

Project Mirage

Formal Objective Breakdown, System Goals, and Access Instructions

Group 11

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1 Formal Objective Breakdown

Project Mirage aims to deliver **Anya**, a virtual assistant integrated into Microsoft Teams for the Santa Barbara Public Defender's Office (SBPD). The system centralizes complex and frequently used workflows such as IT support ticketing, administrative requests, file retrieval, and staff directory lookups. The objective is to reduce friction, eliminate repetitive manual tasks, and unify access to multiple existing SBPD tools through a single conversational interface.

The formal objectives are as follows:

1. **Provide a unified point of access:** Ensure that users no longer need to navigate multiple applications (PDHelpDesk, PDGo, SharePoint) individually.
2. **Streamline ticket and request creation:** Reduce time spent on routine IT and administrative tasks.
3. **Improve information discoverability:** Allow users to search for files and staff contacts through natural language queries inside Teams.
4. **Maintain compatibility with existing systems:** Integrate seamlessly with SBPD's current Microsoft 365 ecosystem without requiring new infrastructure.
5. **Enhance accuracy and consistency:** Minimize user error through guided prompts, structured data collection, and automation.
6. **Support future extensibility:** Provide a foundation for additional workflows and enhancements beyond Snapshot 1.

2 Goals and Rationale (Why the System Is Needed)

SBPD staff currently rely on several independent tools for daily operations. These tools are functional but disconnected, requiring users to remember which system handles which task and how to navigate its interface. This fragmentation increases cognitive load, slows down workflows, and contributes to inconsistency in record creation.

Project Mirage addresses these issues directly. The system is needed for the following reasons:

2.1 Operational Efficiency

Staff frequently submit IT tickets, administrative requests, and file searches. Consolidating these actions into a single conversational interface measurably reduces the time required to complete essential tasks.

2.2 Ease of Use

Many users are already familiar with Microsoft Teams. Embedding Anya within Teams removes the need for training on multiple applications and makes the assistant available in the same workspace used for daily communication.

2.3 Reduction of Errors

By structuring workflows through automated prompts, the system prevents incomplete or incorrectly formatted submissions, improving data quality and decreasing the need for follow-up corrections.

2.4 Improved Information Access

Legal staff often need rapid access to files, templates, directories, and policy documents. Natural language file search reduces the time spent digging through SharePoint hierarchies.

2.5 Centralization of Support

Users are no longer required to determine which system contains the function they need. Mirage automatically routes requests to the correct back-end service.

2.6 Alignment With SBPD Digital Modernization Efforts

Mirage demonstrates how low-code and AI-based tools can enhance workflow automation without requiring extensive redevelopment of existing infrastructure.

3 How to Download, Access, or Use the System

Anya is deployed fully within the Microsoft 365 environment and does not require manual installation. Access is controlled through the SBPD Teams tenant and associated security permissions.

3.1 Access Requirements

- An active SBPD Microsoft 365 account.
- Access to Microsoft Teams (desktop or web).
- Inclusion within the Teams environment where Anya is deployed.

3.2 Steps to Access Anya in Microsoft Teams

1. Open Microsoft Teams.
2. Navigate to the Team or Channel where Anya is installed. For example: **SBPD – Mirage Testing Channel**.
3. In the chat input box, type a message such as:
“Hello Anya” or “I need help”.
4. Anya will respond with a greeting and optional suggestions for available commands.
5. Users may begin issuing natural language instructions such as:
 - “Create an IT ticket.”

- “*I want to request time off next Friday.*”
- “*Find the HR manual.*”
- “*Look up contact information for John Smith.*”

3.3 No Local Installation Required

Project Mirage does not include a downloadable application. All components—including Copilot logic, Power Automate flows, and PowerApps integrations—are hosted within the Microsoft 365 cloud platform. Users automatically receive updates as new features are deployed.

3.4 Developer / Administrator Access

For teams maintaining or extending Mirage:

- Logic flows are accessed through **Power Automate**.
- Conversation design is available in **Copilot Studio**.
- Back-end data is managed through **PowerApps**, **SharePoint lists**, or **Smartsheet**.

Proper permissions are required to modify any component.

4 System Benefits Summary

Project Mirage provides measurable improvements to SBPD operations:

- Faster IT and administrative request handling.
- Fewer user errors in ticket and request submissions.
- Simplified access to organizational knowledge and file repositories.
- Unified workflow management through a single assistant.
- Immediate compatibility with Microsoft 365 without new hardware.
- Reduced training overhead for new staff.

These benefits support SBPD’s mission by allowing staff to focus on legal work rather than navigating multiple administrative systems.

5 References

- Microsoft Teams documentation: <https://learn.microsoft.com/microsoftteams/>
- Microsoft PowerApps documentation: <https://learn.microsoft.com/power-apps/>
- Microsoft Copilot Studio documentation: <https://learn.microsoft.com/microsoft-copilot-studio/>
- Project Mirage SRS and SDD reference documents.