

Increasing the human element in open source software

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FOSS
BACKSTAGE
DESIGN

1995



Software



Doctor and
Engineering



FOSS
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DESIGN

CRIS/A





- OpenSearch is a community-driven, Apache 2.0-licensed open source search and analytics suite
- Views are my own and do not represent any other entity



Why design in open source often fails?

Apache open source contributions and governance models were created in 1995

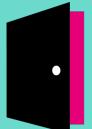
- * Developers needing a **tool box** vs. the every day user
- * Aesthetics (as a **subjective** preference vs. the baseline for everyone)
- * **Variation** of culture, language, values in software contribution
- * Software to **consume** for the global citizen



UX in open source

Designers are as ancient as curated physical environments

- * Open source UXD are **talented** in UI design
- * UXDs are skilled with **presenting** aesthetic preferences on interface
- * UXDs bring business and engineering goals **together**
- * Design as a discipline is as **old** as civilization and settlements themselves



What is it to be human vs. digital?

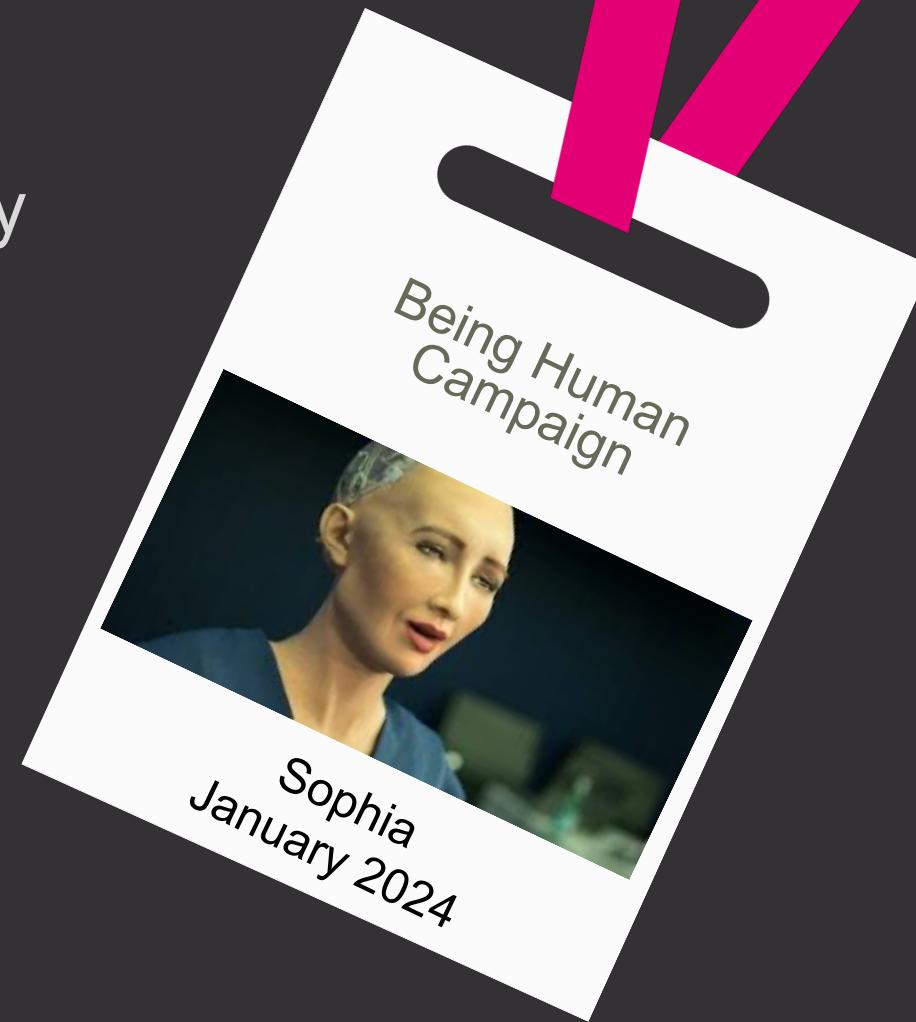
From a developer perspective, we simplify the complex

Empathetic
Multiplicity
Everyday
Entropic

vs.

