HCD Community of Practice September Meeting

PM3 HCD Team
September 27, 2018

Agenda

Welcome
PM3 HCD team and its role

Updates
Teams report successes, challenges, needs

Events

Presentation: **design.cms.gov**
Presenter: Sophia Dengo, Senior Designer, Ad Hoc LLC

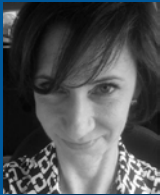**Wrap-Up and Next Steps**

WELCOME

http://bit.ly/HCD-COP-Sept2018

HCD Strategy @ CCSQ ISG

Strategy Owner - **Ginny Valles-McCullough**
Deputy Director, Division of Quality Systems Governance, Engineering, and Development

Carol Kramme

Maky Afework

Evan Katz

Lilian Yu

Rob Fay

Mavens make change happen through information and ideas.

Connectors make change happen through people.

Salespeople make change happen through persuasion

PM3 HCD Role: We support you by…

- Removing your roadblocks
- Coaching product teams on integrating UX best practices
- Being your advocate
- Recommending best practices to ISG with goal of reducing burden to you
- Connecting you with others who care about UX/HCD

New chat

Search history

HCQIS

ROOMS

Human Centered Design

PM3 Atlassian Support

PM3 HCD Activity Stream

+ Create a room

Human Centered Design
HCQIS Human Centered Design (HCD) Community of Practice. Discussion of CMS user experience (UX)...

Members

Kramme, Caro

Robert Fay

Wednesday August 22, 2018

Robert Fay changed the topic to: HCQIS Human Centered Design (HCD) Community of Practice. Discussion of CMS user experience (UX) issues.
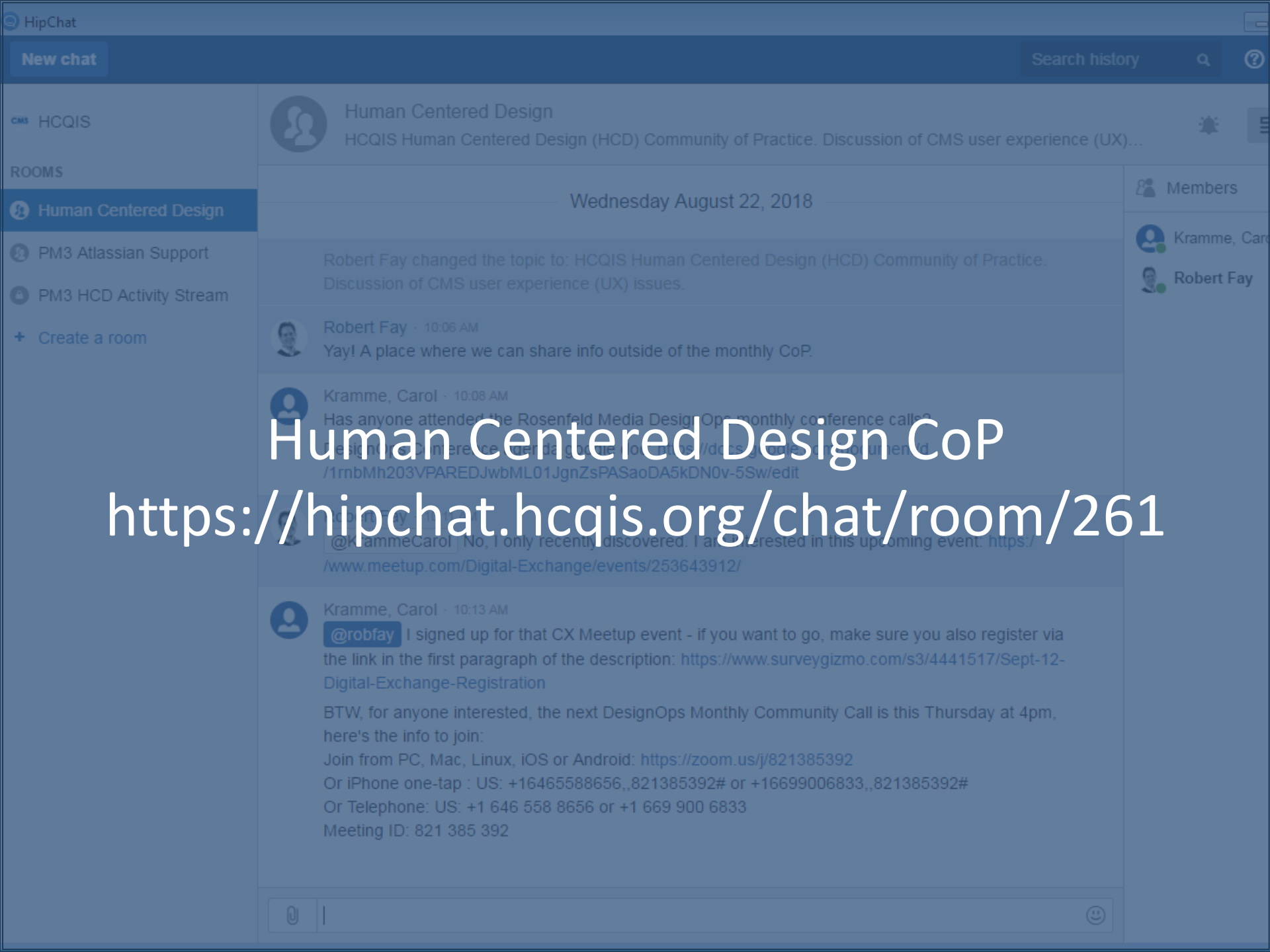
Robert Fay · 10:06 AM
Yay! A place where we can share info outside of the monthly CoP.

