Customer Value Partners

Be Better.

Mutual Respect

Intense Client Focus

United States™ Census Bureau

Incorporating User Experience into Software Development

FedCASIC 2016

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Uncompromising Integrity

Individual Responsibility and Growth

User Experience Enhancements

- Reduced number of screens
- Removed “back and forth” movements
- Aligned with the user’s work flow (logical sequence of actions)
- Cosmetics
- Fewer keystrokes
  - LOVs / Drop Down List Boxes
- Leveraging technological capabilities
  - Hierarchical tree

Overview of CARMN

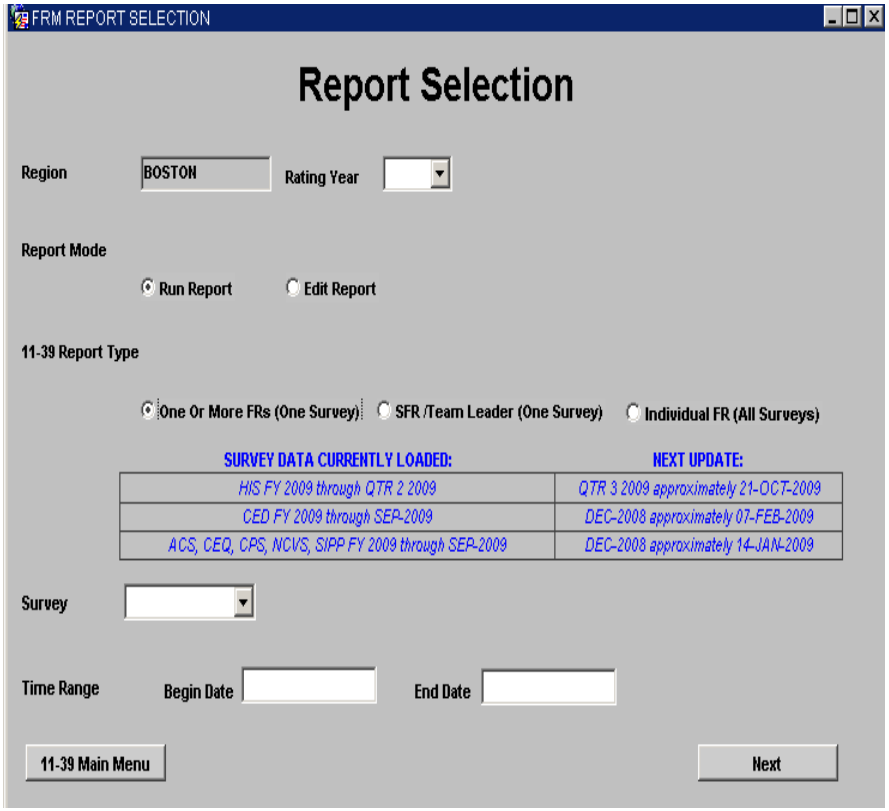
- CARMN = Cost and Response Management Network
- Description: a cost and FR performance management system
- Joint effort between Application Development and Services Division - Field Systems Development and CVP consultants
- Stakeholders
  - Regional Office (FS, SSF, SSO, Coordinator, Clerk, Assistant Regional Director, Regional Director)
  - Field HQ (Survey Liaison, Employee Relations Board, and Office of Survey & Census Analytics)

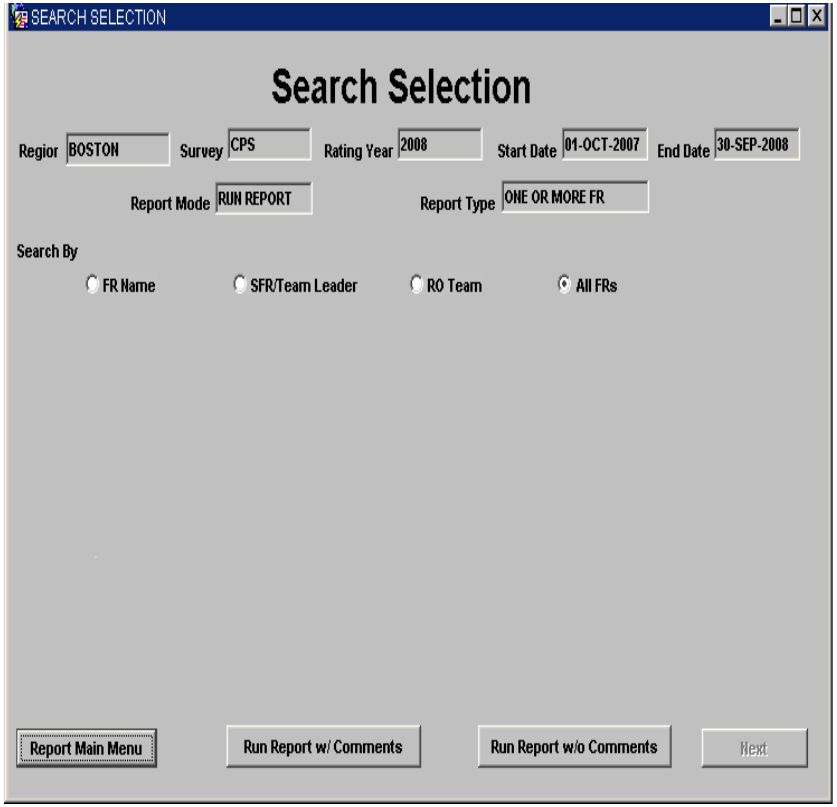
Reduced # of Screens: Running Summary View

- Before
  - Report Selection Screen
  - FR Selection
  - Summary View
- After
  - Report Selection Screen
  - Summary View

