

Continuous design systems

Case studies of Kiwi.com and Productboard design systems

Jan Toman

Into Design Systems
September 2021



Jan Toman

Design System Lead



productboard

Productboard helps teams understand what customers need, prioritize what to build next, and rally everyone around the roadmap.

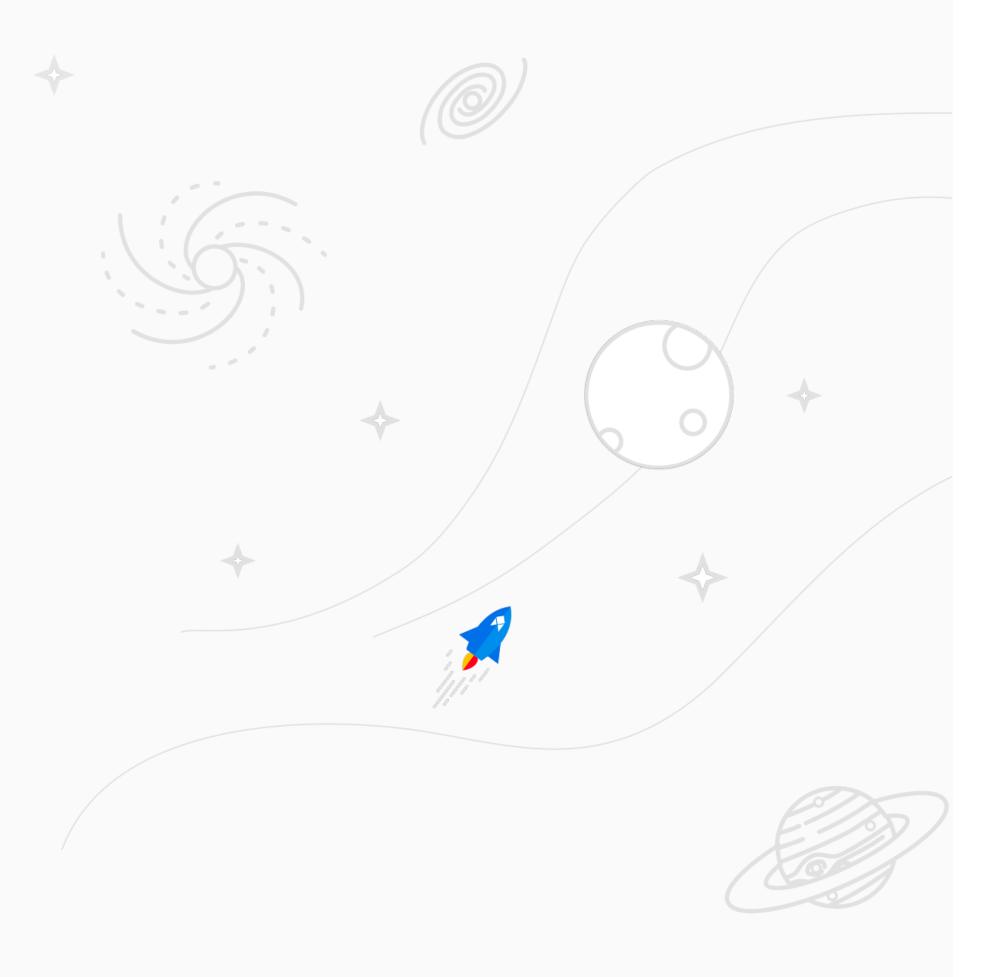
Previously working at













Continuous design systems?



Without any other context, what is your understanding of the term "Continuous design systems"?



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Amy Hupe @Amy_Hupe · Aug 17

Replying to @HonzaTmn

Without context, my guess would be that it's about supporting design as a continuous, evolving practice: design systems that support frequent change and evolution rather than a static snapshot of design rules / standards at a point in time.



Adam Amran @amrancz · Aug 17

Replying to @HonzaTmn

To me it's synonymous with saying that DS is a product: it's not a one-off thing but something evolving over time to always better serve the needs of its users (designers and engineers, in this case).



luis. @disco_lu · Aug 17 Replying to @HonzaTmn

Mmmm. Probably one that's built in an agile way, rather than waterfall style with distinct versions released at common intervals?



Jan Řezáč @janrezac · Aug 17 Replying to @HonzaTmn DS with continuous discovery



Diego @rainmkrx · Aug 17

Replying to @HonzaTmn

For me, every DS must be continous, a live-work, because it evolves with the product and the company goals itself.



Honza Valder @honzavalder · Aug 17

Replying to @HonzaTmn

Sounds to me like a DS that spans over generations of an app?



Jeff Jean-Baptiste @JeffTheSigma · Aug 17

Replying to @HonzaTmn

It's never done. Always learning and iterating to better serve its subscribers.



Andrew E Rohman @andrew_rohman · Aug 17

Replying to @HonzaTmn

A design system done right is an organizational commitment to a way of working, not a bucket of lego pieces. The work is never done. Adding "continuous" helps underscore this concept for those who haven't yet embraced this truth.



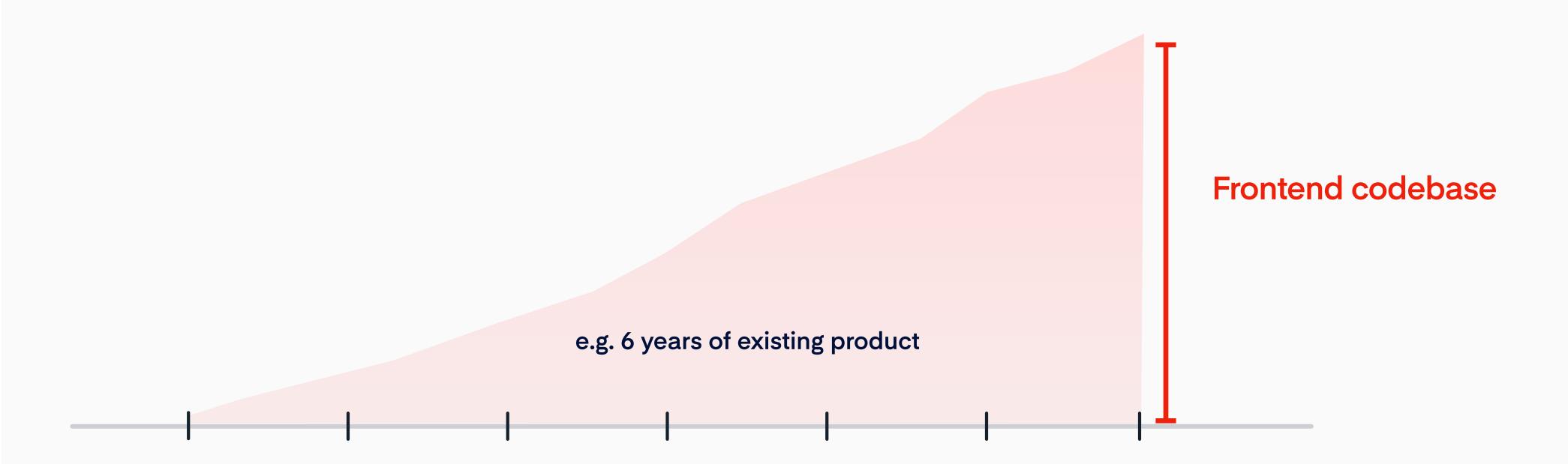
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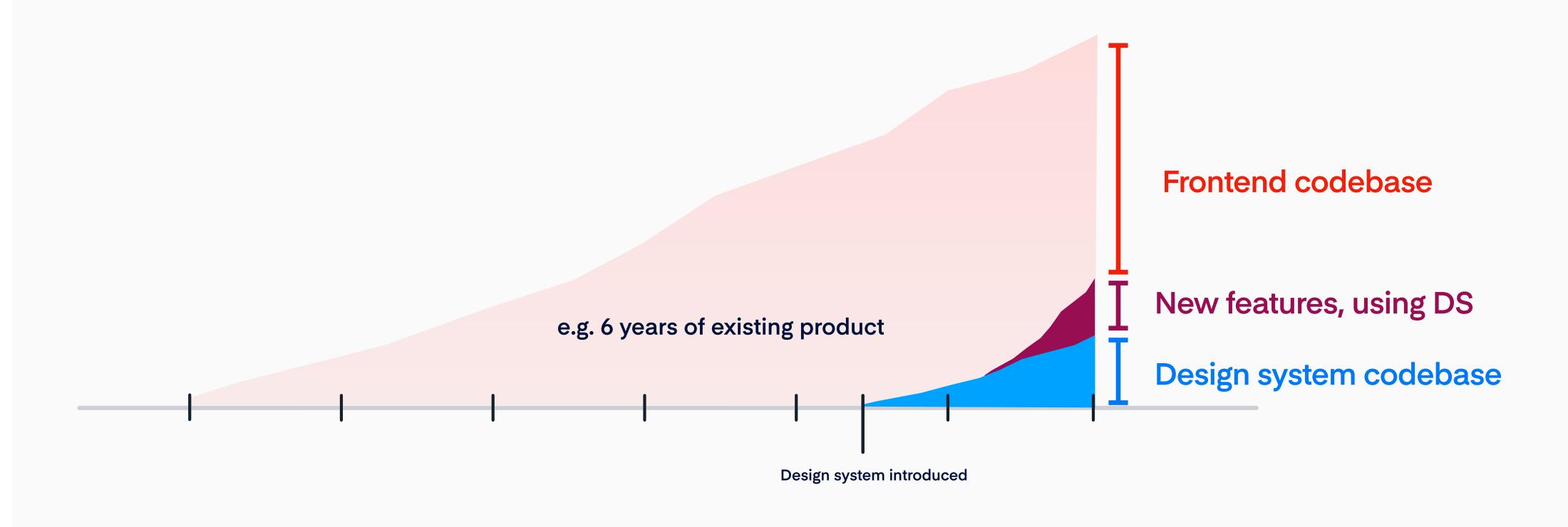
DS with continuous discovery

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Common scenario: existing product



After a design system is introduced



Continuous design systems

Supporting evolving needs

Understanding users

Never done

Observable and tracked

How might we create a design system that continuously supports evolving product?

Case studies



productboard

~2,5 years

Since August 2017, Now ~4 years old ~1,5 years

Since January 2020

Case study #1





2017

Starting with Orbit



5 years of existing product

2012
Kiwi.com founded
Starting with Orbit





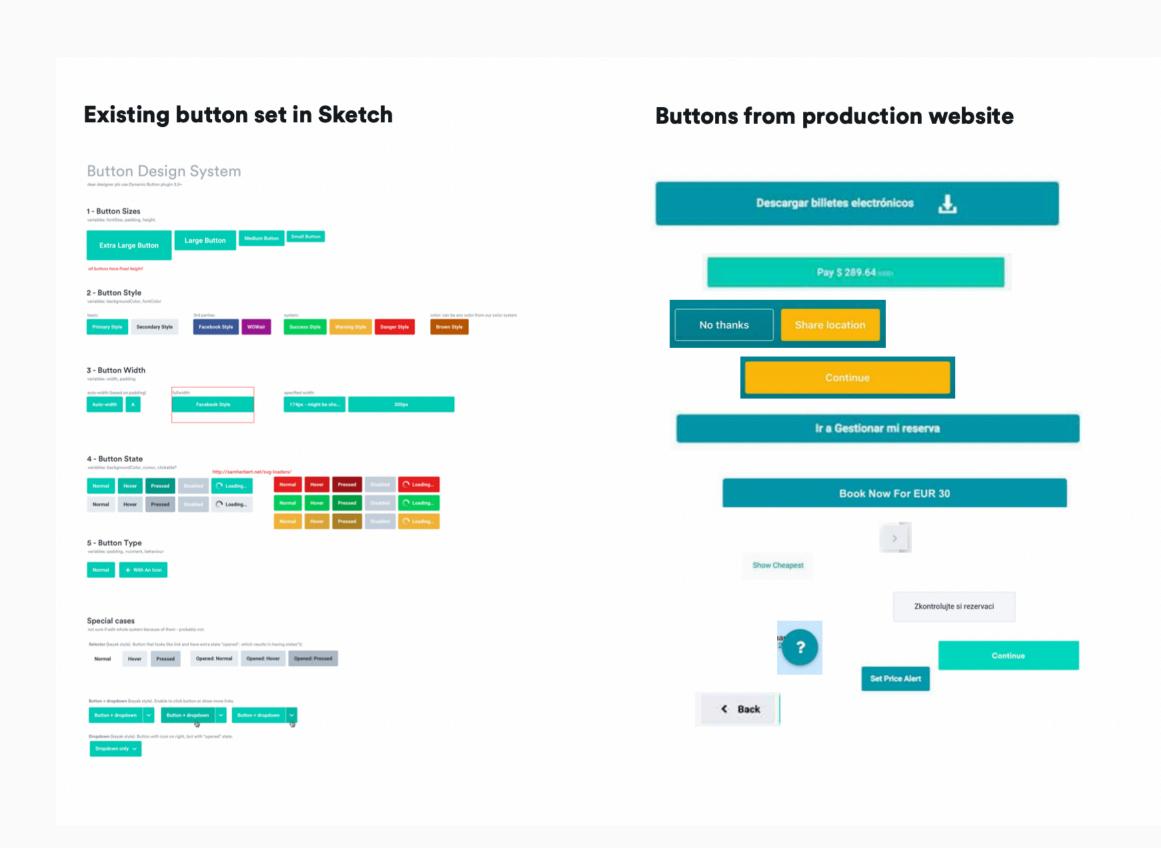
Frontend codebase

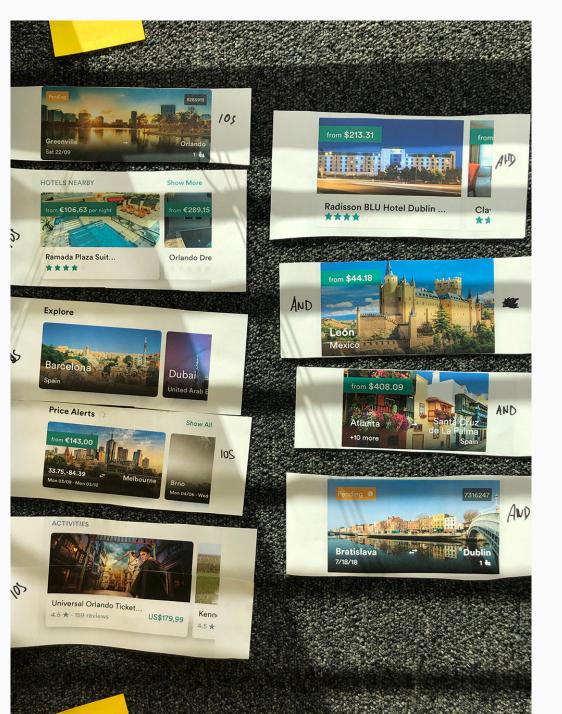


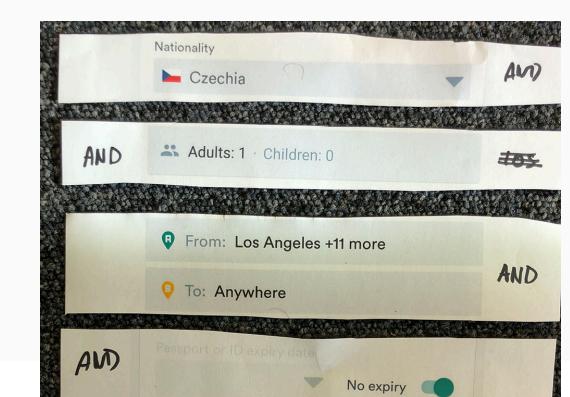
Initial discovery

a.k.a. understanding what already exists

UI components inventory



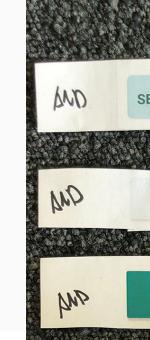




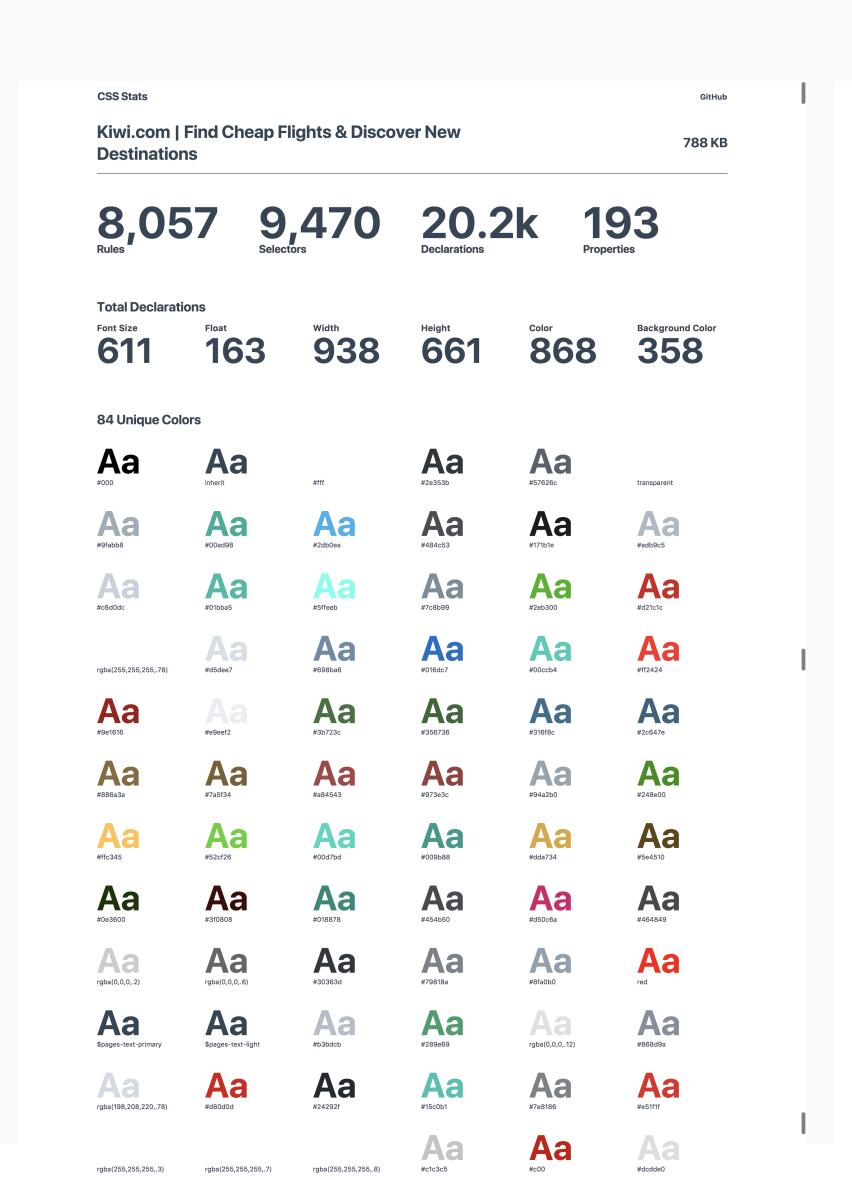


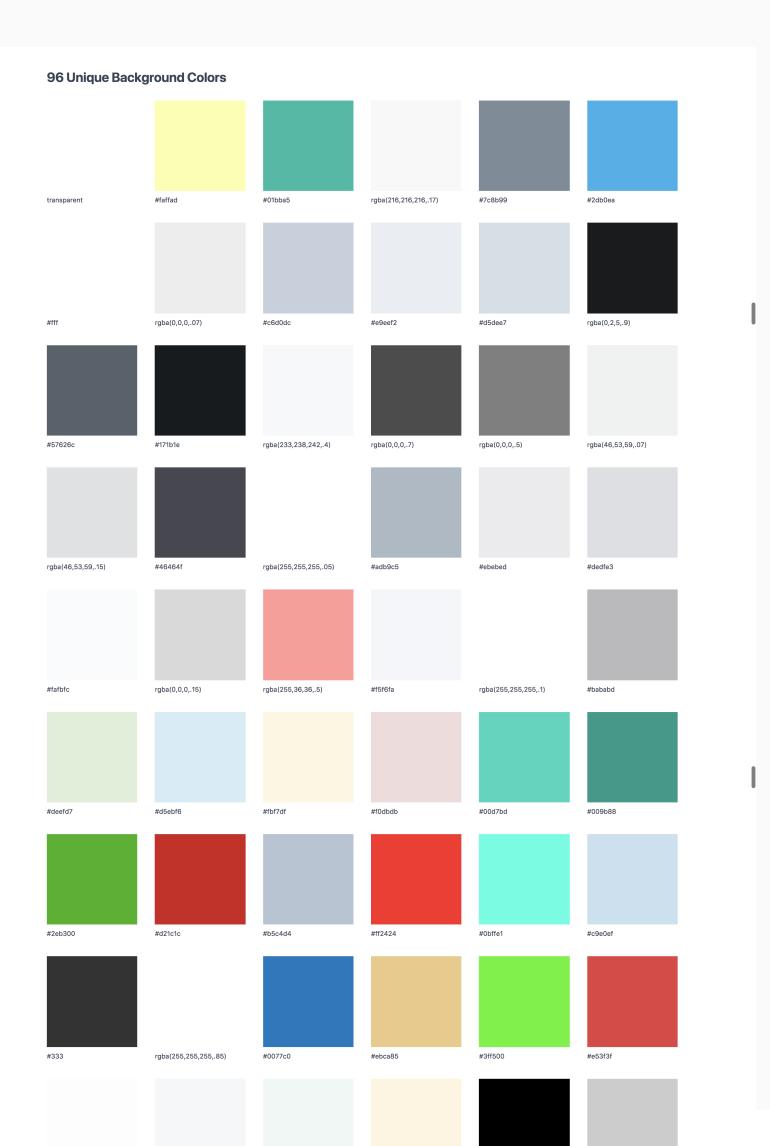






CSS styles analysis





Font Size 90px

Font Size 5em

Font Size 80px

Font Size 4em

Font Size 53px

Font Size 50px

Font Size 3em

Font Size 46px

Font Size 45px

Font Size 42px

Font Size 40px

Font Size 38px

Font Size 36px

Font Size 35px

Font Size 2em

Font Size 32px

Font Size 30px

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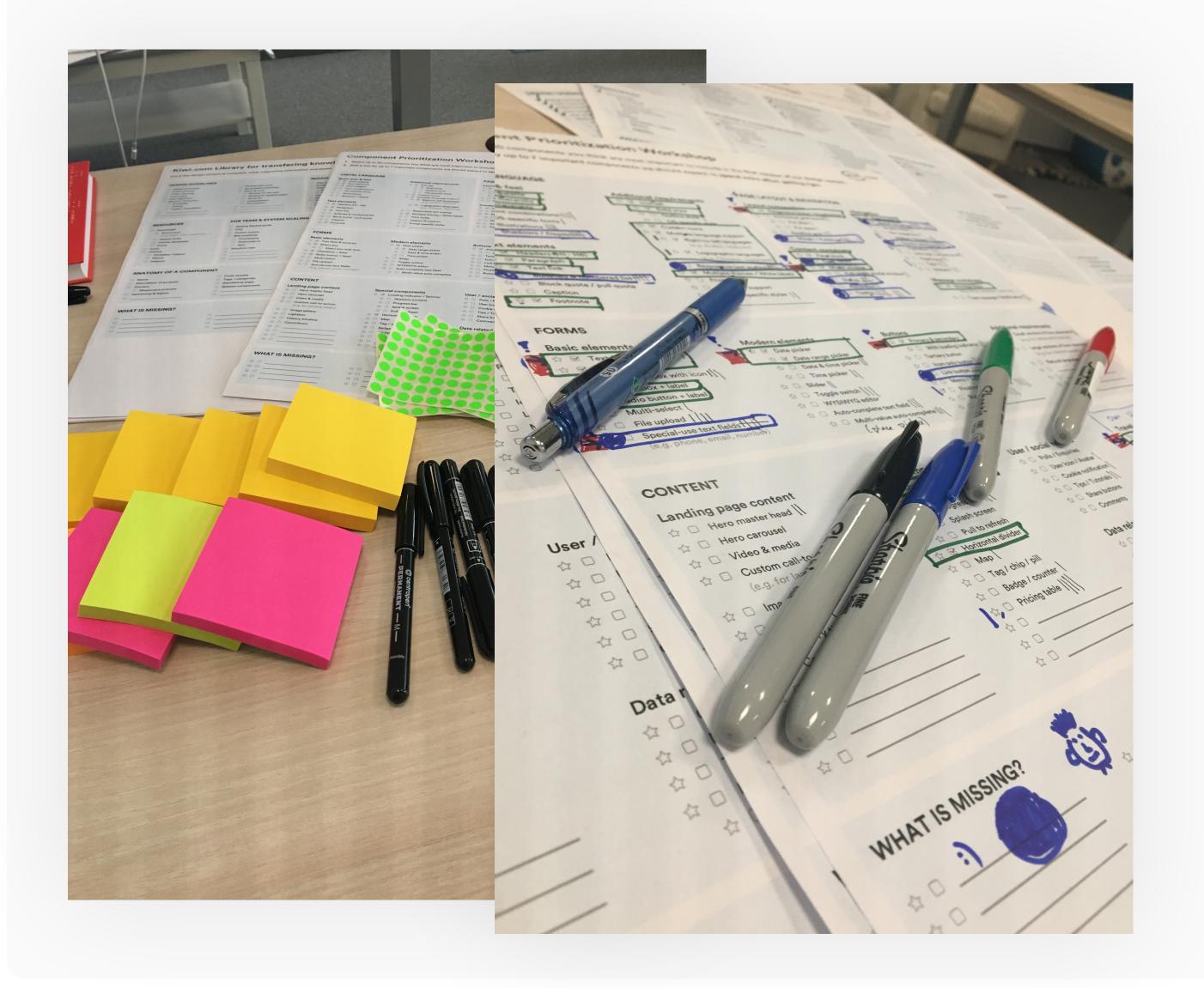
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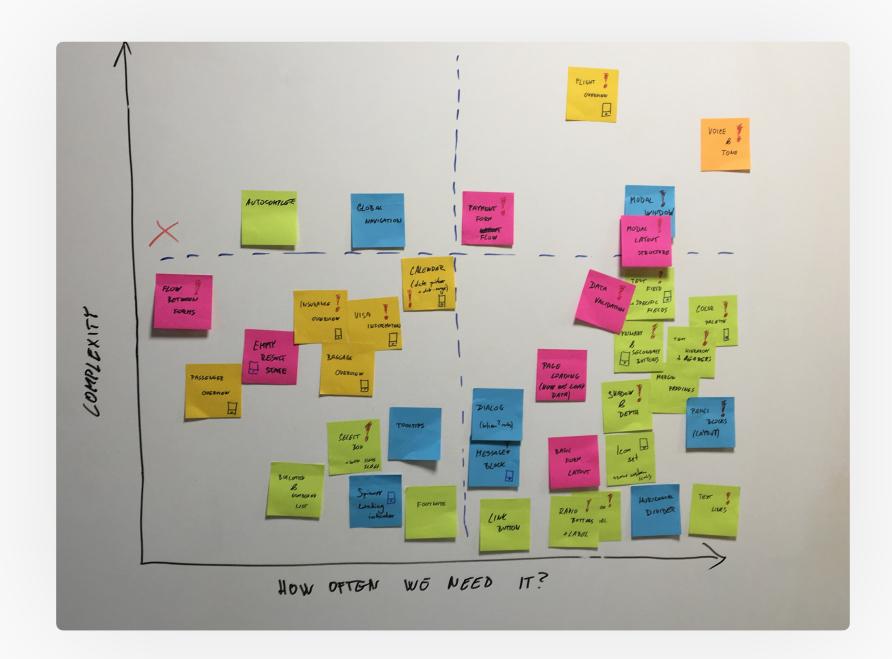
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Component prioritization workshop



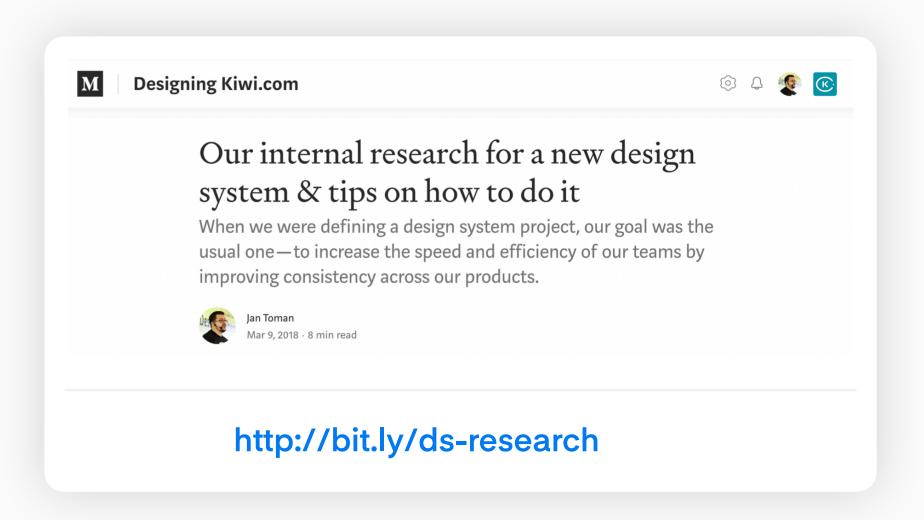




Internal interviews

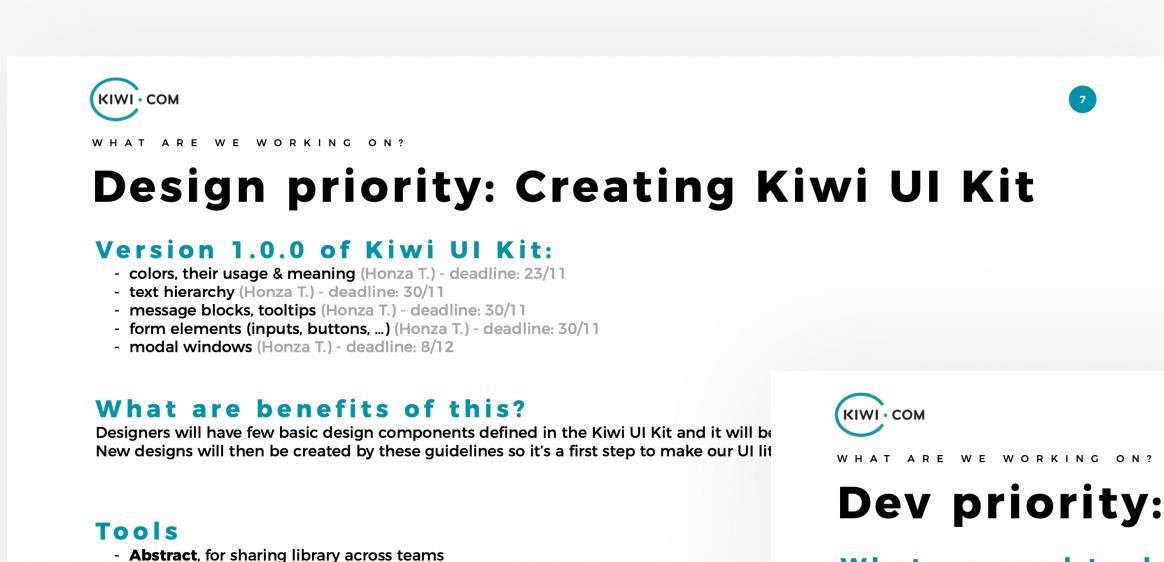
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What are you expectations from a design system?
What should our design system definitely cover?
How do you collaborate with developers during handoff phase





Analyzing all the feedback, setting up "v1 roadmap"



- **Sketch**, for using the library in our designs

- Color palette, for sharing colors across teams

- **Dropbox Paper**, for documentation of guidelines

At least for now. When will Storybook be ready for documentation, we will move it t

HAT ARE WE WORKING ON?

Dev priority: Preparing environment

What we need to do as first:

- prepare environment / repository for design system components (Boris P.) deadline: 30/11
- prepare guideline how to use components from design system (Honza T., Michael M.) deadline: 30/11
- research API for forms components (Michael M., Boris P.) deadline: 30/11
- create brand variables for Kiwi.com (Honza T.) deadline: 30/11

What we will benefits of this?

We will be able to put some refactored components to new repository and teams will be able to adapt components from there.

