FAA.gov IA Overview - Research Discovery and Issues

November 19, 2014

Overview

- **Introduction & IA Basics**
- **FAA Site Evolution**
- **Analysis**
- **Site Structure**

What is Information Architecture

- The **structural design** of **shared information environments**; the art and science of **organizing and labeling websites, intranets, online communities** and **software** to support **usability** and **findability**.

- Structural design of the information space to facilitate intuitive access to content (jesse james garret)

- Information architecture involves investigation, analysis, design and implementation.

Key Principles to Follow

- **Use the 80/20 rule** (focus the majority of your effort (80%) on the most important 20% of the information.)
- Always **support user success**
- Users care about **what they want, not what you want**
- Users **don't tend** to want **to "explore"**
- When in doubt – **simple is better than complex**
- Provide ***useful*** information.
- **The more specific, the more useful**. give users information they require in order to act, right then and there.
- Make sure people **know what your page will do for them** – every page should have a clear, concise purpose
- **Identify and remove R.O.T**. Redundant, Outdated or Trivial content – delete it!
- Avoid "Word Pollution."
- Files (pdf, doc, etc.) should not to be considered "content" when you are creating your pages.

FAA SITE EVOLUTION

1997

Quick Jump

Go!

ABOUT THE FAA
AVIATION SAFETY INFORMATION
HOW DO I ...?
NEWS AND INFORMATION
CENTERS AND REGIONS
FAA-SUPPORTED SITES
OTHER AVIATION SITES
HEADQUARTERS OFFICES
SITE CREDITS

ADMINISTRATION (AAD) provides FAA organizations with the collective ability to acquire, account for and maintain the resources necessary to meet the FAA mission requirements.

AIRPORTS (ARP) provides leadership in planning and developing a safe and efficient national airports system.

AIR TRAFFIC SERVICES (ATS) ensures safety, efficient operation, and maintenance, of the air transportation system.

COMMERCIAL SPACE (AST) regulates and promotes the commercial space and transportation industries.

REGULATION AND CERTIFICATION (AVR) Group, promotes the highest safety standards in the world and provides quality service to the public.

RESEARCH AND ACQUISITIONS (ARA) provides guidance relating to acquisition policy, research, system prototyping, and information resource management.

THE OFFICE OF SYSTEM SAFETY provides access to aviation safety-related databases, safety reports and publications, and information on the Global Analysis Information Network (GAIN) project..

*** WARNING/DISCLAIMER ON USE OF GOVERNMENT SYSTEMS AND INFORMATION ***

1998

welcome to the
FEDERAL AVIATION ADMINISTRATION

FAA

PLEASE NOTE: FAA Internet Services will be down for maintenance Sunday December 13 starting at 6:00PM EST for up to 4 Hours. A log entry of the exact times of outage will be posted to an Outage Page.

- The Wright Brothers Celebrate 95 Years
- Safer Skies
- Aviation Safety Info.
- Career Opportunities
- FOIA
- FAA Year 2000 Site
- Navigating This Site
- Headquarters Offices
- FAA Supported Sites
- Other Aviation Sites
- Site Information
- Site Outage Information
- About FAA

Quick Jump

GO!

OFFICE OF PUBLIC AFFAIRS (APA) communicates to the media and FAA employees information on agency policies, programs, and plans.

REGULATION AND CERTIFICATION (AVR) promotes the highest safety standards in the world and provides quality service to the public.

AIRPORTS (ARP) provides leadership in planning and developing a safe and efficient national airports system.

AIR TRAFFIC SERVICES (ATS) ensures safety, efficient operation, and maintenance, of the air transportation system.

FAA REGIONAL OFFICES AND AERONAUTICAL CENTER SITEMAP (ARC)

COMMERCIAL SPACE TRANSPORTATION (AST) regulates and promotes the commercial space and transportation industries.

CIVIL AVIATION SECURITY (ACS) The FAA's aviation security mission is to protect the users of commercial air transportation against terrorist and other criminal acts.

RESEARCH AND ACQUISITIONS (ARA) provides guidance relating to acquisition policy, research, system prototyping, and information resource management.

OFFICE OF DISPUTE RESOLUTION FOR ACQUISITION (ODRA) provides fair and efficient resolution of procurement protests and contract disputes.

THE OFFICE OF SYSTEM SAFETY (ASY) provides access to aviation safety-related databases, safety reports and publications, and information on the Global Analysis Information Network (GAIN) project.

FREE FLIGHT PHASE 1 (AOZ) is the industry-endorsed strategy that calls for the limited deployment of selected low risk technologies that will provide early benefits to users by the close of 2002.

TURBULENCE happens

TURBULENCE HAPPENS. And when it does, adults and children who are not buckled up can be seriously injured.

** WARNING/DISCLAIMER ON USE OF GOVERNMENT SYSTEMS AND INFORMATION **

Site content last updated **Friday, December 11, 1998.**

2000

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FOIA

Airman/Aircraft Registry

Security Tips for Air Travelers

U.S. Government Resources for September 11 Events
from FirstGov

To communicate comments, suggestions, and concerns related to the events of Sept. 11, e-mail 9-AWA-TELLFAA@faa.gov

Flight delay data

Comments about this site

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FAA Safety Program, Safer Skies, Runway Safety, security, safety statistics, preliminary accident data, FAAviation News Magazine.

Traveler Briefing
Air travel service problems, airline on-time statistics, flight delay data, safety tips, weather, and other features for air travelers.

Newsroom
Press releases, speeches, testimony, and other information for the media, the public, and FAA employees.

Regulatory/Advisory
Rulemaking, Federal Aviation Regulations, Advisory Circulars, Airworthiness Directives, and more.

Certification
Information and contacts for certification of people, aircraft, airports, and equipment.

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Information on NOTAMs, facilities, modernization, Spectrum Management, and more.

Space Transportation
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2002

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Traveler Briefing
Airport Status, Airline on-time statistics, Safety tips, Weather

Newsroom
Press releases, Speeches, Testimony, and other Information.

Regulatory/Advisory
Regulation and Rulemaking, Advisory Circulars, Airworthiness Directives, and more.

Certification
Information and contacts for certification of people, aircraft, airports

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Licensing, Regulatory activity, Launch information, reports, and more about FAA's involvement in U.S. space flight activity.

