

UX Team Info-Sharing Meeting



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5/24/2018

Agenda

- Introductions
- ISG Strategy - PI 3 HCD Objectives
- Discussion Topics
- Challenges/Blockers
- Collaboration Opportunities
- June Meeting
- Conclusion

Your Hosts & Introductions

(Our aspirational mug shots...)



Maky Afework
PM₃ Senior UX Designer



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PM₃ Senior UX Designer

ISG Strategy: PI3 Planning

ISG Playbook PI 3 Planning held on May 8-9, 2018

- During PI2, focus was ISG facing toward achieving strategies that supported the program.
- Considerable traction has been made, and we now need to take an external view and look to support CCSQ at large:

1. Adoption

- Compliment the CCSQ Front Office Scorecard Metrics
- Support our sister groups toward the adoption of agile
- Influence without being directive

2. Cost Savings, Cost Avoidance, and Burden Reduction

- Target: Achieve \$5M in savings/avoidance
- Incentivize contractors
- Reduce Service Desk Support
- Formulate concrete plans for moving to the Cloud and away from Oracle – Discussions with LOB's and Focus on TRAPP
- Establishing an ISG owner for Burden Reduction

3. Indirect Support

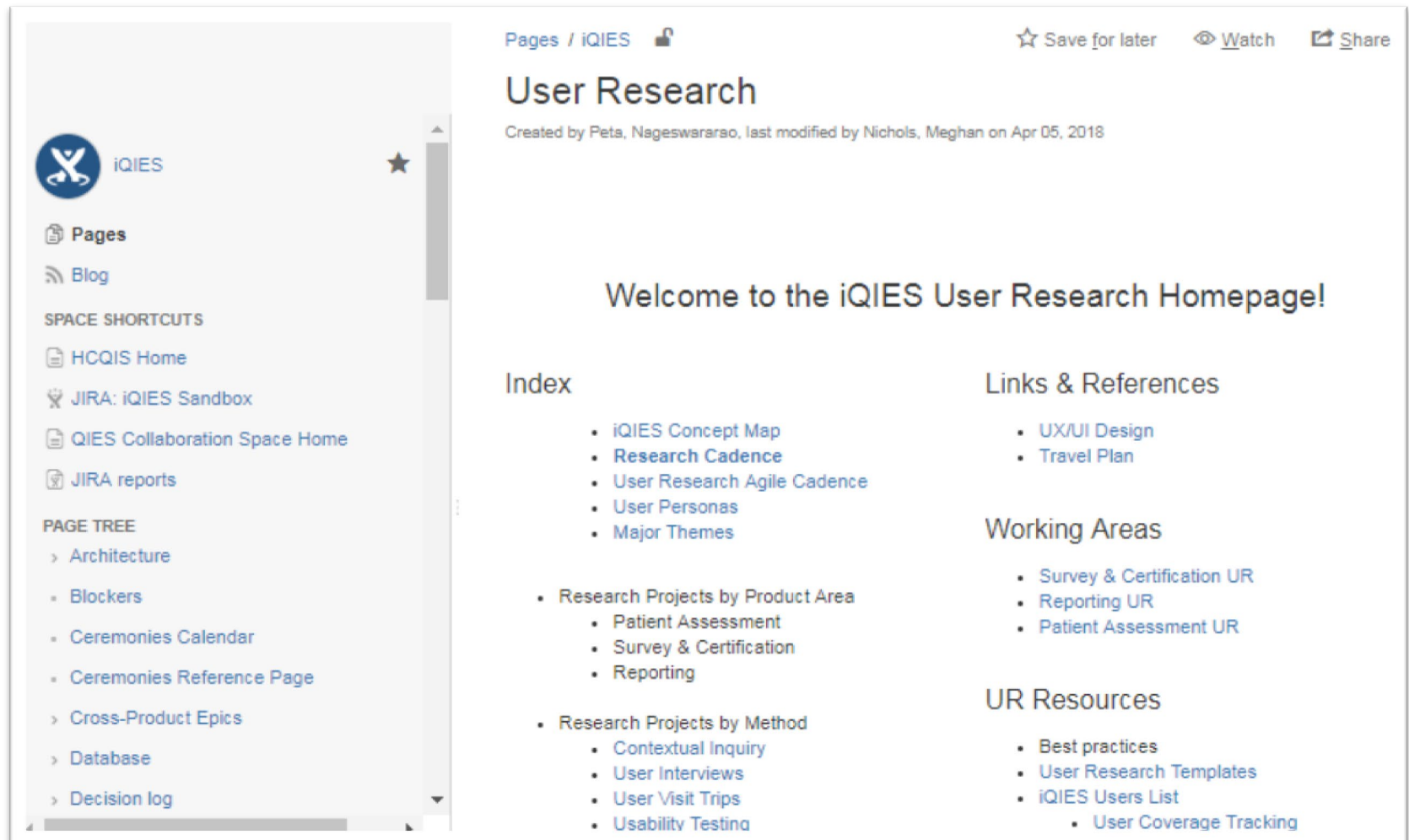
- Adopt and socialize method for reporting Agile activities in PMT
- Influence agile acquisition
- Influence XLC Refinement

