

UX

Design
Legacy tools
[\[3259\]](#)

GCTools global search results format

Amable Rodríguez
v1.1 / 2018-09-04

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

Document revisions

Version #	Comments	Author	Date
1.0	Document creation	Amable Rodríguez	2018-08-31
1.1	Added Research and Design recommendations	Raymond Violette, Amable Rodríguez	2018-09-04

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Team

UNCLASSIFIED / NON CLASSIFIÉ



Rajeev Sood
Development



Raymond Violette
UX Research



Amable Rodríguez
UX Design

Context

Problem:

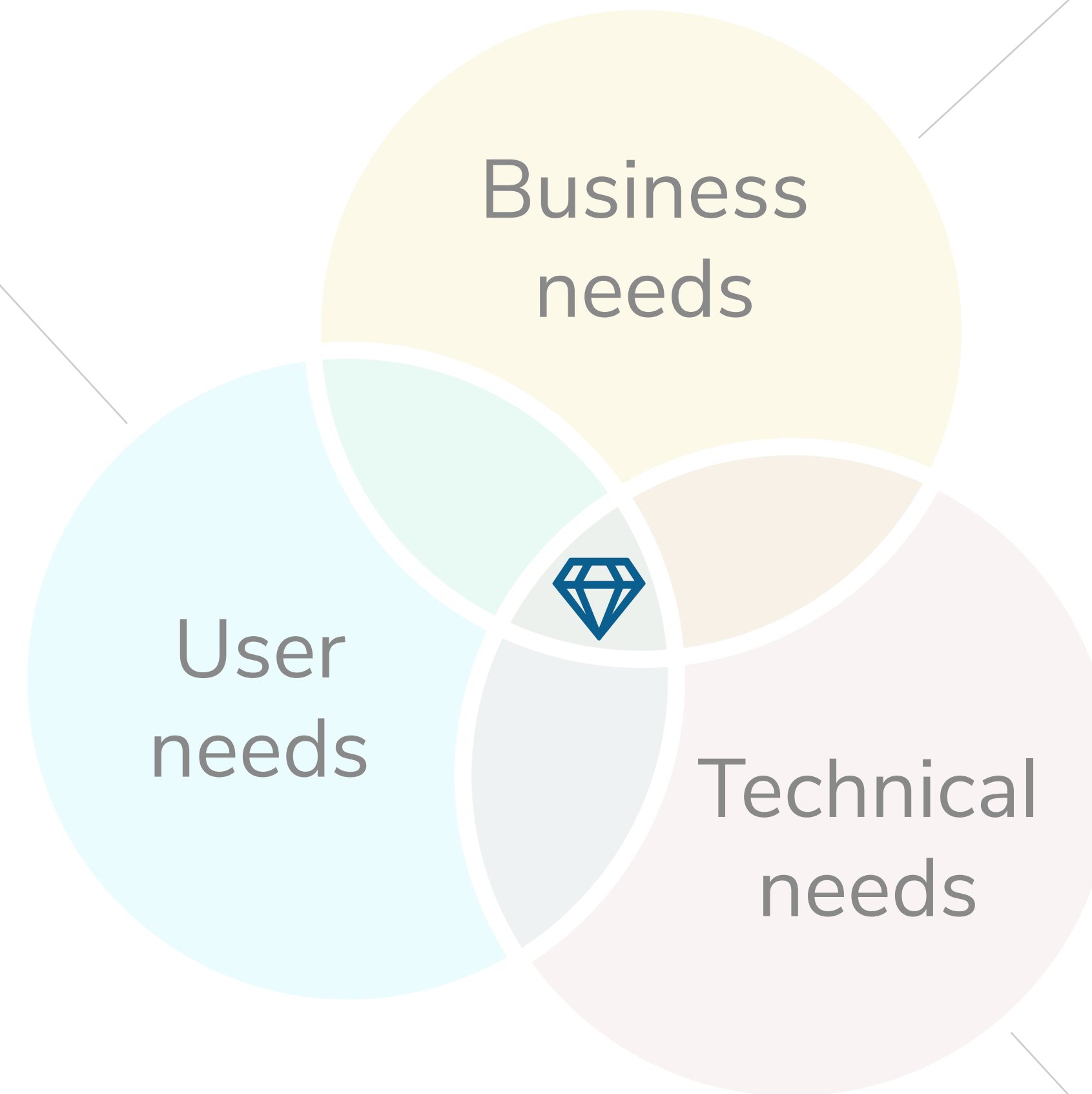
How to improve the prioritized results list when having to mix document-type of results with person-type of results in an harmonic way.

Goal:

Provide a design suggestion on better formating the search result elements.

