1. Stakeholder Communications

Types of Stakeholders

- Web Team (daily)
- Working Group (monthly)
- Users (periodically)
- Executives & Directors (rarely)

The Week In Communications

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	Review call		Feedback call		Deliver	

How Might We Communicate?

- Email
- Basecamp
- Chat
- Screenshare
- Phone
- Video chat
- In person

Email

W3 Working Groups — Bearded (114 messages, 109 unread)

Search

Mailboxes | Inbox (1019) | VIPs | Sent (21) | Flagged | Drafts (44)

- Contractors
- Designers
- Front-End Dev
- Interns
- Kickstarter 36
- LinkedIn 12
- Quotes
- Redmine 89
- Sent
- Shopify 1
- spam 3966
- Speaking
- Ticket Tracking 378
- Trash
- Travel
- Tumblr 4
- Twitter 66
- Vendors
- W3 Working Groups 109
- What Comes Next I... 16
- Wood Type Revival 87
- Z Old Stuff

Sort by Date

Eric Portis 5/10/16
Victory laps and deep dives
Magick? Mitigate! I'll kick off with a quick PSA — if you're using ImageM...

Eric Portis 1/5/16
Happy New Year!
Happy New Year! As the newsletter wakes from its long winter's nap, let...

Simon Pieters, Jason Grig... 12/17/15
Creating Responsive Images (... 14 »
Hi For the last few weeks I have been doing research on creating responsi...

Duncan Wilcox 12/12/15
Responsive image issues
Hey there, I'm new to this list, trying to figure out responsive images as I...

Daniel Abril, Simon Bächle... 12/11/15
Fluid Image properties 5 »
Hi Currently the picture tag and img srcset only swap out images comple...

Eric Portis 11/24/15
Big numbers
Big numbers picture support ships to 120 million Windows 10 users A few...

Eric Portis 11/2/15
Tool Time
Tool Time If I've had a mantra in this newsletter for the past few months, i...

Jason Grigsby, Paul Desc... 10/28/15
responsive imaging 4 »
Hi there, I'm not sure what the current status of responsive imaging is. I've...

Eric Portis May 10, 2016 at 12:58 PM
To: public-respimg@w3.org
Resent-From: public-respimg@w3.org
Victory laps and deep dives

EP

Magick? Mitigate!

I'll kick off with a quick PSA — if you're using ImageMagick on a server *and* accept user uploads *and* haven't heard about "ImageTragick", then panic, because your site is vulnerable to a zero-day exploit. Take steps!

Have I mentioned that we did it?

I don't "ICYMI" often. But when I do, it's because every responsive image feature is now supported by every browser.

The news was even better than I reported; turns out, Safari's shipping `picture` implementation *does* respond to viewport changes and *doesn't* double-download in the test case that I lazily linked to without actually, you know, checking. Yay!

Bruce "Strawman" Lawson (the man who first put the word "picture" between angle brackets) took a well-deserved victory lap over on the Opera blog, re-capping and reflecting on the achievement.

And our Chair, Mat Marquis, recently appeared on the Responsive Web Design podcast to discuss who, what, why-is-it-still-around, and what's next for the RICG.

It's dangerous to go alone!

Martin Auswöger wrote a respimg linter! "Linter" doesn't quite capture all of the things that this little bookmarklet does, though — in addition to checking for syntax errors (as the ever-helpful HTML5 validator does), it actually loads your images across a full gamut of viewport sizes, and will raise the alarm if, say, your `sizes` is lying about the actual layout size of your image, or if it looks like you're trying to kludge art-direction using `srcset`. I ran it across a few of my own pages, and the results were, uh, alarming. Bookmarklet bookmarked.

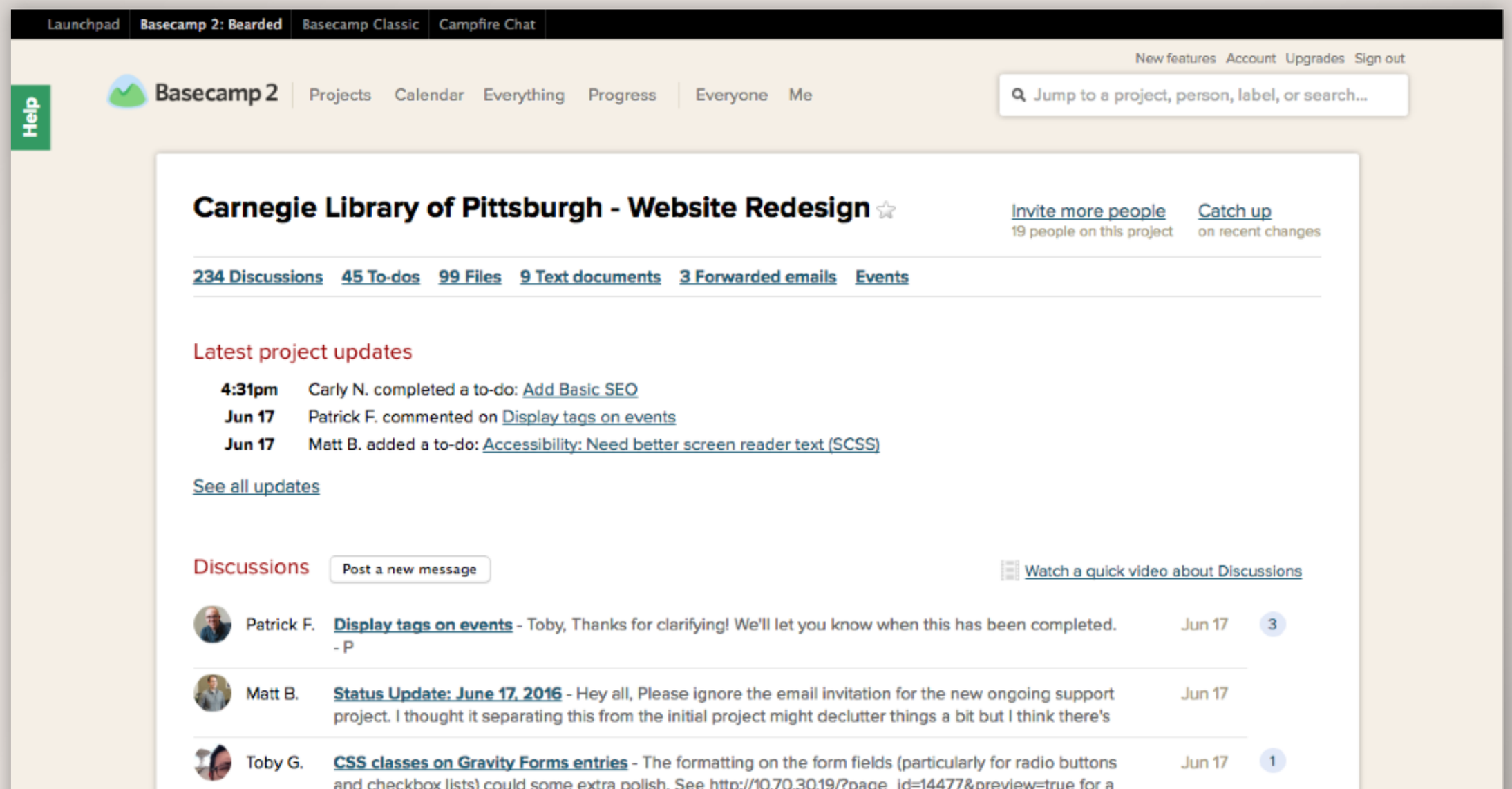
Down 'n nerdy with image formats

Colt McAnlis, developer advocate at Google, is writing a book on image compression and has recently published a few articles on the subject, explaining how the JPEG and PNG compression algorithms work, and suggesting a plethora of tools and techniques for

