User persona: Jack (SW Public Health Scientist)
User persona: Andrea (DWQR Technician)
User activities
Event reported from
Gather data on event
Request sampling
Enter data
Generate event
Send notification
Create csv files
Request additional detail/evidence
Wait for sample results
Analyse outputs
Update CDR
Send notification
Conduct daily check on mailbox
Process csv files
Upload into database
Wait for 100% upload
Review events
Await updates
Receive outcome notification
Review all information
Request more info
Wait for response
Receive additional info/clarification
Conduct assessment
Categorise event
Decision passed to SW
Close event
User tasks
Operations
Where & when
RCA report
Operations involved
Assess priority
Allocate priority
Sense check csv
Where & when
RCA report
Chase late responses
Update event
Supply supplementary information
Check any supporting info
Reformat csv
Identify any that cannot load
Email inspectors of new upload
Request more information if required
Compile additional info
Review additional supplementary data
Score elements of event (matrix)
Declare incident if required
Initiate incident process
Review history & reports
Labs
Ops timeline
Analysis data
Regulation team involved
Based on known data - subject to change
Log event in master s/s
Send csv to DWQR
Ops timeline
Analysis data
Create csv files
File info
Notify SW of exceptions
Receive incident report
Review full incident report
Chase late responses
Customer
Customer contacts
Telemetry
Save files to Sharepoint
Customer contacts
Telemetry
Incident assessment sent to SW CEO
Track incident documentation & milestones
Questions
Linked to other event?
Could this become an incident?
Linked to other event?
KPI's met?
Could this be a prosecution case?
When is the outcome coming?
Might we be missing something SW see?
Do I know enough to assess?
Declare incident?
When send incident assessment?
Has notification been raised?
Have we enough info to assess?
Happy Moments
Glad it's done
Happy to complete
Pain Points
Clarity of data received
Data gathering
Out of hours requests
Limitations causing duplication of effort
Limitations causing duplication of effort
Receiving data queries
Sense checking
Data gathering
Turnaround times
Waiting for information
Limitations causing duplication
Manual / remembering to do it
Data gathering
Data quality
Needing to wait for overnight load (file sizes)
Variation in quality of data
Delays
Delays
Going round the loop
Data gathering
Translation of trends
Manual process
Location is remote
Lack of automation
Lack of automation
Lab failure outwith control
Mis-match of specs
System design
Presentational format of system
Manual data flags (outcome)
Getting in contact to do sample
When data won't load
Sending data back to SW
Repeat data fields
Opportunities
Real time outputs
Auto refresh BI reports
Real time outputs
Automate validation & loading
Only see what's changed
Design flags
Append docs within system (not separately)
Footnotes and scales on trends
Automate
Remove repetitive activities
Remove need for csv files
Central visibility of live reports
Make easier to read
Automate flags
Snapshot reports scheduled
Usable flags
Time
Live
< 2 days
< 2 days
< 2 days
< 2 days
< 1 hour
Notification = 1 day (Mon-Fri)
< 2 days
Event plus < 28 days
Emotion
miro