

Maker/Checker


Users with access to configuration screens must be able to submit a set of changes into an approval process. Each configuration screen has its own toggle for make/checker

Once the changes are submit, no further changes can be submitted for the same item until the previous ones are approved/rejected

Each configuration screen has been assigned particular set of teams, users of which can only approve the submitted changes provided they have the required roles. Changes can be approved/rejected in bulk

User Personas - Maker/Checker

User Profile 1



Ruchika Mishra
Business Solutions Team

Understanding and implementing basic blocks of product management to aim for being a Product Manager in future

Age: 26
Status: Unmarried
Location: India
Education: MBA

Personality: Patient, Extrovert, Joyful, Hard Working, Multitasker, Innovative

Bio
Ruchika is member of Business Solutions team for the product and has been involved with the product for an year now. She handles the India side operations and assists the Product Manager in day to day processes. She's an innovator and a multitasker, due to which she's been given the responsibility of handing the business side of product in case of absence of the manager. She has a little bit of coding experience too which helps in understanding development of the product.

Personality

Introvert	Extrovert
Analytical	Creative
Innovative	Traditional
Passive	Active
Technical	Non-Technical

Goals

- Consistent design across all screens of the application (Version 1.0 has inconsistencies)
- To have a clear feedback from the system upon any action taken by the user, for example detailed error handling
- Incorporate different communication channels for interconnected processes into a single system
- Use of modern UI design instead of orthodox legacy design


Motivations

Knowledge	Progress
Curiosity	Progress
Convenience	Progress
Speed	Progress
Innovation	Progress

Frustrations

- System gets non responsive during heavy data operations
- Limited insights and no control over the flow of data through various stages of processing
- Accessibility issues (uneven sizes of buttons, unclear on-click action items)
- Separate communication channels for separate tasks, which leads to more overhead and hence communication gap

User Profile 2



John Oliver
Product Manager

Redesign the application in a way to have less manual intervention of internal team in day to day processes

Age: 42
Status: Married
Location: Maryland, US
Education: MBA

Personality: Organized, Creative, Practical, Appreciative, Patient, Open Minded

Bio
John is a Product Manager with 7 years experience of handling the day to day operations of the product and dealing with the clients. The product is now 4 years old in working and he is primarily responsible for the manual configuration changes required on a release per release basis. He also acts as a mediator between the clients and the internal team for any new functionalities required or any major bugs reported.

Personality

Introvert	Extrovert
Analytical	Creative
Modern	Orthodox
Passive	Active
Technical	Non-Technical

Goals

- Less manual intervention in day to day processing
- Consistent design across all screens of the application (Version 1.0 has inconsistencies)
- Better insights into data and various stages of data processing including data visualization
- Put safeguards in place to prevent unintentional data modification
- Incorporate various day to day processes into single application (eg. task management)

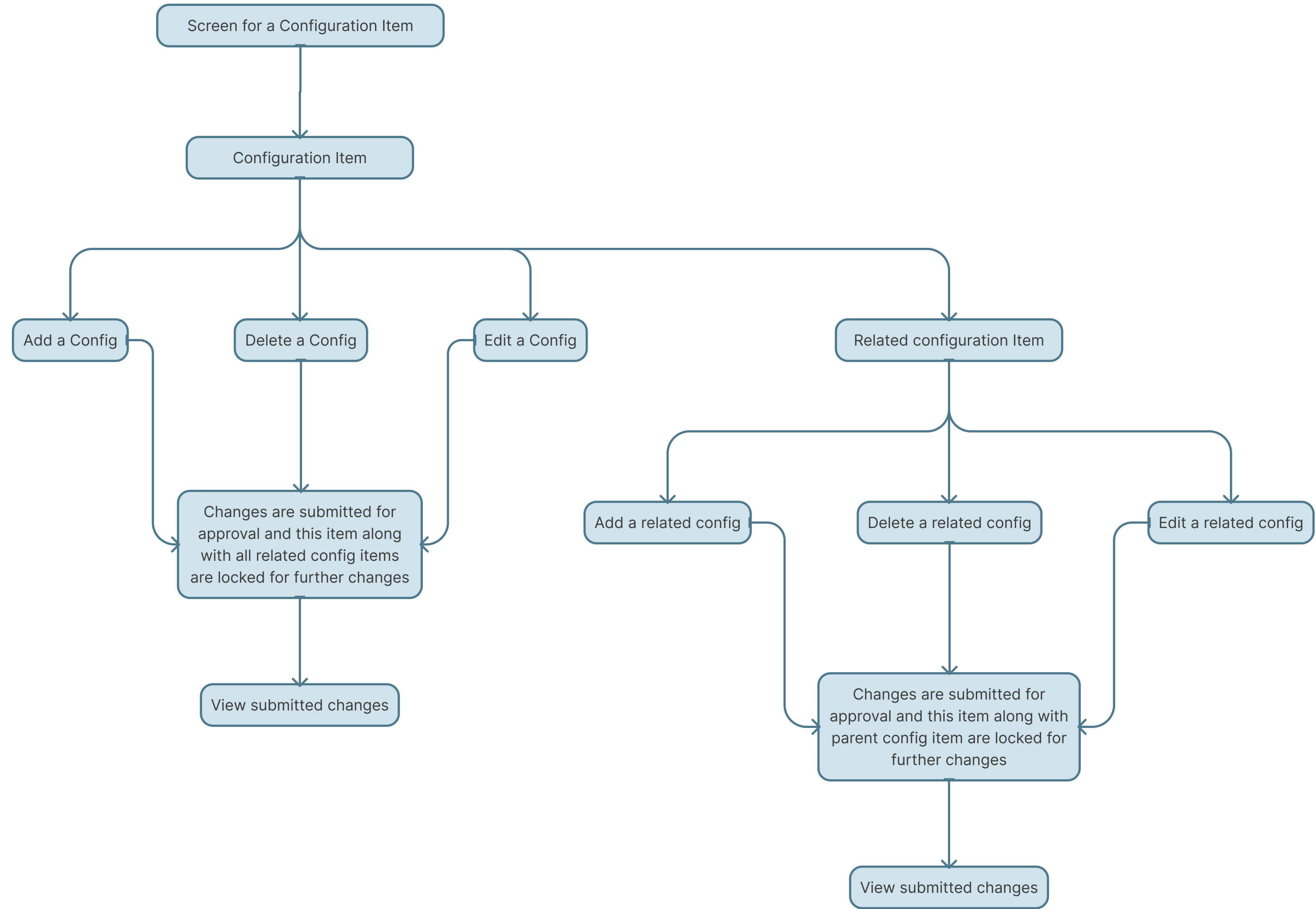
Motivations

Manual Intervention	Progress
Comfort	Progress
Convenience	Progress
Speed	Progress
Action Clarity	Progress

