SHOUT-Concept Sketches

- These wireframes are for JAD discussions for SHOUT.

- The illustrations are deliberately *low-fidelity.*

- Some increased detail may be included on some slides at the request of JAD participants (stakeholders) for clarity.

- The purpose is to encourage discussion, to refine *functional requirements*, and to discover new functional requirements

- The concept sketches are NOT a design draft.

JAD Session

WHAT	HOW	REFINE	DELIVER

Initial Concepts | **First Draft** | **Second Draft** | **Finalize**

Purpose:
*Define **WHAT** we need to design.*
(Determine functionality.)

Purpose:
*Define **HOW** functionality will be represented. What controls are needed?*

Purpose:
***REFINE** how functionality will be represented. Consolidate functions.*

Purpose:
***POLISH** and present final design.*

Fidelity: LOW
Using only the most basic placeholders to show that functionality will be represented.

Fidelity: MEDIUM
Layout represents workflow. Widget placeholders will have control-types assigned.

Fidelity: MEDIUM-HIGH
Interactive workflow.

Fidelity: HIGH
Complete workflow and design.

Leaders:
Stakeholders

Leaders:
UX Team

Leaders:
UX Team + Stakeholders

Leaders:
Delivery Team

SHOUT-Notifications

- This concept sketch is for JAD wireframing discussions only.

SHOUT

CANCEL | SEND |

+   **Incident Description** (expandable section - defaulted values within)

—   **Message Body**

| COPY LAST | TEMPLATE   TEMPLATE   TEMPLATE   TEMPLATE | Other Templates v |

Body Template   Preview

Data: | Data entry field |

Data: | Data entry field | | v |

* Data: | Mandatory data entry field |

Impact

Data: | Prepopulated Impact Data |

—   **Participants**

Receivers | Search by Name |

Group: | Default when possible | | v |

On Call   ≡

Group	Person
AAA	J. Doe
AAA	D. Prince
AAA	C. Kent
AAA	H. Jordan
BBB	O. Queen

Bridge Set-Up   ≡

Tools (Search, etc…)

	Group	Person
☐	AAA	B.Bannon
☐	AAA	H. Pym
☐	AAA	H. McCoy
☐	AAA	J. Grey
☐	BBB	Y. Gagarin
☐	BBB	B. Aldrin
☐	BBB	A. Shepard

SHOUT-Templates

- This concept sketch is for JAD wireframing discussions only.

Notification

Template | Participants

Preview | SEND | Cancel

Once a template is selected, it is populated with the Incident data, and ready to preview or send.

Using Template: CCC-333-abc

Edit Template | Save Template

Once a template is loaded, it can be edited and saved for later use.

+   **Incident Description** (expandable section - defaulted values within)

—   **Message Body**

Data Area #1

Data: Data entry field

Data: Data entry field   v

* Data: Mandatory data entry field

Impact

Data:

Prepopulated Impact Data

Data Area #2

Data Area #3

Notification

SHOUT *(Incident #123456)*   [?]   [X]

Template | Participants   Cancel

Search... 🔍

Template Parameters

Role
Default to incident... ▼

Region
Default to incident... ▼

Business Service
Default to incident... ▼

Group/Type
Default to incident... ▼

Sub-Group/Type
Default to incident... ▼

Most Recent
Default to incident... ▼

Select Existing Template

Group/Type
[+] AAA
[+] BBB
[-] CCC
  Sub-Group/Type
  [+] CCC-111
  [+] CCC-222
  [-] CCC-333
    CCC-333-abc
    CCC-333-def
    CCC-333-ghi
    CCC-333-...
    CCC-333-...
    CCC-333-...
    CCC-333-...
  [+]CCC-444
[+] DDD
[+] EEE

SHOUT_BR-070: The solution must enable templates for notification creation.

The User can search for key words to get a list of matching templates.

The User can search by various parameters to narrow down the available templates.

SHOUT_BR-073: The solution must dynamically update required template information based on configurable business rules.

The system dynamically populates the template pane with templates that match the parameters. Similar templates are grouped in an expandable tree view.

Notification

SHOUT *(Incident #123456)*   **[?]   [X]**

Template | Participants   Preview | SEND | Cancel

Using Template: CCC-333-abc   Edit Template | Save Template

Once a template is loaded, it can be edited and saved for later use.

