

Break down silos and scale impact with research operations

Service Design in Government [Virtual]
07 March 2024

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Let's get interactive



Scan the QR code with your phone or open another browser window at:

pollev.com/rebeccab909

You'll be anonymously responding to questions, and we'll see the live results on the screen!



In one word, describe a challenge your organization is facing.

Nobody has responded yet.

Hang tight! Responses are coming in.



The realities of designing government services



Common challenges for government agencies

Outdated
technology




Limited
staffing

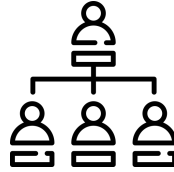


Complex structures
and bureaucracy





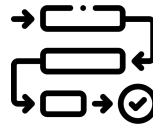
Information silos in government are the result of...



Organisation structure

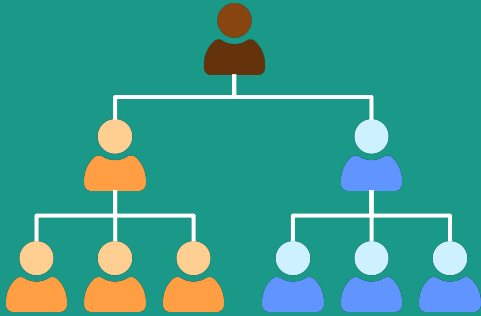


Poor communication
policies/practices

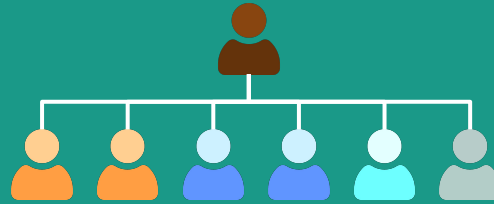


Inconsistent data
governance

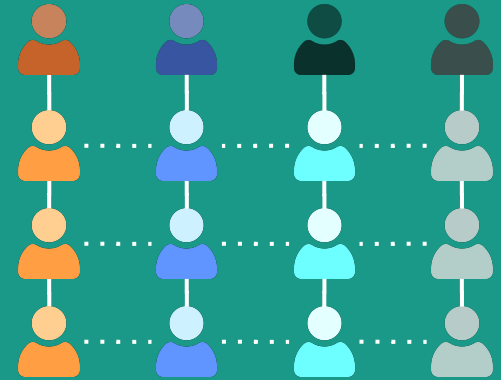
Types of organisational structures



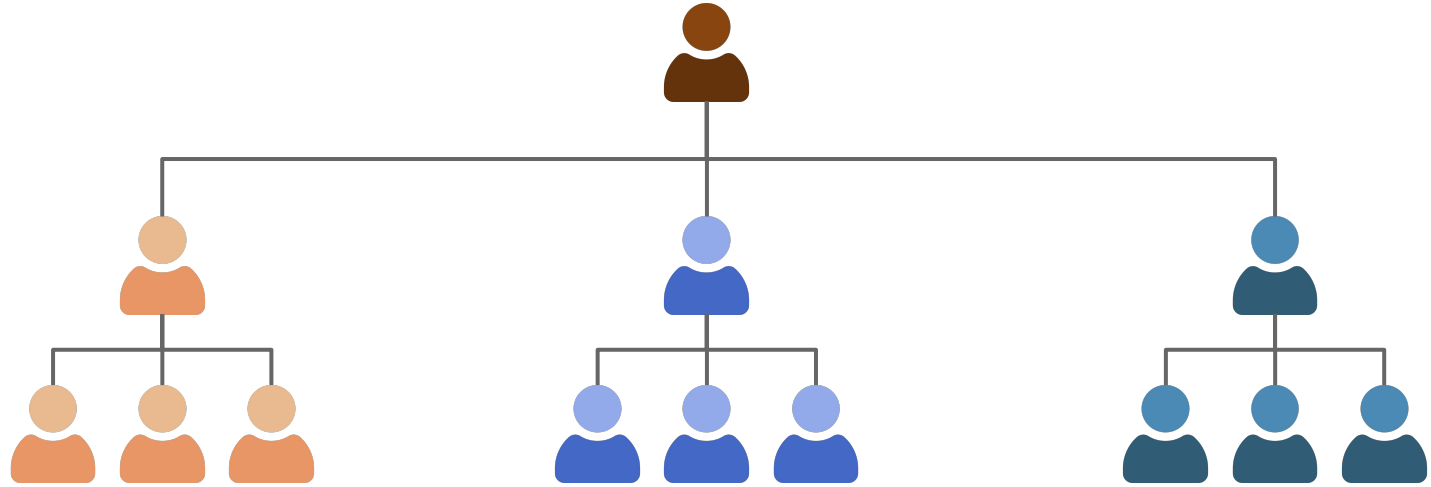
Division-based



Project-based



Matrixed



**Unemployment Insurance
Division**

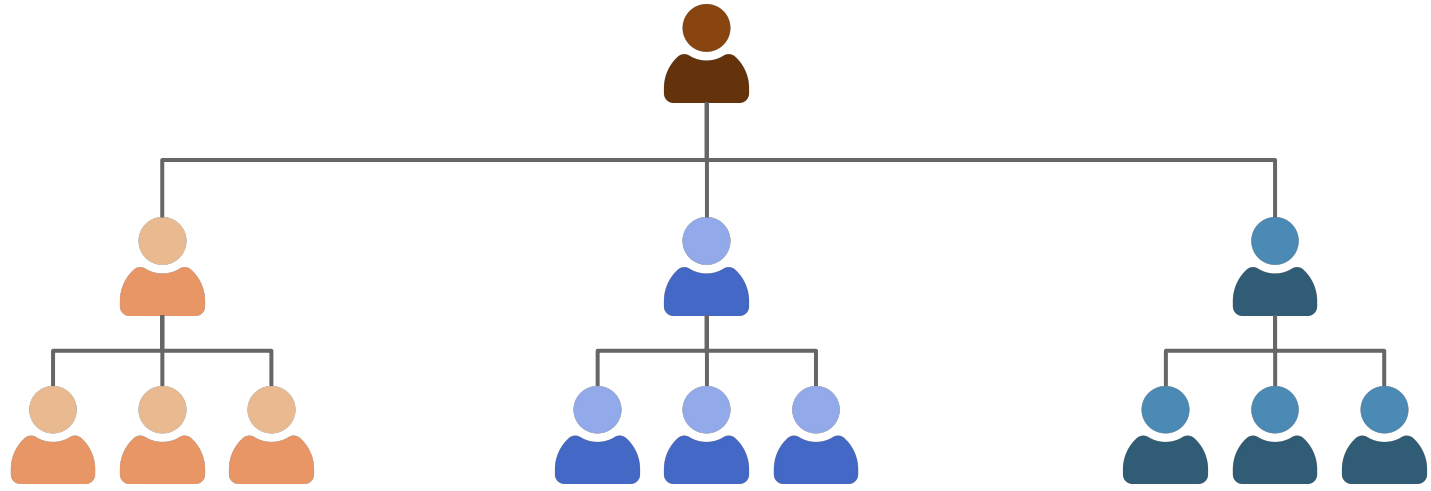
Reviews applications from people who are seeking financial support while looking for work.

Food Assistance Division

Manages a program that provides vouchers for low income families to subsidize food costs.

Public Housing Division

Develops resources for low income individuals seeking stable housing.



Unemployment Insurance
Division

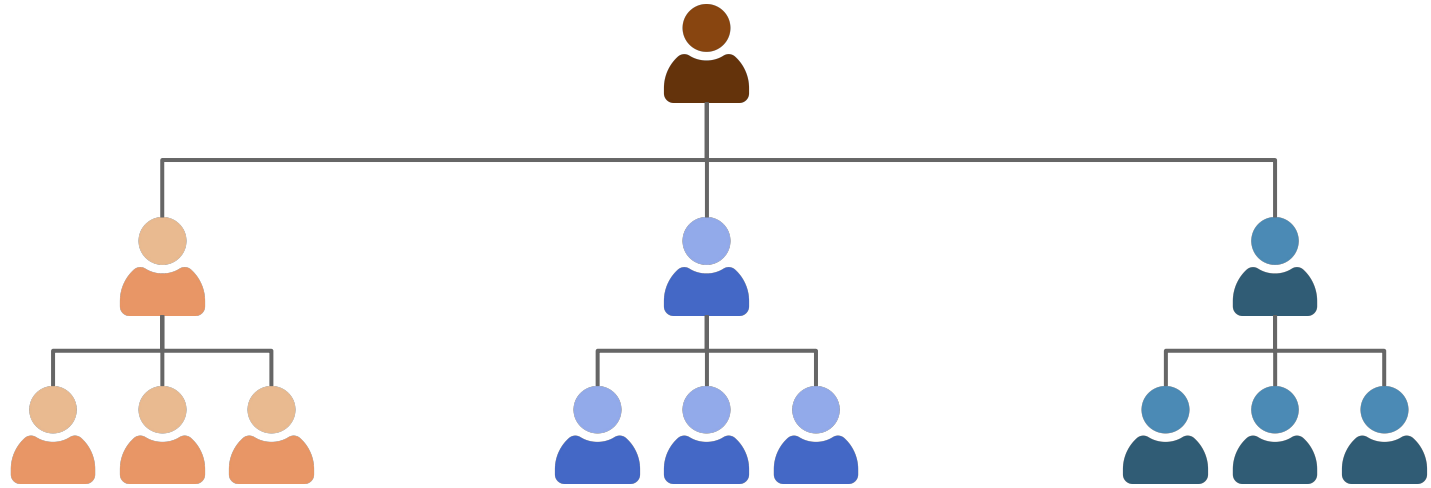
Food Assistance Division

Public Housing Division



Loses primary source
of income.

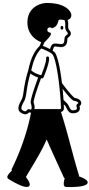




**Unemployment Insurance
Division**

Food Assistance Division

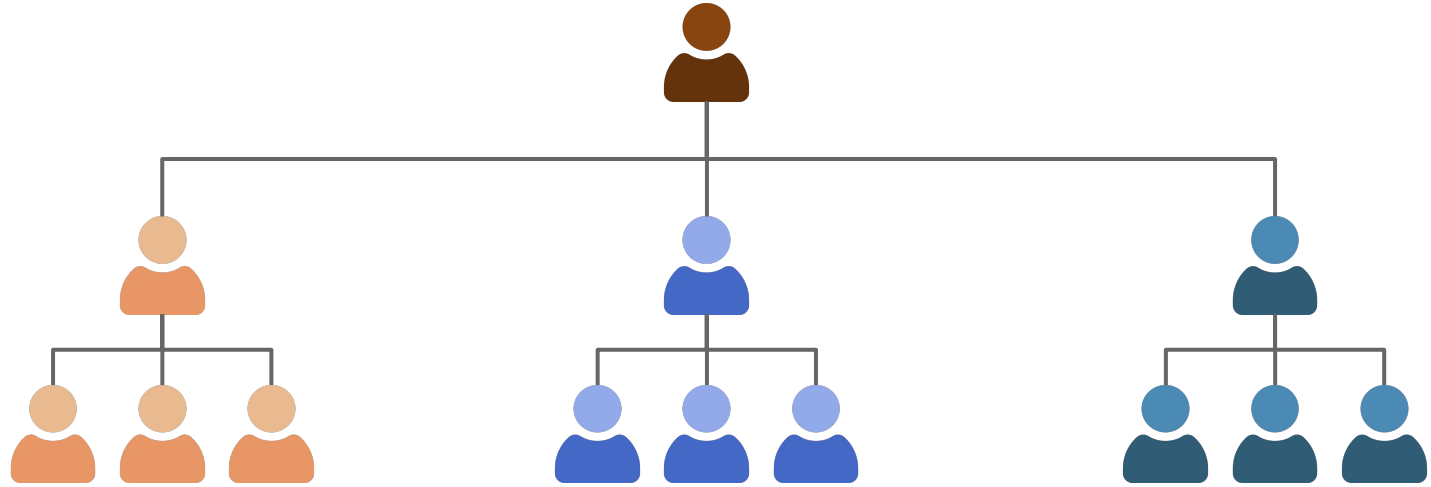
Public Housing Division



Loses primary source
of income.

Searches for a way to
afford food.