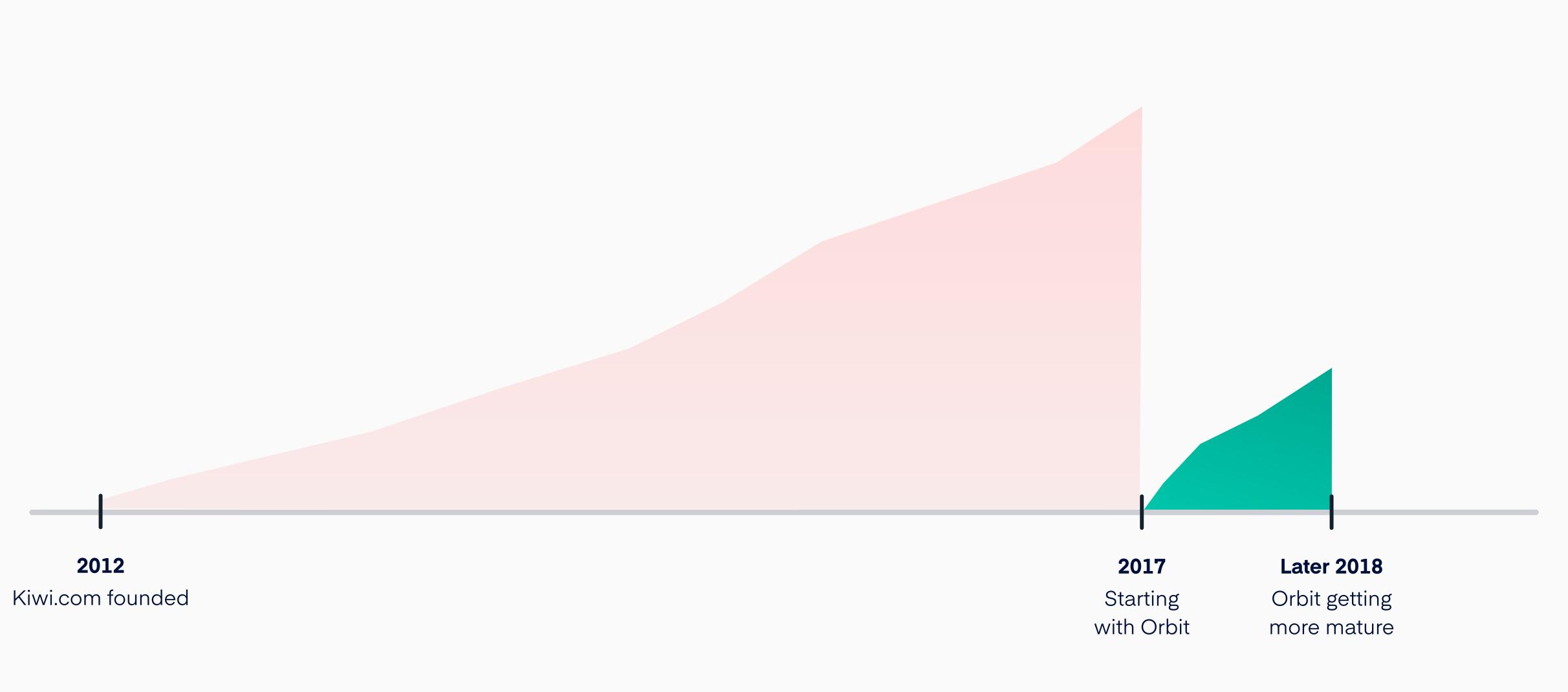
Tools

- **Storybook**, for showcase of components
- **Nest**, for storing brand variables
- **Dropbox Paper**, for documentation of guidelines

At least for now. When will Storybook be ready for documentation, we will move it there.

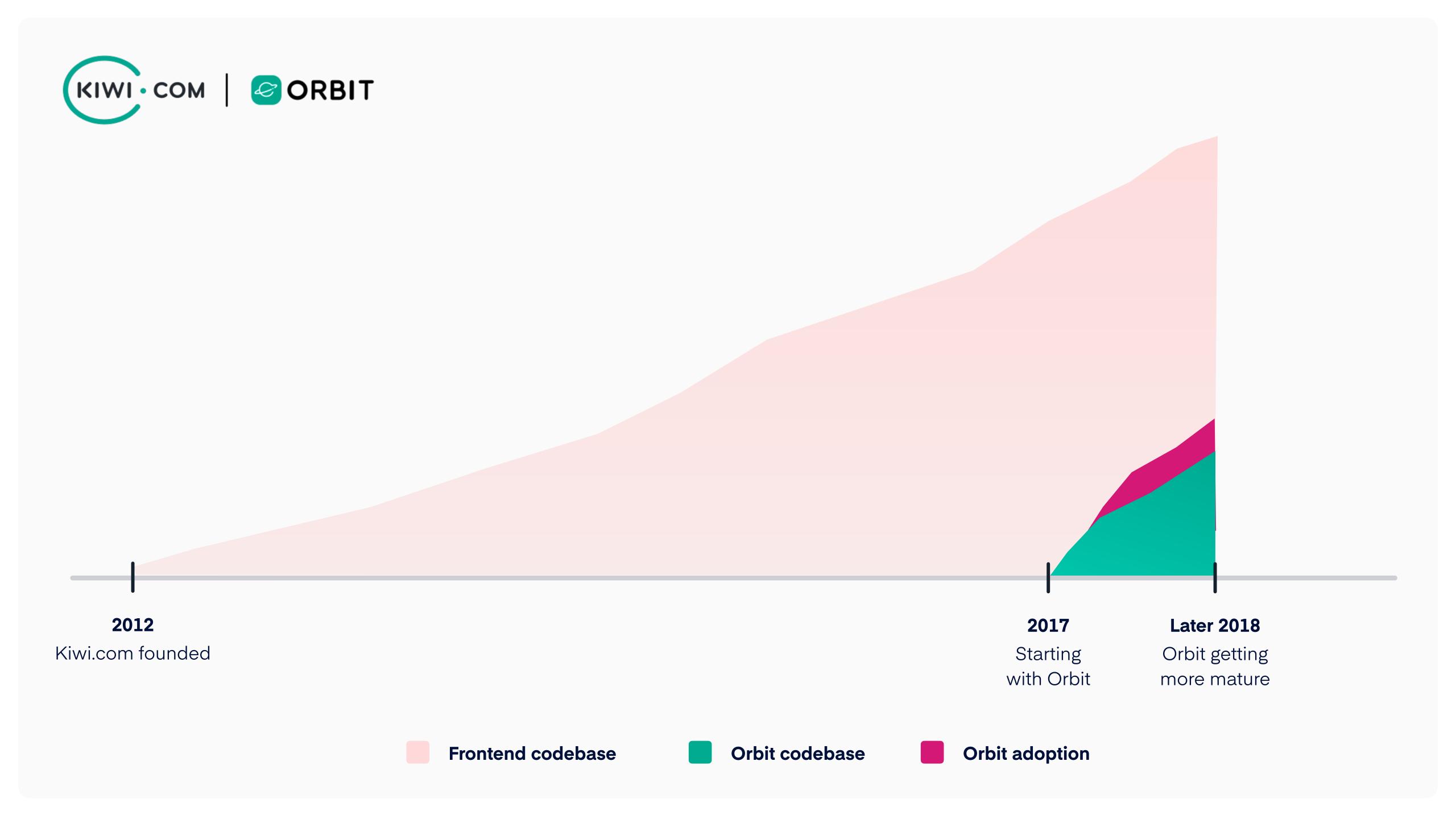
A few months later...

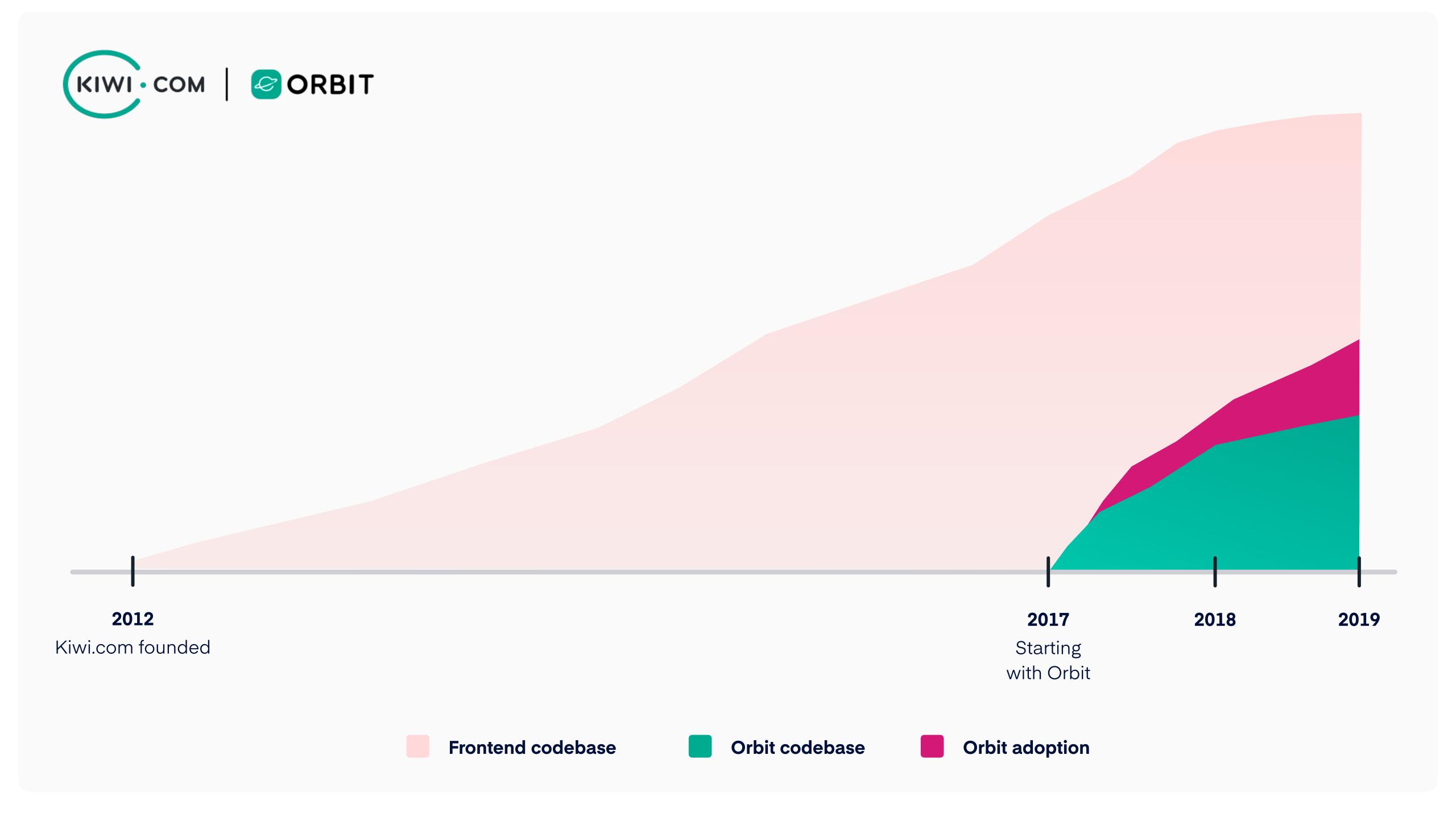




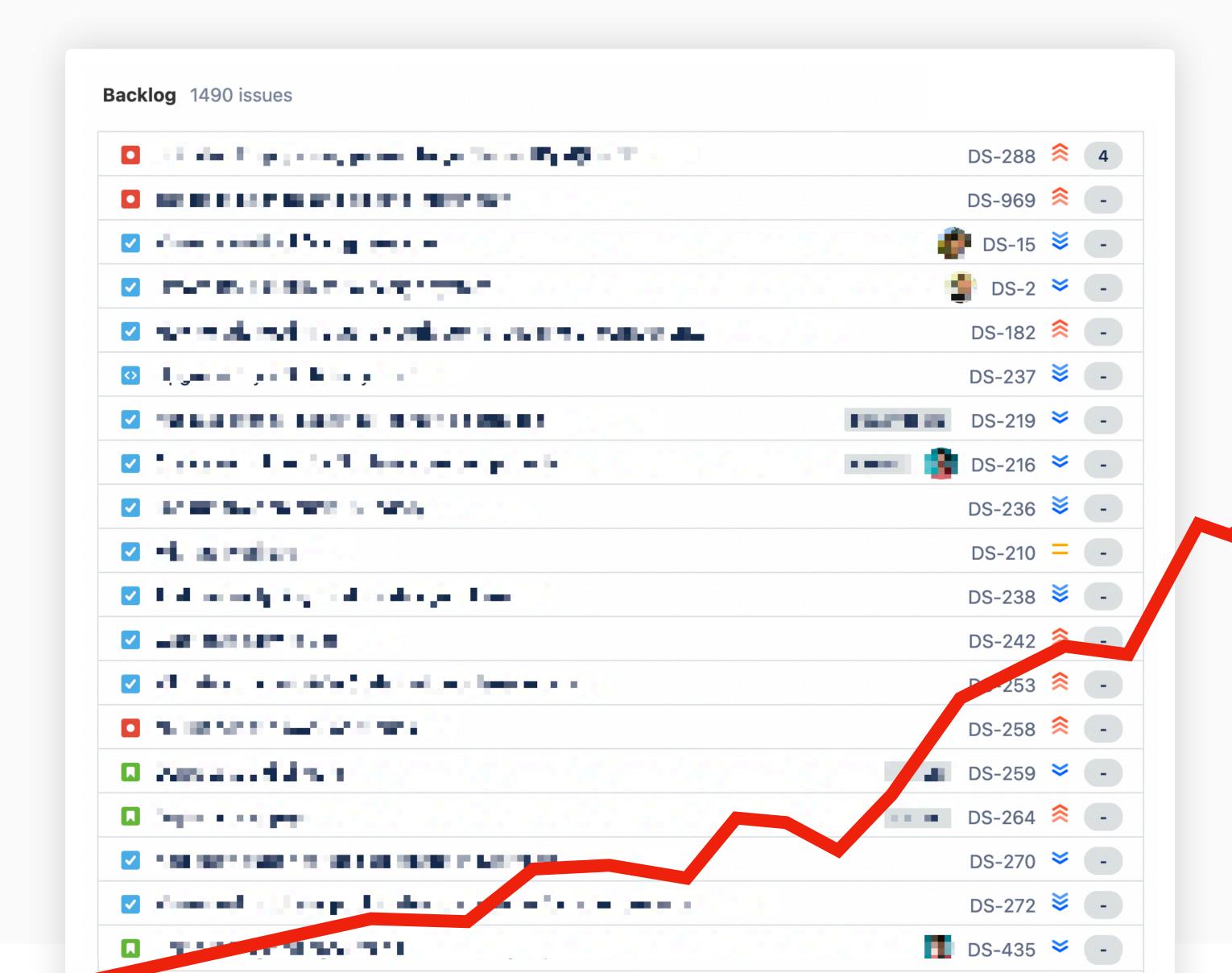
Frontend codebase

Orbit codebase



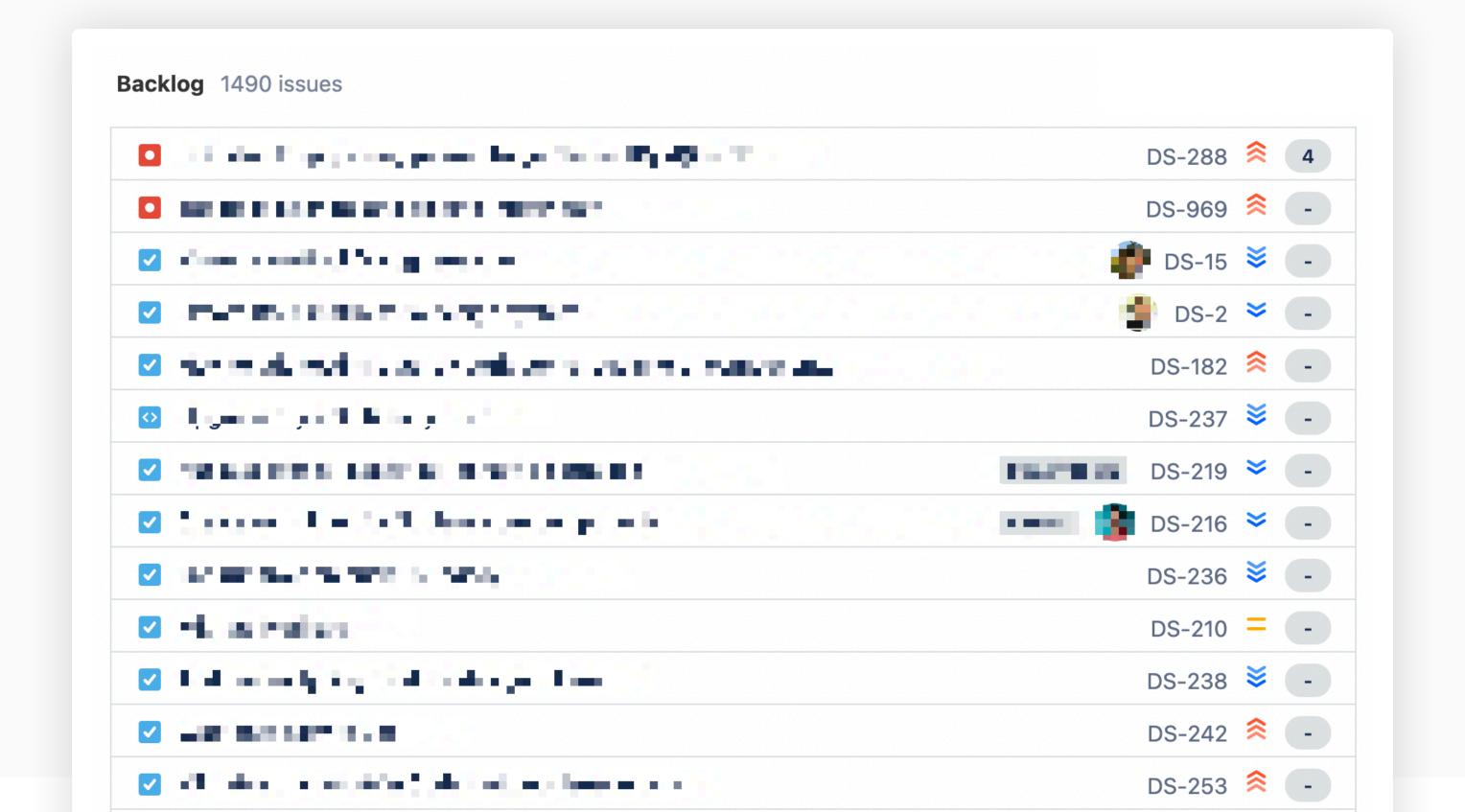


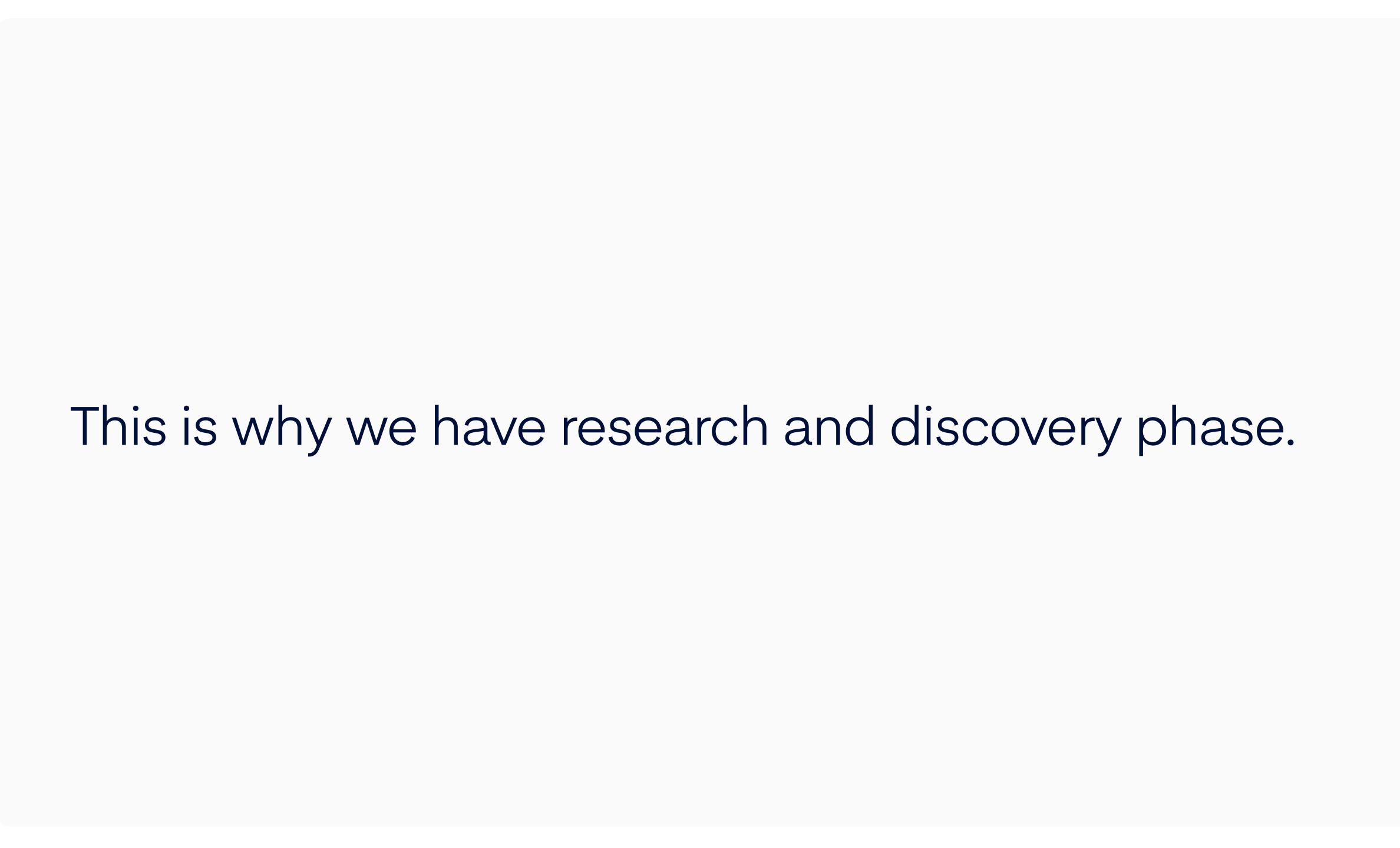
Meantime in Jira...



With so many tasks in backlog and all the ideas...

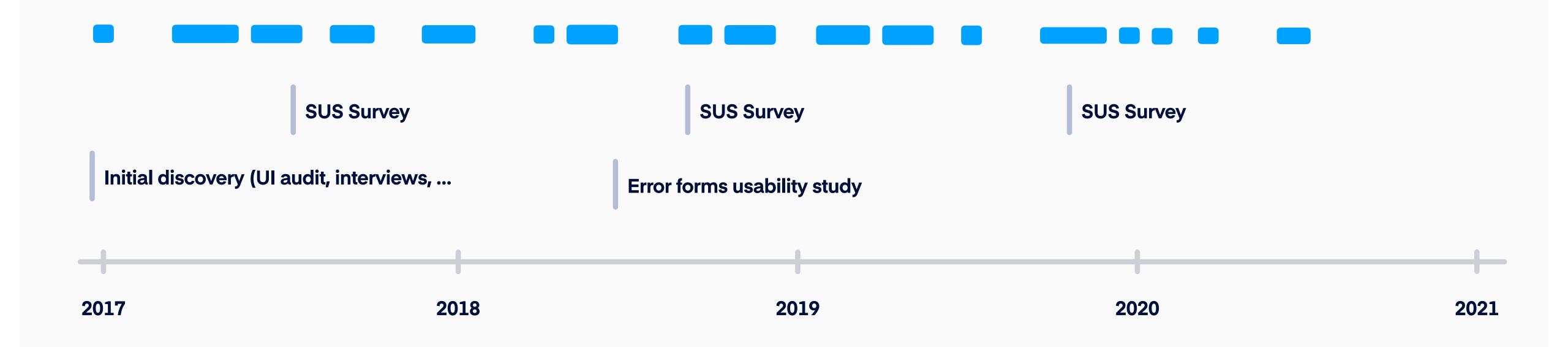
Which of these are the most valuable things for our consumers and users?





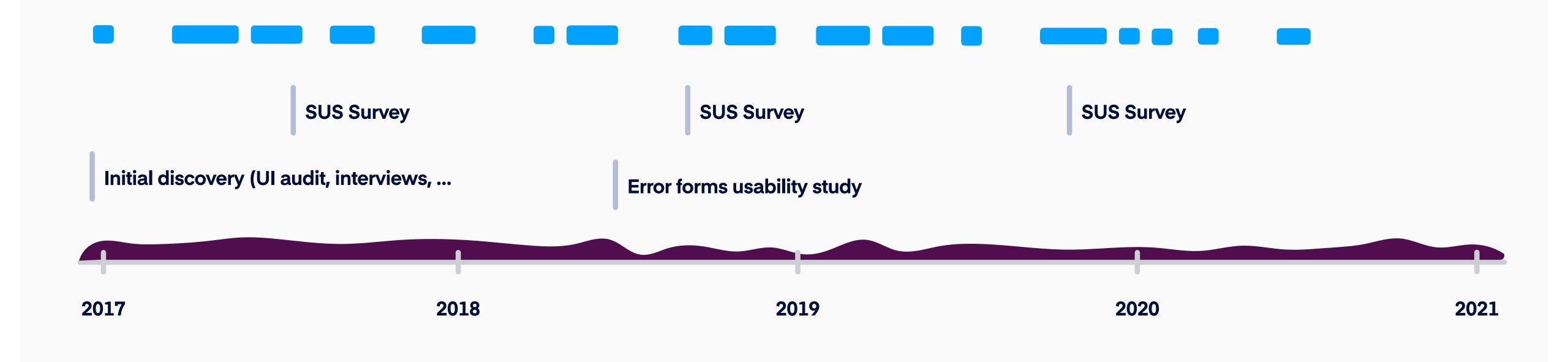
Our research over years...





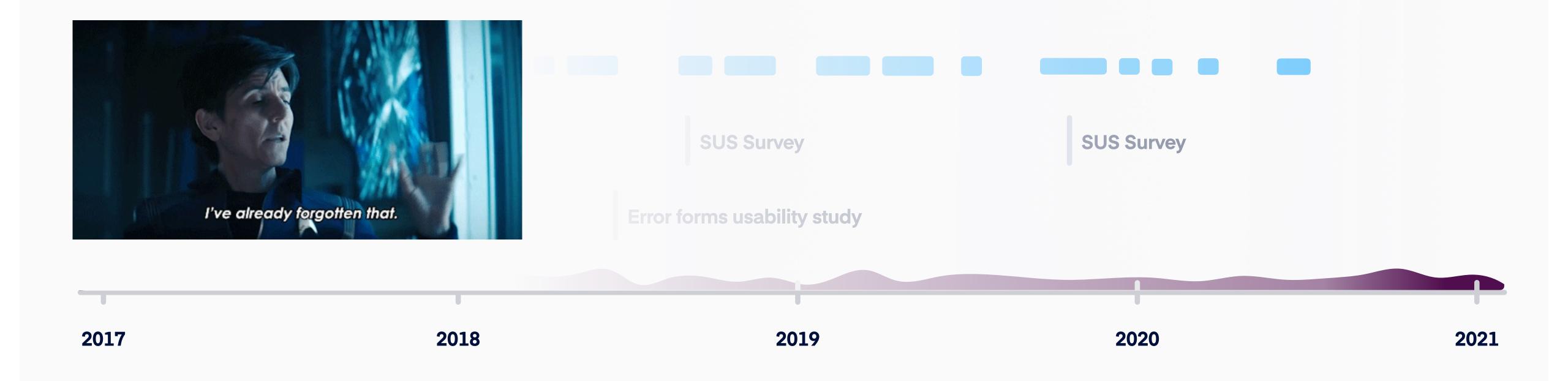
Our research over years...











We didn't have a good way to manage all that feedback over time.

We didn't have a good way to manage all that feedback over time.

SUS Survey



Error forms usability study

Symptomps:

- We relied on our memory and project-based research (= missing continuity)
- We spent time rediscovering needs and solutions
- Our backlog was hard to manage, sometimes working on latest fires

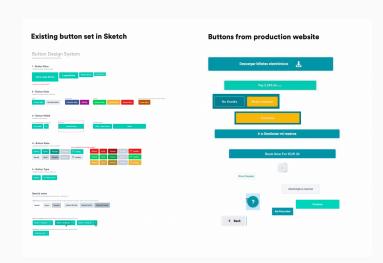
Recency bias

Recency bias occurs when people tend to emphasize very recent events or observations instead of looking at events over time.

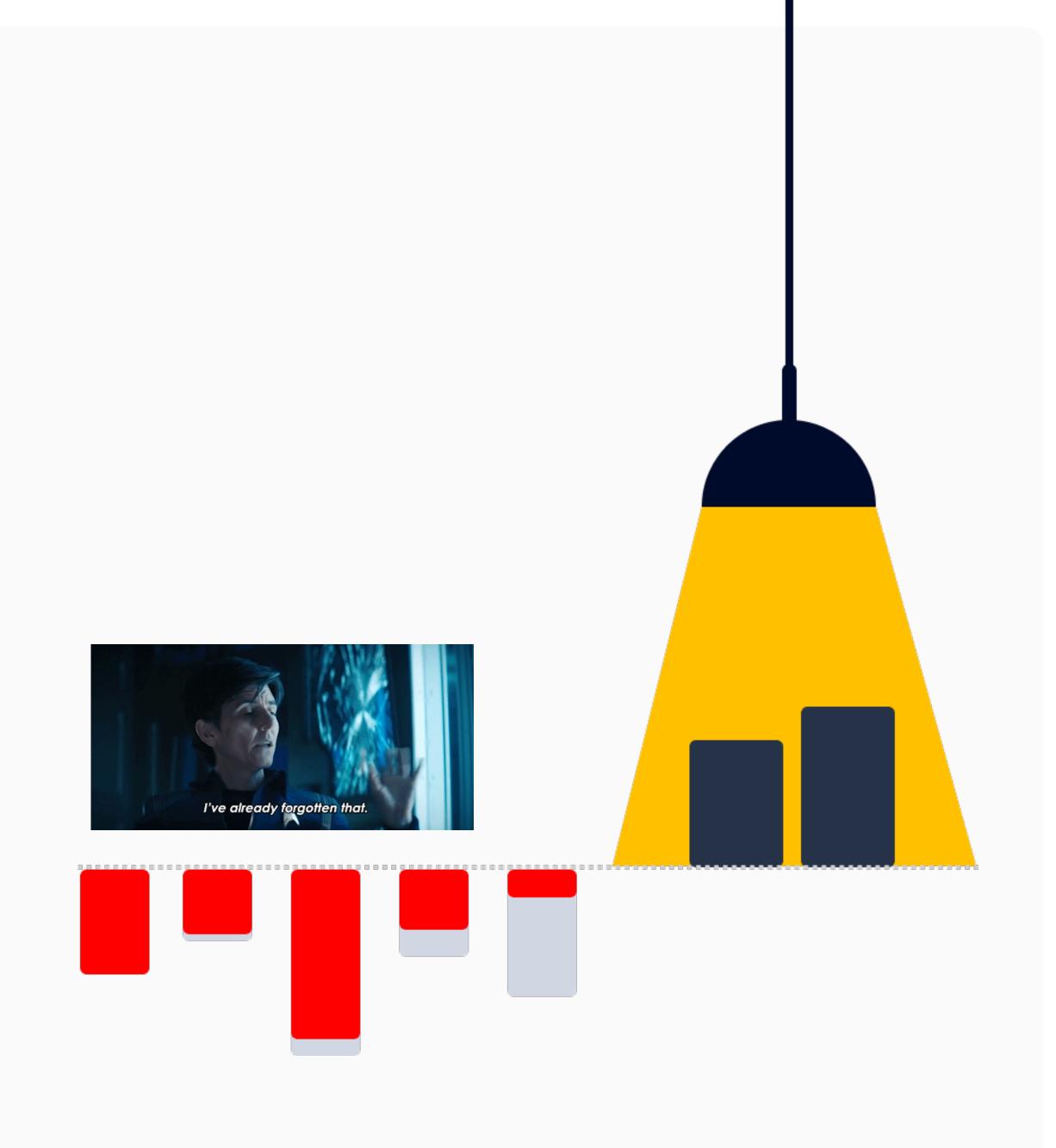




Notes from initial interviews

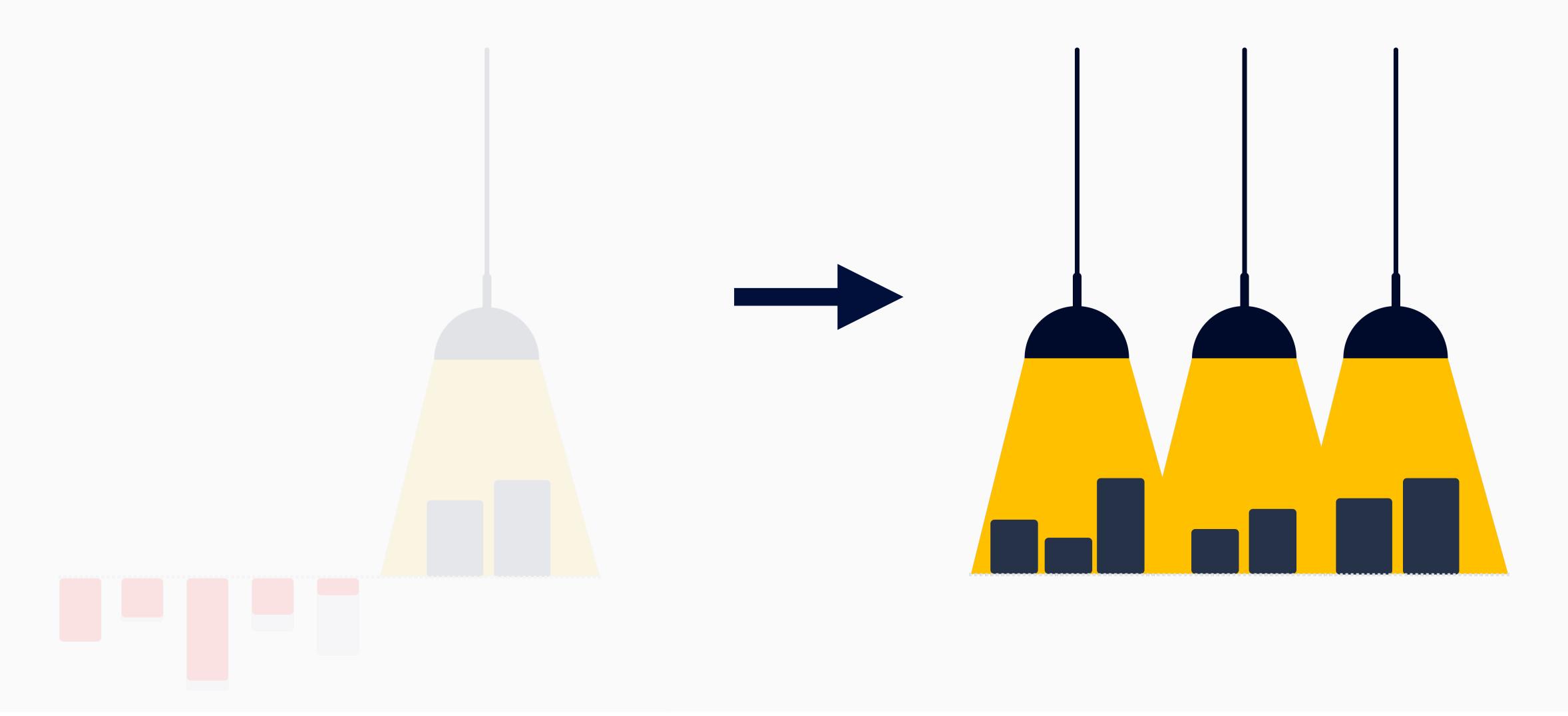


Smaller UI audit findings



Key realization

We need to shift from a project mindset to a continuous mindset.