Email

- Asynchronous
- Files
- Visuals
- Actually, you know what?
- DON’T USE EMAIL BECAUSE EMAIL

Basecamp


Launchpad
Basecamp 2: Bearded
Basecamp Classic
Campfire Chat
New features
Account
Upgrades
Sign out
Help
Basecamp 2
Projects
Calendar
Everything
Progress
Everyone
Me
Jump to a project, person, label, or search...
Carnegie Library of Pittsburgh - Website Redesign
Invite more people
19 people on this project
Catch up
on recent changes
234 Discussions
45 To-dos
99 Files
9 Text documents
3 Forwarded emails
Events
Latest project updates
4:31pm Carly N. completed a to-do: Add Basic SEO
Jun 17 Patrick F. commented on Display tags on events
Jun 17 Matt B. added a to-do: Accessibility: Need better screen reader text (SCSS)
See all updates
Discussions
Post a new message
Watch a quick video about Discussions
Patrick F. Display tags on events - Toby, Thanks for clarifying! We'll let you know when this has been completed. - P Jun 17 3
Matt B. Status Update: June 17, 2016 - Hey all, Please ignore the email invitation for the new ongoing support project. I thought it separating this from the initial project might declutter things a bit but I think there's Jun 17
Toby G. CSS classes on Gravity Forms entries - The formatting on the form fields (particularly for radio buttons and checkbox lists) could some extra polish. See http://10.70.30.19/?page_id=14477&preview=true for a Jun 17 1

Basecamp

- Asynchronous
- Highly structured
- Files
- Visuals
- Task assignment
- Scheduling
- Documented

Chat

Slack

Carnegie Librar...
Matt Griffin

YOUR CHANNEL
website_dev

DIRECT MESSAGES (9)
slackbot
Brett Bender
Dominic Tiberio
Gabriel Smith Moreno
Toby Greenwalt

website_dev
8 members

Search

June 7th

Brett Bender 3:06 PM
so you are never going to get any faster than 500-600ms anyway on the library site (i wouldn't think)

Gabriel Smith Moreno 3:07 PM
But since then we configured wp-supercache and did some changes in the SQL conf file and it made a huge diff

Brett Bender 3:08 PM
Yeah, gotta cache everything possible.

You may be able to use asynchronous js loading for jquery

and modernizr.

Gabriel Smith Moreno 3:09 PM
Interesting. Yes. Would you like to make those small two changes on your end?

We can handle browser caching and possibly gzipping svgs

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Seems like most js files get included through wordpress somehow, I can research how to get them to be included asynchronously, but its not as simple as adding the `async` attribute to the html

I did add `async` for modernizr in the header though.

Gabriel Smith Moreno 3:18 PM
Ok cool. In terms of your time spent on this stuff it's not really my call. I thought it might be a quick fix. So I would clear it with Toby or whom ever to see if it's worth it.

Thanks again for all your help Brett

Always appreciated

Brett Bender 3:59 PM
Yeah certainly.

Chat

- Asynchronous & synchronous
- Unstructured
- Files
- Visuals
- Documented

Screenshare

Schedule a WebEx Meeting - Cisco WebEx Meetings

https://meetings.webex.com/collabs/#/meetings/schedule?triggerURL=%2Fhome&from=home

Save 20% on your WebEx Subscription!
Upgrade to a yearly prepaid subscription and pay 20% less.

Bearded 0 | Home | Meetings | Files | Contacts | Search | Cisco webex

Downloads | Help | Feedback | Change Plan

Schedule a WebEx Meeting

* What: Bearded's WebEx Meeting

* When: 6/20 5:00 pm Length: 1 hr 0 min

Recurrence: None

Who: Enter email addresses or names.

Add Alternate Location (optional)

Agenda (optional) 1200 characters left

Files | Attach Files

No files attached.

Meeting Password (optional)

Screenshare

- Synchronous
  - Visuals
  - Motion

Phone

Phone

- Synchronous
- Emotional tone

Video chat

Video chat

- Synchronous
- Emotional tone
- Expression, gestures
- Visuals

In Person

In Person

- Synchronous
- Emotional tone
- Expression, gestures
- Touch
- Visuals
- Physical collaboration

Asynchronous Methods

- Documentation
- Resource hub
- Ongoing communication
- Across time-zones

Synchronous Methods

- Immediate
- Emotional, physical elements
- Collaborative
- Relationship-building

Method	Documented	Hub	Ongoing	Time Zones	Immediate	Emotive	Collaborative	Trust
Email	?	✗	?	✓	✗	✗	✗	✗
Basecamp	✓	✓	✗	✓	✗	✗	✗	✗
Chat	✓	✗	✓	✓	✗	✗	✗	✗
Screenshare	✗	✗	✗	✗	✓	✓	✗	✗
Phone	✗	✗	✗	✗	✓	✓	✗	✗
Video Chat	✗	✗	✗	✗	✓	✓	✗	✗
In Person	✗	✗	✗	✗	✓	✓	✓	✓

The Decision Phone Call

You’ve just finished a phone call with a key stakeholder where you’ve agreed to change scope on the project.

What would be a good way to follow up on the call and why?

Basecamp (Documentation)

Bearded Internal: Post a ne

Matt

Basecamp LLC [US] https://basecamp.com/1895837/projects/648510/messages/new

Launchpad | Basecamp 2: Bearded | Basecamp Classic | Campfire Chat

New features Account Upgrades Sign out

Help

Basecamp 2 | Projects | Calendar | Everything | Progress | Everyone | Me

Jump to a project, person, label, or search...

Bearded Internal

Scope change follow-up

Bold | *Italic* | Bullets | Numbers | Quote

I'd like to follow up on our phone call to summarize the decisions that were made:

- We're changing the scope by eliminating the events feature
- Instead we'll do another round of usability testing on the purchasing workflows

Best,

MG

Quick Check In

You want to ask a team member for help with something you're stuck on, but you don't want to interrupt them while they're busy with their own work.

What would be a good way to ask for help and why?

Chat (Quick, Asynchronous)

Slack

Carnegie Librar...
Matt Griffin

YOUR CHANNEL
website_dev

DIRECT MESSAGES (9)
slackbot
Brett Bender
Dominic Tiberio
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Always appreciated

Brett Bender 3:59 PM
Yeah certainly.

Things are Tense

It’s getting towards the end of the project and everyone seems tense. The comments on Basecamp and chat seem terse. It’s possible the project stakeholders are upset, but you don’t know why.

What would be a good way to check in and see what’s bothering them?

Phone (Emotional Tone)

Let’s Begin!

It’s the beginning of the project, and your team doesn’t have a lot of experience with the project stakeholders. Some you’ve never worked with, others you haven’t seen in a while.

What would be a good way to start the project on the right foot and develop consensus on the project before you begin?