Needs

- User needs to be able to quickly identify what kind of element is shown on the search result list



- Business needs to provide a simple and fast solution that gives the information the users are looking for on a simple and efficient way

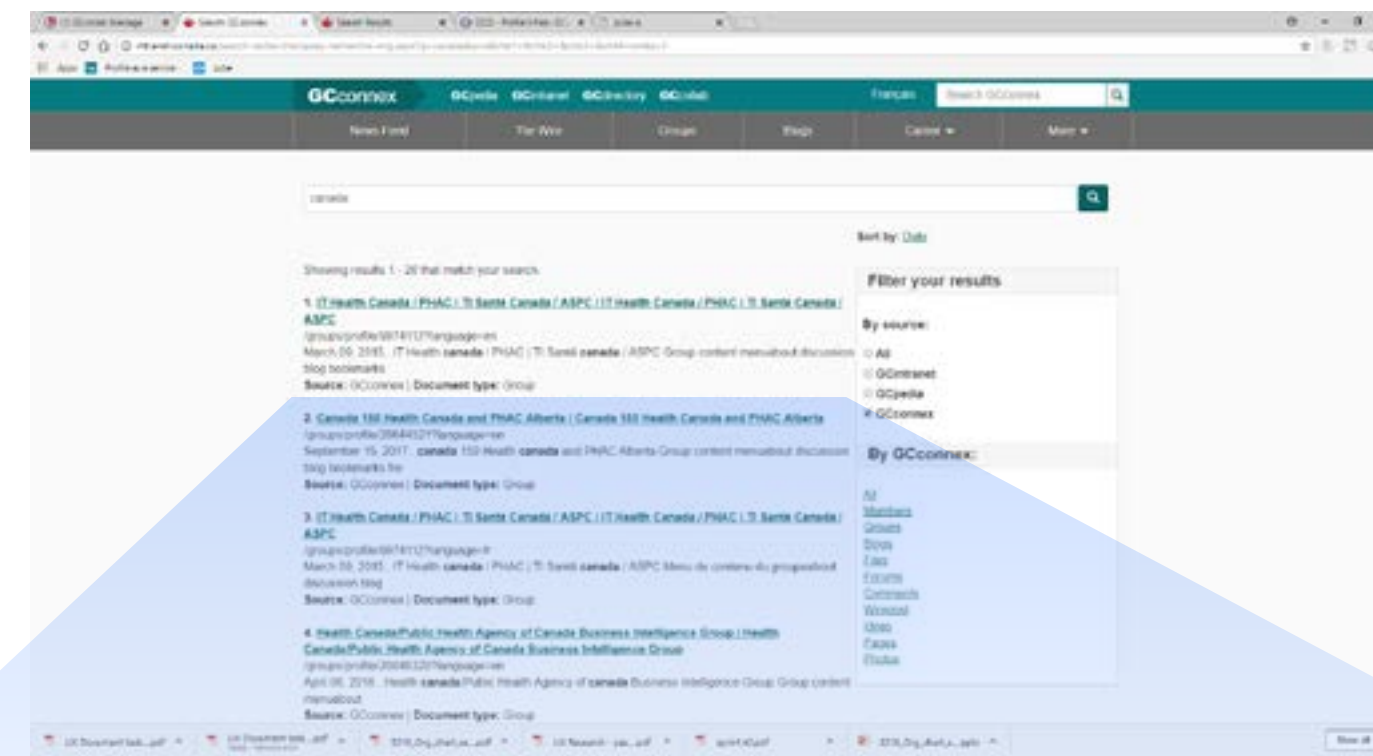
- Main technical need is for the proposed solution to be easy to implement and not involve a huge amount of changes on the legacy tools

