

British Columbia Web Filing

Web Filing is the BC's updated electronic system for streamlined land title submissions by lawyers, notaries, and land surveyors. The new design reflects policy, technology, and customer feedback, aiming to increase efficiency, accuracy, and security.

This Case Study

Web Filing was built in multiple phases. In this presentation, I'll focus on one of these phases that involved building the **digital forms** and the **file management experience**.



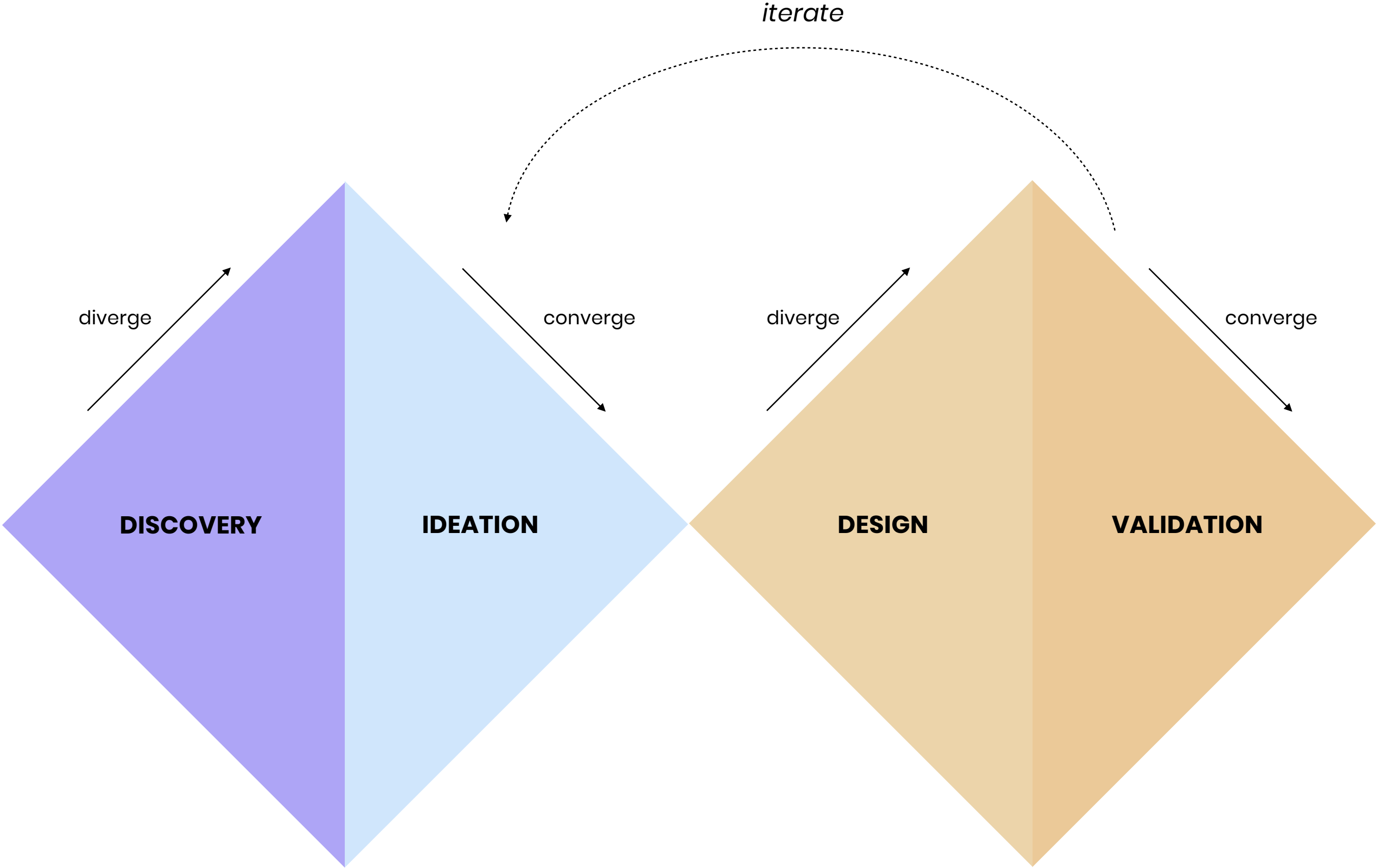
The Project

Users: Lawyers, notaries, paralegals, and land surveyors in BC

Cohort: Business Analyst, Scrum Master, Project Manager, Engineering, and the UI Design team.