Reduced # of Screens: Running Summary View

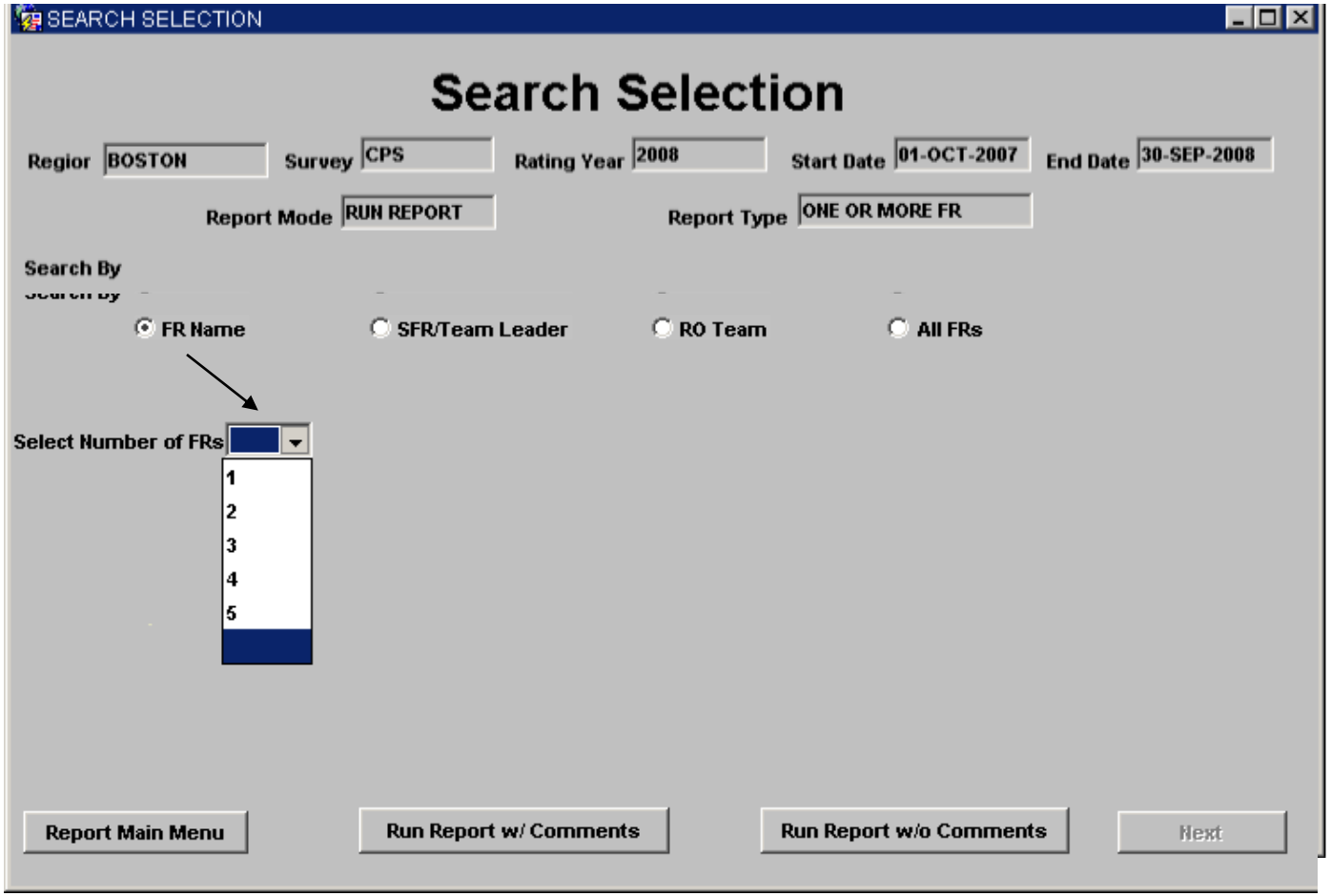
- Before





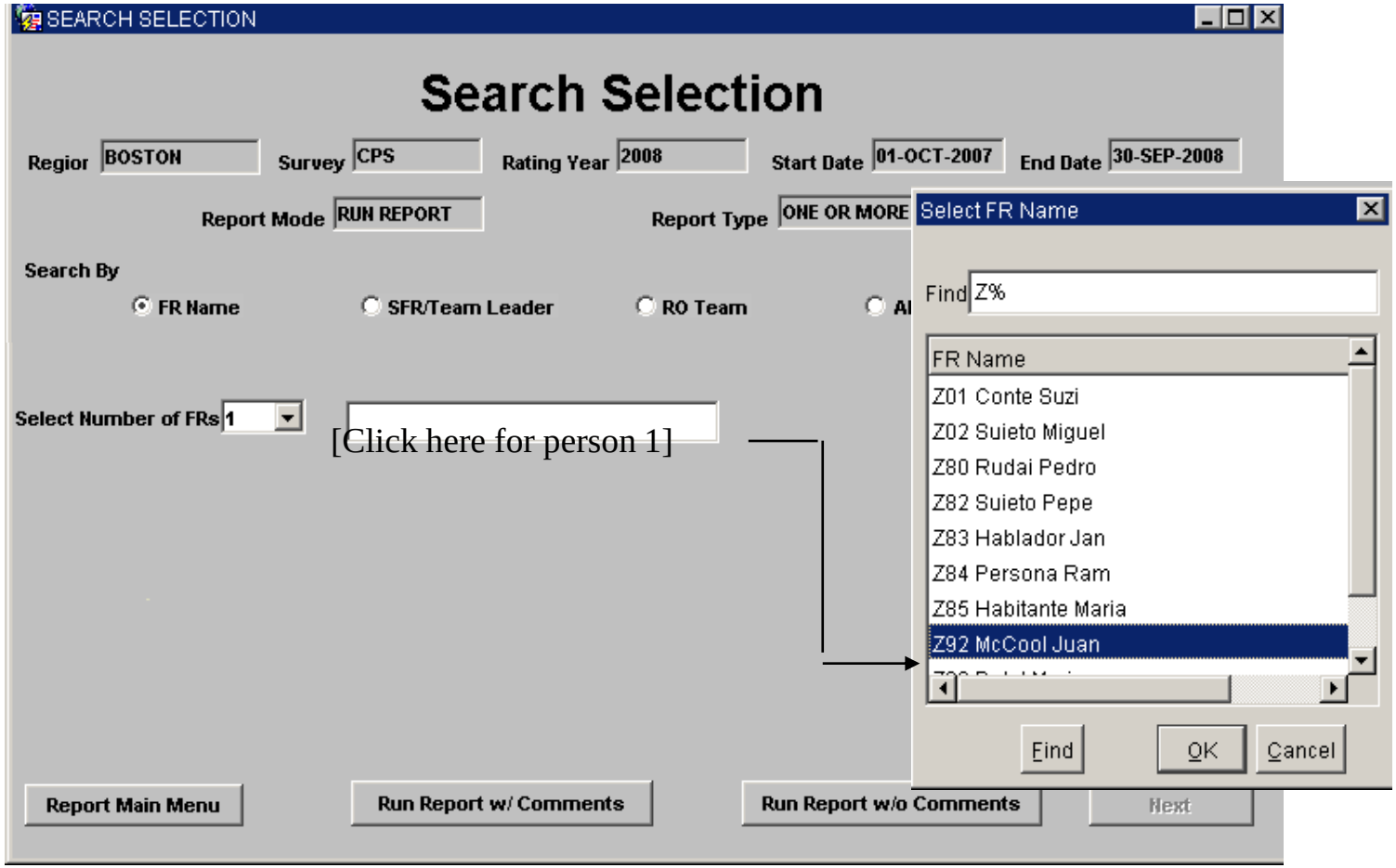
Reduced # of Screens: Running Summary View

- Before



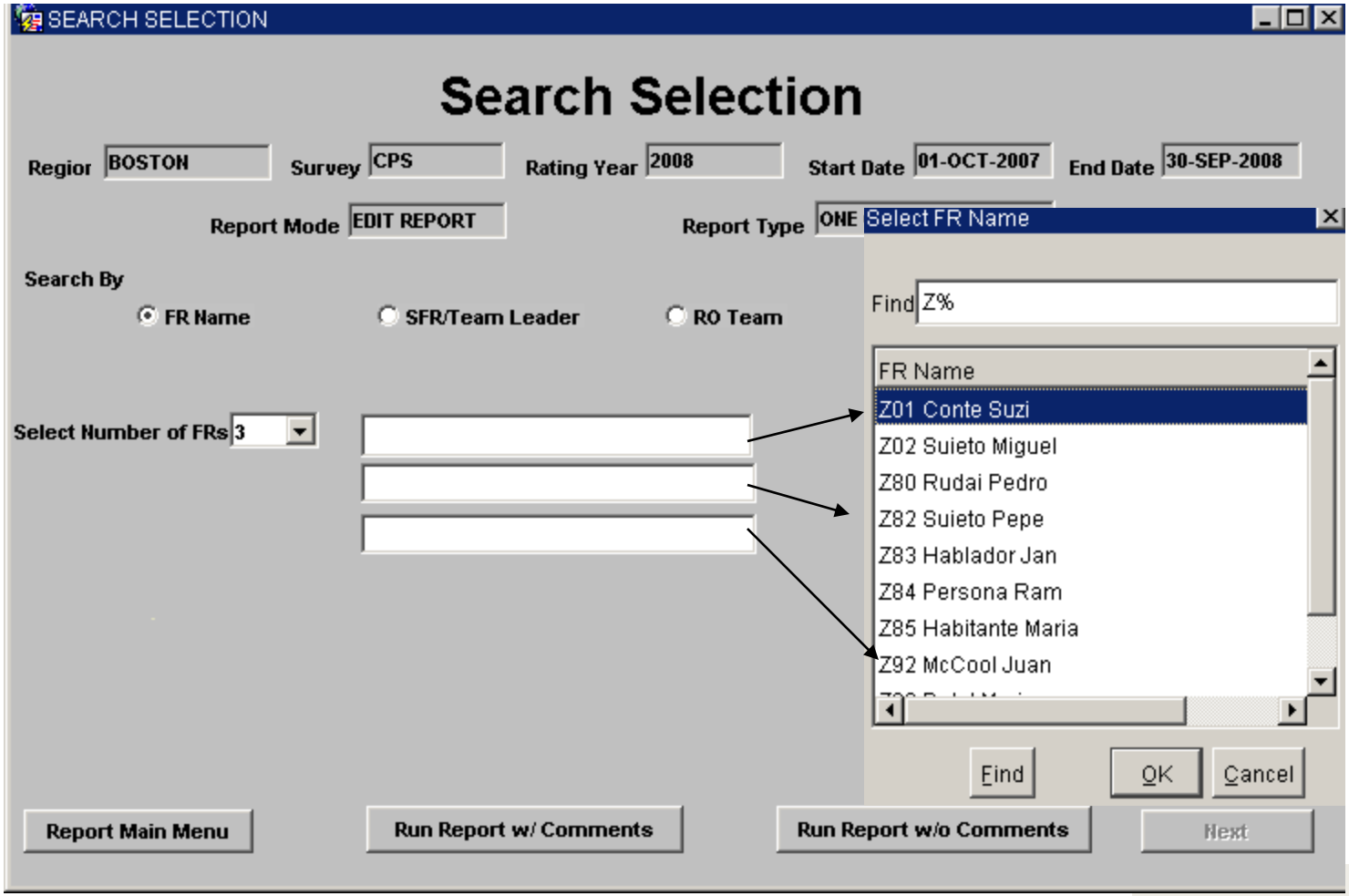
Reduced # of Screens: Running Summary View

