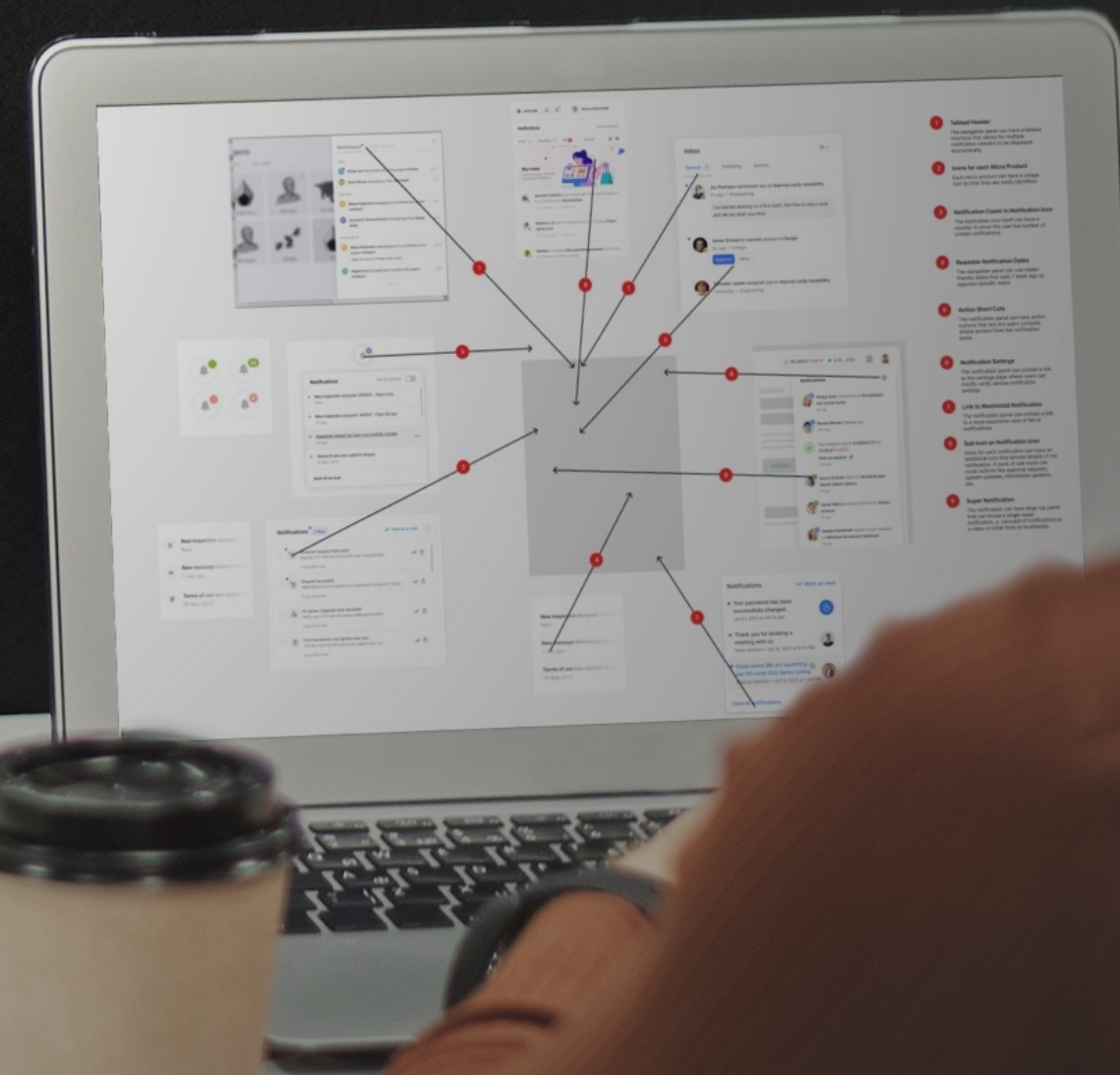
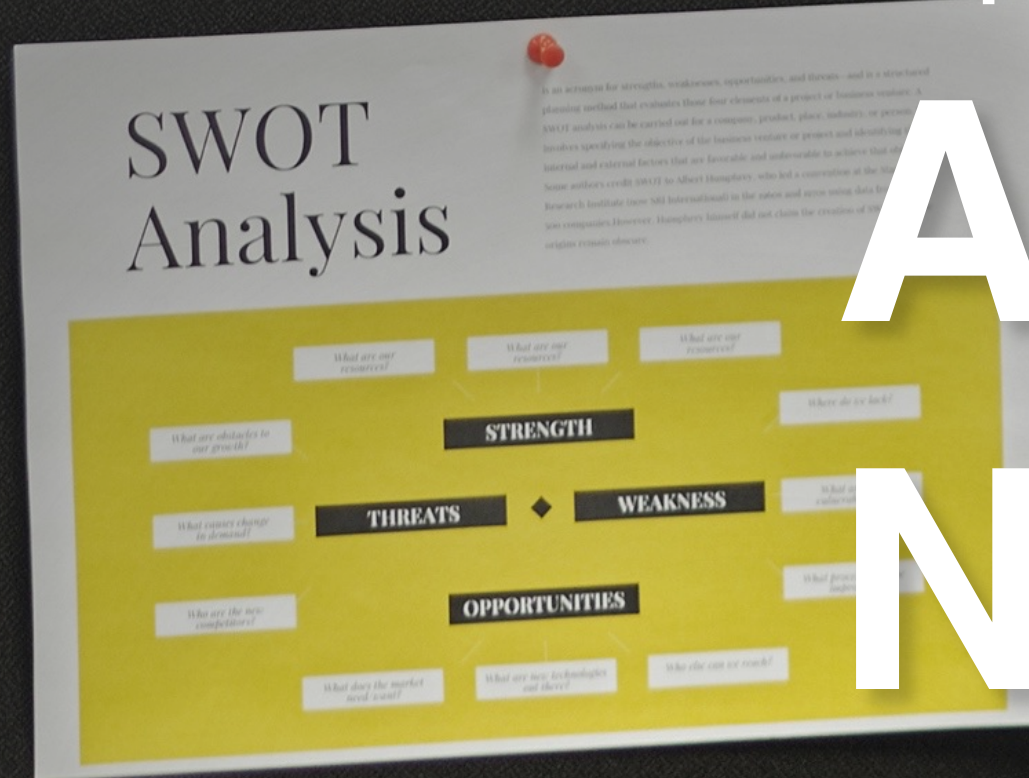
