

[ISR-14008] ISR Add unowned item to space

Justification

Users need to know that items added to a space may not be visible to space members.

ISRI Completion Criteria

A Design confluence page is provided with mockups and suggested implementation tickets that will improve the user's experience when adding unowned non-product items (search, area, or layout) to a space

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Reviewers	
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References

Jira Links

ISR-14008 - Getting issue details...

STATUS

Investigation

Initial

Currently if a user adds an item to a space that they do not own (ie only have can view or can edit permissions on the item), they are not able to modify the items permissions, and therefore cannot give the space access to the item. Because of this, no members of the space will be able to see the item (unless they have direct individual or group access specified). In order for space members to see the item, the owner of the item would need to "Manage Access" and grant the space permissions. This may not be possible in some cases where the owner of the item does not have access to the space the non-owner is attempting to add the item to.

Currently, the "Add to Space" dialog tells the user that they are adding "X owned items, X unowned items" to the space and nothing more. The proposal is to make it more clear to the user that adding unowned non-product items (search, area, or layout) will have complications.

Secondary

A possible solution was discussion to send the item owner(s) a request to add the item to the space, and if they dont have access to the space, allow the item owner to "request space access" and add item when access is granted. We should NOT do this approach because there is no guarantee that the original item owner has visibility or knowledge of the space the requester is attempting to add the item too. Furthermore, the item owner has already given the requestor view or edit access, and there is likely a reason the owner did not give this user ownership of the item.

After Further discussion at the UX tagup, often time item owners will instruct the requestor to duplicate the item.

At a minimum these the 3 options should be presented to the user to apply to ALL UNOWNED items they are adding to the space. OWNED items will be added and given space permissions selected from the permissions dropdown.

- Duplicate and add
- Just add to space (others may not see item in space)
- Skip

It would be nice if the user was able to specify a selection per each unowned item, rather than apply the selection to all of them

Third

After review of this design document it was pointed out that we were not considering PRODUCTS. It was known that formal products should not be duplicated, and they are implicitly public so there would be no need to duplicate them. The duplicate option is not an existing option for informal products, and although it would be possible, it was decided that products should not be duplicated. Given this, we will need to do further updates to the mockups in order to explain to the user that "duplicate" would only apply to non-product items.

Fourth (WIP)

The customer was keen on pursuing the request on the owner, the use case being around the "usual" scenario of people working in a team, where the owner(s) would already have access to the space. Although there's other cases, the goal would be to come up with a simplistic approach that would genericize all cases.

Given that, there was a meeting on Sept 21 to further discuss what this could look like. The notes from that meeting can be found here: <https://jira.nciteglobal.com.au/confluence/display/ISR/ISR-14008+discussion>. Ultimately it was confirmed there is no simple solution to achieve this feature and the conversation could go on for hours. Because there was an agreed upon design already done for this ticket, in which the request details were discussed but purposely pulled out of that design due to all of the complexities with it, we are requesting that if this specific capability is desired, we have a design ticket for just that capability. The implementation portion of this would take several weeks, and will not be accomplishable under the remaining time of the current CQ001 contract. It would be beneficial if we could move forward with the as-is, duplicate, and skip options for now, and as-is would be replaced with the request option later one.

For the current proposal, need to update: "Duplicate" mockup with clarification. The new message would be along the lines of: "This will make a copy of the non-product items that you do not own (areas, searches, layouts) and assign the above access level to the space. Products cannot be duplicated and will be added as-is."

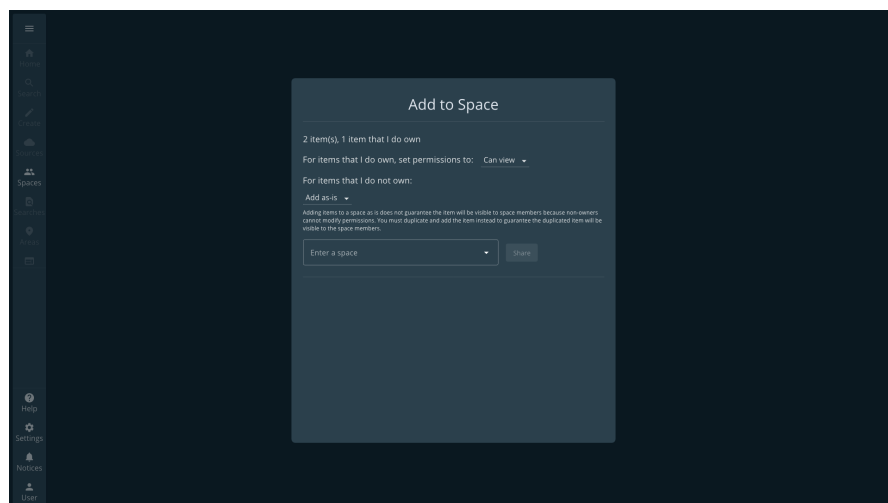
Proposed Solution

UI/UX

Add to space...

