

**Project Proposal: Enterprise UI/UX Unification for Internal IT Applications**

**Executive Summary**

This proposal outlines a plan for the Internal IT team to standardize the user interface and experience across all custom off-the-shelf applications on our Microsoft 365 platform. By adopting shared design tokens, a reusable component library, consistent email and report templates, and integrated actionable messaging, we will reduce training time, accelerate development, lower maintenance costs, and improve user satisfaction across CRM, SharePoint, Power BI, and custom M365 apps.

**1. Business Case**

Inconsistent interfaces force employees to relearn navigation and controls for each tool, leading to wasted time, increased errors, and higher support and training costs. A unified UI/UX delivers measurable business value by:

* Enhancing decision-making through intuitive, consistent access to critical data
* Reducing development and maintenance costs via reusable components
* Lowering training expenses with predictable interfaces and workflows
* Empowering employees with streamlined tools that boost productivity and satisfaction

**2. Homogeneous Experience Across Application Layers**

CRM screens, SharePoint sites, Power BI reports, and custom M365 apps can feel indistinguishable by leveraging Microsoft’s Fluent UI React library within SPFx and Power Apps Component Framework. Shared design tokens (colors, typography, spacing) and a common component set (navigation bars, form controls, data tables, cards) ensure visual consistency. Introducing Outlook Actionable Messages built with Adaptive Cards enables users to approve workflows, submit feedback, or update records directly from email—reducing clicks and context switches. Embedding actions and responses via Logic Apps or Power Automate ensures all communications and interactions follow the same design and interaction patterns, streamlining tasks such as approvals, data entry, and notifications without sacrificing efficiency.

**3. Succinct Unification Plan**

* **Months 1–2: Foundation**
  + Establish Design System Council and governance workflows
  + Audit existing UIs and catalog inconsistencies
  + Secure executive sponsorship and finalize success metrics
* **Months 3–4: Core Development**
  + Define design tokens (brand colors, typography, spacing)
  + Develop Tier 1 components (buttons, inputs, navigation, tables) with Fluent UI React
  + Create standardized email/report templates and Actionable Message cards
* **Months 5–6: Platform Integration**
  + **CRM**: Implement component library into Dynamics 365 forms and views
  + **SharePoint**: Build SPFx web parts using Fluent UI controls (DetailsList, CommandBar)
  + **Power BI**: Apply theming JSON and custom visuals aligned to design tokens
  + **Custom Apps**: Package React/Vue components in private NPM feed for reuse
* **Months 7–8: Pilot & Training**
  + Deploy to pilot user groups; collect usability metrics
  + Conduct developer workshops on component usage and theming
  + Train power users on Actionable Message workflows and email templates
* **Months 9–10: Enterprise Rollout**
  + Full deployment across IT applications
  + Monitor adoption (component usage, support tickets, training hours)
  + Iterate on component library and templates based on feedback

This 10-month roadmap balances rapid delivery of critical UI assets with stakeholder validation, technical integration for each M365 platform, and user training to achieve a unified, efficient, and maintainable UI/UX across all internal IT systems.

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