Getting Started: 1x Adoption Metrics Dashboard (AMD)

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1. INTRODUCTION

1.1. What is AMD?

The 1x Adoption Metrics Dashboard (AMD) is a Web-based interface that tracks State Farm online pages for compliance with approved 1x Online standards and code.

Use AMD
to view, report, maintain,
and improve your product team's
1x compliance ratings

AMD is available on Mac and PC using your Web browser within the State Farm firewall.

AMD works best with:

- Google Chrome (default for Mac)
- Microsoft Edge (default for Windows)

These browsers are available on the State Farm Self-Service application.

1.2. How does AMD work?

AMD crawls the statefarm.com Web site each evening, recording the location of each 1x Online element and its adherence to approved 1x standards and code.

Collected data includes:

- Visual design and styles (including color, font characteristics, and placement)
- Development code (including CSS and JS)
- Accessibility (requirements and recommendations)

Next, AMD organizes this data into a report dashboard using Qlik Sense (a data visualization application). You then use the dashboard to view your page compliance ratings and measure those ratings against similar pages or the whole site.

You can also create custom reports based on your own criteria. Then save and share your reports to maintain and track trends.

Developers - and savvy designers - can then interpret and correct design and code specs via links to Jenkins,* Gitlab, and 1x Frontify sites.

As you become more acquainted with the power of AMD, you'll learn to access advanced report features using Excel and CSV downloads. Use these data files to filter your own data visualizations including charts, graphs, pivot tables and trend data over time.

1.3. Who can use AMD?

Anyone within eXperience Design (XD) at State Farm can access AMD to review the daily reports.

- XD developers
- XD product team members
- XD leadership

AMD provides features of particular interest to our development colleagues as part of code testing and QA. To benefit from AMD's developer information, you'll need access to:

- Git
- Node.js: v12.x or later

For additional information about these requirements, visit:

2. **GETTING STARTED**

This document walks you through the basics of accessing your AMD data via Qlik Sense.

There are three steps to getting started with AMD:

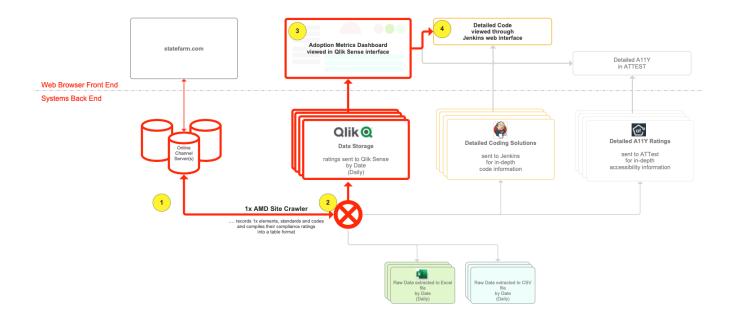
- 1. Understanding the AMD process
- 2. Launching/touring AMD's main dashboard
- 3. Reviewing detail data

2.1. Understanding the AMD process

Depending on your XD role, there are some basic software and training prerequisites that'll help you get the most benefit from AMD.

The following flow illustrates how AMD collects and visualizes 1x information.

- 1. AMD crawls State Farm servers and collects 1x Online Design System "code snippets"
- 2. AMD then parses the code into data tables aligning it with pass/fail information and related 1x styles and standards instructions
- 3. That data is then organized into visual data and tables for your review in a dashboard format (via Qlik Sense)
- 4. From this dashboard, you can deep-dive into detail screens (thru the assistance of additional Web apps):
 - a. Detailed AMD page reports and test data (via Jenkins Web environment)
 - b. Accessibility details (via Axe Tools Web environment)
 - c. Raw data for custom reports modeling (via Excel/CSV applications/files)



2.1.1.1. What kind of data does AMD test?

AMD tests are based on approved 1x design system styles, standards and code syntax.

2.1.1.2. How timely is AMD data?

AMD collects its data nightly and actively provides up to 18 months of trended data. Data older than 18 months is archived and available upon request.

2.1.1.3. Who updates/maintains the AMD application?

AMD is maintained by the 1x Development team in partnership with 1x Design. Together, these two sides of the 1x coin work to keep AMD up to date with the latest new and revised 1x styles, standards and codes.

