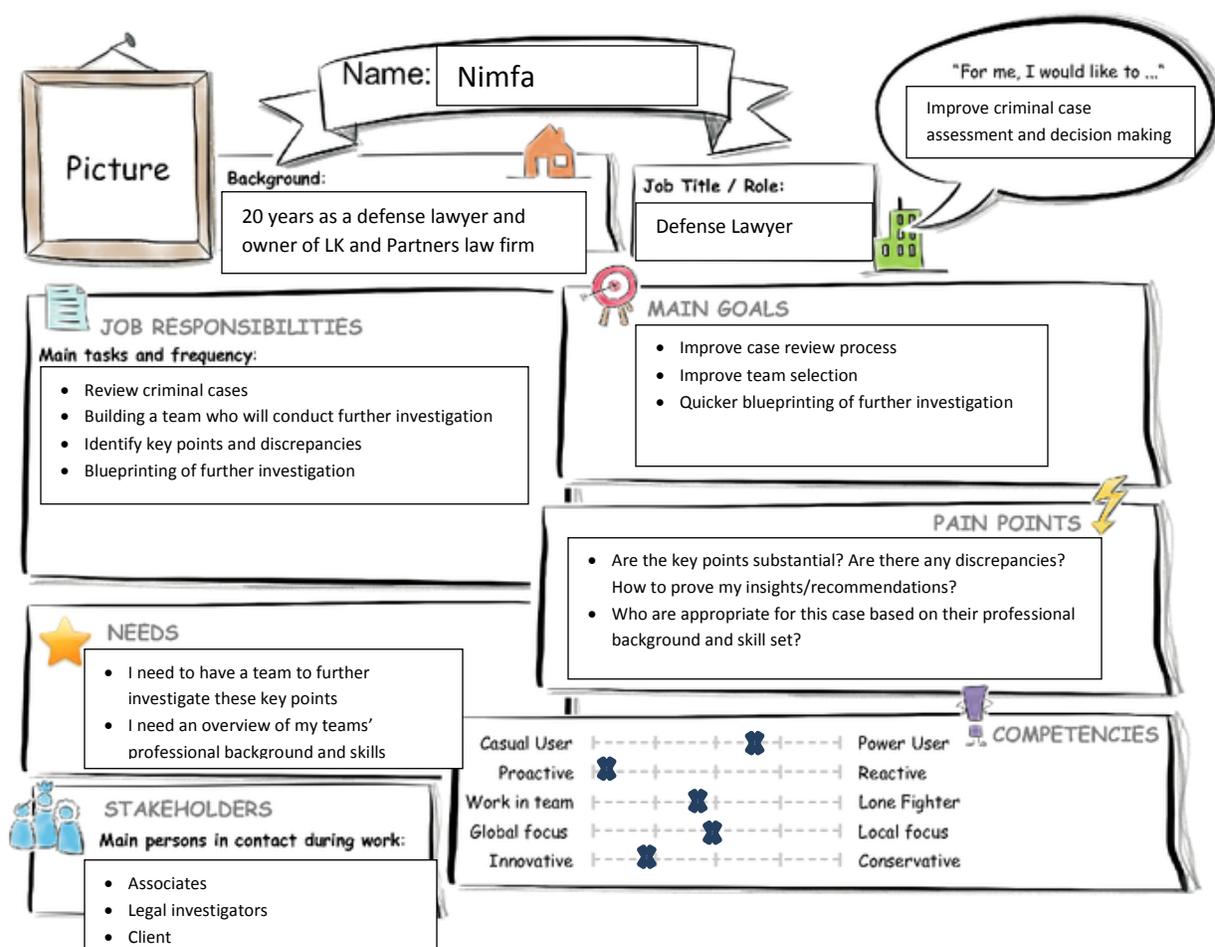# User Story

As a law firm, LK and Partners law office receives a number of criminal cases from different clients. These cases must be assessed completely and keenlyby conducting deeper investigation and verification of facts.

Nimfa, as the owner and as a defense attorney, has to analyze each submitted case. She reads the initial report of each case and provides assessment or blueprint of a further investigation for each case. As part of the assessment, she chooses specific people, legal investigators and associates in her law firm, who will complete a team who will conduct a deeper investigation for a specific case. Additionally, she also provides insights and recommendations based on the key points from the initial report on what and how the team should conduct the investigation.

