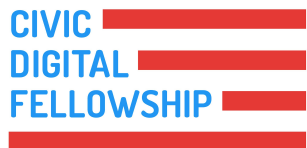


TRANSFER INFORMATION PORTAL

Foreign Service Institute

Celia Lee — Project Manager to the Agency CIO

Stefano Rivolta — Program Manager (School of Applied Information Technology)



KRISTY LIAO

Cornell University
Computer Science

JACK STONE

Harvard University
Computer Science
& Philosophy

GIANNA USON

Brown University
Computer Science

PROBLEM

After getting their post assignments, diplomats **cannot easily find and access the information they need** for the transfer process.

This information is **scattered across the State Department intranet**.

~15,000 diplomats serving at **265** posts worldwide.

INITIAL FINDINGS

“There are too many portals for me to keep track of.”

“I didn’t know where to begin finding all of the information.”

SOLUTION

Transfer Information Portal (TIP)

A centralized site to access all relevant transfer materials from across the State Department.

TIMELINE

Completed User Interviews

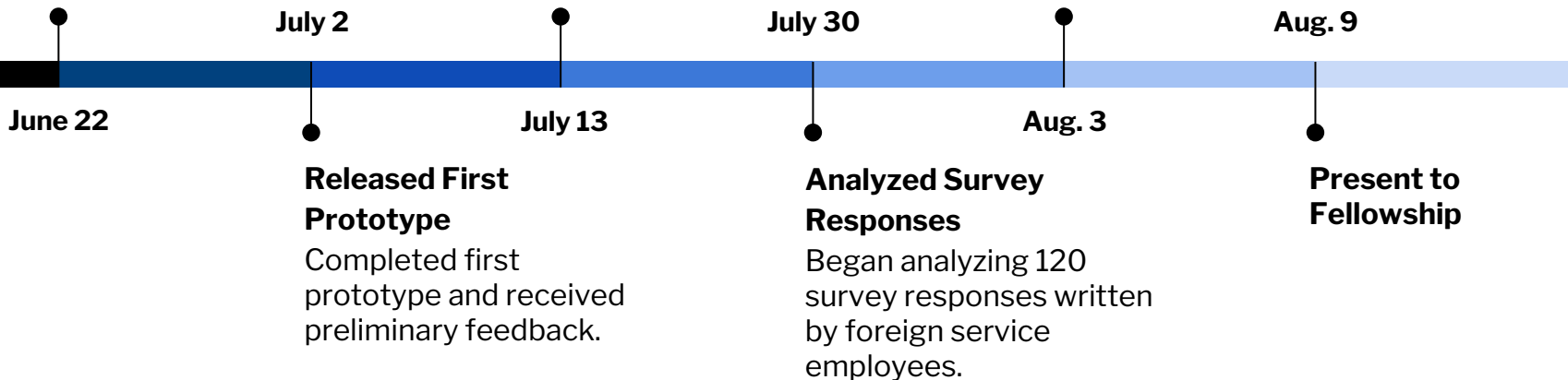
Mostly with foreign service officers (FSOs).

Began Second Prototype

Created a Google survey to gather further info about the transfer process.