2.2. Launching/touring AMD

The user flow above illustrates the applications that AMD uses to create an environment for visualizing our 1x compliance data. The strategy of using several "assisting applications" allows us to offer AMD viewers the most features and functions. However, it does require a "leap of faith" in understanding which functions of those assisting applications you'll need to know to use AMD – and which to disregard.

This section outlines those applications that assist AMD and how to use their features.

2.2.1. AMD in the Qlik Sense interface

AMD is built in the Qlik Sense Enterprise interface environment. Qlik Sense is a tool expressly designed to provide business users with a visual interface for data modeling and reporting.

In a way, working in Qlik Sense is a lot like creating a chart in Excel. You select data from our AMD tables and apply it to a pre-formatted "modeling widget" such as a pie chart or bar graph. But unlike Excel, the charts are already defined and organized for you.

Launching AMD in your Web browser

AMD is viewed by Web browser and works best with:

- Google Chrome (default for Mac)
- Microsoft Edge (default for Windows)
 Approved Web browsers are accessible via the State Farm Self-Service application.

To launch AMD (in Qlik Sense), type the following URL in your Web browser:

http://s.f/1x-amd-dashboard

You should see the following Qlik Sense login screen.



In the Qlik Sense login screen, using the following syntax to enter your State Farm single sign on (SSO) username and password:

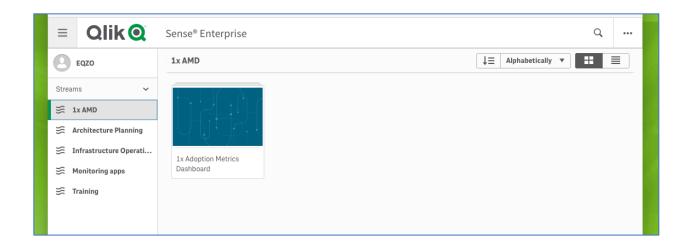
Username: opr.statefarm.org\ALIAS
Password: your sfnet password

Then click the Log in button.

You may see a short Qlik Sense animation while the interface loads.



Once the interface loads, you'll see the Qlik Sense dashboard.



IMPORTANT: This is your Qlik Sense dashboard - NOT the AMD dashboard.

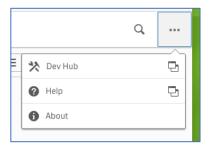
Recall, AMD lives within Qlik Sense (as a Qlik Sense "work sheet"). Over time, you might have additional Qlik Sense work sheets unrelated to AMD. Those will also appear here on your Qlik Sense dashboard.

2.2.1.1.1. The Qlik Sense Penny Tour

This is the Qlik Sense home screen.

With the exception of the AMD icon itself, the features and functions of this screen are not relevant to this exercise.

You can learn more about the Qlik Sense interface by selecting the ellipses "..." icon in the upper right corner and then choosing the "Help" option.



Or, access the following URL:

https://help.qlik.com/en-US/sense/February2020/Subsystems/Hub/Content/Sense_Hub/Hub/hub.htm

2.2.2. Opening the AMD worksheet from within Qlik Sense



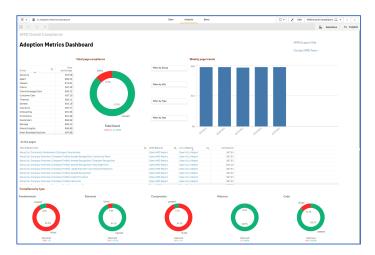
From the center of your Qlik Sense home window, double click the Adoption Metrics Dashboard icon.

If you get a screen pop up such as the following, select the "open" button. Otherwise, you should see a short "loading" animation followed by the Adoption Metrics Dashboard.





Once AMD opens in the Qlik Sense environment, you'll see a screen similar to the following:



If you see a screen similar to the one above, congratulations! You've successfully launched the Adoption Metrics Dashboard.

2.2.3. Touring the AMD home screen

On load, AMD displays a collection of graph visuals and filters defaulted to show site-wide data for the statefarm.com <u>unauthenticated</u> pages. As you manipulate AMD's filter and sort options, the graph data changes to reflect your selections.

This section of "Getting Started" outlines the basic features and attributes you can access in AMD.

2.2.3.1. The Qlik Sense "Wrapper"

Most of Qlik Sense' controls are located across the top of your browser window and aren't a necessary part of your AMD session.



