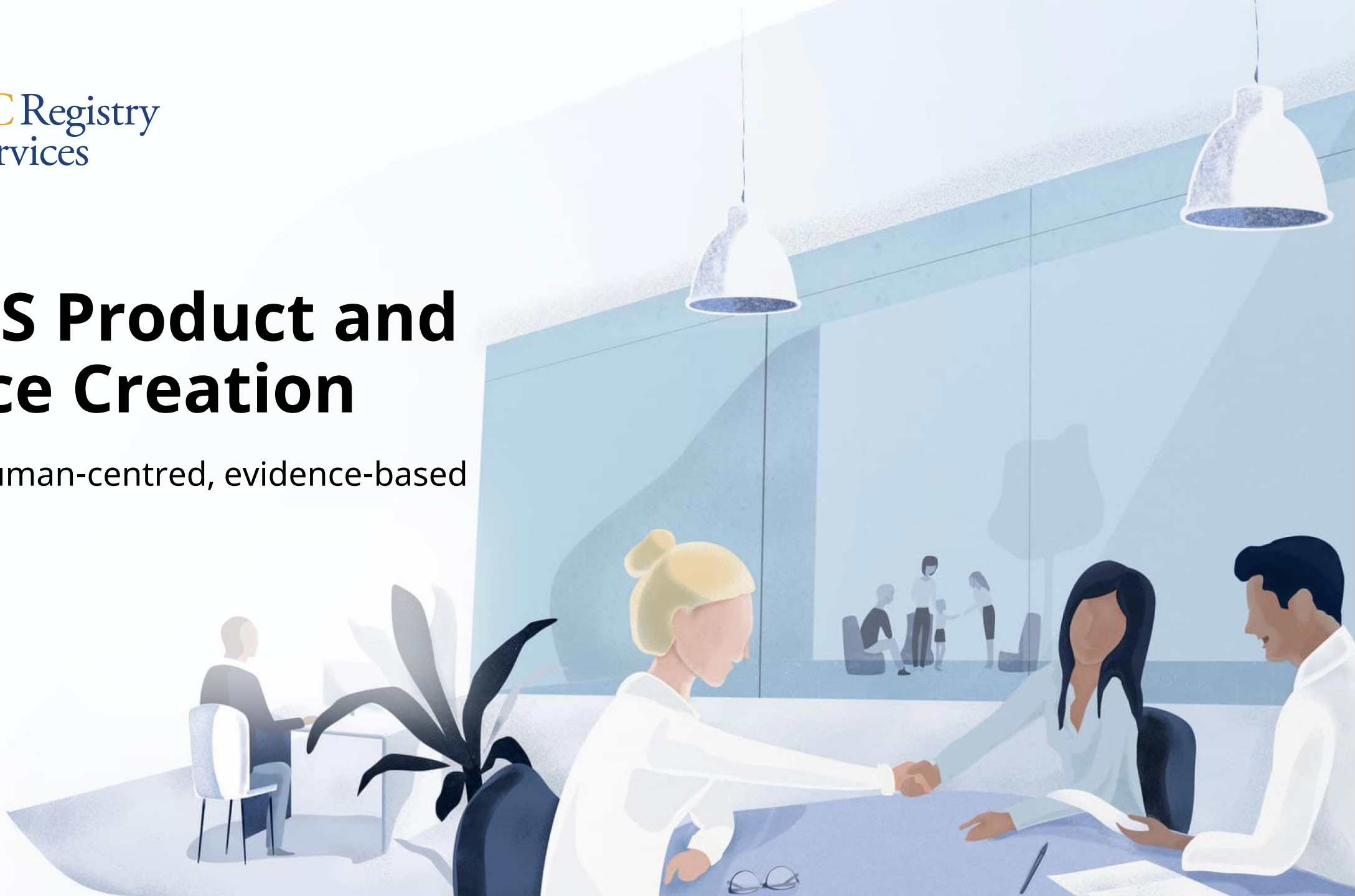




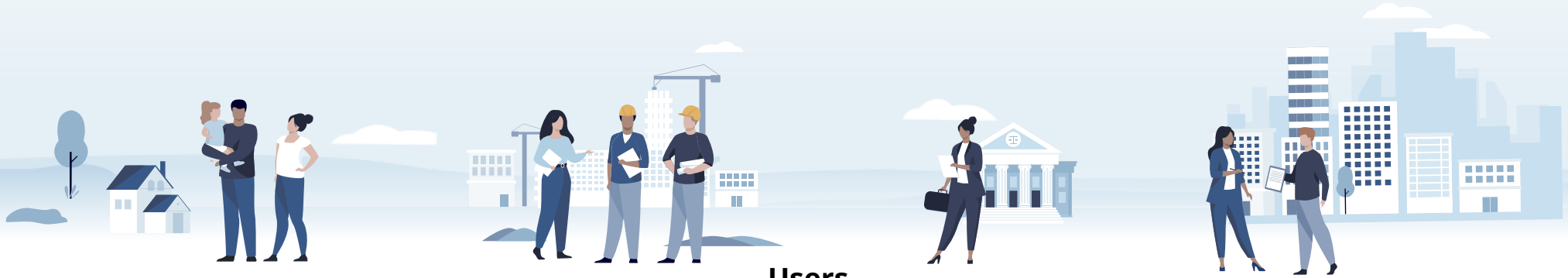
BC Registry
Services

BCROS Product and Service Creation

Iterative, human-centred, evidence-based

