

OPEN DESIGN.

Open Source Design Contributions
for your OSS Project.

Slides in .key: <https://bit.ly/slidesOS101design>

Hi, I'm Eriol.

@erioldoesdesign

They/Them pronouns.

10 years in digital product design & UX.

7 years in humanitarian sector 2 years in (F)LOSS.





Third Sector Design

**We help non profits maximise
their impact on the web**

CIVICRM™



Welcome.

What tools we'll be using

Hopin for voice and video chat

Miro for collaborative boards and workshop tasks

<https://bit.ly/OS101designworkshop>

Jitsi for group discussion rooms as you work on tasks

Github to investigate OSS projects and issues

Other optional tools to use

Open Design slack for communicating in groups

<https://bit.ly/openslack-os101>

Whereby room 1-2-1's with Eriol

<https://whereby.com/humanitariandesign>

@opendesignis

Today's agenda.

Introduction to Open Design.
Forming groups.

Essential design documentation
and labels in your repo.

Create design challenges from
issues.

Understanding 'design activities'

Witnesses

Finish :(

OPEN DESIGN .

Agreements

What Eriol is going to try to do:

Pause for 5 seconds before moving to the next slide

Pause for 10 seconds when a slide contains any links that attendees need to open

Read out or explain all slide/screen content when working across different windows/programs

Pay reasonable attention to chats on slack and/or hopin.

Add in two 3 minute comfort breaks in addition to the events scheduled break.

Make the slides available via a drive link so if anyone has something that takes them away from their screen, they can 'catch' up

Any other suggestions? :)

Getting collaborative!

The workshop 'workspace' in Miro

<https://bit.ly/OS101designworkshop>

Getting collaborative!

Get comfortable, let's warm up using the work board: <https://bit.ly/OS101designworkshop>



- 1 skill you're comfortable with
- 1 skill you'd like to share with others
- 1 skill you'd like to learn more about.

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



=

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.

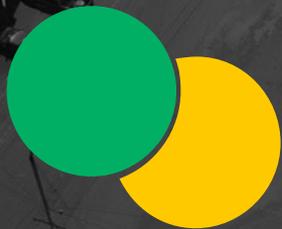
A set of methods, tools, examples, workshop framework and events, created in the open to encourage designers to learn, iterate, adapt and modify to their own OSS passions.

To see what worked, we used Ushahidi's OSS TenFour as the first OSS to benefit from design OSS contributions.

