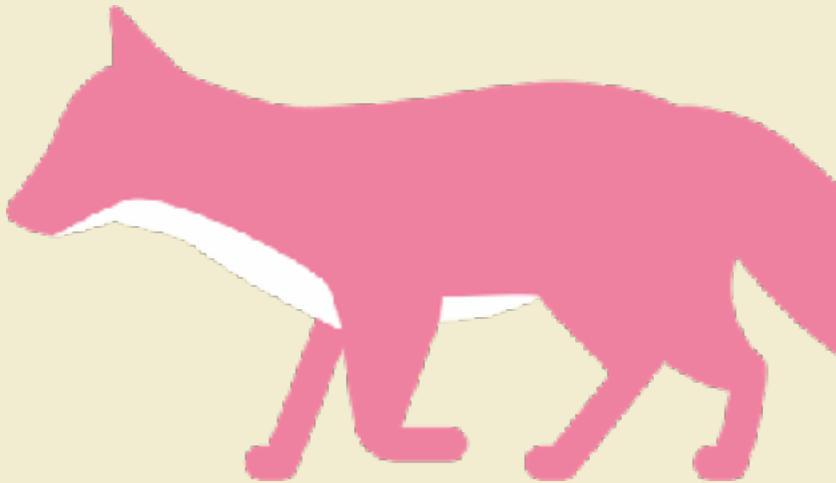
Design documentation

How documentation can level up your design processes.



Hi, I'm **Eriol.**
(Ehh-roll).

I'm a **humanitarian designer.**

I'm part of an Open Source Design movement.

10 years in digital product design and UX.

Designers and people who work with designers:

1. **What information best helps you to work together?**

E.g. It's really helpful when I know the constraints that developers are aware of and how that affects design.

Designers and people who work with designers:

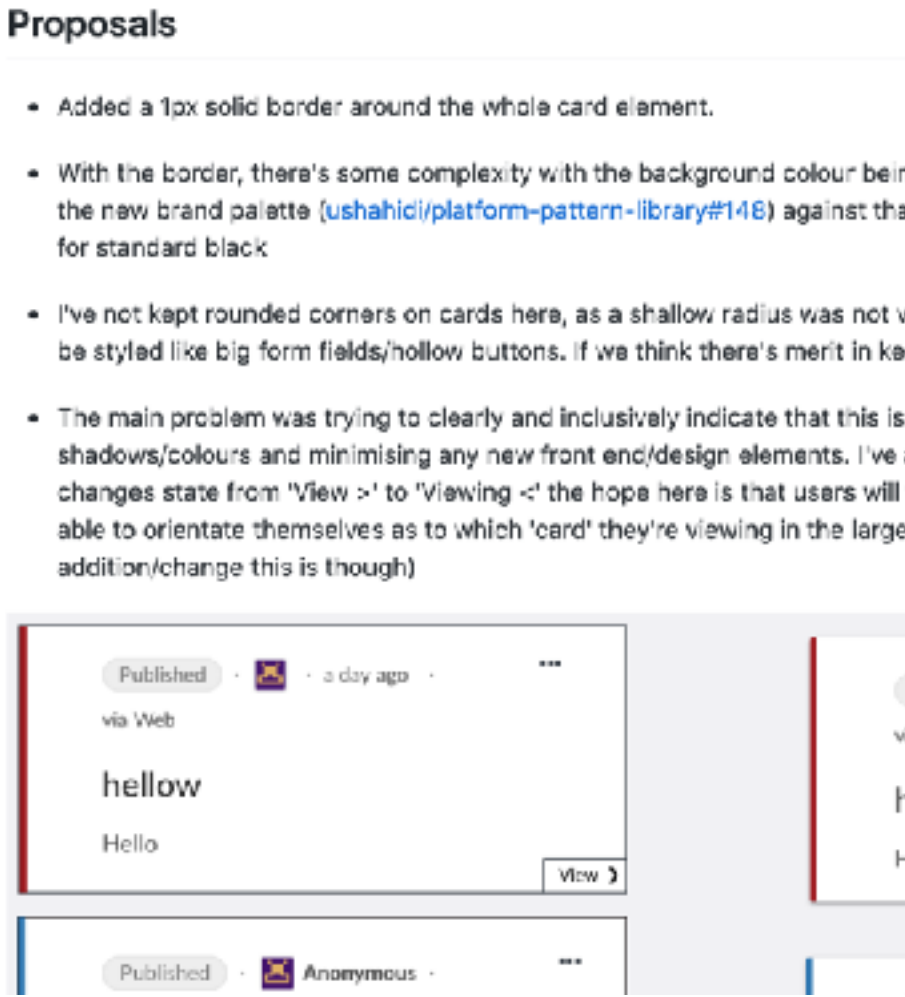
2. What do you wish other teams members knew about your work and the way you work?

E.g. How long it takes and what I do when I conduct user research/testing and the way I interpret the results into design.

Designers and people who work with designers:

3. What method of communication works best for you?

E.g. I find it easier to record a conversation and then transcribe the conversation with the key points and decisions picked out.



Ideas on how you can use documentation to improve this:

1. As a designer, I can catalogue the existing core UI components in a dev framework and what might be missing for a product I'm designing.
2. As a designer, I can invite team members as active or silent participants into my process and/or I could explain as simply as possible how I came to a design decision.
3. I can share audio recordings or notes from conversations and share them with my team widely. I could also take the time to explain in new conversations what decisions were made and why.

What springs to your mind when you think of the word ‘documentation’?

Documentation is also know in the shortened form ‘docs’

(Too)Technical

Specifications

Manuals

Guides

Tech only

Complex information

Giving away my ideas

Boring papers/ writing

‘Official’ definitions:

1. Documentation is a set of documents provided on paper, or online, or on digital or analog media, such as audio tape or CDs.

