



The power of User eXperience design

David Broomfield, Hampshire Fire and Rescue Service





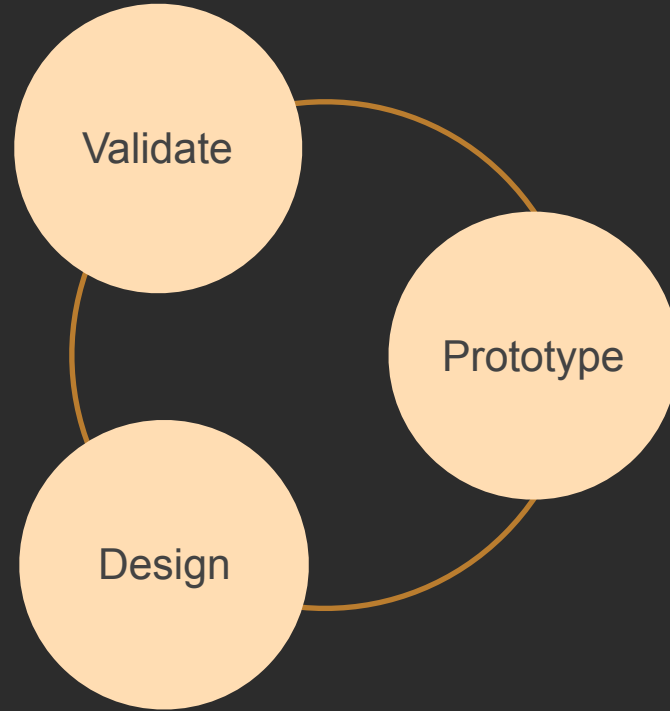
Research

- Who is the audience
- What to research
- How to research



Define

- A solution has to have a problem





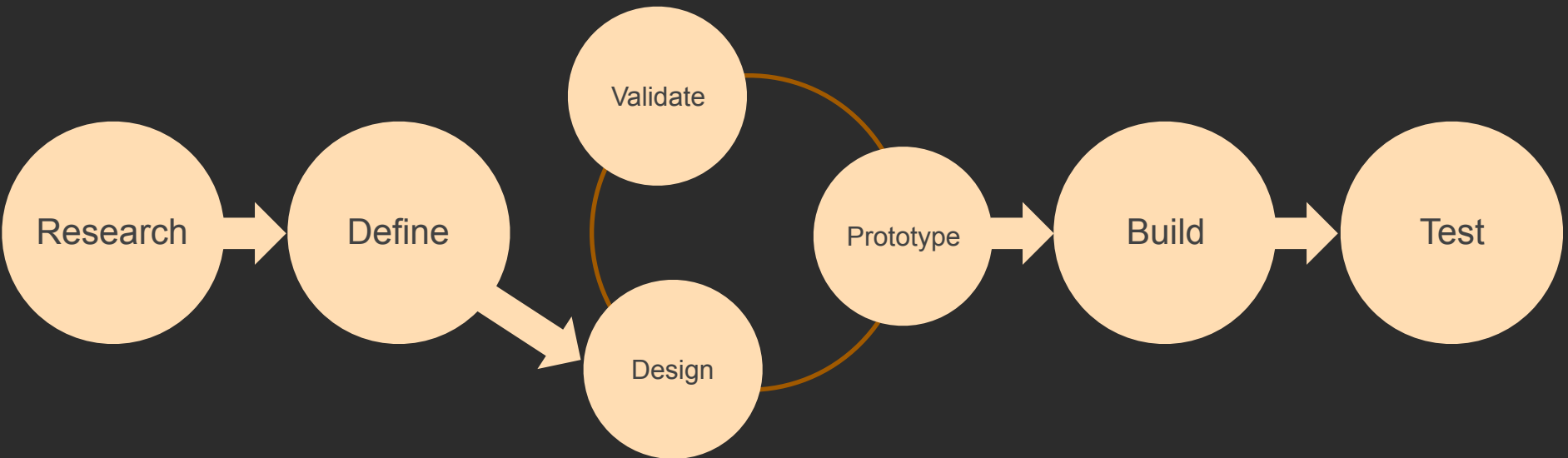
Build

- Who is building it
- Tell them everything

A large orange circle is positioned on the left side of the slide.

Test

- Does it work





Home

Look at me!



Navigation

Home

- Dashboard
- Site pages
- My courses

Administration



Response - Policies and Procedures



CYP and Safer Roads



Operational Equipment



HFRS Academy



Resilience



Maintenance of Competence



Your Service



Community Safety



Inclusion and Diversity



Partnership Working



IT Software and Services

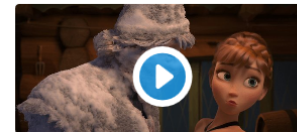


Health, Fitness, Wellbeing and Safety

Follow us on Twitter

Tweets by @Hants_fire

HampshireFireService @Hants_fire
Cold weather is on the way so please keep an eye out for neighbours ❄️ #TeamHants @HFRSHealthAsset @HHFTnhs @AgeUKCampaigns bit.ly/2JctJWS



31m

HampshireFireService @Hants_fire
With more #ice on the way please take extra care on the roads and #DriveToArrive #TeamHants bit.ly/2AwlrSx ❄️



Driving tips
How to stay safe on the road in n...
hantsfire.gov.uk

55m

Embed

View on Twitter



Community

Control

Induction and development

Operational

Partners

Policies and information

Help

Search



Community



Control



Induction and development



Operational



Policies and information



Users are taking **4 seconds** less to get to content

Over a year this creates a time saving of

4 days

“Before it was a pain in the arse, now it's right easy.”



AWARDS 2018
WINNER



David Broomfield

david.broomfield@hantsfire.gov.uk

