Scaling Design

UX for UX

Chris LaChance
Design Ops Lead @ Pega.com

History

PEGA®

1:10

Industry average
Design-dev ratio

nngroup.com/articles/ux-developer-ratio

1:70

Pega's
Design-dev ratio

In-office design team, forced into remote.

We also needed a design system.

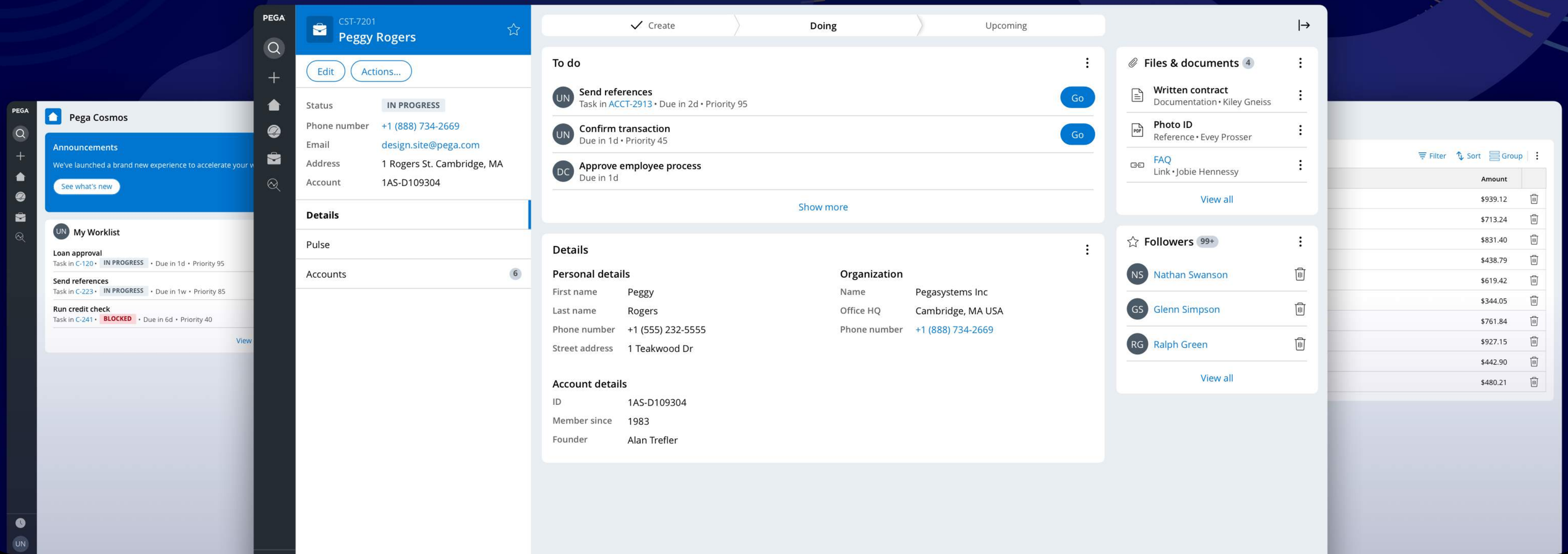
Our design system has taken three years and millions of dollars to design. And we still aren’t ready to release it.
Overheard from a well-known brand

Scale what you have.

155

Components + Patterns

PEGA COSMOS DESIGN SYSTEM



Enter

Design Ops

> A collective term for addressing challenges such as: growing and evolving design teams, finding and hiring people with the right skills, creating efficient workflows, improving the quality and impact of design outputs.
>
> **Nielsen Norman Group**

Enter

Design Ops

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Design Ops

> A collective term for addressing challenges such as: growing and evolving design **teams**, finding and hiring people with the right skills, creating efficient **workflows**, improving the quality and impact of design **outputs**.
>
> **Nielsen Norman Group**

Team

Get to know your team.

Pain Points

⛔ Who worked on this last?

⛔ Items are grouped too deeply.

⛔ Why is every layer always locked?

⛔ Why did we make this decision?

⛔ What did you change in my file?

⛔ I don’t have the tools to do my job.

⛔ There are too many tools to manage.

⛔ I need to copy from an Illustrator file to follow standards.

⛔ I can’t make it that late in the day.

⛔ Why does it take so long for new designers to settle in?

👍 I really enjoy using this app.

👍 I really like the detail in this design.

Pain Points

Quick + simple collab.

Know + find everything to do the job right.

Get to know your reputation.

Pain Points

- ⛔ Designs have a varying level of fidelity
- ⛔ Poorly documented designs create many questions
- ⛔ Devs can't ask questions of a designer due to lack of availability
- ⛔ Devs make decisions on their own without input
- ⛔ Sprint reviews do not produce a designer's expected result
- ⛔ Devs catch designers recreating existing patterns

64%

Lots of dictates,
Little collaboration

18%

Dev and design didn't speak at all

18%

Very collaborative

Pain Points

> Whenever I get PDF design, I take a screenshot, open in **MS Paint**, then use the little dropper tool to figure out the hex code.
>
> **Anonymous developer**

Pain Points

Early + frequent collaboration.

Better documentation.

Get to know your resources.