1. Good documentation—including installation guides, user guides, white papers, FAQs, and more—provides users a roadmap to using software and hardware. Article via open source.com here

What is open source?

OSS can be a “tool”, a service or project that is made available under an ‘open license’ such as Creative Commons, APGL or MIT license.

The source code and often all other vital components of the project live in a fully disclosed and open way on the web, typically on sites like GitHub or Gitlab.

What is open source?

Typically, OSS is being perceived as something that you can use for free and also adapt and change in ways that are useful to you and/or your organisation.

And OSS often is a collaborative community effort, to build and improve a ‘technology’ or product, together.

Contributing to OSS is part of many developers lives, and where they learn, share and mentor each other, and how they ‘give back’ to their community in a way.

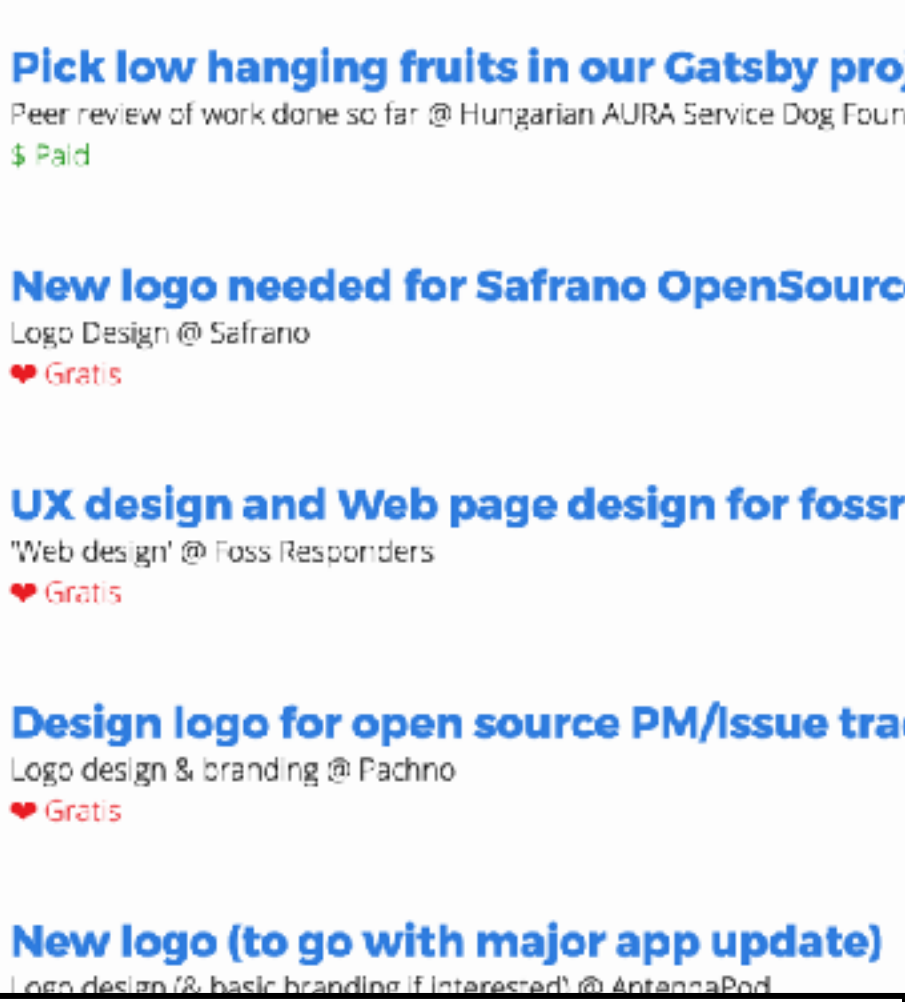
In case that reminds you of IxDA’s mission: Correct. Big similarities.

How design fits in open source

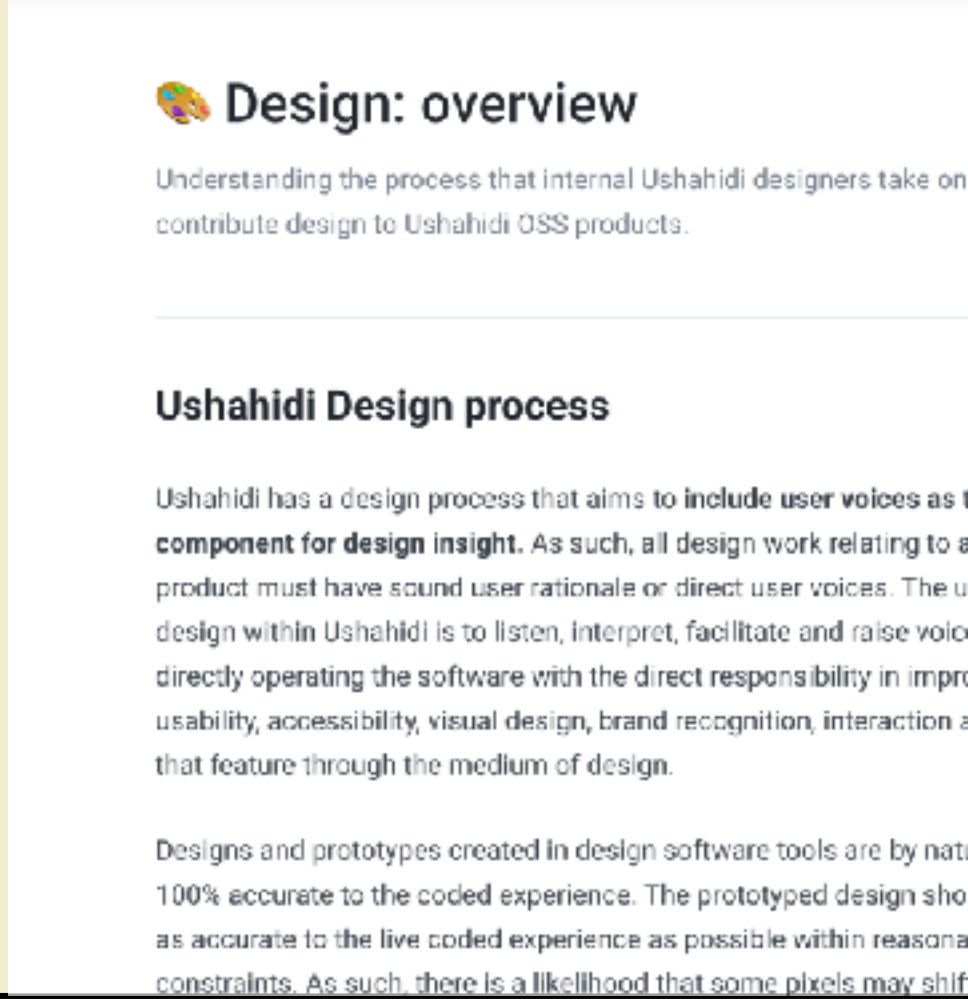
Design hasn't got a well established place in open source software/projects. Largely due to the space being initiated by developers/coders and continuing to cater to these kind of skills/ backgrounds.

