UX Strategy Means Business

Jared M. Spool @jmspool

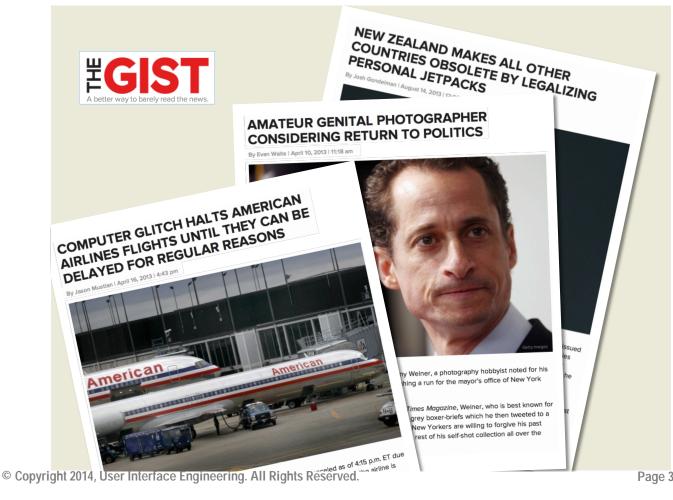


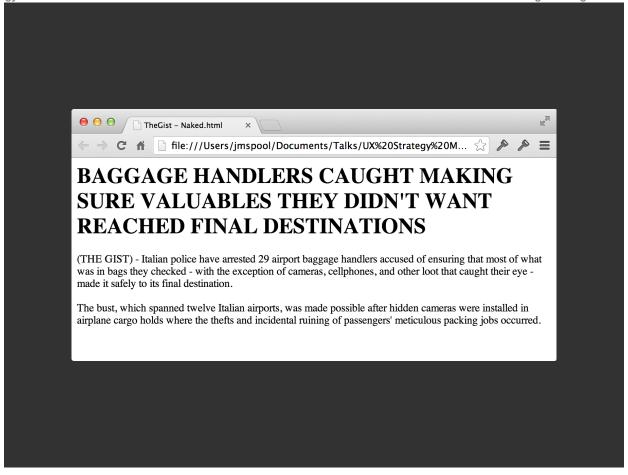
What I really want to do is Strategy











User Research Practices

Information Architecture

Interaction Design

Editing & Curation

UX Design

Information Design

Design Practice Management

Visual Design Copywriting





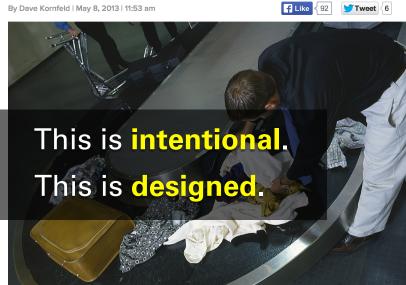




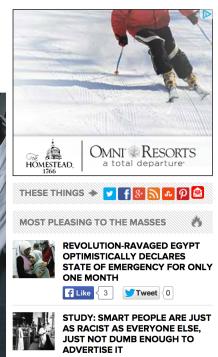




BAGGAGE HANDLERS CAUGHT MAKING SURE VALUABLES THEY DIDN'T WANT REACHED FINAL DESTINATIONS



(THE GIST) — Italian police have arrested 29 airport baggage handlers accused of ensuring that $\ \ \, \text{most of what was in bags they checked} - \text{with the exception of cameras, cellphones, and} \\$

