

Current Assignment

E-Portal for Ministry of Interiors, Middle East Country



Existing Homepage



In this Project (Onsite) :

- Stakeholder Workshops
- User Personas & Scenarios
- Information Architecture
- Usability Testing



Proposed Homepage

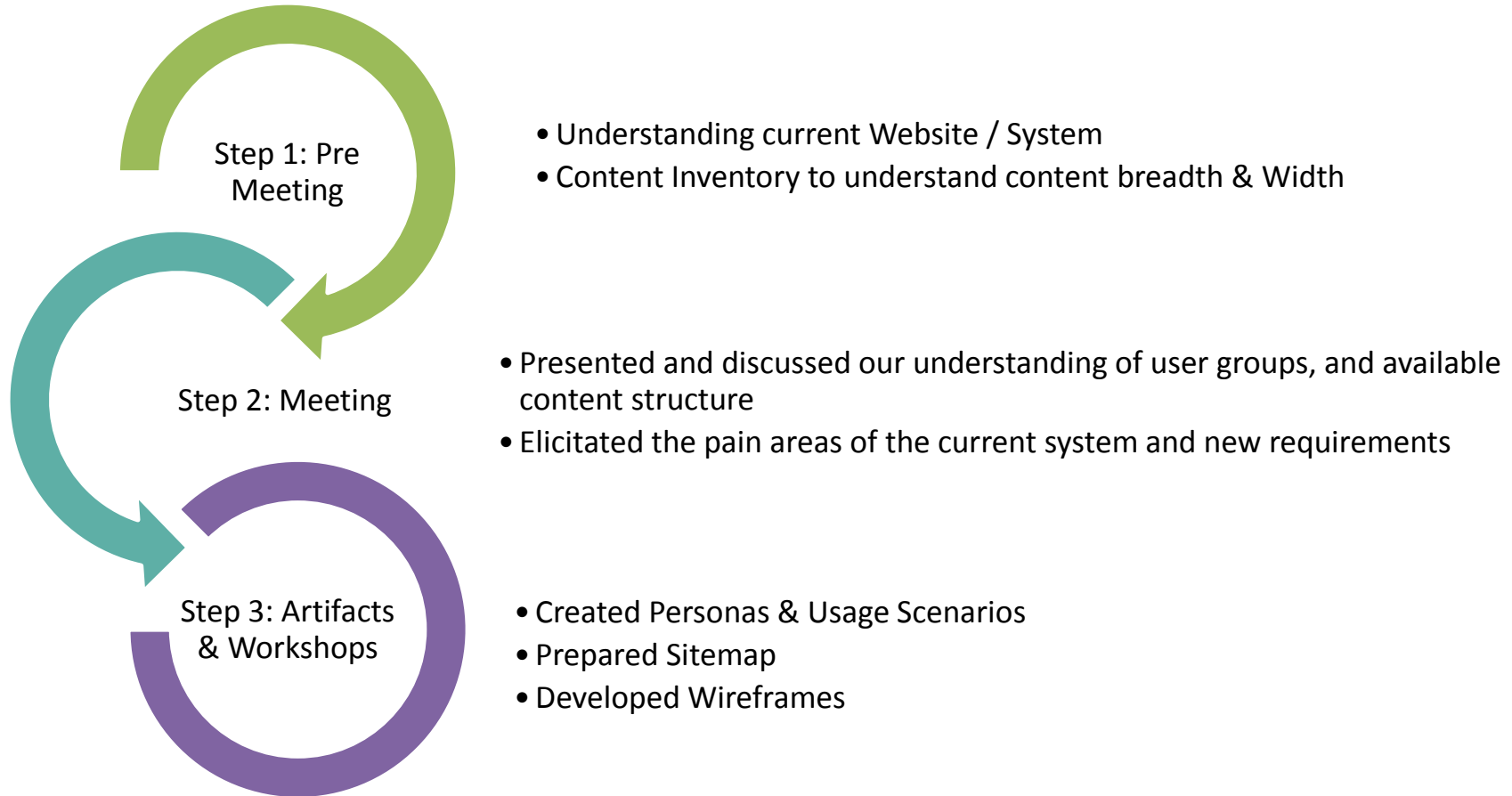
The scope is to reengineer a Middle East Country's public facing Ministry website and Intranet **providing information with social media collaboration and E-Services to the country's Citizens, Residents, Visitors and Journalists.** It is a channel of interaction and communication with the ministry and its departments.

It requires a Content Management System with collaboration and workflow features for their content authors to publish content on the Internet and Intranet. The users will need both English and Arabic languages.

Current Assignment (Contd...)

E-Portal for Ministry of Interiors, Middle East Country

Activities Overview



Current Assignment (Contd...)