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- Accident and Incident Data
- 2004 Aviation Art Contest
- FAA's Flight Plan 2004-2008

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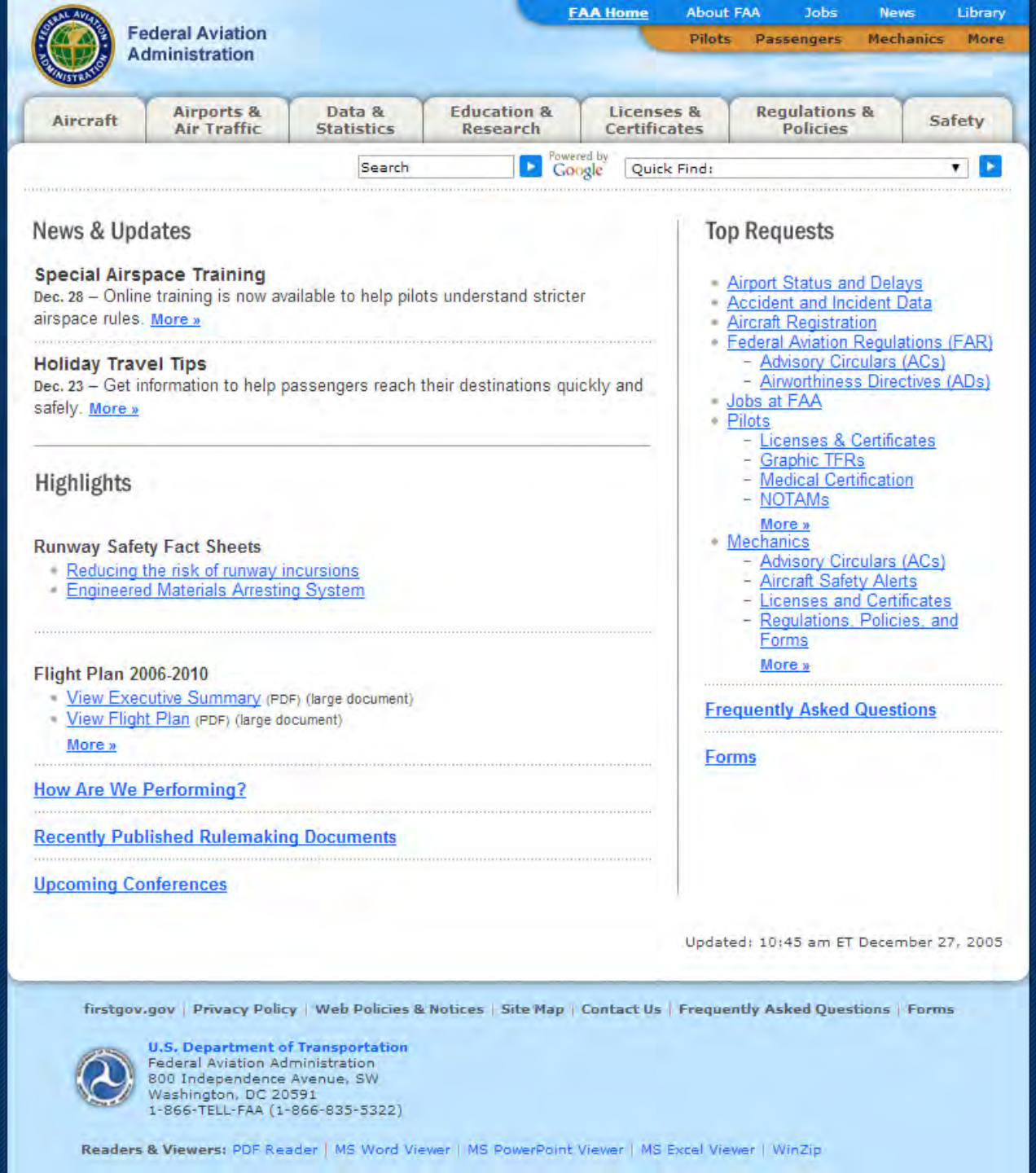
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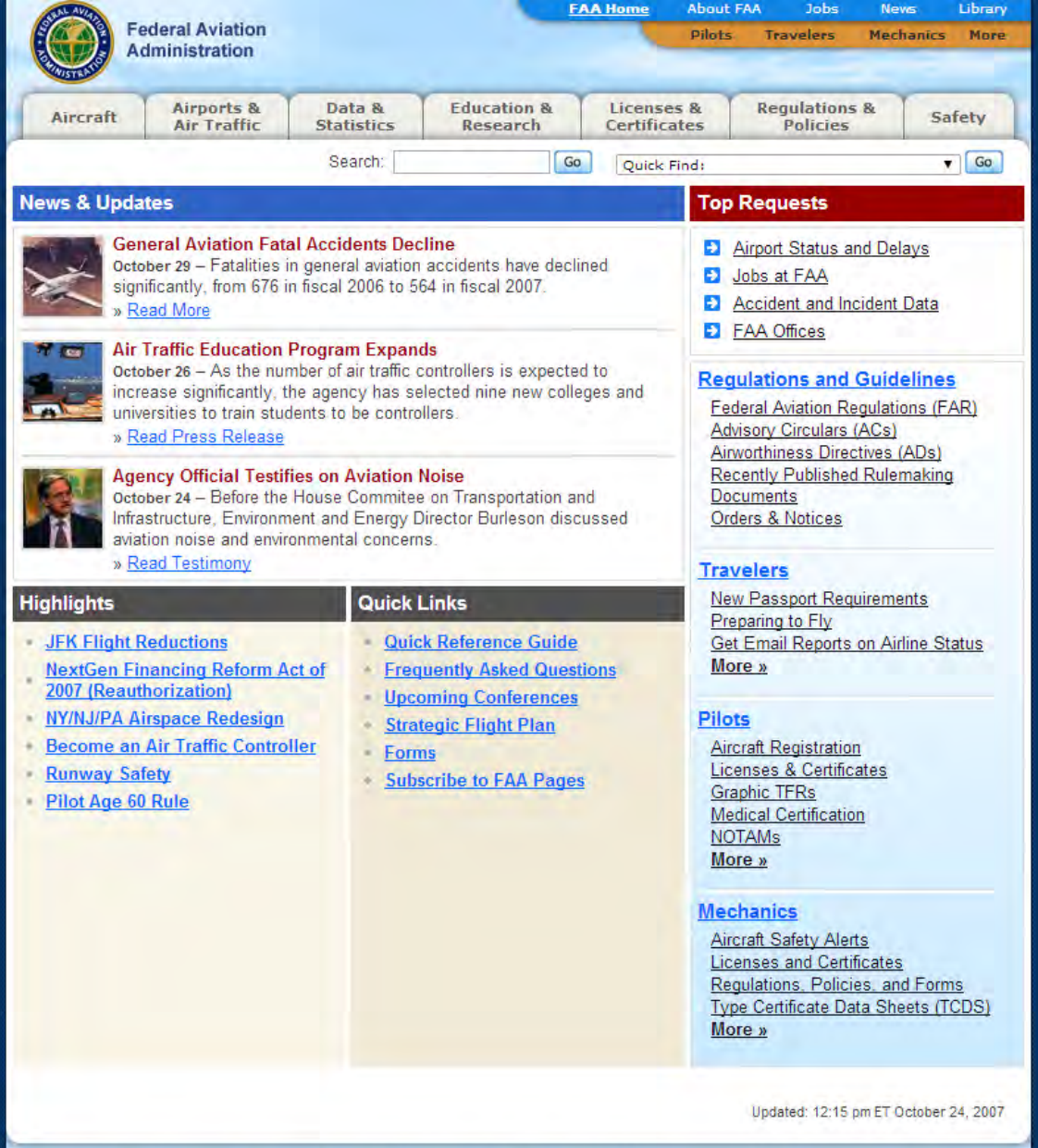
2005

