

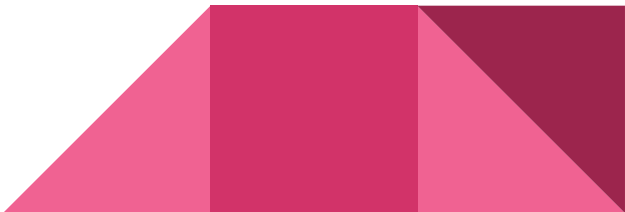
Redesigning the IT Service Desk Experience

GSA Hackathon
Group IT-2

The challenge: improving user experience

Description of the Challenge: This application is not easily navigable or aesthetically appealing. Overall, the customer experience is lackluster. Users are reluctant to use the portal. Feedback indicates that users feel the service catalog items, request submission forms, and mechanisms for reporting IT issues are not intuitive.

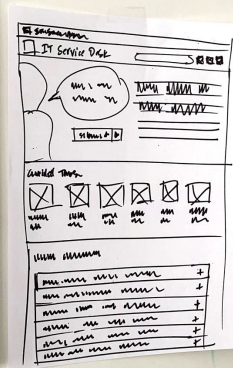
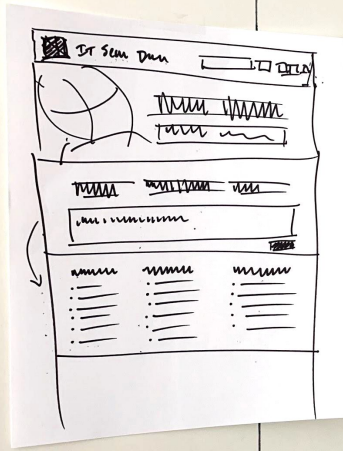
Hopeful Outcome: Our goal for the Hackathon is to receive recommendations from developers and designers that reflect a responsive, mobile-friendly, pixel-perfect user interface(s) to improve the customer's experience in one or more of the challenge areas identified above.



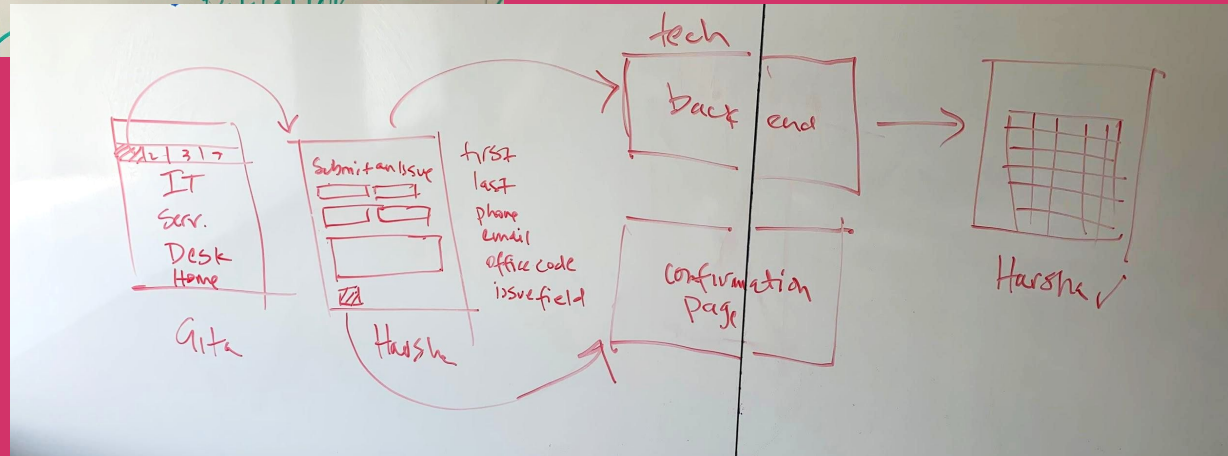
Team IT-2 Methodology

- Consulting reference materials
- User personas
- Wireframe drafting
- U.S. Web Design System
- Clickable prototypes
- Content design (plain language)
- Node.JS development
- Testing
- Deploying to GitHub





Report an Issue
Top Questions





DEMO

Ideas for future improvements

- Chatbot
- Engaging a user group for feedback
- One phone number to call for all GSA tech issues
- Screen recording

Major themes

- Leveraging existing design assets
- Data-driven design
- Open source
- REST API with Angular JS
- User-centered UI on top of ServiceNow backend
- 508 compliance
- Plain language



Questions?