As perk of taking into consideration the fiori app, Nimfa is now more flexible in assessing criminal cases and able to review her legal investigators and practitioners' current utilization, professional background, and skills to appropriately group them for a specific case.
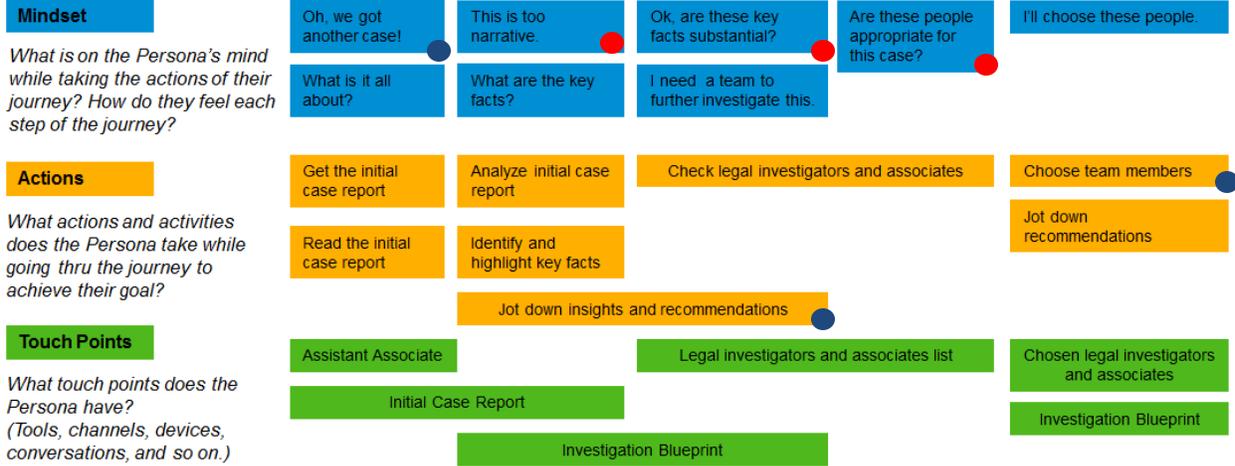
Persona

Name: Nimfa

Picture

Background:
20 years as a defense lawyer and owner of LK and Partners law firm

Job Title / Role:
Defense Lawyer

"For me, I would like to ..."
Improve criminal case assessment and decision making

JOB RESPONSIBILITIES
Main tasks and frequency:
- Review criminal cases
- Building a team who will conduct further investigation
- Identify key points and discrepancies
- Blueprinting of further investigation

MAIN GOALS
- Improve case review process
- Improve team selection
- Quicker blueprinting of further investigation

PAIN POINTS
- Are the key points substantial? Are there any discrepancies? How to prove my insights/recommendations?
- Who are appropriate for this case based on their professional background and skill set?

NEEDS
- I need to have a team to further investigate these key points
- I need an overview of my teams' professional background and skills

STAKEHOLDERS
Main persons in contact during work:
- Associates
- Legal investigators
- Client

COMPETENCIES

Casual User		Power User
Proactive		Reactive
Work in team		Lone Fighter
Global focus		Local focus
Innovative		Conservative

User Experience Journey

Current User Experience Journey — Duration of the Journey: 2hours

Mindset

What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?

- Oh, we got another case!
- This is too narrative.
- Ok, are these key facts substantial?
- Are these people appropriate for this case?
- I'll choose these people.
- What is it all about?
- What are the key facts?
- I need a team to further investigate this.

Actions

What actions and activities does the Persona take while going thru the journey to achieve their goal?

- Get the initial case report
- Analyze initial case report
- Check legal investigators and associates
- Choose team members
- Read the initial case report
- Identify and highlight key facts
- Jot down recommendations
- Jot down insights and recommendations

Touch Points

What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)

- Assistant Associate
- Legal investigators and associates list
- Chosen legal investigators and associates
- Initial Case Report
- Investigation Blueprint
- Investigation Blueprint

Point of View

Nimfa needs a way to easily review crime cases so that she could give comments and recommendations for a further investigation as soon as possible.

Nimfa needs a way to have a quick view of her legal investigators and associates' profile and current utilization percentage so that she could come up with an appropriate team for a specific case.