This is changing and you can be on the 'ground floor' of this change.

A good ‘playground’ for designers.



Docs are key for open source design and how this helps all designers.



Why we need more design documentation.

‘The big reveal’ is harmful to current and future design practices.

The best knowledge isn't always from published authors or contained in books.

Writing articles are important but are they ‘docs’?

Examples: Design discovery and research

WHO	do		NGO Lead think
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.		
People of			

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

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

Pains

Frustrations and anxieties

Gains

@erioldoesdesign @ixdaph #ixda

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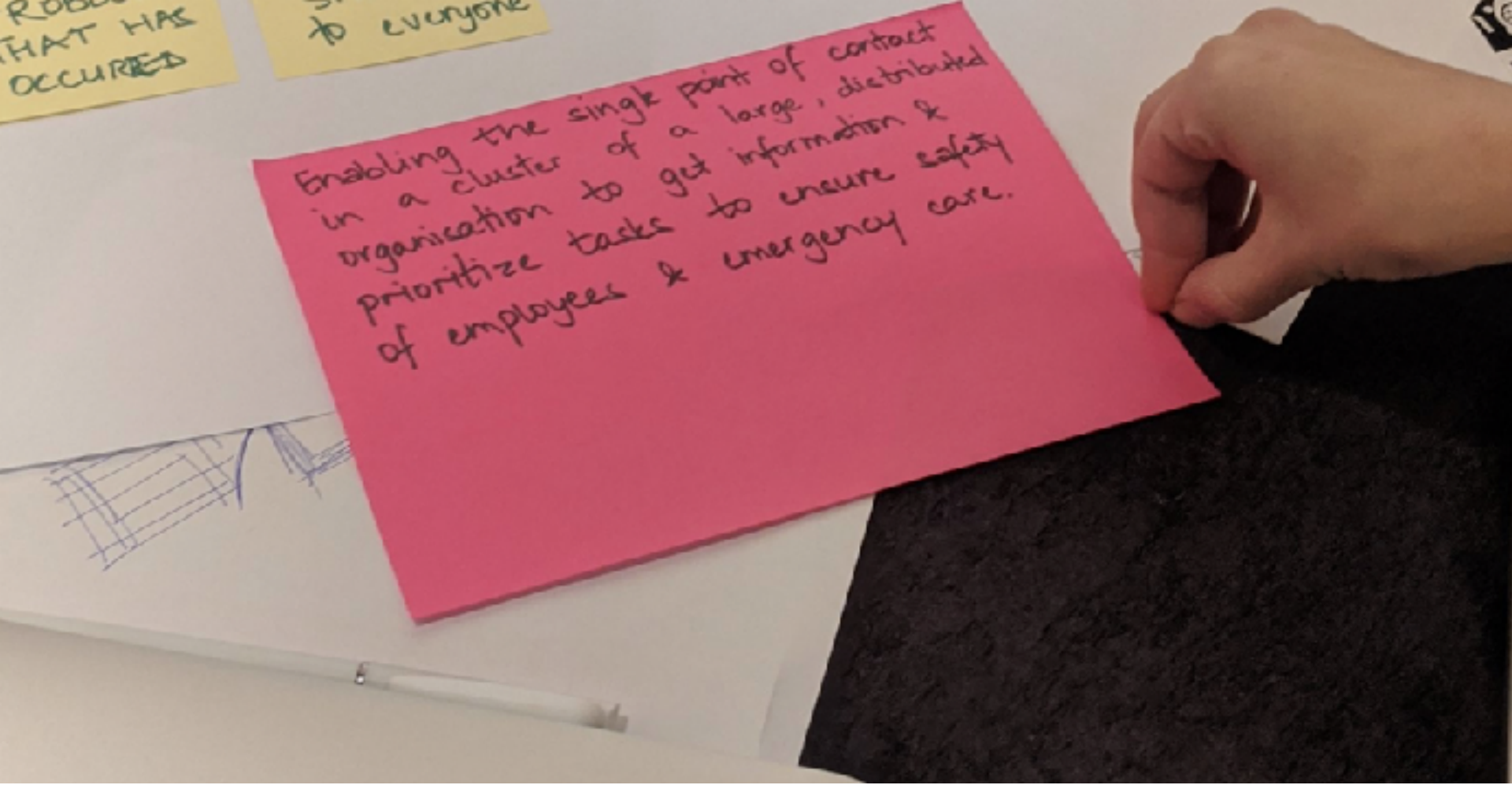