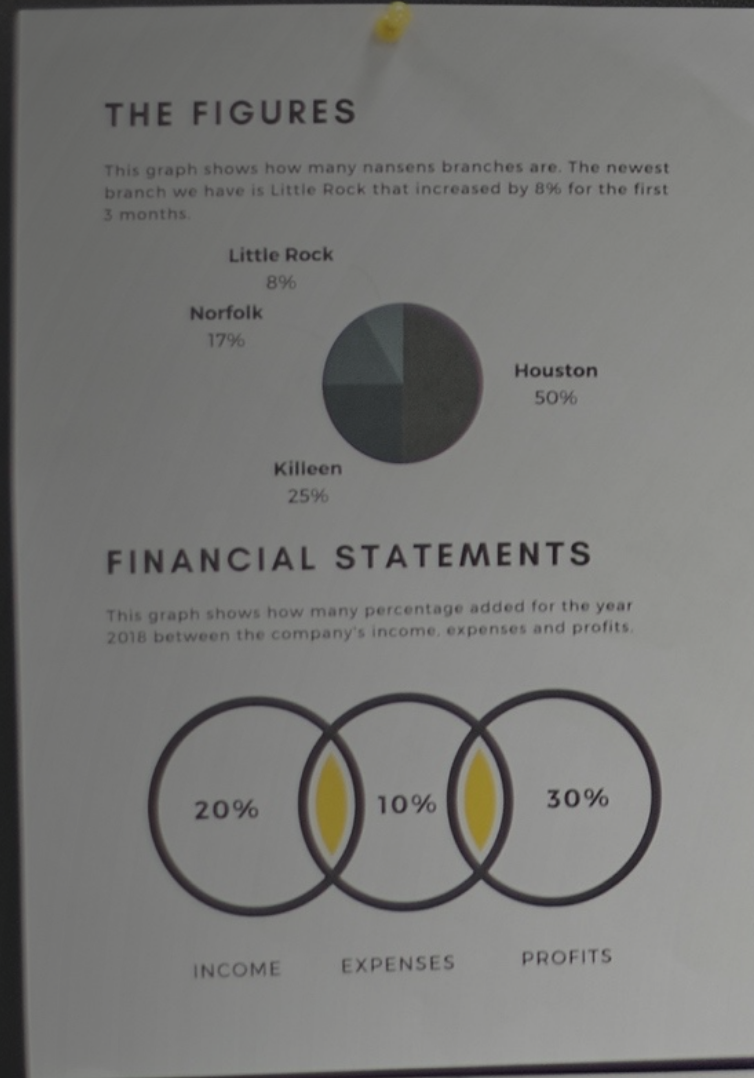


