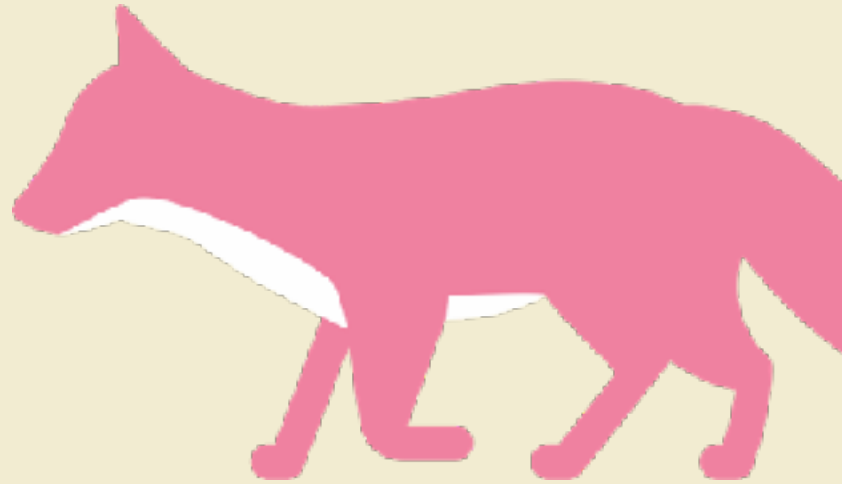


Design documentation

**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.



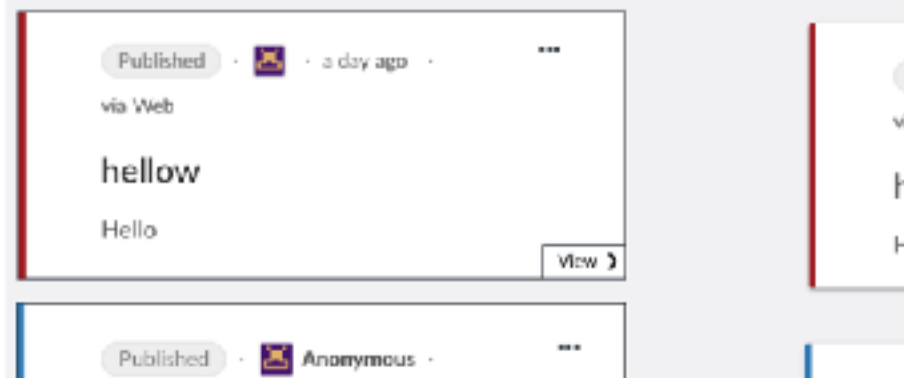
Designers and people who work with designers:

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.

Proposals

- Added a 1px solid border around the whole card element.
- With the border, there's some complexity with the background colour being the new brand palette ([ushahidi/platform-pattern-library#148](#)) against the new standard black.
- I've not kept rounded corners on cards here, as a shallow radius was not viable for styled like big form fields/hollow buttons. If we think there's merit in keeping them, we can add them back.
- The main problem was trying to clearly and inclusively indicate that this is a new state/shadows/colours and minimising any new front end/design elements. I've changed the state from 'View >' to 'Viewing <' the hope here is that users will be able to orientate themselves as to which 'card' they're viewing in the large list. In addition/change this is though)



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

Manuals

Tech only

**Giving away
my ideas**

Specifications

Guides

**Complex
information**

**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.

Pick low hanging fruits in our Gatsby project

Peer review of work done so far @ Hungarian AURA Service Dog Foundation

\$ Paid

New logo needed for Safrano OpenSource

Logo Design @ Safrano

♥ Gratis

UX design and Web page design for foss

'Web design' @ Foss Responders

♥ Gratis

Design logo for open source PM/Issue tra

Logo design & branding @ Pachno

♥ Gratis

New logo (to go with major app update)

Logo design (& basic branding if interested) @ AntennaPod

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



Design: overview

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

Ushahidi Design process

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

Designs and prototypes created in design software tools are by nature 100% accurate to the coded experience. The prototyped design should be as accurate to the live coded experience as possible within reasonable constraints. As such, there is a likelihood that some pixels may shift

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'?

bicycle, a bus or a
a website or a map? When you
morning were you influenced by a weather report
your phone or a style you saw on social media? I
used any of these objects, services and systems
you were using something that has been designed

Design is a process carried out by people, for people.
At its heart is a dialogue between three key people:
the designer, the maker and the user. This exhibit
invites you to explore design from the perspective
of all three. It shows how designers respond to the
needs of makers and users, how users consume and
influence design, and how revolutions in technology
and manufacturing transform our world.