Mockup / Set of Mockups

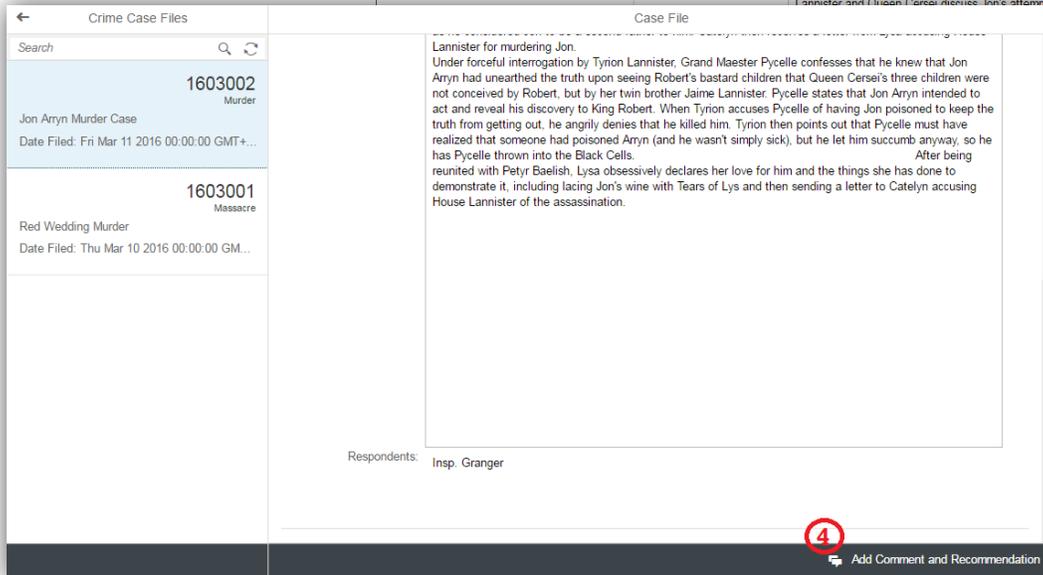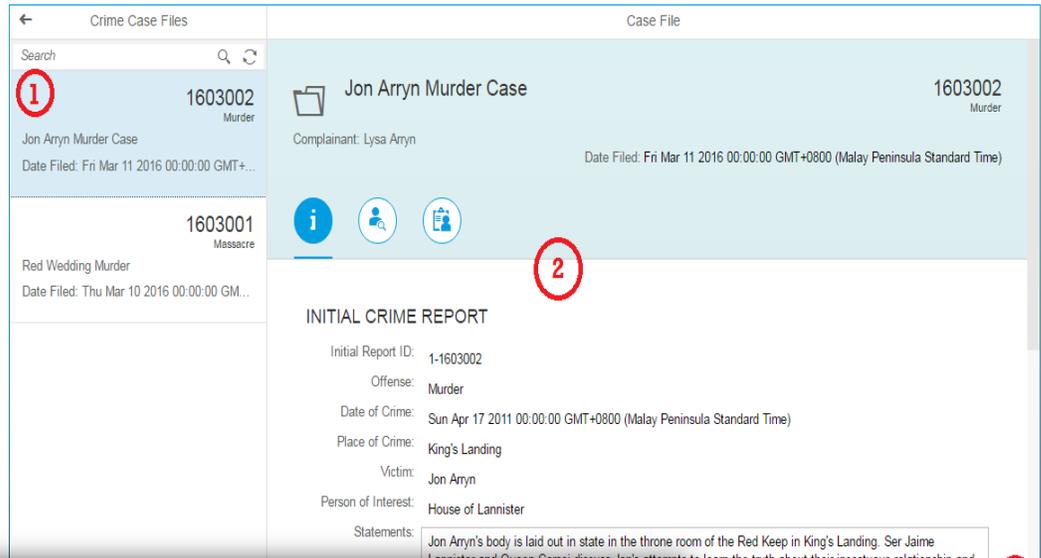Original Mockups from the Design Challenge