@opendesignis

opendesign.usahidi.com

github.com/ushahidi/opendesign



TenFour

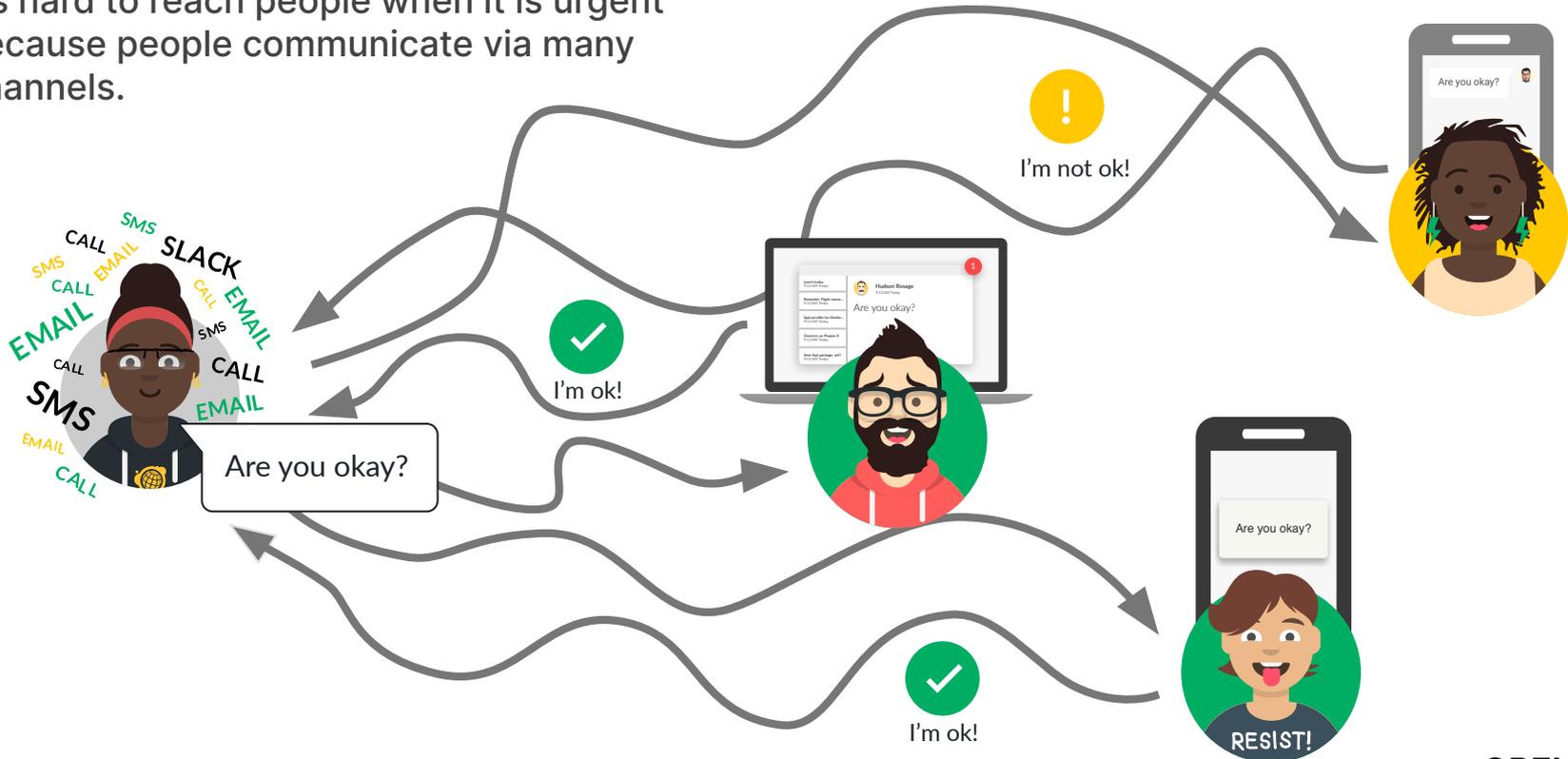
by Ushahidi

Emergency check-in
for teams.

tenfour.org

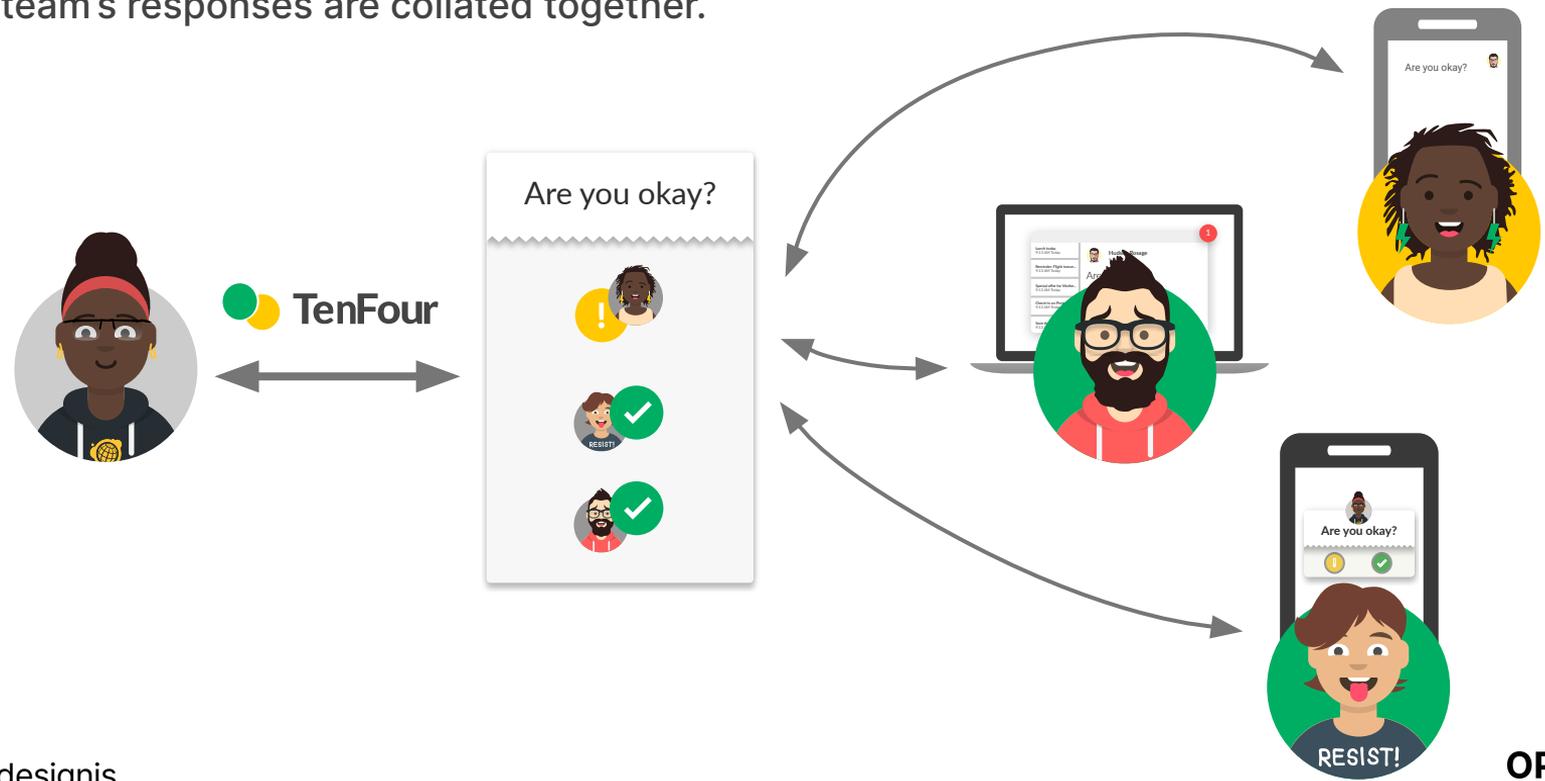
Communication is fragmented and chaotic in a crisis.

