# **Creative UX Designer SWATHIS SRINIVASAMURTHY**

# About

Identity management application allows ITC users to manage the lifecycle of an "identity" and the accounts and permissions that are linked to it.

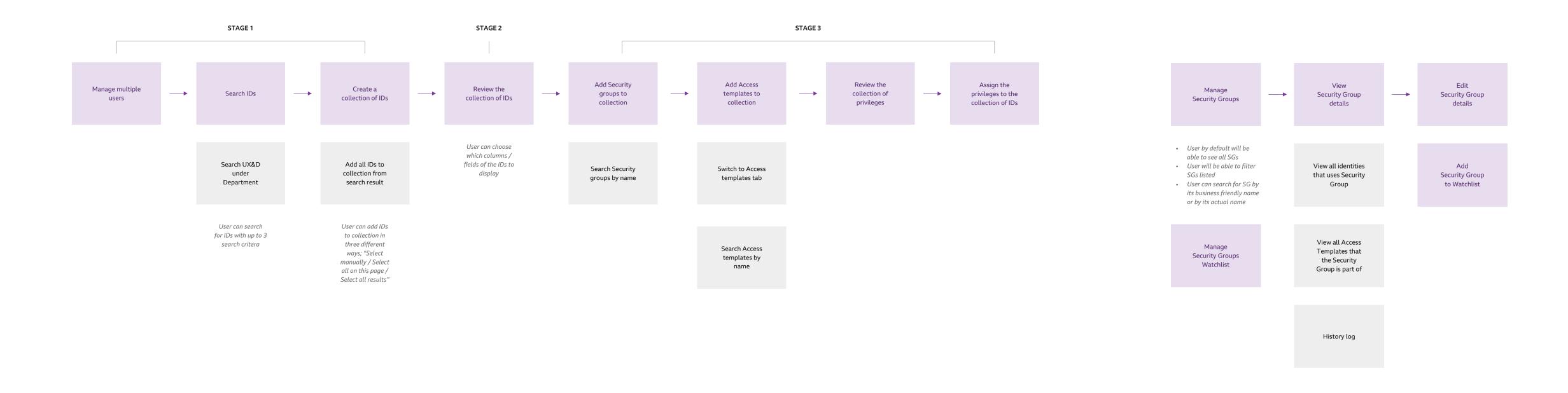
# Aim

- Add bulk requests feature that allows user to make multiple permission changes to multiple identities at a time.
- Add a feature that allows user to rename security group and add metadata relevant to that security group.

# Challenges

- Complex product and project, and I was the only UX Designer.
- Unique UI design unlike any other internal facing products.
- Understanding the product, product capability, technical
- feasibility and meeting stakeholder's requirements.

Workflow



Analysed the requirements for the features and created the workflows.