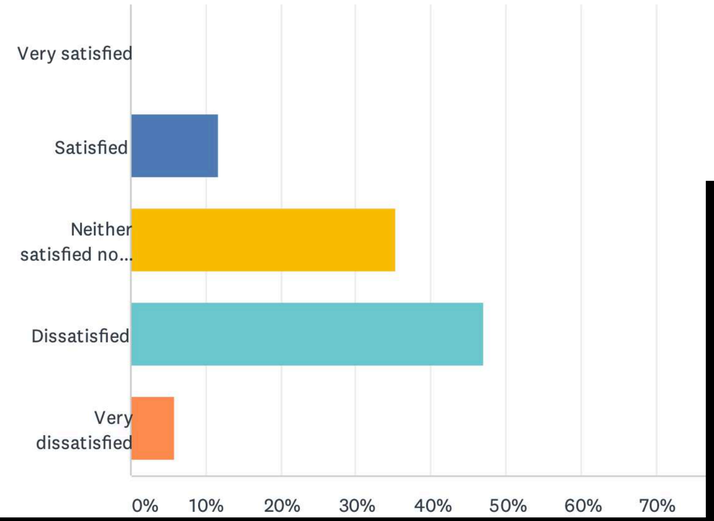
Workflow

Anonymous surveys solve conflict.

Design tooling

Overall, how satisfied or dissatisfied are you with your current prototyping solution?

Answered: 17 Skipped: 2

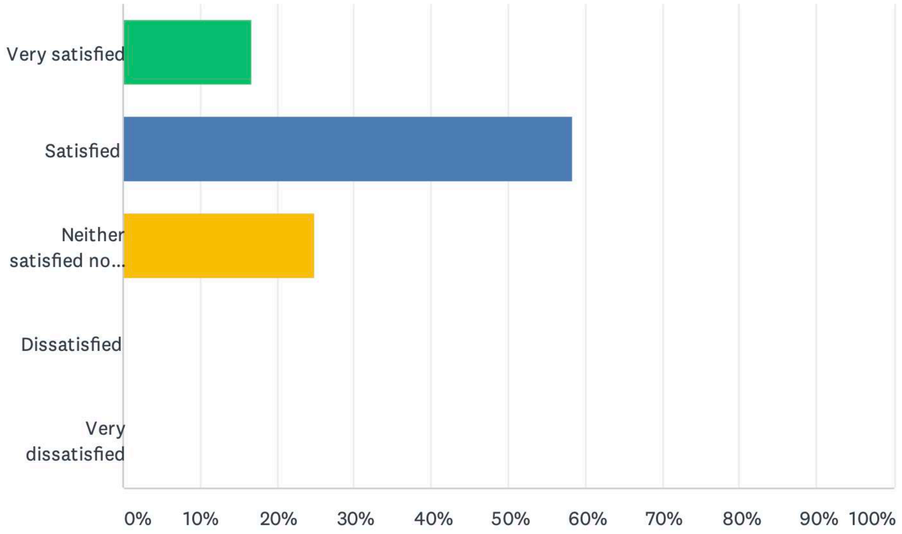


Late 2019

Mid 2020

Overall, how satisfied or dissatisfied are you with your current prototyping solution?

Answered: 24 Skipped: 0



File Etiquette

6. Which items should be LOCKED when a file is opened?

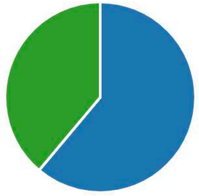
More Details

Nothing	8
Example or non-flow assets	3
Other	6

7. Outside of masked things, what should be GROUPED?

More Details

Items that are similar or repea...	11
Nothing	0
Other	7



8. Where should a designer store REFERENCE material? (e.g. screen grabs, whiteboard images, etc.)

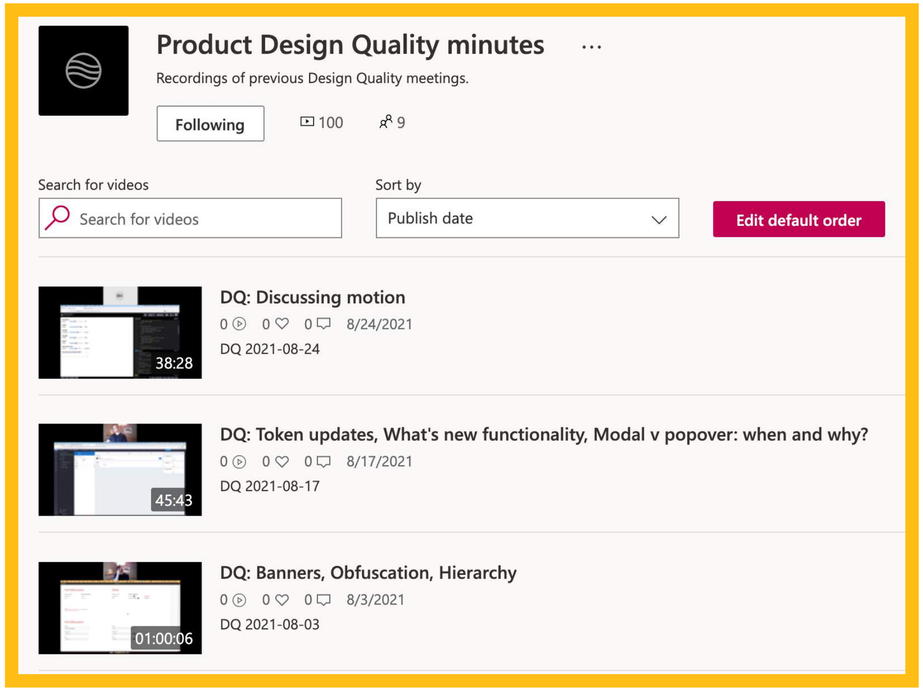
More Details

Outside of Sketch	8
On a specific page	8
Near the artboard referring to...	7
Other	3

