FBI CDE
Kickoff Workshop Synthesis & Playback

September 16, 2016

18F

The kickoff conducted on Sept 8-9 helped us:

- **Establish parameters for the project**, by identifying the goals and limitations for phase 1 of the Crime Data Explorer

- **Set direction,** by aligning around a high-level vision for the minimum viable product (MVP) that we can test and refine through user research and prototyping
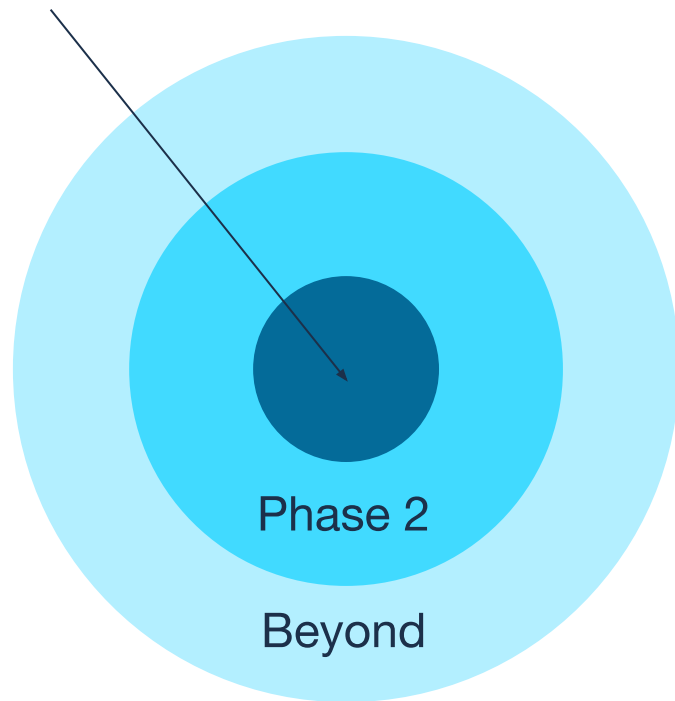
We're here to:

Deliver a first iteration of the CDE, or MVP, within 6 months that enables law enforcement and the general public to **more easily access and interpret uniform crime reporting (UCR) data**.
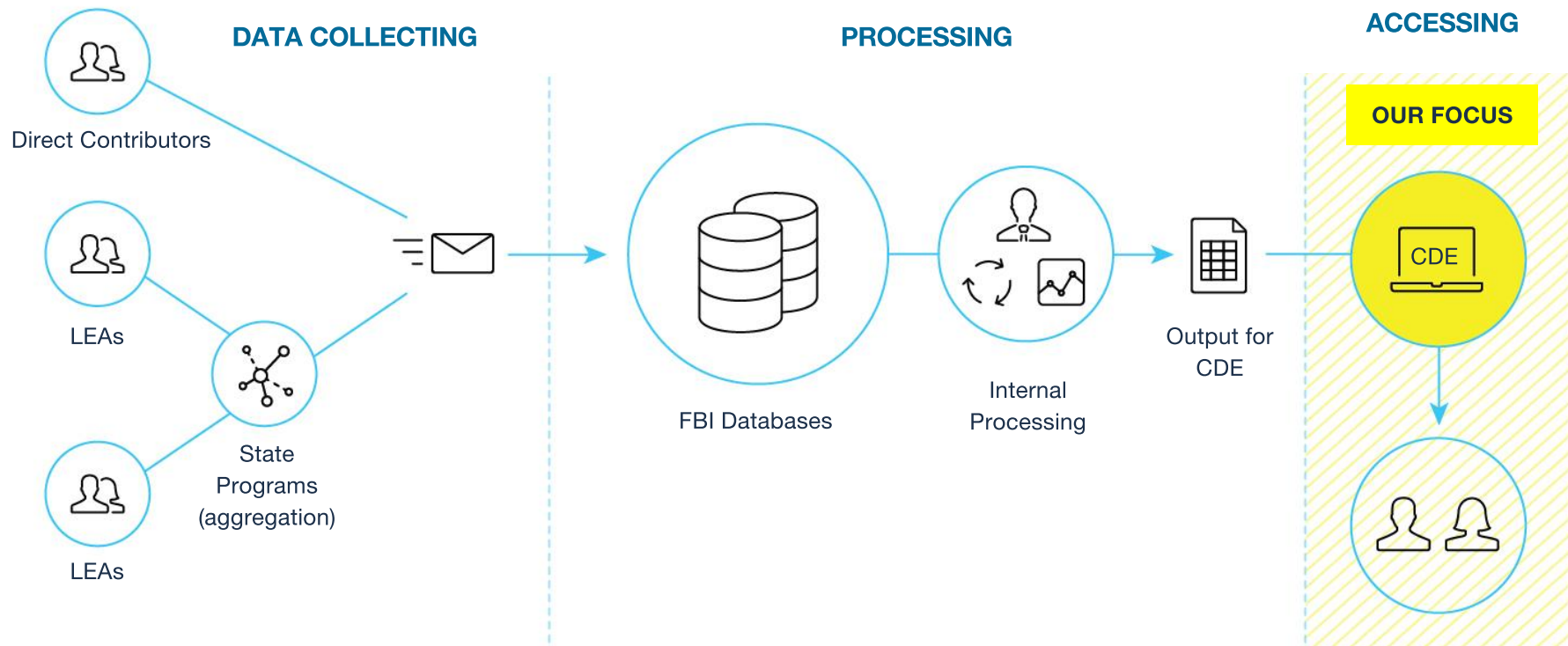
In addition to making selected aspects of crime data more accessible, the MVP is aimed at **advancing the FBI's understanding of user needs and informing future iterations of the CDE.**