# Wireframes

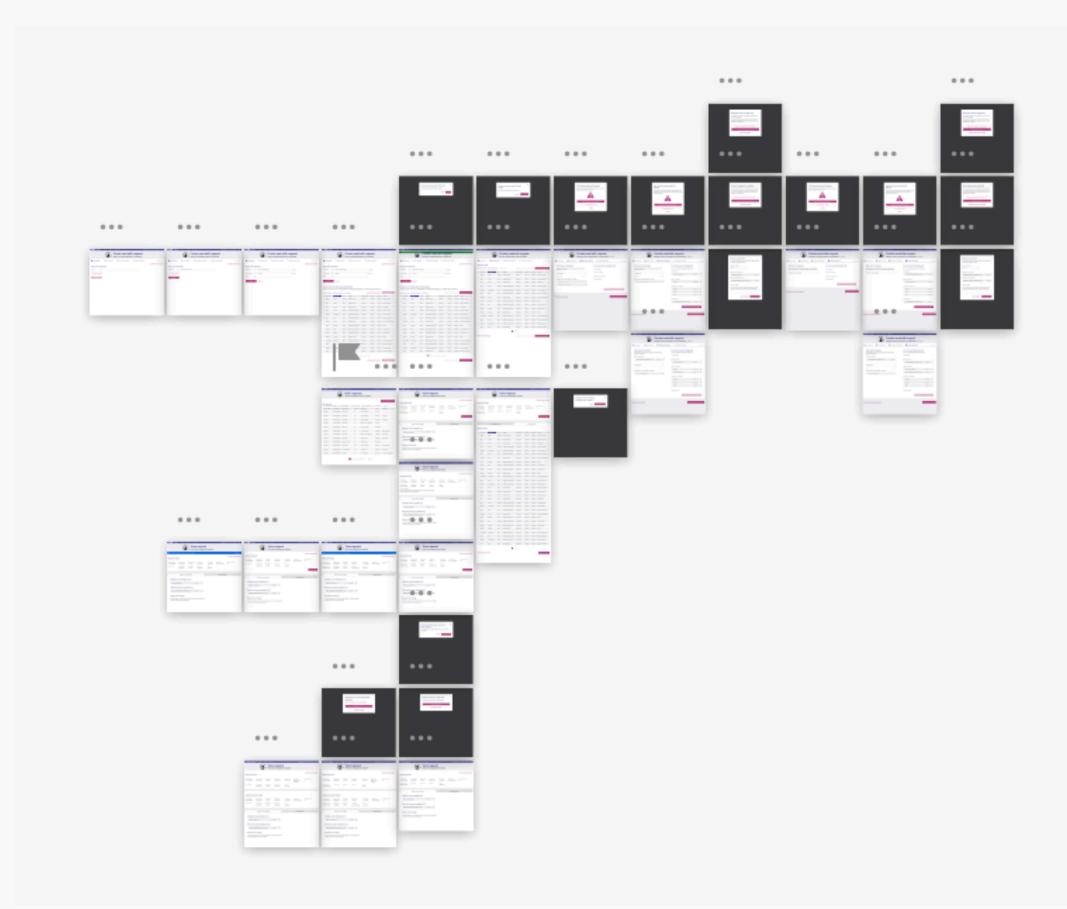
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<b>BBC</b> Identity	Activity feed	Identities	Permissions	Bulk requests
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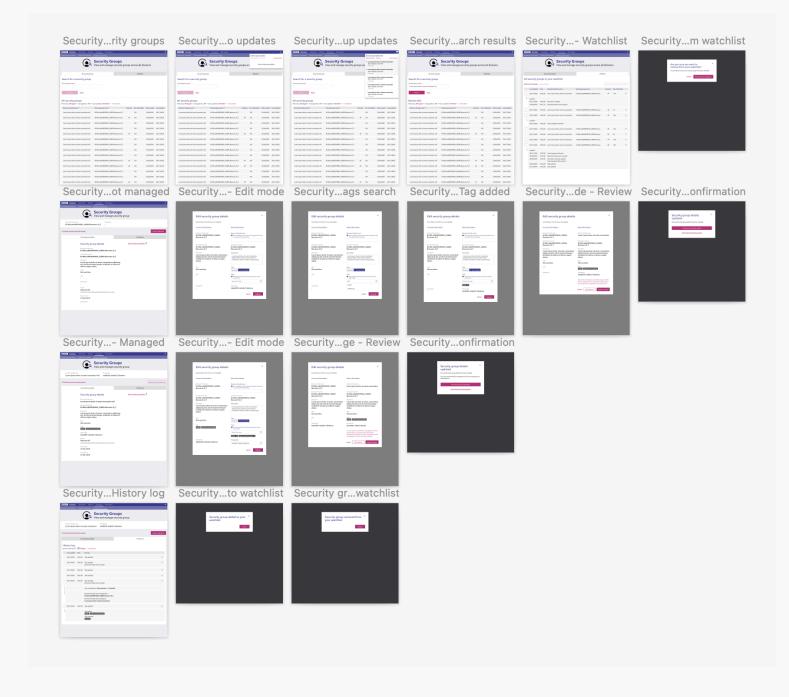
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Sketched and demonstrated my ideas to the stakeholders.