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A Workshop on Notifications





Lester Jones

The UX
Researcher/Designer
with Expertise in
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Delivering UX
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Academics

2021 - Graduate Certificate - Cyber Security
Harvard Extension School

2009 - Masters - Information Architecture and
Interaction Design
University of Baltimore

2005 - AAS - Computer Information Systems
Baltimore City Community College

2000 - B.Sc. - Zoology and Botany
University of the West Indies

Special Sauce

- Experience Leading Nation Spanning Ethnographic Studies
- Expert in Generative UX Research Methods
- Experience working with Large Scale Systems that Impact Millions of Users
- Experience with both UX Research and UX Design Methods
- Professional Photographer, Drone Pilot and Overlander
- Experience working in Confidential Environments
- Strong Science Background



Notifications Workshop

Conduct a workshop to gather users ideas that are technical possible to solve the application
notification needs of internal users

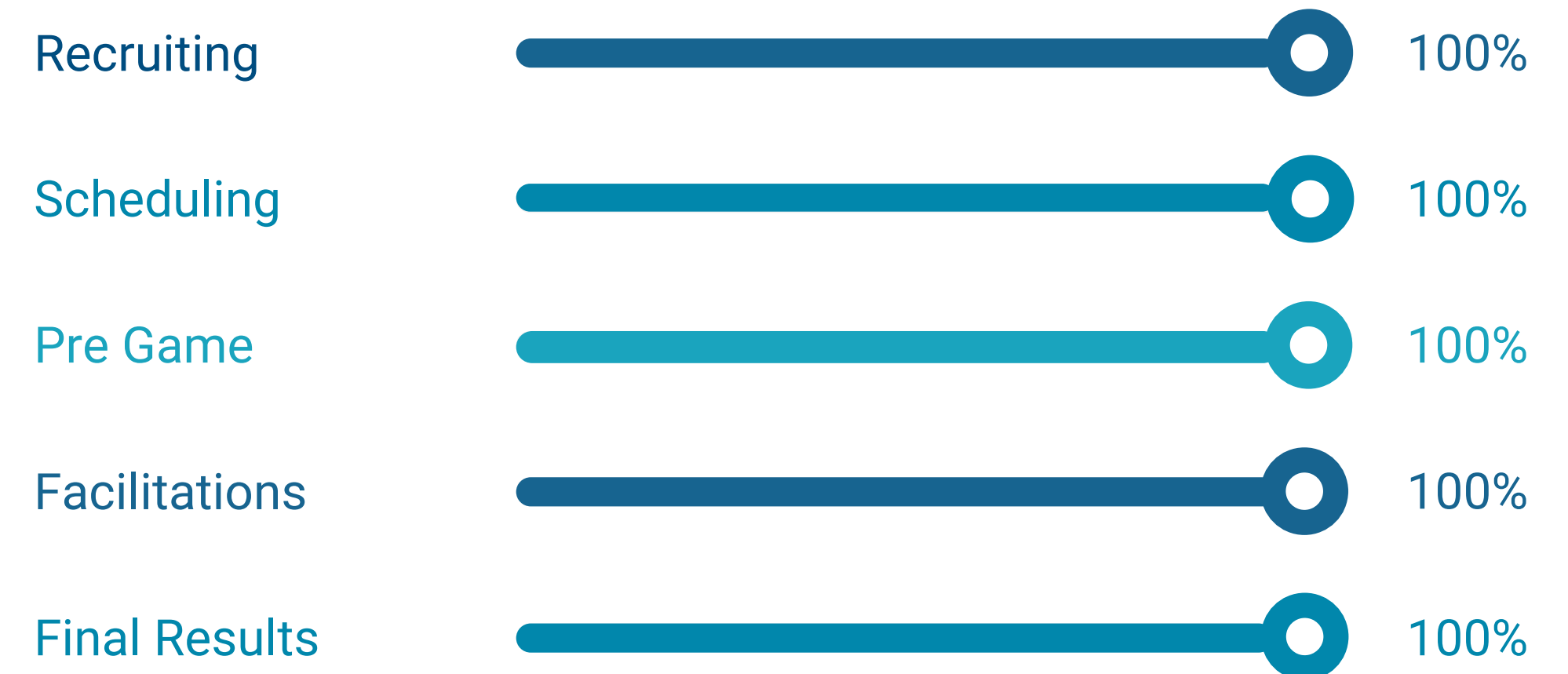


Role: UX Lead

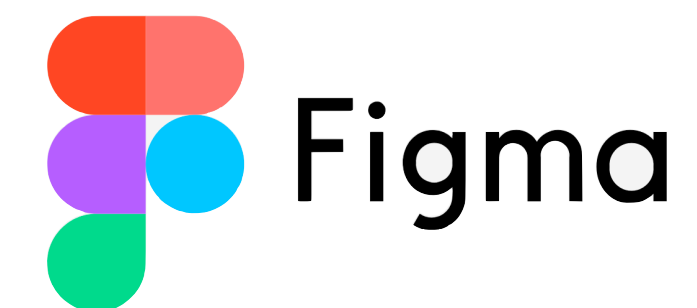
UX Team Size: 1

Project Management: Waterfall

My Contributions



Tools:



The Workshop Process



01

Recruitment

A recruitment effort was undertaken to gather the right people for this one-day event

- Determine with the product owner the right users and job mix to contact
- Recruit a team lead from the future development team
- Recruit SME's from the required job functions
- Recruit end users from the required job teams

