Ross words

Other words from v0.21

<notes>

1. Intro
   1. Define process for creating content, roles & responsibilities, and cadence per month
2. Content Creation Process
   1. Plan & Prioritize
      1. HFE (Ross) and BAC PjM (David & Tom) and Content Development Team (CDT)
         1. Identify and prioritize Topics based on highest value to field
            1. Start with general topics that most content types can support (e.g., Modeling current and optimal workflows)
            2. Define user needs

Define user types

User studies to understand needs

* + - * 1. Define learning objectives and intended use
        2. Content Types
        3. Sources (What materials are available?)

Partners

HFE

va.gov and .gov

Other

Examples of current VA materials include the following:

* Curriculum from Blake's UX Training workshop
* Materials derived from UX practice at VA
  + Usability Toolkit
  + Field
  + HFE project work
* VA education / training resources
  + AMIA 10x0
  + CDS Eval
  + HFE Newsletters. Brown Bags
    - * 1. Identify other SMEs

Laura Militello, Brian Moon, Jerry Osheroff, Linda Harrington, Jiajie Zhang, Alisa Russ

* + - * 1. Identify other resources

Potential partner organizations include:

* Vandy CRISS Lab (Matt, Shilo)
* MedStar National Center for Human Factors in Healthcare
* U Vic School of Health Information Science (A Kushniruk)
  + - * 1. Author per Content Type
        2. “Establish UX research competency” <remove ???>
        3. “Envision the V1 release” <see MVP, below>
        4. CDT role

<is this Ross words?> CDT provides content recommendations based on their expertise with VAMC, HIT, and as SMEs.

Possible content could be courses, book chapters, newsletters, blogs, case studies, that members of the CDT have produced in the past or are in the process of producing.

* + - * 1. User study and Discovery-based use cases’ role

While conducting discovery research activities the Discovery Team can capture and report user needs as user stories for the Content Management Manager to review with PM, Editorial Team, and Design Team.

[User Stories will be captured in Airtable here](https://airtable.com/tblAF0lq8NQ42Uyxb/viwvkbFBGjDth2kez?blocks=hide).

* + - 1. (Topics x Content Types) per month
         1. Other Topics go to backlog
         2. Other Content Types per Topic go to backlog
    1. Prior to any month, repeat process including identifying new Topics and addressing results of user studies
    2. This phase of the process may overlap and be parallel to the Identify phase. The current content types for the website have been defined – including content type properties – and will be refined as content is developed and user testing conducted. Identified sources of content for the website should be driven by and mapped to this prioritized plan.

Map identified source material to location(s) in website content matrix to get into pipeline and prioritize based on business goals and UXG objectives

* + 1. The UXG PM and Content Development Manager <replace with PjM?> collaborate to define UXG objectives and content needs for each ~~release~~ month based on a defined backlog of content for the UXG MVP.

Airtable will be used to capture the [UXG Objectives](https://airtable.com/tblY8K5grWuSg8G8W/viwpRnNsDlt5q7DcK?blocks=hide) and [Content Needs](https://airtable.com/tbl96Yr5kUamQRJmS/viwooxAFAdwvHRyzf?blocks=hide). Use of different views will display list of objectives (by priority and month) and content needs by priority and source and content type.

* 1. Discover (optional, mainly just when BAC is author)
     1. Identify subset of source content to use while authoring
     2. Identify additional content sources (optional)
        1. HFE approve additional sources <???>
     3. Editorial team investigates:
        1. Who are SMEs to schedule interviews
        2. What materials are available for review and analysis
        3. Who were the intended users and what were the user needs
        4. What were the learning objectives and intended use objectives for each module
  2. Author (…publishable chapters … after adding to UXG, decide what to do with the chapters <???>)
     1. BAC
     2. Content Development Team (CDT)
     3. VHA partners

Partner Contributor

Other community partner who is invited to provide content or makes request to have content

published to the site.

* 1. Review, Refine & Approve
     1. HFE reviews all authors
     2. BAC reviews CDT and VHA partners
     3. Source partner reviews content based on their source
     4. CDT does not review any content <???>

1. Cadence LEFT OFF HERE
2. Managing CTD
3. Managing BAC
   1. Airtable > PM
4. Next Steps
   1. Define MVP
      1. Wholistic design that improves UX impact across VHA … value add to targeted users
      2. Fleshing out the different content types
         1. Concepts is biggest hole currently
      3. Integrating partner content
      4. User studies and SME feedback confirming we’re on the right track
   2. Define backlog of content for MVP
5. Design & Test Process <remove from doc???>
   1. Wireframes & prototypes
   2. Review/approve
      1. HFE
      2. User studies
         1. Are learning and intended use objectives achieved?
6. Development Process <remove from doc???>
7. Monitor post-launch
   1. Are learning and intended use objectives achieved?
8. UXG teams & roles
9. UXG content types

w/ David on 09july

* Focus on roles of CDT and our “Editorial Team”
* Be sure we are covering the types of stuff on Airtable > PM > CiD
* Content
  + What we want per month on our way to MVP (aka “V1 release”)
    - Integrating of partner content
    - Fleshing out the different content types
      * Concepts is biggest hole
        + It’s like Process, QSG, (Playbooks & Tutorials???) – not a library like Methods, Videos, etc.
    - User studies and SME feedback confirming we’re on the right track