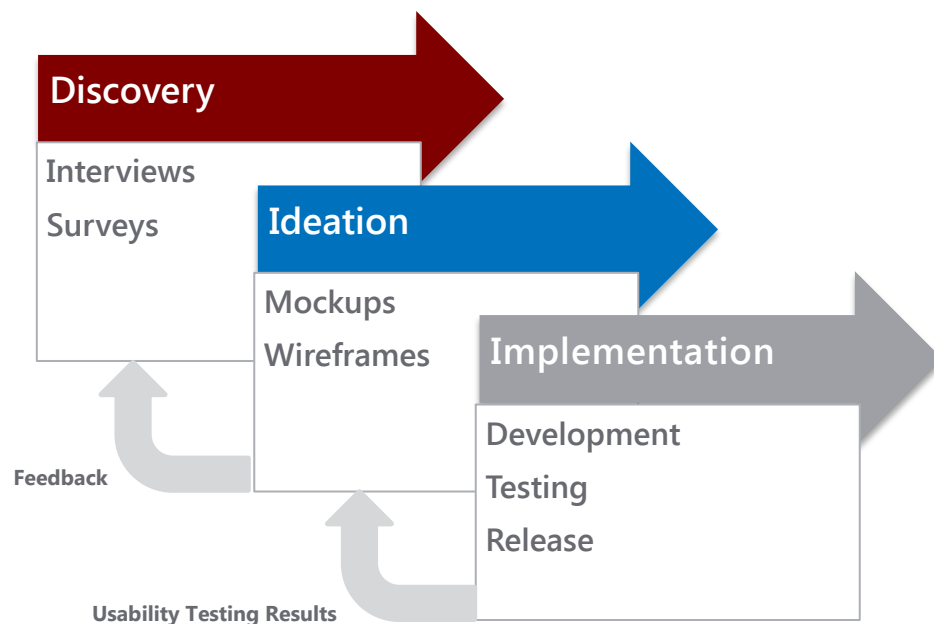


Informatix, Inc. ADPQ Vendor Pool Prototype B

Human Centered Design Approach

We use the concepts of human centered design to drive our implementations. Employing a collaborative, empathetic approach, we focus on the needs of our end-user when defining the functionalities and user interfaces that will be reflected in user stories, mockups and eventually, a product backlog and prototype. By continually seeking and responding to user feedback, we create *solutions*, not just software.

Triggered by Inspiration, our approach has three phases – *Discovery*, *Ideation* and *Implementation*.



Discovery is the process of eliciting an idea of what users need, typically by personal interviews and surveys. Ideation is the process of turning that idea into low-fidelity prototypes – something tangible like a pencil/paper/whiteboard drawing or wireframe or mockup model – to help the user visualize the solution's look, feel and function. Implementation is the process of giving substance and function to the idea by creating a high-fidelity prototype – a functioning representation of the solution.

In this project, our inspiration was provided by the RFI: *"...an application that will allow California residents to establish and manage their profile and receive emergency and non-emergency notifications via email, Short Message Service (SMS), and/or push notification based on the location and contact information provided in their profile and/or the geo-location of their cellphone if they have opted in for this service..."*

Discovery

Once so inspired, our design team launched the Discovery phase of Cal Notify by identifying five user personas that represented Californians from a broad demographic spectrum. These personas, real people who existed in our work place, our business environment, our state client base, our neighborhoods and local eateries, were then interviewed to determine what they needed from a notification application.

Maria Ramos
PROFILE
Bilingual Student
GENDER
Female
AGE
20
LOCATION
San Francisco
NUMBER OF CHILDREN
0

BIO
Maria is a single college student who loves the outdoors. She speaks Spanish in her household and with her family who are spread throughout California. Maria likes to travel and doesn't spend a lot of time at home. She stays current with local news through social media. Although she is in school she works hard so she can spend her free time visiting her family, or traveling.

NEEDS

Rhonda Howe
PROFILE
Store Owner
GENDER
Female
AGE
55
LOCATION
San Francisco
NUMBER OF CHILDREN
3

BIO
Rhonda plays an important role in emergency situations as the owner/operator of multiple convenience stores in Northern California. When emergencies strike, like the recent Oroville Dam situation, Rhonda's store locations serve as the one stop shop for Californians looking for assistance. In order to assure people know what they need to do, she has a plan.

NEEDS

Robyn Lasater
PROFILE
Hospital Administrator
GENDER
Female
AGE
41
LOCATION
Lakeport
NUMBER OF CHILDREN
3
LOCATION OF CHILDREN
In home

BIO
Robyn is an administrator for a regional hospital in Northern California. She spends most of her day ensuring her staff are as prepared as possible to handle emergencies. Keeping up to date on situations that could impact the safety of patients, guests, staff in the hospital, like the Clayton fire in Clearlake, is one of the most critical parts of her job. Robyn is also a mother of three children who all attend school nearby. She currently relies on news apps, television, and school updates to stay informed, but can get a little overwhelmed trying to navigate through the various outlets.