Ideal
Singularity
Elevated
Curated

"Our story is remarkable. The greatest story ever told. And while it is the story of astonishing development for our species, it is also the tale of billions of individual lives echoing down the millennia, all of them full of hope and promise, fear and disappointment. To be human is to be at the center of our own universe, to experience life in all its colors and all its potential. This is what we want to celebrate with Being Human." - Being Human Campaign [Smithsonian]



Design Well = Prioritize Human Experience

Compassion and Harmony

- * Design for the collective and the individual
- * Branding
- * Strong individual vs. community preferences
- * Keeping the user at the center and addressing decisions with science



Current

2015

1995



Doctor and
Engineering



Software



Cloud
Technologies



AI Evolution



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To transform software that focus on code to software that empowers humans, we need to start with the user

Research into the community that prioritizes software requirements as systematic inquiry using scientific research, investigative journalism, data journalism, Open Source Intelligence, investigation by non-profit entities, and more. Essentially we do what open source is all about, we engage individuals in the community

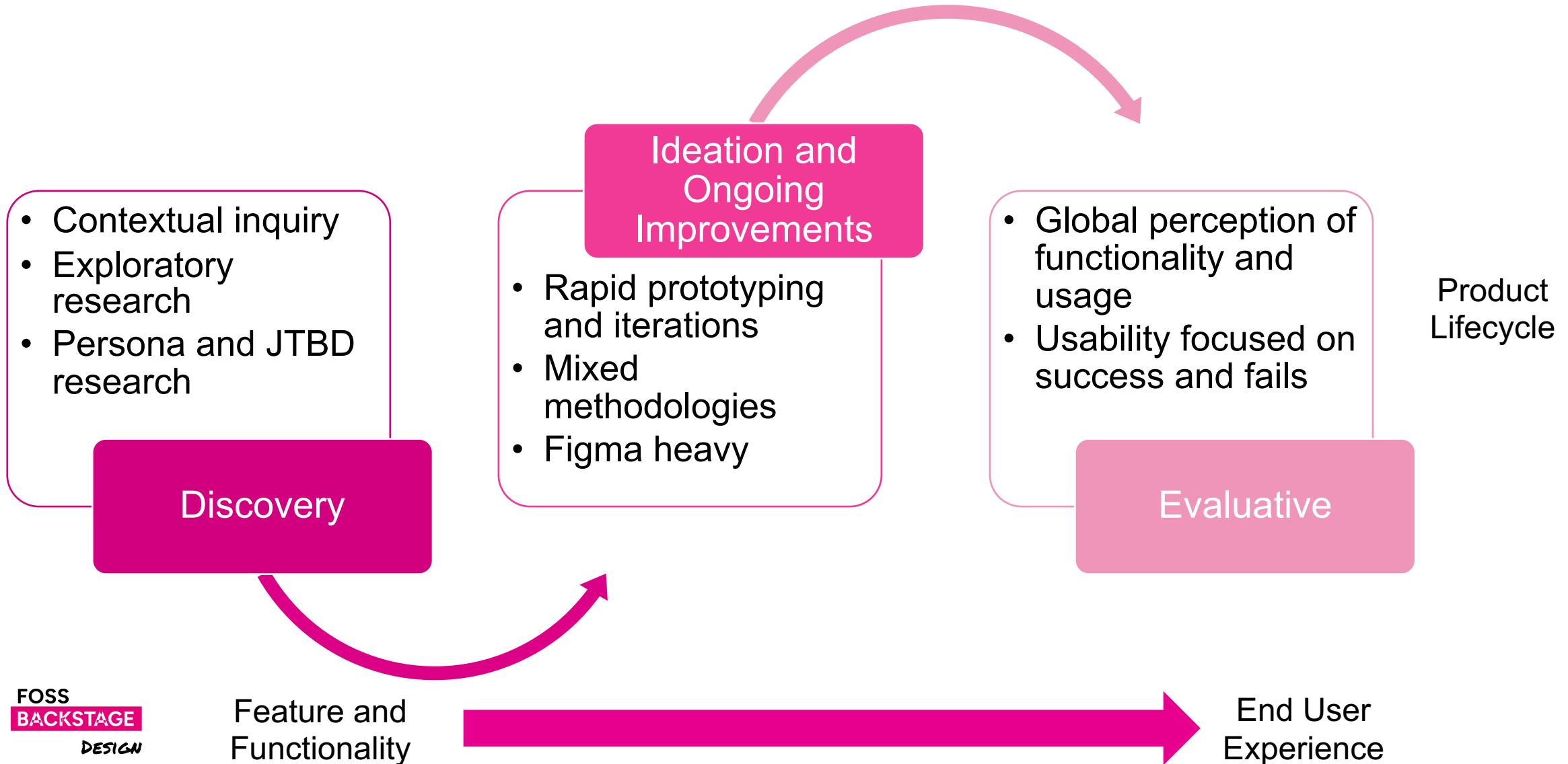


Designers and Developers are Partial to their biases

- * Designers love their designs
- * Product managers love their product
- * Community managers love their community
- * **The only think that matters is the end user**



So how does this work?



- Contextual inquiry
- Exploratory research
- Persona and JTBD research

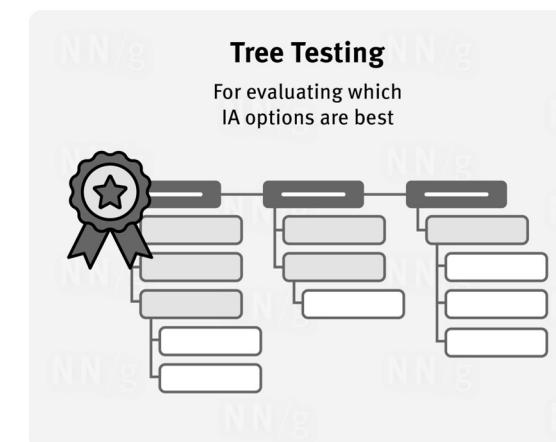
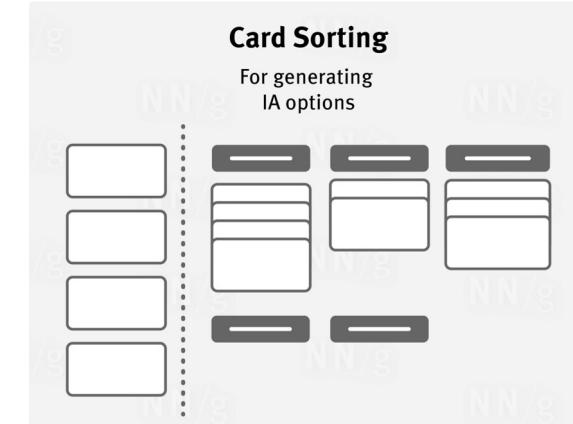
Discovery