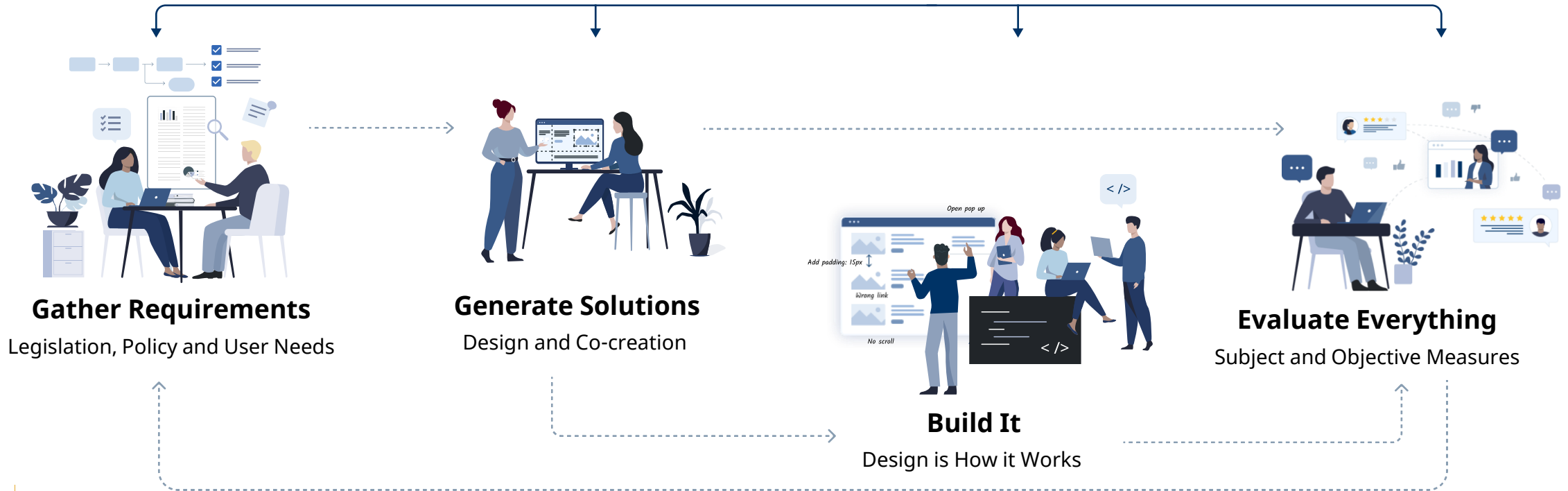


How we do it



Users

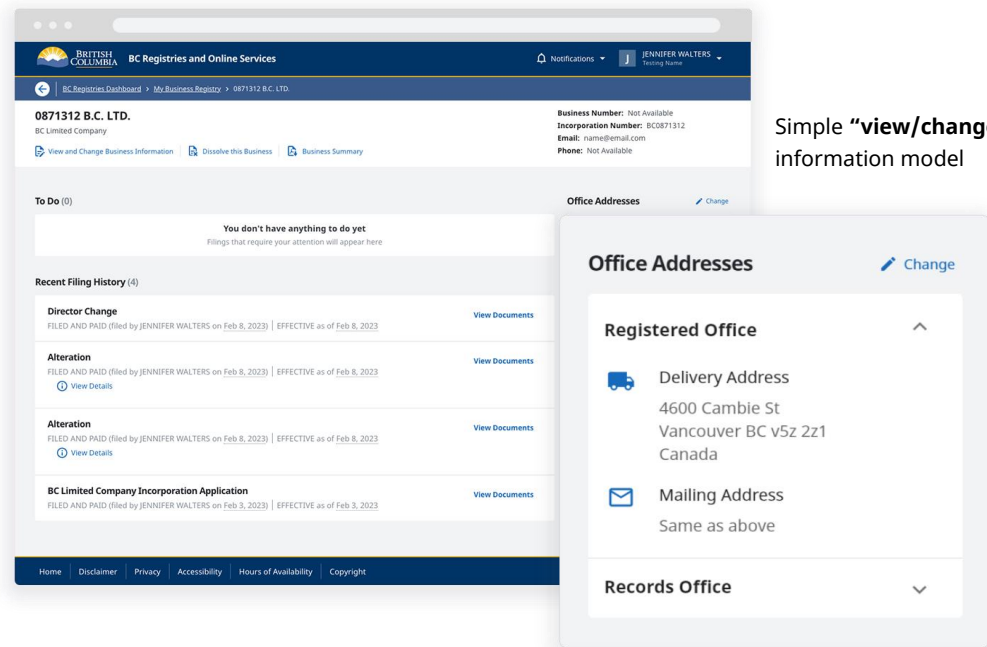
Citizens and Interested Parties



