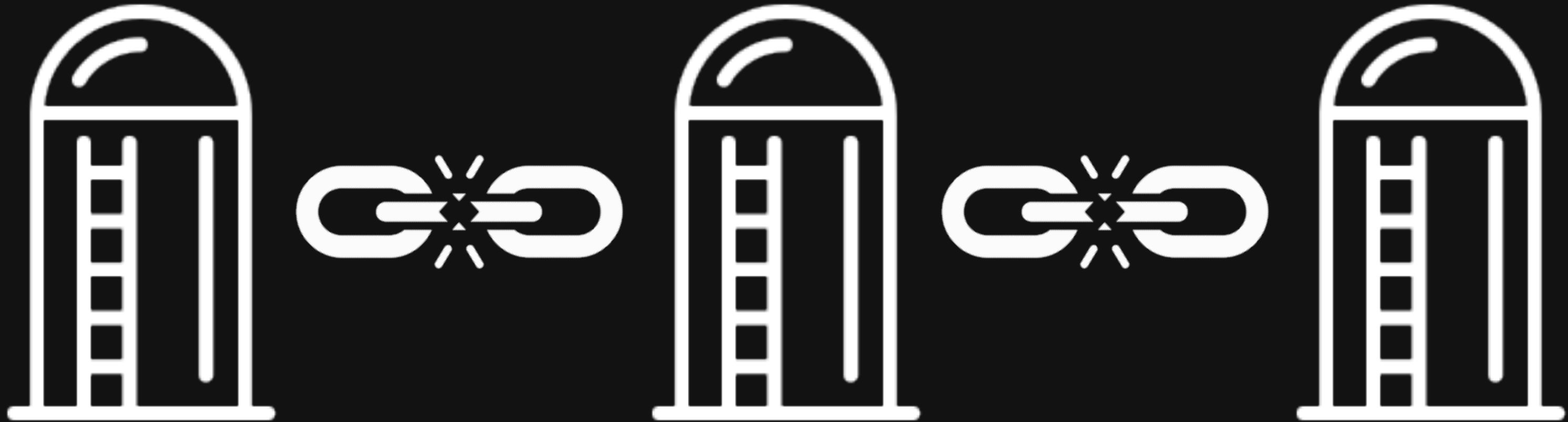




# Product Requests

Michael Donoso, Julia Hou  
cif> Civic Digital Fellows

# Current Disconnect





# Worksheet Workaround

Operators



Lost Data

**PRODUCT WORKSHEET**

CCMD: \_\_\_\_\_ Date Requested: December 22, 2021  
Narrative: \_\_\_\_\_ Suspense Date: December 22, 2021  
MD: Choose an item. \_\_\_\_\_ Name of Requester: Choose an item.  
SMD: Choose an item. \_\_\_\_\_ Language: Choose an item.  
Product Type: Choose an item.

**Product Title:** \_\_\_\_\_  
**Product Concept/Description:** \_\_\_\_\_  
The product concept/guidance line is a detailed description that provides information for use in the production of a prototype. The operator must ensure that the description is complete and precise. Write the description in a technical style of writing versus a narrative style. In addition, avoid creating the product to the point of producing a prototype. You should list all symbols, graphics, pictures, colors, and textures, including their exact sizes and locations on the product. You may include rudimentary sketches, but they are not necessary if you describe an adequate picture in the text. Ensure you detail what symbol, color, etc. is used.

1

Worksheet



Lost Data

Illustrators



# Previous System Capabilities

- Core Message Approval System
- Captures engagements, plans, tasks, assessments
- Did not capture graphics requests
- Potential to completely transform the way work is done in one, central place

HomeActivity FeedSearch

Messages

Status ▼Priority ▼Support Type ▼Narrative ▼Ob

ID ⬆	Support Type ⬆	Subject ⬆
66	Dev	<a href="#">Message 60 Subject</a>
65	Dev	<a href="#">Message 59 Subject</a>
64	Dev	<a href="#">Message 58 Subject</a>

Create Message

MY WORK

Tasks (2)

Messages (25)

Draft (24)

Awaiting Validation (1)

High Priority (1)

Awaiting Action (1)



