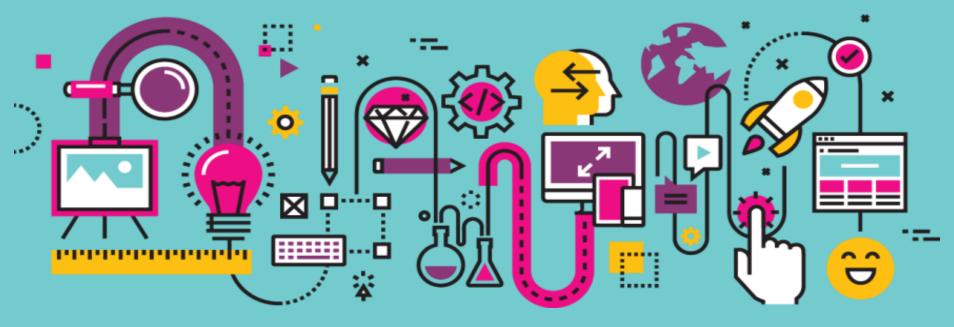# WELCOME

WORLD USABILITY DAY

HELLO

ROB FAY

HUMAN CENTERED DESIGN STRATEGY LEAD, ISG

World Usability Day

A single worldwide day of events around the world that brings together communities of professional, industrial, educational, citizen and governmental groups for our common objective: to ensure that technology helps people live to their full potential and helps create a better world for all citizens everywhere.

PROGRAM SCHEDULE

10:05 AM	**ISG and Usability** **Adam Heller** *Director, Division of Services and Infrastructure Fulfillment, CMS*
10:15 AM	**Human-Centered Design:** **What's Going on at CMS?** **Kayenda Johnson** *Human Centered Design Specialist, CMS*
10:45 AM	**How QPP Iterates and** **Designs With Participants** **Lesley Ropp** **Kristen Carlson** *Lead Experience Designer, QPP* *Project Manager, QPP*

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11:15 AM	**BREAK**
11:30 PM	**Flexibly Imperfect: A panel on future-proofing technology, mental models and services within Civic Tech** **Eric Smallwood – Moderator** *Human Centered Design Specialist, HQR*
12:30 PM	**Untangling wicked problems using Human-Centered Design** **Margeaux Akazawa** *Internal Innovation Programs Director, HHS* **Kevin Larsen, MD, FACP** *Director of the Continuous Improvement and Strategic Planning Staff, CMS*

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LET'S GET STARTED

ISG AND USABILITY

ADAM HELLER

DIRECTOR, DIVISION OF SERVICES AND INFRASTRUCTURE FULFILLMENT, CMS

HUMAN-CENTERED DESIGN: WHAT'S GOING ON AT CMS?

KAYENDA JOHNSON

HUMAN CENTERED DESIGN SPECIALIST, CMS

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HOW QPP ITERATES AND DESIGNS WITH PARTICIPANTS

LESLEY ROPP
EXPERIENCE LEAD, QPP

KRISTEN CARLSON
PROJECT MANAGER, QPP

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BREAK

COMING UP AT 11:30: A PANEL DISCUSSION ABOUT FUTURE PROOFING TECHNOLOGY, MENTAL MODELS AND SERVICES WITHIN CIVIC TECH

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FLEXIBLY IMPERFECT:
A PANEL DISCUSSION

ERIC SMALLWOOD - MODERATOR

HUMAN CENTERED DESIGN LEAD, HQR

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Flexibly Imperfect: *A Panel on Future-Proofing Technology, Mental Models and Services within Civic Tech*

Eric Smallwood

UX Lead, HQR

Nichole Carelock

UX Researcher, HQR

Steve Glass

Product Owner, HQR

Shane Close

UX Lead, iQES

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UNTANGLING WICKED PROBLEMS WITH HUMAN-CENTERED DESIGN

MARGEAUX AKAZAWA
INTERNAL INNOVATION PROGRAMS DIRECTOR, HHS

KEVIN LARSEN, MD, FACP
DIRECTOR OF THE CONTINUOUS IMPROVEMENT AND STRATEGIC PLANNING STAFF, CMS

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DESIGNING THE FUTURE WE WANT

Next HCD Community of Practice Event

- Design Systems: Benefits and Roadblocks

- Panel discussion moderated by Sophia Dengo (EQRS)

- Mark your calendar: Thursday, December 19, 1 PM

- Register today

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