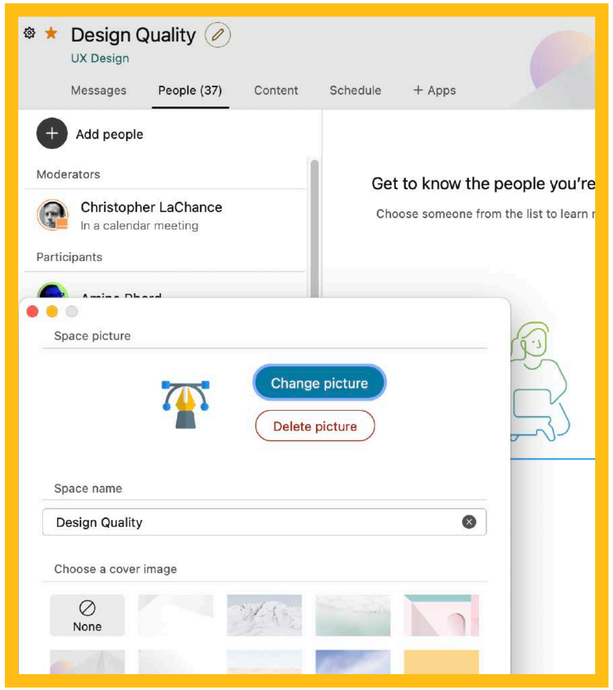
2020

Establish your feedback loops.