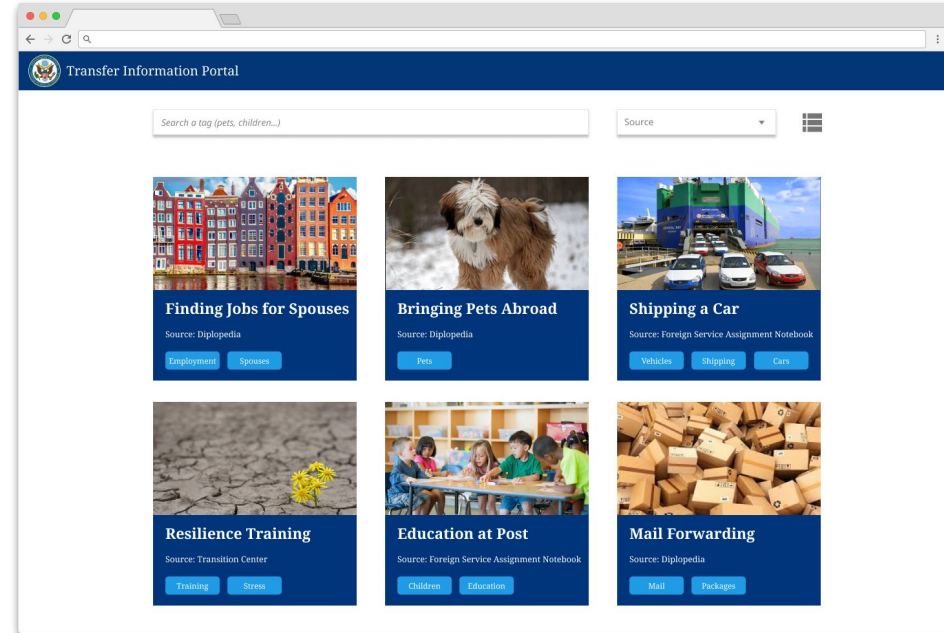
Finished Usability Interviews

Completed five usability interviews.

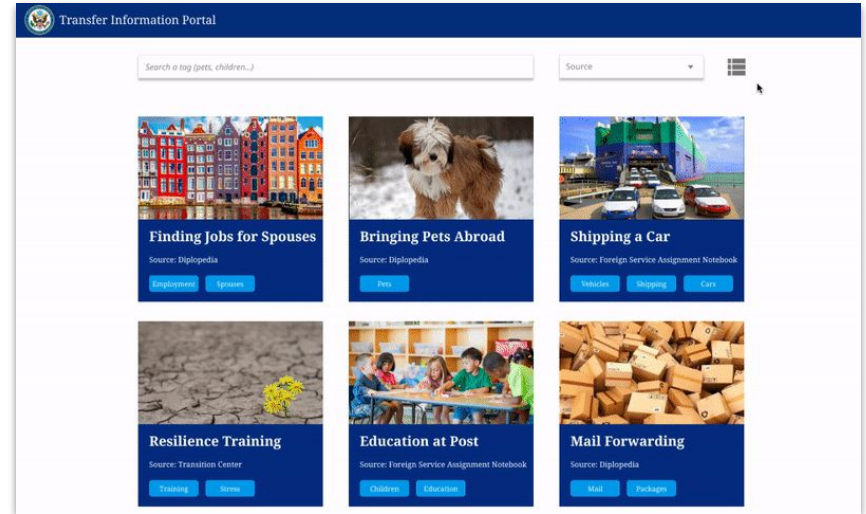
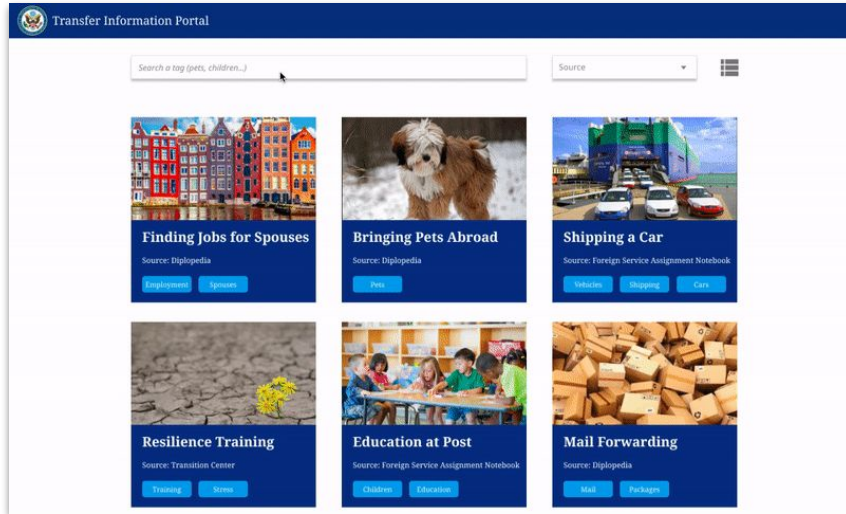


FIRST PROTOTYPE

- Incorporated a **tagging/filtering** system to help users find specific information quickly
- **Tagged each resource** by topic (such as “pets” and “children”)
- **Added a filter** to search results by topic and/or source

