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.

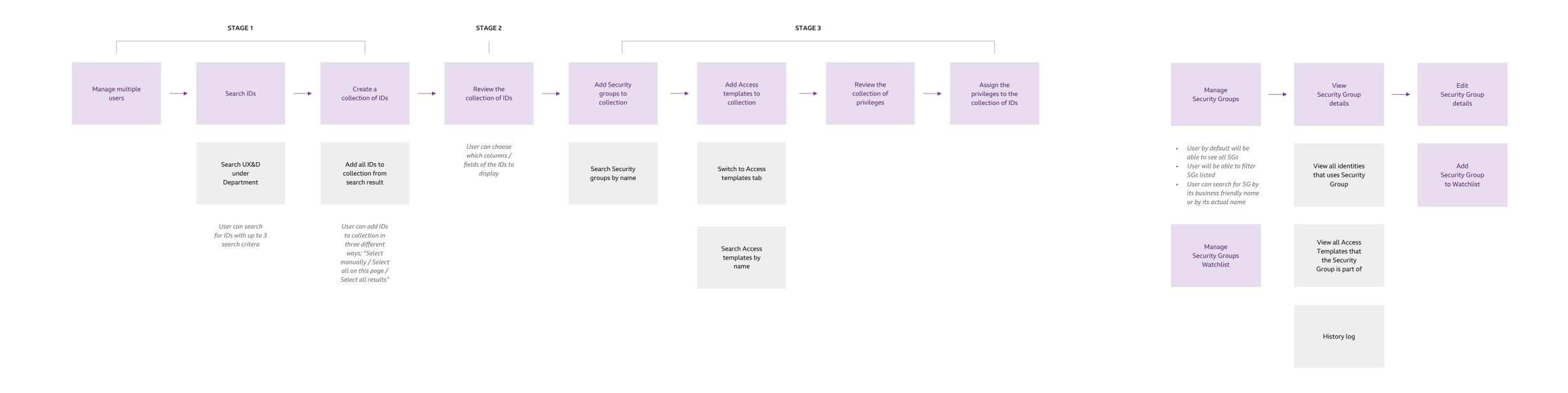
Aim

- 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

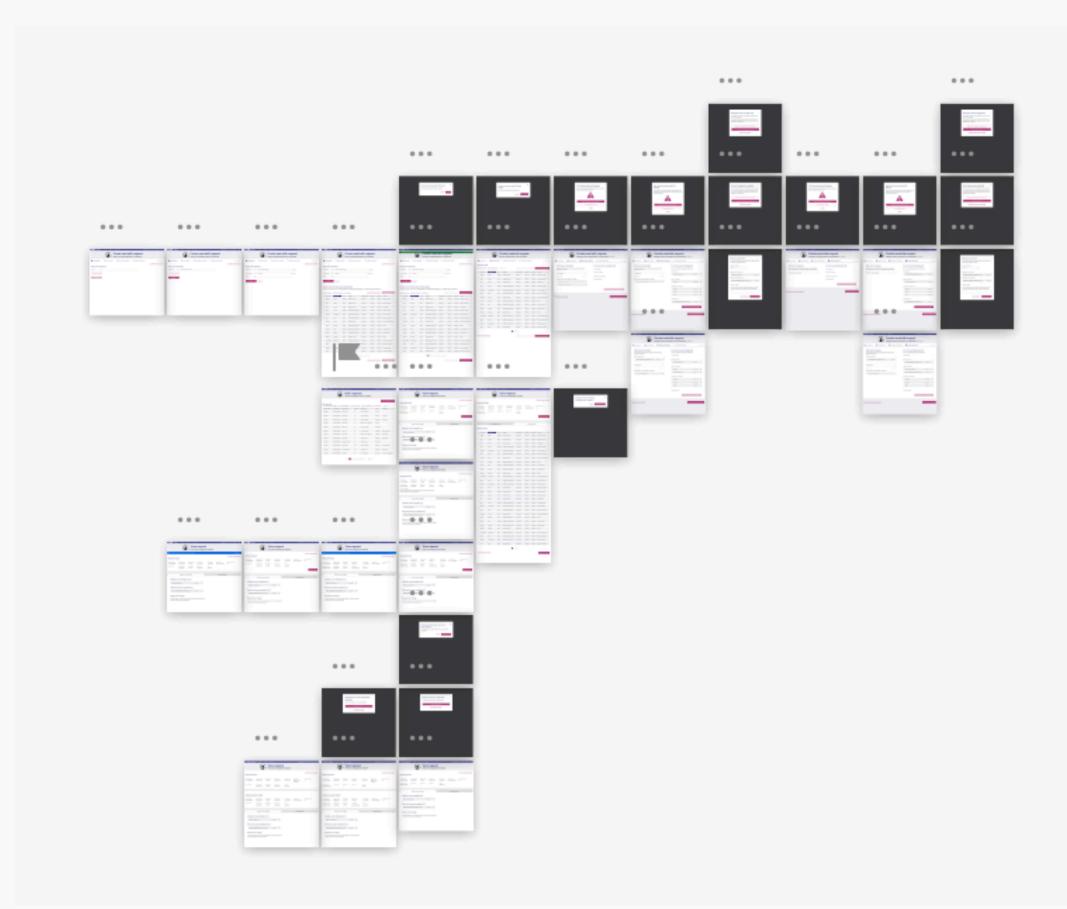
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BBC