1. Current situation

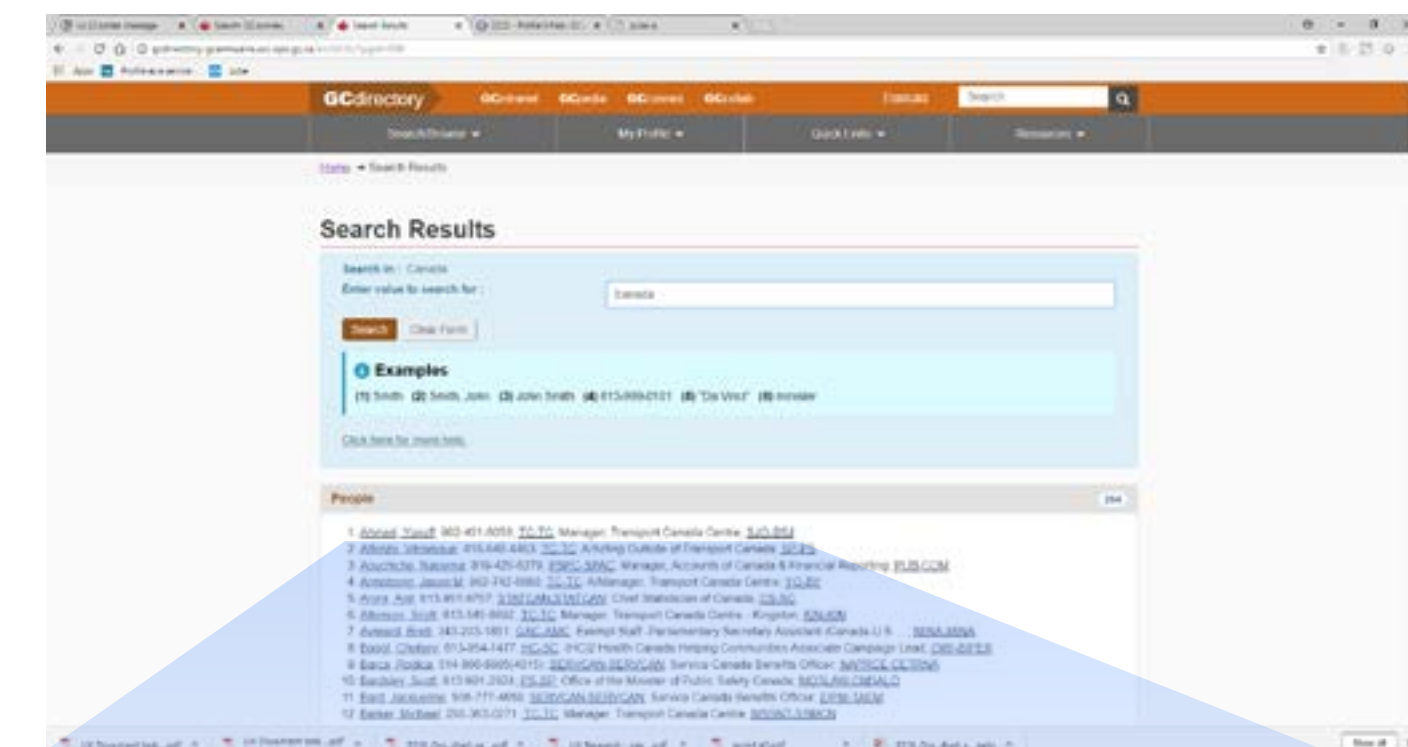
Depending on the type of repository we apply the search, results are formatted in very different way.

If an unified search result list is going to be shown mixing all the repositories as common source of the search, all results needs to be perceived as part of the same list even when they will be of different kind in nature (example: documents and people).

As initial conditions, documents and people has very dissimilar anatomy as shown on this two images:



1. [IT Health Canada / PHAC | TI Santé Canada / ASPC | IT Health Canada / PHAC | TI Santé Canada / ASPC](#)
 /groups/profile/9974112?language=en
 March 09, 2015...IT Health **canada** / PHAC | TI Santé **canada** / ASPC Group content menuabout discussion blog bookmarks
Source: GCconnex | **Document type:** Group

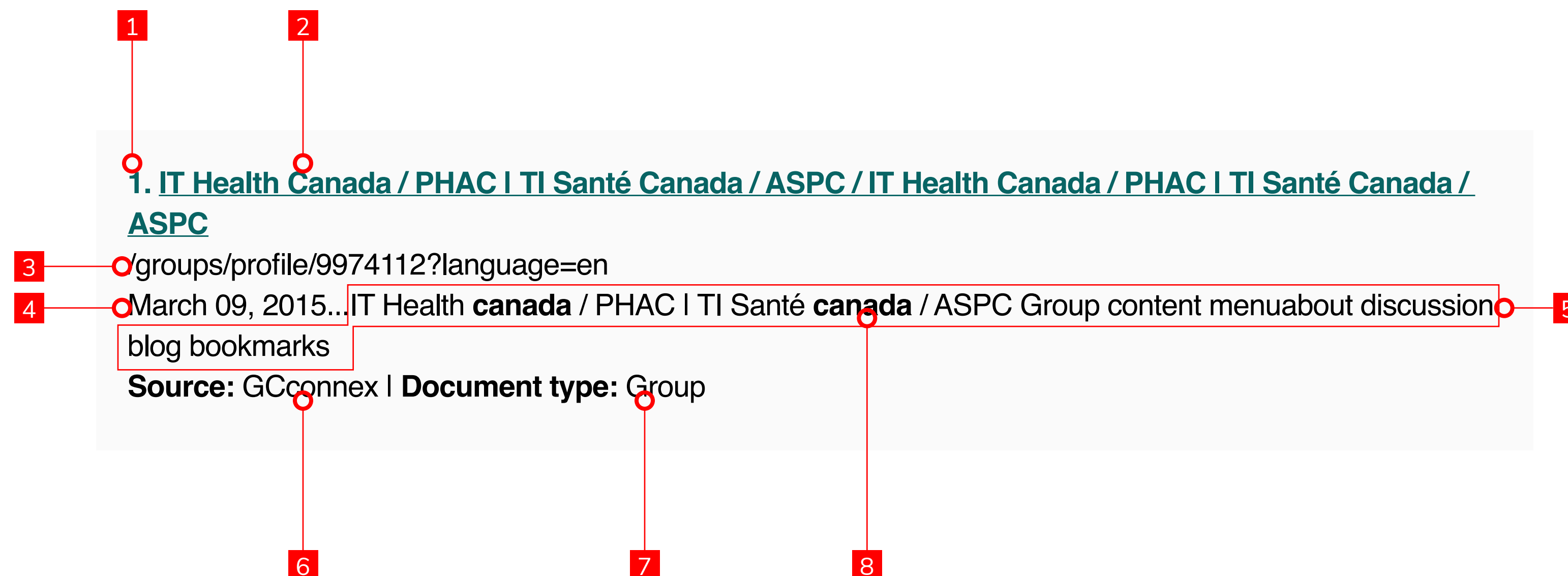


1. [Ahmed, Yusuff](#), 902-401-6058; [TC-TC](#); Manager, Transport Canada Centre; [SJO-BSJ](#)