NEEDS

Laura Conrad
PROFILE
School District Administrator
GENDER
Female
AGE
45
LOCATION
San Francisco
NUMBER OF CHILDREN
3
LOCATION OF CHILDREN
In home

BIO
Laura has worked hard to build a strong career with her district. She took her passion for education and parlayed that into a mission to better the education system she was a part of. Her primary concern is always the children of her district, and her staff. Of course with children come worried parents, so a big part of Laura's life as an administrator is to keep parents informed.

NEEDS

Steven Lawver
PROFILE
Spouse of Emergency Responder
GENDER
Male
AGE
58
LOCATION
Sacramento
NUMBER OF CHILDREN
3
LOCATION OF CHILDREN
In home and Out of Town

BIO
Steve is the husband of a long time member of the California Fire Department and a father of three. With two kids at home, one away at school, and a wife regularly called away on emergencies, Steve's life has a lot of moving parts. Although schedules can be demanding, Steve likes to know the people he cares about most are safe which can be challenging at times.

NEEDS

Technology
• Work Desktop
• iPhone

GOALS

FRUSTRATIONS

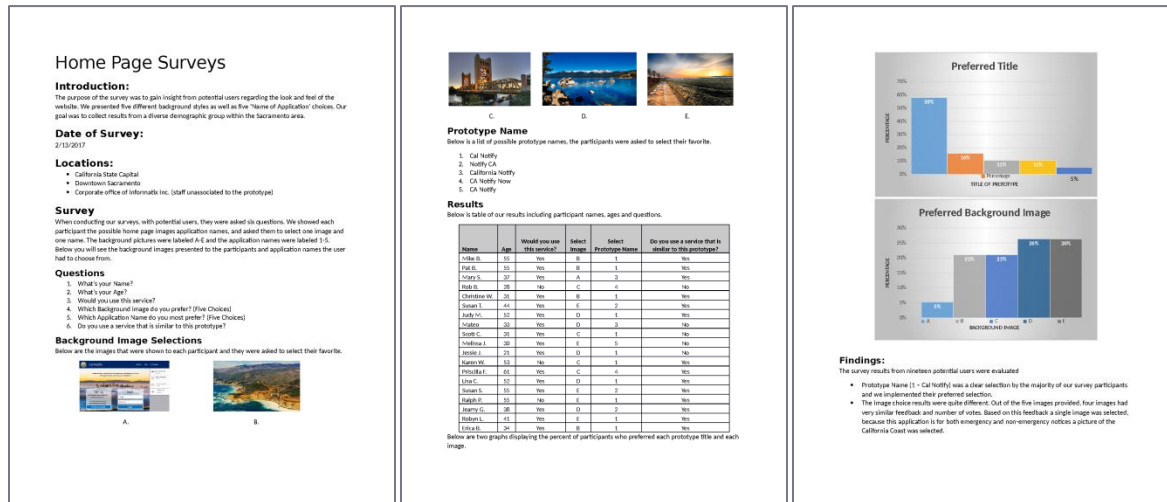
Quotes:
"Safety means knowing what to expect so I can help my family and community."
"Being able to deliver accurate information to parents is essential for my job."
"Emergencies are a part of our everyday life."

Persona Development

Using wireframes of a home page as an interview springboard, the team gathered input about the appearance and effectiveness of the home page as well as user expectations about the application itself.

Our users told us:

- Of five possible options, **Cal Notify** was their preferred application name
- They were equally satisfied with 4 of the 5 possible images for the home page
- They wanted more immediate response than the existing applications they were using provided
- They wanted the flexibility to receive notifications for multiple locations