- Before



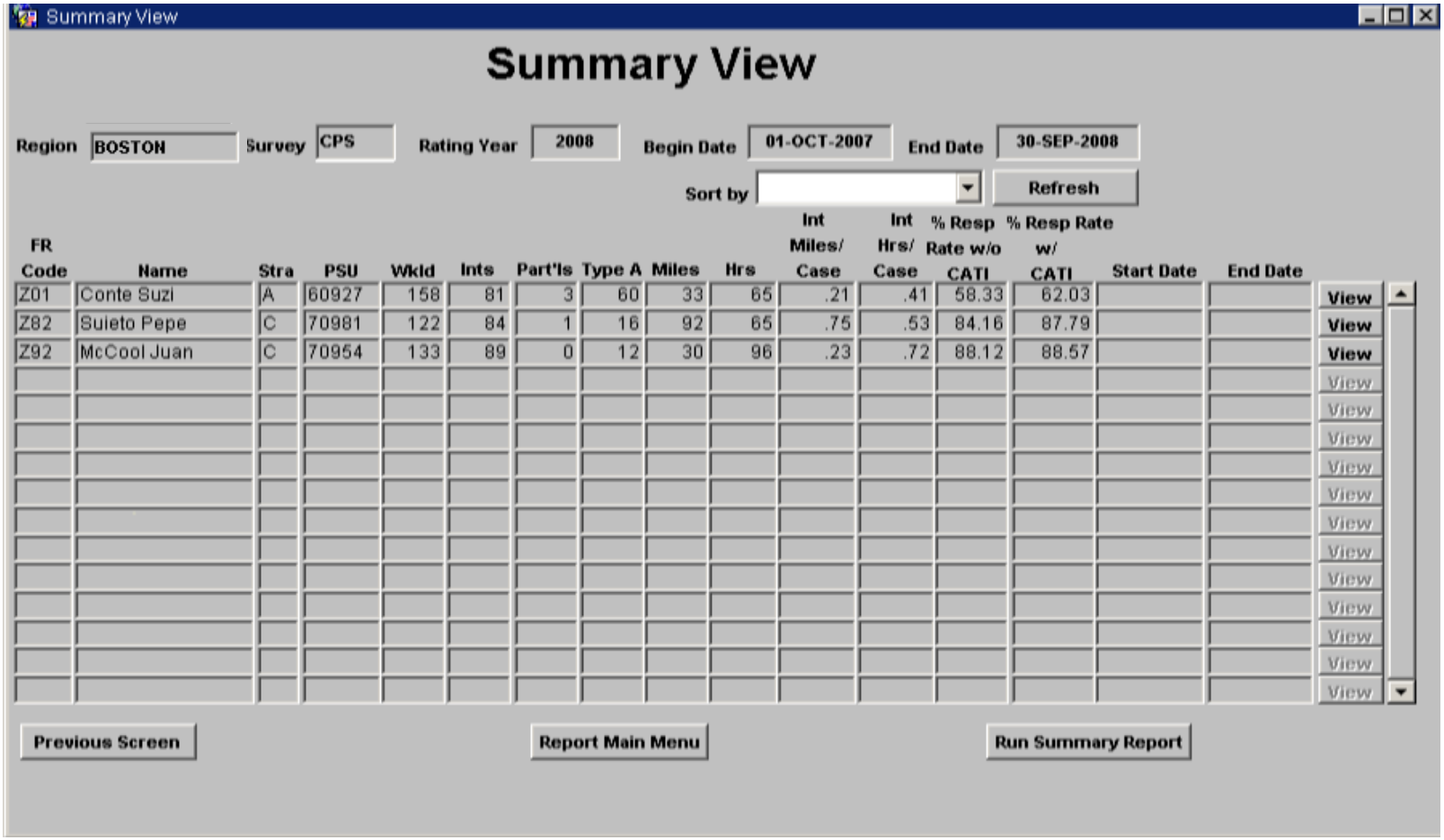
Reduced # of Screens: Running Summary View

- Before



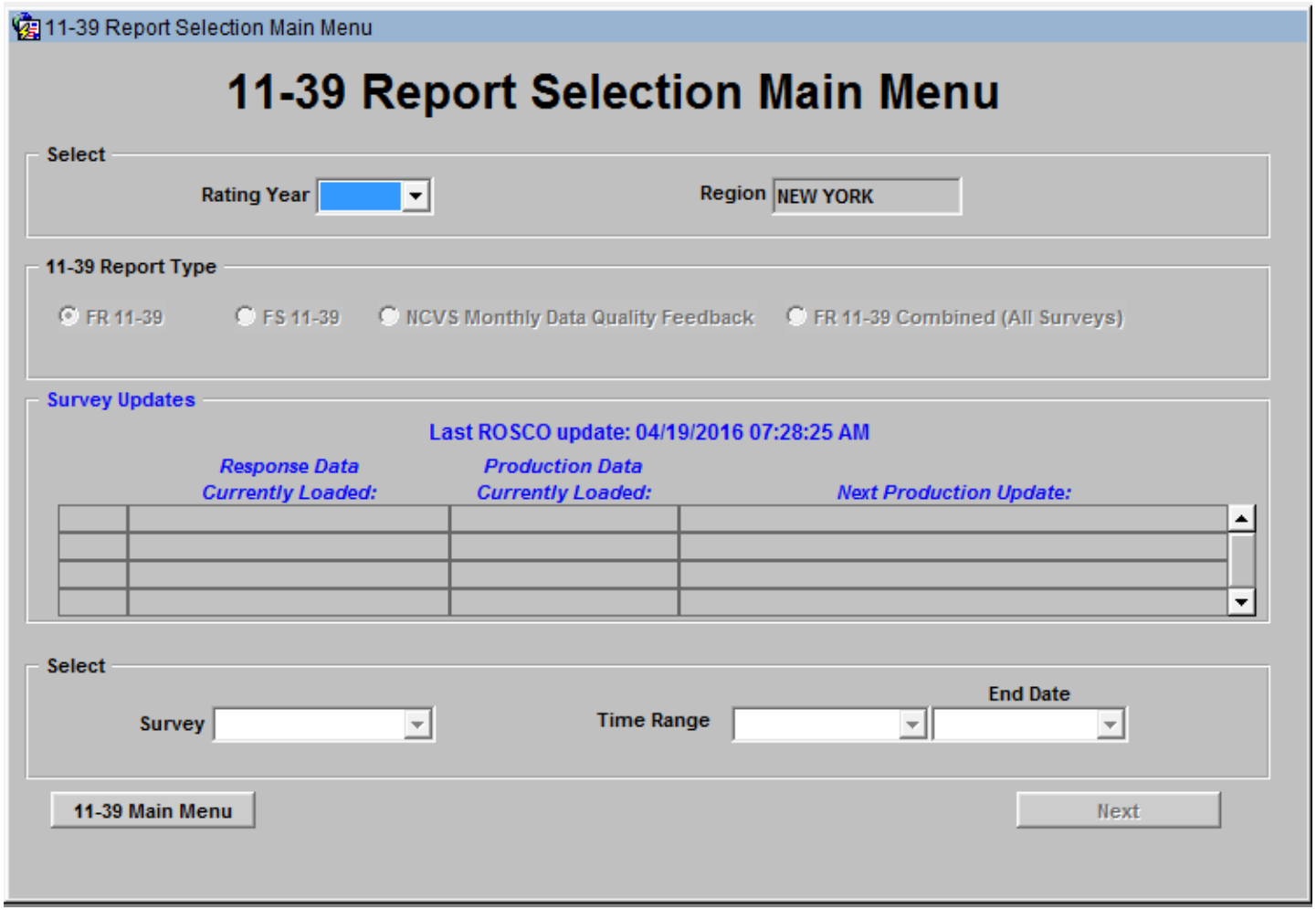
Reduced # of Screens: Running Summary View