1. Current Situation (cont)

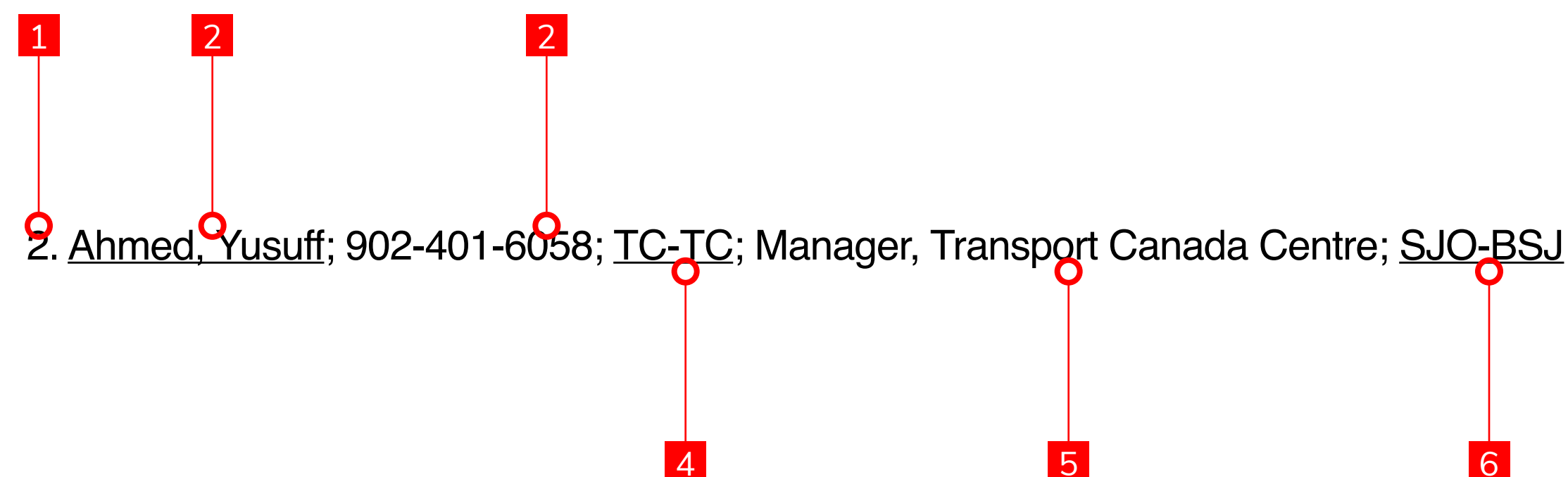
Document-type of results have the following structure:

- 1) result number
- 2) name of the document
- 3) truncated url
- 4) date
- 5) abstract
- 6) source
- 7) type
- 8) occurrence of keyword used on the search



Person-type of results have the following structure:

- 1) result number
- 2) last name and name
- 3) phone number
- 4) department
- 5) position
- 6) section



2. Research Scope

3 GEDS search result from
3 different governments:
Canada, Ontario and UK.

1. Search GEDS – Government of Canada

<http://geds.gc.ca/en/GEDS?pgid=002>

Search result for “Mike Smith”:

1. Smith, Mike W; 613-948-9078; TC-TC; Civil Aviation Safety Inspector, Flight Operations; OEO-OEO

2. Government of Ontario Employee and Organization Directory

<http://www.infogo.gov.on.ca/infogo/>

Search result for “Mike Smith”:

Mike Smith

Manager | Regulatory and Agency Policy Section (Energy, Northern Development and Mines) | 416-326-5752 | mike.smith@ontario.ca

3. Government communication service – UK

<https://gcs.civilservice.gov.uk/membership/search/results?q=mike+smith&searchtype=default>

Search result for “Mike Olson”:

Mike Olson

Head of Marketing and communications
Department for Education (Central Government)

mike.olson@education.gov.uk

Tel: 01616001382

3. Research

3.1. Search GEDS – Government of Canada

The screenshot shows the Government of Canada Search GEDS website. At the top, there is a header with the Canadian flag, the text "Government of Canada" and "Gouvernement du Canada", and a "Français" link. Below this is a search bar labeled "Search GEDS" with a magnifying glass icon. A navigation bar contains three dropdown menus: "Search/Browse", "Quick Links", and "Resources". The main content area starts with a "Home" link, followed by a "Welcome" heading. Below the heading is a search section with the text "Search in : Canada" and "Enter value to search for :". There is a search input field, a "Search" button, and a "Clear Form" button. Below the search section is a light blue box titled "Examples" containing the text: "(1) Smith (2) Smith, John (3) John Smith (4) 613-999-0101 (5) 'Da Vinci' (6) minister". Below this box is a link: "Click here for more help.". At the bottom, there is a paragraph: "The Government Electronic Directory Services (GEDS) provides a [directory of public servants](#) across Canada. Information in this directory is supplied by individual federal government departments and agencies and updated by one or more data administrators within each department. Some departments do not list all their employees."