Recruitment Users Assembled

Customer Obsession

The users selected fell into 3 main categories:

1. Clinical Users
2. Correspondence Team Members
3. Operations Team Members



Clinical Teams

These teams deliver medical services to patients



Correspondence Teams

These teams manage communication of all kind between medical and financial teams and patients.



Operations Team Members

These users handle general internal operational tasks and have little or no contact with patients or the public.



02

Pre-Game

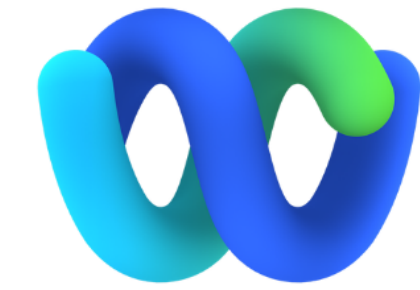
The the focus group date was selected and the invites were sent with the an email including following:

- Purpose of the focus group
- What to expect
- Sites to review
- Notification Features to Catalog
- TO expect discussion on what can and can't work given our current technology stack

Pre-Game
Comparative Analysis

Invent and Simplify

Users were sent an email with links to a series of online products that have well implemented notifications. Users were asked to note any features that they would solve a challenge that they have or can foresee.



webex
by **CISCO**



Aha!



03

Facilitation

The Focus Group was conducted remotely using Microsoft Teams
Participants were asked to discuss the following

- Notification worthy items
- Potential display methods
- Potential Personalization
- Technical Issues
- Observed Best Practices

04

Report

The information collected in the Focus Group was compiled and delivered to the design team for interpretation. This was purely a research effort and no design suggestions were produced.

