|  |
| --- |
| KEY:  **bold = draft sent to Ross for review 01april**  *italics = draft ready for Tom à Michael review*  hot pink = new on 20april  blue = team review on 22april  <angled brackets = notes>  yellow highlight: important To Dos |

*AGENDA*

* *Flow changes*
* *Review all feedback*
* *Next Steps*
  + *defining relatedness between instances of content types*
    - Dan’s Methods to Phases XLS
    - tc do a content relationship network diagram (pending)
      * David: is a Template ever mapped to a Phase, maybe not!
    - Naomi prior: content genres (e.g., Plan Phase vs. content formats (e.g., Video)
  + Michael will do content inventory on HFE Sharepoint, looking for types of Resources … per my email to him
    - Videos
    - Case Studies
    - Pattern Library (this is a set of UI controls and displays that conform to some type of constraint ... such as controls/displays that are allowed in CPRS)
    - Toolkits/Playbooks
    - Tools
      * Checklists
      * Templates
    - Personas
    - Newsletters

WITH TEAM

* Be sure all artifacts match Dan’s Methods/Phase mapping
* schedule Naomi 1:1 for Thu/Fri … likely meet with small team daily until we get further, meet with Ross on Friday
* tc needs to nail down terminology describing Resource subsections/contentTypes
  + digest Toolkit/Playbook email from Ross today … contrast with VACI and “Training Packages”
  + Is a Checklist a Tool?
    - How does HFE define “Tool”?
    - Surveys, How-Tos, etc. à look at HFE and see if those instances can help us define related instances
  + What is a “Resource”?
  + For April, let’s define these content types and compare/contrast … properties, categorization
* Be careful using non-Methods from HFE Sharepoint … not all were vetted

1. Global header
   1. Glossary
   2. Help (???)
   3. Site Search <tc will tackle this ~~on Tue 21april~~, based partly on Teri’s scenario PPT>
   4. Add tag line next to logo. Header also should include the top navigation and that should appear on every page in the site.
2. Global footer
   1. Contact Us (email and phone)
   2. Feedback (in scope yet ???) If this is done, need a way to tell the users what type of feedback, e.g. is it related to website problems, or to the content, on the site or missing.
   3. Participate (in scope yet ???)
3. Home
   1. Hero image, text and Call-to-Action (CTA)- Recommend a shorter hero. Users need to scroll to see important page content. The hero could be 2 rows of faces. Important for both desktop and mobile experience.
   2. Intro to Training Packages section of site
      1. Link to Training Packages Overview
      2. Link to ~4 Training Packages, grouped by VHA Management vs. VA Staff
   3. Intro to other sections of site, with embedded text links to all site sections’ Overviews and some (???) subsections
   4. Featured Content or consider not using a word like Featured, which can be interpreted many ways, but something that explains why the items are “Featured”
      1. Based on what HFE wants to promote
      2. Based on popularity (e.g., page visits, time on page, downloads, +)
      3. Generic properties of Featured Content: Image, text and CTA
4. Fundamental Concepts
   1. Concepts Overview
   2. Generic Properties of Fundamental Concepts: NONE, free form text (???) Are these linked to the glossary definitions. Are they the same as the glossary definitions.
   3. Underlying Principles
      1. *What is UX*
         1. *Goals and tasks*
         2. *Subjective response*
      2. *Factors that impact UX*
         1. *Usefulness*
         2. *Accessibility*
         3. *Usability*
         4. *Effectiveness*
         5. *Efficiency*
         6. *Satisfaction*
      3. *Why should UX drive the design process?* 
         1. *Empathy*
         2. *Unarticulated needs*
         3. *Measurable outcomes*
   4. *Establishing Value & ROI*
      1. *Value proposition – this would be nice on the header, and can be expanded on here.*
      2. *Human-centered quality objectives*
      3. Related Content
         1. Generic properties of all Related Content
            1. Header Title 1

Description

Link 1A

Link 1Z

* + - * 1. Header Title N

Description

Link NA

Link NZ

* + - 1. Related Process Phases
      2. Related Methods
      3. Related Training Packages
      4. Related Resources <this would be broken down by Resource Type, e.g., Video & Case Studies>
      5. Featured Content
  1. Design Thinking
     1. *Prototyping and iteration*
     2. Multi-disciplinary
     3. Related Content
        1. Related Process Phases
        2. Related Methods
        3. Related Training Packages
        4. Related Resources
        5. Featured Content
  2. Other Subsections (???)

