



MernWizards presents



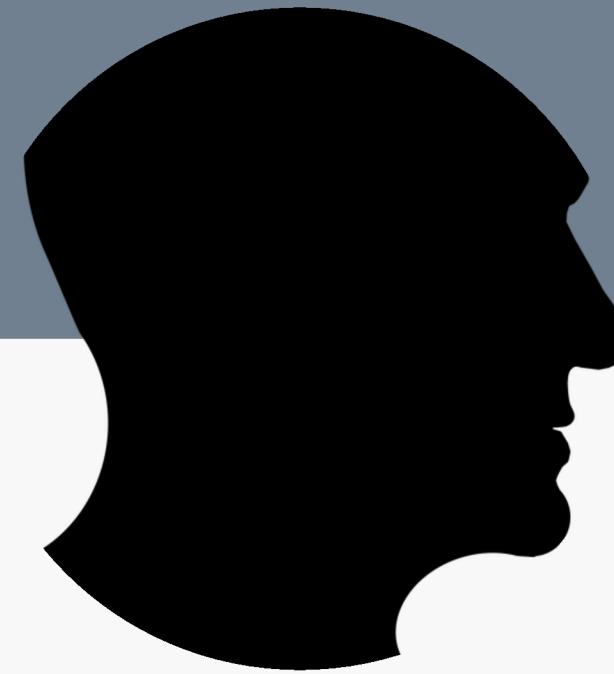
A Ticket
A
TASK-IT

A collaboration workflow solution

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Team Members



Luke Harris

Member



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Member



Introduction



This application is designed to enhance collaboration and streamline workflow discussions for teams. In this brief presentation, we will cover the app's description, purpose, key functions, target audience, and the technology stack we plan to implement in its development



Background

The primary goal of 'A Ticket a Task It' is to facilitate better communication between team members, allowing seamless prioritisation of workflows and effective problem-solving. .

