



ENCJ DIGITAL JUSTICE FORUM SEMINAR

FROM REQUIREMENTS TO NEEDS FULFILMENT

A CASE STUDY PROJECT

A CASE STUDY PROJECT



THE REQUIREMENTS

- ▶ Well defined scope: Case File study
- ▶ Well defined set of key features
- ▶ Strong emphasis on User Experience
- ▶ Wishlist list of 50+ features collected from the community of judges



THE CHALLENGE

- ▶ Feature requests presented as a Solution
- ▶ Poor knowledge of underlying needs, motivations, expectations
- ▶ Context of a new and complex domain
- ▶ Short time span to acquire context and produce designs

THE CHALLENGE

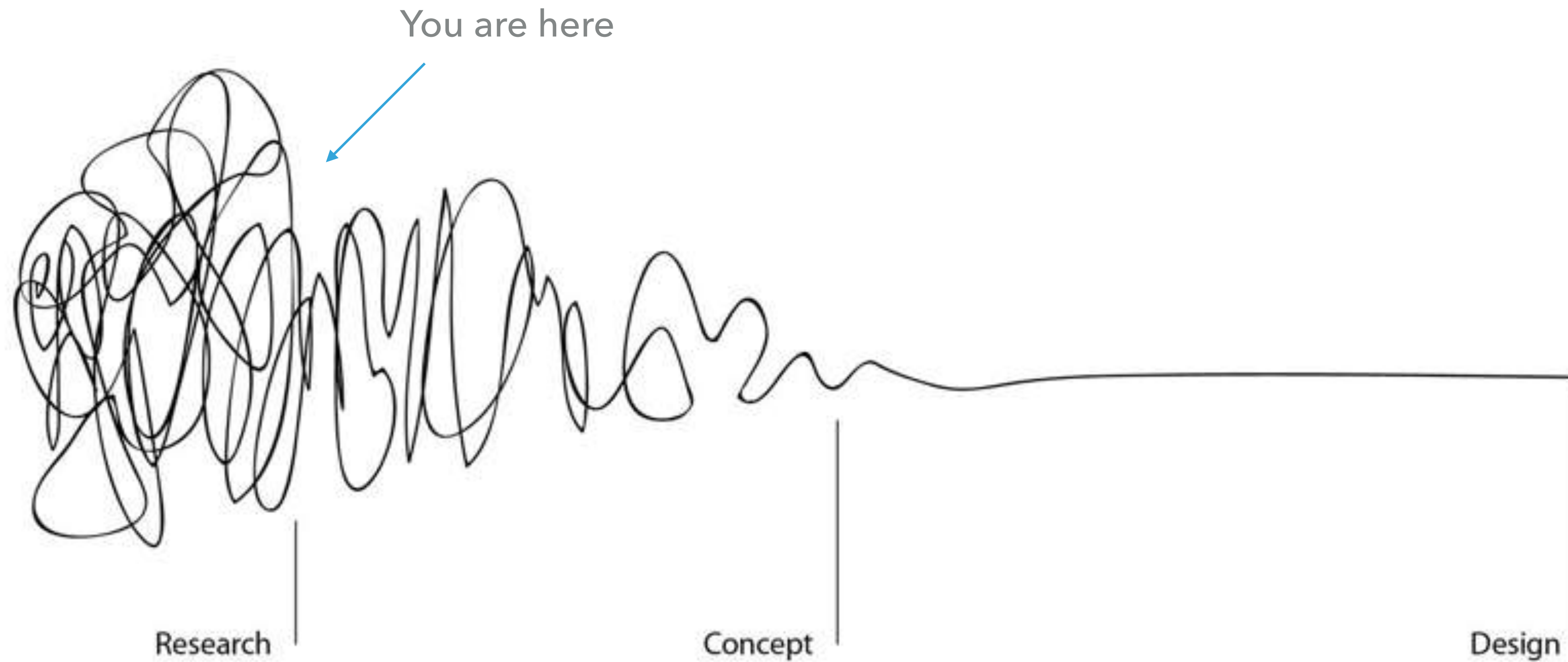
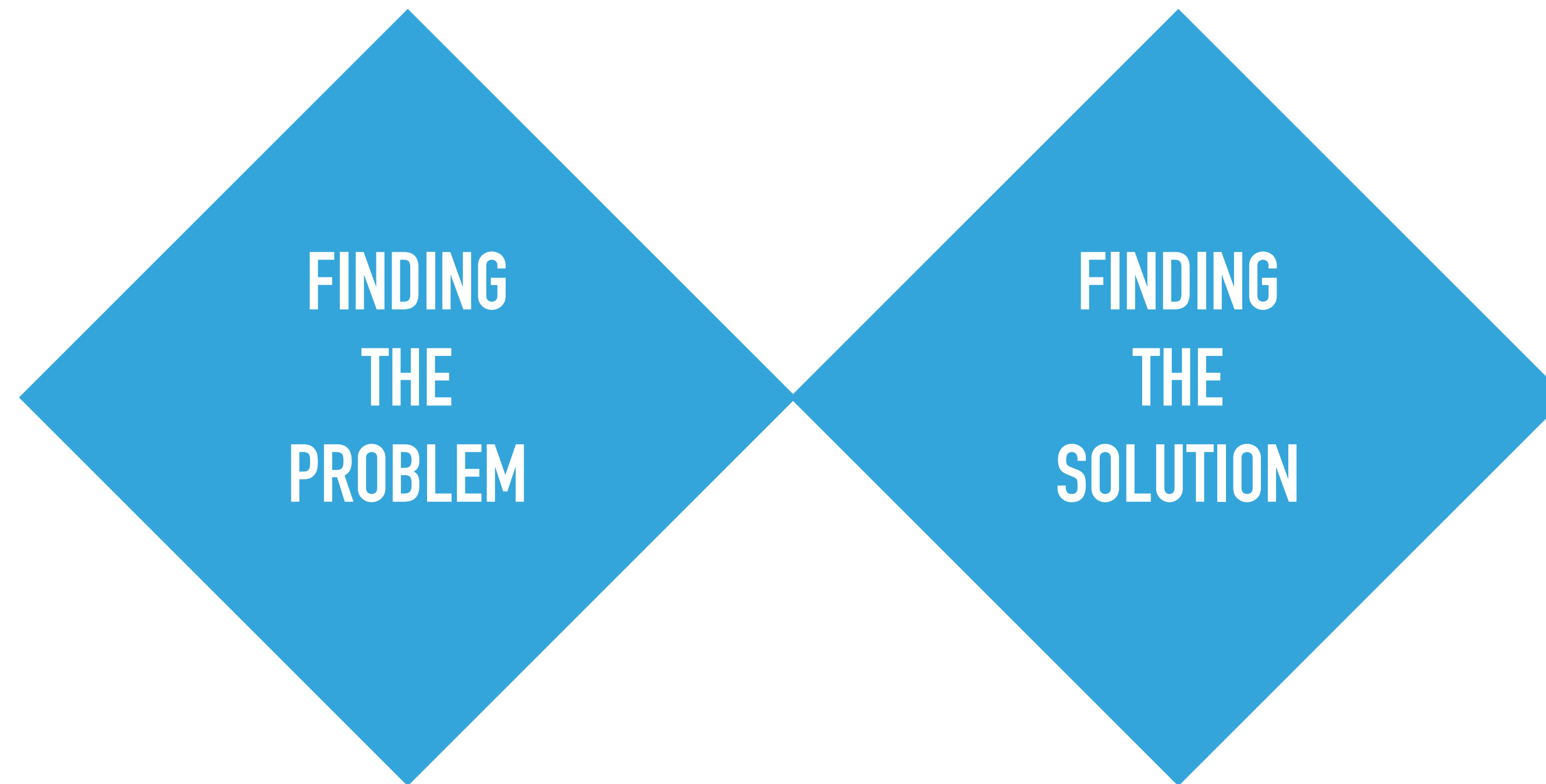


