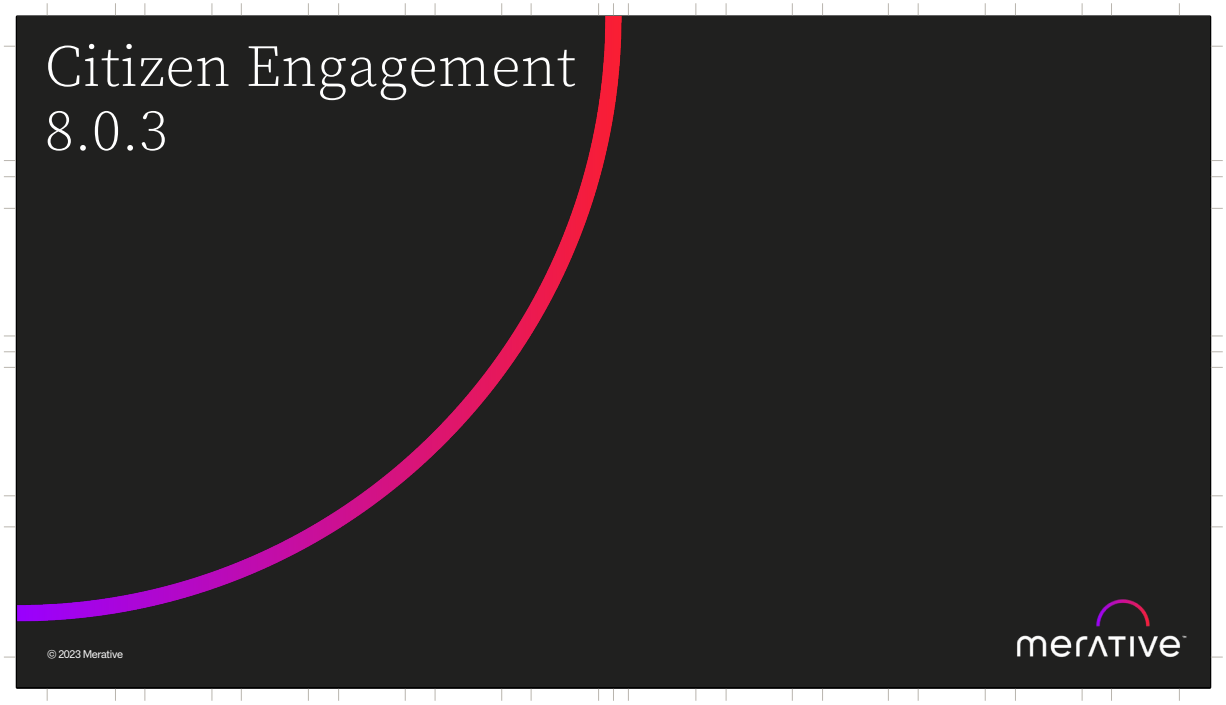

Hello and welcome to this deep dive presentation that introduces the enhancements to Citizen Engagement that have been released in the timeframe since SPM V8.0.2.

Who do we serve

Maria Hernandez

Citizen, Person applying for support

We help Maria get the support she requires by enabling a people-centered, holistic approach to benefit delivery allowing her to access public services online

Fiona Butler

Technical Consultant
Working with customers and SIs

We help Fiona deliver a citizen engagement application to suit her customers needs by providing configurations & pre-built processes which simplify the implementation

James Harris

CSP Sales Tech
Creates sales demos

We help James deliver a citizen engagement demo quickly by providing guidance and samples which simplify the implementation

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To understand the Citizen Engagement enhancements in the Universal Access Responsive Web application, we need to refocus on the people that we serve. The answer is a citizen like Maria Hernandez, a person who needs to apply for support. We help Maria to get the support that she requires by enabling a people-centered, holistic approach to benefit delivery that allows her to access public services online.

We also support people like Fiona Butler, a technical consultant who works with customers and System Integrators to build and customize the citizen enagement application to suit the customer's individual needs.

In addition to Fiona, we also support technical sales specialists such as James who prepare demos of CE for potential customers and spend time customizing the demo to suit the potential client.

Enhancement summary

Quick Add List

A new IEG feature available since CE 5.3.0 which provides a quick list building pattern for IEG scripts.

