Welcome.
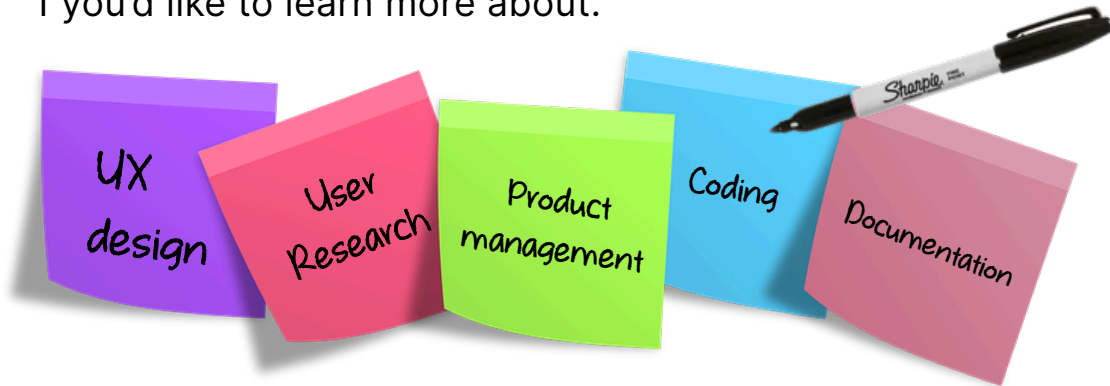
Get comfortable, let's warm up! :)

Think of or write down:
1 skill you're comfortable with,
1 you'd like to share
1 you'd like to learn more about.

UX design

User Research

Product management

Coding

Documentation

If you can, please introduce yourself to at least two people you don't already know.

@opendesignis

Today's agenda.

10.00 - Introduction to Open Design. Team/groups.

10.10 - Create design challenges from issues.

10.25 - Design labels in your repo & design documentation

10.35 - Understanding 'design activities'

10.50 - Witness + location specific

11.00 - Finish :(

OPEN DESIGN

Designit® a **wipro** company + Adobe® + Ushahidi = OPEN DESIGN.

Open design is...

A way for designers who want to tackle big societal problems by contributing to humanitarian open source software (OSS). We've seen, heard and discussed the need for Open Design across continents.

But when it comes to OSS, designers often don't know what they can do to contribute and how to do it.

A set of methods, tools, examples, workshop framework and events, created in the open to encourage designers to learn, iterate, adapt and modify to their own OSS passions.

We're using Ushahidi's OSS TenFour as the first OSS to benefit from design OSS contributions.

@opendesignis   **opendesign.ushahidi.com**   **github.com/ushahidi/opendesign**
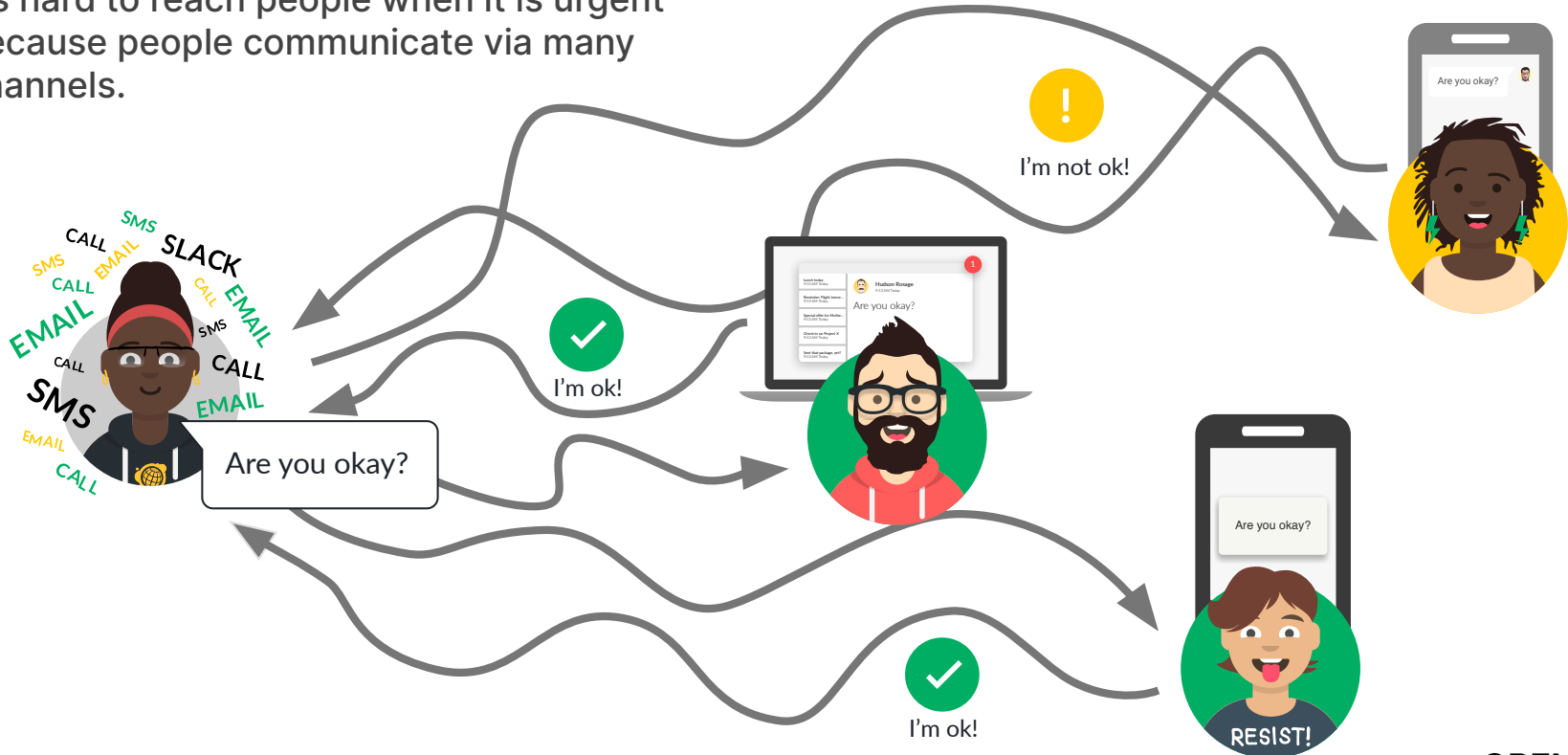
OPEN DESIGN.