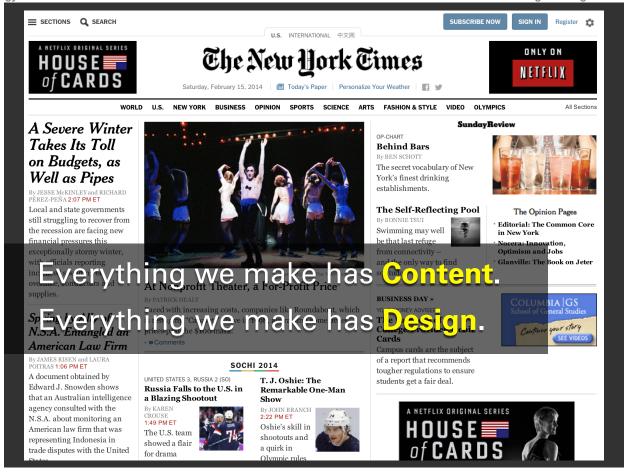


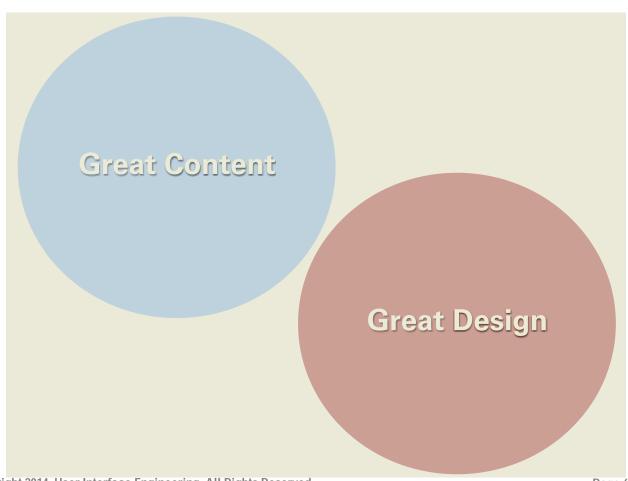
f Like 62 Tweet 0

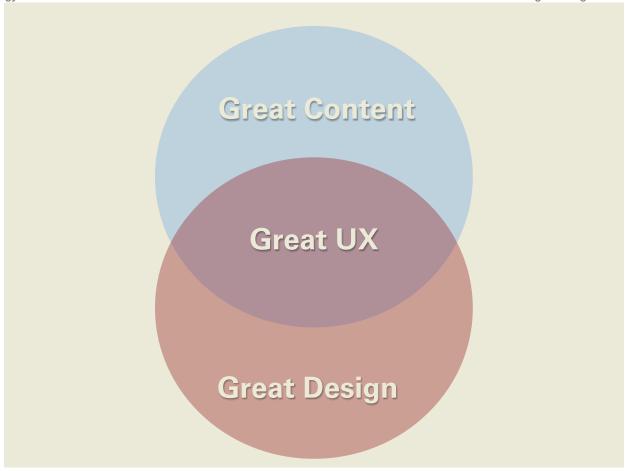
SUPER SERIOUS OBAMA

ANNOUNCES HE WON'T LET HIS

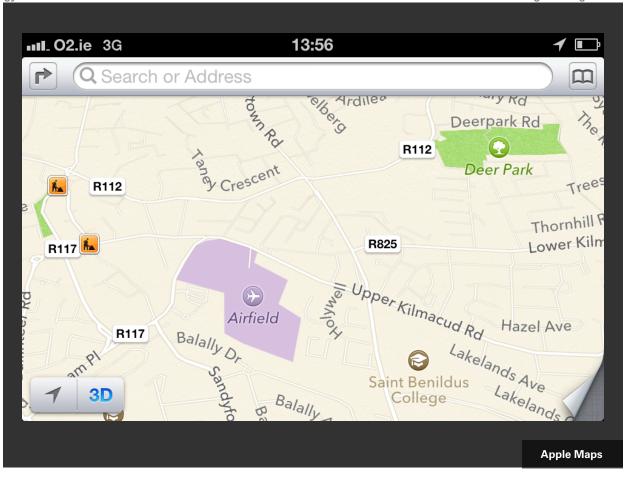














Delivering the content is as important as the content itself.

Montreal Gazette Win

The Gist Win

iOS6 Apple Maps Fail

Content Strategy Mobile Strategy E-commerce Strategy Design Strategy Experience Strategy

Strategy

We use *Strategy* to achieve a desired outcome.