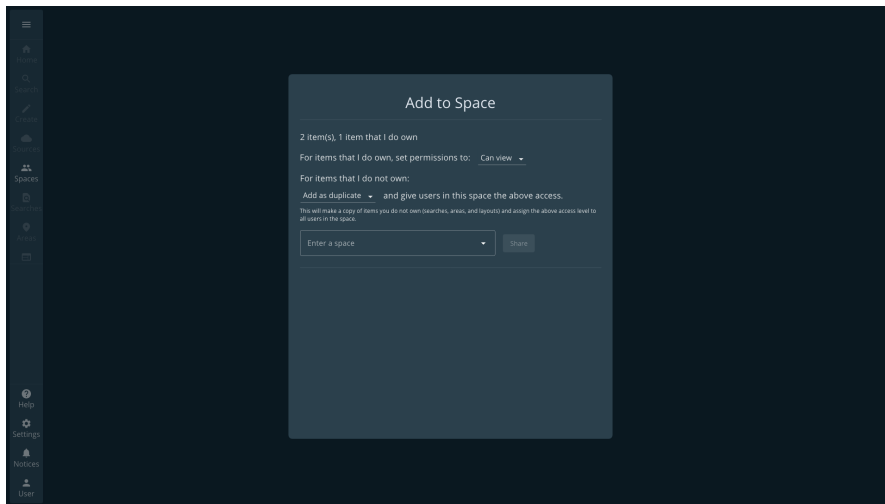
As is

(current behavior with microcopy now explaining the issue to the user)



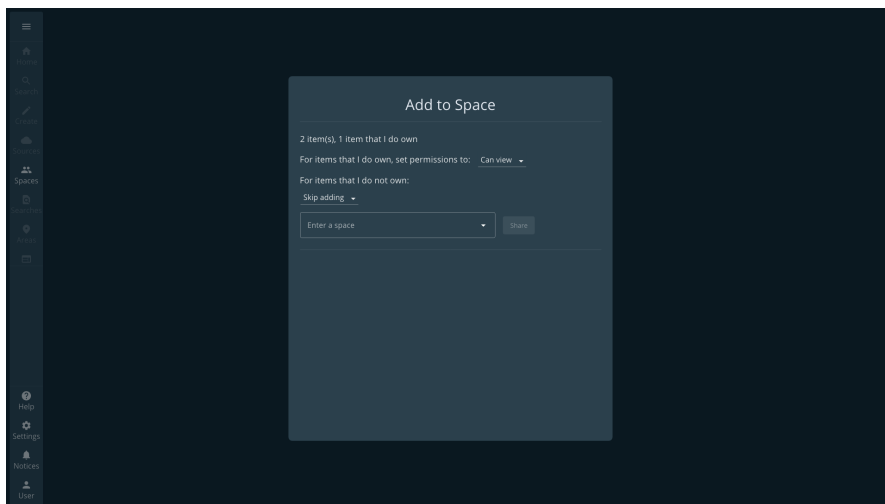
Duplicate

When a user attempts to add an unowned search, area, or layout; they will have to duplicate and assign a access level to those items.



Skip

Do not add unowned items that were selected.



Test Cases

1. When user adds a combination of owned and unowned items to the space, all owned items are added to space and the space is added under the item's SPACE permissions with the permission level selected from the permission dropdown.
2. When a user adds 1 or more unowned items to a space, they are give a message explaining that unowned items added to a space may not be visible to space members and be presented with the options:
 - a. skip adding unowned items
 - b. duplicate and add unowned items
 - c. just add the items to space knowing they may not be visible to space members
3. If a user is only adding owned items to a space, they do not see the above message and options

Task Breakdown

We will need to create 1 implementation ticket to this design