**Enable Service Portal UX**

**Business goals:**

***Provide a single point of access to help all Enablers work smarter and get access to up-to-date information quickly and efficiently***

* Docs - Integrate all Enable internal files (Sales documents, images, case studies) - main document repository will remain in SharePoint and new information architecture will be implemented to support ease of use
* Team - Enable internal services (profiles, HR, payroll)
* Insights - "Knowledge base" - search for previous clients and projects (industries, re-usable elements, how-tos)
* Projects - project management tool (project lifecycle)
* Clients - client management tool (sales lifecycle)
* Resources – resource management tool (assignment, timesheets, costs)

**User groups** (if not in a group, just access general areas):

* Management group (including HR)
* Project /engagement management group
* Customer success/pre-sales group
* Delivery/consulting group
* Labs group (Products, collateral, etc.)
* Enable learn group (trainers, schedules, etc.)

**Preliminary user questions:**

* What is your role?
* What Enable stuff do you use/need to find a lot?
  + What do you use this stuff for?
  + How do you currently find these things?
  + What are common pain points with this process currently?
* In the normal course of your job, what technical/administrative tasks cause you irritation?
* What device(s) do you use to perform tasks for your job and engage with Enable?
* In a perfect world, what would it be nice to be able to do with this portal?

**UX process:**

* Clarify project and business requirements and goals
* Send preliminary questionnaire to key stakeholders
* Compile questionnaire, draft questions for interviews
* Conduct stakeholder interviews
* Compile feedback into requirements doc
* Create preliminary wireframes for validation and feedback
* Test, adjust, iterate

**Key stakeholders:**

* Bruce Hara - MD
* George Skordos - GM
* Herman Taljaard - Head of Customer Success
* David Aldridge - Principal Consultant (VIC)
* Rick Huynh - Delivery Principal (NSW)
* Davina Simpson - Senior Solution Consultant and Pre-sales consultant (NSW)
* Nidhin Jacob - Senior engagement manager (Telstra project - NSW)
* Avneet Chawla - Senior consultant and technical lead (Telstra project - VIC)
* Rob Tanner - Product lead
* Chhavi Shriya - Principal Consultant (Noida - India)
* D’Artagnan Richiardi - Solution consultant and pre-sales (VIC based, responsive for SG and HK)
* Krist Yong - Delivery Lead - SG
* Ken Huy - Head of Service Delivery and Solutions (HK)
* Raymond Ho - Country Manager (HK)
* Jake Gillespie - Senior Architect (QLD)
* Graham Strydom - Senior Architect (QLD)
* Rachel Sparks - Head of People and Operations(VIC)
* Jorge Castilla – Senior Engagement Manager (QLD)