New Collab - Design Workshop

A design workshop to brainstorm on possible designs and layout of the new Collab service, based on the analysis of the requirements.

Amable Rodríguez
2019-01-29

[4025] New Collab - Participation on Design workshop

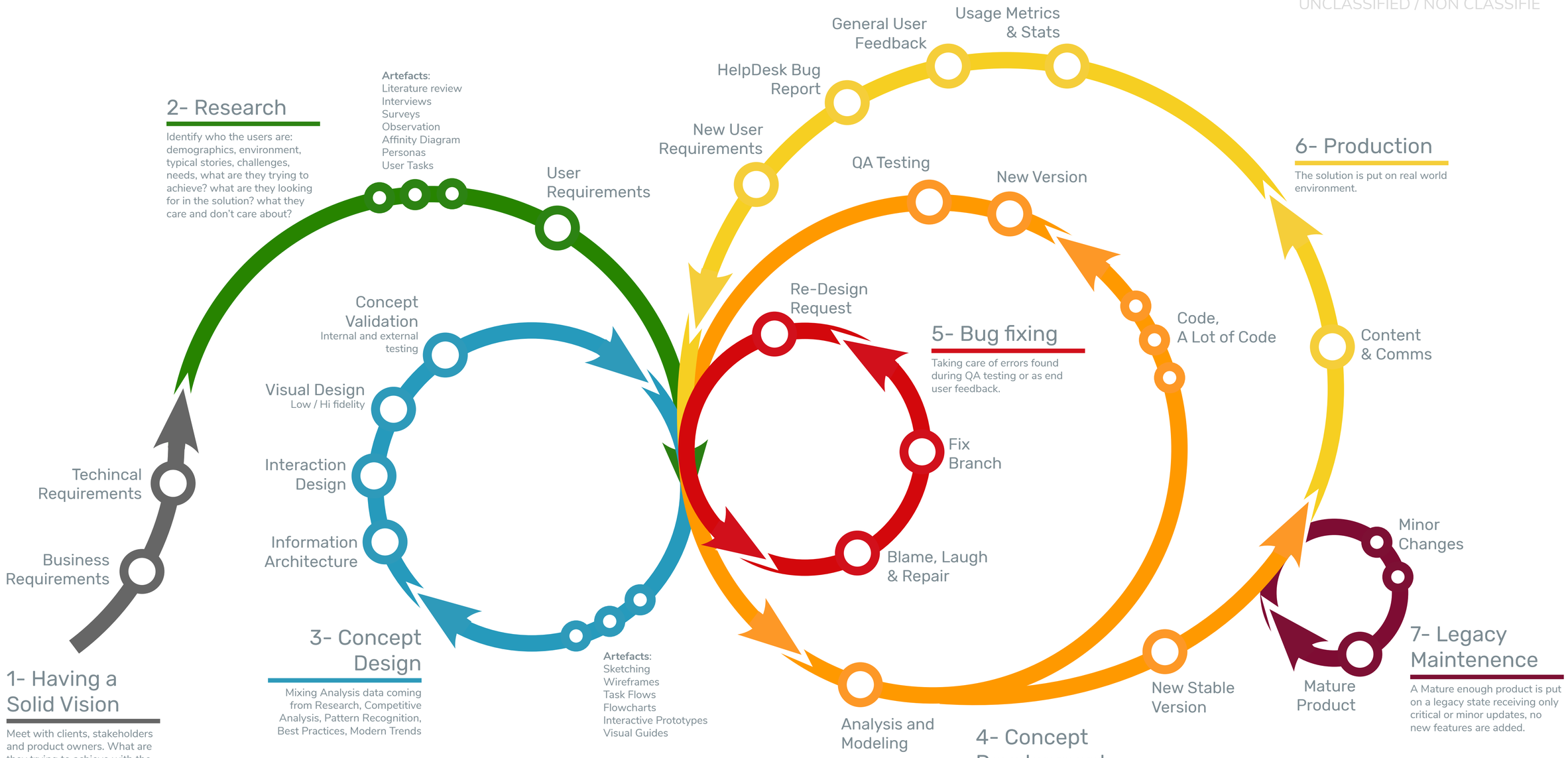
Digital Collaboration Division, Chief Information Officer Branch
Treasury Board of Canada Secretariat / Government of Canada

Division de la collaboration numérique, Direction du dirigeant principal de l'information
Secrétariat du Conseil du Trésor du Canada / Gouvernement du Canada

120 min
(max)

- Context
- Concept
- Discussion

Where are we?



2- Research

Identify who the users are: demographics, environment, typical stories, challenges, needs, what are they trying to achieve? what are they looking for in the solution? what they care and don't care about?

Artefacts:
Literature review
Interviews
Surveys
Observation
Affinity Diagram
Personas
User Tasks

6- Production

The solution is put on real world environment.

5- Bug fixing

Taking care of errors found during QA testing or as end user feedback.

3- Concept Design

Mixing Analysis data coming from Research, Competitive Analysis, Pattern Recognition, Best Practices, Modern Trends

Artefacts:
Sketching
Wireframes
Task Flows
Flowcharts
Interactive Prototypes
Visual Guides

1- Having a Solid Vision

Meet with clients, stakeholders and product owners. What are they trying to achieve with the project? What are they trying to solve by developing this product? In general, what are the pinpoints to keep in mind?

4- Concept Development

Implementation the concept as it was conceived and well described on the design documentation.

7- Legacy Maintenence

A Mature enough product is put on a legacy state receiving only critical or minor updates, no new features are added.

1- Having a Solid Vision

Meet with clients, stakeholders and product owners. What are they trying to achieve with the project? What are they trying to solve by developing this product? In general, what are the pinpoints to keep in mind?

Business Requirements

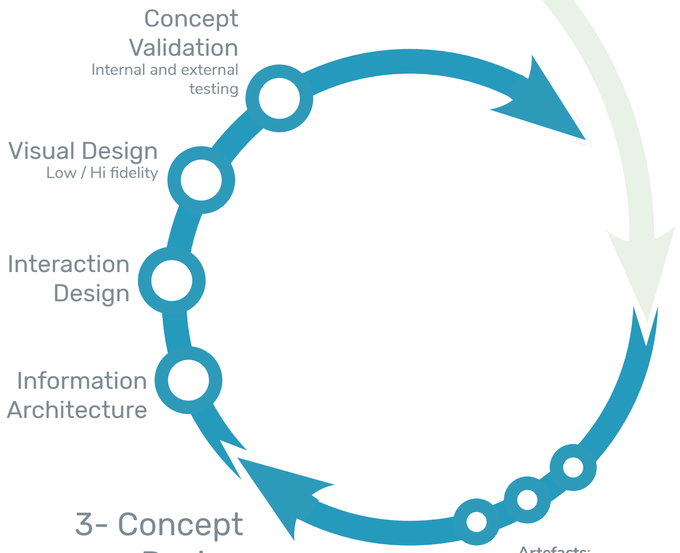
Techincal Requirements

2- Research

Identify who the users are: demographics, environment, typical stories, challenges, needs, what are they trying to achieve? what are they looking for in the solution? what they care and don't care about?

Artefacts:
Literature review
Interviews
Surveys
Observation
Affinity Diagram
Personas
User Tasks

User Requirements

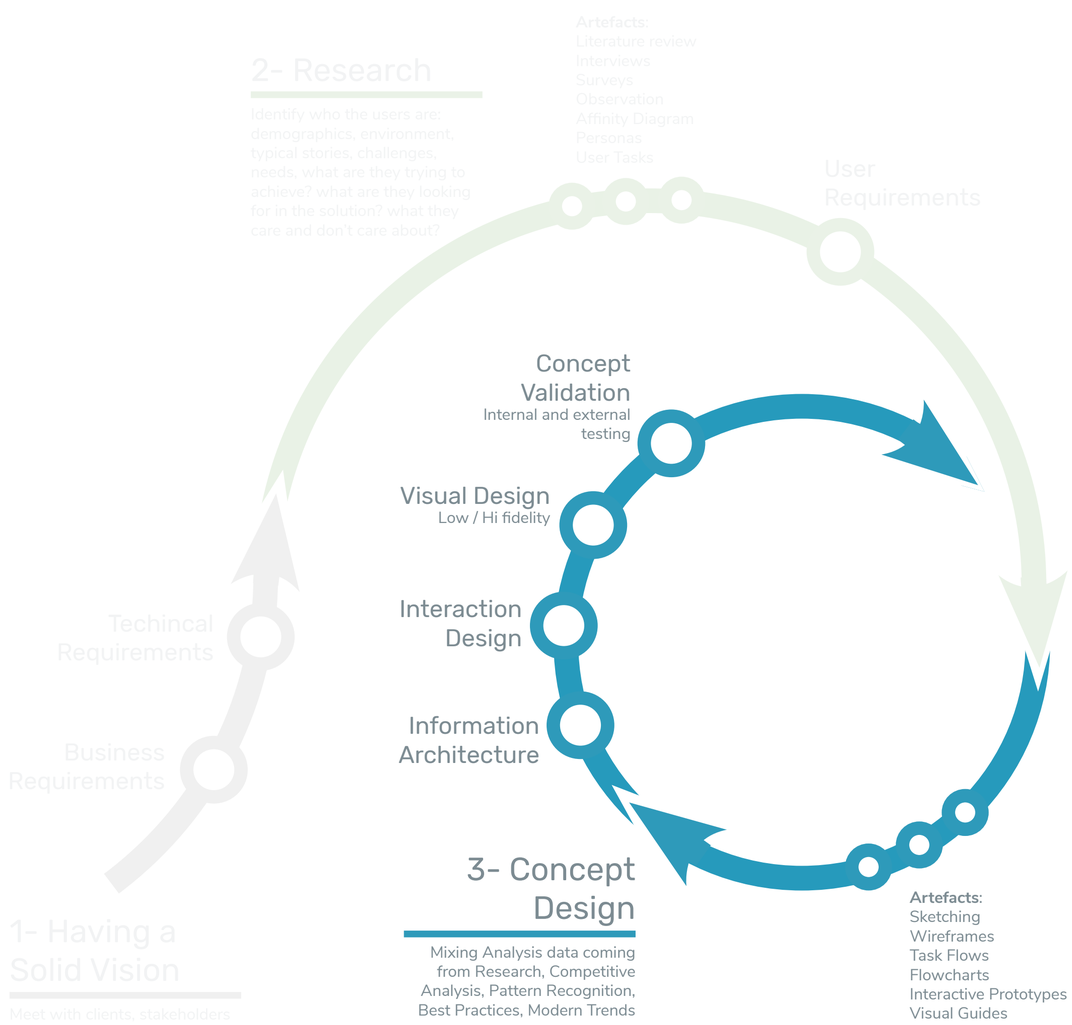


3- Concept Design

Mixing Analysis data coming from Research, Competitive Analysis, Pattern Recognition, Best Practices, Modern Trends

Artefacts:
Sketching
Wireframes
Task Flows
Flowcharts
Interactive Prototypes
Visual Guides

