2021-04-08 Consistent User Experience Drafting Group Meeting Notes

Attendees

- Stacey-Ann Pearson
- Rebecca Distler
- Dakota Gruener
- Dan Bachenheimer
- Drummond Reed
- Kaliya Young
- David Holt
- Jacques Bikoundou
- Josh Welty
- Kien Lam
- Savita Farooqui
- Ziang Wang
- Michael Becker

Agenda Items

Time	Item	Who
2 min	Welcome & Antitrust Policy Notice	Rebecca
30 min	Review of User Journey Mapping	Stacey-Ann
20 min	Review of Key Interoperability Questions	Stacey-Ann
10 min	Review of Blueprint Recommendations Template	Stacey-Ann
3 min	Wrap up	Stacey-Ann

Presentations

Recording

Topic: Good Health Pass - Consistent User Experience
Start Time : Apr 8, 2021 04:54 PM

Meeting Recording:
https://zoom.us/rec/share/hwVOnsu4TUZ04yTBRSmQ_usZYOW8YKl32GJvRxytu529B5tQvOYra1UBW2ian8gD.EwcqBQ4rZp31XH7n

Notes

1. Welcome and Linux Foundation antitrust policy

2. Review of User Journey Mapping

- Need more people to fill out user journeys across multiple zones
- Decisions you make to optimize the holder user experience can have massive implication on the hospitals and impact on business processes
  - Critical that GHP systems do not presume to make changes to the way vaccinations and tests are currently being administered. Important to ground user experience in reality of patchwork approaches and public health emphasis that exists today.

3. Review of Key Interoperability Questions

- Some of these questions are no longer relevant (e.g., what is encoded in QR code) - important to scope down
  - Some regions don't allow for personal information to be encoded in QR code, important to understand what is process involved and how it affects the user experience
- Need to explore different types of consent (particularly in zone 3); sync with data privacy and security group on consent notices
- Q1 Discussion: How are credentials translated into QR codes – and with what required functionality – to meet the Good Health Pass functional requirements?
  - QR code, PDF417?
  - What data is required?
  - Does an issuer need to create credentials for the most stringent requirements? Or should an issuer create different credentials for varying scenarios?
  - Should information be human readable or only machine readable?
  - Airlines (and potentially border control) prefer to bind information with identity?

4. Review of Blueprint Recommendations Template

- Important to move toward recommendations that can also be taken up by policymakers and governments

- Will update headings to reflect "design requirements" as user journeys across zones

5. Wrap up

- Next steps

Action Items

1. Rebecca to share User Journey mapping document with broader GHPC slack (to encourage other members to add user journeys across the zones)
2. Rebecca to share questions on ICAO Visual Digital Seal and PDF417 with paper creds group
3. Stacey-Ann to update blueprint recommendation template (pulling in text from blueprint outline and user journey mapping document)
4. All to discuss updated blueprint recommendation template at next meeting