



# Creating the EPOS User Experience

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# The Definition of User Experience (UX)

**Summary:** "User experience" encompasses all aspects of the end-user's interaction with the company, its services, and its products.

Nielsen Norman Group World Leaders in Research-Based User Experience



# EPOS User Experience Dimensions

- Functionalities of the EPOS Data Portal
- User Interfaces and User Interactions

**Technical**

- Content needs to be navigable and locatable onsite and offsite
- Users must trust and believe what you tell them

**Communication**

- Quality of scientific results, quality of data
- Interaction with scientist in the various EPOS fora

**Scientific**

# Definition of the user experience

## **EPOS-PP (2010-2014)**

- Use cases collection
- Requirements collection
- First discussions about User Interface

- ✓ *Scientific Dimension*
- ✓ *Communication Dimension*

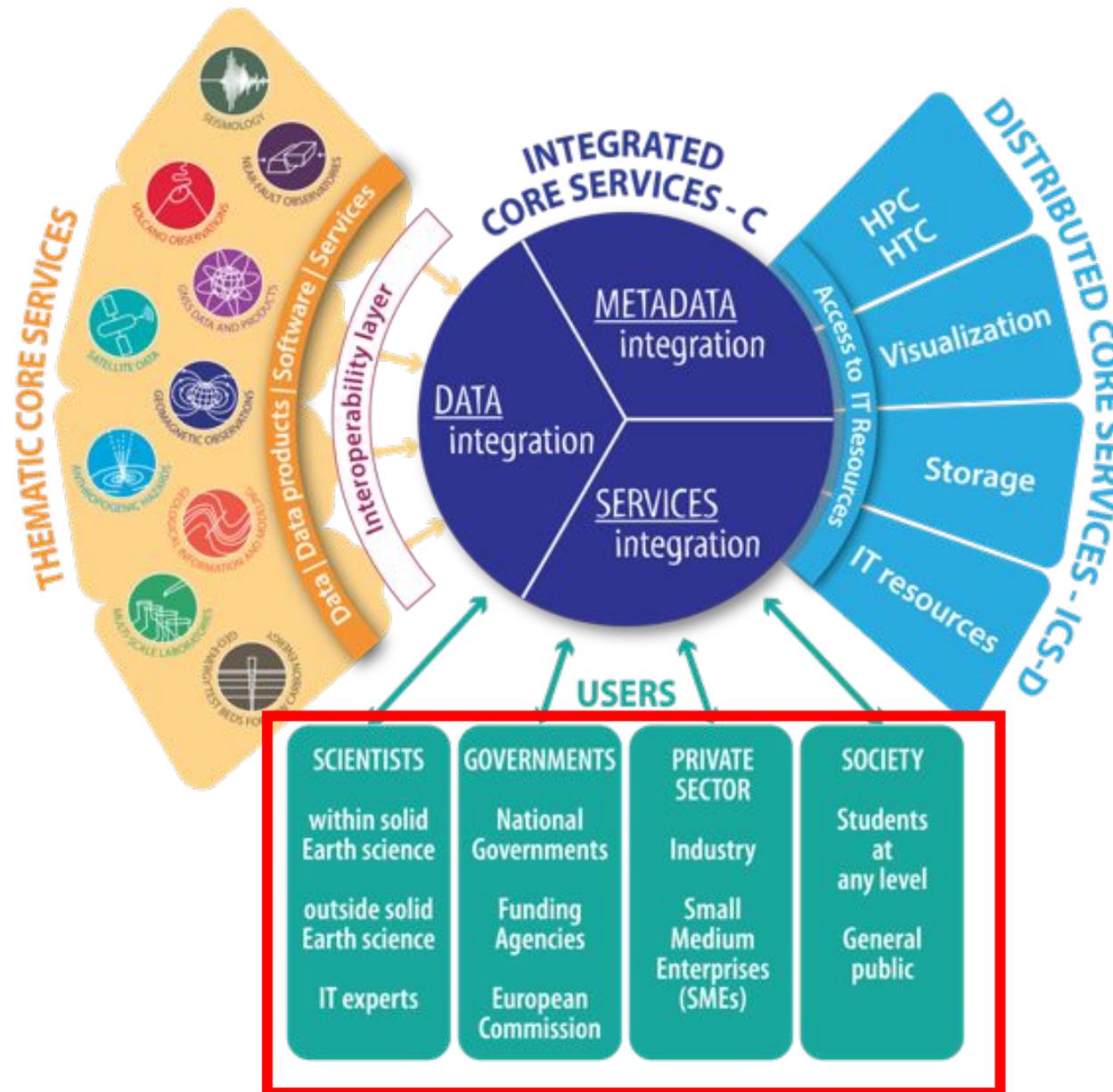
## **EPOS IP (2014-2019)**

- Creation of the IT Team
- Improved collaboration with TCS teams
- First prototypes
- Web service driven approach