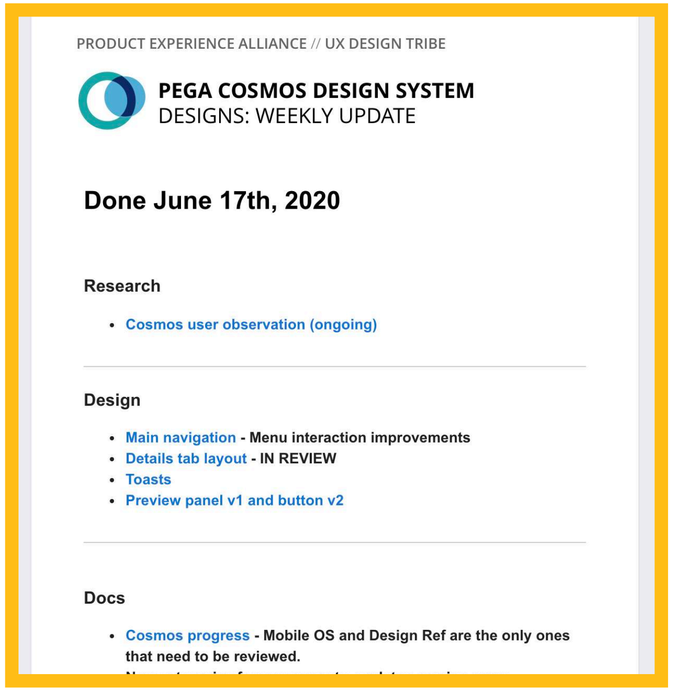
Feedback loops



Team + Steering committees



Open chat spaces



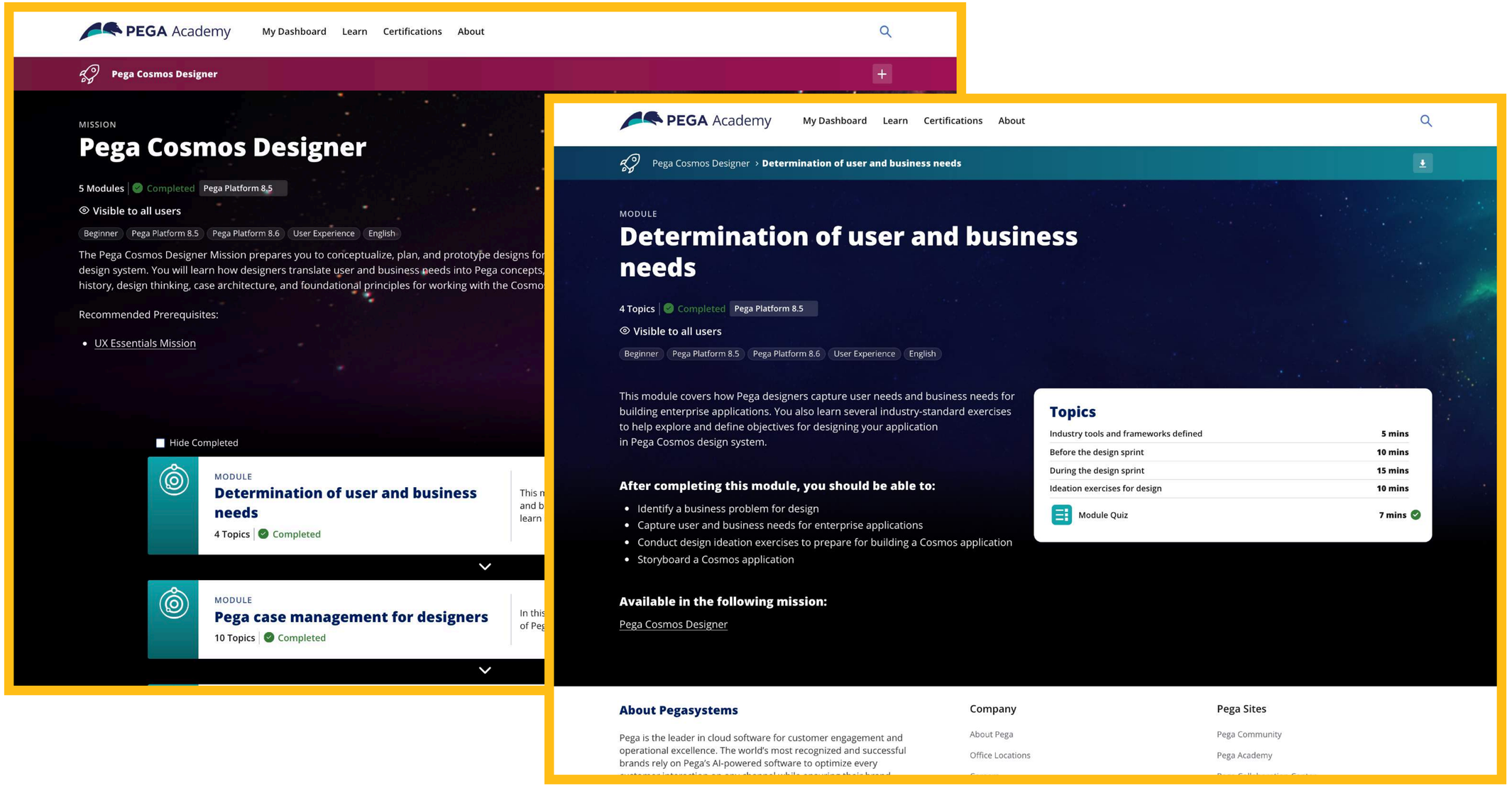
Newsletter updates

Design systems are a catalyst.

Output

Official education.

Courses


PEGA Academy
My Dashboard
Learn
Certifications
About
Pega Cosmos Designer
MISSION
Pega Cosmos Designer
5 Modules | Completed Pega Platform 8.5
Visible to all users
Beginner Pega Platform 8.5 Pega Platform 8.6 User Experience English
The Pega Cosmos Designer Mission prepares you to conceptualize, plan, and prototype designs for
design system. You will learn how designers translate user and business needs into Pega concepts,
history, design thinking, case architecture, and foundational principles for working with the Cosmo
Recommended Prerequisites:
UX Essentials Mission
Hide Completed
MODULE
Determination of user and business needs
4 Topics | Completed
MODULE
Pega case management for designers
10 Topics | Completed
PEGA Academy
My Dashboard
Learn
Certifications
About
Pega Cosmos Designer › Determination of user and business needs
MODULE
Determination of user and business needs
4 Topics | Completed Pega Platform 8.5
Visible to all users
Beginner Pega Platform 8.5 Pega Platform 8.6 User Experience English
This module covers how Pega designers capture user needs and business needs for building enterprise applications. You also learn several industry-standard exercises to help explore and define objectives for designing your application in Pega Cosmos design system.
After completing this module, you should be able to:
Identify a business problem for design
Capture user and business needs for enterprise applications
Conduct design ideation exercises to prepare for building a Cosmos application
Storyboard a Cosmos application
Available in the following mission:
Pega Cosmos Designer
Topics
Industry tools and frameworks defined 5 mins
Before the design sprint 10 mins
During the design sprint 15 mins
Ideation exercises for design 10 mins
Module Quiz 7 mins
About Pegasystems
Pega is the leader in cloud software for customer engagement and operational excellence. The world's most recognized and successful brands rely on Pega's AI-powered software to optimize every
Company
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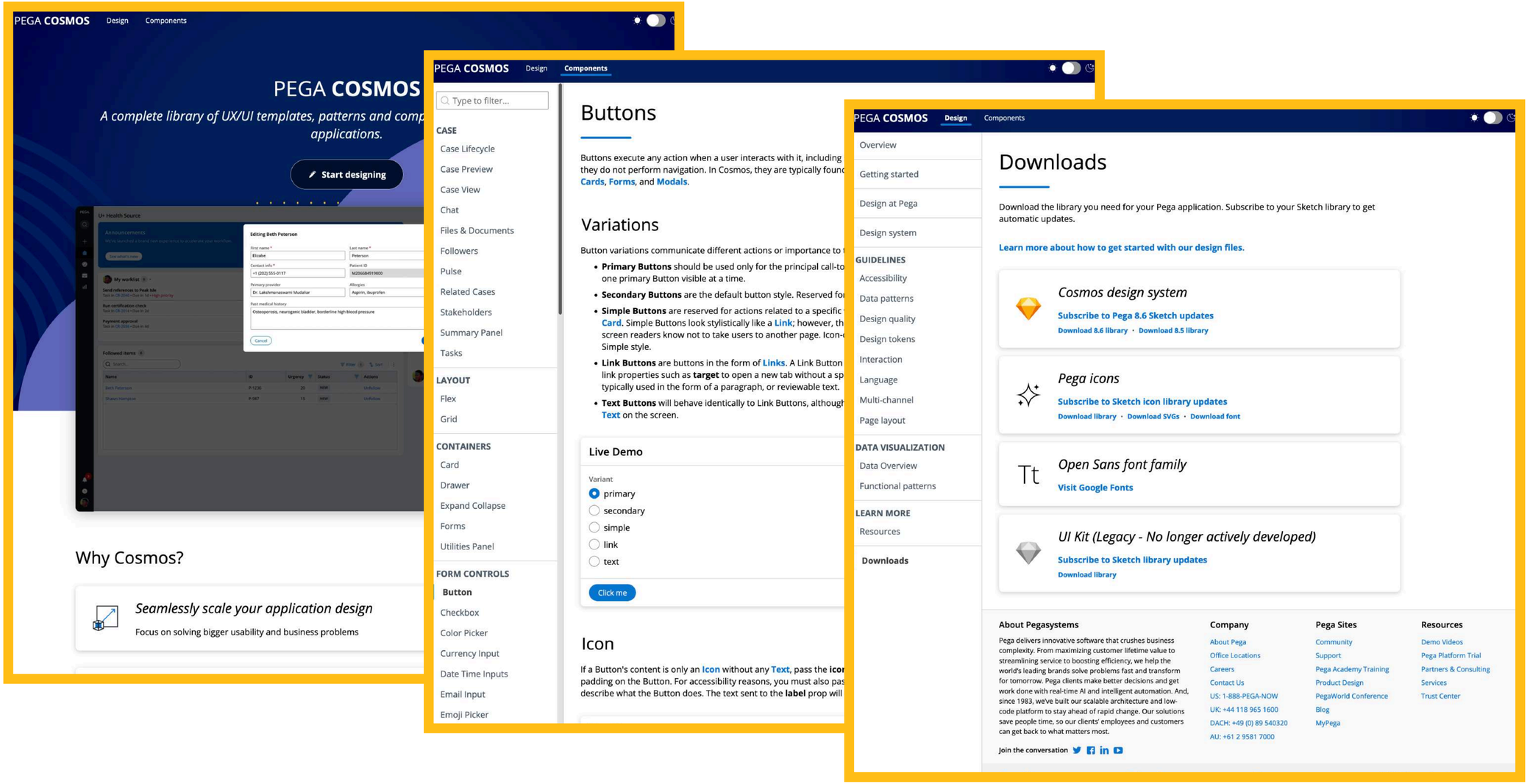
Office Locations
Pega Sites
Pega Community
Pega Academy