Case study #2



Applying continuous mindset to Productboard's design system.

(and dogfooding Productboard along the way)

(and dogfooding Productboard along the way)



Productboard is product management software that helps teams understand what customers need, prioritize what to build next, and rally everyone around the roadmap. Feedback repository

Backlog of ideas and features

Connecting feedback to ideas

Prioritization & building roadmaps



2020

Starting with Nucleus



6 years of existing product

2014

Productboard founded

2020

Starting with Nucleus



6 years of existing product

2014

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2020

Starting with Nucleus

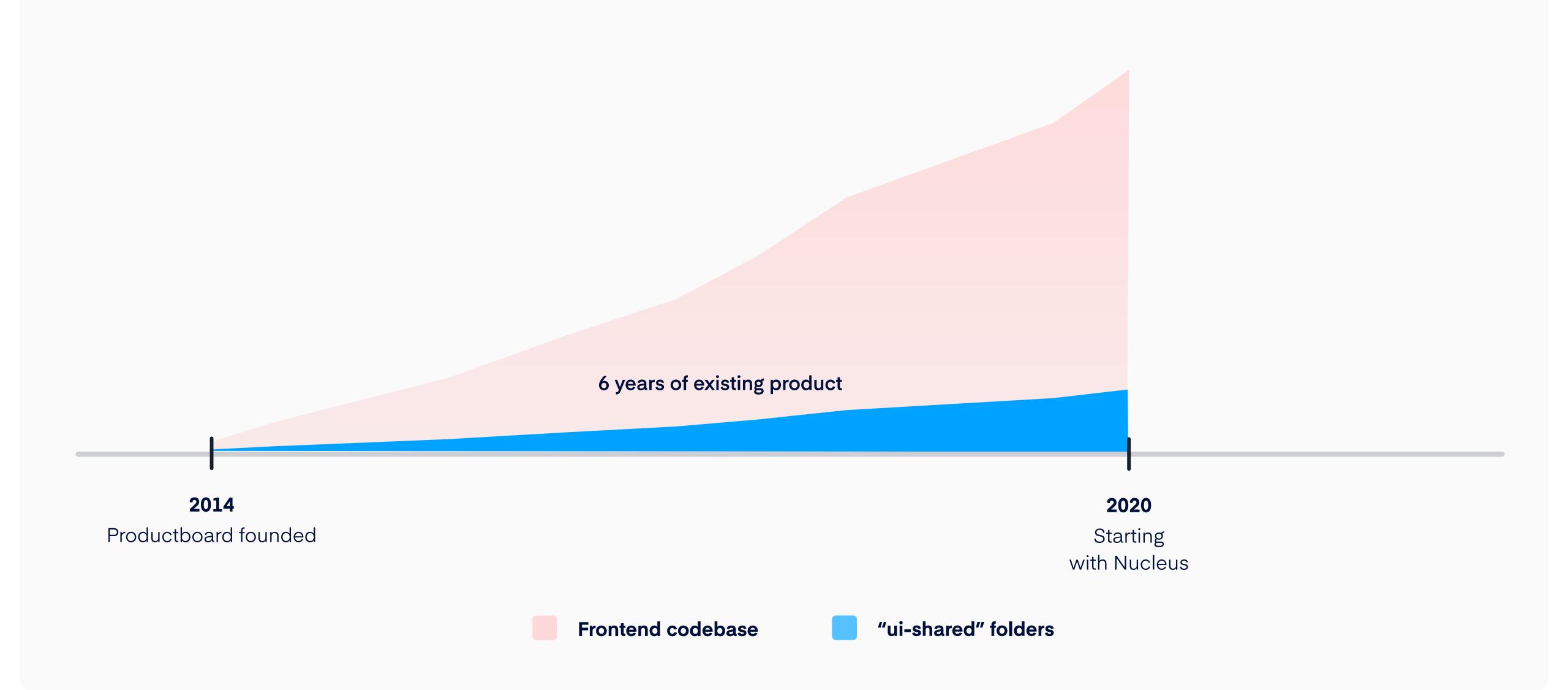
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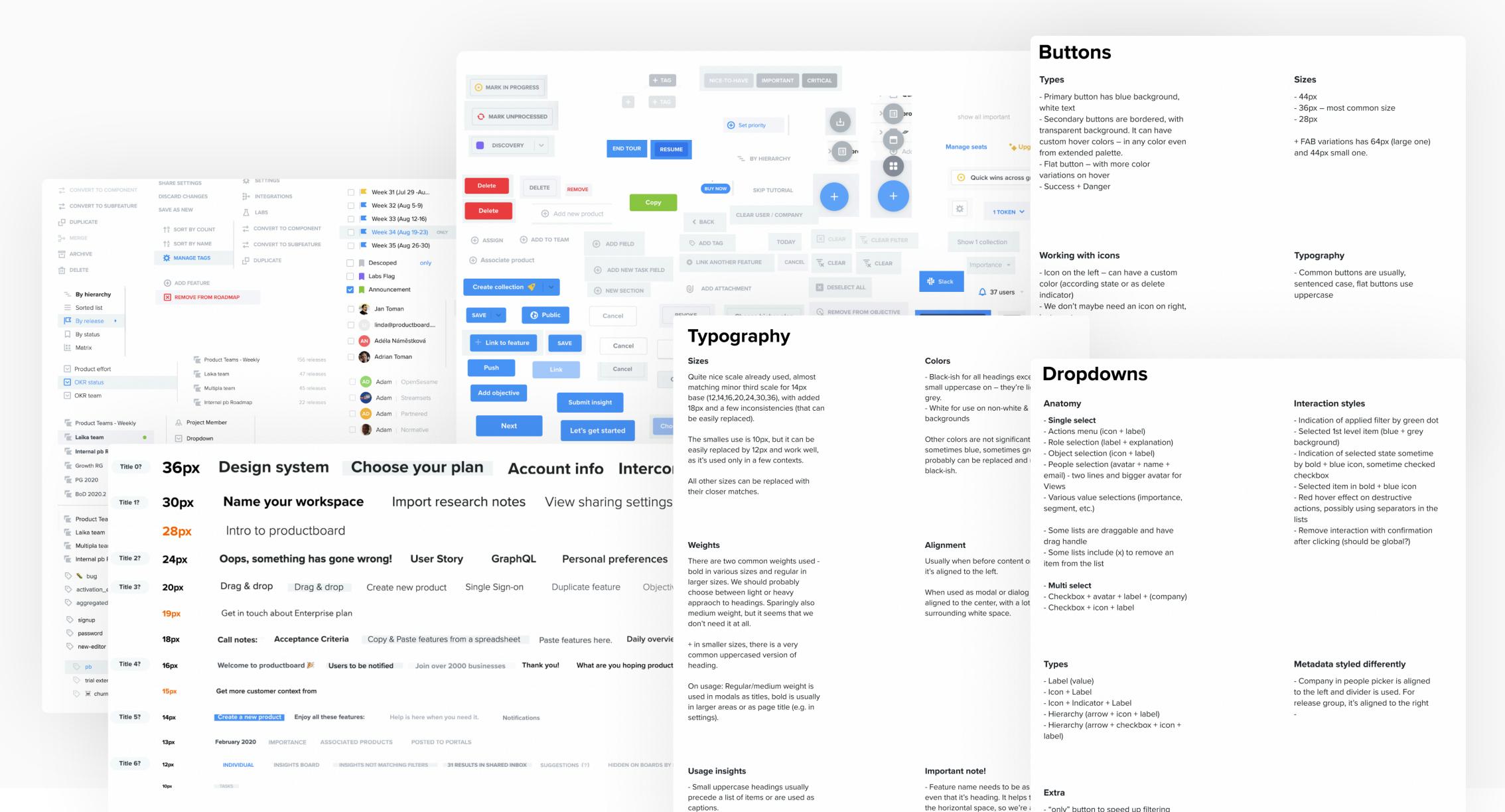
Initial discovery

a.k.a. understanding what already exists

Learning about "ui-shared" folders



UI components inventory



Interview with product teams and stakeholders

On contributions

- "If I know that our button looks like this, I will t should propose it to our design system, and it
- "If I come up with a new component or variation and how it should be prepared in Figma so th ensure that it will get to dev phase - that it will
- Described ideal process:
- It should be clear where to go with new pr
- A designer will describe the needs of a never and how to adjust it if needed. Or to confir
- Then we will push it to development, or we system lead should be a facilitator of the w something changed, documentation will be
- And that there will be some design review standards we need and that it's easy to wo

On typography

- "I just don't know what to use there is a hugdifferent things, and it's a lot about my gut fee

On colors

"I struggle with using our color palette. There details and information on how to use them, w

On icons

 "Currently, there are different scopes of comp Textfield, but also some specific Portal compo

On documentation

- "What if I have four buttons next to each other be structured?'
- "I can have some component guidelines open be easy to find those components in Figma."
- "Our tooltips have several different delays, bu that are. It's not documented anywhere."

"It would be great if we could prototype in code – Fign "I don't want to use 12 or 13px. Ideally, the sma possibilities and freedom in code. It's also more trustwo "A design system should answer when to use

On visual style

On prototyping

On the current state

good starter."

On expectations

There are components from Sketch import, adjusted a

"Petur started with dropdown, Zdeněk with text field –

"Typography isn't clear even to us, designers. It's hard

the individual styles – which makes also onboarding ha

"Unifying approach to UI is needed – it was manageab

"To enable changes in our designs, specifically usability

"It should increase my productivity - easier prototyping

"Sometimes in prototypes, we need to use as real data

They aren't able to imagine it in their context."

"The faster I can build a prototype, the better."

worth it for some cases – because customers won't ge

"It should make future changes less expensive."

growing, there is also growing risk that we won't be ab

freshness and adding a delight – it's connected to post

are more mature (buttons use auto-layout, etc.)

- Fear that our product will feel outdated and that there "Visually, we didn't innovate much in the past year."
- "People are judging us with an optic of Atlassian, Herol complex tools with a lot of good things, their UI is impre
- "We want to keep the brand and product close to each

On contributions

- "When I use something more often, I try to push it to th need to recreate them repeatedly."
- "We should keep the barrier of entry low" if you give more willing to meet for 30 minutes, design a compone would help me to deliver it."
- "Don't assume or be too harsh on new contributions guidelines when needed.'

On design handoff to developers

"I create small Loom videos, where I explain why some so far (a couple of people commended it on their own), • "Typically, I get a solution that is 80% done; a lot of ir

On the current state

- "Currently, there is a lot of things, that could be solve that is still in progress." Note: context menu ⇒ list of
- "It's really easy to use current dropdown that is in de

"We miss a lot of tests – jest or snapshot tests."

"We have a problem with accessibility – it doesn't ex

On documentation

- "docz or storybook should show what is in the design
- components "When I started, it was quite hard t what. Something was hidden, and not everything
- "It should be clearly described what can be used
- "It's great when I can click through all variations a

or prototypes, have focus on the new feature vs. recrea On expectations

- "It would be great if the design system could solve the
- "There should be a clear guide on how to write comp what to belongs to our design system and what does
- "Design system should contain components that are
- "We don't have a unified design across our sections. implemented several times, and it's hard to use them deprecated things or older visual style or technology
- "It should bring consistency for our customers and m

On contributions

- "I know that there were some situations when one te but it was getting delayed by combination of comple priority work in that team. So we were delaying a rele end, we just copied what they had and released it. A ready, we replaced it."
- "I think it's possible that it will work with some kind or something that works for their case and someone els And when it's ready, we can replace it."
- "Basic things should be solved so we know how it we don't." Note: from technology point of view
- "I am for some hybrid approach. A fully centralized a be able to deliver it fast enough. But platform can se linters or similar – and everyone should use it."
- "I miss someone who could code review design syst

On working with design

Expectations

- "We should start the contribution process work on de us. And you'll be the person who will be an owner of m system – like how we create components, how we app component, or should we override?') – on both sides: c
- "It could help accessibility and general usability so use and they could expect it will work like that everywhere
- Design system should give us less options so every d using their own variant of a component."
- "We want to refresh our visual style and it is easier or can quickly recreate all screens, and then you try how

On new visual style

- "We're designing with white-and-grey UI, combined wit other products, or, e.g. how can we now work with bore use shadows instead, and it could make our UI a bit lig
- "We're not in the situation that we need to make some to have some tools like modular and systematic UI so v
- "productboard is very content-heavy applications so it should be a secondary thing. The primary thing is the users and that users know how to work with it.'
- "Check Figma for example their UI is not heavily brar web, marketing. And that can be our case too – that we because of the design system, and then when we disc

On design debt

"Typically, I imagine a situation where I need to solve s solution how to solve the problem. But I can't apply this some behaviour in eight more places. But I will never g design debt gets created.."

On contributions

"We didn't learn yet how to push some helper compon unified library – or how to approach the naming of thes

creating new stuff – what to create, how to define it, w

- "All designers should understand what obligations tow
- "When we were building a design system in Y Soft, we and a broader team who then implemented it."
- "Design changes could be approved when there is a r say four designers out of seven. If there's gonna be an
- "We should start with the contribution process and clea and then we can change or adjust our direction if need how things should be done, structured, etc. Let's start! Other notes to mention

What should a design system solve?

- solve "atoms" like typography, white space, accessibili
- "It would be great if developer like me doesn't need to use what is already in the system and build it from that sidebar with toggles, I have everything available in the
- not sure how to solve line-heights in typography me is not sure if it's even a good thing – e.g. Figma or Ske like overengineering.
- "Could a design system help us with z-indexes? We ha values in millions just to override something else."
- The sidebar has probably the biggest CSS debt, a lot of
- "Dropdown is something I need probably most often." is polished a lot. Although everyone is afraid to touch
- "Hopefully it decreases a cadence of design feedback mentioned that it happens in code and Figma – proba synchronized between them.
- "It speeds up my job already, with the components we more, and I will have time for other things."
- "I expect it to make our UI more consistent e.g. that f expect that it will make productboard 'more mature' count on when they pay big money for it."
- "In the short-term, I'd like to have things that I can regu need to rush it. Quality is important, foundations need
- "In the future, it can be a nice promo for productboard

Where can it fail? Where can it complic

- Generally, it can fail if no one will build foundations, but it's now) – so the whole activity will take years to finish change designs. So the whole thing will break apart.
- That it won't be able to react on design changes guick
- That there won't be a will to refactor old code e.g. th replace the old ones. Like it happened with tooltips or
- "It's great that in productboard, there are mostly senion work on removing technical debt. But usually, there are clean-up weeks after each initiative, but now they hap
- "It can bring asynchronicity to my work" for example, the bottom, he will need to wait when it's done. He like encouraged to contribute. Now it's encouraged that ev need to adjust something quickly, I won't have time to attend design systems syncs, so I have some overview overwhelming for some people and they maybe don't to use it."
- "We could have shared code ownership that I may o someone then adjusts what's needed."

"That idea of design system is here for a few years already, to be more systematic in the

On the current state

- "Peter with Majo created some basic foundations like typography, colours, paddings, but t
- whole activity silenced then we pushed a design system tasks down, and we weren't ab to it later. Then Kaja and Pavel started to push it more."
- "We are somehow starting with a design system we don't have a clear vision, how it sho what the requirements are, and how our contribution process should look like."
- "Newer components like tooltip or popups are quite okay; they don't have a business logi

On expectations

- "When I have some new design, so most of the components there is already defined in th system – on design part and code part too."
- "It should speed up how we work with design and designers we can even skip Figma ar implement some small changes directly in the code. We can have an ad-hoc meeting whe designer sketches something on the paper, and we can implement it in parallel.
- "It should bring uniformity on how we call components and elements not everyone is us same name for dialog, popup, modal. So the communication is tricky sometimes because about modal and the other talks about dialog, but we all have the same component in mir
- "Modal is something that informs me about some state, dialog requires a reaction."
- "I am afraid of the situation that when we need to ship a feature, and it will take several we core design systems team before they deliver a new component for us. And it will block u needs to be solved somehow."

On contributions

- "I'd like it if the whole engineering contributed but from a practical point of view, it's prol When we have deadlines, we have to deprioritize everything that's not a feature. Which al
- "Idea of decentralized contributions is great, but I am a bit sceptical about that. I can imag there is a core team that closely cooperates on components with product teams. It would if someone from the core team would help me to finalize my component if something is m
- "When we want to create some component in work on some initiative, we don't think of al possible edge cases, or we don't do performance testing. We just don't have that much of it; we need to make it work for the use case we have in the initiative, not for all other use
- "The biggest issue is a time of devs work on the initiative is always a priority."
- "I am not sure if we had any direct contribution to our design system. Usually, when we ag something should be in design system, we need to ship, so we don't have time to sync wi everyone. So we ship it with the intent of follow-up that we will bring it to design systems: but in the end, it happens rarely."

On components in design system

- "Components in our design system should have solved possible edge cases, should be components in our design system should have solved possible edge cases, should be components." by tests and performant."
- "Components should be shielded from any business logic. Now it happens that there is so custom feature logic baked into components and it shouldn't be like that - I expect that I v visual representation of how a component should look like and I don't need to hack it for

On running experiments

"In growth team, mostly because we need to move fast and we're not sure if the experime

All notes from our initial research

"We have Figma file with Nucleo icons, but it's"We have a lot of syncs, so people are informed.

"It would be great to have three sets of icons
 "It's great to work with our QA, Nela is very helpful, eve

basic icons – all the necessary icons that are used in productboard (icon for a portal, chevrons,

o special occasions icons - "when I don't want to extend our basic set, e.g., for some one-timeonly use case in e-mails," "however, they should be centralized somewhere too, so we know

arrows. ...) - a limited amount of 80-90 icons that are used everywhere.

about them and can promote them to our basic set when needed."

Three proposed sets:

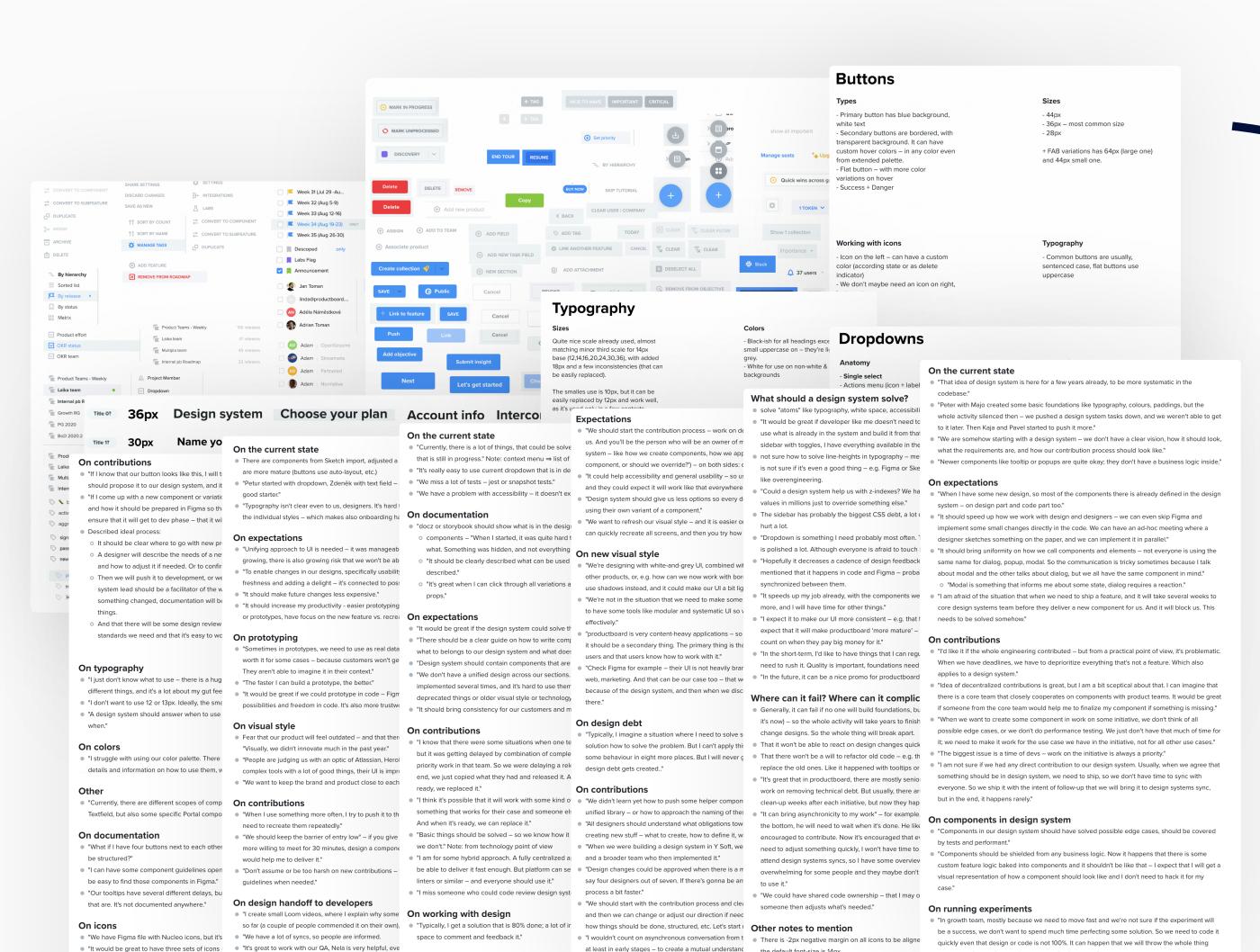
space to comment and feedback it."

On component reusability

Have some deprecated annotation that will prevent
 On current state

• "It should be easy to use – so no complex API. If there is infore complex API, resnoting 64 spinshing 1. 1. 1.

some tasks. She often feedbacks also some interaction On deprecation strategy



at least in early stages – to create a mutual understand the default font-size is 14px.

"I feel ashamed for myself when I start to design a new initiative, and I need to create a simple

fields aren't that clear yet because basic foundations a. _ .

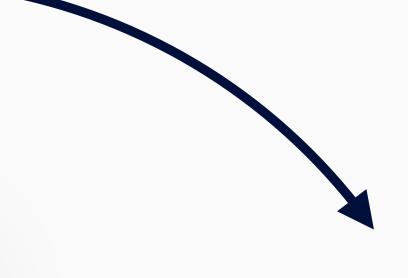
away, so we're not that precise to cover all edge cases."

There are two sets of variables, independent of each c
 "We struggle with the follow-up, though — when the experiment is successful. It seems that now

o one in typescript: https://github.com/productboard/pb-fronte

We need to use both, because we use both CSS modules and css-in-is.

o one in less: https://github.com/productboard/pb-fro wa will have a faw successes so we need to figure it out. After some time, we can evaluate the



Feedback repository



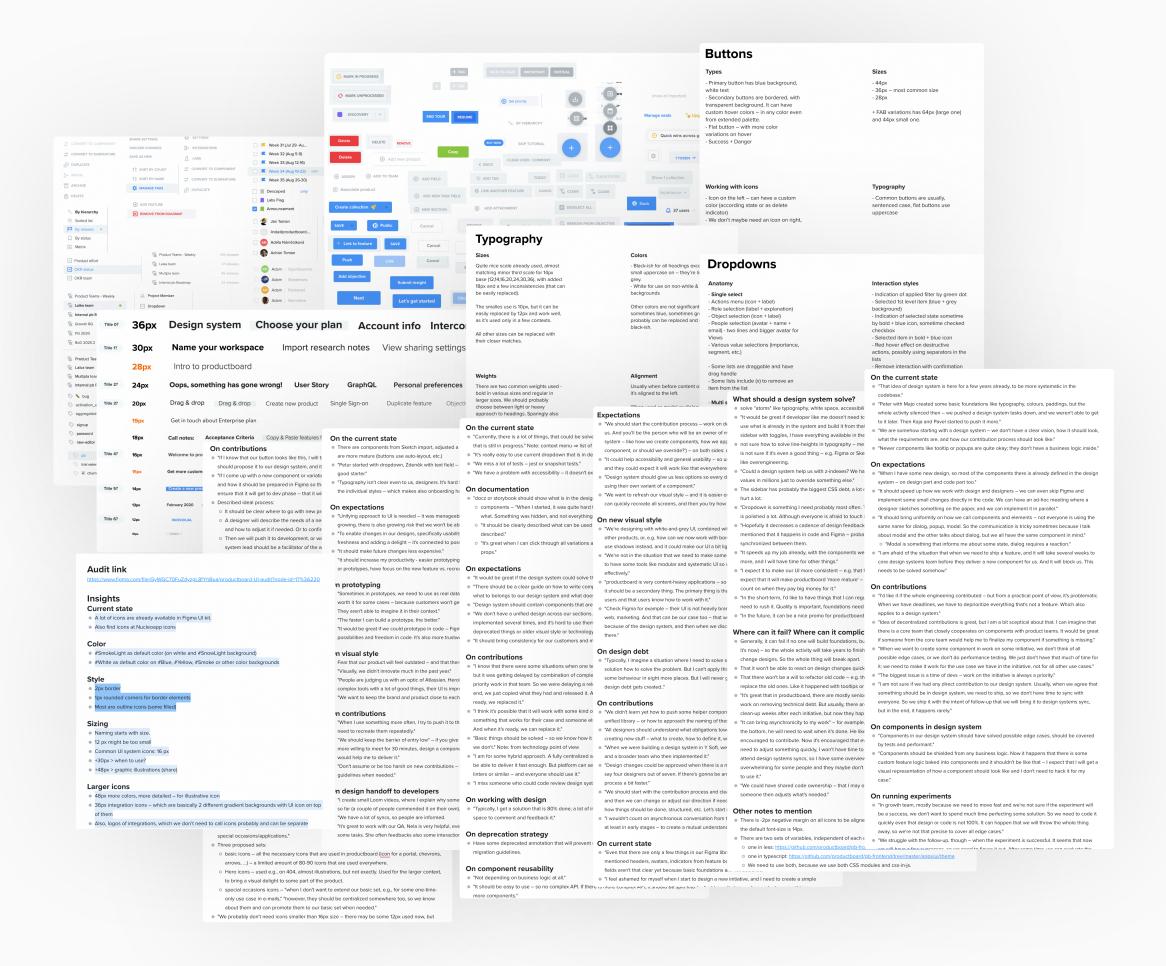


All ideas and possible improvements...

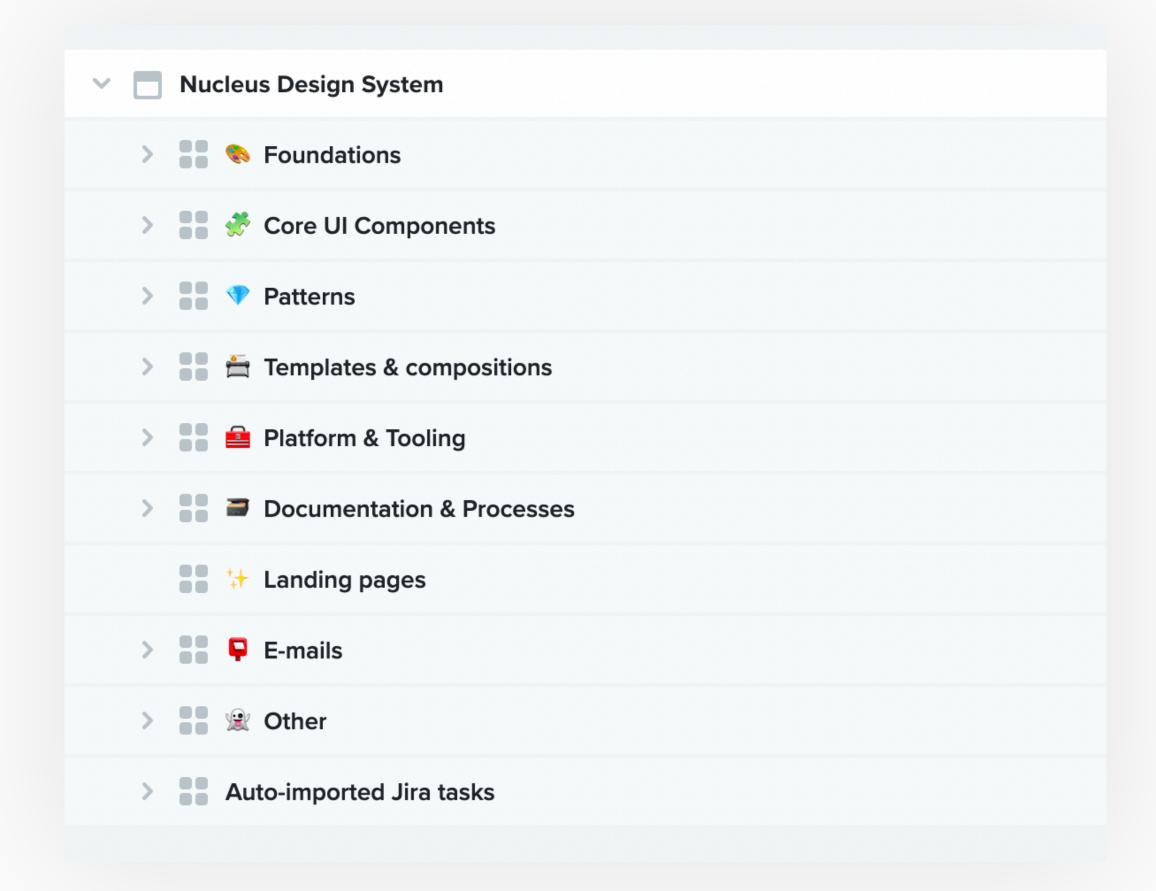


A single system of record for our design system

Feedback repository



Backlog of ideas and features



Processing our research notes

Audit link

https://www.figma.com/file/GyWGC70FuZdyzgL8fYhBua/productboard-UI-audit?node-id=17%3A220

Insights

Current state

- A lot of icons are already available in Figma UI kit.
- Also find icons at Nucleoapp icons

Color

- #SmokeLight as default color (on white and #SnowLight background)
- #White as default color on #Blue, #Yellow, #Smoke or other color backgrounds

Style

- 2px border
- 1px rounded corners for border elements
- Most are outline icons (some filled)

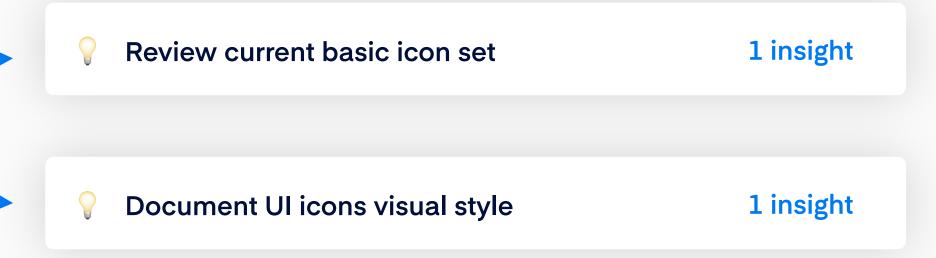
Sizing

- Naming starts with size.
- 12 px might be too small
- Common UI system icons: 16 px
- +30px > when to use?
- +48px > graphic illustrations (share)

Larger icons

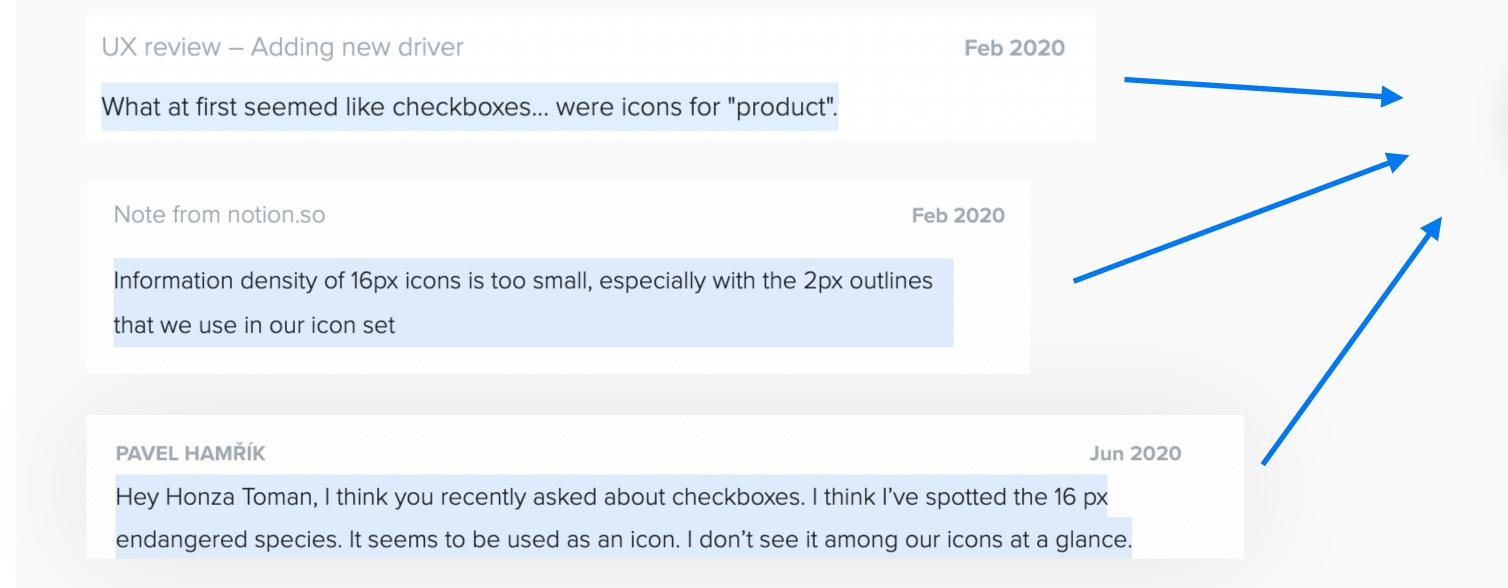
- 48px more colors, more detailed for illustrative icon
- 36px integration icons which are basically 2 different gradient backgrounds with UI icon on top of them
- Also, logos of integrations, which we don't need to call icons probably and can be separate

Ideas in our backlog



More feedback, later...

