USER JOURNEY MAP

TPX NOTBINARY

TIMESHEET MANAGERS

"VICTORIA" THE APPROVER

SCENARIO

Timesheet managers check the accuracy of data entered by timesheet inputters. They check their working hours and activity reflect the expected activity outlined in the rota and statement of resources (SOR).

GOALS & EXPECTATIONS

As a timesheet manager, I want to ensure timesheet data submitted reflects activity done. This is required for accurate billing and payroll purposes and to manage SOR agreements.

KEY

PEN & PAPER | PC | MOBILE | SOR | ROTA | CALCULATOR

IF TIMESHEET DECLINED (applies to: INFORM WORKER OF DECLINED TIMESHEET; REVIEW REVISED TIMESHEET)

	LOG ONTO TIMESHEETING SYSTEM	VIEW ALL WORKERS AT PLANT	VIEW BREAKDOWN FOR WORKER	CROSS-CHECK TIMESHEET WITH ROTA	CROSS-CHECK TIMESHEET WITH SOR	AGREE TIMESHEET OUTCOME	INFORM WORKER OF DECLINED TIMESHEET	REVIEW REVISED TIMESHEET
USER NEEDS	I need to ensure my workers have logged their time and activity correctly so that they are paid correctly and FBOs are charged accurately	I need to ensure that all workers' time is checked in accordance with the rota and SOR I need to ensure the accuracy of time and activity entered by every worker	I need to ensure that all workers' time is checked in accordance with the rota and SOR	I need to ensure that all workers' time is checked in accordance with the rota and SOR I need to ensure my workers are fulfilling their contractual obligations	I need to ensure that all workers' time is checked in accordance with the rota and SOR I need to identify the number of hours above or below the agreed SOR as well as the reason for any discrepancies I need to identify instances where workers persistently work above or below the agreed SOR so that I can review the SOR with the FBO	I need to ensure incorrect timesheets do not make it through to finance for payment	I need to ensure incorrect timesheets do not make it through to finance for payment	I need to ensure my workers have logged their time and activity correctly so that they are paid correctly and FBOs are charged accurately
TOUCH POINTS	Mobile (2FA), PC	PC	PC, Pen & paper, Calculator	PC, Rota, Pen & paper, Calculator	PC, SOR, Pen & paper, Calculator	PC, Pen & paper, Calculator	PC	PC, SOR, Rota, Pen & paper, Calculator
PAIN POINTS	I can't access the system on a mobile phone or tablet when in the field	I'd really like to be able to segment the list of plant staff awaiting timesheet review by permanent staff and contractors When you check a worker who works across multiple plants, you see that worker multiple times in each plant list - it's confusing as I've already reviewed them There are lot of roles I can filter by which are obsolete roles	The data is spread across far too many screens - I'd like a single view for one worker. Too many clicks and scrolls! When I view breakdown, I see all activities for that worker including sites that aren't under my remit. I'd like to see only data relevant to my approval process The UI is too squashed. There's too much data in a very small space. The 'NOTH' activity code is far too broad. It makes reporting and budgeting quite difficult		The system does not consider the SOR or a worker's contract meaning all of the cross-checking is manual	The process is very time consuming because I have to review every single worker	The system doesn't provide notifications so I have to manually communicate with workers to let them know the timesheet is declined	The system doesn't tell me when a worker has re-submitted their declined timesheet When a worker has made an error, they email me to return their timesheet to them. I'd like them to be able to amend their timesheet after submission
OPPORTUNITIES	System workflow better aligned with reality of ITL practices	Improve timesheet filters	Enable full person level visibility (cross-cluster / area) Improve UI for review tasks (layout, display, flow)	People-based review workflow Online rota - integrate with contract data	Plant-based review workflow Consolidate information for review. Reduce number of screens, tabs etc Online SOR and integrate data	Manage by exception	Implement automated notifications in line with workflow Implement workflow and progress / status display	Implement automated notifications in line with workflow Let users edit own timesheet before charging deadline