Government of Canada / Gouvernement du Canada

Search GEDS

Search/Browse Quick Links Resources

Home

Welcome

Search in : Canada

Enter value to search for :

Search Clear Form

Examples

(1) Smith (2) Smith, John (3) John Smith (4) 613-999-0101 (5) "Da Vinci" (6) minister

[Click here for more help.](#)

The Government Electronic Directory Services (GEDS) provides a [directory of public servants](#) across Canada.

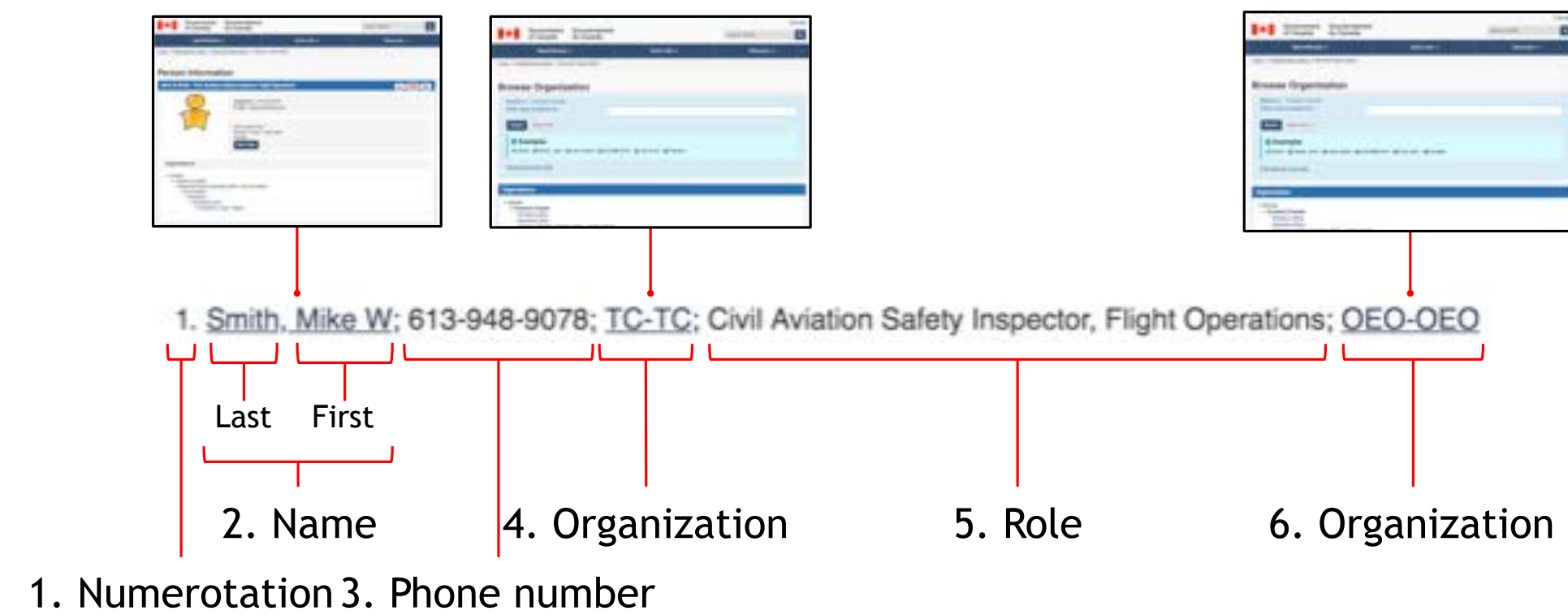
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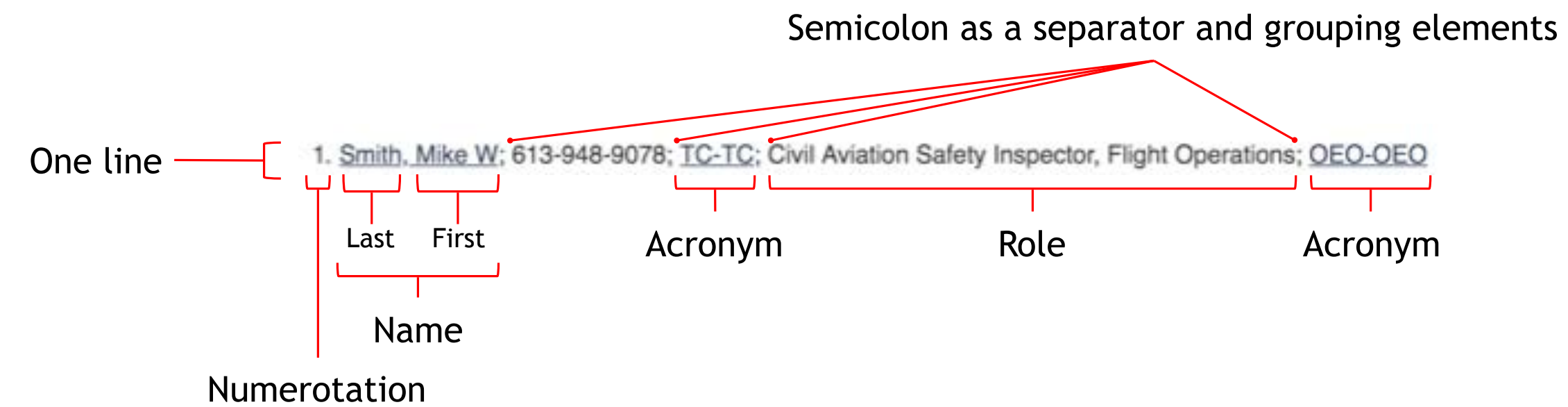
3. Research