Frustrations

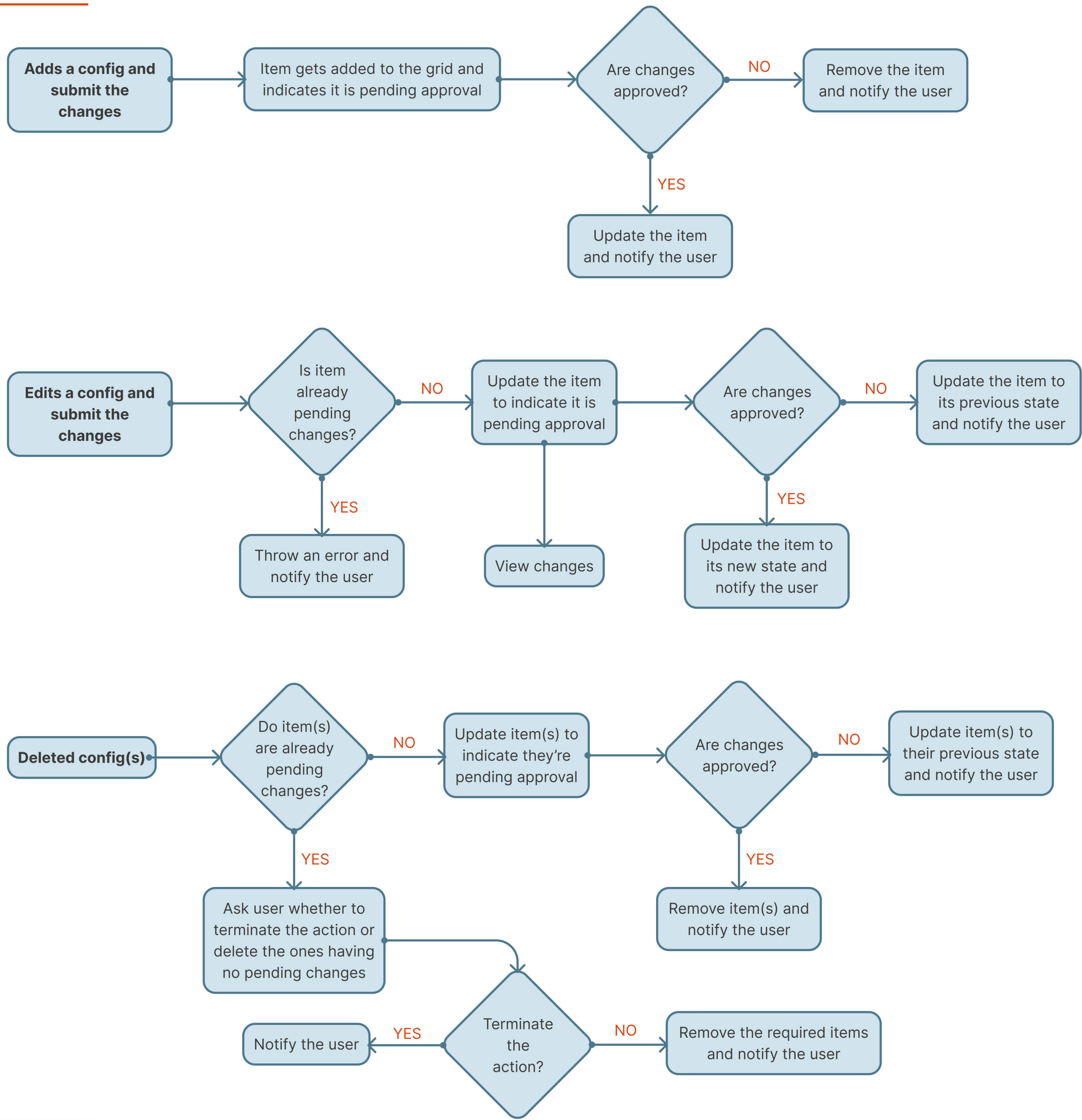
- Design inconsistencies throughout the application, catering to confusion
- No safeguards for any unintentional data modifications, which may have serious implications
- Managing different processes is difficult as each has its own communication platform
- Limited insights and no control over the flow of data through various stages of processing

