

Site Building

With the End User In Mind



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Drupal GovCon
July 2015

Who are we?



Molly Byrnes

Account Director

@mabfire

crystal collector



Eden Gwyn

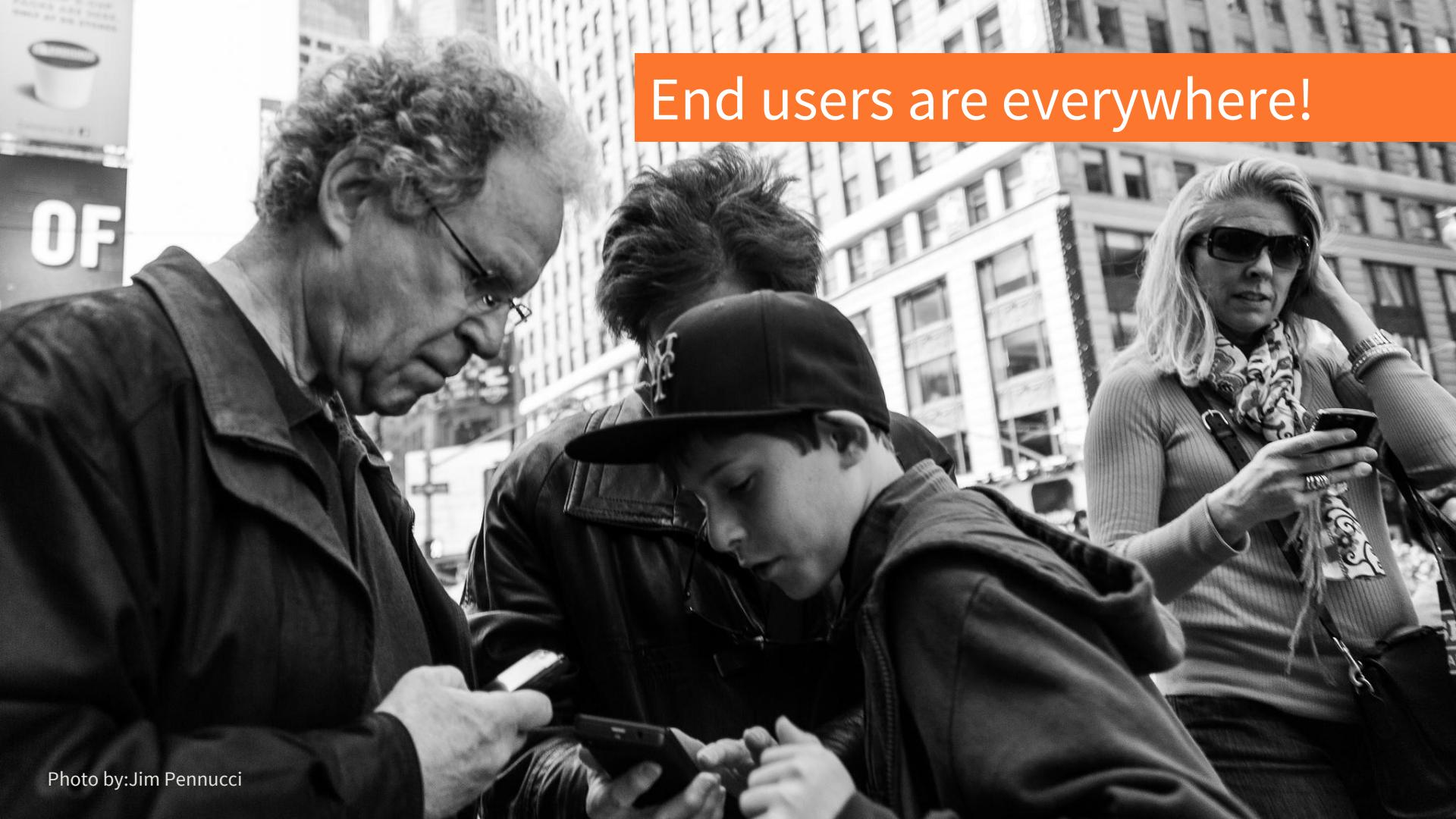
Experience Analyst

@shmeeden

road warrior

“End User” As a Term





End users are everywhere!

