

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

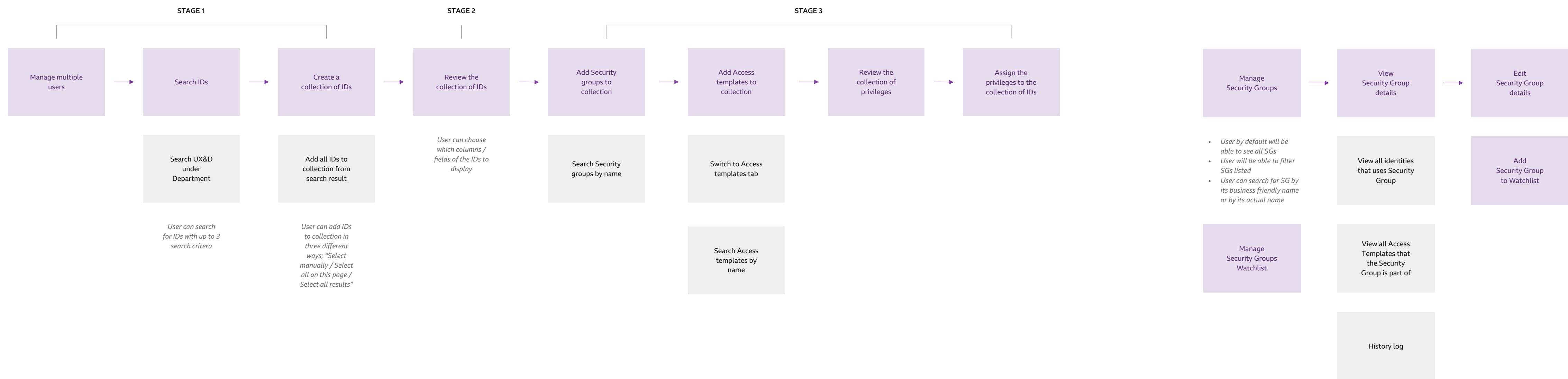
- Add bulk requests feature that allows user to make multiple permission changes to multiple identities at a time.
- Add a feature that allows user to rename security group and add metadata relevant to that security group.



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

BBC Identity | Activity feed | Identities | **Permissions** | Bulk requests |

Manage access templates | Create access template | **Manage security groups**

Security groups

[All security groups](#)

Search security groups

Search

All security groups

NOTIFICATIONS Mark all read

SECURITY GROUPS See all

Lorem ipsum dolor sit amet ×
 Description and tags updated
 22 mins ago

Lorem ipsum dolor sit amet ×
 Status changed to active
 2 days ago

Lorem ipsum dolor sit amet ×
 Status changed to inactive
 3 weeks ago

Lorem ipsum dolor sit amet ×
 Type changed to sensitive
 4 months ago

Lorem ipsum dolor sit amet ×
 Description and tags updated
 Type changed to sensitive
 4 months ago

BBC Identity | Activity feed | Identities | **Permissions** | Bulk requests |

Manage access templates | Create access template | **Manage security groups**

Security groups

[Security group details](#) | Identities | Access templates | History log

Security group details

[Edit security group details](#)

Security group name

Business friendly name

Description

Managed by

Type

Status

Date created

Last updated

Source

Tags

BBC Identity | Activity feed | Identities | **Permissions** | Bulk requests |

Manage access templates | Create access template | **Manage security groups**

Security groups

[Security group details](#) | Identities | **Access templates** | History log

Access templates

- Public service freelancer ⓘ
- Public service supplementary ⓘ
- Public service freelancer ⓘ
- Public service supplementary ⓘ
- Public service freelancer ⓘ
- Public service supplementary ⓘ

