Designing a 5 Whys dashboard involves creating distinct user journeys for different personas who will interact with the application. Here are some key personas and their user journeys:

**1. Incident Manager**

**Goals:**

* Track incidents.
* Analyze findings and resolutions of similar incidents.
* Share insights with the team.

**User Journey:**

1. **Login and Dashboard Overview**: Logs into the application and lands on the dashboard showing an overview of recent incidents.
2. **Search Functionality**: Uses the search bar to look for specific incidents or similar incidents by keywords, tags, or categories.
3. **Incident Details**: Selects an incident from the search results to view detailed 5 Whys analysis.
4. **Findings and Resolutions**: Reviews the findings and resolutions of similar incidents to gain insights.
5. **Reporting**: Generates and shares reports on incident findings and resolutions with the team.

**2. Team Member**

**Goals:**

* Access information on incidents and their resolutions.
* Learn from past incidents to prevent future occurrences.

**User Journey:**

1. **Login and Dashboard**: Logs in and sees an overview of incidents relevant to their work.
2. **Search and Filter**: Uses search and filter options to find incidents similar to their current issues or interests.
3. **Review Details**: Clicks on an incident to review the 5 Whys analysis, findings, and resolutions.
4. **Knowledge Sharing**: Uses the information to inform their work and shares relevant findings with colleagues during team meetings or discussions.

**3. Executive/Stakeholder**

**Goals:**

* Monitor high-level incident trends and resolutions.
* Make informed decisions based on incident data.

**User Journey:**

1. **Login and Overview**: Logs in and views a summary dashboard of recent and critical incidents.
2. **Search and Analyze**: Searches for incidents by categories or specific keywords to understand trends.
3. **Detailed Review**: Selects key incidents to review the 5 Whys analysis and resolutions.
4. **Decision Making**: Uses the insights from the dashboard to inform strategic decisions and policies.
5. **Reporting**: Generates and downloads summary reports for review in executive meetings.

**4. Quality Assurance Analyst**

**Goals:**

* Ensure the integrity of incident analyses.
* Identify patterns and suggest preventive measures.

**User Journey:**

1. **Login and Dashboard**: Logs in and views incidents requiring QA review.
2. **Search for Similar Incidents**: Uses the search functionality to find similar incidents and their analyses.
3. **Verification**: Reviews the 5 Whys analysis, findings, and resolutions for accuracy and completeness.
4. **Trend Analysis**: Identifies patterns in incidents and suggests improvements or preventive measures based on findings.
5. **Reporting**: Generates quality reports and shares them with the incident management team.

**5. IT Support**

**Goals:**

* Maintain the application.
* Ensure smooth operation and provide technical support.

**User Journey:**

1. **Login and Dashboard**: Logs in to access the admin dashboard.
2. **Monitor System**: Monitors system performance and user activity.
3. **Support Requests**: Responds to support tickets or issues reported by users.
4. **Troubleshooting**: Diagnoses and resolves technical issues.
5. **Updates and Maintenance**: Applies updates or performs maintenance tasks to ensure the system is up-to-date and secure.

**Displaying Incidents Since Last Login**

**1. Track Last Login Time**

* Store the timestamp of each user's last login in the database.

**2. Dashboard Widget: "New Incidents Since Last Login"**

* Create a dedicated widget or section on the dashboard that displays incidents that have occurred since the user's last login.

**3. Filter and Sort Options**

* Allow users to filter incidents by date, with an option to filter by "Since Last Login".
* Sort incidents by date, showing the most recent ones at the top.

**4. Notifications and Alerts**

* Implement notifications or alerts to inform users of new incidents since their last login.

**User Journey for Viewing New Incidents**

**1. Dashboard Overview**

* Upon logging in, the user is presented with an overview of new incidents since their last login.

**2. New Incidents Section**

* A prominent section labeled "New Incidents Since Last Login" is displayed, listing these incidents with key details like the incident ID, date, and a brief description.

**3. Detailed View**

* Users can click on an incident to view the full details, including the 5 Whys analysis, findings, and resolutions.

**User Journey with Semantic Search**

**1. Incident Manager**

**Goals:**

* Find similar incidents quickly using natural language queries.

**User Journey:**

1. **Login and Dashboard Overview**: Logs into the application and sees an overview.
2. **Semantic Search**: Uses the search bar to type a query like "incidents with power failure as the root cause".
3. **Contextual Results**: Views a list of incidents that match the semantic meaning of the query.
4. **Detailed Review**: Clicks on an incident to review the 5 Whys analysis and resolutions.

**2. Team Member**

**Goals:**

* Learn from past incidents by finding relevant cases.

**User Journey:**

1. **Login and Dashboard**: Logs in and accesses the search functionality.
2. **Natural Language Query**: Enters a natural language query like "resolved network issues".
3. **Review Results**: Reviews the incidents and their resolutions that are contextually similar to the query.
4. **Knowledge Sharing**: Uses the insights to inform their current work and shares relevant findings with colleagues.

**3. Executive/Stakeholder**

**Goals:**

* Understand incident trends and their resolutions.

**User Journey:**

1. **Login and Overview**: Logs in and views a high-level summary.
2. **Semantic Analysis**: Uses semantic search to find trends, such as "most common root causes in the last quarter".
3. **Informed Decisions**: Uses the search results to make strategic decisions and policy changes.