+   **Incident Description**

—   **Message Body**

SHOUT_BR-071: The solution should support configurable notification templates for recipients and authors.

Template Editor   Add   ☰

Area/Input	Enable	Require
Panel: "Description	☐	☐
Text Field: "Description"	☐	☐
Panel: "Data Area 1"	☐	☐
Text Field: "Data Field 1"	☐	☐
Dropdown: "Data Field 2"	☐	☐
Text Field: "Data Field 3"	☐	☐
Panel: "Data Area 2"	☐	☐
Text Field: "Data Field 1"	☐	☐
Dropdown: "Data Field 2"	☐	☐
Text Field: "Data Field 3"	☐	☐

Data Area #1

Data: [   ]

Data: [∨]

* Data: [   ]

Impact

Data

Prepopulated Impact Data

SHOUT_BR-072: The solution should allow data fields within templates to be configured as mandatory.

The User can EDIT the template, and remove or add Areas and Fields. The User can also set the *requiredness* for field.

Data Area #2

Data Area #3

COMMIT   **CANCEL**

Notification/Templates

SHOUT_BR-070: The solution must enable templates for notification creation.

Incident (#123456)   [?]   [X]

New | Template   [   ] [   ] **SHOUT**

Save | Save As | Cancel

▶ **Select Existing Template**

Group/Type
AAA
BBB
CCC

    SubGroup/Type
    CCC-111
    CCC-222
    CCC-333

Timers   New | Edit

SHOUT_BR-071: The solution should support configurable notification templates for recipients and authors.

SHOUT_BR-072: The solution should allow data fields within templates to be configured as mandatory.

On Call		☰
Group	**Person**	**Contact**
AAA	J. Doe	[123-456-XXXX]
AAA	D. Prince	[123-456-XXXX]
AAA	C. Kent	[123-456-XXXX]
AAA	H. Jordan	[123-456-XXXX]
BBB	O. Queen	[123-456-XXXX]

SHOUT_BR-073: The solution must dynamically update required template information based on configurable business rules.

Bridge Set-Up (Interested Parties)	☰
Tools (Search, etc…)	

☐	**Person**
☐	B.Bannon
☐	H. Pym
☐	H. McCoy
☐	J. Grey
☐	Y. Gagarin
☐	B. Aldrin
☐	A. Shepard

SAVE	SAVE AS NEW

Search... 🔍

SHOUT-Dashboard

- This concept sketch is for JAD wireframing discussions only.

Overview/Dashboard

SHOUT (Overview)   [?]   [X]

≡   Overview | New | Open | Subscriptions | Settings | Admin   Search... 🔍

My SHOUTs *(#Count)*

Filters *(E.g., By Author, By Subscription, By Service, By Location, etc.)*

List View of SHOUTs
(Click to drill down to SHOUT detail)

Examples:
Authored, Tracking, Subscription (in or out),

Timers *(#Count)*   New | Edit

SLA   *00:05:41…*   **APPROACHING!**
SLA   *00:14:49…*   **APPROACHING!**
CUSTOM   *00:24:13…*
PERSONAL *00:44:04…*

Subscriptions *(#Count)*

List View of Subscriptions
(Click to Edit/View Details)

List by Service: IT Data, Video,
Field, Backbone/Transport

SHOUT- Subscription & Delivery

- This concept sketch is for JAD wireframing discussions only.

Admin View

SHOUT (User/Role)   [?]   [X]

☰   <u>Overview</u> | <u>New</u> | <u>Open</u> | <u>Subscriptions</u> | <u>Settings</u> | Search... | 🔍 |

User: John Doe | Save | | Cancel |

User Information

- Contact Info
- Integrate w/Lync
- Org Chart
- Etc...

