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# Final Exercise

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## 1. Use “Design Thinking” to tell a story

As an IT consultant in an IT services company I get to work in wide range of client companies in different teams in different places. Once I’m done with a particular project I get reassigned to a new one. Each project is a challenge and requires a specific skill set.

I’m currently in a pool of about 200 resources that are assigned to new projects mainly based on availability. Typically, a consultant is briefly informed on his next project a few days before the project start date with little information regarding the required skill set, client information and team members.

This application will allow the consultant to have an active part on his project assignment process. The consultant will be able to view a list of incoming projects, check the details of the project and apply for a particular project if he feels it would be an interesting opportunity.



## 2. Create a Persona using a template

The template consists of several sections:

- Name:** Type Here
- Picture:** A placeholder for a person's photo.
- Background:** Type Here (with a house icon)
- Job Title / Role:** Type Here (with a building icon)
- Quote:** "For me, I would like to ..." Type Here (in a speech bubble)
- JOB RESPONSIBILITIES:** Main tasks and frequency: Type Here
- MAIN GOALS:** Type Here
- PAIN POINTS:** Type Here (with a lightning bolt icon)
- NEEDS:** Type Here (with a star icon)
- STAKEHOLDERS:** Main persons in contact during work: Type Here (with people icons)
- COMPETENCIES:** A table with various skills and proficiency levels.

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

**Name:**

Jack Black

**“For me, I would to...”:**

Have an active saying on my future project assignments so that I can better align them with my career prospects.

**Background:**

31 year old; recently married with two kids; Masters in Computer Science; 6 years' experience in SAP systems; Loves to travel; Good communication skills; Computer-literate performer with extensive software proficiency covering a wide variety of applications.

**Job Title / Role:**

SAP ABAP Senior Consultant

**Job Responsibilities (Main tasks and frequency):**

Develop custom SAP technical solutions;  
 Improve client processes via automation;  
 Provide SAP technical maintenance to already implemented solutions.

**Main Goals:**

Develop the most efficient and well-tailored solutions;  
Work in different multicultural and heterogeneous project settings;  
Work in demanding projects that provide both personal and professional growth opportunities.

**Needs:**

I need real-time insight of my company’s incoming projects so that I can better position myself once an opportunity arises;  
I need to be able to quickly inform my coordinator on my needs and expectations.

**Pain Points:**

Late insight on incoming projects information;  
Resources coordinator not aware of my career expectations, professional interests and personal considerations due to poor communication channels.

**Stakeholders:**

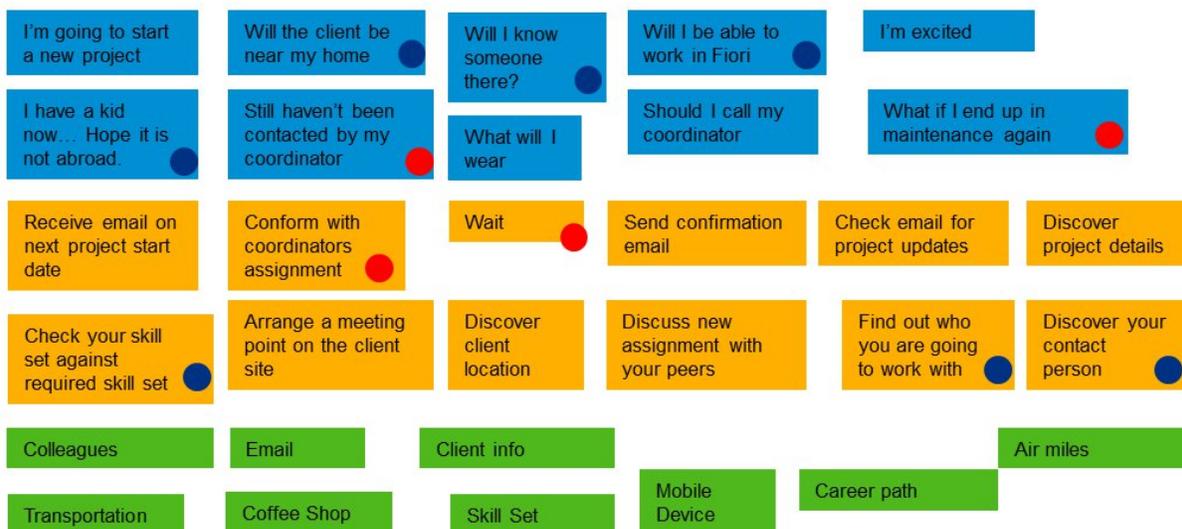
Consultants  
Resources Coordinator  
Client