However, your AMD filter selects will appear in this wrapper. Understanding how filter selections work and are indicated in the wrapper is vital to your successful AMD session.

IMPORTANT: To learn more about filters, see: Data Management Functions: Search, Sort and Filter, below.

Other wrapper functions are for advanced Qlik Sense users and will be addressed in future documentation. To learn more about other Qlik Sense functions in the wrapper, access the following URL:

https://help.glik.com/en-US/sense/February2020/Subsystems/Hub/Content/Sense_Hub/Hub/hub.htm

2.2.3.2. Data Management Functions

Before you use/interpret any AMD screen data, it's important to know how to manage and display the data using the functions provided through Qlik Sense.

2.2.3.2.1. The Default Interface

On launch, AMD displays a complete data visualization of the statefarm.com Web site <u>unathenticated</u> pages (only).

The data displayed in the dashboard widgets is sorted alphanumerically or – as in the case of Weekly Trends data – in chronological order by date.

2.2.3.2.2. Expanding A Widget View

At times, you may find the screen real-estate of a widget (such as a table) too small for your immediate need.

You can expand a widget to full screen within the browser window by selecting its "Full Screen" icon.

1. Hover over the widget. This will display its widget options menu.

2. Select the "Full screen" icon.



This will make the selected widget take up the entire dashboard space.

3. To collapse an expanded widget, close the close box in the upper right corner.



This will return you to the default dashboard.

2.2.3.2.3. Search Functions

Currently, AMD can *only* search queries that are entered beginning with the first character in a string following a space. Examples:



"Claim" and "Claims" can both be found because they begin a string following a space. "Manage" does not begin a string following a space and thus is not recognized by the search function.

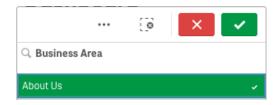
2.2.3.2.4. Data Table Filters

Filters allow you to narrow your data request to a sub-set of available options. Each widget on the dashboard screen provides – or is the result of – some level of filter functionality.

- 1. Identify the dashboard sector (data set) you want to narrow.
- 2. Position your mouse over that data set and click once to select one of the data subsets.

As you do this, the item you selected will be highlighted in green. This item is now part of your filter set.

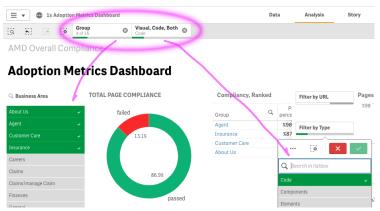
3. note the section now displays its own small header bar of additional functions:



4. To refine or swap your selections, click the "..." icon in the header bar:



- 5. With each item you select within the data set, notice how your choices affect the entire dashboard in real time.
- 6. IMPORTANT: Chosen filters are *also* referenced at the top of your screen (in the Qlik Sense wrapper). Look here to identify and manage filters that are currently applied to your data.



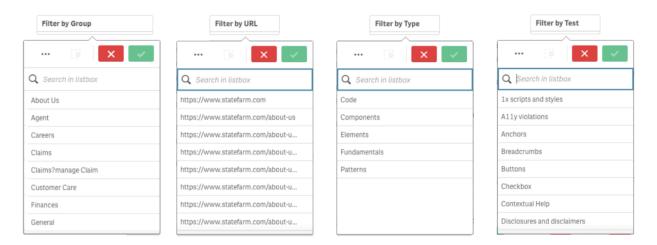
You can scan and manage your chosen filters directly within the Qlik Sense wrapper.

- 7. There are several ways to manage your filter settings.
 - a. You can revise/remove filters individually within the original data-set sector of the dashboard.
 - b. You can revise all your filters by selecting them directly within the Qlik Sense wrapper.
 - c. Or, you can remove an entire category of data set filters by clicking its "close box" icon \otimes within the Qlik Sense wrapper.

2.2.3.2.5. AMD's "Filter by..." Functions

To filter your data using a more granular query option, select one or more of the "Filter by" boxes on the dashboard.

The "Filter by" boxes contain sub-sets of data options coordinated to the site's page URLs, Group sections, 1x Test Type, or 1x Test item (element, component, etc):



AMD's Group and URL filters are coordinated to the production site containing the data. AMD's Type and Test filters coordinate with the approved categories and contexts represented within the 1x Online design system in Frontify.