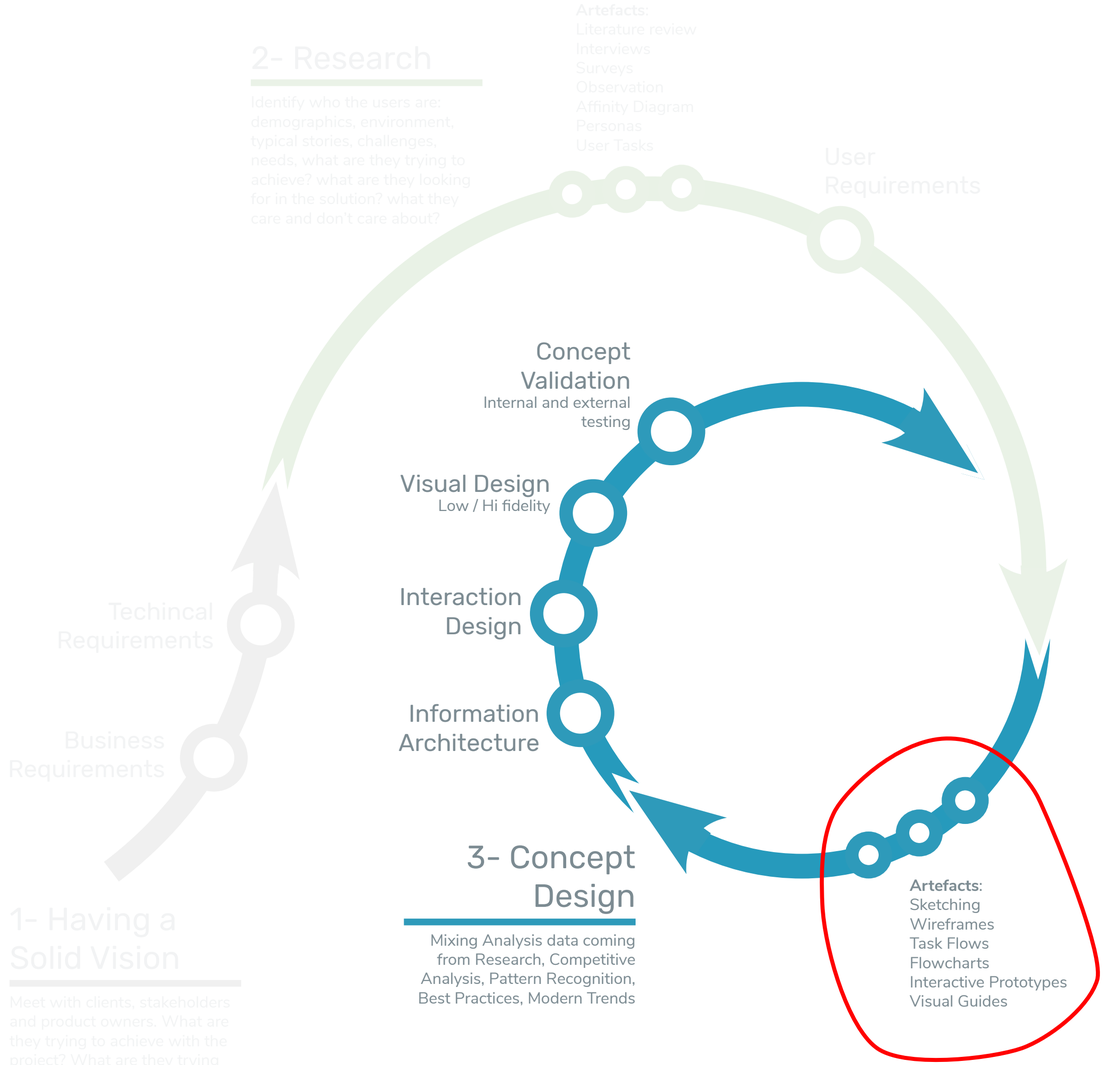
Let’s remember that:



Let’s remember that:

Artifacts are in general “devices built with different pieces for a specific use”, in our case, they are **constructs used to help the design process** in obtaining specifications of a given solution.

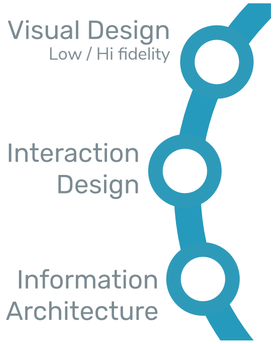
Artefacts:
Sketching
Wireframes
Task Flows
Flowcharts
Interactive Prototypes
Visual Guides

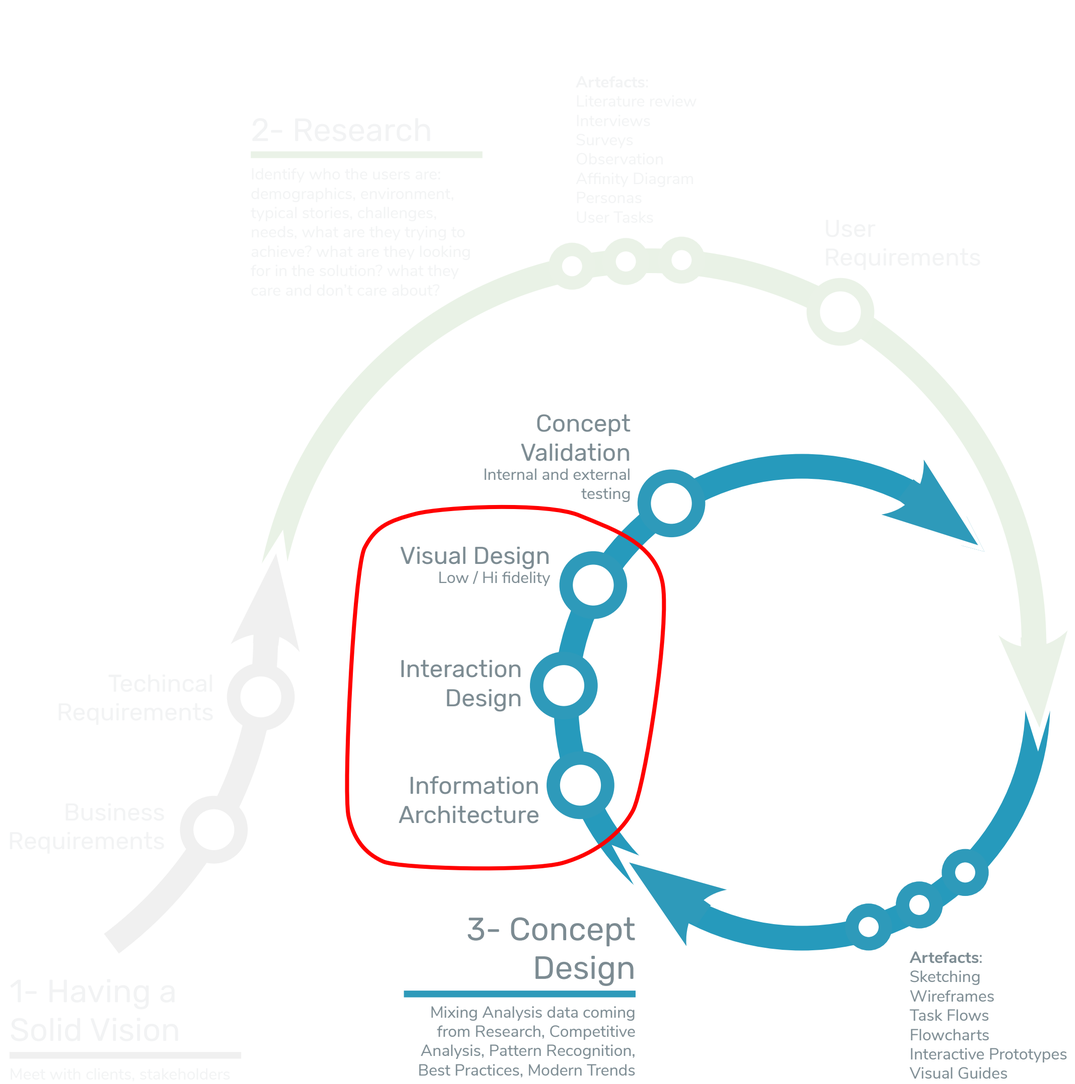


Let's remember that:

Artifacts are in general "devices built with different pieces for a specific use", in our case, they are **constructs used to help the design process** in obtaining specifications of a given solution.

It doesn't matter which artifacts we use or in what order as long as we succeed in obtaining at the end a clear definition of the design deliverables:
- **Information Architecture**
- **Interaction Design**
- **Visual Design**.



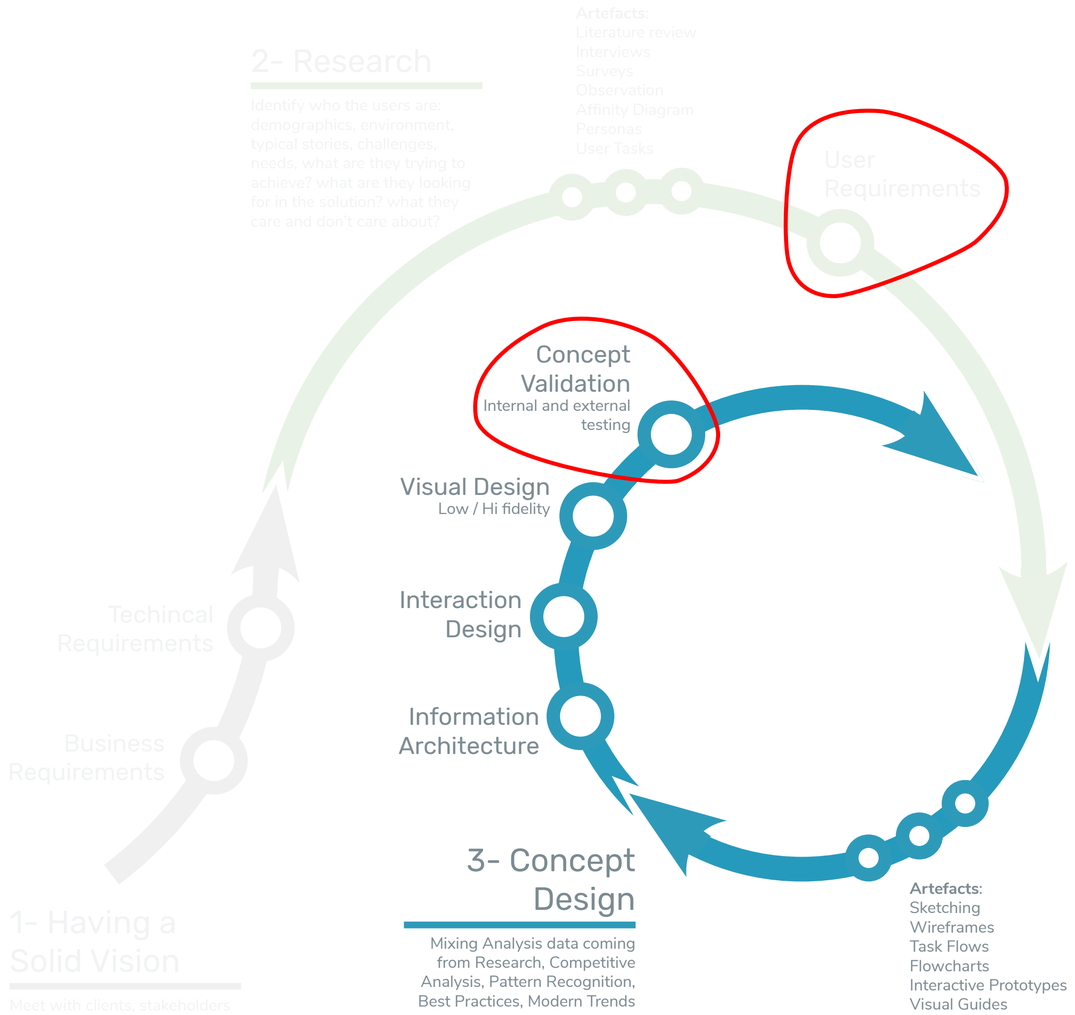


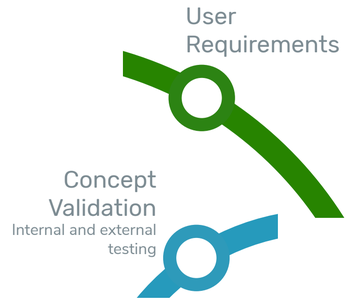
Let's remember that:

Artifacts are in general "devices built with different pieces for a specific use", in our case, they are **constructs used to help the design process** in obtaining specifications of a given solution.

It doesn't matter which artifacts we use or in what order as long as we succeed in obtaining at the end a clear definition of the design deliverables:
- **Information Architecture**
- **Interaction Design**
- **Visual Design**.

The design phase is about proposing solution to a problem. **We are not the users** and that is why we base our assumptions and proposed solutions on **User Requirements**; also on a later stage we do some **Concept Validation** internally and later externally with the real users.



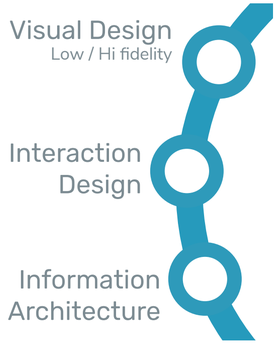


Let’s remember that:

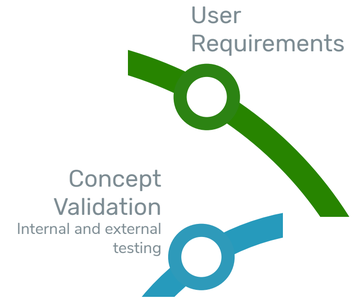
Artifacts are in general “devices built with different pieces for a specific use”, in our case, they are **constructs used to help the design process** in obtaining specifications of a given solution.