The exhibition draws on the
collection of objects
that

Examples:

Design discovery and research

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
Inexperienced	find some guild to follow	who can ask? if I do somethinh i think right, is it really right?
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.
Family members of victims	they may need some SOP to tackle the situation. ex. take leave, apply scholarship for emergency...etc.	I need to know their vacancy time before I dispatch the mission.
People of		

@erioldoesdesign @ixdaph #ixda

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

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





ROBOTS
THAT HAS
OCCURRED

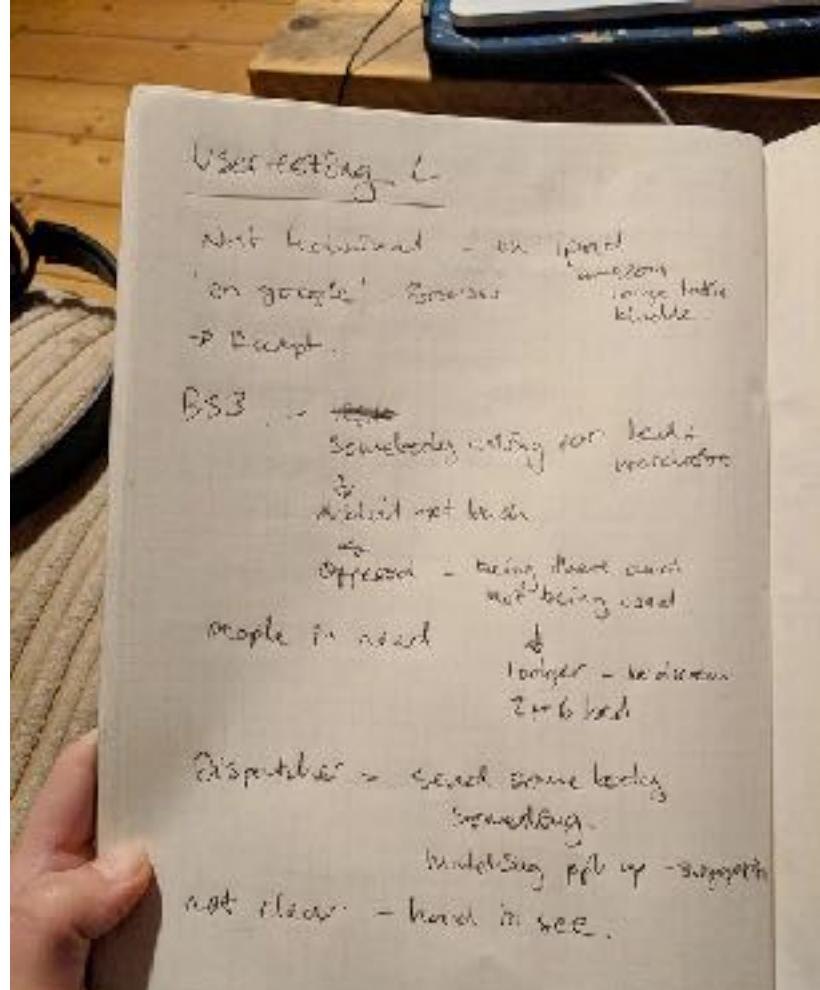
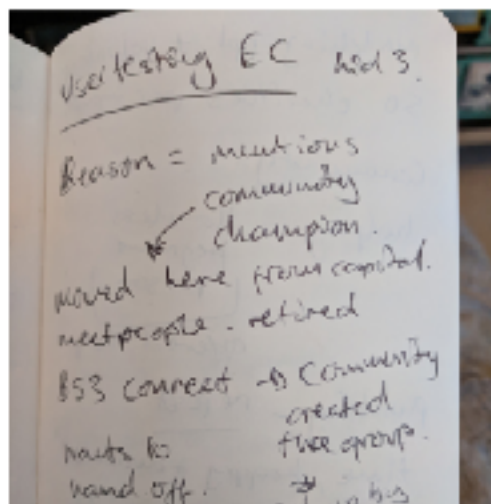
to everyone

Enabling the single point of contact
in a cluster of a large, distributed
organisation to get information &
prioritize tasks to ensure safety
of employees & emergency care.