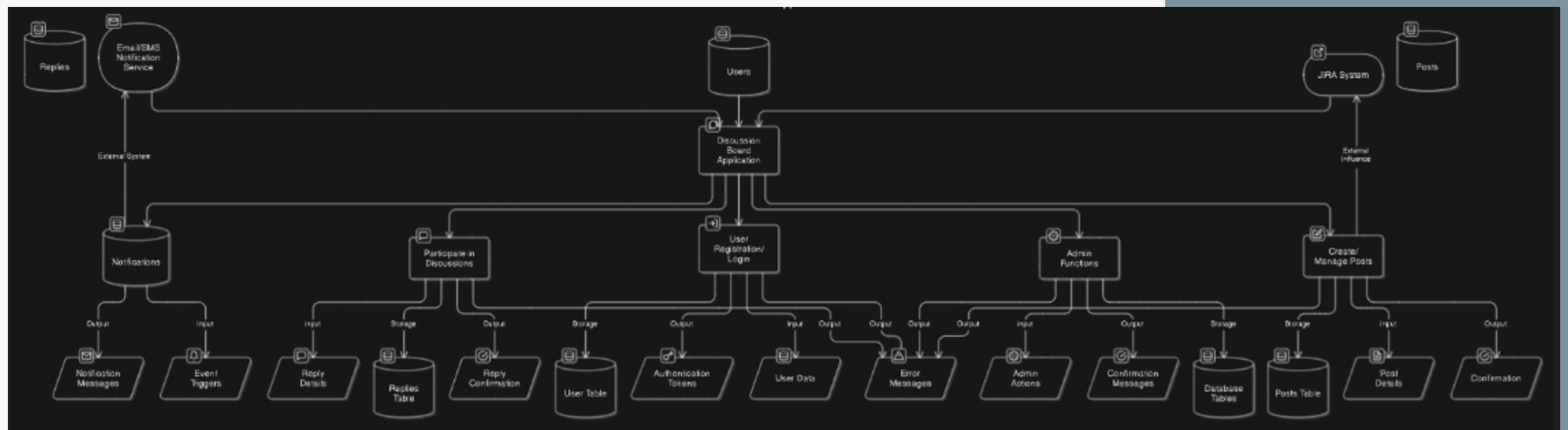


Data Flow and ERD

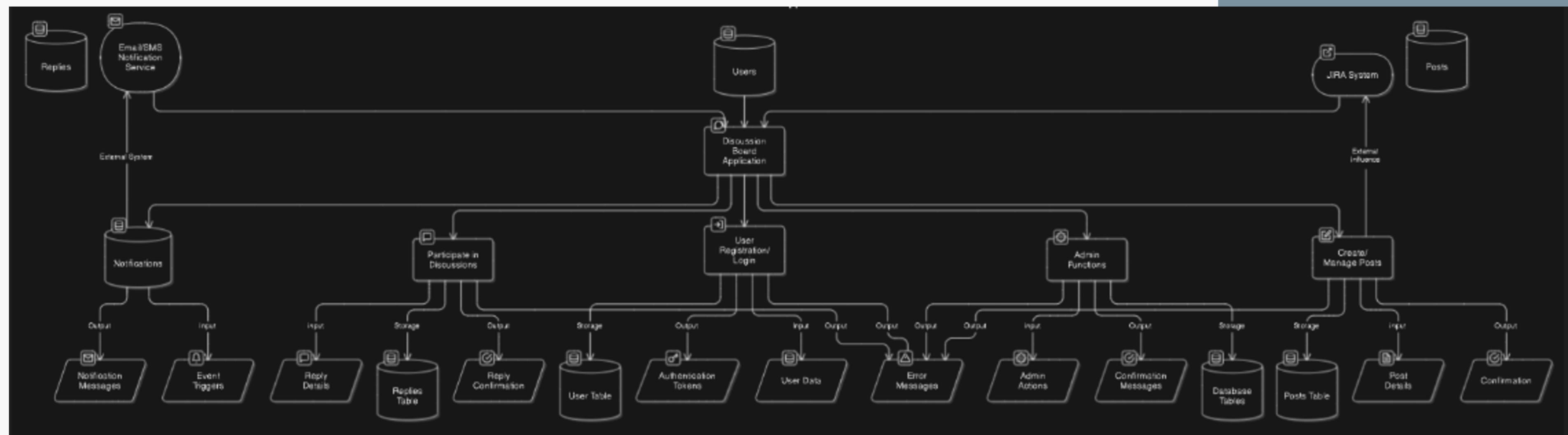
Our data flow diagrams and Entity-Relationship Diagram, illustrate how data moves through our application.

You can see how user information connects with posts and replies, underpinning the core functionality of the app.

The diagrams reveal the relationships between various entities and how they interact within the system.