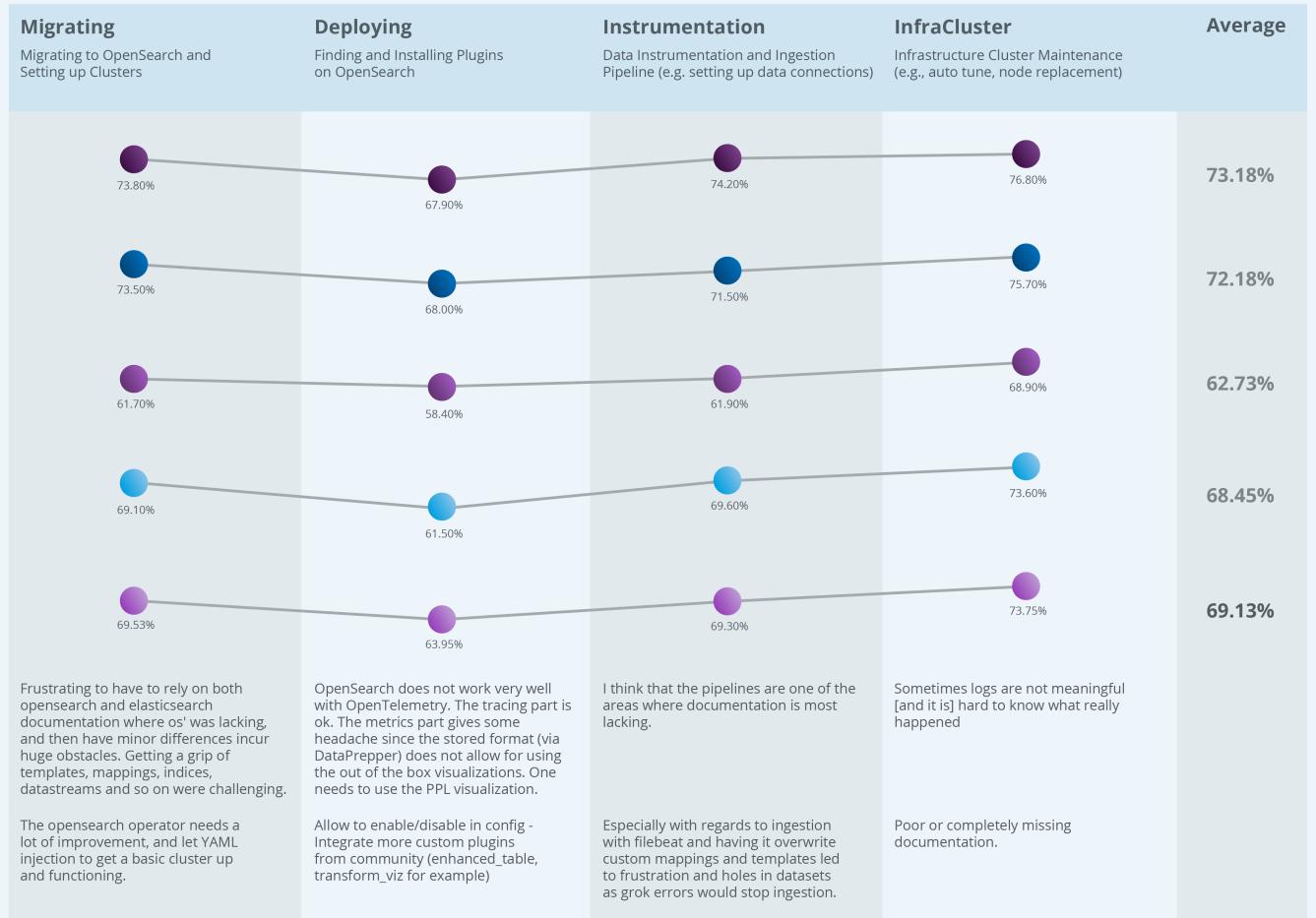
The screenshot shows the GitHub repository page for 'opensearch-project'. At the top, there's a navigation bar with links for Overview, Repositories, Projects, Packages, Teams, People, Security, and Insights. Below the header, the repository name 'OpenSearch Project' is displayed, along with a brief description: 'OpenSearch is a community-driven, Apache 2.0-licensed open source search and analytics suite that makes it easy to ingest, search, visualize, and analyze data.' It shows 1.7k followers and a verified status. A large image of the 'README.md' file is the central focus, featuring the 'OpenSearch' logo and a brief description of the project.

The screenshot shows the GitHub repository page for 'opensearch-project/ux'. The navigation bar includes links for README, Code of conduct, Apache-2.0 license, and Security. The main content features the 'OpenSearch Design' logo and a navigation menu with links to Welcome!, Project Resources, Code of Conduct, License, and Copyright.

- ## Ideation and Ongoing Improvements
- Rapid prototyping and iterations
 - Mixed methodologies
 - Figma heavy



Infra User



- Global perception of functionality and usage
- Usability focused on success and fails

Evaluative



In addition we engage in larger studies

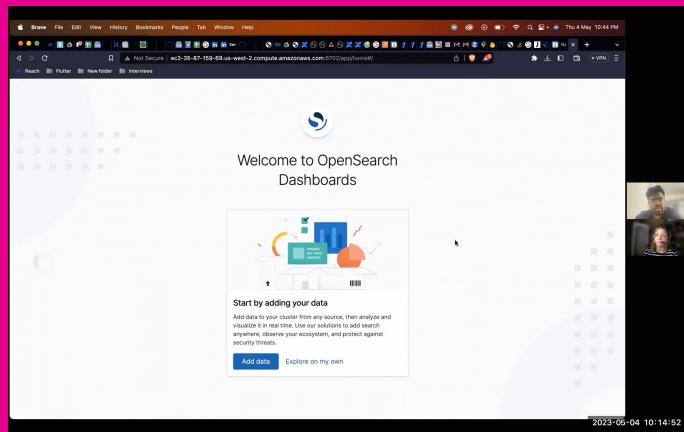
- Segmentation studies specialized
 - * on capturing requirements of a specific user base
 - * Metrics tracking on GitHub
 - * Usability and Accessibility audits of defined user workflows
 - * GitHub insights



So how does this work?