3.1. Search GEDS – Government of Canada

Semantic structure



Data structure



3. Research

3.1. Search GEDS – Government of Canada

No clear relation between search result structure of information and the organization chart

1. Smith, Mike W; 613-948-9078; **TC-TC** Civil Aviation Safety Inspector, Flight Operations; **QEO-QEO**

Organizations

- Canada
 - Transport Canada**
 - Minister's Office
 - Executive Office
 - Regional Director General's Office - Pacific Region
 - Regional Director General's Office - Atlantic Region
 - Regional Director General's Office - Ontario Region
 - Corporate Services
 - Programs Group
 - Communications Group
 - Regional Director General's Office - Prairie and Northern Region
 - Safety and Security Group
 - Regional Director General's Office - Quebec Region
 - Legal Services
 - Policy Group

Transport Canada

People

- Higgins, Catherine; 613-991-6435; Assoc ADM, Programs and Lead, Navigation Protection Act Review;
- Pind, Meredith; 613-954-1850; Environmental Preparedness and Response Officer;
- Roussel, Donald; 613-949-2394; Senior Advisor to the ADM, Safety and Security;

Organizations

- Canada
 - Transport Canada
 - Regional Director General's Office - Ontario Region
 - Civil Aviation
 - Operations
 - Operations East
 - Operations - East - Ottawa**


Operations - East - Ottawa

People

- Veinotte, Scott H; 613-954-4589; Civil Aviation Safety Inspector, Airworthiness;
- Lesik, Andrew; 613-952-1503; A/Technical Team Lead, Flight Operations;
- Marshall, Clifford; 613-941-6328; Civil Aviation Safety Inspector, Airworthiness;
- Breault, Léo; 613-952-5854; Technical Team Lead, Airworthiness;
- Verbree, Peter S; 613-952-6679; Civil Aviation Safety Inspector, Airworthiness;
- East, George W; 613-946-5378; Civil Aviation Safety Inspector, Airworthiness;
- Blake, Andrew; 613-222-3264; Civil Aviation Safety Inspector, Flight Operations;
- Seed, Melanie; 613-952-1637; Operational Support Assistant;
- Taylor, Nick; 613-952-5194; Technical Team Lead, Flight Operations;
- Smith, Mike W; 613-948-9078; Civil Aviation Safety Inspector, Flight Operations;
- Goedhart, Lynne; 613-948-9079; Civil Aviation Safety Inspector, Flight Operations;
- Haggart, William; 613-948-5939; Civil Aviation Safety Inspector, Airworthiness;
- Barville, Denis; 613-952-5345; Civil Aviation Safety Inspector, Airworthiness;

3. Research

3.2. Government of Ontario Employee and Organization Directory

 Ontario

INFO-GO

français

MENU

INFO-GO Home

Government of Ontario Employee and Organization Directory

Search for: ☐ Employee ☒ Organization

All Organizations

Search

Browse by Organization

- › Lieutenant Governor
- › Legislative
- › Independent Offices of the Legislative Assembly
- › Ministries, Secretariats and Offices
- › Agencies
- › Executive Council
- › OPS Councils and Committees
- › Coordinator Groups
- › Universities and Community Colleges

3. Research

3.2. Government of Ontario Employee and Organization Directory

Semantic structure

1. Name

First Last

Mike Smith

2. Role

Manager

3. Organization

Regulatory and Agency Policy Section (Energy, Northern Development and Mines)

