Child Welfare Digital Services
Sprint 6.2 Review Presentation

# DesignOps

Research | Design | Design System

*Sprint Dates: 3/22/18 to 04/04/18*

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# Sprint Goals

## DesignOps Global

- Co-Design Summit Planning & Logistics

## Research

- Support Summit: Agenda development, Activity planning, Research Documentation/R&D Contextual Highlights for design
- Persona Modeling across all Digital Services

# Sprint Goals

## Design

- User Experience (UX) for User Login Flow (Cognito)
- Support for Child profile development - Read-only view
- Child profile V3 with Greenfield based on user research
- Updates to Relationships Design w/ Development
- Kick start “Date Viewing” component research
- Begin work on Contact Notes

## Design System

- Component Library Updates

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# Research

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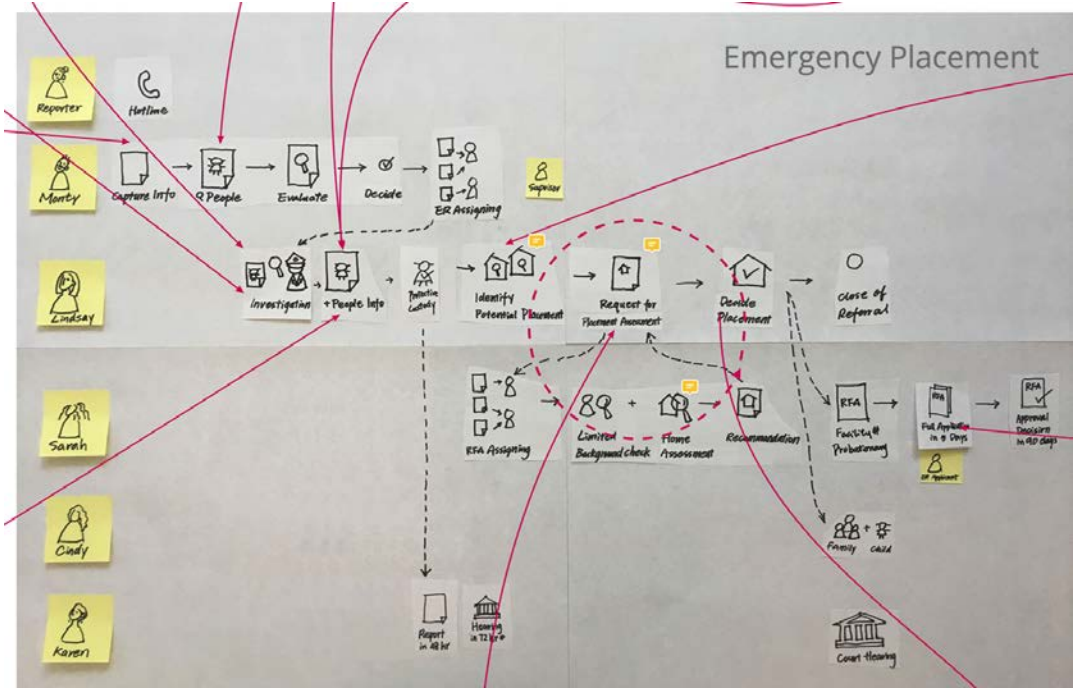
# Research Norming and Management

- **April Summit Research Support** — Detailed Agenda, Activities Approach/Research Methodology (i.e. refining key goals and outcomes), Moderator's Guide, Supporting Documentation (i.e. Screen/Feature Research Highlights)

- Courts Kick-off — DesignOps + Intro into Court Digital Service Processing
- Error Messaging Components, Style Guide — Enterprise Storming + Norming
- Project Persona Modeling — Continuing scalable modeling efforts
- Contact Notes — Requirements refinement based on current design
- CANS Support — Research Recommendation Support

# Summit - Emergency Placement Flow

- Identify Emergency Placement Journey workflows across digital services
- Connect all Enterprise-level screens designed to date to EP Flow