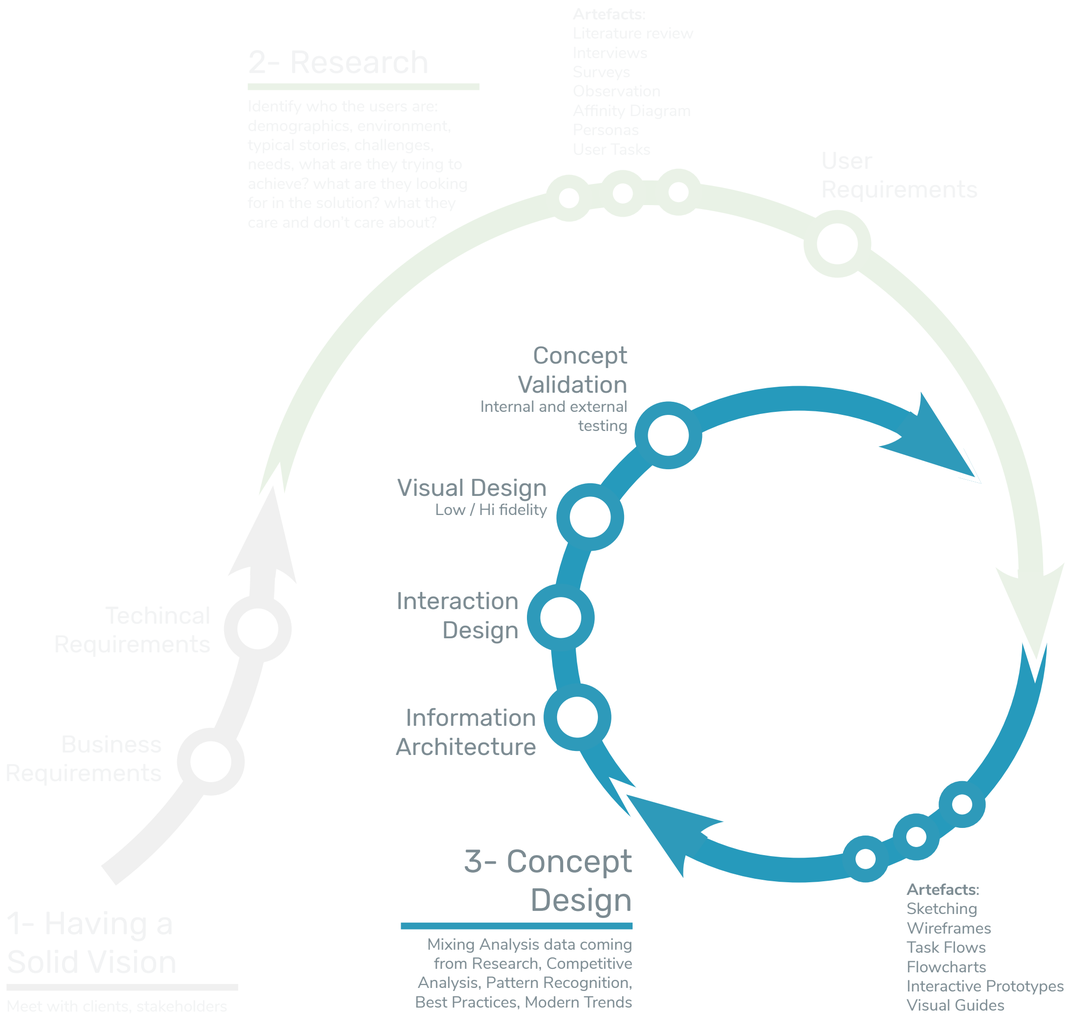
Artefacts:
Sketching
Wireframes
Task Flows
Flowcharts
Interactive Prototypes
Visual Guides

It doesn’t matter which artifacts we use or in what order as long as we succeed in obtaining at the end a clear definition of the design deliverables:
- **Information Architecture**
- **Interaction Design**
- **Visual Design**.



The design phase is about proposing solution to a problem. **We are not the users** and that is why we base our assumptions and proposed solutions on **User Requirements**; also on a later stage we do some **Concept Validation** internally and later externally with the real users.

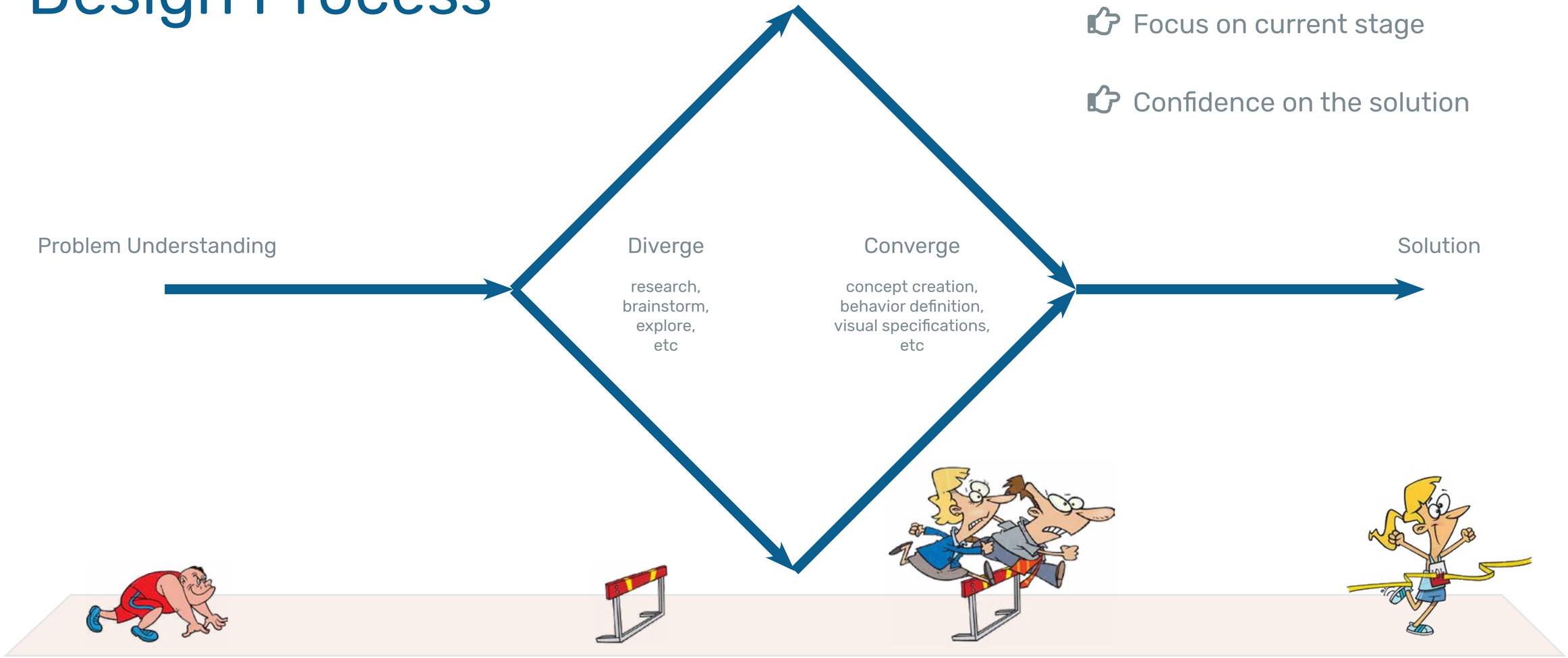




Scope of this Workshop

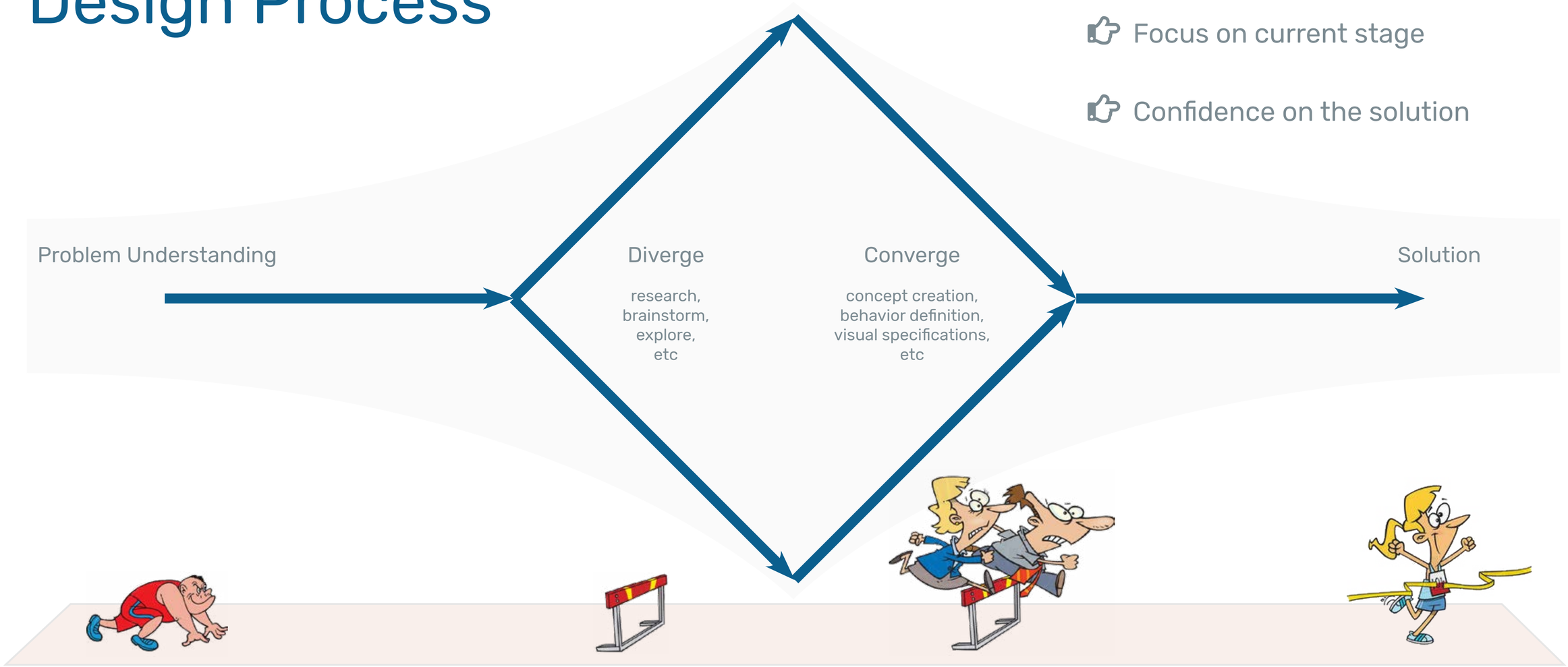
Solution Design Process

- Participate with the right mindset
- Focus on current stage
- Confidence on the solution



