XDS Beta Launch

Viasat Experience Design System (XDS)

Digital Team, User Experience

May 21, 2018

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Agenda

01   **Introduction and testing overview**

02   **Usability issues and bugs**

03   **Top XDS requests**

04   **Top XDS priorities**

05   **Next steps**

Introduction and testing overview

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Beta test

Test types

15   General (developer, designer, PO)

5   Developer integration

2   Designer integration

2   Content (designer)

Participant roles

20   Developers

7   Designers

2   Product owners

Participants

Business areas (number of participants)**:**

- BBC (4)
- Business Aviation (2)
- Commercial Aviation (7)
- Government (9)
- Marketing (4)
- OPS (1)
- Residential (1)

Departments/projects:

- ATG Self service login
- MsGeo
- CM Analysts Dashboard
- Embraer IPTV
- ACP
- In-flight portals
- VIPSAM
- Viasat Operations Consul
- Mobile Dynamic Defense
- Arclight
- HAIPE HMI
- Brazil website
- Product Test Web Services
- Self Service
- Exede.com

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Who's implementing patterns, components, designs, or style guide?

Using patterns, components or designs

> BBC – ATG (Vue)

> Configuration Management (Angular)

> Commercial Aviation – Portals (React), Training (Adobe Captivate)

> Government – VIPSAM

> Government – Mobile Dynamic Defense (Angular)

> Marketing – Creative, Digital, Commercial Aviation, Brazil

Planning to use patterns, components or designs

> BBC – ATG (Vue)

> Business Aviation – Embraer IPTV (Angular)

> Commercial Aviation – ACP (React), Portals (React)

> Government – VIPSAM (React), VOC, HAIPE HMI, *Arclight* (Angular)

> Marketing – Creative, Digital

> *OPS PTE – Product Test Web Services**

> Residential – Exede.com, Self Service (React)

Pending new project approval

Business areas using patterns

Business area	Department	Using or planning to use
BBC - ATG	SSO (self service) login	Using - Vue
BBC - ATG	MsGeo	Planning to use - Vue
BBC - Configuration Management	CM Analysts Dashboard	Using - Angular
Business Aviation	Embraer IPTV	Planning to use - Angular
Commercial Aviation	ACP	Planning to use - React
Commercial Aviation	Portals	Planning to use - React
Commercial Aviation	Training	Using designs and style guide
Government	VIPSAM (Critical Infrastructure Protection, Network Security Monitor, Battlefield Common Operations)	Using and planning to use - React
Government	Viasat Operations Consul	Planning to use
Government	Mobile Dynamic Defense	Using - Angular
Government	Arclight	Pending new project; Planning to use - Angular
Government	HAIPE HMI	Planning to use
Marketing	Consolidated Viasat.com	Planning to use
Marketing	Creative	Using designs and style guide
Marketing	Digital: Brazil Website	Using
OPS	Product Test Web Services	Planning to use, pending new project
Residential	Self Service	Planning to use - React
Residential	Exede.com	Planning to use

Top patterns in use

Family	Pattern	Implemented (teams, by number)
Footer	Footer	3
Forms	Master form, login form	2
Table	Table	1
Components	Buttons	1
Templates	Empty template	1
Header	Multi-level header	1
Header	Utility header	1

Source: Compilation of beta testing, dev integration interviews, and wiki form submissions.

Top patterns planning to use

| Family	Pattern	Demand (teams, by number)
Footer	Footer	7
Forms	Forms	6
Header	Multi-level header	4
Navigation	General	4
Table	General	3
Header	Utility header	2
Tabs	Tabs	2
Forms	Step indicator	2
Components	Buttons	2
Navigation	Vertical section navigation	2
Navigation	Pagination	1
Charts/graphs	Bar chart	1
Charts/graphs	Line chart	1
Charts/graphs	Pie chart	1
Navigation	Mega menu	1
Charts/graphs	General	1
Navigation	Horizontal global navigation	1
Templates	General	1
Navigation	Breadcrumbs	1
Digital Style Guide	Material icons	1

Source: Compilation of beta testing, dev integration interviews, and wiki form submissions.