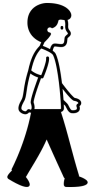




**Unemployment Insurance
Division**

Food Assistance Division

Public Housing Division

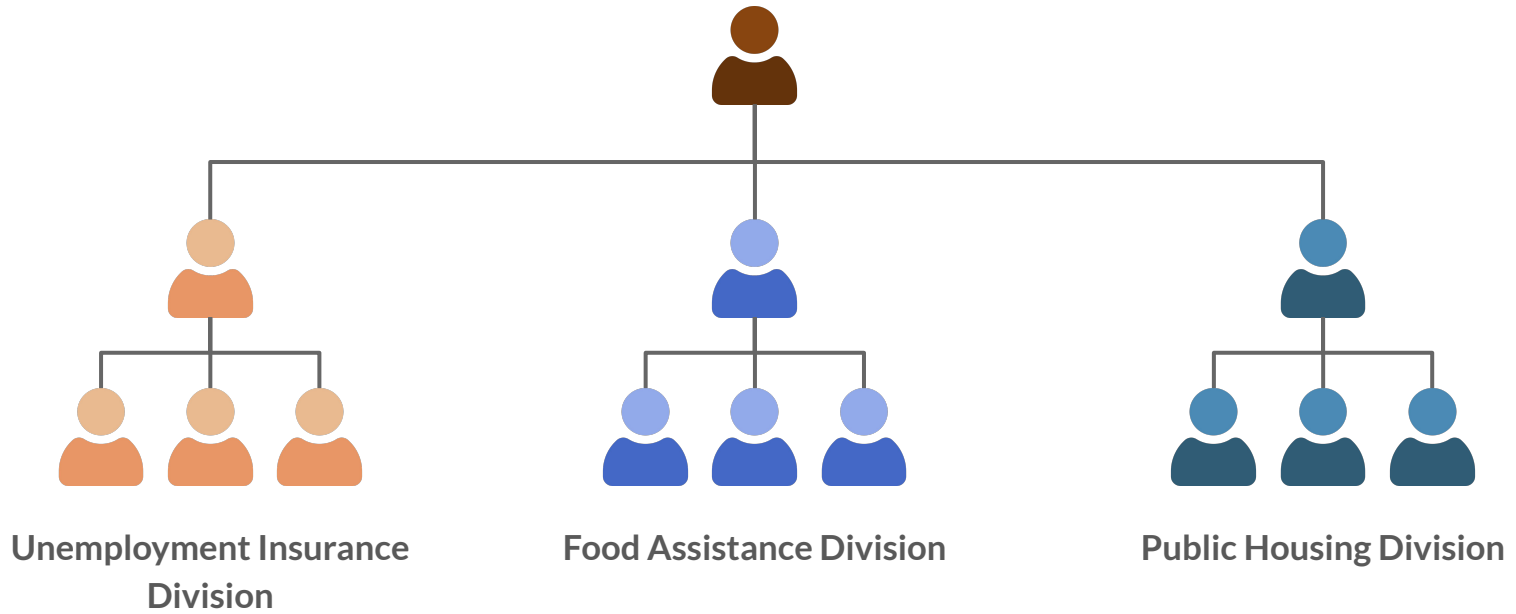


Loses primary source
of income.

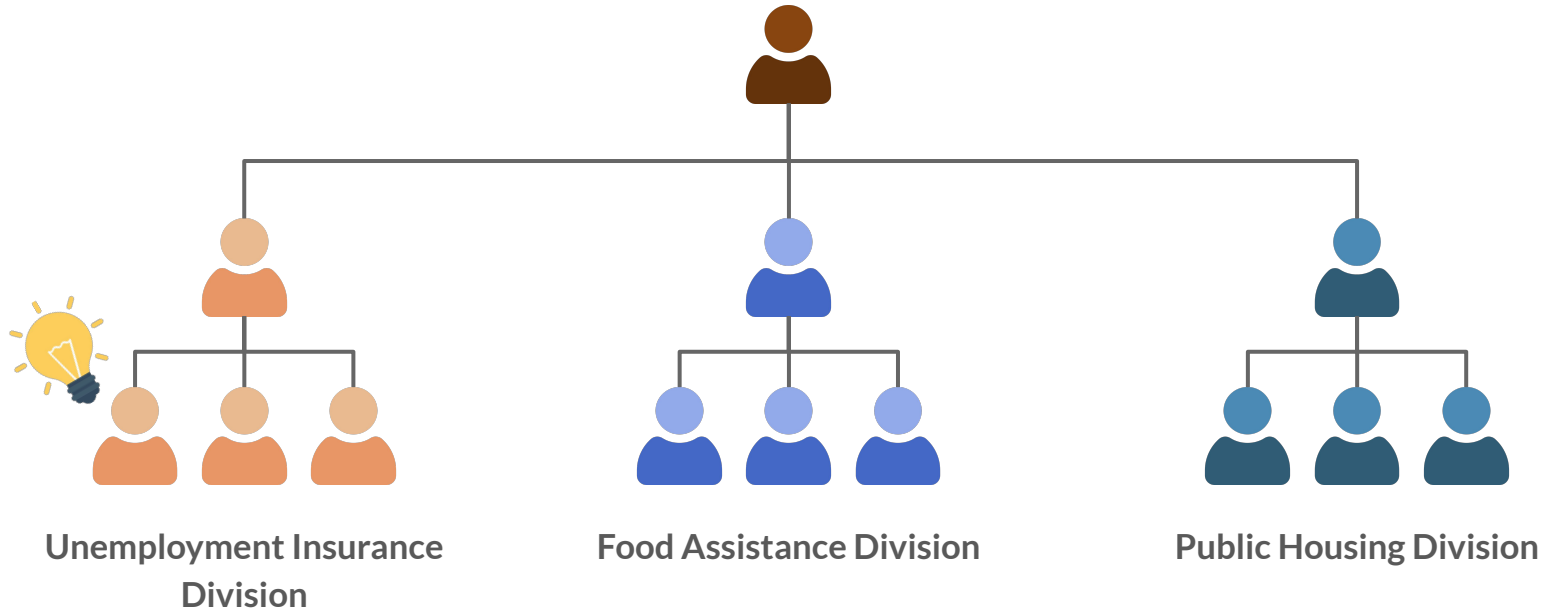
Searches for a way to
afford food.

Needs a home address
when applying to jobs.

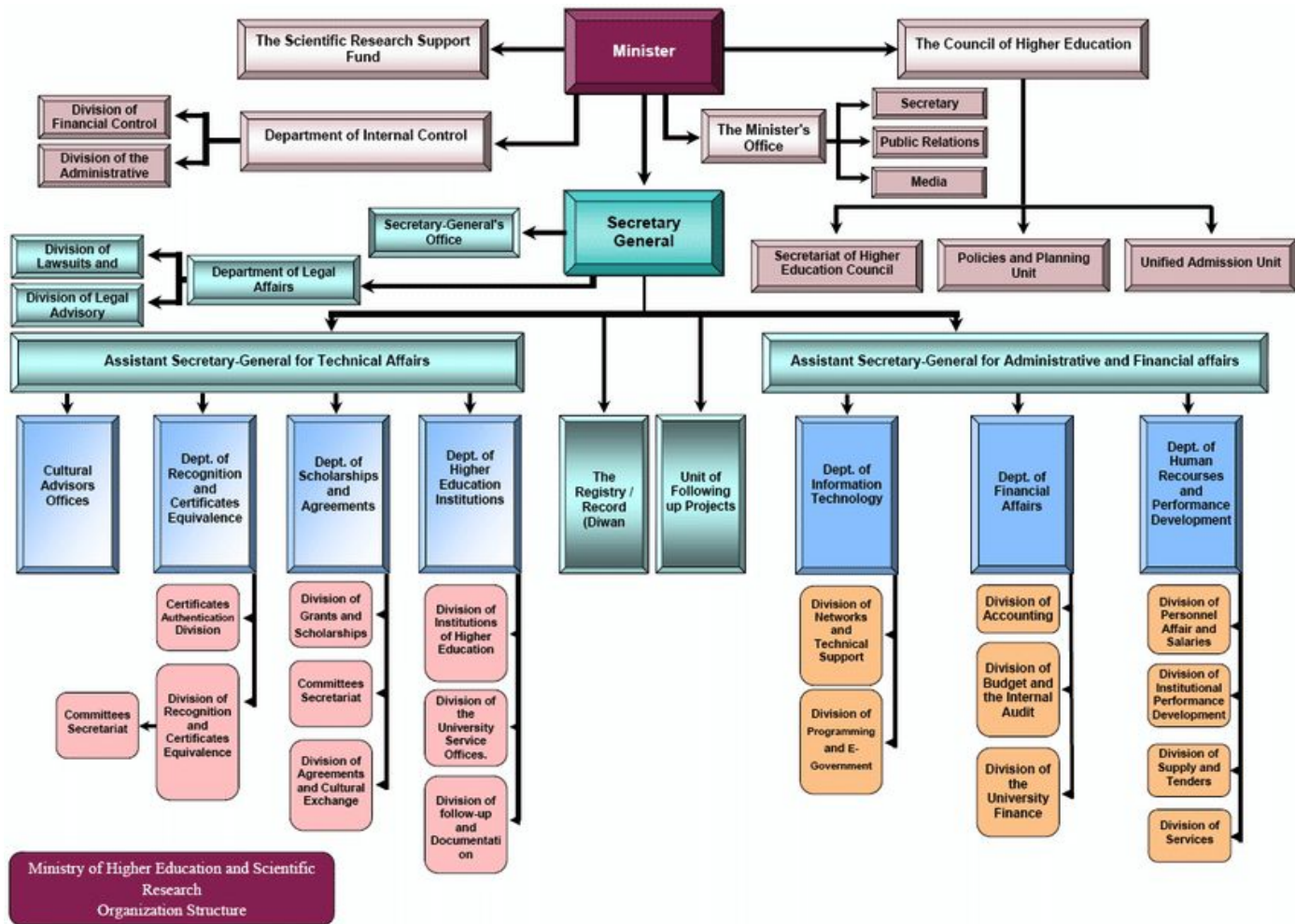




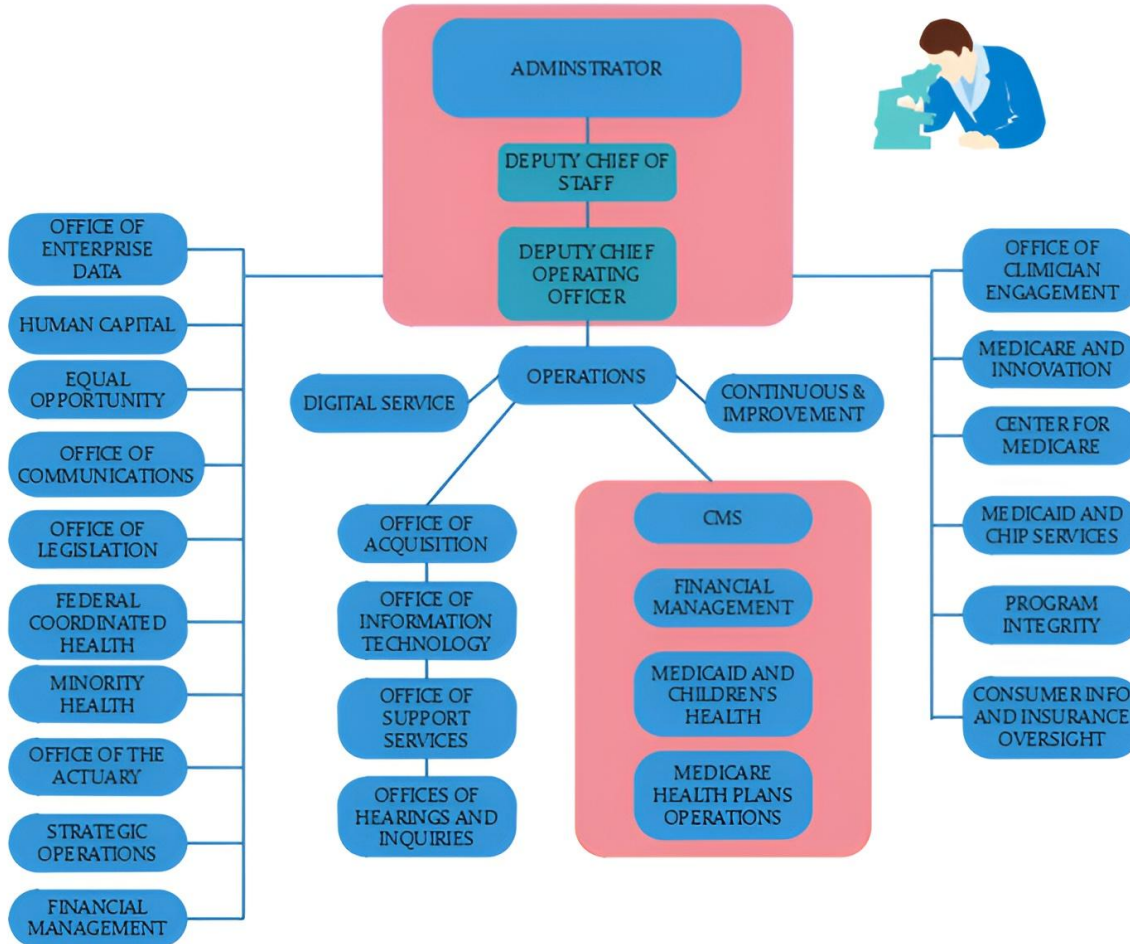
A user's journey is likely to involve public services managed by teams spread out across an agency.



