

# eBriefing

## UX DESIGN STRATEGIES & CONCEPTS



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# OUR CLIENT



# CJN

Criminal Justice Network



**ENTER**

**TRACK**

**ACCESS**

**SHARE**

# THE OPPORTUNITY



**ROLL CALL**



# THE OPPORTUNITY *(cont.)*



# RESEARCH QUESTIONS



**How do police use CJN eBriefing now?**

**How intuitive and easy is it to use?**

**How well does it align with daily needs of policing?**

# RESEARCH METHODS



**Contextual Inquiry**

**Heuristic Analysis**

**Usability Tests & Interviews**

# THE PROBLEM SPACE

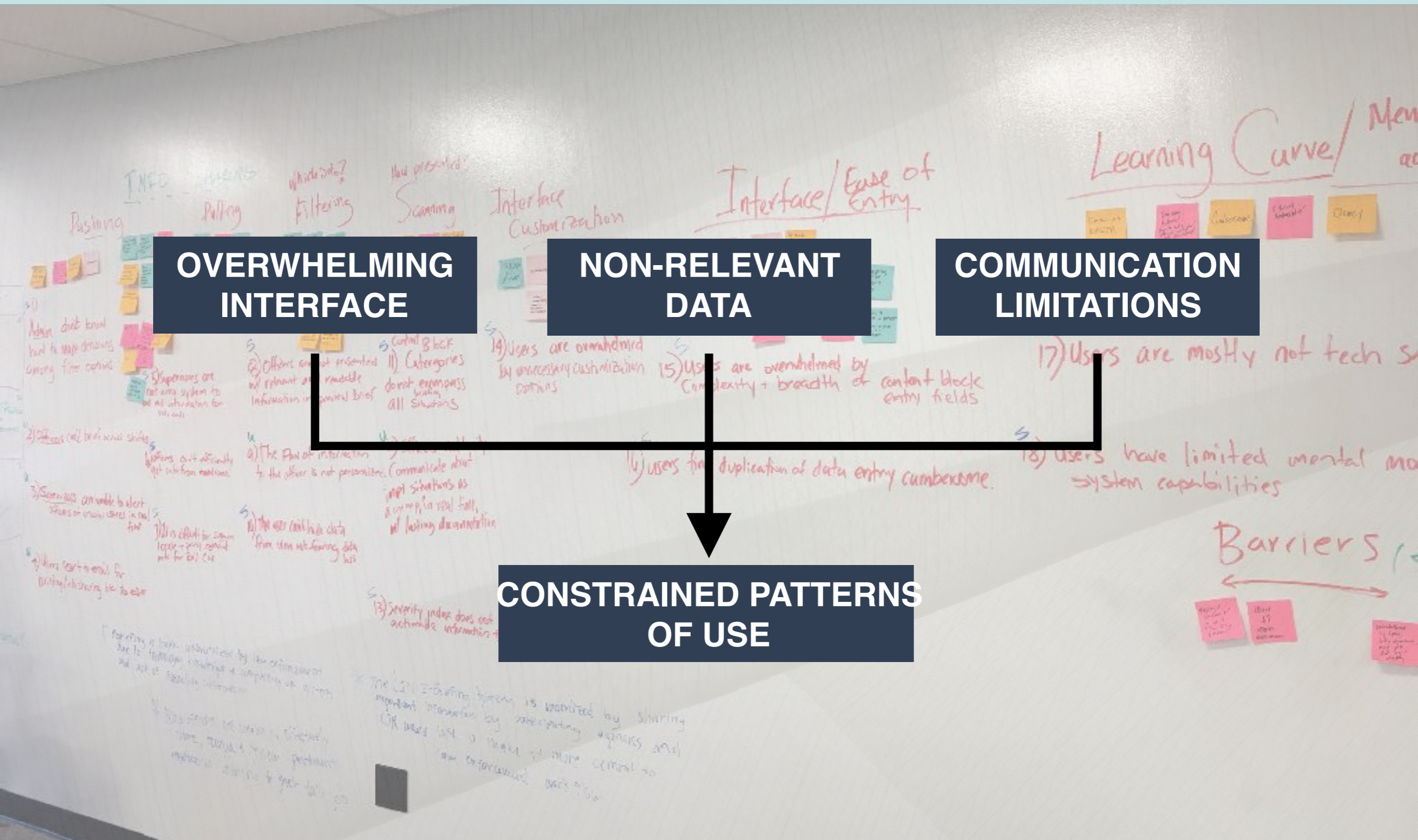


**OVERWHELMING  
INTERFACE**

**NON-RELEVANT  
DATA**

**COMMUNICATION  
LIMITATIONS**

**CONSTRAINED PATTERNS  
OF USE**



# eBRIEFING LANDING PAGE



Interface Overwhelm:

*“We need to be able to scan and move and understand under stress.”*  
- Sergeant

Non-Relevant Data:

*“Police work is geographical but I don’t know if any of these things are nearby.”* - Officer

The screenshot shows the eBriefing landing page for the Criminal Justice Network (CJN). The page features a navigation bar with tabs for eBriefing, eForms, Administration, and Schedule. Below the navigation bar, there are sections for various data points, each with a 'Preferences' link and an 'Add' button. The sections include:

- Extra Patrols:** A table with columns for 'Area', 'Start Date', 'End Date', 'Test City', and 'Images'. A red circle highlights the 'Add' button and the 'Preferences' link.
- Stolen-Suspicious Vehicle:** A table with columns for 'Case #', 'Start Date', 'End Date', 'Test City', and 'Images'. A red circle highlights the 'Add' button and the 'Preferences' link.
- Area Assignment:** A table with columns for 'Area', 'Start Date', 'End Date', 'Test City', and 'Images'. A red circle highlights the 'Add' button and the 'Preferences' link.