TenFour

by Ushahidi

Emergency check-in
for teams.
tenfour.org

@opendesignis

OPEN DESIGN

# Communication is fragmented and chaotic in a crisis.

It's hard to reach people when it is urgent because people communicate via many channels.

SMS
SLACK
CALL
EMAIL
EMAIL
CALL
CALL
EMAIL
SMS
SMS
CALL
SMS
CALL
EMAIL
EMAIL
CALL

Are you okay?

I'm ok!

Hudson Rouge
Are you okay?

I'm not ok!

Are you okay?

Are you okay?

RESIST!

I'm ok!

@opendesignis

OPEN DESIGN.

TenFour fixes fragmentation, giving you fast answers.

Reach your team on any channel.
Your team's responses are collated together.

Are you okay?

TenFour

@opendesignis

OPEN DESIGN.
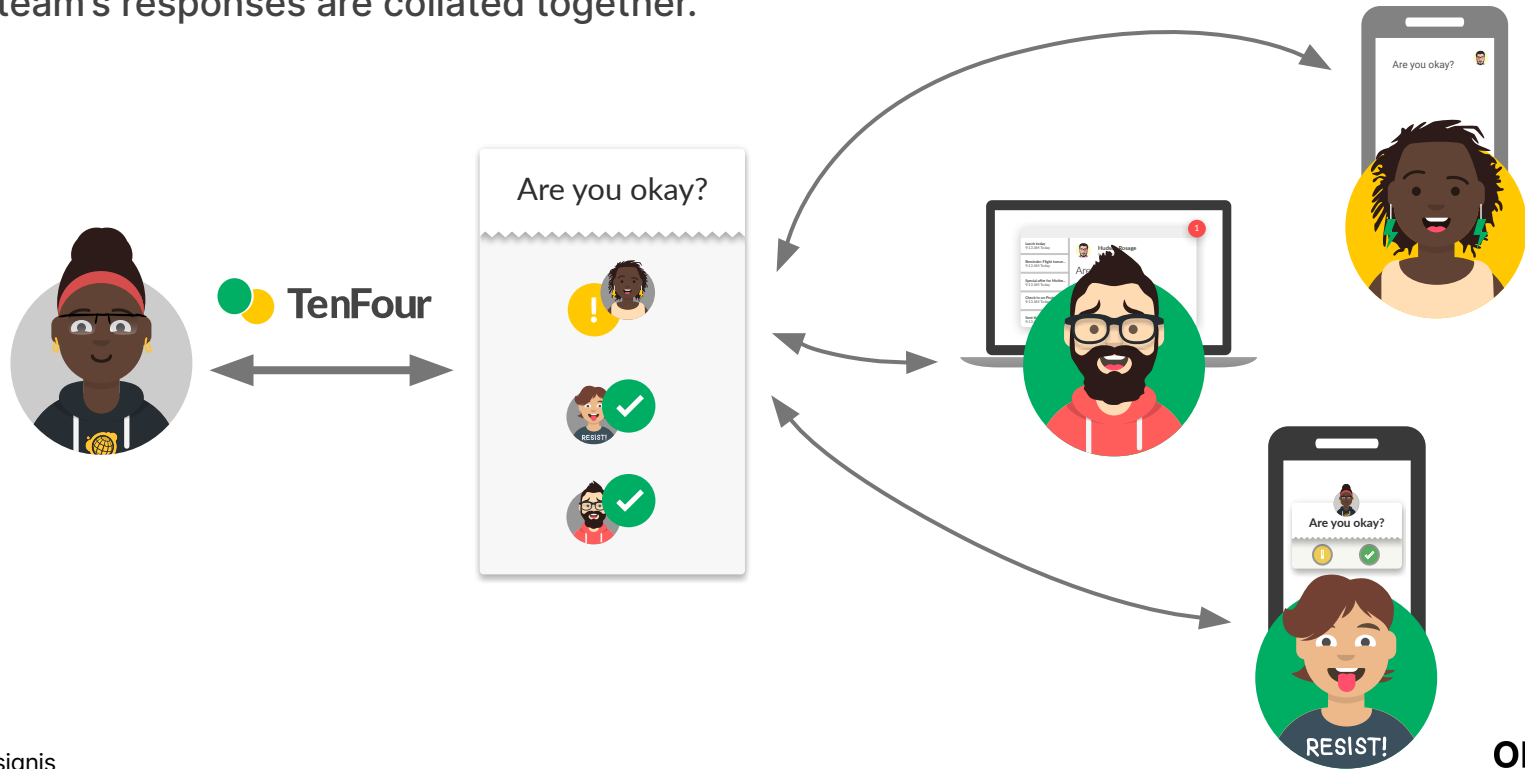
Forming teams.