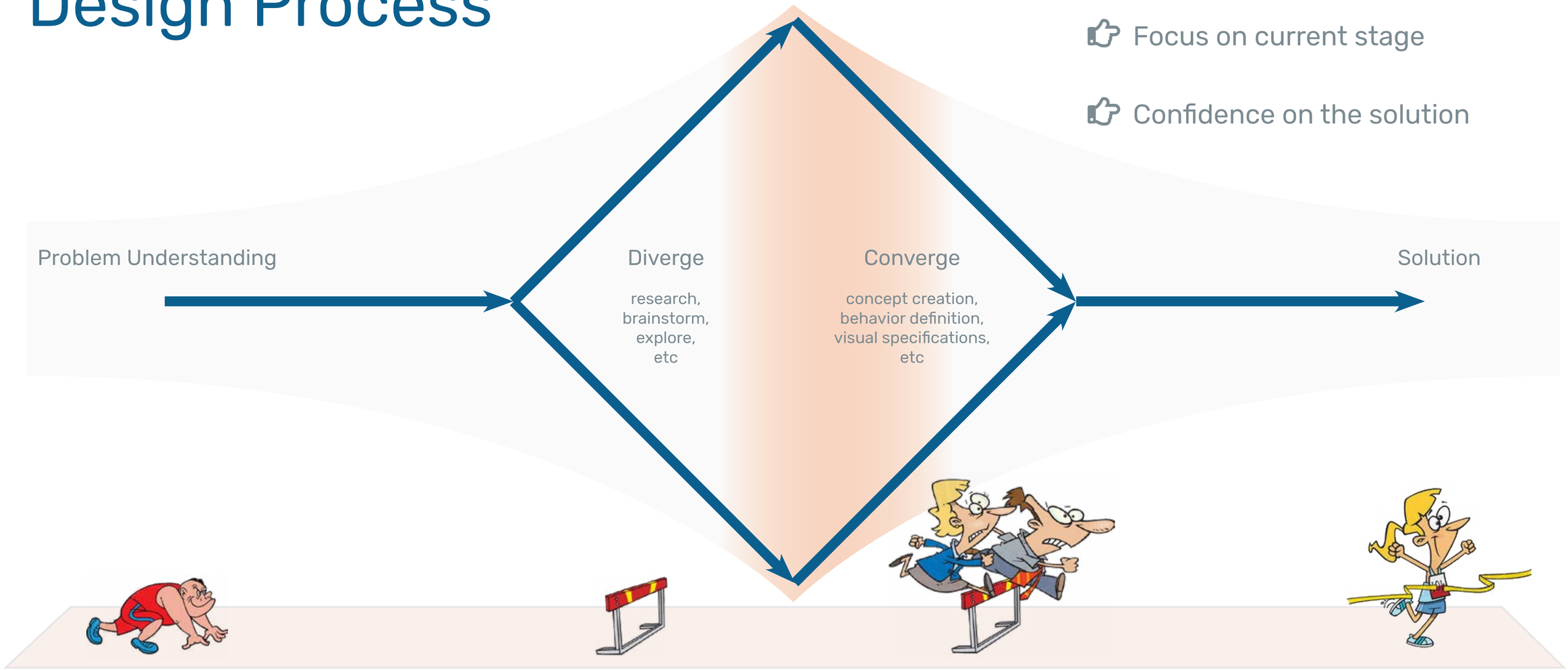
Solution Design Process

- Participate with the right mindset
- Focus on current stage
- Confidence on the solution



Solution Design Process

- Participate with the right mindset
- Focus on current stage
- Confidence on the solution



Scope of this Workshop

While been in line with the Requirements document, we will:

- ☑ Evaluate the current design direction
- ☑ Bringing more ideas to the table
- ☑ Contribute to concretize a solid proposed solution

Complementary to the Requirements document,
I asked some questions in order to know
how current users collaborate using our tools?

Genevieve Lemieux
Product Owner

Nick Pietrantonio
Development

Ethan Wallace
Development

Alex Mesley
UX Research

Donna Monbourquette
UX Research

Chris Lavoie
Data Science

Mark D'Onofrio
Helpdesk

Menrika Christian
Helpdesk

Krista Lecuyer
Comms

Marianne Aubrey
Technical Writing

"How people engage on a discussion?"

"Do we need to consider data been transfered from current version?"

"What communities in GCConnex/GCCollab are?"

"What is the value in the Colleague relationship?"

"How people are using Groups?"

"Bookmarks: are they still relevant?"

"What is people searching inside GCCollab/GCconnex?"

"What COLLABORATION means to our current users?"

"How people is organizing their content?"

"What are the most used features of current GCcollab/GCconnex?"

"Does people need to express outside a group?"

"How people are using Blogs?"

"What kind of content require the attention of an user?"

"How people are using The Wire?"

"Why people create sub-groups?"

"What kind of content types do people expect to be able to have?"

...and learned some intersing facts

People needs to be part of a group before been able to participate in a discussion.

There is still no defnitive answer about if content will me migrated or not.

Communities are gouverment taxonomy implemented in tags to filter information.

The Colleague relationship is unpractical and annoying.

Groups are used to be organized around a subject.

Bookmarks are less and less used since 2014, replaced by browser bookmark.

People use Search mainly to find job seekers

People are part of communities and form groups to discuss.

Discussions, Search and Groups are the main features used, in that order.

People form groups and subgroups, but subgroups are confusing.

People use Blogs as a form of self expression

Except for The Wire and Blogs, all expressions are inside groups.

The Wire is used to express cross all the platform

Users needs too know when they were referenced

Subgroups are needed to have more granularity

What kind of content types do people expect to be able to have?

What took me to having a better understanding of the **essence** and the **general scope** of the project

People are part of communities and form groups to discuss.

People are part of communities and form groups to discuss.

MVP:

- ☐ Create Space
- ☐ Join Space
- ☐ Create certified Space
- ☐ Create private Space
- ☐ Identify an official Space
- ☐ Brand Space
- ☐ Manage Space membership
- ☐ Assign roles to Space members
- ☐ Delegate management rights
- ☐ Invite users
- ☐ Post content
- ☐ Upload files
- ☐ Tag content
- ☐ Organize files
- ☐ Share content with custom audience
- ☐ Co-create content
- ☐ Content version control
- ☐ Content organized by projects
- ☐ Find Space
- ☐ Find people
- ☐ Search information
- ☐ Filter content
- ☐ Receive notifications about things that require my attention
- ☐ View the latests activities
- ☐ Subscribe to #, discussions or people
- ☐ Reference users in context
- ☐ Choose target when posting content
- ☐ Restrict access to Space or content to specific audiences

People are part of communities and form groups to discuss.

MVP:

- ☑ Create Space
- ☑ Join Space
- ☐ Create certified Space
- ☐ Create private Space
- ☐ Identify an official Space
- ☑ Brand Space
- ☑ Manage Space membership
- ☐ Assign roles to Space members
- ☑ Delegate management rights
- ☐ Invite users
- ☑ Post content
- ☑ Upload files
- ☑ Tag content
- ☑ Organize files
- ☐ Share content with custom audience
- ☐ Co-create content
- ☐ Content version control
- ☐ Content organized by projects
- ☑ Find Space
- ☑ Find people
- ☑ Search information
- ☐ Filter content
- ☑ Receive notifications about things that require my attention
- ☑ View the latests activities
- ☑ Subscribe to #, discussions or people
- ☑ Reference users in context
- ☑ Choose target when posting content
- ☑ Restrict access to Space or content to specific audiences

People are part of communities and form groups to discuss.

MVP:

- ☑ Create Space
- ☑ Join Space
- ☐ Create certified Space
- ☐ Create private Space
- ☐ Identify an official Space
- ☑ Brand Space
- ☑ Manage Space membership
- ☐ Assign roles to Space members
- ☑ Delegate management rights
- ☐ Invite users
- ☑ Post content
- ☑ Upload files
- ☑ Tag content
- ☑ Organize files
- ☐ Share content with custom audience
- ☐ Co-create content
- ☐ Content version control
- ☐ Content organized by projects
- ☑ Find Space
- ☑ Find people
- ☑ Search information
- ☐ Filter content
- ☑ Receive notifications about things that require my attention
- ☑ View the latests activities
- ☑ Subscribe to #, discussions or people
- ☑ Reference users in context
- ☑ Choose target when posting content
- ☑ Restrict access to Space or content to specific audiences

In general, users wants to:

- Be able to share ideas and get feedback
- Be part of a community with a common theme
- Be able form groups and discuss on specific subjects
- Be able to search and find things according to their interest
- Be informed about stuff that require their attention
- Work collaboratively on files

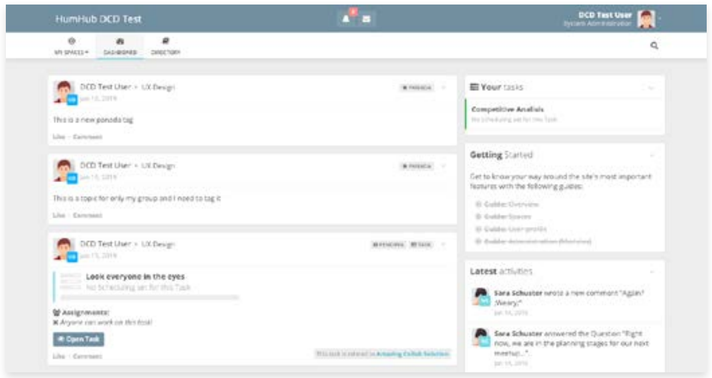
The concept

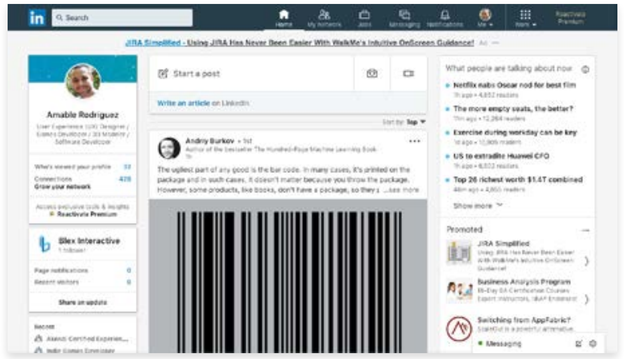
People are part of communities and form groups to discuss.

people are part of communities and form groups to discuss

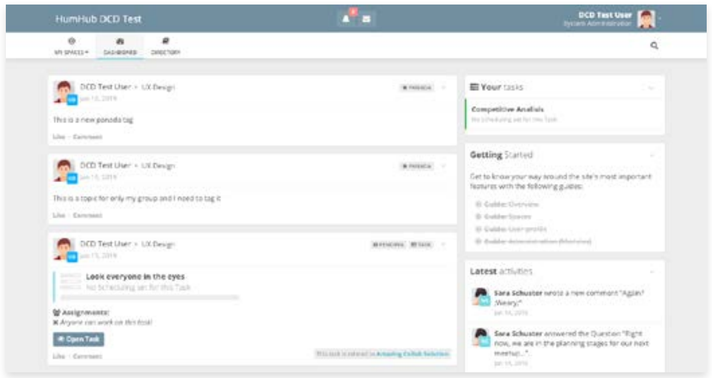
people communities groups discussions

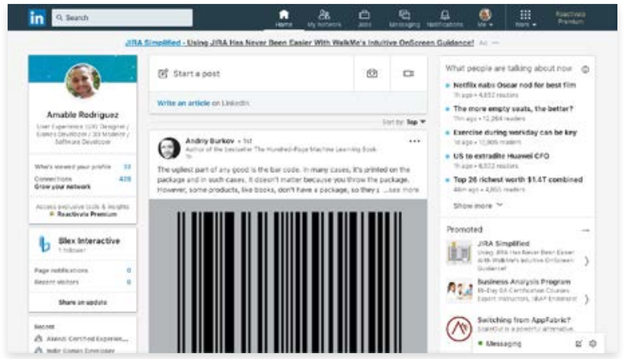
people communities groups discussions



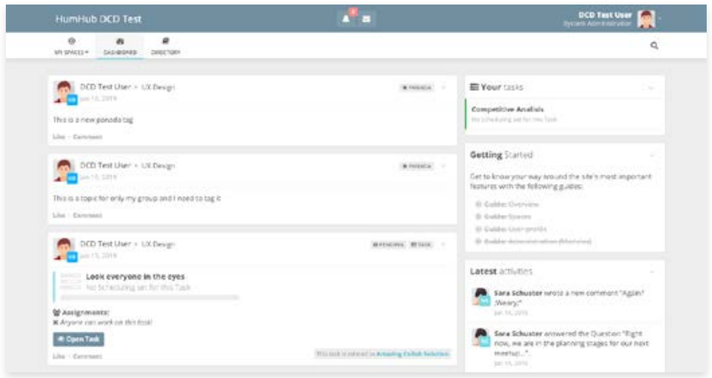


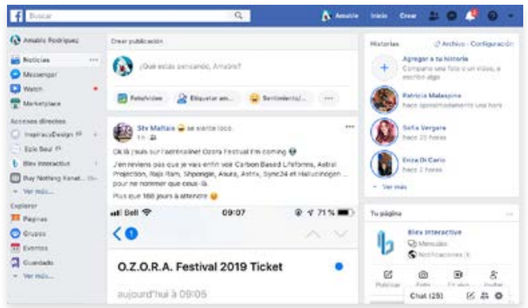
people **spaces** groups discussions

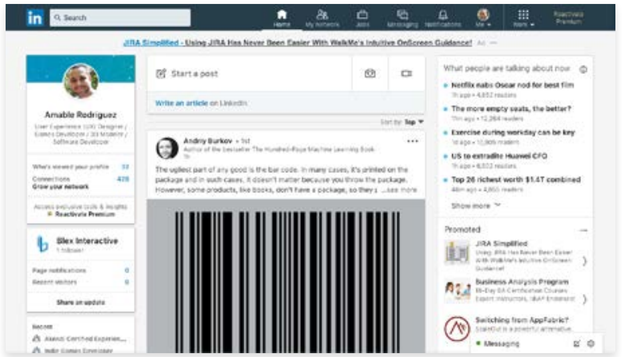




home people spaces groups discussions







home people spaces groups discussions

home people spaces groups discussions

Main sections in the navigation

home people spaces groups discussions

The application core

home people spaces groups **discussions**

home people spaces groups discussions

home people **spaces** groups discussions

home people spaces groups discussions

How the data would look like?