- Before



Reduced # of Screens: Running Summary View

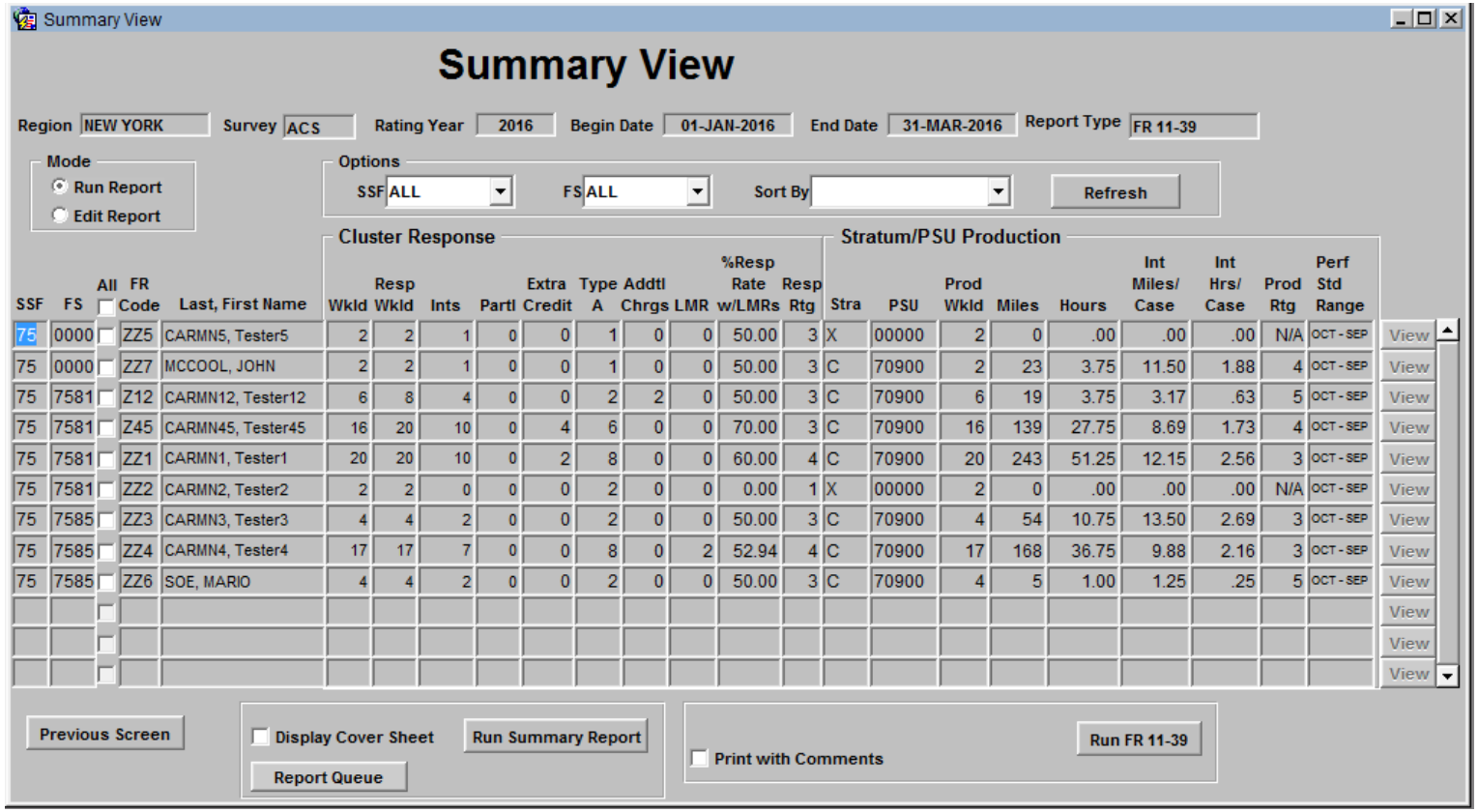
- After



- Aligned with the user's work flow
  - Disabling fields until prerequisite info is provided, i.e. Rating Year
- Cosmetics
  - Frames to group logical info together

Reduced # of Screens: Running Summary View

- After



- Removed "back and forth" movements
  - No need to return to Report Selection Screen to change report criteria and/or run a different report
- Cosmetics
  - Frames
- Fewer keystrokes
  - Checkboxes
  - LOVs

Cosmetics: FR Performance Summary Report

- Before

11-39 FR Performance Summary Repo

This report contains information, the release of which is prohibited by Title 13 U.S.C., and is used for Bureau of Cens

Region: Dallas **Survey:** SIPP **Report Peri**

Z84 Ram Persona

EOD: 10/01/08 EOP: 10/01/08 PSU: 60927 Stratum

Response Rates

Month	Wkld	Inte	Partials	Type As	Type Bs	Type Cs	Type Ds	FR Resp Rate	RO Resp Rate
OCT-2008	5	13	0	4	1	1	0	76.47%	70.42%
NOV-2008	5	13	0	4	1	1	0	76.47%	70.37%
DEC-2008	5	13	0	4	1	1	0	76.47%	70.37%
JAN-2009	5	13	0	4	1	1	0	76.47%	70.37%
FEB-2009	5	13	0	4	1	1	0	76.47%	70.37%
MAR-2009	5	13	0	4	1	1	0	76.47%	70.37%
APR-2009	5	13	0	4	1	1	0	76.47%	70.37%
Cum:	35	91	0	28	7	7	0	76.47%	70.38%

Cosmetics: FR Performance Summary Report

- After

11-39 FR Performance Summary Report

This information is administratively restricted and is used for Bureau of Census offical use only

CARMN COST AND RESPONSE MANAGEMENT NETWORK

02-MAY-16 04:47 PM

Region: New York **Survey: ACS** **Report Period: JAN-16 to APR-16**

ZZ5 CARMN5 Tester5 **EOD:12/17/2014 EOP: 12/17/2014** **FS FR Code: RO FS: 0000 SSF: 75**

Response Rates (RR)

Month / Cum	Cls	Wkld	Resp Wkld	Ints	Extra Credit	Prtls	Type As	Type Bs	Type Cs	LMR	FR RR w/ LMRs	% in Cluster	RR Score	RO RR w/ LMRs
JAN-2016	1	2	2	1	0	0	1	0	0	0	50.00%	100.00%	3	51.72%
CUM:	1	2	2	1	0	0	1	0	0	0	50.00%	100.00%	3.00	54.84%
Cumulative:		2	2	1	0	0	1	0	0	0				

(1) Determine the CUM Performance Level for each Cluster:

ACS National Performance Standards for Response Rate

	Level 1	Level 2	Level 3	Level 4	Level 5
Cluster 1:	0 - 21.99	22 - 41.99	42 - 55.99	56 - 96.99	97 - 100

(2) Calculate your CUM RR Score: Sum (Cluster Performance Levels times % In Cluster)

Cluster 1: 3 * 100% = 3.00

Sum: 3.00

(3) Determine your Response Rate Performance Level: Use this chart to convert your CUM RR Score to your CUM Performance Level

CUM RR Score	Performance Level
1.00 - 1.49	1
1.50 - 2.49	2
2.50 - 3.49	3
3.50 - 4.49	4
4.50 - 5.00	5

ACS CUM Response Rate Performance Level: **3**

The formula for calculating performance response rate is: Credits + Extra Credits / Credits + Extra Credits + Charges

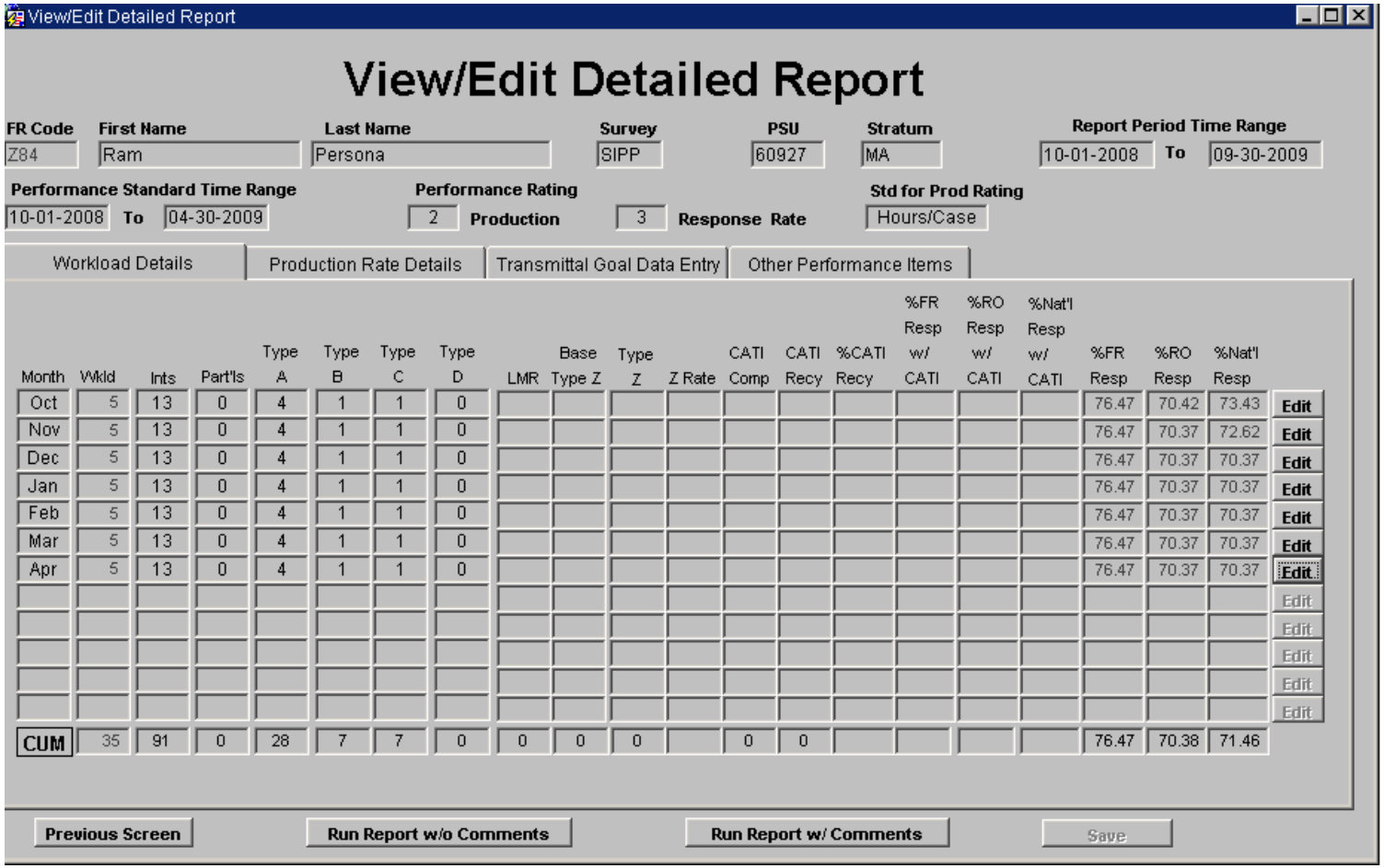
Credits include : Interviews, Partials, LMRs (ACS only) and CATI Completes (CPS only)