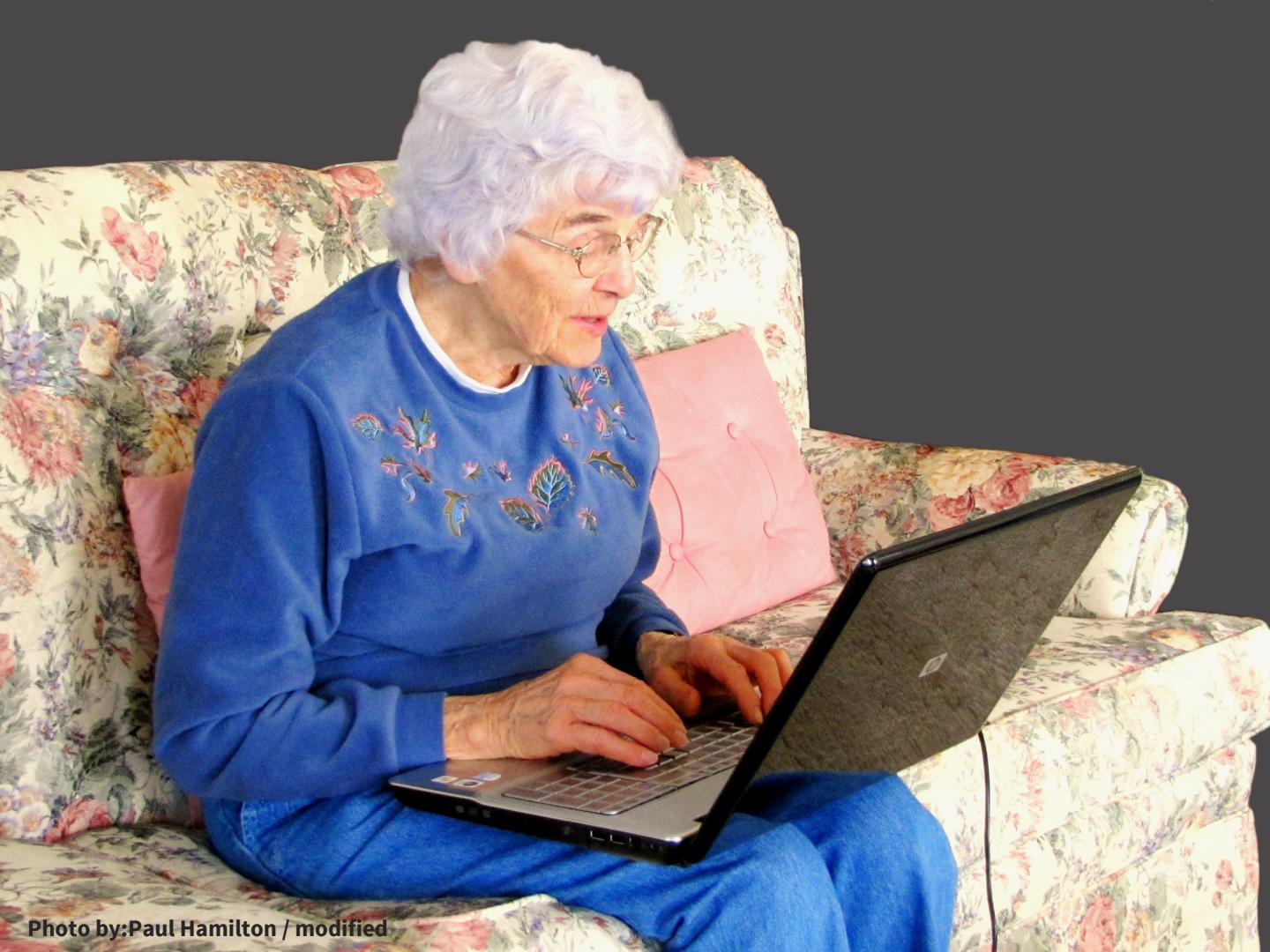
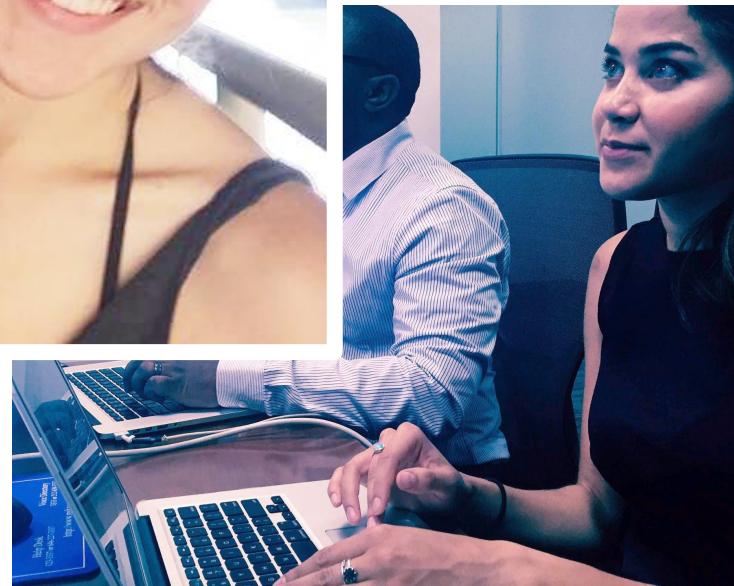


