



## User Experience Support

### Vision

**To improve user productivity, reduce frustration, and increase teaching and learning effectiveness, we will deliver tools and services that offer intuitive user interfaces that are easy to use for all users.**

Objectives	Key Performance Indicators
<ol style="list-style-type: none"> <li>1. Develop an IT support function that includes standards and best practices in user experience, mobility and accessibility.</li> <li>2. Deliver training through the IT Academy</li> <li>3. Develop, nurture, and sustain a community of practice</li> <li>4. Create a facility to support tools and testing for the Harvard community</li> </ol>	<ol style="list-style-type: none"> <li>1. Attendance and satisfaction of IT staff at IT Academy courses on UX and accessibility</li> <li>2. UX considerations taken into account for fully-vended solutions</li> <li>3. High utilization of UX services, including the URC and Accessibility offerings</li> <li>4. UX resource library offerings available to the Harvard Community</li> <li>5. Attendance and satisfaction with community of practice activities</li> </ol>

### Guiding Principles

- UX is an IT support function that enables Harvard IT services
- There are clear guidelines for implementation of UX for content and applications (vended and HU developed)
- Any work to support customization must simplify user experience
- UX is core consideration when designing, selecting, and delivering IT tools and services
- Work will be prioritized focusing on new work, updates, and other resources identified by the HUIT SLT of current.



## 1. Project Description

### Project Name

User Experience Support

### Document Authors

Ann Lurie, Alan Wolf

### Sponsoring CIO(s)

Rob Oatman

### Mission Alignment

Administrative

### HUIT Sponsor(s), if needed

Jason Synder & Alan Wolf

### Investment Type

New

## Business Impact

### What academic or administrative problem or goal will this project address?

This project will support all areas of information technology by supporting the introduction of User Experience in IT work by building capacity across Harvard University IT groups centrally and in the Schools.

### Describe the solution to this problem.

This solution aggregates expertise from HUIT and other parts of Harvard to build and maintain resources to support good User Experience practice through libraries of guides and templates, training through IT academy, support for communities of practice, and central resources to support User Experience testing.

### What key academic or administrative benefits that will result from this project?

As members of the IT community utilize these practices, it will increase the usability of Harvard IT systems for all members of the Harvard community. This improved usability will result in improved user satisfaction, reduced support costs, increased access across devices and modalities of access.

### Who are the key academic or administrative beneficiaries of this project? (Faculty, Students, Staff)

All users of Harvard systems

### How will you measure the benefits?

Number of participants in UX IT Academy courses and community of practice  
Utilization of UX capabilities, including Accessibility assessment tools and User Research Center  
Formal consideration of UX incorporated into assessment of vended solutions  
Integration of UX methods and practices into project work

## Technical Summary

Please provide a technical summary of the project. For example, "This project will move the xyz applications hosted on internal virtual servers to an externally hosted cloud solution."

This project is a largely a project of expertise in the intentional consideration of needs of the user as we select, design, deploy, configure, and use of technologies at Harvard.



## 2. Schedule and Cost Estimates

### Summary Schedule

*Estimated Start and Finish Dates (Use MM/YY format; insert rows and change phase names as needed)*

Phase	Estimated Start	Estimated Finish
Discovery	Completed	Completed
Plan	Started	June 2017
Implementation	July 2017	June 2018

*See appended timeline for details (Page 6)*

### Cost

Phase	FY17	FY18
Discovery	\$	\$
Plan	\$ 60,000	\$
Implementation	\$	\$ 500,000

*The sources of funding include HUIT vacancy savings to support the URC, OPP funding to support Accessibility working group projects, and existing staffing resources. Some of these staff will have explicit changes to their responsibilities to include supporting this project (they have been making this commitment informally for more than a year). Sources for sustained funding of the URC from HUIT for FY19 and beyond are still being explored.*



### 3. Other Information

#### Governance Structure

##### Executive Committee Members

Name	Title	Affiliation
Rob Oatman	CIO	Graduate School of Education
Michele Clopper	Director	University Disability Services
Ann Lurie	Director of Architecture	HUIT
Jason Shaffner	Managing Director, ATS	HUIT
Jason Synder	CTO	HUIT
Alan Wolf	Managing Director, AT	HUIT
Suzanne Wones	Director of Library Digital Strategies	Harvard Library