Sitemap - Configuration Screen

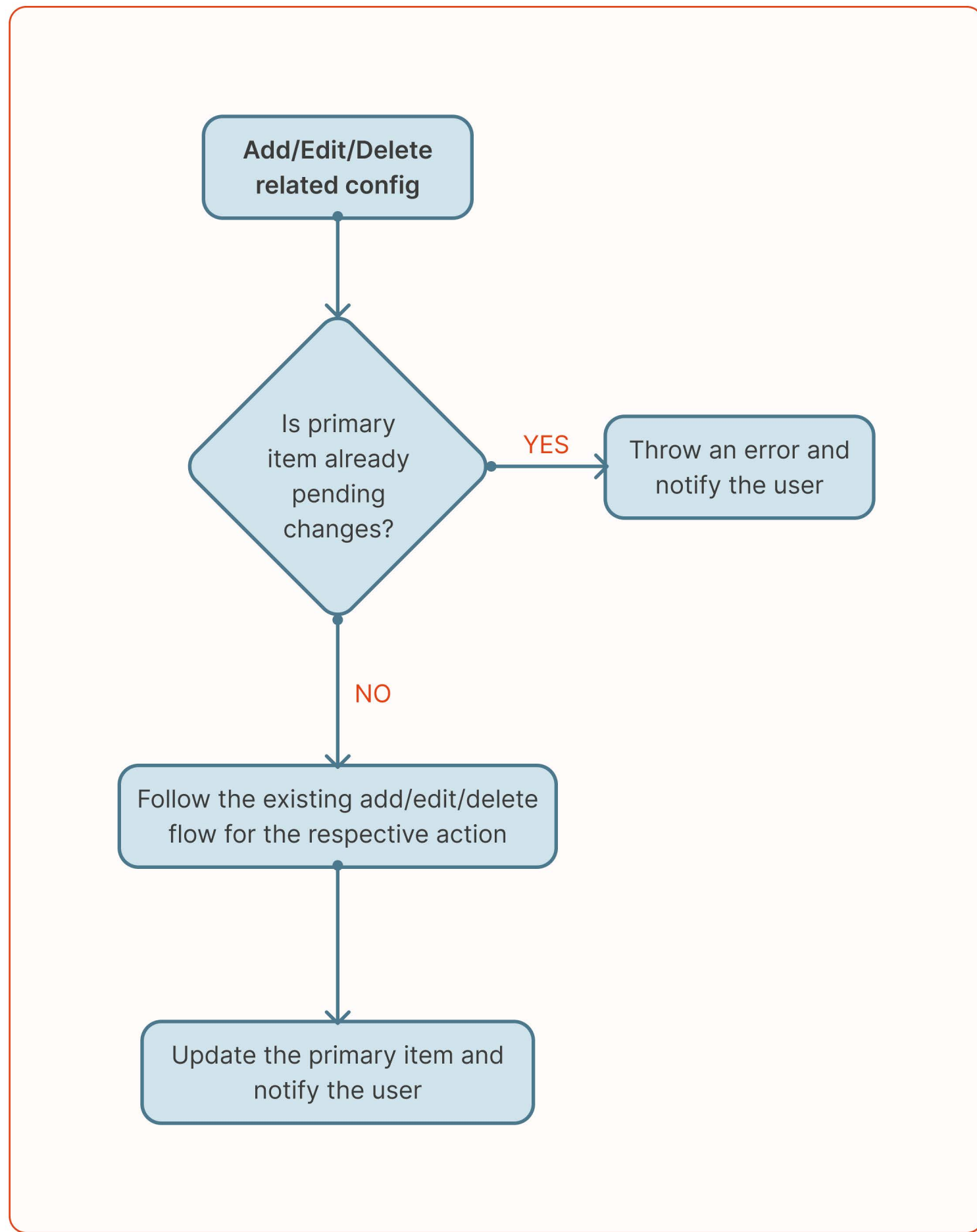


User flow - Configuration Screen

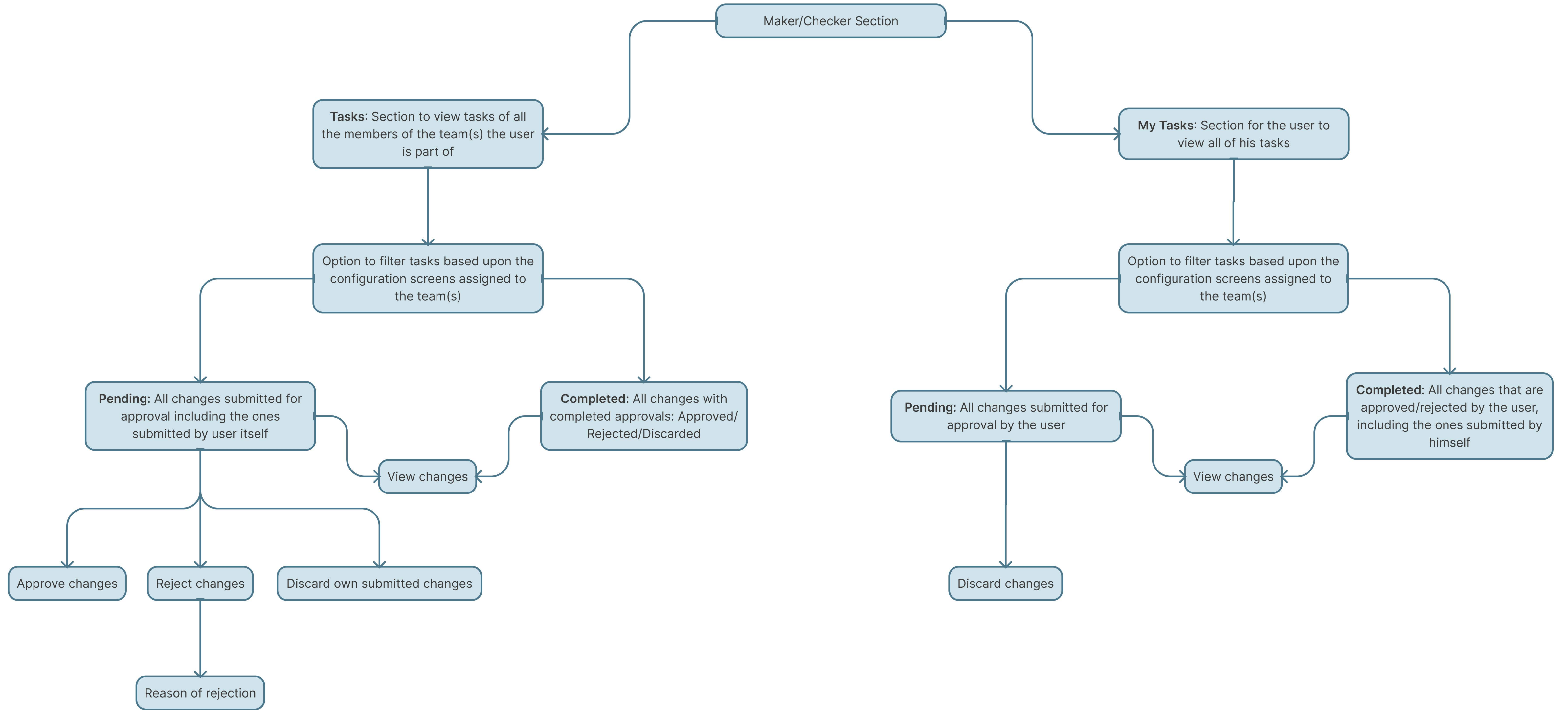
USER



USER

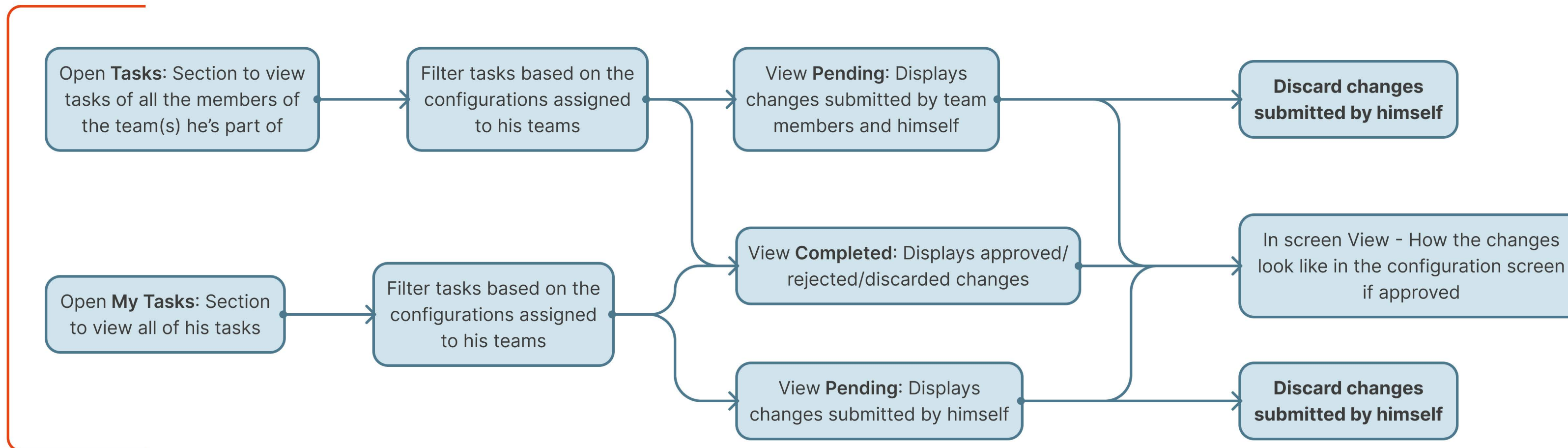


Sitemap - Maker/Checker Screen

