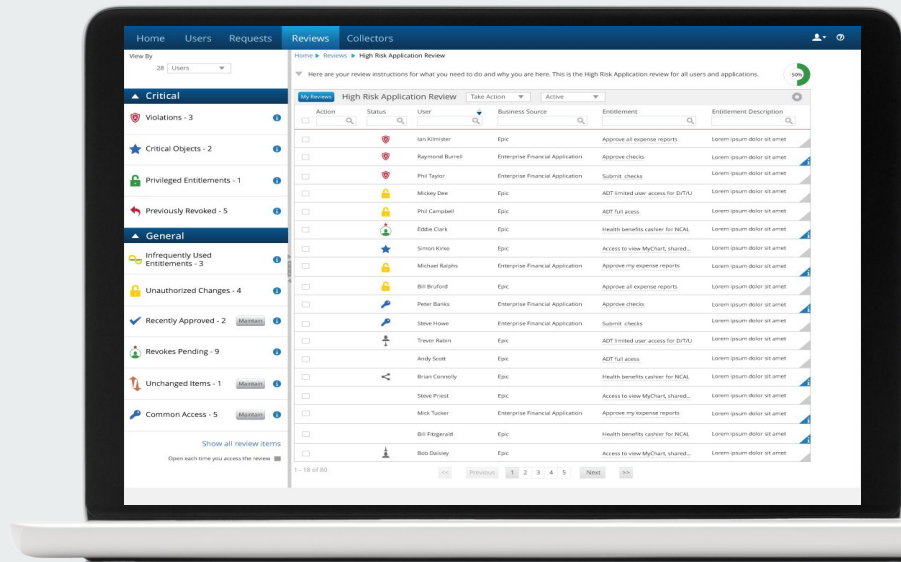# User Interview Feedback

Improvement of Role Review Process

The successful outcome

Overarching Issues

Feeling Ignored

- System is an odd closed-loop mechanism that performs checks and updates only after the nightly collection.
- Competitive products do a push on the system and an immediate check is done at configured times or manually.
- Asked to enter a request for enhancement, Joe hasn't heard anything for ¾ of a year.
- Joe was also asked to write an enhancements list and has never heard back about the progressive status of that either.

Role Review of Existing System

Key UX Finding: Working outside the system in reports

Comments on System View

- Only see General, Members, Entitlements, and Analytics if they search for a role, not in the role review itself.
- Company generates a static report at the first of the month that goes out to the role reviewers. Reviewers may not perform the review until a later date (last week of the month).
- They would like to see General, Members, and Entitlements within the role review.

Role Review of Existing System

Key UX Finding: Lots of frustration. "Hopefully 7.x will help" - desperate hope.

Comments on System View (cont.)

- Two role views
  - View for line manager of Users connected to a particular role. Tabs include By Reviewer, Unassigned Items, By Monitor, Grouped By Roles.
  - View for role owner for what users are connected to their role(s). Tabs include By Reviewer, Unassigned Items, By Monitor, All Entitlements.
- Not as sophisticated as what you showed – 7.1 enviro.
- Dev-ops was ordered by their former boss to copy the old world into the new system. This was seen by Joe as a missed chance.
- Support is helping with migration to 7, and the goal is to be as out-of-the-box as possible.
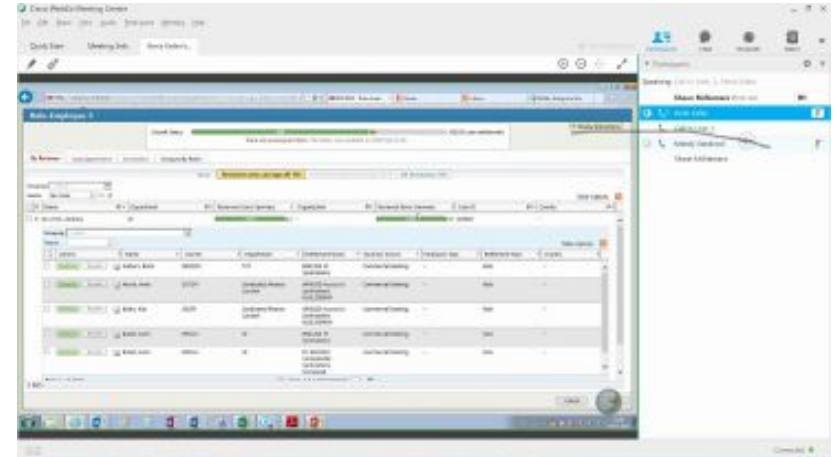
Role Review of New Mockups

Key UX Finding: Everything relates back to the user level.

Comments on Targeted Analysis

Company's role review mindset is more about which employees use what role, not the quality of the role. Components of Understanding should focus on:

- Health of the role:
    - Does the role have members?
    - Does the role have entitlements?
- What are the violation types of roles?
- What is the risk level?
- Are highly critical applications associated with a role?
- Are SOX related applications associated with a role?
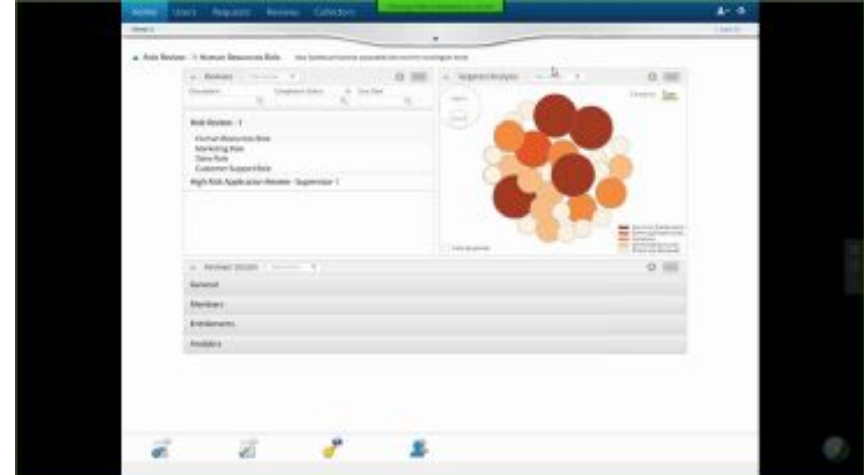
Wrap Up

Missing Pieces in Role Review

- Entitlement owner can't find which entitlements are part of which roles.
- SOX applications need this look twice a year.
- General applications are looked at every 1 to 2 years.

Other Reviews Needed

Business applications should be reviewed as well. Current offering is nothing more than a label. They should be viewable and reviewable in an easy way.

Thank you and let's get started with User-Centered Design