

USER JOURNEY MAP

TIMESHEET INPUTTERS



SINGLE SITE
"STEPHANIE"



"TIM" THE
TRAVELER



"KARL" THE
CONTRACTOR


SCENARIO

Timesheet inputters provide information to the FSA about their activity, working hours, breaks and travel time. The information is used by the FSA to accurately bill FBOs for the work undertaken and to inform changes to the statement of resources (SOR).

GOALS & EXPECTATIONS

As a timesheet inputter, I want to accurately record and communicate my working hours and activity to the FSA.

KEY


















DIARY



PC



MOBILE

							CONTRACTORS ONLY	
RECORD DAILY ACTIVITY	LOG ONTO PC & TIMESHEETING SYSTEM	RECORD HOURS TO ACTIVITY CODES	RECORD BREAKS	RECORD TRAVEL TIME	RECORD ANY PAID OVERTIME	SUBMIT TO MANAGER	SAVE A PDF COPY OF TIMESHEET	SEND PDF TO SDP (E&J)
<p>USER NEEDS</p> <div>I need to record my time daily before I forget activity</div> <div>I need to record my time on something I can take with me between sites</div>	<div>I need to record my time in places with restricted access to the internet</div> <div>I need to login without providing my credentials again after a short time away</div>	<div>I need the system to know the activity codes and G codes associated with my plant</div> <div>I need to view the plant's SOR agreed hours to help me allocate my time</div> <div>I need to delete activities from my timesheet</div>	<div>I need to record my breaks</div>	<div>I need to record my travel time</div>	<div>I need to record my overtime in accordance with my contract</div>	<div>I need the approval of my manager in order to get paid for my work</div>	<div>I need E&J to understand my hours worked so that I am paid correctly for my work</div>	
<p>TOUCH POINTS</p> <div></div> <div><p>2FA</p></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div><p>E&J PORTAL</p></div>								
<p>PAIN POINTS</p> <div>I have to record my daily activity in my own notebook or phone as I can't view the daybook for all sites when I enter my timesheet</div> <div>At the end of the day I am quite tired after a long shift and don't enjoy having to log my time after my shift</div>	<div>It can be difficult to log onto the system sometimes due to connectivity issues at the plant</div> <div>The timeout time on a session is short. I have to login again if I go away for a while to undertake some work</div> <div>The thin clients load too many windows on startup - Skype etc. All I'm interested in is my timesheet</div> <div>The system is prone to crashing regularly</div> <div>I have reduced access rights compared to a permanent member of staff making it difficult to log my time away from site</div>	<div>Lots of mental maths involved in making the hours add up in a timesheet</div> <div>There are lots of activity codes involved in simple tasks - for example, logging an away day</div> <div>The system does not show me the SOR agreed hours to help me allocate my time.</div> <div>If copy day and delete a line, it doesn't remove the line - it just shows with zero hours making it look messy</div>	<div>The system forces you to enter break times even if you were on holiday</div>	<div>Working between sites means I have a lot of different codes to enter for different sites and lots of travel</div>	<div>The system doesn't know my contractual overtime - I have to enter these manually every time</div>	<div>The timesheet is locked once you send to a manager meaning you have to contact a manager if you realise you've made a mistake</div> <div>There are no notifications to let me know if my timesheet has been rejected. I have to wait for my manager to inform me</div>	<div>If I store my PDF timesheet, I have to upload it to E&J the same day as the thin client wipes all data daily</div>	<div>I have to send my timesheet twice - once to FSA and once to E&J</div>
<p>OPPORTUNITIES</p> <div>Reduce duplicate entry</div> <div>Digital daybooks</div> <div>Mobile - reduce thin client bottleneck</div> <div>Thin client - bare bones build</div> <div>Offline caching and sync of timesheet entry</div>		<div>Dynamic hours calculation</div> <div>Model business rules in system. Eg. bank holidays</div> <div>In context help for code usage (rate & activity)</div> <div>Integrate and present SOR data into timesheet app. Eg. entry by exception</div>	<div>System calculates breaks during holidays</div> <div>Model break rules for hours done</div>	<div>In context help for codes</div>	<div>Integrate user contract rate hours/rate allowances</div>	<div>Let users edit their own timesheets before charging deadline</div> <div>Add automated workflow notifications</div>	<div>Email timesheet confirmation to user as a PDF</div>	<div>Email / API send to timesheet to SDP</div>