At the end of this guide you will understand:

- Design statuses and how they are used
- Prioritizing task with product owner
- Design Change Protocol: Minor Change
- Design Change Protocol: New Design
- Backlog gap management

Design Statuses on ClickUp Card

Design Statuses on ClickUp Card

For Website, Responsive, Mobile Native, and Design System team

- **PREPARATION - DESIGN (Backlog)**
- **TO DO - DESIGN (Backlog or Sprint)**

Sprint started

- **IN PROGRESS - DESIGN**
- **CONTENT REVIEW - DESIGN**
- **BLOCKED - DESIGN**
- **REVIEW - DESIGN**
- **DONE - DESIGN**
- **COMPLETED - DESIGN**

Sprint ended

Design Statuses on ClickUp Card

For Website, Responsive, Mobile Native, and Design System team

PREPARATION - DESIGN (Backlog)

- The UX team defines User flow with the product owners and engineers and feeds in research insights.
- For Website team, the content team need to provide content at this stage.
- For Design system team, there is nothing need to be done.

Design Statuses on ClickUp Card

For Website, Responsive, Mobile Native, and Design System team

TO DO - DESIGN (In Backlog or Sprint)

- The card is ready for a designer to work on.
- The story point must be assign to this card at this stage.

Design Statuses on ClickUp Card

For Website, Responsive, Mobile Native, and Design System team

IN PROGRESS - DESIGN (*Sprint started*)

- The designer is actively working on the design and collaborating with other designers, engineers, content team members, product owners, and the UX team members.
- UX and Design team leads must review and approve the design before changing the card status to **CONTENT REVIEW - DESIGN** or **REVIEW - DESIGN**.
- The decision to involve the VP of Design and UX for a review at this stage lies with the team lead.
- Designers will attach Figma link to the card that includes design flow.
- Designers will attach Figma link to the card that includes prototype (if needed).

Design Statuses on ClickUp Card

For Website, Responsive, Mobile Native, and Design System team

CONTENT REVIEW - DESIGN

- If proofreading is required.

Design Statuses on ClickUp Card

For Website, Responsive, Mobile Native, and Design System team

BLOCKED - DESIGN

- The design is blocked for any reason outside the design team's control. For example:
 - Change of business priority
 - Change of scope from product owner
 - Compliance order to hold
 - Content change requested by stakeholders
 - Content team have not work on the content (Not for Website team)
 - Engineers wants us to redesign due to technical constraints

Design Statuses on ClickUp Card

For Website, Responsive, Mobile Native, and Design System team

REVIEW - DESIGN

- The design is now ready for a review with key engineers, product owners, compliance, CS, etc.
- The design must be reviewed and agreed by all stakeholders.

Design Statuses on ClickUp Card

For Website, Responsive, Mobile Native, and Design System team

COMPLETED - DESIGN (*Sprint ended*)

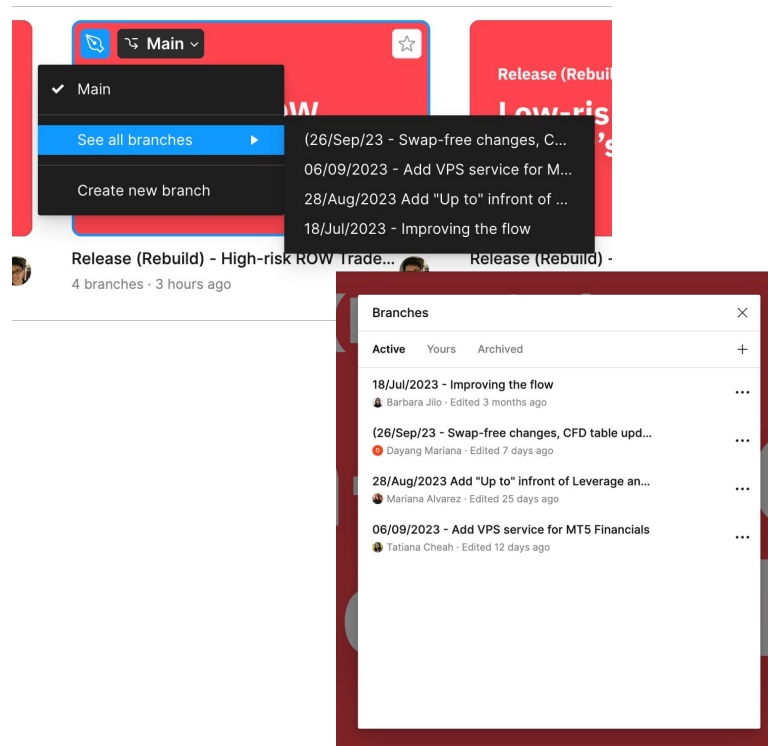
- Card has been updated with the correct design links.
- The branch in Figma which contain the design has been merge back to it's main file.
- All stakeholders agreed to the design, and a “hand-shake” with engineers is done.
- There is nothing more the design team need to do.

A PO or Scrummaster decide what happens to the card after design completed.

Prioritizing task with product owner

Prioritizing task with product owner

1. When branch designs are approved, they will be merged into the main file. Hence,
2. Setting the right order to merge branches is crucial and requires the product owner's utmost attention. This has two main benefits:
 - a. **Protecting the Main Design:** Merging branches in the right order keeps the main design safe. It ensures that the most critical updates go into the main file without accidentally erasing crucial changes from older branches.
 - b. **Simplifying Developer Work:** Using ClickUp cards to plan the development order helps developers focus only on the changes in a specific branch. This reduces confusion and mistakes and makes development smoother since developers only work on what's in the card.



Design Change Protocol and Backlog Management

Design Change Protocol: Minor Changes

- An approved design might still receive change requests to address minor issues such as wrong content, icons, spacing, and colors.
- When this happens, the product owner has three options:
 - Treat the change request as a new card so the approved design stays unchanged and developers can continue without interruption.
 - Scrap the approved design that has been done and development that is in progress. Designers will restart the design process, and developers can shift their focus to other tasks.
 - If the change request has to happen immediately, the PO needs to align with designers and developers. Designers will create a new branch to address the changes. **However, we should avoid this as much as possible.**

Design Change Protocol: New Design

If developers work on an approved design and require more than 2 sprints, **refrain from initiating a new design that will supersede the current one.** Else:

1. The Product Owner (PO) must intervene and stop the ongoing development.
2. Remove the design link from the current CU card.
3. Discard the current CU card.
4. The design team creates a new branch with a dedicated CU card for the changes.

Again, setting the right order is crucial and requires the product owner's utmost attention.

Backlog gap management

An **approved design is to remain in the backlog for a maximum of two sprints from the developer**. Else:

1. Developers should reject the card, leading to the removal of the CU card from their backlog.
2. The design link from the CU card should be removed.
3. The CU card status will revert to its original state.
4. The Product Owner (PO) should realign with the developers' capacity to determine when the design team can restart the sprint.
5. Upon restarting the sprint, the design team will initiate a new branch for the updated design.

Again, setting the right order is crucial and requires the product owner's utmost attention.

Thank you!