Site / Reference docs



Onboarding

Welcome to Product UX

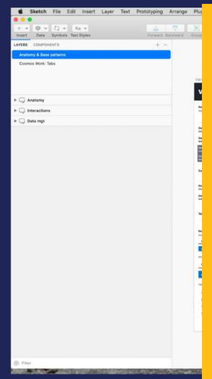
PEGA © 2020 Pegasystems Inc. / Pega Design / Confidential

Our mission statement

Before movi
minute to re
statement.

PEGA

Sketch Exporting assets for dev



PEGA

Helpful links

- Pega UX Essentials course
- Pega Cosmos Designer course
- Pega Design Site (Principles & Components)
- Pega Community (Help Forums)
- PeopleHub (Org Charts, etc.)
- Cosmos React components (Storybook)
  MUST BE ON VPN

PEGA

Onboarding

> One of the most useful assets the Design Ops team provides.
>
> **Design team manager**

Robust designs.

Robust design is...

Standard.
Semantic + industry-grade

Inclusive.
Accessible + localizable + responsive / adaptive

Collaborative.
Known-needs + documented + reviewed / tested

Explorable.
Internally-available in a dev-friendly format

Component docs

- Who did what when? And why?

TIMELINE LIST - 8. US-40

Alternative view of table data. Helps users see gaps between or sequences of events in a more visual order. Often tied to an interaction type or case type. Does NOT track duration of events.

No semantic name or component available, must be custom to Pega.

v1 - Chris L, Sam R

- Intial pass of an idea proposed by Omar
- Adding support for future times, gaps, & grouping

v2 - Chris L, Sam R (Apr 30, 2021)

- Finalized style of timeline
- Added spec notes
- Mobile variant
- Search variants

v3 - Chris L, Sam R (May 10, 2021)