CCSQ PI 3 Objective

Use HCD Strategy:

- Storing research on Confluence
- Quarterly metrics survey
- CMS Design System
- UX Sharing Monthly meetings
- Our optional attendance at your PI planning

Storing User Research on Confluence



Pages / iQIES

☆ Save for later Watch Share

User Research

Created by Peta, Nageswararao, last modified by Nichols, Meghan on Apr 05, 2018

Welcome to the iQIES User Research Homepage!

Index

- [iQIES Concept Map](#)
- [Research Cadence](#)
- [User Research Agile Cadence](#)
- [User Personas](#)
- [Major Themes](#)

Links & References

- [UX/UI Design](#)
- [Travel Plan](#)

Working Areas

- [Survey & Certification UR](#)
- [Reporting UR](#)
- [Patient Assessment UR](#)

UR Resources

- [Best practices](#)
- [User Research Templates](#)
- [iQIES Users List](#)
 - [User Coverage Tracking](#)

Pages

Blog

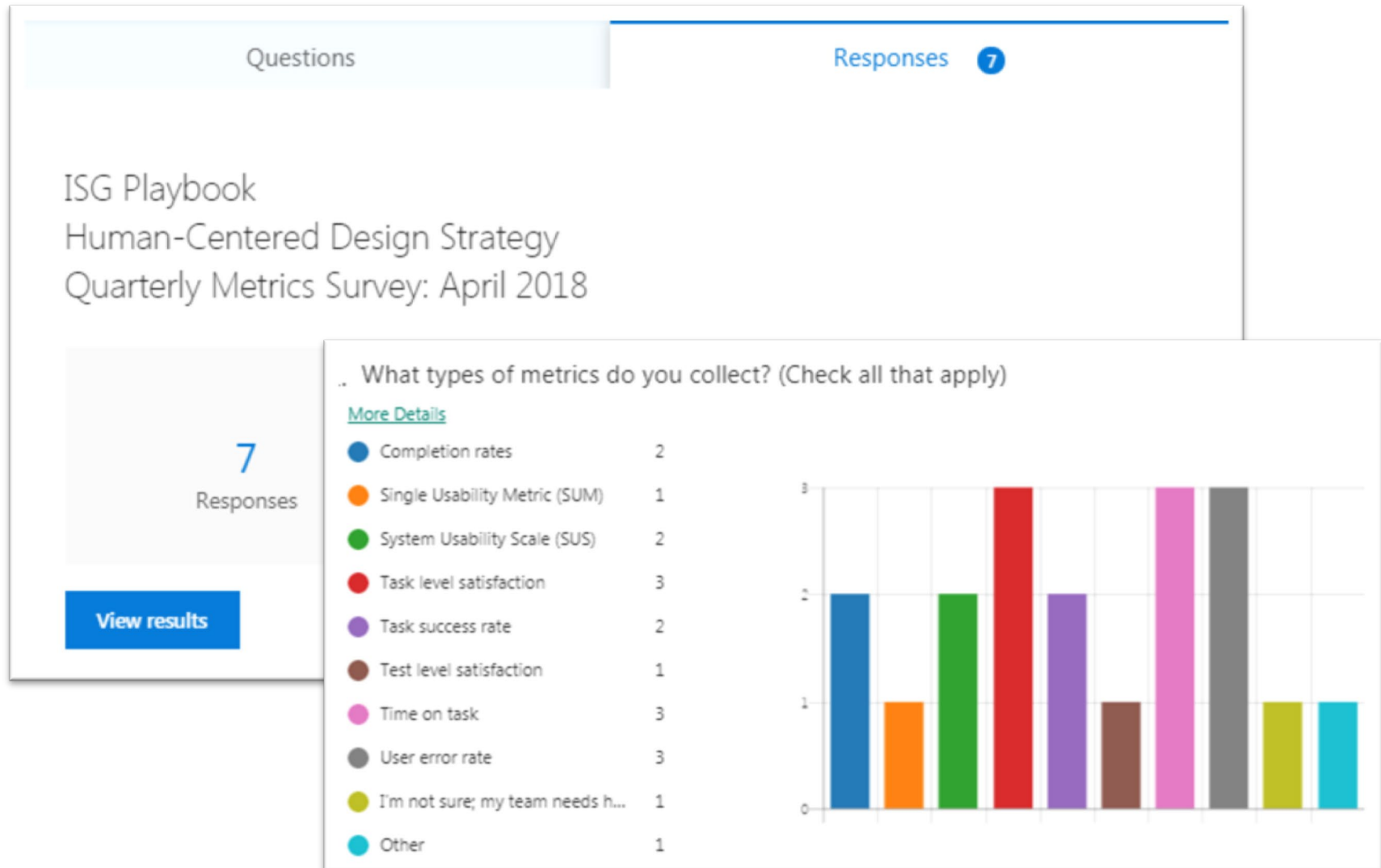
SPACE SHORTCUTS

- [HCQIS Home](#)
- [JIRA: iQIES Sandbox](#)
- [QIES Collaboration Space Home](#)
- [JIRA reports](#)

PAGE TREE

- › [Architecture](#)
- [Blockers](#)
- [Ceremonies Calendar](#)
- [Ceremonies Reference Page](#)
- › [Cross-Product Epics](#)
- › [Database](#)
- › [Decision log](#)