2007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General Aviation Fatal Accidents Decline
October 29 – Fatalities in general aviation accidents have declined significantly, from 676 in fiscal 2006 to 564 in fiscal 2007.
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Air Traffic Education Program Expands
October 26 – As the number of air traffic controllers is expected to increase significantly, the agency has selected nine new colleges and universities to train students to be controllers.
» Read Press Release
Agency Official Testifies on Aviation Noise
October 24 – Before the House Commitee on Transportation and Infrastructure, Environment and Energy Director Burleson discussed aviation noise and environmental concerns.
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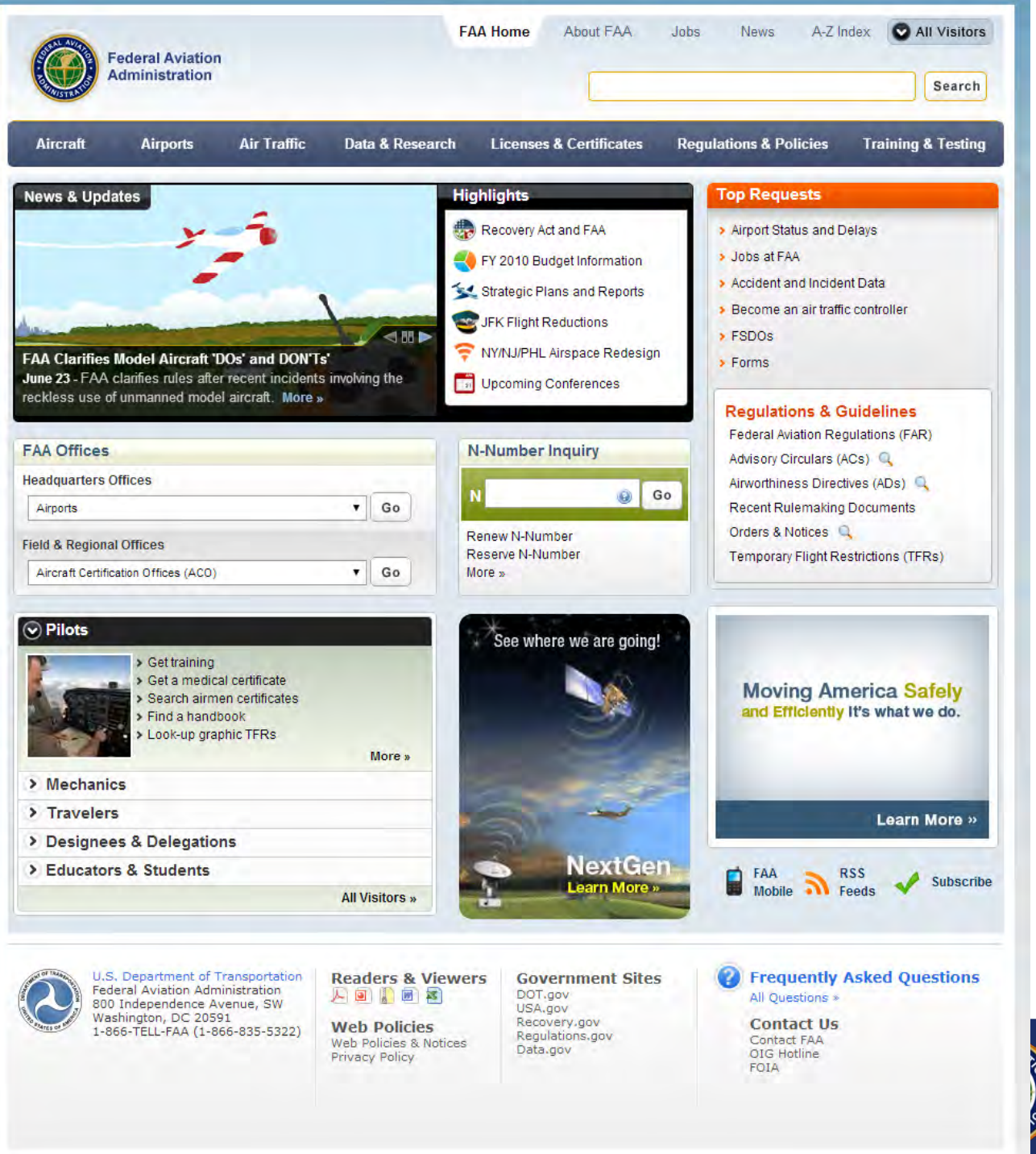
