

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 an important step in the development and deployment of digital technologies that provide key resources to service members, military retirees, and their families. Testing helps stakeholders gain a deeper understanding of users' needs and frustrations and can reveal a product's strengths, flaws, or confusing features. These tests apply to websites, mobile apps, and physical products.

The DHA UL offers three levels of testing:

- **Level 1** – A 'test and tweak' cycle designed for rapid solutions, mainly used on small-scale products or projects. This testing focuses solely on individual components of a product rather than the entire system and does not require a Statement of Work or a comprehensive final report. Typically completed within one week.
- **Level 2** – Most commonly used testing level that offers flexible testing options. At this level, the UL team develops a SOW, recruits participants provided by the stakeholders, and conducts tests on specific product components or the complete product, depending on stakeholder needs. Following testing, the team provides a comprehensive report based on an in-depth analysis of user interactions, findings, and recommendations. This level usually takes six weeks to complete.
- **Level 3** – This level provides an in-depth usability evaluation of complete products or systems. It includes all aspects of Level 2 testing, with expanded scope and deeper analysis. This level is suitable for mature products approaching launch and includes a comprehensive user experience audit. Average time for completion is nine weeks.



## Key Features

- Provides product owners an understanding of end user requirements
- Testing levels tailored to scope of project
- Used for digital and non-digital products

## Key Benefits

- Streamlines navigation of websites and mobile apps
- Simplifies access to information and resources
- Offers end-user customization

## Volunteer

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

For more information, visit <https://health.mil/Military-Health-Topics/Technology/Usability-Lab>

DHA UL is managed by the **Solution Delivery Division** Web & Mobile Technology Program Management Office.