Agenda - October 28, 2003
Collaboration Expedition Workshop #29
National Science Foundation Board Room, 12TH floor, Room 1235

Purpose: To explore the Potential and Realities of the Role of Usability for the Federal Enterprise Architecture: This workshop will explore the role of Usability in E-Government, highlighting success stories and best practices from across the Federal government. Presenters will include IRS, Library of Congress, National Cancer Institute (including usability.gov), NIST, SSA, Treasury, and USDA. Group discussion will aim to clarify the value that user-centered design can bring to software developed in the context of the Federal Enterprise Architecture.

The President's Management Agenda (PMA) requires all federal agencies to transform the roles and relationships among people, processes, and technology in order to become a citizen-centered government. The PMA emphasizes bringing value and results to citizens, businesses, and government workers by "reducing the burden" and producing measurable improvement.

The Federal Enterprise Architecture is emerging as an important collaborative organizing process to promote the delivery of effective, efficient services. Two key FEA elements are defining the business of government services (via the Business Reference Model) and improving performance (via the Performance Reference Model). How do we do that? How do we learn how to do that together? Who are our users, and what are their real goals and needs? What do they want to do? How does that translate to software design? And how do we know when we're succeeding? The techniques of User-Centered Design (UCD) and Usability have matured approaches that help to answer these questions.

8:30 AM	**Coffee**
9:00 AM	**Welcome**

9:00 AM **Welcome**
Susan Turnbull, GSA, Emerging Technology Subcommittee, Brand Niemann, EPA, Chair, XML Web Services Working Group and member, Emerging Technology Subcommittee and Duane Degler, IPGems/Lockheed Martin/SSA.

The Context for Exploring UCD, E-Gov and the FEA. Duane Degler

9:20 AM **Who is Here? What are Your Interests and Questions? Who is Missing?**

9:45 AM **The Brief Tour: What is Usability and User-Centered Design?**
- Ginny Redish, Redish Associates

A. Answering Key Questions: Government Success Stories

10:10 AM **What improves an organization's performance and ability to meet its goals?**
- Gina Pearson, Economic Research Service, USDA, and Chris Wolz, ForumOne Communications/ERS/USDA

Who are the users? What do they need? What tasks will they perform, and in what situations?
- Louis Drummond, Library of Congress, and Scott McDaniel, Cognetics/LoC

10:50 AM **BREAK**

11:00 AM   **How can the system/information design best support the users and their tasks?**
- Sean Wheeler, SSA Usability Center, Lisa Battle, Lockheed Martin/SSA
- David Brown, IRS, and Michel Biezunski, Coolheads Consulting/IRS

         Open Dialogue: Are new questions arising?

12:00 PM   **Lunch/Networking**

12:45 PM   **How do we know when the design is right?**
- Nicole Burton, Dept. of Treasury
- Mary Theofanos, National Cancer Institute
- Briefly, Bernie Lubran, Treasury, introduces the American Customer Satisfaction Index

B. Generalizing our Knowledge and Sharing our Techniques

1:25 PM   **How do we increase software and design reusability?**
- Duane Degler
- Sean Wheeler, SSA, David Hoffman, MILVETS/SSA

         How do we share what we know? What criteria should be met by vendors and developers?
- Sanjay Koyani, HHS/usability.gov
- Emile Morse, National Institute of Standards and Technology

2:30 PM   **BREAK**

C. Exploring Opportunities and Ideas

2:40 PM   **"Citizen-Centric" Discussion: How does usability relate to the Federal Enterprise Architecture and E-Gov? What priorities would be of most value to FEA?**

4:15 PM   **Wrap- up and Workshop Adjourns – Workshop presentations, resources, and contributor information at: http://ua-exp.gov.**

4:30 PM   **Networking**

For further information:
There are many good reference sites on the web. Listed below are a few good starting points to other information sites on user-centered design and usability.

Usability.gov (links to usability and accessibility resources)
http://www.usability.gov/

The Society for Technical Communication's Usability Special Interest Group
http://www.stcsig.org/usability/resources/research_sites.html

The Usability Professional's Association
http://www.upassoc.org/usability_resources/

The presenters from this workshop have also published numerous articles, presentations and books on this subject, which are worth seeking out!