
Introduction

CSPS Digital Academy Premium - Design

Purpose

1. Cultivate mindsets and provide practical skills to develop products, services and programs centered around the user
 2. Start from the mindset of design thinking and service design, and then tools and techniques used throughout the design process including: design research, information architecture, content design, prototyping UI, data visualization, and usability testing
 3. Consider inclusive and accessible design, ethics, and GoC standards underpinning our actions
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Weekly Schedule

1

February 28, 2019

Inclusive Design & Accessibility

Julianna Rowsell

Learn how to design for everyone, as inclusive design goes beyond just ability/disability Spectrums:

- An Introduction to inclusive design
 - How inclusive design benefits everyone
 - Understanding user diversity - there is no “average user”
 - Recognizing how experiences unintentionally exclude people
 - A framework that will give you concrete ways to include create more inclusive services utilizing design research, inclusive principles and accessibility
 - We will discuss some practical considerations
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2

March 7, 2019

Agile for Design

Todd Scanlan

Instruction and hands-on exercises to help those who work directly with agile teams understand how to best support, guide, and coach their teams to improve their agile capabilities. You will learn how-to create the conditions for a successful agile transformation.

3

March 14, 2019

Introduction to Service Design

Nourhan Hegazy

Understand guiding mindsets and methods for what is service design thinking and how it can support designing digital.

4

March 21, 2019

Design Research

Nourhan Hegazy

Learn about breadth of design research approaches and methods and have a chance to put them to practice

5

March 28, 2019

Information Architecture

Ksenia Cheinman

Understand how information architecture impacts usability of web content and learn to apply information architecture principles as well as identify information architecture problems.

- What is information architecture (IA)?
 - What you need to know before doing IA?
 - Elements of IA
 - Principles of IA
 - Disciplines that inform IA
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April 4, 2019

Content Design

Ksenia Cheinman

Understand the importance of having a content strategy, learn elements of good content design, identify content problems and explore how to approach them.

- What is a content strategy?
 - Why you need a content strategy?
 - Elements of a content strategy
 - Principles of good content design
 - How do you create good content?
 - How do you test content?
 - Web analytics
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7

April 11, 2019

Prototyping

Chuma Asuzu

Understand different types of prototypes and be able to prototype by the end of the session.

8

April 18, 2019 (AM)

Interaction / UI Design

Eman El-Fayomi

- Visual language 101
 - Interface design best practice
 - Interaction design 101
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April 18, 2019 (PM)

Data Visualization

Eman El-Fayomi

- Crafting compelling stories with data
 - Data visualization 101
 - An intro to data types
 - Chart type and design best practice
 - Finding the story in your data
 - The difference between infographics and data visualization
 - Open source tools to create your own
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10

April 25, 2019

Alvaro Vargas

Usability Testing & Agile

- A typical process for usability testing
 - Problem definition
 - Audience definition and analysis
 - Testing strategy and logistics
 - Audience engagement
 - Types of usability testing intro
 - Agile and UX intro
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May 2, 2019

Kayle Hatte

Ethics & Government Standards

- A typical process for usability testing
 - Problem definition
 - Audience definition and analysis
 - Testing strategy and logistics
 - Audience engagement
 - Types of usability testing intro
 - Agile and UX intro
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