Shifting the paradigm

World-class, consumer-grade products and services

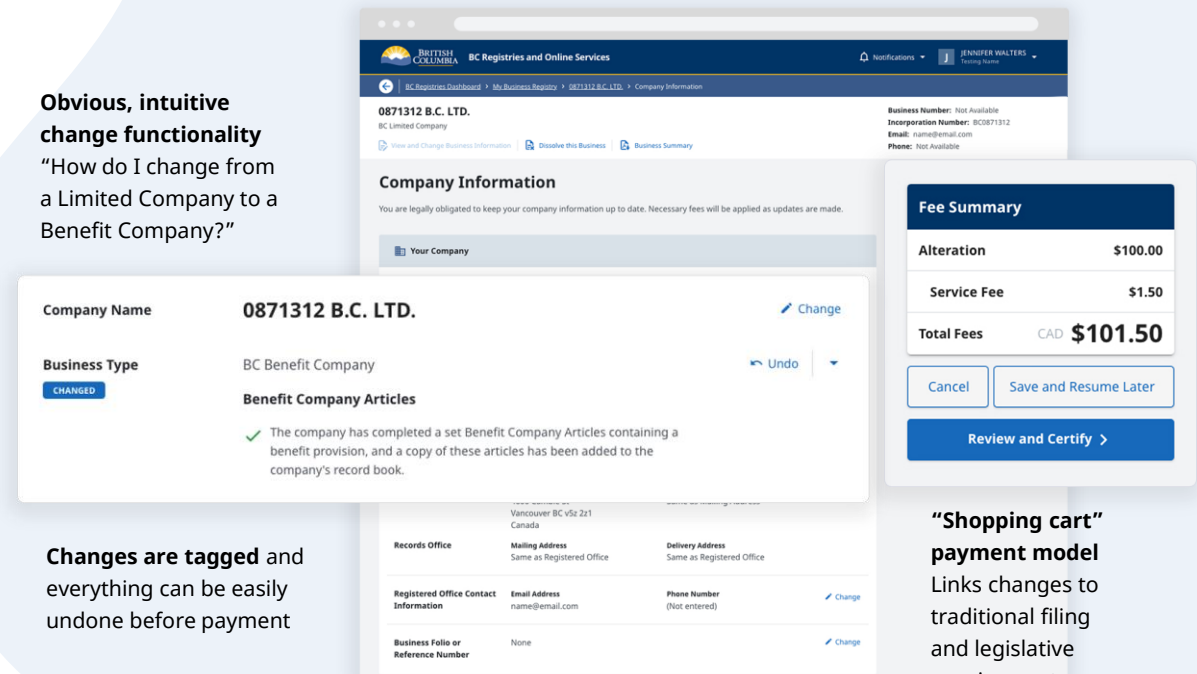
Consumer dashboard critical
and frequently used information