BBC Identity | Activity feed | Identities | **Permissions** | Bulk requests |

Manage access templates | Create access template | **Manage security groups**

Security groups

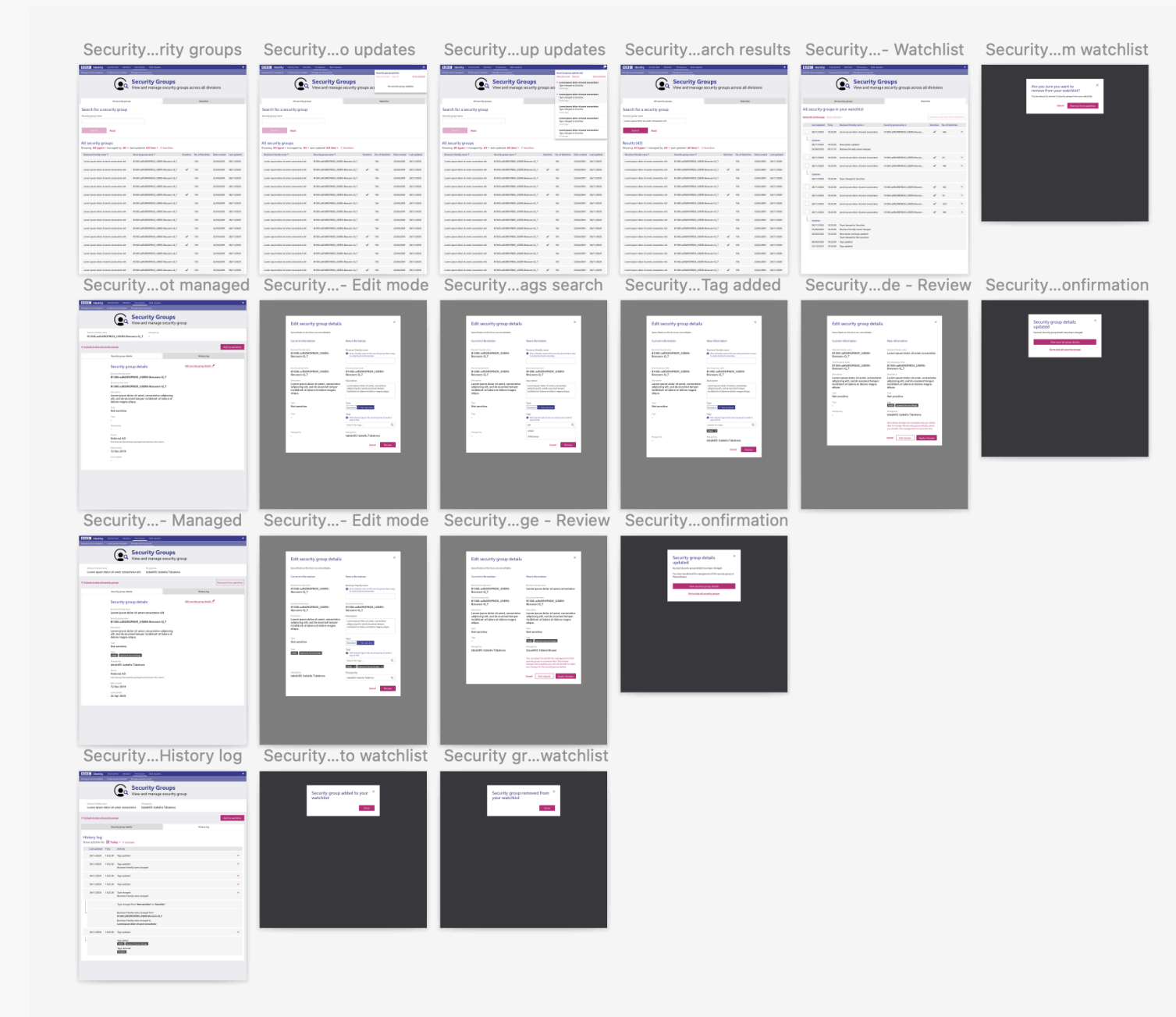
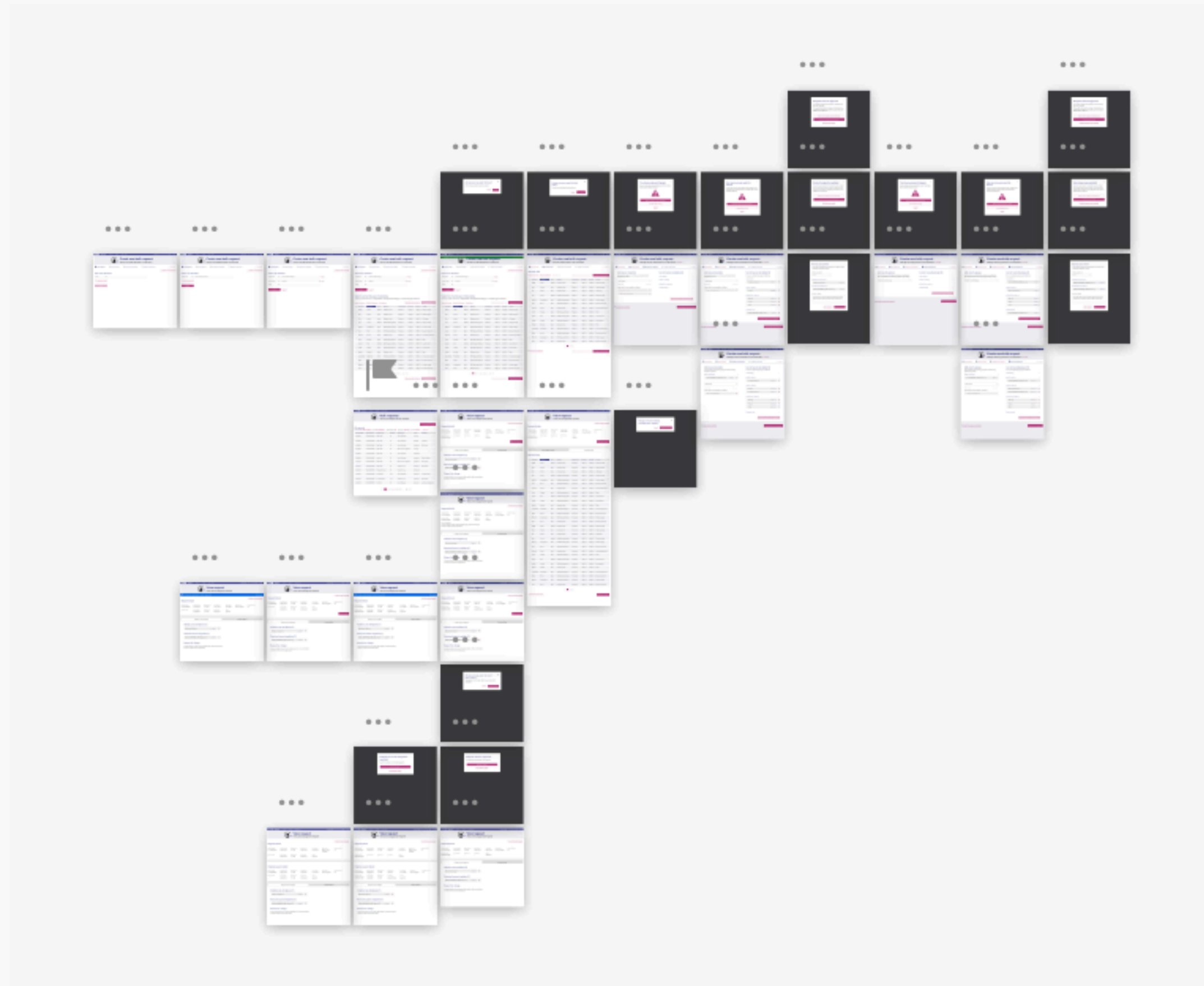
[All security groups](#) | [Watchlist](#) | **Recently updated**

