Trilogue Table Editor

Exchange Tests Summary

Analysis was based on a principle of User Tests, where EP staff with hands-on experience of Trilogue Files was given three task each.

**Scenarios** - the purpose of the tasks was **to evaluate system design in three areas**:

1. Initial document creation and exchange,
2. Sending an exchange following an update,
3. Receiving and managing update done by the other participating party.

**Methodology** - in total **16 committee staff has been interviewed**, each following the same scenarios. Users were not guided during the tests, but were encouraged to use all the information contained in the design. For that reason the **design consisted of interactive mock-up system**. The design have been iterated, attempting to resolve the biggest hurdles users were encountering.

**Council Participation** - IT staff of the Council, responsible for following up on the project preparation, received briefings on the Parliament’s progress at every stage of the preparation. **Scenarios and methodology had been agreed in May 2016**, the Council team has participated to one of EP’s test sessions to gain an additional insight and ensure that outcome could be compared. All EP’s test assets have been passed to the Council team in preparation for the tests.

User Tests results

All three scenarios confirmed that **in-editor trilogue table exchange is acceptable by the users**.

**Notions of Formal / Informal versions** did not cause confusion and in some cases clarified the purpose of a version/exchange. These two flags seemed to be **intuitively understood by the users**. Users found the quick access popup style tooltips enumerating their purpose to be the most clarifying visual elements.

**Version Compare screen has been developed following user feedback**. It allows to compare any two versions, including an incoming ones that have not yet been accepted. Various presentation options have been included.

**Internal EP Sharing**, though not of interest to all users, **solved majority of use cases** for users that seemed to be interested in communicating exclusively with the new tool. The later versions of the design clearly introduced a notion of a document owner that has a full access control that is relatively easy to understand. The team used existing design patterns of online, multiuser text editors to solve the visibility and access control.

**Sending and Receiving an exchange has been redesigned and nested inside an Exchange Wizard**. It now uses progressive disclosure pattern, showing to user options related to smaller steps - avoiding options overload. Especially preparing a new Exchange required to master few new concepts, now each comes with own purpose description and are grouped in three discreet steps.

System design got a better worded emails that are sent to Document Owner and Co-owner at each Exchange - incoming or outgoing.

For further study

The Analysis confirmed most of the expectations and allowed to polish the current designs. Additionally it pointed to some other areas that have not yet been considered in details, and may be focal points for some opinionated users.

**Change Authorship Attribution** - there are no clear solution design at the moment how to pinpoint and present an initial author of a proposed change. This may be important for files where team driving the negotiations would strictly keep track of whose position (and wording) has been accepted for each row or groups of rows.

This presents a further opportunity to develop a feature set that could not be available in MS Word, additionally highlighting benefits of the new structured editing approach.

**Comments (joint)** - while there is a provision for comments in the current design, and the analysis did not go to the level of editing details, majority of users had various questions, comments and observations regarding how they see comments working. This was to be expected, as at the moment comments can serve several purposes - depending on the Trilogue Team and its internal setup. Regardless of how comments are used - they are central to communication in between file users. This point should be considered by all institutional parties participating in the project.

**Presentation Persistence (joint)** - structured Trilogue Table Editor comes with a promise of presentation independent of the content. In many use cases that opens up a door to a new ways of treating information contained in the document that previously was not easily accessible. However, it leaves one possible problem on the table that should be tackled - same file presentation for technical and trilogue meetings. The system, while maintaining flexibility, must ensure that meeting-presentation configuration is passed to the other parties during the exchange.