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Top patterns requested

Family	Pattern	Demand (teams, by number)
DSG - Color scheme	Dark theme	6
Form	Login form	3
Status	System status - actions/alerts/rules	2
DSG - Iconography	Iconography - more options; Social media interactive pack	2
Navigation	Fixed header, hamburger/nav drawer	2
DSG - Color scheme	Multiple color schemes	1
List	Task list/to do list (editable table)	1
List	Ordered/unordered lists	1
Microinteractions	Intermittant loader	1
Notifications	Dialog box	1
Hero image	Hero image with motif	1
Table	Data table (that supports large data sets - up to 1mil)	1
Notifications	Toast notifications	1

Source: Compilation of beta testing, dev integration
interviews, and wiki form submissions.

Beta testing in action
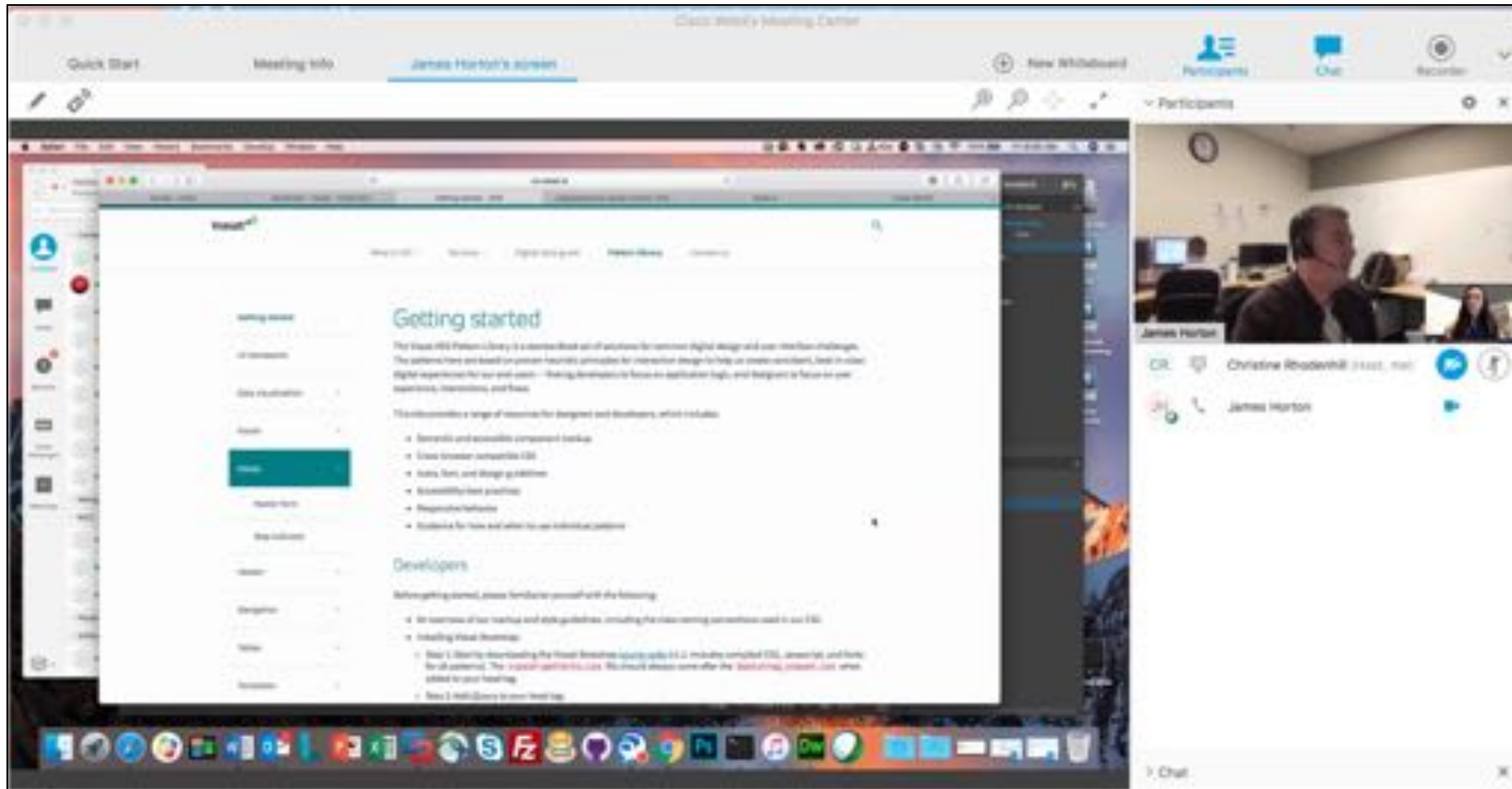
Quotes

"I loved that it [pattern in preview pane] was interactive on the page and I could see how it's [the form pattern] being used." - Forms pattern page

"This [UX team services] is useful because it helps people understand what your team does."
- Services page

"In general, all of the information is laid out in the same way. It makes me feel like this is a mature tool." - Pattern pages

"This will be very helpful in the future for viasat.com. So everyone is on the same page. No disagreements about the color button, etc." - Pattern pages

"I like it. It has everything I was looking for. It's a great start to making everything look the same. All of our products look different now." – XDS site

"I like that you can interact, see what things change, and see how it actually works. It's really neat." - Pattern preview pane

"We need to get things off the ground quickly, so having your components really helps."

Usability issues and bugs

Top usability issues

> XDS

> Digital Style Guide

> Patterns

Top usability issues

> XDS

1. Orientation and wayfinding

2. Links and downloads

3. Interactions aren't clear

4. Unclear words, page and section titles

5. Accessibility: lack of perceive-ability

6. Variations: unclear purpose

Top usability issues

> XDS

1. Orientation and wayfinding

2. Links and downloads

3. Unclear interactions

4. Unclear words, page and section titles

5. Accessibility: lack of perceive-ability