My role: User Experience Designer Leader

Design Process



Discovery



Understand the business problem

Understand user's needs, pain points and workflows

Define the benchmark and measurement of success

Understanding the Challenge

The current process

- Involves multiple steps of filling out PDF forms offline and submitting them online
- PDF forms lack sufficient help and instructions, leading to errors and confusion in the application process
- PDF forms have limited validation
- The portal is not accessible and user-friendly
- The submission portal is not mobile responsive and requires access to a desktop computer at all time

SearchesOther RequestsParcelMap BCSubmissionsService ProvidersAdministration

(Itsa.test3)

Submit Package to Land Title OfficeView NotificationsView HistoryTitle Search

ERROR - Document 2 [PTT v29 TC103_1.pdf] - PTT Form: This version of the electronic form has been cancelled. Download the current version from "Download Form Templates", [1005]
ERROR - Authorized Submitter entered in Section J is not valid. A valid customer account number is required. [3024]

File Reference: PTT V29 TC1ChangeStatus: UnsubmittedPackage ID: 11AM5000
Description:

Add Files

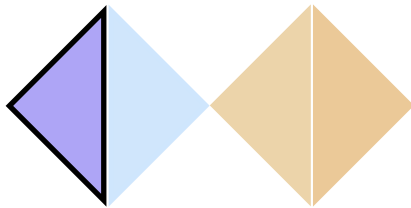
Sequence	File Name	Type	Status	Status Date	Contributor	
1.0	Form A TC103_1s.pdf	Form A	Uploaded	Feb 13 2018	Dustin Meyer (My Money)	
2.0	PTT v29 TC103_1.pdf	Property Transfer T...	Uploaded	Feb 13 2018	Dustin Meyer (My Money)	

My Money (Dustin Meyer)

Refresh SequenceValidate PackageRemove Selected Files

Invite Someone to MeetHelp
How do I submit a package to the land title office?
Read tips for completing land title forms.
How do I put my submission on hold?
What does Validate Package do?

FORM_C_V24 (Charge)
LAND TITLE ACT
FORM C (Section 233) CHARGE
GENERAL INSTRUMENT - PART 1 Province of British Columbia LOCK PAGE 1 OF 1 PAGES
Your electronic signature is a representation that you are a subscriber as defined by the Land Title Act, RSBC 1996 c.250, and that you have applied your electronic signature in accordance with Section 168.3, and a true copy, or a copy of that true copy, is in your possession.
1. APPLICATION: (Name, address, phone number of applicant, applicant's solicitor or agent) Import Profile
2. PARCEL IDENTIFIER AND LEGAL DESCRIPTION OF LAND: Deduct LTSA Fees? Yes ☒
3. NATURE OF INTEREST CHARGE NO. ADDITIONAL INFORMATION Use Schedule
4. TERMS: Part 2 of this instrument consists of (select one only)
(a) ☐ Filed Standard Charge Terms D.F. No. (b) ☒ Express Charge Terms Annexed as Part 2

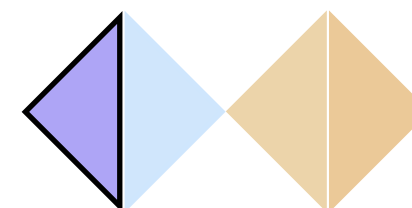


Discovery

User Research

Pain-Gain mapping

- Conducted customer consultations to understand pain points and challenges in the current LTSA form process
- Prepared consultation plans and met with lawyers, notaries, and paralegals
- Captured user input for user journey maps and personas.