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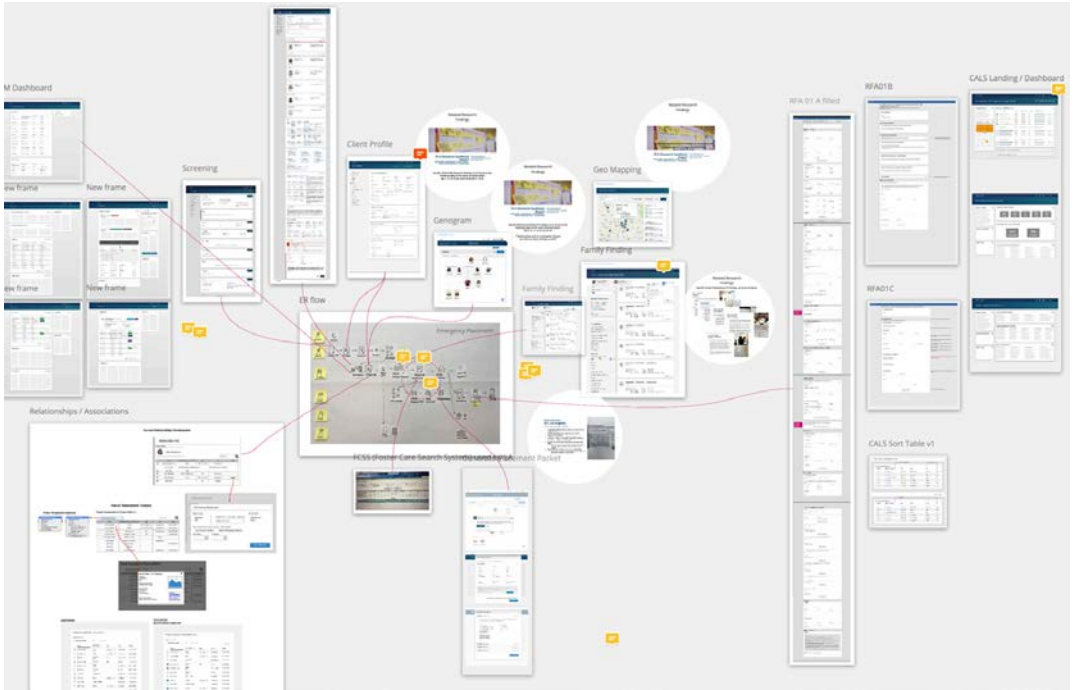

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# Design

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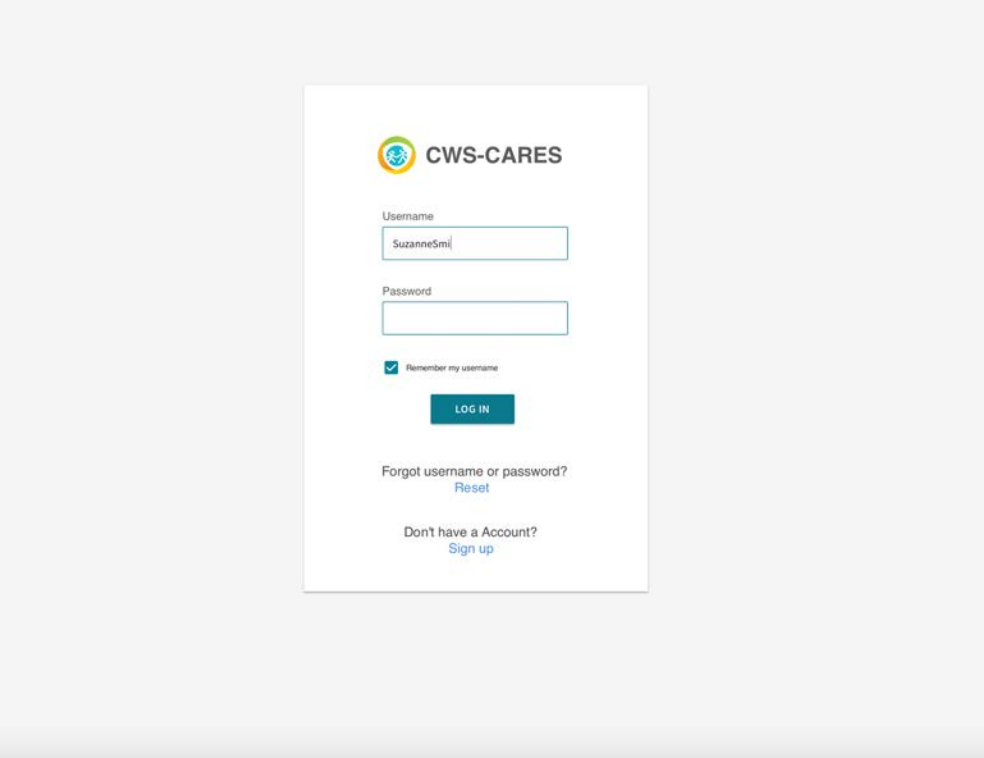
# Central Landing Page/UX/Branding (Cognito/OpenAM)