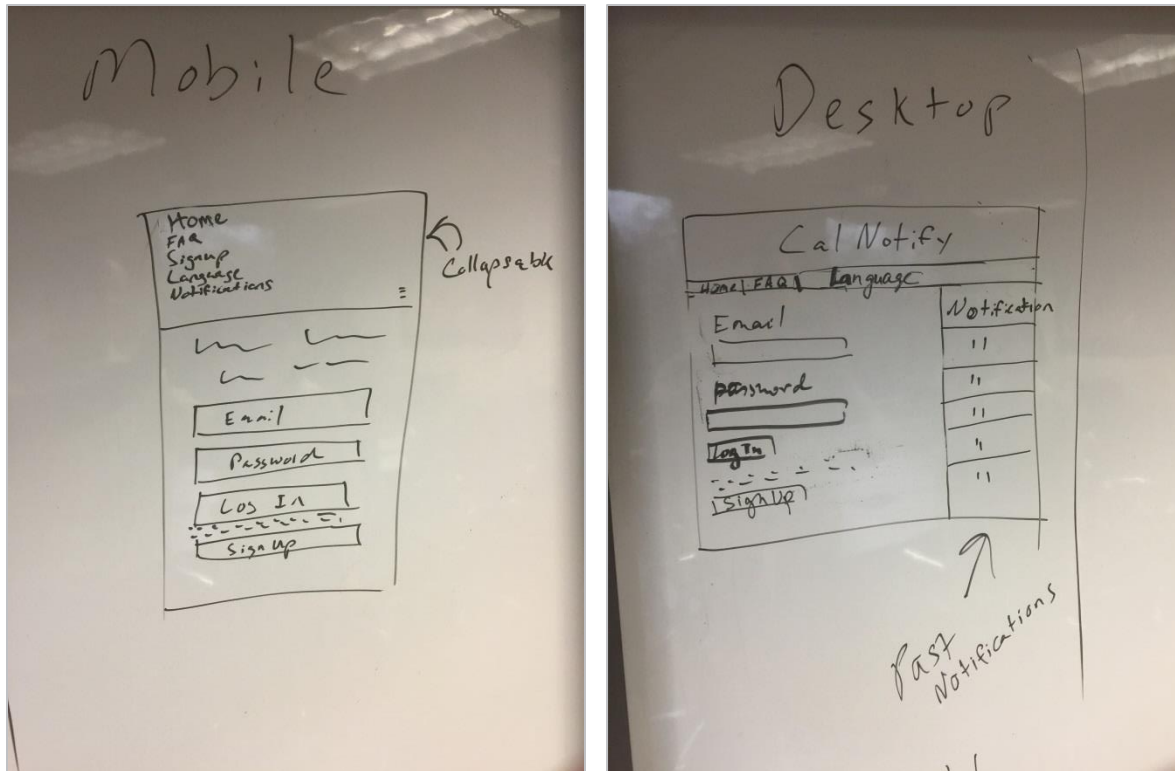
Home Page Look and Feel Survey

Armed with this input, our design team moved into the Ideation phase. The team would return to the Discovery phase whenever necessary in order to gather additional feedback about mockups or new functionalities.

Ideation

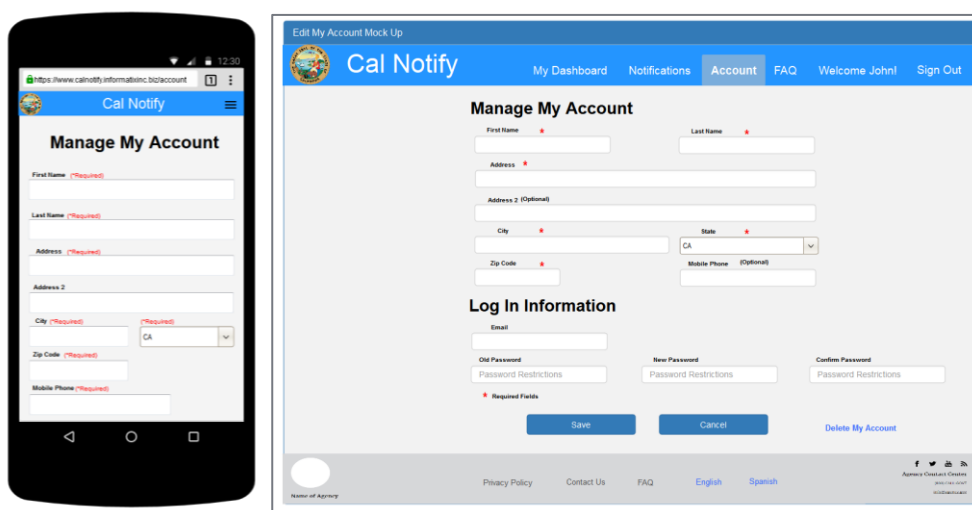
Our Product Manager gathered our entire team together and facilitated brainstorming sessions to review what our user personas had told us.

Using whiteboards, the team refined the requirements identified by the user personas, generating initial user stories. These user stories established the product backlog.



Collaborative whiteboard session generated the team's vision for log in screens for both mobile and desktop devices. The sessions also focused on the home page, account creation, notifications, and other application screens.

Wireframes of Cal Notify screens were created for user feedback. Wireframes provide an example of how a screen might function, adding tangibility to concept. Wireframes focus on function, with less emphasis of look and feel.



Wireframes of whiteboard images were created using the Pencil development tool (the Pencil Project). These wireframes represent the mobile and desktop screens for account management.

A usability testing template was designed to assure we captured user concerns accurately and consistently. We then met with each of our user personas one-on-one to elicit their unbiased response to the wireframes.

Usability Template

The usability testing was done to determine the quality of the application. Various users were selected to participate based on their life style, age, notification needs, and administrative knowledge.

Testers were given an overview of the testing process. They were asked to be candid about the layout, functionality and usability of the site. They were instructed to make suggestions regarding updates, changes or additions they would like to see in the application.

The following factors were evaluated during user testing:

Interface design:

- Could the users easily navigate through the application without instruction

Ease of learning:

- How much instruction was necessary for the users to be able to use the application?

