

# UX Team Info-Sharing Meeting



*Maky Afework &  
Carol Kramme  
PM<sub>3</sub>*

*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**  
PM<sub>3</sub> Senior UX Designer



**Carol Kramme**  
PM<sub>3</sub> 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

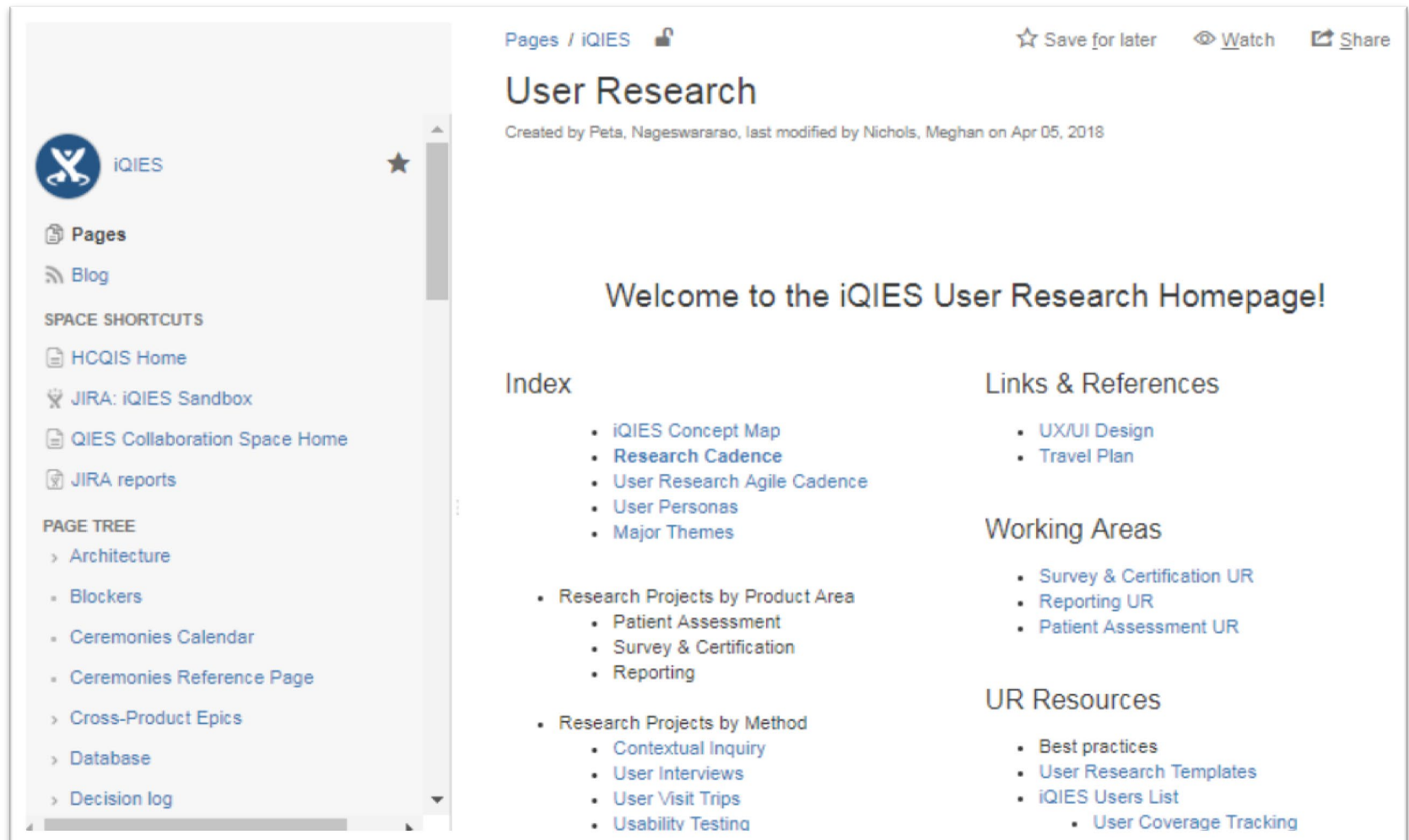
# CCSQ PI 3 Objective


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## **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](#)