##### Steering Committee Members

Name	Title	Affiliation
Vittorio Bucchieri	Senior UX Lead - AT	HUIT
Mildene Bradley	Project Manager	HUIT
Amy Deschenes	Senior UX Consultant	Harvard Library
Dorian Freeman	User Experience Lead	HUIT
Michael Lawrence	UX Architect	HUIT
Kyle Shachmut	Program Manager for Accessibility	HarvardX
School representatives	Designated UX Points of Contact	Harvard Professional Schools

#### Dependencies and Prerequisites

**Does the success of this project depend on other projects, initiatives, or services? If yes, please describe. (If you have completed a project charter, you may copy the assumptions, constraints, and dependencies.)**

It utilizes work conducted by the User Experience (UX) Working Group, the Accessibility Working Group and the Library User Research Center. The UX working group is already responsible for the creation of the IT Academy level one User Experience course. These groups will continue and form the core of the communities of practice.

**Does the success of other projects, initiatives or services depend on the success of this project? If yes, please describe. (If you have completed a project charter, you may copy the assumptions, constraints, and dependencies.)**

There are currently no projects that have this explicit dependency, but as new projects begin with goals on usability and accessibility, this will become increasingly important.



## Constraints

**What constraints affect this project? (If you have completed a project charter, you may copy the assumptions, constraints, and dependencies.)**

This is not primarily a consulting service, but intended to build institutional capacity. There will be limited support, at best, from members of the team to directly support key projects.

## Assumptions

**What assumptions have been made regarding this project (i.e., technical assumptions, use of Harvard resources, availability of services, participation of academic or administration users, etc.)? (If you have completed a project charter, you may copy the assumptions, constraints, and dependencies.)**

This is an enabling IT function and, by necessity, crosses HUIT and School IT groups. This makes CIO and administrative support crucial initiative success. It requires that as new projects are established and existing services updated that User Experience is explicitly considered.

Funding and staffing for this effort will remain flat unless there is a demonstrated need for increased staffing to provide direct UX support for projects. Prioritization of work on training development/delivery and UX artifacts is based on this assumption.

## Project Risks

***Please list significant risks below.***

- ***This work requires IT units across Harvard commit staff towards shared efforts to build and use resources. There is the risk that staff will be committed in name, but not in their action.***
- ***With the level of staffing, the demand on the core team would not be able to provide significant levels of UX support to projects as they work to build the resources to build institutional capabilities to improve user experience.***



## User Experience Strategic Objectives Timeline

	Phase 0 (Jan. '17 to Jun. '17)	Phase I (Jul. '17 to Dec. '17)	Phase II (Jan. '18 to Jun. '18)	Phase III (Jul. '18, ongoing)
Develop an IT support function that includes standards and best practices.	Add to the Online Accessibility web site User Experience principles, resources, templates			
	Create service for Accessibility diagnostic tools	Deliver service for Accessibility diagnostic tools		
Deliver training through the IT Academy.	Creation of UX artifacts (Personas, usability assessment guides and Instruments, methodologies for assessing vended products)			
	Deliver IT Academy Level 1	Deliver IT Academy Level 1	Deliver IT Academy Level 2	Deliver IT Academy Level 3
Develop, nurture, and sustain a community of practice.	Prep IT Academy Accessibility Level 1	Prep IT Academy Level 2	Prep IT Academy Level 3	Deliver IT Academy Level 3
	Develop coaching plan for teams	User Experience Community of Practice (group activities, knowledge sharing, standards)		
		Coaching teams to integrate usability principles (engagement from the early planning stages)		
		Outreach (Harvard Interest groups, IT Summit, staff meetings, school visits)		
Create a facility to support tools and testing for the Harvard community.		Training and coaching on user testing practices, testing tools and assistive technology		
	Create service for a testing pool of assistive technology users for testing and research			
		Physical testing site. Recruitment of students for testing and research.		

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