Quarterly Metrics Survey Results



Discussion: CMS Design System

Design System

[Download code and design files](#)[View on GitHub](#)

- Introduction
- Getting started
- Guidelines ▾
- Layout ▾
- Style ▾
- Utilities ▾
- Components ▾
- Patterns ▾

Introduction

The design system is a set of open source design and front-end development resources for creating Section 508 compliant, responsive, and consistent websites. It builds on the U.S. Web Design Standards and extends it to support additional CSS and React components, [utility classes](#), and a [grid framework](#) to allow teams to quickly prototype and build accessible, responsive, production-ready websites.

It is currently being applied to [HealthCare.gov](#). It is open source and freely available to use by anyone.

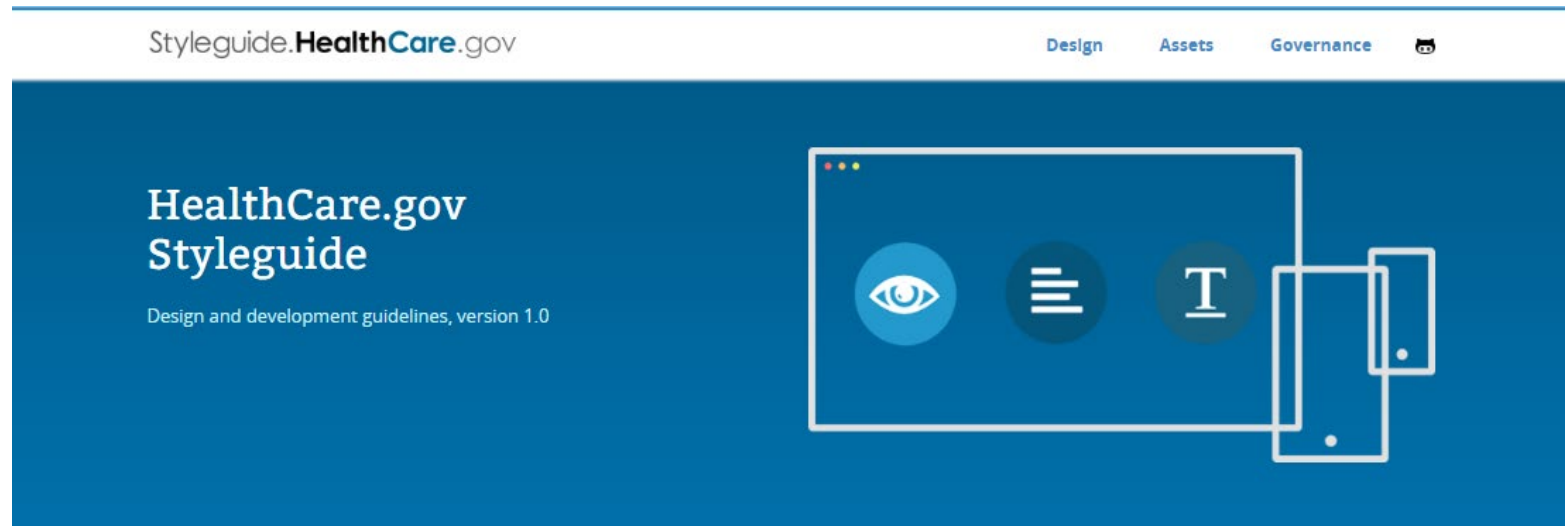
[Learn how to get started](#)

Goals

The primary goals for the design system are to:

- Help create consistent, enjoyable, reliable, and Section 508 compliant websites.
- Promote best practices for usability, accessibility, and responsive web design.
- Empower teams and speed up design and development velocity.
- Serve as a living source of truth for UI standards.