Idea in our backlog

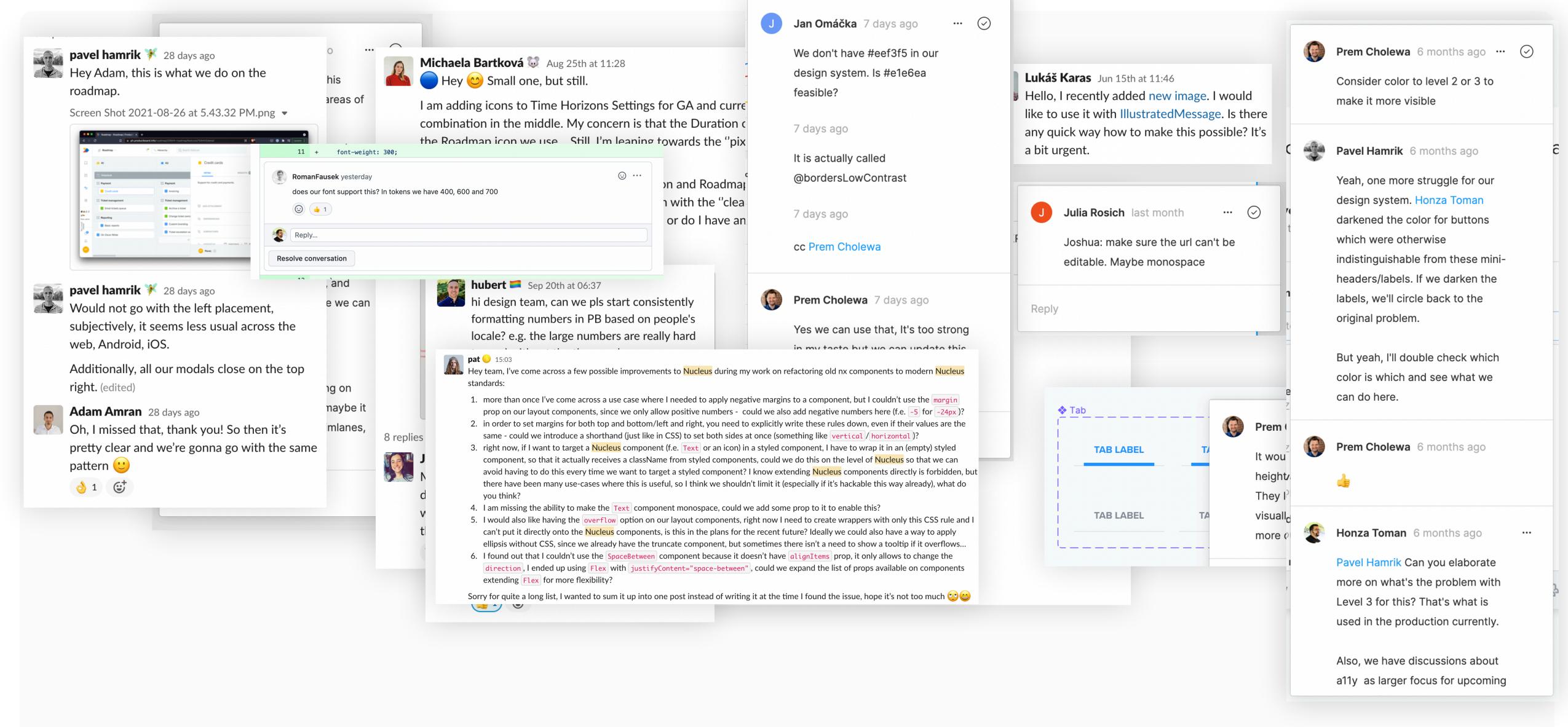


Review current basic icon set 4 insights

We need weekly interactions with customers, because we are making product decisions every day.

Source: Article "Continuous Discovery" by Gerard Chiva

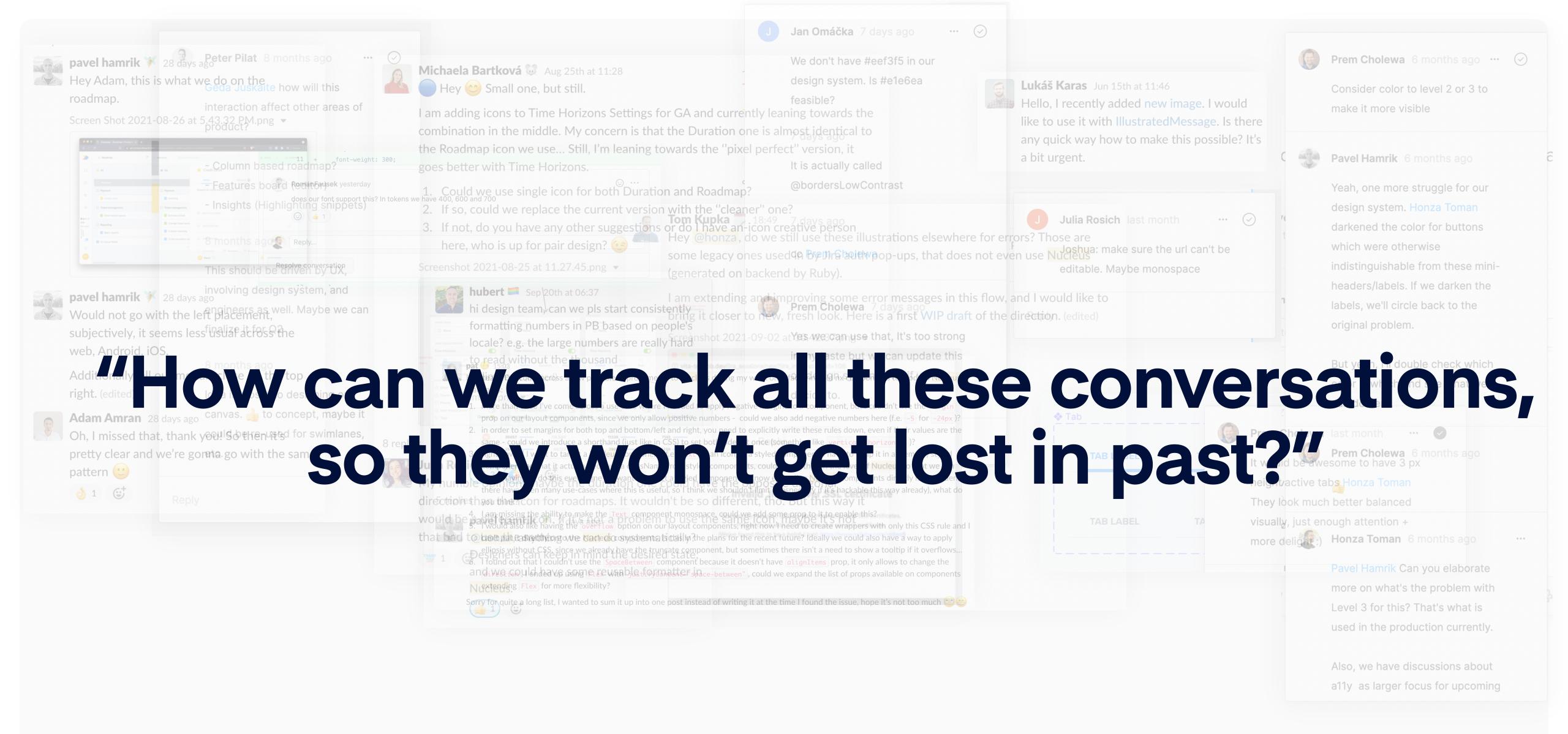
What would be some important interactions with consumers of our design system?







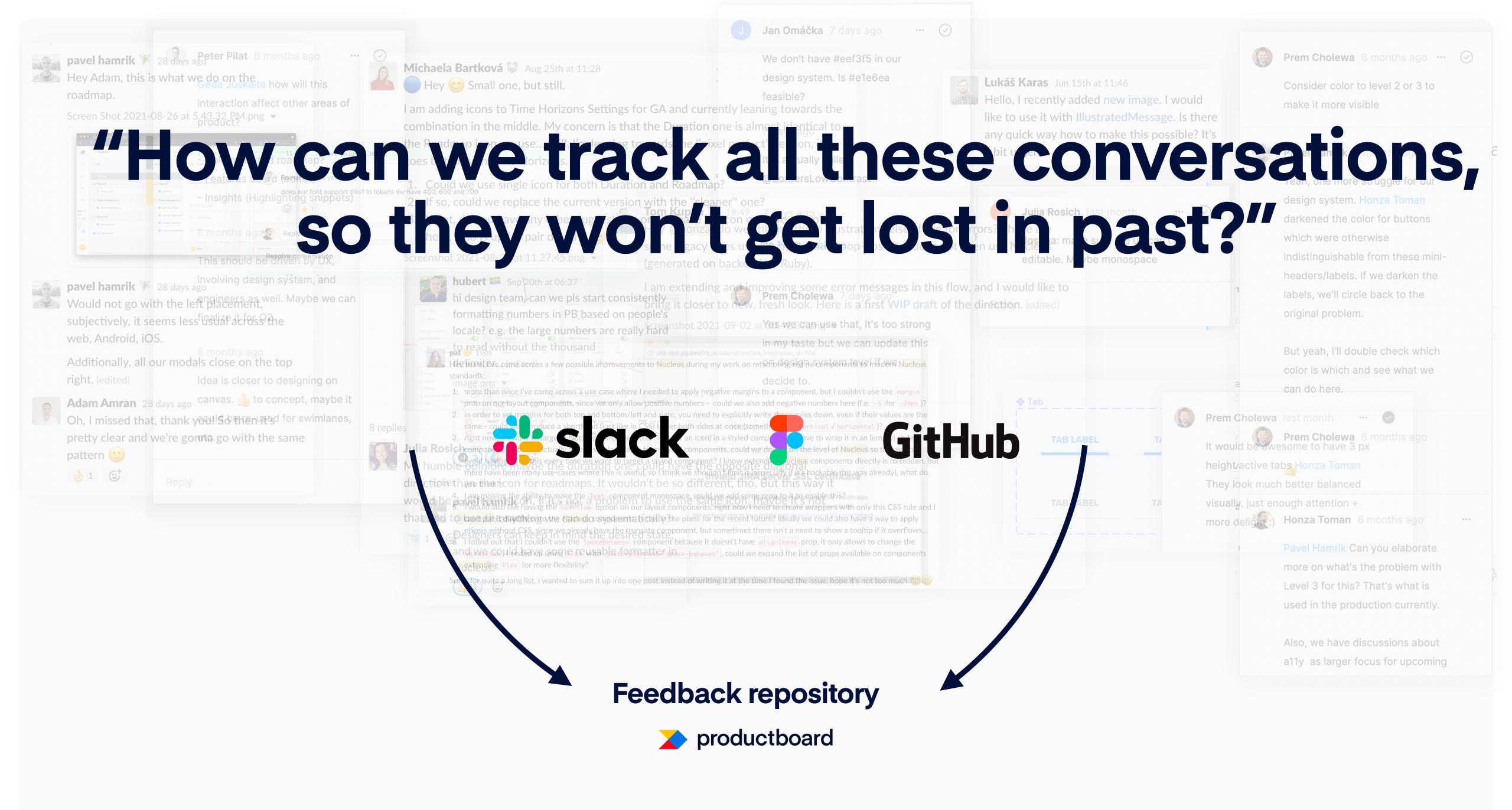




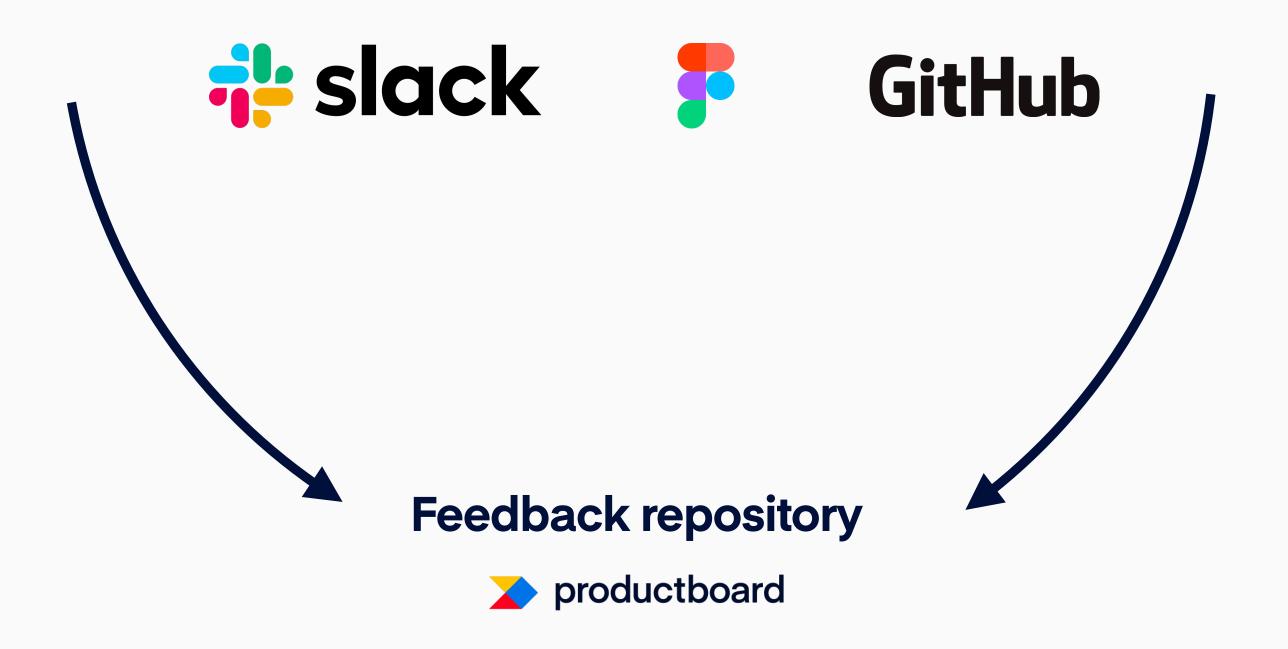




GitHub



How does our everyday continuous discovery process look like for us?



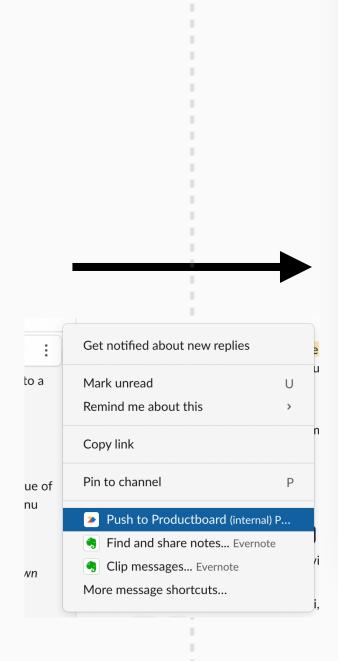


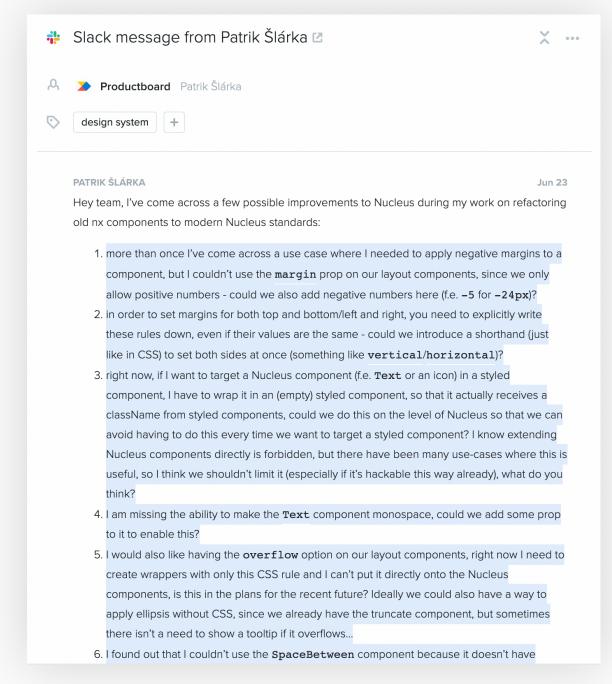
Requests from the community + our support

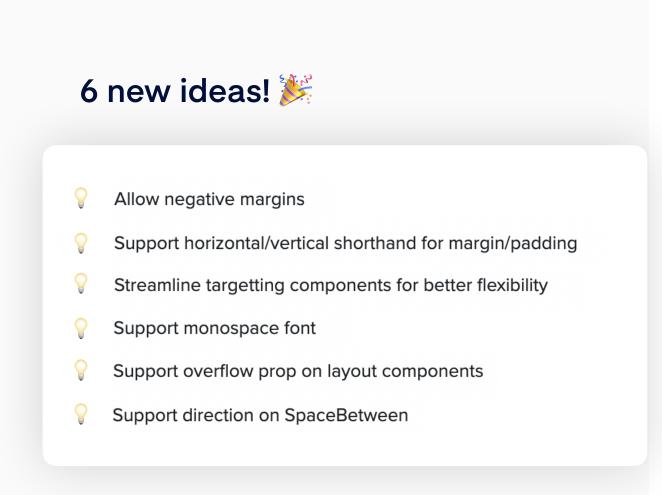
#eng-design-system

pat 0 15:03

Hey team, I've come across a few possible improvements to Nucleus during my work on refactoring old nx components to modern Nucleus 1. more than once I've come across a use case where I needed to apply negative margins to a component, but I couldn't use the margin prop on our layout components, since we only allow positive numbers - could we also add negative numbers here (f.e. -5 for -24px)? 2. in order to set margins for both top and bottom/left and right, you need to explicitly write these rules down, even if their values are the same - could we introduce a shorthand (just like in CSS) to set both sides at once (something like vertical / horizontal)? 3. right now, if I want to target a Nucleus component (f.e. Text or an icon) in a styled component, I have to wrap it in an (empty) styled component, so that it actually receives a className from styled components, could we do this on the level of Nucleus so that we can avoid having to do this every time we want to target a styled component? I know extending Nucleus components directly is forbidden, but there have been many use-cases where this is useful, so I think we shouldn't limit it (especially if it's hackable this way already), what do 4. I am missing the ability to make the Text component monospace, could we add some prop to it to enable this? 5. I would also like having the overflow option on our layout components, right now I need to create wrappers with only this CSS rule and I can't put it directly onto the Nucleus components, is this in the plans for the recent future? Ideally we could also have a way to apply ellipsis without CSS, since we already have the truncate component, but sometimes there isn't a need to show a tooltip if it overflows... 6. I found out that I couldn't use the SpaceBetween component because it doesn't have alignItems prop, it only allows to change the direction, I ended up using Flex with justifyContent="space-between", could we expand the list of props available on components extending Flex for more flexibility? Sorry for quite a long list, I wanted to sum it up into one post instead of writing it at the time I found the issue, hope it's not too much 🙄 👛







Feedback repository

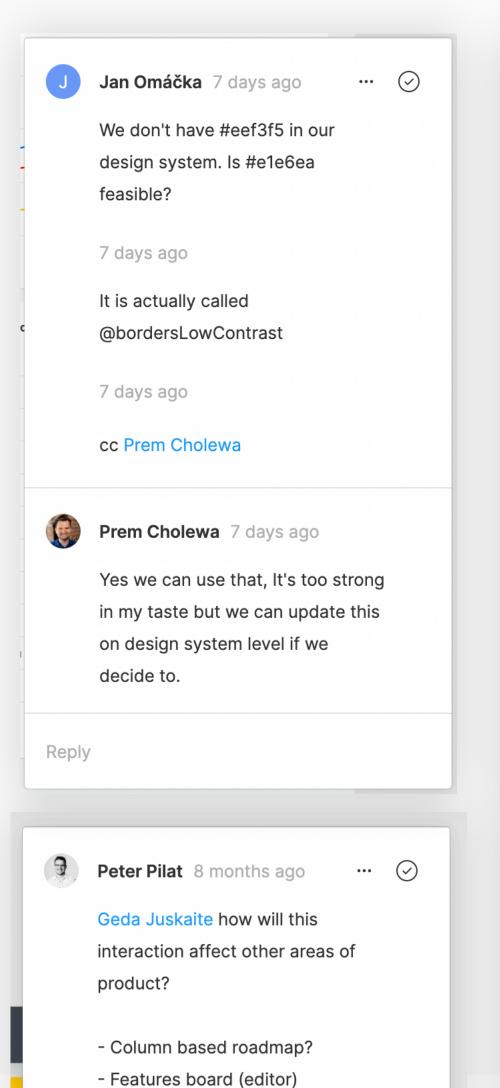
Backlog of ideas

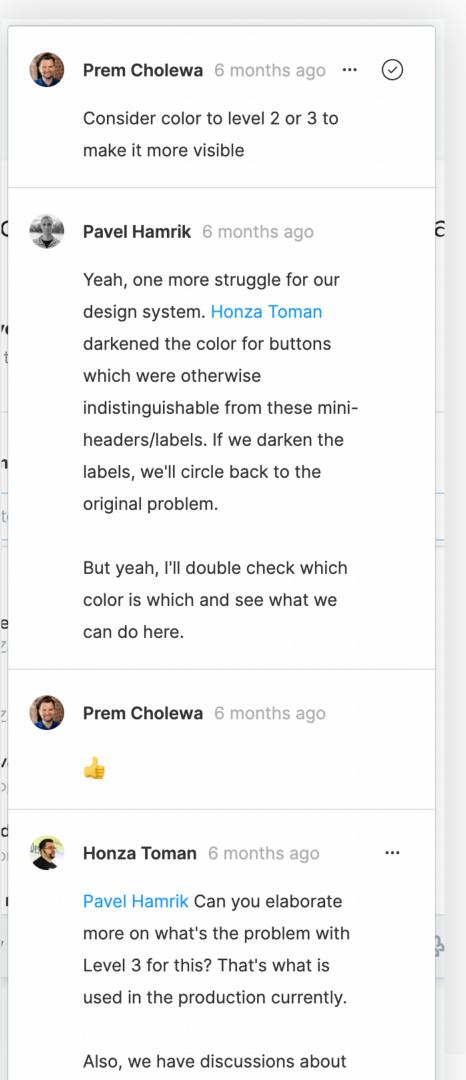
A single system of record for us:

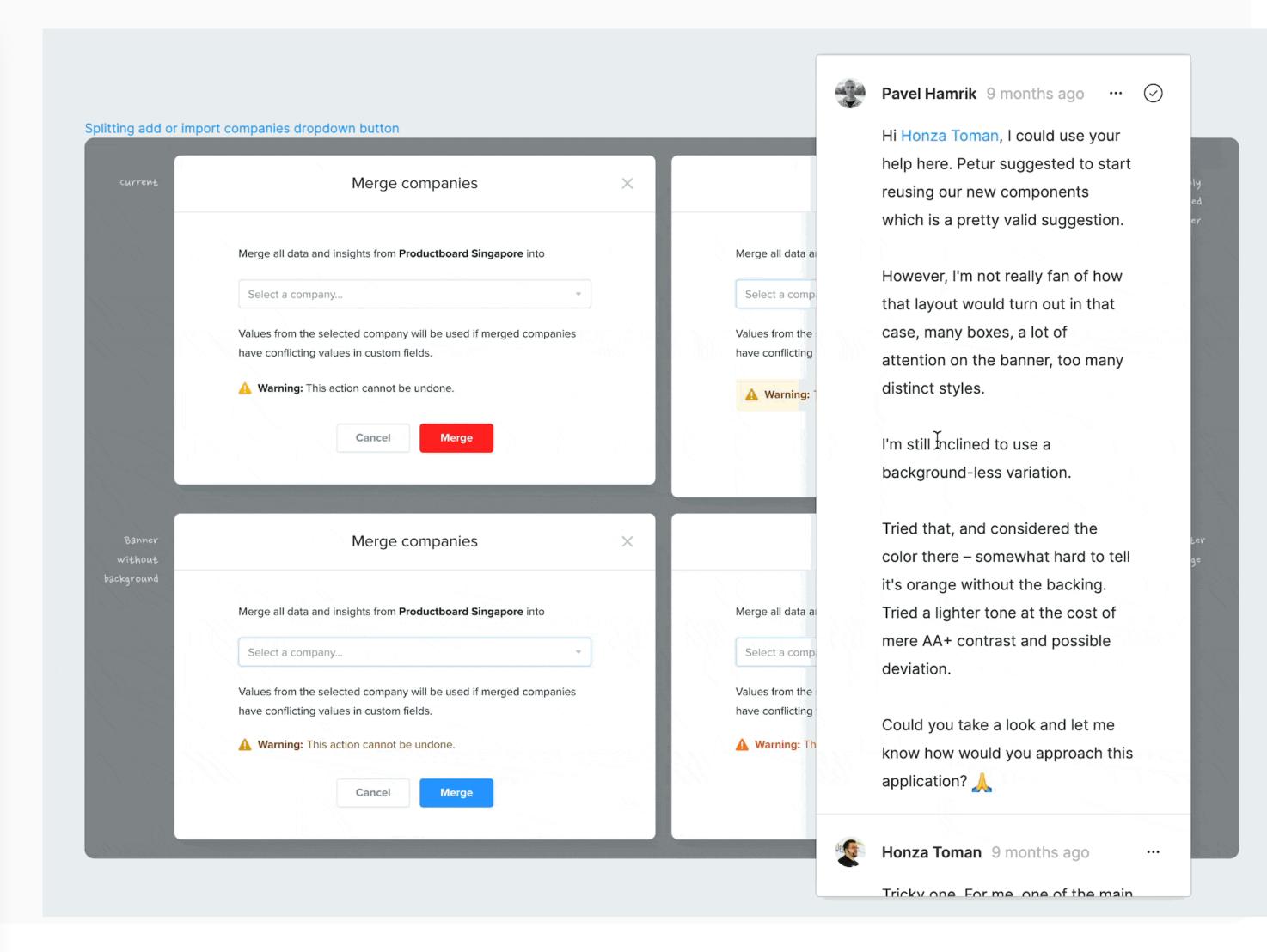




It's where design conversations happen.

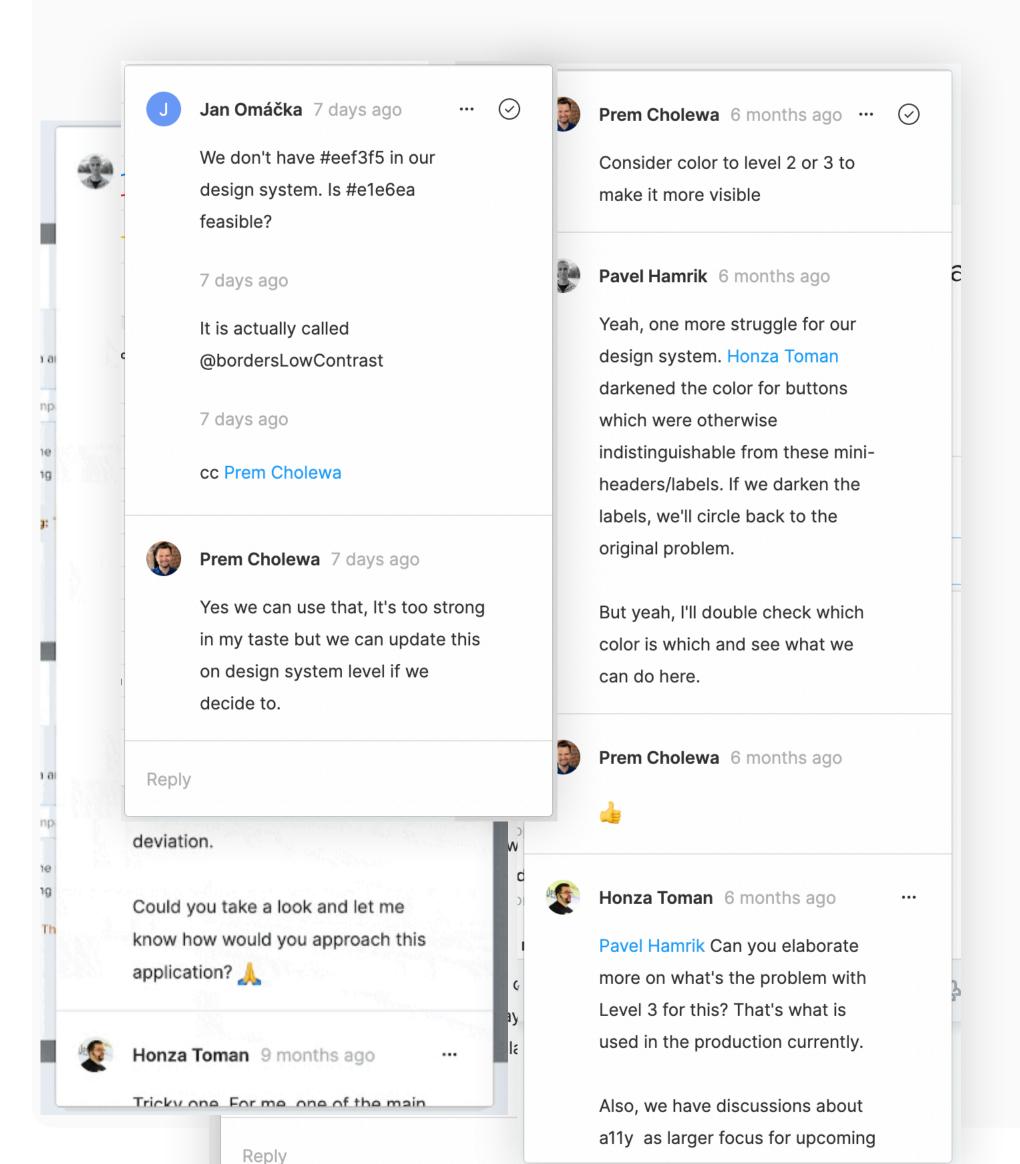


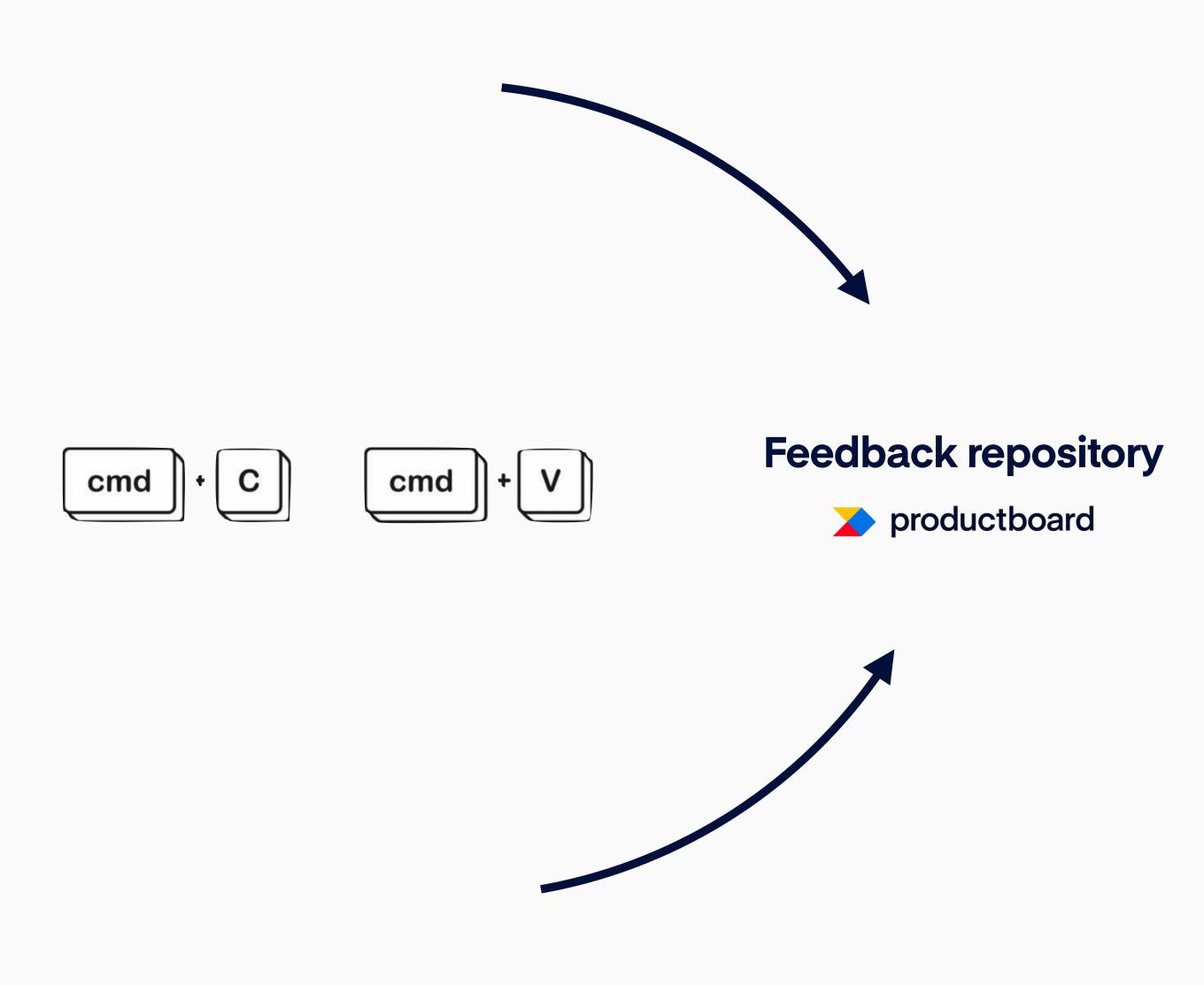






It's where design conversations happen.