Apple

Acquired 3 mapping companies ke Lane

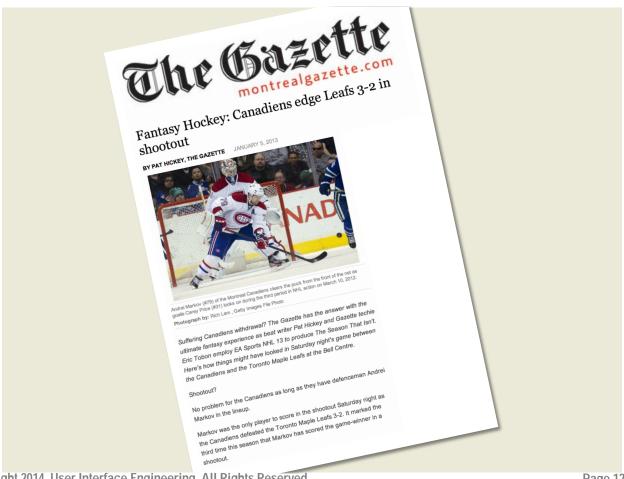
Used 10 data sources

Google

Used 1,300 data sources

1,000 people x
10 years of
correcting map

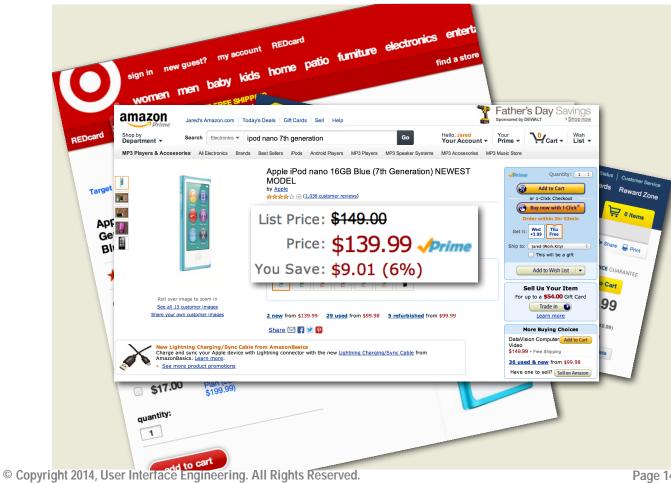




UX strategy can't predict outcomes.

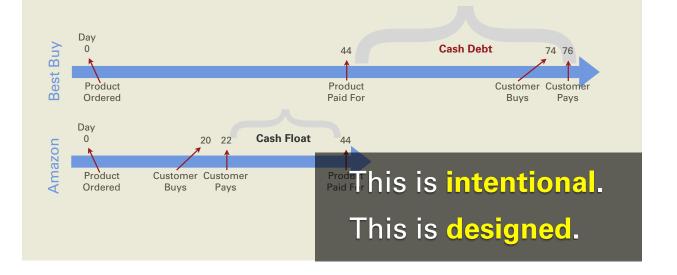
UX strategy is broken.

Designing Business Models



Amazon Cash Float Model

Amazon turns inventory every 20 days Best Buy turns inventory every 74 days Standard retail payment terms are 45 days



Great business models are designed.

Are business models relevant to non-profit organizations?



What are our business model options?



Business Strategic Priorities

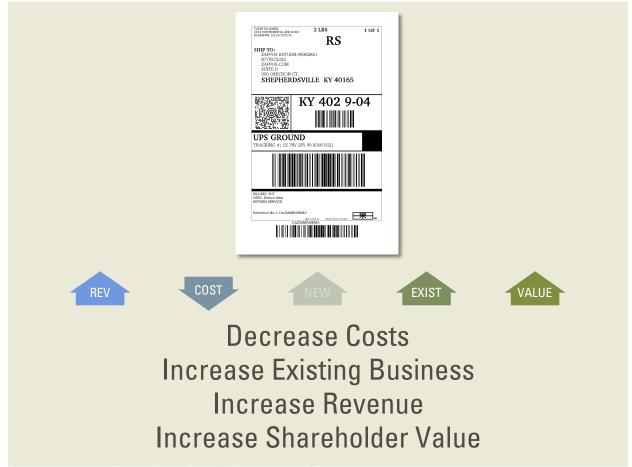
- Increase Revenue
- Decrease Costs
- Increase New Business
- **Increase Existing Business**
- Increase Shareholder Value



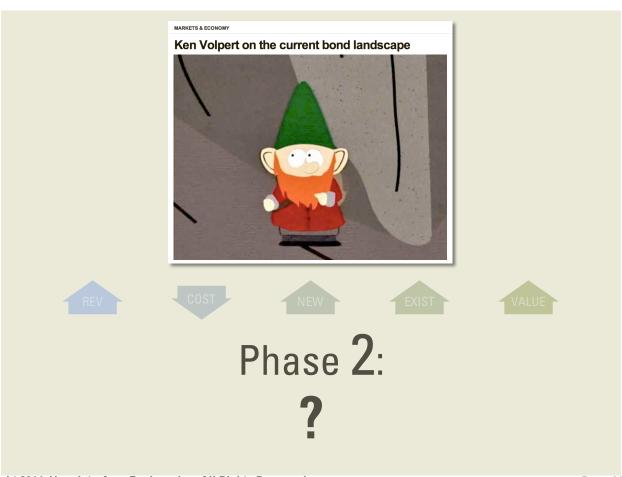
Business Strategic Priorities

- Increase Revenue
- Decrease Costs
- Increase New Business
- Increase Existing Business
- Increase Shareholder Value