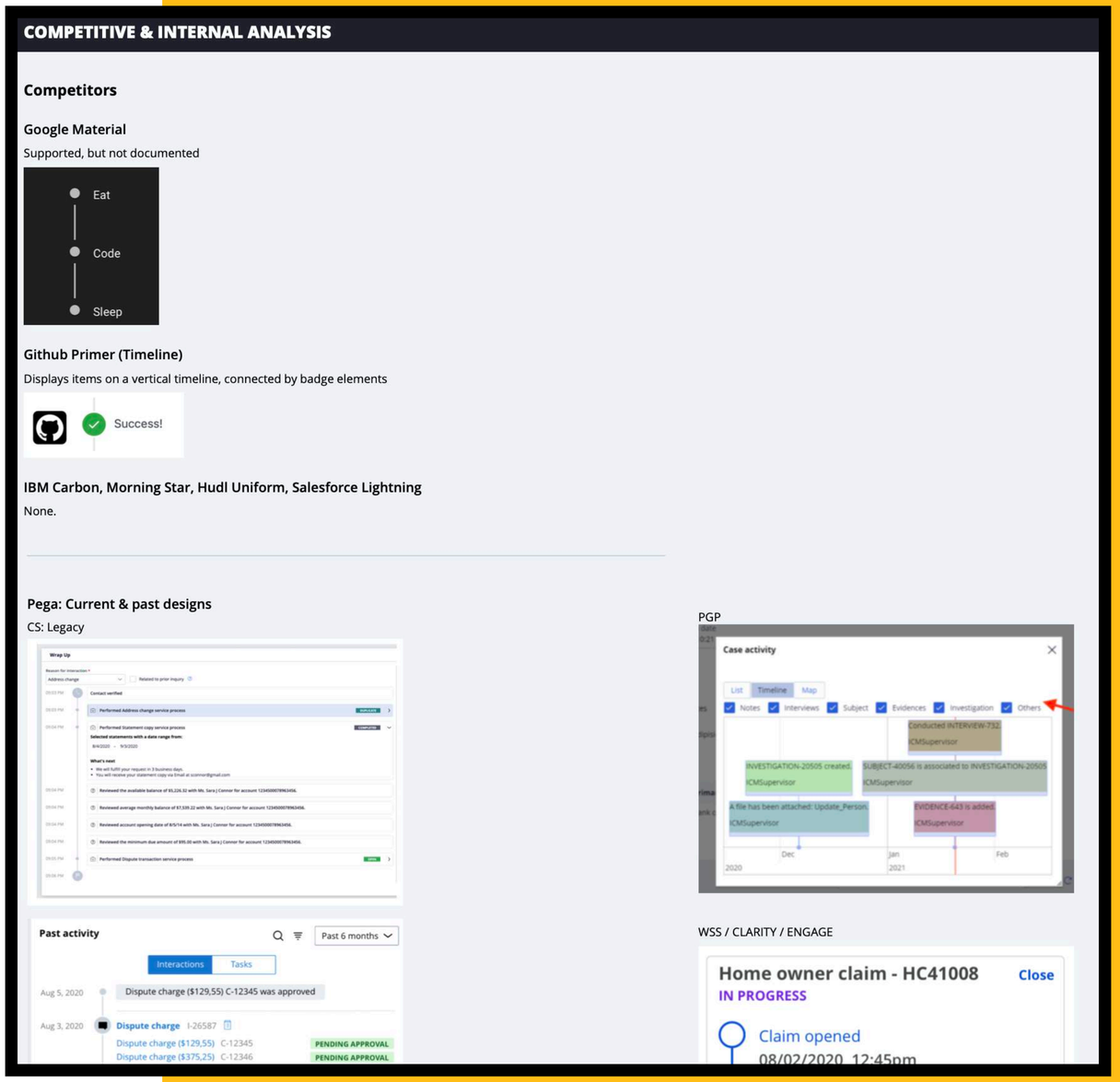
- Added ability to make title a link
- Added coutner ability for child relationships

v4 - Chris L (June 14, 2021)

- Updated visual style based on various feedback
- Unified mixed messages in design as other designers contributed late
- Authoring experience still missing key data