In Person (Physical Collaboration)

2. Scoping & Requirements

Coping with Scoping

- Scoping is difficult
- You never know if you're right until after the project
- Every week you know more than the one before
- Begin with a sketch of scope
- Increase scope fidelity as you go along
- Hold off on details until the last responsible moment
- Scoping is a collaborative process

Interviews & Research

- What is PCT's mission?
- Who uses trustarts.org? Do you have a sense of who the audience is? Are there distinct types of users?
- What can't change about the website? What needs to change?
- Are there problems you've noticed with the current website — things that are difficult for external or internal users?
- What are the most important types of information on culturaldistrict.org?
- What role does culturaldistrict.org play in PCT's business?
- Have you gotten any feedback on incorporating donations into

Research

- Content audit
- Competitor analysis
- Analytics review
- Materials review

Personas

"I always keep an eye out for new cookbooks to try."

Emily Enthusiast
Nonprofit Program Manager
Age 27

"I want to do something fun after school."

James Explorer, Jr.
Sixth Grader
Age 12

"I'm looking for answers to some really specific questions."

Rachel Researcher
Graduate Student
Age 24

"I want to get a job, but it's been 20 years."

Rhonda Resource-Seeker
Unemployed
Age 56

"I want my daughters to love reading."

Diego Dad
Contractor
Age 41

"I'm dying to get my hands on the new Kate Atkinson novel."

Brianna Bookworm
Accountant
Age 32

User Actions

"I'm dying to get my hands on the new Kate Atkinson novel."

Brianna Bookworm
Accountant
Age 32

Brianna loves books. At any given time, she's reading three novels and is on the waiting list at the library for two more. She organizes a monthly book club and is always on

Goals

- Find books she and her book club friends will love
- Find a specific book she's

High-level Scope

Must Haves

Catalog integrations:

Will utilize either VuFind / einetwork or Sierra / Syndetics / Overdrive APIs to pull data from the materials catalog into the CLP site.

• CLP site can pull in book covers and information via the API to display on views

• Allows for the the aggregation of materials into groupings such as reading lists. These may be manually curated (e.g. “Our Favorite Books For Summer”), automatically generated

Nice To Haves

Remote access to databases

One user authentication would allow access to all research databases, though database access would still be off-site.

SEO plugin

Adds additional fields to content types for search engine indexing purposes.

Sierra Login

Logging in on the CLP site will transfer credentials to Sierra for a more seamless user experience. (Fallback is

Must Have

Features we cannot launch without.

Event management

Will likely use a third-party service with good Wordpress integration such as Eventbrite, Nvite, or SquadUp, or a WordPress plug-in such as Events Manager Pro.

- Must fulfill CLP's top event management requirements
- Analytics must sufficiently track user data
- May require library card number log-in, or email address correlation to library card number-based user accounts.

Nice to Have

Features we'd like to have, but may not have time for.

Donations API Integrations

Blackbaud API or WP integration allowing the native display of donation forms on the CLP Wordpress site.

Future Features

Features we will not address on this project.

LiveChat

Though implementation of the current LiveChat is relatively trivial, it’s not an implementation that would mesh well with an RWD redesign. If LiveChat is deemed useful to users, an RWD redesign would eventually be desirable.

Sprint Schedule

Week	Focus
Week 1	• Kick off meeting • Stakeholder / user interviews • Research • Site map
Week 2	• Group A content models • Group A sketching
Week 3	• Group A responsive HTML / CSS wireframes
Week 4	• Group B content models • Group B sketching • Group B responsive HTML / CSS wireframes
Week 5	• Group C content models • Group C sketching • Group C responsive HTML / CSS wireframes
Week 6	• Group D content models • Group D sketching • Group D responsive HTML / CSS wireframes
Week 7	• Wireframe usability testing • Low-fi mock-ups
Week 8	• Group D responsive HTML / CSS design comps
Week 9	• Group D responsive HTML / CSS design comps

Sprint Schedule

- A sprint is a unit of time in which we attempt to accomplish a set of goals
- At Bearded, that unit of time is one week
- At the end of a sprint we deliver what we've accomplished regardless of what it is

Sprint-based Feature Definitions

Feature: Event Manager

- [ ] Event Calendar Pro plugin install
- [ ] Community events
- [ ] Post author (admin display only)
- [ ] Event locations
- [ ] Event organizers
- [ ] Category taxonomy
- [ ] Recurring events
- [ ] Public events

Feature Tickets

Launchpad | **Basecamp 2: Bearded** | Basecamp Classic | Campfire Chat

New features Account Upgrades Sign out

Help

Basecamp 2 | Projects | Calendar | Everything | Progress | Everyone | Me

Jump to a project, person, label, or search...

Carnegie Library of Pittsburgh - Website Redesign

From the to-do list: Feature: Event Manager

☐ Event locations

Edit
Delete...
Move...

Discuss this to-do

Matt Griffin
Toby, can you post a few examples of real content for locations from existing events here?
Posted on Oct 27, 2015, updated less than 10 seconds later – Edit or Delete

Matt Griffin
Locations will also need to be tied to a locations taxonomy for filtering.
Posted on Oct 27, 2015 – Edit or Delete

Toby Greenwalt
http://www.clpgh.org/events/details.cfm?event_id=134020
http://www.clpgh.org/events/details.cfm?event_id=133088
http://www.clpgh.org/events/details.cfm?event_id=133917
Posted on Oct 27, 2015 – Edit or Delete

Path to Scope Definition

1. Interviews & Research
2. Personas
3. User actions
4. High-level scope
5. Sprint schedule
6. Sprint-based feature definitions
7. Feature tickets

3. Design Materials

When Do We Use What?

- Different tools have different uses
- Some steps almost always follow others
- Some tools are at the designer's discretion

UX Materials

Workflow Diagrams

1: Teacher Creates Assessment

Set-up:
- Initiate new quiz
- Name quiz

→

Filtering to desired content:
- Grade level (default but can be edited)
- Subject (default but can be edited)
- Reporting category [5]
- Assessment anchor (only if there is more than one) [1-3]
- Eligible content [1-7]

