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

Problem

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

Problem

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

Problem

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

Problem

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

Problem

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

Problem

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

Problem

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

Problem

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

Problem

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

Problem

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

Central Operations Platform   My profile   Support   Sign out

◀ Back to dashboard

Your tasks
2 tasks assigned to you

Sort tasks by: Group tasks by: Search by task name:

| Latest due date ▾ | | Priority ▾ |

Low (2 tasks)

STAGING-20200417-213   **Due in 21 days**   Action
Review positive declarations submitted by Jade Majaba (second review)

STAGING-20200417-208   **Due in 21 days**   Action
Review positive declarations submitted by Jade Majaba (second review)

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

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Screenshot

3 tasks assigned to you

Sort tasks by:

| Latest due date ▼ |

Search by task name:

[   ]

Immediate event notification task

Complete IEN details for BF-20191220-109   due 5 minutes ago   [Action]

Mandatory declarations task

Make your declarations and record your security clearance details due in 37 minutes   [Action]

Record Outcomes task

Capture outcome for Intel feedback   due in 7 days   [Action]

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

UK Border Force   Operational Activities   Logout

ALPHA   DEMO

Back to dashboard

Start a procedure

1 task assigned to you

Sort tasks by: Search by task name:

| Latest due date ▼ |

Other (1 task)

Record Actions	1234-3456-7896-8748	Tobacco Seizure Dover 29/7/19	3+hrs	15:00 30/7/19	Action
Enhance Record	1234-3456-7896-8747	Opium Seizure Dover 29/7/19	3+hrs	15:00 30/7/19	Action
Record Actions	1234-3456-7896-8748	Tobacco Seizure Dover 29/7/19	3+hrs	15:00 30/7/19	Action

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

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Iterations to explore

Iterations to explore

As a COP user I may prefer
a unified task list

Iterations to explore

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

Iterations to explore

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

Iterations to explore

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

Iterations to explore

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

Iterations to explore

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

Iterations to explore

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

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