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



TenFour fixes fragmentation, giving you fast answers.

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



Useful things to know about TenFour OSS.

Because we use TenFour's OSS as a demo in this there are some key things that TenFour is and does to help make the examples **make sense**.

1. TenFour is a **webapp** and works across devices
2. TenFour has a '**domain URL**' kind of like slack e.g. `companyname.tenfour.org`
3. TenFour sends a message or a 'check-in' to people on a TenFour domain via multiple methods like SMS, email, voice call and in-TenFour-app message.
4. TenFour has multiple user types e.g. Owner, Admin, send-only, read-only etc.

Forming teams.



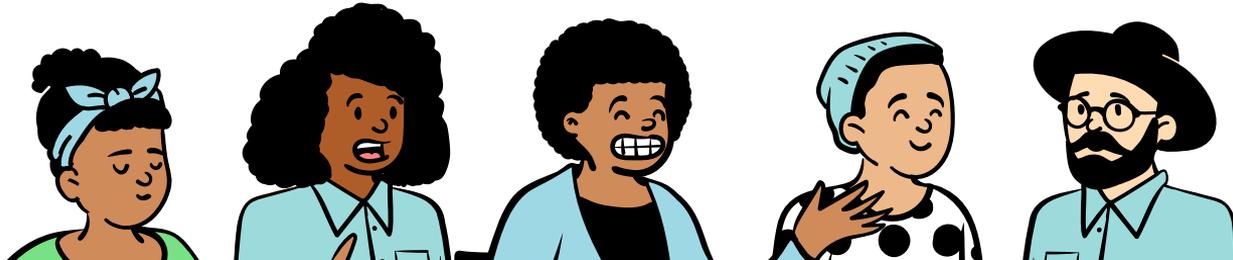
Try to find an even mix of backgrounds/skills across your team between 4 - 6 people per team.

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. By taking a 'role' you agree to think and respond as a 'documentarian' or as a 'user experience designer'

You'll only be able to work on **one OSS project as a group and someone needs to have a good knowledge of the projects existing documentation and issues.**

Discussing this may take a while so please take time to feel comfortable. If you are part of the same OSS project, you may want to work together or maybe choose to work on someone else's OSS project for a break!

There's also demo OSS project issues I will offer up if you want to work on a project you've not worked on before.



OSS examples I've picked for doing **group tasks.**

<https://github.com/ushahidi/tenfour>

<https://github.com/pa11y/pa11y-dashboard>

<https://github.com/hikaya-io/activity>

<https://github.com/chaynHQ/little-window>

<https://github.com/Leaflet/Leaflet>

<https://github.com/piskelapp/piskel>

Using Jitsi video rooms for your **group discussions**.

For each of the tasks, you'll have a Jitsi video chat room that you can use to talk with your team. As we're fully online, this is the best solution to a remote group-task in a workshop. Let's see how it goes :)

Documentation enables **openness!**

If you can, as you go, document what is being discussed and worked on by yourself and your teams. Especially if you're using an OSS project you work on already or want to work on.

Task format =

1. Eriol's explanation.

2. Group discussion.

3. Feedback to 'room'.

During this time you can go to Eriol's video link room to ask a question. This is simulating you coming up to Eriol in the 'real room' and asking or Eriol moving around groups in the real room.

<https://whereby.com/humanitariandesign>

10 mins.

To chat with your group!

Things to talk about:

- What OSS project to think about when doing your tasks and quick read to understand the project.
- Role you want to play based off the skills from earlier e.g. Design mindset
- Who wants to or can facilitate group discussion around tasks
- Who can do documentation/work with the work board as people talk?

Essential design documentation and labels in your repo.

Designers want to work on projects ‘for good.’

Including design in the read me.

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

Making an explicit design section on your read me, or in your contribution section and simply asking for help is better than not having it.

‘Perfect is the enemy of good enough’ in this regard.

Contributing design as an OSS contributor for TenFour

A comprehensive 'Sticker Sheet' or 'Design system' for the current TenFour UI & journey flow to be used for any designers looking to contribute UX, UI, Graphics, Illustration, Interaction Design or any visual design to TenFour as an OSS product.