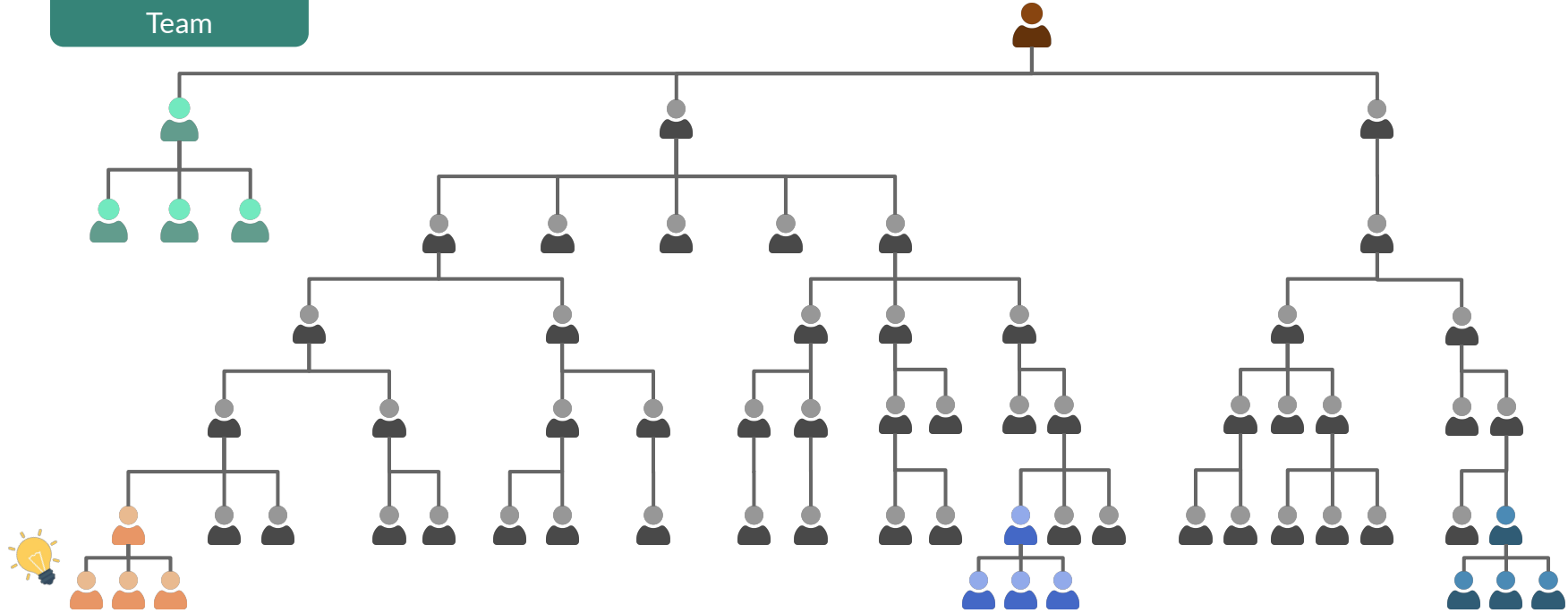
A service designer in the unemployment insurance divisions discovers that there is a significant drop off in applicants from individuals who do not have a permanent mailing address.



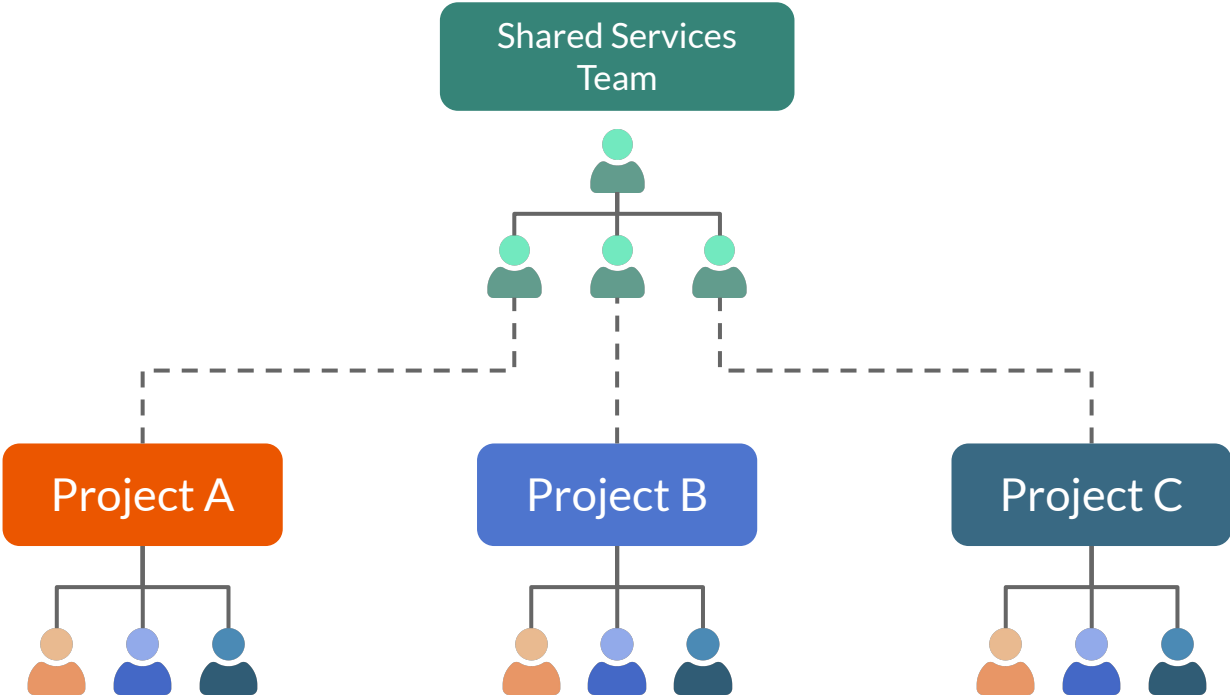
CENTERS FOR MEDICARE & MEDICAID SERVICES



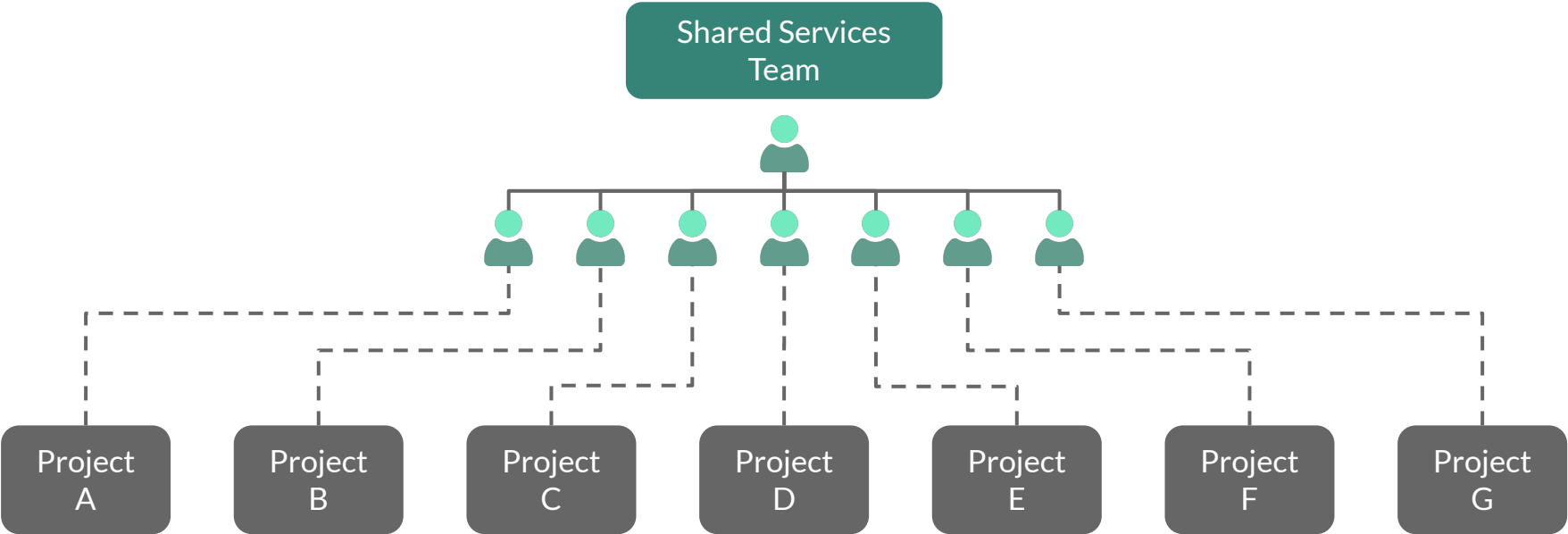
Shared Services Team



Centralized teams spread out between projects and act as a communication proxy for sharing relevant insights across an organization.



But as the team expands, information silos can persist if knowledge is not properly managed.





Senior Program
Manager



Staff Software
Engineer



Senior Software
Engineer



Staff Software
Engineer



Senior Software
Engineer

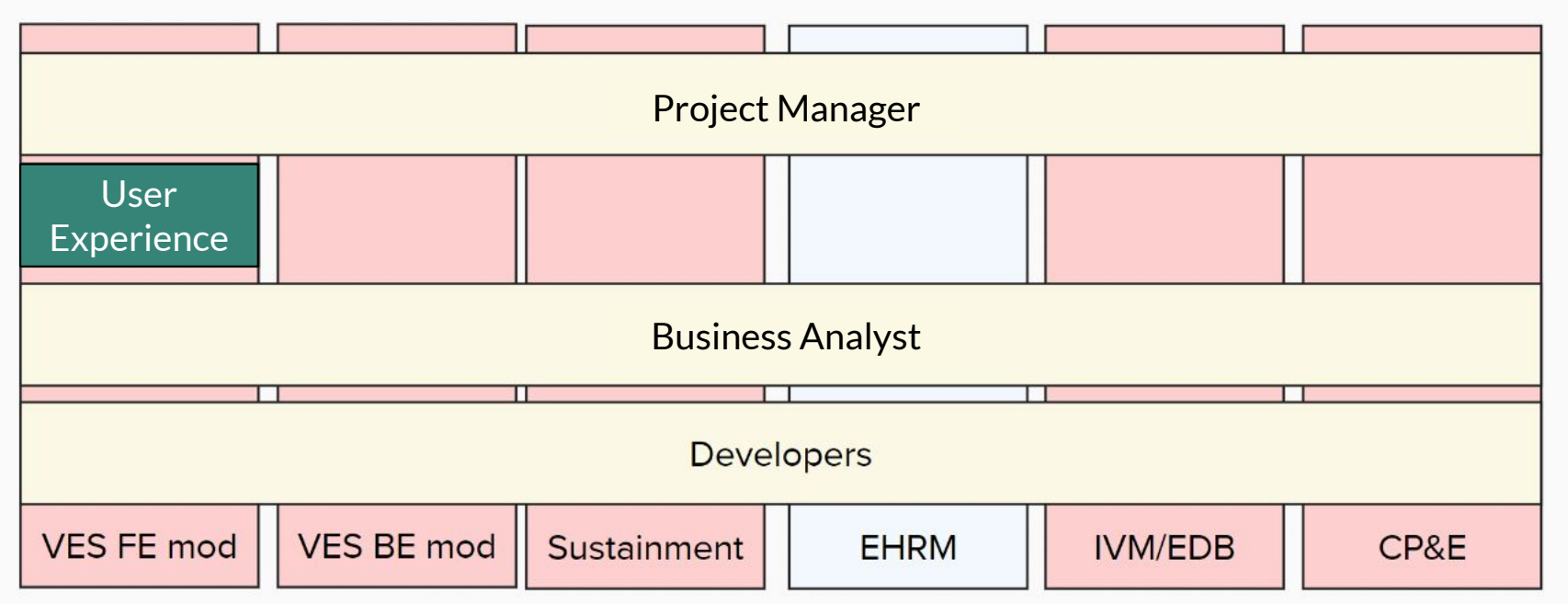


DevOps Engineer
III



Fan
Huang
Senior Researcher
2

Portfolio of modules owned by **Division A** and **Division B** and maintained by contractors embedded across each module.