Photo by:Paul Hamilton / modified

checking
boxes,
clicking
buttons,
building &
managing
internet
experiences



End
Users
!





CONTENT FIRST,
PEOPLE - @SHMEEDEN

FIGHTING FOR THE DRUPAL 'END USER' SINCE 2009



What we'll be covering today:

- 1.** What we mean by “end user”
- 2.** What it means for a system to be “easy to use”
- 3.** Tips for approaching your site build
with the end user in mind!



What we mean by “end user”



TL;DR



Definition

In product development, an **end user** (sometimes **end-user**)^[a] is a person who ultimately uses or is intended to ultimately use a product.^{[1][2][3]} The end user stands in contrast to users who support or maintain the product^[4], such as sysops, system administrators, database administrators,^[5] or technicians. End users typically do not possess the technical understanding or skill of the product designers,^[6] a fact that it is easy for designers to forget or overlook, leading to features with which the customer is dissatisfied.^[2] In information technology, end users are not customers in the usual sense--they are typically employees of the customer.^[7] https://en.wikipedia.org/wiki/End_user





End users are people too.



Content Editor
(slightly less technical)



Content Administrator
or **Technical Admin**
or **Producer**



Final Approver
(more high-level stakeholder)



Community Moderator
(eg. Reddit)

AX: “Admin Experience”

(via Eileen Web aka [@webmeadow](#))



End Users of CMS - admins

Administration

Home

- Dashboard
- Content
- Structure >
- Appearance
- People
- Modules
- Configuration >
- Reports
- Help
- ADD LINK**

/ Menus

- Blocks
- Content types
- Features
- Field Validation
- Flags
- Menus >**
- Profile types
- Taxonomy
- Views

Slide-in effect

- None -
- None -
- Vertical
- Horizontal
- Diagonal
- easeInSine (Vertical)
- easeInSine (Horizontal)
- easeInSine (Diagonal)
- easeInQuint (Vertical)
- easeInQuint (Horizontal)
- easeInQuint (Diagonal)
- easeInQuart (Vertical)
- easeInQuart (Horizontal)

Options:

- Option 1
Description of Option 1
- Option 2
Description of Option 2
- Option 3
Description of Option 3
- Option 4
Description of Option 4

Options:

- A
- B
- C
- D
- E

3 Items

- A
- B
- C

5 Items

- A
- B
- C
- D
- E



What it means for a system to be easy to use



III. Web Site Design

RFP

The site will contain the information from the existing site as well as additional information from the city. In the case of Cypress we divided the site along city departments. Internet sites for cities are an excellent opportunity to provide often requested information on the web. Typically a city web site will be divided approximately six major sections with 8 to 10 pages per section.

