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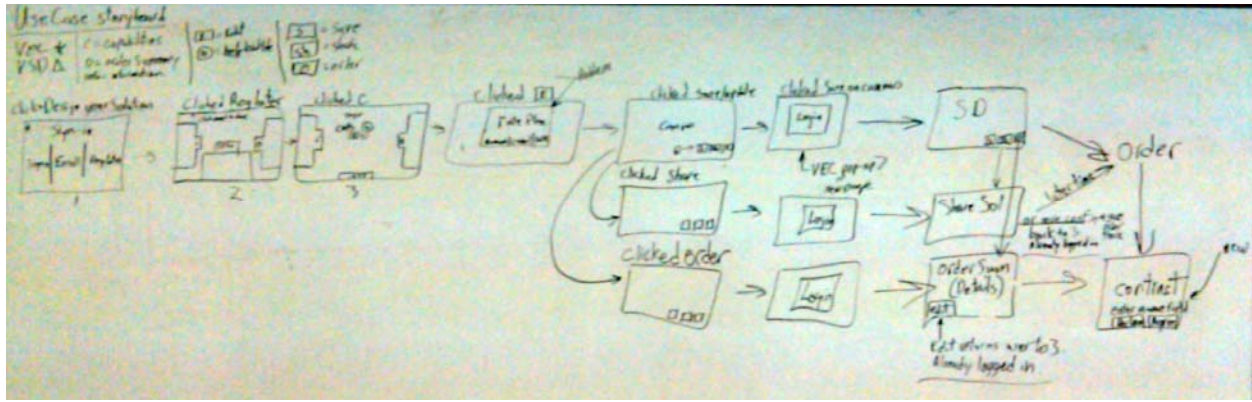
VERIZON
BUSINESS

STORYBOARD WALKTHROUGH & DESIGN

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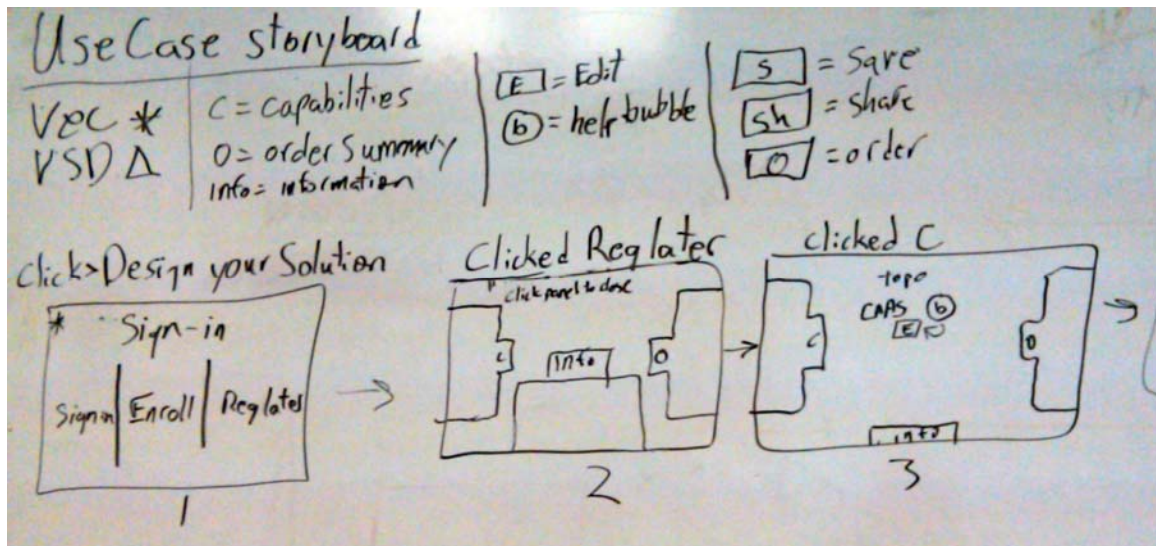
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The following photos were taken on Oct. 26th. The first three photos capture story progression for viewing (zoom). The fourth photo shows the entire whiteboard. See