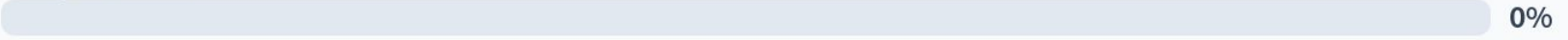
User experience team is part of a separate centralized team and split across multiple portfolios.

What kind of structure do you work in?

Division-based



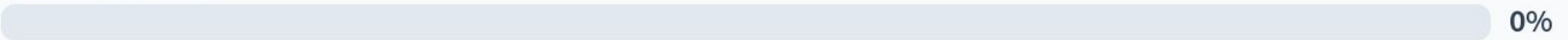
Project-based



Matrixed



A combination



Unsure



Have no fear...
Research Ops is here!





What is ResOps?

“The practice of Research Operations (ResearchOps) focuses on processes and measures that support researchers in **planning**, **conducting**, and **applying** quality research at scale.”

Kate Kaplan, Nielsen Norman Group

nngroup.com/articles/research-ops-101

The principles of Research Operations are nothing new...

Estimation of the dietary requirement for vitamin D in adolescents aged 14–18 y: a dose–response, double–blind, randomized placebo–controlled trial

FREE

Taryn J Smith , Laura Tripkovic, Camilla T Damsgaard, Christian Mølgaard, Christian Ritz, Saskia L Wilson-Barnes, Kirsten G Dowling, Áine Hennessy, Kevin D Cashman, Mairead Kiely ... [Show more](#)

The American Journal of Clinical Nutrition, Volume 104, Issue 5, November 2016, Pages 1301–1309, <https://doi.org/10.3945/ajcn.116.138065>

Published: 21 September 2016 **Article history** ▼



NEWS RELEASE 18-OCT-2016

Study reveals high levels of vitamin D inadequacy in UK adolescents

Peer-Reviewed Publication

26 Oct 2016

Many teens showing vitamin D deficiency

DRUM Drum Digital

SHARE   



Office for Health
Improvement
& Disparities

Closed call for evidence

Vitamin D: call for evidence

Updated 10 May 2022



What we end up with are loosely coupled components that make up an ecosystem that's responsible for a public health initiative.

JOURNALS

Repository of research

Estimation of the dietary requirement for vitamin D in adolescents aged 14–18 y: a dose-response, double-blind, randomized placebo-controlled trial

Taryn J Smith, Laura Tripkovic, Camilla T Damsgaard, Christian Melgaard, Christian ...
Kevin D Cashman, Mairead Kiely ... Show more

The American Journal of Clinical Nutrition, Volume 104, Issue 5, November 2016, Pages 1301–1309, <https://doi.org/10.3945/ajcn.116.138065>
Published: 21 September 2016 Article history



MEDIA OUTLETS

Actors that disseminate insights

NEWS RELEASE 18-OCT-2016

Study reveals high levels of vitamin D inadequacy in UK adolescents

Peer-Reviewed Publication

26 Oct 2016

Many teens showing vitamin D deficiency

DRUM Drum Digital

SHARE f t e

PROGRAM IMPLEMENTERS

Calls for action

Office for Health Improvement & Disparities

Closed call for evidence

Vitamin D: call for evidence

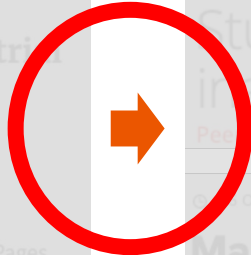
Updated 10 May 2022



There are mechanisms that move insights across the ecosystem and drive action.

JOURNALS

Repository of research



MEDIA OUTLETS

Actors that disseminate insights

PROGRAM IMPLEMENTERS

Calls for action





Mechanisms that drive evidence-based program design

- Conferences
- Communities of practices
- Professional associations
- Advocacy organizations
- Infrastructure to navigate and deliver insights/research
- Formal/informal partnerships between organizations

ResOps looks different depending on an organisation's size



**Small and
Lightweight**

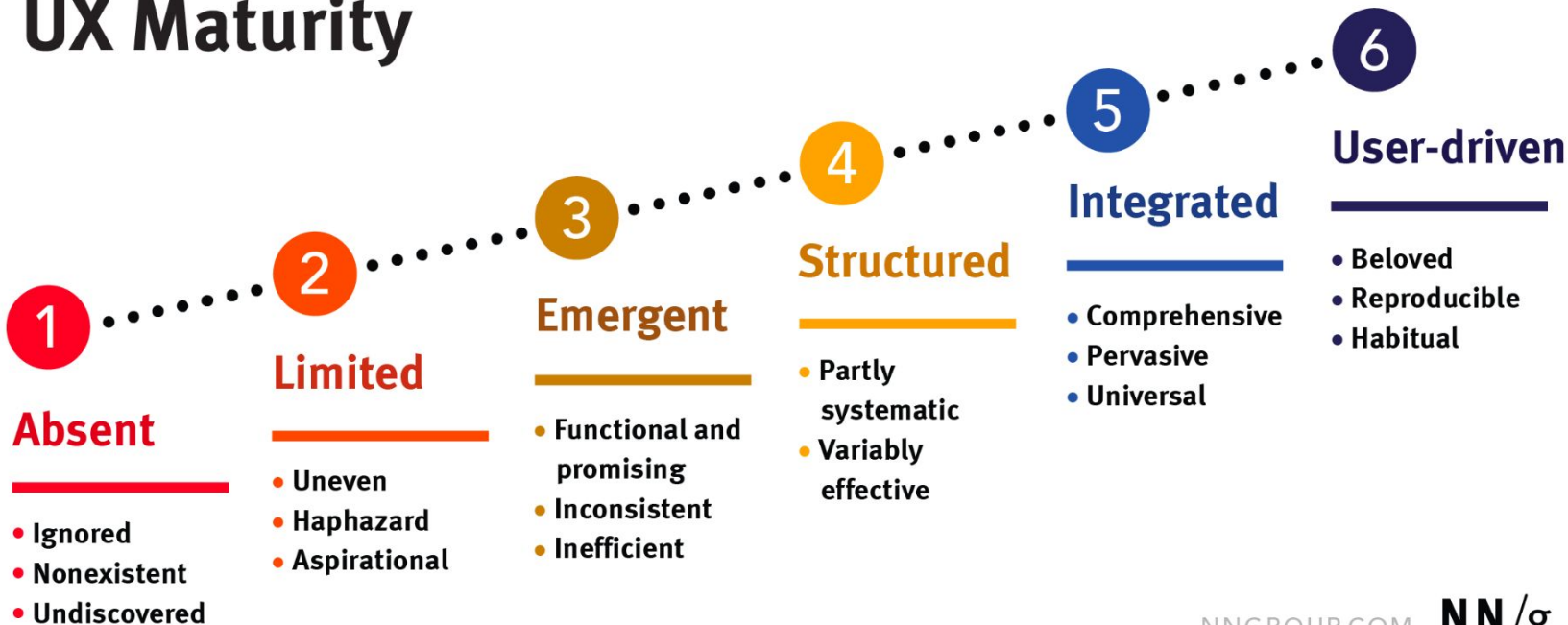


**Medium and
Structured**

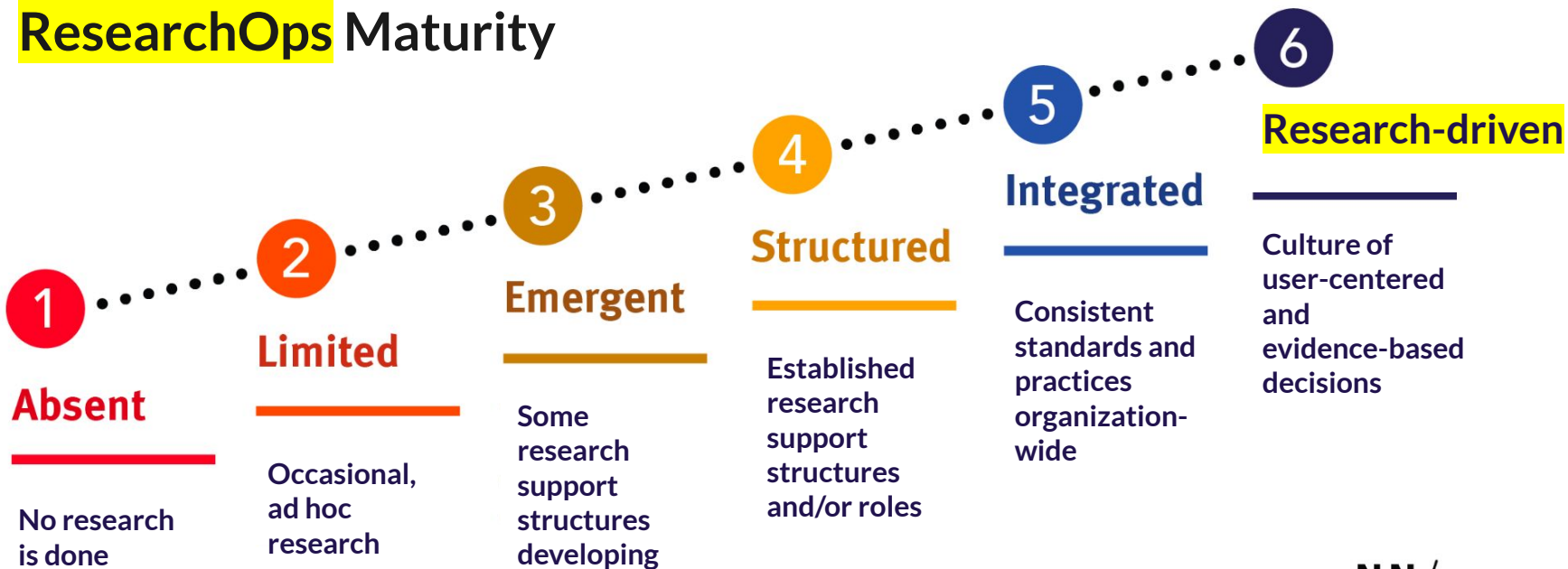


**Large and
Robust**

Stages of UX Maturity



Stages of ResearchOps Maturity



What is your organization's ResOps maturity?

