Moving now to content-in-development

# Step 1: add UX “Topics” (and corresponding Content Types) to the backlog list some Topics (e.g., Usability) could have just one Content Type, but would align with other Topics x ContentTypes

* Define Content Types for that Topic AND define Topic x ContentType we should align with
* What does process look like for two authors to reconcile and align their efforts
* Can add a Topic without adding a Content Type … just can’t assign it yet

## define end-to-endum required for MVP … add User Stories for pending content

* MVP for CACs might be the QSG
* MVP for CHIOs is to improve UX maturity at a limited number of early adopter VAMCs
  + e.g., process for CDS interventions for Consults and CRDTs
  + process can vary by project complexity and organization maturity
* Add MVP attribute to CiD Airtable
* Look at Airtable > PM’s new tabs, Story Maps (see different views) for big picture sequence of MVP CHIO CDS interventions … need some clear description of context and how UXG fits in to that context
  + Get to at that context and pain points through User Studies
* A Topic can be presented through one or more Content Types. For example, “Workflow Modeling” is a Method and a Tutorial in the June prototype, and its Tutorial links to additional Content Types like Videos.
* Each Topic x Content Type combination should be captured as a separate User Story, where each User Story has specified one or more end users and a context of use.

## Discovery interviews and user studies – findings captured as User Stories

## Less strategic below … shouldn’t be off target, but should also address 1 or 2 … 3 thru 5 are more like sources

## Topics based on sources HFE deems value add (e.g., AMIA 10x10)

## Topics the Content Development Team (CDT) deems value add (e.g., Clinical Decision Support)

## Topics based on VHA Partners’ content

Assumptions:

* Content may be authored by contributors outside the HFE/BAC core team. This requires that Content Types have been clearly defined and the requirements for a new instance of a Content Type are specified through narrative and sample templates. Narrative would include preferred terminology and reading level. Templates would include Content Type properties and the order in which they appear. good
* We have defined templates for Methods, and we are currently specifying other Content Types. Some more open-ended Content Types won’t have a template, such as Fundamental Concepts. Should have some structure to Content Types, even FCs … see coursera.com
* BAC will work with contributors to define templates for new Content Types if needed.

BTW, our Methods template matches nicely with Scott’s Methods

# Step 2: prioritize (Topics x Content Types) for development

## MVP page gaps – missing Content Types and current pages without sufficient content

## MVP targets users – identified user needs that are not currently addressed by content

## MVP partners – key sources and contributors that have yet to be represented

## or

Assumptions:

* Any User Stories that are not prioritized for particular months in the future should be moved to the backlog.
* Any User Story that lacks the source material needed to author/create content should be moved to the backlog.
* The backlog should be revisited monthly to consider new User Stories and evolving HFE priorities and business objectives.

# Step 3: author the prioritized (Topics x Content Types)

## Inputs to author *(from Ross/HFE or CDT?)*

* *SMEs*
* *Content sources/materials*
* *Learning objectives*
* *Intended use*
* *Known conflicts of interpretation/terminology, etc.*

## Who

* + CDT team member
  + Contributors/partners
  + BAC Editorial Team

## General timeline

* + Month 0: Discovery and planning
  + Month 1: content authoring and approval; wireframing and user feedback if required
  + Month 2: Wordpress CMS consumption; custom coding, if required

# Step 4: approve authored content

## CDT and partner contributors

* 1. Kickoff meeting to share Content Type templates and requirements narrative
  2. Regularly scheduled updates to share progress
  3. Clear deadlines for having content ready for review by Editorial Team, leaving enough time to refine based on feedback
  4. Clear deadline for final content ready for HFE review and approval

## Editorial Team

* 1. Content assignment, authoring, and review will follow BAC internal process
  2. Clear deadline for final content ready for HFE review and approval, typically end of month.

# *More steps for Design, User Studies & Build*

# *Step N: monitor for success post-deployment*