# THE PRODUCT REQUEST MODULE

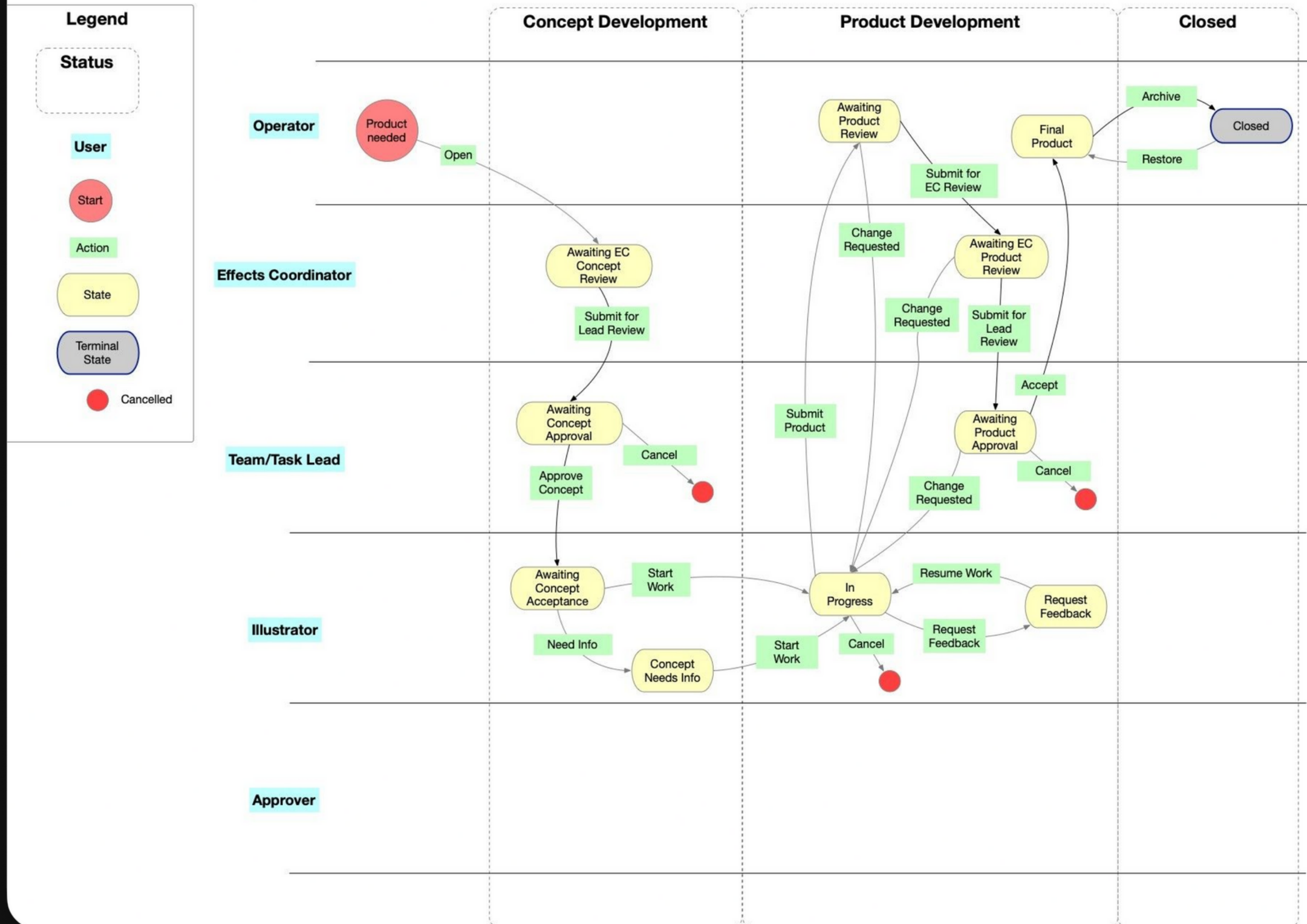
- Integrates into existing system.
- Formalizes product requests for all organizations.
- Documents each step of the process for transparency and tracking.



# WORKFLOW WALKTHROUGH



## Product Workflow





# Demo

Home

Activity Feed

Search

[Problems?](#) [Questions?](#) [Feedback?](#)

MY REQUESTS

Graphics Requests

MY WORK

Tasks (2)

Messages (26)

Draft (20)

Awaiting Validation (3)

Needs Work (1)

Approved (1)

High Priority (1)

Awaiting Action (2)

Templates (1)

TEAM WORK

Messages (72)

Awaiting Review (2)

Awaiting Validation (4)

Awaiting Approval (2)

Needs Work (3)

Approved (4)

Completed (2)

High Priority (1)

Awaiting Action (7)

Graphics Request: Completed Request

Alpha/WA

Graphics Request #58

Assigned to: **Illustrator-1**

Final Product

POCs: **G C L I A**

Archive

GRP 4:

0:00 / 0:27

[Download file](#)

GRP 3:

GRP 2:

GRP 1:

Support Type (PAW)

Description

This request was made to illustrate the work of the command and its units.





# Next Steps

- Further integration with the current system.
- Link the products with the messages the products are associated with.
- Track metrics of products after they are published.



# Project Reflection

- Successes
  - Fully-fledged app from conception to completion
  - Reusable codebase
- Obstacles or Issues
  - Conflicts with pre-existing code



# Internship Feedback

- What worked?
  - Ease of communication with team
  - Clear expectations with tasks and goals
- What didn't?
  - Initial challenges with hardware and set-up
- How could the experience be improved?
  - Formal introduction to the team and potentially doing 1:1's



# The Team



Julia Hou  
CMU '24



Mike Donoso  
Brown '24



# QUESTIONS?