Business Strategic Priorities











University Strategic Priorities



Increase Revenue

Increase enrollment, alumni donations, & other fees



Decrease Costs

Decrease operating costs



Increase New Business

Increase tuition from new programs



Increase Existing Business

Increase tuition from existing programs



Increase Shareholder Value

Increase endowments

Government Strategic Priorities



Increase Revenue

Increase overall constituent participation



Decrease Costs

Decrease service costs



Increase New Business

Increase reach to new constituents



Increase Existing Business
Increase reach to existing constituents



Increase Shareholder Value

Increase Congressional value

Business Strategic Priorities



Increase Revenue



Decrease Costs



Increase New Business

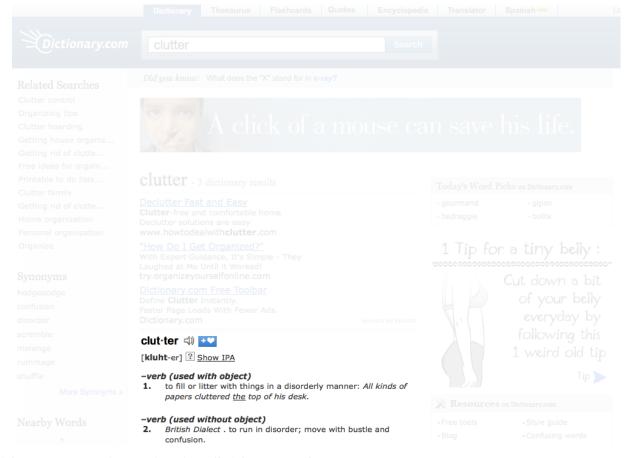


Increase Existing Business



VALUE Increase Shareholder Value

Advertising is a Business Model Failure



Advertising disrupts the users' experience supposedly to benefit the advertiser.

Fun facts about banner ads

A typical internet user sees

1,707

ads in a year.

Comscore

An average ad is clicked

0.1%

of the times it is shown

Doubleclick

A 468x60 banner is clicked

0.04%

of the times it is shown

Doubleclick

Users can't see

31%

of ads.

Comscore

Users click on

50%

of mobile ads by accident.

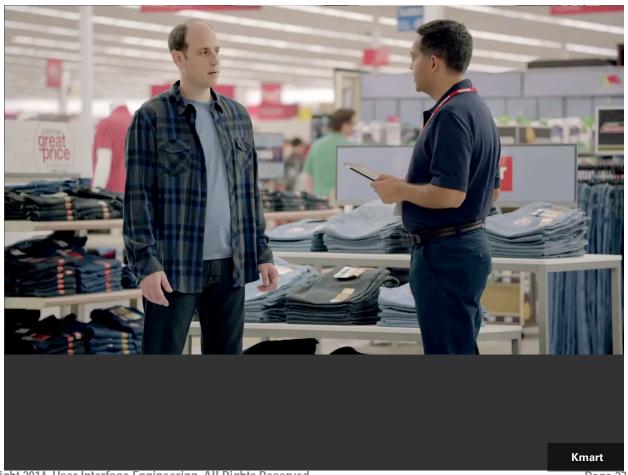
Goldspot Media

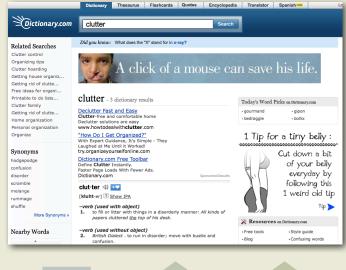
You are

475.29

times more likely to survive a plane crash than click on a banner ad in your lifetime.

Solve Media















Increase Revenue

When you don't *pay* for the product — you *are* the product.







Words with Friends





Producing an ad: \$10,000s

Avoid all ads: \$4.99

Uninterrupted experience: Priceless



Advertising: Corporate Centered; Broadcast

Experience: In the moment of what

the user is doing

Advertising should be the business model choice of last resort.

Business models beyond advertising



POLITICS

Cheating Accusations Among Officers Overseeing Nuclear Arms

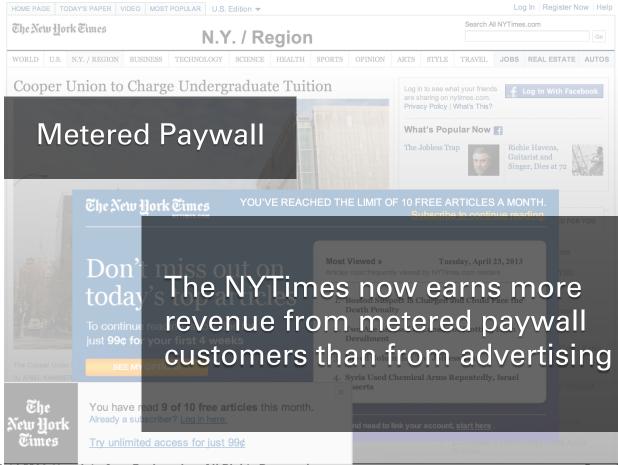
By HELENE COOPER JAN. 15, 2014



WASHINGTON — The Air Force said on Wednesday that 34 officers responsible for launching the nation's nuclear missiles had been suspended, and their security clearances revoked, for cheating on monthly proficiency tests that assess their knowledge of how to operate the warheads.