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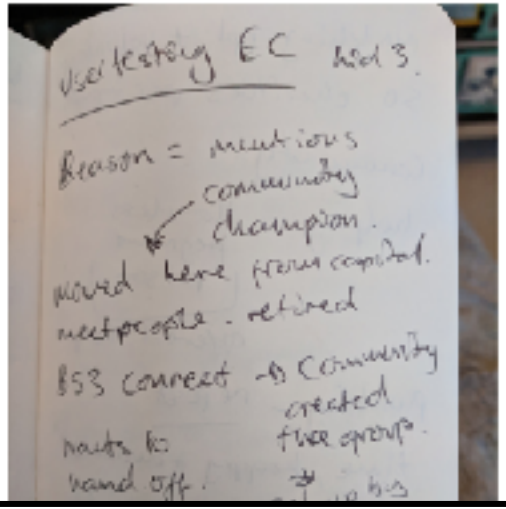
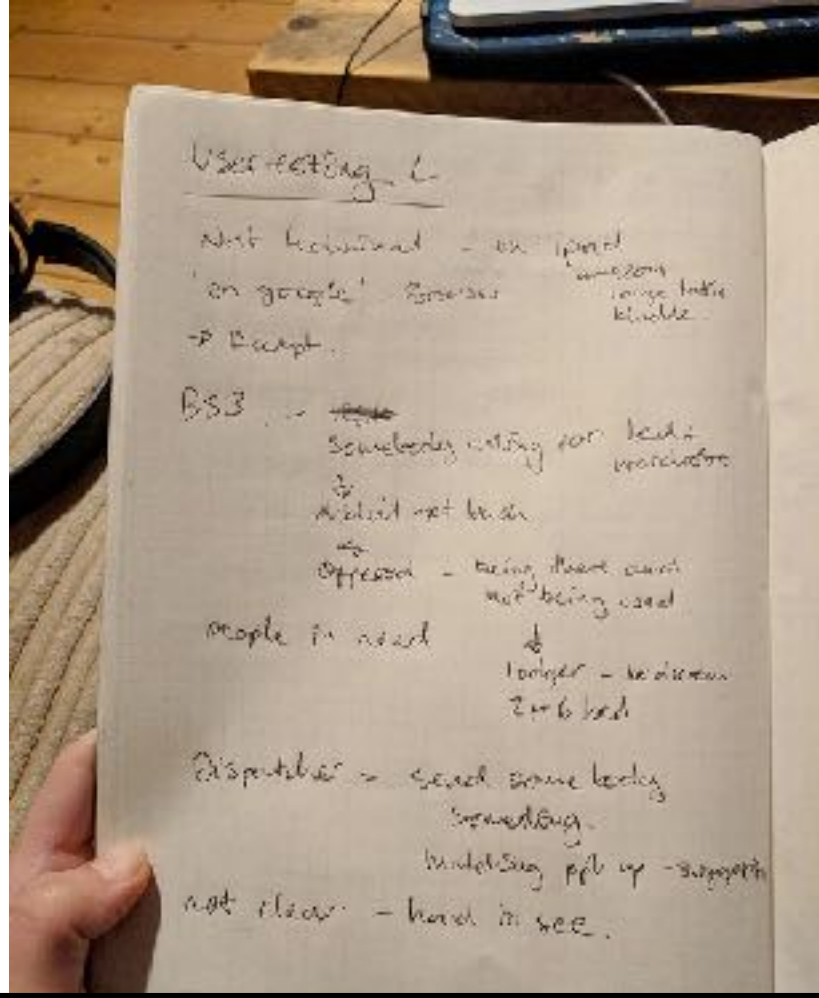
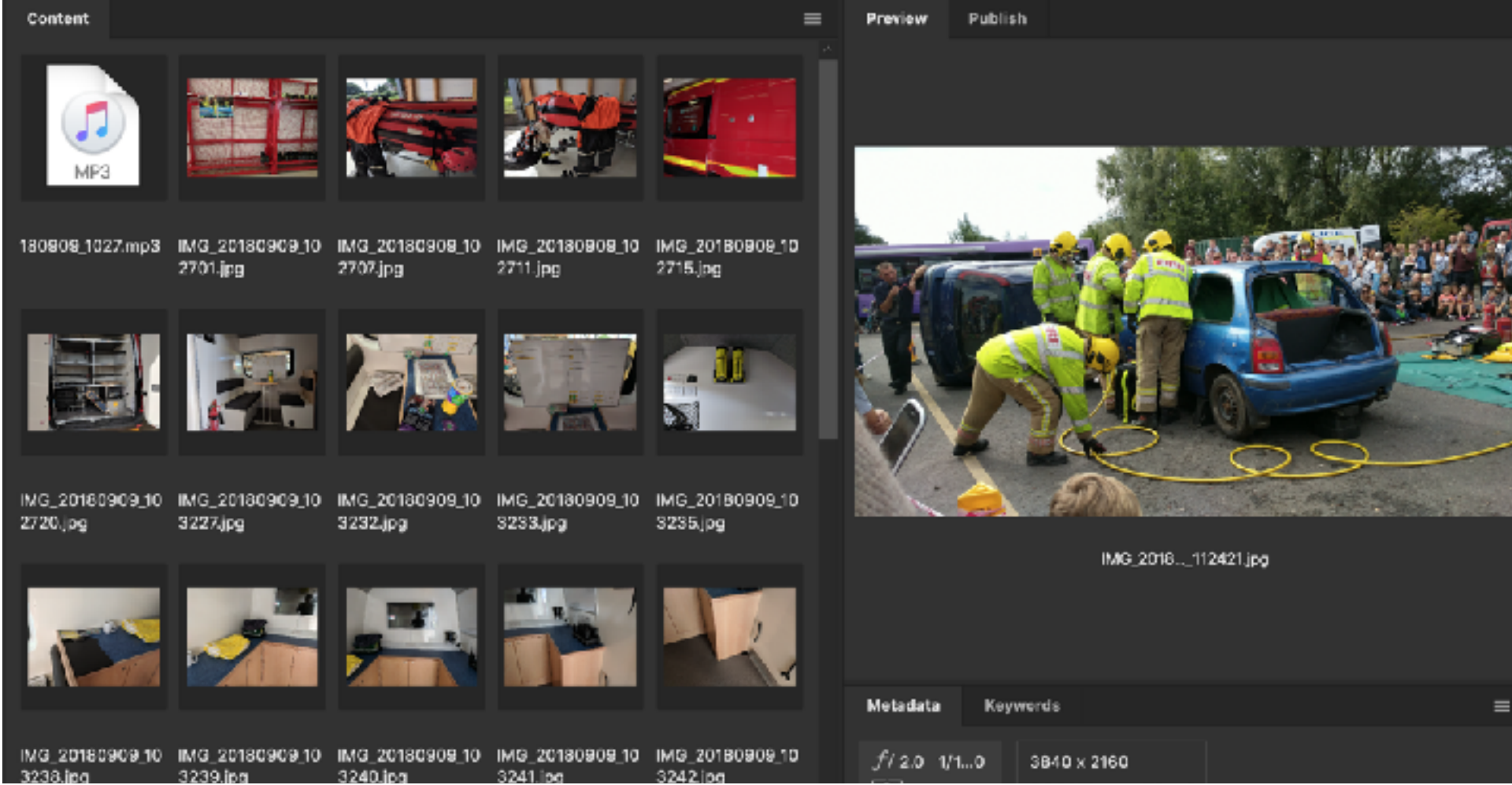
Capturing notes while user testing