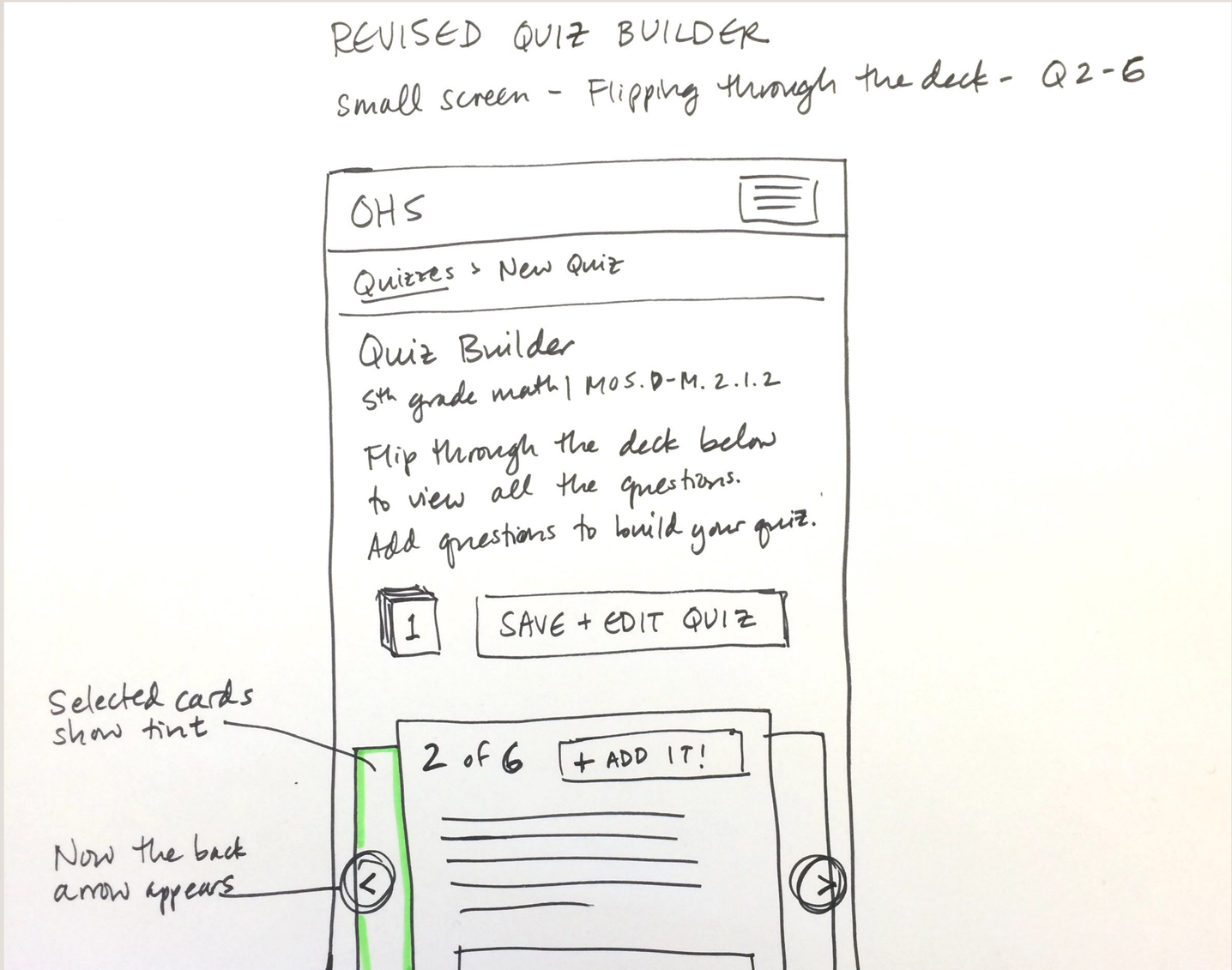
→

Select Questions:
- View recommended quiz(zes) - this can happen at any level (reporting category, etc.)
- Create custom quiz:
  - Select questions (no max) - from one Eligible Content at a time. Should see DOK here.
  - Delete questions
- Finish making the quiz

→

Finalize:
- The quiz is saved to “My Tests”
- Select it again to decide who gets the quiz
- Decide how the quiz is given (live or take-home)
  - Logged in students now see the quiz
- Open the quiz room to allow students to join
- Generate code for ad hoc students to be added to quiz (does this happen automatically?)

Sketches


REVISED QUIZ BUILDER
small screen - Flipping through the deck - Q2-6
OHS
Quizzes > New Quiz
Quiz Builder
5th grade math | MOS.D-M.2.1.2
Flip through the deck below to view all the questions.
Add questions to build your quiz.
1
SAVE + EDIT QUIZ
Selected cards show tint
2 of 6
+ ADD IT!
Now the back arrow appears

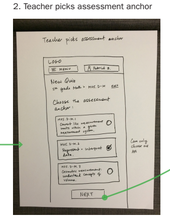
Sketch Workflows

OHS Workflow: Teachers

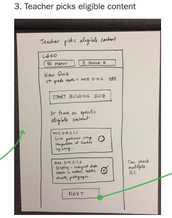
Teacher creates a quiz

1. Teacher starts creating a quiz

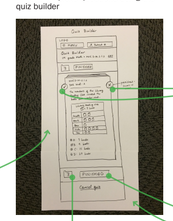
2. Teacher picks assessment anchor



3. Teacher picks eligible content



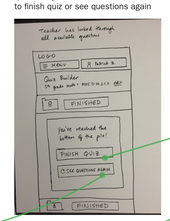
4. Teacher picks questions using the quiz builder



4a. Next question [Repeats as long as there are new questions]

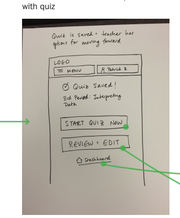
4b. Review chosen questions by swiping through them one-by-one

5. [If teacher looks through all questions] Teacher chooses whether to finish quiz or see questions again



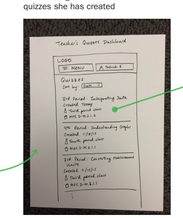
6. Teacher names and saves quiz

7. Teacher decides how to proceed with quiz

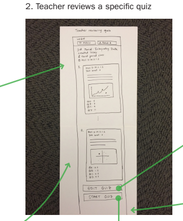


Teacher reviews quizzes

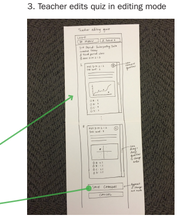
1. Teacher gets an overview of all the quizzes she has created



2. Teacher reviews a specific quiz



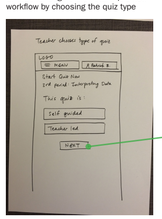
3. Teacher edits quiz in editing mode



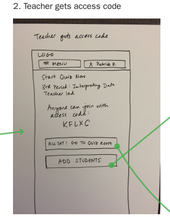
Teacher begins "Start quiz now" workflow

Teacher starts quiz

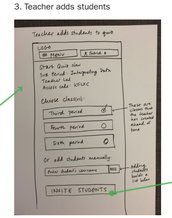
1. Teacher begins the "start quiz now" workflow by choosing the quiz type



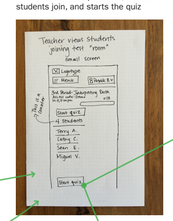
2. Teacher gets access code



3. Teacher adds students

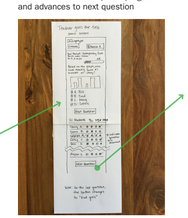


4. Teacher enters quiz room, watches students join, and starts the quiz



Teacher leads quiz in class

5a. Teacher watches quiz in progress and advances to next question



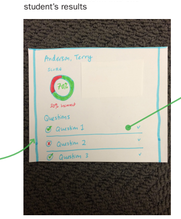
5... Next question [Repeats as long as there are new questions]

On the last question, the button changes to "End quiz"

