

## User task analysis and primary noun table

| Task  | Exec | Operations | Analyst | Admin |
|---|------|------------|---------|-------|
| Quick access to enterprise-wide systems, locations and infrastructure health status | X    | X          | X       | X     |
| Ability to drill-down into detailed information                                     | X    | X          |         | X     |
| Create reports using templates  | X    | X          | X       |       |
| Search for a system   | X    | X          | X       | X     |
| View system transactions  | X    | X          | X       | X     |
| View reports  | X    |            | X       |       |
| Create report templates, if needed  | X    |            | X       |       |
| View custom reports   | X    |            | X       |       |
| View historical data trends   | X    | X          | X       | X     |
| Assign/update user roles  |      |            |         | X     |
| Assign/update password-protected access for users                                   |      |            |         | X     |
| Add task to a specific user   |      |            |         | X     |
| Use auto-discovery engines to uncover lower-level dependencies and map them         |      |            |         | X     |
| Install plug-in modules   |      |            |         | X     |
| Define/update SLAs  |      |            | X       | X     |
| View SLA templates  |      | X          | X       | X     |
| Define/update thresholds for alerts   |      |            | X       | X     |
| View SLAs   | X    | X          | X       | X     |
| Respond/drill-down to performance-based alerts                                      | X    | X          |         | X     |
| Create custom reports   | X    |            | X       |       |
| Quick access to systems health status   | X    | X          | X       | X     |
| View existing reports   | X    |            | X       |       |

|   |   |  |   |  |
|---|---|--|---|--|
| Create report templates                 | X |  | X |  |
| Modify existing reports and re-run them | X |  | X |  |

## Primary Nouns

| Task  | Nouns                      |
|---|----------------------------|
| Quick access to enterprise-wide systems, locations and infrastructure health status | Dashboard                  |
| Ability to drill-down into detailed information                                     | Dashboard                  |
| Create reports using templates  | Reports                    |
| Search for a system   | Search                     |
| View system transactions  | Dashboard                  |
| View reports  | Reports                    |
| Create report templates, if needed  | Reports                    |
| View custom reports   | Report                     |
| View historical data trends   | Historical data? - Reports |
| Assign/update user roles  | User roles                 |
| Assign/update password-protected access for users                                   | User access                |
| Add task to a specific user   | User roles                 |
| Use auto-discovery engines to uncover lower-level dependencies and map them         | Auto-discovery             |
| Install plug-in modules   | Plug ins                   |
| Define/update SLAs  | SLAs                       |
| View SLA templates  | SLAs                       |
| Define/update thresholds for alerts   | Alerts                     |
| View SLAs   | SLAs                       |
| Respond/drill-down to performance-based alerts                                      | Dashboard                  |
| Create custom reports   | Reports                    |
| Quick access to systems health status   | Dashboard                  |

|   |         |
|---|---------|
| View existing reports                   | Reports |
| Create report templates                 | Reports |
| Modify existing reports and re-run them | Reports |

### Primary Noun Table

| Primary Noun table |          |                |   |   |
|--------------------|----------|----------------|---|---|
| Primary Noun       | Count    | Views          | Actions   | Attributes  |
| Dashboard          | hundreds | List<br>detail | View<br>Drill-down<br>Remove<br>Add<br><br>On charts – print,<br>save, export,<br>change      | System<br>Trans perform<br>Alerts<br>Trans volume<br>Trans availability<br>Graph<br>Transactions<br>Biz process             |
| Reports            | hundreds | List<br>detail | Create report<br>View reports<br>View templates<br>Create custom<br>Modify existing<br>Remove | Report name<br>System<br>Template<br>Start date<br>End date<br>Start time<br>End time<br>Transactions<br>Locations<br>Users |
| Admin              | hundreds | List<br>detail | Create<br>View<br>Update<br>Remove  | User roles<br>User access<br>Plug ins<br>Alerts<br>SLAs<br>Templates<br>Biz process   |