

# Stéphanie Krus

Designer | Web Developer

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## Education

### Interaction Design Foundation

May 17 - present | Online

Over 15 courses completed including one about accessibility

### BSc in Computing and IT - Honours (2:1)

October 12 - December 16 | The Open University

Fundamentals of Interaction Design, Software engineering

## Work

### Senior Service Designer

August 22 - present | National Care Service, Scottish Government - Glasgow

Lead the design and implementation of services, strategies, and policies to ensure business requirements and user needs are being met.

Champion design for users who require assisted digital support and / or accessibility technologies to access a service.

Lead in the facilitation of co-design with design teams, citizens service users and other stakeholders.

Contribute to the DDaT community events, and review processes, tools and guidance.

### Senior Service Designer

July 21 - July 22 | Sopra Steria - Remote

Lead the Service Design activities on Scottish Government projects.

Improve the Service Design discipline, shape the tools and approaches used.

Mentor colleagues, create resources and presentations around accessibility and inclusion.

Contribute to the creation of case studies, tender responses and client proposals.

### Service Designer

May 19 - July 21 | Scottish Enterprise - Glasgow

Part of a team that drives development of new online services.

Create user-focused projects by analysing data and conducting research sessions to identify key service needs.

Produce service blueprints, personas and user journeys for the design of end-to-end services.

### Digital Customer Experience Project Officer

September 18 - February 19 | East Renfrewshire Council - Barrhead

Raise awareness of Accessibility issues and how to solve them.

Advocate Design Principles and GOV.UK ways of working across all digital processes.

Customise the GOV.UK prototype kit with Council branding.

Create wireframes and flow diagrams.

Facilitate and organise User Testing with all types of participants including non native speakers.

### Software Developer - UX Design

June 16 - September 18 | Ministry of Justice (CICA) - Glasgow

Assist the design, coding, and testing of technical solutions, while following the Government Digital Service guidelines.

Create high-fidelity prototypes used for usability testing.

Document the design decisions, persona, wireflows.

Design the guidance for the Customer Support members, to contribute towards their training.

# Achievements

## Co-organiser of UX Glasgow

Jan 20 | UX Glasgow

I'm one of the four organisers of the UX Glasgow an informal, co-operative monthly meet-up. We welcome everyone who cares about user experience. <https://uxglasgow.co.uk>

## Volunteering for Code Your Future

May 20 - April 22 | Code Your Future - Glasgow group

Code Your Future is a non-profit organisation supporting refugees and disadvantaged individuals with the dream of becoming developers. I helped with the classes (HTML, CSS, JS but also UX, Accessibility)

## Practitioner Stories

Jun 20 - Dec 21 | A self-initiated research project exploring service design practice

Working with 3 service designers. We collected stories of Service Design in the public and third sector in Scotland. We interviewed and discussed with 15 practitioners in how to better support, grow and build the service design community in Scotland.

You can learn more about this on our website: [stephanie-k.github.io/practitioner-stories/](https://stephanie-k.github.io/practitioner-stories/)

## Creating on a tool to improve digital skills

Feb 20 - Oct 20 | As a volunteer for East Renfrewshire Council

Prototyped existing forms from the GOV.UK and the council to use as support for classes organised by the council for refugees with low digital skills to learn and become more confident.

I've blogged about this project: [blog.chezleskrus.com/2020/08/01/improving-digital-skills-a-tool-using-the-gov-uk-prototype-kit-part-2/](https://blog.chezleskrus.com/2020/08/01/improving-digital-skills-a-tool-using-the-gov-uk-prototype-kit-part-2/)

## Introduce GOV.UK ways of working at East Renfrewshire Council

September 18 - February 19 | East Renfrewshire Council

**Introduced the GOV.UK prototype kit** and code high fidelity prototypes of forms for user testing.

**Facilitated and organised User Research sessions** and user testing with various users, including non native English speakers, refugees and homeless participants for various housing application forms.

Worked with the Education, Housing and Environment departments to **explain the design rationale** of new online forms to replace previous paper ones. Managed expectations and liaise with IT to meet tight deadlines. Advocated for **Service Design** instead of simply translating a paper form to website form.

Raised **awareness of accessibility problems**, how to take these into account and how to solve them.

Test forms, maps and other form components to ensure **browsers compatibility, avoid accessibility issues** and make sure **progressive enhancement** is as good as possible.

## Advocating for an Agile and User Centred approach for the Digital Transformation of the CICA Online Service

June 16 - August 18 | Criminal Injuries Compensation Authority - Glasgow

On board since the **Discovery phase** in July 2016, in a team where most members were new to Agile and User Centred Design. I took part in creating the **service blueprints, persona, journey maps, User Research activities** during the Discovery phase. All along, I **provided guidance, documents and presentations** to understand the various artefacts for the design, the **Scrum framework**, how to use new **collaboration tools** (JIRA, Confluence, Slack) and some technical aspects of our work.

During **Alpha**, I was more focussed on working on the **prototypes**, designing **usability testing** sessions with our User Researcher, **analysing and improving our design based on users' feedback**. The prototypes were also used as a **communication and presentation tool of our design solutions to various stakeholders** (Management, internal users, Victims Supports groups).

During the **Private Beta**, working very closely with our Content Manager, Service Designer, and User Researcher, I went on prototyping but also did more in terms of **Inclusive Design**, working to find solutions for **assisted digital users**, writing guidance for the Customer Support Staff, organising their training and up skilling. I also tested our digital service with **assistive devices**.