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.

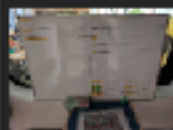




MP3



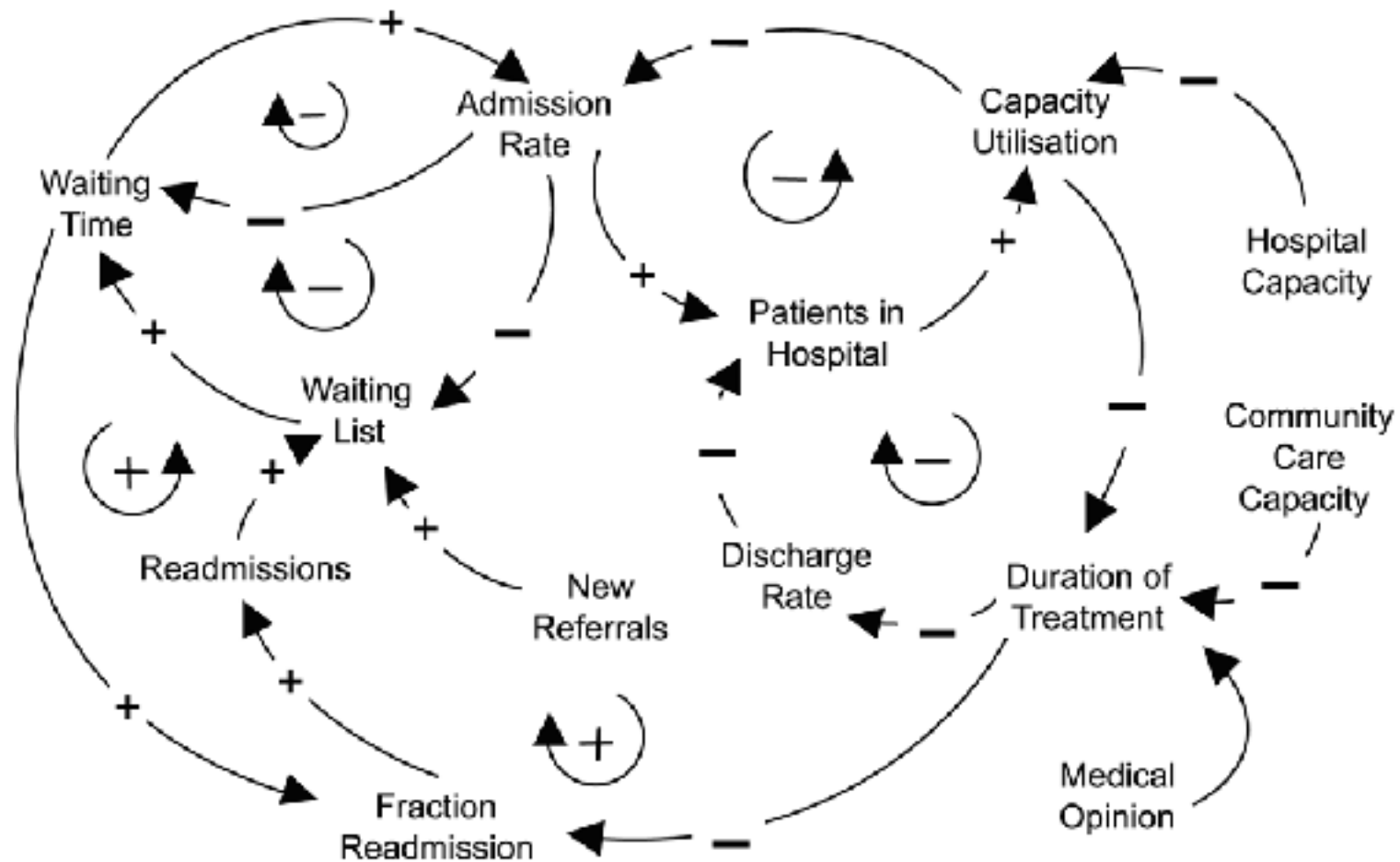
180808_1027.mp3

IMG_20180909_10
2701.jpgIMG_20180909_10
2707.jpgIMG_20180909_10
2711.jpgIMG_20180909_10
2715.jpgIMG_20180909_10
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3239.jpgIMG_20180909_10
3240.jpgIMG_20180909_10
3241.jpgIMG_20180909_10
3242.jpg

IMG_2018_...112421.jpg

f/2.0 1/1...0

3840 x 2160



Open Design's five core design activities.