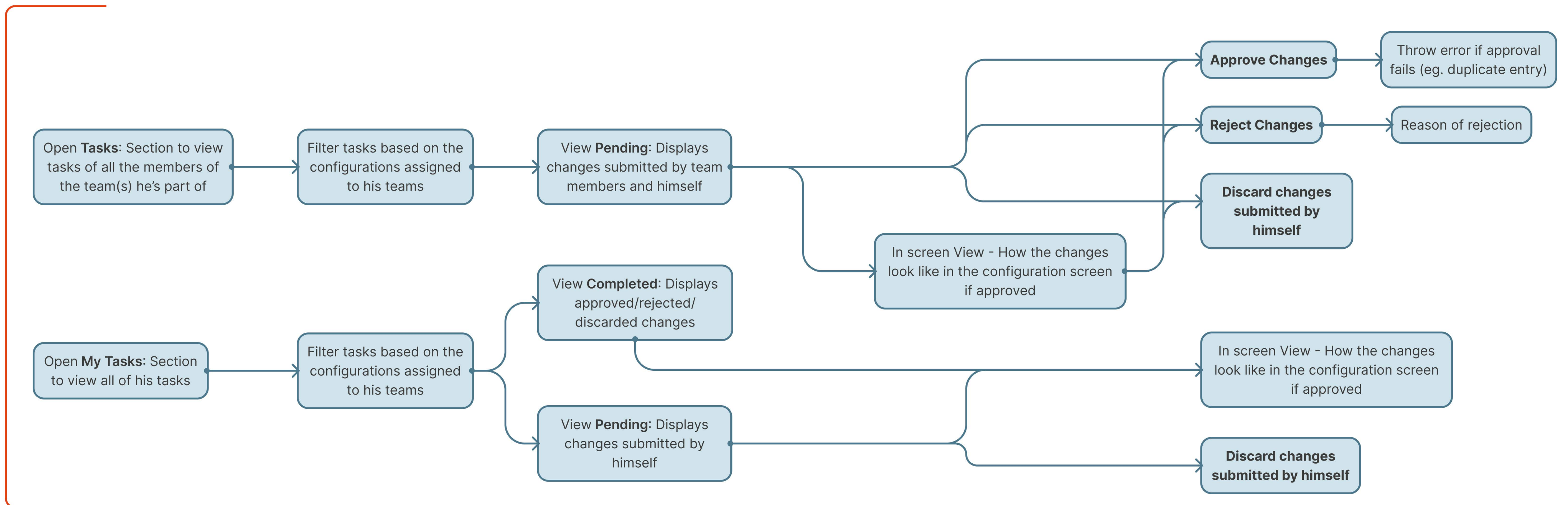


User flow - Maker/Checker Screen

USER
role_checker = false

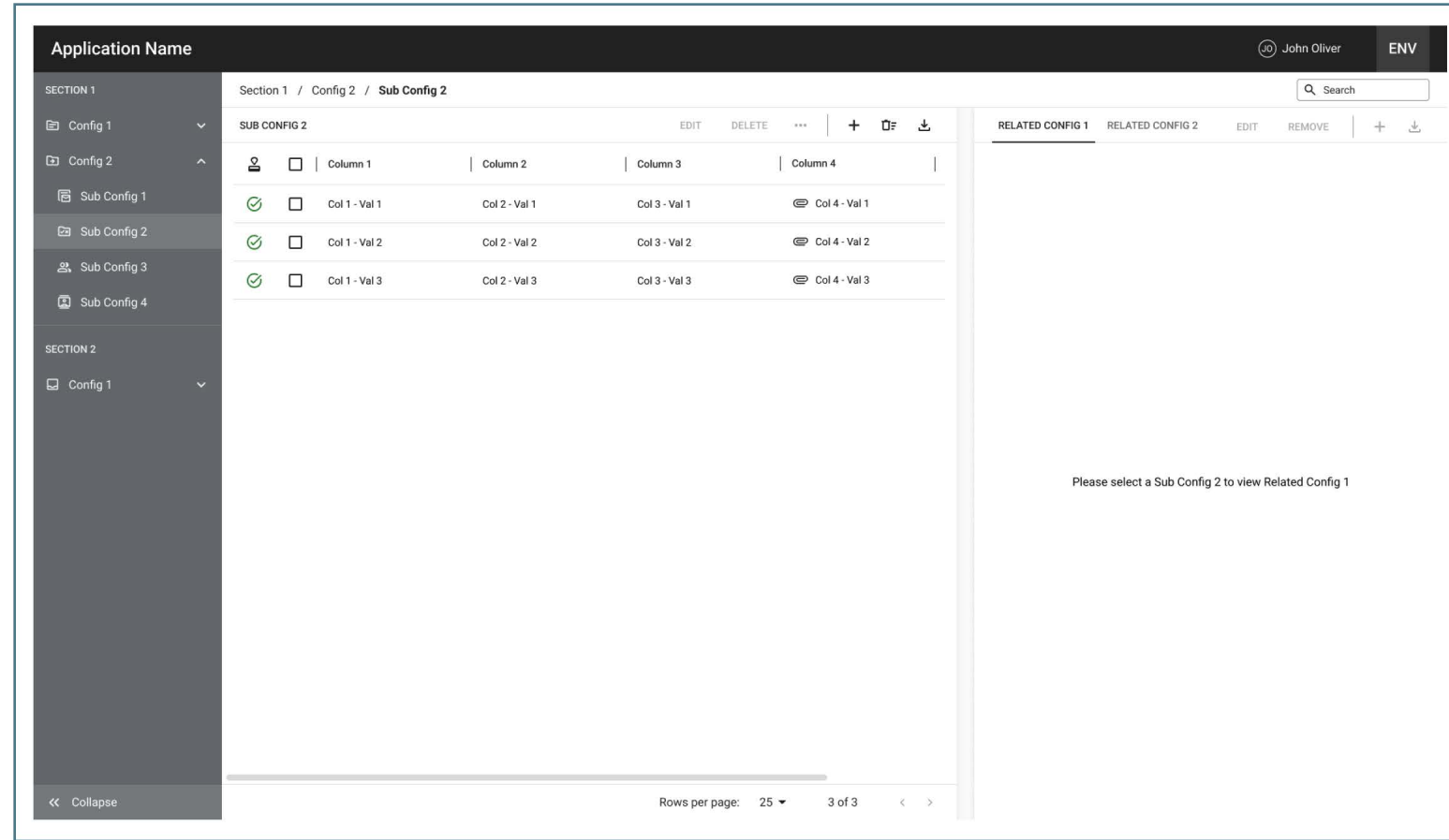


USER
role_checker = true

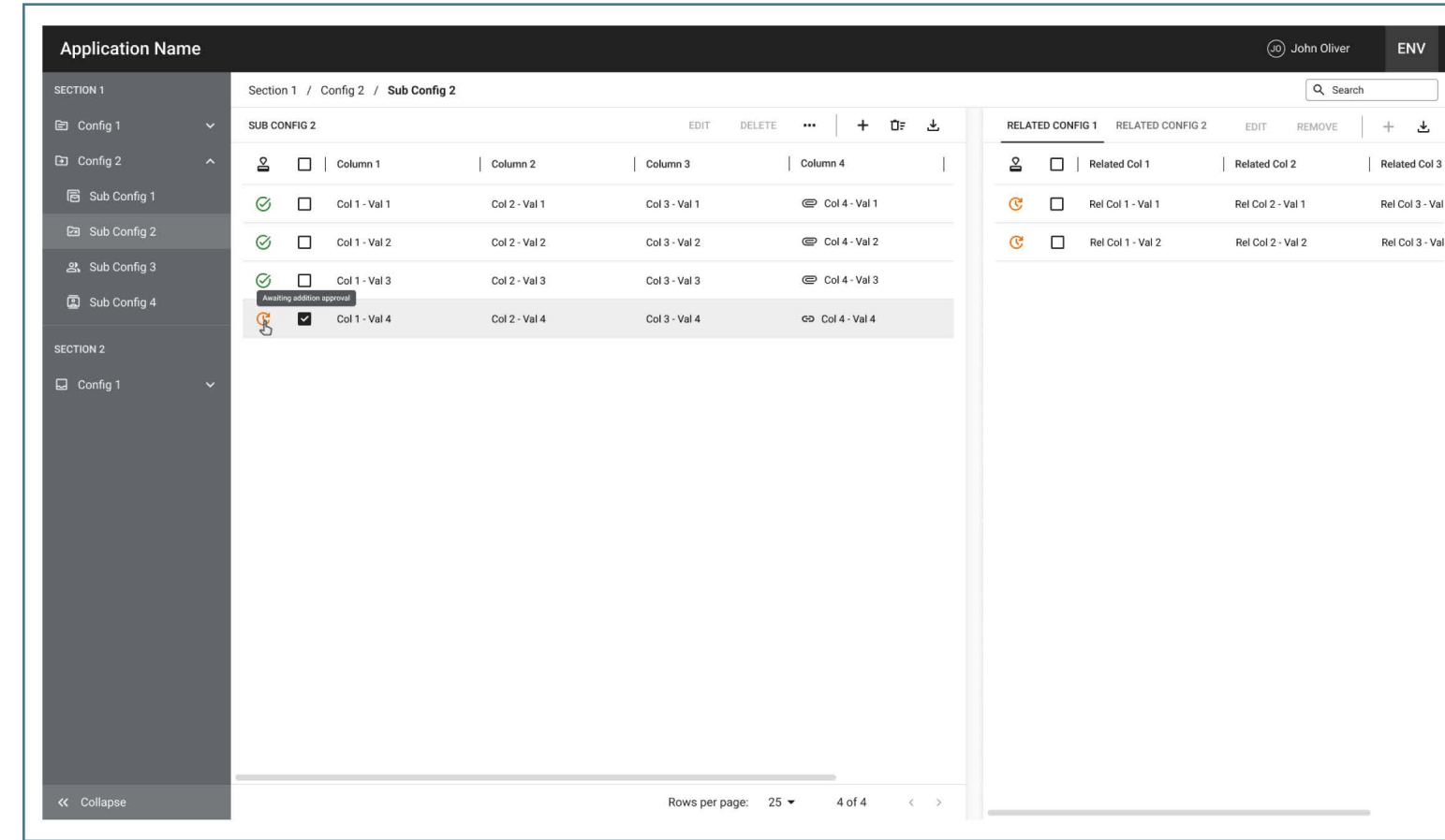


Wireframes - Configuration Screen