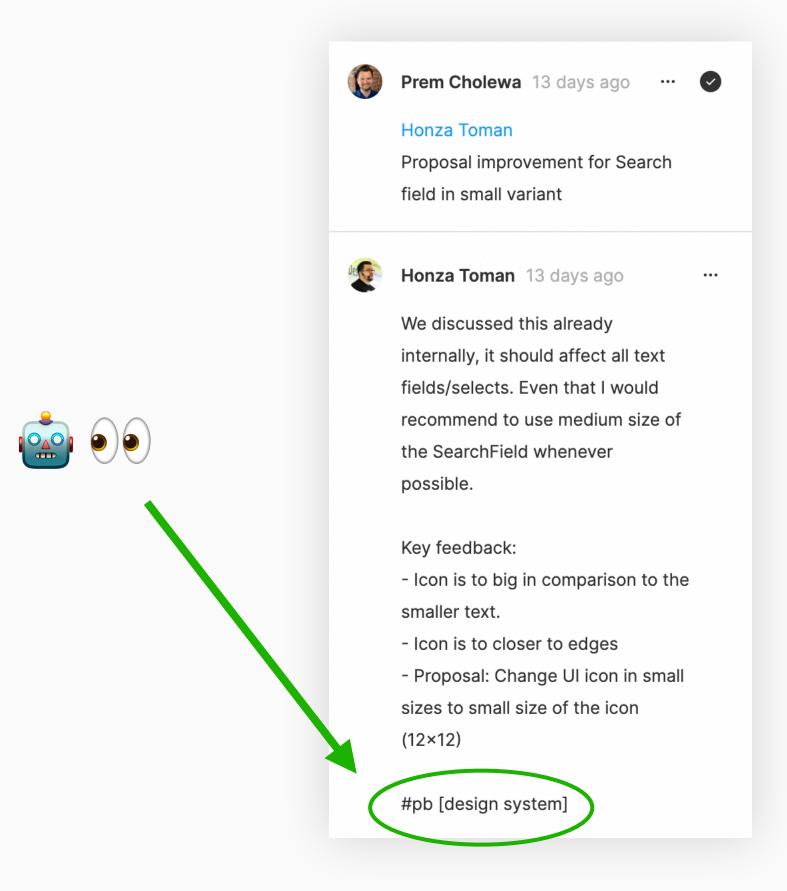




Me: "There has to be a better way."

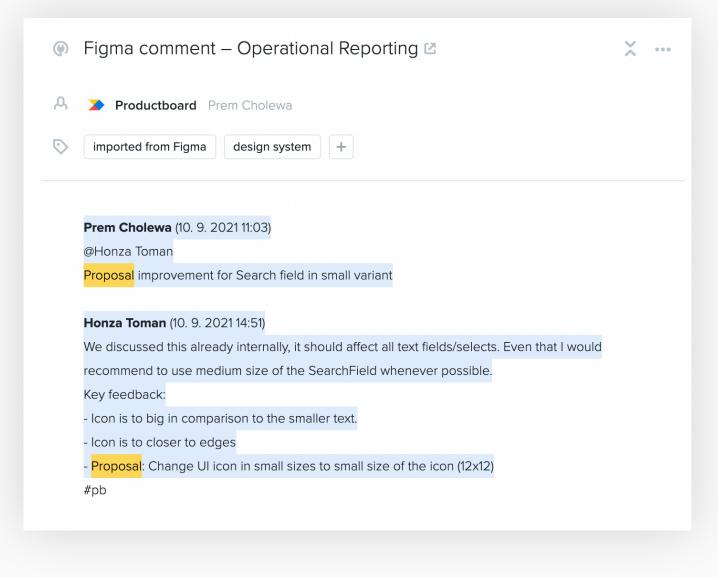


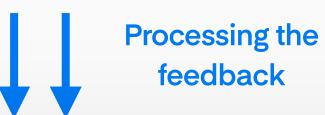
Figma REST API to the rescue!





My small script doing some magic pulling comments via Figma REST API





Change size of the icon in small size variants

Make sizing more visually balanced for small/tiny components

A single system of record for us:





Where the conversation happened



3 Figma teams

(Design System, Product, Brand & Marketing)

25+ projects

(Roadmap, Insights, UI library, Documentation, ...)

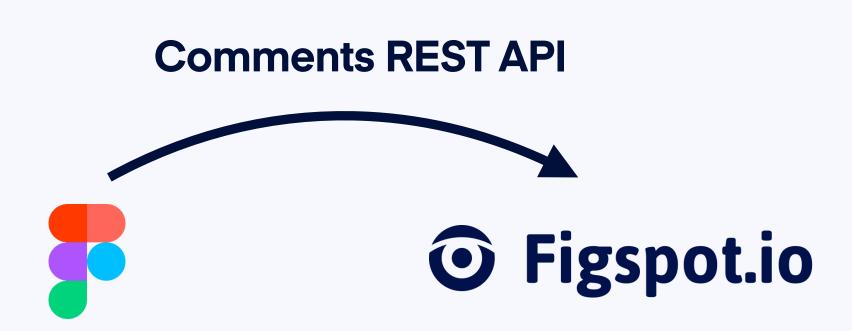
400+ files

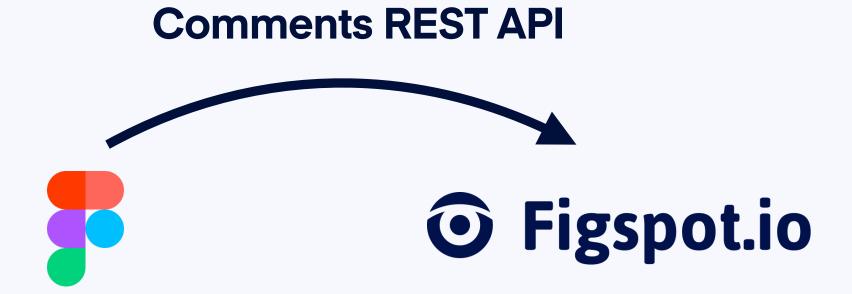
14000+ comments



How can I easily discover important insights across so many files and comments?

How can I easily discover important insights across so many files and comments?



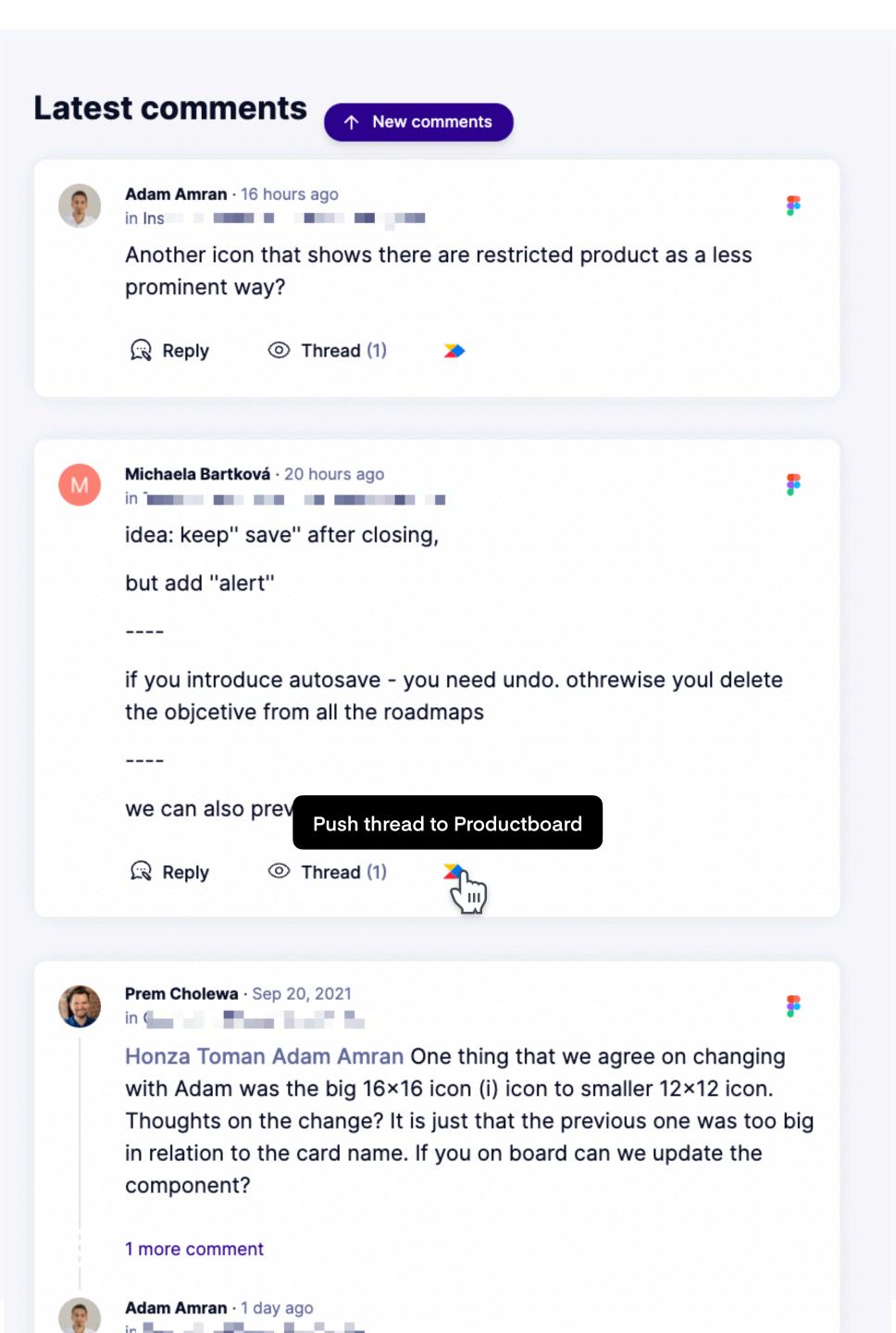


25+ projects

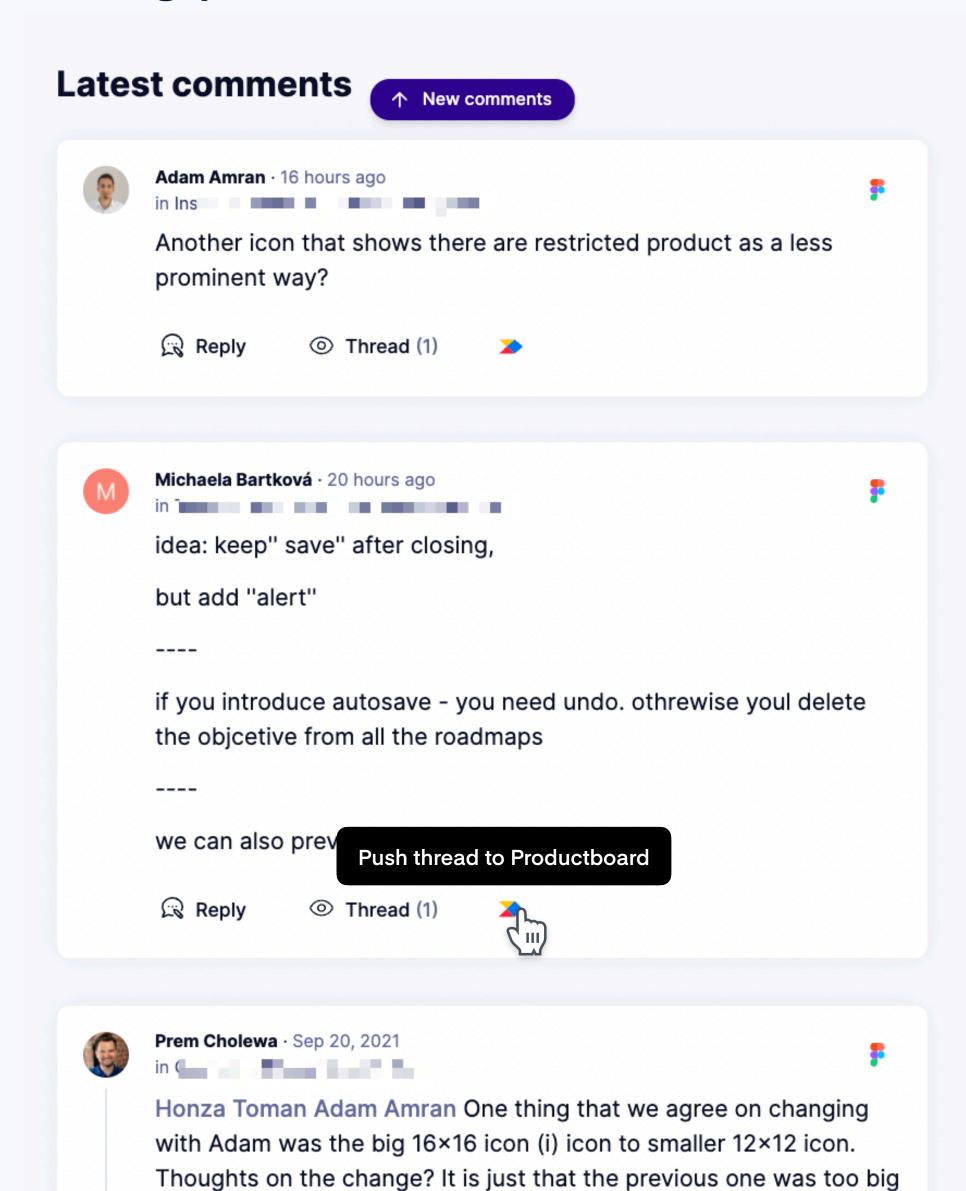
(Roadmap, Insights, UI library, Documentation, ...)

400+ files

14000+ comments



© Figspot.io



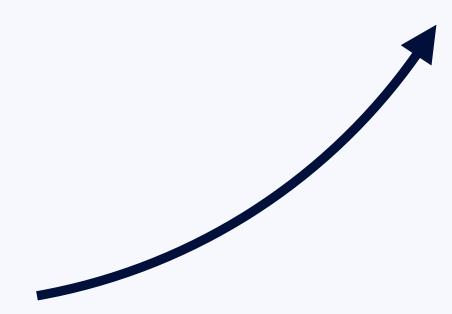
in relation to the card name. If you on board can we update the

component?



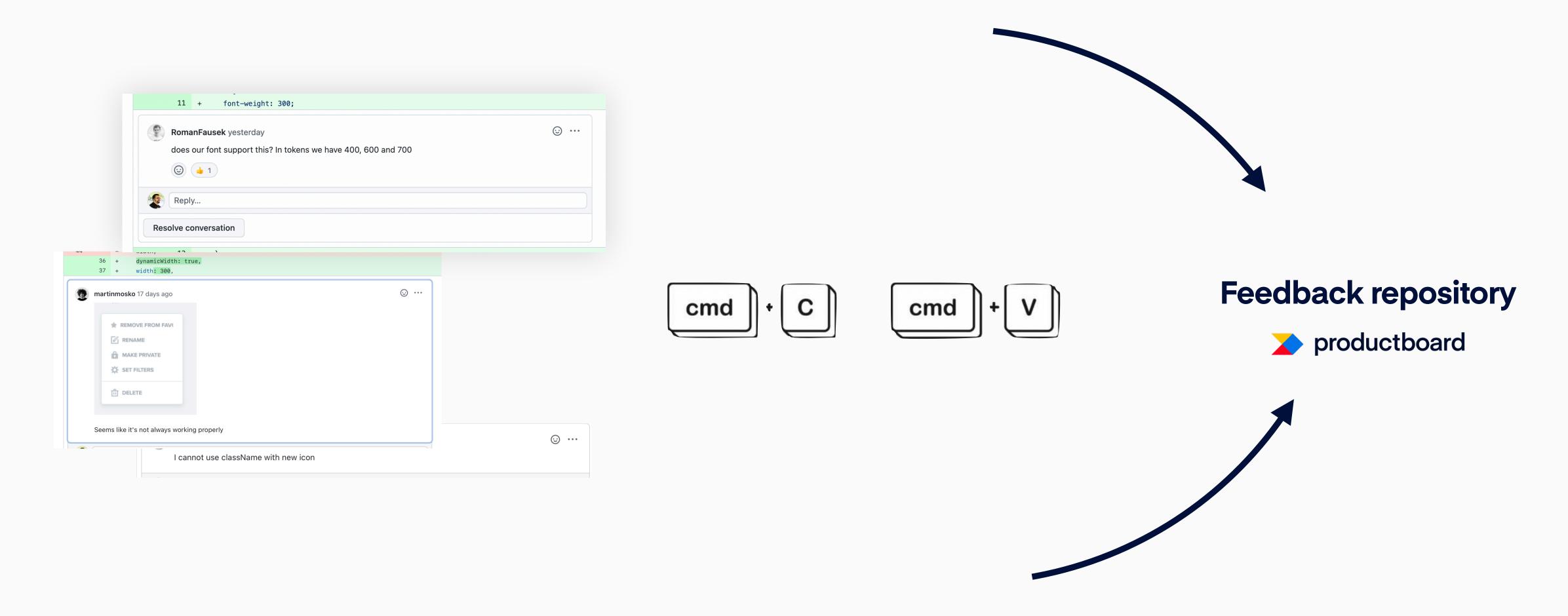
Feedback repository





GitHub

PRs full of engineering feedback.



Future: Automate it via GitHub Action?

Let's not forget internal meetings!

Design critique I (Insights+Scale)

Tuesday, September 14 · 2:00 - 2:50pm Weekly on Tuesday

Design critique II (P&R + Growth)

Thursday, September 16 · 6:00 - 6:50pm Weekly on Thursday

Design Office Hours for Nucleus

Thursday, September 16 · 4:00 - 5:00pm Weekly on Thursday

Honza / Misa

Thursday, September 23 · 11:30am – 12:00pm

Allie and Honza talking about copy

Friday, September 24 · 10:30 – 11:00am Weekly on Friday

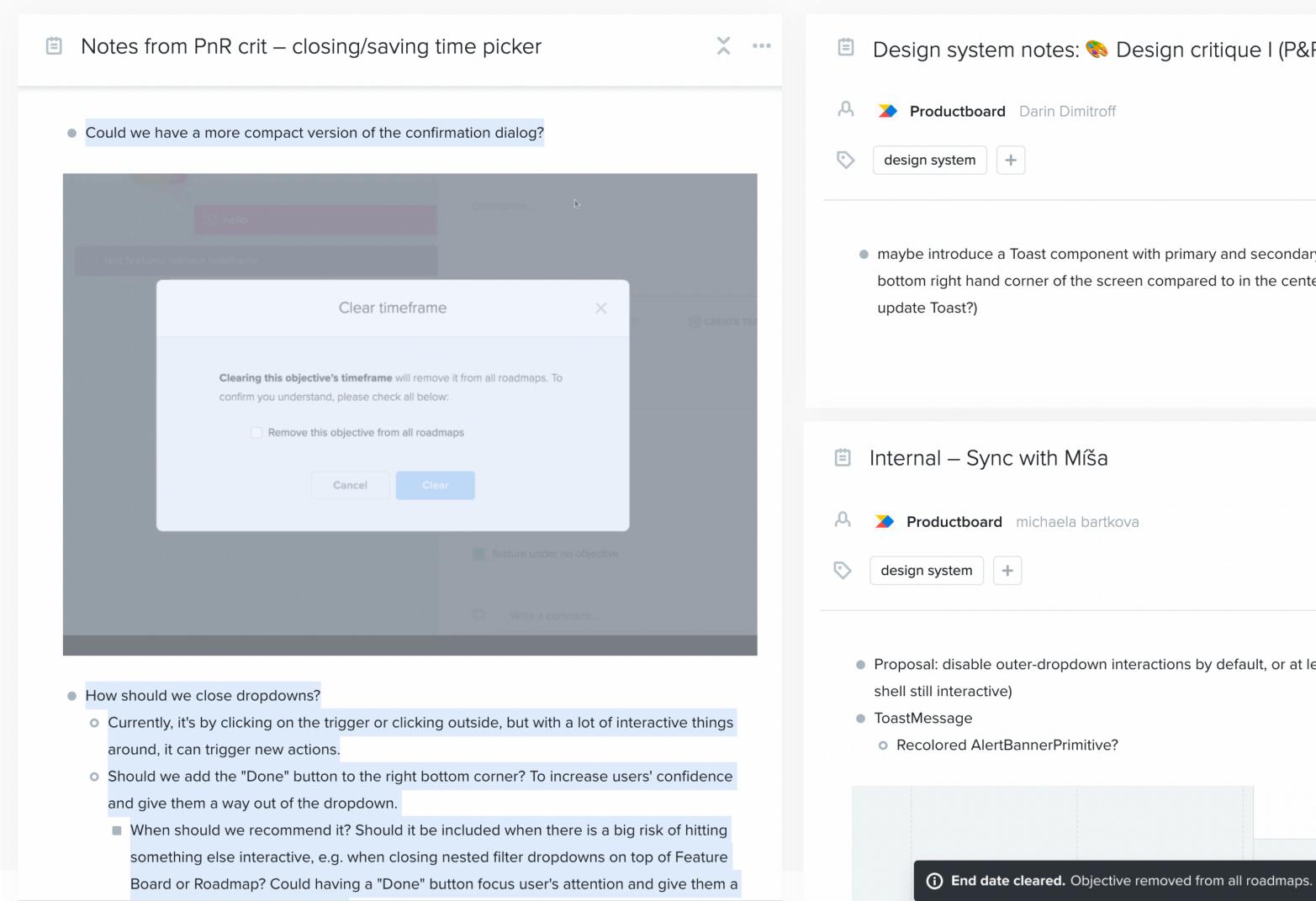
 Honza / Filip - Bulk actions pair design