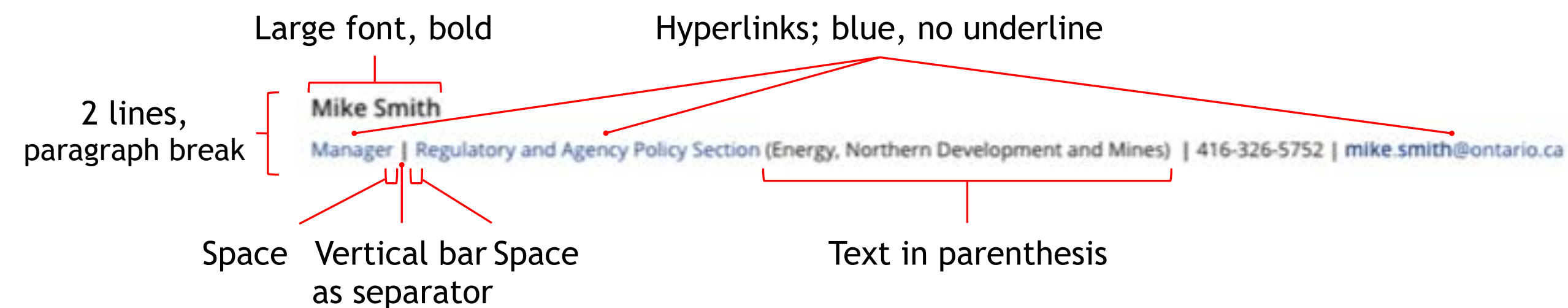
4. Phone number 5. Email

416-326-5752

mike.smith@ontario.ca



Data structure



3. Research

3.2. Government of Ontario Employee and Organization Directory

Search for: ☒ Employee ☐ Organization

Search results - Found 3 employees

Adam Wakefield
Manager, **Labour** Relations (Acting) | Labour Relations (Labour) | 416-327-5493 | adam.wakefield@ontario.ca

Marie-France Chung
Labour Relations Information Specialist | Collective Bargaining Information Services (Labour) | 416-325-4132 | marie-france.chung@ontario.ca

Vacant
Project Manager, **Labour** Relations | Resource Management & Business Transformation (Labour) | 416-314-8988

3. Research

3.3. Government communication service – UK

[Log in](#) | [Register](#) | [People Finder](#)[About us](#)[Government Comms Plan](#)[Guidance](#)[MCOM](#)[Professional development](#)[Careers](#)[BETA](#)

Name/Job title

Department

Public Service

Region

Discipline

People

Mike Olson

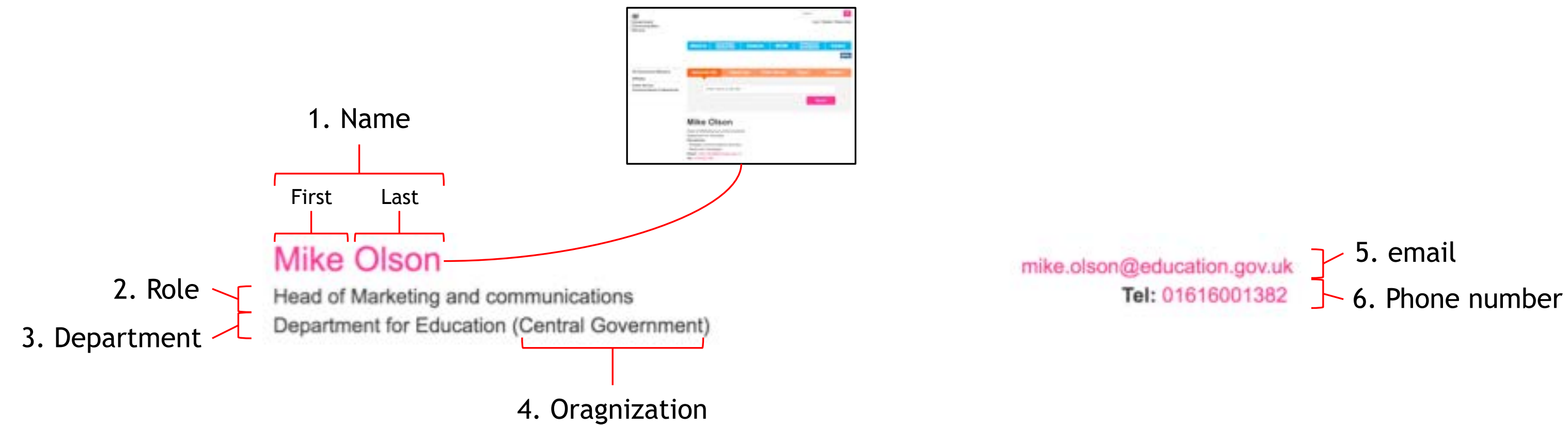
Head of Marketing and communications
Department for Education (Central Government)