You can capture notes either physically in a notebook or digitally. The main thing to remember is that the user testing participant should be the focus of the session. If the participant feel uncomfortable with someone typing notes on a laptop you should revert to pen and paper.

After you've captured written notes in a notebook you should photograph the notebook and add to the user testing issue in the repository. We upload these for accountability and transparency. e.g.







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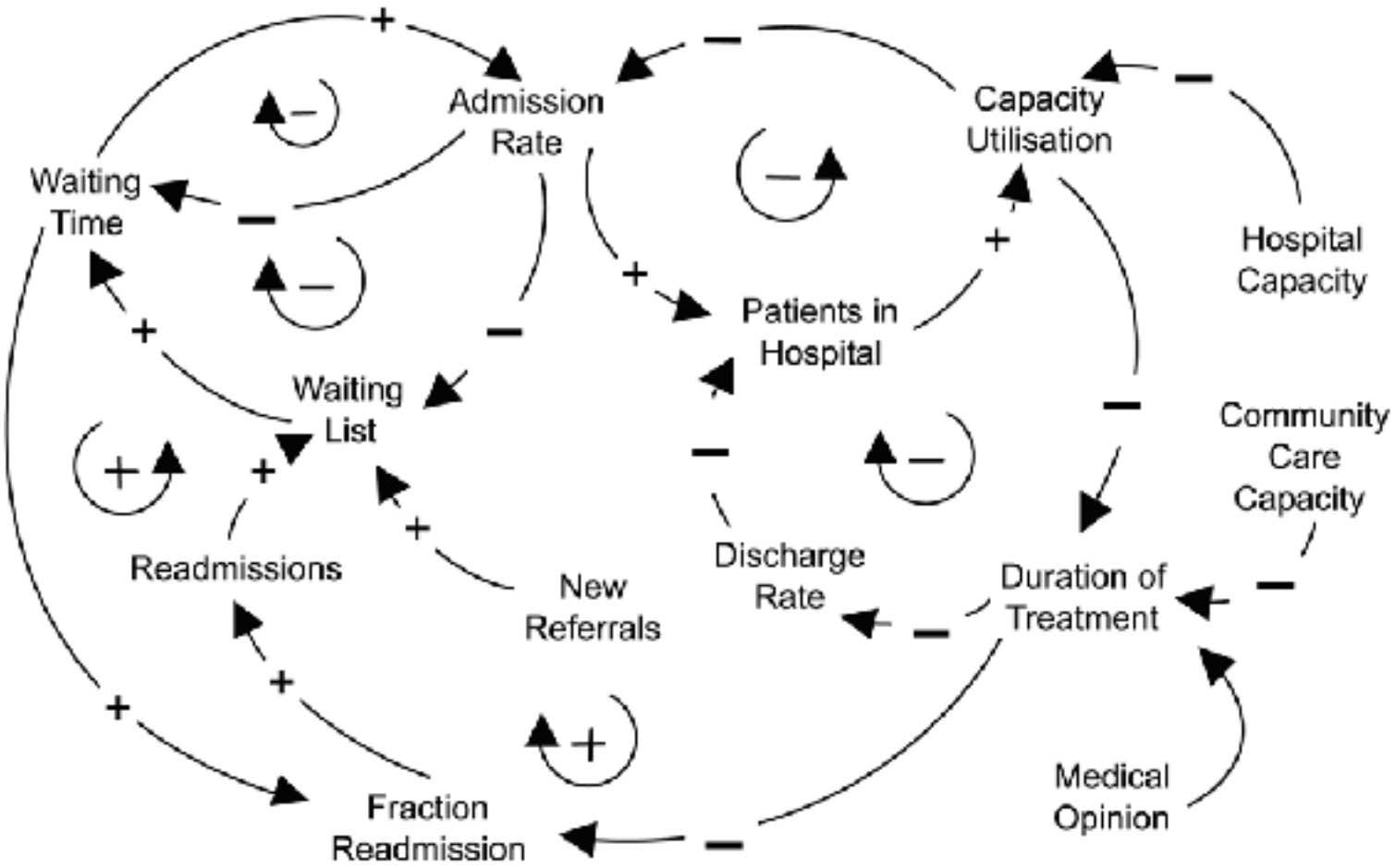

Admission Rate
Capacity Utilisation
Waiting Time
Hospital Capacity
Patients in Hospital
Waiting List
Community Care Capacity
Readmissions
New Referrals
Discharge Rate
Duration of Treatment
Medical Opinion
Fraction Readmission

Open Design's five core design activities.