Empathy Mapping.

Build empathy for your group.

What it is used for:
Empathy Mapping helps us understand how others perceive and thinking and feeling. It builds empathy and gains alignment around user needs, goals, and pain points.

What the problem:
To learn and focus on understanding the customer's needs and experience as well.



OPEN DESIGN.

Define the problems.

Understand your group's biggest challenges.

What it is used for:
Take your challenges and create the foundation for the problem statement in your empathy map. Define where they are struggling, state the problem.

What the problem:
This will help you to focus on specific problems to solve for users. It also helps further define the issue in the map and will content for other collaborating designers.



OPEN DESIGN.

Ideation.

Generate ideas on how you could solve the challenges for your user. These may and may not be single concepts.

What it is used for:
Produce creative ideas that will solve, extend, or improve on what is. Produce ideas that are creative, innovative, and address the customer's needs as well as the problem.

What the problem:
To learn and focus on understanding the customer's needs and experience as well.

Which idea best solves your challenge and for your users?



OPEN DESIGN.

Storyboard.

Define your idea and how it looks like by story.

What it is used for:
If possible, you can story board the process customer might go through when trying to address the challenge defined.

What the problem:
To help describe any issues, opportunities, or challenges by using what looking at challenges.

Optional exercise.



OPEN DESIGN.

Sketching & Prototyping.

Now materialize your idea in visible user interface.

What it is used for:
To map out what screens might be needed in the customer journey. Also useful for prototyping.

What the problem:
This will help you to focus on specific problems to solve for users. It also helps further define the issue in the map and will content for other collaborating designers.

Optional exercise.
You can go straight to XD prototyping.



OPEN DESIGN.

Examples: Design decision and synthesis



@erioldoesdesign @ixdaph #ixda

i love the alignment around tone (and the exercise more generally nutritizi!) and think much of what you sketched eriol 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.

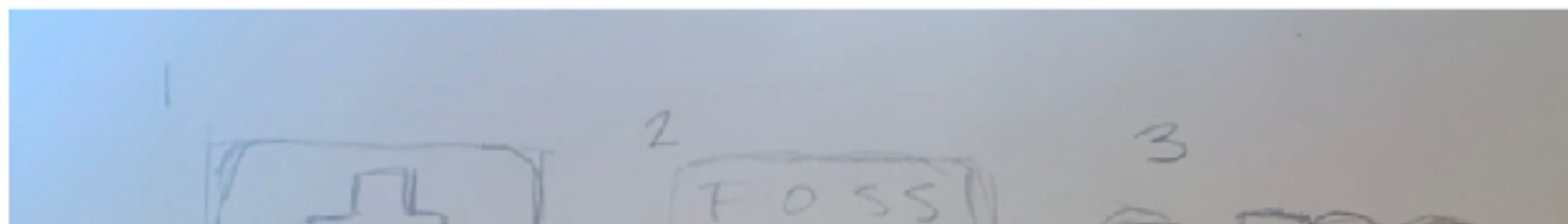
...

Erioldoesdesign commented on 23 Mar

Member



Here were the designs from Marie (via telegram messaging)



@erioldoesdesign @ixdaph #ixda

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:

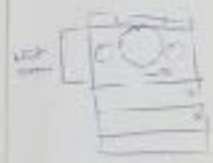
Design 'file' docs

PROTOTYPES 1

Interactivity



MVP



adding
photo



ASSETS

Q All Assets

Colors

- #FFFFFF
- #000000
- #00AF34 Braed/Logo Green
- #FFC034 Braed/Logo yellow
- #0093FF
- #4285F4
- #C77777
- #E21A48
- #FAFAFA
- #F3F7F7