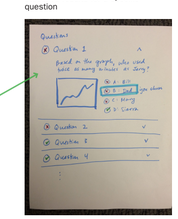
Teacher views results

1. Teacher views results overview

2. Teacher drills down into one student's results

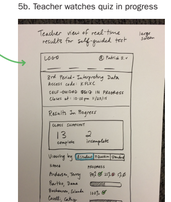


3. Teacher drills down into one student's results for a specific question



Teacher views self-guided quiz

5b. Teacher watches quiz in progress

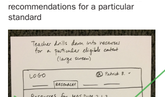


When quiz is complete, this view turns into the results view

Teacher views resources

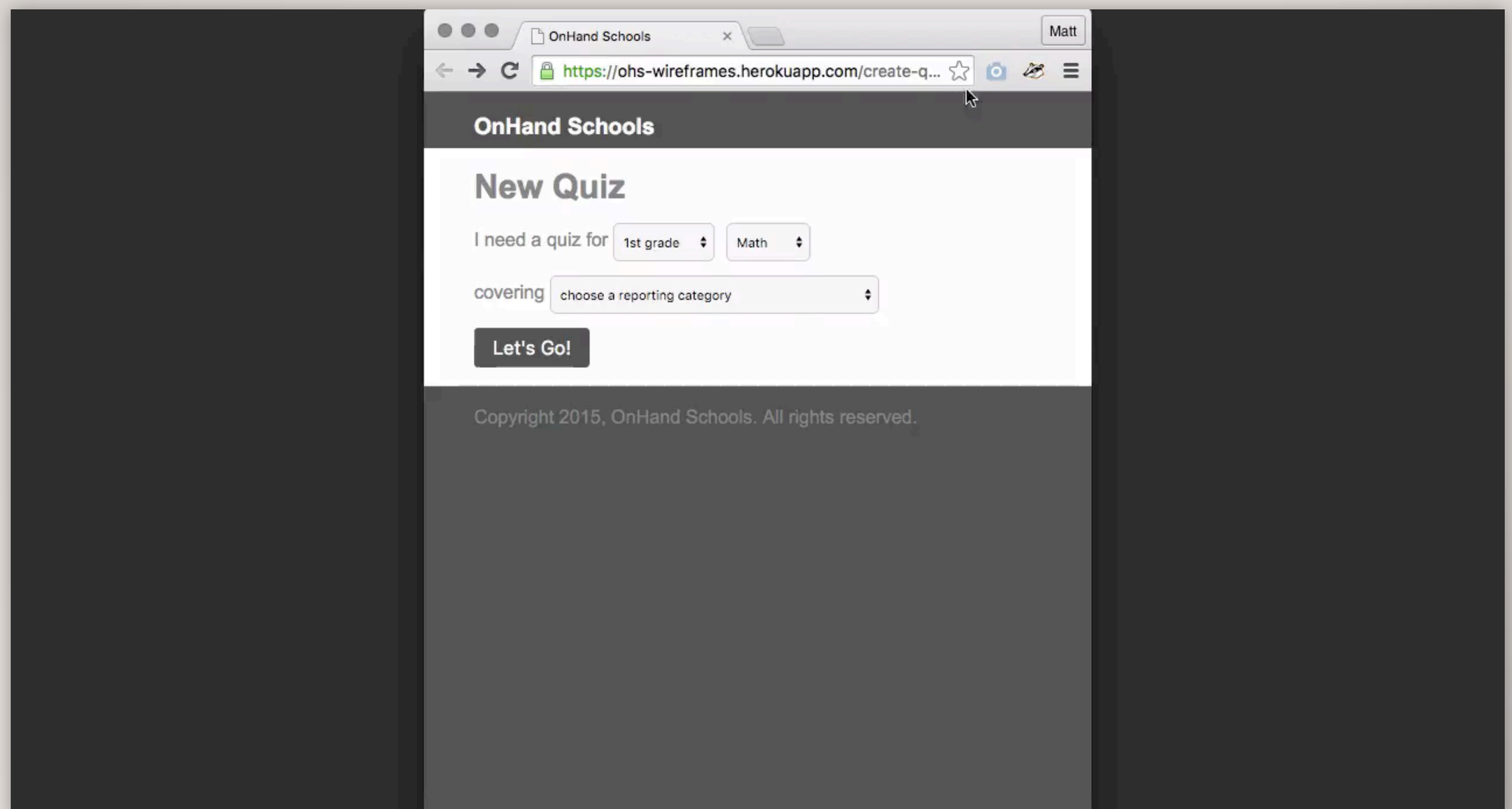
1. Teacher views resources overview

2. Teacher drills down into resource recommendations for a particular standard



3. Teacher sends resources to student(s)

Wireframe Prototype



HTML Wireframes

index.haml — clp-wireframes

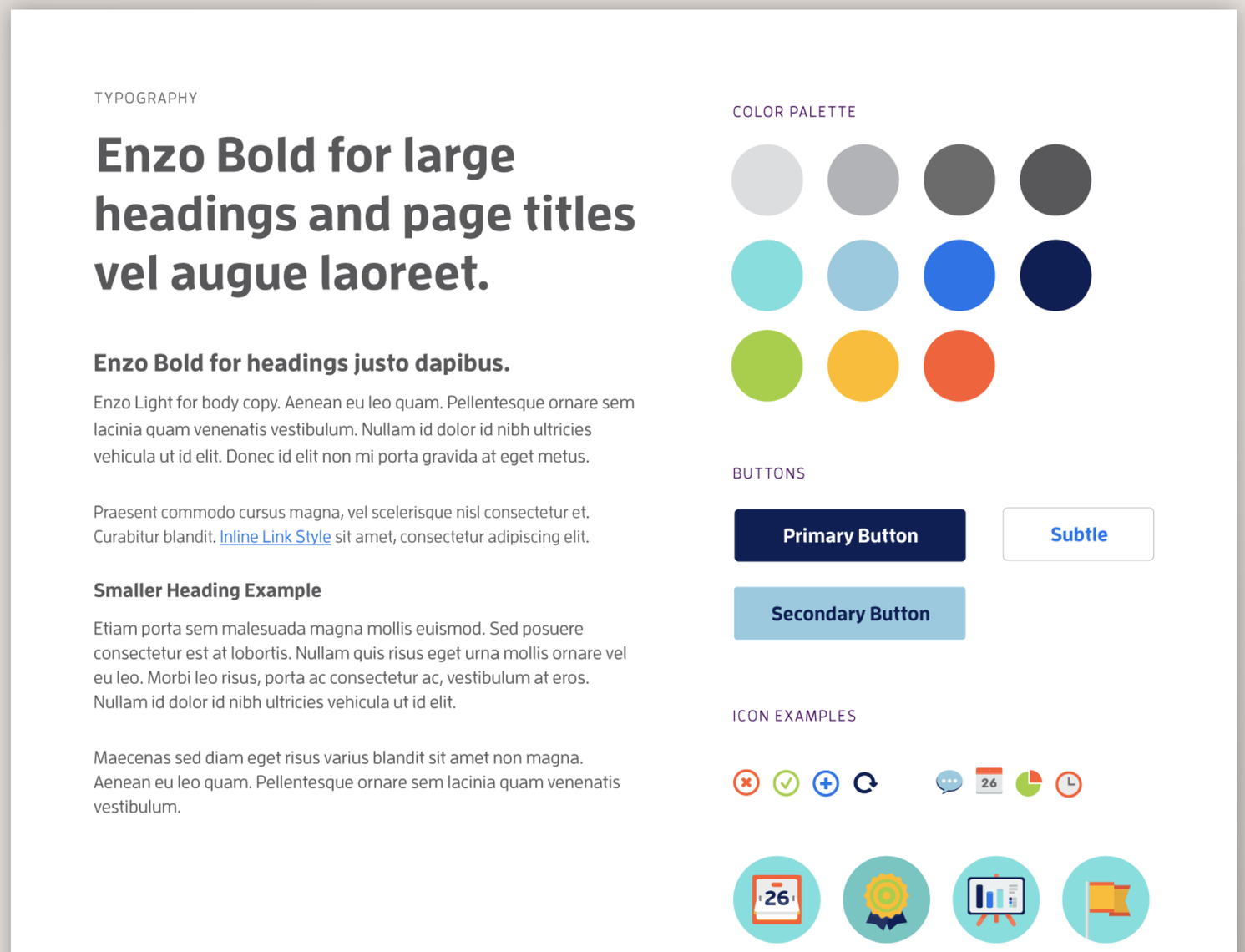
FOLDERS

- clp-wireframes
  - bower_components
  - data
  - node_modules
  - source
    - assets
    - events
    - layouts
    - locations
    - partials
    - pattern-library
    - press
    - staff-picks
    - contact.haml
    - favicon-@2x.ico
    - favicon.ico
    - index.haml
    - internal.haml
    - kids-teens-overview.haml
    - overview.haml
    - search.haml
    - sitemap.haml
    - table.haml
  - .bowerrc
  - .gitignore
  - bower.json
  - config.rb
  - config.ru
  - Gemfile