Efficiency of use:

- Did the user feel their time was being used efficiently, such as how often do they need to click back and forth between pages, is the information they need easy to access, did it display in an understandable manner?

Memorability:

- After the first time using it will they need to refer to the instruction each time they return or was it easy to remember what they needed to do to view their notifications

Error frequency and severity:

- Did they find any errors during their testing, what severity were the errors?

Subjective satisfaction:

- Were the users satisfied with their experience using the application?

Usability testing was conducted at various stages of development:

- Wireframe
- Sketch 1
- Sketch 2 / Final Delivery

The application has two types of users:

General User: General public:

Administrative User: State employees or a representative of the state and be given the authority to send Non-Emergency Messages to the public.

User: General

Front Page: Step 1

Users were requested to provide feedback regarding page layout and features.

Create an Account: Step 2

Users were observed during the testing and the following questions were asked as they created an account.

Question 1: How do you feel about the process of creating an account?

Question 2: Do you have any additions or adjustments you would suggest?

Question 3: Are there any roadblocks in the process or difficulties using the page?

Manage Notifications: Step 3

Users were asked to perform several functions on this page.

Question 1: How did they feel about the create account process?

Question 2: Do you have any additions or adjustments you would suggest?

Question 3: Are there any roadblocks in the process or difficulties using the page?

Dashboard: Step 4-7

Users were asked to perform several functions on this page:

- Scrolling through listed alert
- Select an alert for review
- Determine if email of notification was satisfactory
- Return to the dashboard page after each function
- Select the Edit Account Information
- Select the Edit Notification
- Identify any issues with the functionality
- Identify any concerns around page format and presentation
- Identify all information appearing on the screen

Account: Step 8-10

While on their Dashboard users were asked to edit their account and observed to determine the ease of use. Once in their account, users were asked to do the following:

1. Front Page Password

2. Return to Dashboard

After completing the tasks users were asked the following questions:

Questions 1: How do you feel about the ease of use, and access to the notification page was asked to perform the following tasks:

- Add a location
- Set Notification settings as add location
- Return to dashboard

After completing the tasks users were asked the following questions:

Questions 1: How do you feel about the account?

Questions 2: The problem was a difficult to get into your work suggested?

Questions 3: Are there any roadblocks in the process or difficulties using the page?

Final Step 1-15

Users were asked to perform the following tasks and questions were asked to evaluate:

- How useful the page
- Type of function on the page
- Return to usability

Common User Screen 1-15

Users were asked to perform the following tasks and questions were asked to evaluate:

Questions 1: How do you feel about the account?

Questions 2: The problem was a difficult to get into your work suggested?

Questions 3: Are there any roadblocks in the process or difficulties using the page?

Users were asked to perform the following tasks:

Front Page - Active Notifications Panel: Step 20-23

Once signed out users were asked to use the Active Notifications Panel to do the following:

- Set My Location
- Input location
- View Results

After completing the tasks users were asked the following questions:

Questions 1: How did they feel about the process?

Question 2: Do you have any additions or adjustments you would suggest?

Question 3: Are there any roadblocks in the process or difficulties using the page

Users were then told to exit the page.

Below you will find a table displaying out Usability Process in detail:

Step	Page / Location	Action Requested of User	Questions Regarding Look & Feel	Questions Regarding Functionality
1	Front Page		Page Feedback	Ask: How did you feel about that process?
2	Create an Account	Select: Create an Account	Page Feedback	Are there any roadblocks in the process or difficulties?
3	Manage Notifications	Select: Add Location	Page Feedback	Answer any questions user has

Step	Page / Location	Action Requested of User	Questions Regarding Look & Feel	Questions Regarding Functionality
4	Dashboard	Observe: Dashboard	Page Feedback	Ask: How did you feel about that process?
5	Scroll through alerts		Feedback on Alert Format	Are there any roadblocks in the process or difficulties?
6	Select: Alert		Observe: User ability to return to Dashboard with ease	Are there any roadblocks in the process or difficulties?
7	Return to Dashboard		Page Feedback	Ask: How did you feel about that process?
8	Account	Select: Edit Account	Page Feedback	Are there any roadblocks in the process or difficulties?
9	Change Password		Observe: User ability to return to Dashboard with ease	Are there any roadblocks in the process or difficulties?
10	Return to Dashboard		Page Feedback	Ask: How did you feel about that process?
11	Notifications	Select: Edit Notifications	Page Feedback	Are there any roadblocks in the process or difficulties?
12	Add a Location		Set Notification settings	Page Feedback
13	Set Notification settings		Page Feedback	Page Feedback


Step	Page / Location	Action Requested of User	Questions Regarding Look & Feel	Questions Regarding Functionality
14	Return to Dashboard		Page Feedback	Ask: How did you feel about that process?
15	Go to My Location		Page Feedback	Ask: How did you feel about that process?
16	Go to Contact Us		Page Feedback	Ask: How did you feel about that process?
17	Contact Us		Page Feedback	Ask: How did you feel about that process?
18	Select a Ticket		Page Feedback	Ask: How did you feel about that process?
19	Sign Out		Page Feedback	Ask: How did you feel about that process?
20	Front Page / Panel		Page Feedback	Ask: How did you feel about that process?
21	Select: Set My Location		Page Feedback	Ask: How did you feel about that process?
22	Input a location		Page Feedback	Ask: How did you feel about that process?
23	View Results		Page Feedback	Ask: How did you feel about that process?