Examples: Design decision and synthesis

@erioldoesdesign @ixdaph #ixda

i love the alignment around tone (and the exercise more generally nuritizi!) and think much of what you sketched erioi captures the 3 anchors. for me i see *Trust* in the organized geometry, *Approachability* in the color palette; and *inspiration* in the connection of community.

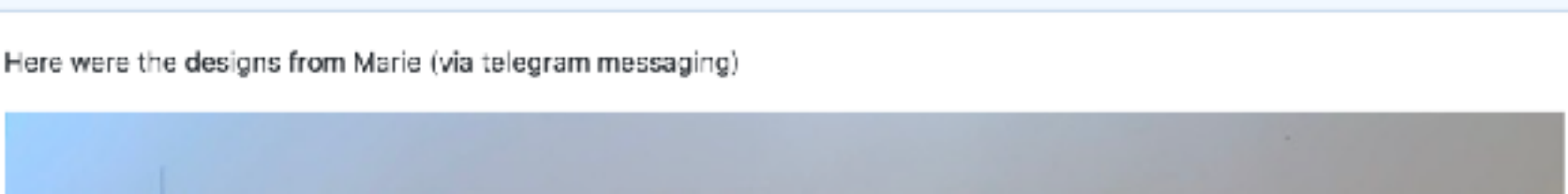
i would also be happy to see ideas and inspirations from your designer friend! i will say that what you've already made here is such a wonderful improvement from where we are currently. I would also be happy to move forward with your favorite too.

...

Erioldoesdesign commented on 23 Mar

Member

Here were the designs from Marie (via telegram messaging)



@erioldoesdesign @ixdaph #ixda

Synthesis example 1

Edit on GitHub

Jo Doe, Exiled journalist

Date conducted: 12 November

Date sent to Design: 12 November

Who is the user?

- Name: Jo Doe
  - Forced to flee out of ethiopia 6 months ago — journalist
  - social activist, journalist, blogger
  - in sweden now in a refugee camp seeking asylum
  - walked to library for this call
- Organization/Project name: Betu

Synthesis recommendations example 1

Edit on GitHub

CONTENTS

HDX Usertesting Insights
API config
HDX Dev insights
HDX Datasets should be created...
HDX M&E insights

HDX Usertesting Insights

We tested on 8 individuals - 5 on very first early concepts, 2 on a further developed IA logic and 1 on the process of using the API. We have 2 further test scripts to conduct and we aim for 5 testers for each script. We have 17 more people to test on over the rest of the year. The final test script will be on heavy Ushahidi users and those that are very familiar with working with complex datasets. Ideally, they will also have prior knowledge of HDX.

General thoughts from User testers:

Users don't read text. They skim it at best.

Tagging = Labelling people and/or pictures, Keywords, Anchors for making data

Product Manager's synthesis

Key findings:

- user attributes: who is/isn't our target audience for the pilot? we need a clearer answer for this
- task timing and scheduling
- get to good stuff asap, jump right in with minimal profile registration setup whatnot
- is this person helping me or am i helping them? <— language is currently unclear
- warmth helps alot - pictures and short quotes
- qualifying by understanding all the details of the task
- credibility & trust
- "the intermediary step"—>matching the loop isn't the same as closing it
- keeping people safe and feeling safe

Edit on GitHub

CONTENTS

Research report

Designers synthesis

Product Manager's synthesis

Suggested work before next rou...

Quick wins

Re-working - longer term work

Via Voting the top issues to inve...

Via Voting the top issues to investigate are:

- Simplify to two options: Give Help and Get Help - > Then simplify to two more options: Items and Skills(or Actions)
- We need to deeply investigate safety concerns

Then:

- Repeat requests, bigger headings and more explanation
- Food list deeply confusing via request. Needs clarity that these items are ready and available
- User needs to be able to add in custom images
- Pickup location coordination (chat? Options? Third party point?)

Examples:
What you and your team call ‘good design’

🎨 Design: overview

Understanding the process that internal Ushahidi designers take on and how to contribute design to Ushahidi OSS products.

Ushahidi Design process

Ushahidi has a design process that aims to **include user voices as the key component for design insight.** As such, all design work relating to a Ushahidi product must have sound user rationale or direct user voices. The ultimate aim of design within Ushahidi is to listen, interpret, facilitate and raise voices of users directly operating the software with the direct responsibility in improving the usability, accessibility, visual design, brand recognition, interaction and purpose of that feature through the medium of design.

Designs and prototypes created in design software tools are by nature not always 100% accurate to the coded experience. The prototyped design should strive to be

Edit on GitHub

CONTENTS

Ushahidi Design process

Finding Design issues in the Ush...

Ushahidi issue structure

1. Dev design
2. Light design
3. Heavy design

Design + Development Collabor...

