Activity Scenario Plan Plan

California Emergency Alert System

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CGI

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Scenario 1 Description
You, John Doe, are an average California resident with concerns about being notified regarding potential emergency situations in your area. You are already logged into the site.

Pre-Activity
Please take a look at this site and tell us what you think this site is: What's the first thing you notice? For now, don't actually click on anything, just look around and speak everything that comes to mind.

Facilitator Question
1. What can you do on this site?
2. Just from looking at this site, what kinds of information do you think you could get from this site? Please be specific.
3. Who do you think this site is designed for? Why?

   - describe the screen out loud
   - describe functionality aspects
   - reaction to iconography/information structure

Activity 1
You have recently moved and would like to make sure you still get emergency notifications that are relevant to your new home address. Go ahead and make the necessary change to your personal information.

1 path:
   - Click on menu option Update Profile. Locate input field for Zip Code and save updated profile.

Facilitator Question
1. What do you think of the terminology used here?
2. What do you think of the structure of the information on the page?
3. Is there anything else notable on this screen?
4. What did you find difficult or easy about this?

Activity 2
You are traveling, within California, but quite far from home, and you want to make sure you are still able to receive emergency alerts no matter what part of California you travel to. Log into MyCAlerts on your mobile device and confirm you have enabled MyCAlerts to send you notifications based on your phone's location.

Facilitator Question
1. We'll have you complete this task on your mobile device. Take a moment to get acquainted with this screen

1 path
   - Log into the web app using mobile device and activate the check box labeled "Allow notifications by phone location". User will need to confirm that MyCAlerts requires location services to send

Location Based Notifications. User will then be routed to and will be required to enable location services at the device level. Navigate back to MyCAlerts.

Facilitator Question
1. What did you think of the terminology used here?
2. What do you think of the structure of the information on the page?
3. Is there anything else notable on this screen?
4. What did you find difficult or easy about this?

Scenario 2 Description
You, John Doe are an emergency alert system administrator, You want to be able to send ad hoc notifications to registered users as well as see and analyze a history of different event types that occurred throughout California.

Activity 1
You have already logged into the application. Send a new non-emergency notification to users in the following zip codes: 95814, 95815, 95816. As this is a non-emergency please use the following text: "Please be advised that this area is expected to receive heavy rains. Do your part to help avoid flooding by making sure rain gutters are clear."

1 path
- Admin clicks on "Send New Notification" item. Admin selects "Non-Emergency" item from the radio group, enters the provided zip codes and message and clicks SEND. Admin confirms message sent dialog.

Facilitator Question
1. What do you think of the structure of the information on the page?
2. Is there anything else notable on this screen?
3. What did you find difficult or easy about this?

Activity 2
While you are still logged into the application; you decide that you want to narrow your events list to seeing only flood events. Please do this now.

1 path
- Using the list and filter set on the left hand side of the screen; Admin should select the filter to choose Flood events to restrict their list visibility to show only flood events.

Facilitator Question
1. What do you think of the structure of the information on the page?
2. Is there anything else notable on this screen?
3. What did you find difficult or easy about this?