- [Research Projects by Product Area](#)
  - [Patient Assessment](#)
  - [Survey & Certification](#)
  - [Reporting](#)
- [Research Projects by Method](#)
  - [Contextual Inquiry](#)
  - [User Interviews](#)
  - [User Visit Trips](#)
  - [Usability Testing](#)

#### Links & References

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









#### Working Areas

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

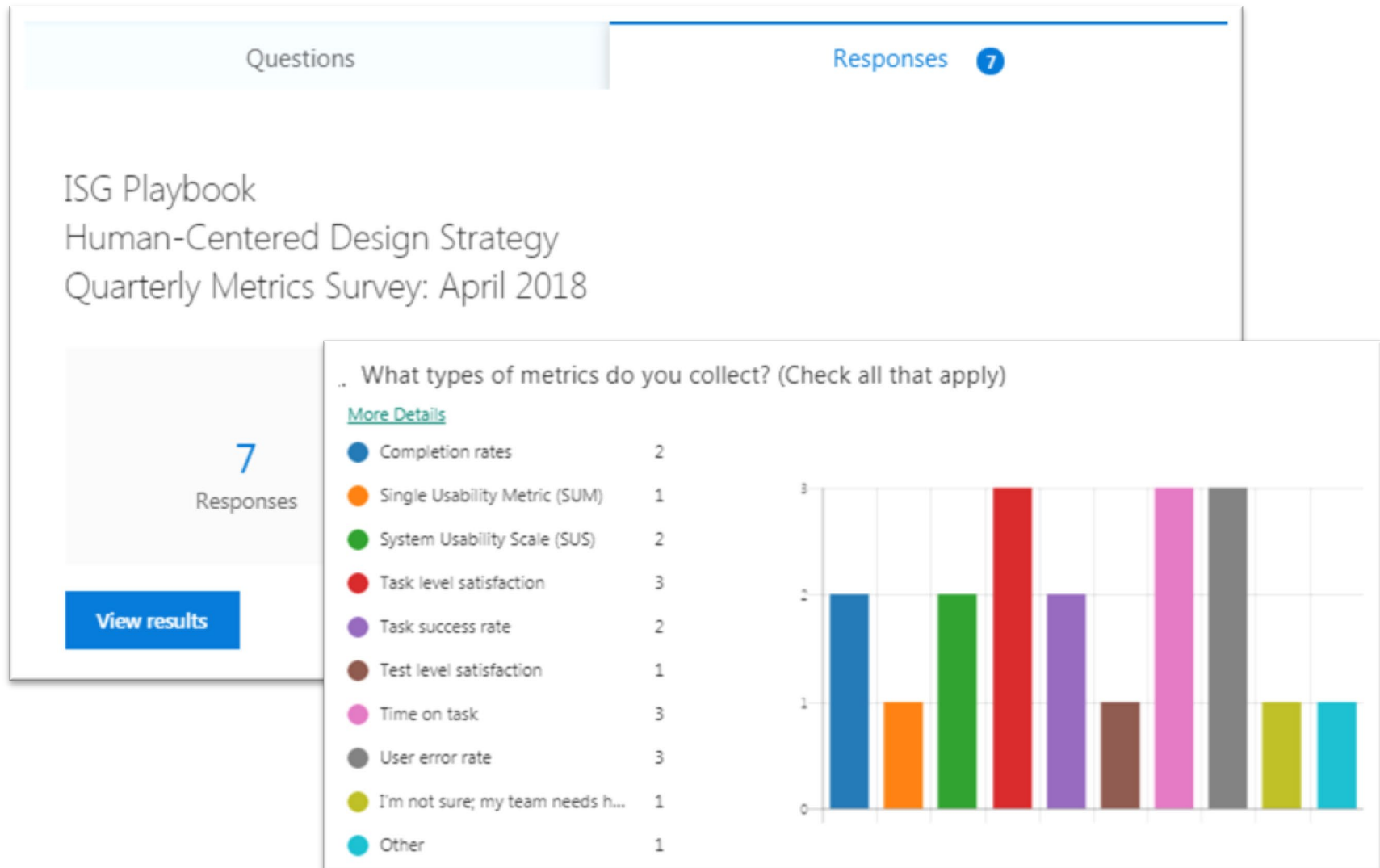
#### UR Resources

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

**Left Sidebar:**

-  iQIES 
-  **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