Citizens such as Maria can easily add, edit, and remove household members when filling in an application form.

CE UI Theming

Coming in CE 6.1.0 (design system).

Developers such as Fiona can easily customize the CE product ensuring it visually matches the agency's existing branding.

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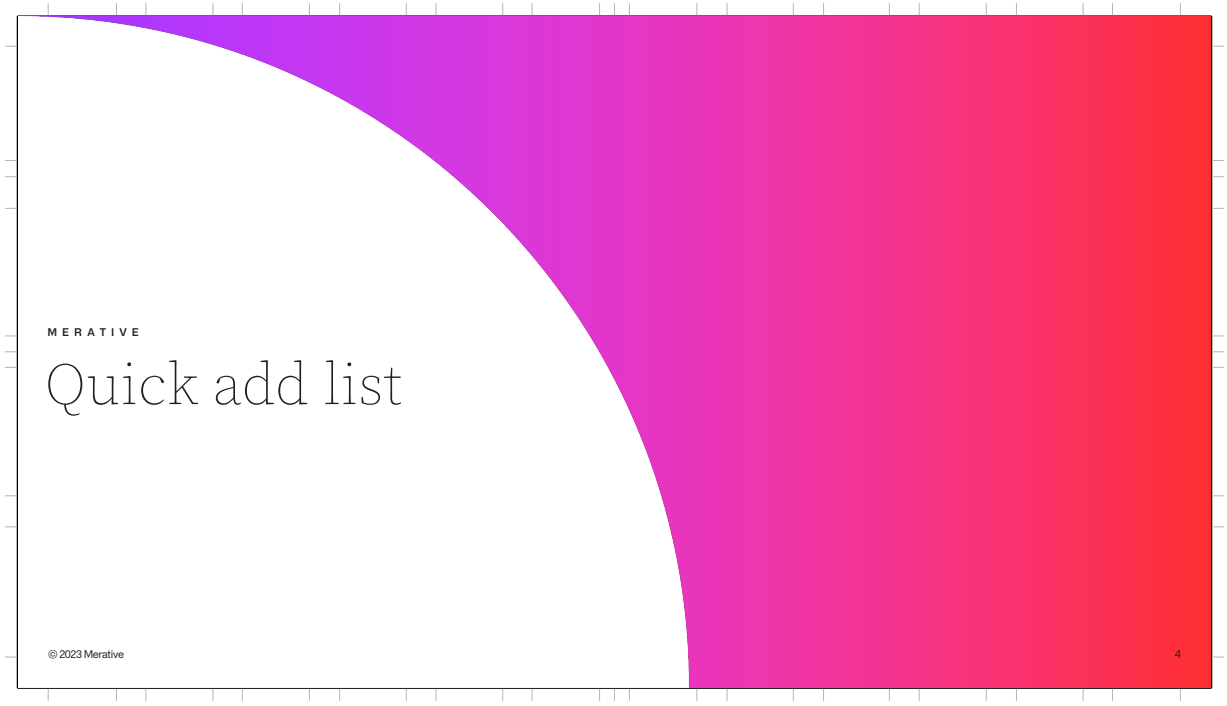
There are 2 enhancements, the first is the Quick Add List which has been available since CE V 5.3.0 & can be used with SPM V8.0.2 (iFix2) or later. This is a new feature of IEG which provides a quick list building pattern for IEG scripts. Maria will benefit by being able to more easily add, edit and remove household members when she is filling in an application form within the CE application.

The second is CE UI Theming which will be available in V6.1.0 of CE and the design system & is compatible with all versions of SPM since V7.0.10. This feature enables developers customize the CE product so it is in line with the agency's existing branding, in a supported and maintainable way.

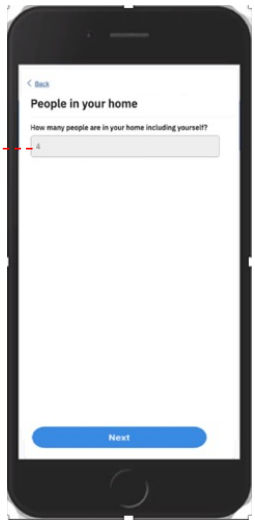


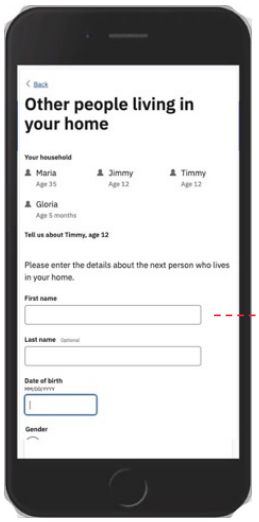
Quick add list

Adding & removing household members within an IEG script

Previously, if a user needed to add, delete or edit the members of their household, there was no clear way to do this while in the process of filling the form, other than quitting and starting again.