Charges include: Type As

CVP

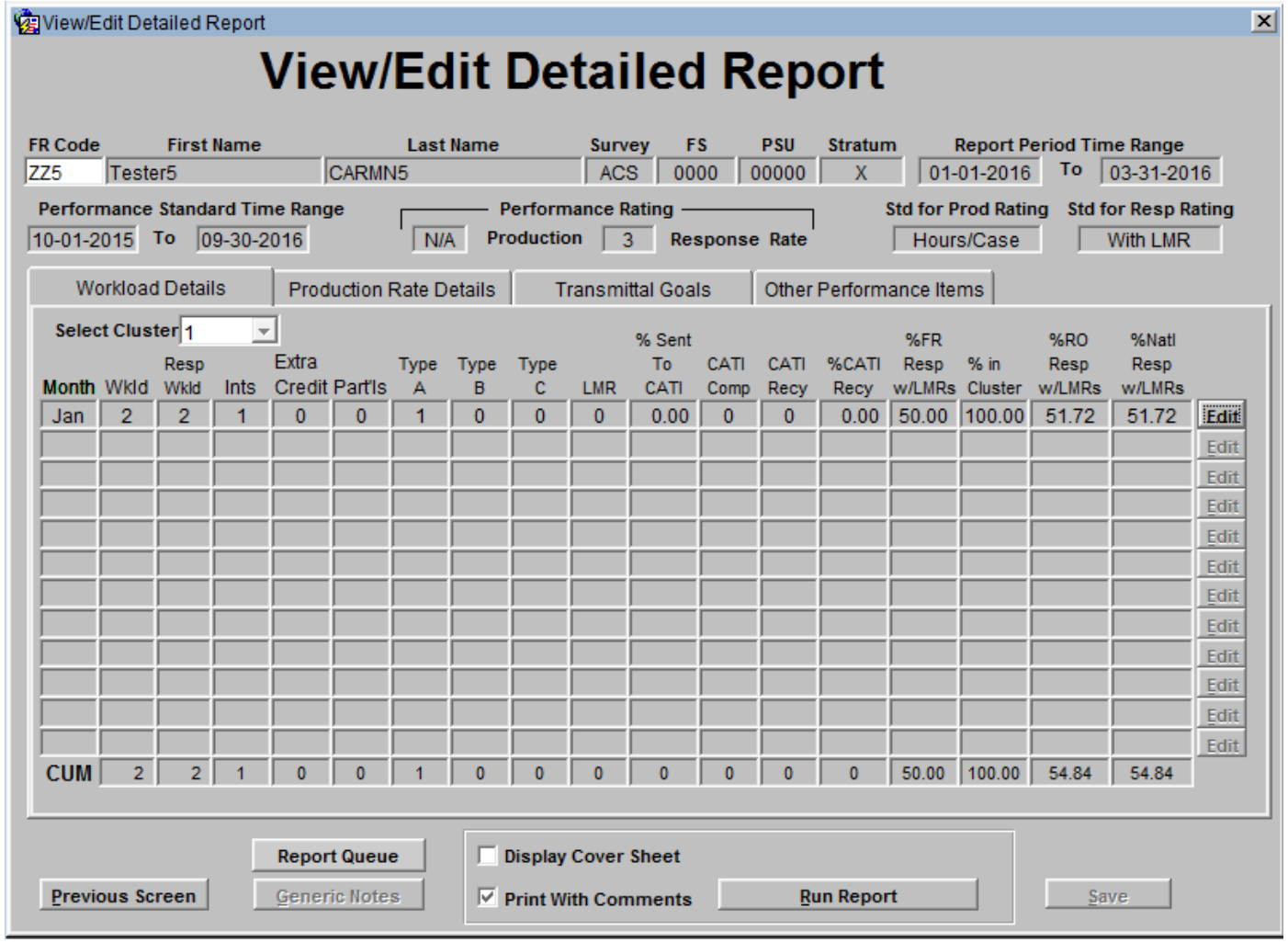
Cosmetics: View/Edit Detailed Report

- Before



Cosmetics: View/Edit Detailed Report

- After



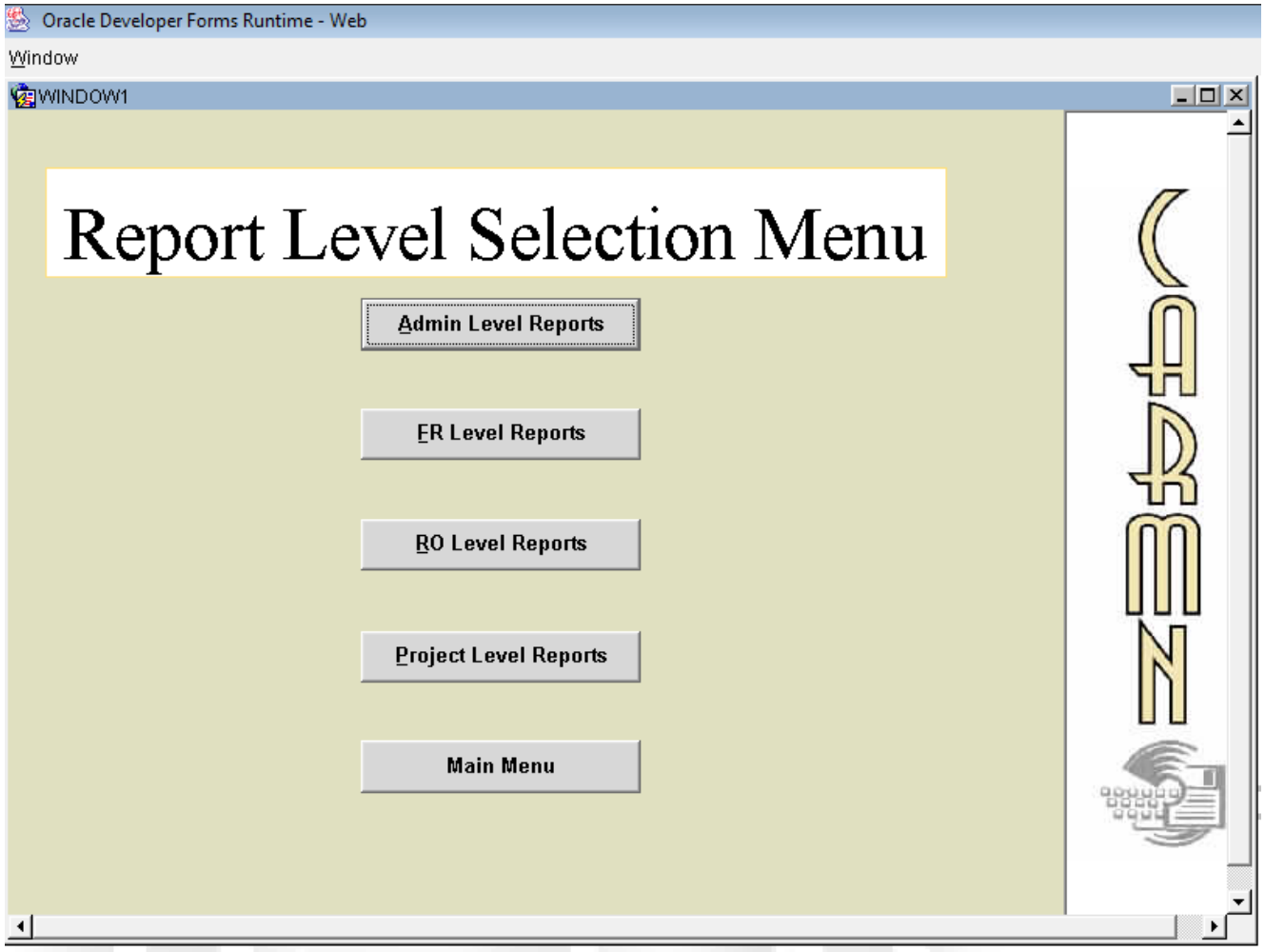
- Cosmetics
  - Frames
  - Text position
- Less keystrokes
  - Checkboxes
  - LOVs

Leveraging Technological Capabilities

- Before
  - Report Level Selection Menu
  - CARMN Admin Level Report Selection
  - CARMN FR Level Report Selection
  - CARMN RO Level Report Selection
  - Project Level Report Selection
  - Administrative Report Specifications
  - Parameter Review
- After
  - CARMN Report Menu (Hierarchical Tree)
  - Performance Summary Report (Search Parameters)