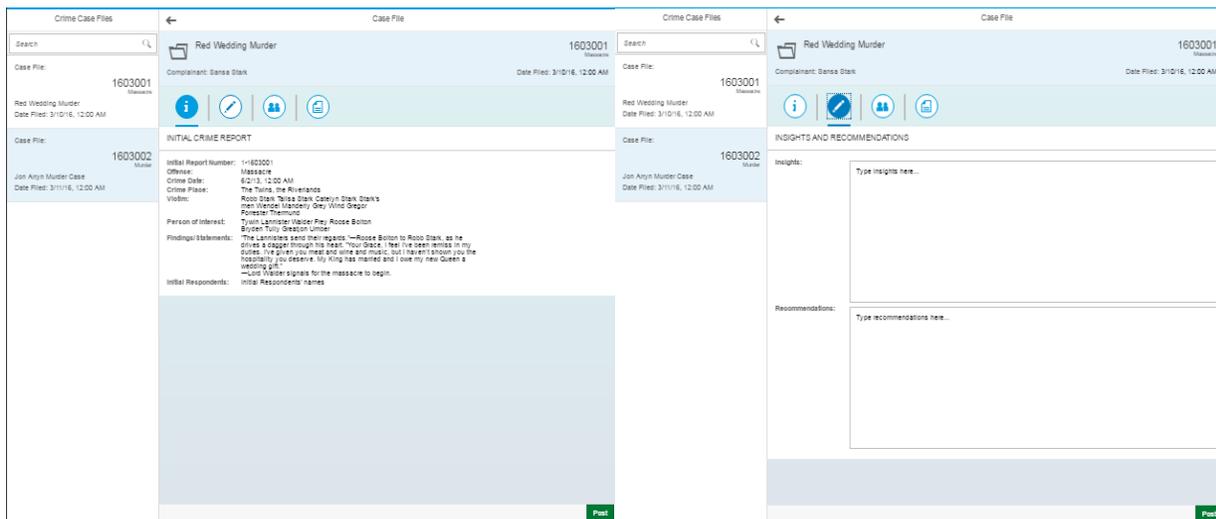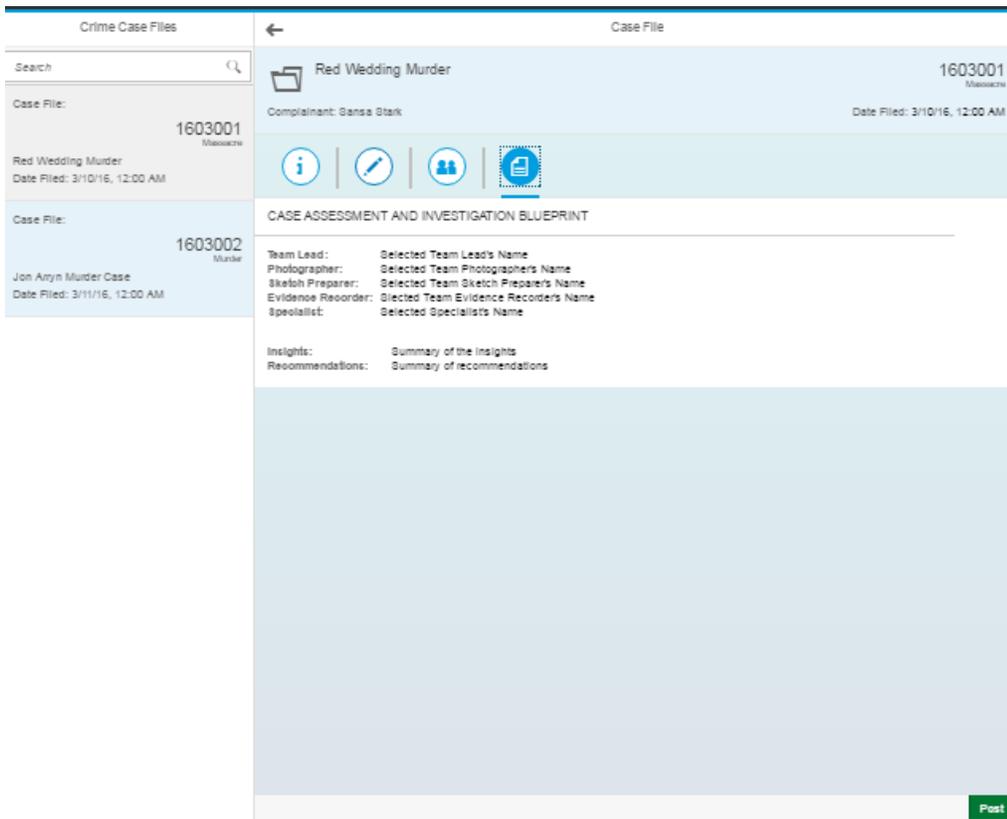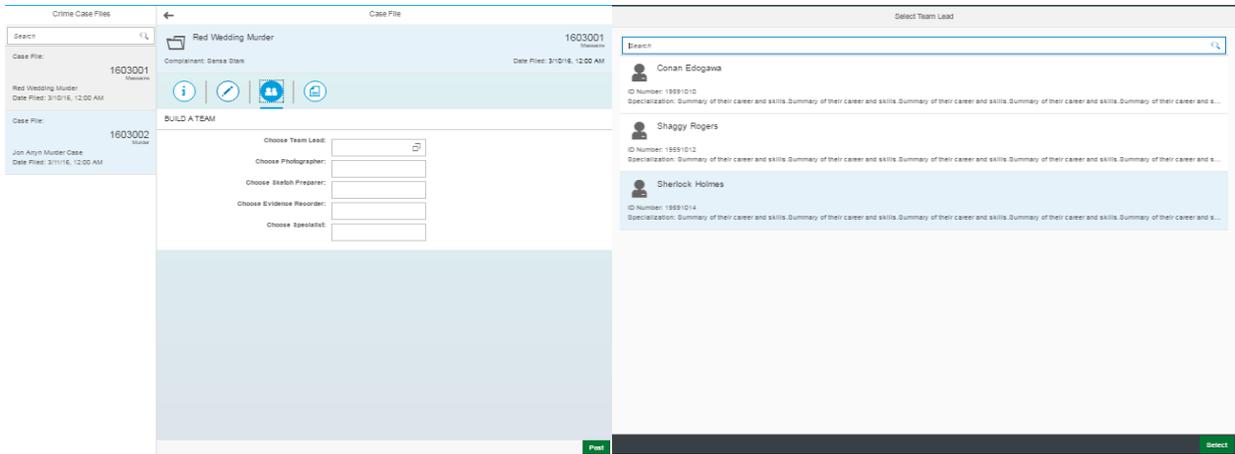
Study