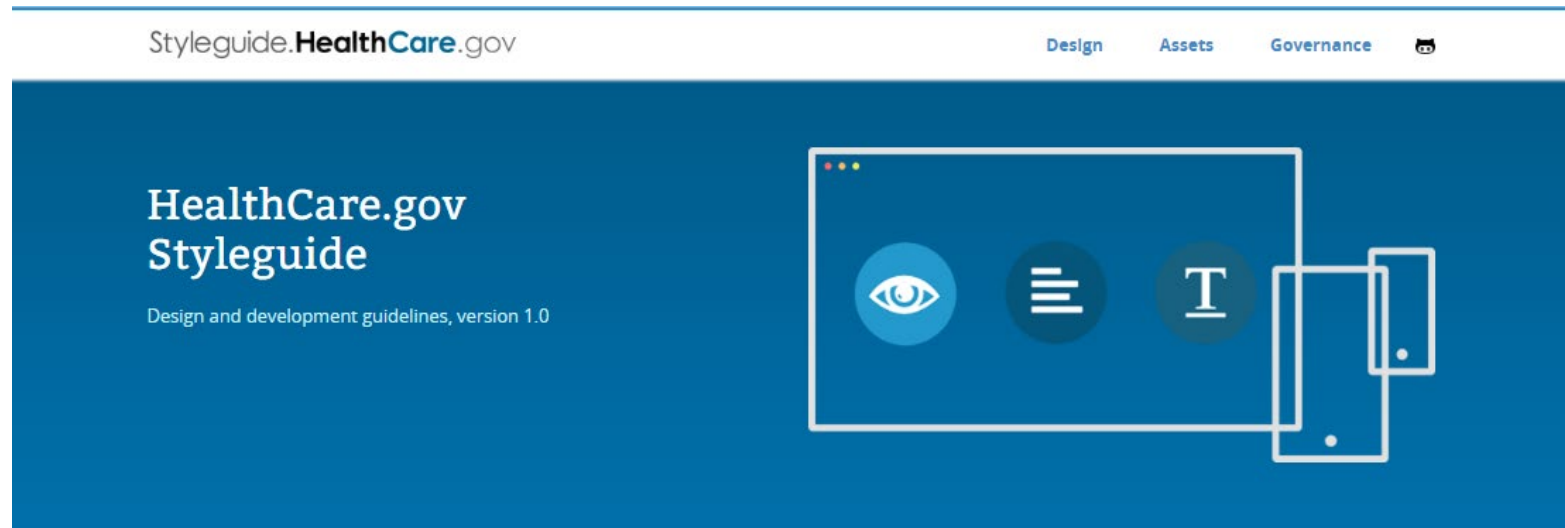
The design system is a set of open source design and front-end development resources for creating Section 508 compliant, responsive, and consistent websites. It builds on the U.S. Web Design Standards and extends it to support additional CSS and React components, [utility classes](#), and a [grid framework](#)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



# Discussion: CMS Design System

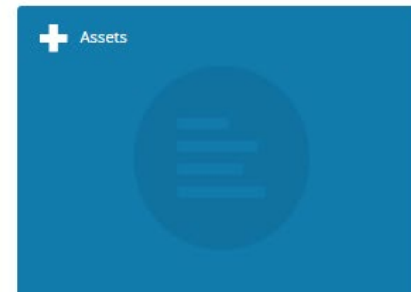


## Creating a unified user experience – in open collaboration with the public

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.