Discovery

Ethnographic Studies

- Conducted interviews with legal professionals to learn about their experiences and perspectives
- Observed them as they completed their daily tasks
- Analyzed legal artifacts such as notes and documents used in a typical day





LAWYER CHARLES

Hands-On

DESCRIPTION

Belongs to a small firm in the Fraser Valley that mostly handles residential conveyances. Used to be a sole practitioner, but now has a few employees in his firm. Very hands-on.

WHAT I DO IN A DAY

- Instruct/provide direction to staff
- Title/tax searches
- Digitally sign documents
- Meet with and/or sign up clients
- Answer questions from conveyancers
- Negotiate nature of instruments
- Review of LTO searches, plans, charges
- Report to clients
- Review financing package
- Organize undertakings

WEBSITES/SOFTWARE USED

- E-Conveyance
- Brief Convey
- Adobe Acrobat
- iMapBC
- Remote desktop software (Teamviewer, Citrix, etc.)

GOALS

- Happy clients
- Avoiding defects
- Streamlining processes
- Costs down
- Work on mobile

TASKS

- Meet with clients
- Research legal issues
- Negotiate contracts
- Solve problems
- Review titles
- Draft original agreements/contracts
- Review documents prior to execution
- Direct the front-line filer
- Witness and execute documents
- Sign documents with Juricert
- Review LTO “package” before submission
- Liaise with LTO
- Document clarification
- Occasionally the entire filing process from file opening to post-completion

PREFERRED DEVICES

PC:



Tablet:



Phone:



"Even if I can delegate tasks, sometimes I still like to do them myself."

Occupation: Lawyer

Workplace: Small law firm

Location: Langley

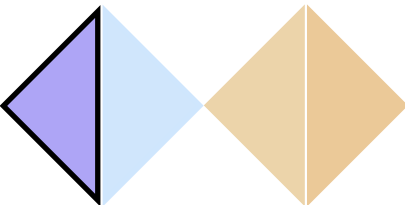
Education: Law degree

User Scenario

Receives a phone call in the middle of a vacation from his paralegal about there being no available lawyer to sign the juricert. As his signature is uploaded to a cloud, he is able to sign the form on his mobile phone.