Leveraging Technological Capabilities

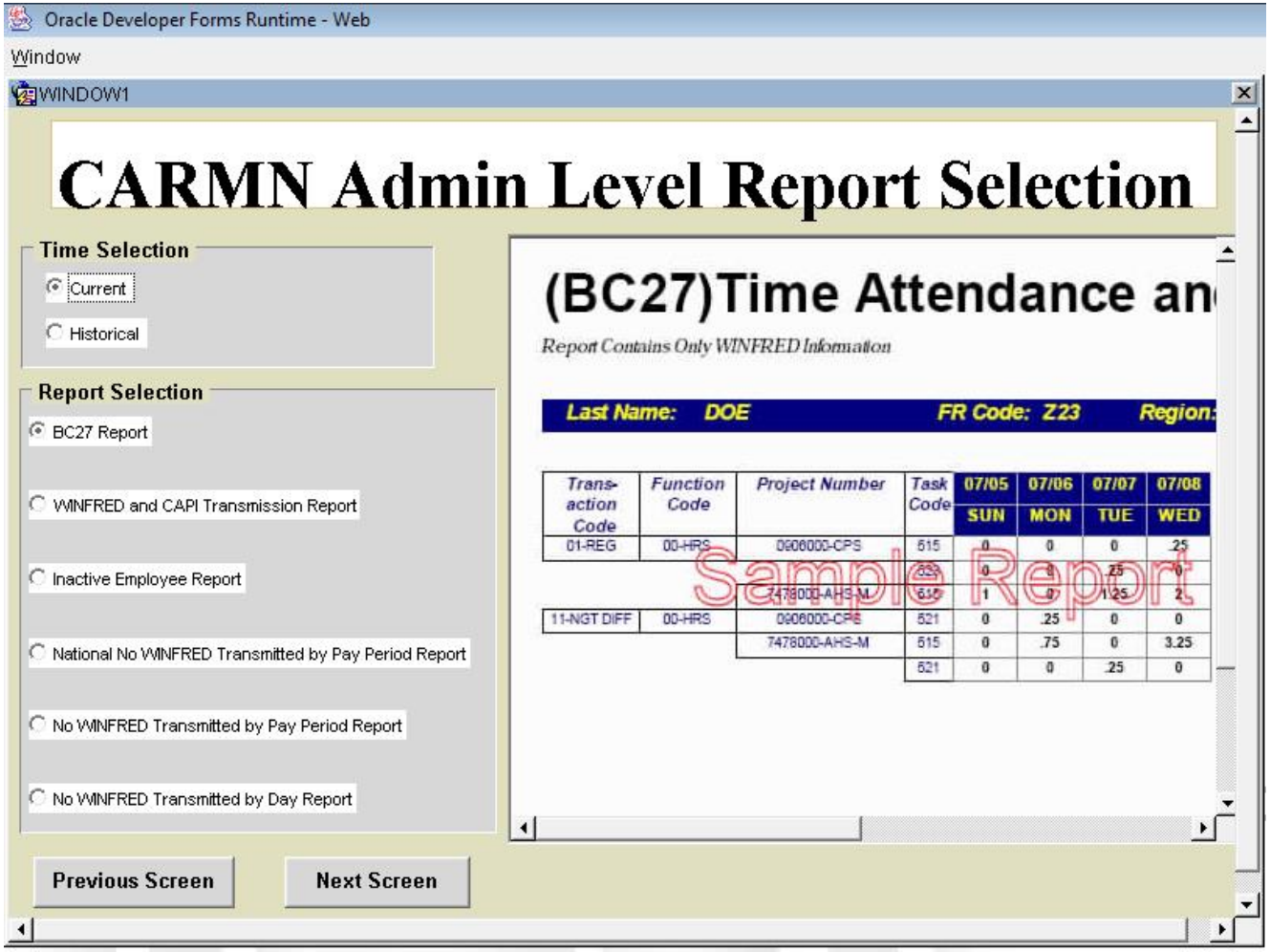
- Before



- Each command button populates a different screen

Leveraging Technological Capabilities

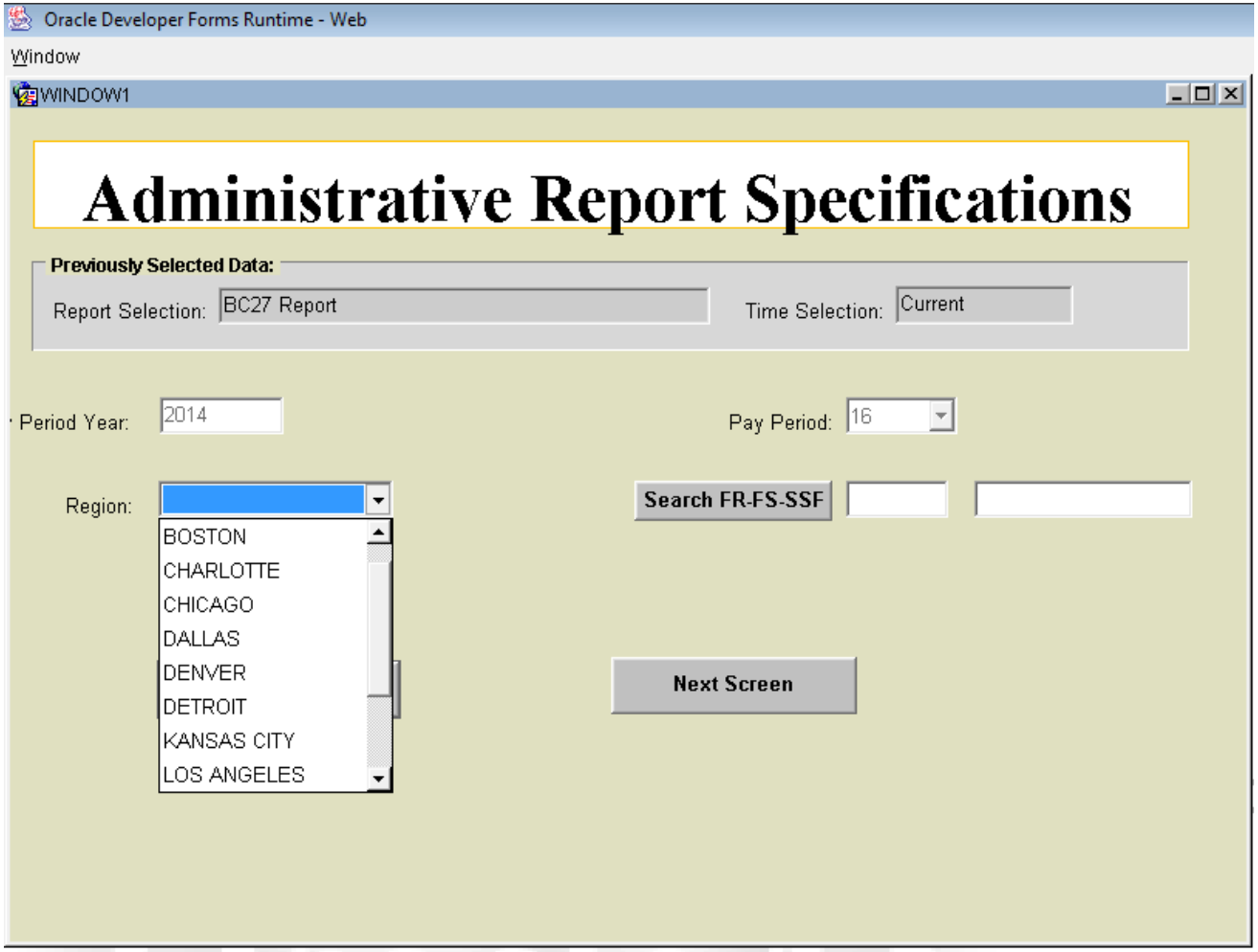
- Before



- This screen and the following screens apply to one set of reports, the Admin Level Report set
- Note the Current and Historical options under Time Selection