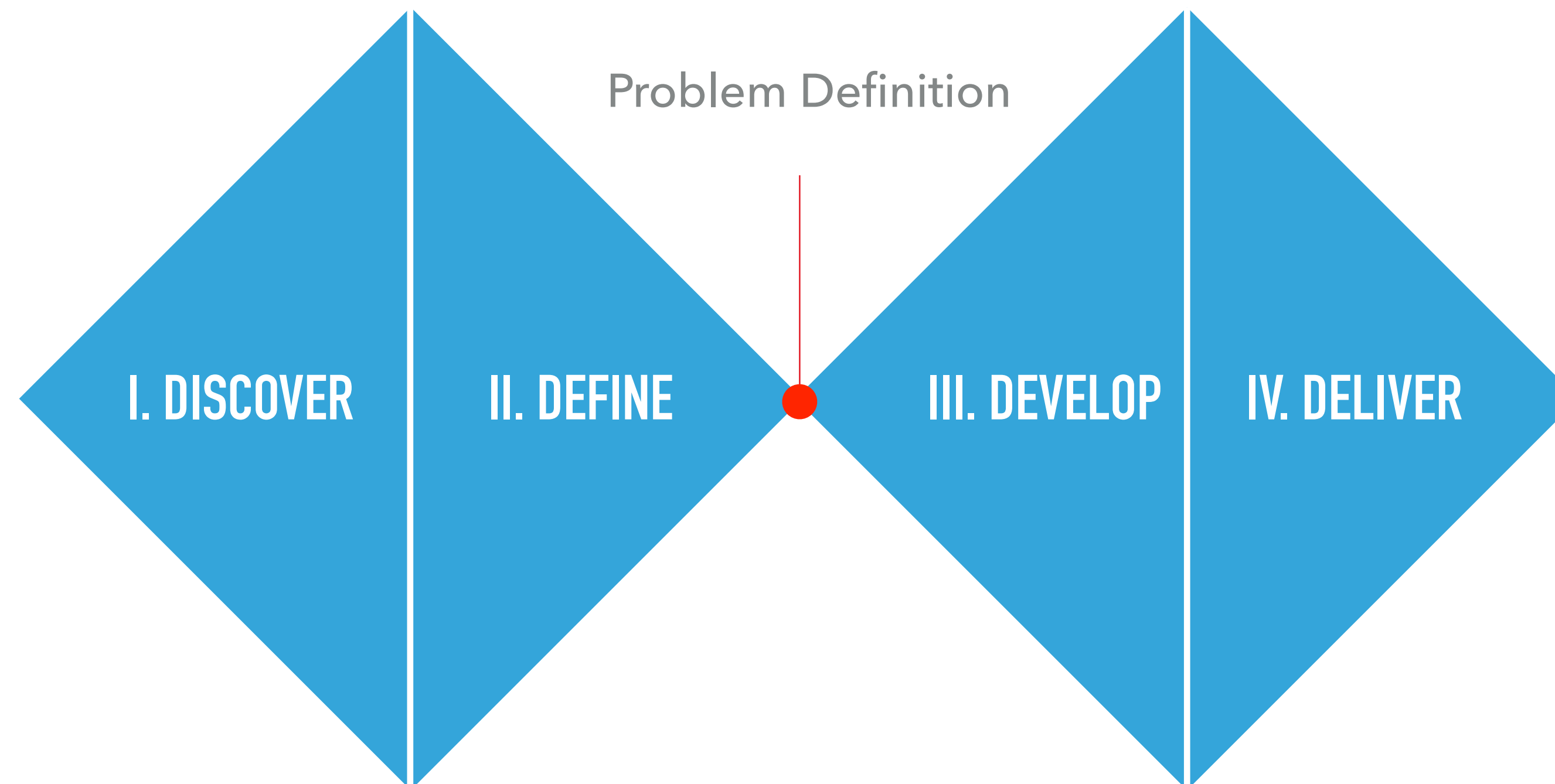
Illustration: the 'Design Squiggle' by Damian Newman