home people spaces groups discussions

home people spaces groups discussions

Space A

home people spaces groups discussions

Space A Discussion 1

home people spaces groups discussions

Space A

Discussion 1
Discussion 2

home people spaces groups discussions

Space A		Discussion 1 Discussion 2 Discussion 3 ... Discussion n

home people spaces groups discussions

Space A		Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 1	Discussion 1

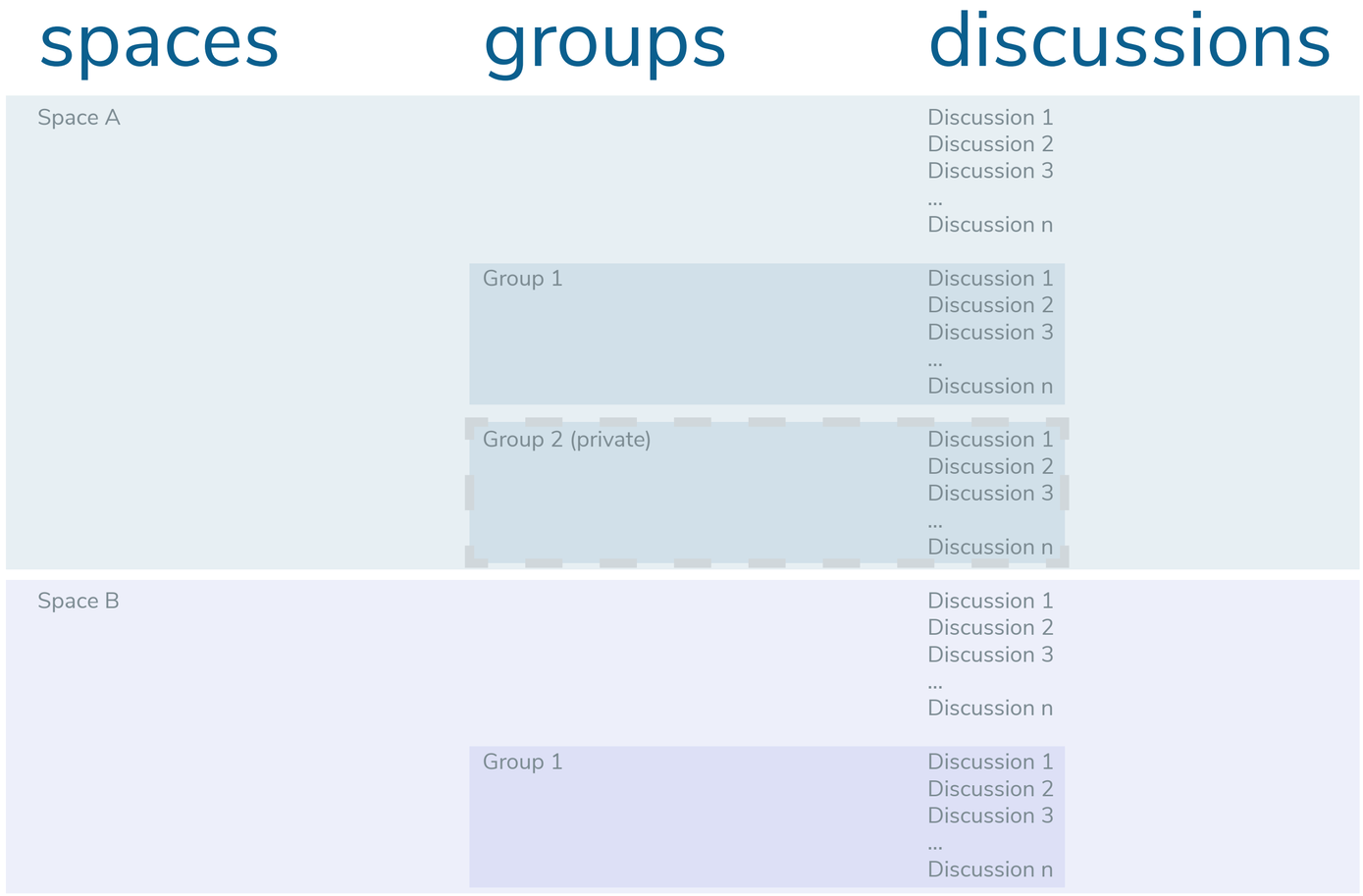
home people spaces groups discussions

Space A		Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 1	Discussion 1 Discussion 2 Discussion 3 ... Discussion n

home people

spaces
groups
discussions
Space A
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 2 (private)
Discussion 1
Discussion 2
Discussion 3
...
Discussion n

home people


spaces
groups
discussions
Space A
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 2 (private)
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space B
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n

home people

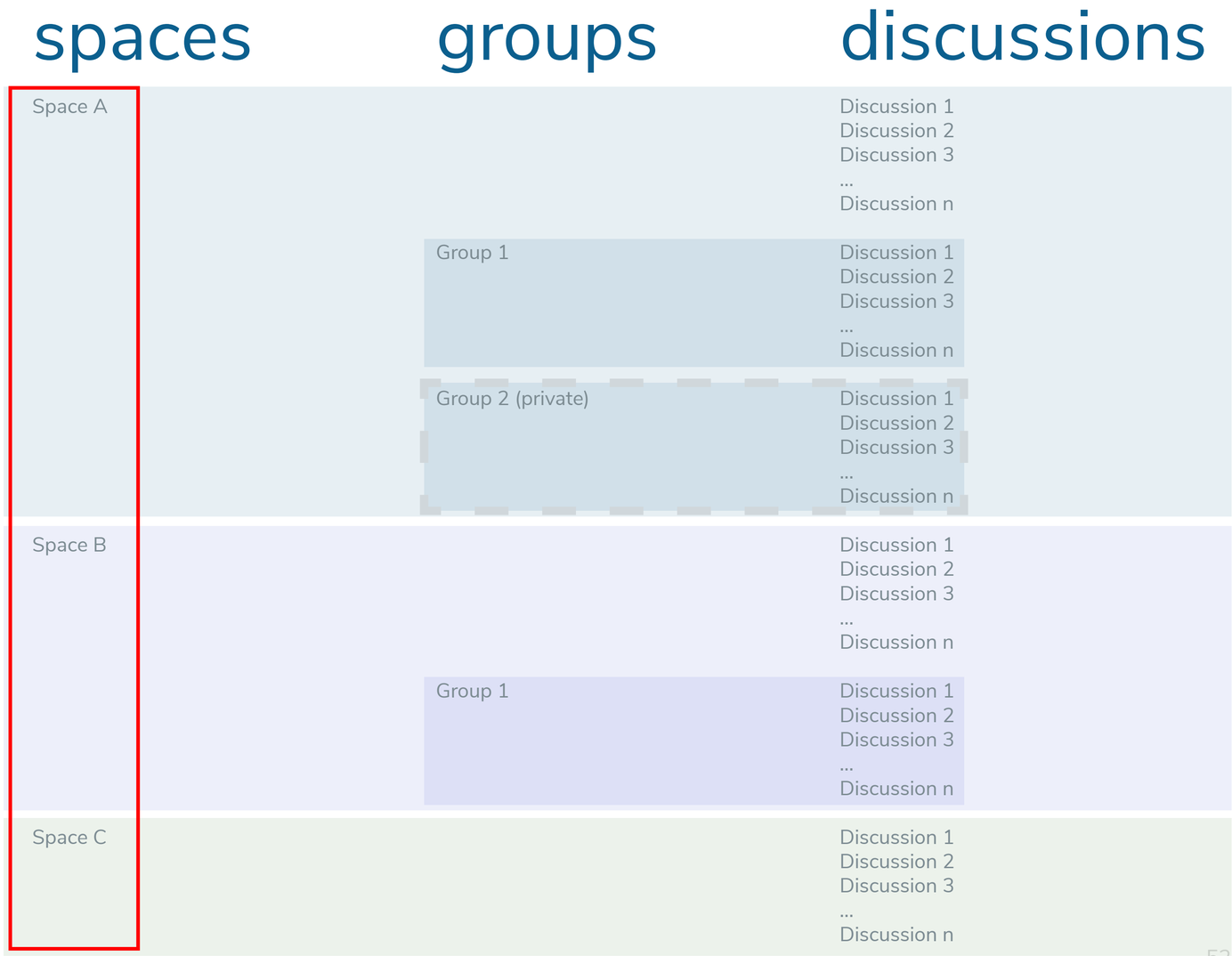
spaces	groups	discussions
Space A		Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 1	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 2 (private)	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
Space B		Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 1	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
Space C		Discussion 1 Discussion 2 Discussion 3 ... Discussion n

Matrix navigation

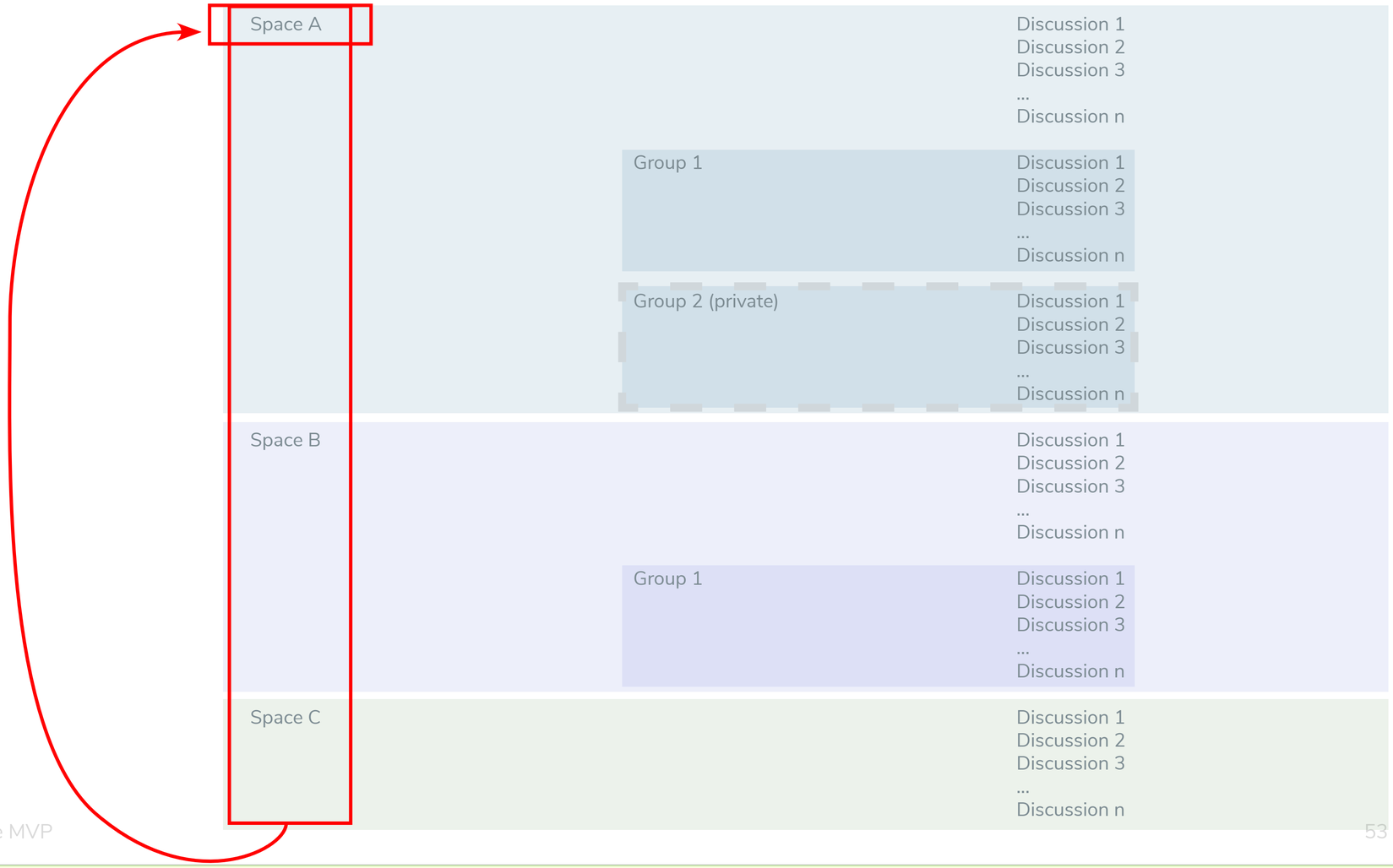
home people

spaces	groups	discussions
Space A		Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 1	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 2 (private)	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
Space B		Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 1	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
Space C		Discussion 1 Discussion 2 Discussion 3 ... Discussion n

