

HPE Global Labs

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.

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

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.

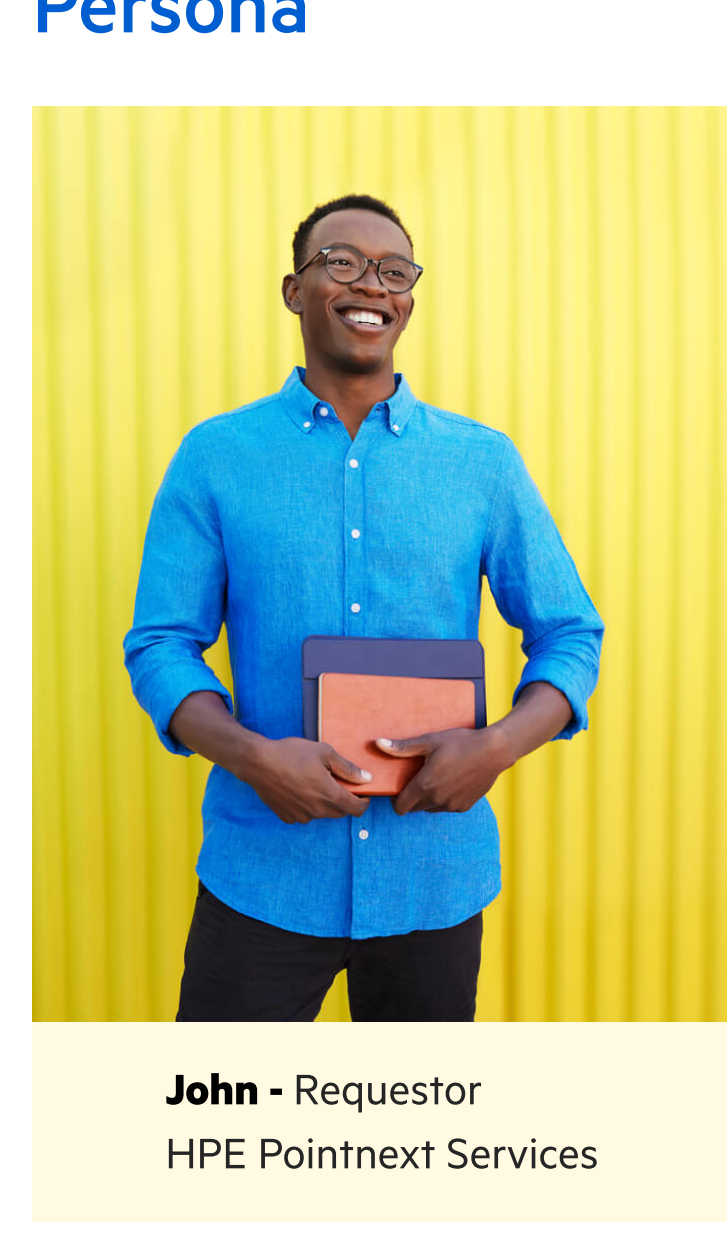
Our UX team was charged with making these expert's experiences better and giving them a simple, seamless approach to complete their everyday tasks.

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 stakeholders

Persona



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 :