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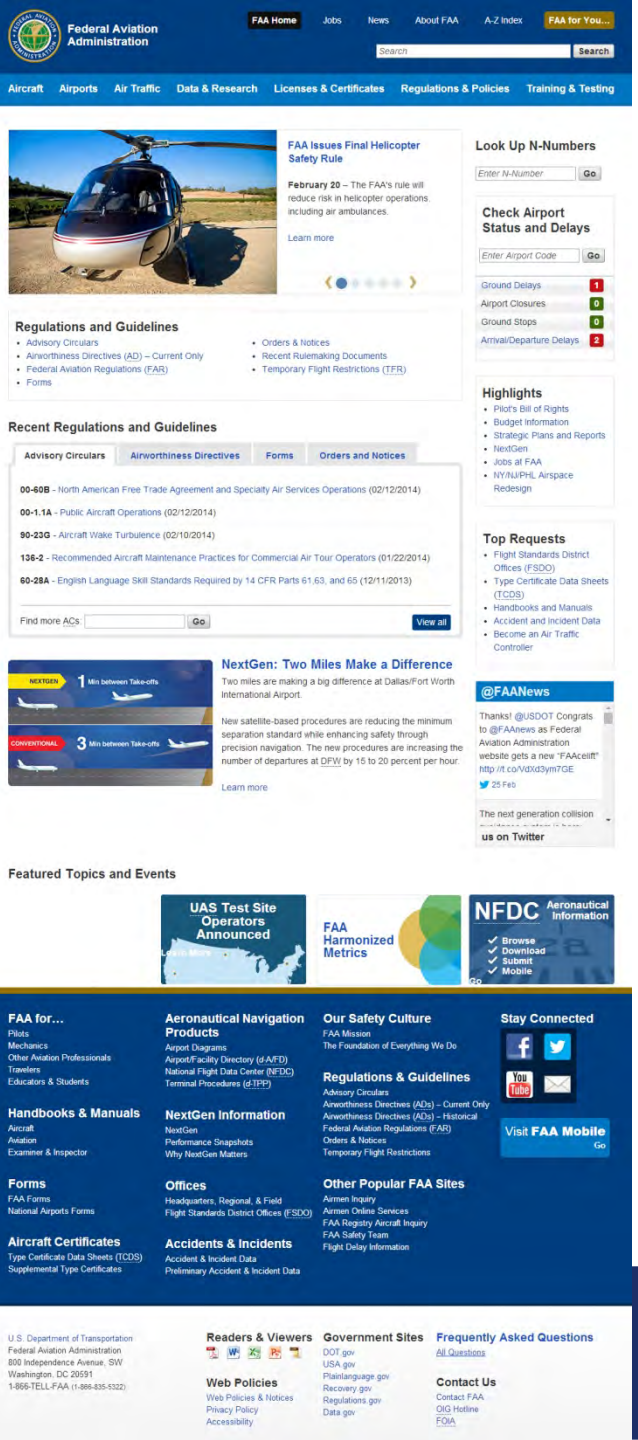
2014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00-1.1A - Public Aircraft Operations (02/12/2014)
90-23G - Aircraft Wake Turbulence (02/10/2014)
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CONVENTIONAL 3 Min between Take-offs
NextGen: Two Miles Make a Difference
Two miles are making a big difference at Dallas/Fort Worth International Airport.
New satellite-based procedures are reducing the minimum separation standard while enhancing safety through precision navigation. The new procedures are increasing the number of departures at DFW by 15 to 20 percent per hour.
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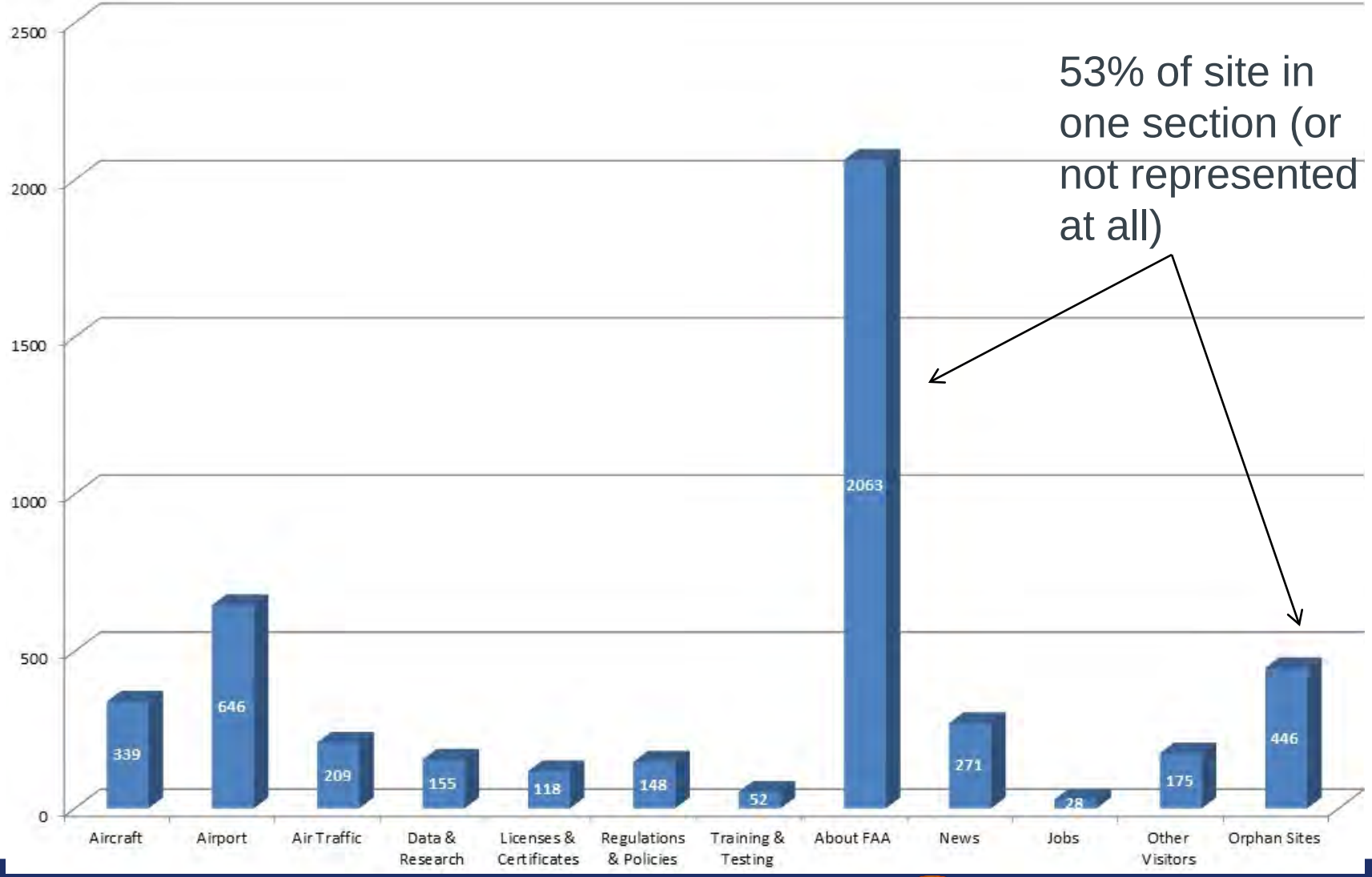
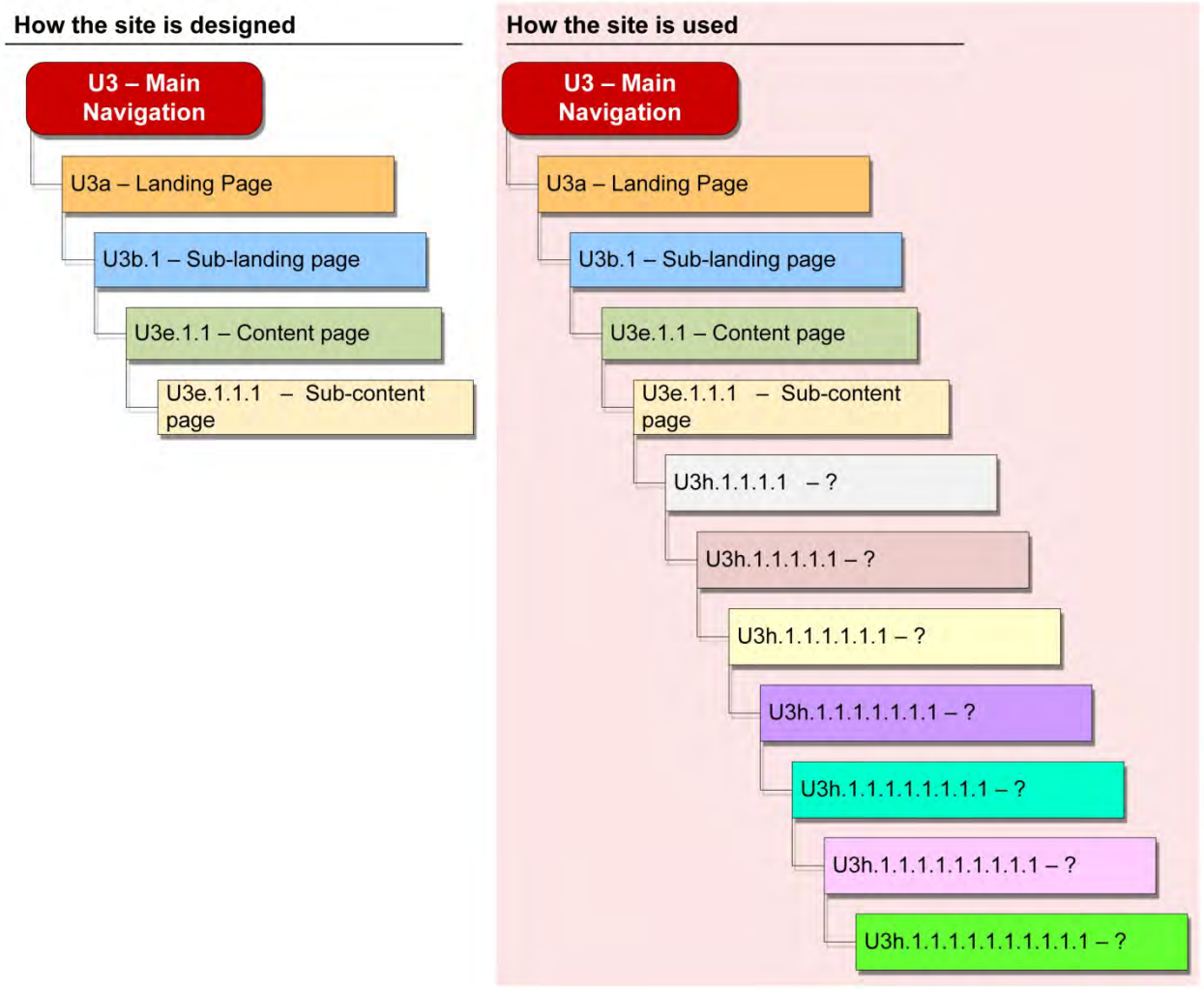
Analysis of current site