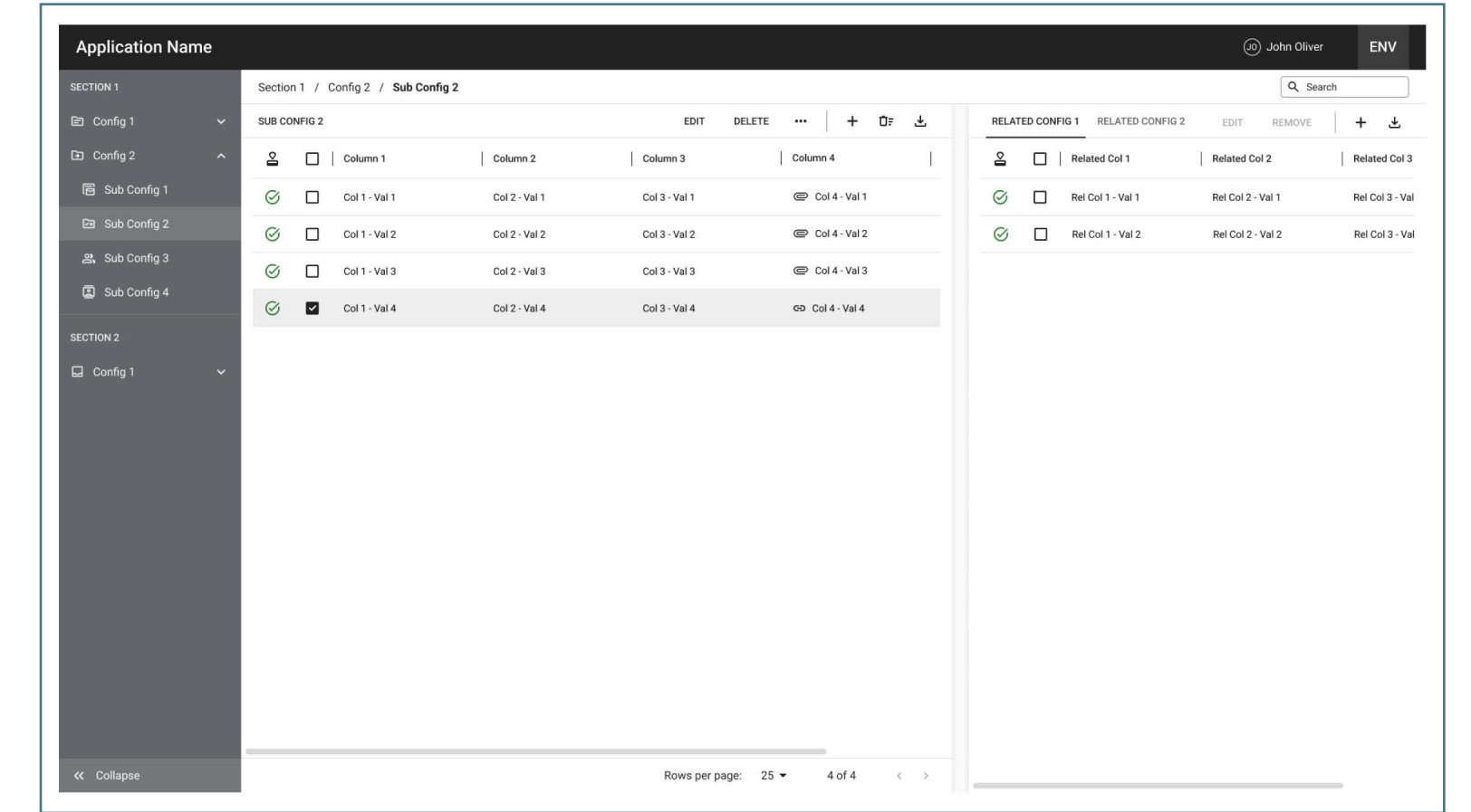
No pending approvals



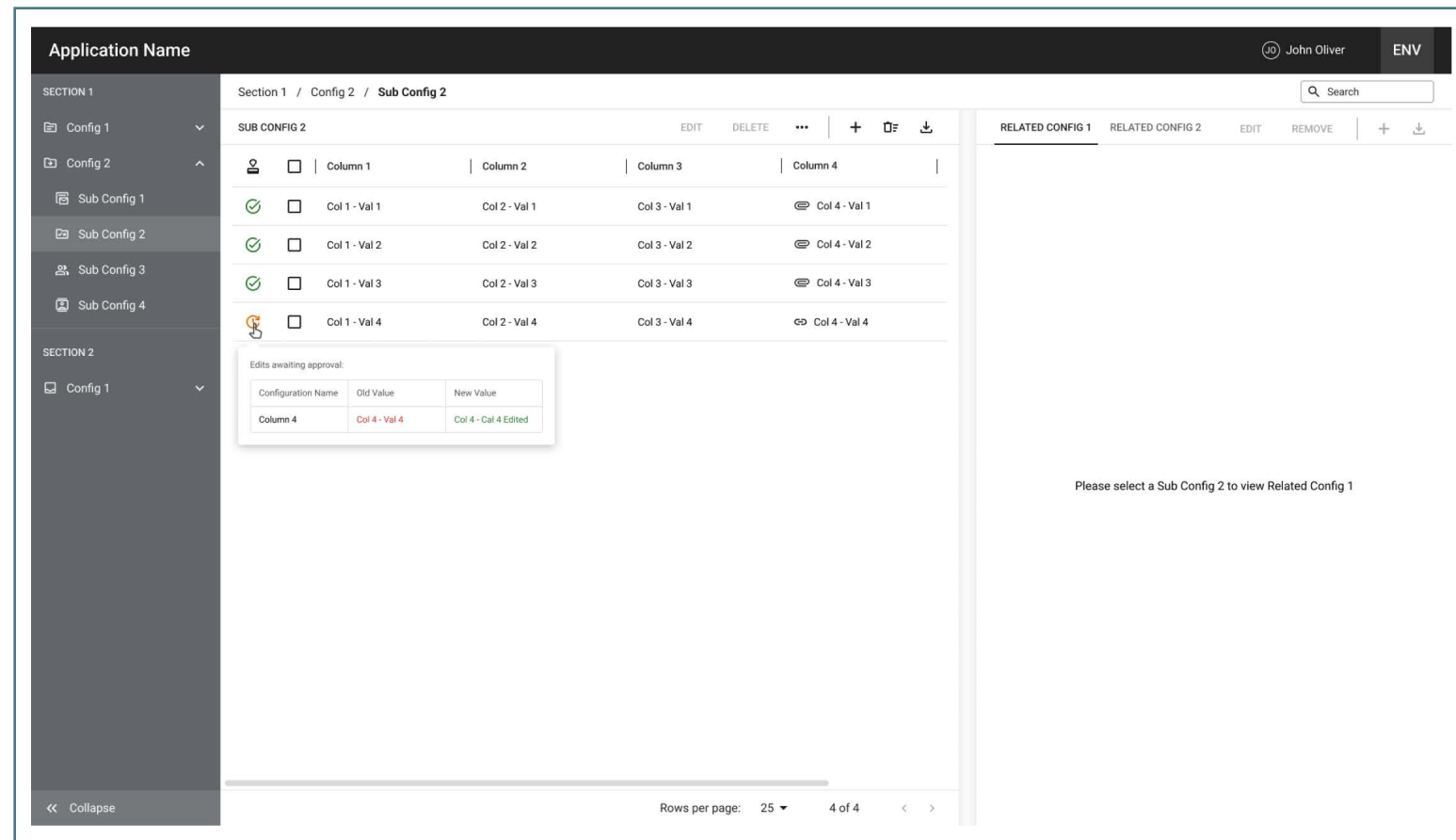
Newly added configuration item - pending approval



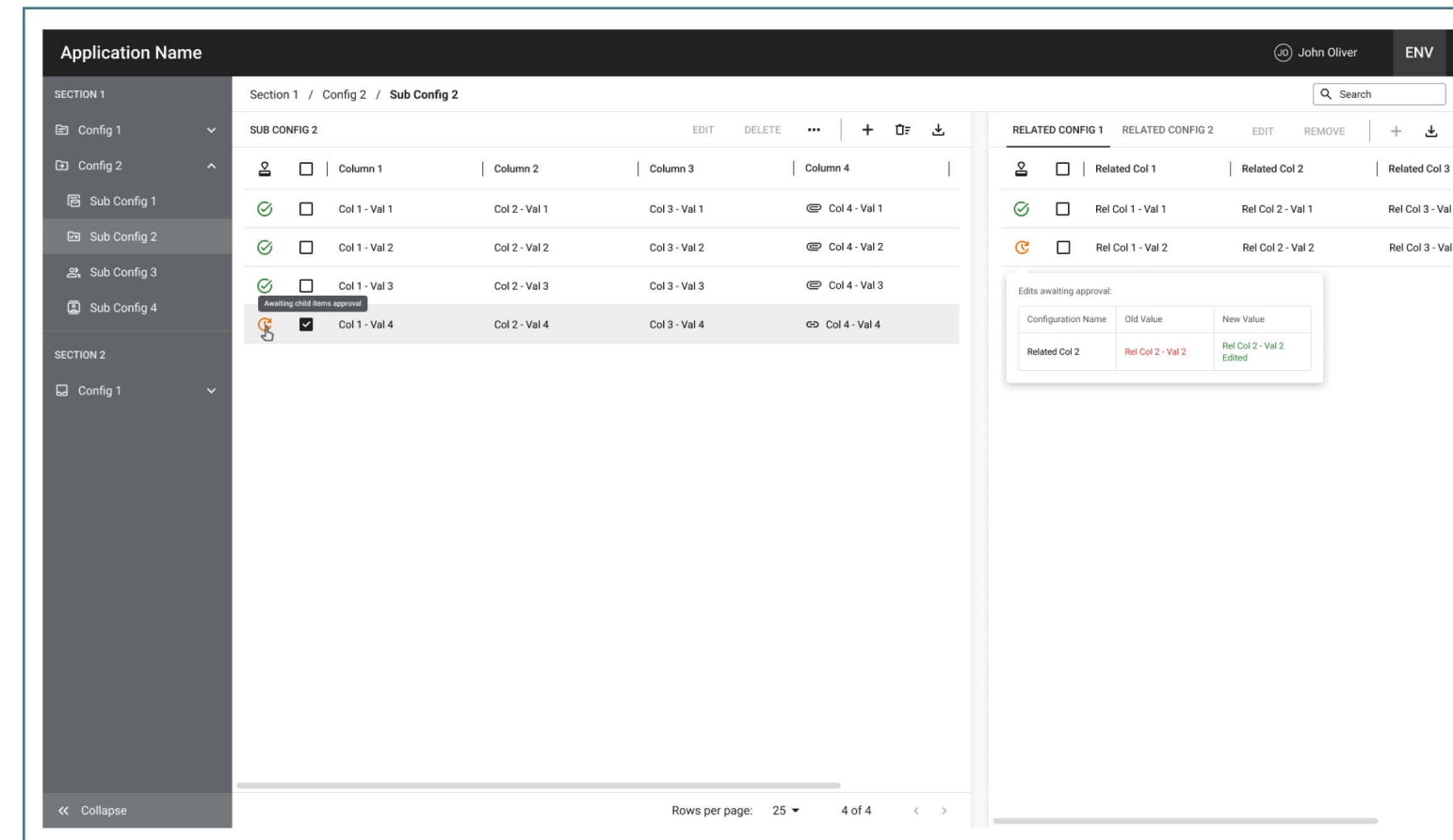
Newly added configuration item - approved