Recently updated security groups in your watchlist

27/03/2021	10:34	Lorem ipsum dolor sit amet Description and tags updated Type changed to sensitive	Chirmay Sarasvati	▲
<div style="border: 1px solid #ccc; padding: 5px;"> <p>10:34 Description changed from "Lorem ipsum dolor sit amet Lorem ipsum dolor sit amet Lorem ipsum dolor sit amet Lorem ipsum dolor sit amet"</p> <p>Description changed to "Lorem ipsum dolor sit amet Lorem ipsum dolor sit amet Lorem ipsum dolor sit amet Lorem ipsum"</p> <p>10:34 Tags added Systems & Service Design Broadcast centre</p> <p>Tags removed UX&D</p> <p>10:34 Type changed from "NOT SENSITIVE" to "SENSITIVE"</p> </div>				
27/03/2021	10:34	Lorem ipsum dolor sit amet Description and tags updated Type changed to sensitive	Chirmay Sarasvati	▼

Sketched and demonstrated my ideas to the stakeholders.

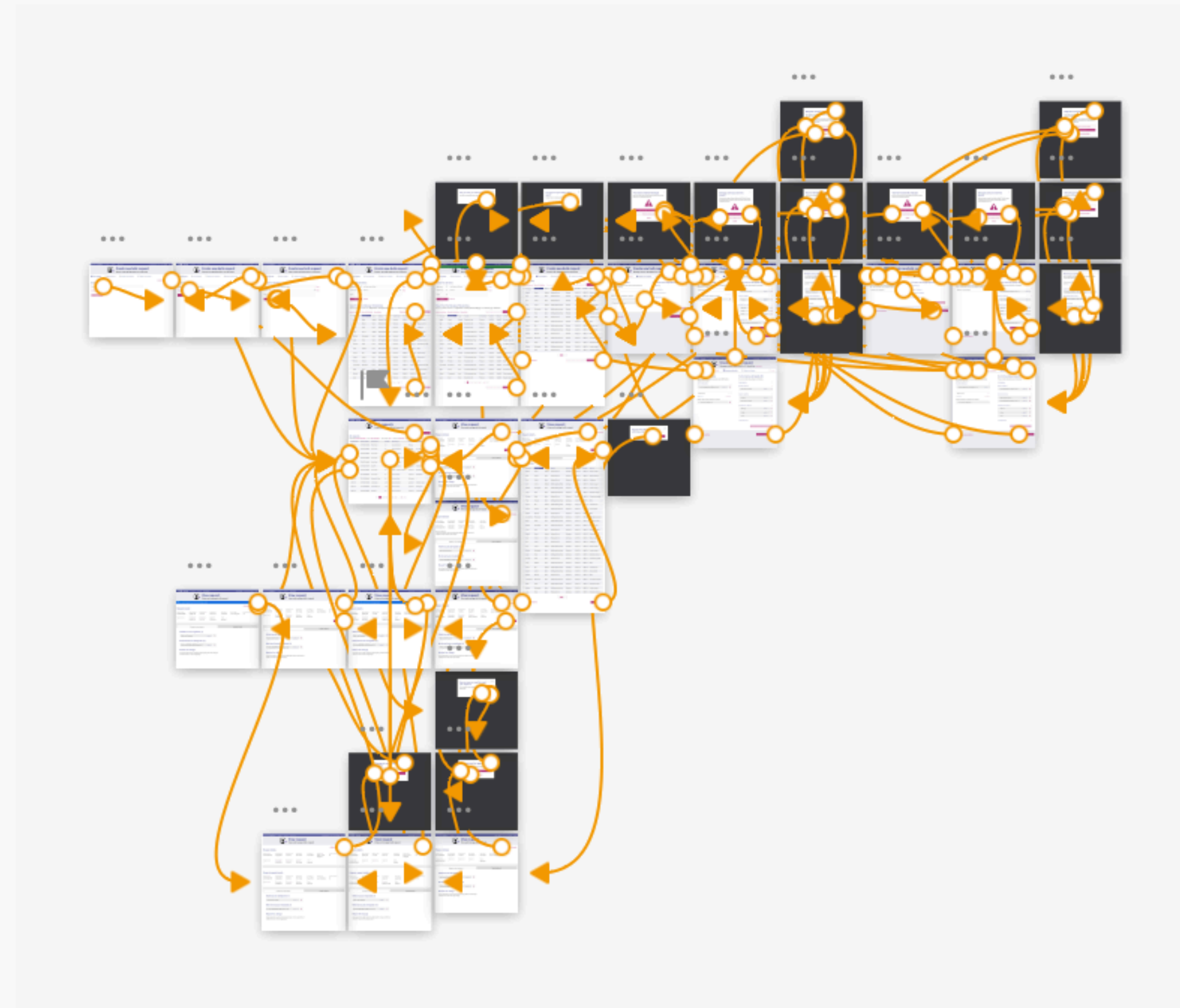
Mockups



Worked out all the possible scenarios and edge cases, and designed the mockups.

Reused existing design patterns to provide consistent user experience.

Prototype



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

UI

BBC Identity | Activities | Identities | Bulk requests | [+ Create identity](#) | [Change language: English](#) | [Logout](#)

Create new bulk request

Manage security groups for 22 identities [View details](#)

1 Select identities — 2 Review identities — 3 Manage access templates — 4 **Manage security groups** | [Start again](#)

Add security groups

Access templates contain security groups and are determined by department or job roles.

RECENTLY REMOVED (1) ▲

- + B1300::adfsDROPBOX_USERS-Boxusers-Q_T 8 of 22

Public service | 🔍

RESULTS (1) [Clear search](#)

Select to add an access template to an identity.

- + Public service supplementary

Current security groups (5)

You are currently making changes to 22 identities.

TO BE ADDED (0) ▼

RECENTLY ADDED (1) ▲

- ✕ B2200::adfsDROPBOX_USERS-Boxusers-A_T 22 of 22 ⓘ

MANUALLY ADDED (2) ▲

- ✕ NEWS-AP-MAC-Skype-58 16 of 22 ⓘ
- ✕ B2200::adfsDROPBOX_USERS-Boxusers-A_T 22 of 22 ⓘ

AUTOMATICALLY ADDED (3) ▲

- BBC Login 22 of 22 ⓘ

Bulk requests - 3/4 steps to create a new request

BBC Identity | Activities | Identities | Bulk requests | + Create identity | Change language: English | Logout

Bulk requests

View and manage all bulk requests

[+ Create new bulk request](#)

All requests

Showing **All request types** v from **All requestors** v , actioned by **All** v , that are **All status** v from **All time** v [Reset filters](#)

Requested date	Request number	Requested by	Identities	Request type	Status	Decided by
04/08/20	AT160720200001	Peter Parker	56	Access Templates	Pending	-
04/08/20	AT160720200001	Peter Parker	56	Access Templates	Rejected	Tony Stark
04/08/20	AT160720200001	Peter Parker	56	Access Templates	Approved	IDM System
01/08/20	AT160720200001	Peter Parker	56	Revert - Access Templates	Pending	-
02/08/20	AT160720200001	Peter Parker	56	Access Templates	Withdrawn	-
03/08/20	AT160720200001	Maria Hill	56	Access Templates	Approved	Stephen Strange
31/07/20	AT160720200001	Peter Parker	56	Revert - Access Templates	Approved	IDM Sysytem