Usability Testing Template

<p>Department of Technology RFI # COT-ADPQ-0117</p> <p>Usability Testing 02/15/2017</p> <h2>Usability Testing: Wireframes</h2> <p>Attendees</p> <ul style="list-style-type: none"> Steve Karen Robyn <p>Front Page:</p> <p>1. Question: Please observe this page and provide us feedback on the look and feel.</p> <p>Robyn</p> <ul style="list-style-type: none"> Content distorts when web browser screen is small <p>Steve</p> <ul style="list-style-type: none"> "I don't feel the need to be notified" The image is beautiful however it doesn't make me want to sign up to ensure my safety <p>Karen</p> <ul style="list-style-type: none"> New look, good sidebar, does not like the picture Easy to get to <p>Create an Account:</p> <p>2. Question: Please observe this page and provide us feedback on the look and feel.</p> <p>Robyn</p> <ul style="list-style-type: none"> City is usually better state Password should be hidden Can the phone number be formatted? Specify what type of phone number is required (entered in office phone number) Do passwords validate with one another? <p>Steve</p> <ul style="list-style-type: none"> Would like first letter of words to be automatically capitalized after entered Phone number should automatically format Can you hide my password while I am entering it? Specify what type of phone number you are requiring <p>Karen</p> <ul style="list-style-type: none"> Easy to do Please let me know what I am supposed to add a mobile number, I entered my home phone. Doesn't know what SMS is and thinks SMS should be changed to text message <p>Notification Settings:</p> <p>3. Question: Please observe this page and provide us feedback on the look and feel.</p> <p>1</p>	<p>Department of Technology RFI # COT-ADPQ-0117</p> <p>Usability Testing 02/15/2017</p> <p>Robyn</p> <ul style="list-style-type: none"> What's SMS? Explains the options you are giving me. I don't understand what I will be signing up for or getting. It is very simple. I need more detail in order to understand. Doesn't specify the type of notification I will receive. If it is emergency or safety I need to know that. <p>Steve</p> <ul style="list-style-type: none"> I would like to see a list of what I am being notified of What is the source of the notifications Explain all the options provided <p>Karen</p> <ul style="list-style-type: none"> Was easy to do I haven't been told what to expect from service. What will I be notified of? I think there should be a separate homepage that gives me the information I need all on one page. It would be nice to be able to see the notifications along with my information. <p>My Account:</p> <p>4. Question: Please observe this page and provide us feedback on the look and feel.</p> <p>Robyn</p> <ul style="list-style-type: none"> It's straight forward Maybe include areas of interest to receive notifications from (different locations/tip codes) <p>Steve</p> <ul style="list-style-type: none"> Inclutives to select my account to view account information Formatting doesn't make sense - it is where I view my information or where I edit my account If it is where I view my information, where are all of my settings - notification types, locations, etc. <p>Karen</p> <ul style="list-style-type: none"> Was easy to get to and proceed with <p>Contact Us:</p> <p>5. Question: Please observe this page and provide us feedback on the look and feel.</p> <p>Robyn</p> <ul style="list-style-type: none"> Button should be centered. It is bigger than the text boxes There should be a phone number, email, and map of the contact location Presley move the "Contact us" to the top right? <p>Steve</p> <ul style="list-style-type: none"> Where do I select "Contact us"? - difficult to find Should be placed at the top so it is easier to see I don't know what to expect when entering my information Who will contact me? <p>2</p>	<p>Department of Technology RFI # COT-ADPQ-0117</p> <p>Usability Testing 02/15/2017</p> <ul style="list-style-type: none"> Within what amount of time? Are there alternate ways I can reach out? Phone number My address Who manages the page Email address <p>Karen</p> <ul style="list-style-type: none"> Not intuitive to find Works both top and bottom of page for it to be displayed Doesn't know what to expect back from contact <p>Notification Page:</p> <p>6. Question: Please observe this page and provide us feedback on the look and feel.</p> <p>Robyn</p> <ul style="list-style-type: none"> There's too much white space I like the small picture on the notification panel (homepage), gives me an idea of what I am going to hear about. Is it possible to format the alert you send so that we know where and what is going on, then we can come to this page for more information? <p>Steve</p> <ul style="list-style-type: none"> Are there alerts for my area? What area does this cover? - If it isn't area specific this isn't helpful. It would be great to be able to enter a location here and see results accordingly Want to have the option to enter specific zip code, city, county to retrieve information important to me <p>Karen</p> <ul style="list-style-type: none"> New look, good sidebar The picture should be more dramatic, or emergency like <table> <tr> <th>#</th><th>Page / Location</th><th>Description</th><th>Proposed By</th><th>Reasoning</th><th>Priority</th></tr> <tr> <td>1</td><td>Homepage</td><td>Beautiful picture</td><td>All attendees</td><td>"I don't feel the need to be notified"</td><td></td></tr> <tr> <td>2</td><td>Phone Page</td><td>Content looks distorted when screen size is small</td><td>Robyn</td><td></td><td></td></tr> <tr> <td>3</td><td>Notification Page</td><td>Provide essential information: Location/Type</td><td>Karen</td><td></td><td></td></tr> </table> <p>3</p>	#	Page / Location	Description	Proposed By	Reasoning	Priority	1	Homepage	Beautiful picture	All attendees	"I don't feel the need to be notified"		2	Phone Page	Content looks distorted when screen size is small	Robyn			3	Notification Page	Provide essential information: Location/Type	Karen																																																																																																																										