THE PROCESS



The Double Diamond Model of Design (The British Design Council, 2005)

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The Double Diamond Model of Design (The British Design Council, 2005)



PHASE I

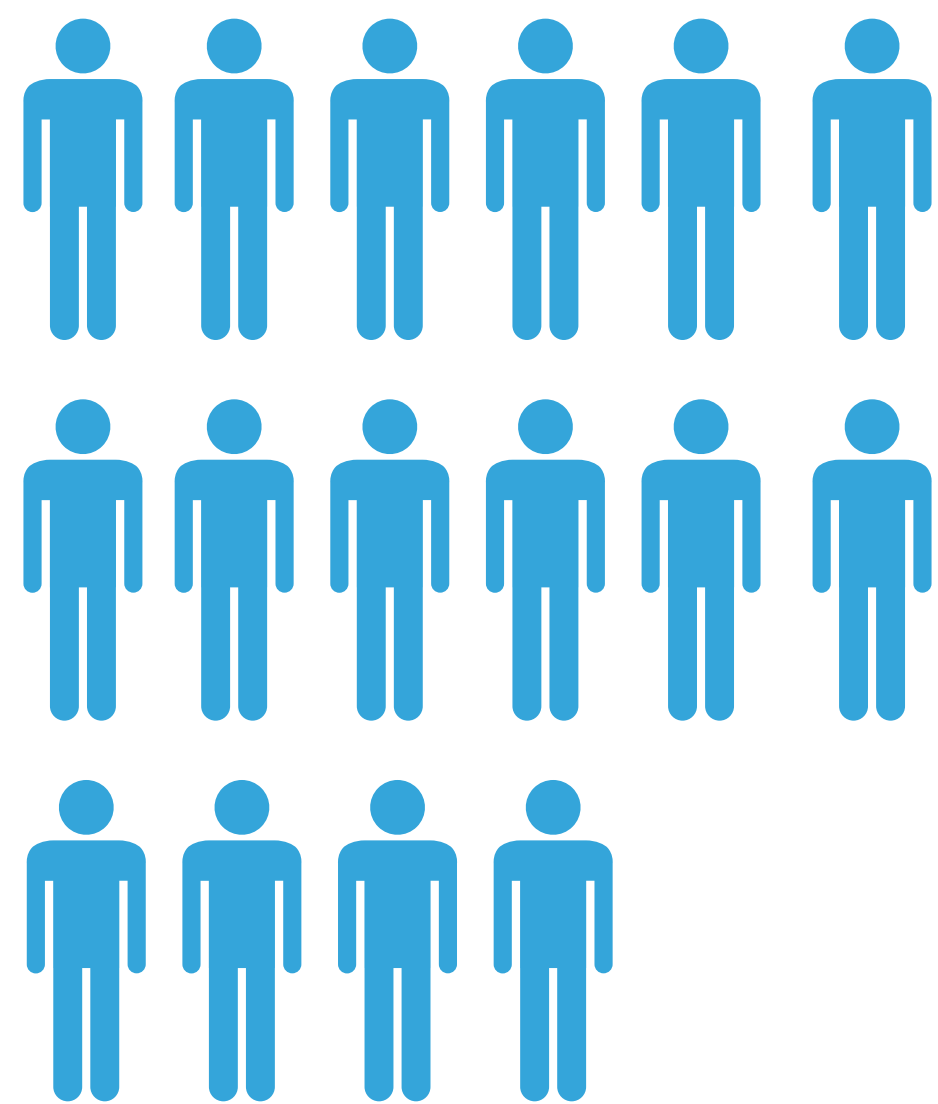
DISCOVER

**TO OBSERVE AND INTERVIEW THE USERS
IN THEIR REAL CONTEXT,
TO LEARN HOW PEOPLE WORK
AND HOW OUR SYSTEMS SUPPORT THEIR WORK.**

