#### **Testable Solutions**

By Mousfigul Islam Khan

### 1. Positioning Statement

### For the Enterprise as a whole:

NyGen (IT company, provides IT support to other businesses reducing their need to have an IT department for themselves). Unlike other firms who provide IT services on a contractual basis, NyGen acts as a permanent consultant. They have various clients from small firms to big corporations, providing either an extra assistance to any IT related issues, or sometimes they handle all of the IT related problems faced by the business.

#### For their Digital Platform:

For IT technicians who work at NyGen, NyApp is an enterprise software that will improve their ability to be more efficient on field jobs and enhance the maintenance experience overall. Unlike the current solution where technicians have to call back and wait for answers to queries, NyApp gives the technicians the ability to easily find what they are looking for, and drastically improve both technician and customer experience.

#### 2. Demand/Value Hypothesis

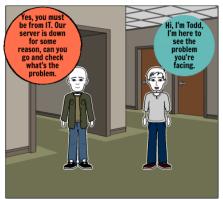
Problem Scenario	Current Alternatives	Demand/Value Hypothesis
Search for all prices and documentation from a single platform.	Currently technicians have to search in all platforms individually.	If we provide a way to search for all documents, then the techs will use it and it will improve outcome.
Doesn't have to put in his credentials in each platform every time a technician tries to find documents.	Currently technicians have to log in every time they have to look for prices to make estimations.	If we provide a way with which employees can search for all the content on a single platform then it will save time and confusion.

## 3. Testable Solution for Demand/Value Hypothesis:

# 3.1. Epic User Stories:

- a. As Todd the IT technician, I want to know the pricing and availability of products and services.
- b. As Todd the IT technician, I want to have a map to track my job locations.

## 3.2. Storyboard for Epic a:







# 3.3. Child Stories and Analytics for Epic a:

Child Stories	Analytical Question(s)	Analytics
I know the part and service	Check how many times	Metrics:
name, I want to find it on	this search feature is used	- This type of searches
the system to check the	compared to the	compared to others.
price.	alternatives.	- Pattern of these searches compared to others.
	How many times does this	- (%) of the Conversion to
	search lead to a part of	order from these type of
	service order?	searches.
I would also want a	Check how often the filter	Metrics:
mechanism to filter	is used for price and	- This type of searches
products and services	quality also compare each	compared to others.
based on price and quality.	with the alternatives.	- Pattern of these searches compared to others.
	How many times does a	- (%) of the Conversion to
	search by either price or	order from these type of
	quality lead to an order?	searches.