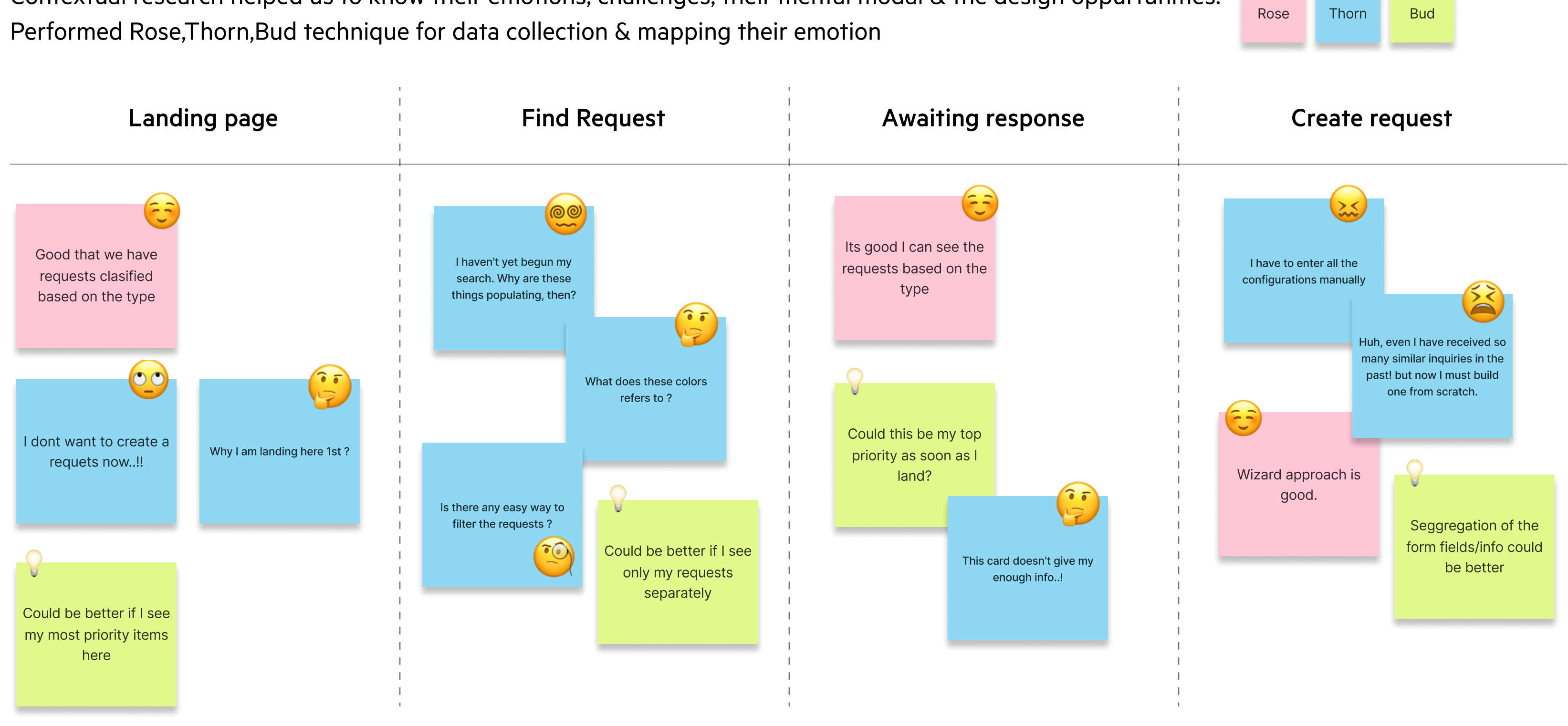
- Create a request
- Managing the request
- Provide requested info (if needed/asked)
- Request end date extension

Challenges :

- 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 opportunities. Performed Rose,Thorn,Bud technique for data collection & mapping their emotion



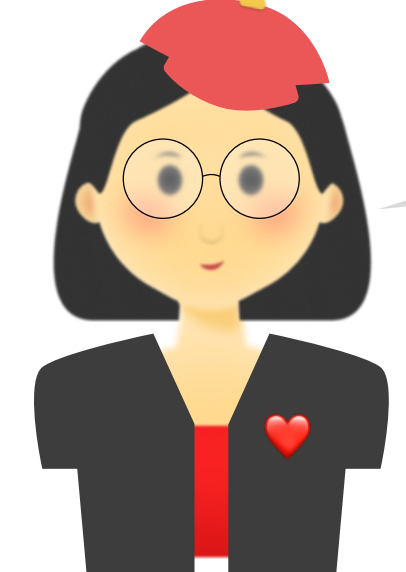
UI Design

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.

