

Goal

The purpose of this study was to redefine the IA for improved user experience and align the HPE Global Labs Portal with other existing products.

Process:

- We did experiment with the application. conducted interviews with respective personas and contextual research to find areas where the experience can be improved.
- carried out usability testing to identify the usability issue and to ensure that the design is effective, efficient, engaging, error tolerant, and simple to understand.

Nork Type	Role	Techniques Used	Tools
Information Architecture redesign	UX Designer	Interviews	Figma
Usability testing	Usability testing moderator	Contextual research	Figjam
		Experience mapping	
		Rose-Thorn-Bud	
		Remote moderated usability testing	

Overview

HPE Pointnext, a future-focused service division offers expert's support in key services & solutions across every industry. The global HPE Pointnext team of experts spans a range of disciplines from transformation consulting to technical support.

'Global labs' is a portal where the experts access the resources from HPE Labs located at Bangalore, Alpharetta & Andover to solve customer problem & delivering new experience to the customers.

Our UX team was charged with making these expert's experiences better and giving them a simple, seamless approach to complete their everyday tasks.

My Roles & Responsibilities :

During this project, on a team of 3 I was involved with each stage of the process which includes..

- UI Ideations
- Prototype
- Expert Review
- Usability Testing and moderating
- Post test questionnaire
- Design documentation
- Presenting the findings to the large team of our stalkholders

Persona

<image>

John - Requestor HPE Pointnext Services

About :

John understands the customer's needs via email. As a requestor, he makes a request in accordance with the requirements, which will be sent to global lab for admin's approval. Only then he will be able to promptly setup the equipment to meet the customer's needs.

Tasks :

- Create a request
- Managing the request
- Provide requested info (if needed/asked)
- Request end date extension

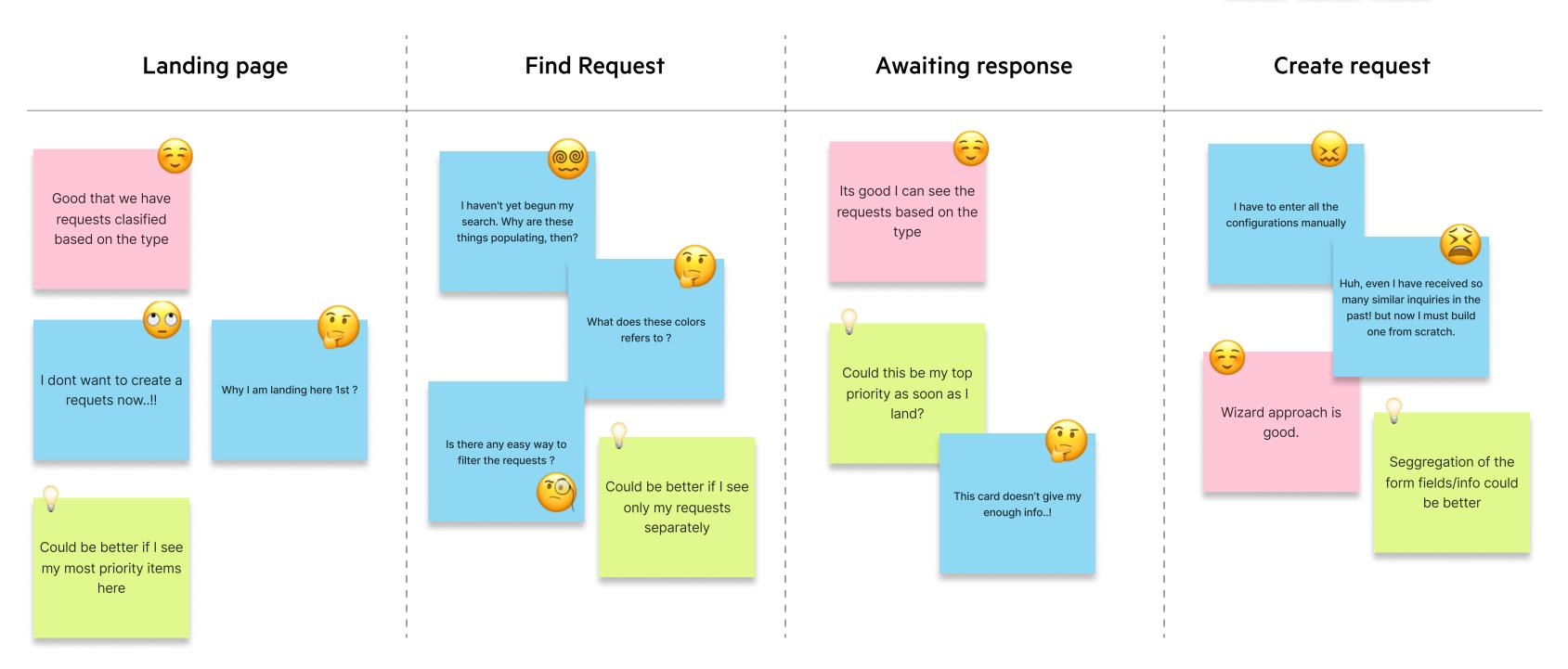
Challanges :

