Virtual work methods in user-centered design
In the framework of the Swiss DaziT transformation program, the Swiss Federal Customs Administration (FCA) is modernizing and digitalizing its tax and customs-collection processes. EBP was commissioned to support the related project work and the user-centered design (UCD) team, an assignment that included user research and the introduction of creative approaches to securing productivity throughout the lockdown.

Using digital whiteboards, we were able to overcome the distance as we conducted online team meetings, presentations, work-shops, team-building events, and usability tests. Equipped with an excellent set of tools, we were able to secure an engaging and efficient shared work environment, thereby also ensuring our customary quality.

Our services

- Organization and execution of collaborative workshops
- Remote usability testing
- Virtual presentations of the results of remote usability testing
- Moderation of the fortnightly virtual team meetings for the 14-member design team
- Execution of a regular virtual team-building event via Jitsi.org

We compiled the results of research and interviews and organized them by topic on a digital whiteboard. The members of the project team were then able to conveniently provide commentary.
We compiled our findings from prototype testing on digital whiteboards accessible to the entire team, essentially eliminating any need to make use of a large board at a physical workplace.

The continued development of the prototype is viewable for all team members at all times.

We organized ideation workshops for product icons using digital whiteboards. Sketching by mouse is relatively easy.

Equipped with an array of testing tools, we guided our users remotely through various tasks so as to enable prototype evaluations.

**Contact Persons**

Nicola Winzer  
nicola.winzer@ebp.ch

Melanie Wicker  
melanie.wicker@ebp.ch