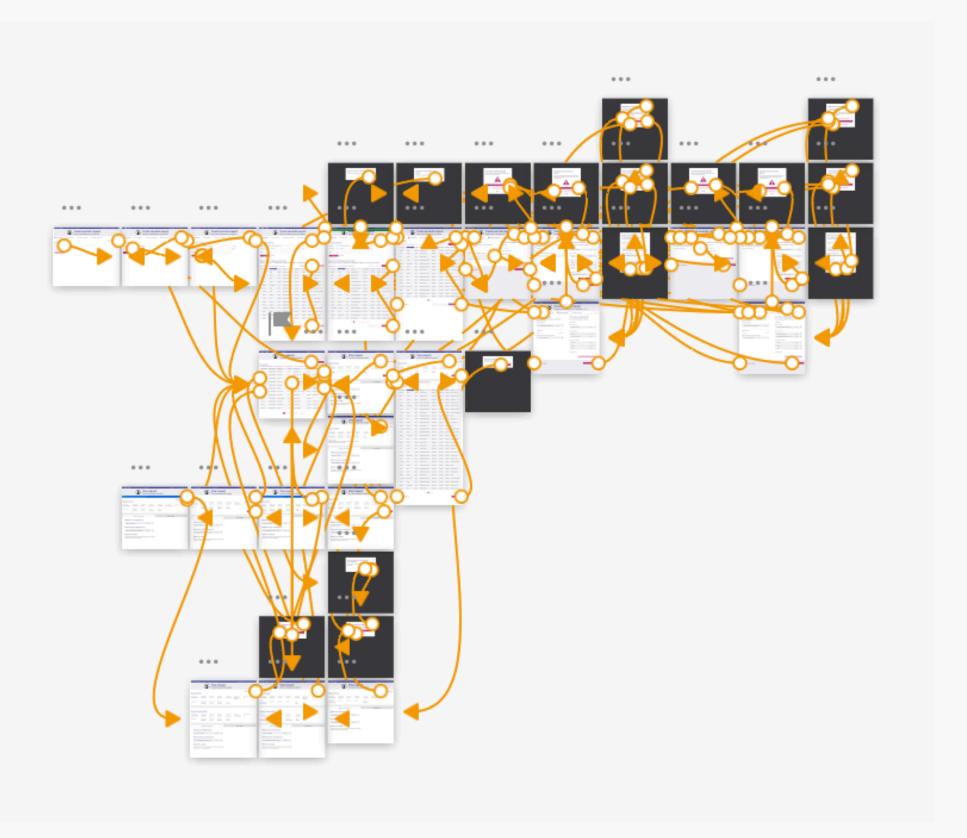
# Mockups



Worked out all the possible scenarios and edge cases, and designed the mockups. Reused existing design patterns to provide consistent user experience.







Created prototype to make it easier for the product owner and stakeholders to experience the new feature and to provide any feedback.

