



DHS CX

Leadership Observation Initiative

Observer Coordination

Background: Leadership Observation Session of the Program Case Management System

Research: Prototype Development and Testing

Location: MS Teams Meeting

Please Select Preferred Observation Time and Date:

- May 5, 2022. 1:00pm – 2:20pm
- May 21, 2022. 3:30pm - 4:50pm
- May 23, 2022. 11:00am -12:20 pm

Expectations:

- We will be sharing the Observation Briefing to give you additional context.
- We will provide the observation ground rules before the session begins

Prototype Development and Testing

Having recently completed a round of discovery research, synthesis, and ideation, our team is moving into prototype development and testing. We've learned about the big problem areas and have ideas for how we can solve them, but now need to test those ideas to understand if they fit the expressed needs of Case Officers, Supervisors, and HQ Officers involved in case processing.

These sessions will last 1 hour and consist of prototype testing in InVision where we will posit certain scenarios to users (e.g. "How would you find all of the cases waiting your review?") and see if they are able to navigate the prototype to complete the task at hand. Our goal here is not to make a perfect prototype, or have users "ace" the test, but to use prototypes as a tool for learning more about this space as we move towards a solution (aka "test and learn").

Questions?

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