User-centred design for:

IMSMA Core

The power of GIS at the service of mine action
Content

• Context: the IMSMA Core project

• User-centred design approach for configuring & deploying IMSMA Core in a mine action programme
1. ‘Mine Action is inherently geographic’
IMSMA Core is built with GIS

- Geo-enabled mobile data collection
- Map-based tools
- Geographic data logic
- Strategic partnership between GICHD and Esri
2. ‘Mine Action is driven by context’
IMSMA Core enables data integration

- Integrate contextual data into planning
- Better data sharing between mine action actors
- Better data sharing between mine action and other sectors
3. ‘Mine Action decisions-makers need accurate and timely information’
IMSMA Core puts IM in the hands of decision-makers

Role- and task-specific tools
4. ‘Mine Action programmes are all the same but different’
IMSMA is a knowledge-base of templates and tools.
Design an IMSMA Core deployment

- ‘Mine Action is inherently geographic’
- ‘Mine Action is driven by context’
  ➔ Understand the sector: standards and minimum requirements

- ‘Mine Action decisions-makers need accurate and timely information’
- ‘Mine Action programmes are all the same but different’
  ➔ Understand the users: specific user needs
Overall process

Assessment & Requirements
- IM Stakeholder Workshop
- Detailed requirements analysis through user interviews

Design & Configuration

Migration & Hand-over

User-centric design & user involvement
IM Stakeholder Workshop

INTRODUCTION

Welcome & objectives
IM principles & country context
Tools & methods used during the workshop

Part 1 – SPECIFY THE CONTEXT OF USE

Tools & methods used: personas & user stories
Develop personas: who are the users?
Develop & group user stories

Legend

Presentation
Group work
Plenary
Output

User roles / profiles
User stories
Part 2 – SPECIFY REQUIREMENTS

- Tools & methods used: process maps
- Develop process maps
- Define minimum information requirements

- Process maps/use cases
- Minimum information requirements

Part 3 – WRAP UP & PLAN NEXT STEPS

- Summarise outputs
- Define backlog
- Plan next steps

- Backlog list
- Work plan

Icons source: https://thenounproject.com
Personas

• Represent groups of real users who have similar attributes
• Explain key characteristics of a user so that system designers can understand and relate to them

Stories

• Short, simple description of a feature
• From the perspective of a specific user/persona
Process maps

- Core deliverable of the IM stakeholder workshop
- Mapping steps and activities, as they are and as they should be (gap analysis)
- Main objective: gain understanding
- After in-depth analysis, they form the input to the platform configuration
Results

• IM stakeholder workshop:
  • Strong user engagement
  • Deliverables are a good starting point for a more detailed requirements analysis

• Resulting platform configuration:
  • User-specific workflows implemented
  • Maps and Apps targeted to specific users’ needs