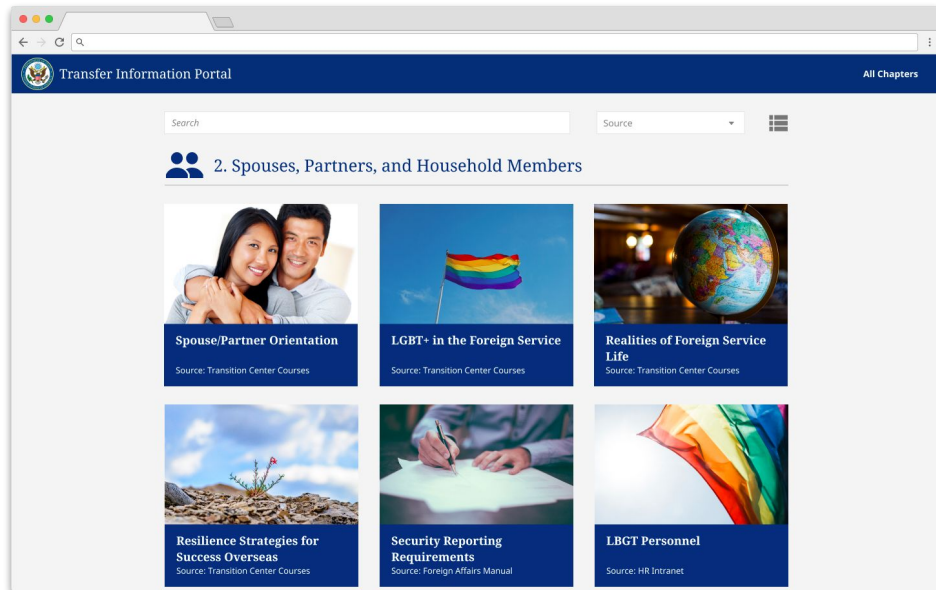


FIRST PROTOTYPE

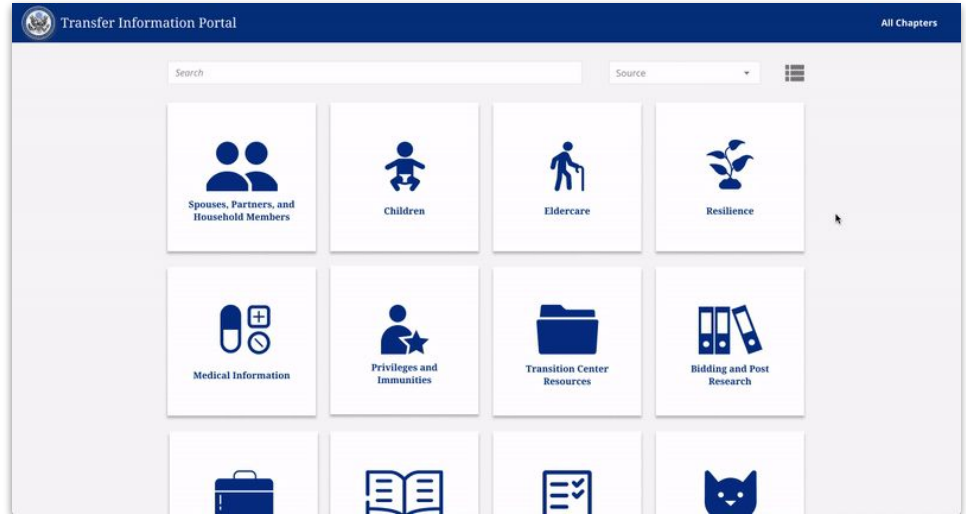
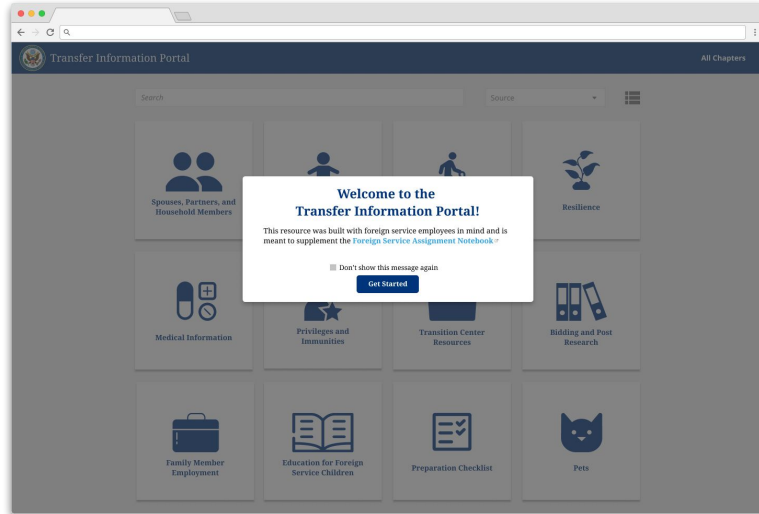