home people

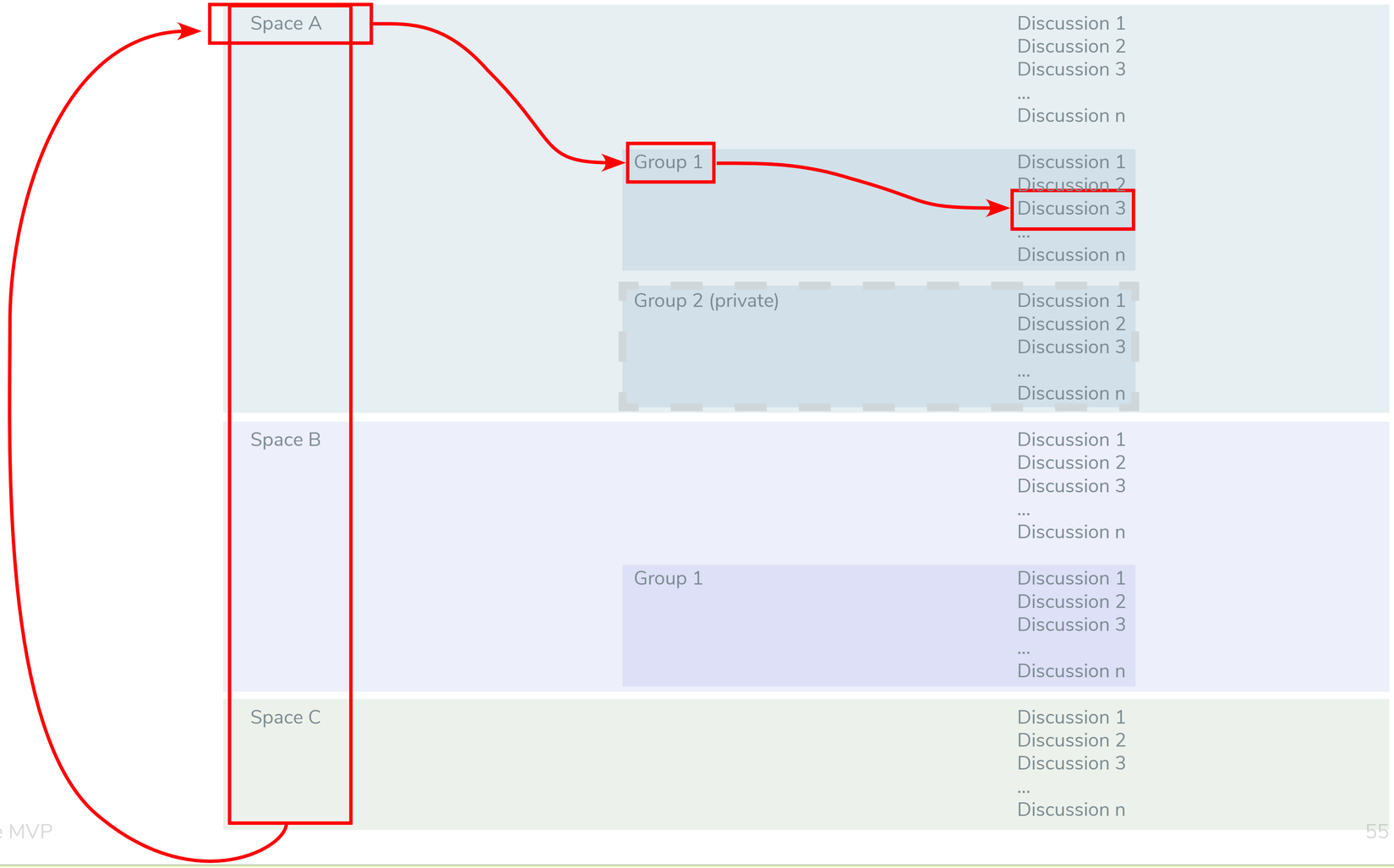

spaces
groups
discussions
Space A
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 2 (private)
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space B
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space C
Discussion 1
Discussion 2
Discussion 3
...
Discussion n

home people spaces groups discussions



home people spaces groups discussions

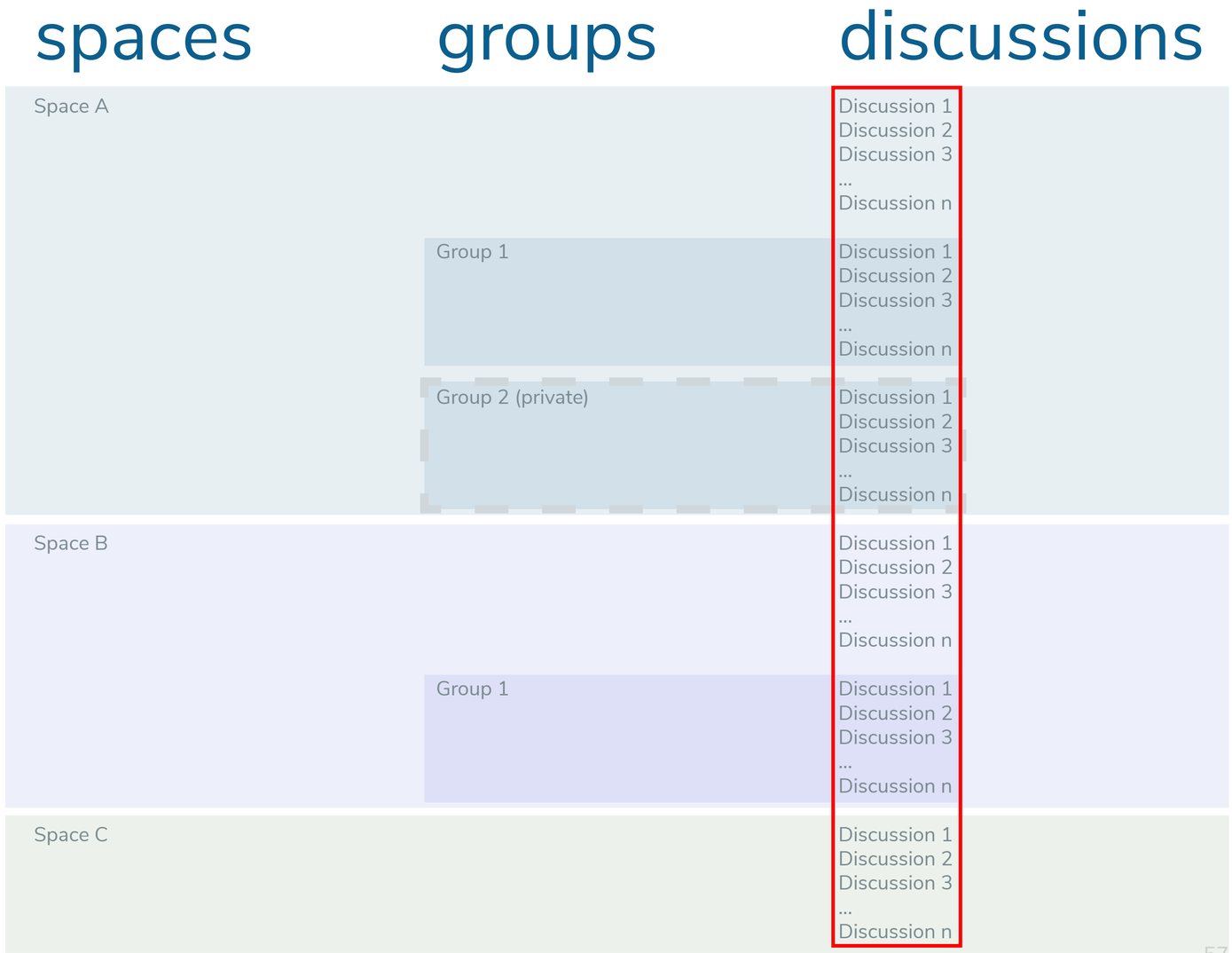
home people spaces groups discussions



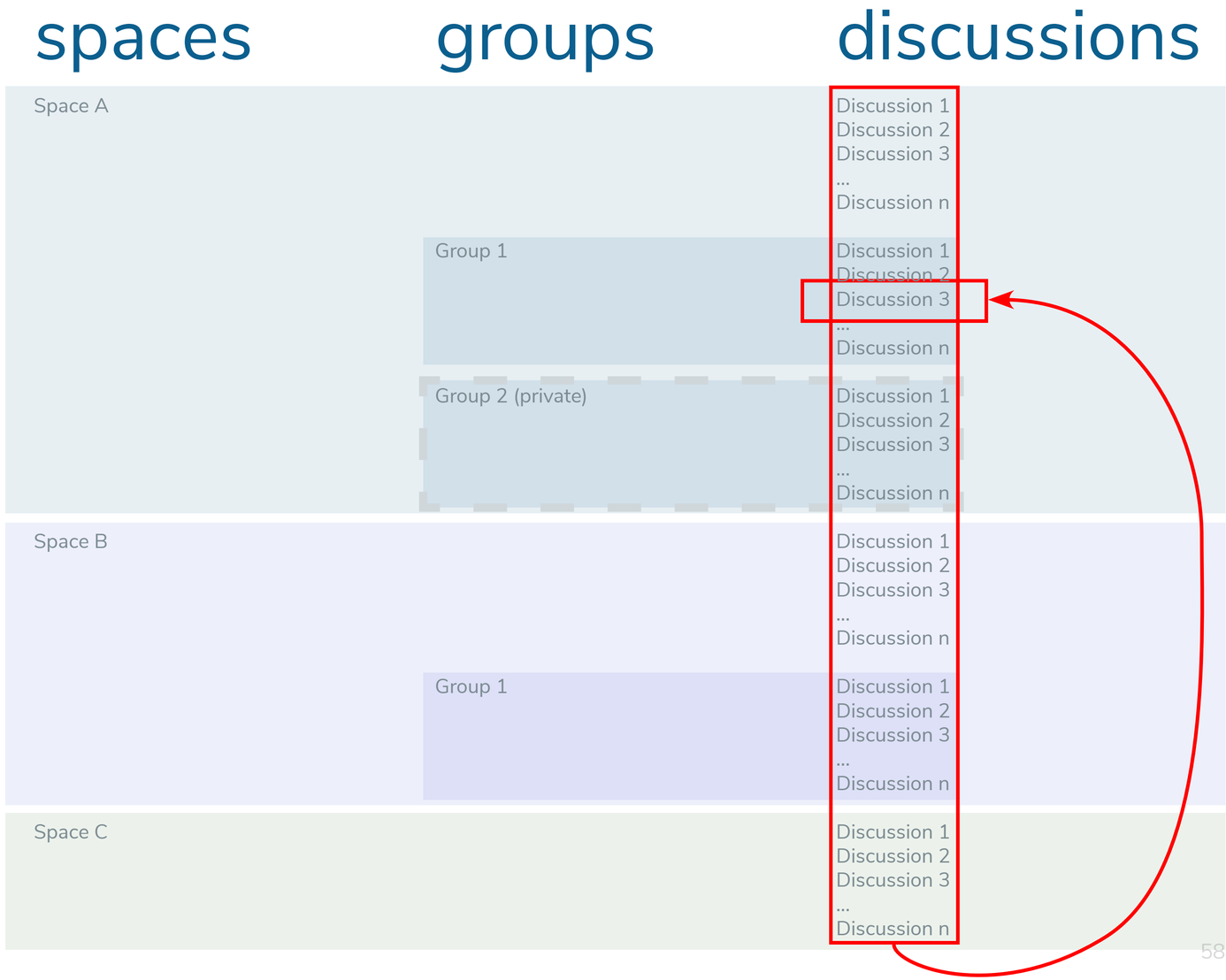
home people

spaces	groups	discussions
Space A		Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 1	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 2 (private)	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
Space B		Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 1	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
Space C		Discussion 1 Discussion 2 Discussion 3 ... Discussion n