This User's SHOUTs

List View of SHOUTs, as on Overview

Delivery

Next Notification: 05/31/2018 3:17pm   <u>Edit</u> | <u>Set Timer</u>

Includes:
Rules-based Notification time settings
Mode **Notification Type settings**

☐ ALL   ☐ SMS   ☐ Voice
☐ Email   ☐ RSS   ☐ Other

Permissions   <u>Search</u>

<u>All</u> | <u>Assigned</u>   ✚

☐ <u>User Group 1</u>

☑ <u>User Group 2</u>   **Editable for Admin**
  ☐ Standard User
  ☑ Advanced User
  ☐ Super User

☑ <u>User Group 3</u>

Subscriptions   <u>Search</u>

<u>All</u> | <u>Subscribed</u>   ✚

☑ Subscription 123-ABC   **Includes:**
                         List of Subscriptions (and Filter)
☑ Subscription 234-ABC   **Search**
                         Add
☐ Subscription 456-ABC   **Manage (Assign/Unassign)**
☐ Subscription 789-ABC
☑ Subscription 123-DEF

SHOUT_BR-052: The solution must allow managers to configure notification criteria for direct reports.

SHOUT_BR-060: The solution must allow the recipient and manager to customize flexible scheduling for delivery of notifications.

SHOUT_BR-062: The recipient may mute notification updates from a delivered notification based on configurable criteria.

SHOUT_BR-063: The solution may un-mute notifications of muted incidents based on configurable criteria.

SHOUT_BR-065: The solution should support multiple types of communication delivery.

User View

SHOUT (User/Role)   [?]   [X]

≡   <u>Overview</u> | <u>New</u> | <u>Open</u> | <u>Subscriptions</u> | <u>Settings</u>   [Search... 🔍]

User: John Doe   [Save] [Cancel]

User Information

- Contact Info
- Integrate w/Lync
- Org Chart
- Etc...

This User's SHOUTs

List View of SHOUTs, as on Overview.
What is this person tracking?

Delivery

Next Notification: 05/31/2018 3:17pm   <u>Edit</u> | Set Timer

Permissions

User Group 2:   Advanced User

User Group 4:   Standard User

User Group 23: Standard User

User Group 99: Super User

Subscriptions   <u>Search</u>

<u>All</u> | <u>Subscribed</u>   ✚

- ● Subscription 123-ABC   ▲
- ● Subscription 234-ABC
- ☑ <u>Subscription 456-ABC</u>
- ☐ <u>Subscription 789-ABC</u>
- ● Subscription 123-DEF   ▼

SHOUT_BR-054: The solution must allow recipients to subscribe to notifications based on configurable criteria.

SHOUT_BR-055: The solution should allow recipients to search for criteria (e.g. services) when subscribing.

SHOUT_BR-053: The solution should not allow direct reports to override subscriptions pre-defined by managers.

Subscription Configuration

☰   Overview | New | Open | Subscriptions | Settings   Search... 🔍

Subscriptions Editor

New | Save As   Search... 🔍

| This Subscription ID | Priority: | High ▼ | Delivery: | Select... ▼ |

SERVICE

☑ Video
    ☑ This Service 1
    ☑ This Service 2
☐ IT Data
☐ Voice

REGION

☐ East
☐ Central
☑ West

Includes:
Rules-based Subscription parameters

| Services | Systems | Applications | Regions | More... |

☐ This Application ABC
☐ This Application DEF
☐ This Application GHI
☐ This Application JKL
☐ This Application MNO
☐ This Application PQR
☐ This Application STU
☐ This Application VWX

Add [Application] to [Service]

SHOUT_BR-055: The solution should allow recipients to search for criteria (e.g. services) when subscribing.

SHOUT_BR-054: The solution must allow recipients to subscribe to notifications based on configurable criteria.

User View

SHOUT (Shout Detail View, #SH-1234)　　　　　　　　　　　　　**[?]　[X]**

≡　　Overview | New | Open | Subscriptions | Settings　　　　　　Search...　🔍

⚠ **Timer** (Next Event: SLA Deadline): 15:33:29…　　　　　　　　　**Send**

Description

Detail 1

Detail 2

Delivery

Next Notification:　05/31/2018 3:17pm　　Edit | Set Timer

Includes:
Mode　　**Rules-based Notification time settings**
　　　　Notification Type settings

☐ ALL　　☐ SMS　　☐ Voice

☐ Email　　☐ RSS　　☐ Other

History

▲

▼

SHOUT_BR-060: The solution must allow the recipient and manager to customize flexible scheduling for delivery of notifications.

SHOUT_BR-062: The recipient may mute notification updates from a delivered notification based on configurable criteria.

SHOUT_BR-063: The solution may un-mute notifications of muted incidents based on configurable criteria.