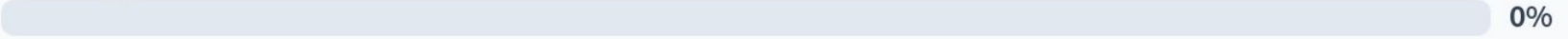
1: Absent



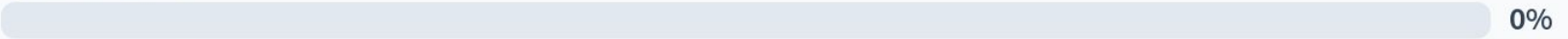
2: Limited



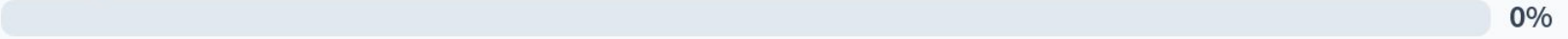
3: Emergent



4: Structured



5: Integrated



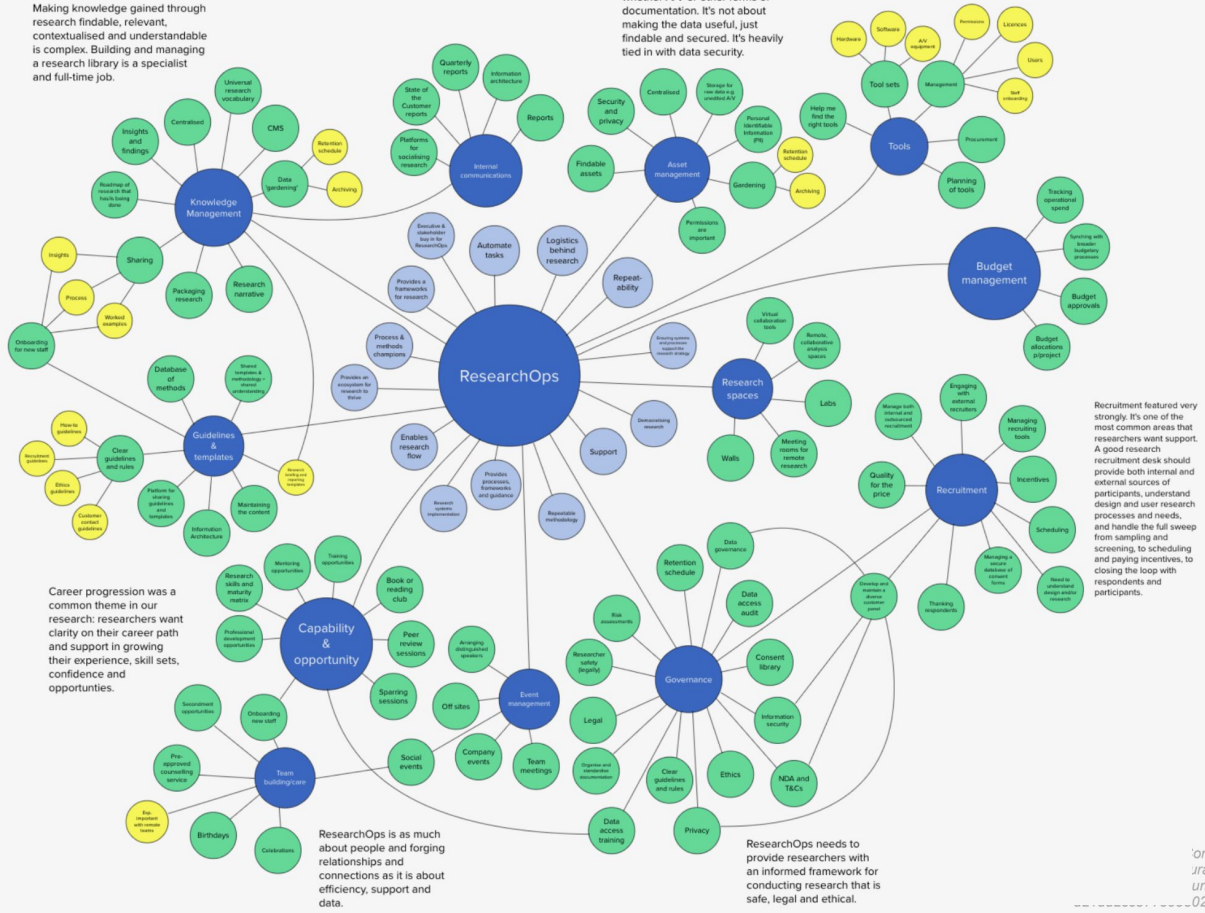
6: Research-driven



ResOps in action

Making knowledge gained through research findable, relevant, contextualised and understandable is complex. Building and managing a research library is a specialist and full-time job.

Asset management is about where you store raw or processed data, whether A/V or other forms of documentation. It's not about making the data useful, just finding and secured. It's heavily tied in with data security.



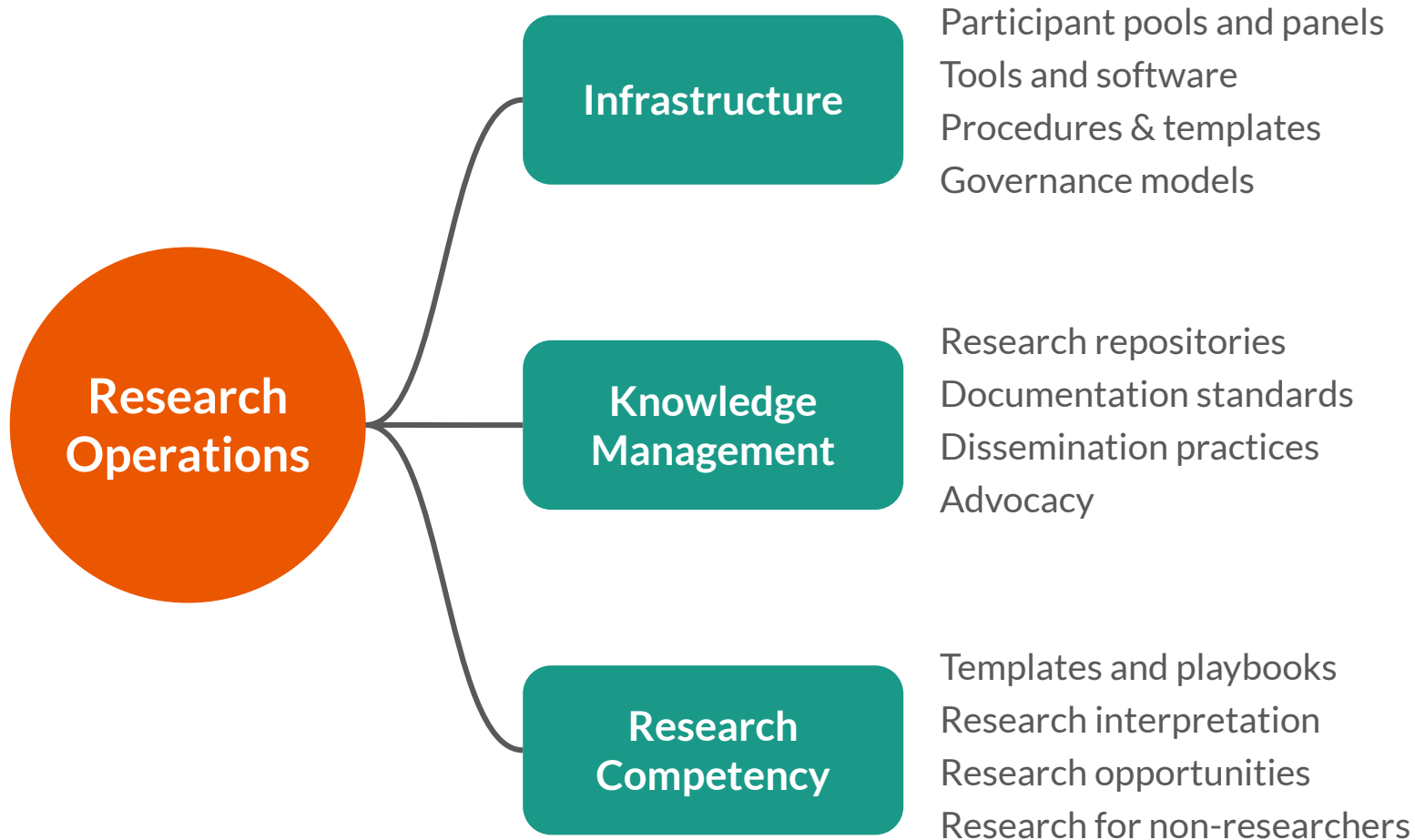
Recruitment featured very strongly. It's one of the most common areas that researchers want support. A good research recruitment desk should provide both internal and external sources of participants, understand design and user research processes and needs, and handle the full sweep from sampling and screening, to scheduling and paying incentives, to closing the loop with respondents and participants.

Career progression was a common theme in our research: researchers want clarity on their career path and support in growing their experience, skill sets, confidence and opportunities.

ResearchOps is as much about people and forging relationships and connections as it is about efficiency, support and data.

ResearchOps needs to provide researchers with an informed framework for conducting research that is safe, legal and ethical.

om
ral
unit
02d



Infrastructure

THE CHALLENGE

Recruitment logistics and participation

WHAT CAN HELP

Participant pools and panels

EXAMPLE

University of Arizona

Participant pool
recruitment form

Tool: Mailchimp / Buttndown
lib.arizona.edu/participant-pool

Sign up in 1 minute

All fields are required.

First name

Last name

Email

Choose one or more that best describe you:

- Undergraduate student
- Graduate or professional student
- Faculty
- Instructor
- Staff
- Alumni or community member

JOIN THE POOL

EXAMPLE

Louisiana Department of Agriculture and Forestry

Tool: Airtable



EXAMPLE

CRM for Hospital User Research

*Tool: Research Hub
by User Interviews*

The screenshot displays a CRM interface for 'user interviews'. The main header shows 'User Research Study' with options for 'Comments' and 'Share'. A sidebar on the left contains navigation menus for 'RECRUIT', 'SCHEDULE', 'COMMUNICATE', and 'SETTINGS'. The main content area features a search bar and filters for 'All statuses' and 'All ratings'. Below this is a table of participants with columns for status, fit, profile picture, name, title, age, race, gender, and location. Some rows are marked with a 'NEW' badge.

Status	Fit	Profile	Name	Title	Age	Race	Gender	Location
Paid	Best fit		Michael A.	Avionics Technician	36	White	Man	Albrightsville, PA United States
Paid	Best fit		Liz S.	Nurse	31	Asian	Woman	Stockton, CA United States
Interview completed	Potential fit		Bobby D.	Social Worker	22	White	Man	Oakland, CA United States
Confirmed	Potential fit		Audra R.	Mechanic	44	Black	Woman	Eatonville, WA United States
Qualified	Potential fit		Colby B.	Operating Engineer	49	White	Man	Paducah, KY United States
Qualified	Potential fit		Edna D.	1st Grade Teacher	31	Hispanic	Woman	Jamaica, NY United States
Qualified	Poor fit		Edward B.	Architect	27	Asian	Man	Oakland, CA United States
NEW	Qualified		Katherine M.	Marriage Counselor	65	White	Woman	Phoenix, AZ United States
NEW	Qualified		Anna A.	Project Manager	53	Hispanic	Woman	New York, NY United States
NEW	Qualified		Mary C.		29	White	Woman	Pulaski, TN

Knowledge Management

THE CHALLENGE

Losing track of insights and
reinventing the wheel

WHAT CAN HELP

Research repositories

EXAMPLE

University of Arizona

Searchable and filterable database of projects

Tool: Notion

lib.arizona.edu/research-repo

List of projects ...				
☰ Method(s) + Add filter				
Aa Title of the project	📅 Date	☰ Method(s)	☰ Researcher(s)	☰ Related department
🔗 Special Collections first-click: Test the homepage	02/16/2024	first-click testing	Aly Higgins, Bob Liu, Hoa Hoang	Special Collections
🏠 Migrating Rooms & spaces pages: test LibCal booking tool	01/31/2024	usability testing	Hoa Hoang, Megan Straffon, Linda Lopez, Aly Higgins, Bob Liu	Access & Info Services
🗺 Navigating physical library spaces: understand what challenges users have	01/03/2024	talk-back board	Leonardo Echeverria, Hoa Hoang, Aly Higgins	Access & Info Services Collection Services
👤 General library feedback: learn how students use the library during finals	11/01/2023	talk-back board	Aly Higgins, Leonardo Echeverria	
🏠 Migrating Special Collections website: test sub-site navigation	10/18/2023	user interviews usability testing	Leonardo Echeverria, Hoa Hoang, Aly Higgins	Special Collections
👤 General library feedback: learn what students wish they knew about the library	10/11/2023	talk-back board	Leonardo Echeverria	Marketing Communications
🏠 Migrating Special Collections website: validate How to use Special Collections content	10/04/2023	first-click testing	Leonardo Echeverria	Special Collections
🗺 Re-thinking Find materials menu: test menu structure	09/20/2023	tree testing	Aly Higgins, Bob Liu, Leonardo Echeverria, Megan Straffon	Collection Services Student Learning & Engagement Research Engagement
🗺 Creating menu landing pages: Choose language for main menu link	09/13/2023	usability testing	Aly Higgins, Leonardo Echeverria, Megan Straffon	

EXAMPLE

University of Arizona

Template and content guidelines for new projects

Tool: Notion

lib.arizona.edu/research-repo

Adding a “Method(s)” tag

The “Method(s)” tags name UX research methods that are commonly used by our team and easy to understand. We use tags to help us organize the types of research repo entries and to make these entries easily findable.



The tag you add to your entry is the primary UX research method you used in your project. If you used additional UX research or design methods, you can name those in the title or body of your repo entry, or create separate repo entries for each method used.

How to add a tag

Add one tag per entry from the pre-determined list of tags. If a project uses more than one UX research method, we recommend creating separate entries for each method used.