6. Variations: unclear purpose

- Getting lost, difficulty understanding how to get back to where they came from
- Having only one link under 'What is UX' is confusing to users
- Participant lost on bottom of pattern pages

Top usability issues

> XDS

1. Orientation and wayfinding
2. **Links and downloads**
3. Unclear interactions
4. Unclear words, page and section titles
5. Accessibility: lack of perceive-ability
6. Variations: unclear purpose

- Unclear that certain actions will happen when links are clicked

Top usability issues

> XDS

1. Orientation and wayfinding

2. Links and downloads

3. **Unclear interactions**

4. Unclear words, page and section titles

5. Accessibility: lack of perceive-ability

6. Variations: unclear purpose

- Scroll bar doesn't show until scrolling begins
- Lightboxes don't appear clickable
- Footer links don't appear clickable
- Unclear about the responsive behavior of patterns

Top usability issues

> XDS

1. Orientation and wayfinding

2. Links and downloads

3. Unclear interactions

4. **Unclear words, page and section titles**

5. Accessibility: lack of perceive-ability

6. Variations: unclear purpose

- More clearly define the phrases 12 column grid system, breakpoint, states of form elements, obfuscation, global errors, inline errors, inline confirmation
- Consider renaming 'multi-level header' to 'header', it doesn't appear multi-level to users, and consider renaming 'attribute' to 'element' in git readme
- Review content in 'Behavior', 'UI Framework', and 'When to use' and consider renaming titles

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Top usability issues

> XDS

1. Orientation and wayfinding

2. Links and downloads

3. Unclear interactions

4. Unclear words, page and section titles

5. **Accessibility: lack of perceive-ability**

6. Variations: unclear purpose

- Lack of perceive-ability - teal on white background
- Lack of general accessibility information

Top usability issues

> XDS

1. Orientation and wayfinding

2. Links and downloads

3. Unclear interactions

4. Unclear words, page and section titles

5. Accessibility: lack of perceive-ability

6. **Variations: unclear purpose**

- Unclear of the purpose, make clear variations are just ideas or provide design files

