Usability in Government Systems: User Experience Design for Citizens and Public Servants

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As a usability specialist or interaction designer working with the government, or as a government or contractor professional involved in specifying, procuring, or managing system development, you need this book. Editors Elizabeth Buie and Dianne Murray have brought together over 30 experts to outline practical advice to both usability specialists and government technology professionals and managers.

Working with internal and external government systems is a unique and difficult task because of of the sheer magnitude of the audience for external systems (the entire population of a country, and sometimes more), and because of the need to achieve government transparency while protecting citizens' privacy.. Open government, plain language, accessibility, biometrics, service design, internal vs. external systems, and cross-cultural issues, as well as working with the government, are all covered in this book.

- Covers both public-facing systems and internal systems run by governments
- Details usability and user experience approaches specific to government websites, intranets, complex systems, and applications
- Provides practical material that allows you to take the information and immediately use it to make a difference in your projects

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