Personas

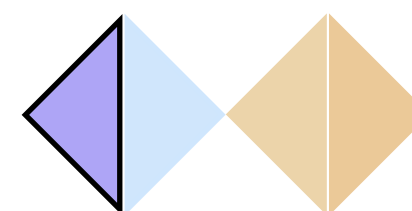
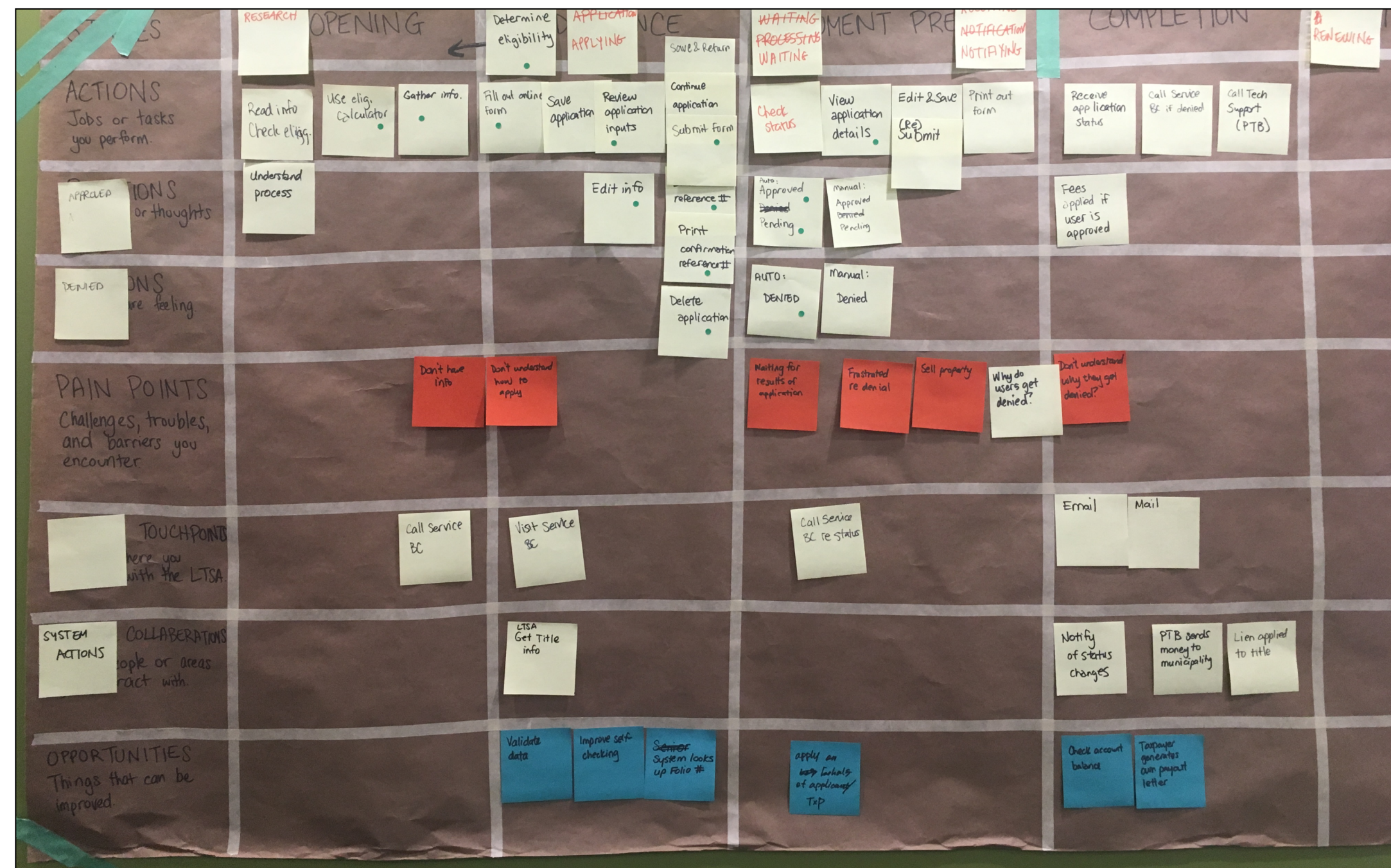
- Created personas to build empathy with users and identify their needs
- Focused on expert legal professionals and users new to the field
- Referred to different user groups to validate the personas



Discovery

Journey Map

- Created a journey map to identify users' flows, frustrations, questions, and needs
- Facilitated various workshops to gather user input on different workflows involved in the land title industry
- Uncovered insights and opportunities to enhance the user experience



Discovery

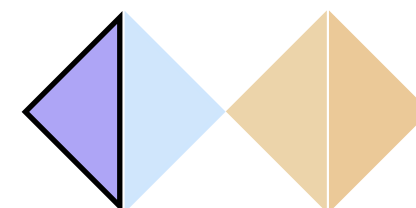
Validating Assumptions

Assumption

Lawyers and paralegals use the Web Filing the same way.

Validated Assumption

Lawyers need to review and electronically sign each completed form in a short amount of time, while relying on paralegals to review and edit the documents and ensure that all details are entered correctly.