However, use your best judgment. If you've completed multiple methods at the same time for a project and it makes sense to create a single entry for that project, you can add more than one tag to a repo entry. Try to keep it under 2 tags to prevent clutter.

EXAMPLE

University of Arizona

Insights tagged by audience and category

Tool: Notion

lib.arizona.edu/research-repo

Research nuggets
Nuggets are valuable trends and findings we discovered during research that could help with future projects.

Board view | List

Databases 5

- 🔍 Researchers start by searching Google or Google Scholar
Students Faculty
- 📄 Retirees want to know what library resources they can access
Retirees
- 👤 Faculty support canceling Elsevier
Scholars Faculty
- 📄 Researchers are frustrated with signing in multiple times for access.
Students Scholars Instructors Faculty
- 📄 Researchers experience bewildering number of access options for some journals
Scholars Instructors

student success 6

- 📄 Students rely on campus WiFi for online coursework
Students Undergrads
- 📄 Undergrads see the Main Library as their go-to place to study
Students Undergrads
- 📄 Students experience stress at finals
Students Undergrads
- 📄 Students go to college to prepare for getting a job
Students Undergrads
- 📄 Students rely on in-person school for campus resources
Students Undergrads
- 📄 Students want a more consistent LMS experience
Students

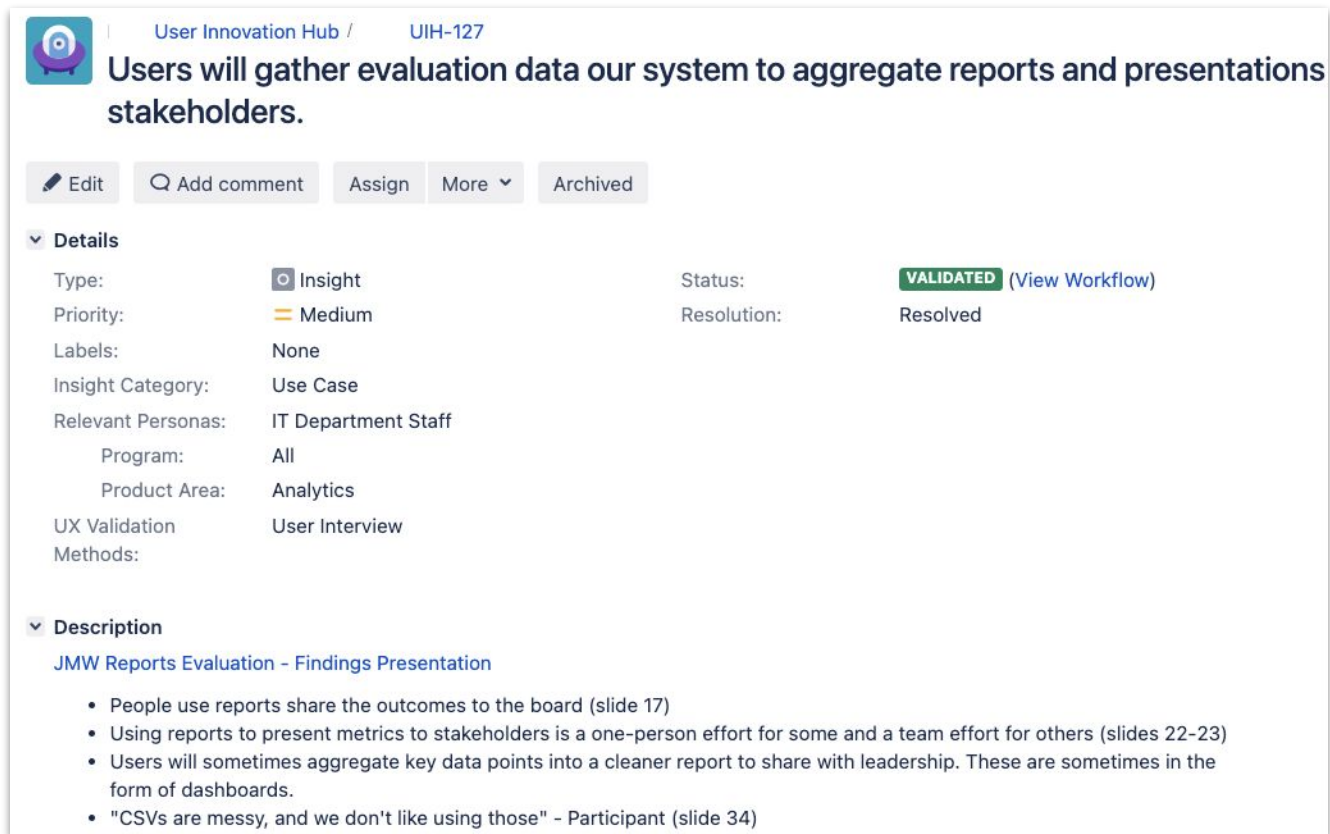
studying 3

- 📄 Students rely on campus WiFi for online coursework
Students Undergrads
- 📄 Undergrads see the Main Library as their go-to place to study
Students Undergrads
- 📄 Students experience stress at finals
Students Undergrads

EXAMPLE

Centers for Medicare & Medicaid Services

Tool: Jira



User Innovation Hub / UIH-127

Users will gather evaluation data our system to aggregate reports and presentations stakeholders.

Edit Add comment Assign More Archived

Details

Type:	<input checked="" type="radio"/> Insight	Status:	VALIDATED (View Workflow)
Priority:	<input checked="" type="radio"/> Medium	Resolution:	Resolved
Labels:	None		
Insight Category:	Use Case		
Relevant Personas:	IT Department Staff		
Program:	All		
Product Area:	Analytics		
UX Validation	User Interview		
Methods:			

Description

[JMW Reports Evaluation - Findings Presentation](#)

- People use reports share the outcomes to the board (slide 17)
- Using reports to present metrics to stakeholders is a one-person effort for some and a team effort for others (slides 22-23)
- Users will sometimes aggregate key data points into a cleaner report to share with leadership. These are sometimes in the form of dashboards.
- "CSVs are messy, and we don't like using those" - Participant (slide 34)

EXAMPLE

Veterans Affairs

Categorized database of project findings

Tool: GitHub

The screenshot displays the VA.gov Research Repository interface, which is organized into two main columns: 'Current' (24 items) and 'Complete' (266 items). Each item is represented by a card with a title, a unique identifier, and a list of categorized tags.

VA.gov Research Repository
Updated 5 hours ago

24 Current

- 2024-02 Enhanced Military Information study** (#478)
 - PRDT: VA.gov Profile
 - RESRCH: Co-Design
 - RESRCH: Evaluative
 - RESRCH: Interviews
 - RESRCH: Remote
- 2024-02-Research Plan-Usability test of pension benefits form 527EZ with Veterans** (#475)
 - AUD: Veterans
 - DSP: Form feedback
 - PRDT: Pension 21P-527 EZ
 - RESRCH: Remote
 - RESRCH: Usability Testing
 - VETJNY: Aging
 - VETJNY: Retiring
- 2024-02 Rx on VA.gov Findability Study** (#476)
 - AUD: Veterans
 - BNFT: Healthcare
 - DSC: Ask users for multiple responses
 - HDW: Desktop
 - HDW: Laptop
 - MHV: Pharmacy

266 Complete

- 2024-01 Authenticated Appoint a Rep Form User Test** (#450)
 - AUD: Veterans
 - BNFT: Disability
 - BNFT: Healthcare
 - PRDT: Accredited-Reps
- Appointments: Provider Base scheduling research** (#462)
 - AUD: Staff
 - MHV: Appointments
 - My Health: AVS
 - PRDT: health-care-check-in
 - VAOS: Modality
- 2023-08 Triage Group Generative Study** (#345)
 - BNFT: Healthcare
 - MHV: Secure Messaging
 - PRDT: MHV integration to VA.gov
 - PRDT: Secure-messaging
 - RESRCH: Card Sort
 - RESRCH: Generative (discovery)
 - RESRCH: Interviews

24 Current

2024-02 Enhanced Military Information study

#478

PRDT: VA.gov Profile

RESRCH: Co-Design

RESRCH: Evaluative

RESRCH: Interviews

RESRCH: Remote

2024-02-Research Plan-Usability test of pension benefits form 527EZ with Veterans

#475

AUD: Veterans DSP: Form feedback

PRDT: Pension 21P-527 EZ

RESRCH: Remote

RESRCH: Usability Testing

VETJNY: Aging VETJNY: Retiring

2024-02 Rx on VA.gov Findability Study

#476

AUD: Veterans BNFT: Healthcare

DSC: Ask users for multiple responses

HDW: Desktop HDW: Laptop

MHV: Pharmacy

266 Complete

2024-01 Authenticated Appoint a Rep Form User Test

#450

AUD: Veterans BNFT: Disability

BNFT: Healthcare

PRDT: Accredited-Reps

Appointments: Provider Base scheduling research

#462

AUD: Staff MHV: Appointments

My Health: AVS

PRDT: health-care-check-in

VAOS: Modality

2023-08 Triage Group Generative Study

#345

BNFT: Healthcare

MHV: Secure Messaging

PRDT: MHV integration to VA.gov

PRDT: Secure-messaging

RESRCH: Card Sort

RESRCH: Generative (discovery)

RESRCH: Interviews

Audience (ex. Veterans, Staff, Attorneys)

Benefit (ex. Disability, Healthcare)

Product and/or project (ex. MyHealthVet)

Research method (ex. Card Sort, Interviews)

va.gov-research-repository #488

2024-02 VSO Listening Session

AUD: Attorneys

AUD: VSOs

PRDT: Accredited-Reps

RESRCH: Generative (discovery)



2024-02 VSO Listening Session #488



uxrebecca opened this issue 12 minutes ago · 0 comments



uxrebecca commented 12 minutes ago



Research Folder

[Link to research folder in github](#) and [link to findings report](#).

Recruitment Criteria

Participants were recruited through direct outreach through VBA and included Veterans Service Officers and accredited attorneys.

Summary

We wanted to learn:

- How often accredited representatives use different tools, including SEP, VBMS, and third-party claims management systems.
- Pain points around their existing experiences helping Veterans, in particular: establishing power of attorney, filing claims, and tracking claims status.
- What features within a digital tool would help them most in their work supporting Veterans.

EXAMPLE

Veterans Affairs

Pilot database of insights connected to raw data and its analysis

Tool: EnjoyHQ

Insights engine

All PACT Act Special Groups Transition Appointments Accessibility

20 Stories Search (2) Sort by Last updated

Veterans Under 40: Barriers to Knowing VA
It is often unclear how Veterans should connect with VA benefits, who they are for, and when they can be...

How to Help Guide Veterans during the Military to Civilian (M2C) Transition
Transitioning Servicemembers (TSMs) are overwhelmed with information and aren't sure how to apply it to their...

VA U.S. Department of Veterans Affairs
Veterans Benefits Administration

Knowledge Management

THE CHALLENGE

Disseminating research in the right way to the right people at the right time

WHAT CAN HELP

Well-timed and plated bites, snacks, and meals

EXAMPLE

Veterans Affairs

“Bite”



Rebecca Blakiston 8:21 AM

Hey all 🙌, ARF's [findings from our listening session](#) are now in the research repository! ARF is the Accredited Representative Facing team, which is focused on creating digital tools for accredited Veterans Service Organizations, attorneys, and claims agents ([more about ARF here](#)).
TL:DR. [here are some insights into what VSOs are thinking](#):

- Immediate access to VBMS, including the Veteran's eFolder and files within it, would make the power of attorney process easier.
- The ability to upload and access documents directly and instantly in VBMS would make filing claims easier.
- More detailed notes from raters would make tracking and monitoring the status of claims easier.
- The "perfect tool" for VSOs would include a similar but upgraded [SEP](#), with updated forms, as well as the ability to submit dependency and education claims.

Be in touch if you have any questions about our findings or see opportunities to collaborate! We're pulling together further findings from user interviews now so will share those as well when they're ready.