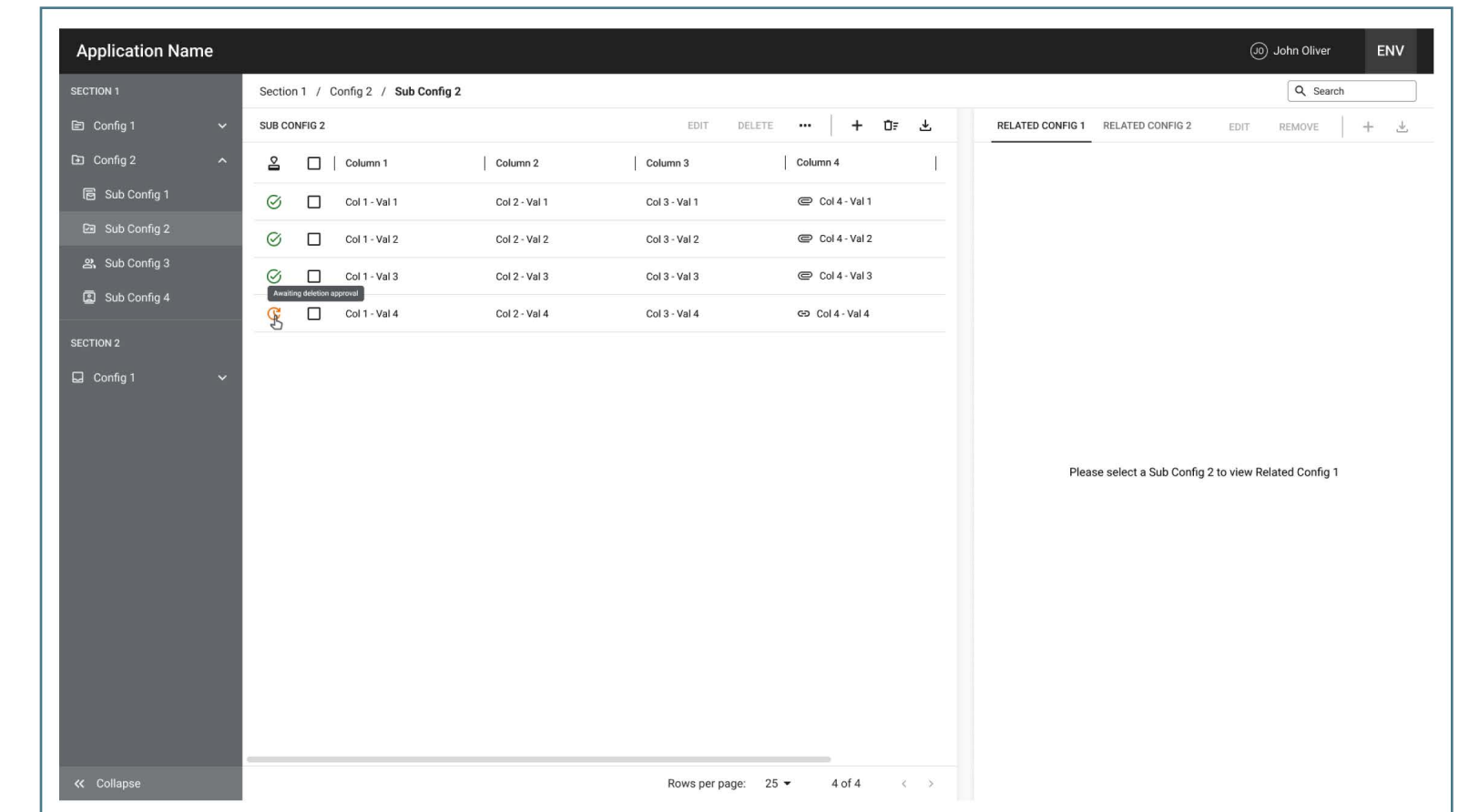
Edited configuration item - pending approval



