Stage 2: Limited

Uneven or haphazard; aspirational

An organization in the limited stage approaches UX erratically. Small UX efforts are made, usually for one of three reasons:

1. Legal necessity
2. A UX-aware individual (maybe leader) who takes initiative
3. An experimental team that attempts UX methods

Strategy
User needs and behaviors are not core to the vision. When prioritizing work, stakeholder or client requests dictate what gets done. UX work is not routinely or appropriately funded.

Process
Organizations still have a lot to learn about using UX methods correctly. People trying to perform UX activities often lack experience.

Culture
Typically, organizations do have some vague awareness of what UX is. However, the organization lacks understanding of its full benefits.

Outcomes
While organizations might get some UX work done, it often isn't high-quality. Politics may get in the way of achieving successful results.

How to Level-Up to Stage 3

Gain UX traction by getting people to listen.
- Showcase small UX wins
- Compile positive case studies
- Cultivate relationships with UX champions

https://www.nngroup.com/articles/ux-maturity-stage-2/