**Teri’s description of test plan**

Task Scenario - received a work request that will be a new clinical reminder.

Told by [mgmt/CACs] to check out the info on this site to see if it can help.

I intend to use the wires in a clickable format, either in Invision or in powerpoint.

The idea is to get the user to find the playbook, review the sections, find the method Heuristic Evaluation, review the method, related materials (checklist)

Secondly

Walk through the site, tellng me what is meaningful, not meaningful, what makes sense, what does not.

Study findings will include feedback on:

navigation

terminology

peceived utility

perceived effort - does it seem like something that they could do

**Teri’s meeting notes RE: Naomi’s latest wire** (Eric’s meeting with Teri & Naomi):

“Expertise needed box - some thoughts:

If you have Go for it, then hire a pro does not show.

If Hire a Pro is the expertise required then Go for it would not be available.”

**Tom’s comparable research starts here.**

<https://uxdesign.cc/product-design-playbook-103d3a5cf2e3>: excellent overview and details of UX

<https://www.notion.so/Product-Strategy-21262a4a621349589666950599749a74>: another overview Playbook, with links to external windows for templates

* OKRs = Objectives & Key Results for goal management
* **LEFT OFF HERE:** FINISHED BUSINESS LINGO
  + **LOOK AT COMPUTER SITES LIKE DELL … MUSEUMS OR OTHER WAYS TO RE-ORG CONTENT INTO DIFFERENT HIERARCHIES**

<https://knowledge.hubspot.com/playbooks/use-playbooks>: when they leave the site org, they spawn a new browser tab

* Also <https://characterlab.org/activities/three-good-things/>
* Also <https://www.ibm.com/services/process> (the new tab keeps the primary nav tabs … clicking deeper stays on the browser tab and introduces a new row of tabs below primary nav)

<https://go.forrester.com/research/playbooks/>: when they drill down to a specific Playbook, they don’t highlight where you are in primary nav

* Also <https://www.atlassian.com/team-playbook/plays?&type=leadership>
* Also <https://usabilityhub.com/product/design-surveys>

<https://about.google/products/?tip=weather>: when they get to a level of detail, they spawn a new browser tab  
  
<https://www.usability.gov/get-involved/blog/2013/11/creating-cross-channel-experiences.html>: when they switch site sections, they keep tabs and left nav and Breadcrumbs showing location in hierarchy (no easy Back)

<https://www.usabilitybok.org/breadcrumbs>: when switching sections, the LN and Breadcrumbs how location in hierarchy (no easy Back) … tabs are not highlighted

**additional research after send Naomi the items above**

* <https://www.metmuseum.org/art/collection/search/789632>: Exhibition is under Exhibition tab, when drill down to a particular piece you are under Art tab and a Back element is introduced, “Browse the Collection”
* <https://www.harryanddavid.com/h/chocolates-sweets-candy/caramels-toffees>: tabs are megamenus that take you to third-level pages … as you navigate around, the Breadcrumbs only show the third level category and no tabs or subtabs are highlighted
* <https://www.gourmetgiftbaskets.com/Gourmet-Meat-and-Cheese-Sampler-Deluxe.asp>: switching between third level pages updates the Breadcrumbs … no tabs are highlighted
  + In some cases, the Breadcrumbs indicate one item appears in more than one place in the hierarchy depending on how you got to the page, e.g., coming through Gifts for Men vs. Gift Baskets & Tours … see <https://www.gourmetgiftbaskets.com/Gourmet-Meat-And-Cheese-Sampler.asp>
* <https://www.euroventure.com/group-tours/search/da3a4c2aa8cadb3ac11e1312272148e6/>: can create or join an existing tour … no tabs, Breadcrumbs only show a link back to Home