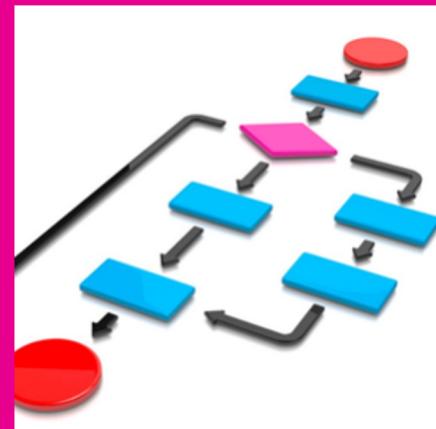
Emphasis on Feature Mocks

- Offering a Toolkit
- Feature first
- Functionality over Experience

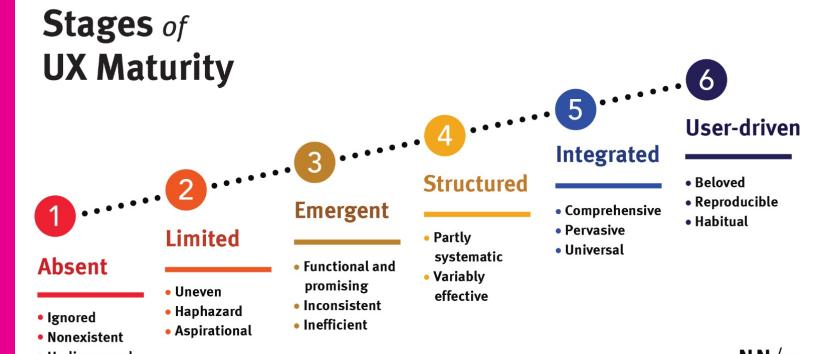


Emphasis on the Human Experience

- Usability and Accessibility
- Experience first
- Experience defines the Functionality



Stages of UX Maturity



Open source research as a cornerstone to open source design is easy and powerful

- * Designers are able to set the foundation for curated experiences
- * Gives consensus for development to open source
- * Focuses on the lowest denomination of usability and accessibility of software
- * Is based on tried and tested scientific methodologies to help us understand how we navigate the designed world



Keep the user at the center of development of your open source software

- ✳ Start small with ongoing ideation and improvements
- ✳ Focus on the users' journey as real and user research are pivotal in debiasing opinions
- ✳ Prioritize the data and the discovery process
- ✳ Start with the baseline to enable to lowest common denominator, but design to enable the loftiest design dreams



References

- BBC Earth <https://www.bbcearth.com/news/what-does-it-mean-to-be-human>
- Getty <https://www.gettyimages.ie/photos/sophia-ai?phrase=sophia%20ai&assettype=image&sort=mostpopular&license=rf,rm>
- Smithsonian <https://www.smithsonianmag.com/history/gobekli-tepe-the-worlds-first-temple-83613665/>
- Nielsen Normal Group <https://www.nngroup.com/articles/ux-maturity-model/>

Aparna Sundar



Dr. Aparna Sundar is a senior UX researcher at AWS covering all areas of the OpenSearch UI. She has over 20 years of experience in the field of research and design and actively publishes in the area of cognitive science.

Questions

Read up more on [OpenSearch.org](#)

Posts by Aparna Sundar

- [Trust in open-source software](#)
- [OpenSearch research: Customer expectations of an intelligent dashboard assistant](#)
- [OpenSearch search personas: Creating Figma templates to represent a persona framework](#)
- [OpenSearch Dashboards: A usability snapshot](#)
- [Using community insights to create a persona framework to improve search experiences](#)
- [OpenSearch Partners with Key lime Interactive for Usability Studies: Admin Panel Workflows](#)
- [OpenSearch Dashboards: Community Insights](#)
- [OpenSearch Project Q1 community survey results](#)