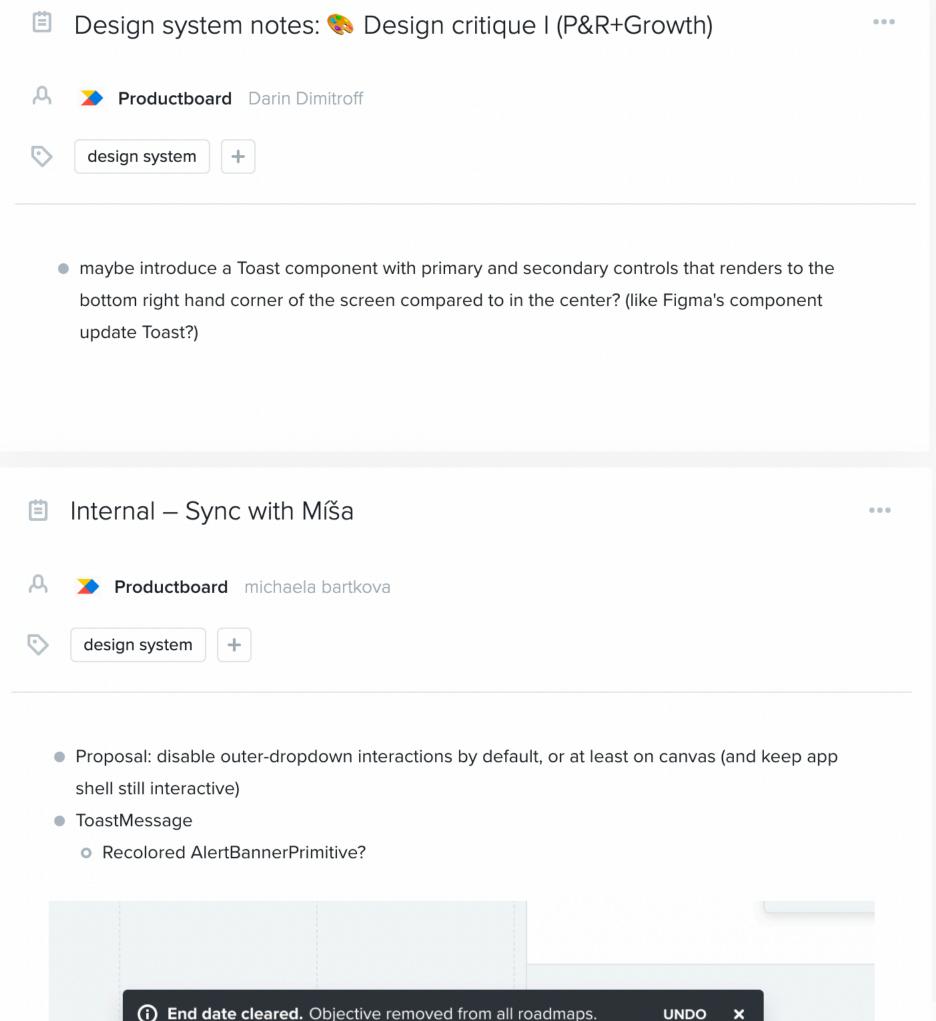
Thursday, September 16 · 3:00 – 3:45pm

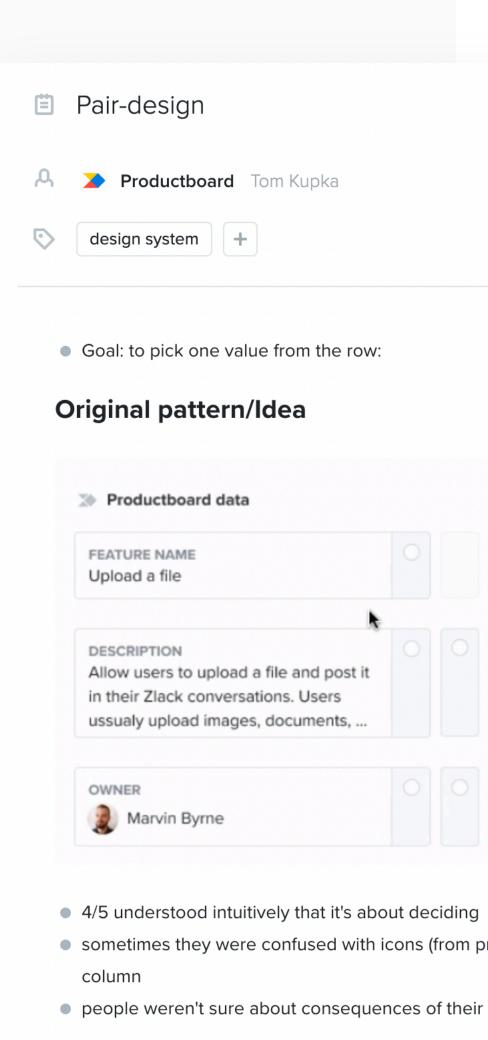
Honza / Pavel pair design

Thursday, September 16 · 2:00 - 2:50pm

Taking detailed notes

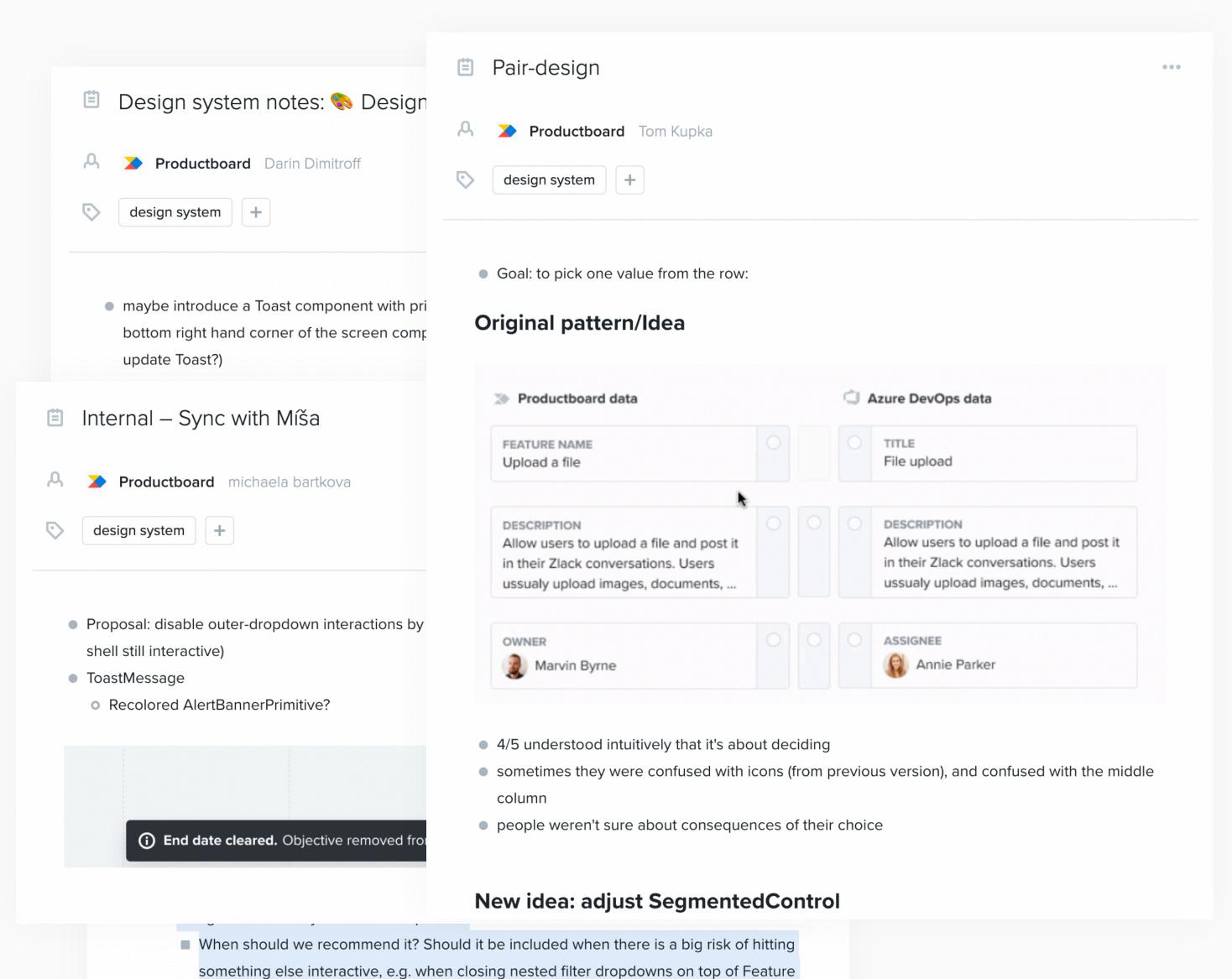




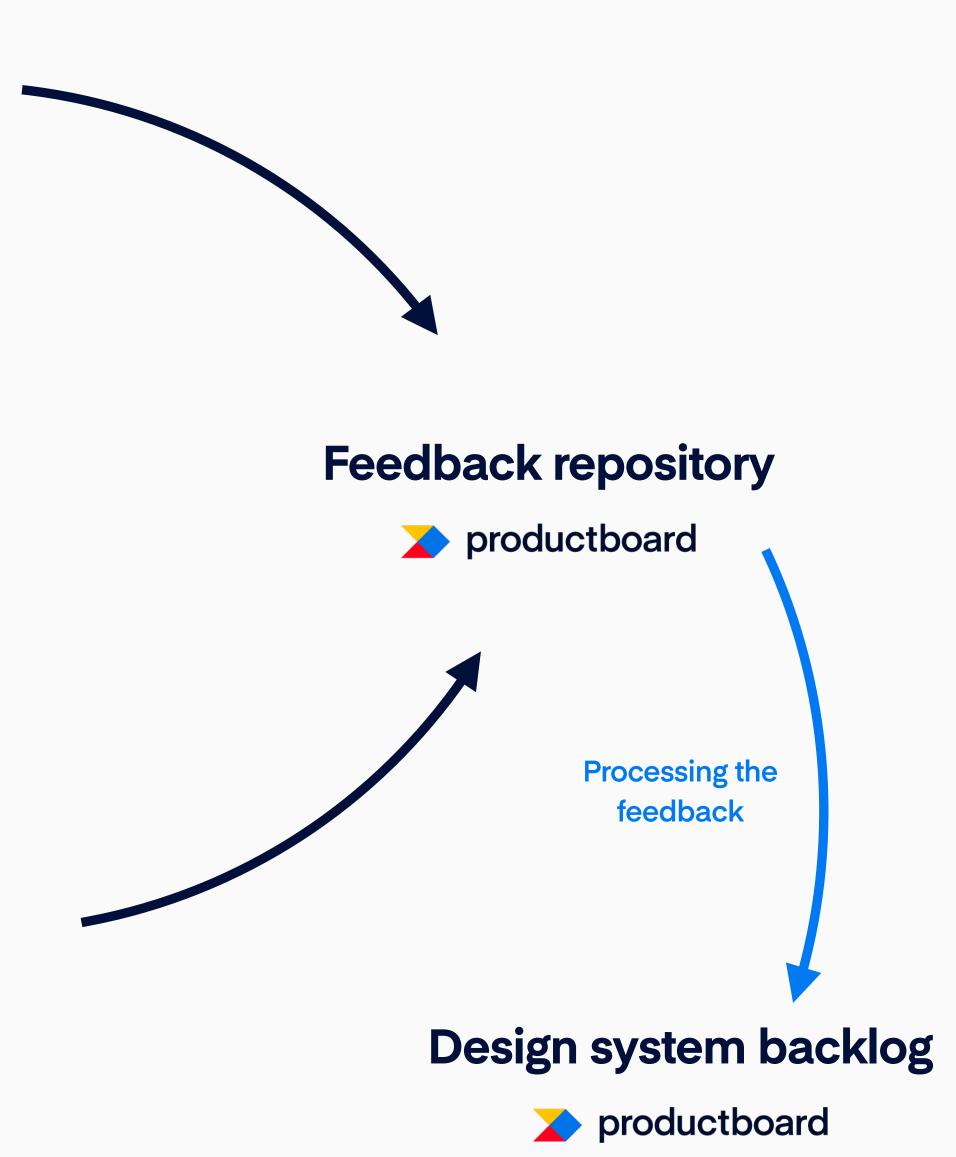


New idea: adjust SegmentedContro

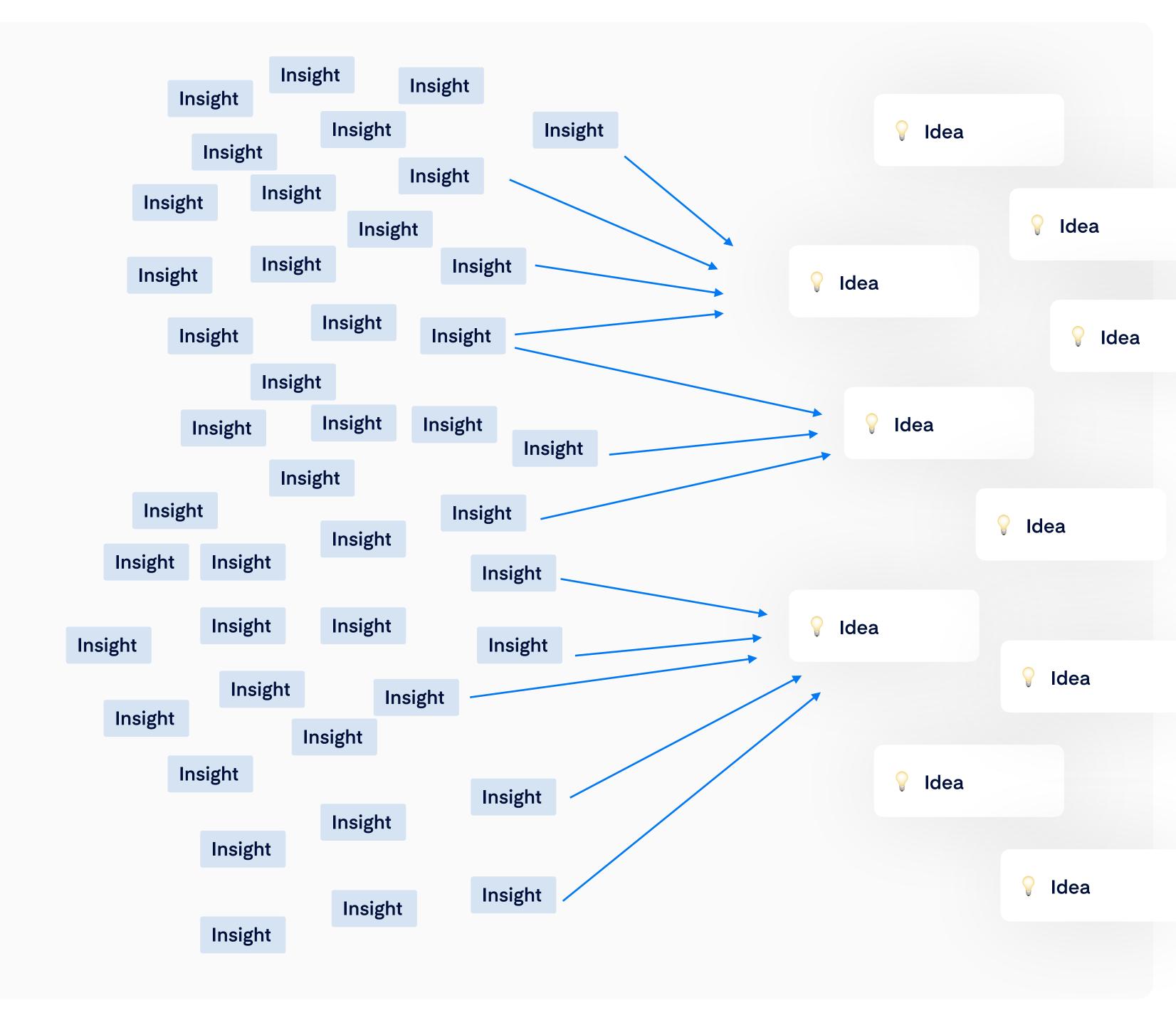
Taking detailed notes



Board or Roadmap? Could having a "Done" button focus user's attention and give them a



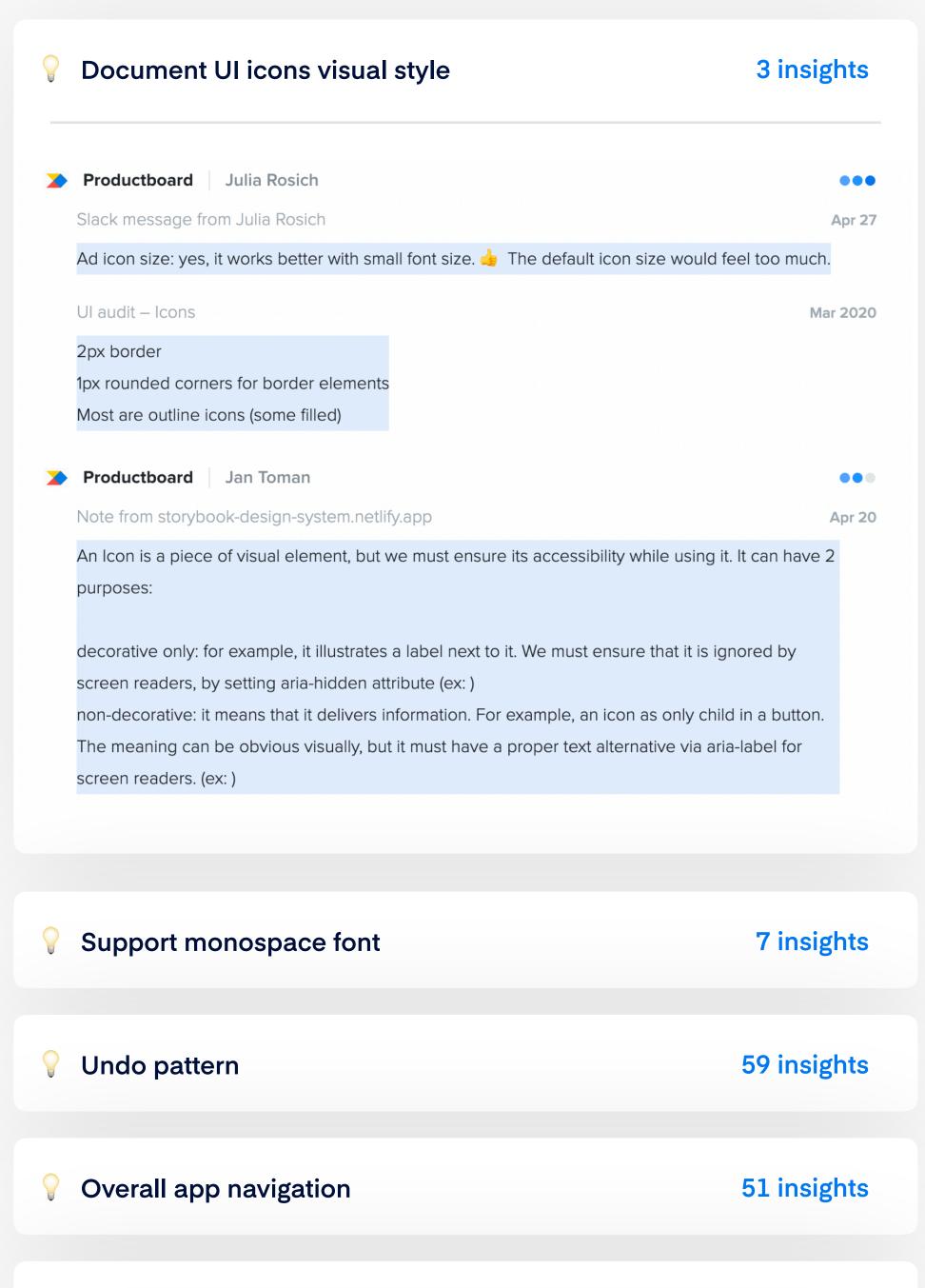
After some time...



After some time...

Document UI icons visual style	3 insights
Support monospace font	7 insights
	59 insights
Overall app navigation	51 insights
	71 insights
Deprecation strategy	12 insights
Propdown 1.0	12 insights
Status color palette 2.0	72 insights
Page Better file organization in Figma	11 insights
Park mode	40 insights
Horizontal scrolling issues	34 insights

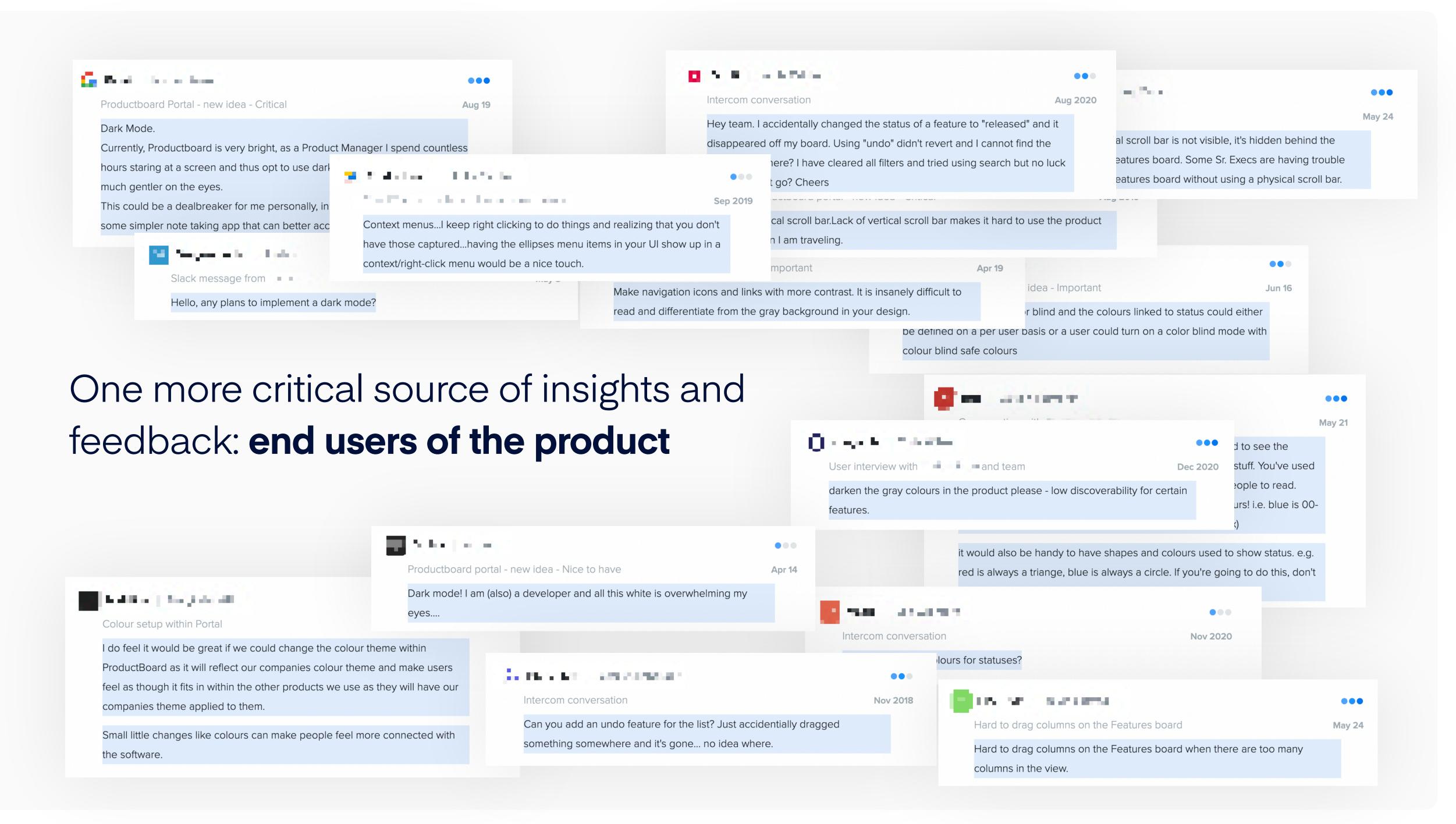
After some time...

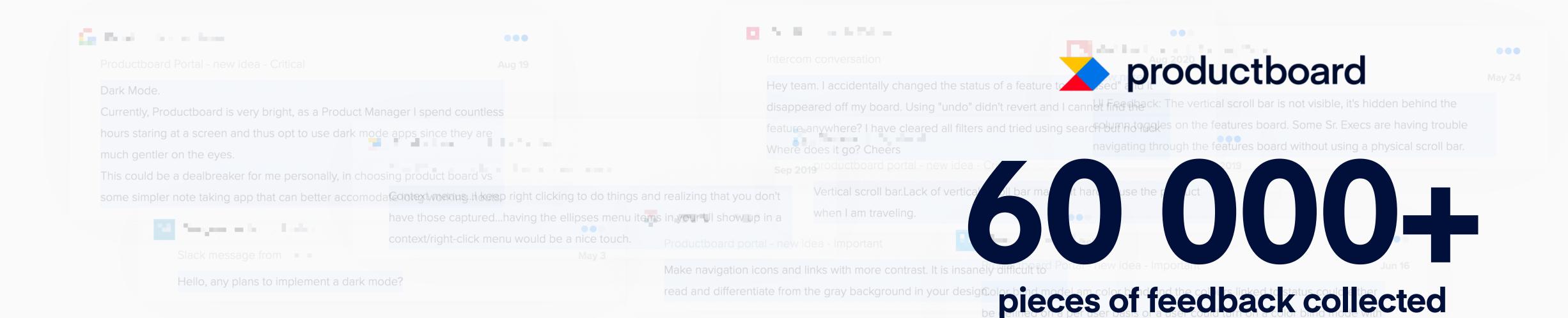




Low contrast UI

71 insights





A CONTRACTOR OF THE PARTY OF TH

One more critical source of insights and feedback: end users of the product

Baltin | South to the



over past 7 years

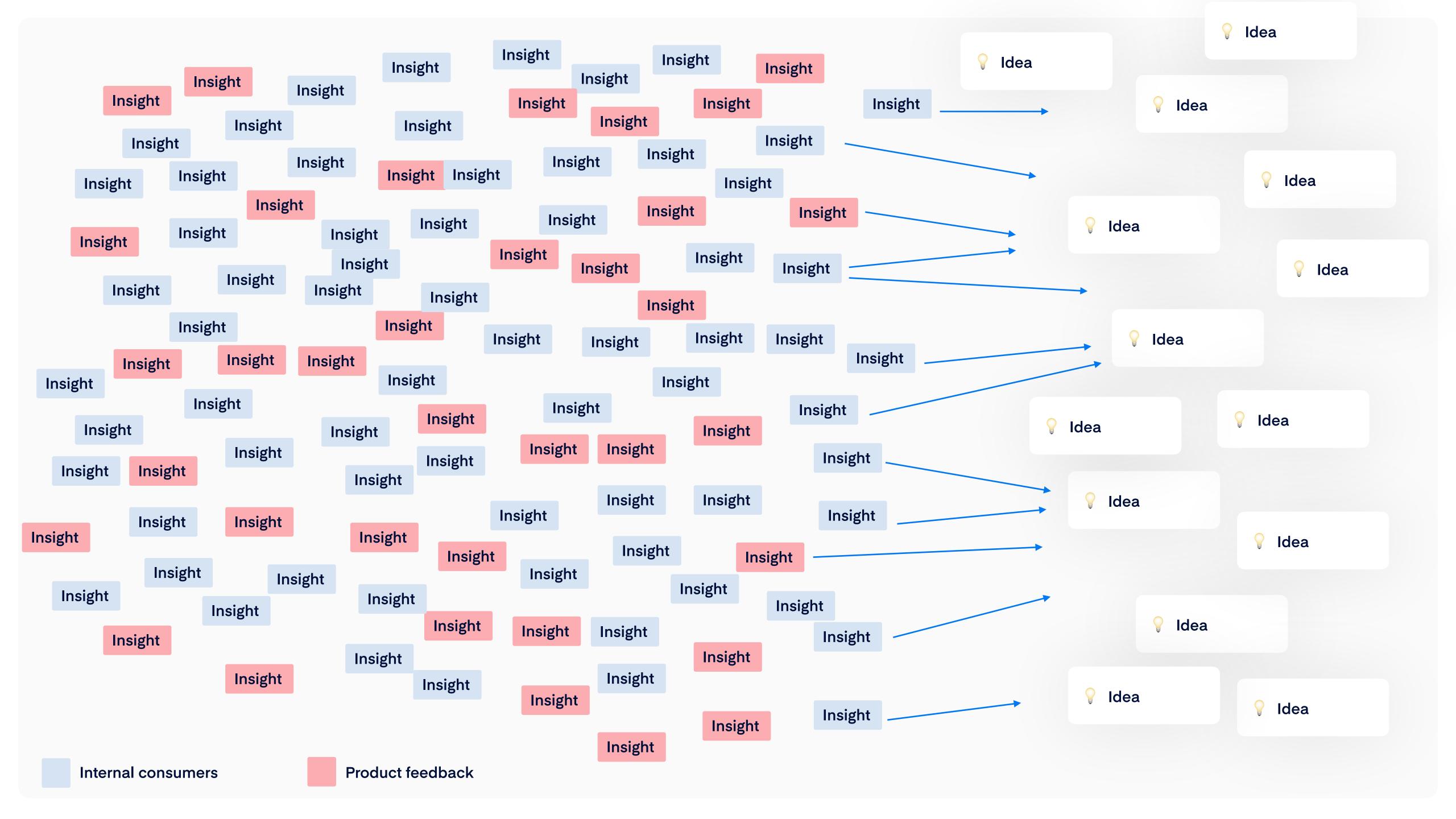
A huge opportunity

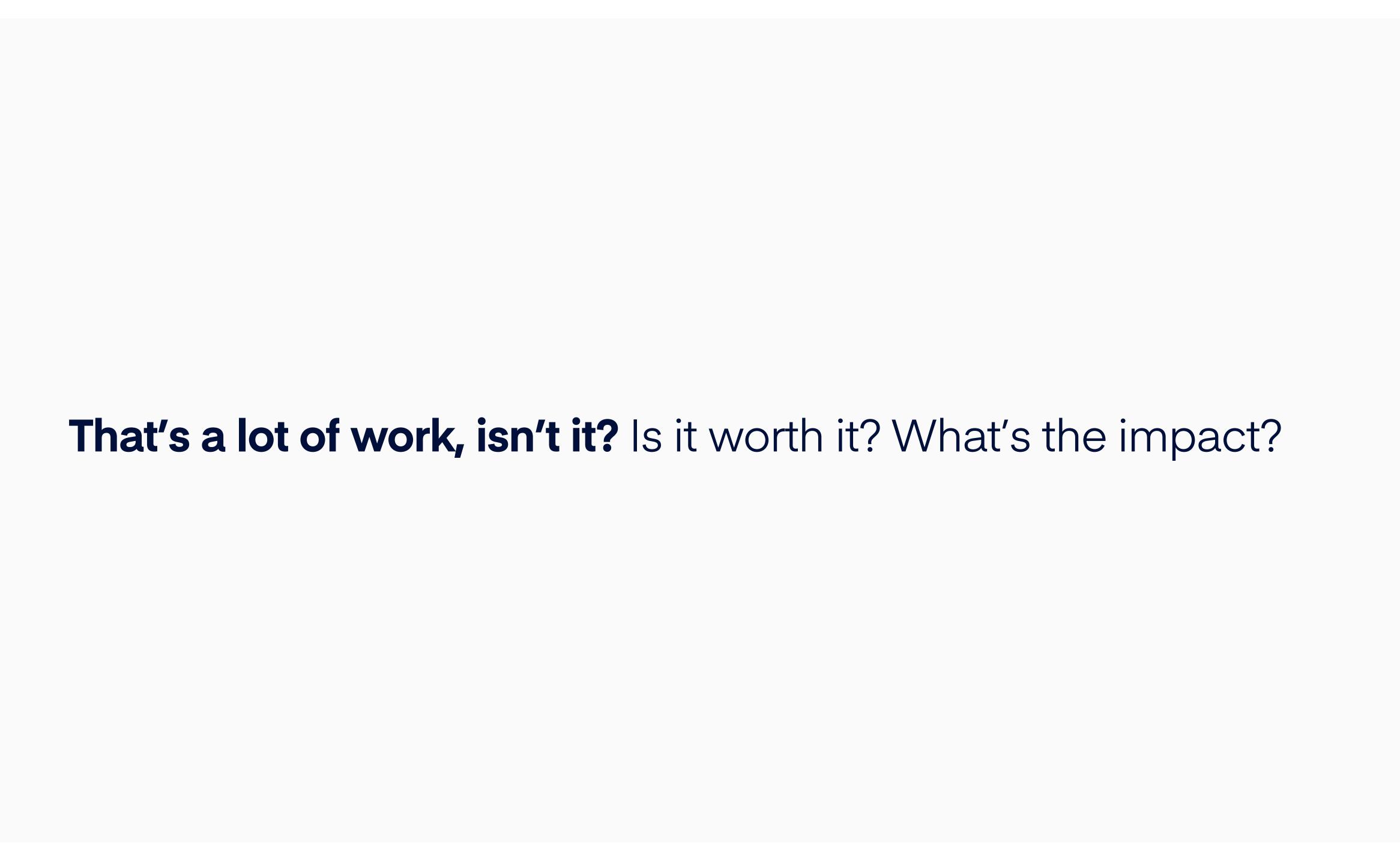
Track design systems feedback within the exact same repository where other product teams track feedback on the product itself.

The same feedback repository



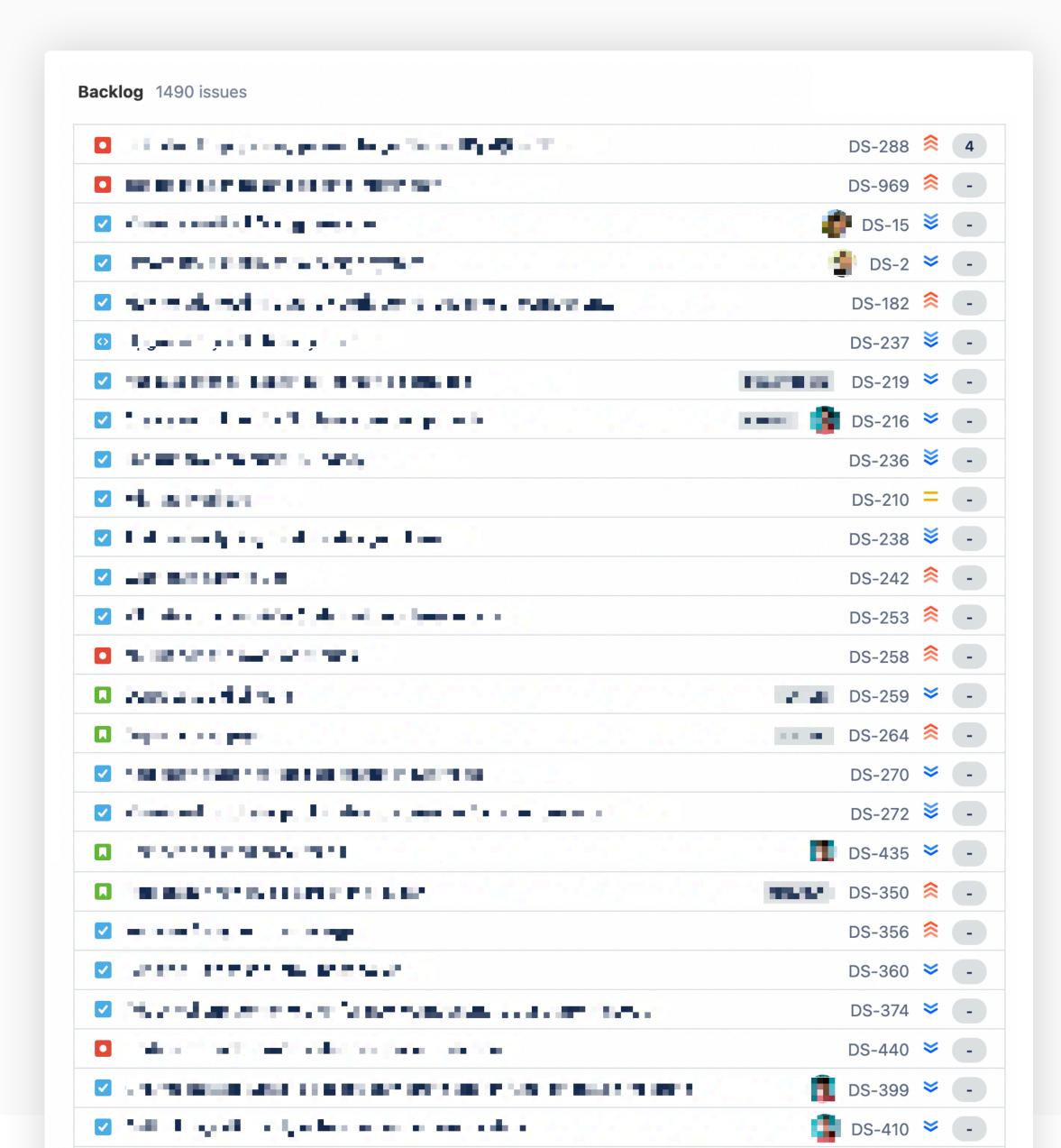








Instead of this...



...we have this!

Dorle mode

Document UI icons visual style	3 insights
Support monospace font	7 insights
Undo pattern	62 insights
Overall app navigation	51 insights
	71 insights
P Deprecation strategy	12 insights
Propdown 1.0	12 insights
Status color palette 2.0	72 insights
Better file organization in Figma	11 insights

Ideas sorted by insights count \

No vertical scroll bar visible	117 insights
Low contrast issues	110 insights
Status color palette 2.0	72 insights
Undo pattern	62 insights
Dark mode	40 insights
Horizontal scrolling issue	34 insights
Z-index levels	17 insights
Scrolling with no mouse wheel	16 insights
Automate delivery of design system icons	15 insights

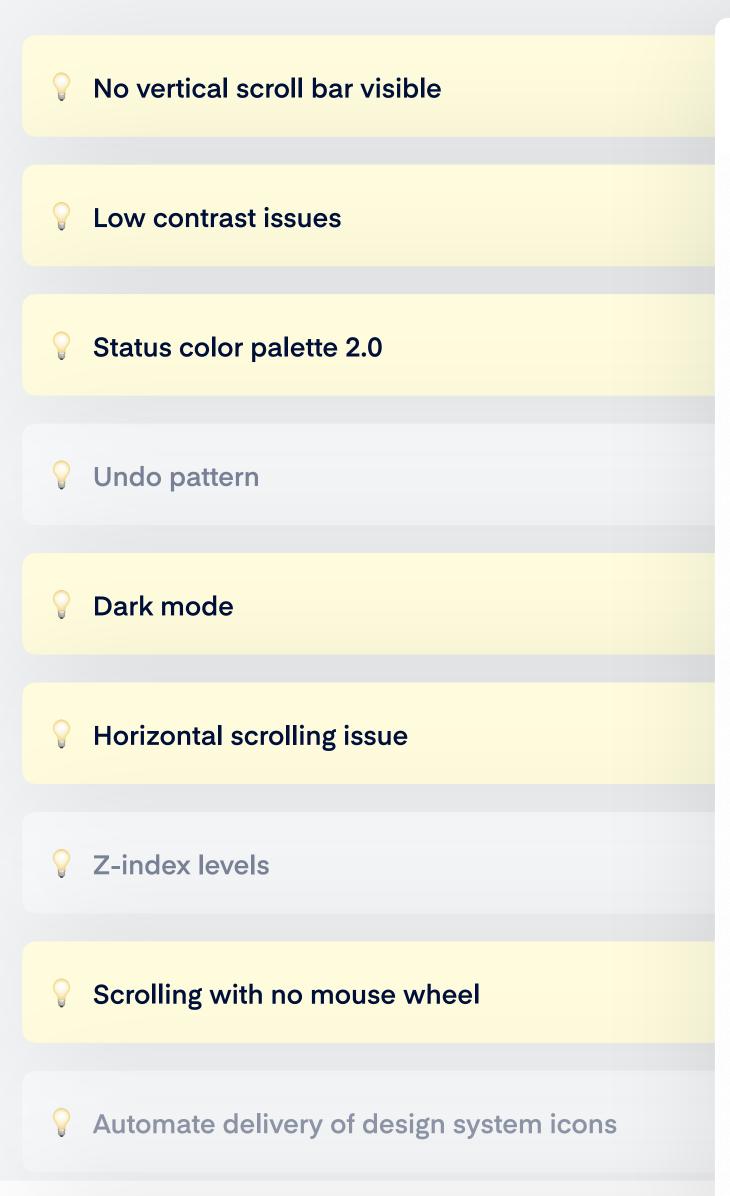
Easy way to spot opportunities

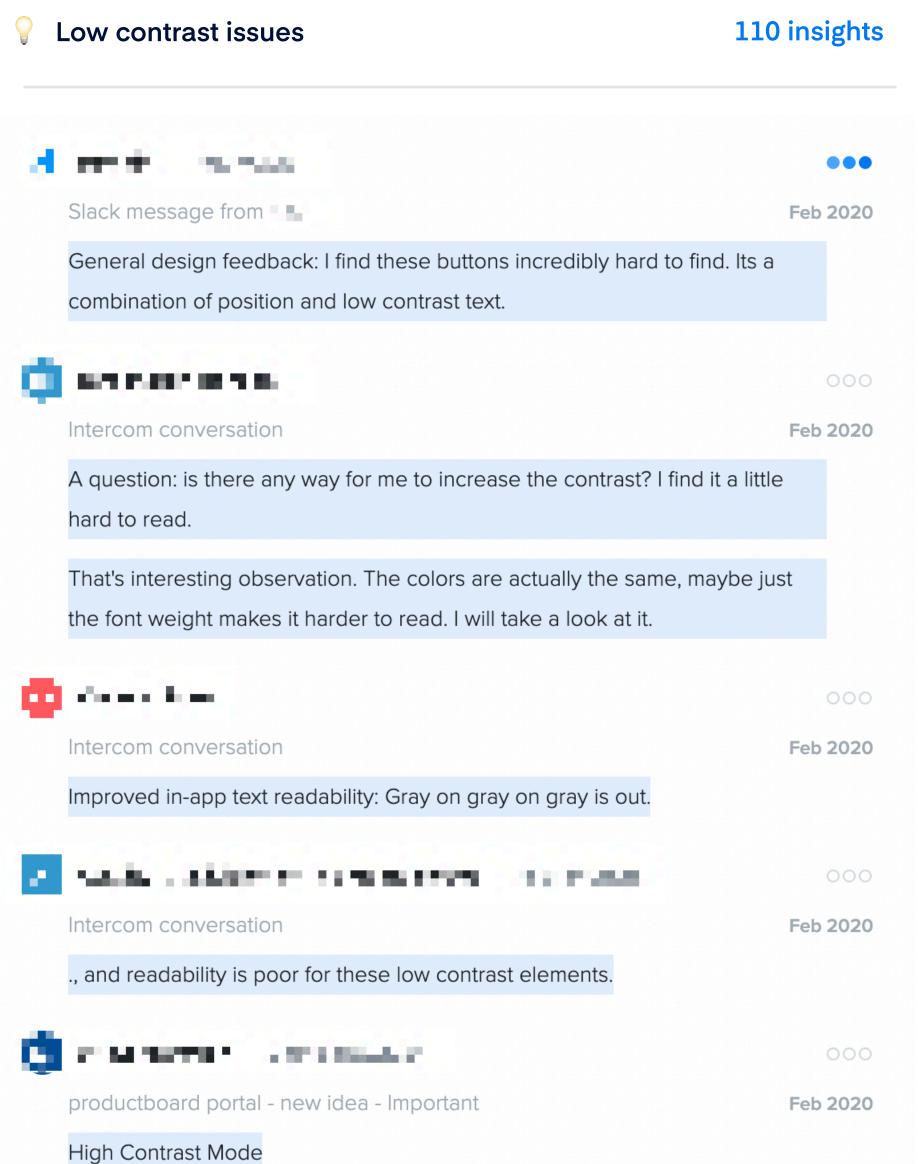
No vertical scroll bar visible	117 insights	
	110 insights	-
Status color palette 2.0	72 insights	
	62 insights	
P Dark mode	40 insights	
Horizontal scrolling issue	34 insights	_
Z-index levels	17 insights	
Scrolling with no mouse wheel	16 insights	-
Automate delivery of design system icons	15 insights	