At a news conference, Deborah Lee James, the secretary of the Air Force, said the officers, at Malmstrom Air Force Base in Montana, either knew about or took part in texting answers to the

















Increase New Business
Increase Existing Business
Increase Revenue
Increase Shareholder Value



Metered paywalls demand excellent content.



Join our mailing list for exclusive offers!

The New York Times Store



Rare and Newsworthy Items

Order Status | My Account | Wishlist | View Cart

Search by product name, keyword or SKU



New Arrivals

Best Sellers Personalized Books

Gifts

Art

Photography Collectibles

Page Reprints Sports Memorabilia

Books & Crosswords New York Times

Merchandise Sale

Home > Premium Photography > New York City > Buildings > Rockefeller Center

Construction Workers Lunching on a Crossbeam - 1932



Mouse over image to zoom. Left click to view larger. Any watermark seen on image does not appear on actual item.

Pinit f **Email a friend**

Add to My Favorites

\$169.00

Choose Size:

- 11" x 14" Unframed \$169.00
- 11" x 14" Framed \$319.00
- 16" x 20" Unframed \$299.00
- 16" x 20" Framed \$479.00
- 20" x 24" Unframed \$429.00
- O 20" x 24" Framed \$699.00

CHOOSE YOUR FRAME

Qty: 1



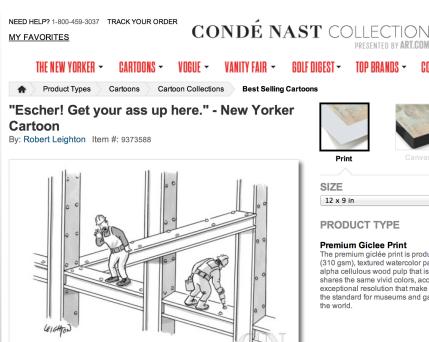
Add to Wish List

Availability: In Stock

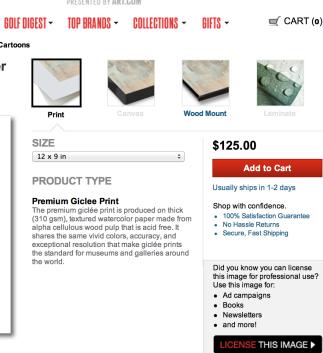
SKU: NSAPMI11

SIGN UP FOR SPECIAL OFFERS AND NEWSLETTERS •

Search all magazines



"Escher! Get your ass up here."



Q

see large













- As we saw earlier this year with the MacBook Air refreshes, Apple is switching to PCIe-based solid state drives across the board.
- The slightly-revamped MacBook Pro 15" Retina was finally invited to this speed-gains party, with a new Samsung PCle SSD.
- The Samtastic players involved in making this SSD a
- speedy storer: Page 37 • [R4.3]







Join

Log In



Repair Tools



Most Popular ~



Pro Tech Toolkit

\$69.95

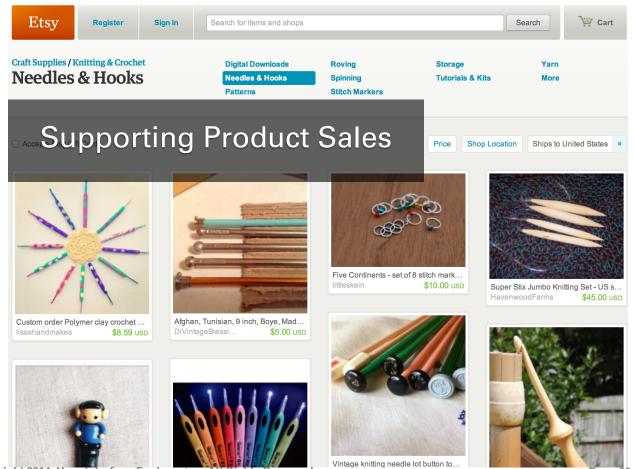
The industry standard for electronics and computer repair technicians and businesses. All the tools needed to repair iPhones, iPads, smartphones, tablets, Mac laptops, PC...