Research Focus

USER RESEARCH

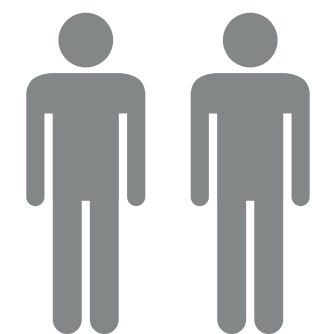
16 JUDGES



12 COURTS

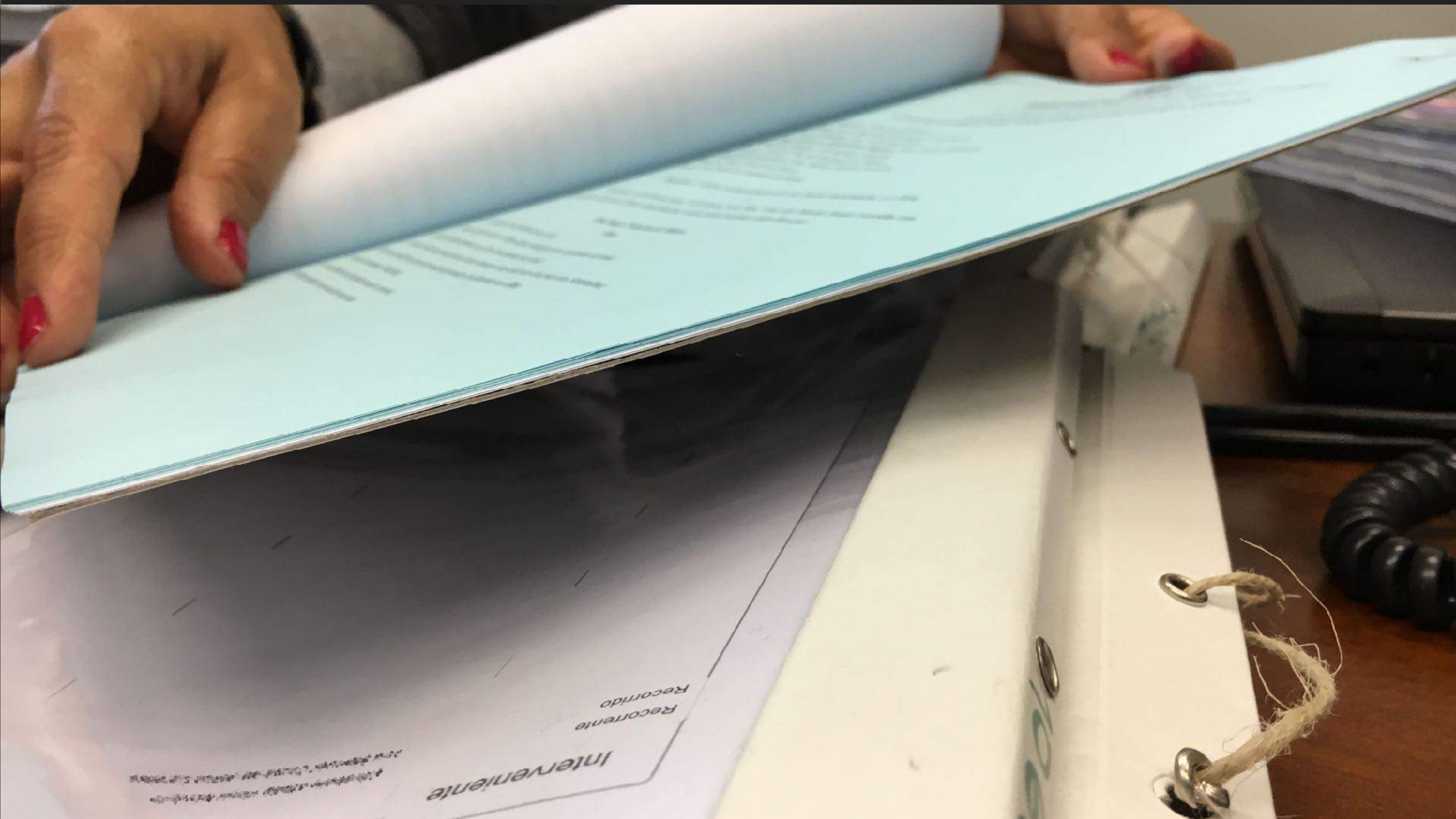
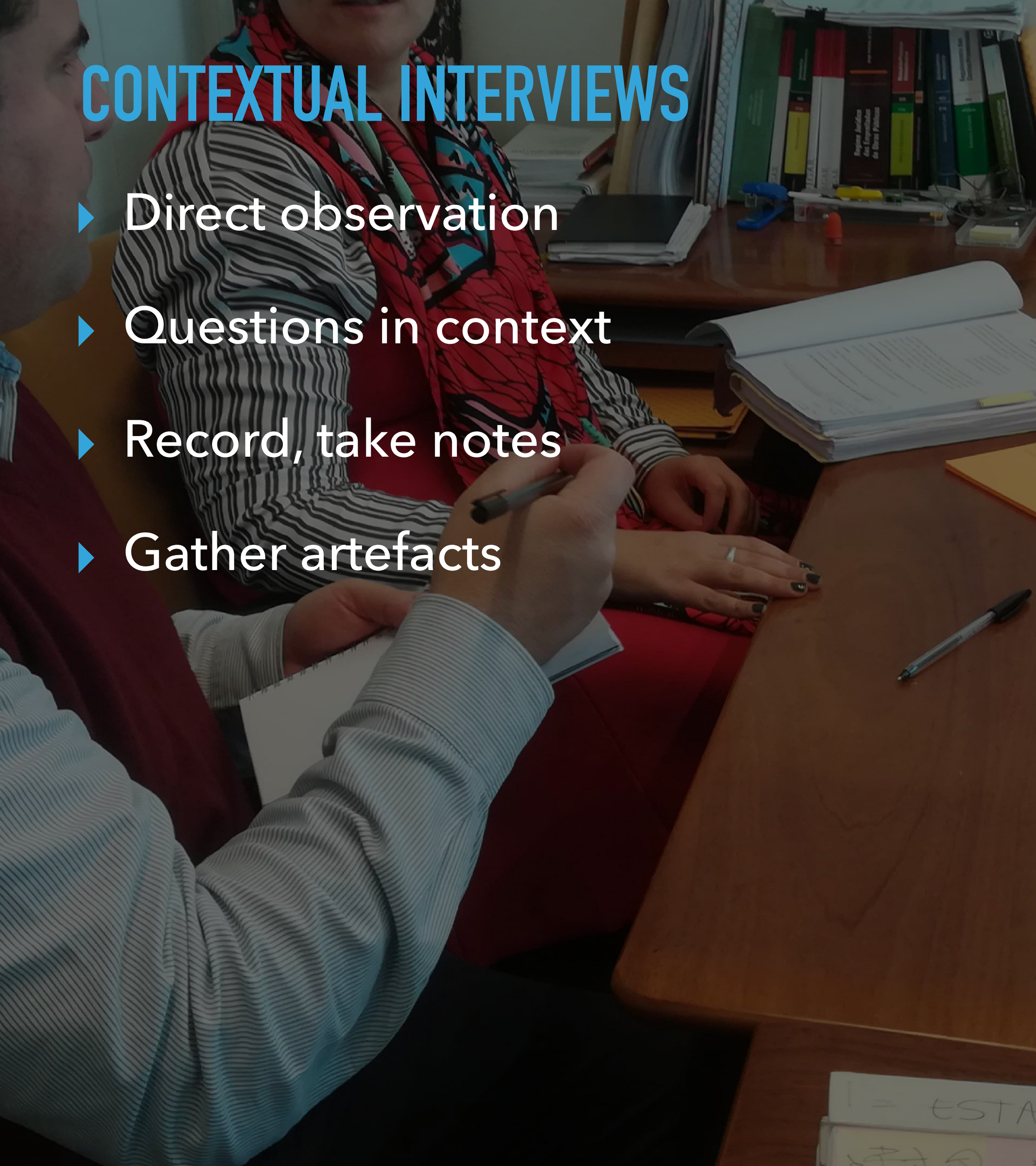