Discovery

Design



Define the user flows and information architecture
Create design specifications and guidelines

Initial Designs

Confusing flows →

Redundancy in navigation →

myLTSA

Available Balance: \$506,905.27 [Request Funds Transfer](#)

[Home](#) | [Account Management](#) | [My Preferences](#) | [Inbox](#) | Logged in as TG_COMS (A10000002) | [Logout](#)

[Searches](#) | [Other Requests](#) | [ParcelMap BC](#) | [Legacy Filing](#) | [Web Filing **New**](#) | [Service Providers](#) | [Administration](#)

Home > Web Filing > View All Packages > LTO file: 12764 Smith > Package Management >

12764 Smith

LTO Package

Status: Unsubmitted

Package Management

Electronic Instruments

Data Entry

Notifications 2

Searches & STCs

Order Results

Package Info

History

Package Management

Add Application

Validate

E-sign

Submit

Save and Share

Sequence	Name	Type	Modified	Status	Menu
1↕ 7	DSPL road closure	Notation / Filing	Sep 23 2017	Signed	Action
2↕	DG bylaw road closure	Declaration General	Sep 22 2017	-	Action
3↕	SPC road closure plan	Notation / Filing	Sep 21 2017	-	Action
4↕	Transfer of road	Transfer Title	Sep 20 2017	-	Action
5↕	PTT	Property Transfer Tax	Sep 19 2017	-	Action

Redundancy in navigation

Ambiguous CTAs

Design

Improved Designs

Applications

12764 Smith

Package: Land Title Status: Unsubmitted ?

Manage Package ▾ E-sign Prepare Submission →

Applications

Searches & STCs

Notifications

Info & History

Validation Summary

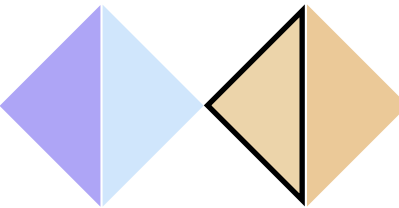
+ Add Application

<input type="checkbox"/>		Sequence	Name	Type	Modified	Status	Actions
<input type="checkbox"/>	☰	1	A1 release	Release	Sep 23 2017	E-signed ●	View/E-sign Instrument ▾
<input type="checkbox"/>	☰	2	A2 release	Release	Sep 22 2017	Drafted	View/E-sign Instrument ▾
<input type="checkbox"/>	☰	3	Mortgage Caso	Create Mortgage	Sep 21 2017	Drafted	View/E-sign Instrument ▾

