

Key

Below are some symbols, colors, and patterns you'll notice throughout the As-is Scenario Map:



= High / positive point in the experience



= Low / negative point in the experience



Prioritization Activity

01 Vote

Using the voting dots, to the right of the post-its and place them on the industries that you would consider top priority to focus on for the MVP of IDP. Each participant gets two (2) dots.

02 Prioritize

As a group we will discuss and align on the top three (3) priority pain points.

Voting Dots



01 Vote on Pain Points

Phase 2, Step 1: This is the first screen they will see on log in. There's an opportunity here to better direct the user to jobs to be done

Phase 3, Step 7: The user will need to be aware of what their systems types are and when to use each.

Phase 3, Step 7: If a user is doing a bulk upload, they will still need to individually mark the document type, which can get tedious

Phase 4, Step 2: There is a lot of information right up front, but there is nothing to prompt the user on

Phase 4, Step 2: On the first screen, information is not organized in a way that will help the user begin to navigate

Phase 4, Step 3: Information is organized by data point instead of by the label, such as in the Key Value pairs (further down).

Phase 4, Step 4: The redacted option needs more instruction about when it will save/become permanent.

Phase 3, Step 3: The experience doesn't clearly state what type of files can be uploaded (pdf, png, jpg, jpeg).

Phase 3, Step 8: The user must select 'Done' to return to the previous screen. Determine where clicks are absolutely necessary.

02 Prioritize Pain Points

1

2

3

As-is Scenario Map

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Based on our discussion in the Proto-Persona Workshop, we will be prioritizing the following 2 proto-personas for this scope of work:

- Case Worker
- Data Quality Assurance

Note: Based on the materials provided, we did not see any screens for configuring settings or permissions, which we believe to be the role of the Client IT IDP Engineer based on our Proto-persona Workshop.

- Is it an accurate assumption that for the Sales prototype we will be focused on the experience of the Case Worker and Data Quality Assurance proto-personas?