Try to find an even mix of backgrounds/skills across your team. This can be comfort levels or interest levels.

Meaning, You don't have to be an 'expert' UX designer or a 'senior' anything! It's also about learning too.

OPEN DESIGN.

Documentation is the
BFF of openness!

Document what is being discussed and worked on by yourself and your teams :)

OPEN DESIGN.

Create design challenges from issues.

OPEN DESIGN

ushahidi / **tenfour**

Unwatch ▾ 4   ★ Star 4   Fo...

<> Code   ! Issues **221**   Pull requests **1**   ▶ Actions   ▦ Projects **0**   ☷ Wiki   ⛨ Security   ☷ Insights   ⚙ Settings

Push alert after a configurable time that someone has not responded to a check-in #219

Edit   New issue

⊘ Open   **Erioldoesdesign** opened this issue on 11 Oct 2019 · 0 comments

Erioldoesdesign commented on 11 Oct 2019   Collaborator   + 😀   ⋯

Is your feature request related to a problem? Please describe.
I'm frustrated when I have to check for myself whether someone has responded to a check-in on TenFour.

Describe the solution you'd like
As a user that has constructed a check-in and send it to my team I want to receive an in-app push alert after a configurable time that someone has not responded to a check-in. This should also display in a 'history' or notifications section.

🏷   **Erioldoesdesign** added `good first issue` `Medium Priority` `Front-end` `Back-end issues` `Feature: Check-In` `Feature: Notifications` `P2 - Normal` `Open Design issue` labels on 11 Oct 2019

🏷   **Erioldoesdesign** added `Design: User Research` `Design: UX` and removed `Medium Priority` labels on 5 Nov 2019

Assignees   ⚙

No one—assign yourself

Labels   ⚙

`Back-end issues`
`Design: UX`
`Design: User Research`
`Feature: Check-In`
`Feature: Notifications`
`Front-end`
`Open Design issue`
`P2 - Normal`
`good first issue`

Projects   ⚙

None yet

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OPEN DESIGN.

Create a location based group when someone add a location on their profile

https://github.com/ushahidi/tenfour/issues/215

Please describe the problem.
As a user, I want groups to be created automatically when an individual team member registered/sets-up on TenFour and adds in their location on their profile.
A 500+ person volunteer organization or a 60,000+ company wants to use TenFour to check in with its volunteer members or employees. They need to see responses to check-ins viewable by groups, not just lists of people. Groups are currently made manually but groups that can be made by people in a similar location or with similar needs would be useful.

Who are we designing for?
We are designing for at least two user groups **primarily after a disaster**

1 -NGO Leads or people managing a TenFour organization. Otherwise referred to as an 'admin'
Typically have the role types of Owner and Admin in TenFour. The owner of the TenFour organization could be the farm owner. These users often pre-create groups based off certain criteria but also want groups to be flexible and useful in may circumstances as well as smart to take work off the individuals.

2 - The volunteers moving from location/farm to location/farm in order to be most effective in response to the disaster recovery in there changing location. They may be updating their location on the profile or this may be an automatic, updating feature.

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OPEN DESIGN

Describe what the user needs to do

If a user adds in 'Bristol UK' into their profile then a location-specific group is created for 'Bristol UK'.

Any new team members who add 'Bristol UK' as their location on the profile should then be added to that same 'Bristol UK' group.

TenFour should be able to automatically place people in groups according to a skill added to profile (#215)

Users might be able to automatically add a location tracking option that regularly updates their location

Admins might find it useful to view a map of groups.

Admins may find updates in notifications easy or notifications for specific groups.

What is success for our user

Groups are created and updated based off location data

If location data is confusing the system is able to suggest actions for Admin/Owners of the TenFour organisation.

What are our design constraints?

Requires:
Mobile telecom connection or internet connection.
Uses/already logged onto a TenFour org
On the TenFour system as a 'person'.

OPEN DESIGN

10 mins.

In pairs or groups.

Share back to the room.

Please complete at least:
'Please describe the problem'
'Who are we designing for?'

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OPEN DESIGN.

