# Portfolio content

## SIP

Specific things that that might be interesting:

* Status and notifications
* Flagging and alerting
* Stepped imports

### Introduction

The Single Intelligence Platform (SIP) is an internal Home Office app that lets users create, disseminate and view intelligence reports.

I worked on this project from November 2016 to April 2017, designing elements and features as part of an ongoing cycle of iteration.

### Approach

Design challenges on SIP rose from user research and business requirements. Once turned into stories, these are prioritised and assigned to interaction designers, content designers or developers as appropriate, although solutions are constantly passed between disciplines or tackled together.

Once a satisfactory design is reached, it is reviewed by business analysts and the product owner before being passed to development.

As an Interaction Designer my approach changed based on the problem being tackled. Complex features usually begin with a team discussion. Smaller elements can be tackled by mocking-up ideas, having quick discussions with other team members and iterating from their feedback.

## SIP – Status and notifications

### Brief

Design:

1. a way for users to know the status of their intelligence reports
2. how users will be made aware of important changes
3. confirmations that something has successfully been changed after a user action

### Approach

*Status*

The main challenge here was to give a report’s status the correct visual importance on the page, while freeing up space in the header.

Users also needed to know all the possible report statuses (draft, uncomplied, complied) to better understand where they are in the report-writing process.

*Notifications*

For this, the designers took a mobile first approach. I began by gathering secondary research on mobile notifications, with a focus on common layouts, transitions and best practice as suggested by top design teams outside government.

It is important that notifications are useful and unobtrusive, otherwise users might learn to ignore them. So, the solution used as little ‘design’ as possible. We excluded metadata as notifications usually appear as a direct result of a user action. Background colour was chosen to be noticeable but not distracting, and content was kept concise.

### Approach

## SIP – Management Information (MI)

### Brief

Design dashboards for users to view various SIP usage metrics.

### Approach

My task here was to iterate on existing, ‘blue-sky’ dashboard designs that had not yet been built, and update them to display the data that was needed.

I shared initial designs with the wider team and edited the mock-ups based on input from designers, developers, business analysts and the product manager, going through multiple versions before passing to development.

### The Design

Grouping and hierarchy are especially important when designing dashboards, which need to be read at a glance.

Text was kept to a minimum and data was visualised wherever possible. Coloured arrows were used to indicate percentage changes. Numbers were sized to reflect their importance and line graphs were used to show fluctuations over time.

### Outcome

[Add in dummy versions of the final version that went into SIP]

## SIP – Stepped imports

### Brief

Design a way for users to import reports from another system and sanitise the imported data before saving it

### Approach

## ‘Designing for Accessibility’ site

### Brief

The aim of this project is to expand on the ‘Designing for Accessibility’ posters by turning them into a website for accessibility guidance.

### Approach

*Design*

As a first version, we simply tried to recreate the posters in their original layout, using HTML and CSS.

But after seeking early feedback we re-thought our approach, and decided to step back and look at it from a mobile first perspective.

This was also a chance to act on feedback about the original posters. People wanted more information or clarification. For example, what makes a sentence or a colour scheme ‘simple’? And how could we communicate that to the user in an effective and intuitive way?

We then thought about different ways a user could interact with the guidance on the site. For example, would they want to see guidance for multiple accessibility needs at the same time? Would it be useful to have a section for ‘general’ accessibility advice that is common across all of the posters?

*Development*

By building the site, we gained experience of front-end development. As we are primarily designers, this involved a lot of learning and experimentation with different approaches

First, we used a CSS framework called foundation but this proved to be much more code than we needed. We then switched to Skeleton because it’s lightweight and therefore we can be more confident that all the code is necessary.

After seeing the power of variables functions, we finally transferred the website into SASS, which further streamlined our code and made it easier to manage.

Of course, the accessibility website must be accessible itself, both visually and technically. We worked this into our code and consulted accessibility experts around the Home Office.

### Outcomes

The latest version is now on Github with iteration and development still in the works. As with the original posters we are completely open to all feedback on how to improve this project.

## Mapping Research Participants

### Original Brief

Help user researchers determine a participant’s Digital Inclusion category, and record it in a transparent way.

### Approach

I joined this project a year after it began, with lots of great work having been done by the previous year’s interns. The intended MVP design consisted of:

[Visualise this]

1. A stepped questionnaire to help determine a participant’s Digital Inclusion category
2. A dashboard that they could then add the participant to, which shows a spread of all their participants on the DI scale, so they can spot any gaps and adjust their research to be more representative of the service’s users.

On joining, the current interns questioned the fundamental need for the project and so the team decided to do a short discovery with potential stakeholders and users.

*Questionnaire*

*Dashboard*

We tested multiple versions of the dashboard with user researchers. Variations included dots to represent individual participants, line graphs and bar graphs.

The current design…

## Prove your right to work in the UK

This project will allow migrants to digitally prove their right to work in the UK by sharing their status with employers.

I joined this project during the Alpha stage, while the team was testing initial prototypes and forming a technical plan.

*Things that could be worth mentioning*

* Service map
* Assisted digital user stories