## What we did:

- Outlined the CWS-CARES initial Log in user experience with high fidelity wireframes

## What we need:

- Access to the Cognito Interface Configuration Tool
- Branding for CWS-CARES

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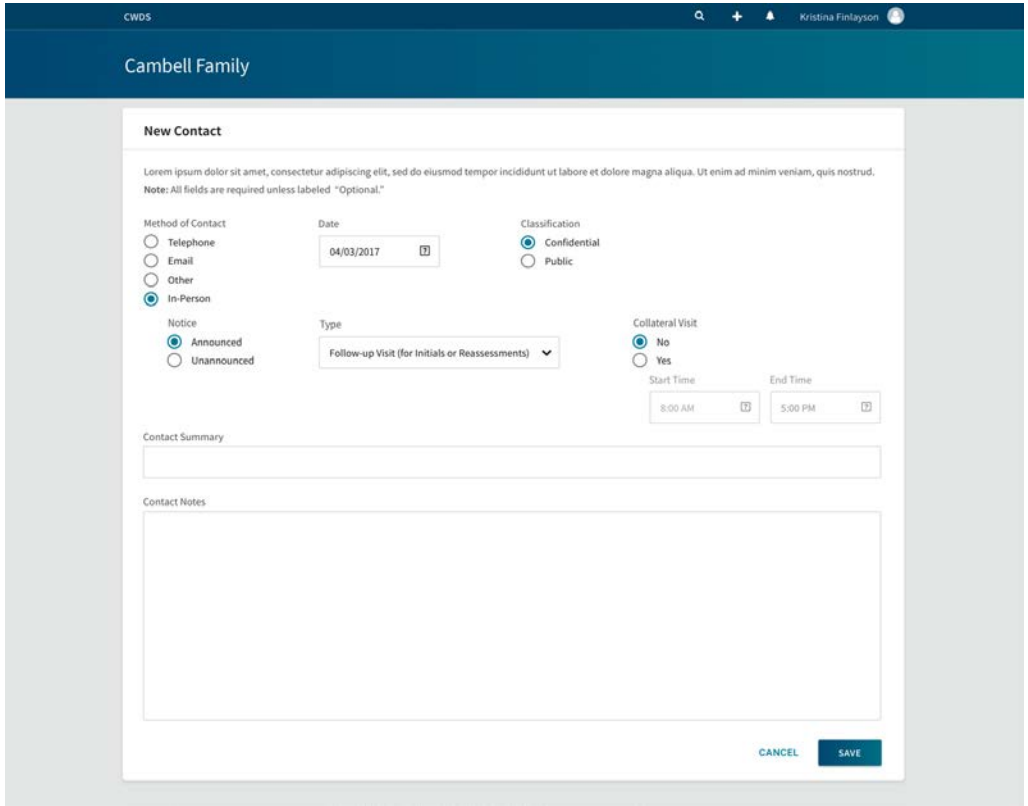
# Contact Notes - Ability to Record Contacts