UI

<b>BBC</b> Identity	Activities	Identities	Bulk requests		+ Create identity Cha	ange language: <b>Eng</b>	lish Logout
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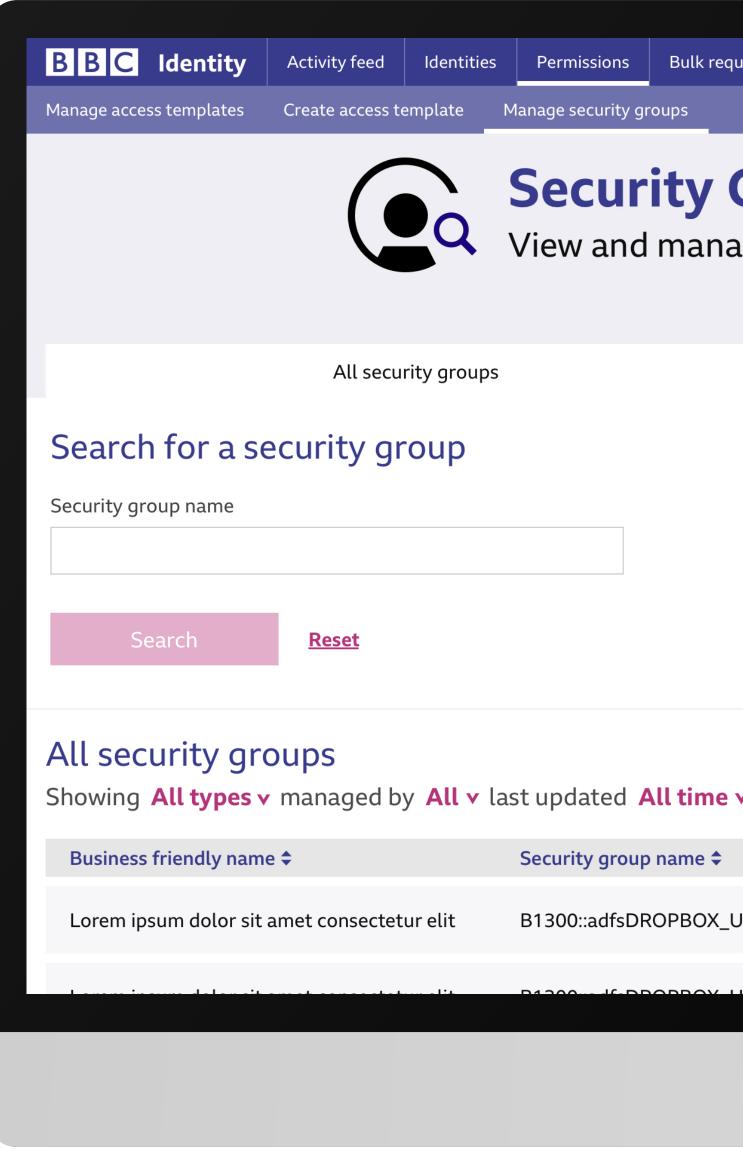
Bulk requests - 3/4 steps to create a new request

### **BBC** Identity Activities Identities Bulk requests **Bulk requests** View and manage all bulk requests Q All requests Showing All request types v from All requestors v, actioned by All v, that are All status v from All time v 3 Reset filters Requested date **\$** Request number **\$** Requested by **\$** 04/08/20 AT160720200001 Peter Parker 56 04/08/20 AT160720200001 Peter Parker 56 AT160720200001 04/08/20 Peter Parker 5 01/08/20 AT160720200001 Peter Parker 56 02/08/20 AT160720200001 Peter Parker 56 03/08/20 AT160720200001 Maria Hill 56 31/07/20 AT160720200001 Peter Parker