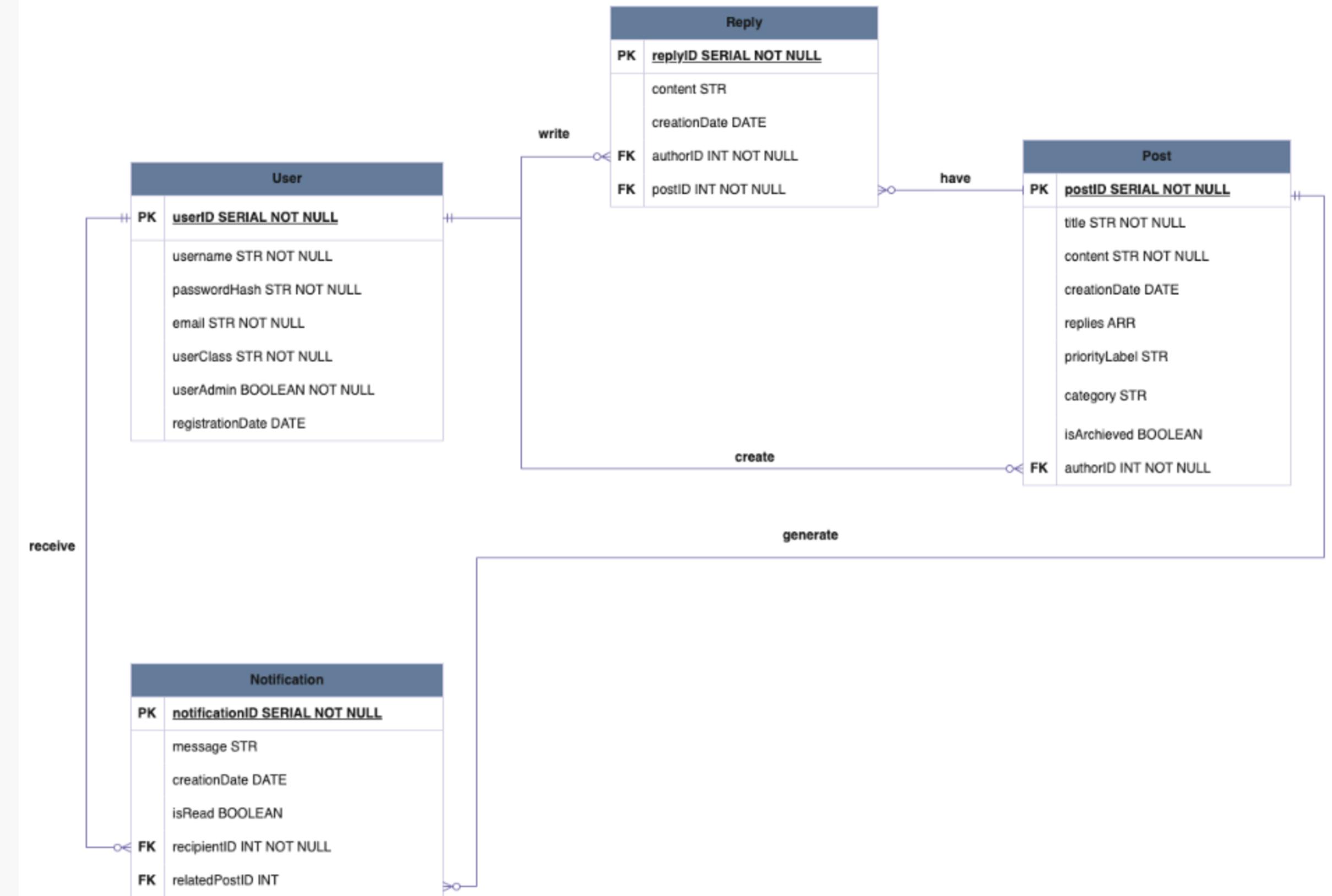


Data Flow



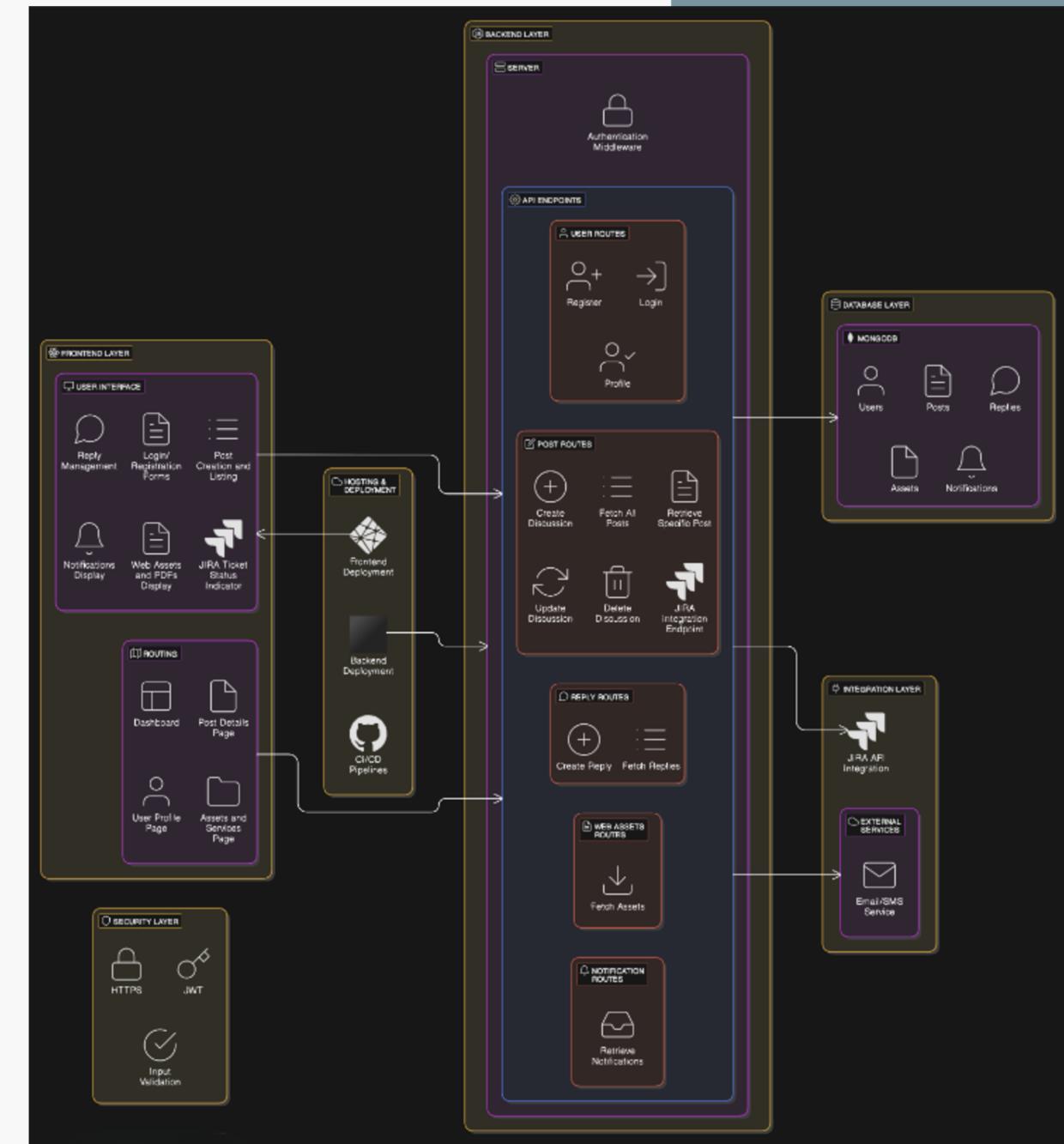
Entity Relationship Diagram

Discussion Board - ER Diagram



Application Architecture

The Application Architecture Diagram, shows the overall structure of our application, detailing the components involved—from user interactions to backend processing



Application Architecture



Personas and User Stories

Based of the client brief, we have identified four main personas. Lois Lane and Wade Warren both require Admin access based on their business needs. While Anna Williamson and Bruce Banner only require general user access in their business roles.

These stories illustrate how each persona would interact with the application, highlighting the value it provides to varying user needs

The image displays four detailed persona cards arranged in a 2x2 grid. Each card provides a comprehensive overview of a user's profile, including a photo, bio, key details, core needs, frustrations, personality, and platform preferences.

- Lois Lane:** A 40-year-old Corporate Services Web Services Content Manager. She requires Admin access. Core needs include being able to see team request progress and viewing request status. Frustrations include work assigned to her being incorrect or duplicated. Personality: Extrovert, Reader, Tech-savvy, Thrifty. Platform: Web, Mobile.
- Wade Warren:** A 35-year-old Business Development Marketing Manager. He requires Admin access. Core needs include a service for marketing requests and changing task priority. Frustration: Marketing requests taking too long. Personality: Introvert, Thinker, Tech-savvy, Thrifty. Platform: Web.