- Finding the inquiries they've created to know the status is difficult.
- No intuitive way to create a request
- Identifying requests that are about to expire is difficult. Every time, they must hunt for the requests, which takes time.

Experience Mapping

Contextual research helped us to know their emotions, challenges, their mental modal & the design oppurtunities. Performed Rose,Thorn,Bud technique for data collection & mapping their emotion

Rose Thorn Bud



UI Design

We totally understood all of their requirements and difficulties, and revamped the UI screens with better experience. To make this great, we were planning for a usability testing with respective personas.

Now comes to the usability testing..

Type : Remote Moderated Testing

Before we began the testing, we gave each participant a brief explanation of our objectives, the purpose of the testing, and how their inputs would help us make it better.



We aren't testing you today, we're testing our designs. So if something isn't working, don't worry, it's a problem with our designs and not something you've

ersona : Requestor	
1. Sign in	Play
Sign in to the LabRat global labs portal. Once signed in, what do you perceive from looking at the interface?	
. Create request (Option 1)	Play
You're a requestor. You would want to raise a request for training. How do you go about raising a training request?	
.1 Create request (Full page form)	Play
As a requestor, how easy it is for you to create a POC/Training request in this full page form ?	
.2 Create request (Option 2)	Play
As a requestor, could you create a POC/Training request with this option for adding configuration?	
Which option would you prefer and why ?	
. History and details	Play
You want to check what comments were left by the manager or lab admin previously on this request. How would you check the history of a request?	
. Edit request	Play
You realise you didn't enter the correct description & the configuration for a model in the request you created. How would you cmake changes on the request you have just created ?	

This is how we approached our UT participants..!!

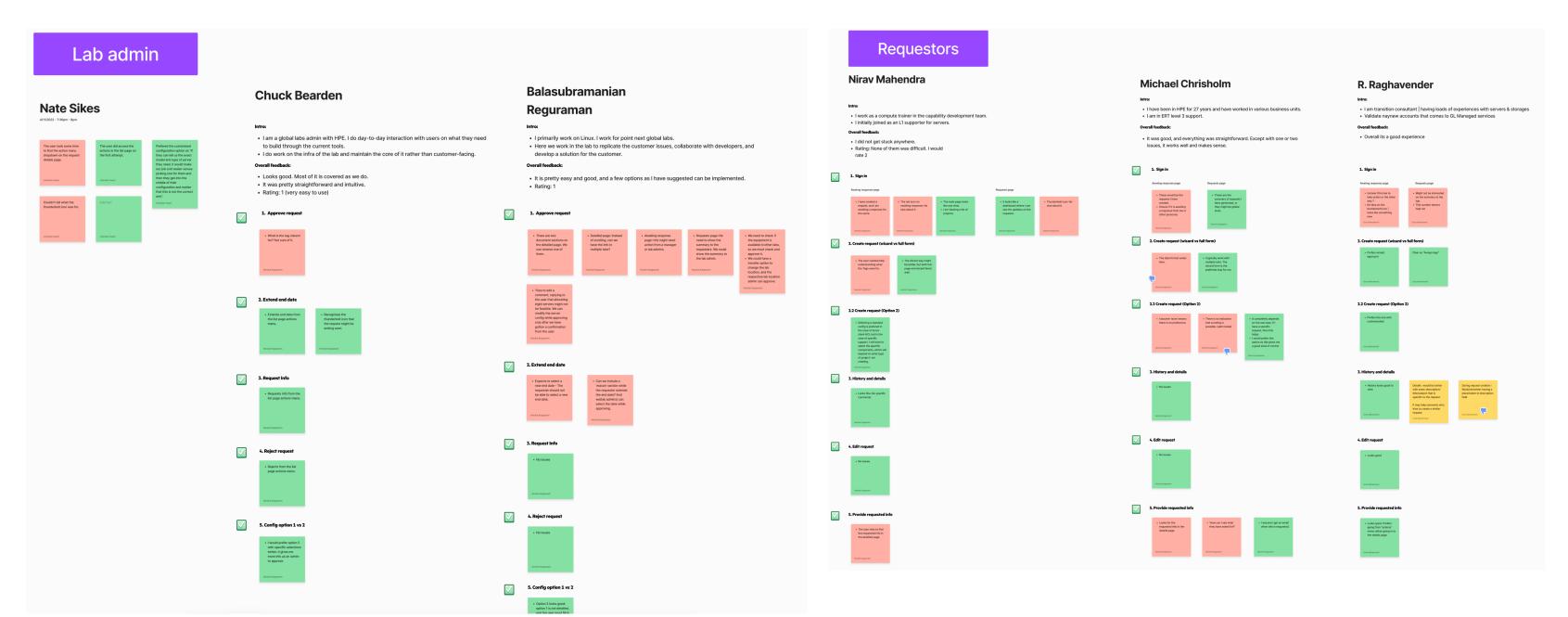
done wrong. In fact, there are no wrong answers here.