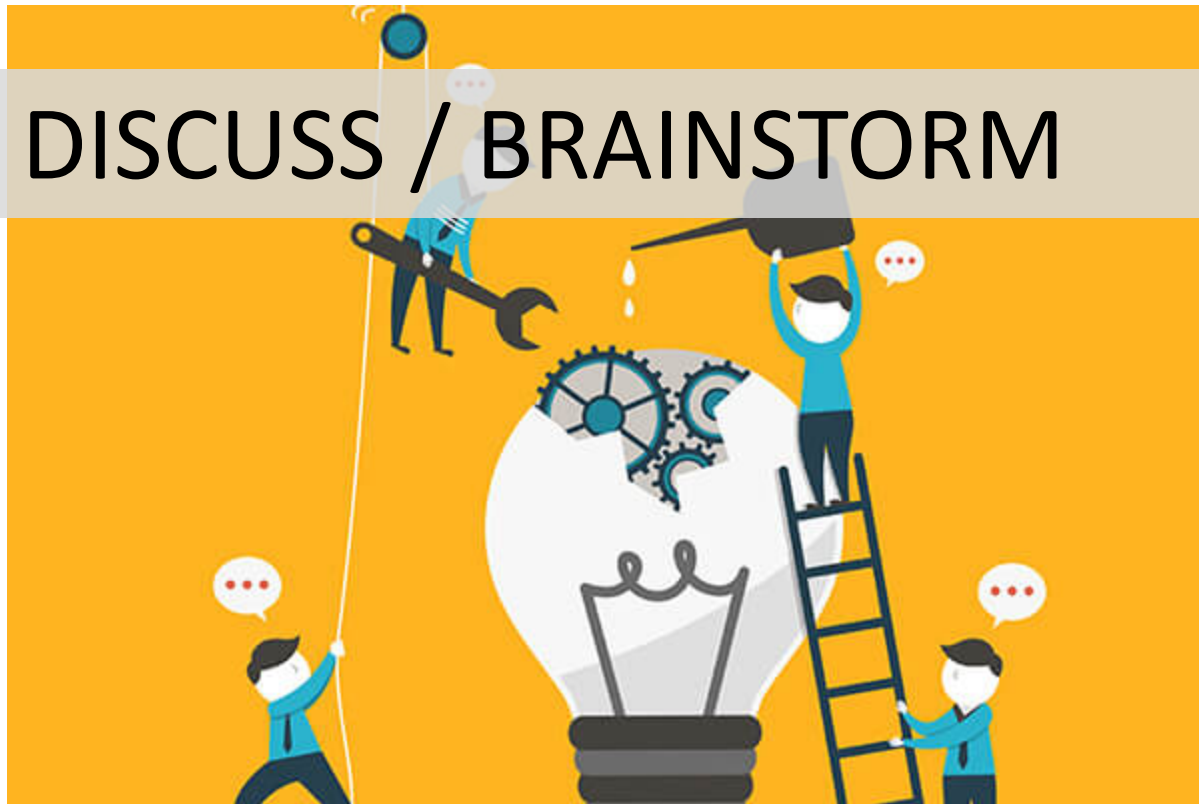
# Challenges Blockers

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

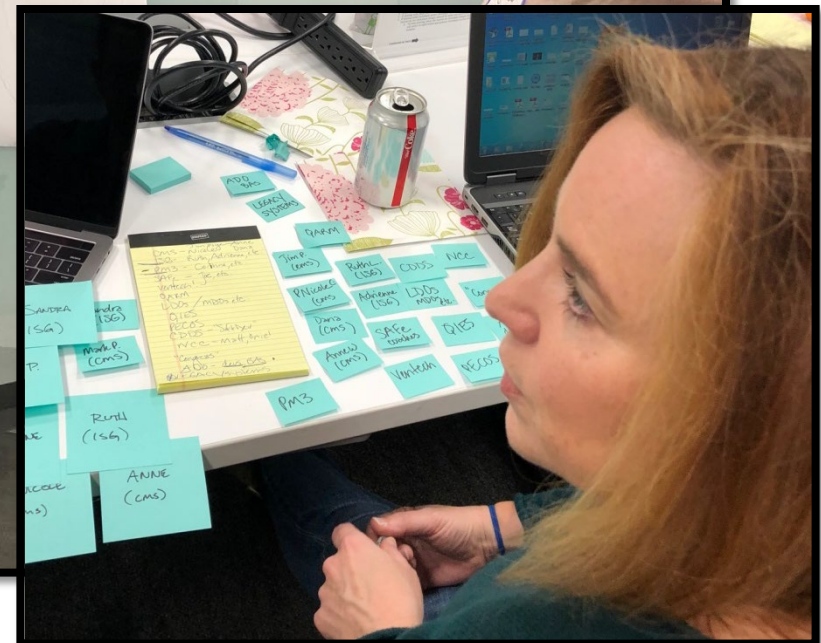
# Collaboration

LET'S DISCUSS / BRAINSTORM



*Image courtesy of the Association for Intelligent Information Management (AIIM), [www.aiim.org](http://www.aiim.org)*

# April 24<sup>th</sup> Stakeholder Mapping



# June Meeting

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- Regular time slot?
  - June 27<sup>th</sup> @ 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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