SECOND PROTOTYPE

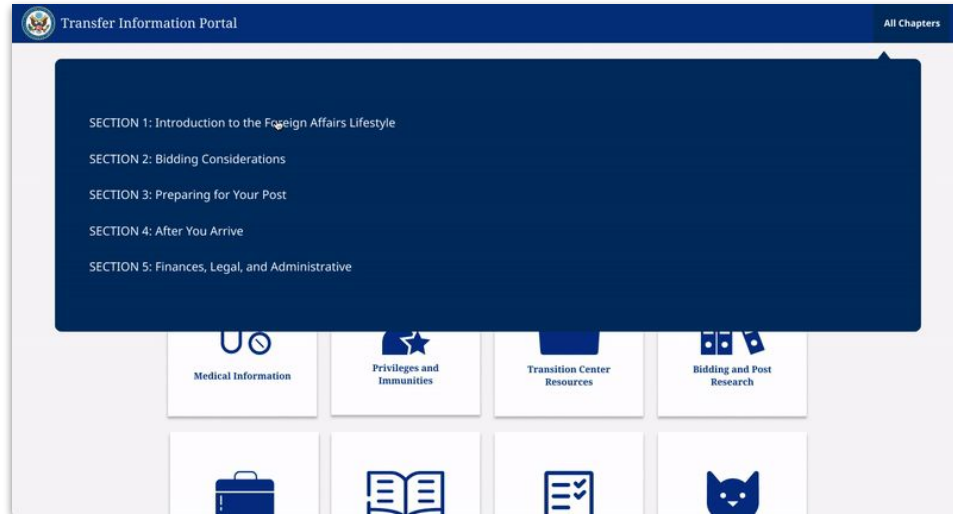
- Reorganized UI to match the structure of the Foreign Service Assignment Notebook (FSAN)
- Added **chapter navigation** via icons
- Kept the **filtering system**



SECOND PROTOTYPE



SECOND PROTOTYPE



SURVEY GOALS

- Determine where and how foreign service employees find information about transferring posts
- Find out what information is missing from the FSAN

Which source(s) did you use to get information during the transfer process? Please check all that apply. *

☐ Arrivals and Departures System (ADG)

☐ Diplopedia

☐ Foreign Service Assignment Notebook

☐ HR Portal

☐ Onboarding Extranet (ADG)

☐ Overseas Briefing Center (OBC)

☐ Post Info To Go (on the Transition Center website)

☐ Training Division (Transition Center workshops and courses)

☐ Other: _____

For each source you checked above, please briefly elaborate on how you were first directed to it and your experience using it. *

Your answer _____

Is there any other information you would like to provide regarding your experience using these sources?

Your answer _____

SURVEY RESULTS

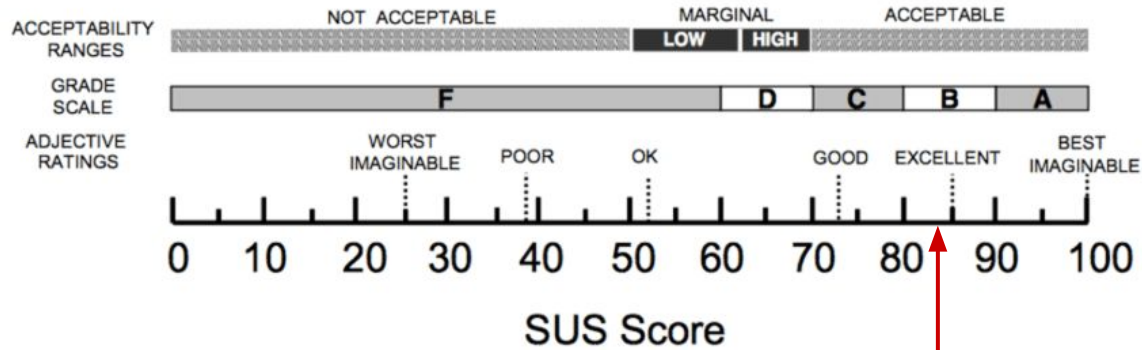
- **120 responses** over the course of **two weeks**
- Common complaint: **transfer resources are hard to find and not centralized.**
- Information is out there but not accessible.
- Multiple responses mentioned **account transfers** as a pain point.

