TrackNSanctionProjectsApp
Story
Background

In a big research based organization it is often required by the senior executive to approve minor projects which needs to be started in time. Normally it's an informal/unstructured email sent to the senior executive who approves/sanctions the project by going through the mail. Often it is required for the executive manager to login to various other systems or collect information from various sources in order to come to the right decision. Also after the project is started it is required to track the status of the project and take necessary actions. This can be made easy by creating a Project Tracking and Sanction App which will contain all the list of projects which are going on and which needs to be sanctioned.

All the necessary information which is required by the Executive manager in order to make proper decision is provided in the same App for every projects. Information about the project, its team members and its project details like diagrams/demo videos can also be included in the same app.
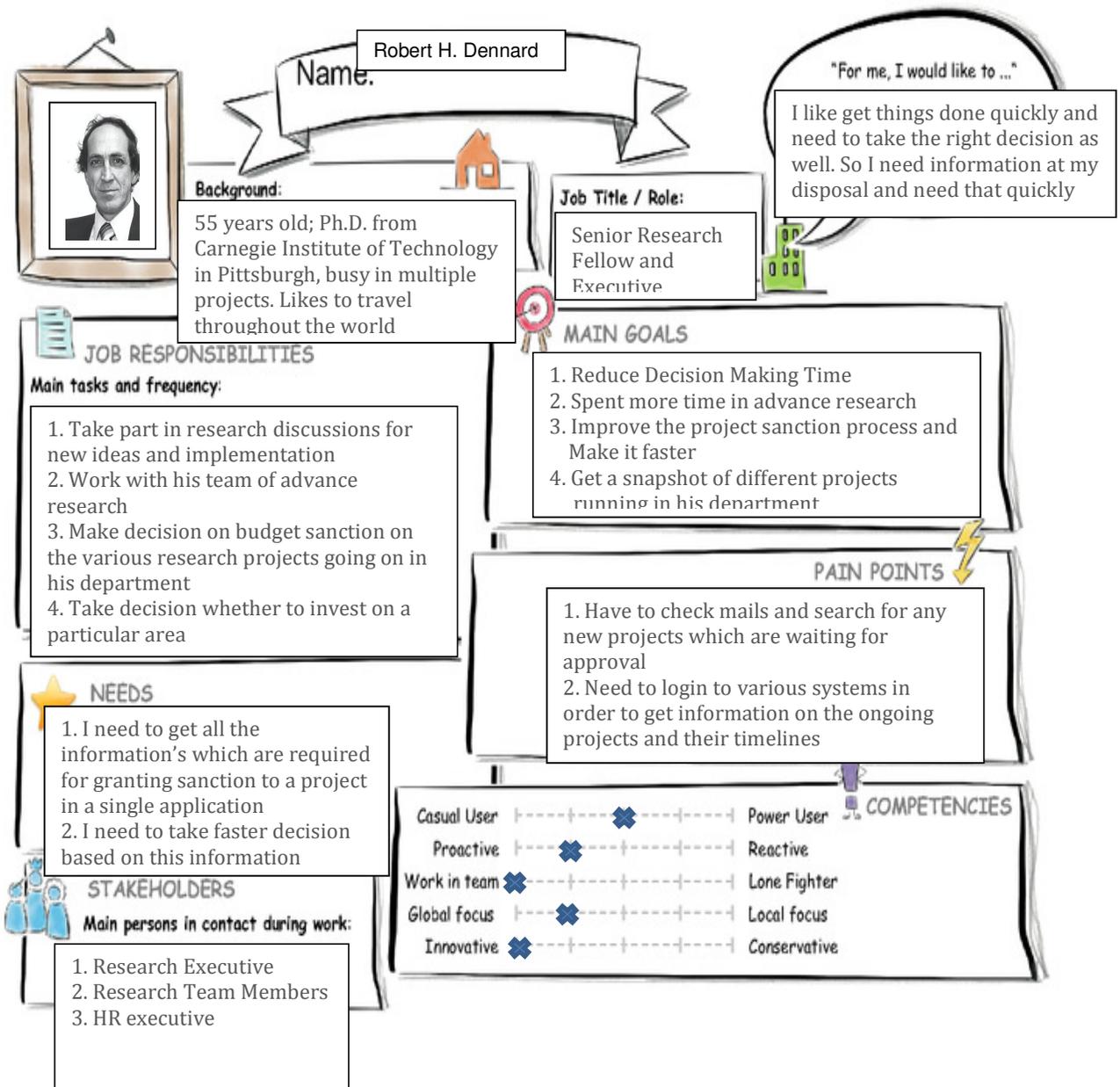
This will help the executive manager not to rely on other sources and emails which are often not reliable in order to take proper decisions. This app will be helpful in order to expedite the Project sanctioning and Tracking process and also make it a mobile activity. The manager do not need to be connected to the mail server in order to perform his/her duties.
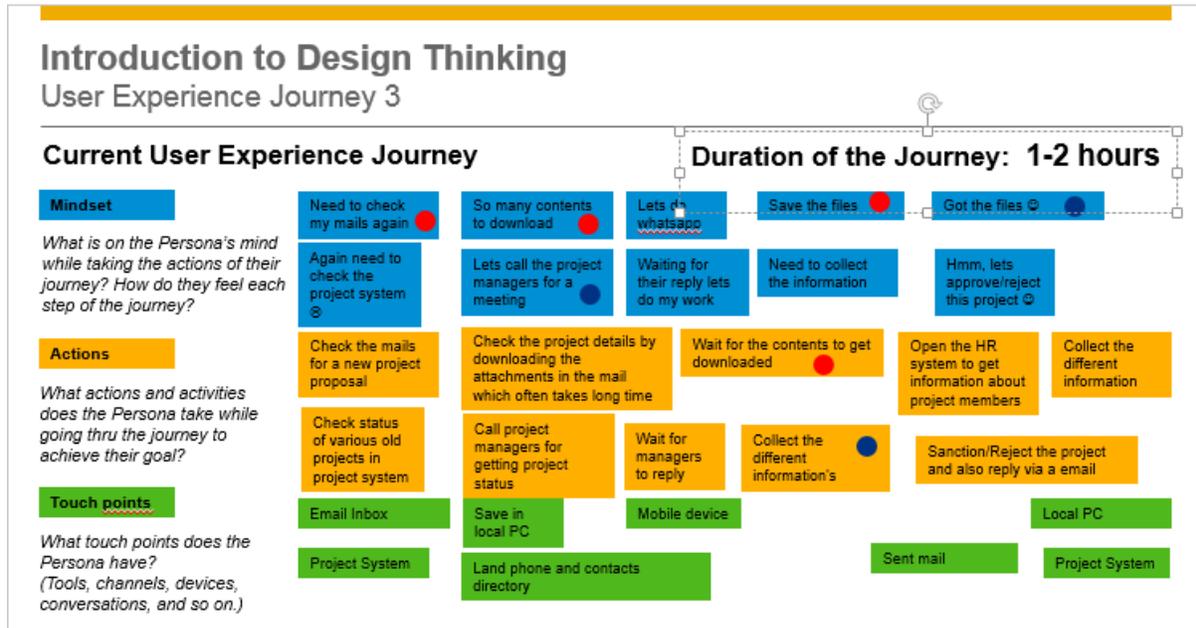
Segmentation