This is an [Adobe XD file](#) and as such, will only work on Adobe XD software. A cloud doc is in development as of November 2019.

Downloadable master XD doc located in an open google drive [here](#)

Download the fonts used in TenFour's design kit [here](#)

See the 'flat' screenshot files of the TenFour app categorized into folders [here](#)

XD Cloud doc located [TBC](#)

 XD live link individual canvas clickable view located [here](#)

XD live link grid view located [here](#)

This issue will serve the purpose of version control until such time as Adobe XD (or related plugins/products) are able to facilitate versioning of design files.

First file uploaded by @Erioldoesdesign on the 04 - November - 2019 at 22.05pm



pa11y / pa11y.github.io

Watch 7

Unstar 7

Fork 11

Code

Issues 4

Pull requests 2

Actions

Security 0

Insights

Branch: master

pa11y.github.io / contributing / designers.md

Find file

Copy path

alexkilgour add new logo to the pa11y site, add usage instructions, and favicons (#...

cfcfb2f on 16 Sep 2016

3 contributors

56 lines (33 sloc) 1.8 KB

Raw

Blame

History



title	description	permalink
Designers - contributing to Pa11y	How designers can contribute to Pa11y projects, and design-specific guidelines.	/contributing/designers/

Designers

Hello. Would you like to help us out with brand and design? Pa11y hasn't had loads of attention in this area and we'd love you to join us. It's time to bring some thought and consistency to our project designs 🎨

- [The Pa11y Brand](#)

10 mins.

To chat and write in Miro

Things to talk and write about:

- How can you invite design contributions?
- What kind of supporting info can you give designers?
- What kind of asks would you have of designers?
- How can you appeal to 'designers want to work on projects for good' as a focus.

Share with the room.

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

Clearly explained labels in your readme are essential.

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

Labels and how to use them to find design issues

Open Design issue - An issue that has been identified for an **Open design** workshop. These workshops bring together designers wanting to contribute in groups (or individuals) to issues in TenFour.

Design: Interaction - An issue which needs attention to how users interaction with it. Could be UI connected, voice, or gesture. Particularly useful for Human Computer Interaction/Design (HCI/D) people.

Design: UI - An issue which needs attention to the interface that users use. Can be a visual interface but also a conversation interface (voice) etc.

Design: Usability + Inclusion - An issue which needs attention to how users of all abilities and needs are considered. Inclusion and accessibility focus needed to inform how the feature functions.

Design: User Research - An issue which needs further user research done to fully discover and validate the problem/hypothesis presented in the issue.

Design: UX - An issue which needs attention on user experience of the feature or issue. Could be prototypes, flows, inclusion of other features, interactions and tasks that the user performs as part of this issue.

Design: Visual + Graphic - An issue which needs visual design and/or graphics. Could be to help communicate a feature visually with animations, supporting graphics and illustration or logo, colours and brand changes.

QA by Design - This is an issue that after having gone through development, needs a designer to approve the functionality.

5 mins.

To chat and write in Miro

Things to talk and write about:

- What kind of labels do you think you'll need and why?
- What labels might be missing?
- How can we set-up a process for design labels we might not know we need yet?

A good first design issue:

'Sticker sheet'

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

Encourage designers to share files in their 'raw' formats in any way possible.

TS +

All Assets

#FFFFFF

#000000

#00AF64 Brand/Logo Green

#FFC334 Brand/Logo yellow

#0093FF

#4285F4

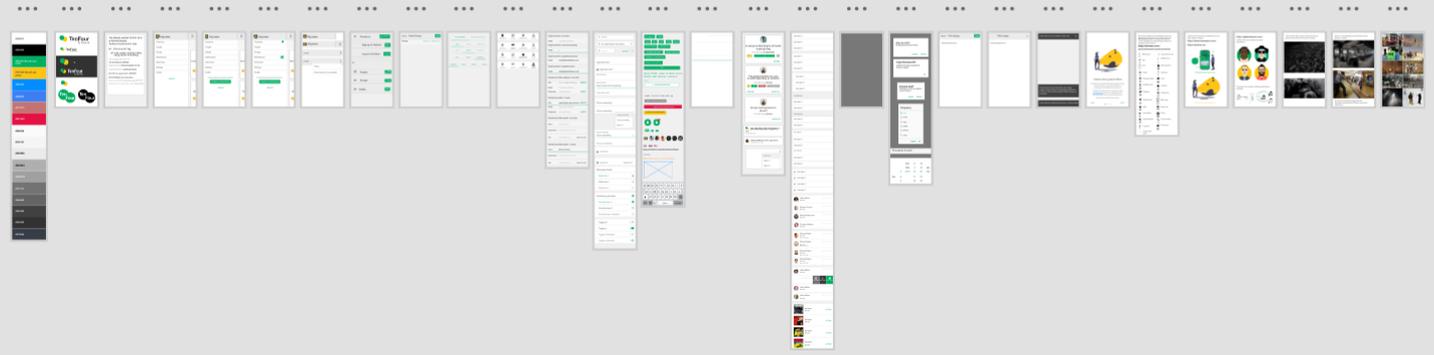
#C77777

#E21A48

#FAFAFA

#E7E7E7

Ionic Components styled



Login & onboarding screens



Check-in screen



Other great first design issues.