Examples: Design ‘file’ docs

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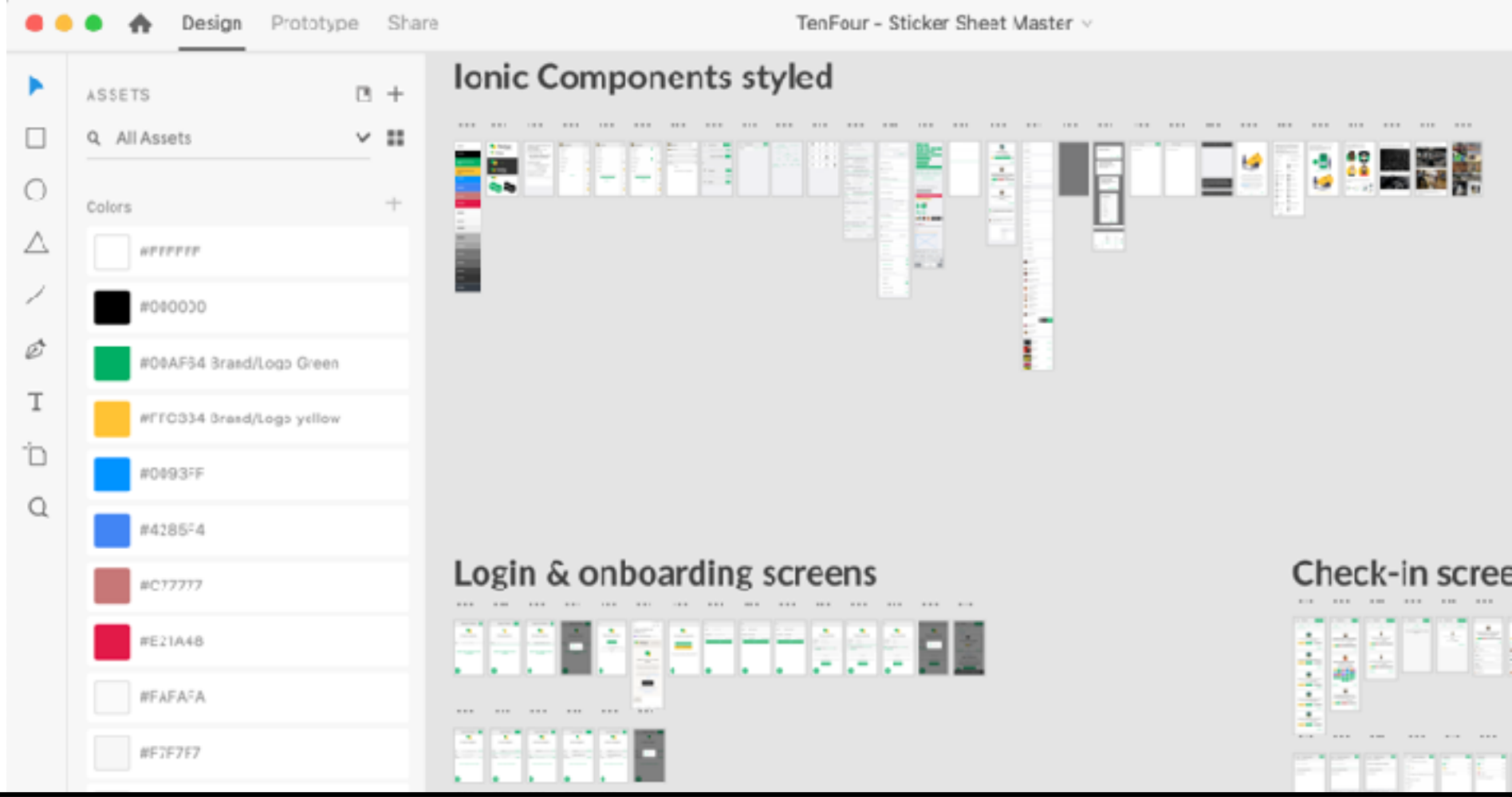

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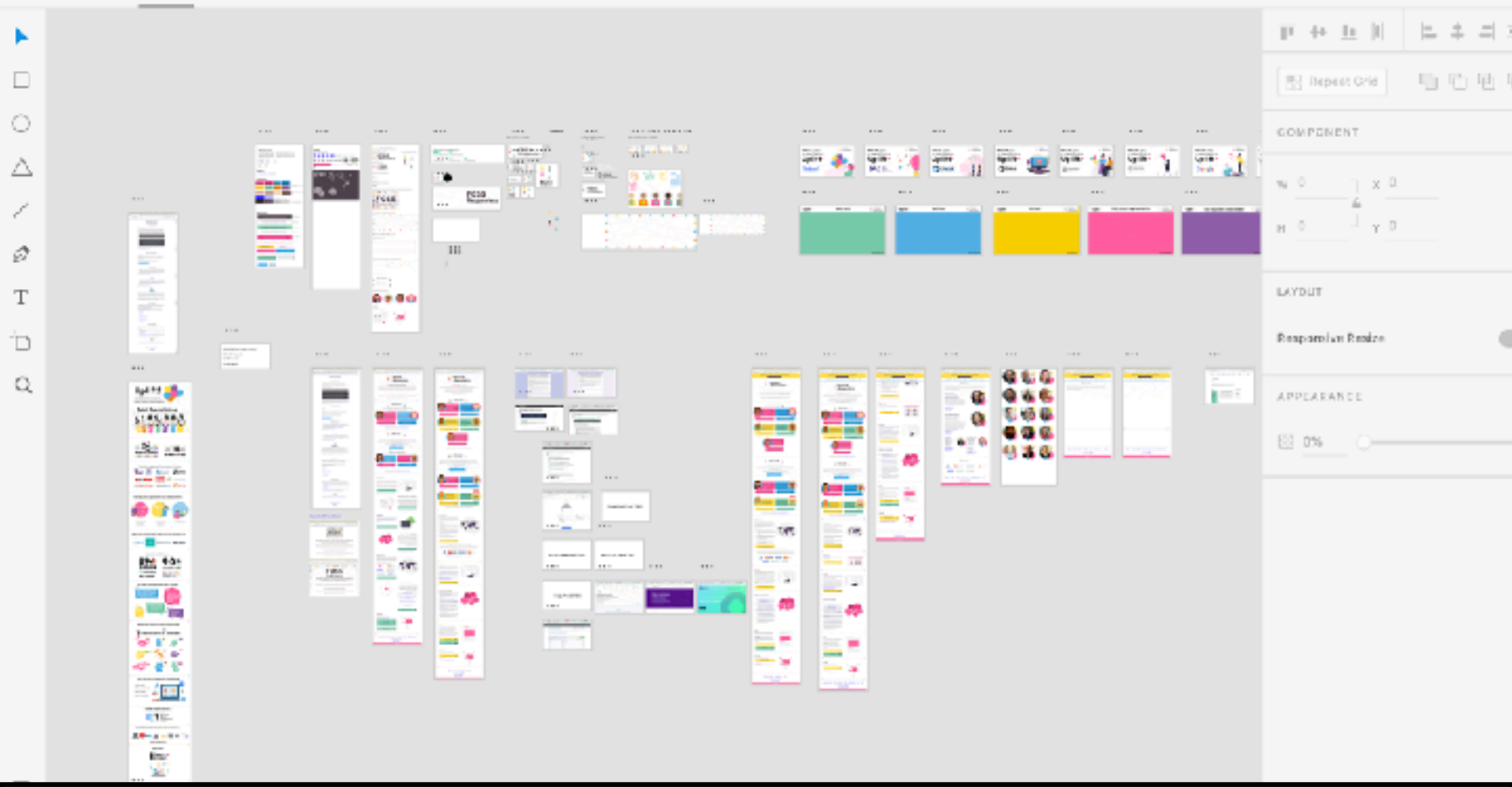