Existing IA broken



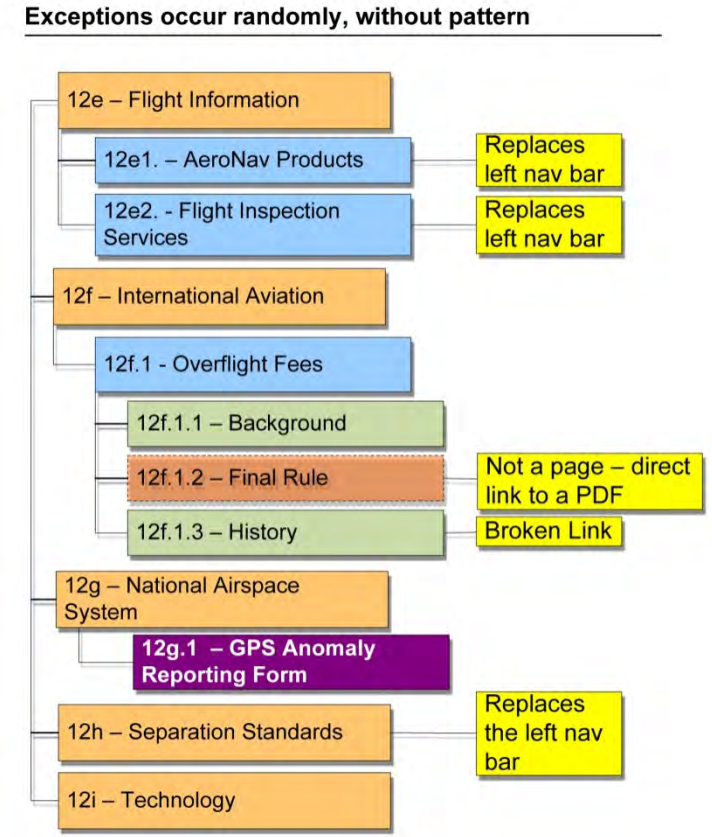
Result: content seeks new levels

- Intended for five levels, it's stretched as far as twelve



Result: Unpredictable Navigation

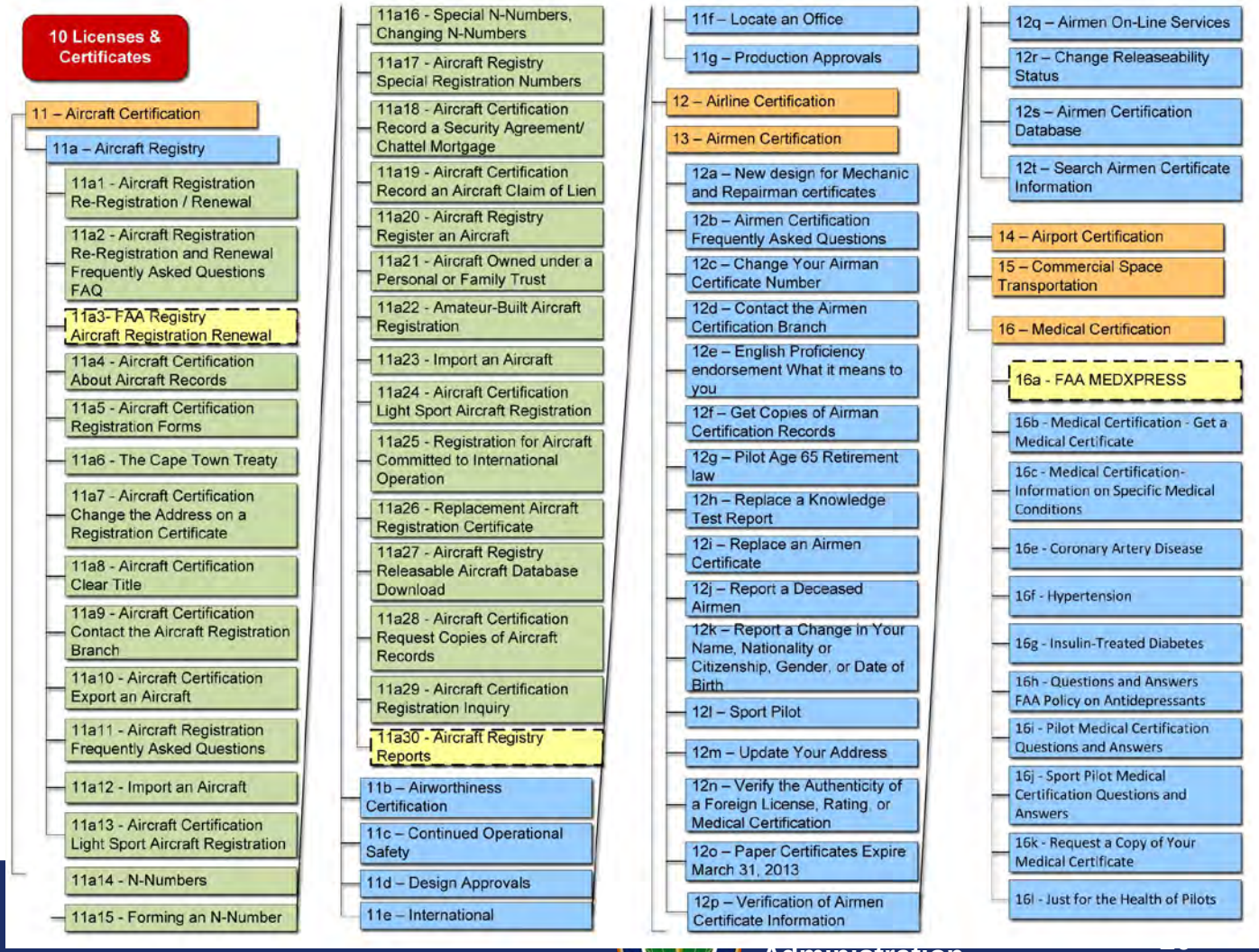
- **Non-standard navigation causes usability and search problems**