Examples from TenFour to use:

Push alert after a configurable time that someone has not responded to a check-in

https://github.com/ushahidi/tenfour/issues/219

Fire Marshall: user training and teaching

https://github.com/ushahidi/tenfour/issues/203

Location tracking mode for people on TenFour

https://github.com/ushahidi/tenfour/issues/221

OPEN DESIGN.

Share with the room.

OPEN DESIGN

Even when you think an issue is 'simple', try writing a design challenge version.

OPEN DESIGN.

Design labels in your repo and design documentation.

OPEN DESIGN.

Labels ⚙

Back-end issues
Design: Interaction
Design: UI
Design: UX
Design: Usability + Inclusion
Design: User Research
Design: Visual + Graphic
Epic
Feature request
Feature: Check-In
Feature: People
Front-end
Open Design issue
P2 - Normal

https://github.com/ushahidi/ tenfour/blob/develop/ README.md

Clearly explained labels in your readme are cool.

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OPEN DESIGN.

As many live files, design systems, 'sticker sheets' as you have!

https://github.com/ushahidi/
tenfour/blob/develop/
design-contributions.md

https://docs.ushahidi.com/
platform-developer-
documentation/design/
design-process

@opendesignis

OPEN DESIGN.
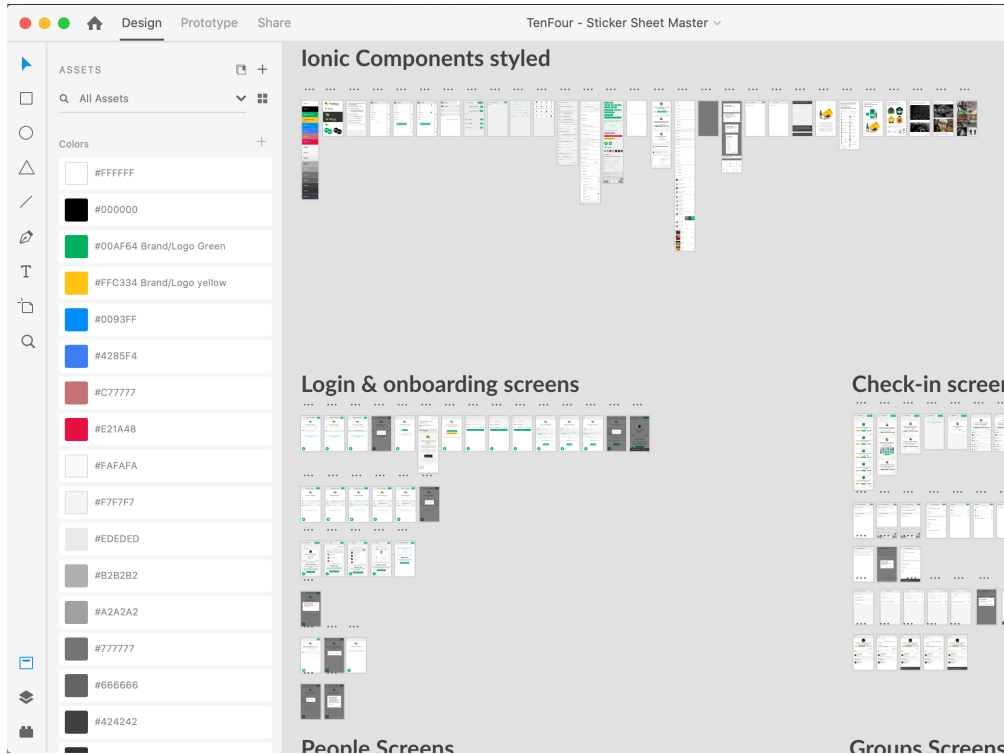
5 mins.

Groups of 5 - 6.

For your challenge, what are the labels that you think you **need and why?**

OPEN DESIGN.

Share with the room.

@opendesignis

OPEN DESIGN

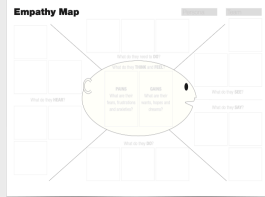# Understanding design activities.

OPEN DESIGN

Five core design activities.

Empathy Mapping.
Group exercises

Build empathy for your group

What it is used for:
Empathy Mapping helps us consider how other people are thinking and feeling.
It builds empathy and gains alignment around user needs, goals, and pain-points.

Whats the purpose:
To zoom out from focusing on behaviours to consider the users' emotions and experience as well.

Empathy Map
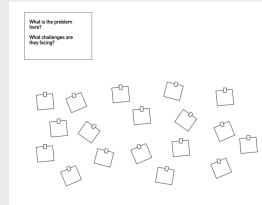
OPEN DESIGN.

Define the problems.
Group exercises

Understand your group's biggest challenges

What it is used for:
Take your challenge and create the narrative for the person described in your empathy map. Define where they are struggling, state the problems.

Whats the purpose:
This will help you to focus on specific problems to start the ideation.
It also helps further define the issue in the repo and add context for other collaborating designers.

What is the problem here?
What challenges are they facing?

OPEN DESIGN.

