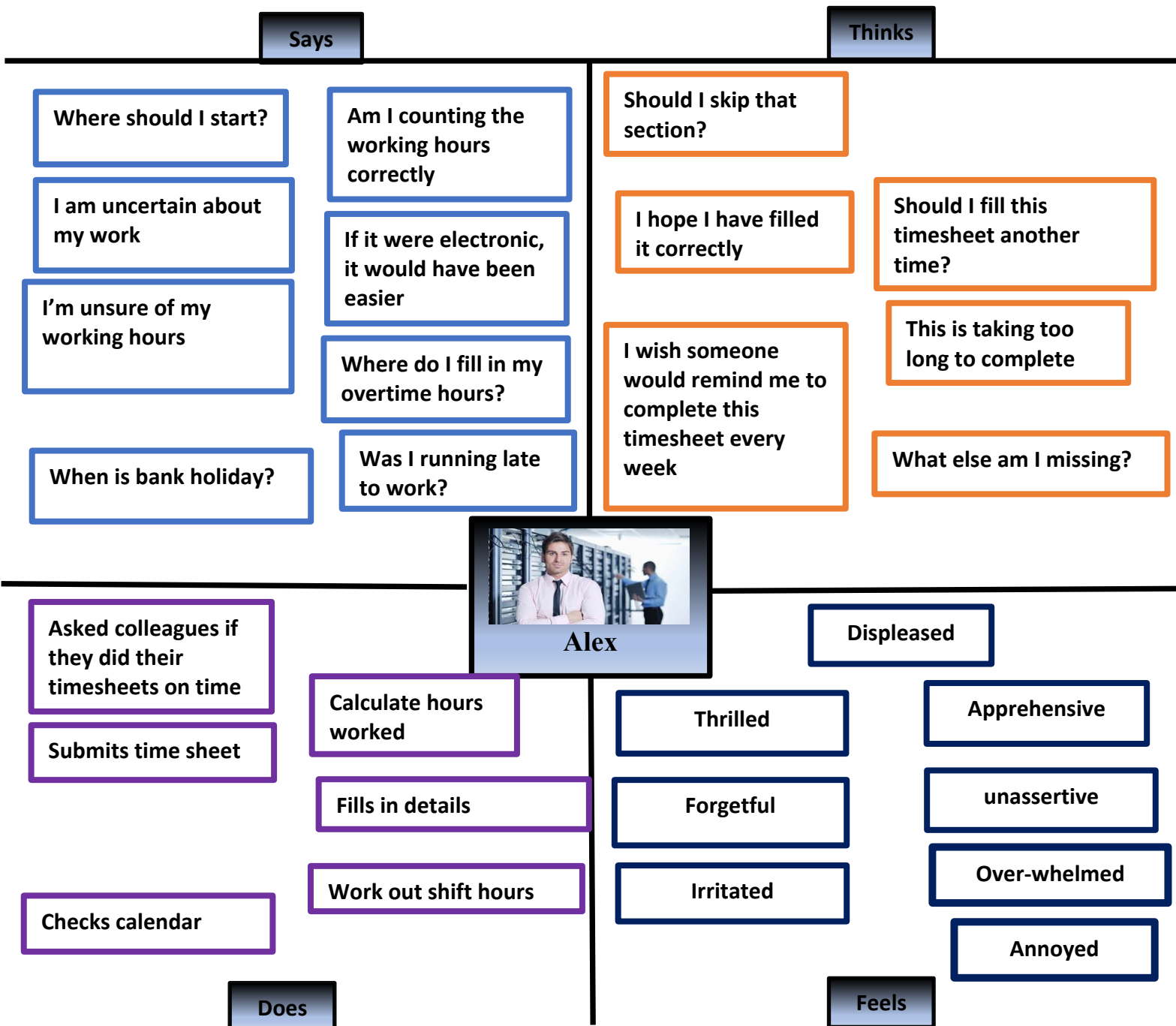


Case Study: FDM Timesheets-Empathy Map

1. Introduction:

In this assignment I will creating an empathy map for IT consultant, and I will also be explaining the needs and insight for the timesheet application.

FDM Group Empathy Map (for Primary Persona)



2. Synthesise NEEDS (up to 250 words, needs can be presented as a bulleted list);

List of Needs:

- Set up an app
- Set up an account
- Create a password
- Login
- Access to a calendar, that the user will be able to access to bank holidays date
- In the right section, fill in the data
- Receive automatic notifications at any time to fill in the timesheet before its due
- Check time zones according to the location of work
- Make any changes to the specifics provided before submission
- Look at the timesheet and resume filling in more information from where it is stopped.
- Propose the timesheet
- Receive a pop-up message if the timesheet has been positively submitted
- Check if the timesheet has approved

3. A list of insights is presented below. The consultants need to:

List of Insights

- Login because there not another way to obtain the timesheet

- Set and change the password because some consultants may be new to the system or forget their login details.
- Have admittance to a calendar to review if they presented the accurate date and any bank holidays
- Fill in the details in the precise section so that the system is storing the accurate data which also assistances the line manager to make the right decision.
- Receive automatic notifications at any time of the day because in a weekly eventful environment consultant may disregard to fill in the timesheet
- Check the time zones according to the location of work because the overall working hours can be affected due to imprecise given statistics
- Make any changed to the details provided before submission because it is easy to make naive mistakes
- Access the timesheet and resume filling in details from where stopped because the consultant might pause to work on advanced priority tasks
- Submit the timesheet because that is the only way they can get paid
- receive a pop-up message if the timesheet has positively submitted, so the device doesn't receive any more notifications about the same task
- Check if the timesheet has been permitted, as it gives the consultant a clear mind whether the fee will be made
- Log out from the app because it is part of the security progression