You were asked upfront how many people were in your household and you couldn't change this while in the form





You had to enter information for all household members, with the option to make changes only on the summary page

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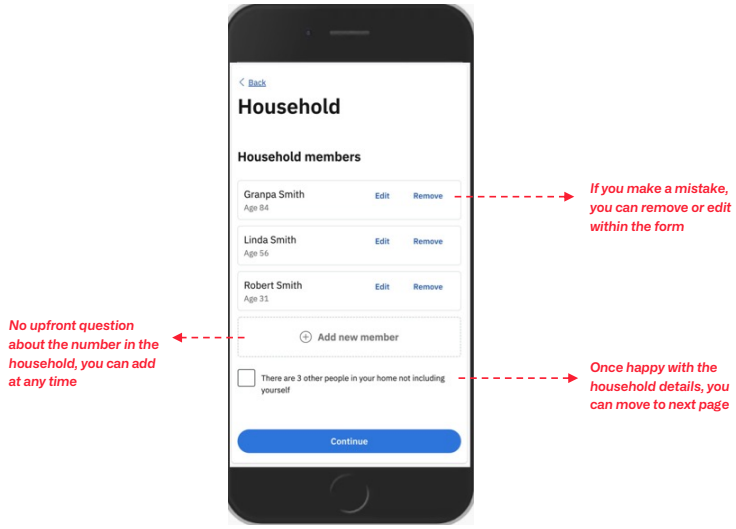
Before CE 5.3.0 the process of adding, editing or removing members when completing an IEG script was not an intuitive process for Maria, it was too rigid. Maria was asked upfront how many were in her household, and she could only edit this number on the summary page. Depending on the number, she needed to go through a loop to complete the household member information often forgetting who she already added and ultimately just backing out of the process midway through and having to start again.

Adding & removing household members within an IEG script (*Quick add list*)

Now with the Quick Add List, Citizens can easily add, remove or edit members of their household without having to start the application over again or waiting until they get to the very end of the form.



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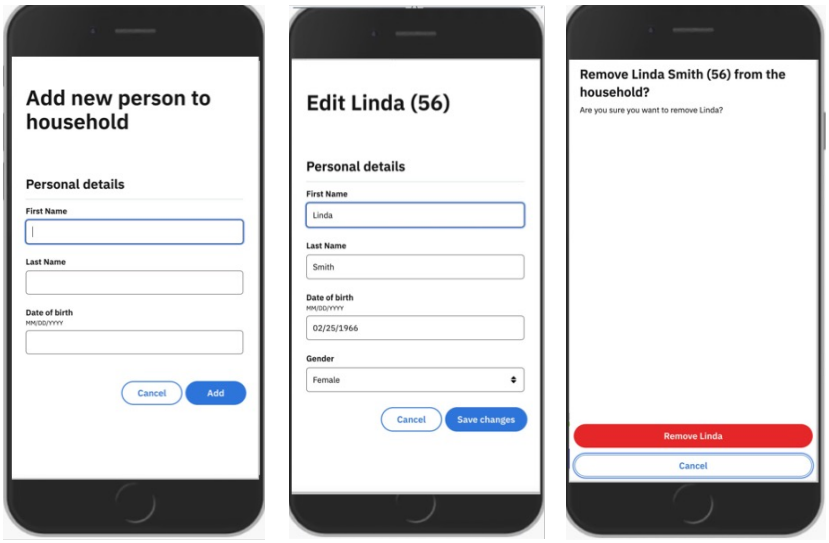
The *QuickAddList* is a new feature within IEG that enables users to easily add, edit, and remove household members in an IEG Form.