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Being able to see the areas the problem is in would ease the usability of the tool</td><td></td></tr> <tr> <td>5</td><td>Notification Page/Side Panel</td><td>Alert ability to filter alerts by location</td><td>All attendees</td><td>I want to see what is most important first, followed by the ability to check into it if necessary</td><td></td></tr> <tr> <td>6</td><td>Panel</td><td>Ensure alert is sent with essential information at top with link</td><td>Robyn</td><td>Children relative for away I want to be able to see multiple places, and places other than just where I expect am located</td><td></td></tr> <tr> <td>7</td><td>Notification Page/Side Panel</td><td>Want to be able to enter specific zip code, county, city</td><td>Steve</td><td>I want the ability to add my kids school locations</td><td></td></tr> <tr> <td>8</td><td>Settings</td><td>Add ability to add multiple locations by my preference</td><td>Steve</td><td>I need to be able to understand what I should expect from these notifications</td><td></td></tr> <tr> <td>9</td><td>Notification Settings</td><td>Add description to the page</td><td>Robyn</td><td>Does not know what SMS is and thinks SMS should be called text message</td><td></td></tr> <tr> <td>10</td><td>Notification Settings</td><td>Expand on SMS & SMS</td><td>Karen</td><td>I want to understand what you are providing me with these alerts</td><td></td></tr> <tr> <td>11</td><td>Notification Settings</td><td>Expand the data you are presenting. 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6	Panel	Ensure alert is sent with essential information at top with link	Robyn	Children relative for away I want to be able to see multiple places, and places other than just where I expect am located																																																																																																																																														
7	Notification Page/Side Panel	Want to be able to enter specific zip code, county, city	Steve	I want the ability to add my kids school locations																																																																																																																																														
8	Settings	Add ability to add multiple locations by my preference	Steve	I need to be able to understand what I should expect from these notifications																																																																																																																																														
9	Notification Settings	Add description to the page	Robyn	Does not know what SMS is and thinks SMS should be called text message																																																																																																																																														
10	Notification Settings	Expand on SMS & SMS	Karen	I want to understand what you are providing me with these alerts																																																																																																																																														
11	Notification Settings	Expand the data you are presenting. Add description	Steve	I would like to have a place where I can see all information related to me, my settings, notifications, etc.																																																																																																																																														
12	Notification Settings	Add homepage for users	Steve	I choose many different areas for her kids																																																																																																																																														
13	Create Account / Sign Up	Add area for tip codes I prefer to	Karen																																																																																																																																															
#	Page / Location	Description	Proposed By	Reasoning	Priority																																																																																																																																													
14	Create Account / Sign Up	Add for cell phone number when necessary	Karen	Doesn't explicitly say it. Almost put home number																																																																																																																																														
15	Create/Sign up	Format phone number. Specify what type of phone number is required	All attendees	I entered an office number																																																																																																																																														
16	Create/Sign up	Hide passwords and validate	Robyn	I would like it hidden especially when I am using it on my desktop																																																																																																																																														
17	Create Account / Sign Up	Password block out and obscure	Steve	Difficult to know what to enter and don't like people being able to see what I enter																																																																																																																																														
18	Create Account / Sign Up	Specify my phone type requested	Steve	Entered office number																																																																																																																																														
19	Create Account / Sign Up	Automatically capitalize first letter of words after entry	Steve	Ease of use																																																																																																																																														
20	My Account	Would like a page that displays all of my information on one page	Steve	Didn't make sense to see a page with my information but no data related to it.																																																																																																																																														
21	My Account	Needs to prepopulate already existing information	Karen	Should have my information already on the page																																																																																																																																														
22	Contact Us	Add timeline of when contact will be made	Steve	I would like to know when I can expect to hear from someone																																																																																																																																														
23	Contact Us	Alternate methods for contacting - email, phone	Steve	Phone # HQ Who manages the page? Email?																																																																																																																																														
#	Page / Location	Description	Proposed By	Reasoning	Priority																																																																																																																																													
24	Contact us	Button should be centered. Add address, phone number to contact email to contact	Robyn	I need a better way to get in contact																																																																																																																																														

Results of Usability Testing for Wireframes

Based on usability test results, we developed mockups of each screen. Mockups represent a functioning example of the actual application screen, providing users with a preview of the application as they would use it. While wireframes show the user the functions they believe they want, a mockup provides them with the look, feel and basic functionality of the actual solution.