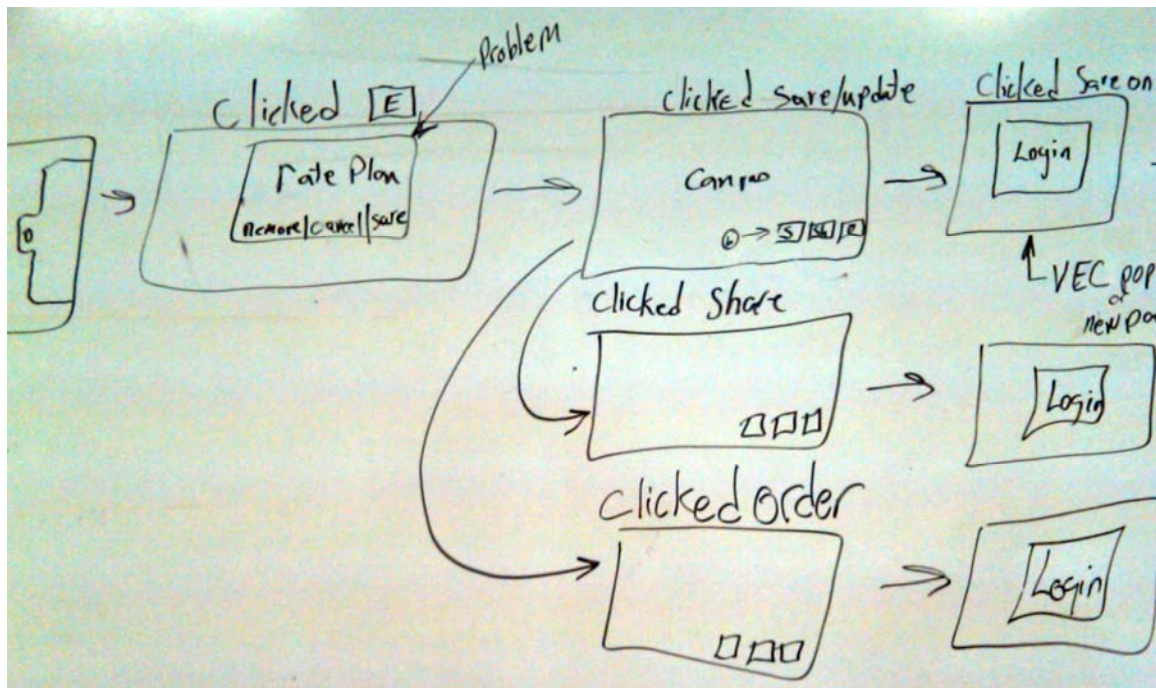


[Storyboard use case development \(user progresses to save\)](#) for mockup progression from whiteboard.