Leveraging Technological Capabilities

- Before

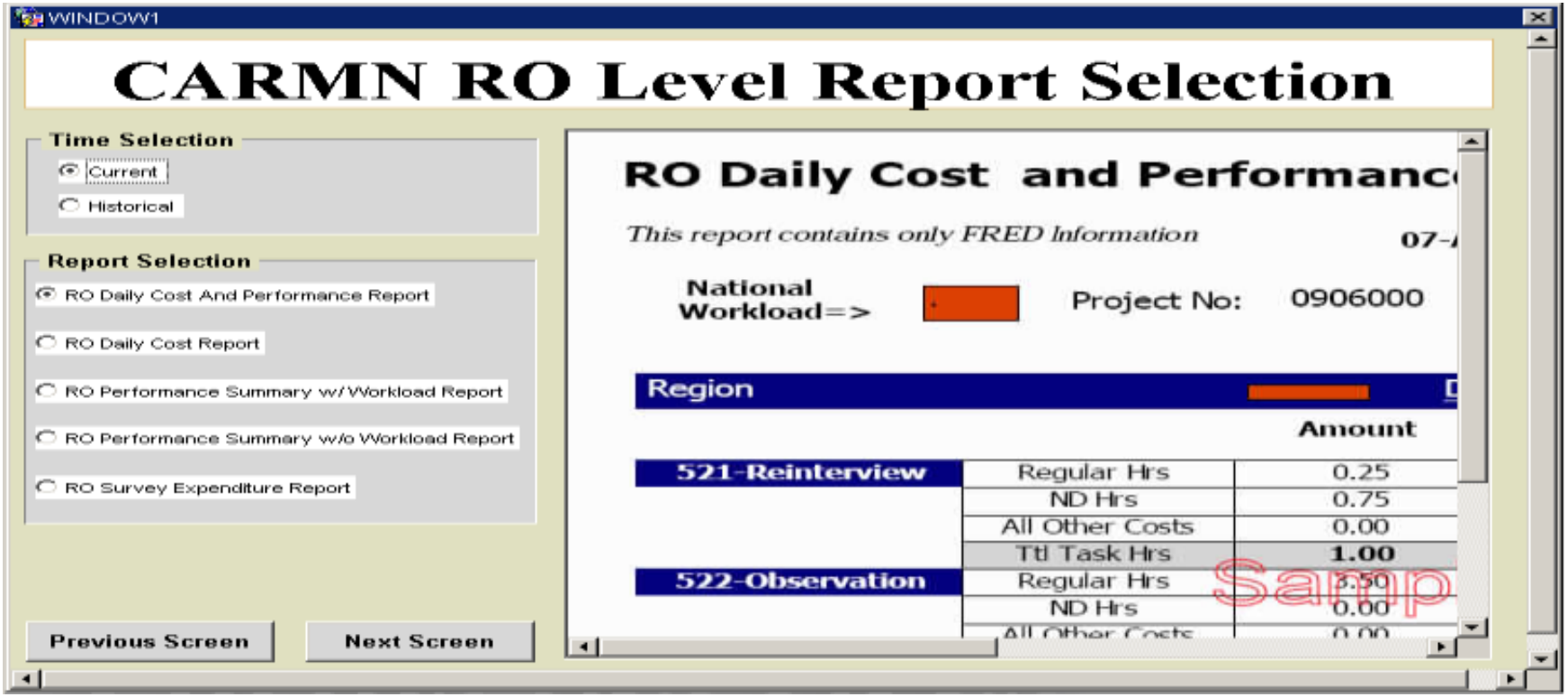


Leveraging Technological Capabilities

- Before

Leveraging Technological Capabilities

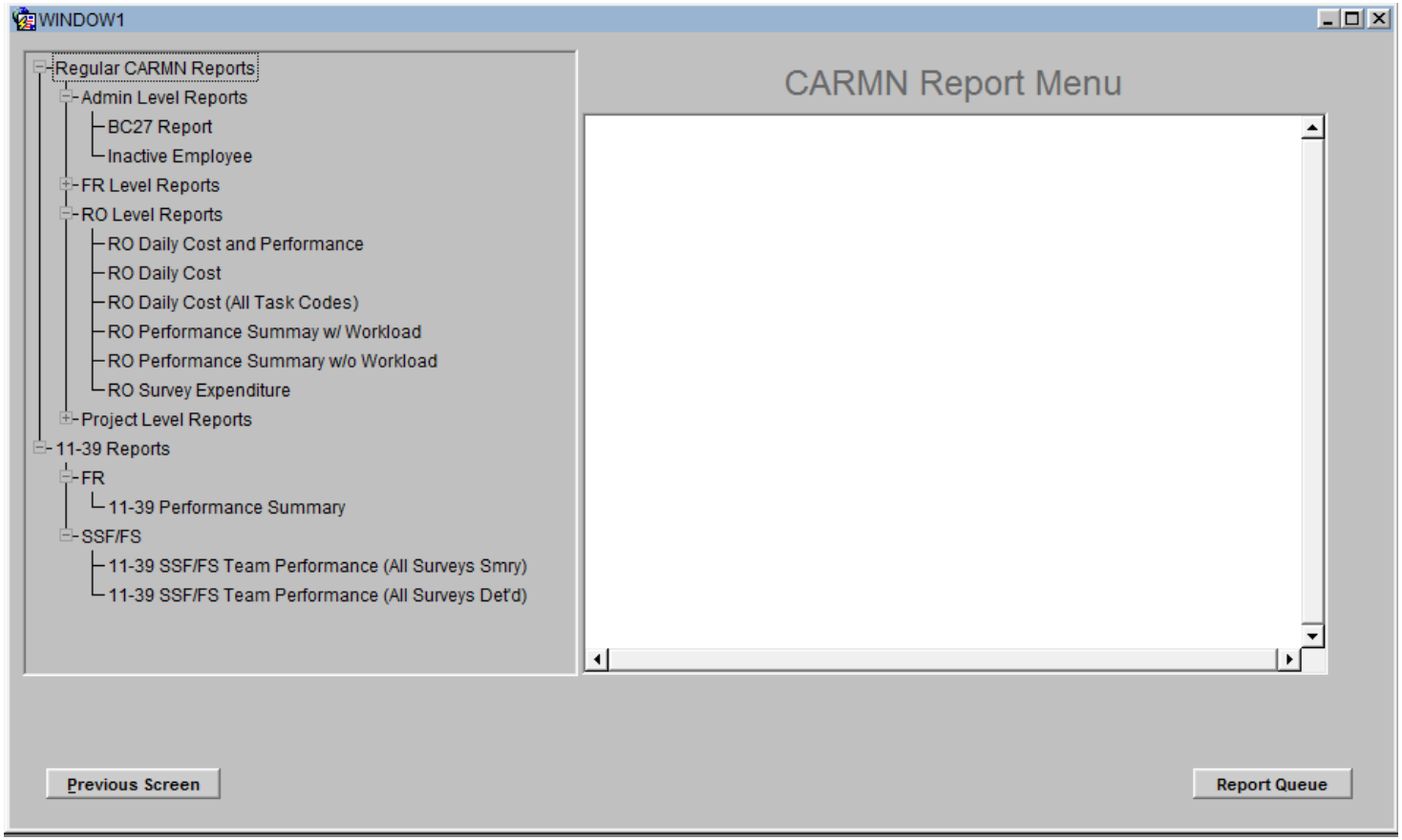
- Before



- This screen is populated by the second command button on the Report Level Selection Menu

Leveraging Technological Capabilities

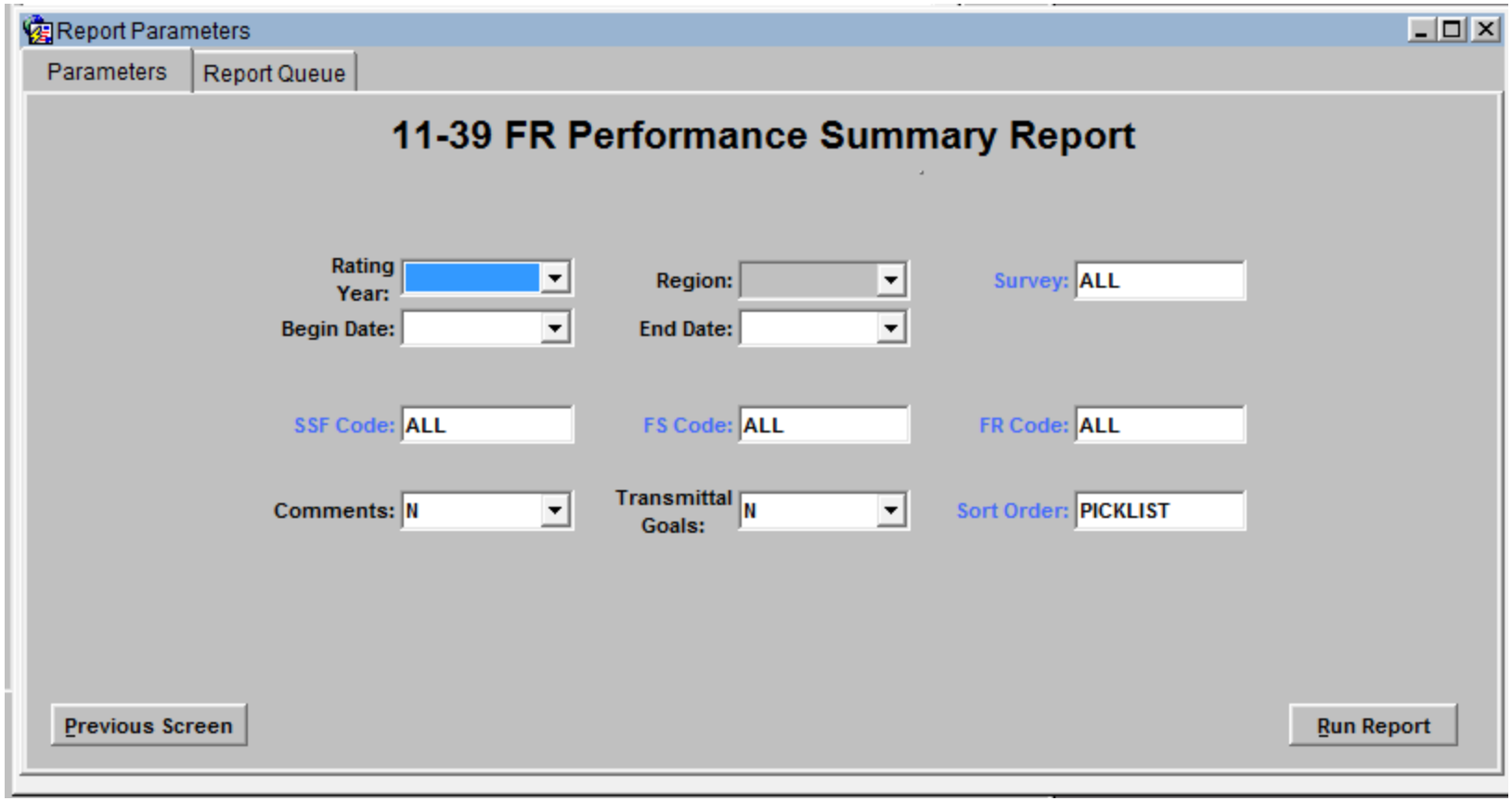
- After



- Expand and collapse the report levels desired
- Also incorporated the Performance Management reports into this screen