2 RESEARCHERS



CONTEXTUAL INTERVIEWS

- ▶ Direct observation
- ▶ Questions in context
- ▶ Record, take notes
- ▶ Gather artefacts



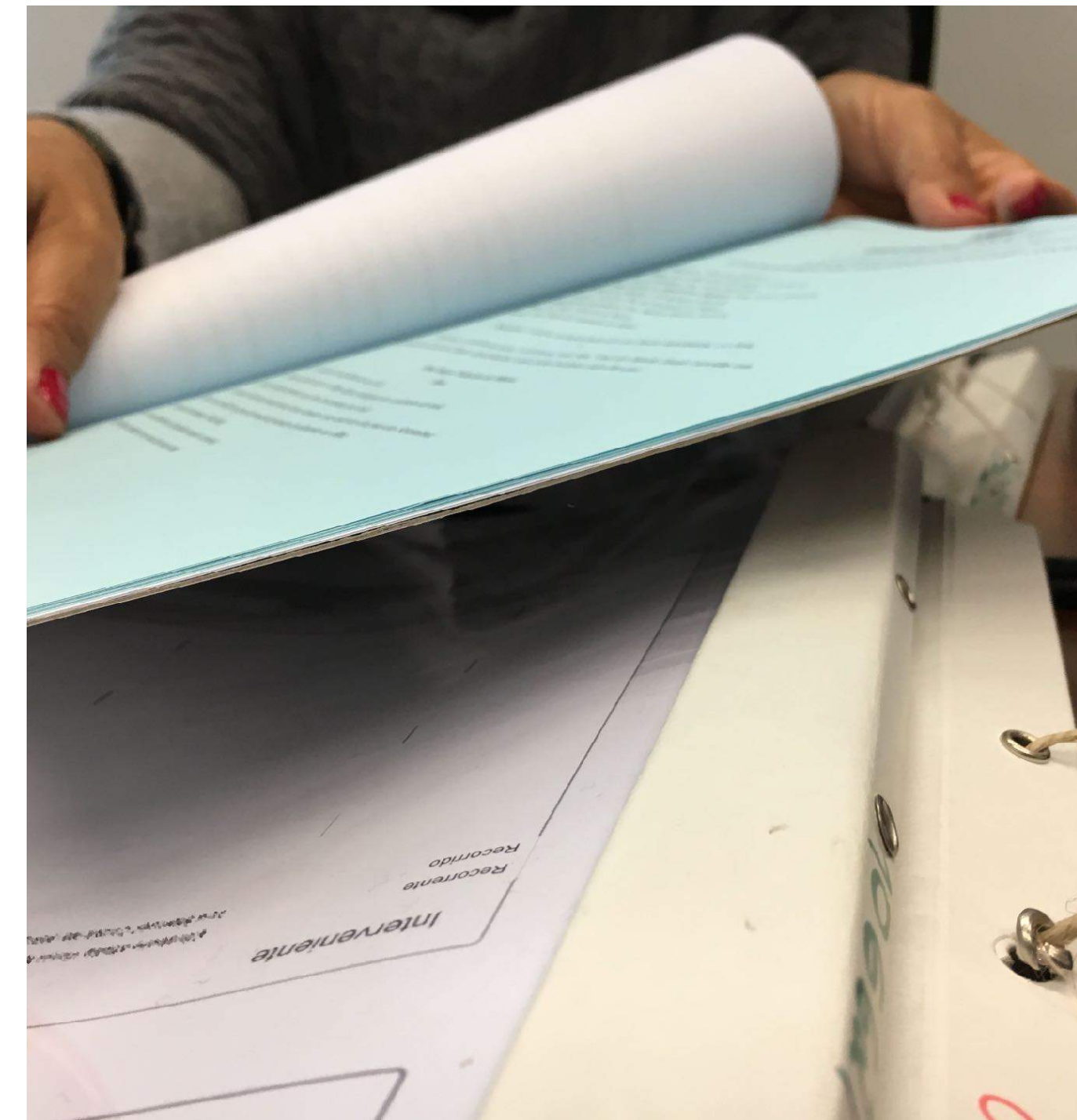
GATHER INSIGHTS

- ▶ Tasks and processes
- ▶ Behaviours
- ▶ Tools and artefacts
- ▶ Communication
- ▶ Culture, values and regulations
- ▶ Goals and Challenges



THE UNKNOWN UNKNOWNNS

- ▶ Case in point: browsing the case file
- ▶ Requirement: continuous browsing of case digital files
- ▶ Wishlist: mimic the paper browsing experience on the digital medium
- ▶ Observation: browsing is not continuous, bookmarks used to mark and jump between the relevant documents at the time
- ▶ Insight: need to support fast identification, bookmarking and switching between documents



