COP-92 Document issues with task list

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Overview

This deck was created to compile the user research so far on how task lists are implemented on the Central Operations Platform (COP).

The intention is to design solutions to address each of the identified issues.

UX problems identified



As a COP user I may not fully understand what a 'Task' is

As a COP user I want to understand what the COP dashboard is expecting me to do when tasks appear

As a COP user I need to understand how to interpret tasks that appear on my dashboard in conjunction with alerting emails

As a COP user I want to understand how to complete an online service that has been started by me or by my team or by somebody else in Border Force

As a COP user I need to understand the difference between 'My Tasks' and 'Team Tasks'

As a COP user I want to be able to pick the next task to perform given the service it relates to and the relative priority of all tasks that are displayed

As a COP user I need to be able to understand whether someone else has already opened (Claimed) a task that has appeared on my dashboard

As a COP user I need to be able to check that tasks have been completed

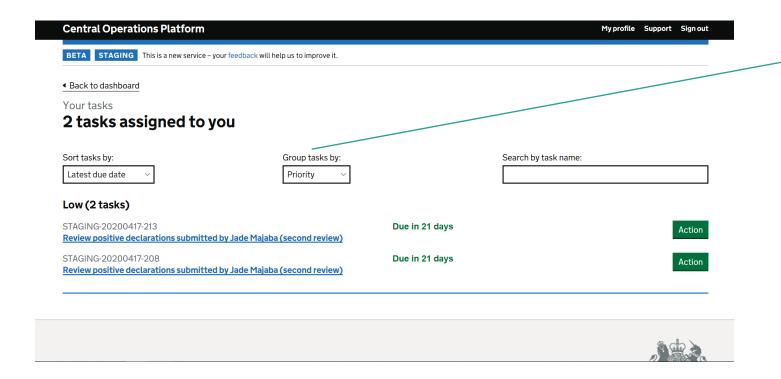


As a COP user I may need to cancel tasks that are no longer needed because someone else has already informed the service about an event, or I made an error

As a COP user I need to be able to understand whether someone else has already opened (Claimed) a task that has appeared on my dashboard

Further research required

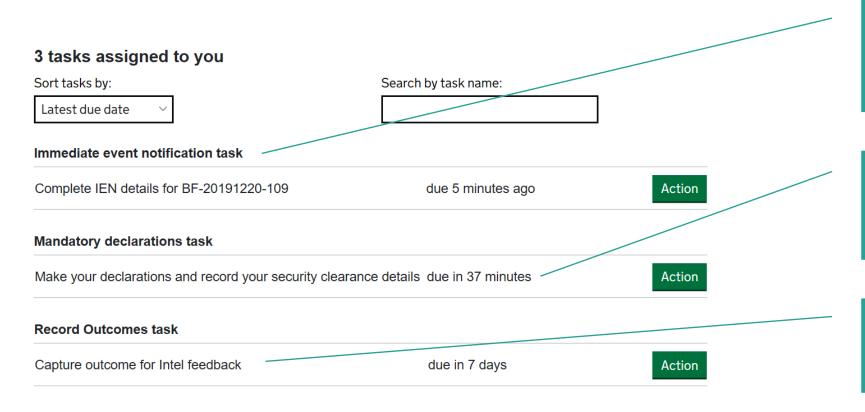
Screenshot



Further research is needed to check users understanding of each sorting mechanism and what behaviour the user expects



Screenshot

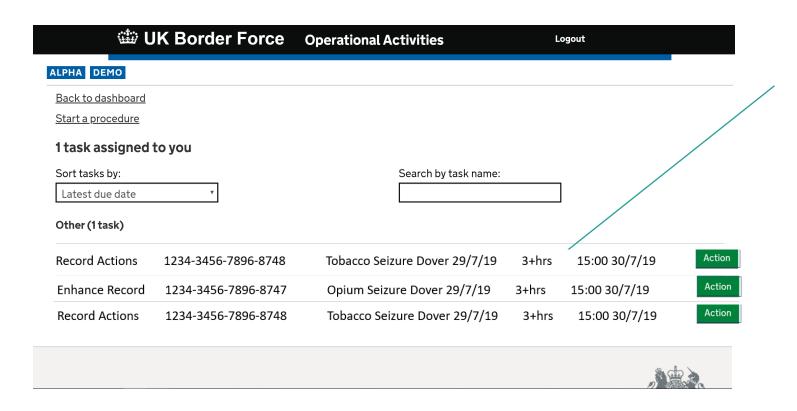


Users find it confusing when a completed form requires a new task

Some tasks open because a user has not completed a form

Users may get confused as to which task links to each service

Screenshot



Some Workflows may have minimum of 100 daily team tasks showing at any one time being processed by teams at Intel Hub or NCC <u>and</u> elsewhere, scrolling and paging issues





As a COP user I may prefer a unified task list

As a COP user it may be helpful to be able to bulk delete tasks

As a COP user I need to be able to understand whether someone else has already opened (Claimed) a task that has appeared on my dashboard

As a COP user it may be helpful to show where a task is being worked on already



As a COP user it may be helpful to use a different method to separate tasks, for example personal vs operational

As a COP user it may be helpful to provide more context in task information for example; team, location, officer name etc.

As a COP user it may be helpful to have other methods of prioritising and finding open tasks

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