

The goal of FEMA's usability initiative is to provide a more consistent and intuitive user experience that will help remove impediments to MIP use. FEMA, MIP team developers and usability experts teamed with the MIP Champions and Black Belts to identify areas for improvement throughout the MIP. These improvements were confirmed during interviews with users in the Regions and testing of representative workflows. These changes will be included in SP15 which is scheduled for deployment in spring 2008.

Usability enhancements that impact studies workflow users include:

- Consolidated Landing Page
  - This is an added page after clicking the Workbench tab, but before entering the Work Items list that provides links to and descriptions of the tabs on the Workbench
  - The landing page includes an alert area to display system status notifications and updates
- Work Item List Redesign
  - *Date Posted* is now displayed and continues to be the default sort on the Work Items list
  - The capability to filter for each displayed column is provided
  - The *Options* and *Refresh* links are repositioned and include help text to explain the functionality of each
  - A link to the Activity Reference Guide, which provides an overview of the information needed to complete an activity, is added
- Additional Guidance Text Throughout the MIP Workflow
  - Additional text is added throughout many workflow screens to provide directions and assist users in completing certain tasks or activities
- Expandable/Collapsible Twisty Behavior
  - As users move between screens within an activity, the system will remember the position of the twisties to prevent users from having to re-expand or re-collapse the sections
- Improve Flow of Selected Screens
  - The order of fields and buttons on selected screens is changed to be in more logical and consistent order
- Display Task Information in Table View
  - When adding multiple data items in a task, they now display in a table view, versus the current sequential list

- Consolidate Review and Complete Steps
  - Currently there are separate steps to review and complete a task. These two steps are consolidated into one screen allowing the user to review the information and complete the task within the same screen.
- Transfer Study Tasks Between Users Within the Same Organization (for selected users only)
  - Manager-level users assigned the XX role now have the ability to reassign tasks between users within the same organization
  - Mapping partners no longer have to rely on the RMC to transfer tasks

Studies workflow users will receive more information regarding these and other usability improvements and functional changes, and also be provided the opportunity to ask questions during an open conference call. Logistical information will be provided closer to the deployment date.