

CB-1572 Identify user issues with case view

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Overview

This deck was created to compile the user feedback so far on the Case View of the Central Operations Platform (COP).

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



UX problems identified



Problem

As a COP user I'm not clear what each section of case view means (e.g Case history)

Problem

As a COP user I'm unsure of what happens if I select a process



Screenshot

Cases

Enter a COP number in quotes to search for cases—e.g. "COP-20200406-24".

Please note all actions are audited.

Search results

Number of cases found

4770

- STAGING-20200517-5
- STAGING-20200517-4
- STAGING-20200516-3
- STAGING-20200509-14
- STAGING-20200503-3
- STAGING-20200503-4
- STAGING-20200503-6
- STAGING-20200503-1
- STAGING-20200502-5
- STAGING-20200502-3
- STAGING-20200502-16

Load more

STAGING-20200517-5

Copy case link

Close all

Case actions

Generate Case PDF

Select process *

Select forms *

Submit

Users are unsure
of this interaction



“What will happen if this process is selected?

Will it run again? Can it be edited?

After selection a PDF is generated but you find out at end of the process”



Problem

As a COP user, task headings such as "Submit Operational Activities Report" sounds like you're about to do the task rather than view the details of a previously submitted task.



Screenshot

Order by

Earliest process start date ▾

[Close all](#)

Submit Operational Activities Report

Status

COMPLETED

Forms

1 completed

Start date

17/04/2020 11:36

End date

17/04/2020 11:36

▶ [Submit Operational Activities Report](#)

Case attachments

▶ [View attachments](#)

Case metrics

▶ [Basic metrics related to COP-20200417-187](#)

Users feel this is an action to perform rather than something that has already been done

Sounds like you will submit an OAR but in fact opens a copy of a previously submitted OAR



Problem

As a COP user I'm confused as the start / end date of a completed task is shown in Zulu time whereas the submitted time of the Operational Activities Report (OAR) is local.



Screenshot

Submit Operational Activities Report

Status

COMPLETED

Forms

1 completed

Start date

17/04/2020 11:36

End date

17/04/2020 11:36

▼ [Submit Operational Activities Report](#)

Submitted by

paul.kendall@homeoffice.gov.uk

Submitted on

17/04/2020 12:36

LATEST

Hide details

[Start](#) > [Shift details](#) > [Operational activities](#)

Use this service to:

- to record the type and duration of activities undertaken by your team during a shift
- to record the number of examinations completed
- to record the grade makeup for the team

Users find mixture of Zulu and local time within the same section confusing



Home Office

Digital, Data and Technology

Problem

Within case history the entire form is shown including the front page which may confuse users.



Problem

At the bottom of each case there is a 'Case metrics' section. The purpose for COP users of this is unclear.



Screenshot

Case attachments

[View attachments](#)

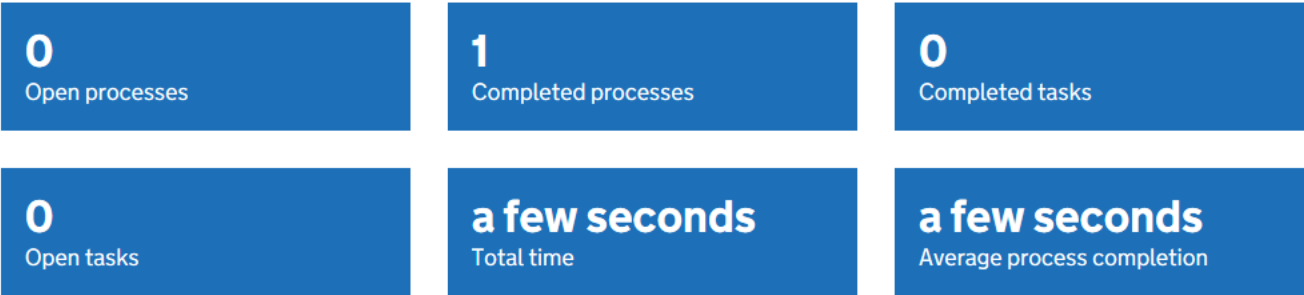
Name	Uploaded on	Uploaded by
------	-------------	-------------

No attachments associated with case

File details

Case metrics

Basic metrics related to COP-20200417-187



What is the user need for this section?

Problem

Concept of 'Cases' for each
type of service or user
doesn't always make sense



Problem

As a COP user I do not know
how to search for a case

Problem

As a COP user it is frustrating to have to open each case to find out what is contained.



Screenshot

Case view

Cases

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STAGING-20200503-1
STAGING-20200502-5
STAGING-20200502-3
STAGING-20200502-16

Load more

STAGING-20200517-5

Copy case link

Open all

Case actions



Case history

Order by

Earliest process start date ▾

Open all

Generate Case PDF

No indication of any of the case details without opening each section and scanning through

Problem

As a COP user I am confused over the difference or relationship between a 'Task' vs 'Case'



Problem

As a OAR user I would like to open cases directly from a list of OARS in the reports area



Problem

As an Interaction Designer I'd like to explore the styling and purpose of the 'Copy case link'



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