## What we did:

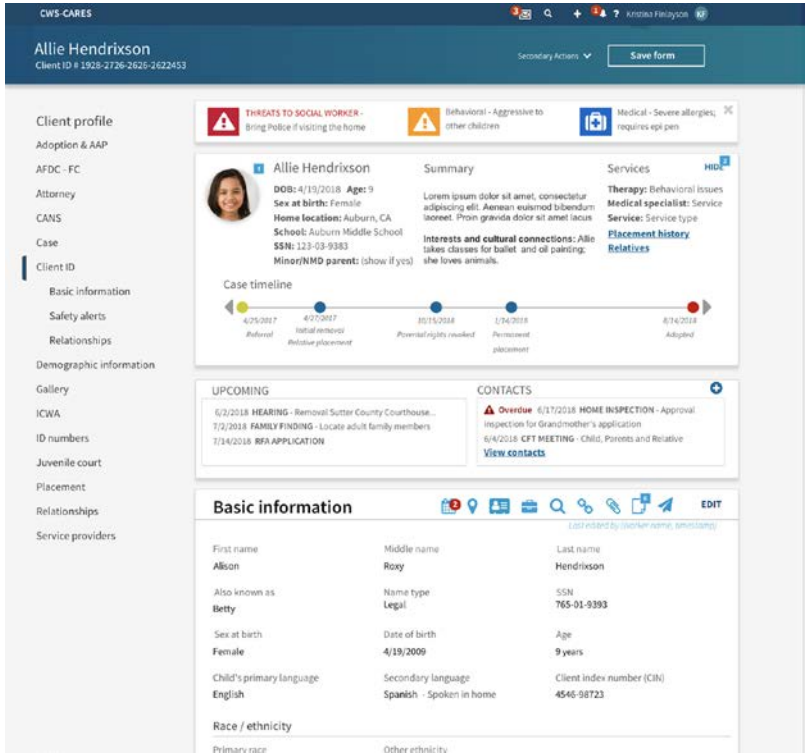
- Applied a CALS - RFA & State Licensing perspective to the Intake Contact Screen designs

## What we need to do:

- Further iterate the CALS UI design
- Work with the Case Mgmt team to iterate the designs for their needs.
- Write related user stories

