

Extranets / Intranets for Sports Org & world cup 2010

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Extranet - Intranet is a Content Management System hosting contents for Intranet and Extranet Users. The end users will be a very diverse group that includes internal FIFA staff, local organizing committee staff, commercial affiliates, service providers, member associations, referees, medical professionals, broadcasters, and media. Registered users only can access the contents.

Role:

- JAD Discussion
- User Profiles
- Paper Prototypes
- Wireframes
- Develop UI Screens
- Handled a team of 2 members to provide HTML templates to the development team
- Validation of Templates against W3C XHTML compliance

UX Lead: Extranets / Intranets

Example Scenarios from 2 Applications

Project Reporting Tool:

Project Reporting tool is a comprehensive extranet site which enables administrators of the site to create various reports pertaining to various sports events that is organized and assigned them to users located at different geographical locations. These reports are in the form of questions which an end user needs to fill and submit. By consolidating all the reports, administrators keep themselves about the latest news, issues etc about all the event location. Additional functionalities include an advanced search to consolidate all the reports.

Media Ticketing Tool:

Media ticketing is one of the sophisticated application in Extranets/Intranets, this ticketing system was developed to facilitate the media users to raise a request for media tickets to attend the matches according to their Supplemental Accreditation Device (SAD) such as Press Tribune, Photo Tribune, Photo Pitch, Press Conference and Parking Pass etc.

Task Flow:

The application has left tree structure and right content portion. As the content is huge, the business team decided to increase the content area. They want us to replace the left panel tree with other way but with same task goal.

We implemented with dropdown, which will appear in all pages at top and helps user to achieve their task.



STEP 1: On selection of "reporting", the Competition option is shown in a separate layer-box. The button "Show" is disabled

- Simplified Task Flow
- No iFrame constraints
- More content space

Task Flow:

The application has a feature of showing defaulted list of no-shows to the match. As the users are segmented to very basic IT knowledge, the penalty charged should be very easily visible. Hence the rows are clearly marked and is changeable with primary colours, as the card option is selected.

Non-mandatory fields are shown with hint "Optional"

Penalty info is clearly shown in primary colors, as the colour-card has been selected

UX Lead: Library Functionality Usability Review

The application has a Library feature, which is built-in episerver(CMS tool) module. As UX Consultant, we customized to best possible ways by starting with an Usability Review (**very high-level review, not actual heuristic**). Attached are few screenshots.

Add file Pop up

Current UI: This experience is dissimilar from the proposed solution by UXM

The upload multiple files text is a link. This is not apparent.

Proposed UI: This option brings up the user's system explorer. Its easy to locate and select multiple files.

The need for a link "Upload multiple files" is not required.

Upload a single file

The user selects the file from his local system and clicks on "Submit".

This action closes the pop up window.

This leaves a question in the users mind if the action performed is correct

The user sees this screen after clicking the submit button.

There is no visual indication if the file has uploaded or uploading etc.

Solution: The system should display a progress bar and inform the user if the upload is done or in progress or disconnected.

This would help the user to perform the necessary action thereon

Upload a multiple files - 2

The user has selected 2 files and adds a comment to the files.

He clicks on the Submit button.

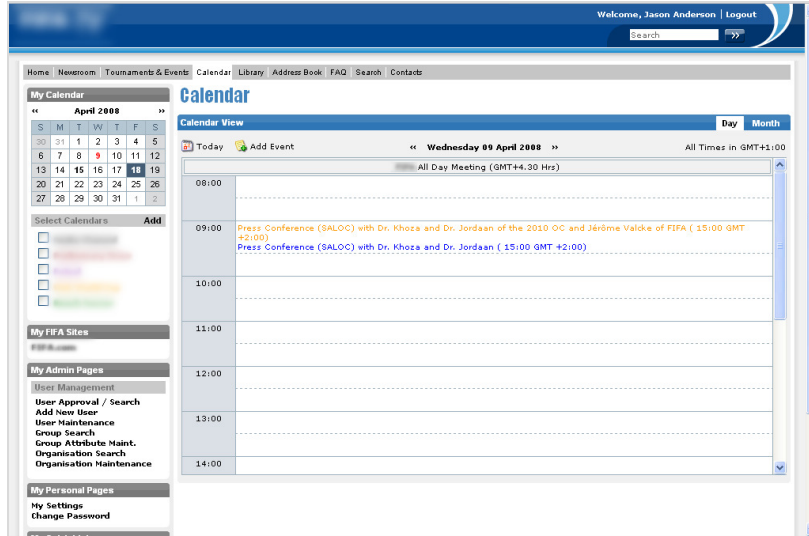
There is no visual indication if the file has uploaded or uploading etc.

Solution: The system should display a progress bar and inform the user if the upload is done or in progress or disconnected.