SAP Web IDE App Prototype

Step 1. Click on one of the crime cases in the Crime Case Files area.

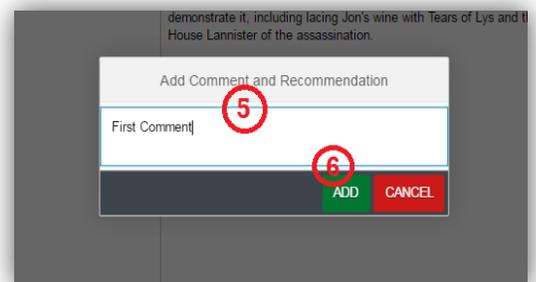**Step 2.** Read and analyze case file's initial crime report.

Step 3. Scroll down to see the other parts of the report.

Step 4. Whenever there's a need for comment or recommendation while reviewing the Initial Report, click the *Add Comment and Recommendation* Button in the footer area.

Step 5. Write your comment or recommendation in the text area provided.

Step 6. Click the ADD button to add the written comment or recommendation in the final case report assessment.
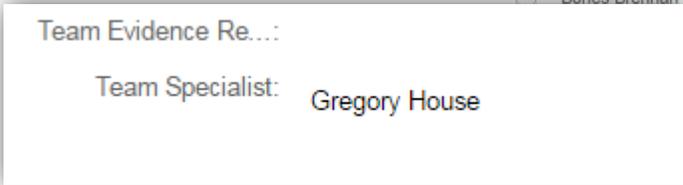
Step 7. Click on the *second tab button* in the tab bar to see possible resources who will onboard as a team to conduct further investigation regarding the case.

Step 8. Review each resource. Place the pointer of the mouse on the status bar to see the current utilization of the specific resource.


Crime Case Files

Search

1603002
Murder

Jon Arryn Murder Case
Date Filed: Fri Mar 11 2016 00:00:00 GMT+...

