UX Guide Website Proposal

RELEASE 1

Veterans Health Administration

Office of Health Informatics

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## Introduction

The User Experience (UX) Guide website was conceived as an organizational resource intended to enable positive user experiences with VHA health information technology (HIT) systems by promoting human-centered approaches to system design, development, assessment, and implementation. The HFE team plans to revamp, expand, and enhance the current UX Guide to promote the use and adoption of human-centered design practices within the VHA OHI and has asked the BAC team to support these efforts. Specifically, BAC has been asked to configure, design and develop a new UX Guide website, and manage the oversight of the content curation process.

After completing a Stakeholder Needs Assessment, which included five stakeholder interviews, meeting with the UXG Program Manager to discuss the various projects that have been conducted with HFE involvement that can apply to other similar efforts, doing an environmental scan of potential content and best practices, exploring current content collected by the HFE team (initial list of key terms and concepts, toolkits, playbook, HCD process objectives applied to various HIT project), it is evident that the UXG can be a collection of lots of useful information for several stakeholders.

BAC proposes developing a Proof of Concept (POC) of the UX Guide website a using an Agile development process across releases, in which the new content and features added in each subsequent release are prioritized and developed in a Kanban approach. This proposal details the work in the first release of the POC website with the vision that at least 2-3 more releases will be needed to get the content to the level that is of measurable value to the primary user groups.

## Objectives

Develop the Proof of Concept (POC) of the UX Guide website that has a design and the content that will promote HCD principles and can be utilized by health informaticists in the development of new IT features requested at VA Medical Centers. The content on the website will also serve educational events, like workshops, presentations, and other HFE led activities.

Three releases of the POC are envisioned as described below. **This proposal only details the outcomes to achieve in Release 1.**

### Release 1: 12/10/19 – 1/31/20

Duration: ~6 weeks (not including holidays)

The outcomes of Release 1 will be:

1. The utilization of AirTable to prioritize, plan, and manage UX Guide activities across releases. This tool will enable the UX Guide team to collectively scope work and quickly adjust to unforeseen complexities, in order to achieve objectives outlined for a release (including interim milestones and events). The tool will also enable the UX Guide team to track the development of UX Guide content being carried out by other teams.
2. An interactive prototype of the UX Guide using the WordPress Divi theme, and containing existing content and draft/mock-up content (with minimal new content). The prototype will be used to inform the UX Guide information architecture and explore visual design / layouts for various content types.
3. Development of a concept map, glossary of terms, and scripted descriptions of key concepts that will be used to create video snippets (production of video snippets is not included in this effort).
4. The design and utilization of AirTable for specifying UX Guide user needs and the context of use (based on ISO HCD standards). AirTable will be populated with existing knowledge and stakeholder assumptions about user needs and context of use, with the focus on the role of CHIO staff to improve the usability of VAMC health information system. This tool will support the planning and execution of user research activities.
5. Plan for Release 2 (and intended outcomes)
6. Propose options for:
   1. Managing the utilization and organizational impact of the UX Guide.
   2. Managing the curation of UX Guide content.
   3. Managing the development if UX Guide by volunteer groups (such as the Usability Toolkit group).
   4. Establishing a committee to guide strategy and promote usage

The UX Guide team will consist of

* Project manager (Scrum Master): David Clarke, PhD.
* UX Guide designer / developer: Eric Wald
* User Research leads: Alaina Wood, Dan Gajewski
* HF / UX / Technical Writing SMEs (as needed)

The size and complexity for Release 1 is expected to be: **size (13) x complexity (1) = FP (13)**

The size and complexity for Release 2 and 3 is expected to be comparable.

### Release 2: 2/1/20 – 2/29/20

Duration: ~4 weeks

Tentative objectives: Obtain user feedback on Release 1, revise and expand the design to include search interactions, and guidance for different user objectives, add HCD content, add links to external resources (identified by environmental scan conducted in UXG Stakeholder Assessment), review and assess Toolkit content, and integrate accessibility features appropriate for POC.

### Release 3: 3/2/20 – 3/31/20

Duration: ~4.5 weeks

Tentative objectives: Obtain user feedback on Release 2 content and accessibility, integrate site usage analytics data to measure the impact of the UXG, and develop (and maybe integrate) additional content for VISN 4 Workshop (planned for April-May timeframe).

## Known Limitations

From the discussions with the UXG Program Manager, the following limitations for this study have been agreed upon:

1. The use of Wordpress to create a POC using the Divi theme.
2. Conversion to a .gov domain is outside the scope of this effort.
3. Accessibility requirements will be limited to functionality provided by Wordpress.

## Assumptions/Dependencies

1. Airtable will be used to manage the tasks, content, and design features.
2. Release 1 activities are intended to instantiate an MVP version of the UX Guide website and assume that the following releases (2 and 3) are required to get a website that is measurably valuable to CAC end users.

## Risks

1. POC on Wordpress will not be acceptable to VHA even in the short-term.

## Concurrence

Collected via email, with signatures and date.

Concurrence indicates that both BAC team and the sponsor agree on the objectives of the study before work begins to ensure that the results of the study address program office needs, including timeline. Concurrence on this proposal by the Program Office is required before HFE proceeds with study planning and execution. It should be collected via email using language such as (this must be modified, depending on relationship to the Proposal Call).

Upon receipt of concurrence, the proposal document will be finalized by the addition of signatures collected via email.