E-Portal for Ministry of Interiors, Middle East Country


1. Gathered Requirements

4. Requirement Questions		
S. No.	Question	MOI Response
1	What does work well on the current MOI website?	
2	What does not work well on the current MOI website?	Homepage needs to be changed completely
3	What are the mandatory elements to be redesigned on the website?	All the existing elements except services. Services might go as a link to different page (new window)
4	Are there any particular parts of the site that you think should be left untouched?	Redesign everything
5	What do you think are the most important tasks that users should be able to perform on the new site?	
6	What is priority of accessing information by department? Currently it is displayed as drop-down list.	
7	What department pages should be considered in Phase 1 design?	
8	Should we use the same content on the website or will we get revised content?	
9	Is there any content or links that should be moved in current existing structure?	Flash banners to be removed.
10	How should the success of the new website be measured, like increase in site analytics, more users doing via process online etc?	
11	Any changes to the current functionality or list of functionalities to be included in new design?	

2. Developed Design Strategy

MOI ISD - Systems Development Division

Ibrahim Al Hassan



MOI Portal usage scenario

- He is modern and likes using online tools and internet browsing
- As he is always interested in reading News and events around ministry, he also looks for particular news rated by others and prefers to read as per rating
- Effectively using the online portal for expressing his opinions, views and doubts; also read other's views
- As a responsible citizen, he always look for updates in Services like Traffic Violations etc.
- His cousin, who is lives in other country, plans to visit Qatar immediately for personal emergency. He wants to help him finding appropriate services about Visa, and airport check etc. He visits www.moi.gov.qa

User Role:
General audience (Local)

Key Characteristics:
Frequent user of MOI website

Relevant Demographics

- Age: 28 years
- Gender: Male
- Country: Qatar
- Preferred Language: Arabic
- Profession: Employee

Technology exposure

- Tablet
- Smart Phone
- Desktop

Key Areas of interest

- Reading MOI News
- Get to know about Department level events and activities
- Keep updated on Services
- Posts any queries and inquiries (suggestions, opinions, comments etc.)
- Participate in polls & Surveys
- Subscribe for news letter

Expectations from new MOI Portal

- Easy access to departments and related events.
- Ability to rate/rank the news/articles
- Clear identification of Services section
- Interested to look into other suggestions, opinions and Feeds from Twitter, Facebook etc.
- Wants to see Poll results instantaneously

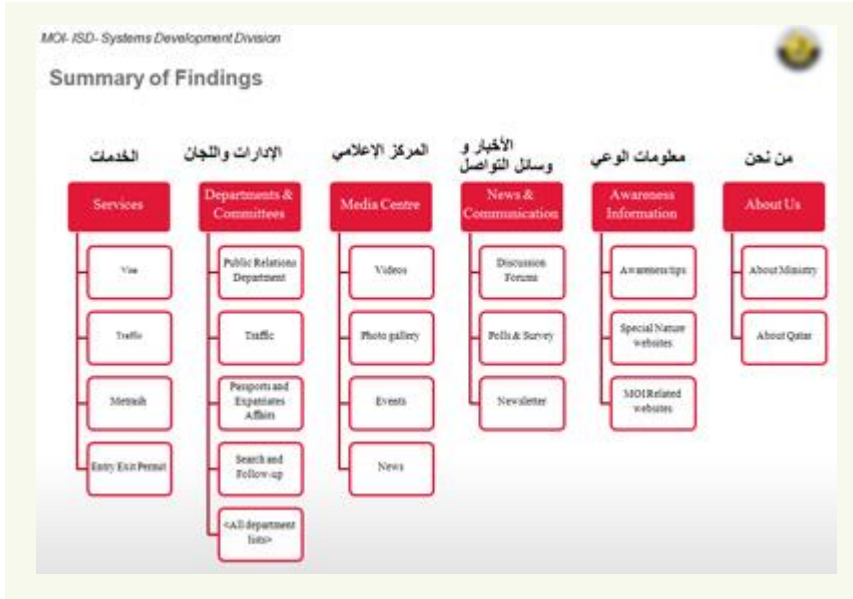
- Interviewed with questionnaire
- Conducted stakeholder workshops and discussions

- Presented our understanding of business requirements
- Defined user profiles and task goals
- Developed user personas and scenarios
- Identified success measures

Current Assignment (Contd...)

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3. Exercised Information Architecture



- Prepared content inventory
- Analysed content & task
- Defined navigation map
- Developed wireframes & clickable prototypes

4. Usability testing with end users



- Identified users and scheduled test plan
- Created test scenarios
- Facilitated testing with end users
- Analysed the findings and prepare a UT report
- Presented the report to the stakeholders which shows the success factors of new redesign

