Lisa Battle

Senior Designer, Lockheed Martin, for SSA

Lisa Battle has consulted on user interface usability and designed software applications and web sites for a variety of government and commercial clients. Her career began with the design of information resources, and progressed to electronic performance support systems and then to user interface design. In her current position at Lockheed Martin, she leads user-centered design for web-based applications at the Social Security Administration, as well as contributing to standards definition, integration of user-centered methods into project lifecycles, and mentoring project teams in user-centered methods. She holds a master's degree in cognitive psychology/human factors from George Mason University. She is a member of the Usability Professionals Association (UPA) and the Association for Computing Machinery (ACM-CHI).

Michel Biezunski

Consultant, Coolheads Consulting

Michel Biezunski is an internationally recognized expert in the field of information management. He has invented and promoted new ways of finding information, accelerating access to information which is really needed, and helping organize vast corpora of information assets. Michel's consulting work consists of strategic consulting, as well as he lping information owners to enhance their information systems by adding semantic navigation for facilitating access to the items of interest. Michel's focus is in the area of XML/SGML Applications, Topic Maps, navigation models within complex information sets, and hyperlink-based models. He participated in the development of the HyTime standard, and is recognized as the inventor of the Topic Maps standards, together with Steven R. Newcomb. He has written many articles and developed and conducted numerous workshops (often in collaboration with Steve Newcomb) centered on these new technologies.

David Brown

Internal Revenue Service

David Brown has worked in electronic publishing at IRS since 1987. In the early 1990's, he managed a project to develop a Standard Generalized Markup Language (SGML) application for automating the Internal Revenue Manual, a 50,000 page loose-leaf directives publication. In 1996, Dave was invited to join the newly established IRS Digital Daily web site team, and was responsible for forms upload processing and application development. In 2001, Dave began prototyping use of the Topic Maps standard at IRS. He is currently project manager for IRS Tax Map, a topic maps based electronic research tool for IRS tax law telephone assistors. Dave has an MA in Instructional Systems Development and a BS in Industrial Technology - Graphic Arts Management.

Nicole Burton

Usability Analyst, Financial Management Service, U. S. Department of the Treasury

Nicole Burton has pioneered bringing user-centered design methods to government agency applications development projects. She was the lead usability analyst on the conversion of the Federal Agencies Centralized Trial-Balance System I (FACTS I) from a mainframe system to a user-centered designed Internet system. Before joining Treasury five years ago, she spent over 10 years as a technical writer, information architect, and usability specialist at the Federal Deposit Insurance Corporation, where she co-designed EDIE, the Electronic Deposit Insurance Estimator (*www2.fdic.gov/edie/)*. She is a Certified Usability Analyst (Human Factors International) with a B.A. in English from the University of the District of Columbia. She has presented several papers on Internet applications usability and is a member of the Usability Professionals Association. Nicole has also been a playwright and novelist for twenty-four years, which she believes enhances her human factors practice.

Duane Degler
Strategist/Design Consultant, IPGems
Duane Degler has over fifteen years' consulting experience, supporting a broad range of organizational performance through user-centered design, information/knowledge strategy, process analysis, international system implementation, training, and multimedia. His recent activities include supporting the Usability Center at the Social Security Administration as a designer and strategist, as part of a team from Lockheed Martin. Prior to that, his interface/system design work has received three US awards. He has managed pioneering multimedia projects in the '80s and spent much of the '90s in the UK involved in knowledge management research and consulting, contributing to his multi-disciplinary approach to interaction design. He regularly writes and presents on these subjects. Duane holds a BS in Broadcast Communications and an MS in Organizational Communications.

Louis Drummond
Specialist, Legislative Information Systems, Congressional Research Service, Library of Congress
Louis Drummond is the lead interface designer for the Legislative Information System of the U.S. Congress. His responsibilities include coordination with House and Senate users concerning their needs, strategic planning, user-centered design, tracking usage statistics, and user support. He received his B.S. in Mathematics from Virginia Tech (1979), an M.A. in Slavic languages and literatures from Ohio State University (1981), and a Masters in Library Science from the University of Alabama (1983). He is a member of the Usability Professionals Association (UPA) and the ACM Special Interest Group on Computer Human Interaction (SIGCHI).

David Hoffman
Accessibility Specialist, MILVETS, for SSA
David Hoffman joined MILVETS in April 2002 to provide user interface accessibility design support to the Social Security Administration. His primary focus has been the accessibility of web application software. Mr. Hoffman has become one of the agency's leading experts on web application accessibility. He specializes in interactions between web technologies and assistive technologies. In addition to troubleshooting and resolving web accessibility challenges, Mr. Hoffman has contributed to the definition of usable and accessible Internet application standards and has mentored various project teams in accessibility and usability issues. Mr. Hoffman holds a master's degree in applied information technology from Towson University.

Sanjay Koyani
Senior Usability Engineer, Office of the Assistant Secretary for Public Affairs, Health and Human Services
Sanjay J. Koyani is a senior usability engineer for the National Cancer Institute's (NCI) Communication Technologies Branch. Sanjay is currently on detail with the Department of Health and Human Services (HHS) to lead usability efforts on HHS websites and other electronic communication systems. At NCI, Sanjay analyzes, designs, and iteratively tests NCI health communication systems and product interfaces, including websites, visual information systems, and other technologies, using the latest research-based approaches. He serves as project manager for the development of key evidence-based resources – like *Usability.gov*, the first usability portal in the Federal government, and the *Research-Based Web Design and Usability Guidelines* resource – which help Web managers and designers create highly responsive and usable websites. Additionally, he conducts and coordinates research addressing the most effective approaches for designing and delivering information and services over the Web to different audiences. Mr. Koyani holds a Masters of Public Health from the University of Tennessee and a Bachelor of Arts degree in Psychology from Purdue University.