Discussion: CMS Design System

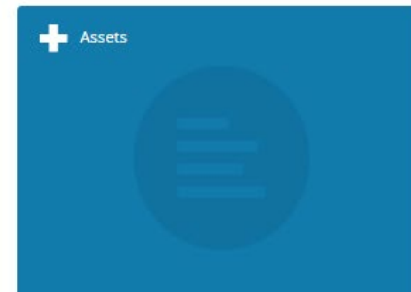


Creating a unified user experience – in open collaboration with the public

One of our most important challenges at HealthCare.gov is to make it easy for American citizens to enroll in health coverage. This requires us to create a seamless experience for consumers using a wide variety of devices across a number of different platforms, applications, tools, and website features. We've created this Styleguide to support our efforts –and to open our work to the public. [What we're doing and why.](#)

Breakdown

The Design and Assets sections of the Styleguide contain design guidance and component-level artifacts with code snippets used across the various properties of HealthCare.gov.



Challenges Blockers

- Using de-identified data
- Availability of a suitable training environment
- Design or prototyping software issues
- Not having access to the right users

Collaboration

LET'S DISCUSS / BRAINSTORM

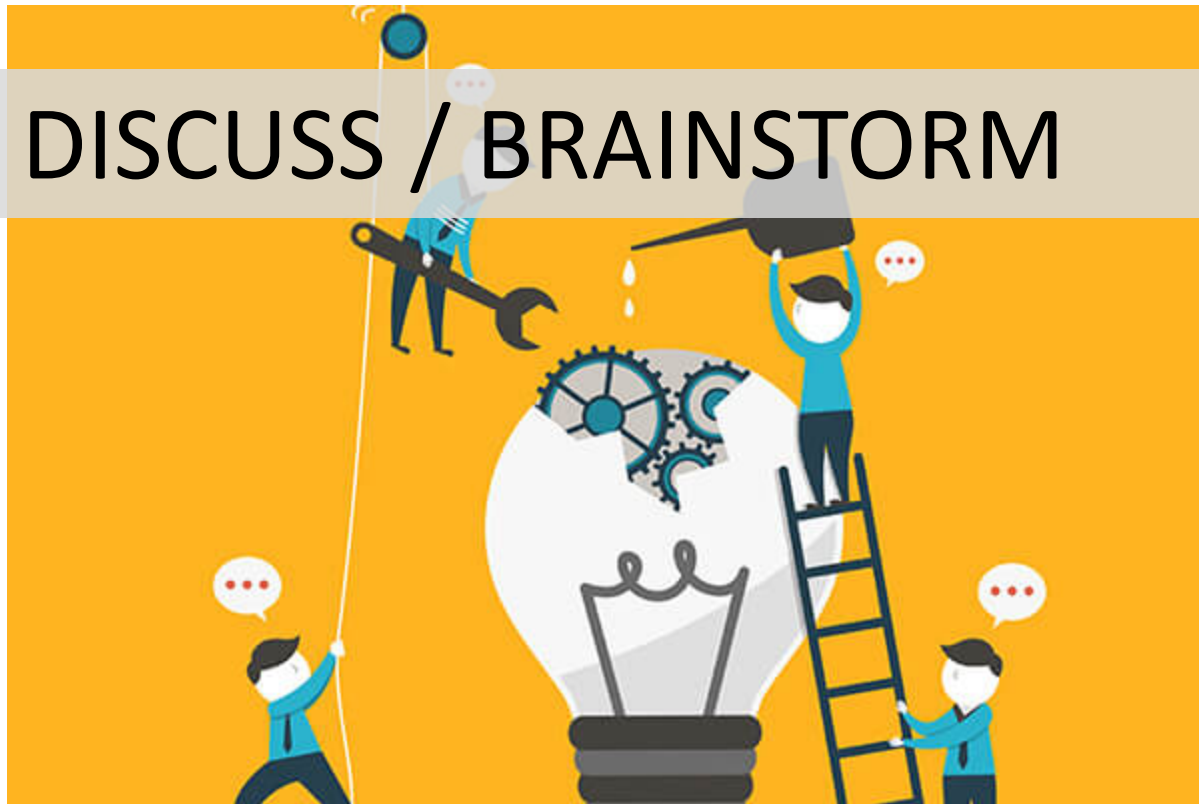


Image courtesy of the Association for Intelligent Information Management (AIIM), www.aiim.org

June Meeting

- Regular time slot?
 - June 27th @ 11am (1 hour)
- Call for contributions/demos
 - UX research findings
 - UX Research Design artifacts (i.e., customer journey map, empathy map, etc.)
- Issues or Blockers?
- Other collaboration ideas

Thank you for attending

Thank you!

Please direct any ideas, questions or concerns to:

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Carol Kramme: Carol.Kramme@tantus.hcqis.org