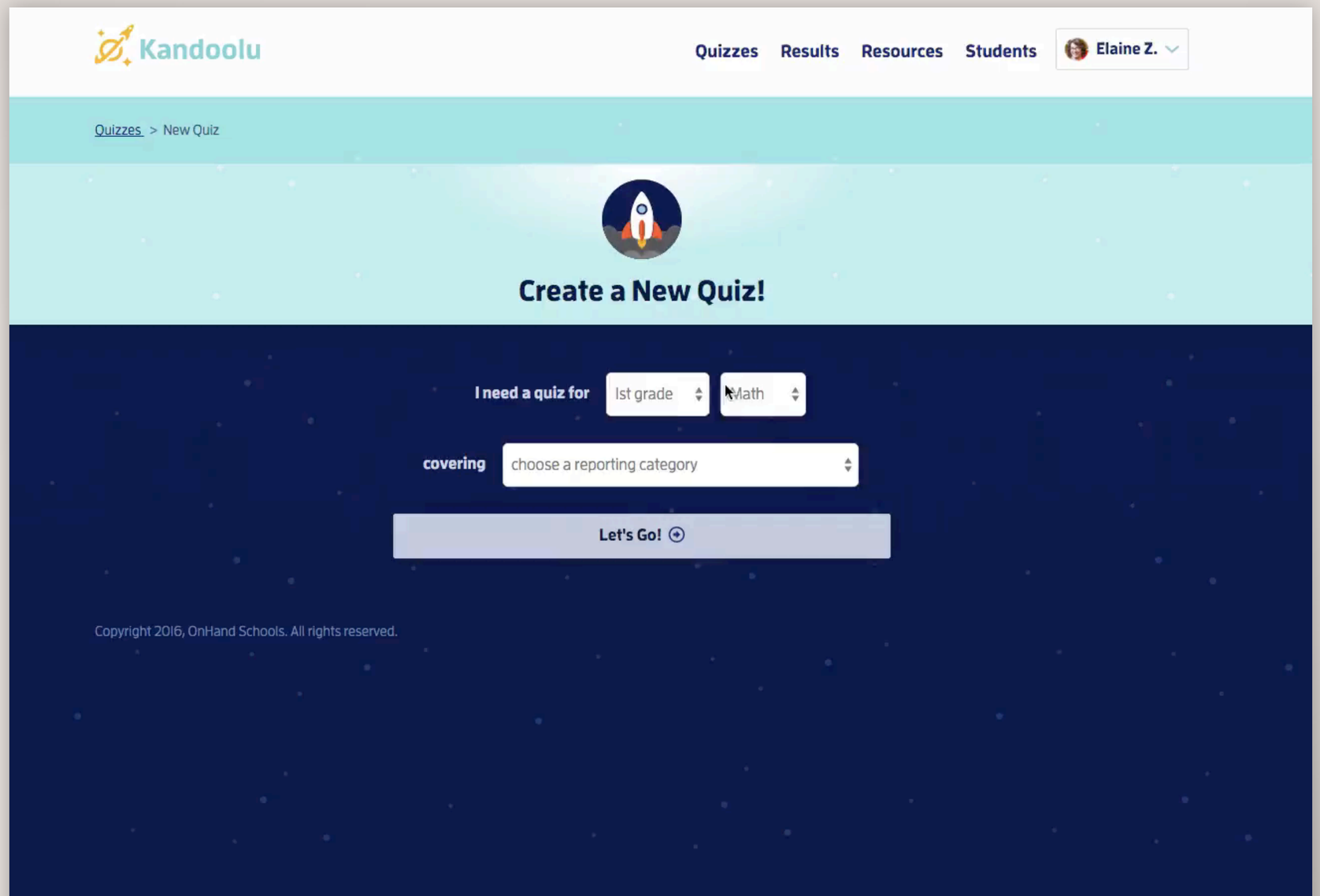
```
%section.events-wrapper
  .container

    %section.event-group.section-container
      %h3.section-title
        = link_to '/events' do
          Events
          %span.icon-title-link-arrow
      %article.event.featured
        = link_to '/events/detail' do
          = image_tag '/assets/images/homepage-storytime.jpg',
            class: 'event-image'
          .event-description
            %section.location
              Carrick
            %h4.title
              Storytime: Toddler and Preschooler Tales
            %time.start-time{datetime: '2015-9-15 18:00'}
              %span.date Tues, Sept 15
              %span.time 6:00 PM

      %article.event
        = link_to '/events/detail' do
          = image_tag '/assets/images/homepage-neverland.jpg'
```