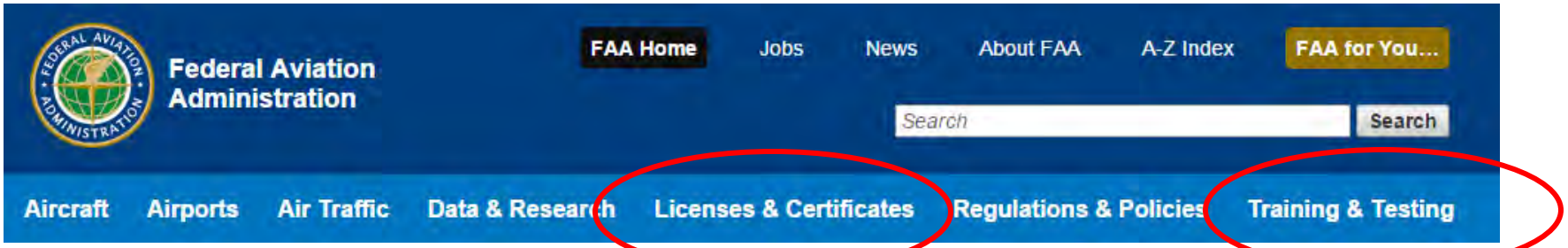
“Hidden” pages

Visible navigation

Actual content



Reduce Ambiguity in Navigation



Ambiguous relationship to other topics

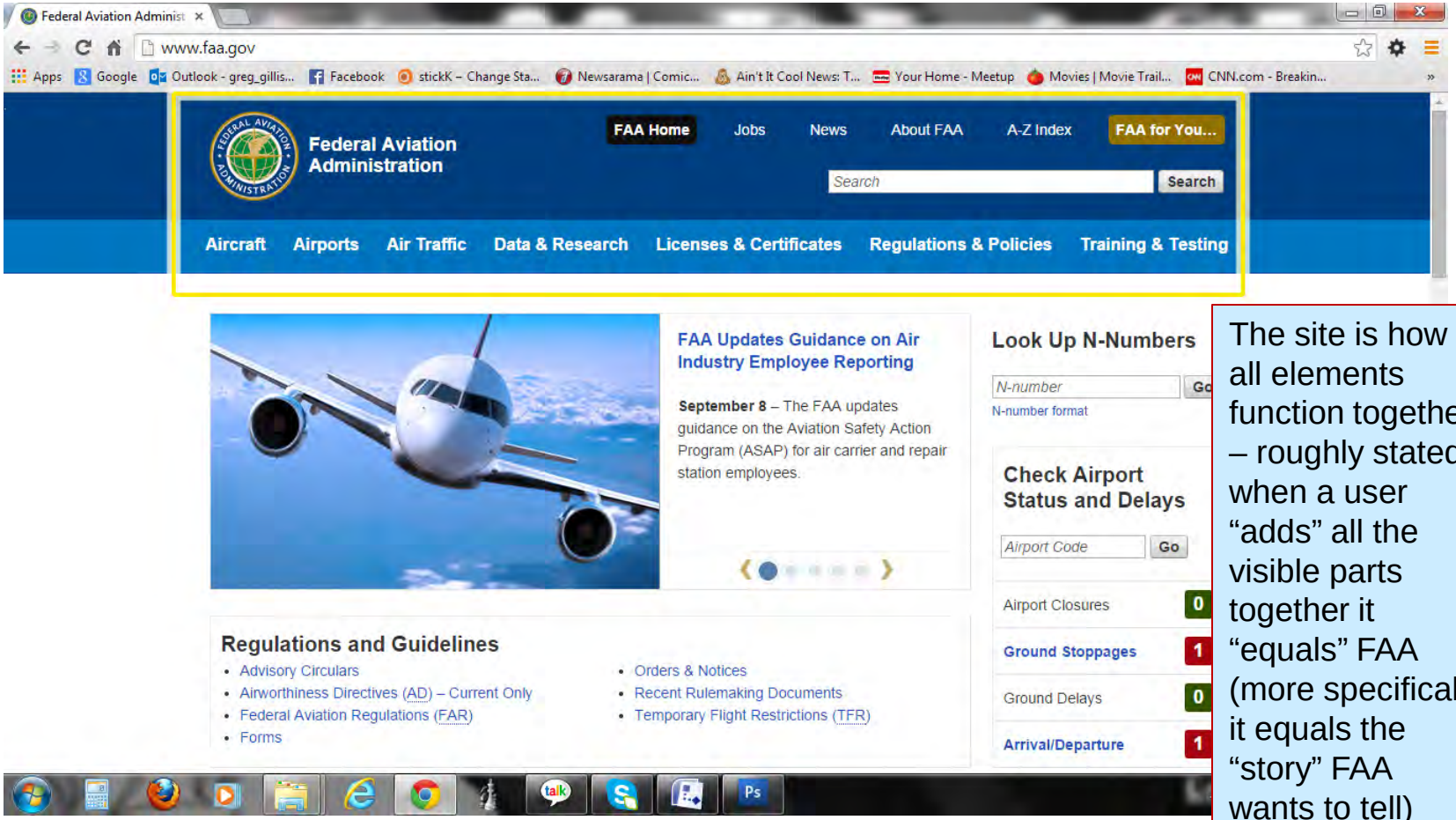
Consolidate content focused on individuals