With this feature, Maria's experience is improved by saving her time when submitting an application by providing an easy way to add, edit, and remove members in the IEG form itself. She no longer has to specify how many household members there are upfront. Everything is handled on a single page where she can add members as she needs and edit and remove already added members on the same screen.

It is more forgiving, less rigid providing a quick list building pattern with a direct manipulation interaction style that provides clear reversible actions and more visible and immediate feedback

Adding & removing household members within an IEG script (*Quick add list*)

Improved layout for all actions – add, edit, remove



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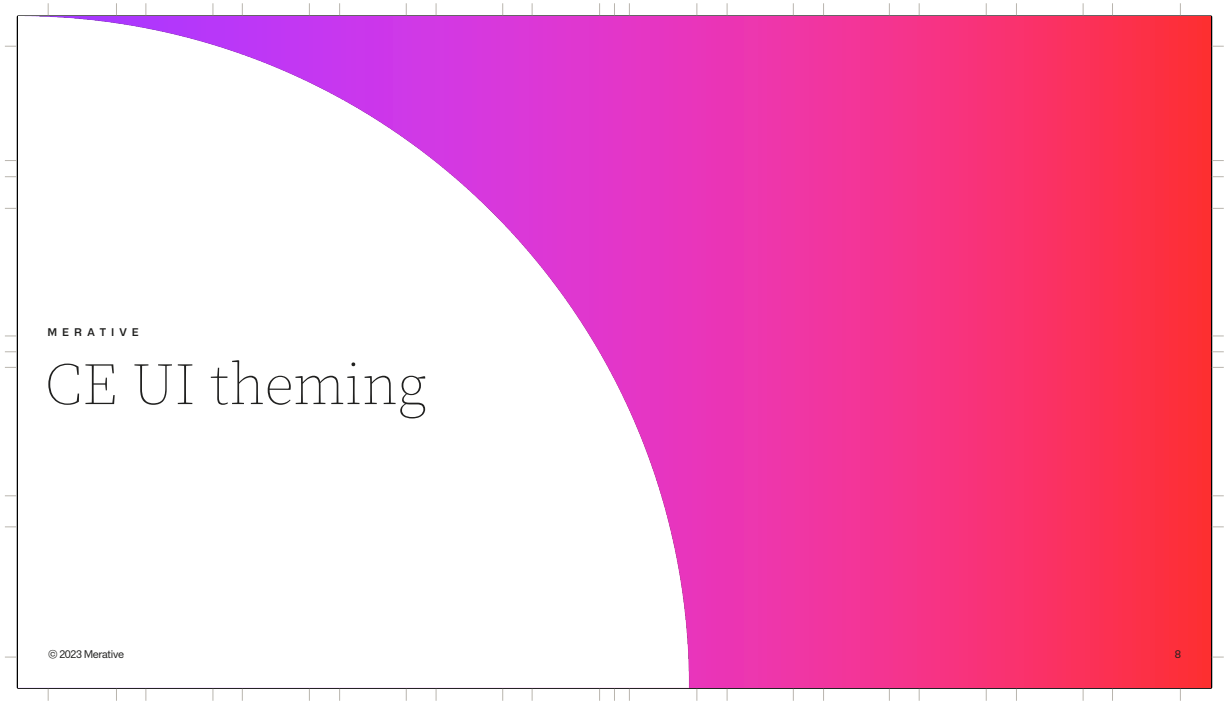
To support this, every action, that is, add, edit, and remove member, displays a dialog with the forms and buttons that are required to perform the selected action.

The quick-add-list feature is enabled at the IEG script level and can be used to build up any lists that are used in an IEG script. The example provided is for household members however it has been delivered as a generalised component (the IEG Quick-Add-List component) and pattern, which can be used for collecting payment types or addresses for example.

For more information see *Configuring quick-add-list* section in the Universal Access Responsive Web Application guide.