Brad Frosts' Design interface inventory

<https://bradfrost.com/blog/post/conducting-an-interface-inventory/>

Heuristic analysis

<https://www.nngroup.com/articles/ten-usability-heuristics/>

There's no template for heuristic analysis but this is often best formatted in a spreadsheet or a series of issues/epics.

Create design challenges from issues.

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

Push alert after a configurable time that someone has not responded to a check-in <https://github.com/ushahidi/tenfour/issues/219>

Please describe the problem from at least one 'users' point of view:

As a person responsible for other people in TenFour it worries me when I don't get a quick answer back from a team member about whether they are ok or not. When there is a crisis, knowing how much time has gone by without a response is important and knowing who hasn't replied yet helps me to set up fall-back plans for a worst case scenario. But crisis is complicated and I might have other things that I need to concentrate on. That's why I'd like some way of TenFour telling me when someone hasn't replied in a certain time.

One way we thought of doing this is through configurable, push alerts on a persons device.

The event that triggered this issue was a recent terrorist attack in Nairobi: <https://www.bbc.co.uk/news/world-africa-46880375>

We are designing for **at least two user groups** primarily after a disaster, but they may be many more users.

User 1 - NGO Leads or people managing a TenFour domain. Typically have the role types of Owner and Admin in TenFour.

The owner of the TenFour organization could be the teacher of a class looking after students in a crisis. These users often pre-create groups in TenFour based off certain criteria but also want groups to be flexible.

User 2 - The people in the TenFour domain that receive a TenFour check-in and have been asked to reply. They may be moving from location to location in order to be safe. They may not have their phone immediately to hand.

What is success for our user/s

Admin is notified who has not responded in a time frame that works for them

TenFour users are able to respond when/if they can. Seeing alerts may not be useful for these users.

What are our design constraints?

Requires:

Mobile telecom connection or internet connection.

Users are on the TenFour system as a 'person'.

Must be developable within existing tech stack functionality

Will be completed by OSS developers

Example issues (easy-ish):

TenFour: Fire Marshall: user training and teaching

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

Pa11y: Add Groupings to pages

<https://github.com/pa11y/pa11y-dashboard/issues/254>

Piskel: [Feature Request]Gallery Organization

<https://github.com/piskelapp/piskel/issues/935>

Example **issues (hard-ish):**

Hikaya: i18n: How to determine the language to display Activity in?

<https://github.com/hikaya-io/activity/issues/484>

Chayn: no guiding issue :(create one!

<https://github.com/chaynHQ/little-window>

Leaflet: Refactor discrete zooming into delayed continuous zooming

<https://github.com/Leaflet/Leaflet/issues/4696>

15 mins.

To chat and write in Miro.

Please complete at least:

‘Please describe the problem’

‘Who are we designing for?’



Share with the room.

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

Understanding design activities.

Open Design's five core design activities.

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.



OPEN DESIGN.

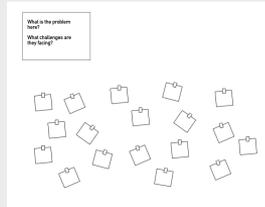
Group exercises

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 problem.

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



OPEN DESIGN.

Group exercises

Ideation.

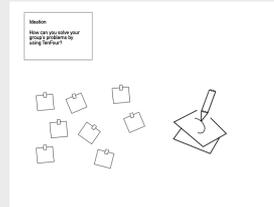
Develop ideas on how you could solve the challenges for your user. Think big and beyond a single purpose.

What it is used for:
Please develop as many wild, bold, 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)

Which idea best solves your challenge and for your users?



OPEN DESIGN.

Group exercises

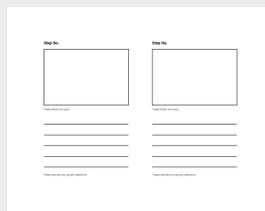
Storyboard.

Define your idea and how it works step by step

What it is used for:
If useful, you can storyboard the process someone might go through when trying to perform the challenge action.

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

Optional exercise.



OPEN DESIGN.

Group exercises

Sketching & 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 assessing.

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.

Optional exercise.
You can go straight to XD prototyping.



OPEN DESIGN.

Group exercises

Empathy Mapping.