Simple “view/change”
information model

Complete, clean, easy- to-read
business information at a glance

**Obvious, intuitive
change functionality**
“How do I change from
a Limited Company to a
Benefit Company?”



Changes are tagged and
everything can be easily
undone before payment

**“Shopping cart”
payment model**
Links changes to
traditional filing
and legislative
requirements

An Incredibly Diverse Spectrum Of Users

Citizens and Interested Parties

Users of the BC Registries and Online Services Products and Services span an incredibly diverse spectrum of skills, knowledge, experience, roles, tools and equipment, tasks, goals, and environments and contexts, including:

- First-time, individual business owners, operators
- Large multi-national law firms
- National service providers processing thousands of transactions daily
- Internationally based home manufactures
- BC Registries Staff
- Service BC Staff
- Helpdesk Staff
- Other government / partner users

i All these groups are involved at every point in the creation of our products and services



Balancing Public Sector Requirements & User Needs

Cooperative Association
Annual Report
COOPERATIVE ASSOCIATIONS ACT, SECTION 126
201 - 1000 West Street
Vancouver, BC V6E 2B5

BC Registry Services
Mailing Address: PO Box 9427, 100 West Street, Vancouver, BC V6E 2B5
Telephone: 1-877-338-1338
www.bcregistry.ca/cooperatives

DO NOT MAIL - THIS FILING MUST BE COMPLETED ONLINE

Instructions: Please type or print clearly and ensure that the form is signed and dated in ink. Complete all areas of the form. Attach an additional sheet if more space is required.

Item A: Enter the incorporation number of the cooperative association. This number is located in the upper right hand corner of the Certificate of Incorporation, Incorporation, Contribution or Change of Name.

Item B: Enter the cooperative association name exactly as shown on the Certificate of Incorporation, Incorporation, Contribution or Change of Name.

Item C: Enter the date of the Annual General Meeting. This may include general delivery and all incorporation, incorporation, contribution or change of name.

Item D: Enter the complete physical address. This may include general delivery and all incorporation, incorporation, contribution or change of name.

Item E: Enter the complete physical address. This may include general delivery and all incorporation, incorporation, contribution or change of name.

Item F: List full name and address of all directors or officers of the cooperative association. The residential address of a director must be a complete physical address. One director must be an individual who is a resident of British Columbia and a majority of the directors must be individuals who are residents in Canada.

1 NAME OF COOPERATIVE ASSOCIATION

2 DATE OF FINANCIAL YEAR END

3 FULL PHYSICAL ADDRESS OF REGISTERED OFFICE (Include postal code)

4 THREE YEARS (List full names and addresses of all directors)

5 CERTIFIED CORRECT - I have read this form and found it to be correct.

SIGNATURE OF CURRENT DIRECTOR, OFFICER OR LAWYER OF THE ASSOCIATION

DO NOT MAIL

Public Sector

Legislation, Policy,
Paper forms, Legacy
Software, etc.

User created Co-op AR filing concept

AR Report Login: BCCo-op Pwd: xxx

Incorporation # Tech's Date Name of Co-op

Address Date of AGM End of fiscal year

Enter Director Information:

1
2
3
:

Submit

AR Account into BCCA

2018	- Annual filing - Clickable	- submitted
2017	"	- outstanding
2016	"	- submitted
:	"	

Payment info:

Credit Card on file: ...	2018 - paid
PAD on file: ...	2017 - unpaid
	2016 - paid

User Needs

Behavioral Focus Groups, Interviews,
Co-creation, Observational / Field
Research, etc.

