

**UTCS User Experience Vision**  
**Upstream Technical End User Perspective**  
**(Business Drivers/Themes/Subthemes/User Stories)**

- A) Availability - the right tools and capabilities are available promptly.**
- 1) Accelerated processes to equip user (e.g. hardware, software, data access)**
    - a) On-demand availability of hardware/software/data
    - b) Streamlined approval(s)
  - 2) Capabilities matched to user work environment (e.g. tools, system framework and functionality)**
    - a) Tools fit for purpose: Desktop, laptop, tablet, smartphone, other
    - b) Associated infrastructure/connectivity/support in place
- B) Learnability - novice user is becoming proficient in workflow execution quickly and easily.**
- 1) Application adapts to user preferences**
    - a) Allows workflows to be saved
    - b) Settings defaults to last used
  - 2) Common look and feel**
    - a) Style and functionality consistent between applications
    - b) Ability to share content between applications
    - a) Style and functionality fit for purpose between different device platforms
  - 3) Excellent self-help capabilities are available**
    - a) Link to SharePoint site (or other) home for app/workflow information
    - b) Link to available user guides
    - c) Link to available CBTs
    - d) Link to available training courses
  - 4) Enhanced user communications**
    - a) Link to SMEs
    - b) Ability to provide feedback to support (expanded use of RAPID component)
    - c) Quick response back from support
    - d) User awareness of coming changes, including benefits & implications
  - 5) Enhanced user engagement in development**
    - a) Direct user participation to provide requirements
    - b) User involvement to “test drive” early versions in appropriate environments
    - c) Continual user involvement throughout development process
- C) Efficacy – User Centered Design applications are well matched to the workflows they support.**
- 1) Reduced work effort within workflows**
    - a) Intuitive workflow-based [application(s) + data] system design
    - b) Holistic application design minimizing unnecessary steps
    - c) Optimal use of automation
    - d) Value added user customization
  - 2) Improved ergonomics for all devices under all working conditions**
    - a) Optimal use of voice, touch, gestures, etc.
    - b) Minimal mouse clicks, keyboarding, etc.

### **3) Optimized data organization and use within workflows**

- a) Seamless data/application interoperability
- b) Easy access to required data
- c) Data sets to be reused where possible
- d) Trustworthy data quality
- e) Data source is understood
- f) Data pedigree is known
- g) Intuitive sharing of data sets with other users

### **4) Enhanced workflow-based collaboration**

- a) Fit for purpose collaboration tools
- b) Inter & Intradiscipline knowledge exchange
- c) Realtime, always current collaboration

Green = touch point with other 4.0 roadmap

## UX Vision – Upstream Technical User Perspective – User Stories

### A) Availability - the right tools and capabilities are available promptly.

#### 1) Accelerated processes to equip user (e.g. hardware, software, data access)

##### a) On-demand availability of hardware/software/data

**User Story:** As an Upstream technical user I want the necessary assets and permissions made available to me as simply and quickly as possible that so that I can start working.

##### b) Streamlined approval(s)

**User Story:** As an Upstream technical user I want approval for the necessary assets and permissions made available to me as simply and quickly as possible that so that I can start working.

#### 2) Capabilities matched to user work environment (e.g. tools, system framework and functionality)

##### a) Tools fit for purpose: Desktop, laptop, tablet, smartphone, other

**User Story:** As an Upstream technical user I want devices that are fit for purpose made available to me based on my work environment and conditions so that I can be most effective in my work.

##### b) Associated infrastructure/connectivity/support in place

**User Story:** As an Upstream technical user I want all associated infrastructure and connectivity needed to support my devices so that I can accomplish my work in my current environment.

### B) Learnability - novice user is becoming proficient in workflow execution quickly and easily.

#### 1) Application adapts to user preferences

##### a) Allows workflows to be saved

**User Story:** As an Upstream technical user I want to be able to save the elements of my workflow so that I can reuse them later without having to recreate them.

##### b) Settings defaults to last used

**User Story:** As an Upstream technical user I want the settings of my application to default to the settings I used last so that I don't have to reselect them.

#### 2) Common look and feel

##### a) Style and functionality consistent between applications

**User Story:** As an Upstream technical user I want all my applications to share common look, feel, and functionality where possible so that I can become proficient in all of them more quickly.

##### b) Ability to share content between applications

**User Story:** As an Upstream technical user I want to be able to share content between applications so that I reduce my work effort.

##### c) Style and functionality fit for purpose between different device platforms

**User Story:** As an Upstream technical user I want my device to look, feel, and function in best possible manner so that I can use my applications effectively no matter which device platform I'm on.