54 Bit Driver Kit

\$24.95 -\$59.95

All the screwdriver bits you need to repair electronics, smartphones, tablets, computers, and game consoles in one handy toolkit. Kit includes

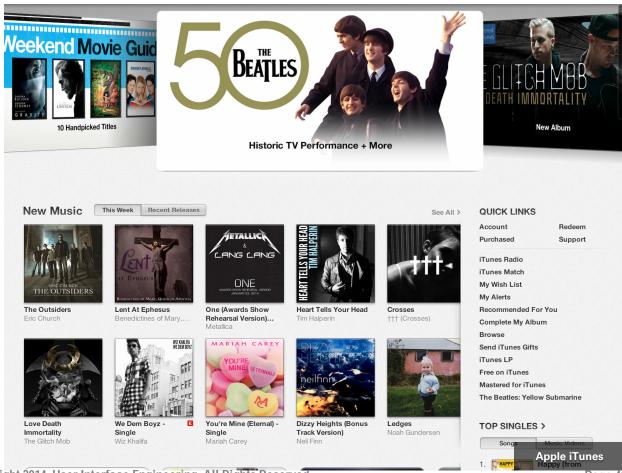






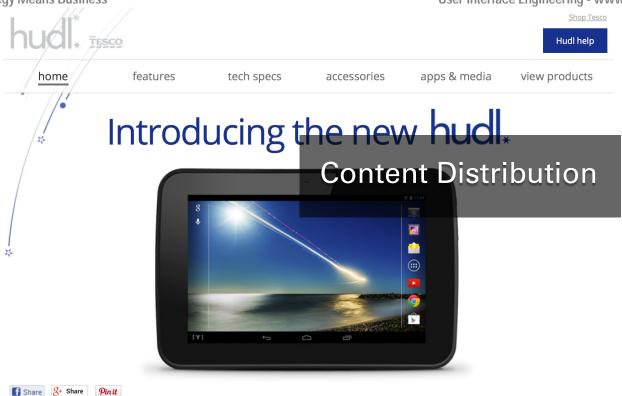
User Interface Engineering - www.uie.com











A smart new addition to your family, Hudl packs all your entertainment into one sleek, easy to use Android™ tablet. Surfing the web is a breeze, movies come alive in crystal-clear HD, you can easily read books, stream movies and music on blinkbox and shoot photos and video. Hudl comes with easy access to the Tesco world and your favourite Google™ Apps. Watch the exclusive unboxing of the Hudl here

Hudl comes top of BBC One's 'The One Show' family tablet test

A family on BBC One's The One Show put 5 tablets to the test: Argos Mytablet, Kindle HD, Lenovo, Nook and Hudl. They gave up their own

Business Model Options

Metered Paywalls
Repurposed Content
Supporting Product Sales
In-App Purchases
Alternative Channel Revenue
Content Distribution
Advertising Place, An't to advertising!

Business Strategic Priorities



- Decrease Costs
- **Increase New Business**
- **Increase Existing Business**
- Increase Shareholder Value

Delightful content adds real value © Copyright 2014, User Interface Engineering. All Rights Reserved.

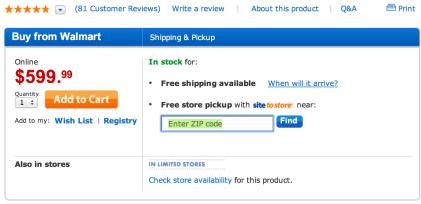








Canon EOS Rebel T3i Black 18MP DSLR Camera, EF-S 18-55mm 1:3.5-5.6 IS II Lens, 3.0" LCD, EOS Full HD Movie Mode



Product availability, styles, promotions and prices may vary between stores and online.



Buy from Marketplace 🛭	Shipping & Additional Information	When will I get this item?
\$860. ⁹⁹	In Stock and available for	
from 3 Kings.com Retailer Info	Free shipping to home by 3 Kings.com See Shipping and Return Policy	
III Diabte Decembed		Dana 4

Item Description

op of Page

Enjoy professional EOS features in an easy-to-use, lightweight digital SLR that's a joy to use. The EOS Rebel T3i DSLR Camera from Canon features an 18.0MP CMOS sensor and DIGIC 4 image processing for high image quality and speed. Its improved EOS Full HD Movie Mode lets you record full high definition video and even provides you with digital zoom and Video Snapshot for enhanced movie shooting options. Plus, its high-speed, reliable 9-point AF system ensures that your subject is at the forefront of your shots, and the 3.0" Clear View LCD screen (with Live View) lets you explore the Canon EOS Rebel T3i's menus and review your photos with stunning clarity.

Canon EOS Rebel T3i Digital SLR Camera:

- 18 megapixel resolution with high-quality still images and video recordings
 Featuring Full HD video, Scene Intelligent Auto mode, Picture Style Auto, Enhanced metering
 with a 63-zone, Dual-layer metering system for accurate metering between exposures, 9point AF system utilizing a high precision, f/2.8 cross-type center point, 3.7 fps continuous
 shooting up to approx. 34 JPEGs or 6 RAW
- Canon EF-S 18-55mm IS II lens
 With optical image stabilization and Aspherical lens element
- 3" TFT LCD screen with image editing features
 Featuring 7-level brightness adjustment, vari-angle for shooting at high or low angles, 1.04 million dot VGA, reflection reduction
- Built-in flash with up to 17mm focal length