Edited related configuration item - pending approval

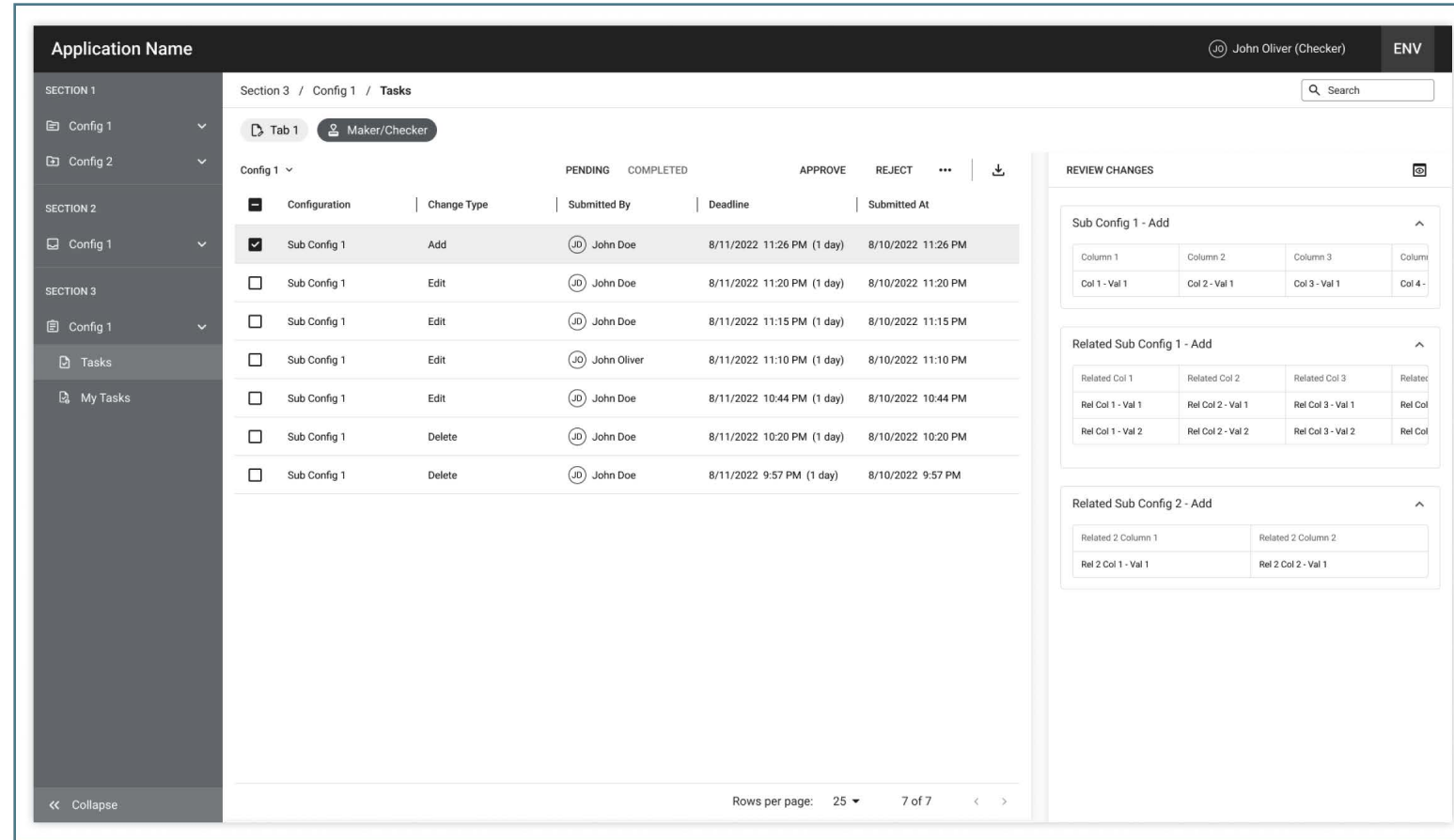


Delete configuration item - pending approval

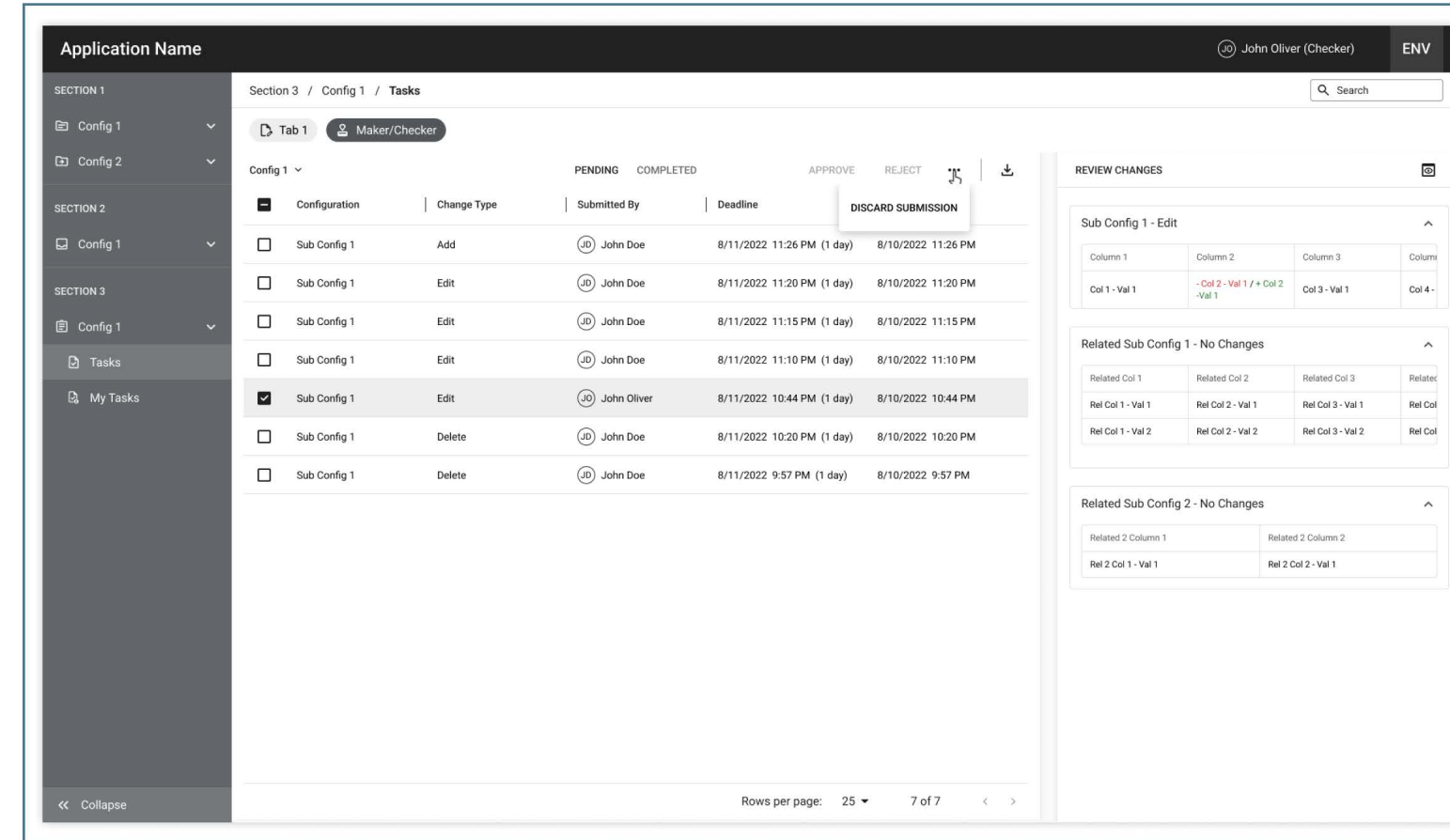


Wireframes - Maker/Checker Screen

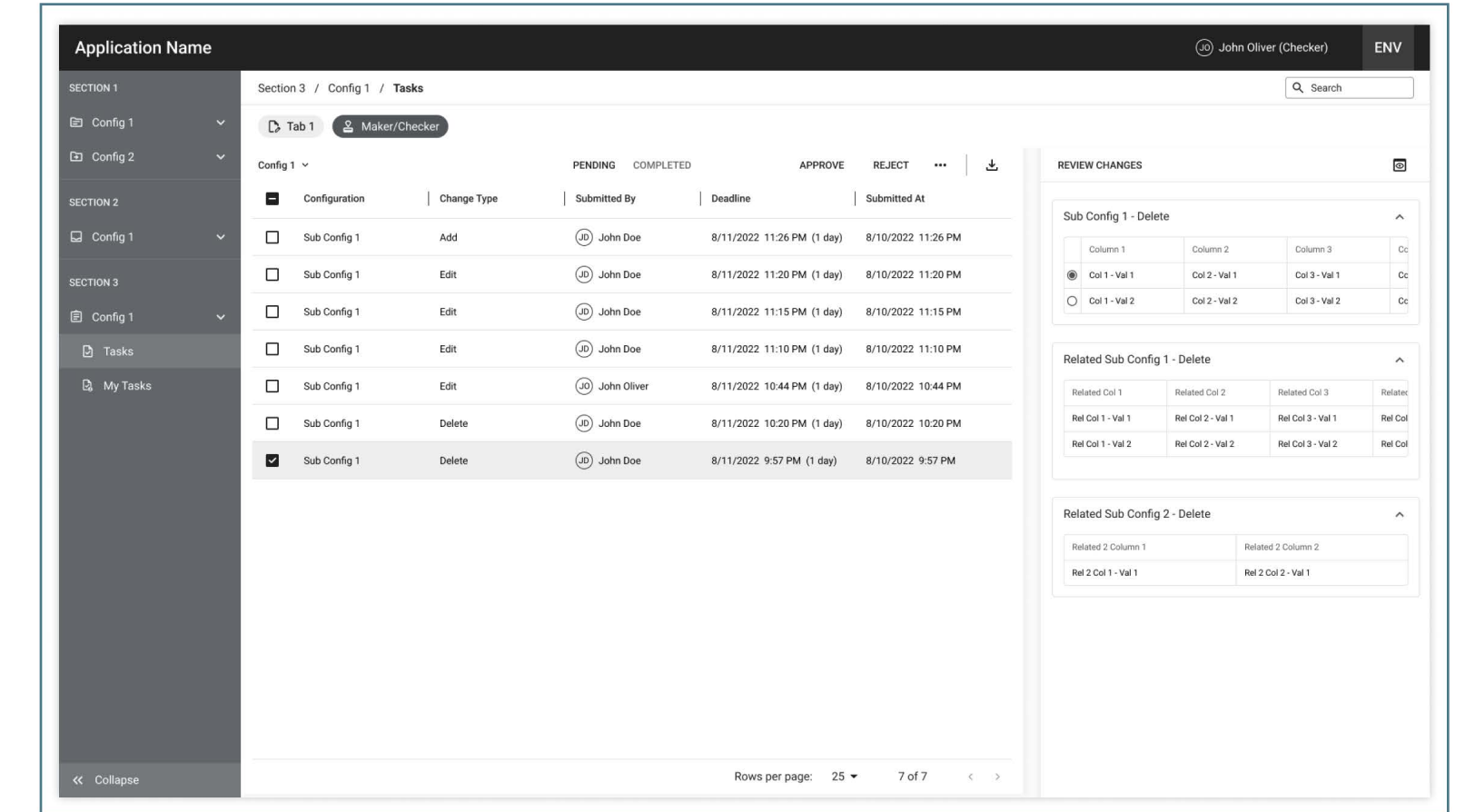
Submitted change to add a config