USABILITY INTERVIEWS

- Asked FSOs to perform specific tasks with prototype
- **Five interviews** with FSOs
 - Two generalists, three specialists
- Takeaways
 - The grid of ~30 icons on the landing page was overwhelming.
 - Arrows made the process seem chronological.
 - “Home” and “All Chapters” buttons were not easily accessible.

USABILITY INTERVIEWS

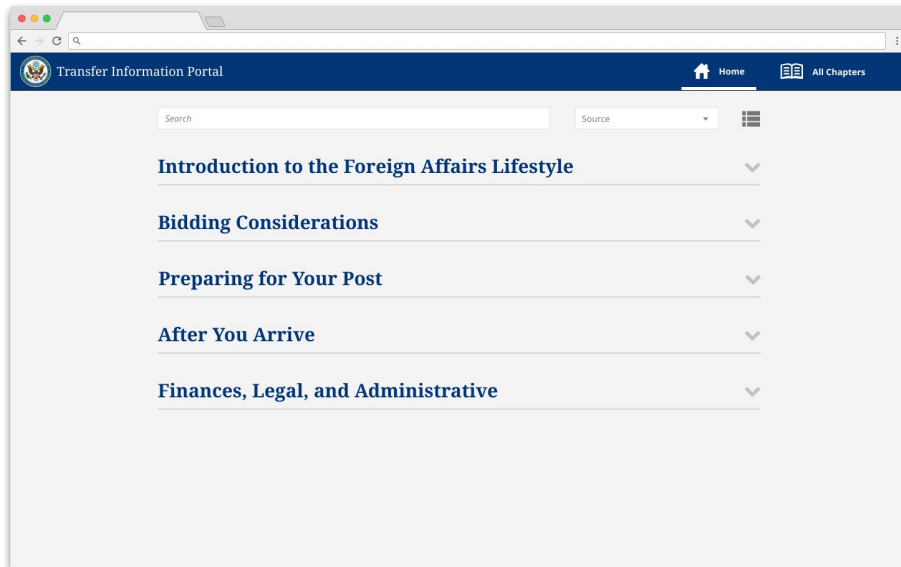
- Quantified user experience by using the System Usability Scale (SUS)



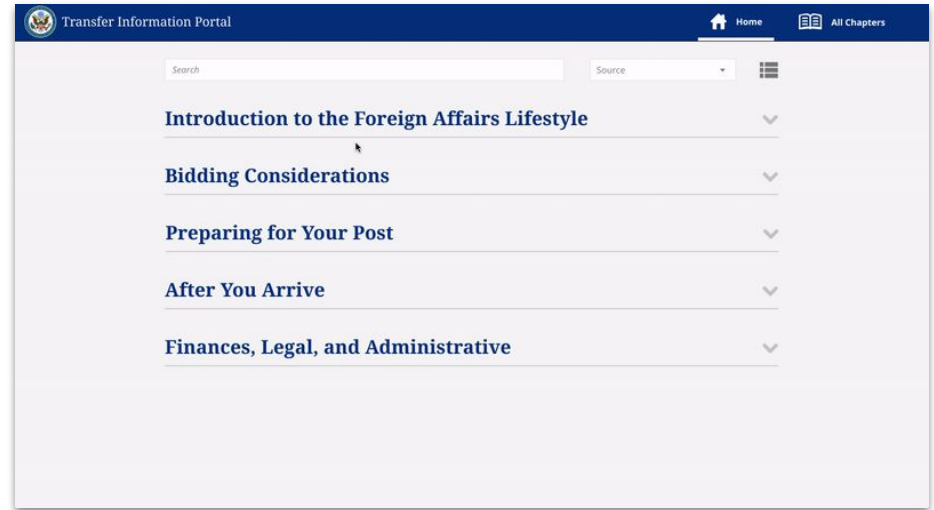
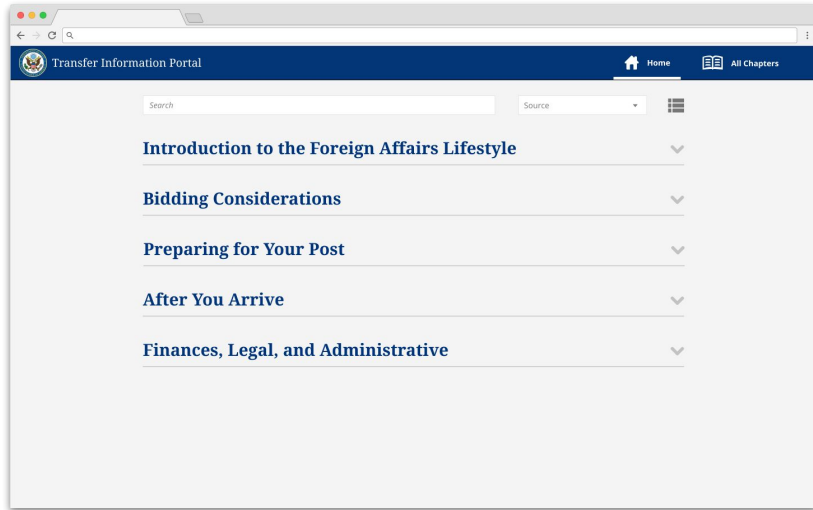
Our Score: **83**