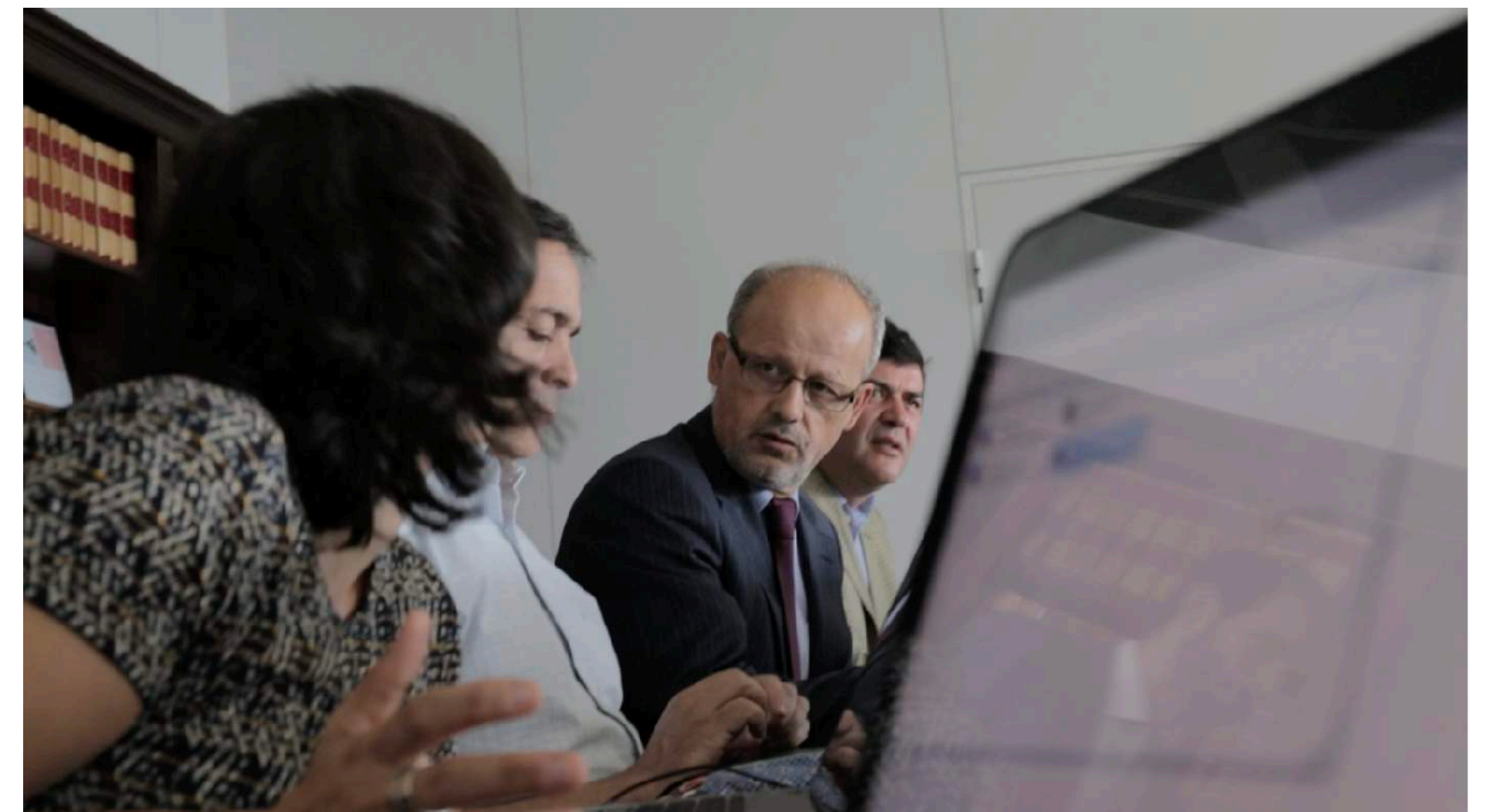


PHASE II

DEFINE

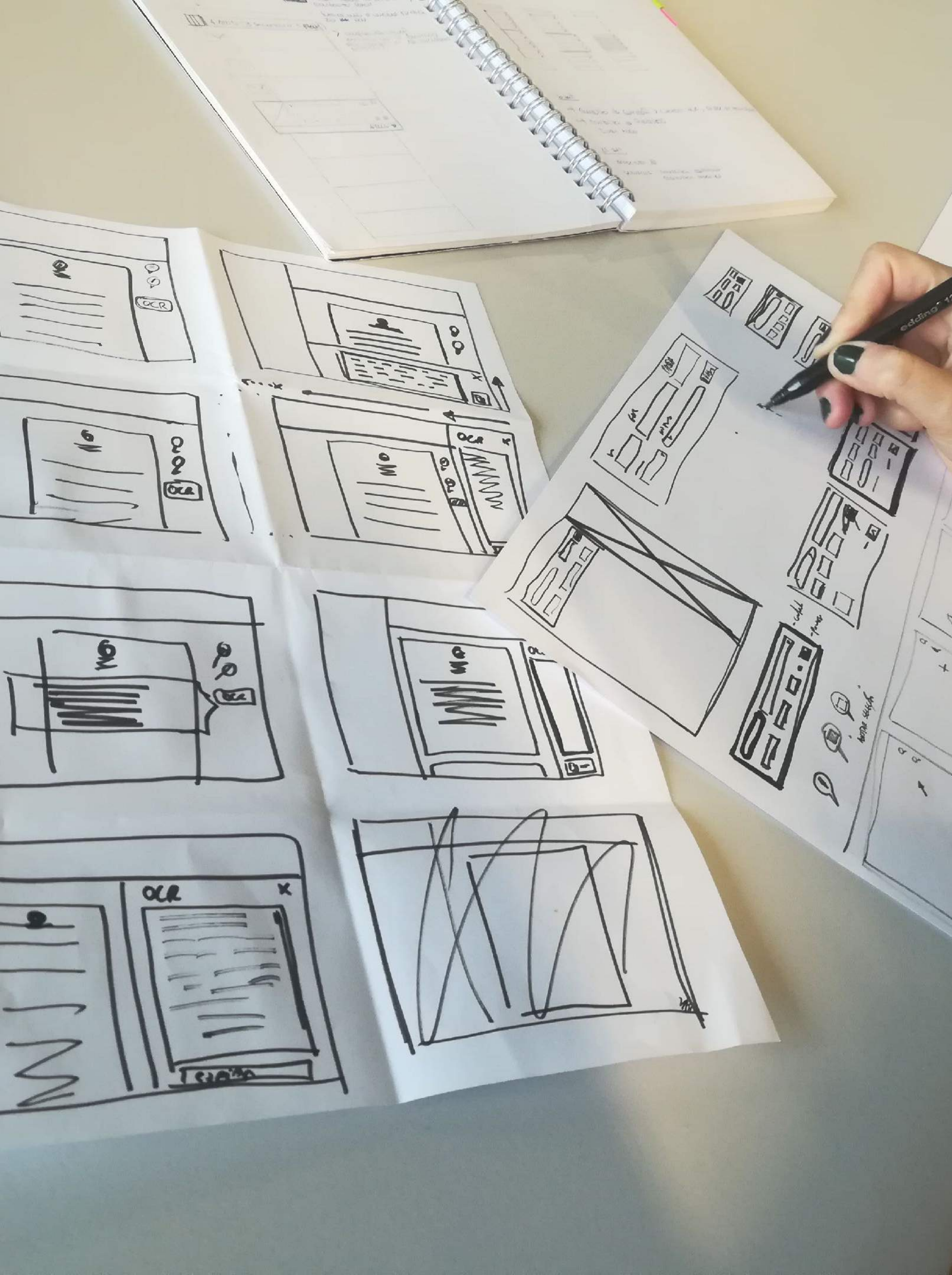
WORKGROUP SESSIONS

- ▶ Members of the Councils
- ▶ Representatives of the Ministry of Justice
- ▶ High Court judges
- ▶ Lower Court judges
- ▶ IGFEJ: information systems of the Justice
- ▶ UX experts



WORKGROUP SESSIONS

- ▶ Interpret the research
- ▶ Practice perspective
- ▶ Cultural and political perspective
- ▶ Technical perspective
- ▶ User perspective
- ▶ Decide and prioritise
- ▶ Shared understanding and vision



PHASE III

DESIGN
EXPLORATIONS

EXPLORATORY AND ITERATIVE

- ▶ Wireframing and UI prototyping
- ▶ 20+ versions before initial release
- ▶ 2 months of intensive design and validation
- ▶ Workflows, UI patterns, Data & Contents
- ▶ Anticipate Challenges and Opportunities