As a user-friendly interface for crime data, the CDE will **support the FBI's broader efforts around modernizing and improving crime reporting** - *however, it will not directly affect the reporting, collection, and processing of UCR data. In fact, the CDE will be a standalone system that provides read-only access to the data the FBI makes available to it.*

MVP

Phase 2

Beyond

THE CDE: NOT A SILVER BULLET

DATA COLLECTING

PROCESSING

ACCESSING

Direct Contributors

LEAs

State Programs (aggregation)

LEAs

FBI Databases

Internal Processing

Output for CDE

OUR FOCUS

CDE

*The CDE is limited to presenting the data made available to it. **It will not affect the timeliness, volume, and quality of data collected.***

MVP VISION

The Crime Data Explorer is a digital experience that enables law enforcement and the U.S. public to view, access, and understand local, state, national crime and arrest data.

KEY CAPABILITIES:

- Increase the public's understanding and access to crime data
- Allow for multivariate searches and exploration of historical data
- Enable users to export data and share query results
- Measure how users interact with the system to inform future iterations
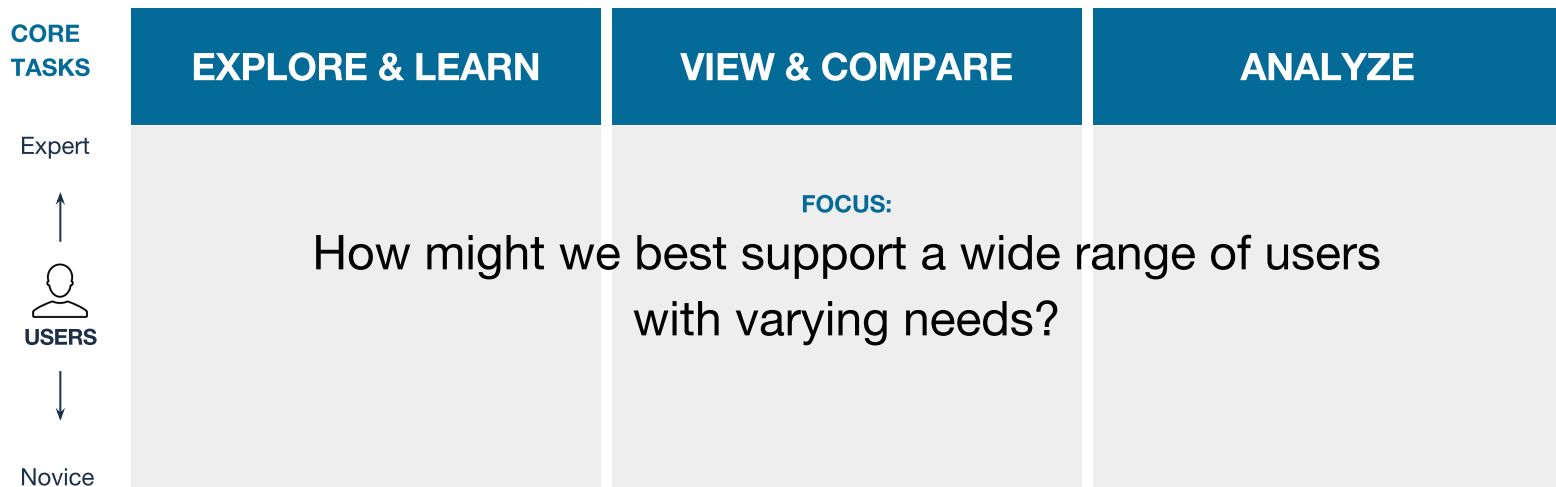
KEY CHARACTERISTICS:

- Promotes openness and transparency of crime data
- Designed for a range of users and use cases
- Presents information in plain language
- Makes use of data visualizations
- Architected in a way that promotes scalability, performance, and reliability

Areas to explore for the MVP

- What can the data support, and how might this affect how we present it?

- To what extent should the new UCR program affect the CDE?

- What do our users need, and what do they expect?

- How can the CDE inform further modernization efforts?

SAME DATA, DIFFERENT USERS

The CDE will serve a wide range of users with varying needs. Understanding their needs and expectations associated with **core tasks will guide our approach to design research**, ideation, and provide a framework for evaluation.

CORE TASKS	EXPLORE & LEARN	VIEW & COMPARE	ANALYZE
Expert ↑ 👤 USERS ↓ Novice		**FOCUS:** How might we best support a wide range of users with varying needs?	

*Core tasks are a synthesis of **use cases** provided by the FBI and **user archetypes** developed during the discovery workshop.*

DESIGN RESEARCH APPROACH

Carefully observing a small number of users provides an opportunity to **ask about the goals and context of their behaviors and validate assumptions**. Jakob Nielsen, a pioneer in the field of usability, has shown that observing around 5 users will uncover **80% of usability problems**.

12-15 PARTICIPANTS
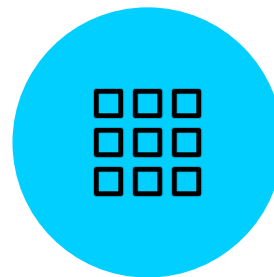(Novice to intermediate users, data submitters, and SAs)

PLAN
Recruit participants
Identify learning goals
Draft protocol
Define activities

CONDUCT INTERVIEWS
Validate assumptions
Understand context
Identify goals
Observe behaviors