Additional Features:

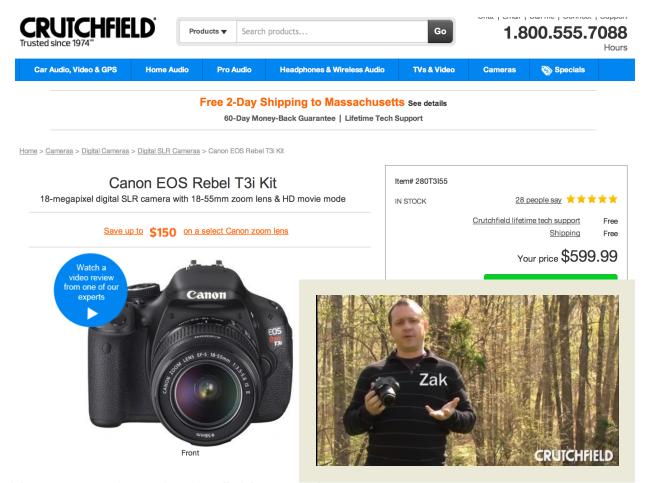
- 1 SD/SDHC/SDXC memory card slot (memory card not included)
- Rechargeable Lithium-Ion battery for up to 550 shots
- ISO 100 6400 in whole-stop increments
- File Formats Supported: JPEG, RAW, MOV
- 5.2" x 3.9" x 3.1"; 18.2 oz

Compatibility and Warranty:

- · Compatible with PC or Mac
- 1-year limited manufacturer warranty

What's in the Box:

- Canon Rebel T3i Digital SLR Camera
- Canon EF-S 18-55mm IS II Lens
- Eyecup Ef
- Wide Strap EW-100DBIII
- USB Interface Cable IFC-130U
- Battery Pack LP-E8
- Battery Charger LC-E8E
- EOS Digital Solution Disc and Instruction Manuals
- "Great Photography is Easy" Booklet and "Do More with Macro" Booklet



Hands-on research from the Crutchfield Labs (what are the Labs?) Features and specs chart What's in the box? In-depth notes			
Features and Specs			
General			
LCD Screen Size	3*		
Adjustable-angle LCD	Yes		
Wi-Fi	No		
GPS-enabled	No		
Lens 35mm Equivalent	29-88mm		
Optical Zoom	3х		
<u>Digital Zoom</u>	N/A		
Filter Diameter	58mm		
Aperture Range	f/3.5 (W) - 5.6 (T)		
Manual Focusing	Yes		
Manual Exposure	Yes		
Built-in Flash	Yes		
HDMI Output	Mini		
Memory			
Internal Memory	None		

Product Research

Our Product Research Team

At Crutchfield, you'll get detailed, accurate information that's hard to find elsewhere.

That's because we have our own in-house Product Research team — they open the box, verify contents, check the owner's manual, and record dimensions, features and specs.

We stay on top of new products and technologies to help people make informed choices.

<u>Features</u>
<u>Supplied Software</u>
<u>Lens Features</u>

Features

Overview: This Canon EOS Rebel T3i kit includes the EOS Rebel T3i camera body and the EF-S 18-55mm IS II zoom lens. It has a standard Canon EF mount, and is compatible with Canon EF lenses, including EF-S lenses.

Viewfinder: The Canon EOS Rebel T3i uses an eye-level SLR viewfinder with pentamirror with 0.85x magnification (w/50mm lens) for approximately 95% vertical and horizontal coverage. It has a -3.0 to +1.0 diopter adjustment so you can focus the viewfinder to suit your eyesight (with or without eyeglasses). When using the self-timer or remote control, when your eye does not cover the viewfinder eyepiece, stray light may enter the eyepiece and affect the exposure when the image is captured. To prevent this, you can use the supplied eyepiece cover, attached to the neck strap, to cover the eyepiece.

3" Clear View LCD Monitor: The EOS Rebel T3i features a flip-out, Vari-angle 3" Clear View TFT color LCD monitor that allows you to shoot at a variety of angles. It has a 3:2 aspect ratio and approximately 1,040,000 dots for Live View composition and viewing recorded images. In normal shooting mode, the monitor displays the shooting settings. A proximity sensor just above the turns off the shooting settings display automatically when your eye nears the viewfinder eyepiece. The LCD monitor offers 100% viewing coverage and 7 brightness levels to choose from.

