

## FACT SHEET

# DHA USABILITY LAB



**The Web & Mobile Technology Program Management Office oversees the Defense Health Agency Usability Lab and carefully evaluates digital health technologies by observing users and collecting their feedback.**

Usability testing is a valuable tool in the development and deployment of apps that provide key resources to uniformed service members, military retirees and their families. Testing helps website planners gain a deeper understanding of users' needs and frustrations and can reveal a product's strengths, flaws, and any confusing features. These tests apply to websites, mobile apps, and physical products.

The DHA UL offers three levels of testing:

- Level one occurs during product development and is part of the design and creation process. It covers all the essentials, providing guidance and suggestions for improvements before a site goes live. This is important as problems that are identified early can be corrected with a minimum of effort. It has the fastest turnaround time, roughly two to four weeks.
- Level two testing is used to identify and resolve ongoing or potential issues with an already-released product and is reserved for teams within the DHA J-6 directorate. The focus of level two testing is on the features and individual components of a site, not the entire product. The goal is to further refine an existing product and make it more user friendly. This level of testing usually takes four to six weeks.
- Level three testing is the most extensive and is used by DHA and DOD teams after a product has been completed. This includes an extensive review of an entire product and utilizes many of the Usability Lab's services. This usually requires three months to complete.



**USABILITY LAB**

## Key Features

- ▶ Provides website planners an understanding of end user requirements
- ▶ Different levels of testing fit any project's scope
- ▶ Can be used for digital and non-digital product

## Key Benefits

- ▶ Simplifies navigation of websites and mobile apps
- ▶ Simplifies access to information and resources
- ▶ Customized to end users needs

## Volunteer

- ▶ If you're interested in helping the DHA Usability Lab evaluate and test the functionality of mobile apps and websites, email [dha.jblm.solution-deliv.list](mailto:dha.jblm.solution-deliv.list). [dha-usability-lab@health.mil](mailto:dha-usability-lab@health.mil).