FINAL PROTOTYPE

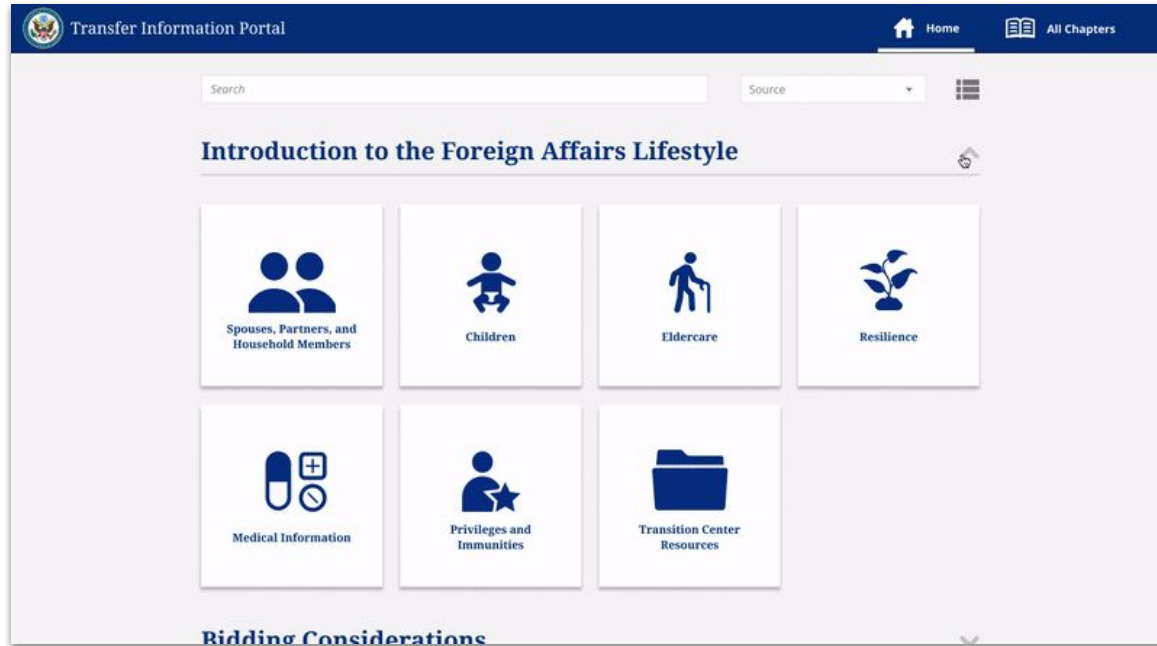
- Got rid of the grid of icons on the landing page
- Revamped the “**Home**” and “**All Chapters**” buttons
- Added a **thumbs up/thumbs down** feature and an **account transfers** chapter



FINAL PROTOTYPE



FINAL PROTOTYPE



NEXT STEPS

- Expand the portal to account transfers, providing a one-stop solution for FSOs to move their data from post to post
- Share what we learned with other bureaus in the State Department, accelerating the push to centralize government data

THANK YOU

Karen Mummaw

Acting Chief Information Officer - U.S. Department of State

Celia Lee

Department of State Civic Digital Fellowship Manager

Stefano Rivolta

School of Applied Information Technology Program Manager

Kathleen Lively

Dean of the School of Applied Information Technology