

LEGEND

WEB PAGE

Page sections

Actions/controls

CONTENT/OBJECT TYPE

-Properties of object

PROPERTY VALUES

Value 1

Value 2

Value 3

Value 4

One

Many

One (and only one)

Zero or one

One or many

Zero or many

HOME

Intro to UXG website

Why are you here? (Links to particular instances of Training Packages and Resources > Playbooks)

Hero Module (full width banner with text/image/links to promote UXG content based on 'new' content, events, HFE promotions, partner promotions, popular SiteSections/Pages)

Promotion Module (text/image/links to promote UXG content based on same)

Intro and links to Overview pages for Concepts, Process, Methods, and Resources

FUNDAMENTAL CONCEPTS OVERVIEW

Overview

Description & link to Underlying Principles subpage

Description & link to Establishing Value & ROI subpage

Description & link to Design Thinking subpage

UX PROCESS OVERVIEW

Introduction

Process graphic with scrolling links to Phase descriptions

Description & link to each of six Phase Details subpages

References

Share/download/like

METHODS OVERVIEW

Introduction

List of methods

Filter

Sort ???

Search ???

TUTORIALS OVERVIEW

Introduction to Training Packages

Description & link to some Packages (particular views of Packages subpage)

Link to all Packages (Packages subpage)

RESOURCES OVERVIEW

Introduction

Description & link to Playbooks subpage

Description & link to Quick Start Guides subpage

Description & link to Videos subpage

Description & link to Personas subpage

Description & link to Tools subpage

Description & link to Case Studies subpage

Description & link to Newsletters subpage

Description & link to Glossary subpage

Description & link to FAQs subpage

Filter, Sort, Search ???

FUNDAMENTAL CONCEPT DETAILS 1..n

Title

Introduction

Page section title 1..n

Text & image content

References

Share/download/like

PHASE DETAILS 1..6

Phase Title

Introduction

Objectives

Benefits

Procedure

Clinical uses

References

Share/download/like

METHODS DETAILS 1..n

Method Title

Short description

Introduction

Expertise required

Level of effort

Recommended uses

Outcomes

Limitations

Related Phases

Procedure /steps

References

Share/download/like

TUTORIALS PACKAGE DETAILS 1..n

Packages category (TBD)

Package Title

Short description

Introduction

Learning Objectives

Time

Cost

Pre-reads

Online vs. classroom

City

Coaching availability and contact info

Training and education credit

Page section title 1..n

Page section text & images

References

Source

Share/download/like

PLAYBOOKS 1..n

Playbook category (TBD)

Playbook Title

Short description

Introduction

Expertise required

Value proposition

Phase title 1..n

Phase section title 1..n

Phase section text & images

Phase related Methods' title & short description & link

Source

Share/download/like

QUICK START GUIDES 1..n

QSG category (TBD)

QSG Title

Short description

Deliverables

Source

Share/download/like

VIDEO 1..n

Video category (TBD)

Title

Short description

Introduction

Duration

Source

Share/download/like

PERSONA 1..n

Persona category

Name

Clinical role, detailed

Service era

Patient conditions

Technology adoption

Source

Share/download/like

TOOL 1..n

Tool category (Checklists, Design Patterns, Templates, Reports, etc.)

Category name

Category description

Tool title 1..n

Tool short description 1..n

Expertise required 1..n

Related Method 1..n

Procedure/steps 1..n

Source

Share/download/like

CASE STUDY 1..n

Case Study category (TBD)

Case Study title

Case Study short description

Full narrative

Related Method name 1..n

Number of pages

References

Source

Share/download/like

NEWSLETTER 1..n

Newsletter category (TBD)

Newsletter title

Newsletter date & version

Article 1..n

Article Title

Article Author

Article Organization

Article related Phase

Article full narrative

Newsletter Source

Share/download/like

GLOSSARY ITEM 1..n

Alphabetical category

Name

Definition

FAQ ITEM 1..n

FAQ category (TBD)

Question

Answer

Fundamental Concept Details 1..n

UX Process Phase

UX PROCESS PHASE

Plan

Understand

Specify

Produce

Evaluate

Measure

Method

UX Process Phase

Level of effort

Current state of design

Expertise required

Timeframe (Duration)

Source

Playbook

Training Package

Time

Cost

Format

Training location

Coaching availability

Package Source

Playbook

UX Process Phase(s)

Method(s)

Playbook Source/Author

Quick Start Guide

UX Process Phase(s)?