mike.olson@education.gov.uk**Tel:** 01616001382

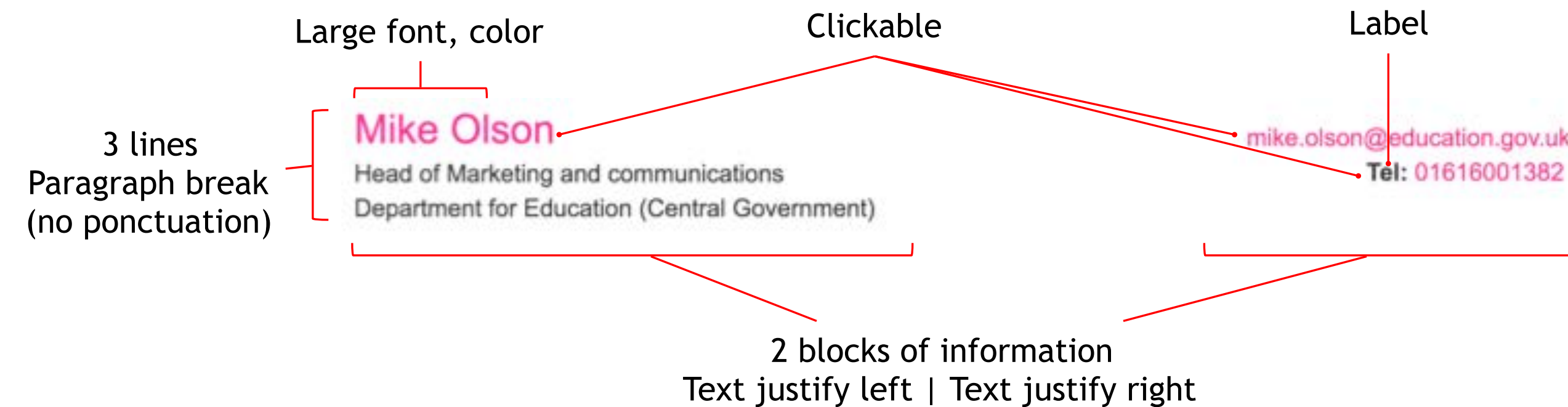
3. Research

3.3. Government communication service – UK

Semantic structure



Data structure



4. Design Recommendations

The recommendations have been based on *Bastien & Scapin ergonomic criteria*¹.

INFORMATION DENSITY

The criterion Information Density concerns the users' workload from a perceptual and cognitive point of view with regard to the whole set of information presented to the users rather than each individual element or item.

CONCISION

The criterion Concision concerns perceptual and cognitive workload for individual inputs or outputs. By definition, Concision does not concern feedback or error messages.

LEGIBILITY

Legibility concerns the lexical characteristics of the information presented on the screen that may hamper or facilitate the reading of this information (character brightness, contrast between the letter and the background, font size, interword spacing, line spacing, paragraphs spacing, line length, etc.). By definition, the criterion Legibility does not concern feedback or error messages.

GROUPING/DISTINCTION OF ITEMS

The criterion Grouping/Distinction of Items concerns the visual organisation of information items in relation to one another. This criterion takes into account the topology (location) and some graphical characteristics (format) in order to indicate the relationships between the various items displayed, to indicate whether or not they be long to a given class, or else to indicate differences between classes. This criterion also concerns the organisation of items within a class. The criterion Grouping/Distinction of Items is subdivided into two criteria: Grouping/Distinction by Location and Grouping/Distinction by Format.

1. [IT Health Canada / PHAC | TI Santé Canada / ASPC / IT Health Canada / PHAC | TI Santé Canada / ASPC](#)

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Source: GCconnex | **Document type:** Group

2. [Ahmed, Yusuff](#); 902-401-6058; [TC-TC](#); Manager, Transport Canada Centre; [SJO-BSJ](#)

4. Design Recommendations

✓ 4.1. Rearrangement of elements

Elements has been reorganized in such way that the make more sense by their proximity with other close related elements or put in the right order. People name result uses document title style.

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4. Design Recommendations

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- ☒ **4.2. Removal of item number, labels and unnecessary field separators**
There seems to be no real need of item number. Labels are not always needed if elements like date are self explanatory, for the labels needed we use regular instead of bold. Some field separators are no longer needed as well, and for the ones needed, they has been standardized to “|” instead of “;”. Removing all this reduce the cognitive charge demanded to the user.

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- ☒ **4.3. Use of complete URL**
 Truncated URLs could avoid repetition but incomplete URLs may bring confusion.

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Truncated URLs could avoid repetition but incomplete URLs may bring confusion.

- ✓ 4.4. Reduced font size
URL and Abstract lines font size was reduced giving more hierarchy value to the item name, the last line containing source, data and/or type was reduced even more. This facilitate reading.

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This allows better reading but also let the highlighted keyword more visible.

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 Name and Last Name has been inverted for better readability. Added email and source fields. Hyperlinks using accent color.

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Yusuff Ahmed

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[902-401-6058](#) | Yusuff.Ahmed@sj0-bsj.gc.ca

GCdirectory

5. Summary

- ☒ **Rearrangement of elements**
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- ☒ **Removal of item number, labels and unnecessary field separators**
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GCdirectory

References

1 Bastien & Scapin ergonomic criteria.

http://www.cocoaheads.fr/wp-content/uploads/files/Ergonomic_Criteria.pdf