### 3) Excellent self-help capabilities are available

- a) **Link to SharePoint site (or other) home for app/workflow information**  
**User Story: As an Upstream technical user I want to have quick access and permissions to application/workflow information so that I can obtain self help to continue with my work.**
- b) **Link to available user guides**  
**User Story: As an Upstream technical user I want to have quick access and permissions to user guides so that I can obtain self help to continue with my work.**
- c) **Link to available CBTs**  
**User Story: As an Upstream technical user I want to have quick access and permissions to CBTs so that I can obtain self help to continue with my work.**
- d) **Link to available training courses**  
**User Story: As an Upstream technical user I want to have quick access to information on related training courses so that I can request and receive needed training.**

### 4) Enhanced user communications

- a) **Link to SMEs**  
**User Story: As an Upstream technical user I want to quickly connect with SMEs related to my application and/or workflow so that I can leverage their experience to expedite my proficiency in my workflow.**
- b) **Ability to provide feedback to support (expanded use of RAPID component)**  
**User Story: As an Upstream technical user I want to be able to provide immediate feedback to support when I have something important to share with them so that the communication of the information isn't lost.**
- c) **Quick response back from support**  
**User Story: As an Upstream technical user I want a quick response back from support when I contact them so that I know they are aware of my feedback and I have an indication of when they will act on it.**
- d) **User awareness of coming changes, including benefits & implications**  
**User Story: As an Upstream technical user I want to know with ample lead time about any coming changes which will affect my application(s) and/or workflow so that I can make necessary adjustments to not impede my work.**

### 5) Enhanced user engagement in development

- a) **Direct user participation to provide requirements**  
**User Story: As an Upstream technical user I want to directly participate in providing the requirements for my application(s) so that I can be confident the application will be most effective in helping me perform my tasks.**
- b) **User involvement to "test drive" early versions in appropriate environments**  
**User Story: As an Upstream technical user I want directly participate in the testing of early versions of my application(s) so that I can influence the outcome before it is too late.**
- c) **Continual user involvement throughout development process**  
**User Story: As an Upstream technical user I want to be involved throughout the development process so that I can be assured that the final product will be the application that meets my needs.**

## C) Efficacy – user centric designed applications are well matched to the workflows they support.

### 1) Reduced work effort within workflows

#### a) Intuitive workflow-based design

User Story: As an Upstream technical user I want applications and their dependencies easy to understand and to use so that I need minimal assistance in completing my work.

#### b) Holistic application design minimizing unnecessary steps

User Story: As an Upstream technical user I want applications to provide functionality that allows me to complete my task(s) with as few steps as possible so that I spend more time on technical analysis and less time executing the process.

#### c) Optimal use of automation

User Story: As an Upstream technical user I want applications that are automated so that I spend more time on technical analysis and less time interacting with the application.

#### d) Value added user customization

User Story: As an Upstream technical user I want the ability to easily customize my applications so that it matches my workflow preferences.

### 2) Improved ergonomics for all devices under all working conditions

#### a) Optimal use of voice, touch, gestures, etc.

User Story: As an Upstream technical user I want applications to employ technology to be able to complete my task(s) so that I reduce my risk of ergonomic injuries.

#### b) Minimal mouse clicks, keyboarding, etc.

User Story: As an Upstream technical user I want applications to employ technology to be able to complete my task(s) with as few mouse clicks, keystrokes, etc. as possible so that I reduce my risk of ergonomic injuries.

### 3) Optimized data organization and use within workflows

#### a) Seamless data/application interoperability

User Story: As an Upstream technical user I want my applications and data to be integrated between and within workflows so that I reduce my time on task and opportunities for error.

#### b) Easy access to required data

User Story: As an Upstream technical user I want my data available as automatically as possible so that I spend more time on technical analysis and less time searching for and acquiring data.

#### d) Data sets to be reused where possible

User Story: As an Upstream technical user I want previously acquired data sets to be reused wherever possible so that I spend more time on technical analysis and less acquiring data.

#### c) Trustworthy data quality

User Story: As an Upstream technical user I want to trust that my data has been independently validated and the capability to independently validate my data if necessary so that I have confidence in the technical analysis based on that data.

#### d) Data source is understood

**User Story: As an Upstream technical user I want to know the source and location of my data so that I can independently validate my data if necessary.**

**e) Data pedigree is known**

**User Story: As an Upstream technical user I want to know the pedigree of my data so that I can independently validate my data if necessary.**

**f) Intuitive sharing of data sets with other users**

**User Story: As an Upstream technical user I want to be able to share my data sets with other users so that they spend more time on technical analysis and less acquiring data.**

**4) Enhanced workflow-based collaboration**

**a) Fit for purpose collaboration tools**

**User Story: As an Upstream technical user I want to be able to utilize simple and intuitive collaboration tools that are seamless to my work environment so that they increase my productivity and not detract from it.**

**b) Inter & Intradiscipline knowledge exchange**

**User Story: As an Upstream technical user I want to be able to share workflow-related knowledge with other Upstream technical users so that they can be more efficient in their technical analysis.**

**c) Realtime, always current collaboration**

**User Story: As an Upstream technical user I want all shared knowledge to be the most up to date configuration so that my input is accurate and valid.**