- Anna Williamson:** A 38-year-old Operations Event Services Event Coordinator. She requires General access. Core needs include requesting event updates and a discussion board. Frustrations include lack of visibility on web updates and fragmented communication. Personality: Extrovert, Reader, Romantic, Tech-savvy. Platform: Mobile App.
- Bruce Banner:** A 30-year-old Business Development Data Management Business Support Officer. He requires General access. Core needs include a communication platform for sensitive data and bug reporting. Frustrations include urgent ticket issues and communication problems. Personality: Extrovert, Thinker, Spender, Tech-savvy. Platform: Web.



Persona

Example 1



User Testing Persona 1

Lois Lane



AGE 49
BUSINESS UNIT Corporate Services
TEAM Web Services
OCCUPATION Content Manager
USER ACCESS Admin

I like to be able to see the progress of my teams requests.

Personality
Extrovert Reader
Tech-savvy Thrifty

Platform
 Website  Mobile App

Bio
More than 20 yrs experience working in the digital landscape. She creates and manages over 200 web assets and PDF for the company. As a manager she runs a small team of 2 and allocates incoming work based of business priorities and staffing capability.

Web Services work with IT Services to complete work that crosses from the front-end based tasks managed by Web Services to the back-end focused assets managed by IT Services.

Web Services receive a high volume work requests from most business units. Many of these areas don't know which assets are managed by Web Services and which are managed by IT Services.