Ideation.
Group exercises

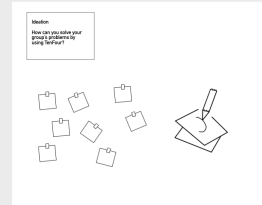Which idea best solves your challenge and for your users?

Develop ideas on how you could solve the challenges for your user. Think big and beyond a single purpose.

What it is used for:
Please develop as many wild, bold , weird ideas as possible and mark them on post-its. Please work as visually as possible to allow others to understand your idea at one glance.

There are no bad ideas and no bad sketches. Vote for the best idea(s) at the end of the session by dot voting.

Whats the purpose:
Develop a huge amount of ideas in order to choose the best one(s)

Ideation
How can you solve your group's problems by using TenFour?

OPEN DESIGN.

Story-board.
Group exercises

Optional exercise.

Define your idea and how it works step by step

What it is used for:
If useful, you can story board the process someone might go through when trying to perform the challenges actions.

Whats the purpose:
To help discover any missed opportunities or interactions by users when looking at challenges.

Step No.   Step No.

OPEN DESIGN.

Sketching & Prototyping.
Group exercises

Optional exercise.
You can go straight to XD prototyping.
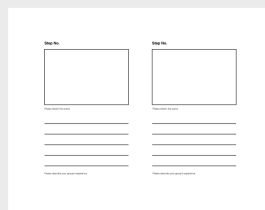
Now manifest your ideas in mobile user interfaces

What it is used for:
To map out what screens might be needed in the ideated process. Also useful for usertesting.

Whats the purpose:
This will help you to focus on specific problems to start the ideation.
It also helps further define the issue in the repo and add context for other collaborating designers.

OPEN DESIGN.

OPEN DESIGN.

Empathy Mapping.

Build empathy for your group

What it is used for:
Empathy Mapping helps us consider how other people are thinking and feeling.
It builds empathy and gains alignment around user needs, goals, and pain-points.

Whats the purpose:
To zoom out from focusing on behaviours to consider the users' emotions and experience as well.

Mural template:

http://bit.ly/OD-Empathy-Map

Hears

Sees

Says

Thinks

Does

Feels

OPEN DESIGN.

Define the problems.

Understand your group's biggest challenges

What it is used for:
Take your challenge and create the narrative for the person described in your empathy map. Define where they are struggling, state the problems.

Whats the purpose:
This will help you to focus on specific problems to start the ideation.
It also helps further define the issue in the repo and add context for other collaborating designers.

Mural template:

http://bit.ly/OD-Define-problems

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What is the problem here?

What challenges are they facing?

OPEN DESIGN.

Define the problems.

Understand your group's biggest challenges

What it is used for:
Take your challenge and create the narrative for the person described in your empathy map. Define where they are struggling, state the problems.
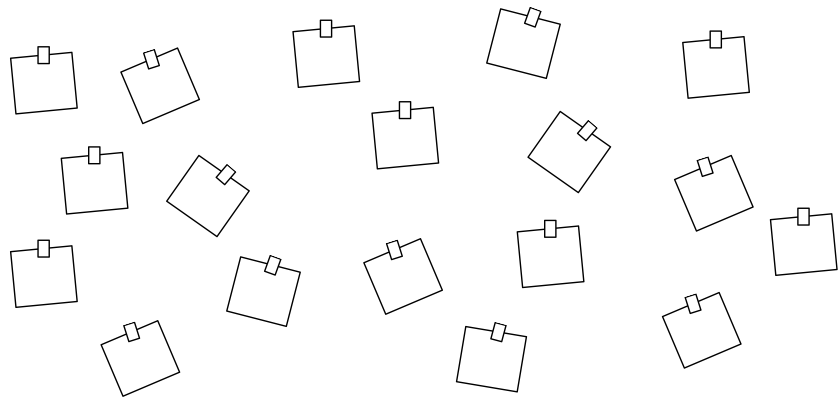
Whats the purpose:
This will help you to focus on specific problems to start the ideation.
It also helps further define the issue in the repo and add context for other collaborating designers.

Mural template:

http://bit.ly/OD-Define-problems

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Choose what to tackle first

OPEN DESIGN**.**
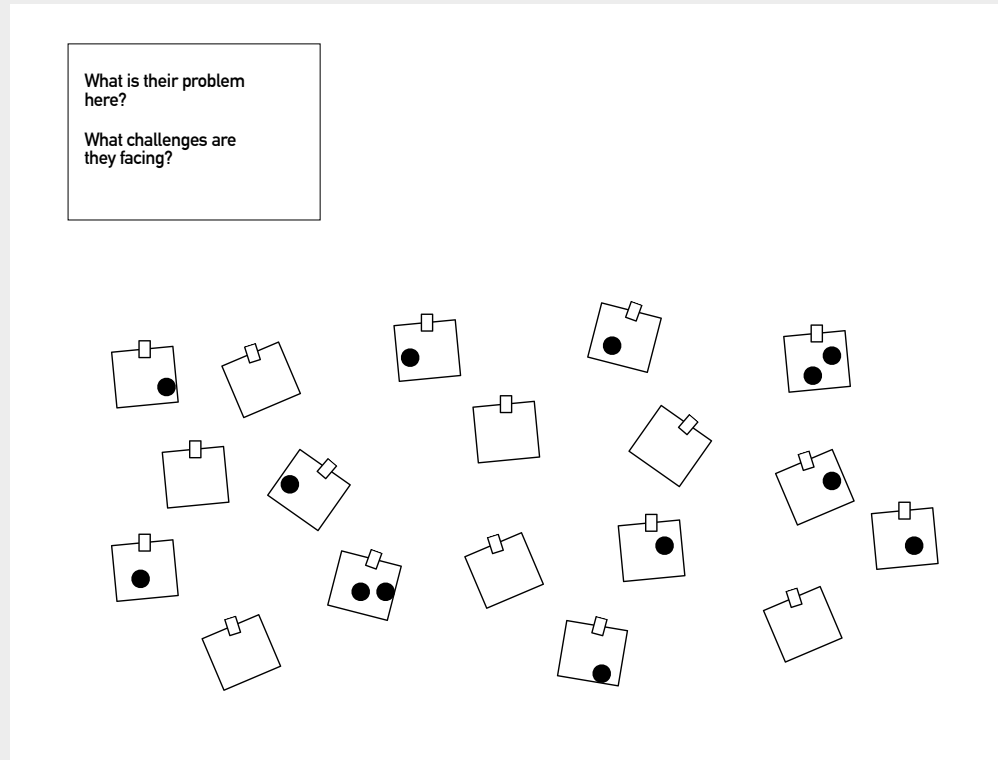
Ideation.

Develop ideas on how you could solve the challenges for your user. Think big and beyond a single purpose.

What it is used for:
Please develop as many wild, bold ideas as possible. Please work as visually as possible to allow others to understand your idea at one glance.

There are no bad ideas and no bad sketches. Vote for the best idea(s) at the end of the session by dot voting.

Whats the purpose:
Develop a huge amount of ideas in order to choose the best one(s)

Mural template:

http://bit.ly/OD-Ideation-Template

Ideation

How can you solve your group's problems by using TenFour?

OPEN DESIGN.

Brainstorming **rules.**

01 | **Defer judgement.** You never know where a good idea is going to come from. The key is to make everyone feel like they can say the idea on their mind and allow others to build on it.

02 | **Encourage wild ideas.** Wild ideas can often give rise to creative leaps. When devising ideas that are wacky or out there, we tend to imagine what we want without the constraints of technology or materials.
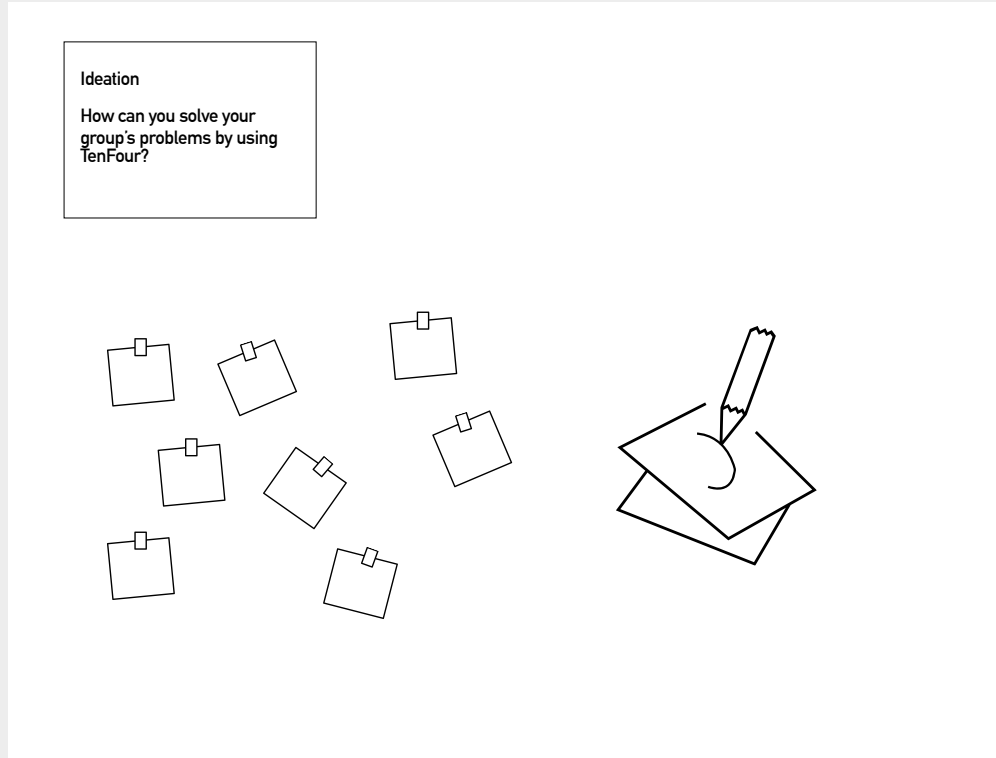
03 | **Build on the ideas of others.** Being positive and building on the ideas of others take some skill. In conversation, we try to use " yes, and…" instead of "but."