1 reply 21 hours ago

EXAMPLE

Veterans Affairs

“Snack”

Key Findings

VSOs believe the following would make the power of attorney process easier:

- Immediate access to VBMS, including the Veteran's eFolder and files within it
- Ability to check information prior to accepting POA, such as if any claims, Higher-Level Reviews, or appeals are pending
- Ability for the Veteran to see and request/select a specific person from the Veteran Service Organization

VSOs believe the following would make filing claims easier:

- Ability to upload and access documents directly and instantly in VBMS
- Better training for VA employees/raters; fewer errors
- Ability to label, describe, and re-label evidence and have accurate descriptions of evidence in VBMS
- Access to and responses from raters

VSOs believe the following would make tracking and monitoring the status of claims easier:

- More detailed notes from raters
- Notification, alert, or email to the individual representative once something is done with claim / status changes
- Having a point of contact once the claim is in the national work queue

The "perfect tool" for VSOs would include:

- A similar but upgraded SEP, with updated forms
- Ability to submit dependency claims
- Ability to submit education claims
- A better way to handle BVA (Board of Veterans Appeals) cases (get rid of Case Flow)
- An accurate, real-time claims tracking system that the Veteran can access with details

EXAMPLE

Veterans Affairs

“Meal”

tinyurl.com/vso-findings

Summary of Open-Ended Responses

We asked open-ended questions and allowed participants to up-vote or down-vote others' responses. We pulled together similar responses and compiled final numbers to come up with the top responses below.

The numbers in parentheses at the end of each item reflect the number of people who submitted a similar comment plus the number of upvotes, but subtracting any number of downvotes.

What would make the power of attorney process easier?

1. Immediate access to VBMS, including the Veteran's eFolder and files within it (13)
2. An ability to check information prior to accepting POA, such as if any claims, Higher-Level Reviews, or appeals are pending (3)
3. Ability for the Veteran to see and request/select a specific person from the Veteran Service Organization (2)

Discussion

- **There are access issues.** The two blocks on the back of the 21-22 [20: Limitation of Consent; 21: Authorization to change claimant's address] give you access to records. If the boxes aren't checked, you don't get access to the eFolder in VBMS. Can require a rep to go to a field office to prove the VSO should have access and get eFolder access initiated.
- **POA can get deactivated over time.** When the VA comes out with a newer version of the form, the older versions are obsolete and they're required to submit a new one. Therefore, a VSO can have clients for many years then lose PoA because the 21-22 was filled out (and PoA established) a long time ago. This comes up because there can be long gaps until the Veteran needs assistance again after initially establishing PoA.

What this means for us

- Our MVP includes the ability for VSOs to get immediate access to VBMS files upon accepting PoA, so this validates that our focus will have a big impact for VSOs.
- Investigate how we might allow representatives to see information about a Veteran prior to accepting PoA, such as pending claims or appeals and if they already have representation. Some of this information is in BIRLS (Beneficiary Identification and Records Locator (Sub)System) and some is already in SEP.

Research Competency

THE CHALLENGE

Planning, inconsistency,
and onboarding

WHAT CAN HELP

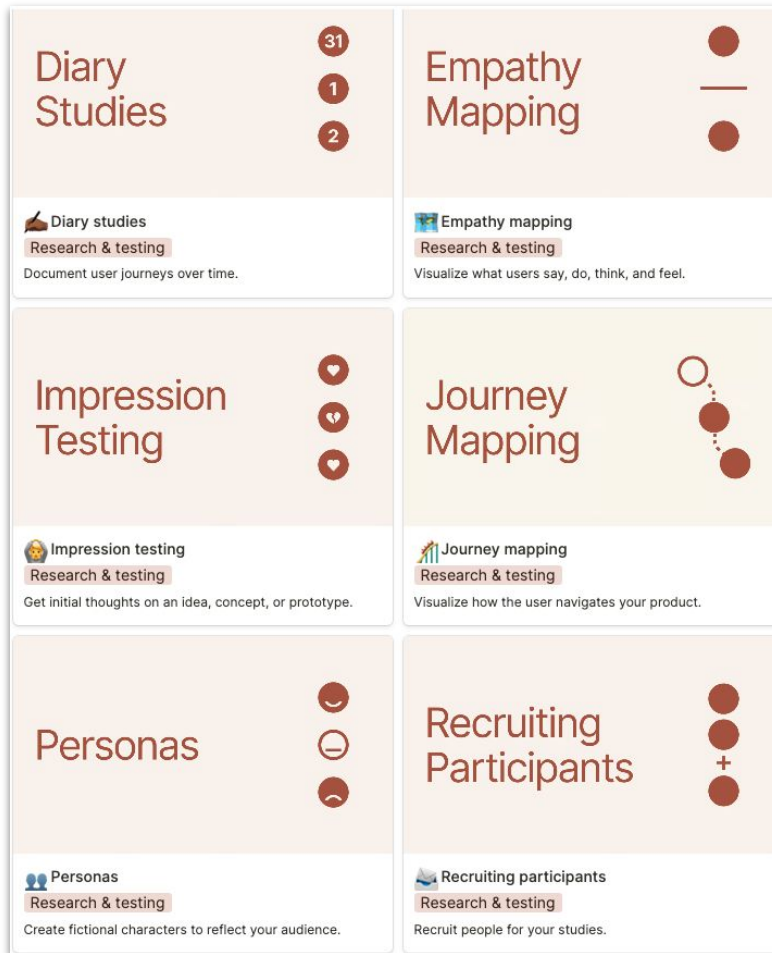
Templates and playbooks

EXAMPLE

The UX Cookbook

Recipes to get anyone started with a variety of UX methods.

theuxcookbook.com



EXAMPLE

Veterans Affairs

tinyurl.com/va-resops

VA Platform

Research and design



Research and design

Research at VA

Learn how we do Veteran-facing research on VA.gov. Use our templates and guidelines to help you plan, facilitate, and synthesize research.

Quick Resources

- Research checklist
- Research repo
- TEMPLATE: research plan
- TEMPLATE: conversation guide
- TEMPLATE: research findings

EXAMPLE

Centers for Medicare & Medicaid Services

5. Conduct the Session

When to use this checklist: When you are ready to start the session.

- Start Zoom
- Admit the participant into the Zoom call from the waiting room
- Onboard the participant
 - Introduce yourself and make friendly small talk to make the participant feel comfortable
 - Provide an overview of the project

41

- Share information about what to expect during the session and how long it will take
- Reassure the participant that there are no right or wrong answers
- Let the participant know that they can stop the session at any time

[Project Name] - Usability Test Analysis

Ad Hoc

Usability Test Questions

ID	Question	Page / Screen	Type	A	B	C	D	# of Scores	Average
1	Usability Test Question 1		Task	-	-	-	-	-	-
2	Usability Test Question 2		Task	-	-	-	-	-	-
3	Usability Test Question 3		Task	1	-	-	-	1	1.00
4	Usability Test Question 4		Task	3	-	-	-	1	3.00
5	Usability Test Question 5		Task	4	-	-	-	1	4.00
6	Usability Test Question 6		Task	5	-	-	-	1	5.00
7	Usability Test Question 7		Task	4	-	-	-	1	4.00
8	Usability Test Question 8		Task	1	-	-	-	1	1.00

Individual Participant Average:

3.00	-	-	-
------	---	---	---

Aggregate Score* : 75.0%

*Calculated by dividing sum of average scores for each "Qualitative" or "Task" question by total number of "Qualitative" and "Task" questions

Closing Questions

ID	Question	Page / Screen	Type	A	B	C	D	# of Scores	Average
1	Closing Question 1		Closing	-	-	-	-	-	-
2	Closing Question 2		Closing	-	-	-	-	-	-
3	Closing Question 3		Closing	-	-	-	-	-	-
4	Closing Question 4		Closing	-	-	-	-	-	-
4	Closing Question 4		Closing	-	-	-	-	-	-

What technique sounds most useful to your organization?

Research repository



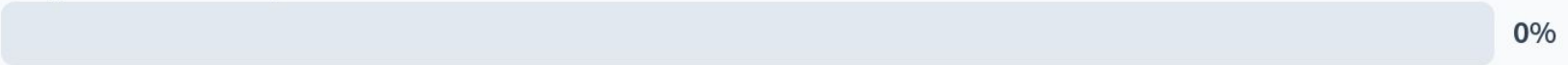
Participant panels or pools



Communication with bites, snacks, and meals



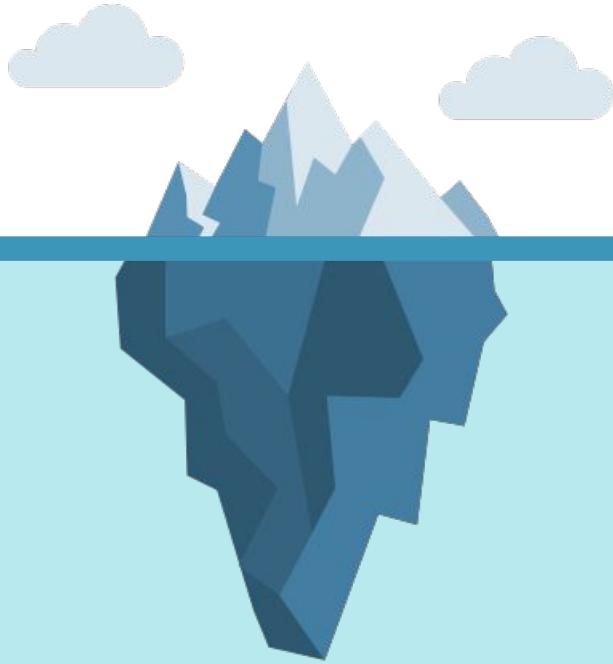
Playbooks and templates



**ResOps can help
organisations design
better services.**



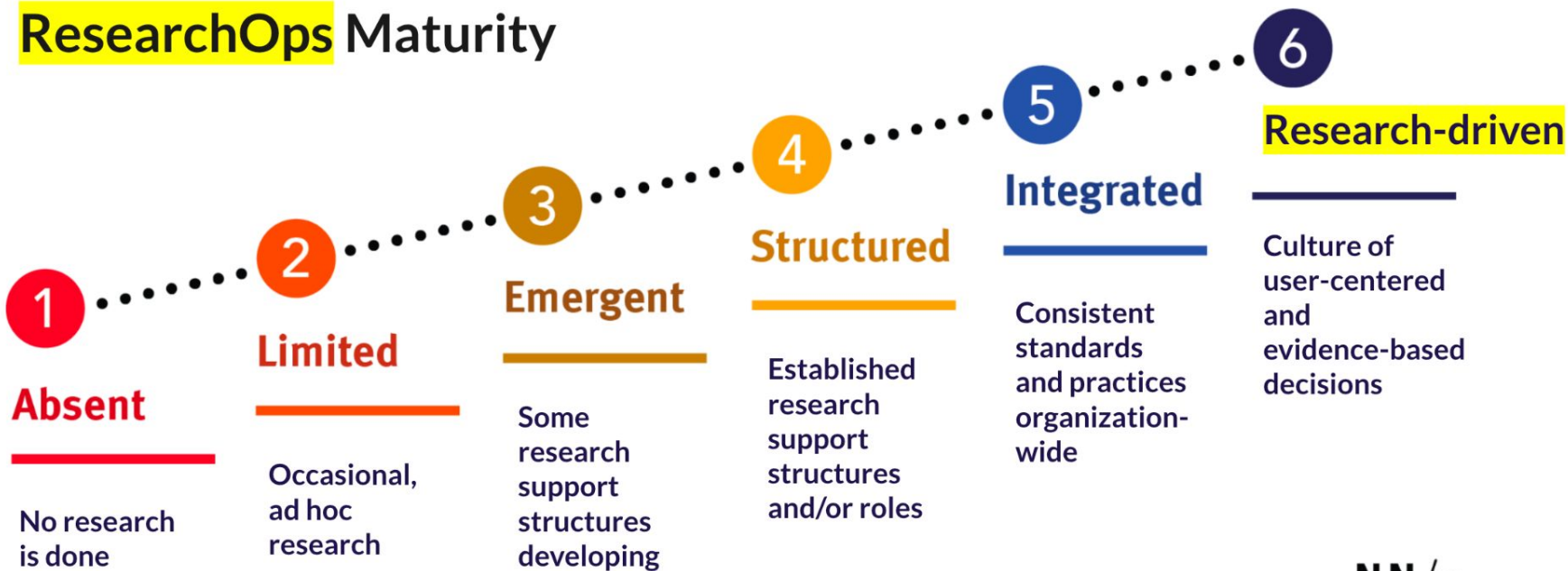
Tools alone won't solve our problems



Tools

Culture

Stages of ResearchOps Maturity



We need...