In a big research based firm especially where many small projects are launched on a constant basis it is very helpful if this App is created which will make the decision making activity of the senior project executives very easy and faster

(1) A list of ongoing projects are displayed with proper cost and status for the Manager to take action. (Either sanction/Reject)
(2) After selecting a particular project from the list the manager can get a centralized and 360 degree view of the project which will help the manager to take the right decision.
(3) Ensuring the Project approval is faster so that the project team members need not wait for the decisions and waste valuable time.

Persona

Name: Robert H. Dennard

"For me, I would like to ..."

I like get things done quickly and need to take the right decision as well. So I need information at my disposal and need that quickly

Background:

55 years old; Ph.D. from Carnegie Institute of Technology in Pittsburgh, busy in multiple projects. Likes to travel throughout the world

Job Title / Role:

Senior Research Fellow and Executive

JOB RESPONSIBILITIES

Main tasks and frequency:

1. Take part in research discussions for new ideas and implementation
2. Work with his team of advance research
3. Make decision on budget sanction on the various research projects going on in his department
4. Take decision whether to invest on a particular area

MAIN GOALS

1. Reduce Decision Making Time
2. Spent more time in advance research
3. Improve the project sanction process and Make it faster
4. Get a snapshot of different projects running in his department

PAIN POINTS

1. Have to check mails and search for any new projects which are waiting for approval
2. Need to login to various systems in order to get information on the ongoing projects and their timelines

NEEDS

1. I need to get all the information's which are required for granting sanction to a project in a single application
2. I need to take faster decision based on this information

STAKEHOLDERS

Main persons in contact during work:

1. Research Executive
2. Research Team Members
3. HR executive

COMPETENCIES

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

User Experience Journey

Introduction to Design Thinking
User Experience Journey 3

Current User Experience Journey — Duration of the Journey: 1-2 hours

Mindset — What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?	Need to check my mails again	So many contents to download	Lets do whatsapp	Save the files	Got the files ☺
	Again need to check the project system ☹	Lets call the project managers for a meeting	Waiting for their reply lets do my work	Need to collect the information	Hmm, lets approve/reject this project ☺
Actions — What actions and activities does the Persona take while going thru the journey to achieve their goal?	Check the mails for a new project proposal	Check the project details by downloading the attachments in the mail which often takes long time	Wait for the contents to get downloaded	Open the HR system to get information about project members	Collect the different information
	Check status of various old projects in project system	Call project managers for getting project status	Wait for managers to reply	Collect the different information's	Sanction/Reject the project and also reply via a email
Touch points — What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)	Email Inbox	Save in local PC	Mobile device		Local PC
	Project System	Land phone and contacts directory		Sent mail	Project System

Point of View

Robert the **senior executive needs a way** to a central information repository and a single screen for all the different information required for him to take project sanction decision.

He wants to reduce his wait time for collecting the different information from his inbox, project systems HR systems and sometimes by calling his colleagues and team members.

He wants to give more time in his research jobs and spent less time in decision making and also want to have a 360 degree view of all the projects going on in his department.

All his needs will be resolved if a single project tracking and sanctioning App is designed which he can access via his laptop/mobile and get all the information required for him to take the right decision.

Design Challenge Study Link

https://standard.experiencesplash.com/home/projects/0c2b274c07b5bcb90bab137c/research/participant/ee1945b716e45aea0bb3d4d9

Mock-up Screen-shot

Video

For the video, check: https://youtu.be/CNBhwTLk1_4