04 | **Stay focused on the topic.** Try to keep the discussion on target, otherwise you may diverge beyond the scope of what you're trying to design for.

05 | **One conversation at a time.** Your team is far more likely to build on an idea and make a creative leap if everyone is paying full attention.

06 | **Be visual.** In Brainstorms we put our ideas on Post-its and then put them on a wall. Nothing gets an idea across faster than a sketch.

07 | **Go for quantity.** Aim for as many new ideas as possible. In a good session, up to 100 ideas are generated in 60 minutes. Crank the ideas out quickly and build on the best ones.

@opendesignis **OPEN DESIGN.**

Story-board.

Define your idea and how it works step by step

What it is used for:
If useful, you can story board the process someone might go through when trying to perform the challenges actions.

Whats the purpose:
To help discover any missed opportunities or interactions by users when looking at challenges.

Mural template:

http://bit.ly/OD-Storyboard-template

Alternative online tool:

https://theplot.io/

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Step No.

Please sketch the scene

_____
_____
_____
_____

Please describe your group's experience

Step No.

Please sketch the scene

_____
_____
_____
_____

Please describe your group's experience

OPEN DESIGN.

Manchester bombing: Story-board.

Know from social media brother will attend concert

Incident occurs – is reported in news

News report & social info 'match'

Family member is notified of match

Family member can check in on brother

Family member is 1st to know if something happens

OPEN DESIGN.

Sketching & Prototyping.

Now manifest your ideas in user interfaces

What it is used for:
Sketch your ideas, try out layouts and interactive elements for your prototype.
Then transfer to digital, link and tell a story through your design.

Whats the purpose:
This communicates your solution and can be tested.
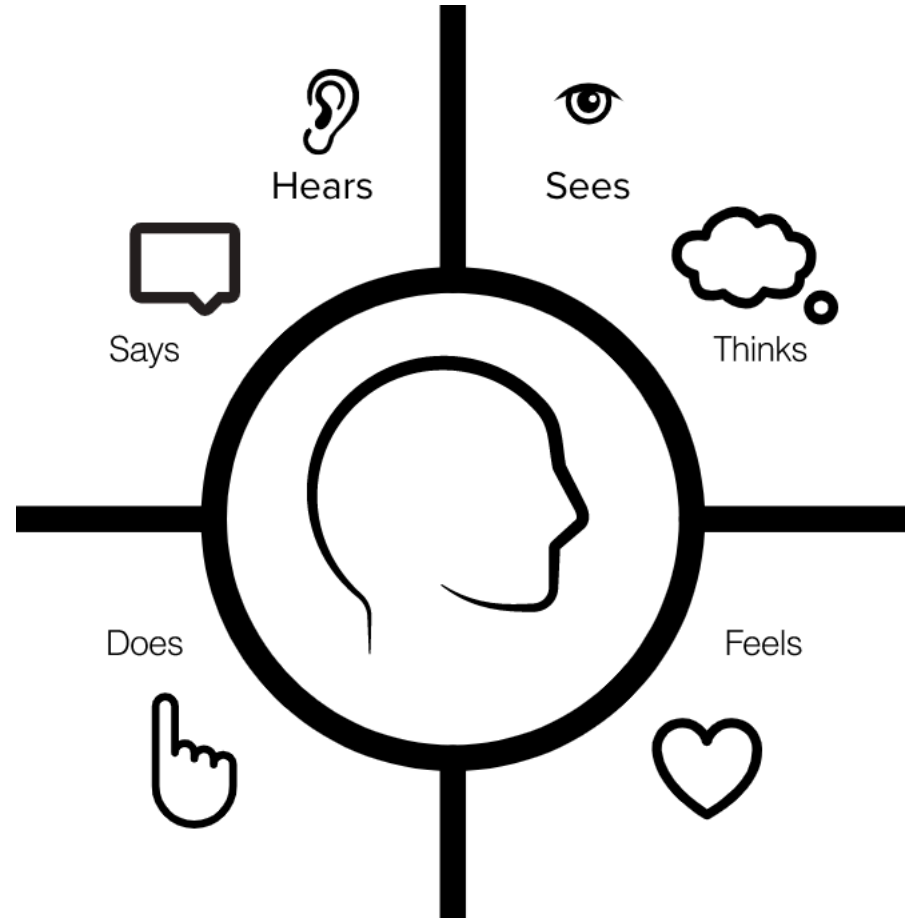
It also helps further define the issue in the repo and add context for other collaborating designers.