IMPORTANT: The "Filter by" options you choose may affect options you chose within an earlier "Filter by" selection. Always double-check your Qlik Sense wrapper to be sure your selections are still valid.

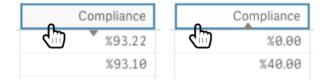
2.2.3.2.6. Sort Data Sets in a Table

By default, dashboard tables are arranged alphanumerically in respect to the left-most column of data.

You can re-organize a table based on any column in alphanumeric or reverse alphanumeric order.

To change a table's sort order, use your mouse to select the column heading on which you wish to re-sort the table. To resort in reverse order, click the column heading again.

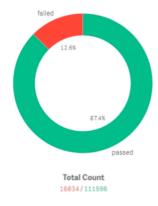
To reset a sort back to default, reload the dashboard screen using your browser's refresh dropdown menu option or your browser's refresh keyboard short cut.



By default, the Total Compliance donut displays the pass/fail ratings for the entire <u>unauthenticated</u> portion of the statefarm.com site.

Additional donuts at the bottom of the dashboard sub-divide the pass/fail rating into category "Types". Here, donut categories mirror those you'd find in the 1x Online navigation (Fundamentals, Elements, etc) within Frontify.

Donut charts actively update as you filter or revise your data set.



2.2.3.4. Pages Across Time: AMD's Trend Graph

By default, the Trend Graph displays the pass/fail ratings of the past 7 days of data for the entire <u>unauthenticated</u> portion of the statefarm.com site.

The Trend Graph actively updates as you filter or revise your data set.

2.2.3.4.1. Revising trend data

The trend graph DATE RANGE is the only trend data that does not automatically adjust based on filters you've applied within the overall dashboard.

2.2.3.5. Group Ratings

By default, the Group Table displays the current pass-percentage rankings of each product or service line in the <u>unauthenticated</u> portion of the statefarm.com site.

2.2.3.6. Active Pages Table

The Active Pages table is your gateway between high-level reports data and detailed data screens.



Each row entry in the table is divided into four columns:

1. URL Breadcrumb

To re-familiarizing yourself with the context of a particular URL on the live statefarm.com site, select an item from within this column.

2. AMD Reports

To view a page-specific detail report (in Jenkins) click this cell within the desired URL row.

3. A11y Reports

To view a page-specific accessibility report (in Axe Tools) click this cell within the desired URL row.

4. Compliance Percentage Rating

This column displays the URL page entry's overall compliance rating.

IMPORTANT: The percentages listed in this table display the Page's compliance data for filters you've select in the "Filter by..." boxes. To view/confirm selected filters, scan the Qlik Sense wrapper at the top of the AMD screen.



By default, the Active Pages table lists each page URL for the <u>unauthenticated</u> portion of the statefarm.com site. The table is in alphanumeric order based on the URL Breadcrumb.

2.2.3.6.1. Navigating the Active Page Table

Scroll - Activate the scroll bar along the right edge of the table by hovering above the table using your mouse. If you have the table activlely selected, you can also use your keyboard Up/Down arrows to scroll the table window.

Sort - Select a column header then click the header to reverse the table rows based on that column.

Expanded View – Hover over the table until the "expand" icon appears.



Click the icon to enlarge the table within your browser window. Click the close icon to exit the expanded view.