Cal Notify
CALIFORNIA ALERT NOTIFICATION SYSTEM

MY DASHBOARD | NOTIFICATIONS | **ACCOUNT** | FAQ | WELCOME JOHN! | SIGN OUT

Manage My Account

First Name (*Required)

Last Name (*Required)

Address 1 (*Required)

Address 2

City (*Required)

State (*Required)

▼

Zip (*Required)

Mobile Phone Number (*Required for text notifications)

Sign In Information

Email Address

Old Password

New Password

Confirm Password

Save

Cancel

Delete My Account

Privacy Policy | Contact Us | FAQ | English | Spanish

Mockup of the **Manage My Account** screen for a desktop platform

Our design team met with the user personas again for additional feedback on the mockups. This feedback was essential in the creation of our Style Guide, which would be used by our developers to efficiently create a consistent look and feel throughout all Cal Notify screens. User feedback determined that no additional mockups were necessary for this screen, but additional refinements should be incorporated. The initial user stories were finalized.



Throughout Discovery and Ideation, User Researcher Stephanie Jones worked with the Business Analysts to conduct and review usability testing and develop user stories.

<p>User Stories</p> <p>User Story #1</p> <p>As a User I want to access the Cal Notify application so that I can register as a user or see emergency/non-emergency notifications for my location.</p> <p>Static Content Header information</p> <ul style="list-style-type: none"> o Logo - State of California Seal (left side of page) o Application Name: Cal Notify (left side of page) o Alert Notification System (left side of page) o Link/Bread Crumbs: My Dashboard/Notifications/Account/FAQ/Sign Out o Minimum of three picture will display in the Header of the page (rotating image real) <p>Static Content Footer Information</p> <ul style="list-style-type: none"> o Link/Bread Crumbs: Privacy Policy o Link/Bread Crumbs: Contact Us o Link/Bread Crumbs: FAQ o Link/Bread Crumbs: English o Link/Bread Crumbs: Spanish <p>Static Content Body of Landing Page</p> <ul style="list-style-type: none"> o Welcome to Cal Notify o Description of the application: <ul style="list-style-type: none"> • Cal Notify has been established to help keep California residents informed about events that may impact their safety, health and / or daily activities. Residents can receive email, text and push notifications for multiple locations including home, child day care, work, etc. We encourage you to create an account so you can receive instant notifications concerning your safety and the safety of those you care about. • To find active notifications in your area, you may search by zip code in the active notification panel. You do not need to create an account to search. o Active Notification (label) o Label: Sign In 	<p>Notifications</p> <ul style="list-style-type: none"> o Emergency/Non-emergency notification will be added to this page as they are received from various agencies <p>Form Fields</p> <p>Email Account - Required if account exists</p> <ul style="list-style-type: none"> o Field Label 1: Email Account o Textbox limit: None o Textbox validation: Field will validate against the email entered when user created account o Error Message: Invalid Email (The field also turns red) <p>Password - Required if account exists</p> <ul style="list-style-type: none"> o Field Label 2: Password o Textbox limit: 30 Characters o Textbox validation: Field will validate against the password created during account creation o Error Message: Invalid Password (The field will turn red) <p>Buttons & Links</p> <p>Search My Location - button</p> <ul style="list-style-type: none"> o When you select the Search My Location button the Search My Location Page will be displayed <p>Create an Account Link</p> <ul style="list-style-type: none"> o When you select the Create an Account link the Create An Account page will display <p>Show Password Link</p> <ul style="list-style-type: none"> o When you select the show password link the typed password will display in the password field <p>Sign In- button</p> <ul style="list-style-type: none"> o When you select the Sign In button the My Dashboard Page will be displayed <p>Forgot Password Link</p> <ul style="list-style-type: none"> o The forgot password link will display the Password Reset Page <p>Acceptance Criteria</p> <ol style="list-style-type: none"> 1. Can am directed to the create account page from the link 2. I can search a location for emergency/non-emergency notices 3. I can display my password as I am typing in the password field 4. I can select Forgot password and will have the ability to reset my password 5. I can access the application from Google Chrome 6. I can access the application from Internet Explorer 7. I can access the application from Safari 8. I can access the application from my mobile device
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Examples of two User Stories