B. Design Methodology

It is essential to establish a polished and professional look for the City of Villa Park. Mills Group Multimedia will establish a temporary area, out of view from the general public, to post design concepts for client approval. We will begin by creating three versions of the site main page. The system should be easy to use.



Easy to Use ?!



5 ‘easy’ ways to approach ‘Easy to Use’

- Subjective
- Build Approach
- Technical Implementation



Interview Your Users

1

- Ask them for common tasks
- Watch them work if you can
- Ask about ‘offline’ workflows
- Deadline & or last minute actions
- Successful requirements gathering is KEY



Successful Requirements Gathering with Jordan Hirsch

Thursday 7.23.2015 at 1:00 - 1:45

Room: Balcony A



‘Help’ Text

2

- Drupal ships with this by default
- Explain the fields & offer tips
- Great for image formats



Removing/Hiding Unnecessary Buttons

3

- Drupal comes with a lot of options by default
- Not all users need access to some of the more advanced configuration options
- Permissions & Roles to achieve flexibility



Our friend the **delete** button



- ‘double delete’ has its weak moments
- making it harder to break or do damage
- ‘unpublish’ as a prompted option



User Guides

4

TEAM LIST *

Team	URL
<input type="text"/>	<input type="text"/>

The link title is limited to 128 characters maximum.

Open URL in a New Window

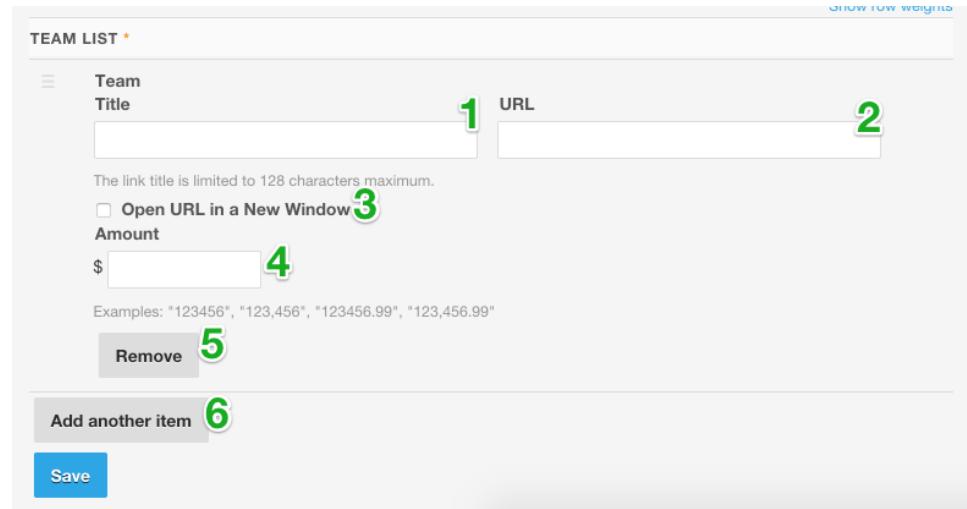
Amount

Examples: "123456", "123,456", "123456.99", "123,456.99"

[Remove](#)

[Add another item](#)

[Save](#)



- Annotate
- Break down page with screenshots
- Group by task
- Build in HTML



End User Manuals (End User and Site Admin)?