Summary of challenges

- Broken IA
  - Site already can’t contain content as designed, it will only get worse
  - No strategic ability to use site for communication (NextGen example)
  - All subsequent issues are likely the result of the limitation of the IA
- Stretching five level design to twelve levels & Hiding pages
  - The content currently in levels six-twelve will need to be accounted for in custom code, on a case-by-case basis
  - Makes a simple site profoundly complex
- Inconsistent navigation behavior
  - Isn’t natively supported by content management systems
  - It’s ineffective

SITE STRUCTURE CONCEPTS

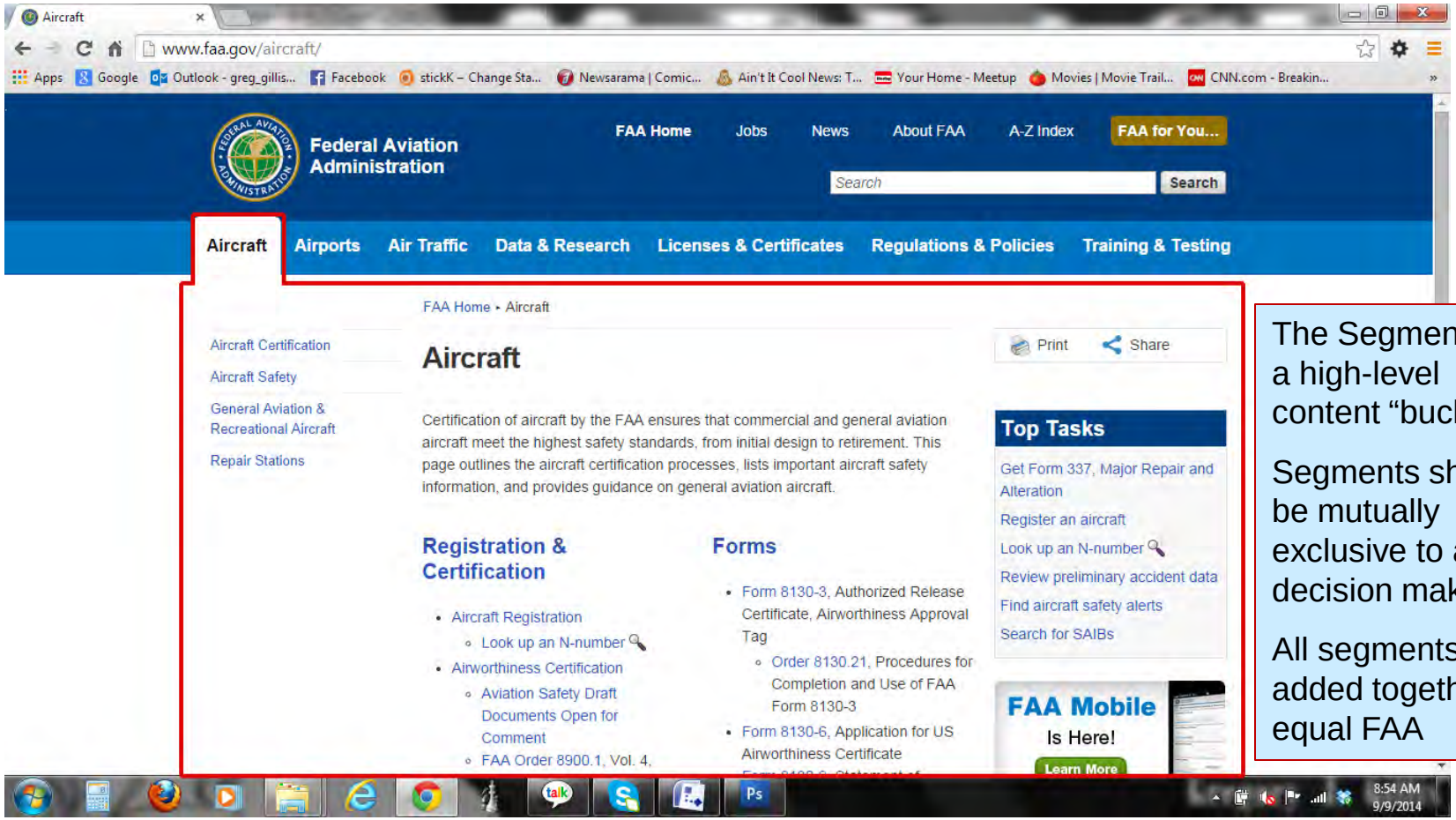
Site



The site is how all elements function together – roughly stated when a user "adds" all the visible parts together it "equals" FAA (more specifically it equals the "story" FAA wants to tell)