Core needs

- Need a service that allows her to vet incoming requests by Team, Priority, type (CQI or BAU etc.)
- View all her current request
- See the status of requests

Frustrations

- Work incorrectly assigned to Web Services
- Work request overlooked when they fall off the radar
- Unnecessary expense from duplicate or invalid tickets created in Jira

User stories

Persona: Web Services Content Manager

User access level: Admin

1. What: I need to have oversight over all discussion cards created with ability to update task status as they are evaluated and actioned.

Why: Prioritising the most urgent tasks, allocates resources efficiently, to maintain a cohesive workflow strategy to support organisational goals.

Related Testing: Frontend and backend testing for changing priority and status of task cards.

2. What: I need to delete or archive outdated discussion cards.

Why: Keeping the discussion board organized and relevant, ensures team members can easily find current priorities without distraction.

Related Testing: Frontend and backend testing for delete and archive task cards.

3. What: I need to be able manage user registrations so that I can control permissions and access levels.

Why: This ensures that sensitive actions, such as deleting posts or changing user roles, are only performed by authorized personnel.

Related Testing: Frontend and backend testing for create and delete user access.

Persona Example 2

User Testing Persona 4

Bruce Banner



AGE 30
BUSINESS UNIT Business Development
TEAM Data Management
OCCUPATION Business support officer
USER ACCESS General

I like testing out new tech and playing around with new tools.

Personality
Extrovert Thinker
Spender Tech-savvy

Bio
As a business support officer he provides support to the Data Management team and their clients.
Tasks include managing client communication and level 1 troubleshooting and tech support. He regularly refers larger data access issues and content updates to Corporate Services to be actioned.

Core needs

- Needs secure request platform to communicate issues with sensitive data
- Needs a fast communication channel content and bug reporting.
- All his team requests need to be accessible by the whole team in case of planned or unplanned leave.

Frustrations

- Duplicating work when an urgent ticket assigned to the wrong work group is closed and must be resubmitted.
- Not being able to access information remotely.
- When communication platforms don't provide status updates.

Platform
 Website

User stories

Persona: Data Management Business Support Officer

User access level: General

1. What: I need to be able to assign tasks to separate work areas to ensure data security and confidentiality.

Why: Sensitive data must be protected and only visible to authorised users, to ensure it complies with security policies.

Related Testing: Frontend and backend testing for posting and choosing assigning groups to task cards.

2. What: I want to receive notifications about updates and replies to discussions I'm involved in.

Why: Staying informed on ongoing discussions helps me contribute timely input and stay engaged with my team's progress.

Related Testing: Frontend and backend testing for notification of updates to task cards.



Projected benefits and impact

'A Ticket a Task It' promotes an enhanced collaboration experience across teams, significantly reducing miscommunication. Designed to assist our clients to maximise the value derived from their current resources while improving workflow management.

'A Ticket a Task It' provides

- centralise hub for discussions and decisions
- adjustable priority and status labels
- supporting effective team collaboration
- cost-efficient