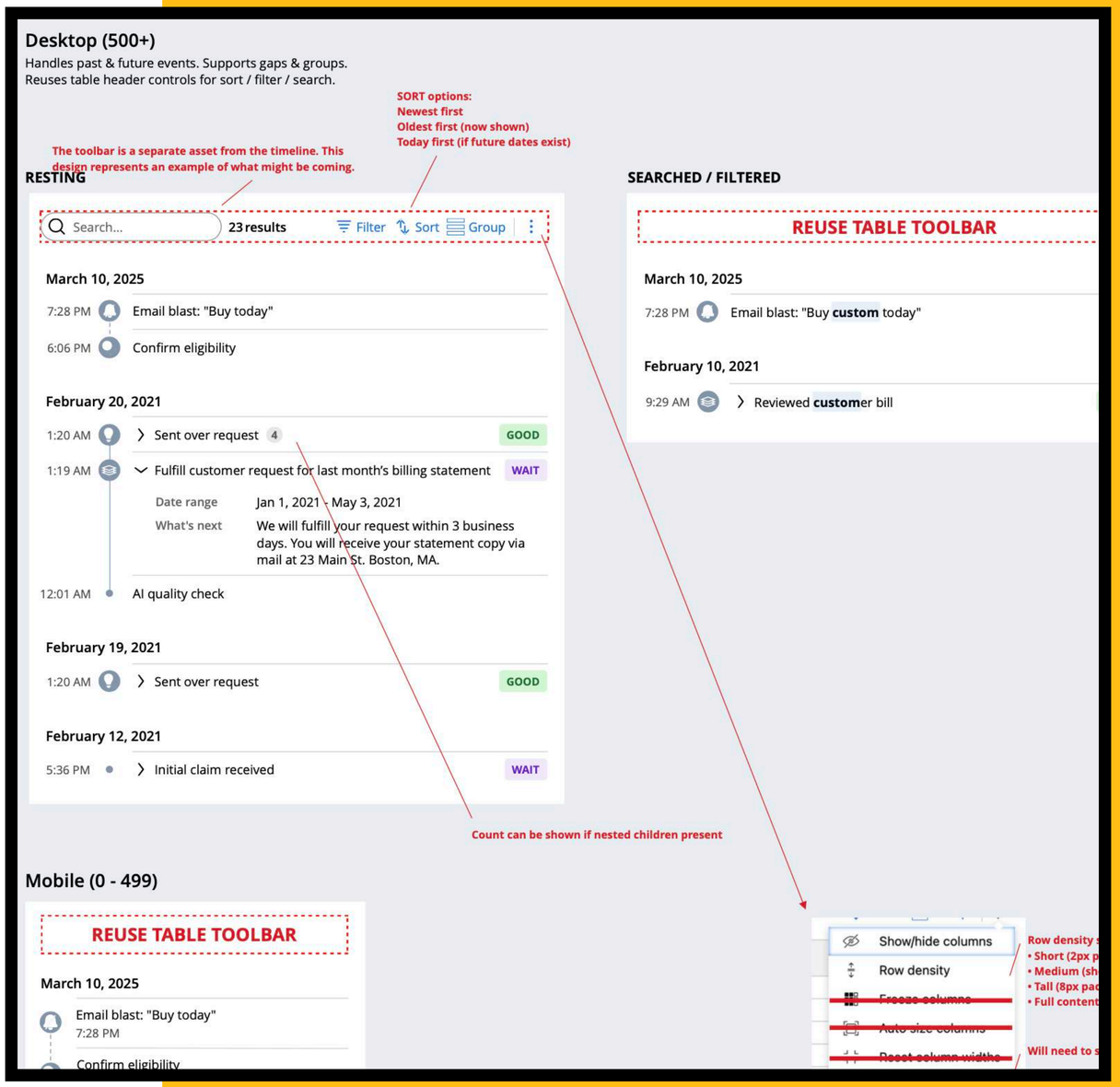
Component docs

- Who did what when? And why?
- Are there industry-standards?
- Are there past patterns?



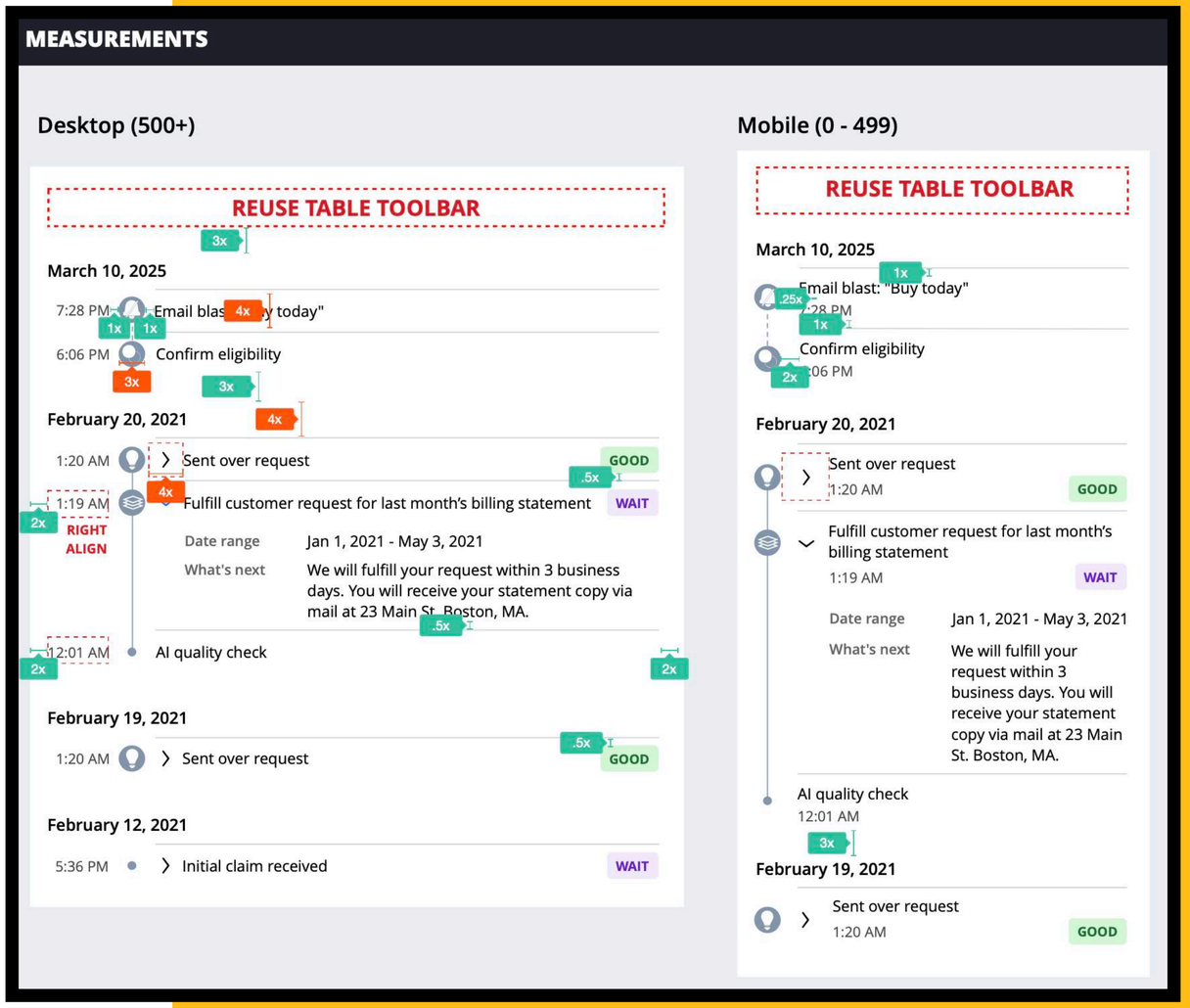
Component docs

- Who did what when? And why?
- Are there industry-standards?
- Are there past patterns?
- What does it look like?
- What are the states of this asset?
- What are the names of the assets?