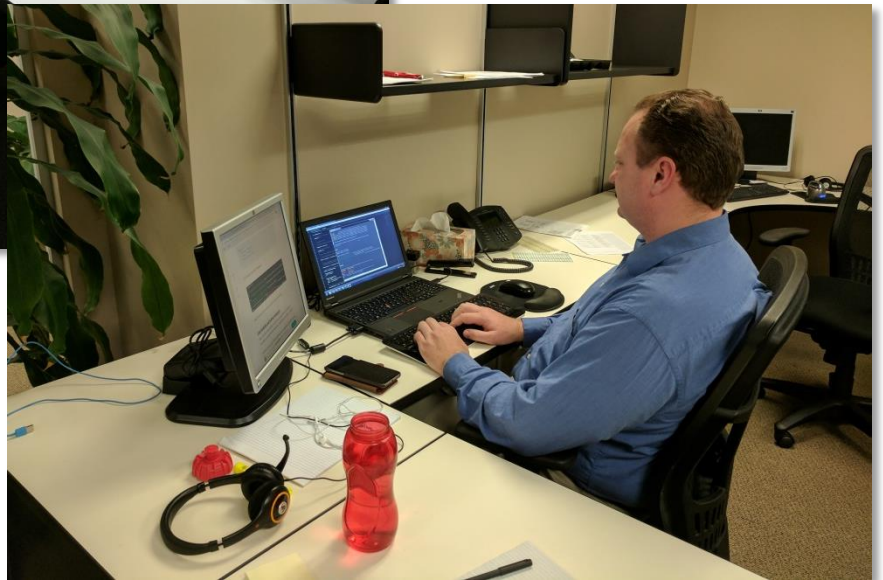
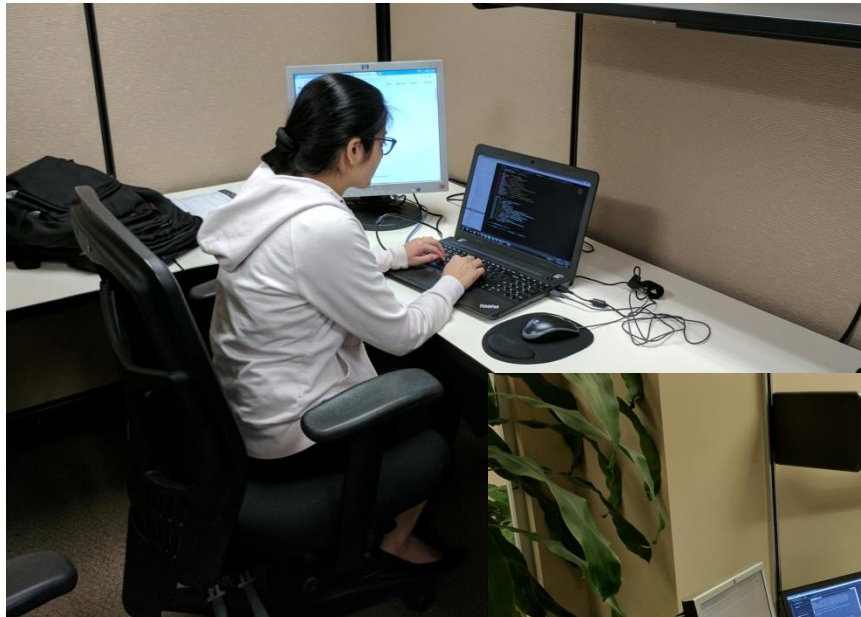
While the design team was working with our user personas gathering product feedback and finalizing the user stories, our Product Manager Caroline Brown-Pierce prioritized the user stories in the product backlog in preparation for sprint planning. In the sprint planning meeting, the team came together to clarify requirements and estimate the level of effort for development by assigning story points to each story. The team then selected the user stories to commit to development in the upcoming sprint, and determined which user stories would be added to the sprint backlog. Design activities (Discovery and Ideation) would continue in parallel with development activities.



Caroline Brown-Pierce, the Product Manager, meets with members of our team.

Implementation

Throughout the development cycle of Cal Notify, our Product Manager conducted daily scrum meetings to allow the team to discuss accomplishments since the previous daily meeting, as well as how to resolve impediments or adjust for their impact.



Back End Web Developer Nirali Tank and Front End Web Developer Sean Kammerich develop and test Cal Notify.

Automated testing was incorporated into the sprint to ensure a tested and workable solution was delivered at the end of the sprint. Recommendations from usability testing were prioritized and scheduled for incorporation into the next sprint, and feedback from the developers was integrated into mockups for future usability testing. Additional usability testing would be incorporated into each sprint, with testing occurring on a variety of platforms to ensure responsiveness and accessibility on both desktop and mobile devices. At the end of the sprint, the team completed a sprint review to demonstrate the solution to our internal stakeholders, who then accepted, rejected or recommended changes to the working solution.

As defined in project planning, the Cal Notify prototype was released when acceptance criteria had been met. As a continuous effort for improvement, a sprint retrospective meeting was conducted to discuss ways to improve the processes employed during this venture.