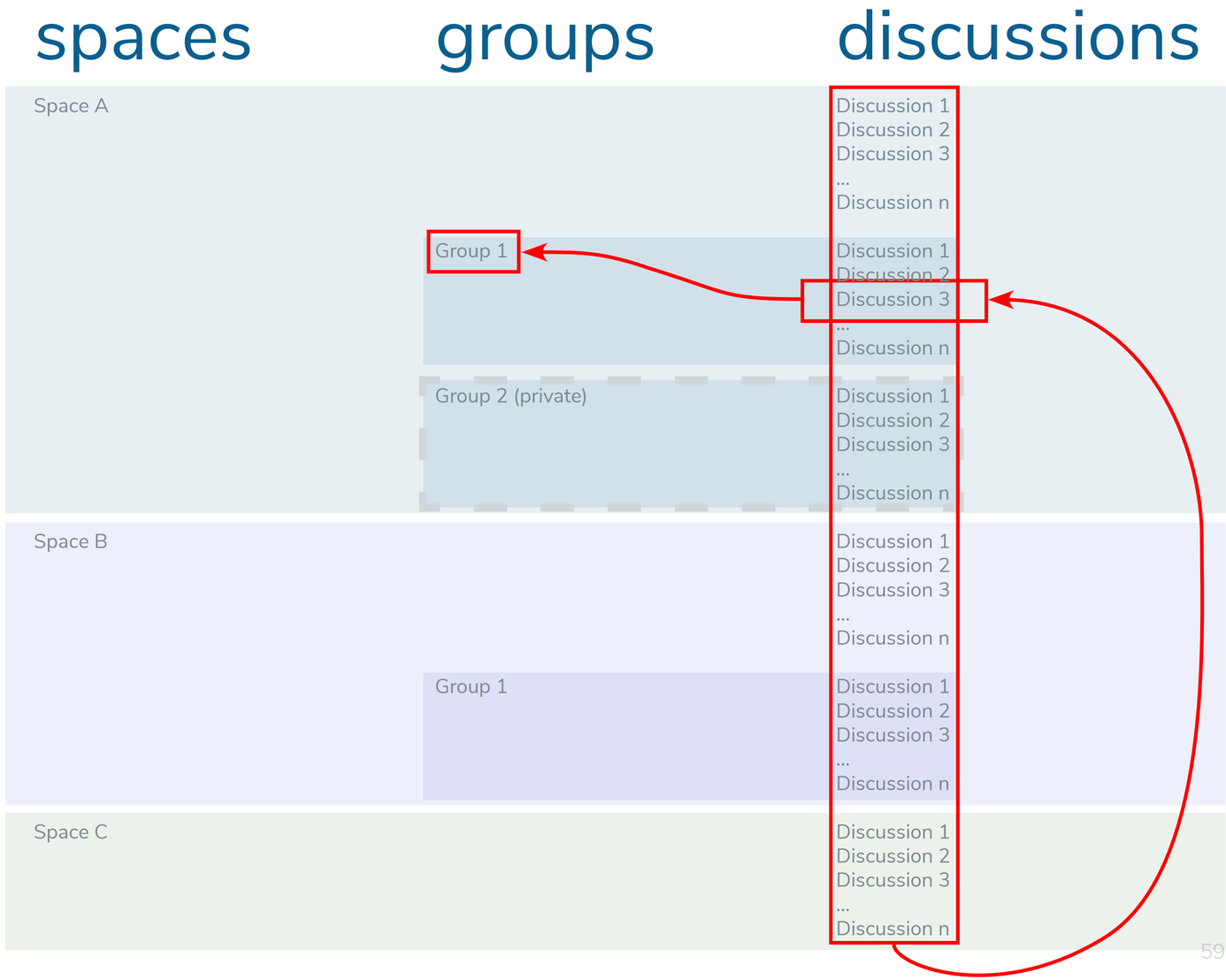
home people


spaces
groups
discussions
Space A
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 2 (private)
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space B
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space C
Discussion 1
Discussion 2
Discussion 3
...
Discussion n

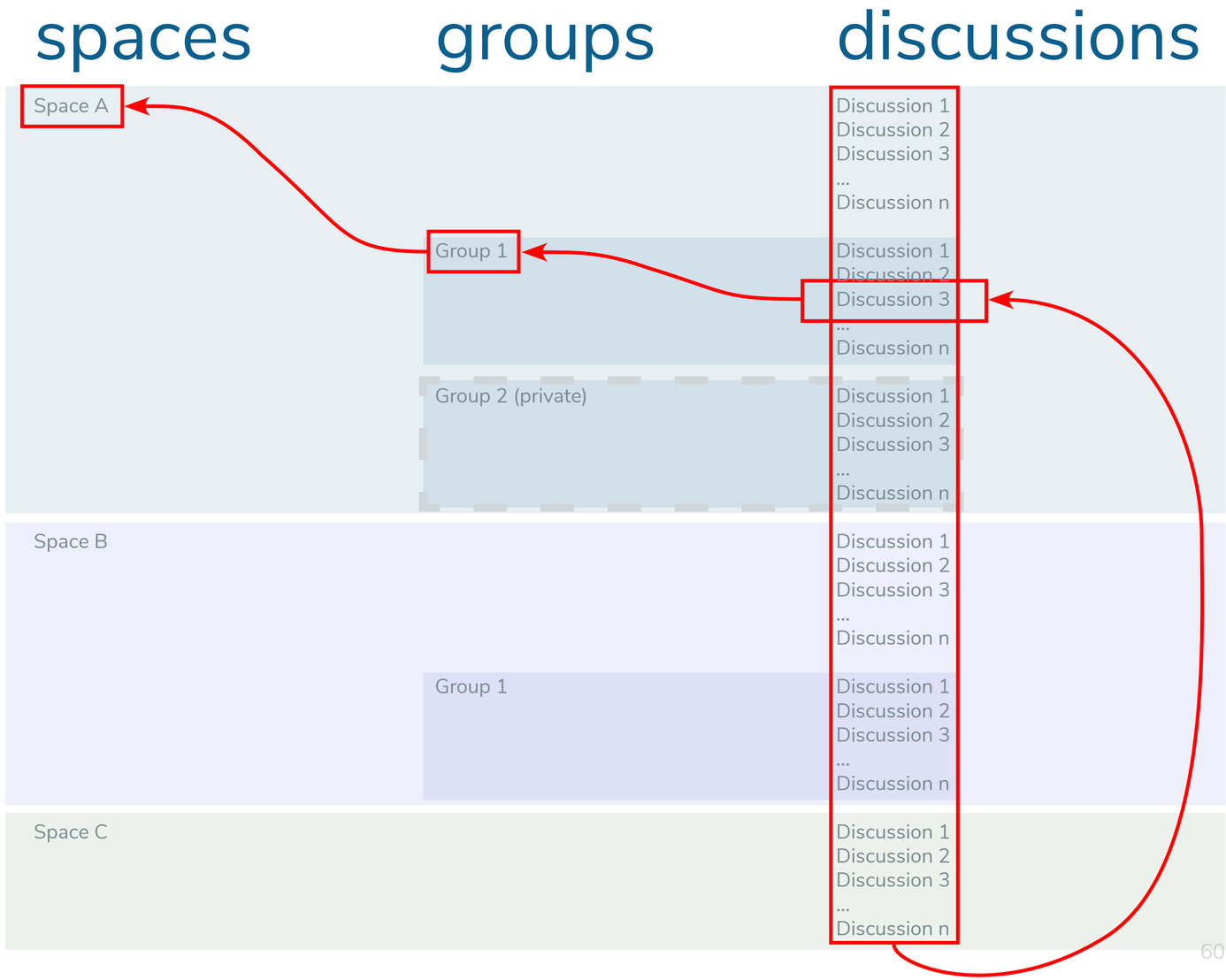
home people


spaces
groups
discussions
Space A
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 2 (private)
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space B
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space C
Discussion 1
Discussion 2
Discussion 3
...
Discussion n

home people


spaces
groups
discussions
Space A
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 2 (private)
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space B
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space C
Discussion 1
Discussion 2
Discussion 3
...
Discussion n

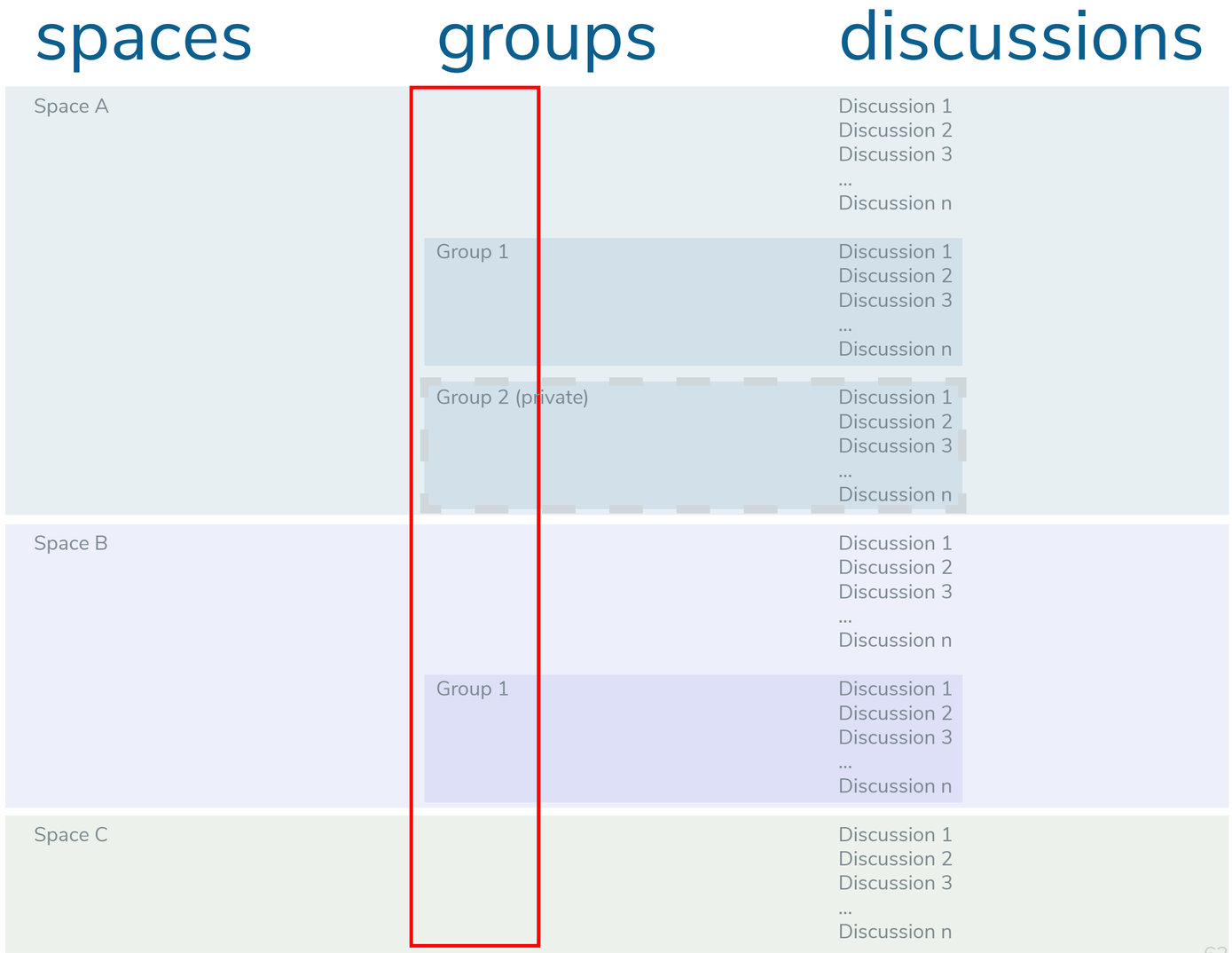
home people


spaces
groups
discussions
Space A
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 2 (private)
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space B
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space C
Discussion 1
Discussion 2
Discussion 3
...
Discussion n