CE UI theming

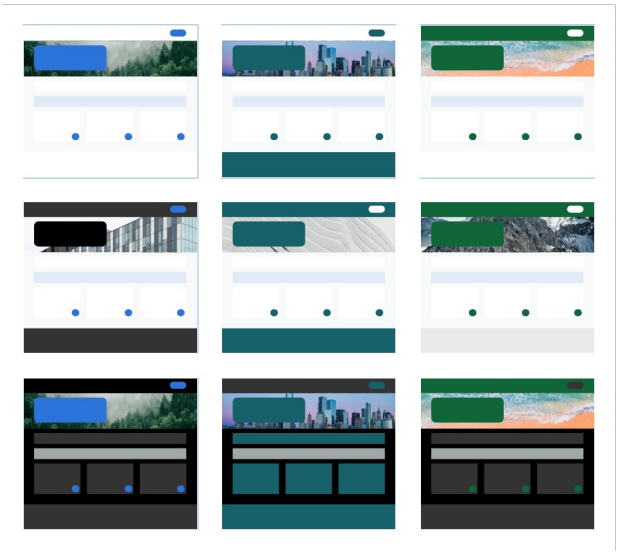
CE UI theming

Fiona Butler
Tech Consultant

James Harris
CSP Sale Tech

Previously, if a developer wanted to customise the CE web application to match the customers' existing branding there was limited guidance and supported options for adapting the colours of the CE UI.

Now with the CE UI Theming enhancement, documentation, guidance along with tools and previews are provided for developers so that customisation can be achieved in a supported and maintainable way, and ensuring that accessibility is not broken when changes are made.



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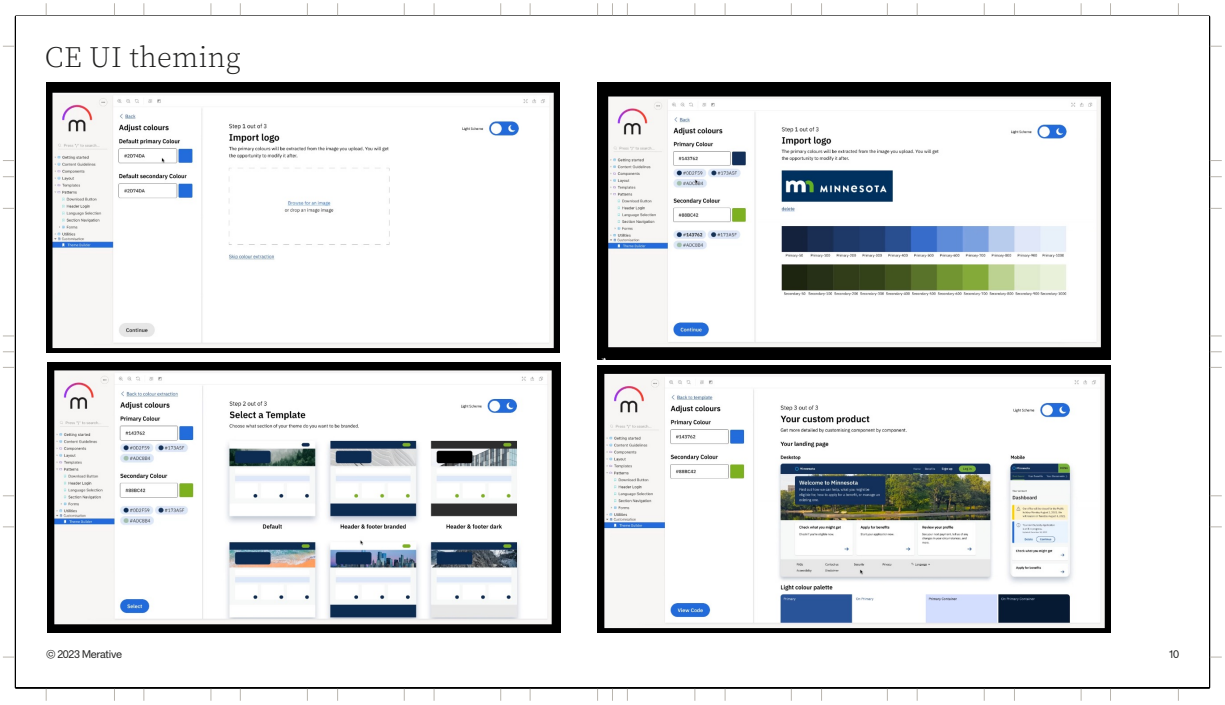
Colours are a very important factor of the customization and the expression of a brand. The CE product must adapt to each clients branding as matching the agencies branding helps to visually demonstrate the flexibility of the product, helps customers visualize the solutions as their own and help their citizens recognize and trust the product.

