



OpenStack UX strategy for Mitaka

Increase UX Resources

Researchers

There is a significant need need for researchers within the community to help the projects understand their users. The is particularly significant in an engineering-driven community where there is more of an emphasis on data-driven decisions.

A number of the researchers should have a deep knowledge that spans research methods and comfortable conducting statistical analysis on study results.

One potential source of researcher is graduate programs.

Designers

Our design resources have increased since August including contributions from HP, IBM, Intel and Redhat. However, we need additional resource because the project is need to focus on generation tools and processes for the community(see below).

Operators and users

Focus on pulling-in more feedback from operators on current development efforts in the form of the feedback and participation in research.

Writers

There is a significant amount of inconsistency in how content is written for projects that contain GUIs within the community. We are engaging with several writers within the community to help with two kinds of needs. The first is to help create writing guidelines that can be used by the community to keep the structure, style, and syntax consistent within GUIs. The content will likely be kept in the OpenStack Documentation Contributor Guide:

<http://docs.openstack.org/contributor-guide/index.html>

In addition, we also need writers that are able to contribute to specific projects within Invision. For example, the UX team has a specific need for someone to add content to the LBaaS workflows including labels, modal heading and section descriptions.

Increase research efforts for community

There is a significant need within the community to understand its users. For example, the Neutron team wanted to understand why some operators have not migrated from Nova Networks to Neutron. In addition, there is an effort to create personas for the community.

The barrier is a lack of user researchers to help with these projects. In some cases, the designers will be able to conduct research, but we also need more specialized individuals with skills in statistics, design of experiments, etc.

- Proactive
- Reactive - respond to needs in community

Design processes and tools

Generally these are efforts that should only occur once within the OpenStack UX project and then require the occasional update. Examples include:

- Moving the community to Gerrit for reviews
- Heuristic/checklist for mock reviews
- Overview panel for Invision
- Personas
- OpenStack Documentation Contributor Guide

Improve collaboration with the foundation

There have been challenges because of the occasional overlap in efforts by both the community and the OpenStack project because the specific roles/responsibilities of both are not well defined. For example, there is now clear definition on which group should be distributing surveys. In addition, there are some challenges around where data should be stored and access to that data.

Improve autonomy of UX efforts

This is related to understanding how teams manage projects, such as the Horizon dashboard effort, while keeping the larger project aware of their efforts. One of the concerns is that the PTL shouldn't be a bottleneck for efforts within OpenStack UX.

Diversity of Cores

One of the challenges in the OpenStack UX project is that the current group of Cores are individuals that are currently developing on OpenStack services. This was largely by design because the Horizon Cores are able to review patches and confirm they are aligned with the reviewed mocks. However, developers tend to bring a specific bias to user experience that doesn't always align with the needs of end users.

The issue isn't with developers, per say, but the need for more diverse feedback including users, PMs, designers, etc.