Identity	Activity feed	Identities	Permissions	Bulk requests
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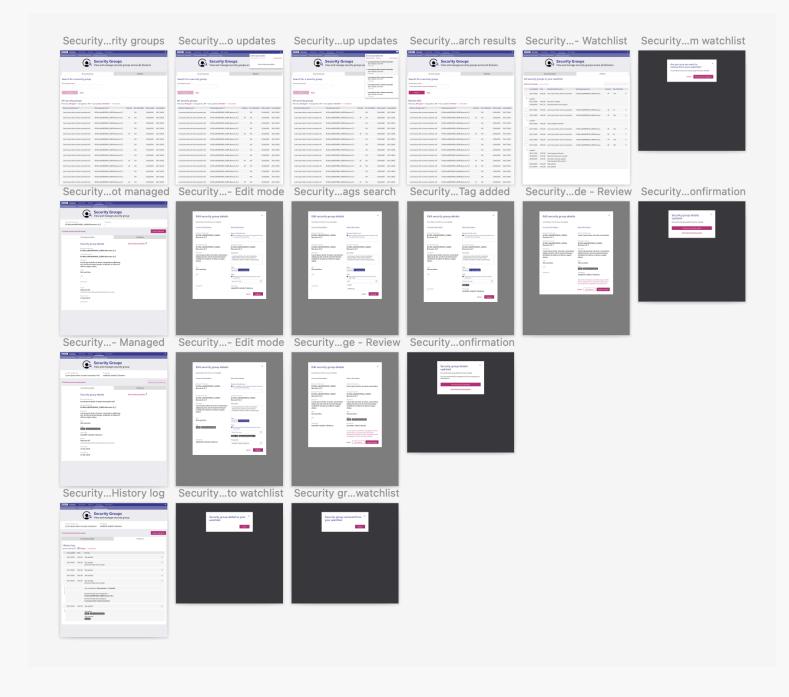
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Sketched and demonstrated my ideas to the stakeholders.