Scott McDaniel

Designer, Cognetics Corporation

Scott McDaniel is a user-centered designer with more than 7 years of experience in designing and documenting software, networks, and telecommunications systems. As a designer, he helps establish vision and direction for products, researches prospective users, determines requirements, and provides detailed designs and specifications for both software and web products. He received his B.S. in Psychology from James Madison University (1992) and an M.A in Experimental Psychology from the University of Rochester (1994). He is a member of the Usability Professionals Association (UPA) and the Society for Technical Communication (STC), and founded and managed the STC DC Usability Special Interest Group.

Emile Morse

Computer Scientist, Visualization and Usability Group, National Institute of Science and Technology

Emile is involved in the development of tools, techniques, and metric s to help other researchers evaluate their work. Her major areas of interest are CSCW and visualization of abstract information spaces, especially with respect to evaluation of collaborative and visual interfaces. Her current projects include the IUSR project, which is the basis of her presentation today. The project team is comprised of representatives from industry, government, and academia, and Emile co-ordinates their efforts in standardization and pilot testing. She also is involved in several types of evaluations of advanced complex software systems projects funded by ARDA. She received her doctorate in Information Science from the University of Pittsburgh.

Ginny Redish

President, Redish & Associates

Dr. Janice (Ginny) Redish is President of Redish & Associates, Inc. in Bethesda, Maryland. Ginny has spent more than 20 years helping colleagues and clients in government and private companies to create usable and useful documents, software, and web sites. Most of Ginny's current work focuses on usability of web sites. She has worked extensively with the National Cancer Institute, helping with many NCI web sites and with *Usability.gov*. She has also worked with many other government and private clients, including FDA, NASA, the National Center for Education Statistics, the Veterans Administration, and several agencies in Washington state, as well as AARP, American Airlines, Marriott International, Nokia, IBM, HP, Xerox, and many other companies. Ginny's work has brought her several awards, including a plain language award from NIH, the Rigo award from ACM SIGDOC, the Alfred N. Goldsmith award from the IEEE Professional Communication Society, and the status of Fellow from the Society for Technical Communication. Ginny is a graduate of Bryn Mawr College and holds a Ph.D. in Linguistics from Harvard University.

Gina Pearson

Web Manager, Economic Research Service, U.S. Department of Agriculture

Gina is Web Manager for the U.S. Department of Agriculture's Economic Research Service, where she oversees the online programs and services offered to the agency's external customers. Over the past 10 years, Gina Pearson has created Web-based solutions for government, public sector and policy organizations, including her lead role in redesigning the U.S. Department of Labor's home page (*www.dol.gov)*, serving as content manager for FirstGov for Workers (*www.workers.gov*), and coordinating content development for the launch of *Disability.gov*. Gina is a founding member of the Federal Web Content Managers Group and serves on the steering committee for the annual "FedWeb" conference. She has received two "Hammer Awards" from former Vice President Gore, recognizing her work in creating user-centered Federal web sites, as well as a Government Information Technology Services (GITS) Board Information Technology Innovation Fund Award. Gina was a Ph.D. candidate (ABD) in sociocultural anthropology at The American University in Washington, D.C., from which she received her Master of Arts degree.

Mary Theofanos

Center Manager, Communication Technologies Research Center, National Cancer Institute

Mary Theofanos, MS, was hired in 2001 by the Communication Technologies Branch of the National Cancer Institute to build the Communication Technologies Research Center. The CTRC opened in January 2002, and includes a state-of-the-art training facility and collaborative design center as well as a testing area for emerging technologies. Mary has worked with numerous federal agencies regarding usability and accessibility issues and is currently spearheading a project to create a Section 508 evaluation protocol for the US Department of Health and Human Services. She served for 15 years as program manager of the Oak Ridge National Laboratory complex of the U.S. Department of Energy in addition to serving four years as a research engineer for General Electric. Mary received her bachelor's degree in mathematics from the University of Richmond and her master's degree in computer science from the University of Virginia. She is currently a Ph.D. candidate in software engineering at George Mason University.

Sean Wheeler

Lead Usability Specialist, Usability Center, Social Security Administration

Sean Wheeler has more than 12 years of experience applying HCI principles to the design of large-scale core business applications, and most recently in the development of online services for the public. He is the agency's primary advocate of user-centered design methods and manages a contract staff of 14 Lockheed Martin designers who are helping the agency integrate user-centered methods into the software development process. He has been successful in incorporating user-centered methods into the standard development lifecycle used by the agency, and is currently leading an agency-wide browser-based standards initiative. Sean is a member of the Usability Professional's Association, the Association for Computing Machinery – Computer Human Interaction SIG, the Human Factors and Ergonomics Society, and the Institute of Electrical and Electronics Engineers.

Chris Wolz

President/CEO, ForumOne Communications

Chris Wolz guides Forum One's work in implementing innovative Internet strategies for policy-focused organizations. Chris works with clients to design and implement online services that help organizations work more effectively through new ways of sharing knowledge, collaborating, and enhancing organizational work processes. Chris has led Forum One's work with USDA's Economic Research Service for nearly four years, advising ERS on strategic planning, information architecture, user analysis, interface design, technology strategy, Web analytics, and Web organization management. Chris has a background in economics and environmental policy analysis, and worked for six years in the Office of Management and Budget, Office of Information and Regulatory Affairs. Chris also worked for four years in Nepal as a water supply engineer for UNICEF, CARE, and the Peace Corps. Chris has an engineering degree from the University of Wisconsin, Madison, and a Master's in Public Policy from Harvard's Kennedy School of Government.