Posted by [REDACTED] on January 30, 2004 at 4:40am

We have one client that is live now and have been so impressed with Drupal as a portal/CMS framework that we intend to start actively pushing it primarily for schools/alumni associations but also as an intranet/CMS for SMEs. Has anyone created an end user and a site admin manual yet? For end users, something that explains how to post the various standard types of content, moderation, etc. For site admins, how to manage taxonomies, permissions, registration, etc.

On Drupal, I have been able to find answers to all of my questions but the answers were scattered between forums and documentation. If a consolidated manual has not yet been written (one for end users and one for site admins), I will write one and would be happy to contribute it back to Drupal.

Cheers,



[Log in](#) or [register](#) to post comments

Comments



[This type of documentation wo](#)

[REDACTED] commented 11 years ago

This type of documentation would be most welcome :-) Please keep us posted on the progress.

[Log in](#) or [register](#) to post comments



[End User Manual](#)

[REDACTED] commented 6 years ago

Did this ever get done?



Easy Labels

5

- don't force system jargon on your editors
- action oriented labels
- thinking beyond the 'machine name'



Please add this ‘module’!

I really want to add a video module to my new landing page for the release of the new legislative rollout - explaining how citizens can access new services.

- Deputy Director



User Story / Example





“As a site moderator, I want a content filtering dashboard, so that I can easily locate the content I need to moderate.”

Platform Power



Dashboard & Rethinking Experience

The screenshot shows a web-based dashboard for the OpenSanMateo system. At the top, a banner reads: "Sprint 5: Mt. Sill Demo | We provide recreational opportunities in a safe and effective manner & protect and enhance the natural resources of the County." Below the banner is a browser header with the URL "sprint5.sanmateo.p2devcloud.com/admin/apps/openpublic". The main content area displays a 4x3 grid of application modules:

Module	Description	Status
OpenSanMateo Webform	Provides a web-based form for users.	ENABLED
OpenSanMateo Responsive Image	Manages responsive images.	ENABLED
OpenSanMateo Media Gallery	Manages media galleries.	ENABLED
OpenSanMateo Event	Manages events.	ENABLED
OpenSanMateo Location	Manages locations.	ENABLED
OpenSanMateo Rotator	Manages rotator images.	ENABLED
OpenSanMateo Google Analytics	Integrates with Google Analytics.	DISABLED
OpenSanMateo Social Media	Manages social media integration.	ENABLED
OpenSanMateo Layout	Manages page layout.	ENABLED
OpenSanMateo Example	A sample module.	DISABLED
OpenSanMateo Search	Manages search functionality.	ENABLED
OpenPublic Press Release	Manages press releases.	ENABLED

On the right side of the dashboard, there is a vertical sidebar with a "Submit an Issue Report" button. The bottom right corner features the Phase2 logo.



There's a Module for That...



Make content creation screens shine...

- **Conditional Fields** - aka *magic forms*
https://www.drupal.org/project/conditional_fields
- **Field Groups** - aka *like goes with like*
https://www.drupal.org/project/field_group
- **Label Help** - aka *helpful help text*
https://www.drupal.org/project/label_help

(via Eileen Web aka @webmeadow)



Bulk Ops are Tops!

Views is a very powerful content list builder but it can also be used as a tool for building out custom search or adminable screens for editors who need to do specific actions to content.

VBO or Views -

https://www.drupal.org/project/views_bulk_operations



Give your admins a special theme

- Adminimal theme
https://www.drupal.org/project/adminimal_theme
- Ember
<https://www.drupal.org/project/ember>



Distributions

- Spark - <https://www.drupal.org/project/spark>
 - focuses on UX & admin backports
- Panopoly - <https://www.drupal.org/project/panopoly>
 - packages features WYSIWIG & layouts



Drupal Dreams - 8!



Drupal 8

- Major UX initiative for the administration experience
- Brings in a lot of learnings & long term feedback from Drupal ‘end users’
- Views in core
- Multi-lingual complete rethinking
- Configuration management



Questions?

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