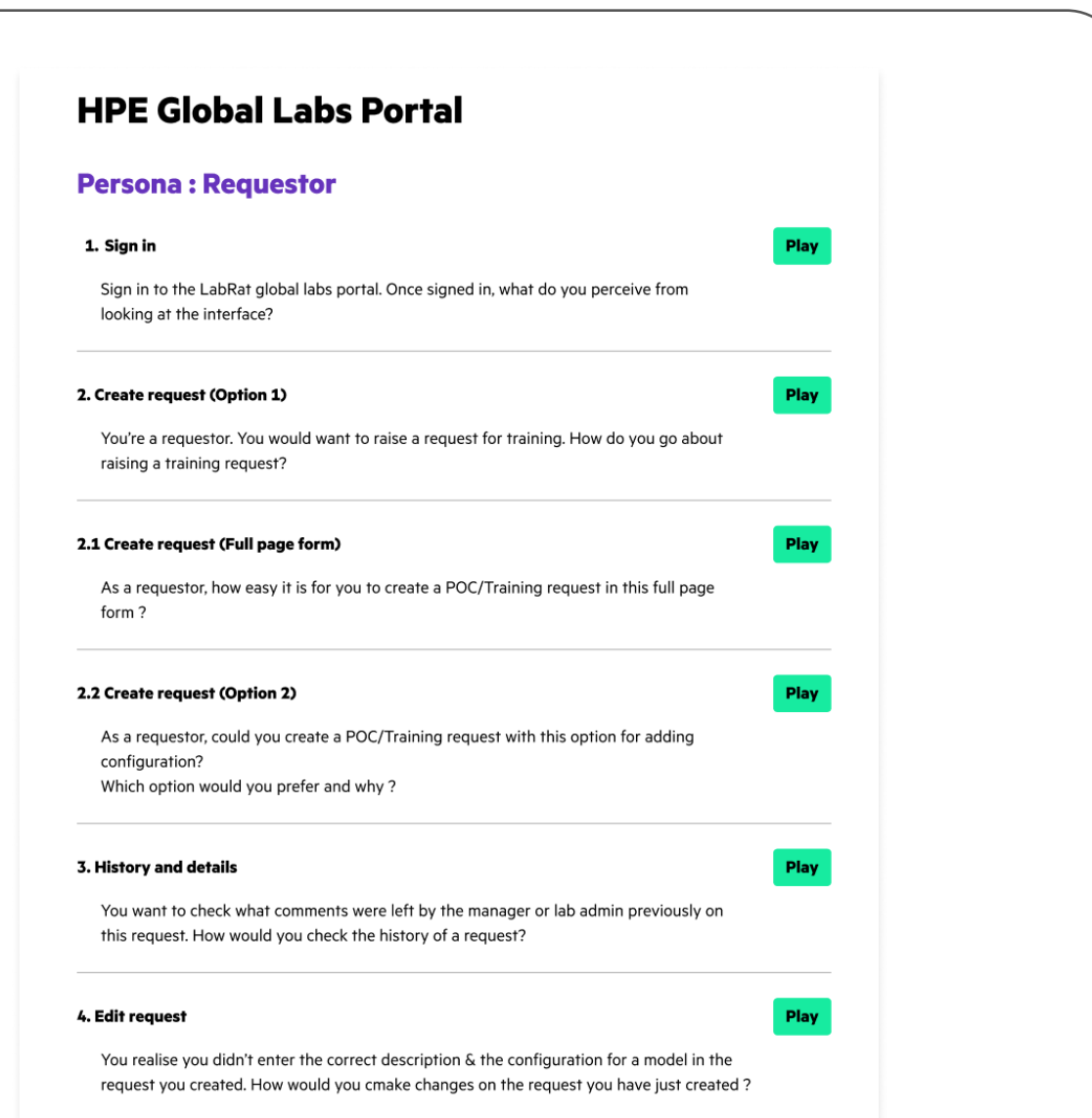


This is how we approached our UT participants..!!