Kramme, Carol · 10:08 AM
Has anyone attended the Rosenfeld Media DesignOps monthly conference calls?

DesignOps Conference agenda google doc: https://docs.google.com/document/d /1rnbMh203VPAREDJwbML01JgnZsPASaoDA5kDN0v-5Sw/edit

Robert Fay · 10:11 AM
@KrammeCarol No, I only recently discovered. I am interested in this upcoming event: https:/ /www.meetup.com/Digital-Exchange/events/253643912/

Kramme, Carol · 10:13 AM
@robfay I signed up for that CX Meetup event - if you want to go, make sure you also register via the link in the first paragraph of the description: https://www.surveygizmo.com/s3/4441517/Sept-12- Digital-Exchange-Registration

BTW, for anyone interested, the next DesignOps Monthly Community Call is this Thursday at 4pm, here's the info to join:
Join from PC, Mac, Linux, iOS or Android: https://zoom.us/j/821385392
Or iPhone one-tap : US: +16465588656,,821385392# or +16699006833,,821385392#
Or Telephone: US: +1 646 558 8656 or +1 669 900 6833
Meeting ID: 821 385 392

Human Centered Design CoP
https://hipchat.hcqis.org/chat/room/261

HipChat

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UPDATES

Tell Your Story

1. What team are you on?

2. What are you working on?

3. Problems?

4. Successes?

5. Any UX openings?

EVENTS

Past Event Recap

DesignOps: Amplifying the Value of Design

Wednesday, September 12, 2018, 5PM to 8 PM

- DesignOps is the key to scaling digital product design teams with more efficiency.
- Insight into how other companies and UX professionals scale design process.
- Panel discussion focused on
  - Staffing UX professionals
  - Process
  - Strategies for creating a culture that embraces ux

Upcoming Events

Design Thinking DC Meetup Group - Fall Summit 2018

September 28, 2018, 12:30 PM to 6 PM, $25

Location: Deloitte, 1919 N Lynn Street, Arlington, VA

Registration: https://www.meetup.com/Design-Thinking-DC/events/252164588/

REcon 18: Designing the Future of Research

Saturday, October 20, 2018, 9am - 7pm

Location: New York, NY TBD

Cost: free, request invite

More Info: http://www.recon18.com/

DesignOps Summit 2018

November 7-9, 2018

Location: New York, NY

Cost: early bird (~$1500)

More Info: https://rosenfeldmedia.com/designopssummit2018/

DESIGN.CMS.GOV

PRESENTATION

Lean Coffee July… generated these topics:

- Accessibility

- Best practices re: GUI design

- Content Strategy

- Converting Designs ➜ Development

- Creating a Project HCD strategy

- ✓ Design Studios

- **Design Systems***

- Enhancements vs. Bugs: Feature backlog strategy

- Socializing HCD as a team communication process

* Today's presentation from Sophia Dengo

QPP Style Guide

https://qpp.cms.gov/style-guide/

iQIES Visual Design

3 CTAs   View | Edit | Delete

SAVE LANGUAGE

Save action should always be followed by a noun (Save Attachment for example). When information is being edited or revised still use "save" not "update". Save button should be large button size. Exceptions are made if "save" is used inside a smaller component.

Save Attachment ⊘

Update ⊘

Save and Continue ⊘
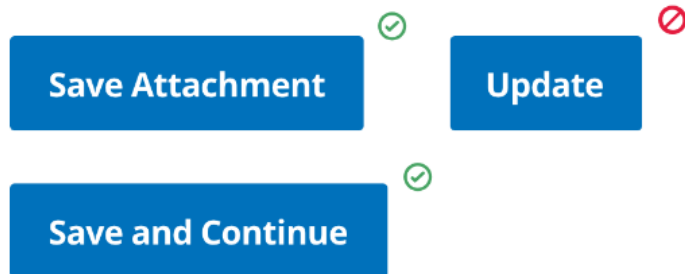
ADD LANGUAGE

Add buttons should always be followed by a noun of what is being added ("Add Citation") for example. Add buttons should usually have a high emphasis button styling.

Add Provider

DELETE

Delete is the prefered language for removing or deleting something in the iQIES system

https://xd.adobe.com/view/175783fa-831d-4d14-6abc-a96854973f6b-6166/   17

CMS Web Design System

Ad Hoc

Sophia Dengo
Senior Designer / Front-end Specialist

September 27, 2018

Hi, I'm Sophia
sophia@adhocteam.us

The short history of the WDS

Why does WDS exist?

- Existing style guides were out of date

- Existing tools didn't take into account accessibility, performance, and modern development tool sets

- Style guides were not easily extensible

Why does WDS exist?

- 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.

How about research?

- There's a third-party entity responsible for doing consumer testing for
  Healthcare.gov products
- We haven't tested the web design system as its own thing

How is WDS governed?

Governance & Contribution

- **Github PRs**. This system is completely open-source: anyone can contribute.

- There are formal contribution guidelines: https://github.com/CMSgov/design-system/blob/master/CONTRIBUTING.md

    - These cover our Code of Conduct, setting up locally, and guidelines for what makes a good contribution

- We have a team at Ad Hoc responsible for managing pull requests and contribution through Github

- **You can also come talk to me!** sophia@adhocteam.us

How do I use the system?

So how do I use this in my project?

- WDS is meant to be consumed by almost any technical stack from a flat-file website to a complex application

    - By using the NPM module

    - By pulling in CSS and Javascript manually

    - By downloading the repo and modifying it yourself (though we don't recommend this, because it's hard to maintain)

- We have a Getting Started guide: https://design.cms.gov/getting-started/

So how do I use this: in my project

Packages

You're currently at the root of a monorepo which contains multiple NPM packages in the `packages/` directory. The following packages located in the `packages` directory of this repo. View the `README.md` in each of these for additional details.

Name	Description
Core	The core CSS and React components for the design system. Includes the Support package. `@cmsgov/design-system-core` `v1.25.0`
Layout	A responsive flexbox grid framework. `@cmsgov/design-system-layout` `v1.25.0`
Support	Sass variables, mixins, and functions. Included in the Core package. `@cmsgov/design-system-support` `v1.25.0`

So how do I use this: in my project

Where do we go from here?

What's next?

- This should be a living standard

- And that shouldn't be a scary thing

- It's on all of us to help WDS continue to evolve and improve

What do you need?

WRAP UP & NEXT STEPS

- What is PRA?

- How does it impact you?

- What can we do to reduce your burden while adhering to PRA?

See you in October

Thank you!

Please direct any ideas, questions or concerns to:

robert.fay@tantus.hcqis.org

or

https://hipchat.hcqis.org/chat/room/261