Previously, if a Consultant working on an implementation, or a Technical Sales Specialist working on a sales demo, wanted to customize the product to match the customers existing branding or portals there was limited guidance and supported options for adapting the colours of the CE UI. The previous process also exposed some risks to the accessibility of the product based on colour contrast requirements.

The CE UI Theming enhancement lowers the skill barrier required to confidently customise CE implementations and improve visual impact and customer familiarity. Developers can achieve this in a supported and maintainable way, allowing them more time to focus on functional customisation of the product rather than visual customization.



A new tool is provided called the ‘Theme Builder’ which is used to build and adapt your theme for CE.

Screenshot 1& 2 - Firstly, a developer will set the colours, and a pallet is generated based on these. A developer can also import the agency’s logo which will automatically generate the colours and pallet based on the imported logo.

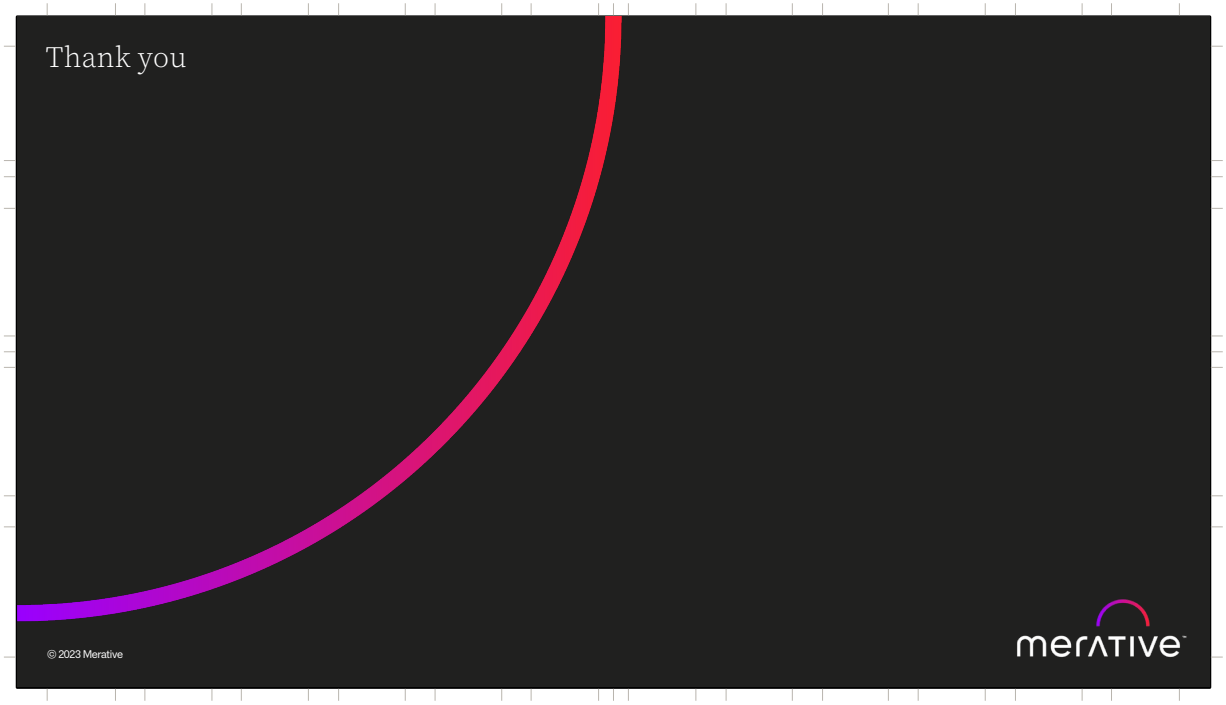
Screenshot 3 - Once the colours are selected, a template is chosen. So a developer can choose where exactly to apply the branding.

Screenshot 4 - Lastly a preview is provided which shows the developer how the customization will look across various devices and they can further customize component by component. If the chosen customization breaks accessibility, the developer will be informed and alternatives are suggested

Another tool called the ‘Theme Provider’ is also available. It is a react component that allow developers apply different themes to specific areas of a page.

Documentation has also been updated with customization guidance and customization concepts and links to the available tools.

The CE UI theming enhancement will be available as part of the 6.1.0 release of the SPM design system asset.


Thank you
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