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

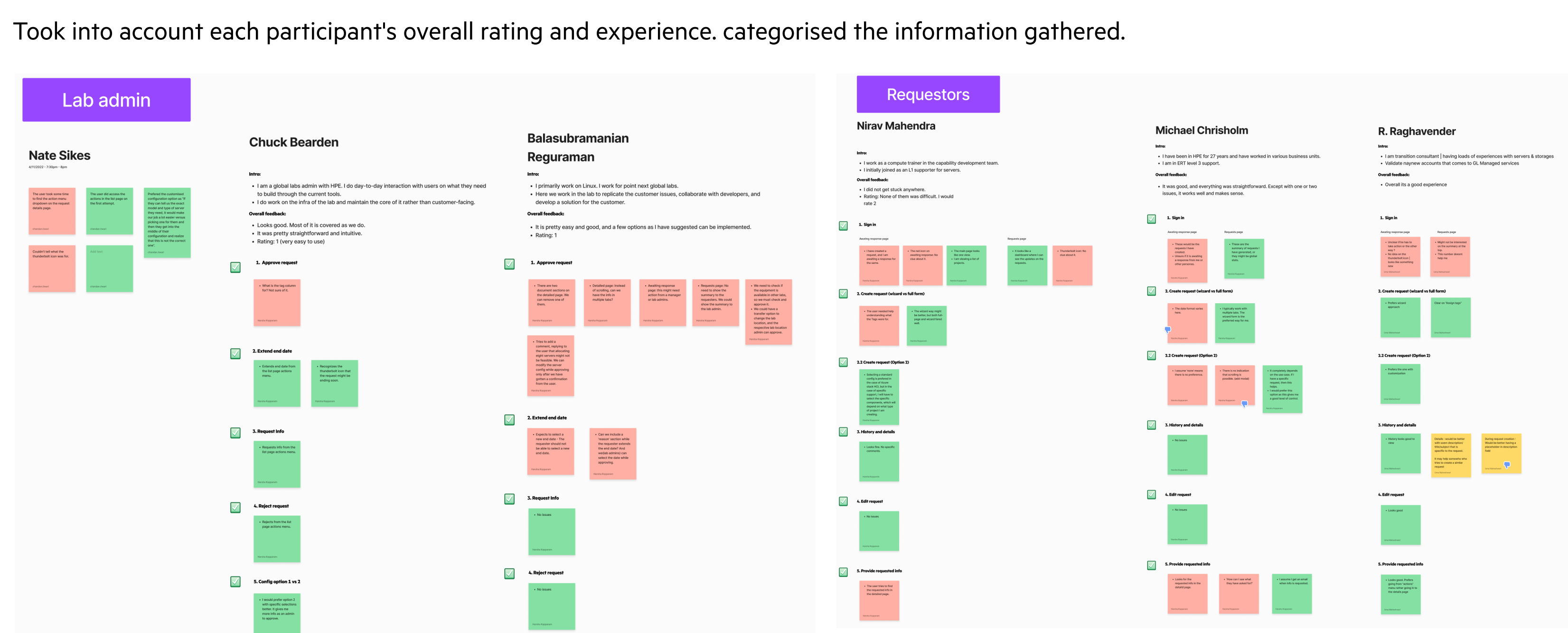
Please don't worry that you're going to hurt our feelings. We're doing this to improve the designs, so we need to hear your honest reactions.