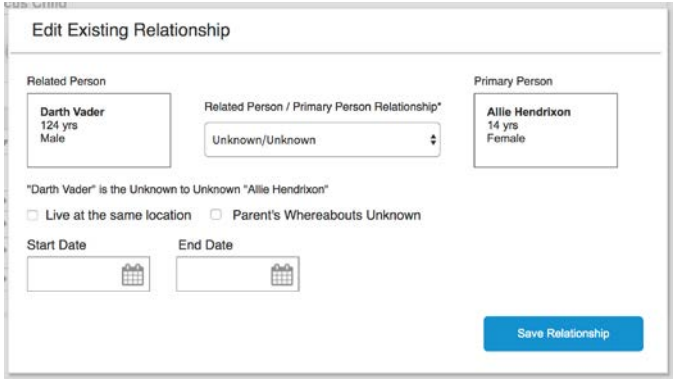
# Child Profile Read-only view

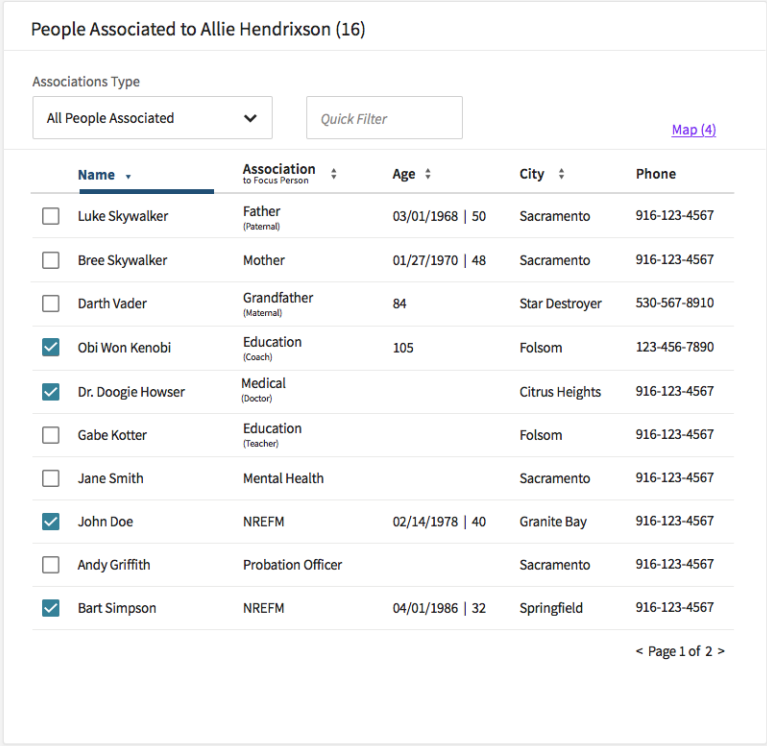
- Translated the edit-view screens into the read-only view
- Added incremental improvements based on research:
  - Alerts by Type
  - “At-a-glance” view for commonly used and time-sensitive information
  - Case timeline



# Relationships updates

- Updated Relationships designs based on Legacy data impacts
- Reviewed designs with Case Management Business SMEs
- Began exploring “People Associations” concept based off Relationships work



# Dates: Viewing

- Reviewed Dates options and variables to consider for Dates viewing component research with Business SMEs
- Received thumbs up to gather formal data with core county participants regarding Dates viewing.

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# Design System

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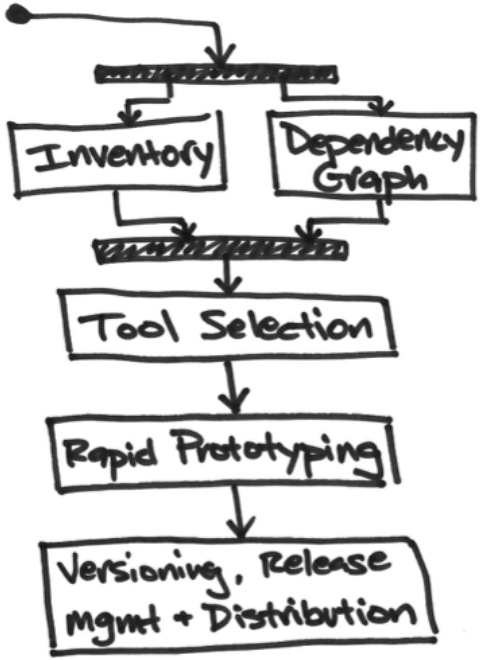
# Get Rolling




| | |
|---|---|
| Inventory | |
| Dependency Graph | |
| Tool Selection | |
| Rapid Prototyping | |
| Versioning, Release Management, Distribution | |

# Inventory

- Classify visual and behavioral patterns
- Establish hierarchical relationships
- Identify Gaps

