

# NRM Leadership mtg. | summary

January 25, 2018

## Overview

This is a summary of two collaborative brainstorming activities we ran at the NRM leadership meeting on January 25, 2018.

**Participants:** Melissa Braxton (facilitator), Aaron Burke, Anna Fargo, Steve Lammey, Nick Lorenzini, Nora Miebach, Sue Preece, Brian Schwind, Rich Teck, William Wettengel

## ACTIVITY 1: What are our expectations of the HCD Cadre?

**What we did:** On stickies, participants independently wrote down their answers to the prompt “What are our expectations of the HCD Cadre?” Participants were encouraged to think about both near term expectations as well as long term expectations for the organization beyond the training engagement. We then used affinity mapping to group like stickies and label each group.

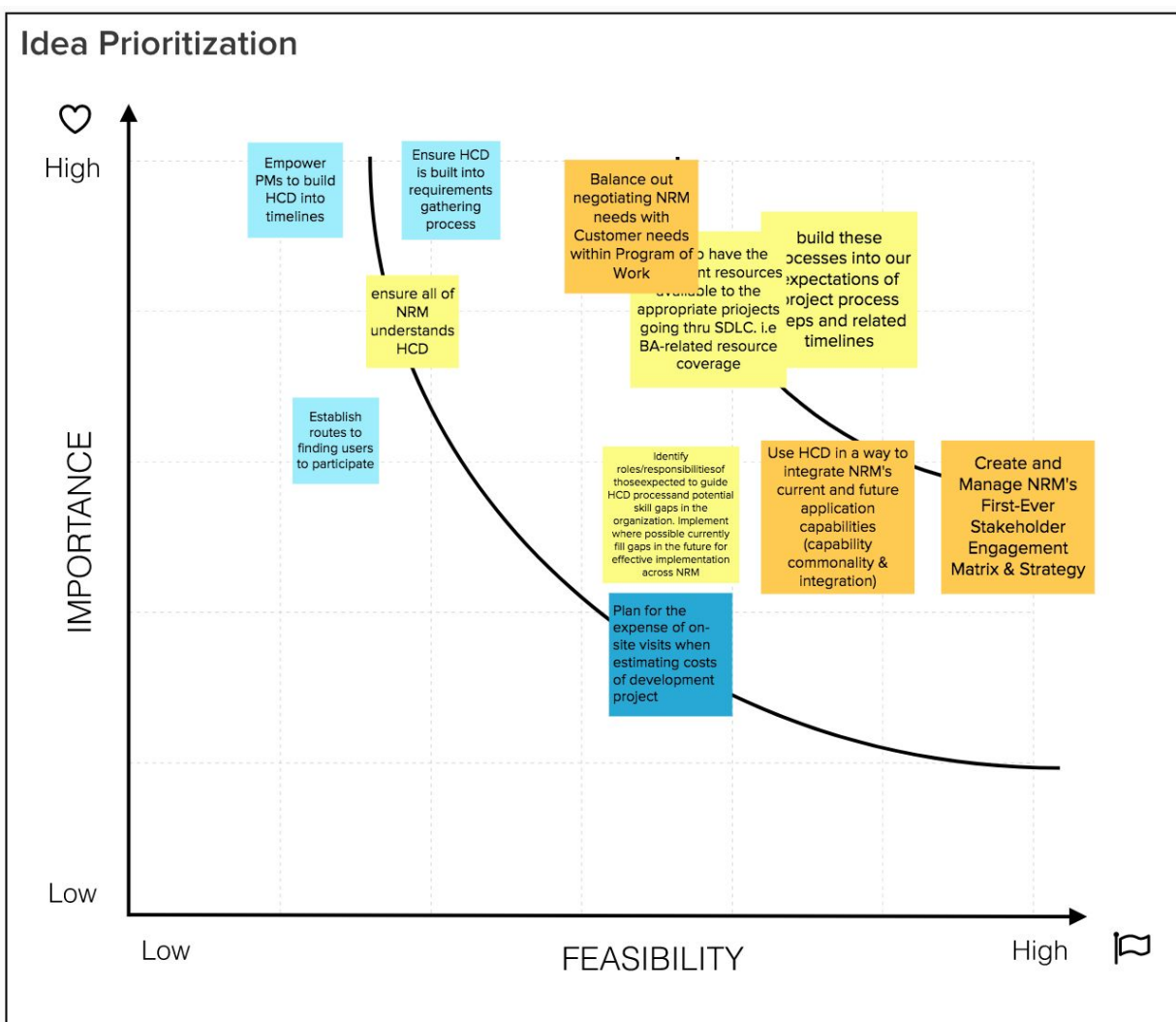
The themes that emerged from this activity are grouped under near term expectations for cadre participants and longer term expectations at the organizational level:

- **Near term expectations for cadre participants**
  - Approach this learning in an open-minded way, not feeling constrained by an existing process
  - Learn and implement HCD techniques
  - Work with NRM leadership to figure out how to leverage HCD processes and scale HCD to the broader organization
- **Longer term expectations at the organizational level**
  - Better relationship between NRM and customers
  - Increased focus on the importance of customers
  - More efficient/productive software development

- Boost confidence in the NRM leadership team for people both internal and external to the organization
- A better experience for NRM customers
- Develop a strategy for scaling Human Centered Design at NRM

## ACTIVITY 2: How can we integrate HCD in a way that complements the SDLC now and in the future?

**What we did:** On stickies, participants independently wrote down their answers to the prompt “How can we integrate HCD in a way that complements the SDLC now and in the future?” Participants then used affinity mapping to group like stickies and label each group. We then arranged stickies on an importance/feasibility matrix. Due to time constraints not all the ideas people wrote down were moved to the matrix, but the full list is below.



Here is the full list of ideas people wrote down:

- Empower PMs to build HCD into timelines
  - Enable Project Teams to look to HCD separately from executing a project.
  - Have HCD become a planning necessity prior to prioritization of a project
  - Empower project managers to build HCD elements into project plans
  - Work with program areas to set an expectation for a UCD element in application modernization
- Establish routes to finding users to participate
  - Develop a user registry that facilitates research and usability testing
  - Figure out a way for us to take advantage of our embedded MOU employees who are already at a site where our users live
  - We have now successfully used sharepoint for user surveys. We can create a bullpen of interested users by business who we can rely on in the future for participating in on-site research and discovery
- Ensure HCD is built into requirements gathering process
  - Add a user focused component to business requirements analysis
  - Ensure HCD is included in the requirements process
  - Create a strategy to aid in execution of HCD that includes a process to monitor and adapt as implementation moves forward
  - Completely take over or become the fuel in NRM's requirements process
- Have Account Managers become more reactive to Business Needs, and less reliant on NRM needs (HCD experts representing the Customer, while NRM LT advocates NRM)
- Create and Manage NRM's First-Ever Stakeholder Engagement Matrix & Strategy
- Use HCD in a way to integrate NRM's current and future application capabilities (capability commonality & integration)
- Identify roles/responsibilities of those expected to guide HCD process and potential skill gaps in the organization. Implement where possible. Currently fill gaps in the future for effective implementation across NRM
- Plan for the expense of on-site visits when estimating costs of development project
- Ensure all of NRM understands HCD
- Balance out negotiating NRM needs with Customer needs within Program of Work
- Need to have the HCD-fluent resources available to the appropriate projects going through SDLC. i.e BA-related resource coverage
- Build these processes into our expectations of project process steps and related timelines
- Identify roles/responsibilities of those expected to guide HCD process and potential skill gaps in the organization. Implement where possible currently fill gaps in the future for effective implementation across NRM