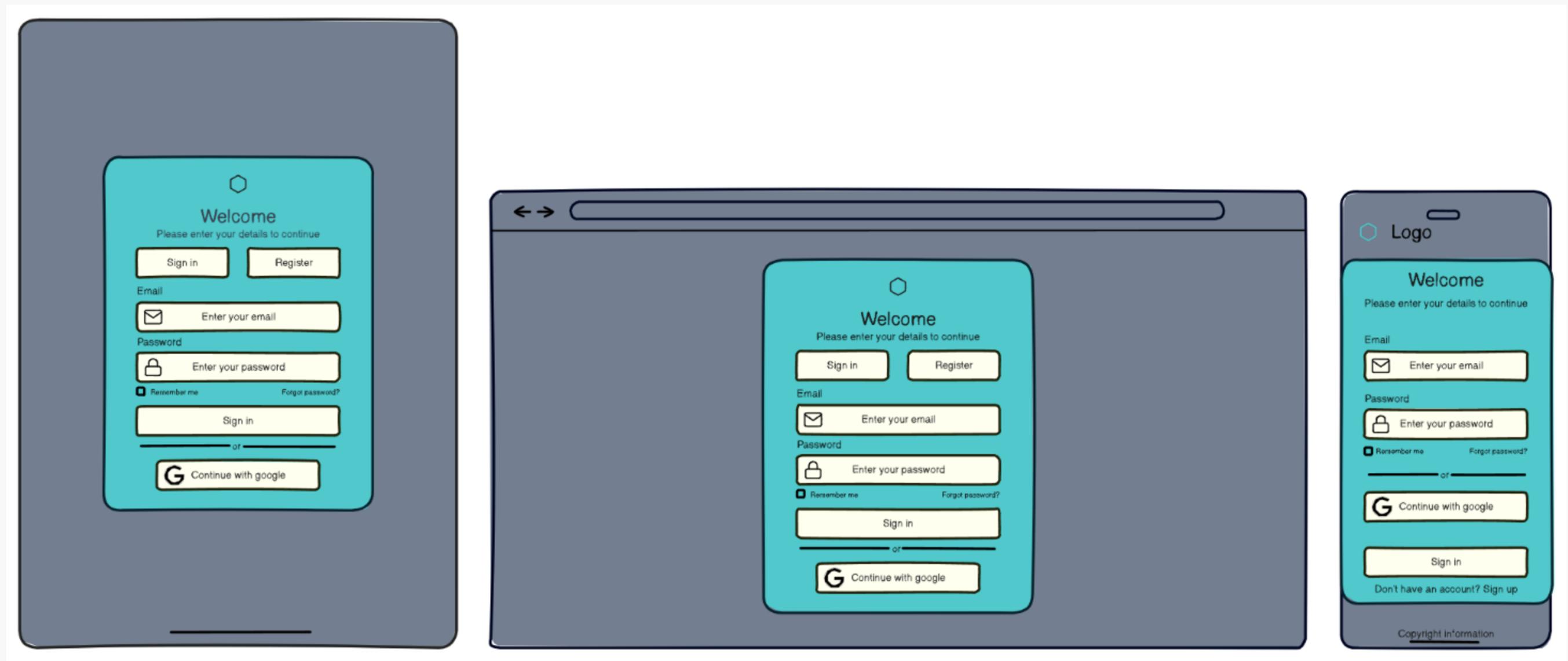
With the ability to prioritise tasks and maintain clear communication, our app supports teams in focusing on critical deliverables, ultimately driving project success



Wireframes



The design phases we went through emphasised consistent styling and ease of use, ensuring that the platform is accessible to all users. .



Wireframes



Tablet 4

The tablet wireframe displays a user profile icon with sunglasses and a teal 'Edit' button. Below it are sections for 'Name' and 'Business Unit'. To the left is a vertical sidebar with 'Admin Tasks' and a teal 'Edit' button. The main content area contains fields for 'Email', 'Phone', 'User access', 'Password' (represented by a masked field), and 'Change password'.

Computer 4

The computer monitor wireframe shows a similar layout to the tablet, with a user profile icon and 'Edit' button. It includes sections for 'Name' and 'Business Unit'. On the left, there's a sidebar with 'Admin Tasks' and a teal 'Edit' button. The main content area has fields for 'Email', 'Phone', 'User access', 'Password' (masked), and 'Change password'. A central 'My Tasks' section contains 'Current Posts' and 'Past Posts' buttons.