Mural template:
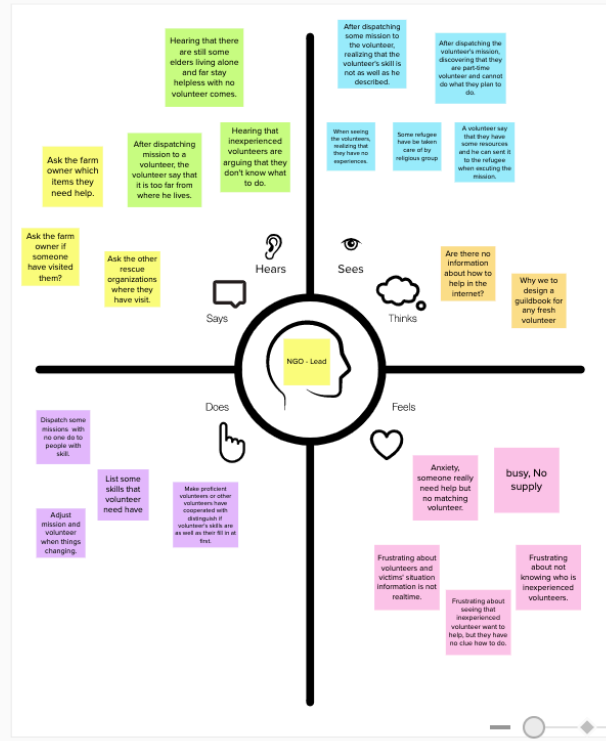http://bit.ly/OD-Prototype-template

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Please sketch what happens on the screen

OPEN DESIGN.

10 mins.

Groups of 5 - 6.

Fill one section only for the user **in your challenge.**

Hears

Sees

Says

Thinks

Does

Feels

OPEN DESIGN.

Use this template to create empathy for whoever you're solving a problem.

Design activities

WHO | **do** | **NGO Lead think**

1

Build empathy and keep your focus on the user by putting yourself in their shoes.

Full-time volunteer	do somethihg they did before	they can guild others to help Residents step by step. they can share their experience	Really thanks to them. They can guide inexperienced people.
Inexperienced	find some guild to follow	who can ask? if I do somethinh i think right, is it really right?	I need to find someone to guild them, or a SOP.
some group volunteer	they have their steps and goal(we don't know whether will interference		We need to sync them with which refugee and where they have cover.
Part-time volunteer	they may choose something just need short time	They need to choose location which is convenient for them to transport.	I need to know their vacancy time before I dispatch the mission.
Family members of victims	they may need some SOP to tackle the situation. ex. take leave, apply scholarship for emergency...etc.		If they need to change their time or have some emergency task make them need to return to work, I need to know immediately.
People of government, national army			

Hearing that there are still some elders living alone and far stay helpless with no volunteer comes.

After dispatching some mission to the volunteer, realizing that the volunteer's skill is not as well as he described.

After dispatching the volunteer's mission, discovering that they are part-time volunteer and cannot do what they plan to do.

Ask the farm owner which items they need help.

After dispatching mission to a volunteer, the volunteer say that it is too far from where he lives.

Hearing that inexperienced volunteers are arguing that they don't know what to do.

When seeing the volunteers, realizing that they have no experinces.

Some refugee have be taken care of by religous group.

A volunteer say that they have some resources and he can sent it to the refugee when excuting the mission.

Ask the farm owner if someone have visited them?

Ask the other rescue organizations where they have visit.

Are there no information about how to help in the internet?

Why we to design a guildbook for any fresh volunteer

Hears

Sees

Says

Thinks

NGO - Lead

Does

Feels

Dispatch some missions with no one do to people with skill.

List some skills that volunteer need have

Anxiety, someone really need help but no matching volunteer.

busy, No supply

Adjust mission and volunteer when things changing.

Make proficient volunteers or other volunteers have cooperated with distinguish if volunteer's skills are as well as their fill in at first.

Frustrating about volunteers and victims' situation information is not realtime.

Frustrating about not knowing who is inexperienced volunteers.

Frustrating about seeing that inexperienced volunteer want to help, but they have no clue how to do.

Pains
Frustrations and anxieties

Anxiety about someone really need help but no matching volunteer.

Volunteers and victims' situation information is not realtime.

Inexperienced volunteers want to help, but they have no clue how to do.

Gains
Wants hopes and dreams

An efficient way to manage volunteers' and skills.

Everyone update their related situation easily to make the NGO Lead know the realtime situation.

Inexperienced volunteers need a guild.

12%

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OPEN DESIGN.

Share with the room.

OPEN DESIGN.

Our witness:

Akhila M
From the centre for
Migration and
Inclusive Development.

OPEN DESIGN

Our witness:

Mei Mei Chen and Hung Wen Lu.
Founded 'go honour' to help typhoon victims.

OPEN DESIGN .

5 mins.

Groups of 5 - 6.

Where might you start looking for a witness?

OPEN DESIGN.

Share with the room.

OPEN DESIGN

Things we didn't have time for :(

OPEN DESIGN.

Design **sprint framework.**
Design **templates** for activities.
Rapid Prototyping guidance.
Remote/Online participants.
User testing in Open Design.
Choosing **design tooling.**
Leading open design workshops.
Mentoring and **skill sharing.**

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OPEN DESIGN.

Thank you!

All the information and scenarios included in these slides have been complied and inspired from research and resources online.
We can not vouch for the accuracy and factual information of the sources.

We ask that the attendees offer up additional information and facts around these scenarios to inform their work.

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a **wipro** company

Ushahidi

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