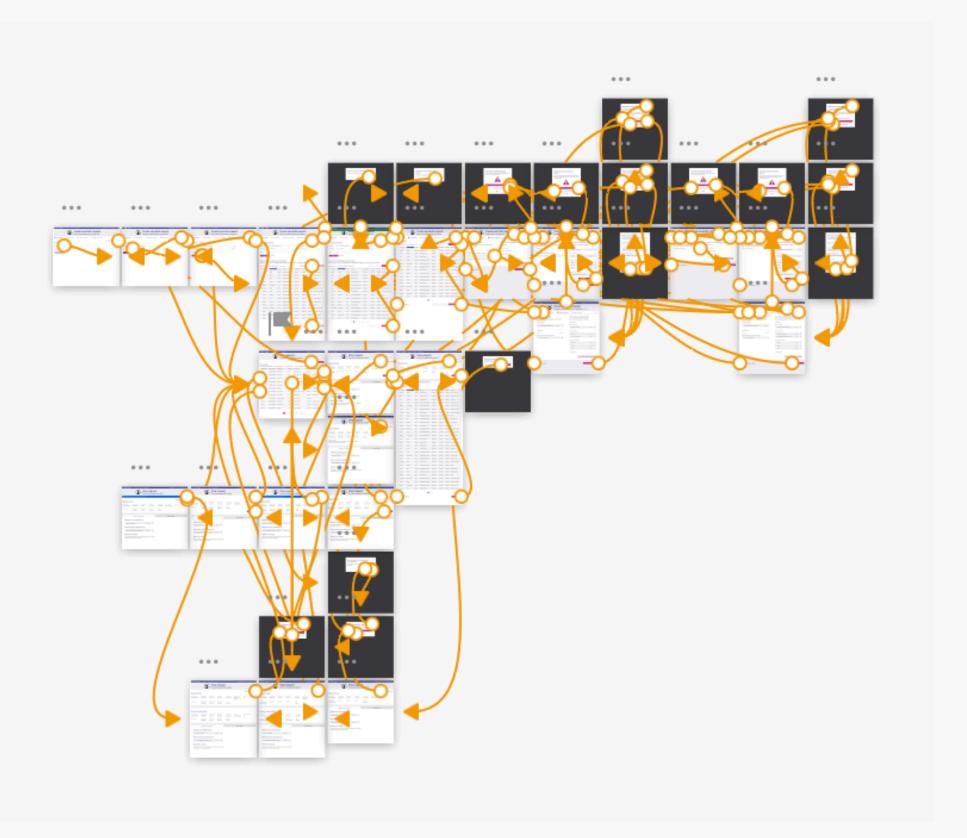
Mockups



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

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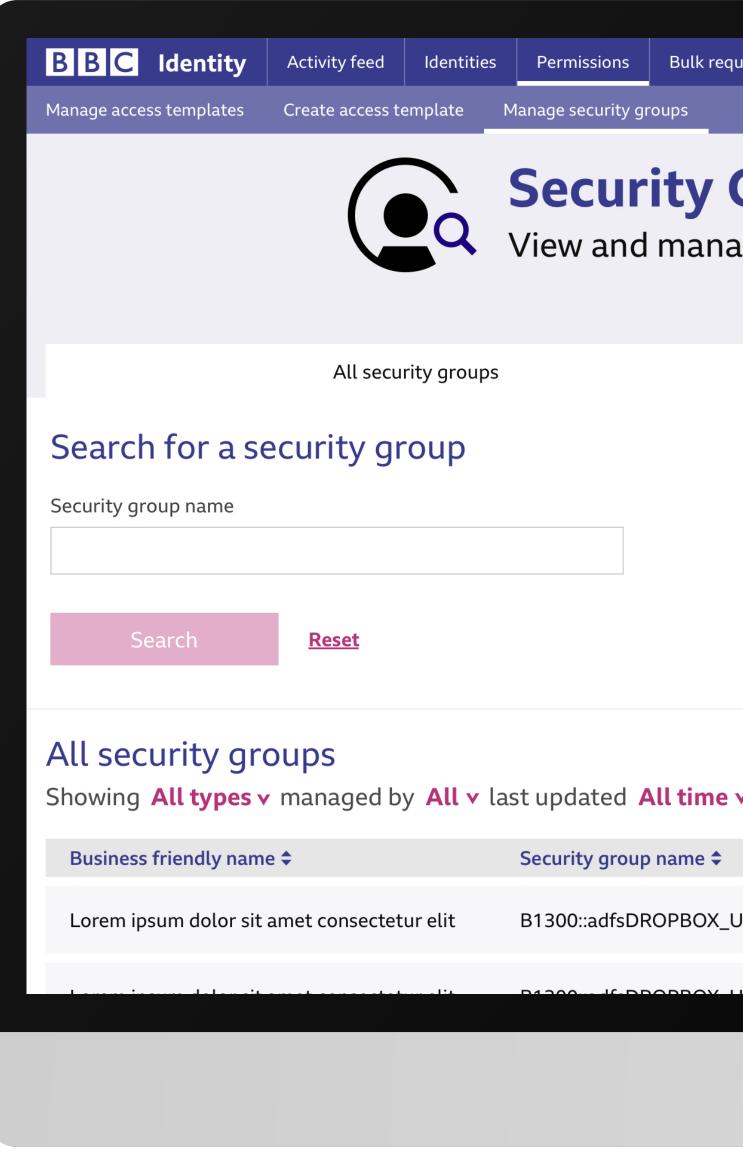
Bulk requests - 3/4 steps to create a new request