3. REPORT DETAIL SCREEN

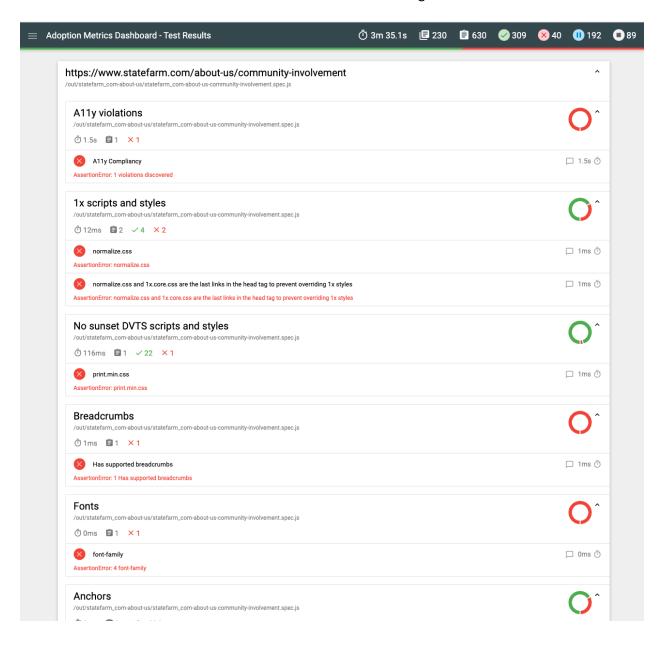
3.1. The "Open AMD Report" link

Once you've familiarized with AMD's main dashboard, take a closer look at the data detail screen. This is where you'll find page-specific test results including test passes, fails, and result details outlining instructions for corrections.

- 1. To view a detail screen, navigate to your desired page in the Active Pages table on the main dashboard. You can also search directly for a URL by clicking the *URL Breadcrumbs* column.
- 2. Select the "Open AMD Report" link for that page.



3. Your browser will open a new tab displaying a Test Results screen similar to the following:



This is an AMD Test Results screen.

The AMD test results screen displays a comprehensive list of the chosen page(s)' pass/fail compliance data. AMD uses the Jenkins Web application to display test results screens.

IMPORTANT: As with Qlik Sense, the Jenkins screen contains more functions and visuals than are required for AMD. This getting started guide covers only those Jenkins features and functions applicable to AMD.

To learn more about Jenkins features and functions beyond AMD, visit:

https://www.jenkins.io

3.2. Touring the AMD Test Results Screen (in Jenkins)

By default, *The Adoption Metrics Dashboard – Test Results* screen displays a detailed list of failed tests run on the chosen page(s).

This section guides you through the components of the AMD Test Results screen and offers instruction on how to access additional viewing options.

The Test Results screen is divided into four components:

- The Test Results header functions
- The hamburger menu
- Page-level data
- Test-level data

3.2.1. The Test Results Page Header Functions

The header displays cumulative data of the many tests performed on the chosen page(s).

To filter your Test Results screen to display only passed or failed items, select the Passed Tests or Failed Tests icon.

To return to the default view, use the "refresh" function of your Web browser.



3.2.2. The Test Results Hamburger Menu

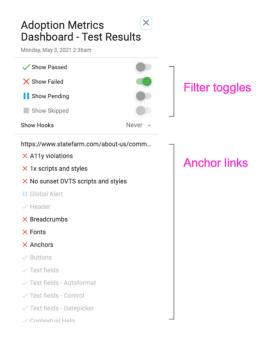
The hamburger menu is a guide to specific pass/fail tests.

Scan the hamburger menu to quickly assess which tests passed \checkmark or failed \times on the chosen page(s).

The hamburger also acts as a filter and test-item anchor.

To filter the display to a preferred combination of results, toggle one or more "Show..." switches.

To "jump" directly to a particular test result on the screen, click that test title.

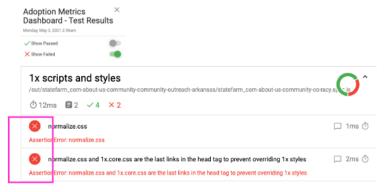


3.2.3. URL Page-Level Data

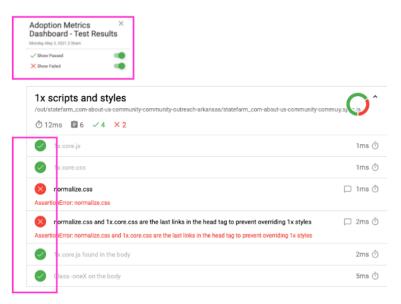
The AMD Test Results page in Jenkins organizes and displays the page's tests using a series of expansion panels. The panels are opened by default and provide a broad overview of that test's result data including:

- Total number of "criteria" ran for this particular test.
- Number of criteria passed.
- Number of criteria failed.
- A donut chart illustrating the visual breakdown of pass/fail criteria

By default, this section also displays further information about each of this test's failed criteria items (only).



By default, only the failed test criteria is displayed.



You can change the displayed test criteria by resetting the pass, fail, and "pending" toggles in the hamburger menu.

3.2.4. **Test-Level Data**

Each "failed" test criteria point contains information explaining why the item failed and how to resolve the issue.

To view a "Fail" instance of information, click the fail 80 icon.