Ionic Components styled

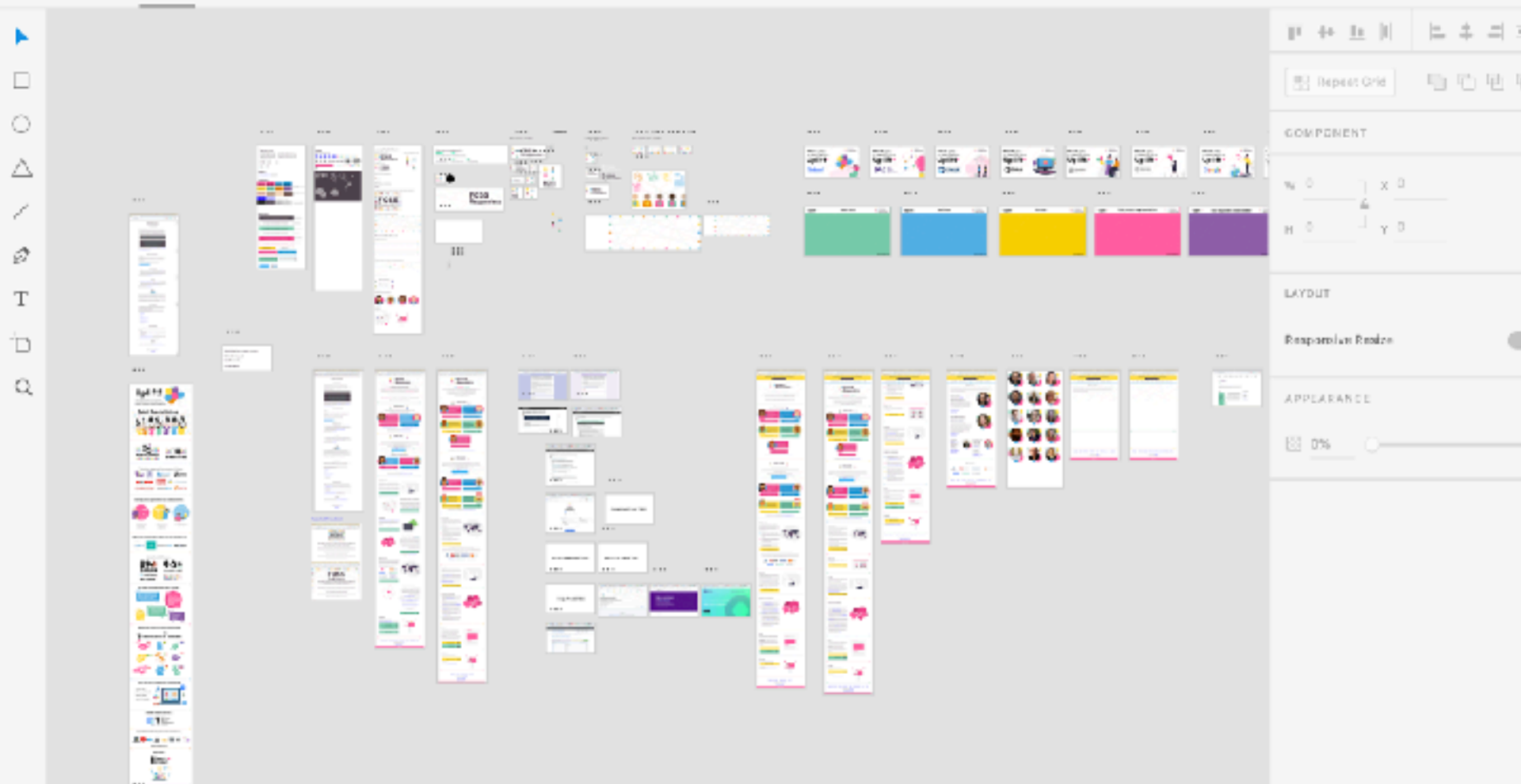


Login & onboarding screens



Check-in screen





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



Pa11y

Home

News

Tutorials

Contributing ▾

Designers

Hello. Would you like to help us out with brand and design? Pa11y hasn't had too much thought 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](#)
- [Design Guidelines](#)
- [Resources](#)

The Pa11y brand

🚧 TODO Introduction to the branding

Logo usage

Check out projects with designers involved:

<http://opensource.design.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/>

<https://blog.teamtreehouse.com/contributing-open-source-documentation>

<https://medium.com/capital-one-tech/art-of-open-source-documentation-5b8b3f5b0ab>

<https://www.digitalocean.com/blog/documentation-as-an-open-source-practice/?>