Bulk requests - Manage requests

BBC Identity Activity feed Identities Permissions Bulk requests 2

Manage access templates Create access template **Manage security groups**

Security Groups

View and manage security groups across your organization

All security groups

Search for a security group

Security group name

Search [Reset](#)

Security group updates (2)
[Mark all as read](#) [Clear all](#) [Go to watchlist](#)

- **Lorem ipsum dolor sit amet consectetur**
Type changed to Sensitive
 5 mins ago
- **Lorem ipsum dolor sit amet consectetur**
Type changed to Sensitive
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 5 mins ago
- **Lorem ipsum dolor sit amet consectetur**
Type changed to Sensitive
 5 mins ago

All security groups
 Showing **All types** managed by **All** last updated **All time** [Reset filters](#)

Business friendly name	Security group name	Sensitive	No. of Identities	Date created	Last updated
Lorem ipsum dolor sit amet consectetur elit	B1300::adfsDROPBOX_USERS-Boxusers-Q_T		156	22/04/2001	28/11/2020
...

Security groups - Notifications

BBC Identity | Activity feed | Identities | Permissions | Bulk requests |

Manage access templates | Create access template | Manage security groups

Security Groups

View and manage security groups across all divisions

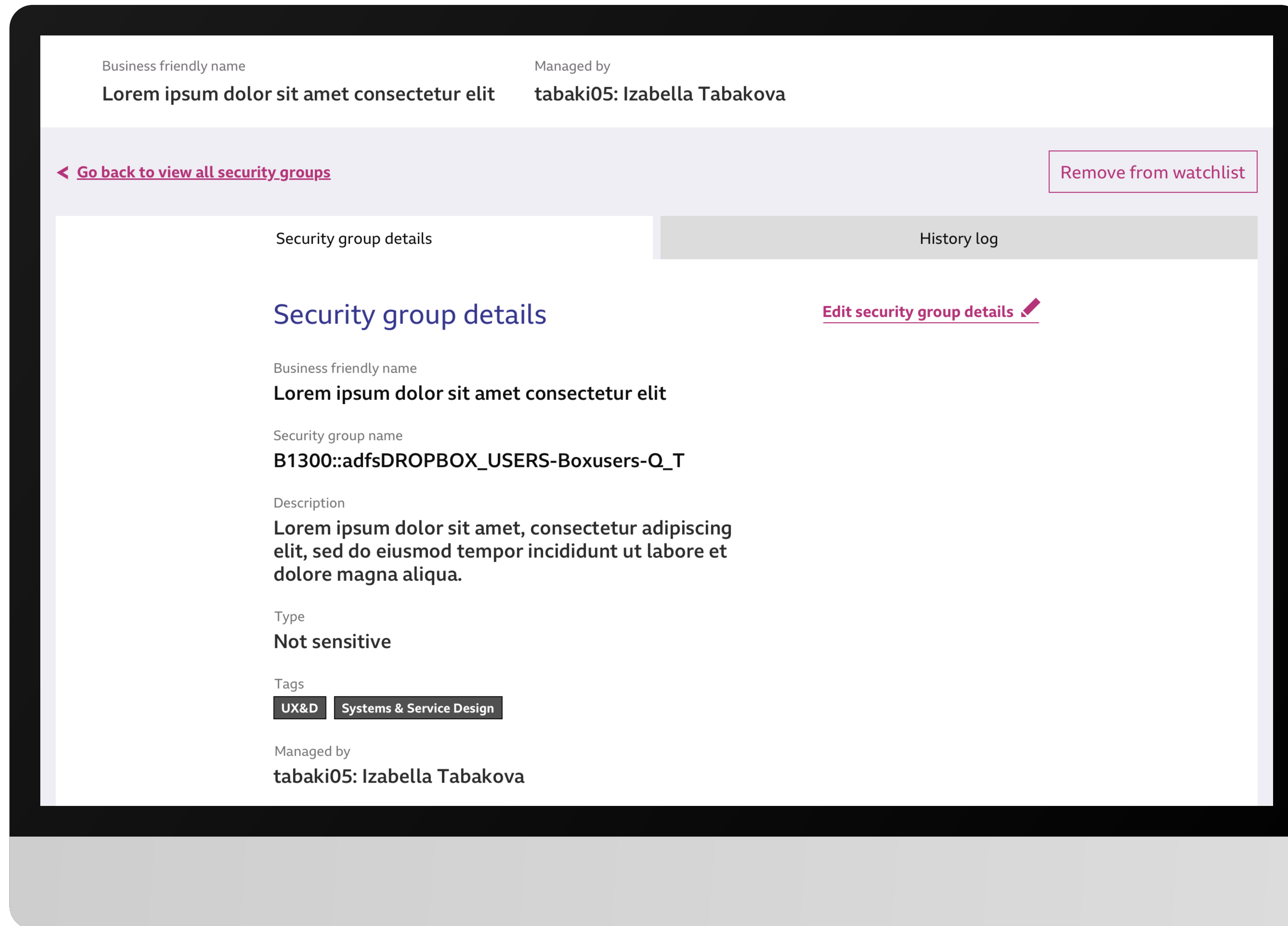
All security groups | Watchlist

All security groups in your watchlist

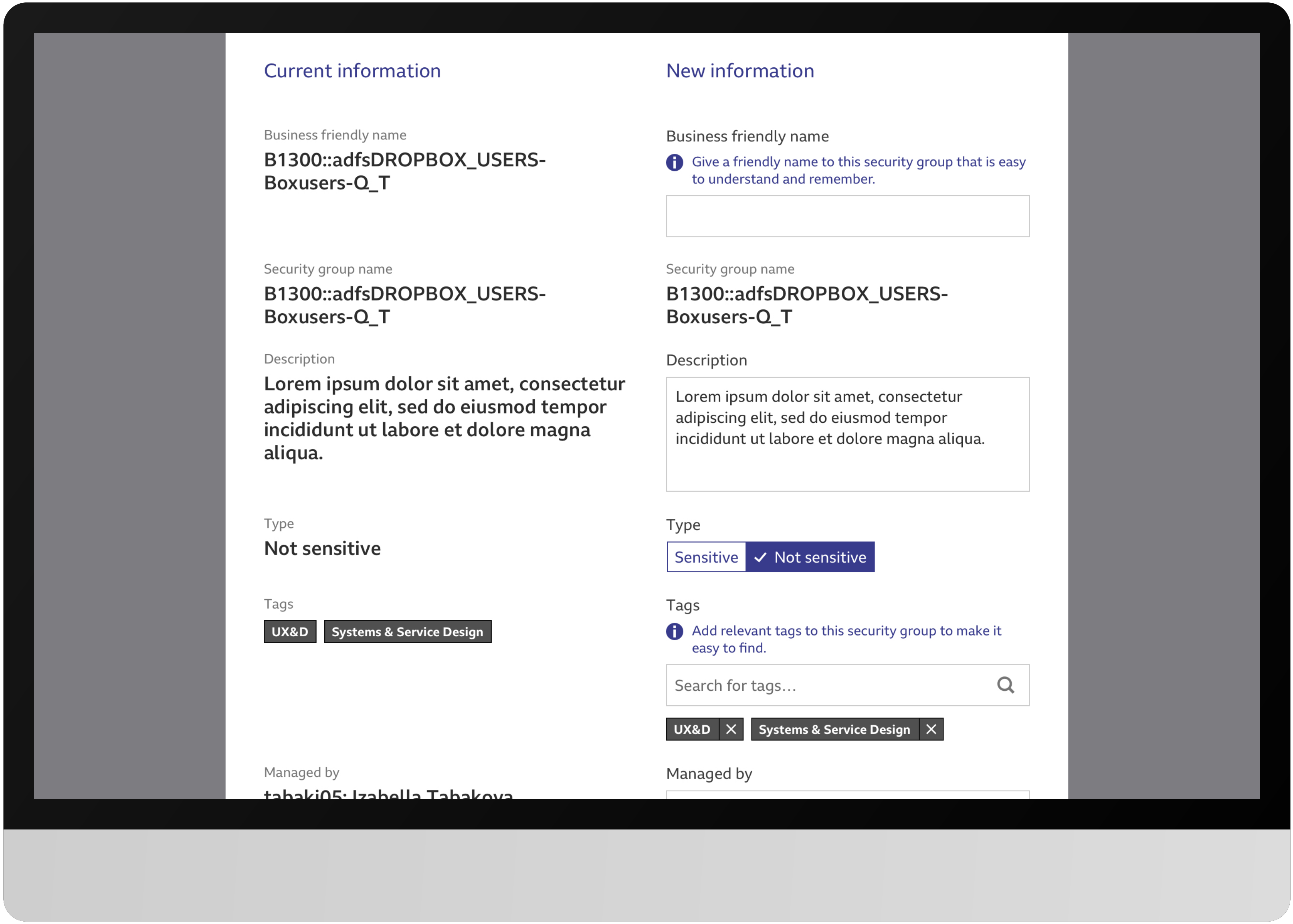
[Select all on this page](#) | [Clear selection](#) | [Remove selected from watchlist](#)