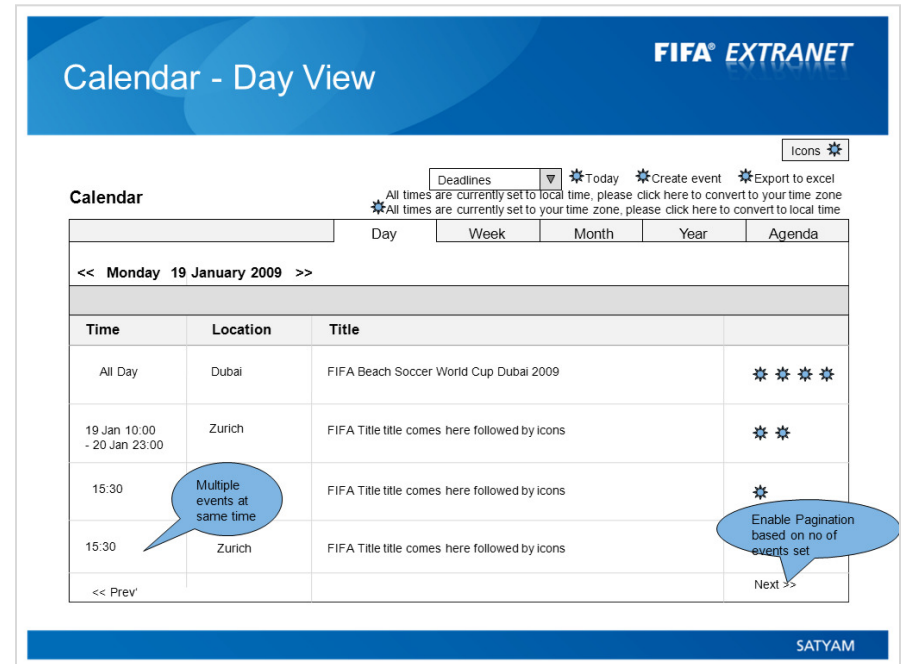
This would help the user to perform the necessary action thereon

Re-Engineered Wireframe from phase 1 – phase 2

Phase 1

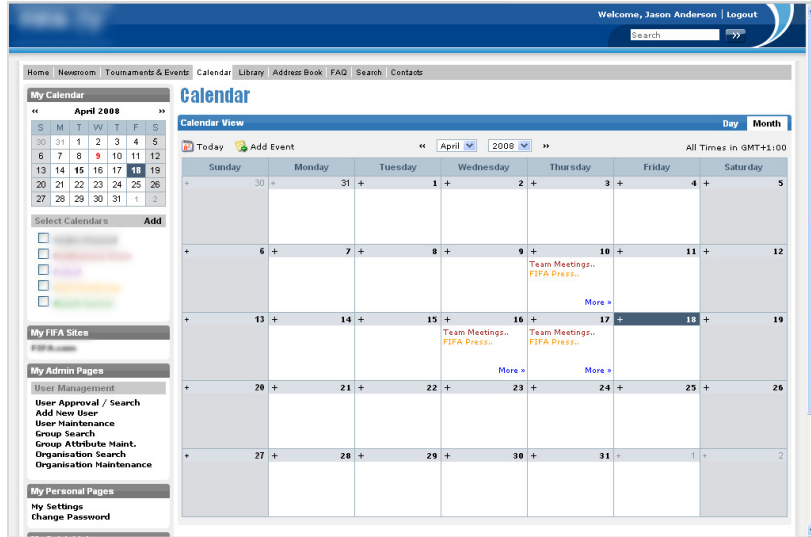


Phase 2 wireframe

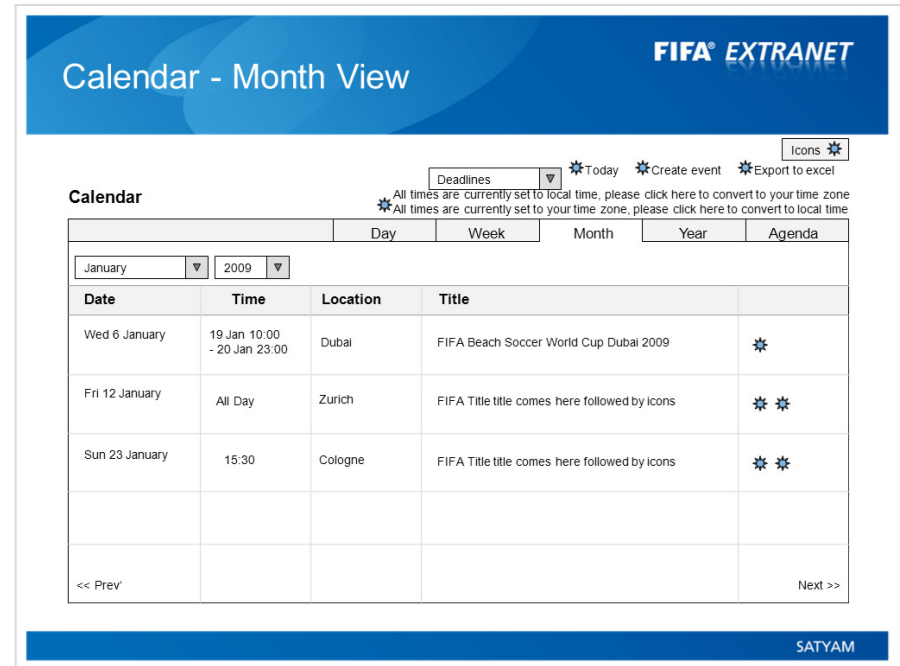


Re-Engineered Wireframe from phase 1 – phase 2

Phase 1



Phase 2 wireframe



Thank you!