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+ Create new bulk request

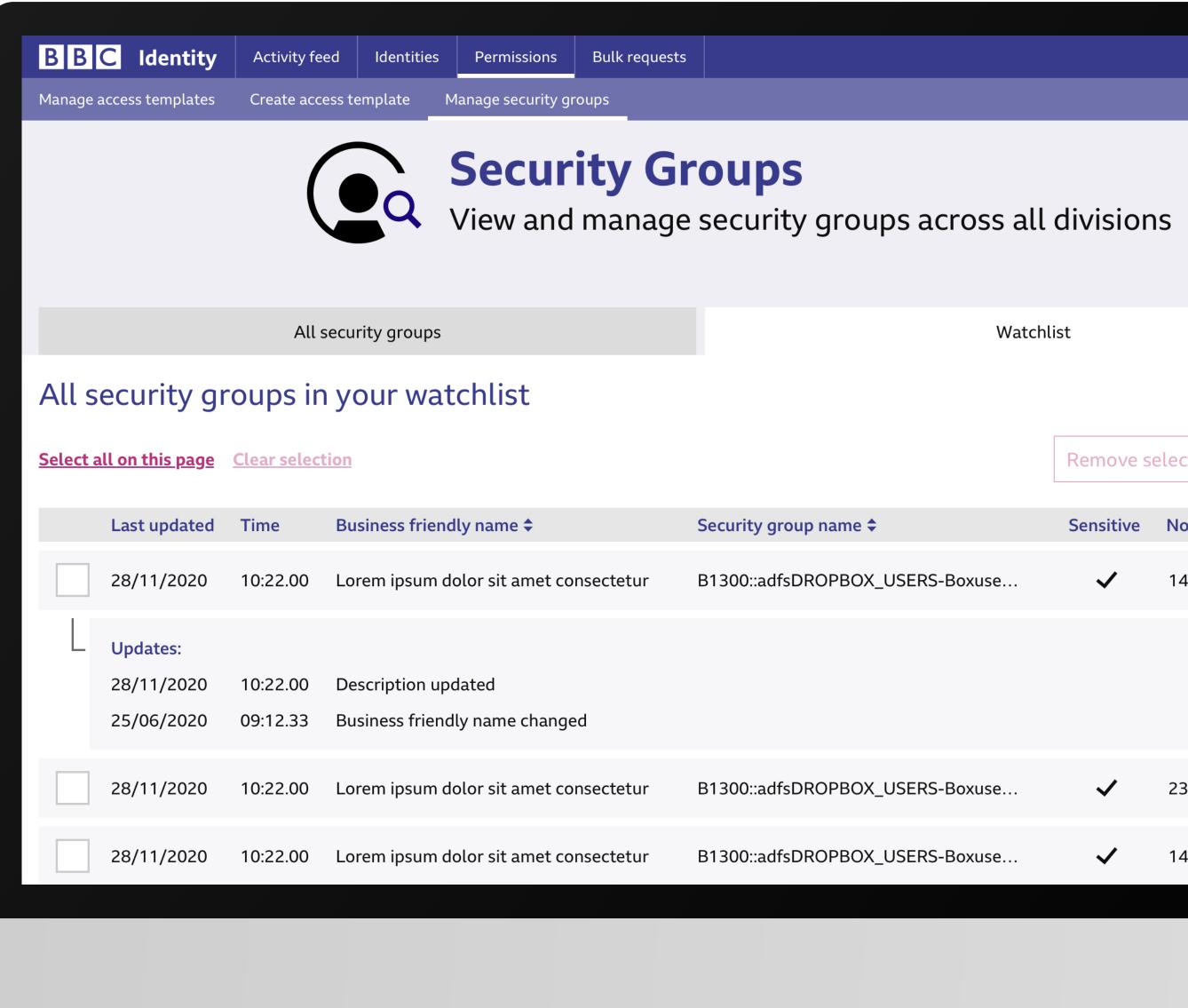
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56	Access Templates	Withdrawn	-
56	Access Templates	Approved	Stephen Strange
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Bulk requests - Manage requests



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Security groups - Notifications



Security groups - Watchlist

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Security group details

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Туре

Not sensitive

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

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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

OptimalSort		 View instructions 	Leave a comment	Finished	
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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.

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

BBC 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