Top usability issues

> Digital Style Guide

1. Difficulty accessing

2. Large blocks of content hard to read, new features needed

Top usability issues

> Digital Style Guide

1. **Difficulty accessing**

2. Large blocks of content hard to read, new features needed

- Consider removing email gate, or make assets more easily available
- Style guide should open in a new window/tab

Top usability issues

> **Digital Style Guide**

1. Difficulty accessing

2. **Large blocks of content hard to read, new features needed**

- Make introduction and content more succinct
- Build out pages on XDS to make it easier to quickly find information
- Add instructions around motif, color palette
- Add instructions for large screen sizes
- Consider building out components like buttons on the XDS

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Top usability issues

> Patterns

1. Form field errors

2. Integration: need clearer instructions

3. Usability issues: vertical section navigation, footer

4. Requirements

Top usability issues

> Patterns

1. **Form field errors**

2. Integration: need clearer instructions

3. Usability issues: vertical section navigation, footer

4. Requirements

- Hard to find states in preview pane. Make them more apparent or easier to find.

Top usability issues

> Patterns

1. Form field errors

2. **Integration: need clearer instructions**

3. Usability issues: vertical section navigation, footer

4. Requirements

- Need clearer instructions for splitting out footer
- Provide clearer instructions for replacing the elements in the UI template.

Top usability issues

> **Patterns**

1. Form field errors

2. Integration: need clearer instructions

3. **Usability issues: vertical section navigation, footer**

4. Requirements

- Vertical section navigation issues when creating variation of having all items open at once
- Make more clear that footer links are links and interactive (links have the same treatment as the text)

Top usability issues

> Patterns

1. Form field errors

2. Integration: need clearer instructions

3. Usability issues: vertical section navigation, footer

4. **Requirements**

- Device/screen size concerns, needs further explanation in digital style guide

Bugs found: 5

Actual functionality	Expected functionality
Utility header - 'Functionality' title when you click on lightbox	Title should be 'variations'
Can't click on variations lightboxes	Should be able to open lightbox when you click on a variation image
Vertical section navigation - bug	Hover color for sub nav items in XDS should be updated to be #DEE4E8
Vertical section navigation - bug	The tertiary menu items should be teal not dark gray
On pattern pages, "Preview" is in title case, but 'HTML' and 'VIEW ON GITHUB' are in CAPS	Keep code as HTML, CSS, JS, but change GITHUB to GitHub, to be consistent with Preview and Developer Notes titles

Top XDS requests

Top XDS requests

> Creating multiple color schemes (including dark theme)

> Clearer marketing value of UX to Product Owners

> Connecting teams

> Creating examples of patterns used together to see whole picture

> Address the teal

> Implementation process

> XDS content

> UX Team and Types of Services pages

> Versioning system

> Designer tools

Top XDS requests

> **Creating multiple color schemes (including dark theme)**

> Clearer marketing value of UX to Product Owners

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> Designer tools

- Suggested by users to have schemes that distinguish the different products/app themes
- Create dark theme

Top XDS requests

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> Versioning system

> Designer tools

- Answer this question in content/messaging: "Why would a PO come to our team?"
- Define integration with CX and what we're defining as the difference so leadership isn't confused

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> Implementation process

> XDS content

> UX Team and Types of Services pages

> Versioning system

> Designer tools

- Include a way for teams to stay involved and get help on an ongoing basis

- Create a pathway for teams implementing similar frameworks to collaborate

Top XDS requests

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> Connecting teams/XDS community

> **Creating examples of patterns used together to see whole picture**

> Address the teal

> Implementation process

> XDS content

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> Versioning system

> Designer tools

- Users want to see how patterns have come together to have better design direction

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Top XDS requests

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> Creating examples of patterns used together to see whole picture