Build empathy for your group

What it is used for:

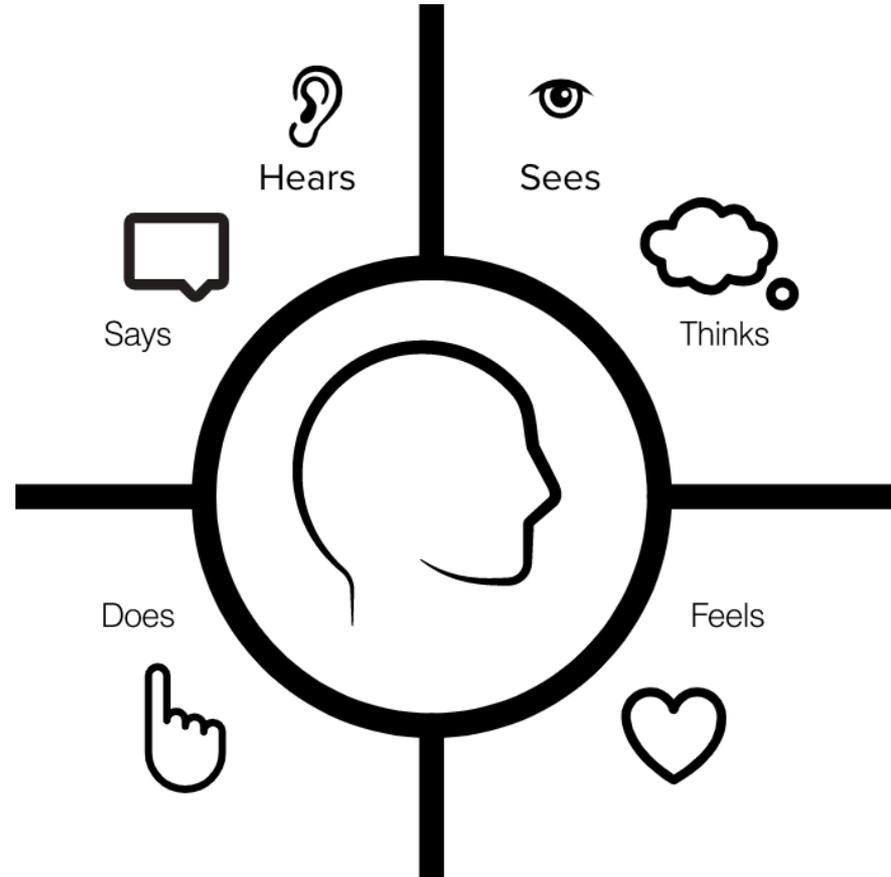
Empathy Mapping helps us consider how other people are thinking and feeling. It builds empathy and gains alignment around user needs, goals, and pain-points.

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>



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:

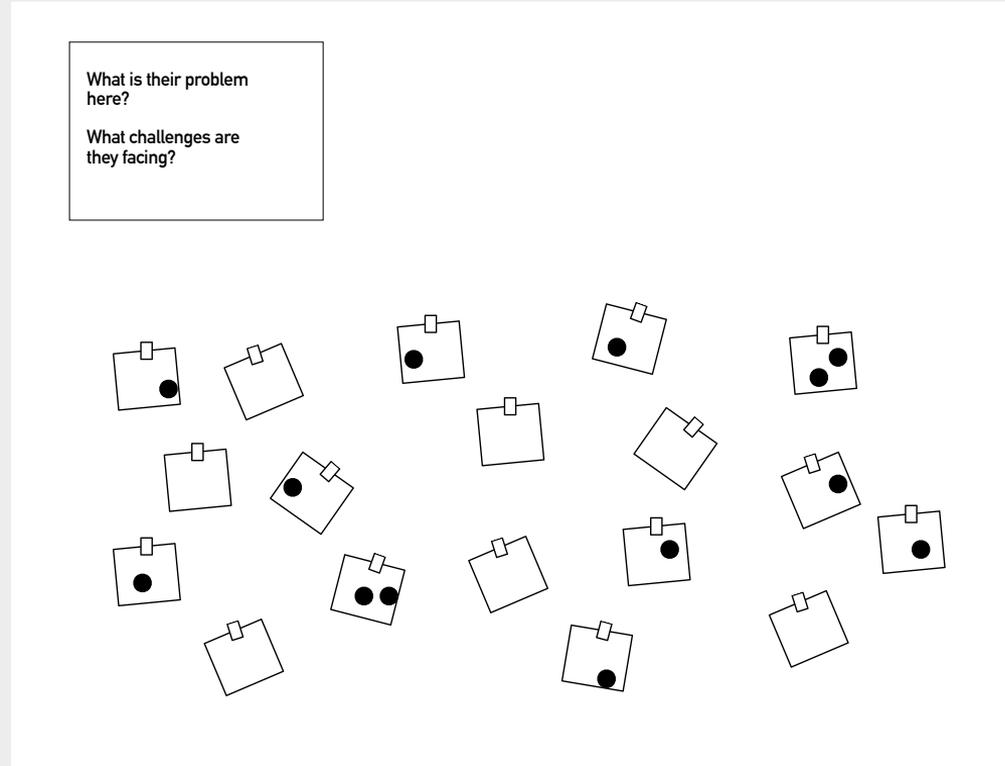
This will help you to focus on specific problems to start the ideation. It also helps further define the issue in the repo and add context for other collaborating designers.