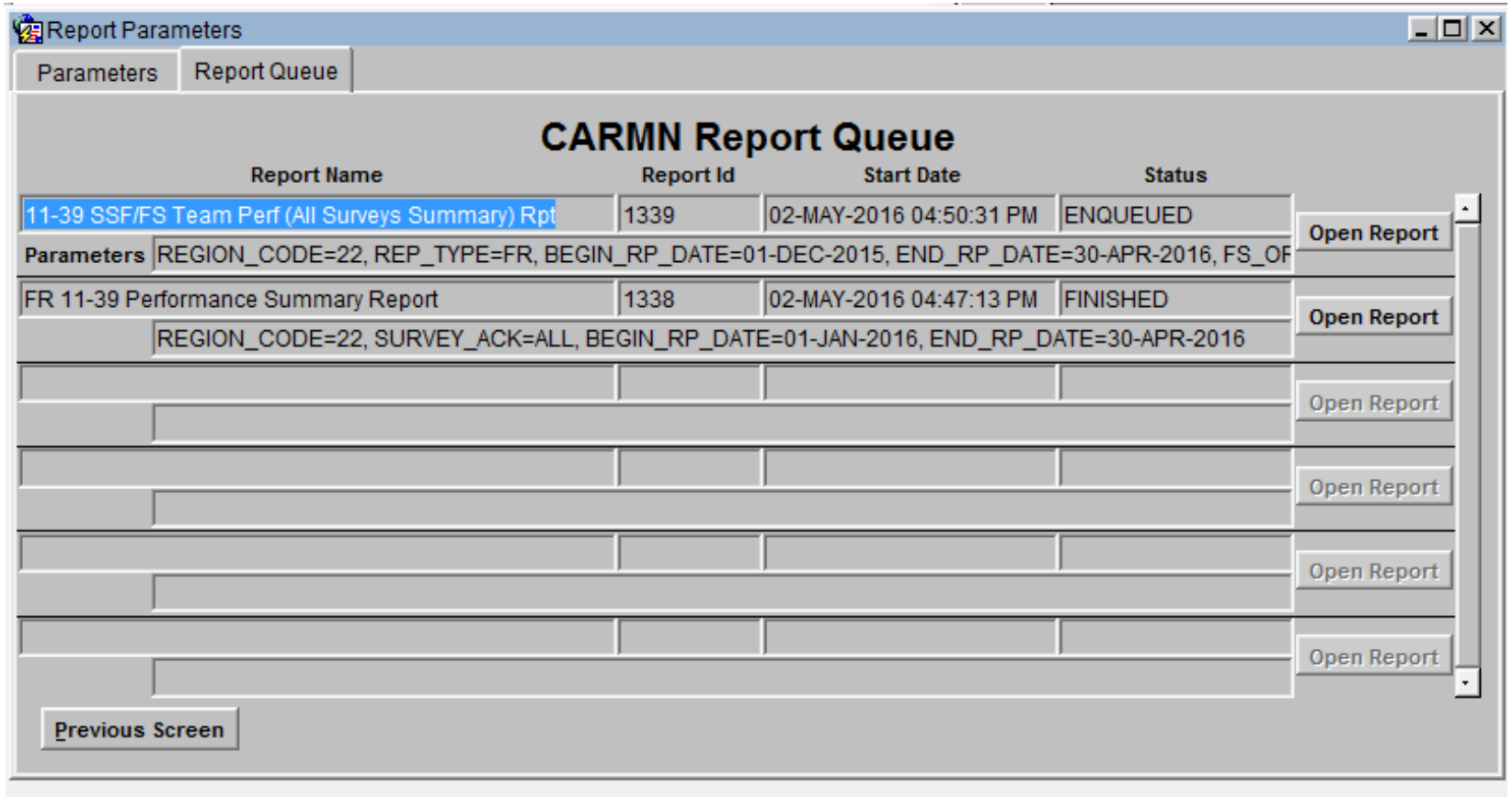
Leveraging Technological Capabilities

- After



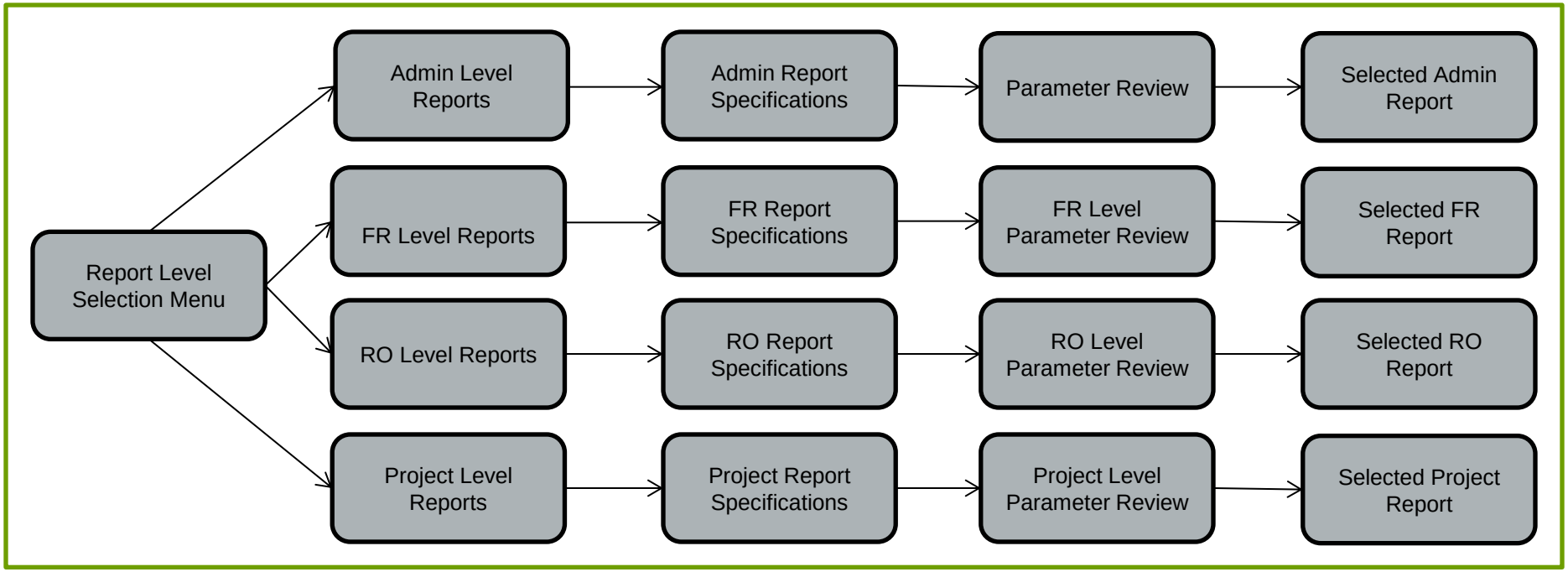
Leveraging Technological Capabilities

- Taking advantage of the WebLogic deployment

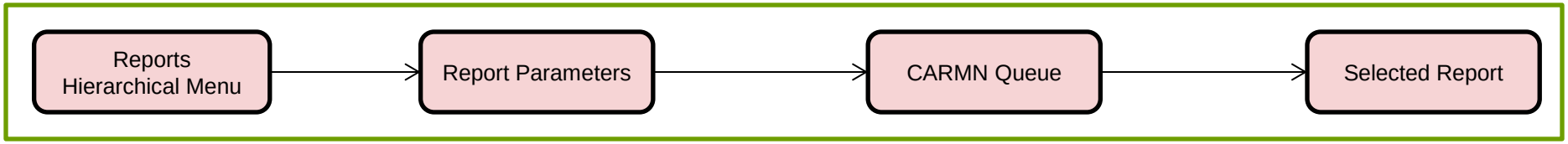


Reduced # of Screens: System Wide for Reports

Before



After



Benefits

- Significantly enhanced user experience
- Improved efficiency for users
  - Less time in performing the same task
  - 7-day history of reports generated
- Improved navigation
- Advanced view of available data
- Reduced turnaround time for new reports

Contact Information

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