Delivery

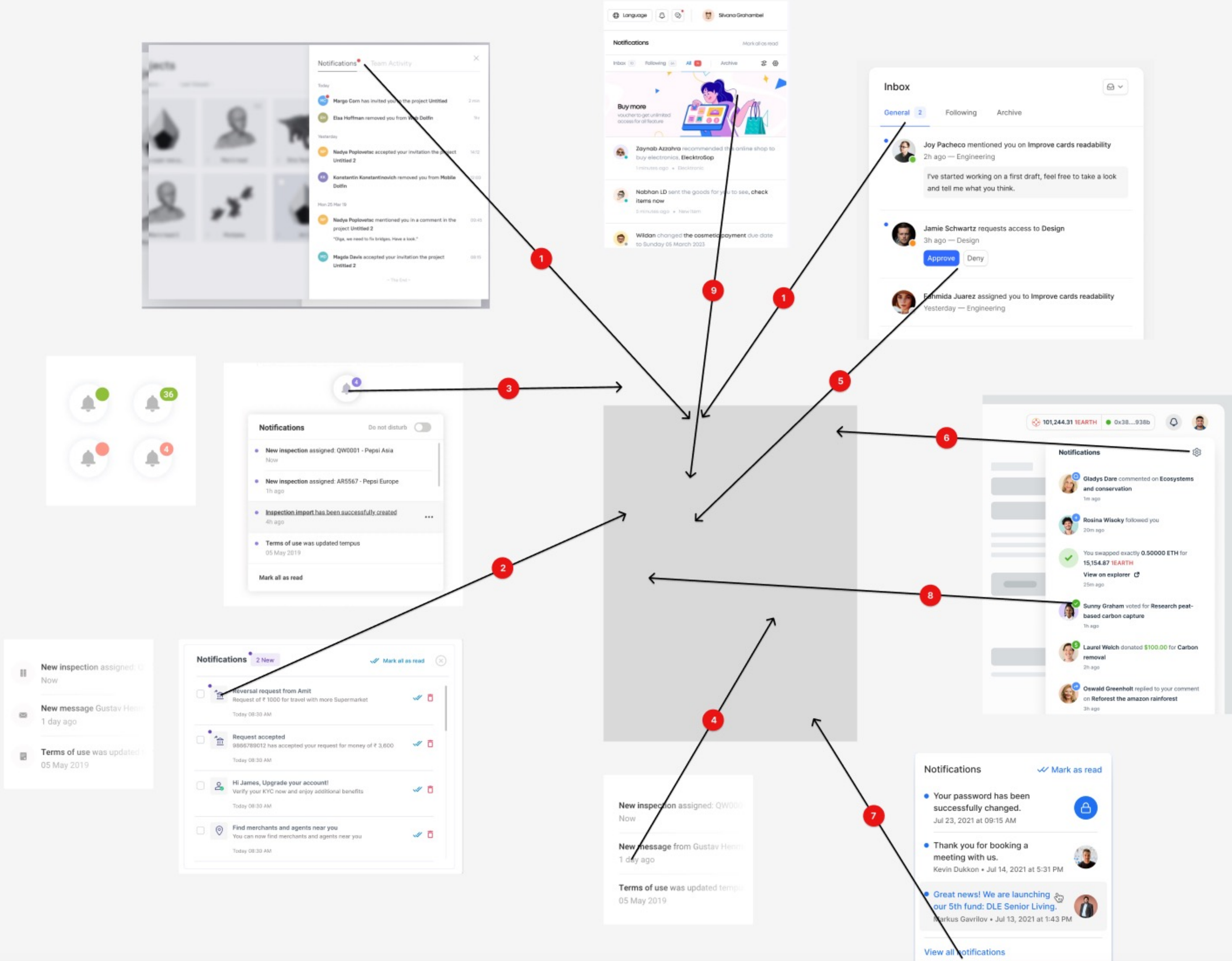
Brain Storm Report

Deliver

The results of the focus group was compiled and reported to the design team.

- The technical team vetted ideas to minimize technical debt
- As instructed, specific design suggestions were not developed
- Case Study screen shots were noted and included to illustrate examples
- Feature descriptions were included to explain potential execution
- Video Snippets of the focus group were compiled and submitted with the brainstorm document





- 1 Tabbed Header**
 The navigation panel can have a tabbed interface that allows for multiple notification streams to be displayed economically.
- 2 Icons for each Micro Product**
 Each micro product can have a unique icon so that they are easily identified.
- 3 Notification Count in Notification Icon**
 The notification icon itself can have a counter to show the user the number of unread notifications.
- 4 Readable Notification Dates**
 The navigation panel can use reader friendly dates that uses 1 week ago as opposed specific dates
- 5 Action Short Cuts**
 The notification panel can have action buttons that lets the users compete simple actions from the notification panel.
- 6 Notification Settings**
 The notification panel can contain a link to the settings page where users can modify verify various notification settings.
- 7 Link to Maximized Notification**
 The notification panel can contain a link to a more expansive view of list of notifications.
- 8 Sub Icon on Notification Icon**
 Icons for each notification can have an additional icon that denote details of the notification. A bank of sub icons can cover actions like approval requests, system updates, information updates, etc.
- 9 Super Notification**
 The notification can have large top panel that can house a single super notification, a carousel of notifications or a video or other form of multimedia.



Outcome

The focus group was successfully executed and the required insight was forwarded to the design team for interpretation. As representatives of the future development team were included ideas were vetted on sight and limited the "Tech Debt" to be incurred in the development of this product.