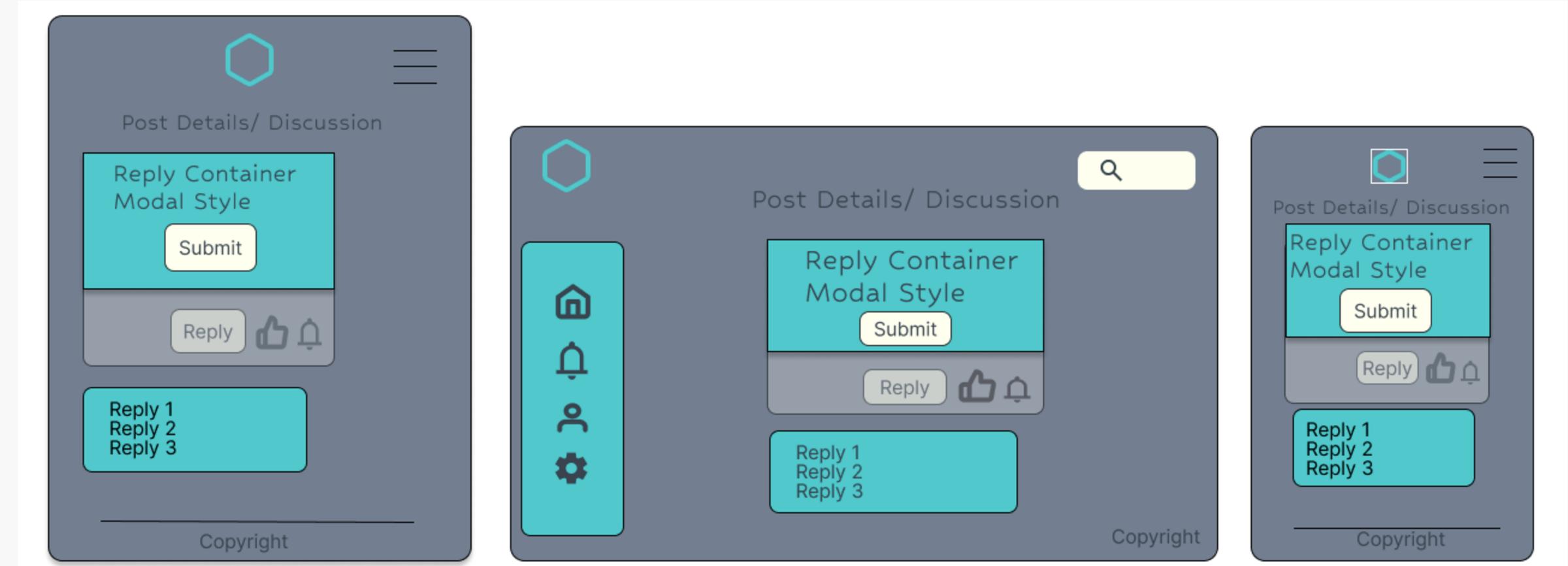
Phone 4

The smartphone wireframe follows the same design principles. It features a user profile icon and 'Edit' button. It includes 'Name' and 'Business Unit' fields. A sidebar on the left has 'Admin Tasks' and a teal 'Edit' button. The main content area includes fields for 'Email', 'Phone', 'User access', 'Password' (masked), and 'Change password'. A 'MyTasks' section at the bottom contains 'Current Posts' and 'Past posts' buttons.