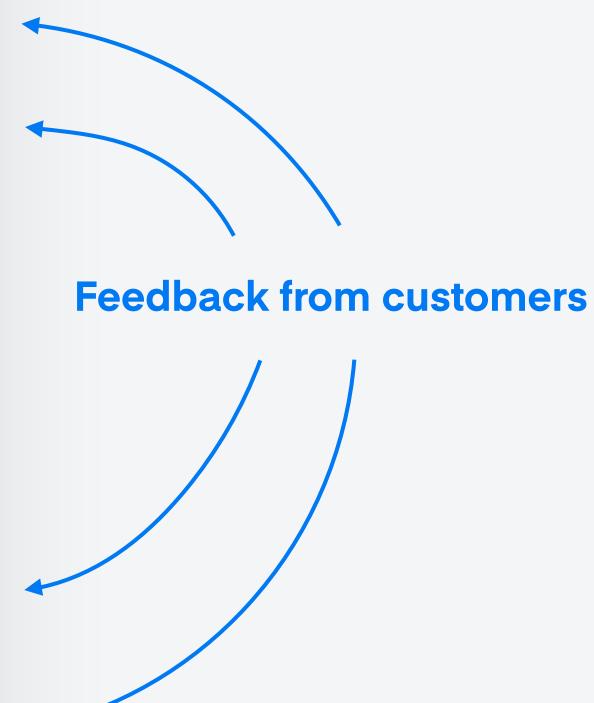


Feedback related to the accessibility of our product

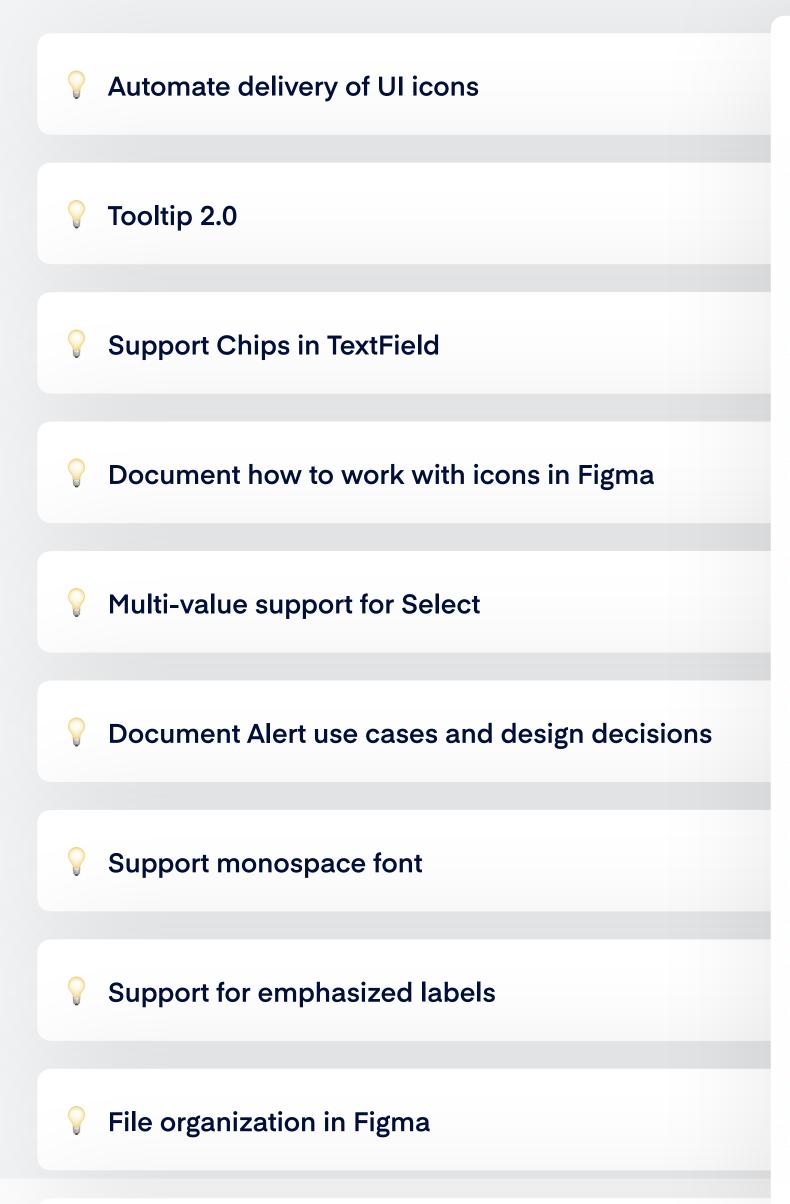
Easy way to spot opportunities (and sell them to business)

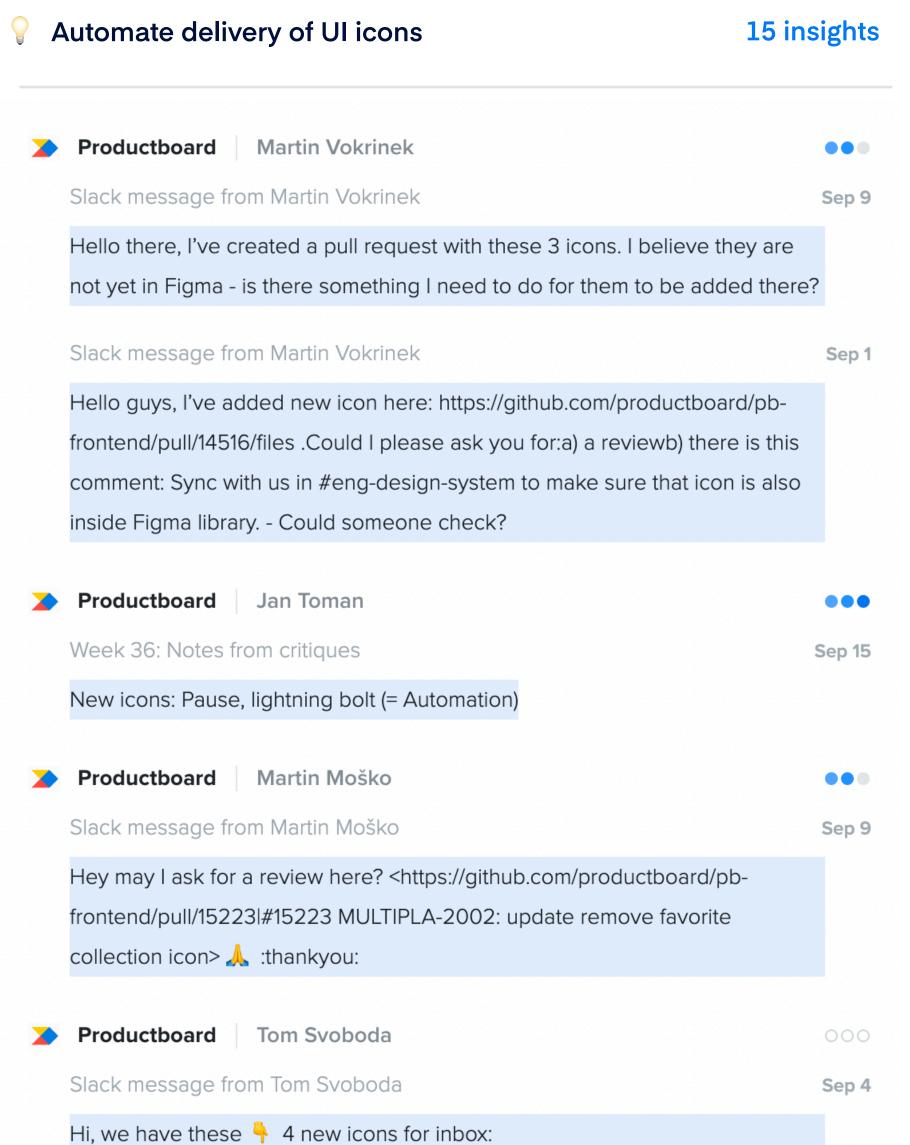


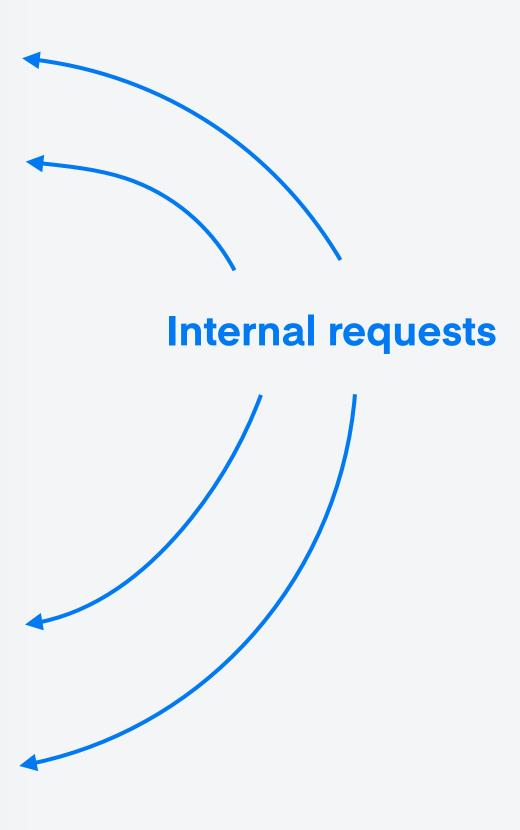




Filtering only internal feedback

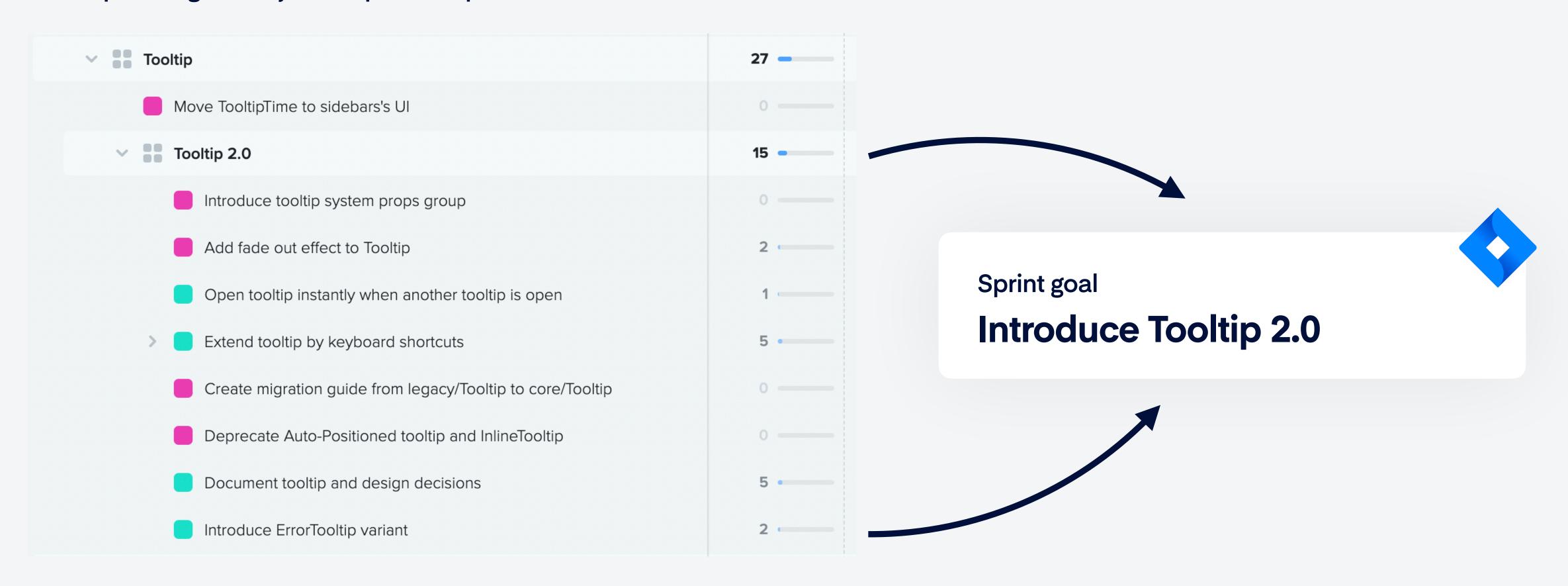




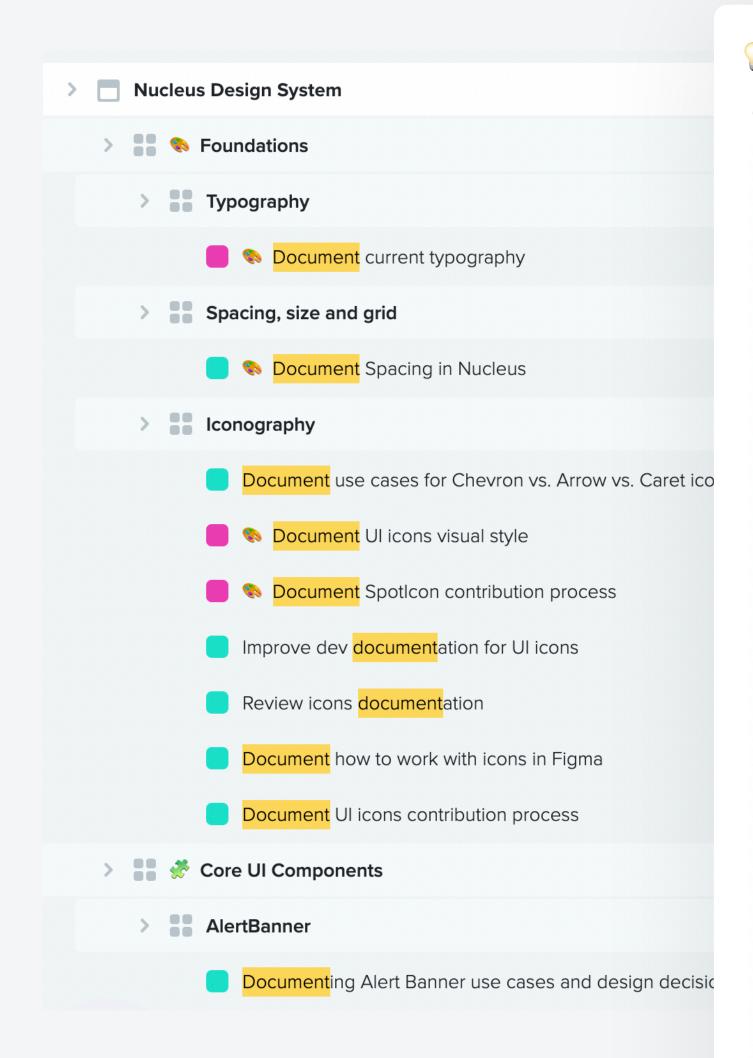


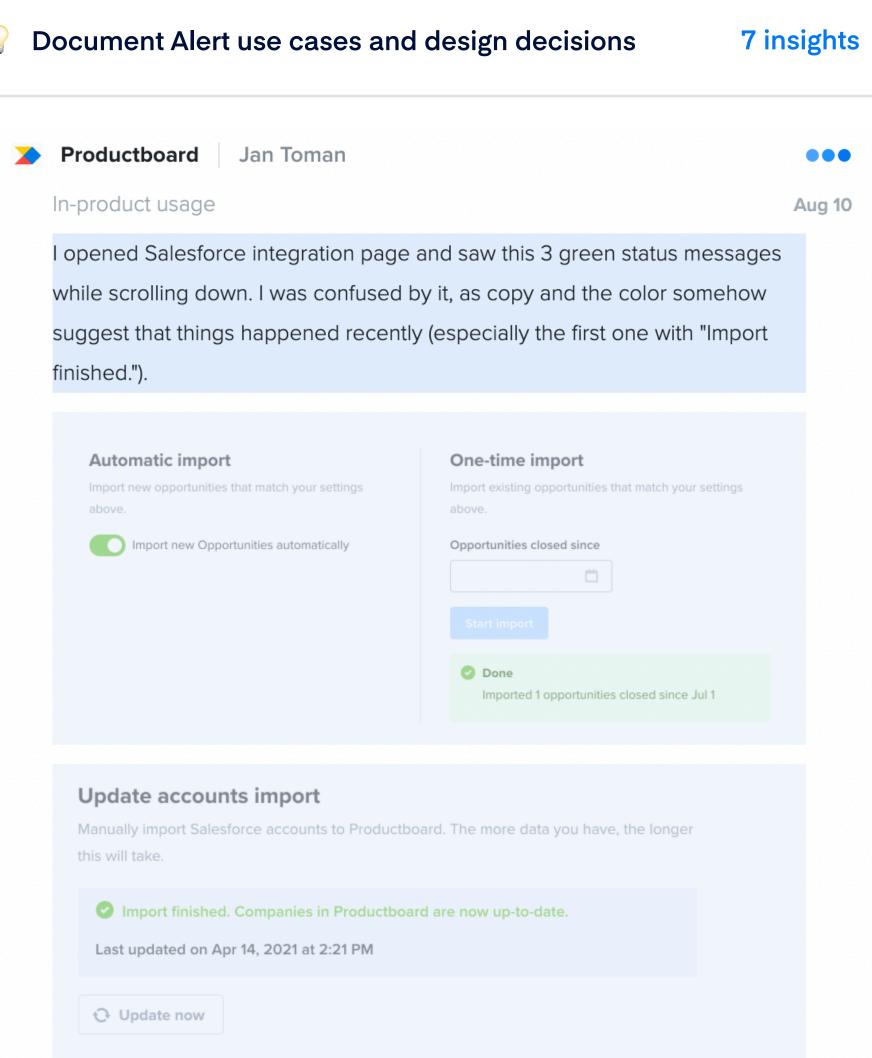
Better observability of the long-term backlog

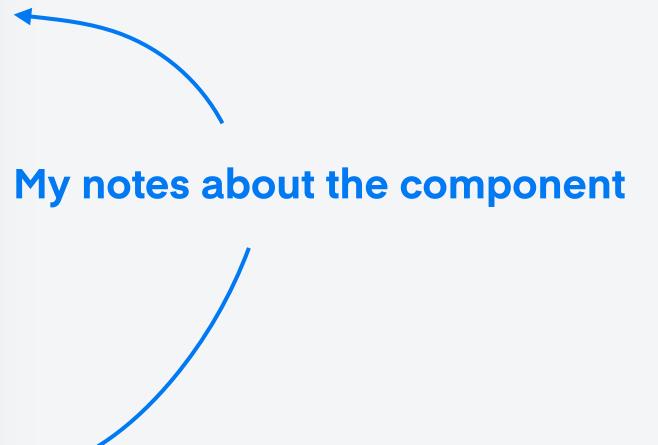
Easier planning for major component updates



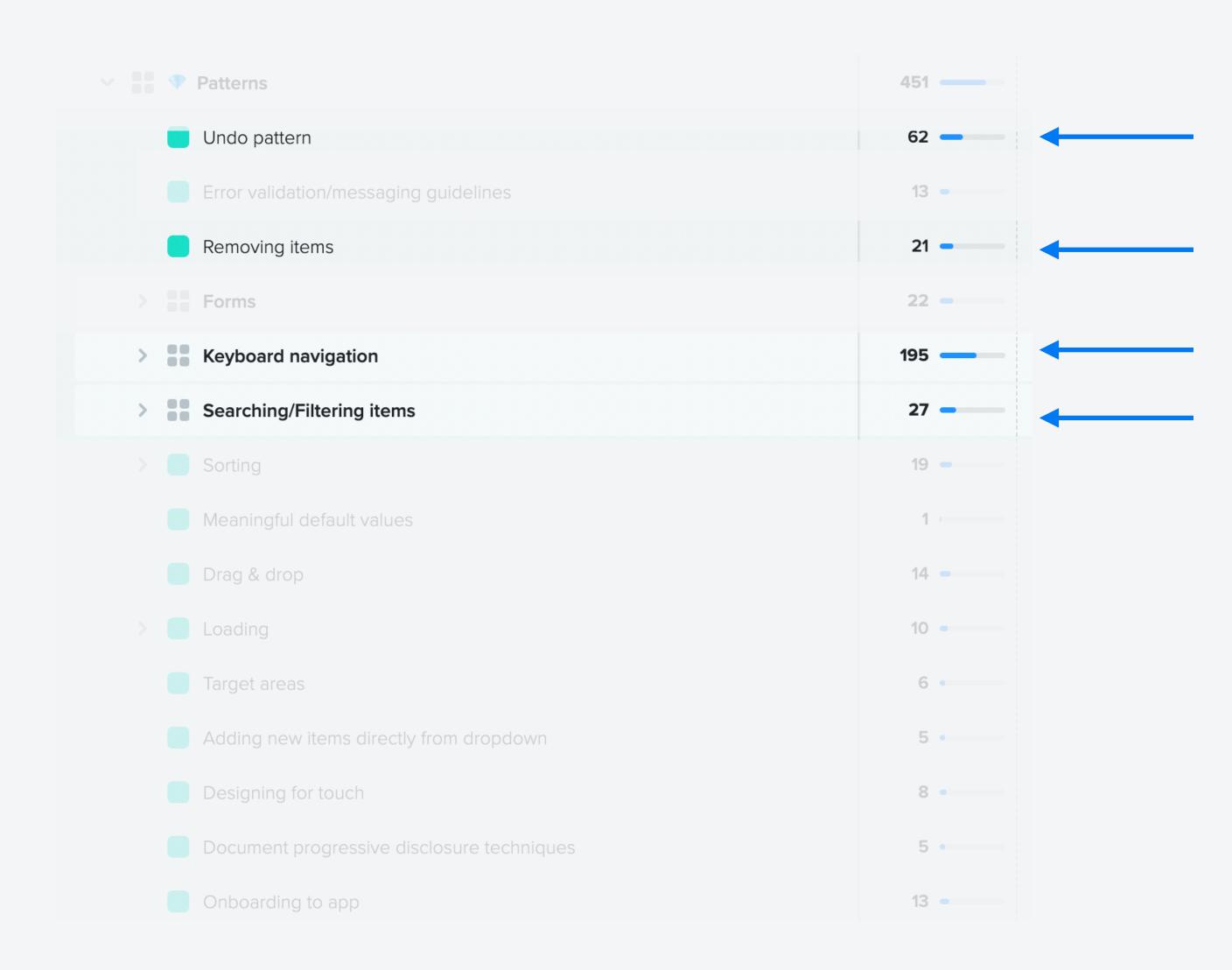
When a new writer joins





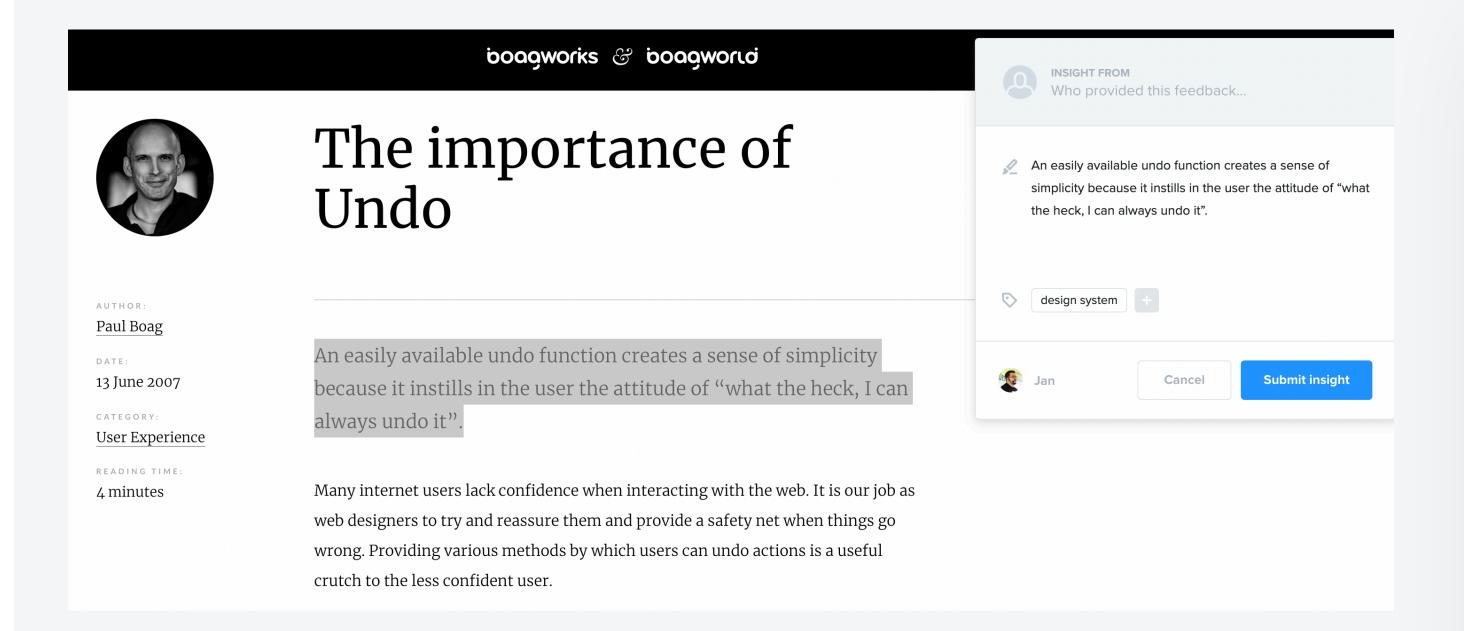


My favorite part of our "backlog": UX patterns

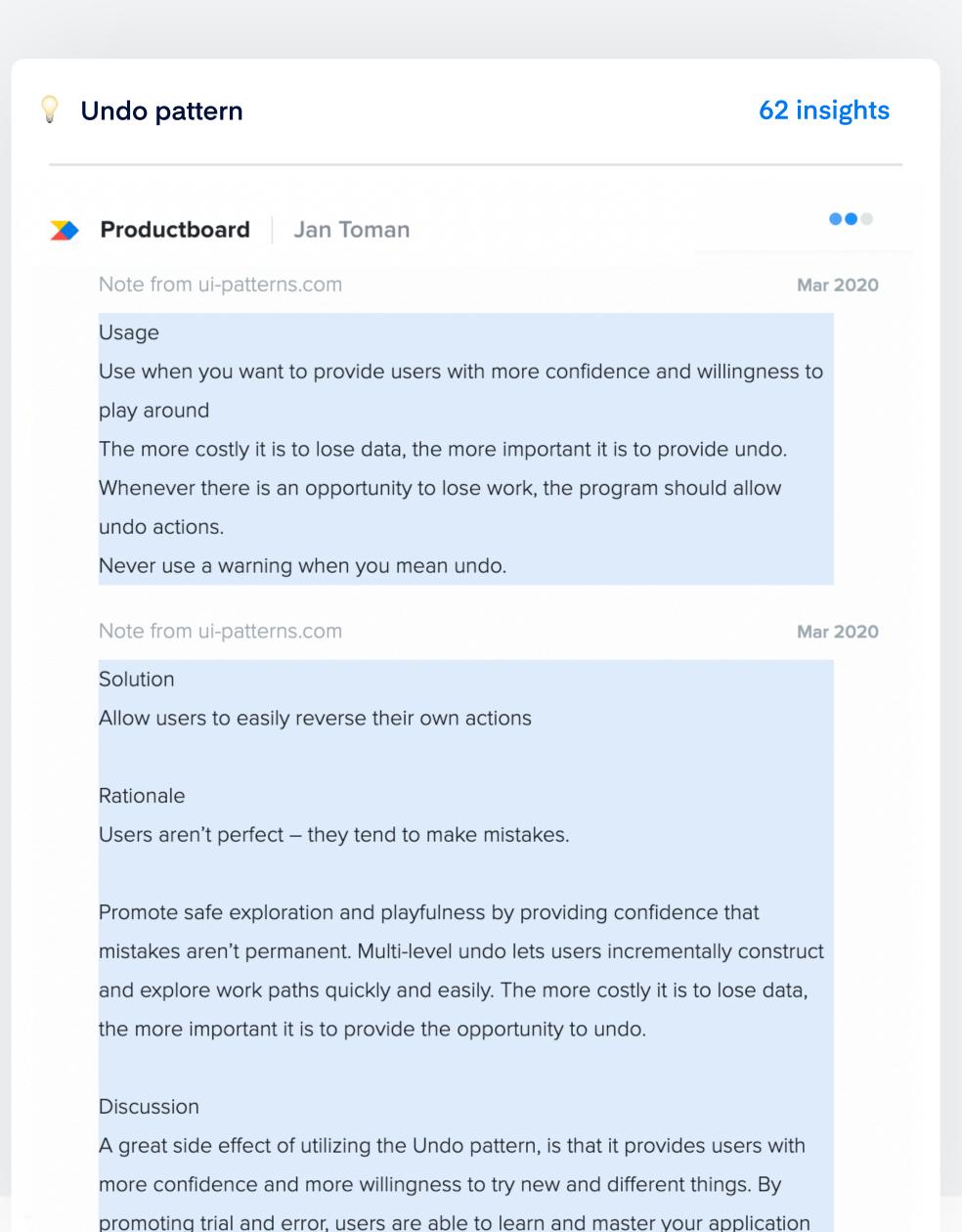


The top candidates of UX patterns to be audited and analyzed

#PersonalHack

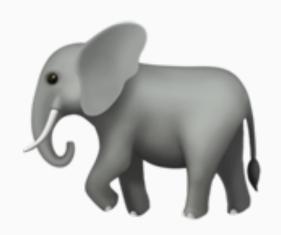


Highlights from articles



Benefits of continuous feedback processing

- > Not losing even the smallest insights
- Manageable long-term backlog
- Creating a central knowledge base
- Easier prioritization

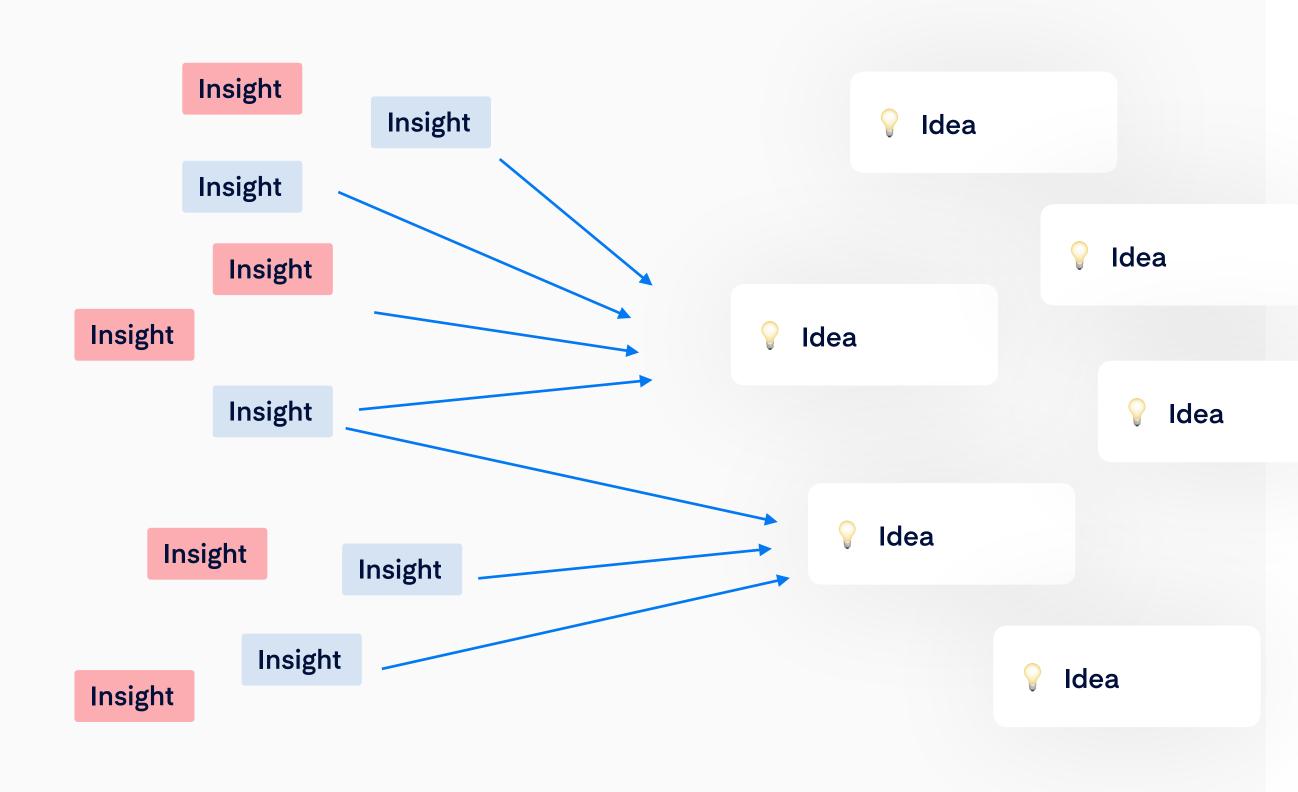


Can this be done without Productboard?

Can this be done without Productboard?



The process is important, not the tool.









How might we create a design system that continuously supports evolving product?

