

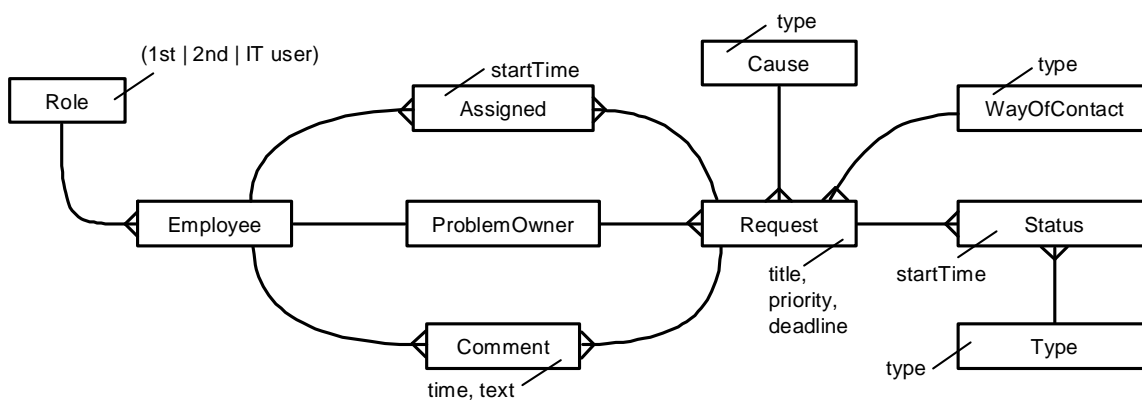
# Solution for Use-case experiment

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I am a user experience designer. Since January 2009 I have worked at Widex, where my job is to design GUI interfaces and write product requirements for our hearing aid adapters.

**Time spent on this experiment:** Around 3 hours.

## Datamodel



## Tasks

<b>T1.1</b> Create, handle and close support request	
<b>Start:</b>	An IT problem occurs and needs IT support
<b>Stop:</b>	The problem has been solved
<b>Frequency:</b>	In busy periods, 1st level support may receive 50 requests a day.
<b>Difficult:</b>	80% of the cases are handled immediately and it is hard to record these cases.
<b>Sub-tasks:</b> Sub-tasks are optional and may be carried out in any sequence as long as this makes sense for the work process.	<b>Solution ideas and comments:</b>
1. Create the request online 1.a. Create the request via phone 1.b. Create the request via personal contact	
2. Record the employee who has the problem.	

3. Record the supporter who works on the request.	<p><b>Solution idea:</b> The system should automatically record the name of the supporter who sets or modifies state or priority of the request.</p> <p>It should be possible to see who worked on the request over time (history trail)</p>
4. Record the way of contact. 4.a. Edit the way of contact	
5. Give the request a state. 5.a. Edit the state  <i>The following states are possible: being handled, parked, reminder or closed.</i> Relevant for future statistics.	<p><b>Comments:</b> It should not be possible for the normal IT user to set the state. Only supporters should be able to do it.</p> <p><b>Solution idea:</b> When the user sets or edits the state, the start time and date should automatically be recorded in the database.</p>
6. Add comments to the request about the problem in question. 6.a. Edit a comment  <b>Problem:</b> When a request is transferred, information is lost because it isn't recorded digitally today. In the present system it is cumbersome to record additional information about the request and this is why it is rarely done.	
7. Record the cause of the problem. 7.a. Edit the cause  <b>Problem with the present system:</b> It is cumbersome to record the cause of the problem and this is why it is rarely done. Relevant for future statistics.	
8. Record deadline 8.a. Edit deadline	
9. Inform the IT user about the state of the request  <b>Problem with the present system:</b> The user must check the state of his requests on his own initiative.	<b>Solution idea:</b> The IT user receives status information by email.
10. Inform the supporter about changes in the request.	
11. Check who works on which requests  <b>Problem:</b> It may be hard for the individual supporter to get an overview of his tasks. In busy periods there may be 100 open requests.	<b>Solution idea:</b> The individual supporter should be able to get an overview of the assigned requests and their priority, e.g. as a list.

<b>T1.2</b> <b>Record/change employee role/work function</b> <b>Start:</b> When the employee changes work function <b>Stop:</b> When the record/change has been done <b>Frequency</b> Employees often change their work function <b>Difficult:</b>	
<b>Sub-tasks:</b> Sub-tasks are optional and may be carried out in any sequence as long as this makes sense for the work process.	<b>Solution idea:</b>
1. Record employee role 1.a. Change employee role  An employee who works as supporter can either have the role of 1st level or 2nd level supporter. Their role changes often.  <b>Problem:</b> It happens that 1st level employees move to 2nd level without noticing that nobody else is handling 1st level.	<b>Solution idea:</b> It should be possible for the supporters to get an overview of who works on which level.

<b>T2.1</b> <b>Generate statistics</b> <b>Start:</b> An overview of the support requests is wanted <b>Stop:</b> When overview has been created <b>Frequency</b> <b>Difficult:</b>	
<b>Sub-tasks:</b> Sub-tasks are optional and may be carried out in any sequence as long as this makes sense for the work process.	<b>Solution idea:</b>
1. Generate statistics	<b>Solution idea:</b> Statistics of causes and handling times are relevant.