1. User Experience Process
   1. **Process Overview**
   2. Generic Properties of Phases
      1. Phase Title
      2. Introduction
      3. Objectives
      4. Benefits
      5. Process
      6. Activity Types
      7. Checklists
      8. References
      9. Clinical Examples
      10. Related Content
          1. Related Fundamental Concepts
          2. Related Methods
          3. Related Training Packages
          4. Related Resources
          5. Featured Content
   3. *Plan*
   4. *Understand*
   5. Specify
   6. Produce
   7. **Evaluate**
   8. Measure
2. Methods
   1. Methods Overview – Filter-able list of Methods
      1. Filter options for Methods
         1. Phase
         2. State of Current Design
         3. Required Expertise
         4. Level of Effort
      2. **Problem Statement**
      3. **Clinical Workflow Modeling**
      4. **Usability Testing**
      5. **Heuristic Evaluation**
      6. *Card Sorting*
      7. *User Interviews*
      8. Applied Cognitive Task Analysis
      9. Method candidates from HFE
         1. <Insert April list here>
      10. Method candidates from VACI
          1. Contextual Research
          2. Ethnographic Research
             1. Interviewing
             2. Observation
          3. Identify Patterns
          4. Storyboarding
          5. Rapid Prototyping
          6. Balanced Breakthrough Model <desirability, feasibility, viability>
          7. Create a Project Plan <outlining the project goals, needs of research, background, critical success factors and possible risks>
          8. Tracking Against Metrics
      11. Method candidates from Visionary
          1. Knowledge Elicitation
          2. Decision Model Notation
          3. Case Management Model Notation
          4. Unified Modeling Language
          5. Business Process Model & Notation
      12. Method candidates from NCPS
          1. Root Cause Analysis
   2. Generic Properties of Methods
      1. Method Title
      2. Description
      3. Required Expertise <same as “Required Expertise” from below>
      4. Level of Effort <is this the same as time requirements, both in individual hours and project days>
      5. Recommended Uses
      6. Outcomes
      7. Limitations
      8. Clinical Implications (???)
      9. Procedure (how-to)
      10. Glossary terms
      11. Artifacts
      12. Primary Phase
      13. ~~Secondary Phase(s)~~
      14. State of Current Design <this might only apply to Methods for Produce & Evaluate Phases>
      15. Properties suggested earlier (???)
          1. Strength of Evidence
          2. Problem Type, Complexity & Required Rigor
      16. Techniques
          1. Technique Title
          2. Description
          3. Procedure (how-to)
          4. Artifacts
      17. References Related Content
          1. Related Fundamental Concepts
          2. Related Process Phases
          3. Related Training Packages
          4. Related Resources
          5. Featured Content
   3. Design Methods
      1. <list of Methods>
   4. Testing Methods
      1. <list of Methods>
3. Training Packages
   1. Training Packages Overview
   2. Generic Properties of VHA Management & Staff Packages (???)
      1. Package Title
      2. Description
      3. Learning Objectives
      4. Time and Cost
      5. Pre-reads <need details on this, from Teri’s scenario PPT>
      6. Online vs. classroom vs. both
      7. Is coaching available … if so, contact info
      8. Related Fundamental Concepts
      9. Related Process Phases
      10. Related Methods
      11. Related Resources
      12. Featured Content
   3. VHA Management
      1. Understand the value of UX projects
      2. Establish UX competency in organization
      3. Review UX training options
   4. VHA Staff
      1. Join a UX project at its inception
         1. Track usability goals throughout project
      2. Join a UX project that’s already underway
      3. Perform a “Method Type” (e.g., testing Method) for a project
      4. Perform a particular UX Method for a project
   5. Personalized Training
      1. Filter options for Personalized Training
         1. (???)
      2. Filtered results
         1. Related Fundamental Concepts
         2. Related Process Phases
         3. Related Methods
         4. Related Resources
4. Resources
   1. Resources Overview
   2. Related Content for any Resource Type
      1. Related Fundamental Concepts
      2. Related Process Phases
      3. Related Methods
      4. Related Training Packages
      5. Related Resources
      6. Featured Content
   3. Videos
      1. Generic properties of Videos
         1. Video Title
         2. Time
         3. Source
         4. (???)
   4. Case Studies
      1. Generic properties of Case Studies
         1. (???)
   5. Pattern library
      * 1. Pattern name
        2. When used
        3. Restrictions on use
        4. Rules and/or behavior
        5. Example wire
        6. Example from actual site
   6. Toolkits <multiple content types, all within one Phase> (???)
      1. Generic properties of Toolkits (???)
         1. Toolkit Title
         2. Description
         3. Source <could be HFE>
   7. Playbooks Playbook – is a collection of techniques, methods, activities presented in order for a CAC to follow during the software development lifecycle.
   8. It differs from the Methods list, or search, or training, in that it is a curated set of activities, that recommend one or two methods per software development phase.
      1. Generic properties of Playbooks (???)
         1. Playbook Title – these are based on software development phases in conjunction with UXG process phases.
         2. Description
         3. Source <could be HFE>
      2. VACI’s “Designing for Veterans A Toolkit <!!!> for Human-Centered Design”
   9. Personas
      1. Generic properties of Personas
         1. Name, why use, when to use
         2. Role, detailed
         3. Service Era <non-VHA staff only>
         4. Patient Condition(s) <non-VHA staff only>
         5. Technology Adoption
         6. Source, detailed
      2. Filter options for Personas
         1. Role, high level
         2. Veteran’s Service Era
         3. Technology Adoption
         4. Source, high level
      3. Persona from live UXG site
      4. Personas from other sources (???)
   10. Newsletters
       1. Generic properties of Newsletters
          1. Newsletter Title
          2. Date
          3. Table of contents or other high level description of contents
   11. Other Resource Types (???)