- Dispatch:** A table with columns for 'Case #', 'Start Date', 'End Date', 'Test City', and 'Images'. A red circle highlights the 'Add' button and the 'Preferences' link.
- Parking:** A table with columns for 'Area', 'Start Date', 'End Date', 'Test City', and 'Images'. A red circle highlights the 'Add' button and the 'Preferences' link.
- Career Criminal:** A table with columns for 'Case #', 'Start Date', 'End Date', 'Test City', and 'Images'. A red circle highlights the 'Add' button and the 'Preferences' link.



# CREATING A NEW BRIEF



Criminal Justice Network  
**CJN**  
Integrating Information

Welcome user [Test City] | Switch Agency | Log Out | Minimize Header

Search | Feedback | DAY | NIGHT

eBriefing | eForms | Administration | Schedule

HOME / LATEST BRIEFINGS / MY DRAFTS / NOTIFICATIONS

Messages

### PC Pickup And Hold

Save for later | Submit | Submit and Add Answer | Cancel

Collapse All (0) | Expand All (0) | Preview Summary

#### Form Details

Case Number:  Domestic Related:  Yes  No  Gang Related:  Yes  No  Drug Related:  Yes  No

Expiration Data: 2017-10-08 15:24 | 2017-10-09 15:24

Start Date	<input type="text" value="2017-10-08"/>	Start Time	<input type="text" value="15:24"/>	<input type="button" value="Set to Now"/>
End Date	<input type="text" value="2017-10-09"/>	End Time	<input type="text" value="15:24"/>	<input type="button" value="Set to Default"/>

#### Location

#### Officer Alert

#### Action

Type: Probable Cause - pickup and hold

Description:

---

[Add Offense](#)

#### Narrative

# COMMENTING & SHARING



Communication Limitations:

*“We need to be able to brief each other throughout the day and to follow up in real time.”*  
- Officer

Document Details View History Change History \* Esc key exits window, use arrow keys to go back and forth.