> **Address the teal**

> Implementation process

> XDS content

> UX Team and Types of Services pages

> Versioning system

> Designer tools

- Both designers and developers are confused with the teal – we need to provide more explanation on how we've expanded on the initial brand guideline and that this is still approved and 'on brand'

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Top XDS requests

> Creating multiple color schemes (including dark theme)

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> Creating examples of patterns used together to see whole picture

> Address the teal

> **Implementation process**

> XDS content

> UX Team and Types of Services pages

> Versioning system

> Designer tools

- Create process for feedback and validating how teams have implemented the patterns/designs. Determine how much flexibility is allowed. Determine what is not allowed, and as you review, update the style guide.
- Explain why we chose the 'framework' (jquery) we did to increase credibility
- Consider adding an npn install for all code and by type of framework
- Consider removing pieces of developer notes that require extra work on developers' part and instead doing the work for them
- Create better transparency of our team for new users and a more personal approach as opposed to the contact form that feels generic.

Top XDS requests

> Creating multiple color schemes (including dark theme)

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> Creating examples of patterns used together to see whole picture

> Address the teal

> Implementation process

> **XDS content**

> UX Team and Types of Services pages

> Versioning system

> Designer tools

- Make it easier to read/scan/digest XDS content on pattern pages.
- Update Matomo README with content to promote use by non-ecommerce driven teams

Top XDS requests

> Creating multiple color schemes (including dark theme)

> Clearer marketing value of UX to Product Owners

> Connecting teams/XDS community

> Creating examples of patterns used together to see whole picture

> Address the teal

> Implementation process

> XDS content

> **UX Team and Types of Services pages**

> Versioning system

> Designer tools

- Users want to be able to compare our faces/names to the services information
- The services description is too much info and needs to be more digestible
- Users don't distinguish the difference between UX services and UX team
- Include examples of work and development process.
- Make concise and easy to scan.

Top XDS requests

> Creating multiple color schemes (including dark theme)

> Clearer marketing value of UX to Product Owners

> Connecting teams/XDS community

> Creating examples of patterns used together to see whole picture

> Address the teal

> Implementation process

> XDS content

> UX Team and Types of Services pages

> **Versioning system**

> Designer tools

- Create versioning system for code
- Create versioning system for releases in git

Top XDS requests

> Creating multiple color schemes (including dark theme)

> Clearer marketing value of UX to Product Owners

> Connecting teams/XDS community

> Creating examples of patterns used together to see whole picture

> Address the teal

> Implementation process

> XDS content

> UX Team and Types of Services pages

> Versioning system

> **Designer tools**

- Provide designers with more tools on the XDS

Top XDS priorities

Top XDS priorities (not in order of execution)

> Break out patterns into components *(intern project)*

> Implementation process
>> – Clearer instructions on pattern integration (ex: footer, template)
>> – Process for new patterns/frameworks to be added back into XDS *(part of intern project)*
>> – Connecting teams/XDS community

> Create multiple color schemes, dark theme

> Clarify confusing interactions
>> – XDS orientation, wayfinding
>> – XDS links, downloads
>> – XDS scroll bar, lightbox, form field errors
>> – Pattern footer links, section vertical nav

> Update wording of some XDS content
>> – Define UX terms
>> – Page and section titles
>> – Section content to make it easier to scan
>> – Variations introduction to define purpose

> Creating examples of patterns used together

> Versioning system

> Digital Style Guide: add to XDS and make info more accessible

> Digital Style Guide: add guidelines for large screen sizes to address size concerns

Top XDS priorities cont. (not in order of execution)

> Add more designer tools

> Update UX Team and Types of Services pages

> Add general accessibility information

> Accessibility: address white background color of XDS

> Clearer marketing value of UX to Product Owners

> Address the teal

> And more…

Next steps

Next steps

> Present results to Digital team

> Prioritize next steps/patterns with Digital team

– UX Intern project (i.e. component library and pattern process)

– UX team (TBD)

> Track monthly pattern usage with Matomo

> Ongoing PR: present XDS and UX/Digital services to Business areas

Questions?