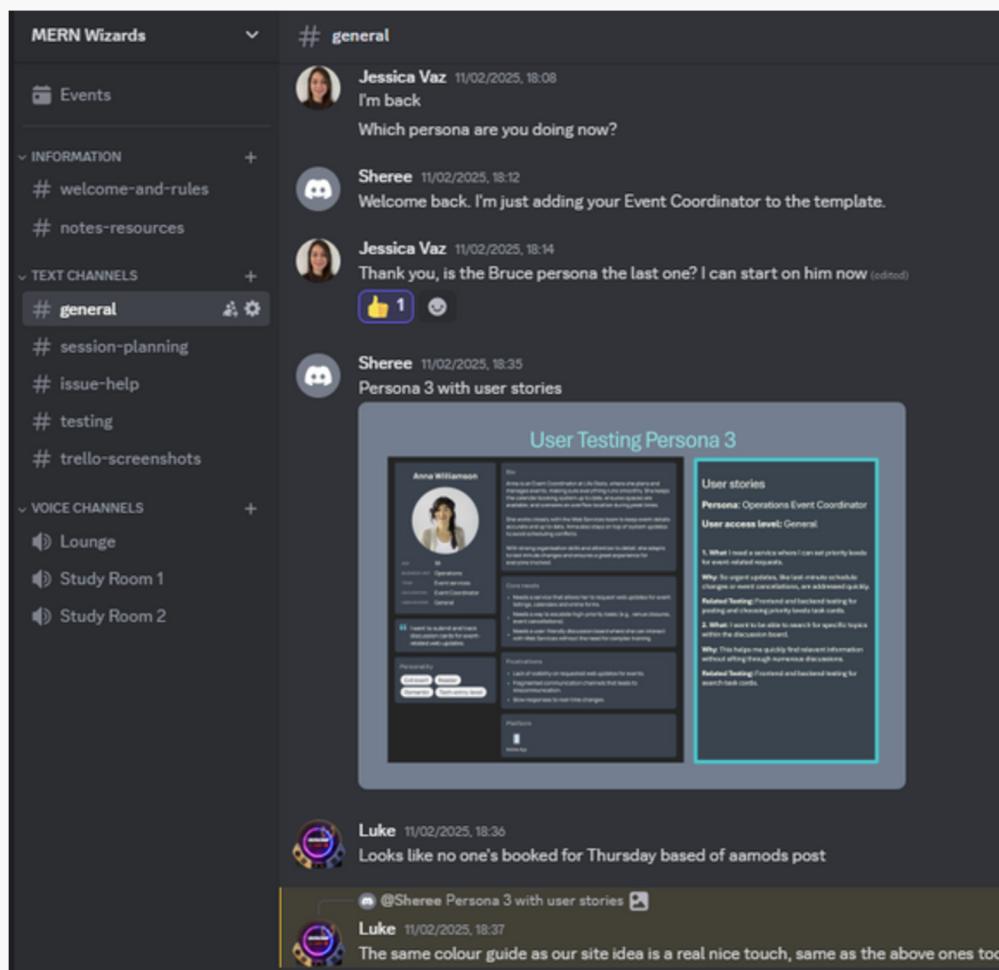
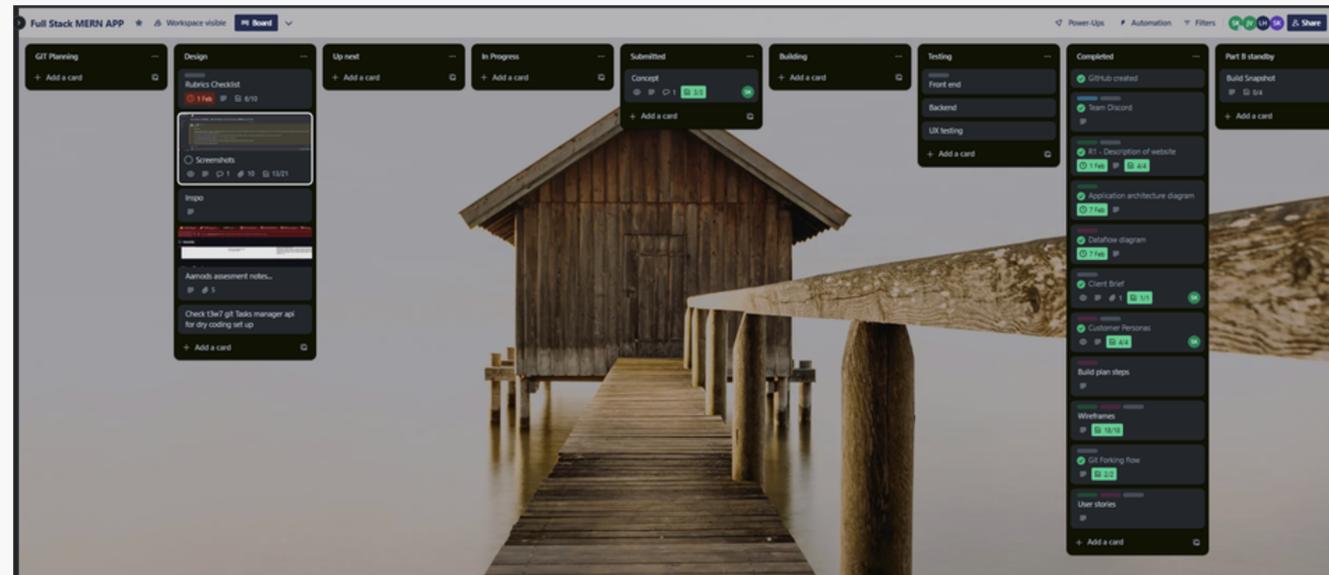


We paid close attention to colour choices to improve accessibility for users with different needs.

Wireframes



Planning and management



- Trello
- Mern Wizards Team Discord
- Git Hub

we captured our planning timeline using Trello. Here, you can see screenshots from our Trello board, along with discussions we had on Discord that helped shape our development process. We can also share insights into our GitHub commits, which reflect the iterative progress we've made on the project.

Conclusion



'A Ticket a Task It' presents a valuable solution for teams looking to enhance collaboration and streamline workflows. Its thoughtful design and user-centric approach ensure it meets the needs of diverse users.





Thank you