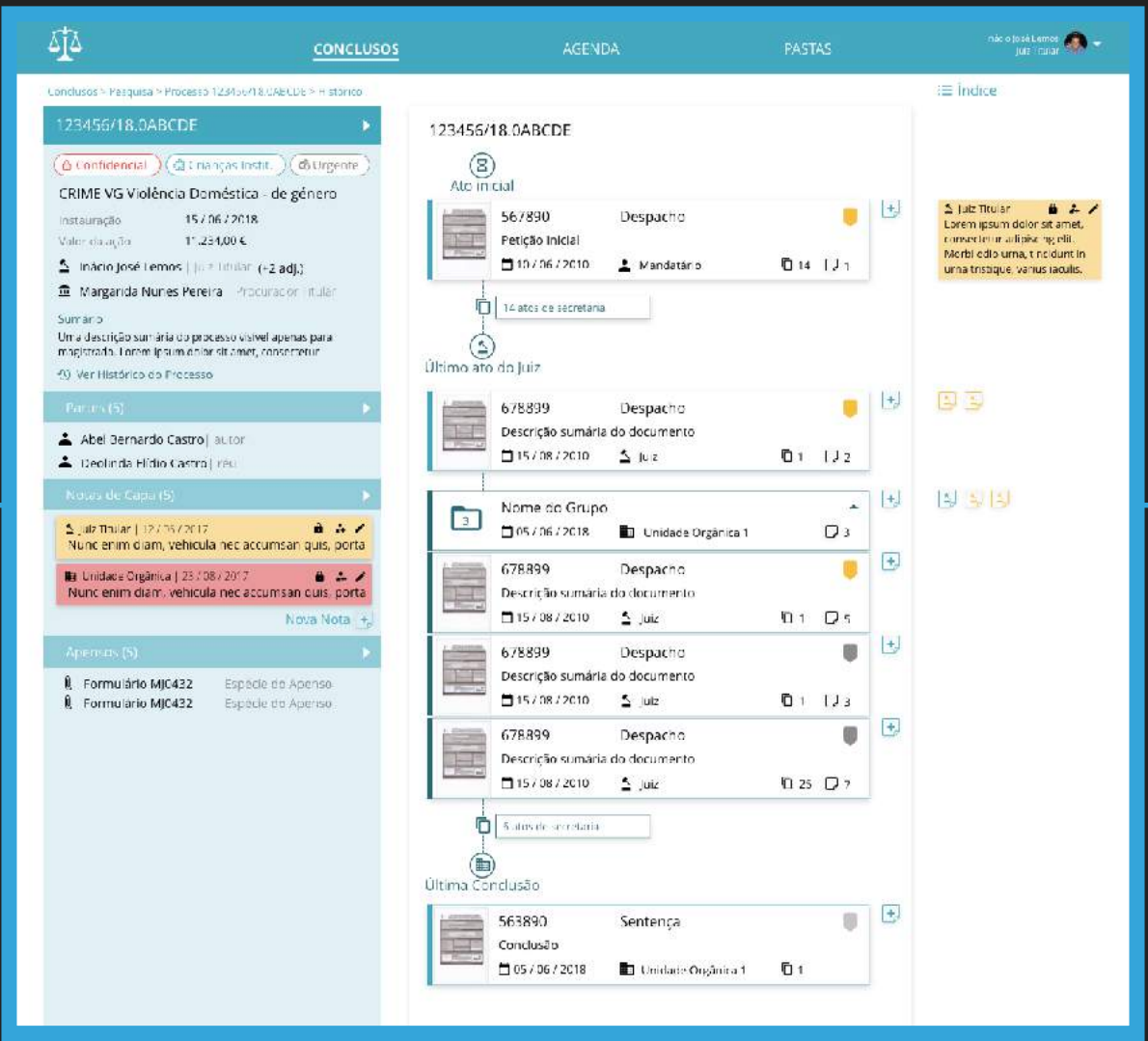


ITERATIVE



V1

Validate with Workgroup
Test with Users



V2

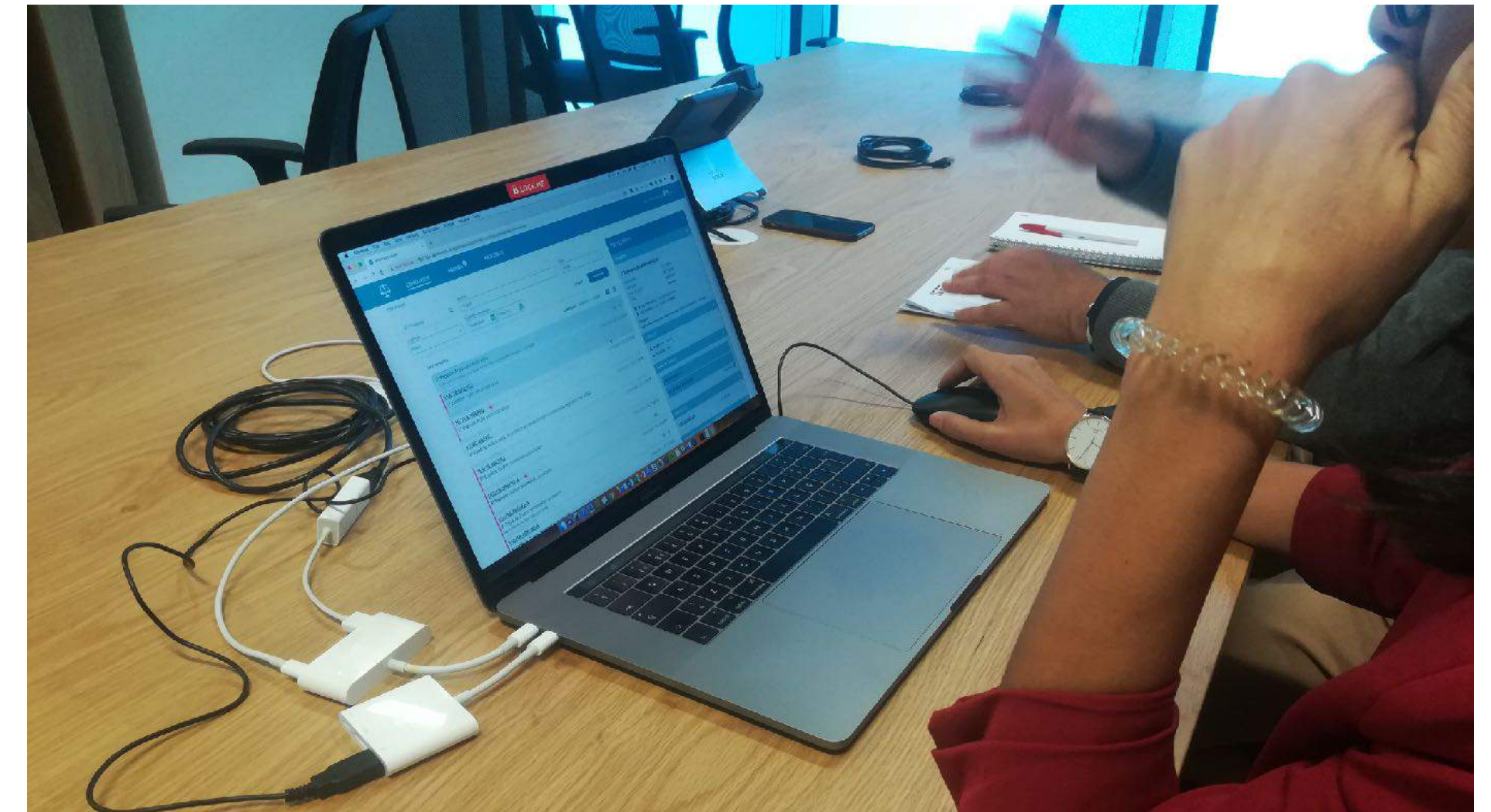
Validate with Workgroup
Test with Users



Repeat...

USABILITY TESTING

- ▶ Workgroup members
- ▶ Judges that participated in Research
- ▶ Training sessions
- ▶ Pilot courts





A NEW INTERFACE (VIDEO)

SUCCESS FACTORS AKA A RECIPE FOR GREAT USER EXPERIENCE

- ▶ Establish a clear scope and success criteria
- ▶ Assemble a workgroup of representative and diverse stakeholders
- ▶ Hire a UX expert: look for the scientist types first
- ▶ Provide access to real users
- ▶ Collaborate on insights and a shared vision
- ▶ Iterate, validate and test designs relentlessly
- ▶ Assemble a team of talented developers that deliver the vision

THE CRITICAL SUCCESS FACTOR

▶ Partnerships

THANK YOU



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UX SPECIALIST | GOVERNMENT, TRANSPORTS & ENERGY



European Network of Councils
for the Judiciary (ENCJ)
Réseau européen des Conseils
de la Justice (RECJ)