Mural template:

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

@opendesignis

Choose what to tackle first



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.

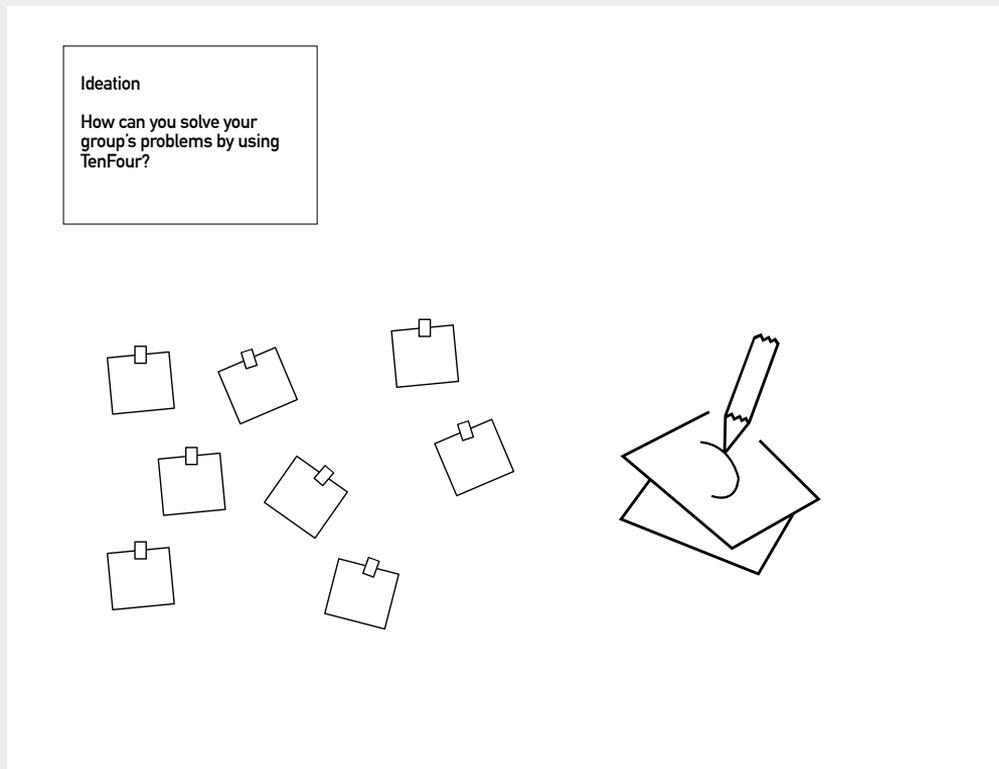
There are no bad ideas and no bad sketches. Vote for the best idea(s) at the end of the session by dot voting.

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>



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.

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/>

Step No.

Step No.

Please sketch the scene

Please sketch the scene

Please describe your group's experience

Please describe your group's experience

Terrorist activity + contacts alerts: Story-board.



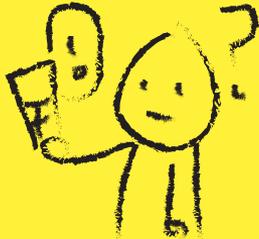
Know from social media
brother will attend concert



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

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:

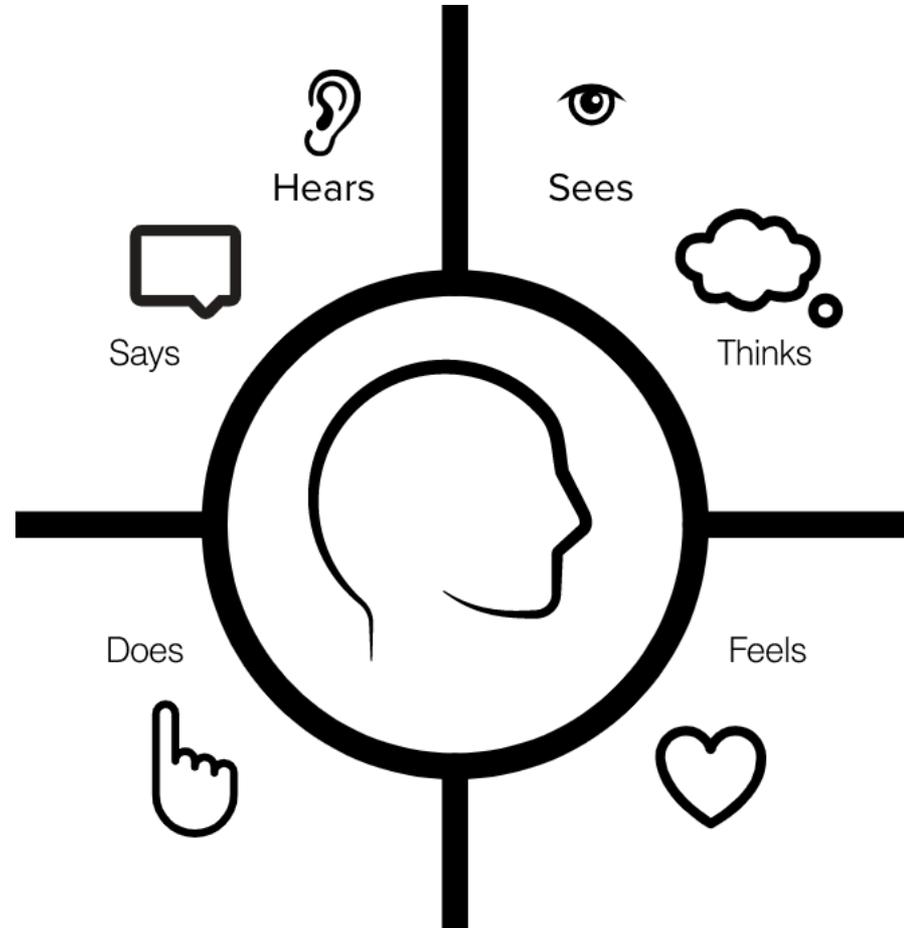
<http://bit.ly/OD-Prototype-template>



Please sketch what happens on the screen

15 mins.

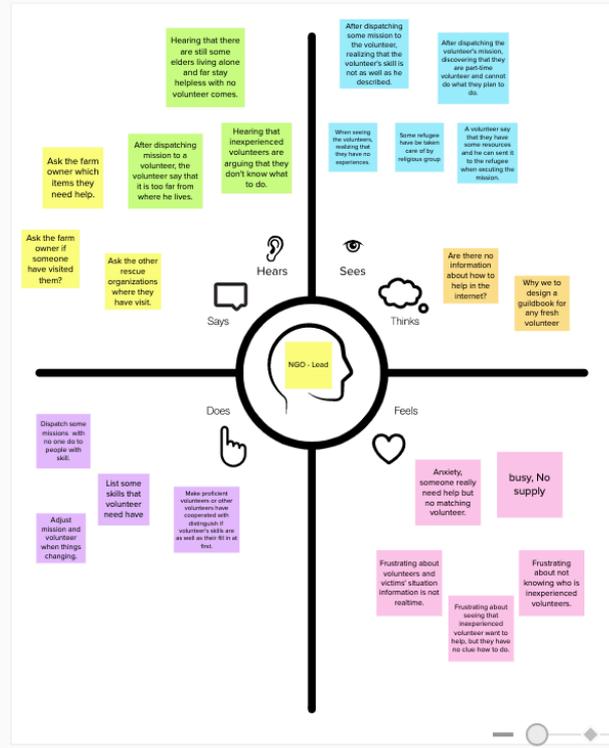
**Fill one 'quadrant'
only for a user
from the
issue/challenge.**



WHO	do		NGO Lead think
Full-time volunteer	do something 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			

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

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



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 volunteer's situation and skills.
- Someone really want to help, but they have no clue how to do.
- Inexperienced volunteers need a guild.

Share with the room.

Including your users as 'witnesses'

Our witness:

Akhila M
From the centre for
Migration and
Inclusive Development.

Our witness,
Akhila M.



Our witnesses:

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

**Things we didn't have
time for :(**

Design **sprint framework**.

Design **templates** for activities.

Rapid Prototyping guidance.

Remote/Online participants.

User testing in Open Design.

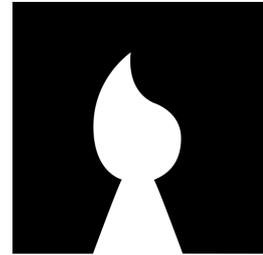
Choosing **design tooling**.

Leading open design workshops.

Mentoring and **skill sharing**.

A community of supportive designers in open source

opensource.design.net



Thank you!

All the information and scenarios included in these slides have been compiled and inspired from research and resources online.

We can not vouch for the accuracy and factual information of the sources.

Thanks to Adobe fund for design, Designit and Ushahidi for funding, supporting and hosting the initial phase of Open Design. Thanks to Third Sector Design, Open Source Design, Simply Secure and Newcastle University for supporting the next phase of Open Design.

Open Design is still seeking funding for the next phase in supporting more OSS projects to work with design as an open source contribution.

Contact opendesignis@gmail.com for more details.

@opendesignis

OPEN DESIGN.



Adobe

Designit[®]
a wipro company



 **Third Sector Design**