Generating Solutions

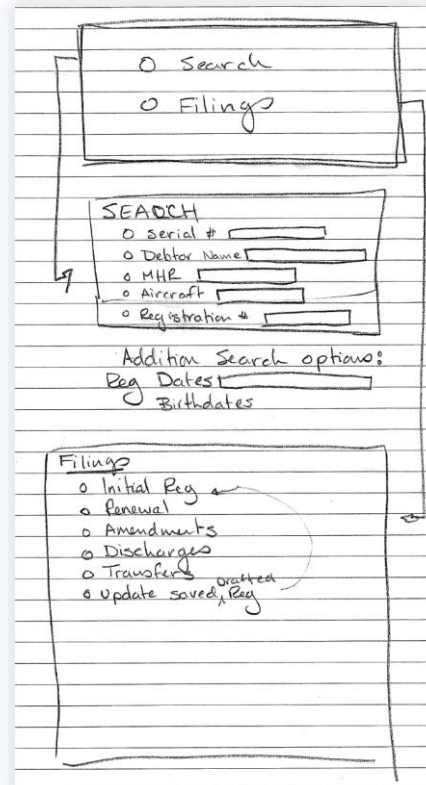
Design / Co-creation

Issue Identification

- What is your typical usage of the Registry?
- Walk me through it. Who are the people, what is their purpose and what are their goals, what do they do, why do they do it this way, what equipment and materials do they use? What is the process flow?
- What errors can occur? What could be improved?

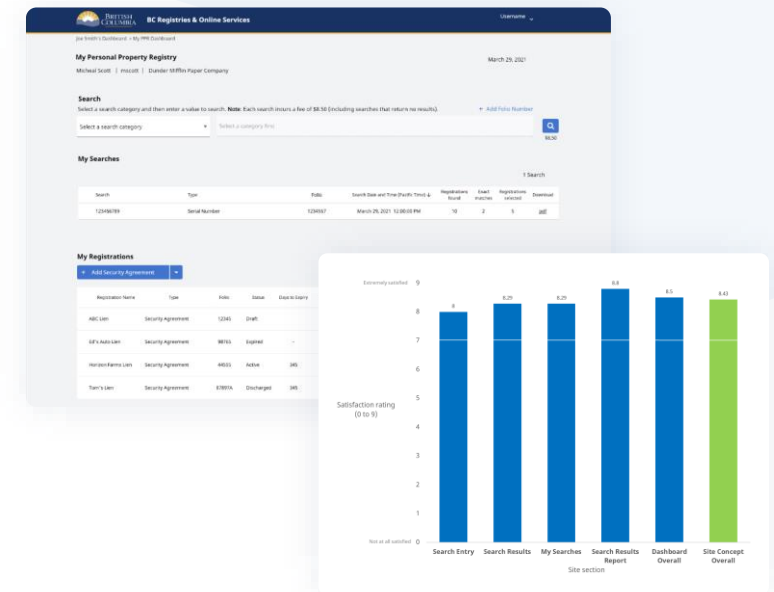
User Needs Concepting

Concept Sketching and Walk-through



Design Concept Evaluation

Walk-through, Simulated Usage, Satisfaction Rating, Like/Dislike features



Building It

Design is How it Works

“Most people make the mistake of thinking design is what it looks like; people think it’s this veneer — that the designers are handed this box and told, ‘Make it look good!’ That’s not what we think design is. It’s not just what it looks like and feels like. **Design is how it works.**”

Steve Jobs, CEO Apple Inc.

The image displays two screenshots of the BC Registry Services 'Manufactured Home Registration' form. The left screenshot shows the '1. Manufacturer, Make, and Model' section, which includes fields for Business Legal Name, Year of Manufacture, Make, and Model. The right screenshot shows the '2. Home Sections' section, which includes a table for sections and a '3. Home Certification' section. Both screenshots include a 'Fee Summary' on the right side.

The image displays two screenshots of the 'UI - Step 1 Describe your home #12449' and 'UI - Step 1 Make and Model Section #12466' forms. The first screenshot shows a progress bar and a list of sections. The second screenshot shows a detailed form for the 'Make and Model' section with fields for Manufacturer Name, Year of Manufacture, and Make/Model.

