

# Dakota

FLOSS Designer



**Age:** 29

**Education:** Masters of Design

**Occupation:** Design Lead

**Location:** Remote - Ottawa, ON

**Work Mode:** Asynchronous

## Experiences with OSS

- Works in an OSS in the energy sector whose code base is on GitHub
- Currently volunteering, but has been paid in the past
- Trained in HCI methodologies
- Works directly with end users
- Aims to design the best systems to suit the end users' needs.

## Challenges with Usability



### Communicating with developers

- Traditional developer communication channels (e.g., GitHub issues) are difficult for explaining the reasons and need for design decisions



### Teammates do not prioritize usability

- Usability tasks are created and delegated to developers
- But they seem to not be implemented



### Scheduling

- OSS team is asynchronous and remote
- Hard to find time to properly explain design decisions to developers



### Interacting with the end user community

- Conversations with end users are dispersed on many platforms
- Inconsistency grows between different platforms
- Developers are even more reluctant to sift through conversations

## Goals Related to Usability

### • **Single Channel for Addressing Usability Concerns:**

Dakota wants to find a way to streamline the entire process.

Consolidating the ways to interact with end users will help to address usability issues.

### • **Communicate Design Decisions to Developers**

Dakota needs an indisputable way to communicate and explain the decisions to the rest of the OSS team.