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



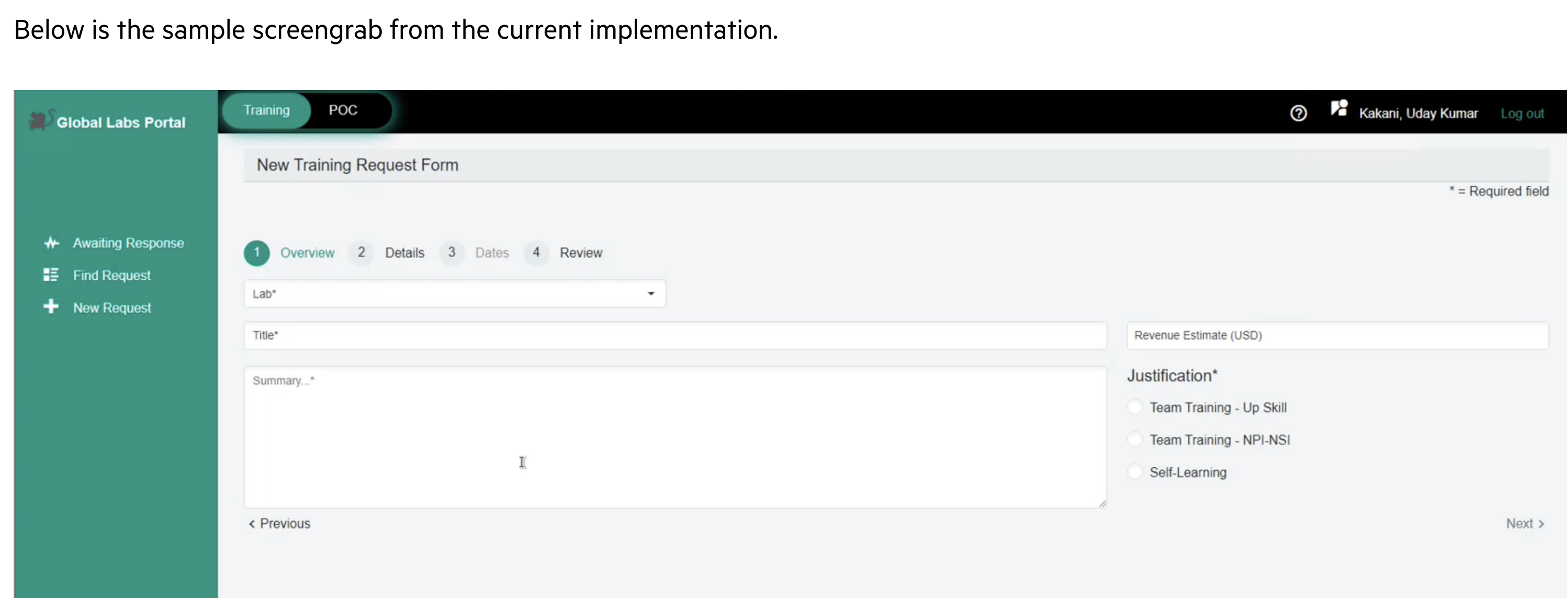
UT Results

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



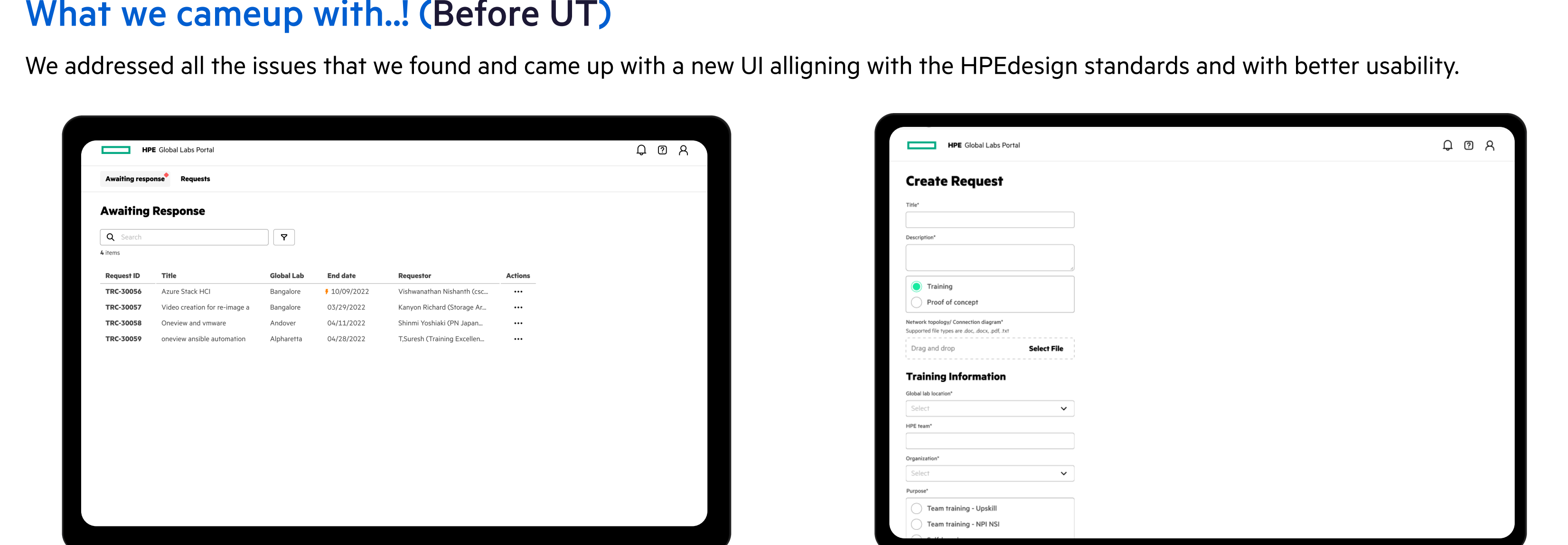
Where we began..!