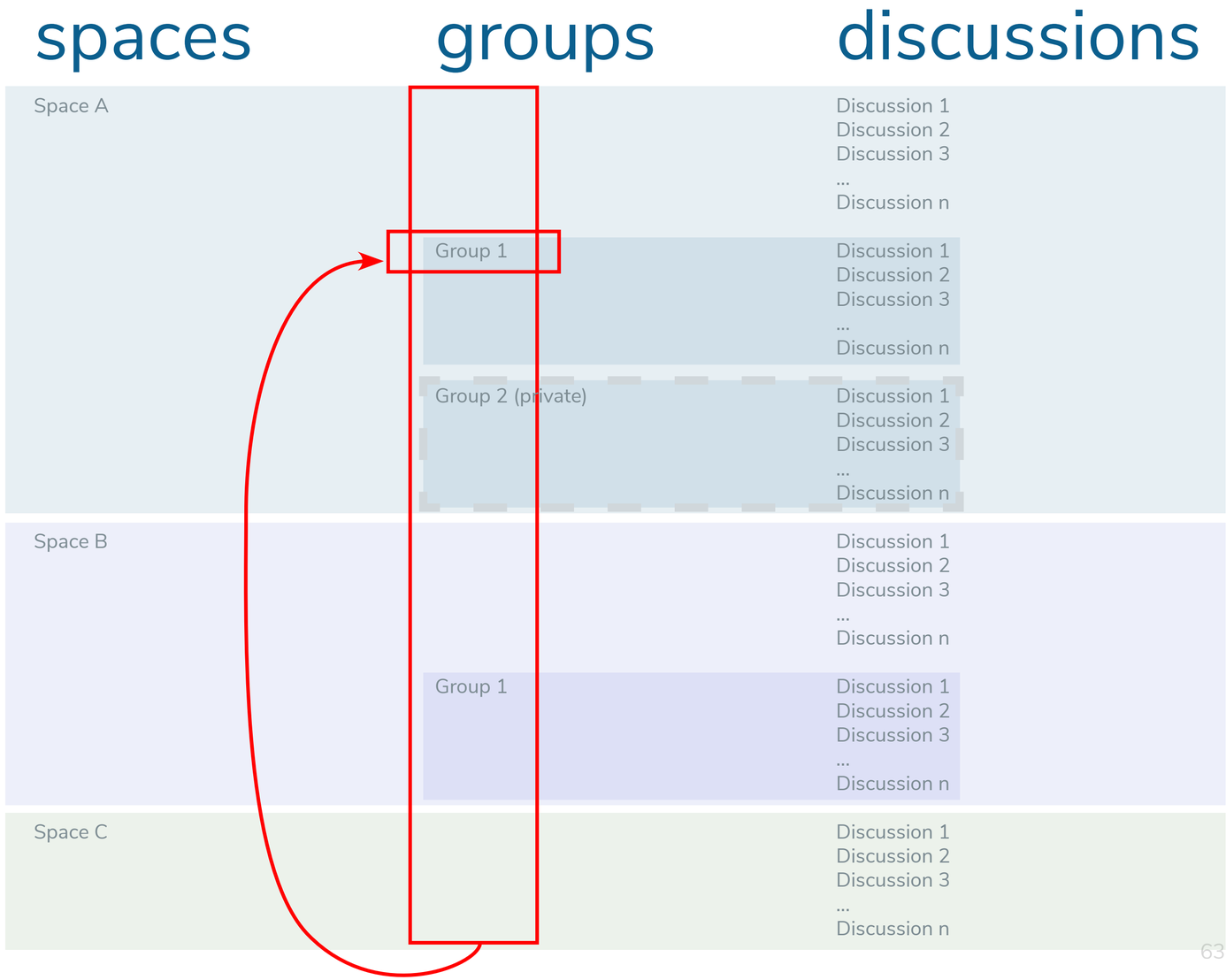
home people

spaces	groups	discussions
Space A		Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 1	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 2 (private)	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
Space B		Discussion 1 Discussion 2 Discussion 3 ... Discussion n
	Group 1	Discussion 1 Discussion 2 Discussion 3 ... Discussion n
Space C		Discussion 1 Discussion 2 Discussion 3 ... Discussion n

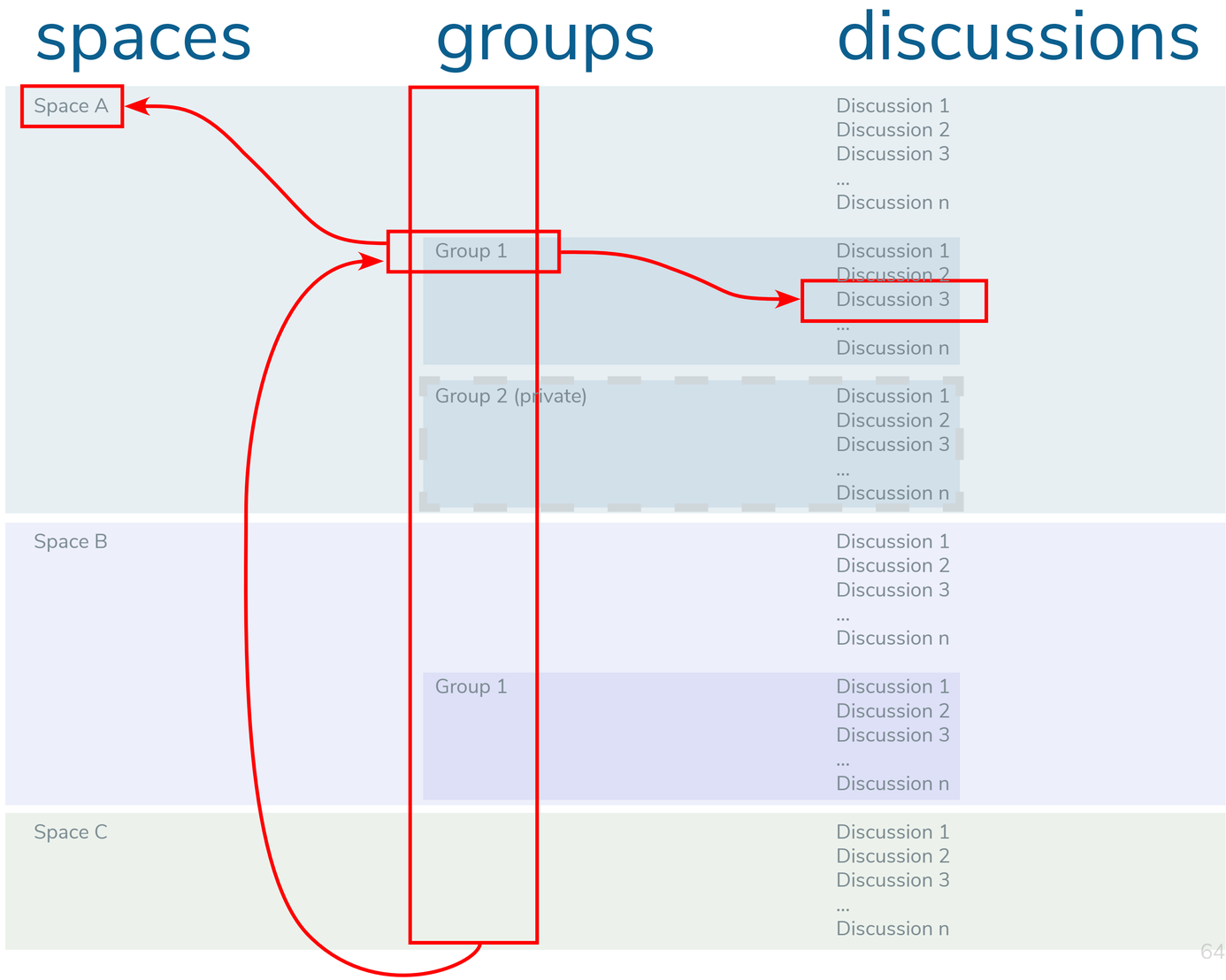
home people


spaces
groups
discussions
Space A
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 2 (private)
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space B
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space C
Discussion 1
Discussion 2
Discussion 3
...
Discussion n

home people


spaces
groups
discussions
Space A
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 2 (private)
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space B
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space C
Discussion 1
Discussion 2
Discussion 3
...
Discussion n

home people


spaces
groups
discussions
Space A
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 2 (private)
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space B
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Group 1
Discussion 1
Discussion 2
Discussion 3
...
Discussion n
Space C
Discussion 1
Discussion 2
Discussion 3
...
Discussion n

Current design stage

home people spaces groups discussions

Main sections in the navigation

Other considerations

* **home** could have a news feed, switching between news from my subscribed content and all the site activity

* **bookmarks** could be replaced by **saved items**

* **the wire** and **blogs** could be replaced by **wall posts**

* other people could see user's posts as their **public profile**

* **colleague** mutual relationship could be replaced by **follow** people

* **communities** could still be a list of **tags** without necessarily been a main section

home

My stats: some stats like followers count, spaces count, etc.

Create a new post: this will replace The Wire and Blogs, we will be able to create content and control where it will be posted as well as who will be able to see it.

News feed: switch between see updates from only my subscriptions or all the site activity.

My publications: what is public about me, what my contributions are, what other people will see from me.

Saved content: replacing bookmarks, here we can organize the saved content into folders.

My events: upcoming events and tasks will be shown as part of my personal space.

Settings and Privacy: control default privacy settings when publishing content and other security variables.

people

People I follow: list of people I follow and whom content is shown in my news feed.

People following me: list of people who are subscribed to the content I produce.

Search people: search other people by name, last-name, etc.

Recommended connexions: list of other people sharing my same interests.

Clicking a person will show their public profile containing publications made by that person and some stats like followers count, spaces where the person participates, etc. Follow that person will be one important CTA.

spaces

My spaces: list of spaces initiated by me or that I am following, showing the ones with recent updates first.

Search spaces: search other spaces by name, description, tags, etc.

Recommended connexions: list of other spaces that could fit on my interests or have similar tags that other spaces I already follow.

Clicking a space will show some branded element like a banner, space's name and description, list of administrators and a news feed with all the latest activities, top contributors, etc. Follow that space will be one important CTA. Files will be a section with a file manager view of all files shared inside this space including all its groups.

groups

My groups: list of groups initiated by me or that I am following, showing the ones with recent updates first.

Search groups: search other groups by name, description, tags, etc.

Recommended groups: list of other groups that could fit on my interests or have similar tags that other groups I already follow.

Clicking a group will show some branded element like a banner showing the space where it belongs to, group's name and description, list of administrators and a news feed with all the latest activities, top contributors, etc. Follow that group will be one important CTA. Files will be a section with a file manager view of all files shared inside this group.

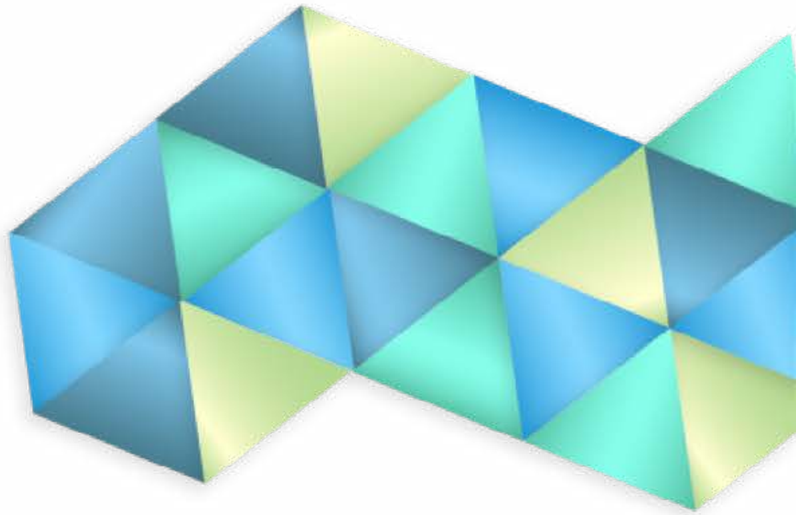
discussions

My discussions: list of discussions initiated by me or that I am following, showing the ones with recent updates first. Note that by participating on any discussion will automatically subscribe to them (follow) that discussion for future updates.

Search discussions: search other discussions by name, description, tags, etc.

Recommended discussions: list of other discussions that could fit on my interests or have similar tags that other groups I already follow, or have people I follow on them or are in trend, etc.

Clicking a discussion will show some branded element like a banner showing the space and group where it belongs to, discussion subject and content, list of replies and a space to contribute. Follow that discussion will be one important CTA. Files will be a section with a file manager view of all files shared inside this discussion.

Workshop Discussion

Thanks
Merci