- **Cooperation**
- **Coordination**
- **Collaboration**

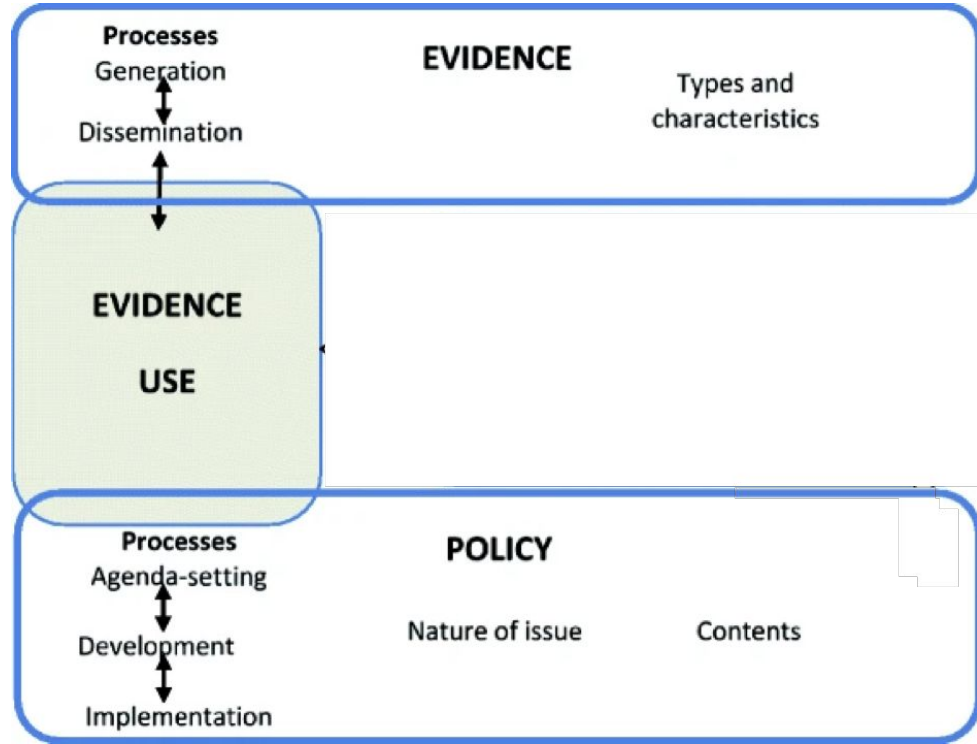


Cooperation

Find advocates who already ground themselves in evidence-based decision making.

Lessons from evidence-based policymaking

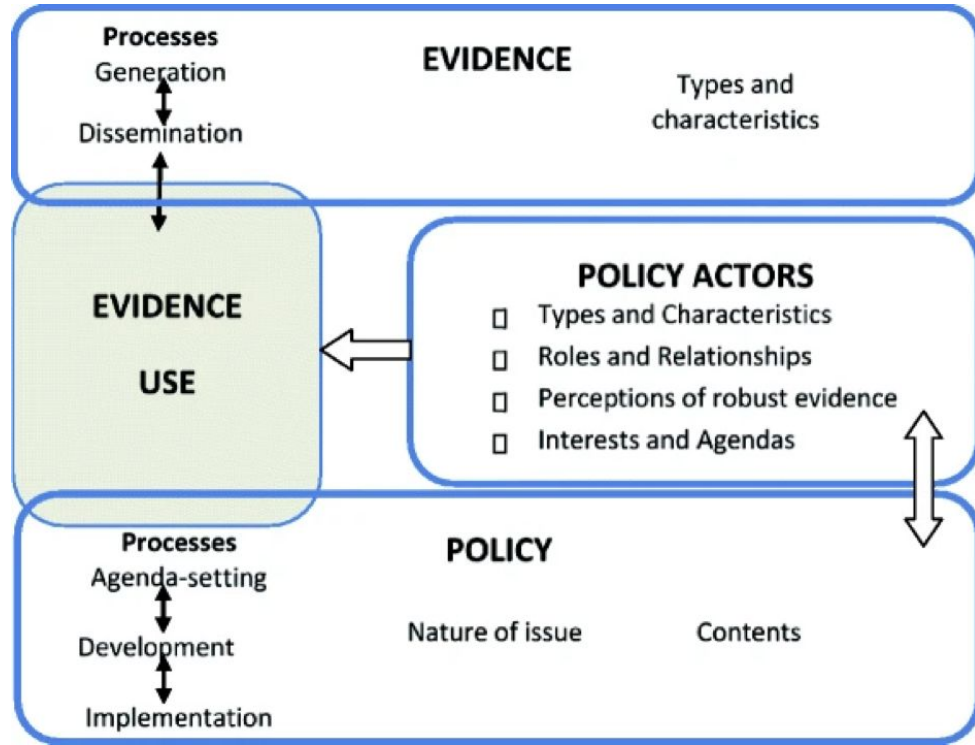
Researchers who produce the evidence



Decision makers who set the agenda and priorities

Lessons from evidence-based policymaking

Researchers who produce the evidence



Decision makers who set the agenda and priorities

Coordination

**Get stakeholders
comfortable sharing
hypotheses and conclusions.**



Users will gather evaluation data our system to aggregate reports and presentations for senior leadership and stakeholders.

[Edit](#) [Add comment](#) [Assign](#) [More](#) [Archived](#)



[Share](#) [Export](#)

Details

Type: **Insight**
Priority: **Medium**
Labels: **None**
Insight Category: **Use Case**
Relevant Personas: **IT Department Staff**
Program: **All**
Product Area: **Analytics**
UX Validation: **User Interview**
Methods:

Status: **VALIDATED** ([View Workflow](#))
Resolution: **Resolved**

People

Assignee:  1
Reporter: 
Votes: **0** [Vote for this issue](#)
Watchers: **0** [Start watching this issue](#)

Dates

Created: **6 minutes ago**
Updated: **Just now**
Resolved: **5 minutes ago**

CI Builds

No builds found.

Agile

[View on Board](#)

Description

JMW Reports Evaluation - Findings Presentation

- People use reports share the outcomes to the board (slide 17)
- Using reports to present metrics to stakeholders is a one-person effort for some and a team effort for others (slides 22-23)
- Users will sometimes aggregate key data points into a cleaner report to share with leadership. These are sometimes in the form of dashboards.
- "CSVs are messy, and we don't like using those" - Participant (slide 34)

PNW Reports research PI06

- **Session 1**
 - 39:20 "Because we have so many reports, we create a script to aggregate the information for us."
 - 13:39 "It's a cumbersome process, but we've learned to adapt based on the recent changes."
- **Session 2**
 - 2:44 "It's time consuming, but we'll just schedule an entire day to aggregate. We make it into a little party within our staff."
 - 5:44 "It can be confusing trying to match each of the rows with the columns because there's just so much data."
- **Session 3**
 - 5:08 "We mostly look at tabs 2 and 3. We're just not sure how to interpret the information on tab 5. I will look up info in the tech manual but it's so time consuming to parse through."



Users will gather evaluation data our system to aggregate reports and presentations for senior leadership and stakeholders.

Edit Add comment Assign More Archived

Export

Details

Type: Insight
Priority: Medium
Labels: None
Insight Category: Use Case
Relevant Personas: IT Department Staff
Program: All
Product Area: Analytics
UX Validation: User Interview
Methods:

Status: **VALIDATED** (View Workflow)
Resolution: Resolved

People

Assignee: [Avatar]
Reporter: [Avatar]
Votes: 0 Vote for this issue
Watchers: 0 Start watching this issue

Dates

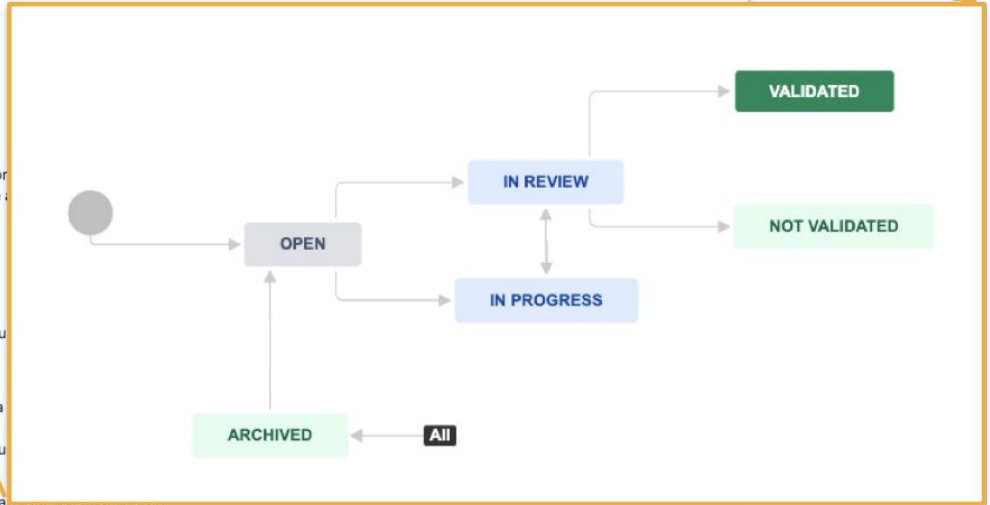
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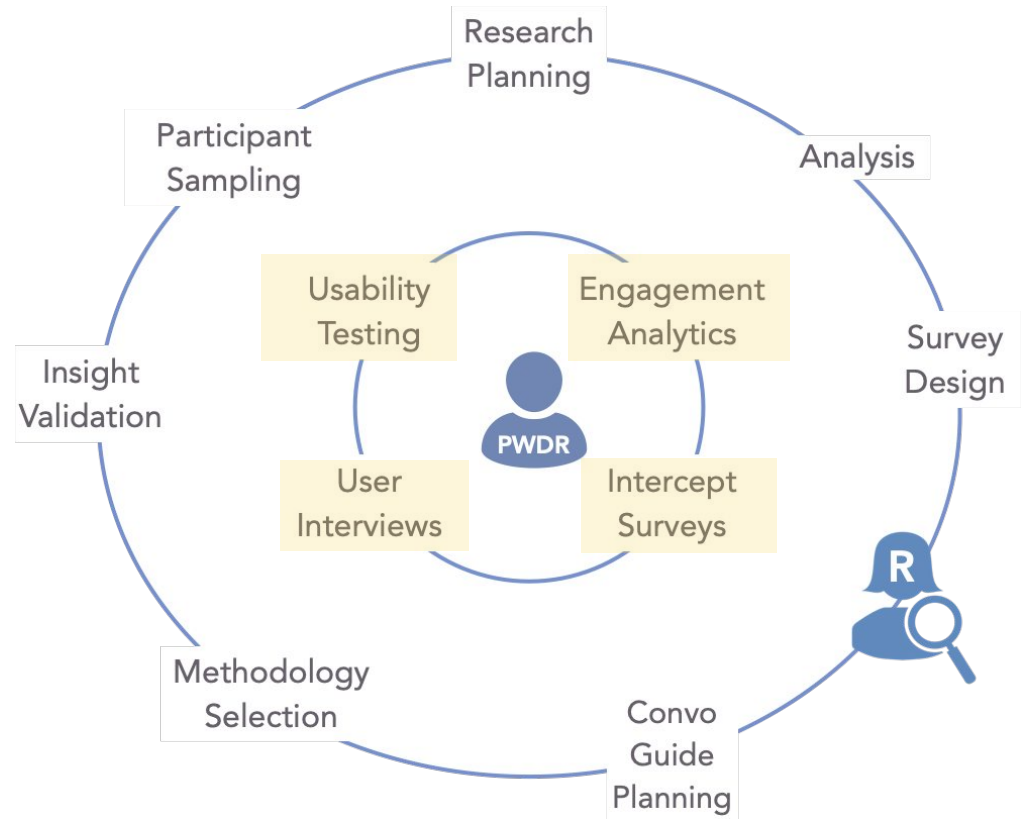
Collaboration

**Get non-researchers
involved in conducting
research and drawing
insights from data.**

Kate Towsey, a leader in ResOps, once said that there are “researchers” and “people who do research” (PWDR).



Kate Towsey, a leader in ResOps, once said that there are “researchers” and “people who do research” (PWDR).



What's something you want to try to break down silos and scale impact?

Nobody has responded yet.

Hang tight! Responses are coming in.



Thank you for listening!

Fan Huang

[linkedin.com/in/fan-huang](https://www.linkedin.com/in/fan-huang)

Rebecca Blakiston

rebeccablakiston.info