← Briefing 1 of 3 →

Lock for Edit Create New Copy To New Comment Save To Clipboard Change Print

Extra Patrols(ebriefing)  
Creator: [nuser\[Test City\]](#) (2017-10-07 17:04:00) Case #: 12312312 [SEARCH]

Action:  
this is a test

eBriefing Details: 12312312  
Active From: 2017-10-07 17:03 to 2017-10-11 20:03

LimitToJurisdictions  
Apple Valley(); Blaine(); Bloomington(); Burrsville(); Centennial Lakes(); CJIN(); Columbia Heights(); Coon Rapids(); Dakota Attorney(); Dakota Corrections(); Dakota DTF(); Dakota Jail(); Dakota Sheriff(); DCC(); Egan(); Farmington(); Fridley(); Hastings(); Inver Grove Heights(); Lino Lakes(); Mendota Heights(); Met Transit(); Northfield(); Owatonna(); Ramsey(); Ramsey Sheriff(); Rosemount(); South St. Paul(); Spring Lake Park(); St. Anthony(); St. Francis(); St. Louis Sheriff(); St. Paul(); Steele Sheriff(); Test City(); West St. Paul(); All();

PushToJurisdictions  
Test City();

← Briefing 1 of 3 →

# DESIGN STRATEGIES

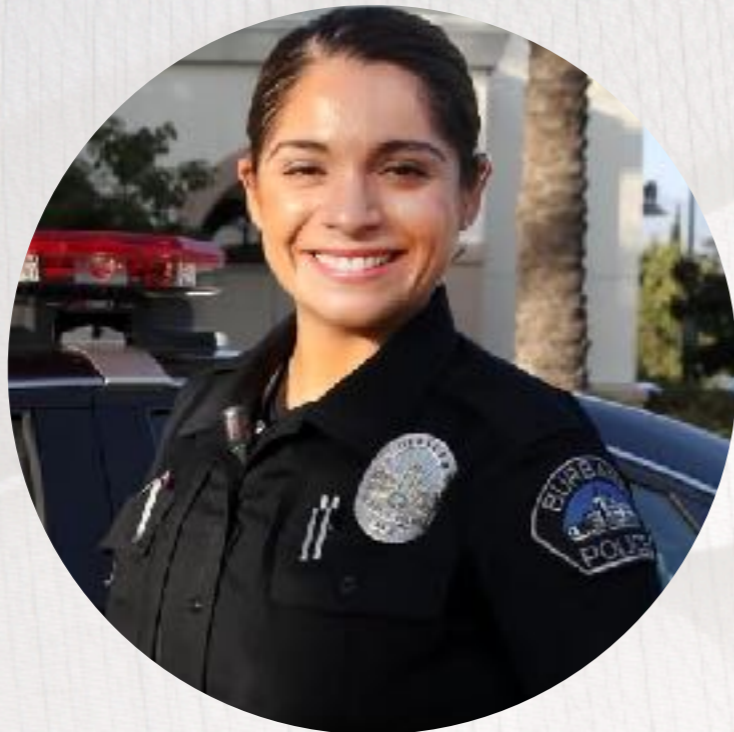


**Enhance scannability and simplify data entry**

**Deliver personalized and geographically-targeted data**

**Enable flexible communication among colleagues**

# PERSONAS



**OFFICER  
WHITNEY**



**SERGEANT  
RONDLE**

# INTERACTIVE DEMO



# SUMMARY



**“I like that [the create brief page] is concise and only asks for the necessary information.”**

Enhance scannability and simplify data entry

**“I love that I can sort the briefs by my location and by time.”**

**“The map part is invaluable.”**

Deliver personalized and geographically-targeted data

**“I like being able to alert other agencies of important issues.”**

Enable flexible communication among colleagues

# NEXT STEPS



**Implement and test the redesigned application**

**Create one-page guide outlining key functions**

**Expand geographical capabilities**



**THANK YOU!**

*Thank you to the CJN Team for the opportunity,  
and our family, friends, instructors and cohort mates for all the support!*