DWSN Quarterly Forum
Thursday, August 19, 2021
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Welcome to the meeting, we will begin shortly.
For the best experience please use your computer to join the meeting.
Please mute your audio.
Use the Raise Hand button or the meeting Chat for comments and questions.
Digital Web Services Network
Forum Agenda

Thursday, August 19, 2021
10:00 AM – 11:30 AM
Join Microsoft Teams Meeting
+1 916-573-5828
Phone Conference ID: 607 556 895#

Opening Remarks

Introduction & Overview of Digital Vaccine Record

User Research

Staying Current with State Web Template

Open Discussion / Q&A

Suggested Future Topics / Closing Remarks

Blaine Wasylkiw (5 minutes)
Rick Klaas (20 minutes)
Byron Saylors (20 minutes)
Timothy Shambra (20 minutes)
All (20 minutes)
Blaine Wasylkiw (5 minutes)

Please email DigitalWebServicesNetwork@state.ca.gov for suggested topics or questions.
Opening Remarks

Blaine Wasylkiw
Chief of Web Services
California Department of Technology

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Introduction & Overview of Digital Vaccine Record

Rick Klau
Chief Technology Innovation Officer
California Department of Technology

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What is User Experience (UX)?

- **Discover**
  - User Research

- **Design**
  - Prototype

- **Test**
  - Usability Testing

**Refine**
What is UX Research?

UX (user experience) research is the systematic study of target users and their requirements, to add realistic contexts and insights to design processes.
Types of Research

A Landscape of User Research Methods

**Behavioral**
- Eyetracking
- Usability Benchmarking (in lab)
- Usability Lab Studies
- Moderated Remote Usability Studies
- Ethnographic Field Studies
- Unmoderated Remote Panel Studies
- Unmoderated UX Studies
- Clickstream Analysis
- A/B Testing

**Attitudinal**
- Participatory Design
- Diary/Camera Studies
- Customer Feedback
- Concept Testing
- Desirability Studies
- Card Sorting
- Intercept Surveys
- Email Surveys

**Qualitative (Direct)**
**Quantitative (Indirect)**

**Key for Context of Product Use during Data Collection**
- Natural use of product
- Scripted (often lab-based) use of product
- De-contextualized / not using product
- Combination / hybrid

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What tool? When? Where?

It depends!

What problem is your team trying to solve?
What’s the scope of the project?
How much time is available?
The new Department of Cannabis Control (DCC) website used UX research throughout the development of the website:

- Exploratory research (CHHS Office of Innovation)
- Google analytics of existing sites
- Card sorting
- User testing
User Feedback for DCC

June 28 Cannabis Advisory Committee meeting

This month's agenda includes consolidated budget proposal, report on equity, and opportunity for public comment.

Find out how you can attend

Get started

Apply for a license  
Search for a license  
File a complaint
UX Research Resources

- Niesen Norman Group
- US Digital Service (USDS)
- 18f
- Public Digital
Staying Current with State Web Template

Timothy Shambra
Office of Enterprise Technology
California Department of Technology

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What is the California State Template?

• The California State Template is a web template and web publishing standard offered by the California Department of Technology to state agencies, and departments within the State of California, and beyond.
How is the template built?

- Using WCAG 2.1 AA Certified Components
- On the latest Bootstrap 4.0 framework
- Schema.org compatible
- Backwards compatibility when possible
What platforms are supported?

- HTML/Dreamweaver
- .NET Core
- .NET MVC
- WordPress
How to get notified?

1. “Watch” the GitHub Repo.
   • Receive notifications for all discussions — template issues, pull requests, comments on commits and more.
   • Note: You won’t get a notification, but you can “Star” the GitHub repository to show your appreciation to all of the developers for the project :-)

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2. Check the Web Standards State Template website.
   - https://webstandards.ca.gov/template/
   - Contains the latest template release, as well as general information on how to incorporate the template into your website.
Explore what changed.

1. Read the GitHub release notes
   • We’ll include a short list of changes that reflects what has been changed and updated.
   • You’ll also be able to download the source code.
2. Use the GitHub compare tools

- Visually compare the source code between new and old versions.
- Red means removed; Green means added. GitHub will try to automatically highlight and align code so it’s easy to review.
Explore what changed (cont. 2)

Graphical user interface, text, application, email featuring of how the GitHub compare change feature works.
Preview the public live example website

- [https://template.webstandards.ca.gov/](https://template.webstandards.ca.gov/)
- We’ll update the example website after each release.
- You can explore new components and utility content right in your browser.
Implement the updates!

Clone the GitHub repository

- Look for the “Clone or Download” button under the “clone” tab on the respective GitHub repository.
- Alternatively, you can download the source code from the release page.
Implement the updates! (cont.)

Update CDN version links

- Update your CDN link versions and automatically update your CSS and JavaScript.

CDN example using core CSS files

```html
<link href="https://california.azureedge.net/ctt/statetemplate/5.5.23/css/cagov.core.css" rel="stylesheet">
<link href="https://california.azureedge.net/ctt/statetemplate/5.5.23/css/colorschemesoceanside.css" rel="stylesheet">
```

An example of a CDN link where the version number is highlighted to highlight the area that needs to be changed, to update State Template files.
Experienced issues or have feedback?

- Open up an issue on GitHub/ or submit a pull request for review.
- Alternatively, send an email to Info.Eservices@state.ca.gov.
Suggested for Future Topics

Blaine Wasylkiw
Chief of Web Services
California Department of Technology

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Closing Remarks

Blaine Wasylkiw
Chief of Web Services
California Department of Technology

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THANK YOU

Post conference materials will be published on the DWSN website.

For questions, please write to:
DigitalWebServicesNetwork@state.ca.gov