Please don't worry that you're going to hurt our feelings. We're doing this to improve the designs, so we need to hear your honest reactions.

The designs are prototyped in such a way that only the actions that are required for you to complete the task are clickable

UT Results

Took into account each participant's overall rating and experience. categorised the information gathered.



Where we began..!

Below is the sample screengrab from the current implementation.

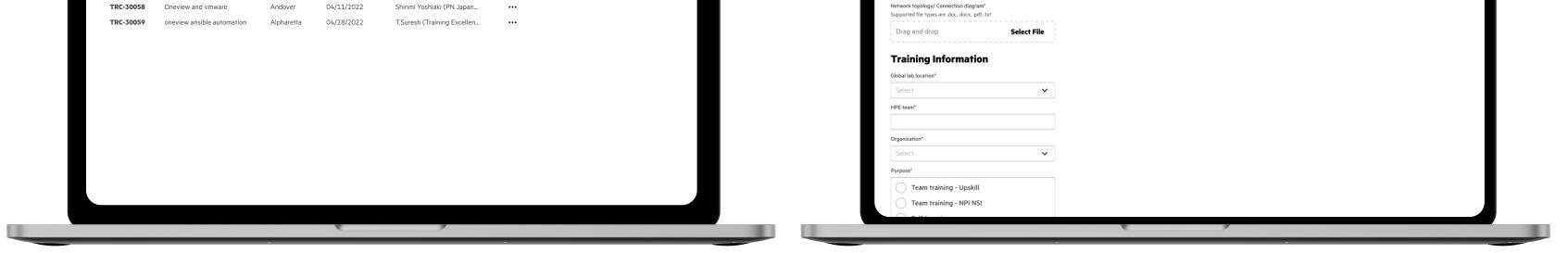
💭 Global Labs Portal	Training POC	🕐 🦻 Kakani, Uday Kumar 🛛 Log out
	New Training Request Form	
		* = Required field
 Awaiting Response ➡ Find Request 	1 Overview 2 Details 3 Dates 4 Review	
 New Request 	Lab*	
	Title*	Revenue Estimate (USD)
	Summary*	Justification* Team Training - Up Skill
	I	 Team Training - NPI-NSI Self-Learning
	< Previous	// Next >

What we cameup with..! (Before UT)

We addressed all the issues that we found and came up with a new UI alligning with the HPEdesign standards and with better usability.