Component docs

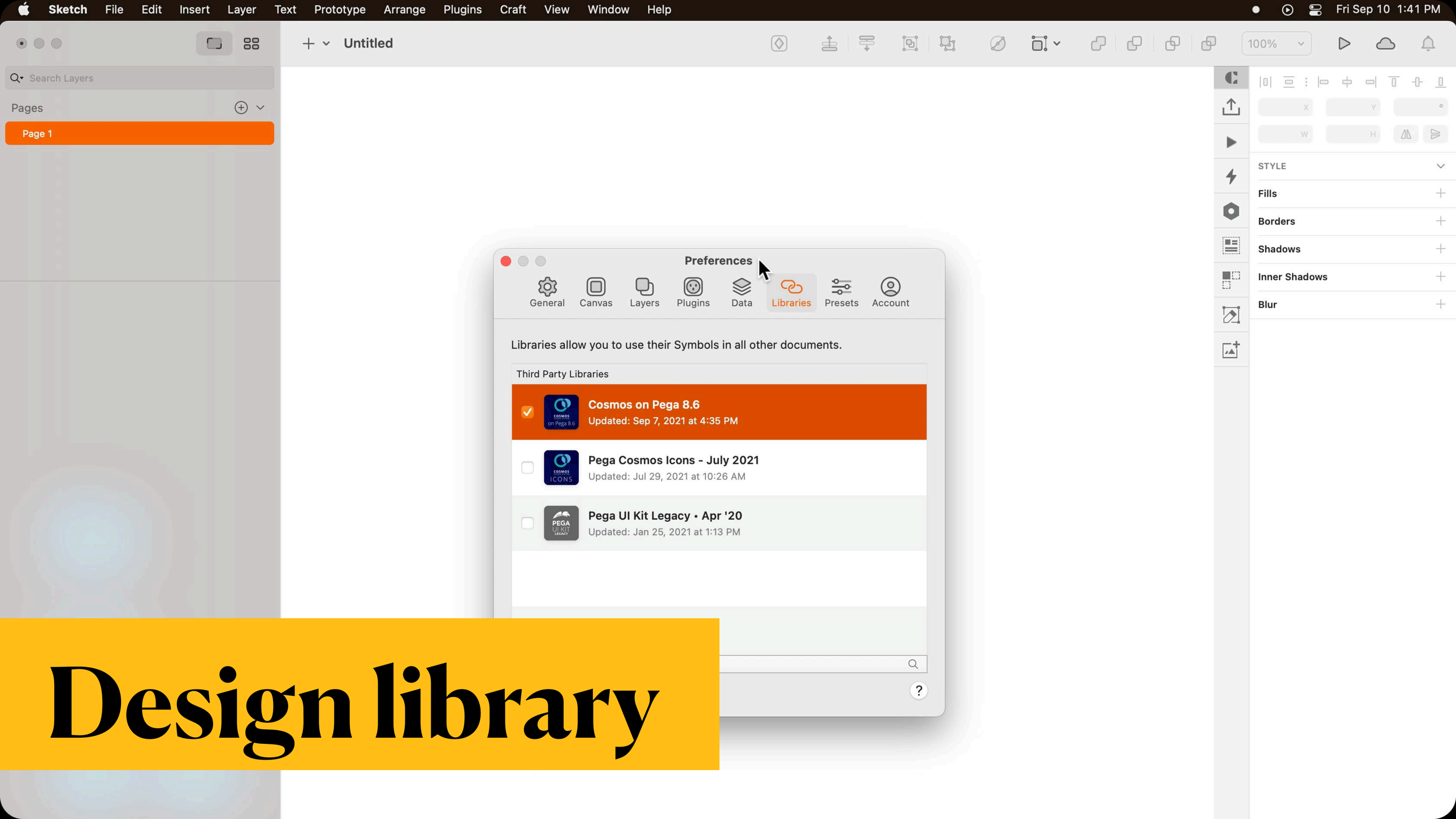
- Who did what when? And why?
- Are there industry-standards?
- Are there past patterns?
- What does it look like?
- What are the states of this asset?
- What are the names of the assets?
- What are the measurements and gaps?



Component docs

> Collaboration is a 4.5 out of 5!
>
> Dev team manager

Always up-to-date design library.


Sketch File Edit Insert Layer Text Prototype Arrange Plugins Craft View Window Help
Fri Sep 10 1:41 PM
Untitled
100%
Search Layers
Pages
Page 1
STYLE
Fills
Borders
Shadows
Inner Shadows
Blur
Preferences
General
Canvas
Layers
Plugins
Data
Libraries
Presets
Account
Libraries allow you to use their Symbols in all other documents.
Third Party Libraries
Cosmos on Pega 8.6
Updated: Sep 7, 2021 at 4:35 PM
Pega Cosmos Icons - July 2021
Updated: Jul 29, 2021 at 10:26 AM
Pega UI Kit Legacy • Apr '20
Updated: Jan 25, 2021 at 1:13 PM
Design library

Takeaways

Takeaways

Inclusive + democratic

Takeaways

Barely enough red-tape to hold us

Takeaways

Repeat yourself

Takeaways

Transparency + clarity

Takeaways

Pivot as needed

Takeaways

Repeat yourself

Takeaways

Scale what you have.

Thank you.

Questions?