- ✓ *Scientific Dimension*
- ✓ *Communication Dimension*
- ✓ *Technical Dimension*

# 2019 Definition of user Categories

**Scientists**  
Society  
Governments  
Private Sector



# Improving the user experience

## **EPOS POT (2020-2022)**

- Establishment of the ICS-TCS Workshops
- User Testing
- User Feedback Groups
- User Experience workshop
- Continuous interaction with the communities

- ✓ *Scientific Dimension*
- ✓ *Communication Dimension*
- ✓ *Technical Dimension*

# User Feedback Group meetings

- UFG established in each thematic community during 2016-2019
- two Workshops in 2019, one in 2022

## Example user Engagement plan in 2019

LGF	LG <b>validation is conducted only once</b> for all TCS services.	G-coordination supported by EPOS-ERIC
UFG	<b>Involvement of UFGs</b> with EAB and SCC in testing is needed	User WS (2-3) supported by EPOS-ERIC
ICS	<b>High-level functionalities</b> are required	Joint WS (2) supported by EPOS-ERIC
TCS	Need to agree on <b>what and how to visualize</b>	
TCS	Need <b>continuous technical implementation</b> of DDSS in ICS (requires only internal verification)	Semi-automated procedure (ESQAP)

# UX Workshop

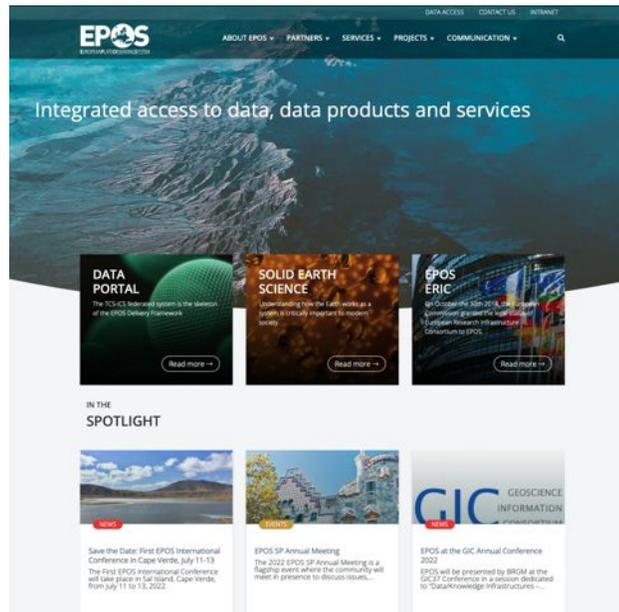
- In 2021 a workshop for GUI refactoring was carried out
- Outputs from past user engagement activities were reviewed
- Desk study of public research into the user experience of spatial and scientific data portal
- adoption of standard *usability.gov* guidelines:
  - interview with users;
  - elaboration of recommendations on the basis of the user input;
  - implementation on the basis of recommendations;
  - validation of the developed prototype by means of user feedback sessions.
- Results fed the activities planned in the TCS-ICS Workshops

# Still improving the User Experience

- User Testing Group (27-28 June 2022)
  - General (2h; repeated twice)
  - Scientific (3h; repeated twice)
- Keep improving data provision
  - Improve scientific and technical innovation
  - using EPOS portal for delivering new scientific results
- Interactions with other scientists in
  - Ready to go EU initiatives (GEO-INQUIRE, DT-GEO)
  - First EPOS International Conference Cape Verde, 11 to 13 July 2022
  - Existing MoU with, JERICO, AuScope, EuCentre
  - MoU in preparation: EuREF, Eccsel, EuroGeoSurveys

# Thank You!

Web site



[www.epos-eu.org](http://www.epos-eu.org)

Social media