UI Materials

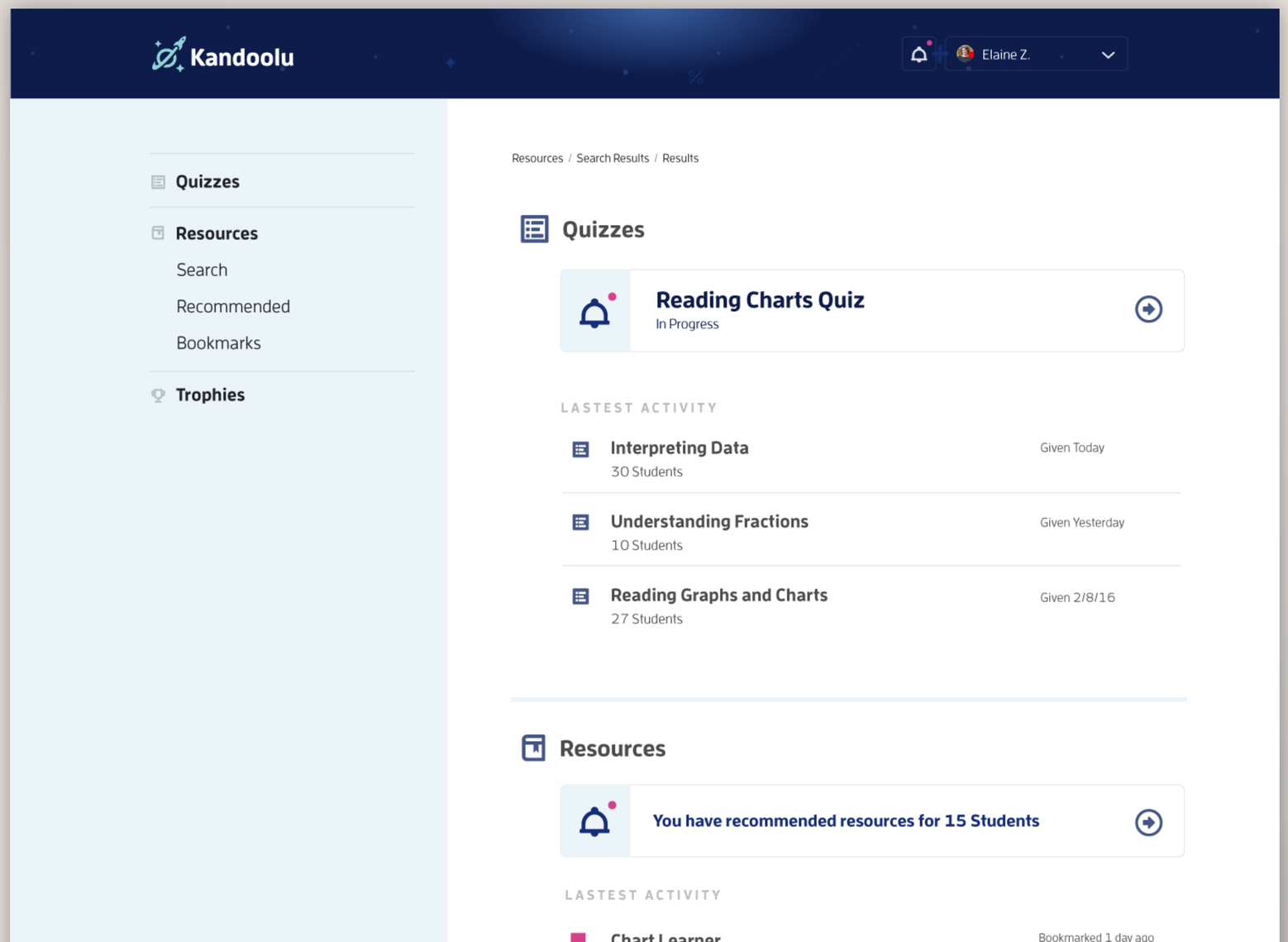
Element Collages



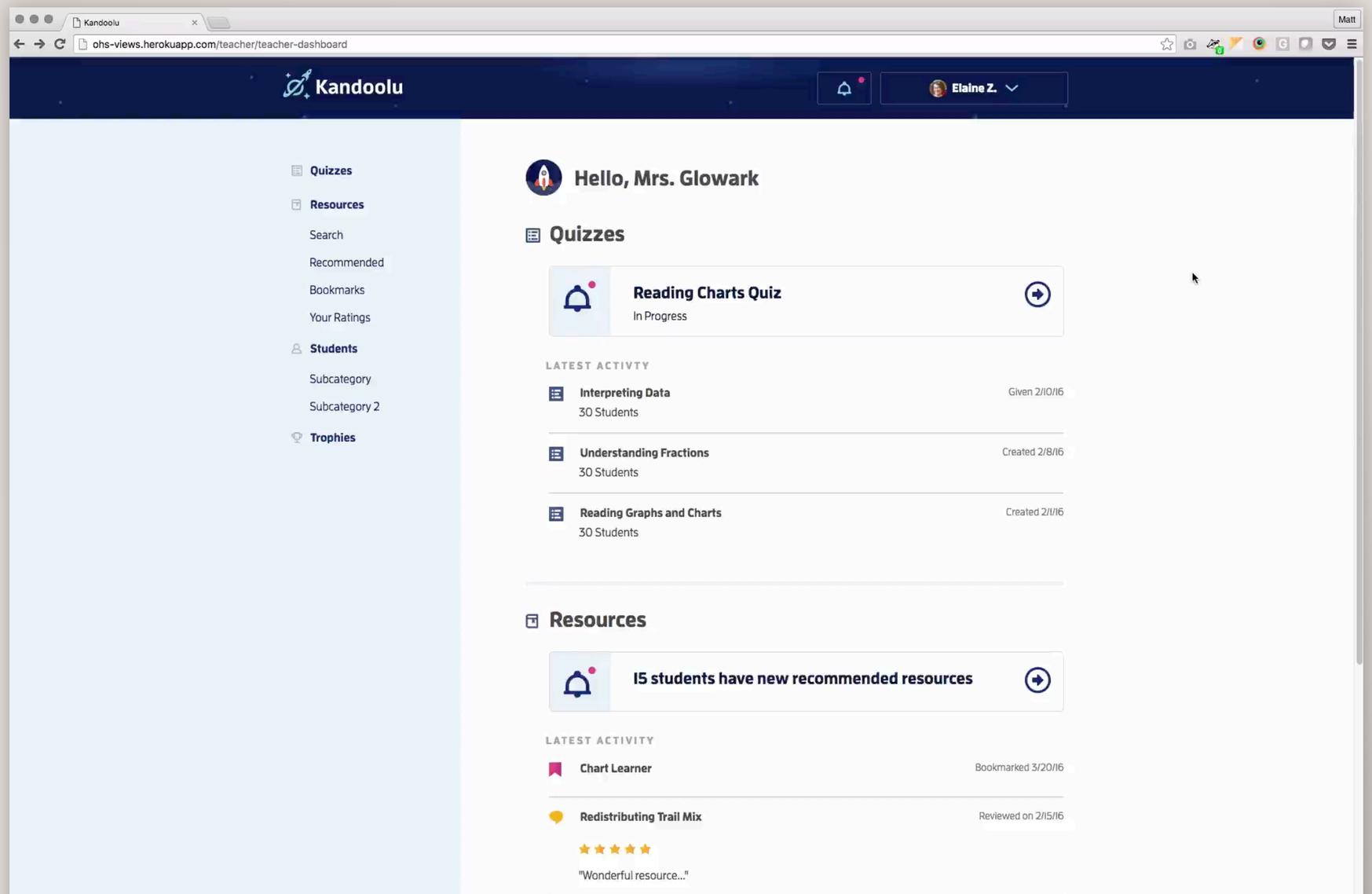
Design Prototypes



Static Comps



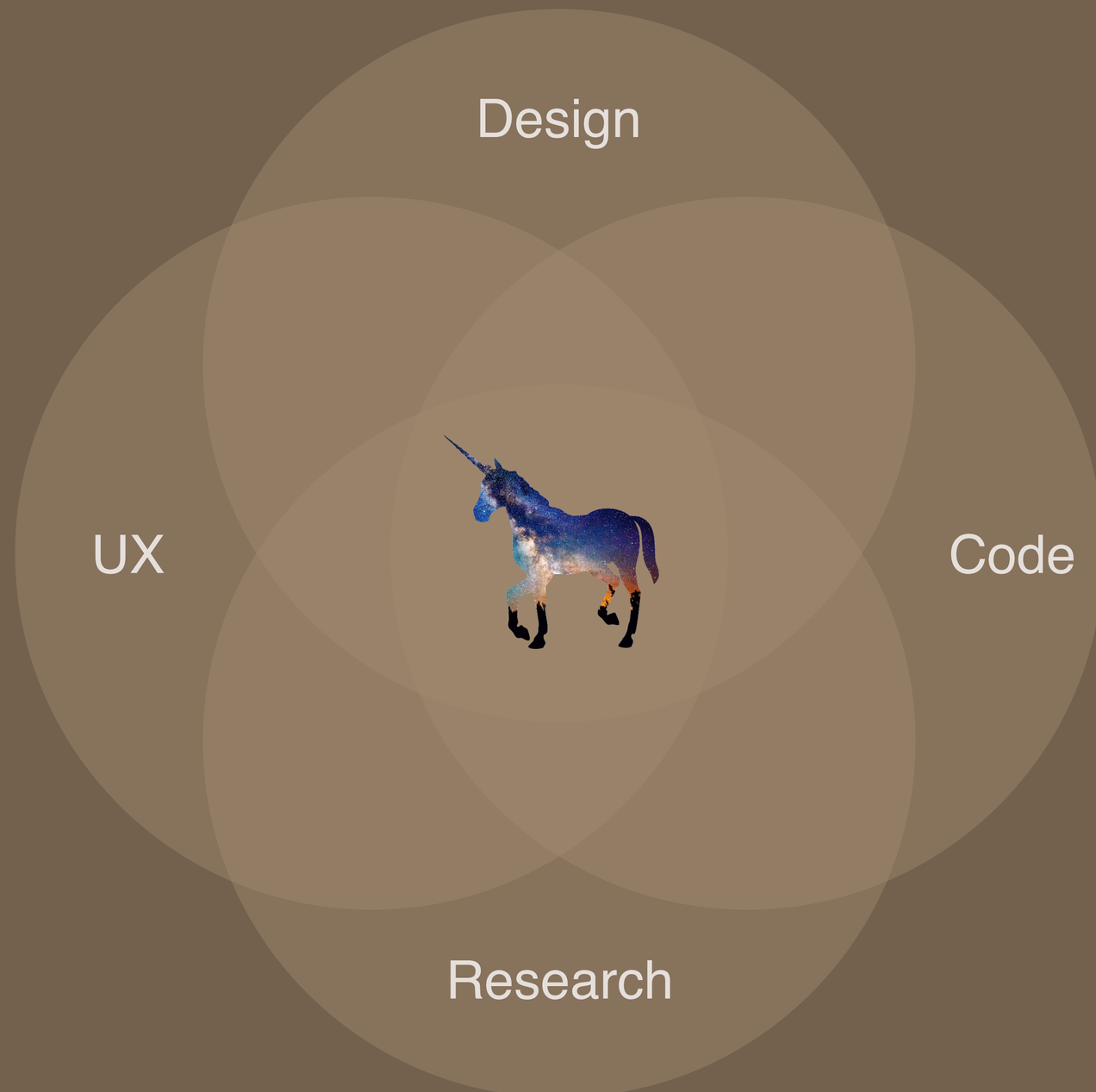
Design Prototypes



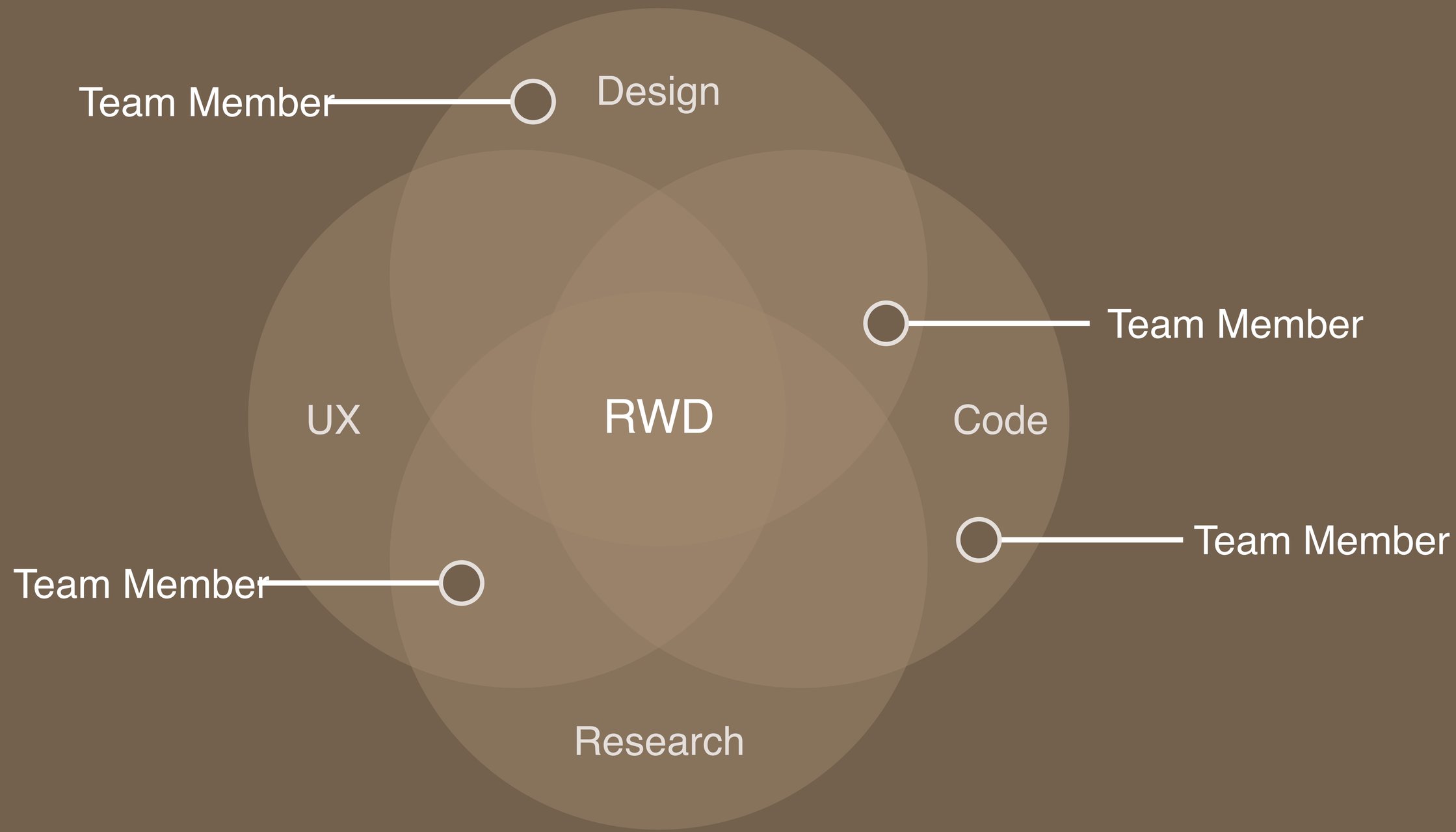
Design Materials

- Workflow diagrams
- Sketches
- Sketch workflows
- Wireframe prototypes
- Element collages
- Static comps
- Design prototypes

4. Change Is Hard, Why Bother?


Design
UX
Code
Research

If Not Unicorns, Then What?


Team Member
Design
Team Member
UX
RWD
Code
Team Member
Team Member
Research

What Does Collaboration Get Us?

- Happy clients
- Happy team
- Greater efficiency
- Better quality product

5. Changing Your Organization

What collaborative techniques are you most excited about bringing back to your organization?

What’s your organization’s process for incorporating new tools and techniques?

What are your biggest obstacles to bringing these new processes in-house?

Q&A

http://bit.ly/1RAe5Qt

Break

15 min

BUILT
BY BEARDED