> How to use this table

↑ Back to Top

Help



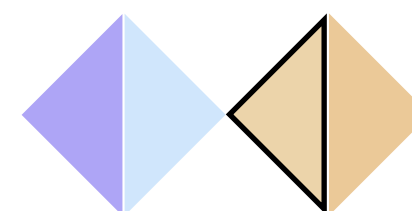
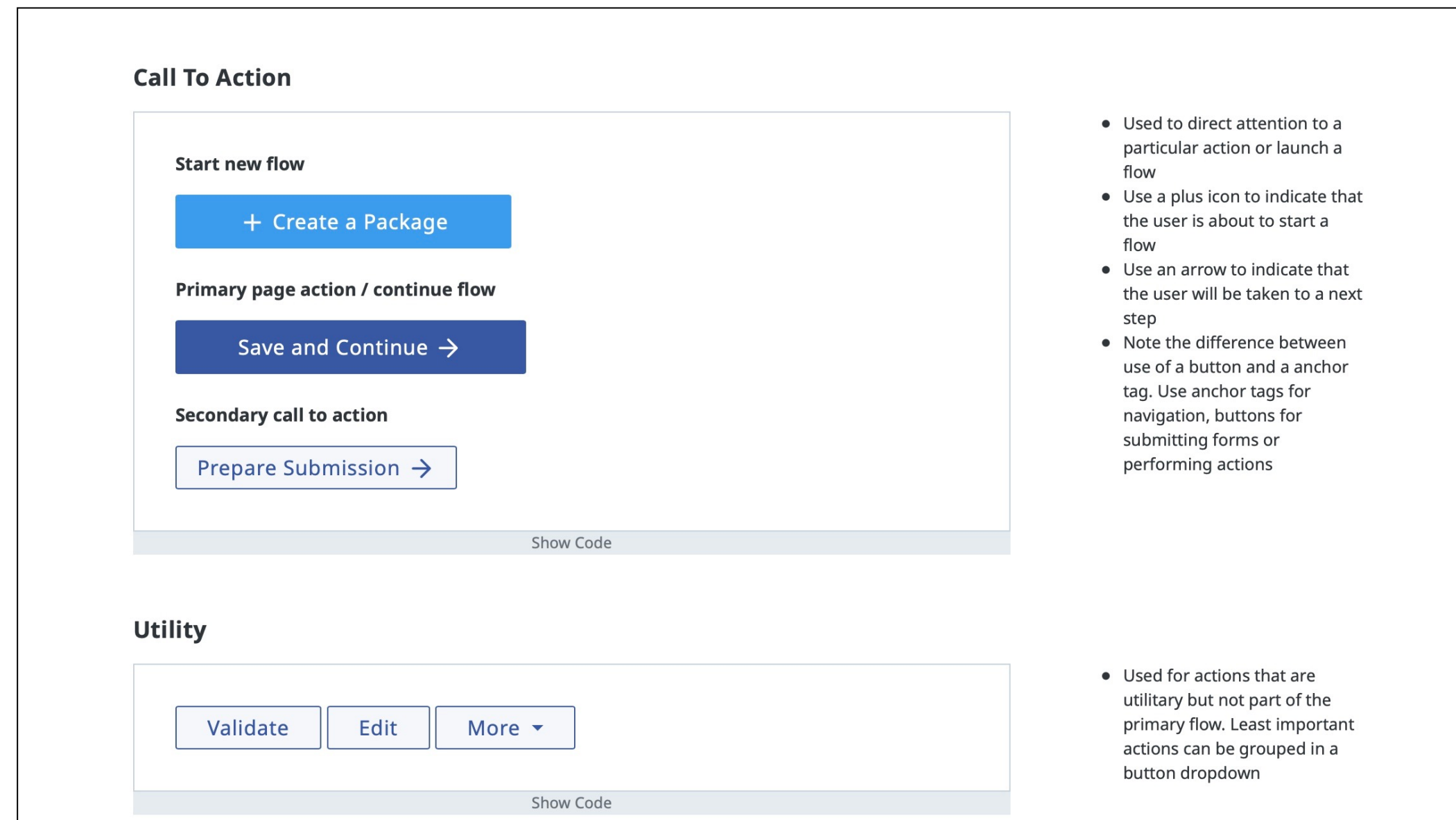
Design

UI Design

- Collaborated with UI team to enhance LTSA UI accessibility and usability
- Advocated for AA compliance changes
- Developed Web Filing keyboard behavior accessibility guidelines
- Promoted evolution of LTSA style guide into a design system with clear rules, principles, and reusable patterns

Resulted in

- Increased use of reusable UI components
- Improved development efficiency and speed