Live View: The Live View Function enables viewing your subjects directly on the camera's 3" LCD monitor. The camera allows you to magnify any part of the scene 5x or 10x for precise manual focusing. You can access a number of Auto Focusing modes including Quick Mode, Live Mode, and Face Detection Live Mode. Exposure simulation displays and simulates how the brightness of the actual image will look. You can choose one of two grid overlay options for the LCD screen to help you line up vertical and horizontal lines. The camera can be controlled remotely via a computer through a USB connection, or wirelessly with the optional RC-6 remote

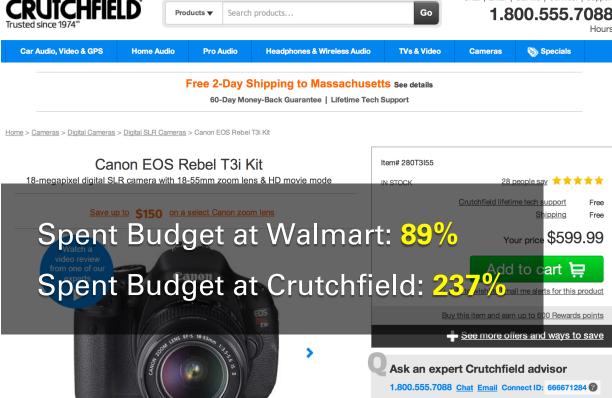
What's in the box?

Download owner's manual

- Digital camera body (with body cap installed)
- EF-S 18-55mm 3.5-5.6 IS II lens (with lens caps installed on both ends)
- LP-E8 Lithium-Ion rechargeable battery with plastic terminal cover installed (7.2V/1120 mAh)
- LC-E8E Battery charger (8.4V / 0.72A)
- 40.5" AC power cord
- 52" USB cable with in-line noise filter (USB type A connector on one end and a male mini-USB-Ver 2.0 on the other)
- 52" A/V cable with in-line noise filter (male mini-USB-Ver 2.0 connector on one end and stereo RCA audio plugs and RCA composite video plug on the other end)
- Adjustable cloth neck strap (with attached eyepiece cover)
- Canon EOS Digital Solution Disk CD-ROM Ver.24.0
- Canon EOS Digital Software Instruction Manual CD-ROM
- Instruction Manual (English)
- Instruction Manual (Spanish)
- Camera Warranty Card
- Lens Warranty Card
- Do More with Macro! booklet
- Great Photography IS Easy! booklet
- Flash Classroom booklet
- Online registration cardUSB warning note
- Manual correction sheet

Chat | Email | Call me | Connect | Support

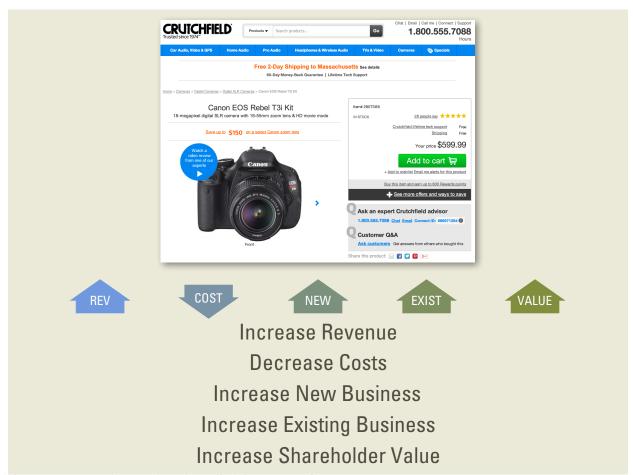
1.800.555.7088



Customer Q&A

Share this product: 🖂 📭 🔽 👩 💁

Ask customers Get answers from others who bought this



Front

Phase 1 Phase 2 Phase 3

Create Delightful Experiences Profit

Phase 1

Create
Delightful
Experiences

Metered
Paywall

Profit

NEW

Payson

Phase 3

Phase 1 Phase 2 Phase 3

Create Delightful Experiences

Repurposed Content

Profit



Phase 1 Phase 2 Phase 3

Create Delightful Experiences

Content Distribution

Profit

Phase 1 Phase 2 Phase 3

Create
Delightful Lead Generation
Experiences

Cost New York New Yor

Phase 1 Phase 2 Phase 3

Create Delightful Experiences Promote Content's Value Profit

Phase 1 Phase 2 Phase 3

Create Delightful Experiences User's Flow Profit

Level Cost

Phase 1 Phase 2 Phase 3

Create Delightful Experiences Reduce Calls to Support Profit

Strategic Priorities

- Increase Revenue
- Decrease Costs
- **NEW Increase New Business**
- **EXIST** Increase Existing Business
- Increase Shareholder Value

The best UX strategists create delight by working in the intersection of business and design.



UX Strategy Means Business

- Design is the rendering of intent.
- We can design intentional business models.
- ► The 5 strategic priorities are a tool for mapping our design intent into business objectives.
 - And to map business objectives into design intention.
- We need to study business models.