SHOUT_BR-065: The solution should support multiple types of communication delivery.

SHOUT_BR-080: The solution must alert the author of upcoming notification lifecycle events.

Integrating SHOUT w/Incident

CONCEPT: From the *Incident* screen, invoke the *SHOUT* module.

Incident #123456	[?] [X]

≡   Overview | New | Open | Subscriptions | Settings

SHOUT

Incident Visualization

SEND

Comment/Communication

Timers   New | Edit

SLA   *00:24:13...*
Custom   *00:05:41...*   **APPROACHING!**

Incident Fields/Data...

Incident Fields/Data...

On Call   ≡

Group	Person	Contact
AAA	J. Doe	[123-456-XXXX]
AAA	D. Prince	[123-456-XXXX]
AAA	C. Kent	[123-456-XXXX]
AAA	H. Jordan	[123-456-XXXX]
BBB	O. Queen	[123-456-XXXX]

Incident Fields/Data...

Incident Fields/Data...

Bridge Set-Up (Interested Parties)   ≡

Tools (Search, etc...)

	Group	Person
☐	AAA	B.Bannon
☐	AAA	H. Pym
☐	AAA	H. McCoy
☐	AAA	J. Grey
☐	BBB	Y. Gagarin
☐	BBB	B. Aldrin
☐	BBB	A. Shepard

Incident Fields/Data...

Incident Fields/Data...

SHOUT-Notifications from Templates

Notification from Templates

10.1.1.4 - Publish Template

10.1.2.3 - Unpublish Templates

10.1.2.3 - Delete Published Templates

10.1.2.4 - Delete Unpublished Templates

10 - Template Creation

Template Name (Editable)

🏠   New | Assign To | Save | Publish/Unpublish | Delete | Cancel

10.1 - Role Based Template Functionality

10.1.1.3 - Cancel Template

10.1.1 - Create/Edit Template

New
    Open Existing Template
    Create New Template

10.1.1.2 - Save Template

Save
    Save
    Save As...

+   **Incident Description** (expandable section - defaulted values within)

−   **Message Body**   Add Section

20.5.1 - Notification Configuration from Template

Data Area #1   ✹ ✖

Sample text, pre-populated text, editable.

Data Area #2   ✹ ✖

Data:

Data, prepopulated from external source:
- UNO
- HLP
- EVS

20.2 - Notification Creation from UNO Ticket

20.3 - Notification Creation from HLP Ticket

20.4 - Notification Creation from EVS Ticket

Header (Editable)   ★ ✖

10.1.1.1 - Mandatory Configuration

* **Data:**   Mandatory data entry field

Data Area #4   ✹ ✖

20.5.2 - Notification Configuration from Template

Authoring

21 - Authoring Selection

21.2 - Authoring Selection, Manual

21.3 - Authoring Selection Triggers Delivery

21.1 - Functional Grouping Search

22 - Notification Alerts

24 - Policy Rules in Notification Creation

SHOUT ID# SH-123456

🏠 Recipients | Schedule | Alerts | Policy | SEND NOW | Delete | Cancel

- Options

Recipients

▼ **Functional Groups**

Remove Selected   Add Selected   *Search…* ▼

☐ **Atlanta**   ☐ **[-] Location**
  ☐ Video   ☐ **[-]** Service
    ☐ Contour 2   ☐ Platform
    ☐ Contour   ☐ Platform
    ☐ Cable   ☐ Platform
  ☐ Data   ☐ **[+]** Service
    ☐ Complex Managed WiFi
    ☐ Integrated T1   ☐ **[-] Location**

▶ **Subscriptions**

▶ **Individuals**

Schedule   **Timer**

Policy Matrix

+ Incident Description (expandable section - defaulted values within)

+ Message Body

Authoring

Recipients | Schedule | Alerts | Policy | SEND NOW | Delete | Cancel

+ Options

+ Incident Description (expandable section - defaulted values within)

21.4 - Authoring Format Selection → **B** *I* <u>U</u> Tᴛ

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

— Message Body   Add Section

Data Area #1   ✳ ✖

Sample text, pre-populated text, editable.

Data Area #2   ✳ ✖

Data:

Data, prepopulated from external source:
- UNO
- HLP
- EVS

23 - Update Notification after Creation