You can toggle an expanded view of criteria fail details by clicking the Fail Sicon.

4. A11Y ACCESSIBILITY SCREEN

4.1. The "Open A11y Report" link

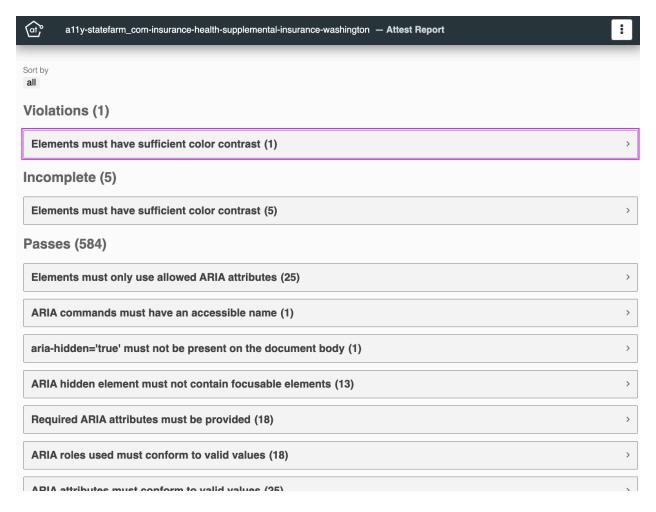
Once you've familiarized with AMD's main dashboard, take a closer look at the A11y detail screen. This is where you'll find page-specific accessibility ratings for ADA violations test results including test passes, fails, and result details outlining instructions for corrections.

To view a detail screen, find your desired page in the Active Pages table on the main dashboard.

1. Select the "Open AMD Report" link for that page.



2. Your browser will open a new tab displaying an accessibility test results screen similar to the following:



This is an AMD Accessibility Test Results screen (in Axe Tools).

The AMD test results screen displays a comprehensive list of the chosen page' pass/fail accessibility data. AMD uses the Axe Tools Web application to display accessibility test results screens.

IMPORTANT: As with Qlik Sense, the Axe Tools screen contains more functions and visuals than are required for AMD. This getting started guide covers only those Axe Tools features and functions applicable to AMD.

To learn more about Axe Tools features and functions beyond AMD, visit:

https://www.deque.com/axe/devtools/

4.2. Touring the A11y Accessibility Test Results Screen (in Axe Tools)

The A11y accessibility report screen is fairly concise in feature and function.

To sort accessibility tests by type, select the "Sort by" drop down menu in the upper left of the window. You will see a list of available accessibility test categories for your chosen page.



To view details of a particular test result, click the chevron on the right side of the test criteria item. The section will expand to display details of the chosen test criteria. If your selection contains more than one instance of the test, you'll see a pagination feature for navigating the instances of this selection.



To view authorized descriptions of the test result of an issue, select the *Learn more* option. Your browser will open a new tab to display the documentation for this selection.

5. SAVING & SHARING AMD REPORTS

Once you've become familiar with the various features and functions of AMD, you'll want to save your results criteria for future reference or sharing with your colleagues and leadership.

IMPORTANT: This section provides a broad introduction to AMD save and share functions within the Qlik Sense and Jenkins interfaces. For a complete list of features and functions used in Qlik Sense and Jenkins, visit:

Qlik Sense: <u>Getting started using Qlik Sense – Qlik Sense on Windows</u> Jenkins: Jenkins User Documentation

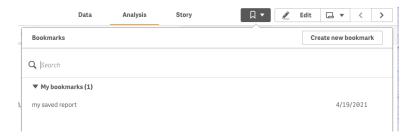
5.1. Bookmarks: Saving Result Selections for Future Review

AMD (in Qlik Sense) offers a simple format for saving/retrieving basic reports in your AMD interface. Unlike Web URLs, your AMD bookmarks cannot be shared simply by sending the URL to a colleague. But it does allow you to easily retrieve data you've already configured in the past.

- step 1. Configure your desired AMD report results using the filter and sort selections offered among the sections of the AMD screen.
- step 2. Once your selections have been applied to your data, they'll appear in the Qlik Sense wrapper at the top of your AMD home screen.