Key takeaways on continuous discovery

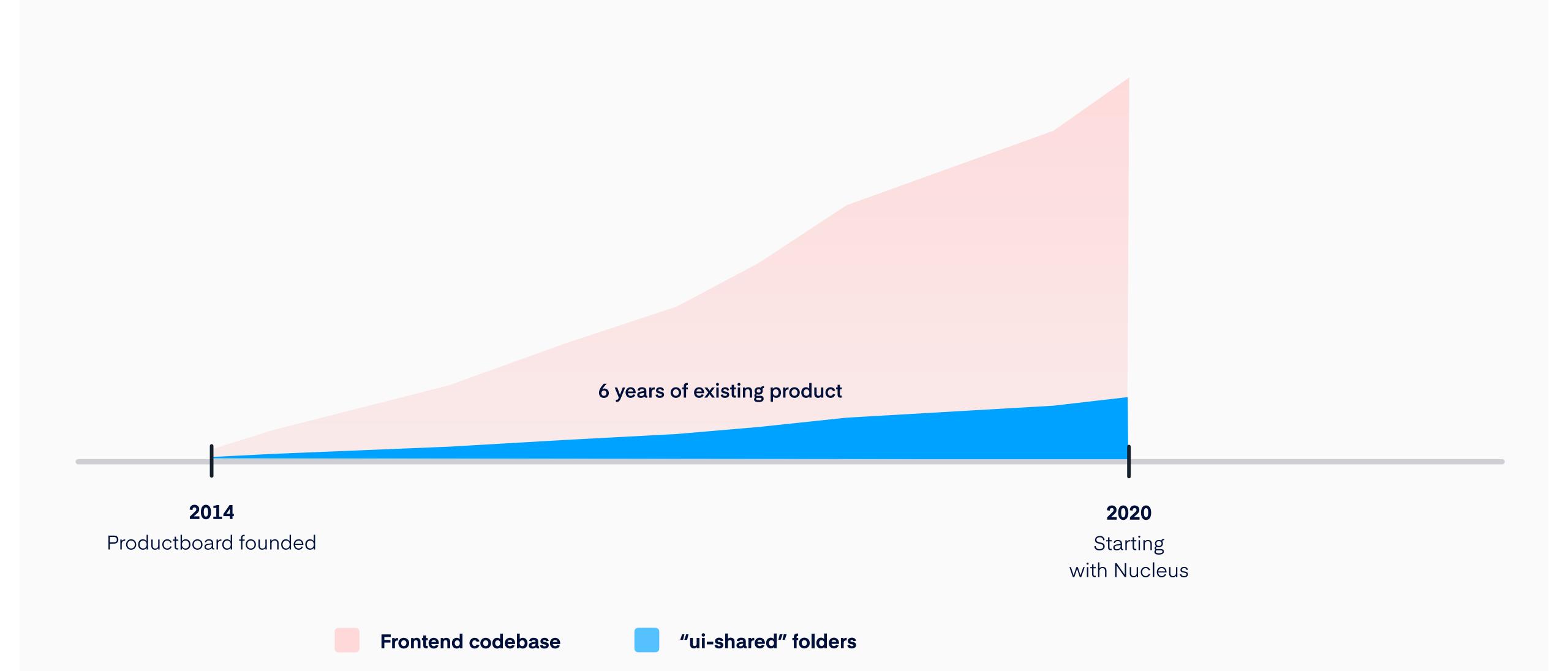
- Track conversation in the tools that system's consumers use every day
- 🕵 Keep an eye on research done by product teams (and their roadmaps!)
- Find a way how to connect insights with your backlog

- Track conversation in the tools that system's consumers use every day
- Reep an eye on research done by product teams (and their roadmaps!)
- Find a way how to connect insights with your backlog

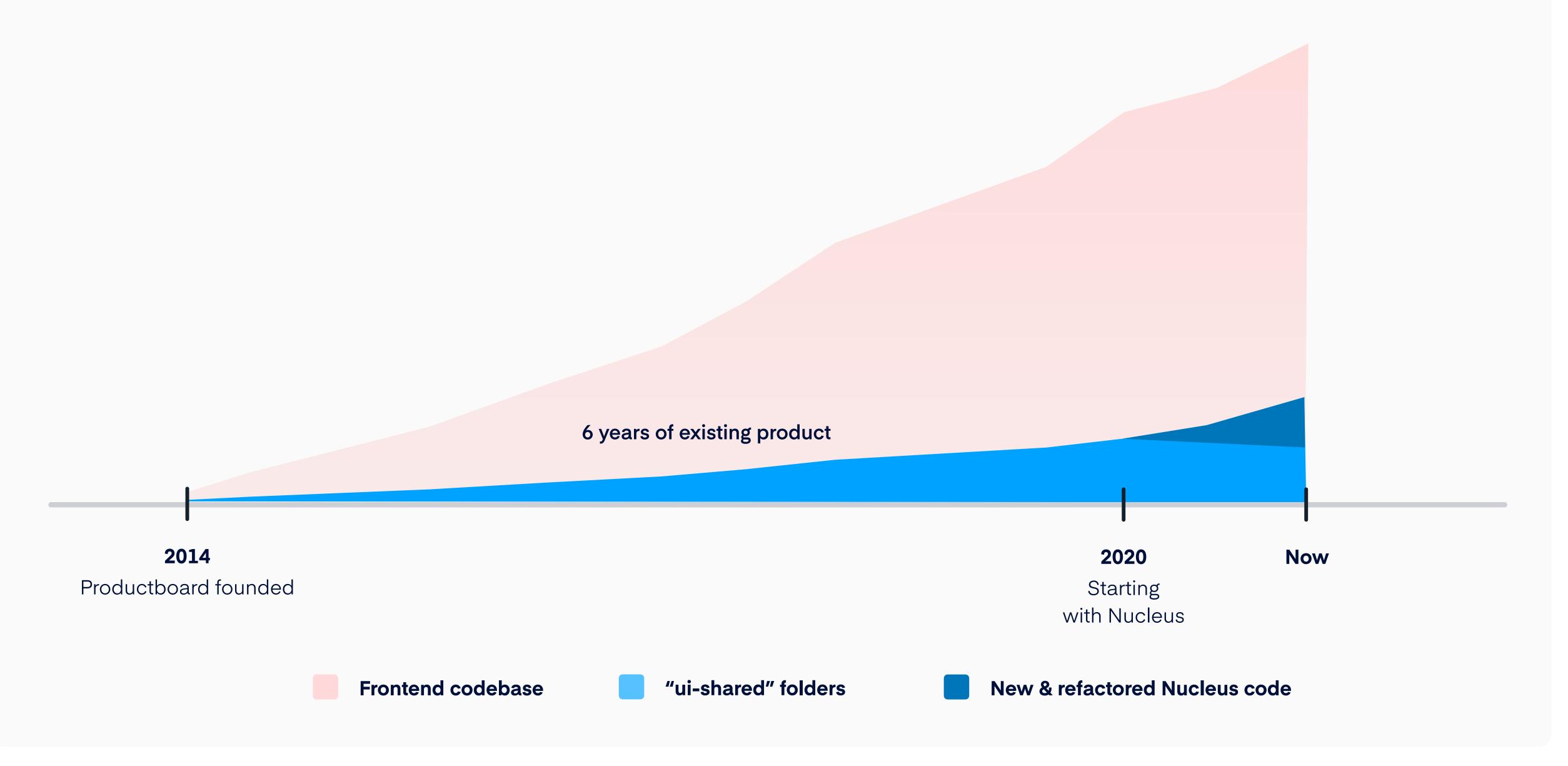
Longer you do it, more benefits it has.

One more thing...

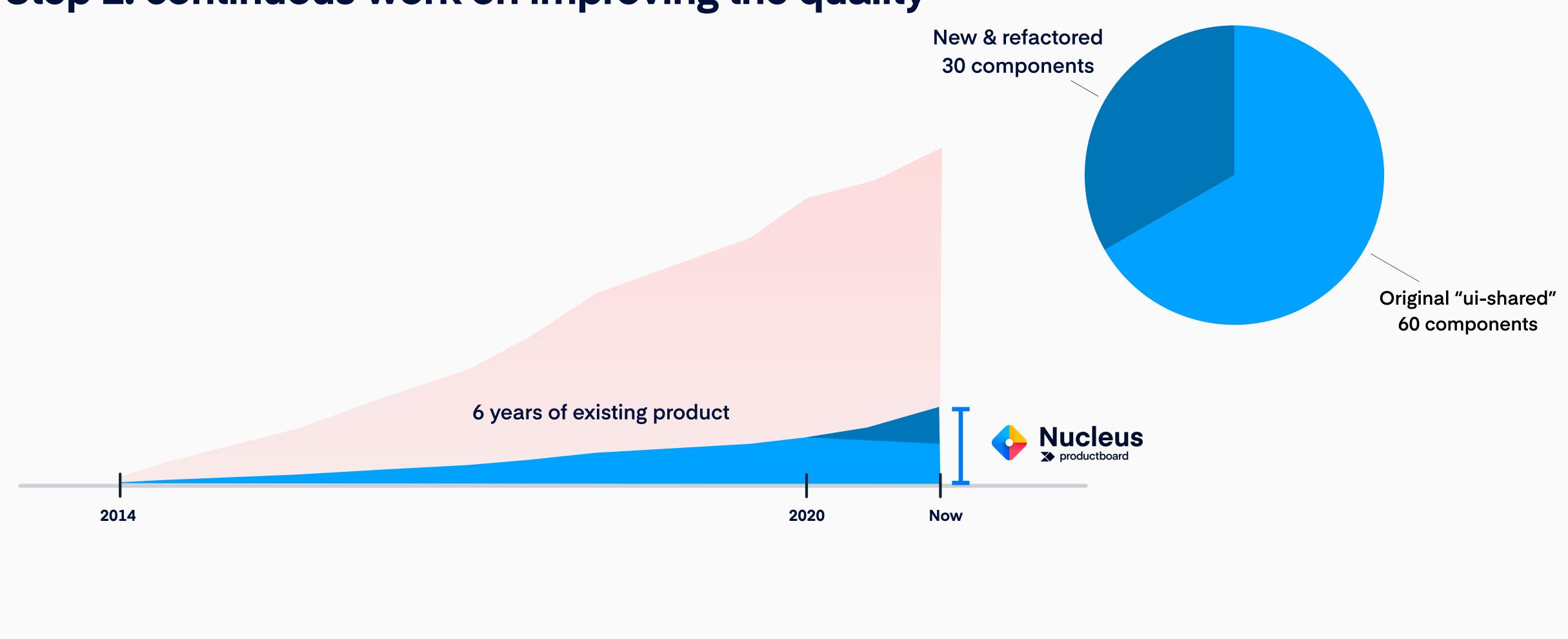
We learned about "ui-shared" folders, remember?



Step 1: using "ui-shared" as the baseline for our design system



Step 2: continuous work on improving the quality



How might we get a good observability for the maturity and adoption of our design system?

#RapidFire

Tracking health criteria for our components

Accessible contrast Available in Figma OPEN IN FIGMA Follows WCAG 2.0 standards for contrast (AA). All component variants and states are also in Figma. Code matches design specification **Keyboard interactions** All component variants and states are implemented in React. Follows WCAG 2.0 standards for keyboard accessibility and includes a description of the keyboard interactions. Latest implementation standards Responsive behavior It's correctly displayed in supported screen sizes. Implementation complies with coding and API conventions for the design systems components. Code is properly documented **Usage guidelines** API is documented, together with the functional specifics of each Includes a list of Dos and Don'ts that highlight best practices and component and interactive playground. common misuses. **Design tokens** Covered by tests All design attributes (color, typography, layout, animation, etc.) are All functionalities of the component are covered by unit tests. connected to Nucleus design tokens.

Tracking health criteria for our components

Health Status for each component



Healthy component matches Figma implementation and meets the highest quality standards for our UI.

• Known Issues

There are known issues, but the component is generally recommended to use. If you want to improve this component, pick any missing criteria and improve its implementation.

Issues to be solved:

Switch is passing classname, thus being able to be extended with any style. We're working on removing this. DS-477

Switch uses a theme prop which can effect visuals of the component. This capability should not be needed anymore and will be removed.

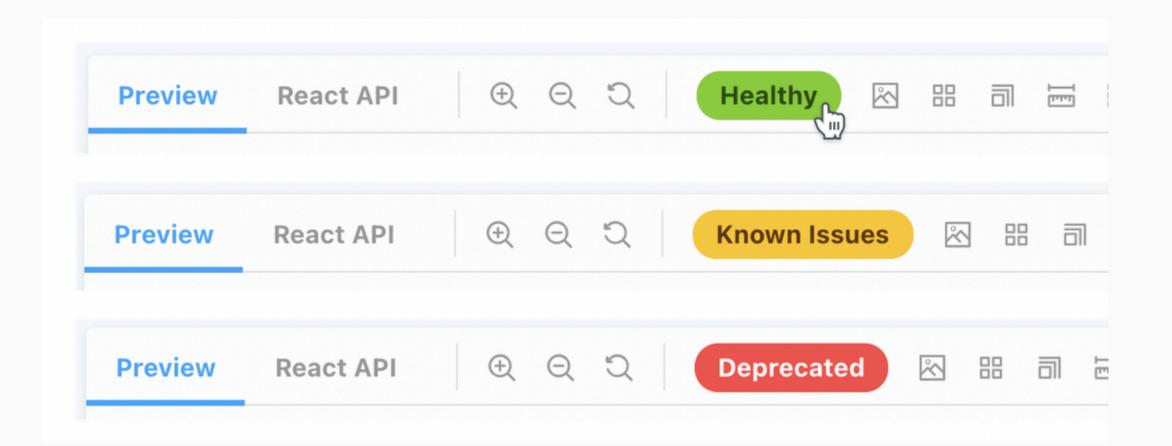


This components is deprecated and shouldn't be used anymore.

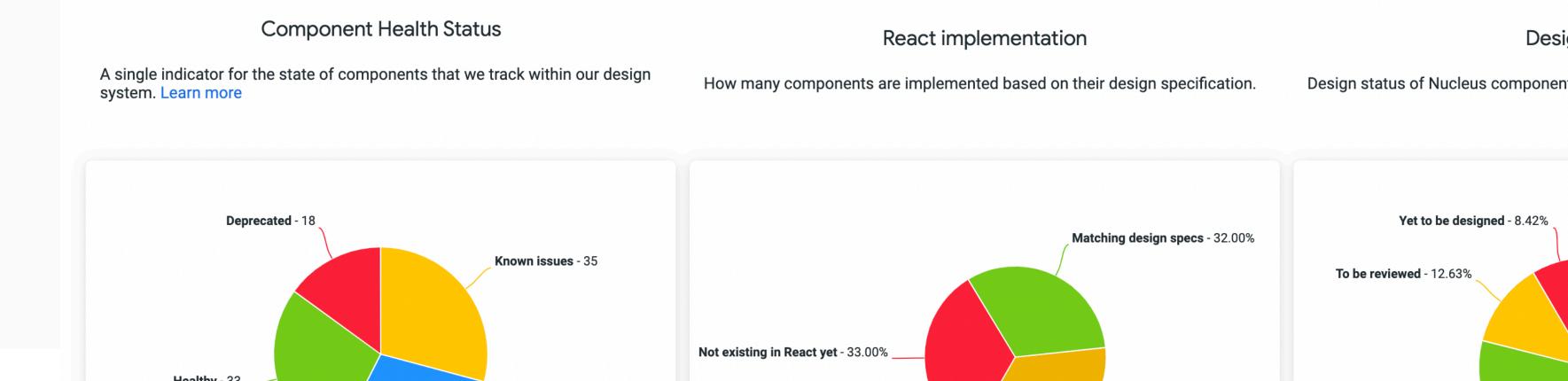
Component(s) to use instead:

RadioGroup

Surfacing Health Status in Storybook navbar



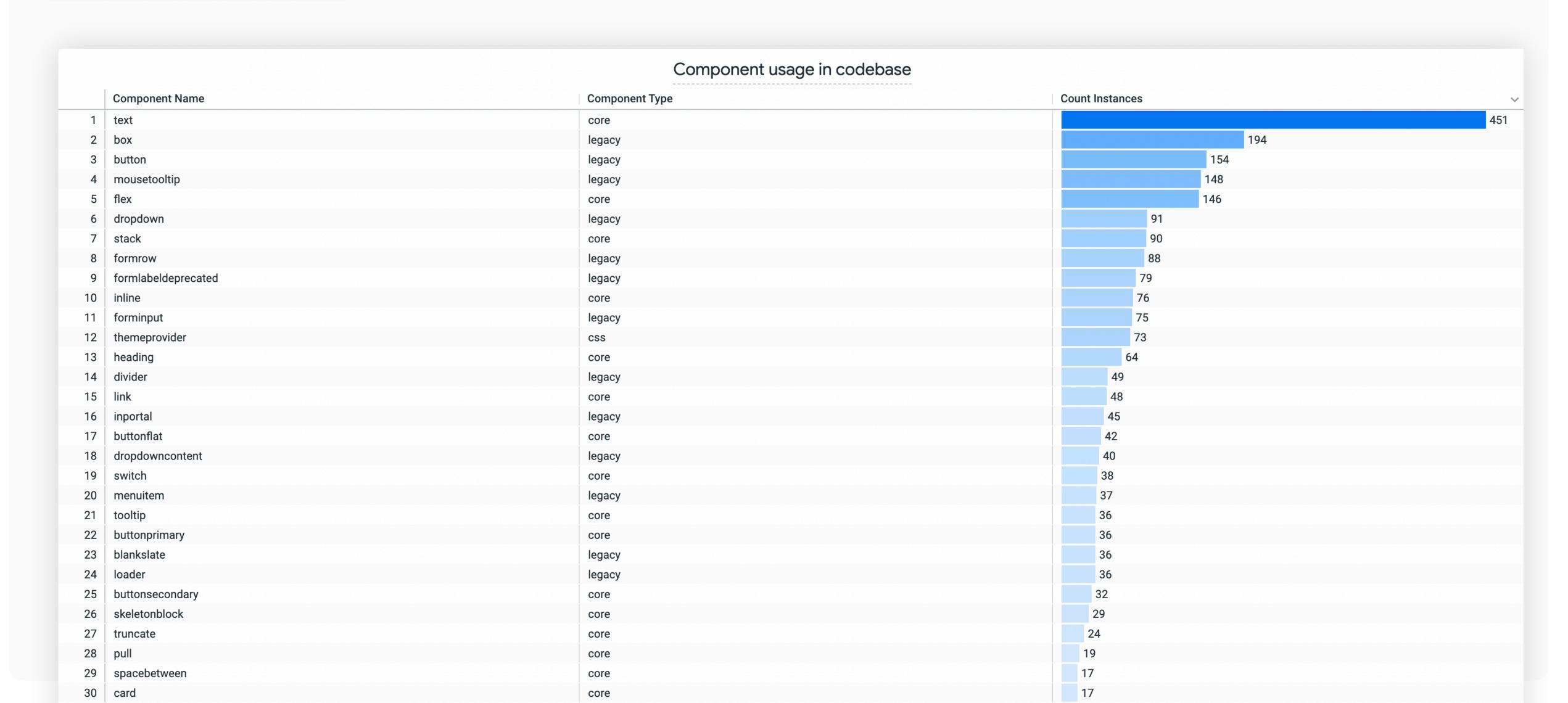
Using Health Statuses to communicate Nucleus maturity



Tracking component usage in our codebase

moroshko/react-scanner Public





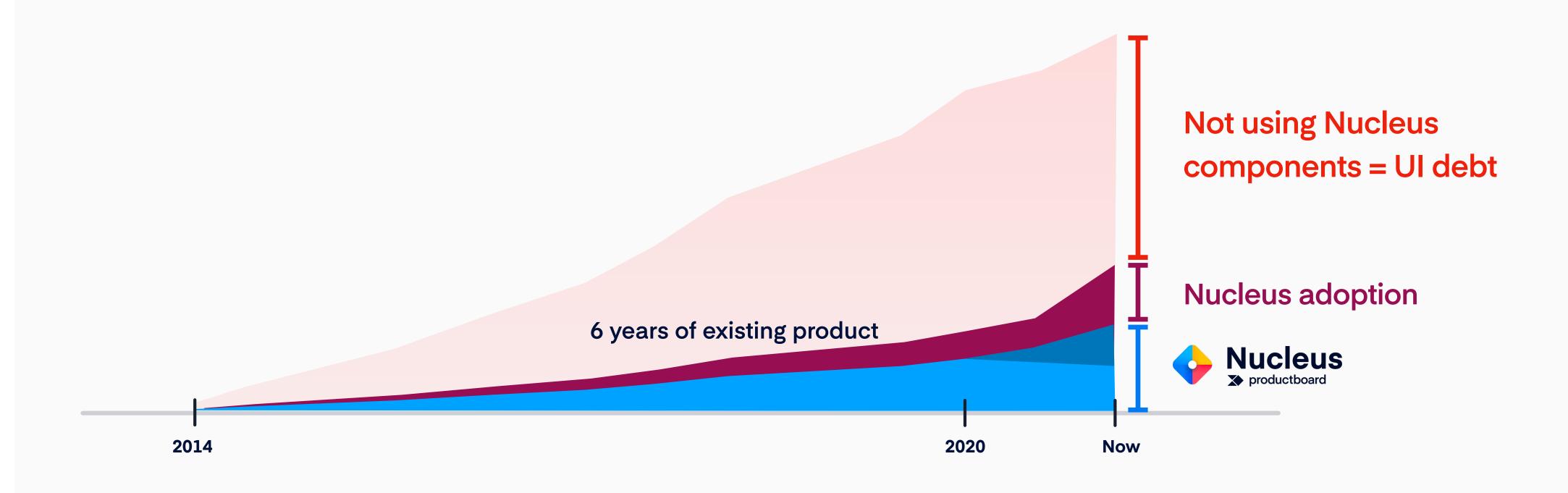
Tracking component usage in our codebase

moroshko/react-scanner Public

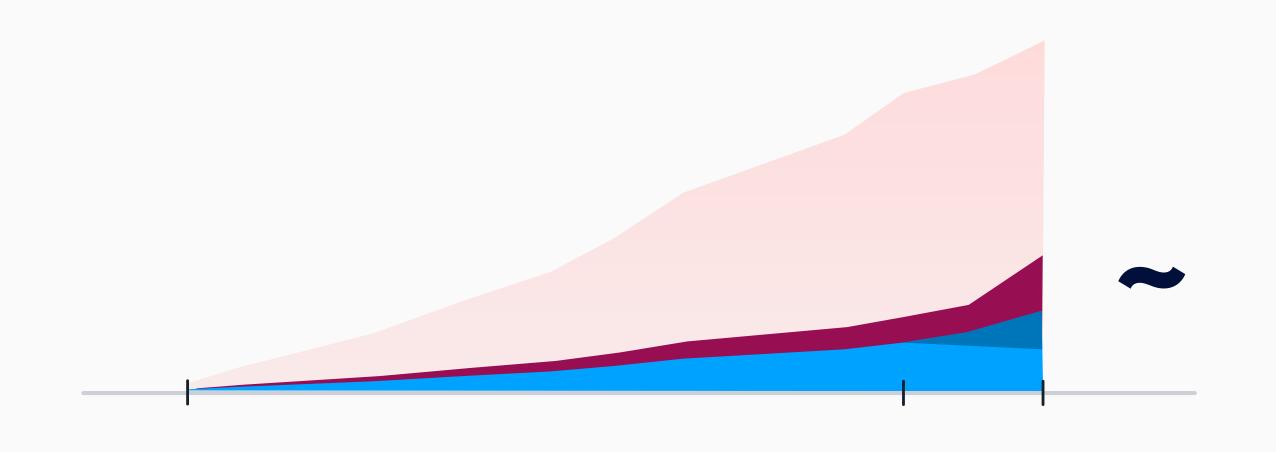


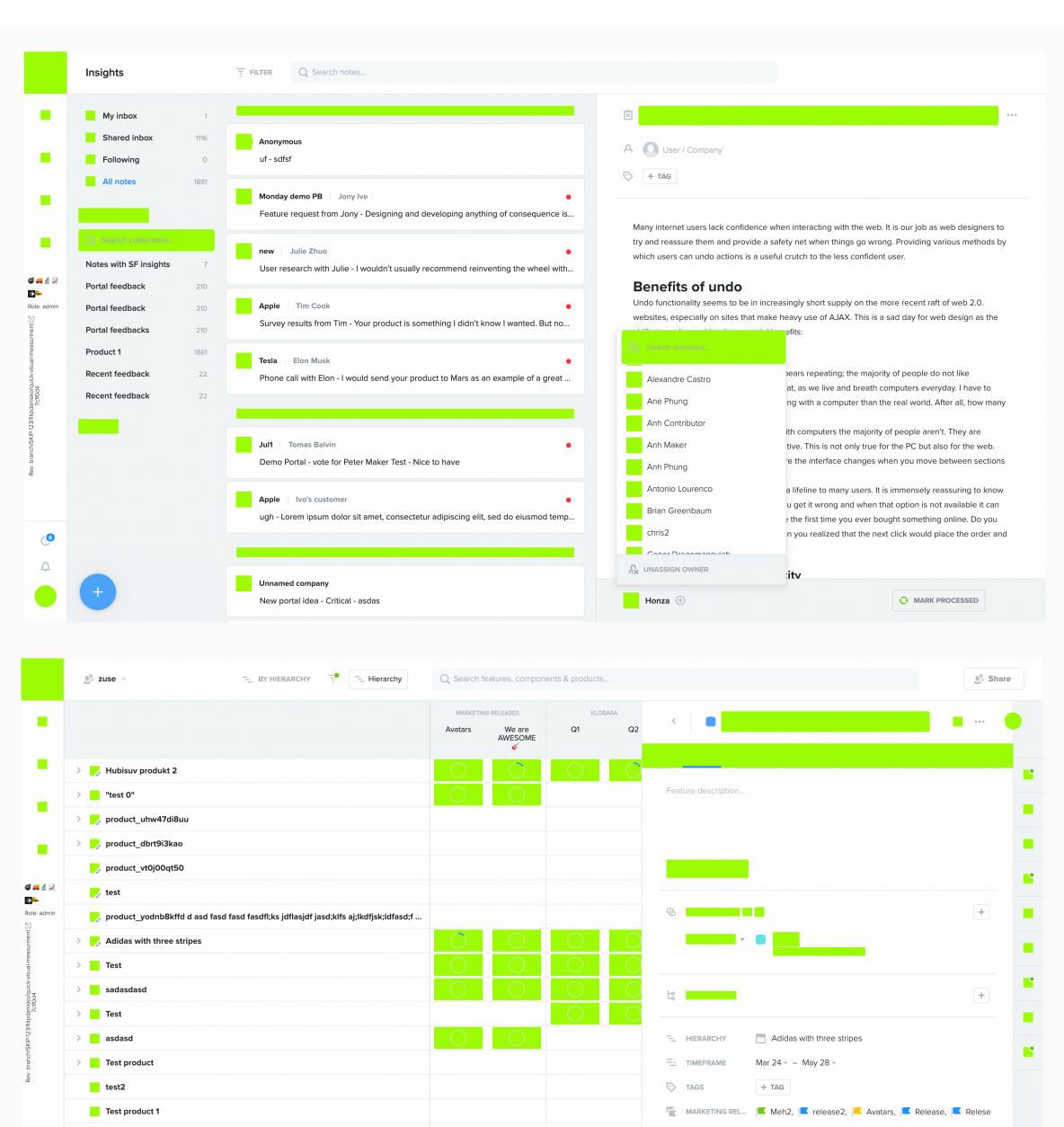
portal	core	2
buttonclose	core	2
checkboxbutton	legacy	2
addlistitem	legacy	2
form	legacy	2
sortablelist	legacy	2
dropdownaddmodel	legacy	2
buttonthin	core	2
bulkeditcheckbox	legacy	2
dropindicator	legacy	2
tooltipdeprecated	legacy	2
iconbutton	legacy	2
loadersecondary	legacy	1
formvalue	legacy	1
colorpicker	legacy	1
moreresultslink	legacy	1
popuptabs	legacy	1
floatingpluswithoutactions	legacy	1
overlay	core	1
helpmenuitem	legacy	1
tooltiptime	legacy	1
image	core	1
progressindicator	legacy	1
popupclosebutton	legacy	1
buttonadd	core	1
jumbotooltip	core	1
pagecontainer	legacy	1
checkboxwrapper	legacy	1
progressbardeprecated	legacy	1
circleindicator	legacy	1
processanimation	legacy	1
search	legacy	1
skeletonpagewrapper	core	1
labsbadge	legacy	1

Adoption status



Adoption tracking: Experiment



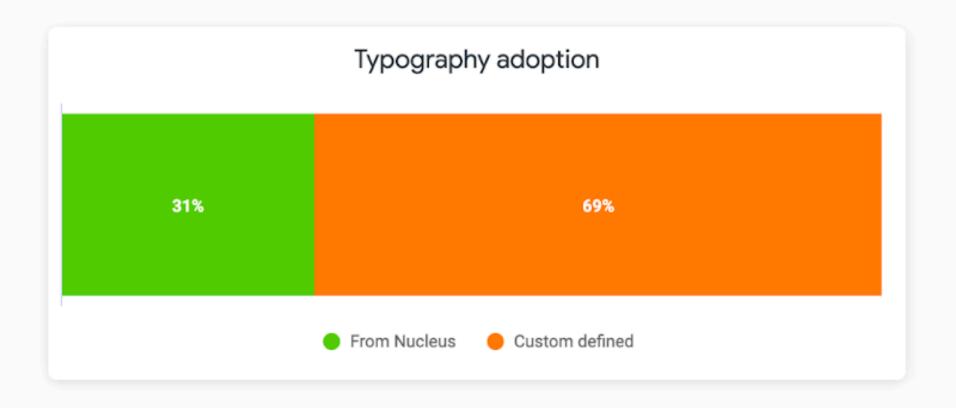


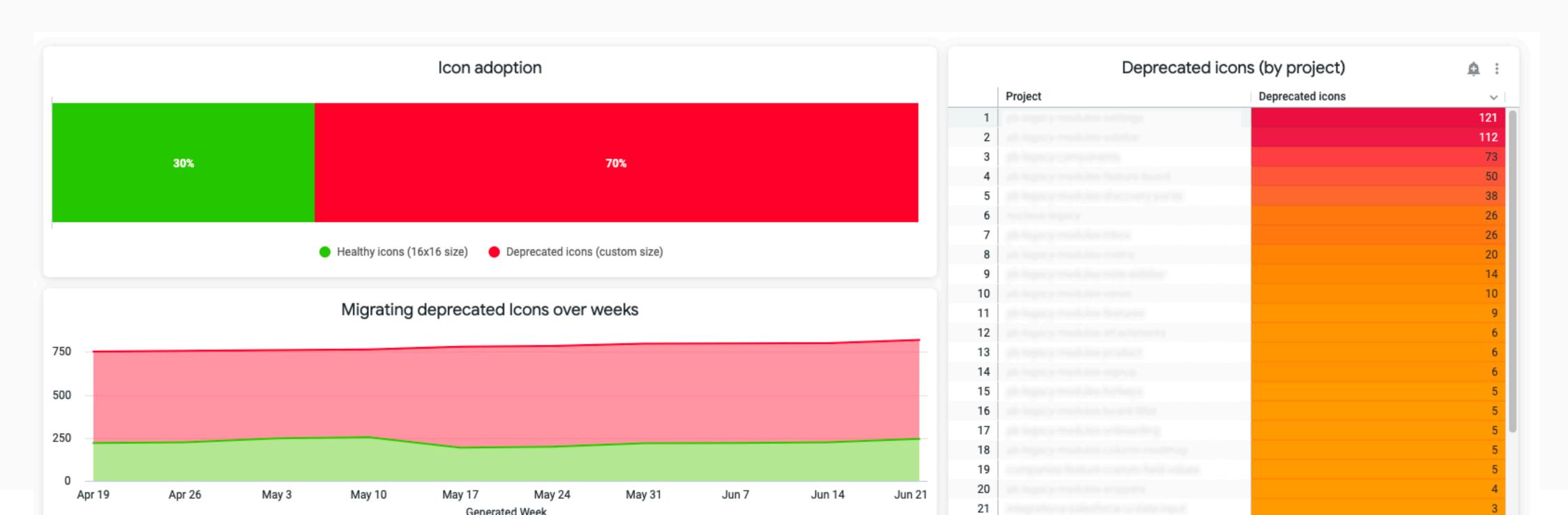
This is a cool new product!

PRODUCT TEAM May 2019

CANDIDATE

Adoption dashboards: Typography and icons









Filip Daniško

Software Engineer at Productboard before orbit.kiwi Design systems and accessibility enthusiast.



FILIP DANIŠKO FOLLOWS



Ondřej Bárta



David Simões



Adam Kozel



Jan Henneberg

See all (8)

Published in **Productboard engineering** · Jul 2



How we measure adoption of a design system at Productboard

Building a design system without knowing how it is used can be very tricky, and even the simplest of questions can be hard to answer. Do you know how often your components are used? Can you remove deprecated components from code? What is the adoption of your design system?

We wanted to know the answers to these questions, and that is why we started an initiative to measure our design system.

Looking for the right metrics

Generally, you can measure a design system in two ways — in soft metrics and hard metrics. You can measure soft metrics through surveys such as SUS or NPS...

Key takeaways about adoption strategy

- lt's good to be patient. Design systems are for a long term.
- Identify what's UI debt for you and track it.
- Surfacing adoption metrics to stakeholders helps.

That's it for today.



Reach out. Let's continue the discussion.

