



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*

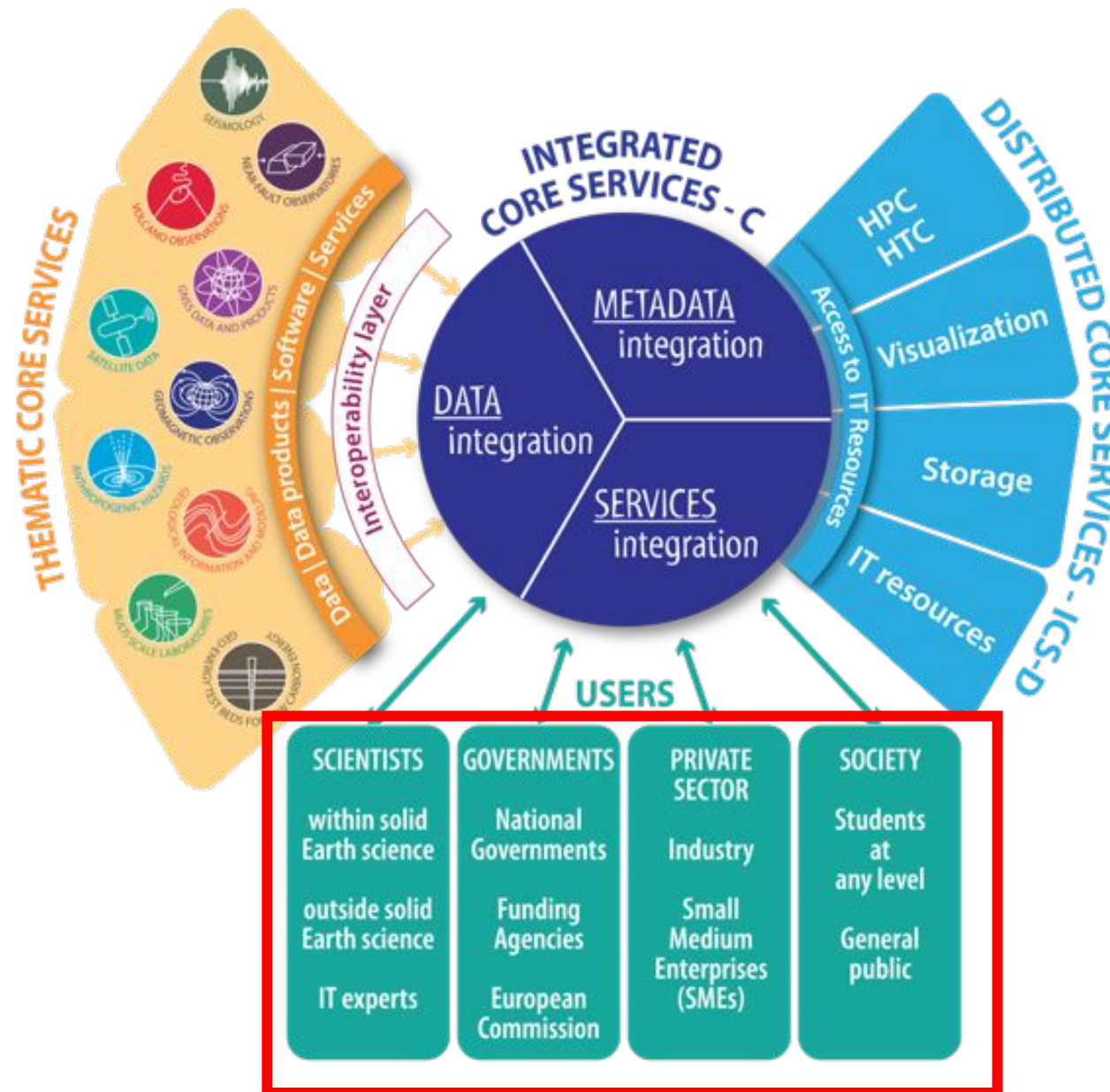
EPOS IP (2014-2019)

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

UX Workshop

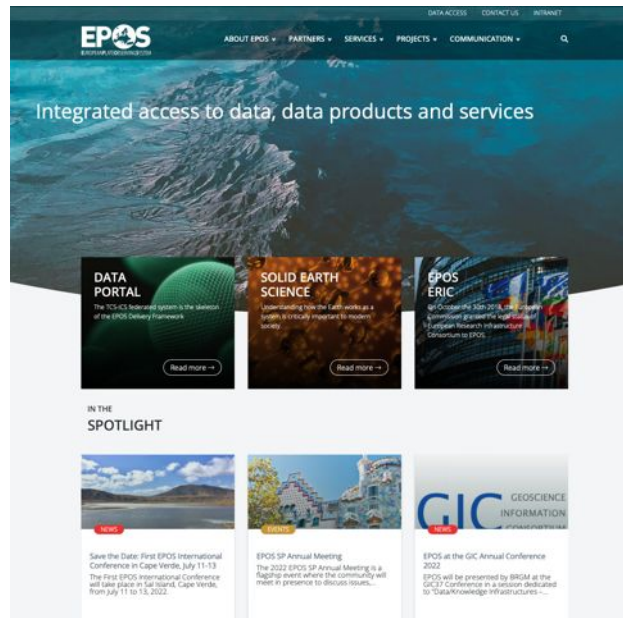
- In 2021 a workshop for GUI refactoring was carried out
- Outputs from past user engagement activities were reviewed
- Desk study of public research into the user experience of spatial and scientific data portal
- adoption of standard *usability.gov* guidelines:
 - interview with users;
 - elaboration 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

Social media

