Personas:

Executive


John is a project manager for the State of Ohio. He does not have a technical background. The ODJFS IT department has had recurring problems with system outages and service disruptions that have affected many of the critical applications.

John needs to know the status of how all the systems are performing at a moment's notice. He needs to be alerted when there is a system disruption or outage. He would like to know who on his staff has been contacted about a problem so he knows that the problem is being corrected. He needs quick access to view historical data.

He is responsible for running daily meetings on the status of critical systems and applications for ODJFS. He needs six reports for this meeting and he needs to generate them with the most up-to-date information and very quickly. He needs to run reports periodically on historical data for systems that have had problems.

He also needs to give reports to the higher-ups showing the following information:

- Weekly (sometimes daily) system status
- Historical data on system status

Goals:

- Quick access to enterprise-wide systems, locations and infrastructure health status
- Ability to drill-down into detailed information if needed
- Create reports
- View reports
- Create report templates, if needed
- View custom reports
- View historical data

IT/System Administrator – power user

A pioneer of electronic data interchange (EDI) and secure file transfer technology, Sterling Commerce helps their customers by connecting their business communities, processes, and technology. In addition, Sterling Commerce business applications help their customers improve profitability and streamline their operations. Sterling wants to measure EDI transactions across their systems. They want to track when an EDI transaction hits and leaves their environment. They want to help their customers improve profitability and streamline their operations by offering SLAs on how quickly EDI transactions cross their systems.

Michael is an IT/system administrator for Sterling Commerce. He has worked for the company for ten years. He is charged with installing, supporting, and maintaining servers and other computer systems, and planning for and responding to service outages and other system problems. If there is a system problem, he needs to know about this problem immediately so that it will not impact any customer transactions crossing their environment. He needs to know about this problem immediately – even if he is working in another system or off work at the time of the problem.

He sets up user profiles and access for numerous systems and applications. He works with customer advocates on defining, monitoring and measuring service performance. Then he sets up and updates SLAs to monitor and measure the EDI transactions moving across Sterling's systems. His department is responsible for measuring and managing the service quality of business processes and relate those processes to the health of underlying IT infrastructure.

Goals:

- Assign/update user roles
- Assign/update password-protected access for users
- Use auto-discovery engines to uncover lower-level dependencies and map them
- Install plug-in modules
- Define/update SLAs
- Define/update thresholds for alerts
- View enterprise-wide systems, locations and infrastructure
- View SLAs
- Respond to performance-based alerts
- Create custom reports, if needed.
- Monitor the health status of services over time

Business Analyst – intermediate user

Jayne is a business analyst for DHL. Part of her job is to monitor and run reports on the warehouse/performance logistics for her boss. For example, when a customer orders something online from ToyRUs, DHL wants to track how long it takes to fulfill the order in the warehouse and how long it takes to ship it.

Jayne has already met with representatives from ToysRUs to specify bandwidth availability, response times for routine and ad hoc queries, response time for problem resolution (network down, machine failure, etc.), etc. She now needs to set up thresholds and SLAs to track this information so that DHL knows if they are in compliance with what they have promised ToysRUs. She would like to know if the metrics she is collecting are within industry standards. It would be great if she could tell her boss that DHL is well below industry standards on warehouse/performance logistics. An example of things to track are:

- Logistics Metrics
- Delivery response time
- Time to assemble
- Shipment defect rate
- Corrective action response rate
- Average inventory level

Goals:

- Define/update SLAs (using SLA templates)
- View SLA templates
- Define/update thresholds for alerts
- View service performance
- View SLAs
- Quick access to systems' health status
- Ability to drill-down into detailed information if needed
- Create reports using templates
- View existing reports
- View custom reports
- View historical data trends
- Create report templates
- Create custom reports

Questions generated by scenarios:

- Can we allow users to just change dates on existing reports and run them?
- Can we add the date to the report name so they can access the original report at a later time?
- Can we allow users to view already-generated reports?
- How can the user view historical data?
- Can we develop SLA templates by industry with best practices so users know how they are doing in comparison to other companies in their industry?
- Can we make the templates so that they cannot be overridden?
- Can we keep reports that are used most frequently active somewhere so the user can access them quickly?
- Can we supply user role templates making it easier for users to set this up?
- Can we allow the admin to add "extra" tasks to a specific user?
- Can we also allow users to create custom SLAs and reports?
- What will setting up business processes look like?
- Can we alert users to problems no matter where they are or what they are doing?
- What needs to be done to be done so that the system is ITIL, Sarbanes-Oxley ISO 7799 for security, BS15000 for ITIL service management, ISO 9001 for process quality, and Sarbanes-Oxley compliant?

User task analysis

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

User roles to be defined: Executive, Admin, Operations

Dashboard views: exec, operations and admin

Navigation:

Dashboard:

- View systems/transactions/alerts
- view graphs of events (print, export, update, save) – roll-overs, alert details,
- Drill-down
- Remove systems
- Add systems
- System alerts user to problems – RSS feeds (graphic of event), emails, pagers, SNMP with delivery results

Primary Navigation:

- Dashboard
- Reports
- Admin

Can the navigation have a roll-over with secondary navigation?

Reports secondary navigation:

- Create/ Update a Report
- Create a Custom Report
- View Reports - keep reports that are used most frequently active in the reports area?
- View Report Templates
- View Historical data – is this just a report?

Administration or Admin:

- Create/update service definitions
- Create/update SLAs
- Create/update user access/roles
- Create/update user passwords
- Install/configure plug-in modules
- Create/update alerts
- Run auto-discovery agent
- Add new systems to monitor
- Create/update system thresholds

Business processes

- Create/update biz process definitions
- Create/update alerts
- View