Method

Video

UX Process Phase(s)

Topic Category

Expertise required

Level of effort

Video duration

Video source

Related content type

VA Staff Persona

Persona category

Persona source

PERSONA SOURCE

Source 1..n

PERSONA CATEGORY

Veteran Personas

Clinician Personas

VA Staff Personas

Caregiver Personas

Other

Tool

UX Process Phase

Method

Level of effort

Current state of design

Expertise required

Project timeframe

Tool Source

Related content type

Case Study

UX Process Phase(s)

Level of effort

Current state of design

Expertise required

Project timeframe (Duration)

Case Study Source

Case Study Number of Pages

Current state of design

User Expertise

Related content type

Newsletter

UX Process Phase

Authors

Newsletter Source

NEWSLETTER SOURCE

Source 1..n

Glossary Item

Definition Source

GLOSSARY SOURCE

Source 1..n

PROPOSED MAPPING OF METHODS TO UX PROCESS PHASE					
PLAN	UNDERSTAND	SPECIFY	PRODUCE	EVALUATE	MEASURE
	Applied Cognitive Task Analysis (ACTA)	Applied Cognitive Task Analysis (ACTA)		Card Sorting	
	Cognitive Walkthrough	Cognitive Walkthrough	Cognitive Walkthrough	Cognitive Walkthrough	
Diary Study	Diary Study	Diary Study			Diary Study
Ethnographic Study	Ethnographic Study	Ethnographic Study			
Focus Group	Focus Group	Focus Group	Focus Group	Focus Group	Focus Group
	Heuristic Evaluation		Heuristic Evaluation	Heuristic Evaluation	
	Heuristic Evaluation - Participatory		Heuristic Evaluation - Participatory	Heuristic Evaluation - Participatory	
Interview - User	Interview - User	Interview - User			Interview - User
Keystroke Level Modeling			Keystroke Level Modeling (KLM)	Keystroke Level Modeling (KLM)	
	Literature Consultation	Screen Consultation	Literature Consultation	Screen Consultation	
	Usability Review - Unmoderated		Usability Review - Unmoderated	Usability Review - Unmoderated	
	Usability Test - Formative	Usability Test - Formative		Usability Test - Formative	
			Usability Walkthrough - Pluralistic	Usability Walkthrough - Pluralistic	
User Experience Assessment	User Experience Assessment	User Experience Assessment		User Experience Assessment	
User Survey - Questionnaire	User Survey - Questionnaire	User Survey - Questionnaire	Visual Modeling	User Survey - Questionnaire	User Survey - Questionnaire

LEVEL OF EFFORT

High

Medium

Low

STATE OF DESIGN

Preliminary

Early

Mid

Late

Post

EXPERTISE

DIY

Training and Practice Required

Contact HFE Team

TIMEFRAME

1 - 2 days

2 - 3 days

< 1 week

1 - 2 weeks

2 - 3 weeks

3 - 4 weeks

5 - 6 weeks

3 - 12 weeks (diary study)

2 days - 3 weeks (survey)

METHODS SOURCE

Source 1..n

TRAINING PACKAGE TIME

< 20 minutes

20 to 40 minutes

> 40 minutes

TRAINING PACKAGE COST

FREE

< \$50

\$50 to \$100

> \$100

TRAINING FORMAT

Online

Classroom

TRAINING LOCATION

City 1..n

TRAINING PACKAGE COACHING AVAILABLE?

Yes

No

TRAINING PACKAGE SOURCE

Source 1..n

PLAYBOOK SOURCE

Source 1..n

VIDEO TOPIC CATEGORY

Playbook

Method

Tool (How-To)

Video

Case Study

Personas

Glossary Term ?

Underlying Principle/Key Concept

Establishing Value & ROI

UX Process

UX Process Phase

Design Thinking

Training Module

VIDEO SOURCE

Source 1..n

VIDEO DURATION

< 5 minutes

5 to 20 minutes

> 20 minutes

RELATED CONTENT TYPES

Playbooks

Methods

Tools

Videos

Case Studies

Newsletters

Personas

Glossary Terms

Key Concepts

TOOL SOURCE

Source 1..n