- step 3.
- step 4. Select the Bookmark function from the Qlick Sense Wrapper.



step 5. Select Create new bookmark from the upper right corner of the popup window. You should see a Title and Description box similar to the following:



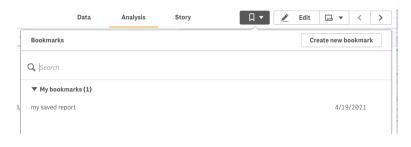
- step 6. Name your bookmark and provide a description if you desire one (the description is optional).
- step 7. Click the green checkbox.

Your bookmark is added to your Qlik Sense bookmarks list.

5.2. Bookmarks: Opening a Saved Qlik Sense Bookmark

If you've saved a bookmark within the AMD application in Qlik Sense, you can access it within this and future sessions.

step 8. step 1. Select the Bookmark function from the Qlik Sense wrapper.



step 9.

step 10. step 2. Select the desired bookmark.

Your screen should display the result criteria you saved to your bookmarks window.

step 11.

5.3. Worksheets: Saving a Screen as a Worksheet

6. 1X AMD HELP RESOURCES IN FRONTIFY

You'll find our complete list of basic AMD guidance, FAQs, contacts information, and available reports on our 1x AMD Frontify site at:

1x AMD: 1x Adoption Metrics Dashboard - AMD Overall Compliance | Analysis - Qlik Sense (frontify.com)

Qlik Sense: Getting started using Qlik Sense – Qlik Sense on Windows

Jenkins: <u>Jenkins User Documentation</u>

7. FAQS

7.1. The AMD Process

7.1.1. Who should use AMD?

XD staff members are AMD's primary audience. Ideally, XD designers and developers, CDs and DEAs, and XD product managers should run AMD on Web pages within their product group control. But anyone at State Farm is welcome to use the application.

7.1.2. How often is AMD data updated?

AMD crawls our statefarm.com online servers nightly.

7.1.3. What applications, Web sites, or channels does AMD crawl?

As of May, 2021, AMD provides data on all unauthenticated pages of statefarm.com with authenticated page results coming online later this year.

Our 2022 strategy includes expanding AMD reports to the following systems and a channels:

- 1x Email standard customer correspondences
- 1x Internal systems including P&C, Claims, and other agent facing interfaces
- 1x SFMA

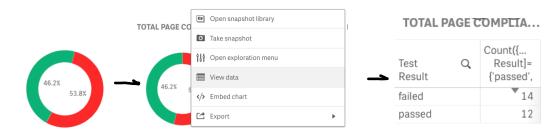
7.1.4. Where can I learn more about AMD and the team that provides it to State Farm? For complete information about the 1x AMD application and its management through 1x Design and 1x Development, visit our Frontify site at:

1x AMD Frontify Site

7.2. AMD Features & Functions

7.2.1. Charts: Can I see (just) a chart's data without the image?

Using your mouse, right-click on the chart. You'll display a pop up menu of chart options. From here, you can toggle between View Data and View Chart options.



7.2.2. Filters: How do filters work in AMD?

Making selections is the main interaction method in AMD. Selections filter out a subset of the data that is loaded into AMD (in Qlik Sense) and – to a lesser extent - AMD's detail result screens (in Jenkins).

At the Dashboard level, AMD uses color coding in its selection panels to indicate associations among selected, available, and non-associated data:

- Green = Selected
- White = Possible
- Lite Grey = Alternative
- Dark Grey = Excluded

The following video explains more about the associative model of data filtering used in AMD (in Qlik Sense)

The associative selection model - Qlik Sense - YouTube

At the Detail Results level, AMD (in Jenkins) allows you to filter your results by selecting from the toggles in the Jenkins hamburger menu at the top left of the screen.

The toggles let you turn your pass/fail view options on or off.

7.2.3. Qlik Sense: Is there a Beginner's Guide?

State Farm does not offer inhouse support in Qlik Sense. But we can point you to these useful resources:

- Beginning with the basics Qlik Sense on Windows
- Qlik | Help
- Beginner's tutorial Beginning with the basics | Sheet Qlik Sense

7.2.4. Snapshots: What are they and how do you use them?

7.2.5. What does the "story" tab do?

The Story tab on the Qlik Sense wrapper provides a quick way to create and update a report that you present or share much like a Powerpoint slide deck.

Qlik Sense Stories have the advantage of providing you an "in-app" place to create, save, and then share a data set via PDF or PPT.

Building a story – Qlik Sense for developers