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Awaiting resp	onse Requests					-		-
Awaning resp	vise Requests							
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Awaiting	Response							
	Response							
Awaiting Q Search 4 items	Response	\						
Q Search	Title	Global Lab	End date	Requestor	Actions			
Q Search 4 items			End date 5 10/09/2022	Requestor Vishwanathan Nishanth (csc	Actions			

HPE Global Labs Portal	Ĵ Ĵ
Create Request	
Title*	
Description*	
Training Proof of concept	



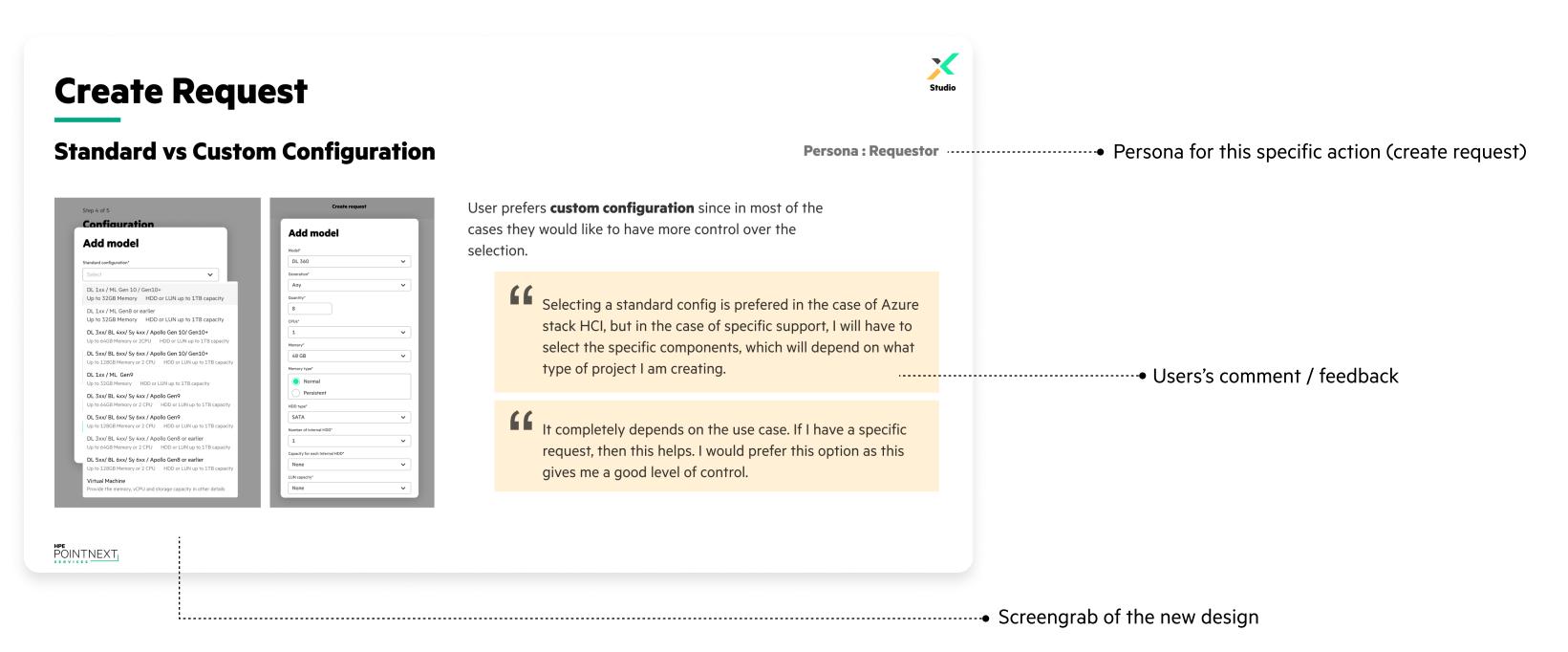
Updated UI Designs.. (After UT)

Following usability testing, we learned about a few issues that users had with our new designs and focuses on all of those.

						_		Step 1 of 5	
Awaiting Respons					Create request			General Information	
You have requests awaiting your	response. Respond to them usin	g the 'Actions' menu						Title*	
Q Search	T							Azure Stack HCI Project description*	
4 items								Enter a description of the project	
Request ID Title	Туре	Global	ab Required by	Actions				We have a PoC request from GMS for Thought Machine customer and For this PoC we need 3x	
TRC-30056 Azure Stack	HCI Training	Bangal	re 10/09/2022 3 days						
	on for re-image a Training	-						Training Proof of concept	
TRC-30056 Oneview and				•••					
TRC-30056 oneview ans	ble automation Training	Alphare	tta 08/04/2022	•••				Network topology/ Connection diagram* Supported file types are .doc, .docx, .pdf, .txt	
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The final UT report

Usability Testing report which consists of issues found, severity level along with our design recommendation has been demoed and submitted to the stalkholders.



It was great identifying gaps in the current experience & discover usability problems.

We realised the importance of..