SYNTHESIZE
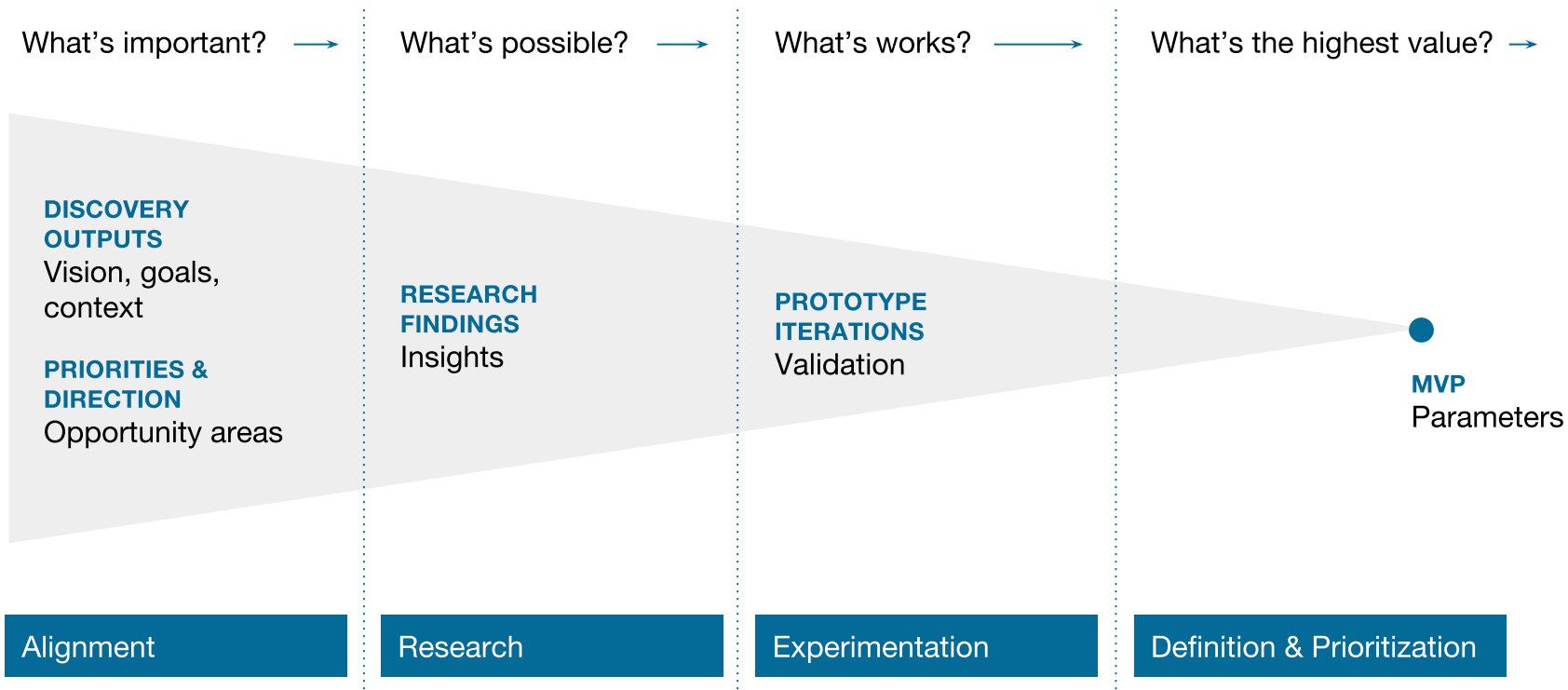Identify patterns
Develop insights
Draft recommendations
Prioritize opportunities

DESIGN AND ITERATE
Make better decisions
Prioritize content
Prototype interactions
Test and validate

BUILDING CONFIDENCE

What's important? → What's possible? → What's works? → What's the highest value? →

