



Gender-Mag

Inclusion-Led Design
of Technology

Nadeem Kalariya | UX Architect, MOSIP

Pragya Kumari | Product Owner, MOSIP





What is MOSIP's goal around inclusivity?

To build modular, secure, open-source, human-centric and inclusive software solutions

To provide equal access to resources for people who might otherwise be excluded





What are the areas where we are bringing in inclusivity?

Administration

Design solution to reduce technology barrier.
Eg: Database Administration,
Data Sharding, Rancher

Process

We design solutions in a way to make sure our services are inclusive.
E.g.: Exception Marking, Introducers, Mobility,
Offline verification

APIs

Our APIs are tuned to support the inclusivity design.
Eg: USSD , eSignet, Token Seeder

UI/UX

We have been relentlessly working on making our User Interface and User Experience to lower the digital entry barrier



MOSIP-OSU Collaboration



MOSIP inclusion fellowship at OSU

Support a fellow to work with MOSIP team





Personas



Abi: (Abigail/ Abishek)

45 years old, Home maker, Literate, Not tech-savvy, Has moderate internet connectivity, does not own a personal phone

Tim: (Timothy/ Timara)

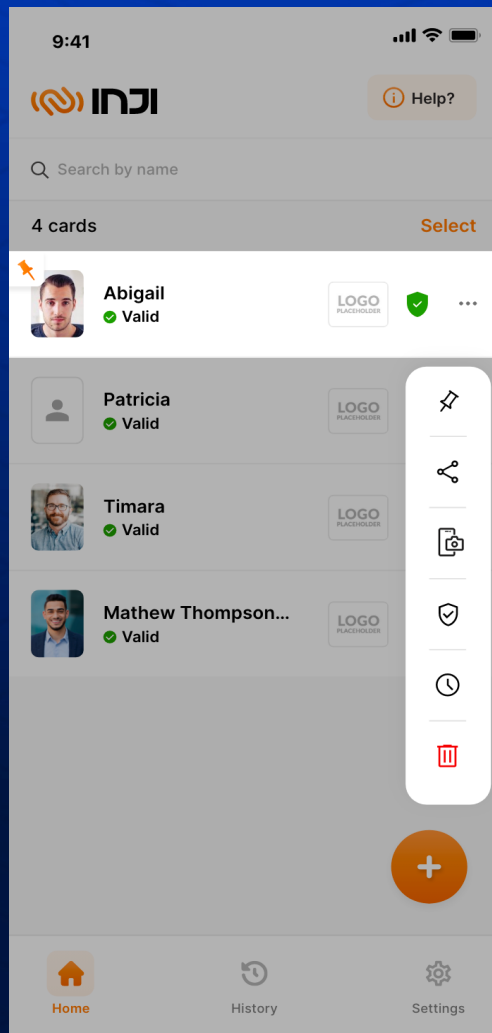
24 years old, Financial Consultant, Literate, Tech Savvy, Has excellent internet connectivity, has the latest phone

Facet	Abi	Tim
Motivation	Uses technology to accomplish her task	Uses technology to explore new exciting features
Computer Self-efficacy	Is not comfortable with new technology	Has high confidence with technology
Attitude towards risk	Is risk adverse and not want to try anything new	Doesn't mind taking risk with technology
Information Processing Style	Gathers information before acting upon the first promising solution	Goes with the first promising solution
Learning by Process Vs Tinkering	Leans towards process-oriented learning like referring to FAQs, video guides etc.	Likes tinkering to explore new features



Perception of Visual Elements

Abi v/s Tim





Inclusivity Evaluation Procedure

Roles

Facilitator

Driver

Recorder

Evaluator

Process

Overall goal:
Download UIN card

Sub goal
Think of entering UIN

Action
Enter UIN number

After Action
Know if she did the right thing



Inclusivity issues and usability issues

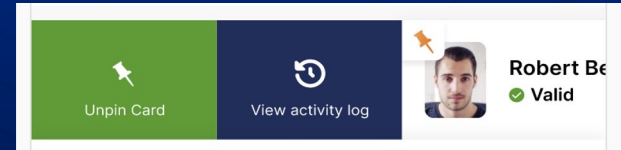
Incorporate UI changes



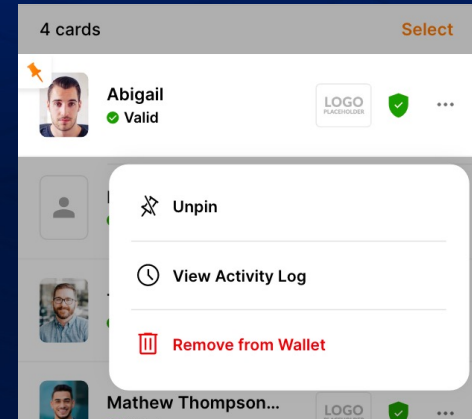
Results of GenderMag Analysis

Features Analysed	Issues Identified	Issues Fixed
54	14	10

BEFORE



AFTER





What is our broader vision around inclusivity?

Design Solutions That Are Inclusive in the below areas:

Cognitive Ability

Geographical

Age

Visually Impaired

Ambidextrous



Community Feedback



Scan to learn how to contribute
suggestions on how we can enhance
software inclusivity



MOSIP

Thank You!

MOSIP Homepage: www.mosip.io

MOSIP Source Code: github.com/mosip

MOSIP Documentation: docs.mosip.io

MOSIP Community: community.mosip.io