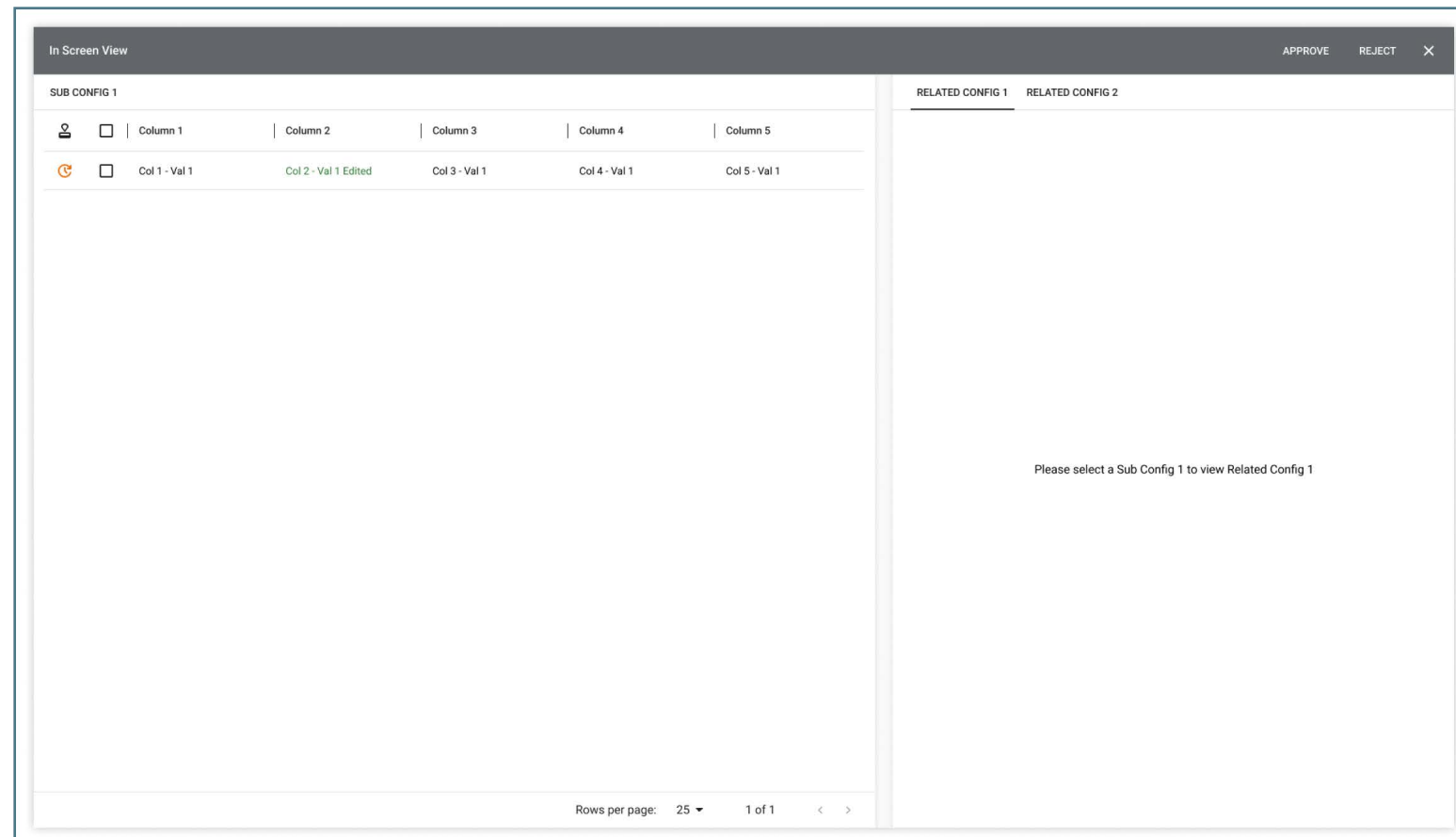
Change submitted by user himself



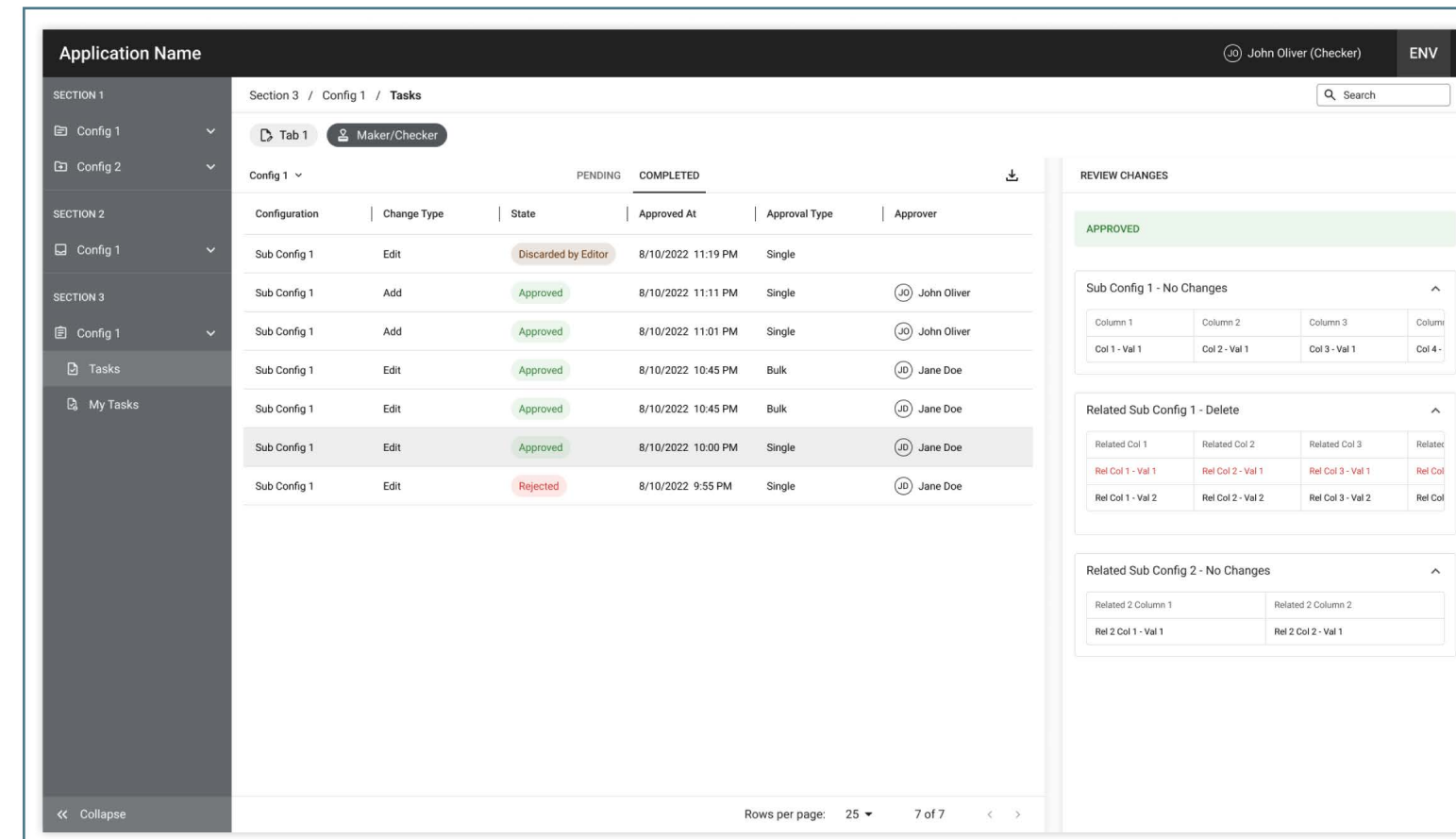
Submitted change to delete a config



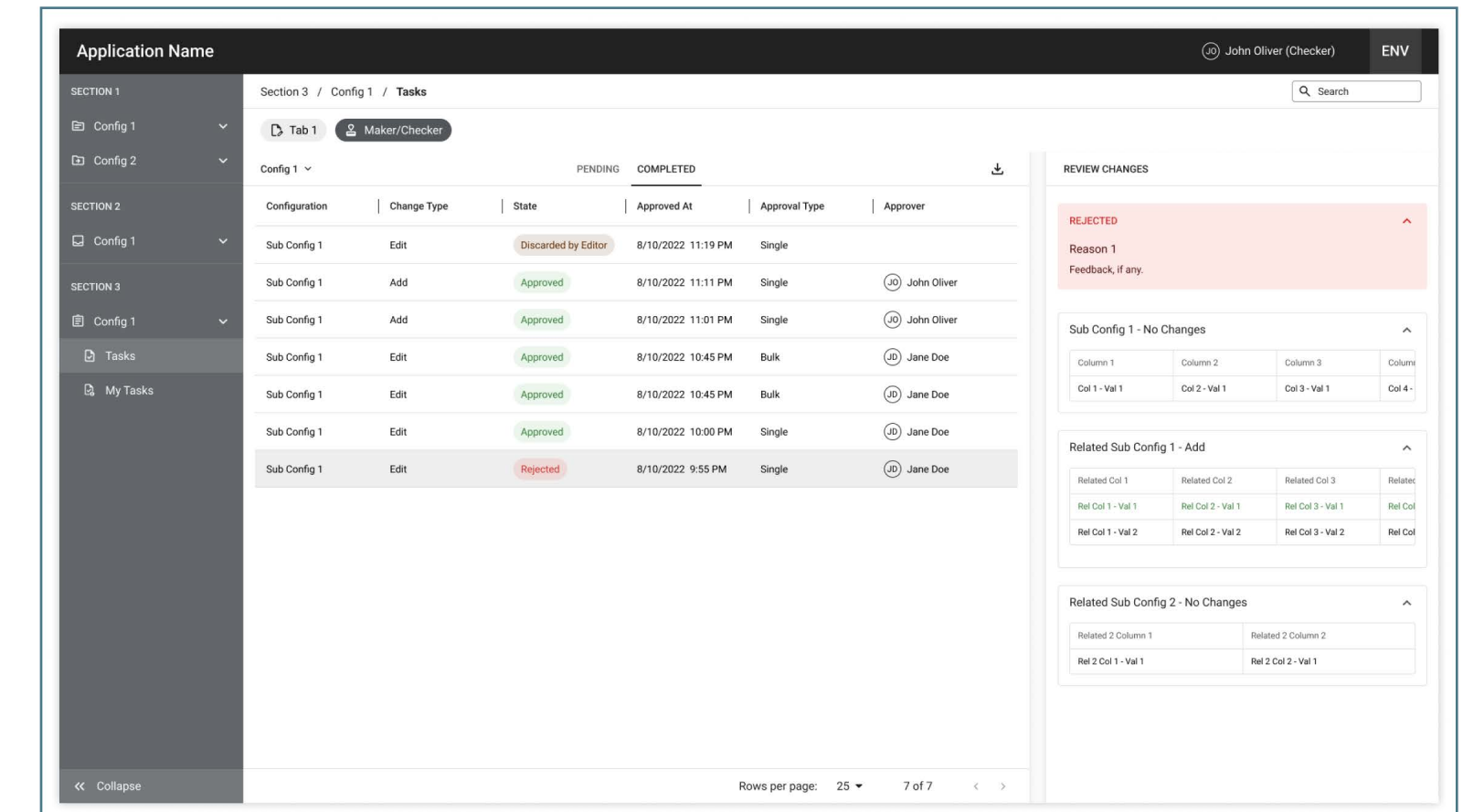
In screen mode for an 'edit' change type



Submitted change marked as approved



Submitted change marked as rejected



That's all Folks!