DISCOVERY OUTPUTS
Vision, goals, context

RESEARCH FINDINGS
Insights

PROTOTYPE ITERATIONS
Validation

PRIORITIES & DIRECTION
Opportunity areas

MVP
Parameters

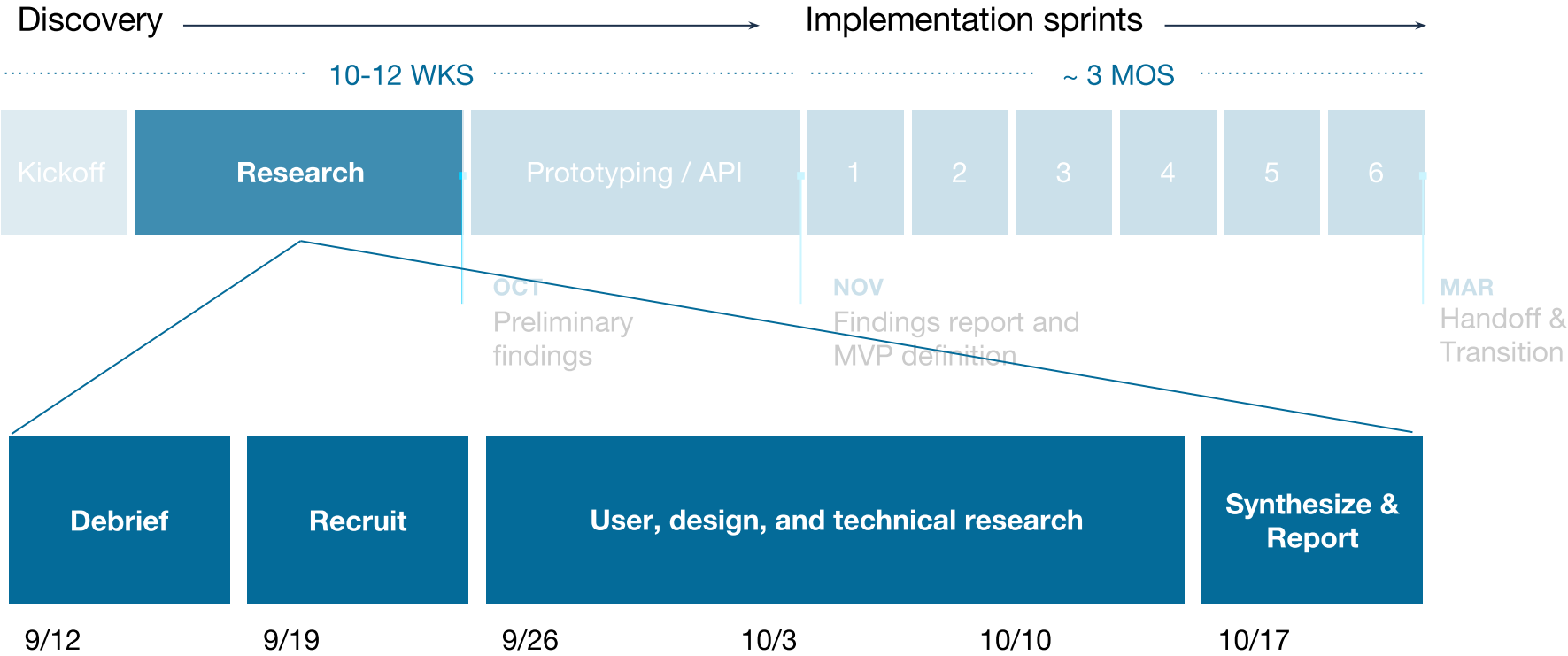| Alignment | Research | Experimentation | Definition & Prioritization |

Key project risks

- **Managing expectations:** There are many stakeholders involved in this project and different perspectives on what the CDE should do and why. Aligning around what is both feasible and of highest value to users will be key to achieving the best possible result and managing expectations going forward.

- **Limited opportunity:** The CDE is limited to *presenting* the data that's available from the FBI. It will not directly affect the volume, quality, or timeliness of the data it displays.

- **Dealing with uncertainty:** There is uncertainty around what data will be available, what it can support, and how it will be updated.

- **Agile, user-centered design, and open data:** 18F works in a way that may be new to the FBI and present organizational and cultural challenges.

- **Providing visibility around decision-making and approval:** How might shared responsibilities among the project core team, the FBI's ATO process and the Office of Public Affairs influence our ability to make decisions in a timely manner?

Next steps

PROJECT TIMELINE

Discovery → Implementation sprints →

10-12 WKS ~ 3 MOS

| Kickoff | **Research** | Prototyping / API | 1 | 2 | 3 | 4 | 5 | 6 |

OCT Preliminary findings

NOV Findings report and MVP definition

MAR Handoff & Transition

| **Debrief** | **Recruit** | **User, design, and technical research** | **Synthesize & Report** |

9/12 9/19 9/26 10/3 10/10 10/17

Next steps

- Coordinate on the development of a research plan that outlines learning objectives and activities

- Recruit and schedule interviews with prospective users, SAs, and data submitters

- Gather data on how existing tools and resources are used by the user and stakeholder communities

- Engage with technical subject matter experts to understand how data for the CDE will be provided and updated going forward

- Develop a plan to facilitate ongoing stakeholder and core team alignment

Thank you!