+ Create new bulk request

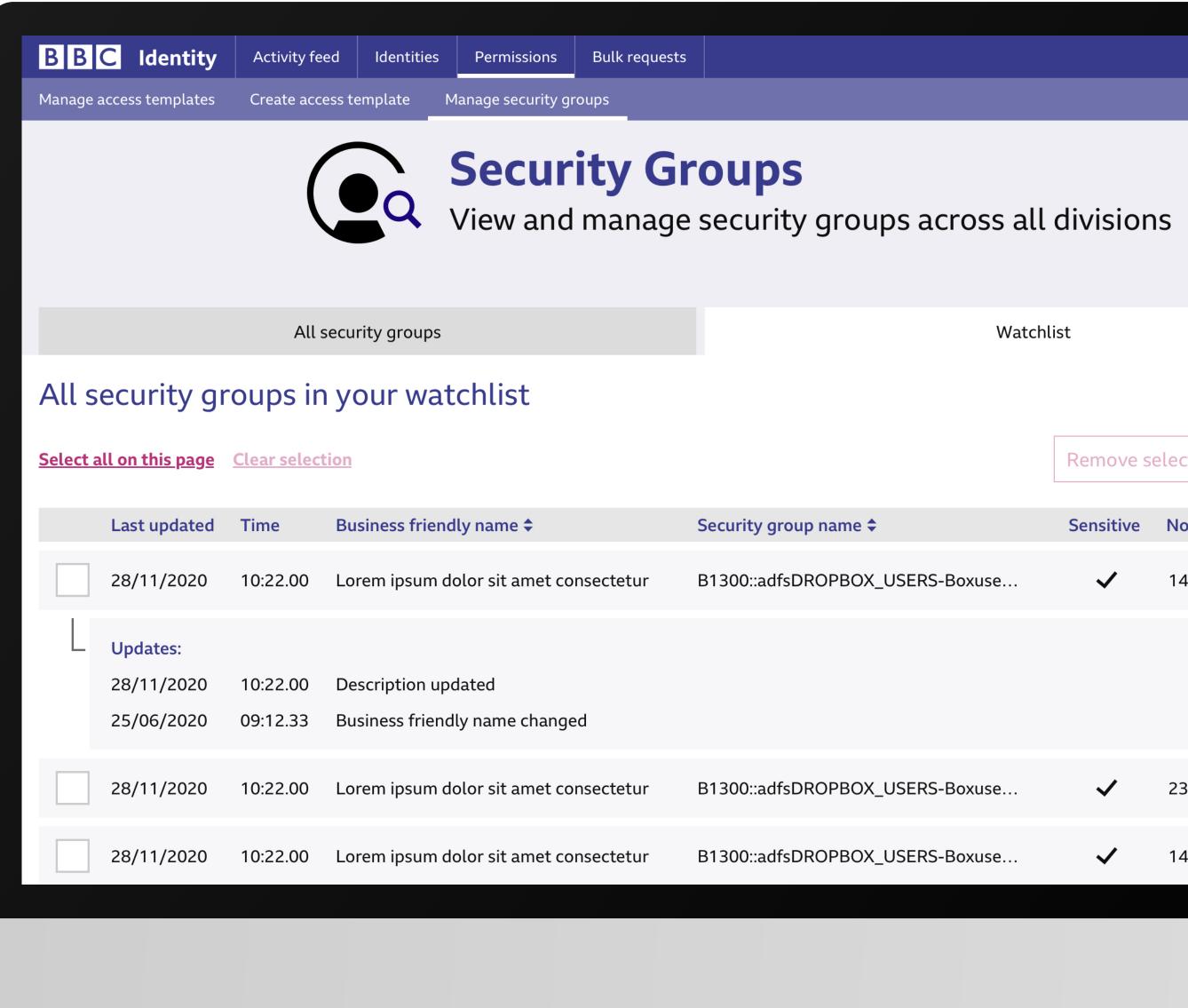
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56	Access Templates	Approved	IDM System
56	Revert - Access Templates	Pending	-
56	Access Templates	Withdrawn	-
56	Access Templates	Approved	Stephen Strange
56	Revert - Access Templates	Approved	IDM Sysytem

### Bulk requests - Manage requests



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Security groups - Notifications



Security groups - Watchlist

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Business friendly name

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### Go back to view all security groups

Security group details

### Security group details

Business friendly name

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Security group name

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Туре

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Tags

UX&D Systems & Service Design

Managed by
tabaki05: Izabella Tabakova

View security group details

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Edit security group details

### New information

### Business friendly name



Give a friendly name to this security group that is easy to understand and remember.

Security group name

B1300::adfsDROPBOX\_USERS-Boxusers-Q\_T

Description

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Tags

Add relevant tags to this security group to make it easy to find.

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**User testing** 

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# ith more and more new features lined up for this product, I epped in to flag my concerns with Information architecture.

ecommended the product owner to revise the IA.

onducted user testing sessions remotely with Identity users determine the best information architecture.

alysed the result and recommended the product team to oceed with the new navigation design.

<b>BBC</b> Identity	Activity feed Identities	Permissions	Bulk requests	
Manage identities Creat	te identity Manage collections	s Create coll	ections	

<b>BBC</b> Identity	Activity feed	Identities	Permissions	Bulk requests	
Manage access templates	Create access te	emplate M	anage security gr	oups	

### New navigation design

Maintaining a very good relationship with the product owner made it easy to communicate, share and execute my ideas.

I've learnt a lot in this project and really enjoyed it.

Thank you