1603001
Massacre

Red Wedding Murder
Date Filed: Thu Mar 10 2016 00:00:00 GM...

Case File

Jon Arryn Murder Case   1603002
                                             Murder

Complainant: Lysa Arryn

Date Filed: Fri Mar 11 2016 00:00:00 GMT+0800 (Malay Peninsula Standard Time)

⑦

BUILD A TEAM

Team Leader:

⑧

Conan Edogawa   Shaggy Rogers   Sherlock Holmes

Photographer:

⑨

Add Comment and Recommendation

Shag| Current Utilization: 63%

Red Wedding Murder
Date Filed: Thu Mar 10 2016 00:00:00 GM...

Case File

Bran Stark   John Watson

⑩

Benjamin Gates   Bilbo Baggins   Rubeus Hagrid

Specialist:

Dexter Morgan   ⑪ Gregory House   William James ⑫

Add Comment and Recommendation

Personal Details

ID

EmpId

Name

FirstLast name

Skills and Expertise

Skills and Expertise

Projects

Projects

OK

Step 10. Click on the photo of the resource. A popup will appear with the resource' personal details.

Step 11. Click the radio button that corresponds to your chosen resource. Your chosen resource' name will be added to the final case assessment report.

Benjamin Gates   Bilbo Baggins   Rubeus Hagrid

Specialist:

Bones Brennan   Dexter Morgan   ● Gregory House   William James

Team Evidence Re...:

Team Specialist: Gregory House

Step 12. Whenever there's a need for comment or recommendation for the team, click the *Add Comment and Recommendation* Button in the footer area. Click the ADD button to add the written comment or recommendation in the final case report assessment.

Add Comment and Recommendation

Second comment

ADD   CANCEL

Baggins

Comments and Recommendation

First comment

Second comment
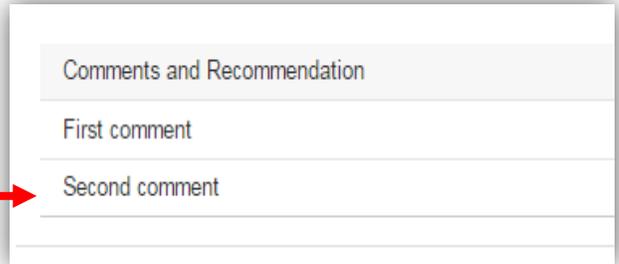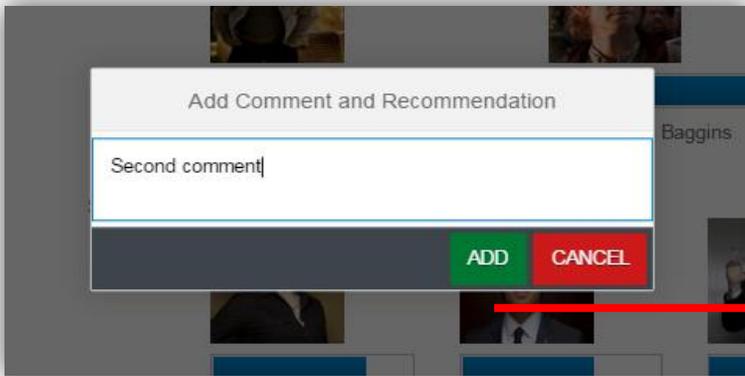
Step 13. Click on the *third tab* in the tab bar to see and review final case assessment.

Step 14. Click the Post Button in the footer area to create and notify resources about the assignment.

Crime Case Files

Search

1603002
Murder
Jon Arryn Murder Case
Date Filed: Fri Mar 11 2016 00:00:00 GMT+...

1603001
Massacre
Red Wedding Murder
Date Filed: Thu Mar 10 2016 00:00:00 GM...

Case File

Murder

Complainant: Lysa Arryn   Date Filed: Fri Mar 11 2016 00:00:00 GMT+0800 (Malay Peninsula Standard Time)

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CASE ASSESSMENT AND BLUEPRINT

Case: Jon Arryn Murder Case
Team Lead: Conan Edogawa
Team Photographer: Peter Parker
Team Sketcher: Alice Cullen
Team Evidence Re...:   Rubeus Hagrid
Team Specialist: Gregory House

Comments and Recommendation

First comment

Second comment

(14) Post