Below is the sample screengrab from the current implementation.



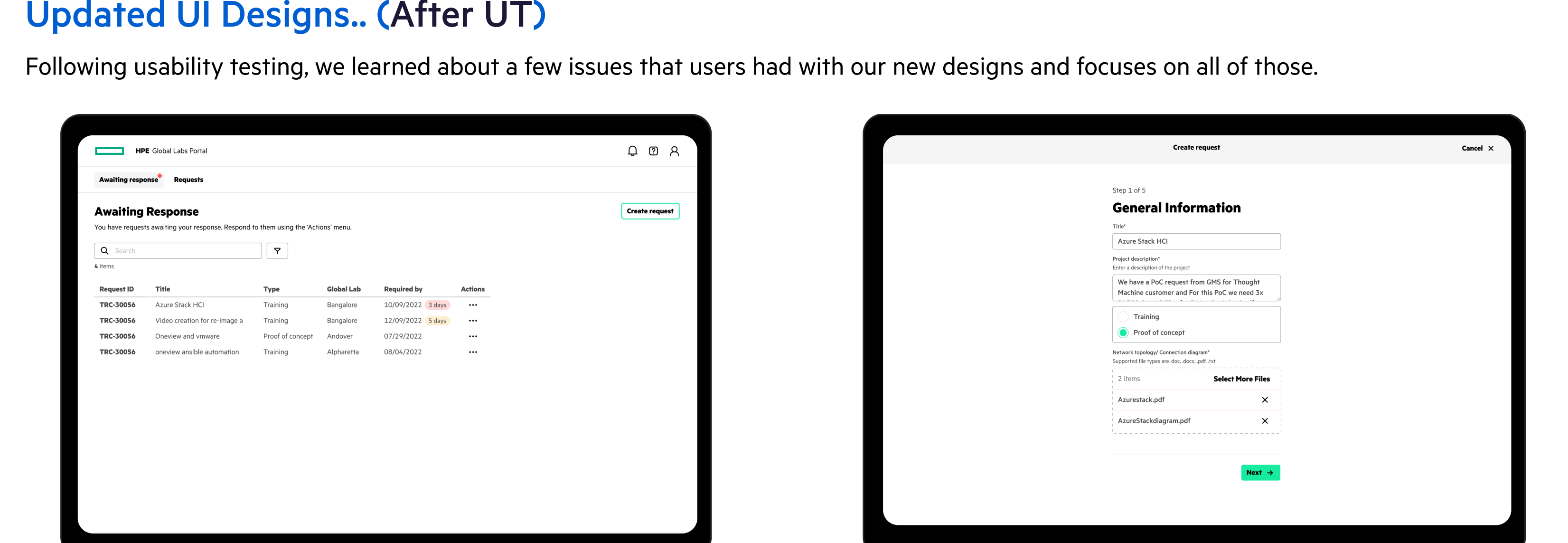
What we came up with..! (Before UT)

We addressed all the issues that we found and came up with a new UI aligning with the HPE design standards and with better usability.



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.



The final UT report

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

Create Request

Standard vs Custom Configuration

Persona : Requestor Persona for this specific action (create request)

User prefers **custom configuration** since in most of the cases they would like to have more control over the selection.

“ Selecting a standard config is preferred in the case of Azure stack HCI, but in the case of specific support, I will have to select the specific components, which will depend on what type of project I am creating. ”

“ It completely depends on the use case. If I have a specific request, then this helps. I would prefer this option as this gives me a good level of control. ”

..... User's comment / feedback

..... Screengrab of the new design

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

We realised the importance of..

Let's Test..!