**Competencies:**

Casual User – 4  
Proactive – 3  
Work in team – 3  
Global Focus – 4  
Innovative – 2

**3. Current User Experience Journey**

**Duration of the Journey: days**



## 4. Prototype

### Choose Project from Project list

The screenshot shows the SAP Project List interface. On the left, a list of projects is displayed with columns for Project ID, Client, and status. Project 2 is highlighted. The main area shows details for Project 2, including the client name (Client 2, PT), industry (Industry/Core Business), start date (20/05/2015), and end date (25/05/2015). Below this, there are icons for information, calendar, and users. Further down, the client's address is shown: Client 2, Street Address 1, ZIP Code 1000-100, Country PT. At the bottom, there is an 'Apply' button and a share icon.

Project	Client	Status
Project 1	Client 1 PT	New
Project 2	Client 2 PT	New
Project 3	Client 3 FR	Closed
Project 4	Client 4 PT	New
Project 5	Client 5 US	New

**Project 2** Client 2 PT  
Industry/Core Business

Start Date: 20/05/2015  
End Date: 25/05/2015

Client: Client 2  
Street: Street Address 1  
ZIP Code: 1000-100  
Country: PT

Apply

### Go to Project required skills tab

This screenshot is similar to the previous one, but the 'Required Skill Set' tab is active. A hand cursor is pointing to the calendar icon in the navigation bar. The 'Required Skill Set' section contains three rows, each with a skill name and a dropdown menu set to 'Beginner': Skill 1, Skill 2, and Skill 3. The 'Apply' button and share icon are still visible at the bottom.

Project	Client	Status
Project 1	Client 1 PT	New
Project 2	Client 2 PT	New
Project 3	Client 3 FR	Closed
Project 4	Client 4 PT	New
Project 5	Client 5 US	New

**Project 2** Client 2 PT  
Industry/Core Business

Start Date: 20/05/2015  
End Date: 25/05/2015

**Required Skill Set**

Skill 1	Beginner
Skill 2	Beginner
Skill 3	Beginner

Apply

## Open Skill dropdown list

The screenshot shows the SAP Project List interface. On the left, a list of projects is shown, with Project 2 selected. The main area displays details for Project 2, including its start and end dates. Below this, a 'Required Skill Set' table is visible. The table has three rows: Skill 1, Skill 2, and Skill 3. Skill 2's dropdown menu is open, showing a list of skill levels: Beginner, Basic, Intermediate, Advanced, and Expert. A hand cursor is pointing at the 'Beginner' option.

Project	Client	Status
Project 1	Client 1 PT	New
Project 2	Client 2 PT	New
Project 3	Client 3 FR	Closed
Project 4	Client 4 PT	New
Project 5	Client 5 US	New

Skill	Level
Skill 1	
Skill 2	Beginner
Skill 3	Expert

## Assign skill level for a skill

The screenshot shows the SAP Project List interface, similar to the previous one. In this view, the dropdown menu for Skill 2 is open, and a hand cursor is pointing at the 'Advanced' option.

Skill	Level
Skill 1	
Skill 2	Advanced
Skill 3	Expert

SAP Project List (42) Project

Client 2 PT

Industry/Core Business

Start Date: 20/05/2015  
End Date: 25/05/2015

Required Skill Set

Skill 1	Beginner
Skill 2	Advanced
Skill 3	Beginner

Apply

## Display Team Members

SAP Project List (42) Project

Client 2 PT

Industry/Core Business

Start Date: 20/05/2015  
End Date: 25/05/2015

Team Member

 Name 1 Function Member 1	email member 1
 Name 2 Function Member 2	email member 2

Apply

# Apply to project and fill reasons for applying popup

The screenshot shows the SAP Project List interface. On the left, a table lists five projects with their respective clients and statuses. Project 2 is highlighted. A modal window titled 'Reasons for Applying' is open over Project 2, containing a text input field and 'OK'/'Cancel' buttons. Below the popup, the project details for Project 2 are visible, including industry information and a list of function members with their email addresses.

Project	Client	Status
Project 1	Client 1 PT	New
Project 2	Client 2 PT	New
Project 3	Client 3 FR	Closed
Project 4	Client 4 PT	New
Project 5	Client 5 US	New

**Reasons for Applying**

Please provide reasons for applying

Add note

OK Cancel

**Project 2** Client 2  
PT

Industry/Core Business

**Name 1**  
Function Member 1 email member 1

**Name 2**  
Function Member 2 email member 2

Apply