Engineering Intuitive Experiences

Colleen Hart
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Empathy is seeing through the Lens of Others
Seeing...

- Messy desks
- Alternative technologies
- Bugs and broken code
Saying...

We need compatibility

This migration is a headache

Nobody understands
Hearing...

I don’t get it!

We need to meet the deadline

Different groups advocating for different tools
Thinking, Feeling...

Bugs are annoying

We change processes too much

People, deadlines, and broken code are painful
The act of planning and evaluating systems to maximize good user interactions.

UX Design
消防栓
HYDRANT
If you solve the wrong problem, it doesn’t matter how well you solve it.
Everyone plays a role in improving the user experience.
Here is how you can start.
1. Paper Prototypes
2. Community Boards
3. User Drawings
4. Card Sorts
5. Design Systems
1 Wireframing and Paper Prototyping
<table>
<thead>
<tr>
<th>Cloud Intel Insights Services</th>
<th>Cloud → Providers</th>
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<tbody>
<tr>
<td>Network</td>
<td>Configuration</td>
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<td>Policy</td>
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<td>ADD PROVIDER</td>
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Add Provider

Review & Submit

Name: Colleen
Account ID: 1234abcd
Version: latest updated

[Cancel] [Back] [Submit]
RH CLOUDFORMS

Great job! Your provider was added.
User Concept Drawings
User Concept Drawings

- Visual representations to explain an idea or represent relationships between objects.
- There are no bad user concept drawings.
Card Sorting
Card Sorting

Understand how users mentally organize a set of items.
Community Discussions
Open Source
Hey guys!

I've started to create our new Login Page based on Patternfly-React's Login Page, and I'd like to brainstorm with you to get the best results we can get.

See PR: https://github.com/theforeman/foreman/pull/6234

First glimpse:

Please tell me what are your feeling about this change?
What do you think about the background, does it suit Foreman?
Thank you all for participating!
Looking forward to hearing more feedback:)
5 Design Systems
Design Systems

“A collection of reusable components, guided by clear standards, that can be assembled together to build any number of applications.” – InVision

Consistency  Usability  Efficiency
Design Systems

PatternFly is an open-source project started by the Red Hat User Experience Design Team.

All of our designs come from, and contribute to PatternFly.
Tools

1. Create paper prototypes
2. Learn from user drawings
3. Organize card sorting activities
4. Utilize community platforms
5. Design with existing systems
Create Intuitive Experiences

- Empathize with users
- Gather feedback
- Validate assumptions
- Start now
Q&A

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UXD

Visit our PatternFly Booth located in building E!