NOTE: The footer is included in this concept

Segment

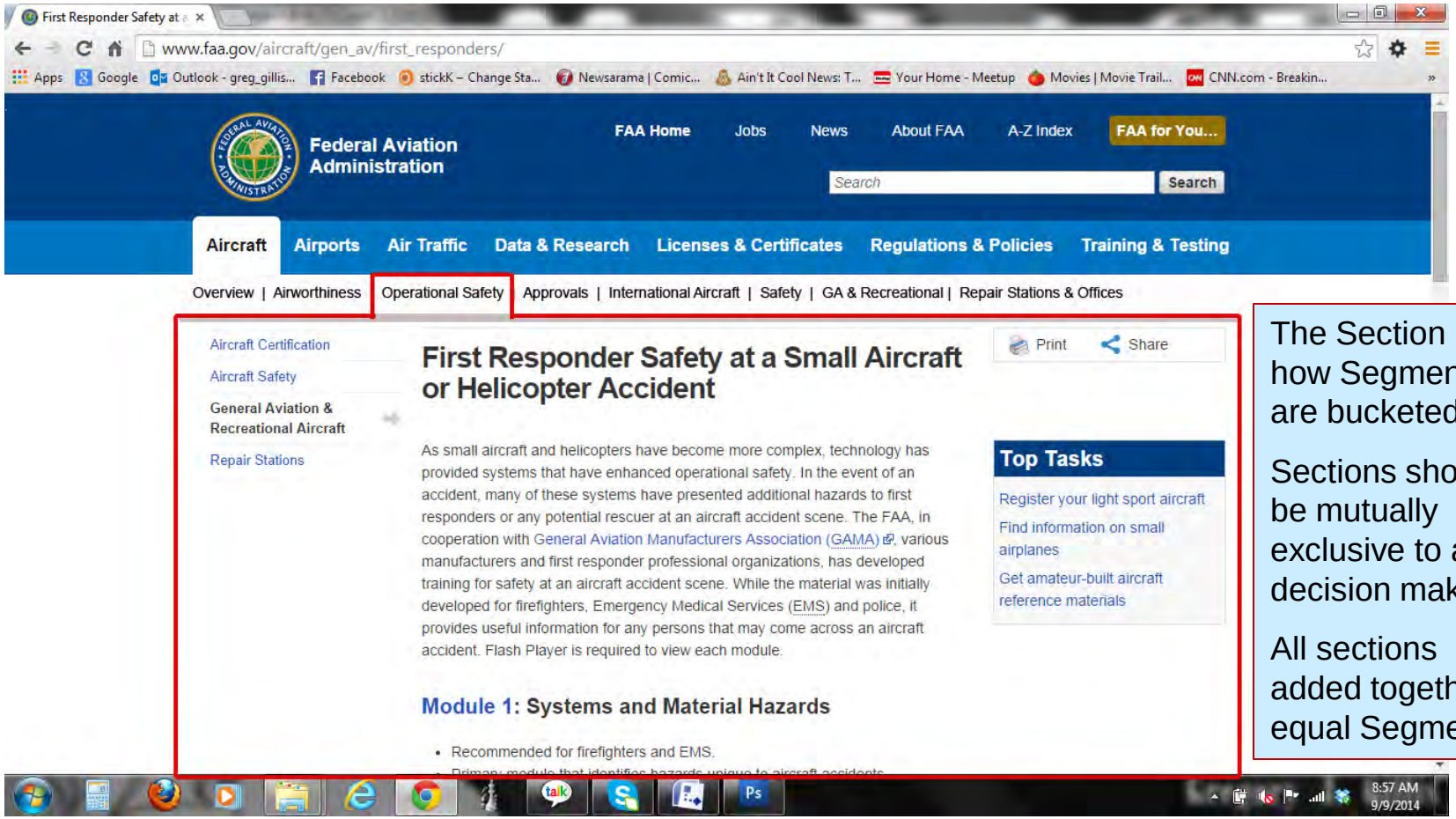


The Segment is a high-level content “bucket”

Segments should be mutually exclusive to aid decision making

All segments added together equal FAA

Section

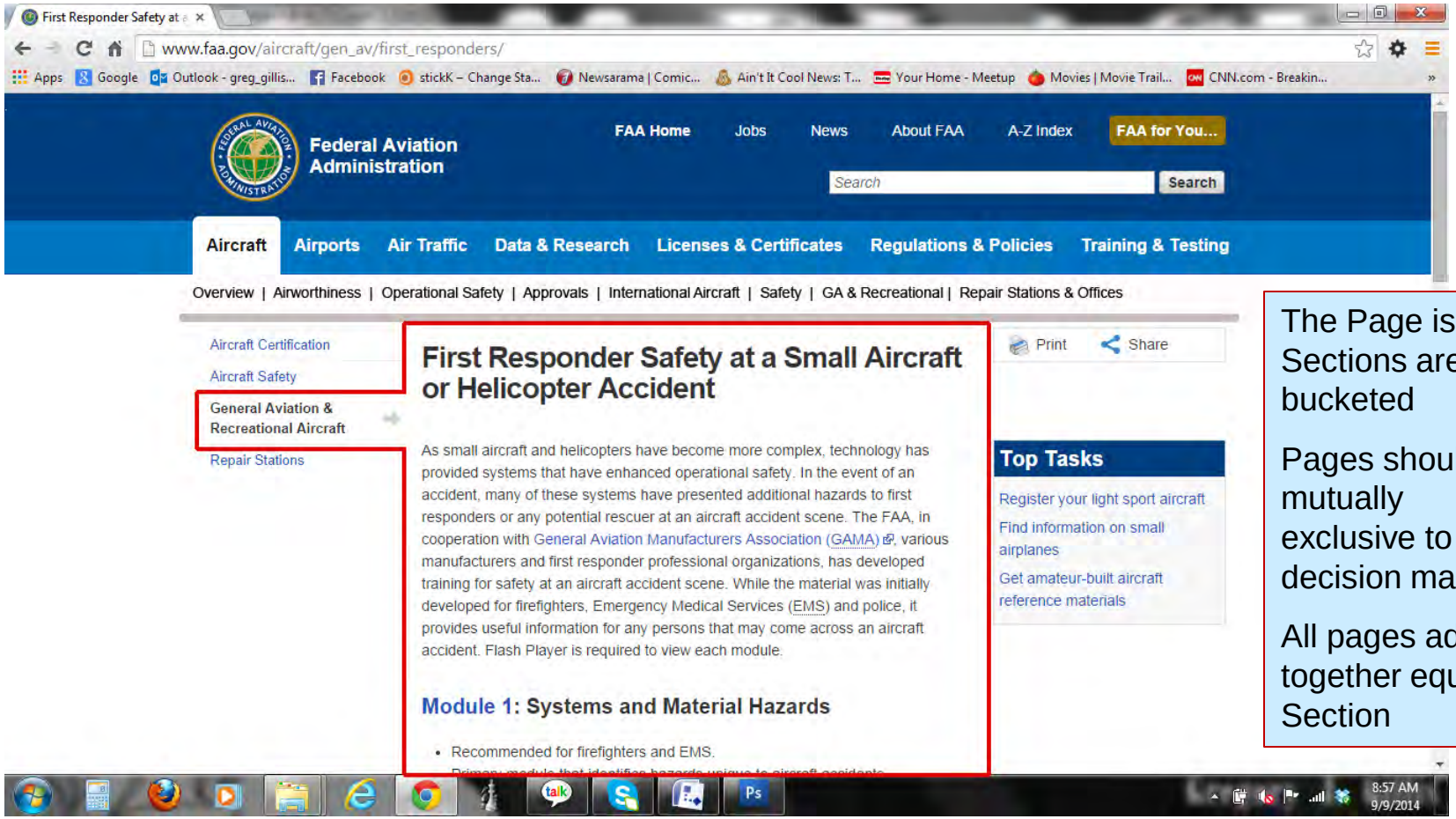


The Section is how Segments are bucketed

Sections should be mutually exclusive to aid decision making

All sections added together equal Segment

Page



The Page is how Sections are bucketed

Pages should be mutually exclusive to aid decision making

All pages added together equal Section

Next Steps

- **Set up one-on-one discussions about your content**
  - Review site maps
  - Develop roadmap and approach