Test and Measure Everything

Subjective and Objective Measures

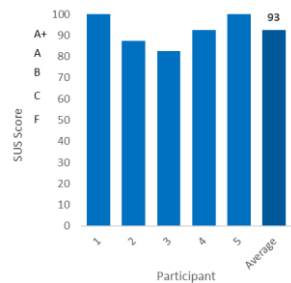
Core Tasks

100%
Success Rate

96%
Ease of Use Ratings

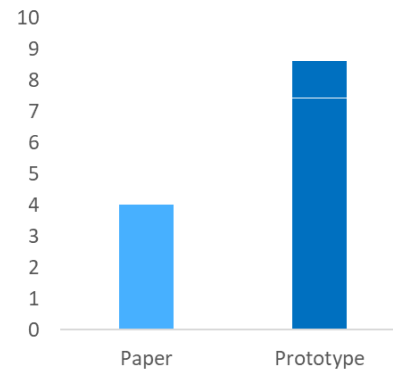
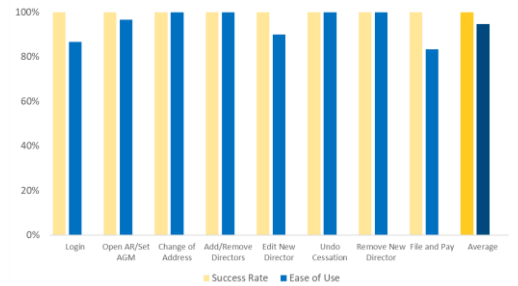
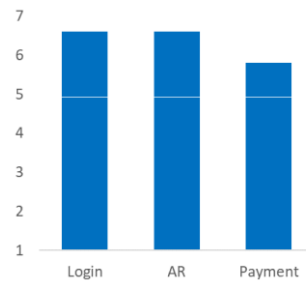
System Usability

A+



Individual Section Ratings

VERY HIGH



Overall Satisfaction

MUCH BETTER

Site Quality

SUPERIOR

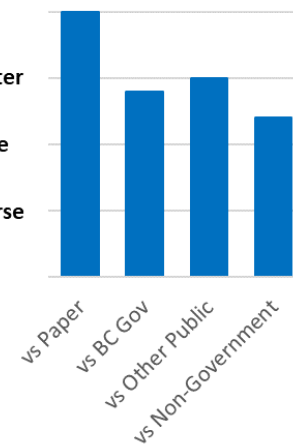
Much Better

Somewhat Better

About the Same

Somewhat Worse

Much Worse



“ Even at the draft version of these we are talking light years ahead of where we are now - even if you threw this up today and you're like 'This is what you get', I'd be like 'Great!'.

“ I like the idea of having it as simple as that.

BC Registries

My Business Name
Business Number: 1234567890 Incorporation Number: BC1234567

File 2019 Annual Report

Review and certify your 2019 Annual Report information.

1. Enter your Annual General Meeting Date
Your Annual General Meeting date legally must be held within 4 months of your Financial Year End Date

Annual General Meeting Date
Your previous year's Annual General Meeting was held on June 15, 2018

Financial Year End January 15, 2019 [Edit](#)

2. Registered Office Addresses
Review Registered Office Address that will be submitted as part of your 2019 Annual Report.

Mailing Address 123 Main Street
Victoria BC A12 B34
Canada [Edit](#)

Delivery Address Same add mailing address [Edit](#)

3. Director Information
Tell us who was elected or appointed and who ceased to be a director at your 2018 AGM.

[Add New Director](#)

John Doe	123 Main Street Victoria BC A12 B34 Canada	Edit Remove
John Doe	123 Main Street Victoria BC A12 B34 Canada	Edit Remove
John Doe	123 Main Street Victoria BC A12 B34 Canada	Edit Remove
John Doe	123 Main Street Victoria BC A12 B34 Canada	Edit Remove

4. Delivery Information
Tell us where you want your Certified Documents delivered to

Email Address email@email.com [Edit](#)

5. Certification

☐ I certify that I have relevant knowledge of this business, and I am authorized to make this filing.

NOTE: It is an offence to make a false or misleading statement in respect of a material fact in a record submitted to the Corporate Registry for filing. See section 223 of the Societies Act.

[Save as Draft](#) [File and Pay](#) [Cancel](#)

Fee Summary


File 2019 Annual Report	\$40.00
TOTAL FEES	CDN \$40.00


BC Government | [Disclaimer](#) | [Privacy](#) | [Accessibility](#) | [Copyright](#) | [Contact Us](#)


“ I don't think it needs any more than you have on your form – I think you've got a great design here.


User comments


In- and post- research session


 This was really easy – I've never filed – so I could see **anyone** being able to do this.


 I'm glad to see this is getting this kind of attention.


 As far as I could see there was nothing that would hold anybody back, even somebody that had very few skills, it **really** was intuitive.


 I'm **ridiculously excited** that this is potentially going to exist.


 I thought this was very **easy to use** – but I'm concerned about the credit card [only] piece...

 I have to say I'm really stoked about this.

 I think **this is a 7+ [out of 7]** all the way through, absolutely, because it's filing all those different reports.

 I would really like that [Address Autocomplete] – perfect.

 I see the fee being added – **nice**.

 Love it!