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Examples:
How to get (designers) involved

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

Good habits

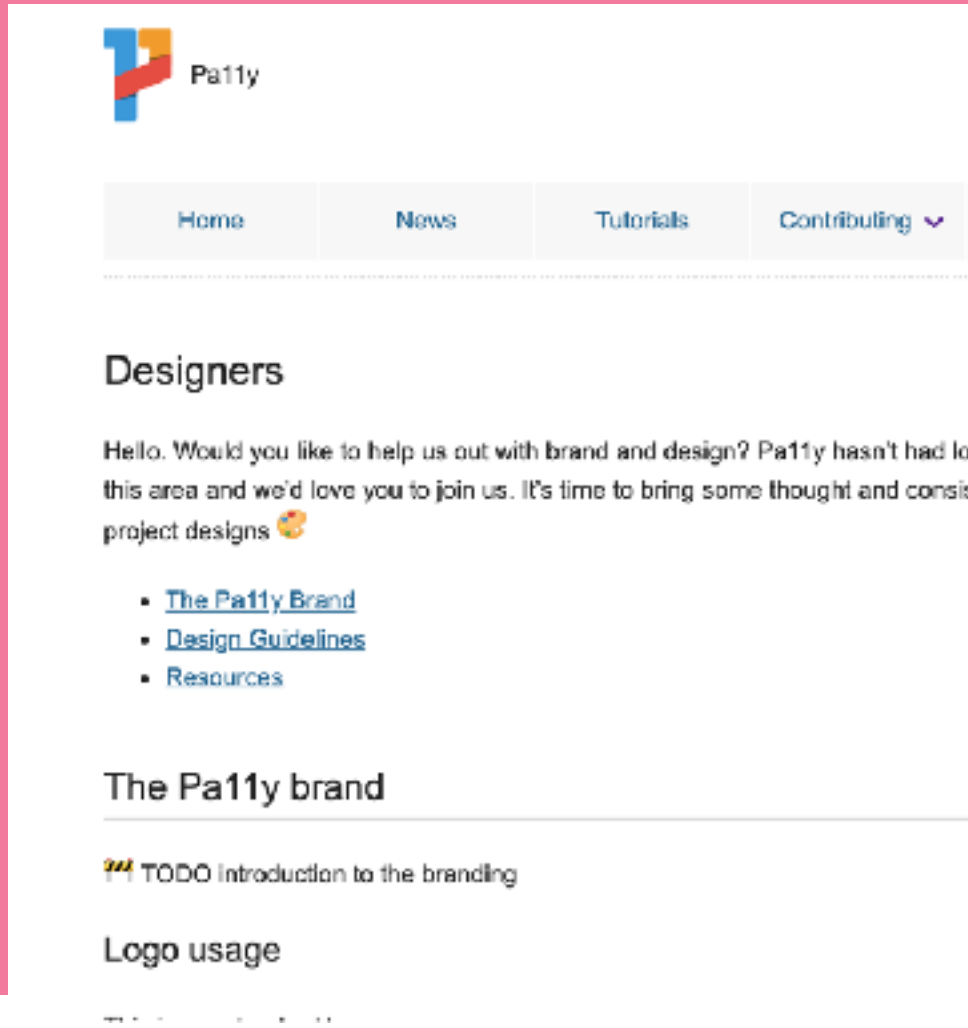
Getting familiar with an ‘open’ home for your design docs

Summarising/explaining your design

Careful!
This does not mean ‘selling’ your ideas!

Careful!
This also does not simply mean ‘a how-to tutorial’.

MVDD's or Minimum viable design docs for software



Check out projects with designers involved:

http://opensourcedesign.net/
https://github.com/ushahidi/tenfour
https://docs.ushahidi.com/platform-developer-documentation/design/design-process
https://github.com/Erioldoesdesign/opendesign
https://github.com/foss-responders/fossresponders.com
https://github.com/jcklpe/open-source-branding-toolkit
https://github.com/kantord/LibreLingo

Where to look for guidance & advice.

https://opensource.com/article/20/4/documentation
https://opensource.com/tags/documentation
https://docusaurus.io/
https://github.com/hotosm/ux-review
https://opensource.google/docs/
https://thegooddocsproject.dev/
https://www.writethedocs.org/
https://increment.com/documentation/documentation-as-a-gateway-to-open-source/
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https://www.digitalocean.com/blog/documentation-as-an-open-source-practice/?