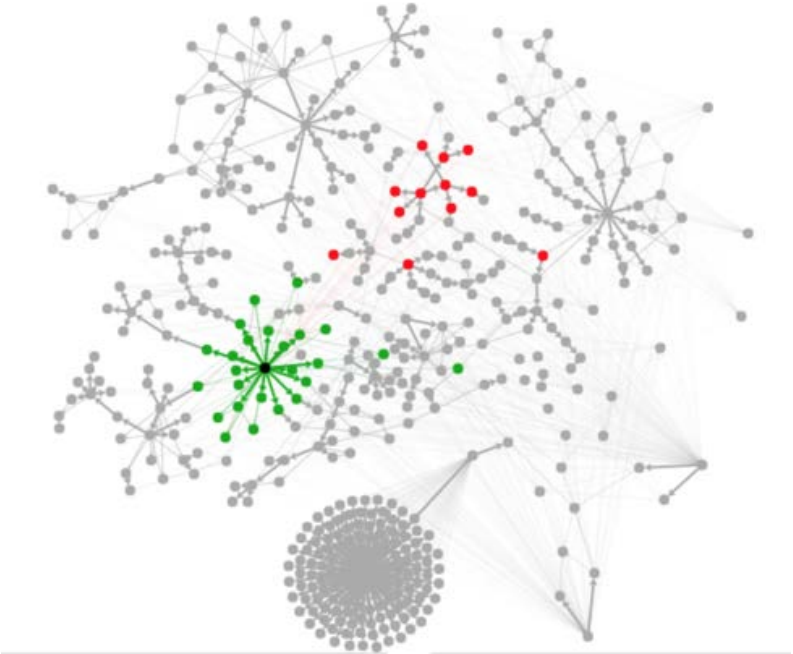
- TODO:

  Language Declarations

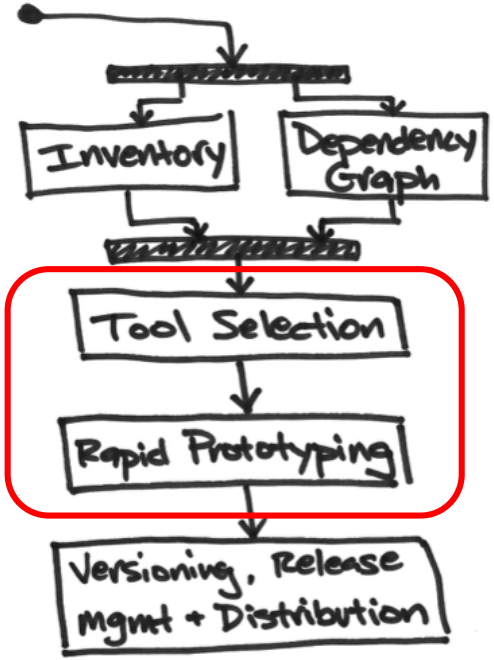
# Dependency Graph

- Form Elements
- Application Chrome (e.g.; “furniture”)