Design

Validation

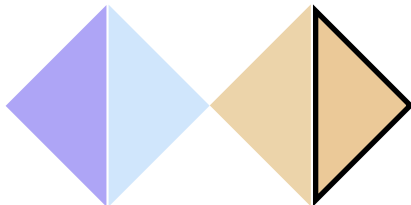


Validate designs with users

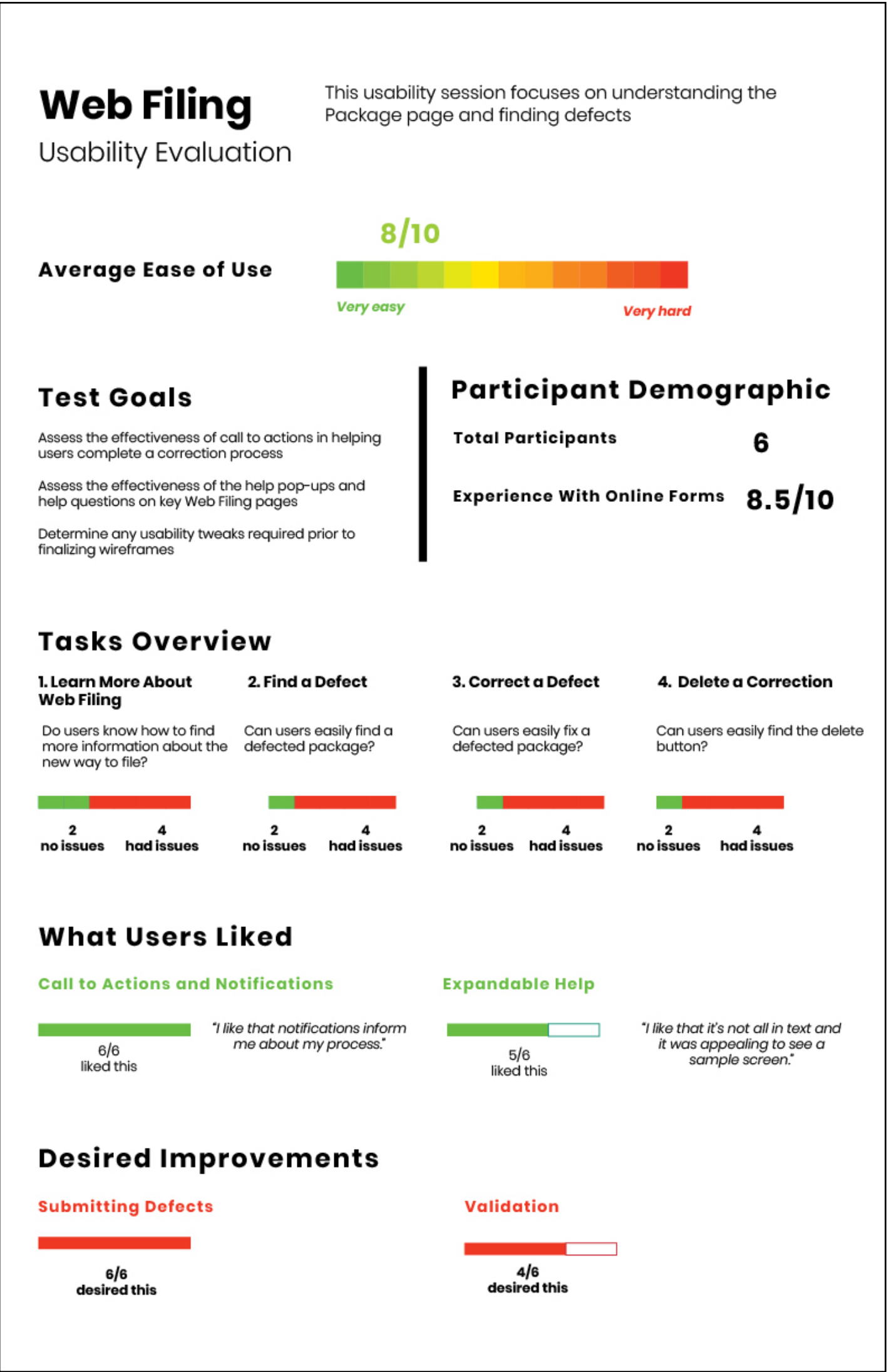
Track KPIs

Usability Evaluation

- Led usability studies to identify usability issues and understand users' mental models
- Ensured language and content were meaningful and clear to users
- Developed test plans, task scripts, and recruited participants
- Created reports and presented findings with design improvement proposals



Validation



Outcome

My designs improved the user flow and navigation of the new filing system

Reduced user errors by 50%

Created flexibility and efficiency of use

Increase efficiency in development

Created the foundations of an accessible design system for the LTSA

Thank you



All illustrations are by Marion Barraud illustrator and author of comics from Nantes, France.