	Last updated	Time	Business friendly name ↕	Security group name ↕	Sensitive	No. of Identities	
<input type="checkbox"/>	28/11/2020	10:22.00	Lorem ipsum dolor sit amet consectetur	B1300::adfsDROPBOX_USERS-Boxuse...	✓	148	▲
Updates: 28/11/2020 10:22.00 Description updated 25/06/2020 09:12.33 Business friendly name changed							
<input type="checkbox"/>	28/11/2020	10:22.00	Lorem ipsum dolor sit amet consectetur	B1300::adfsDROPBOX_USERS-Boxuse...	✓	23	▼
<input type="checkbox"/>	28/11/2020	10:22.00	Lorem ipsum dolor sit amet consectetur	B1300::adfsDROPBOX_USERS-Boxuse...	✓	148	▲

Security groups - Watchlist

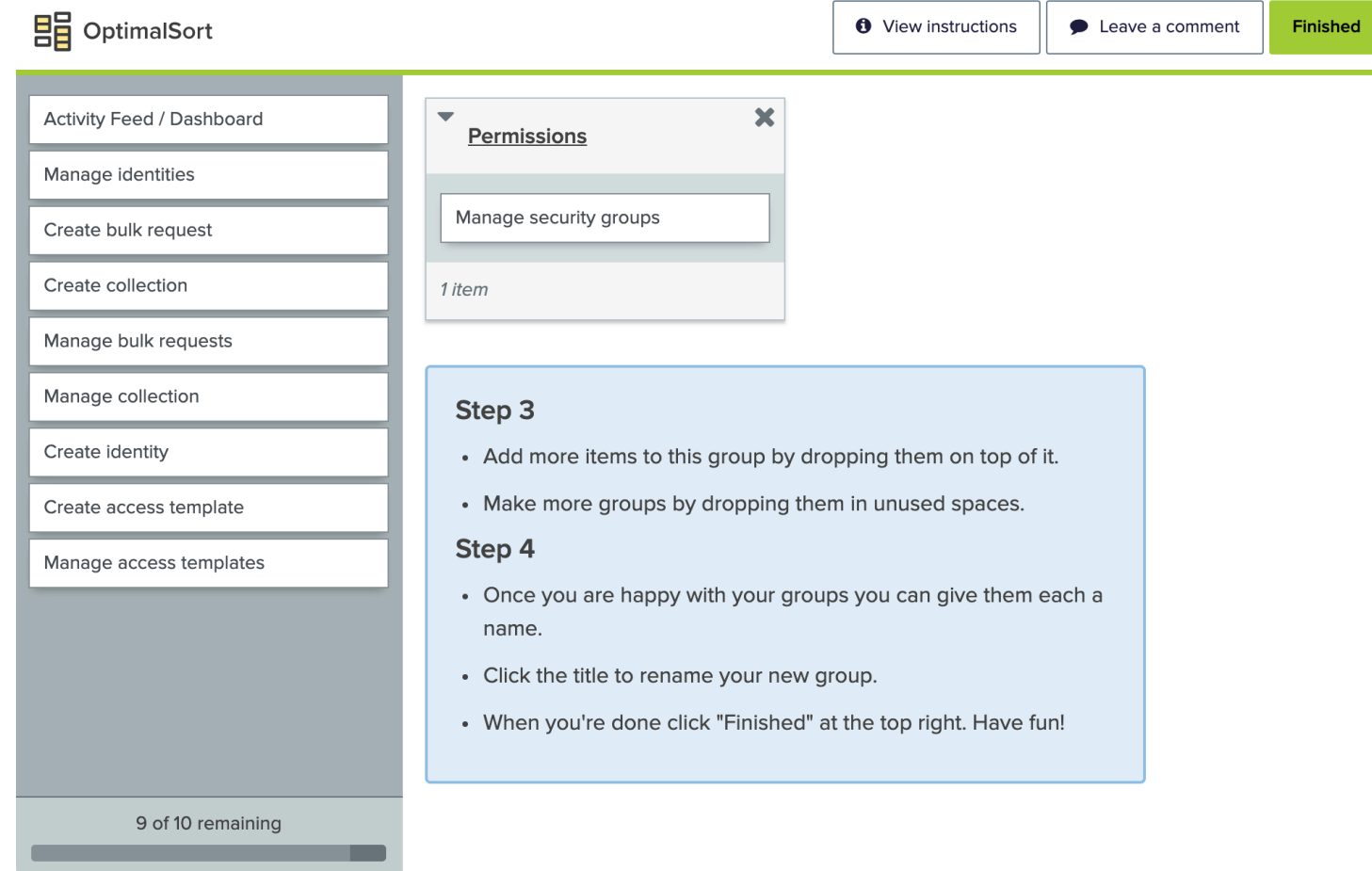


View security group details

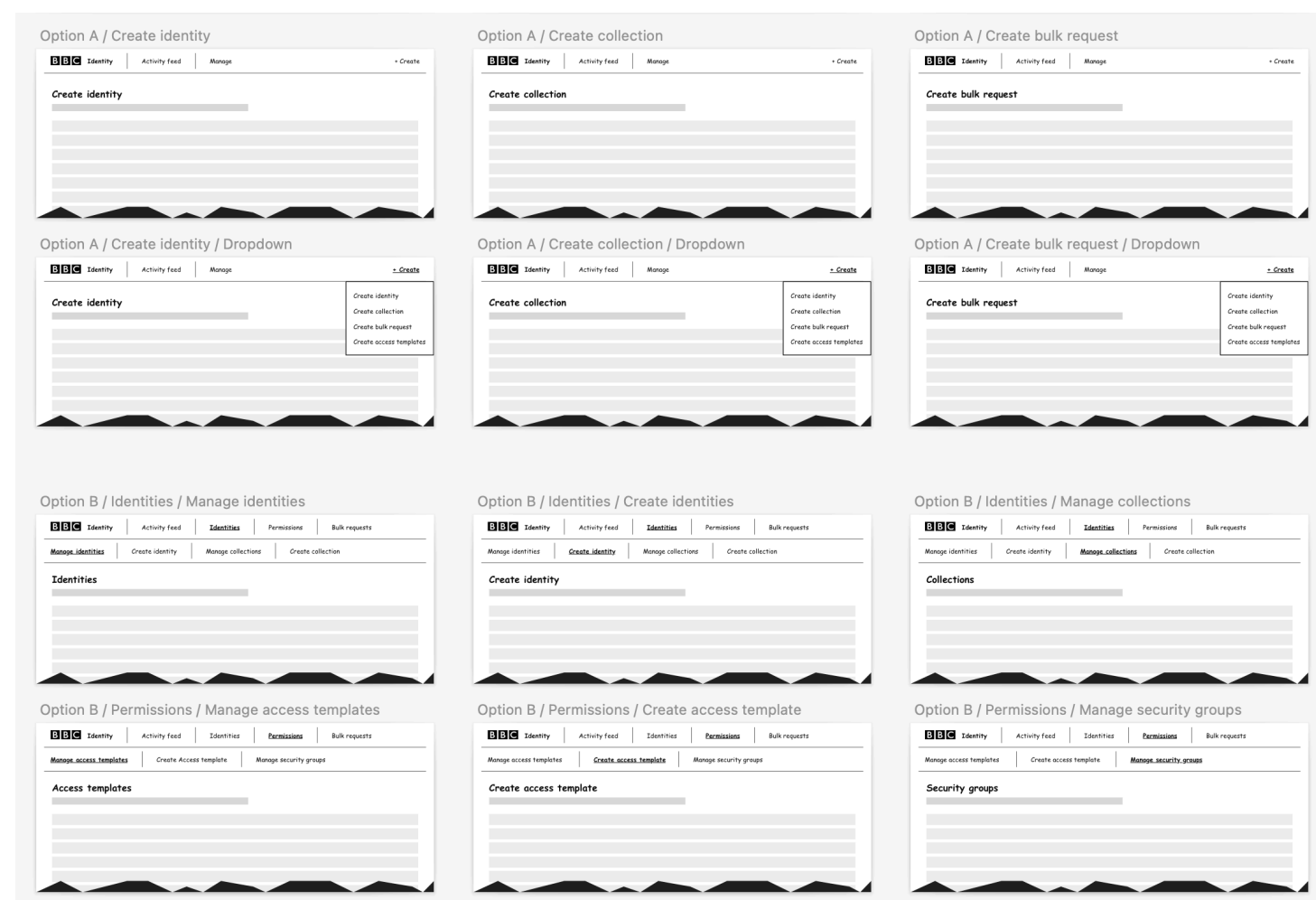


Edit security group details

User testing



- ❑ With more and more new features lined up for this product, I stepped in to flag my concerns with Information architecture.
- ❑ Recommended the product owner to revise the IA.
- ❑ Conducted user testing sessions remotely with Identity users to determine the best information architecture.
- ❑ Analysed the result and recommended the product team to proceed with the new navigation design.



BBC Identity Activity feed Identities Permissions Bulk requests

Manage identities Create identity Manage collections Create collections

BBC Identity Activity feed Identities Permissions Bulk requests

Manage access templates Create access template Manage security groups

BBC Identity Activity feed Identities Permissions Bulk requests

Manage bulk requests Create bulk request

New navigation design

The logo consists of the letters 'BBC' in a white, bold, sans-serif font, each letter contained within its own white square. Below this, the word 'IDENTITY' is written in a larger, white, bold, sans-serif font. The entire logo is centered on a dark blue square background.

BBC
IDENTITY

- 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