- Buttons
- Links
- Cards

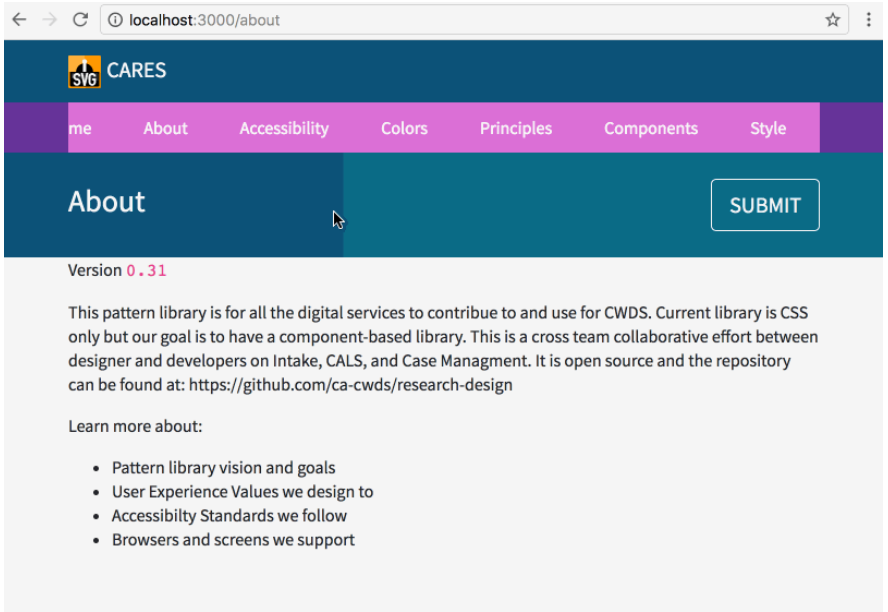


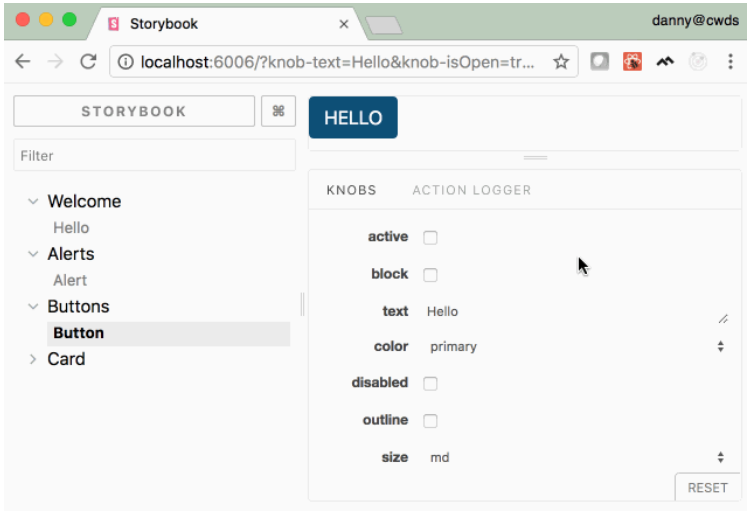
# Informing Activities




- Research Design Wiki
- Storybook
- Webpacker Integration Test

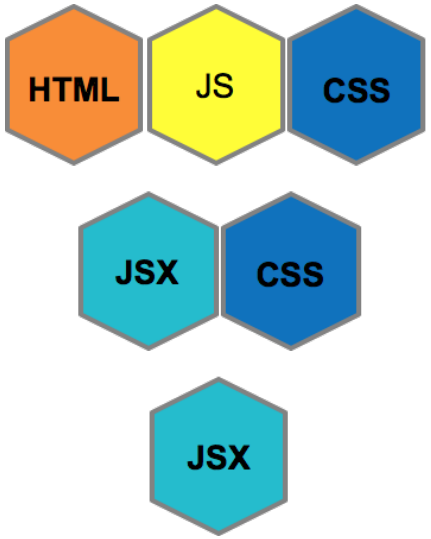
# Tech Implementation: First Steps



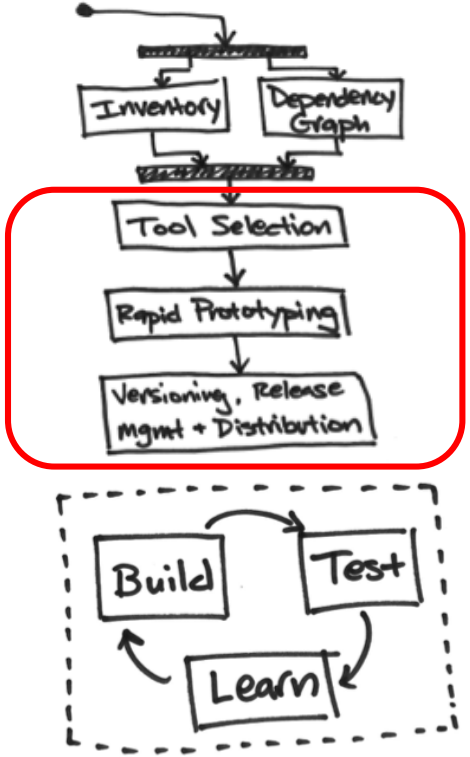



# Tool Selection Criteria

- Familiarity
- Escape Hatches
- Bolt-on Functionality
- JavaScript buy-in
- Impact to DS teams



# What's Next?




- Tool Selection
- Shared Language Evolution
- High-Value Components

- Forms
  - Validation
  - State Mgmt
  - UI Events
  - Visual + Behavioral Style

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# Questions?