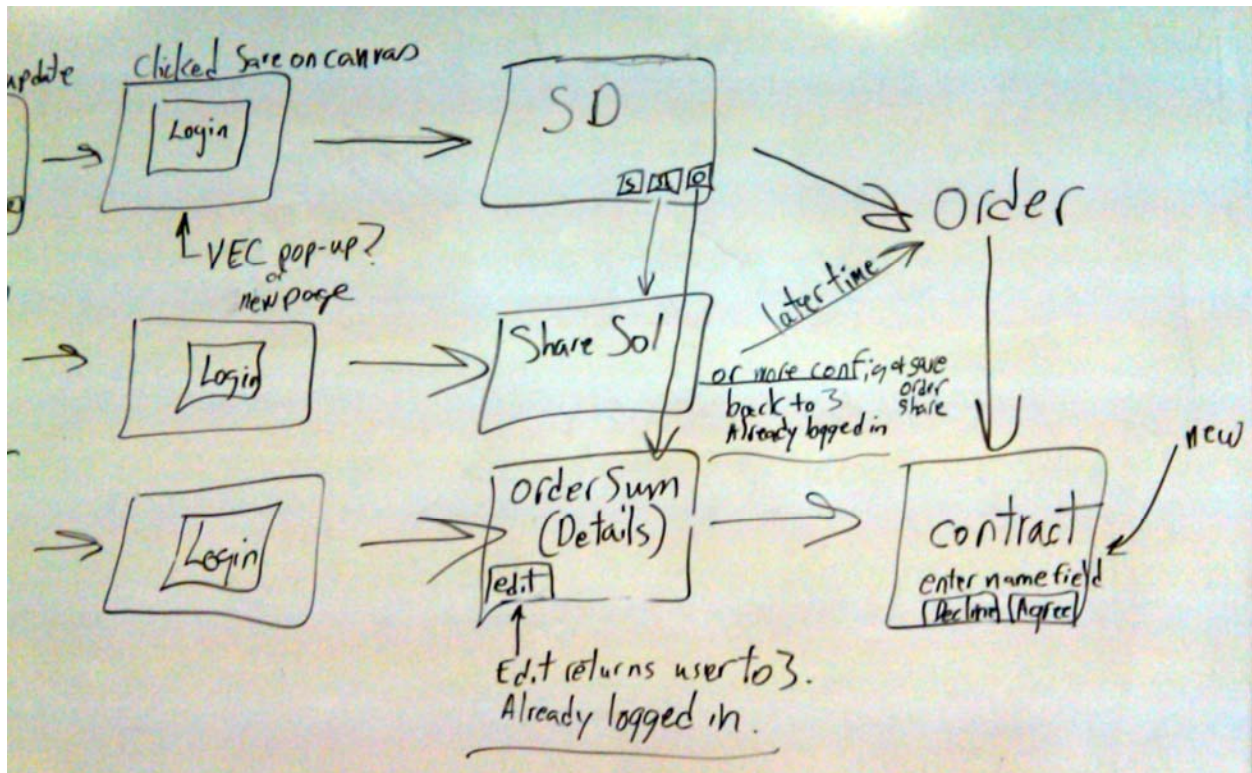
1.



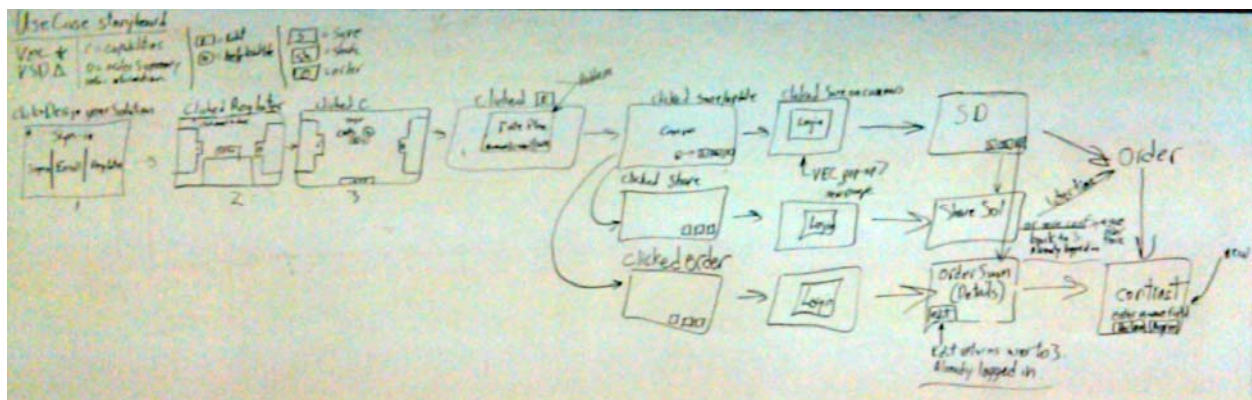
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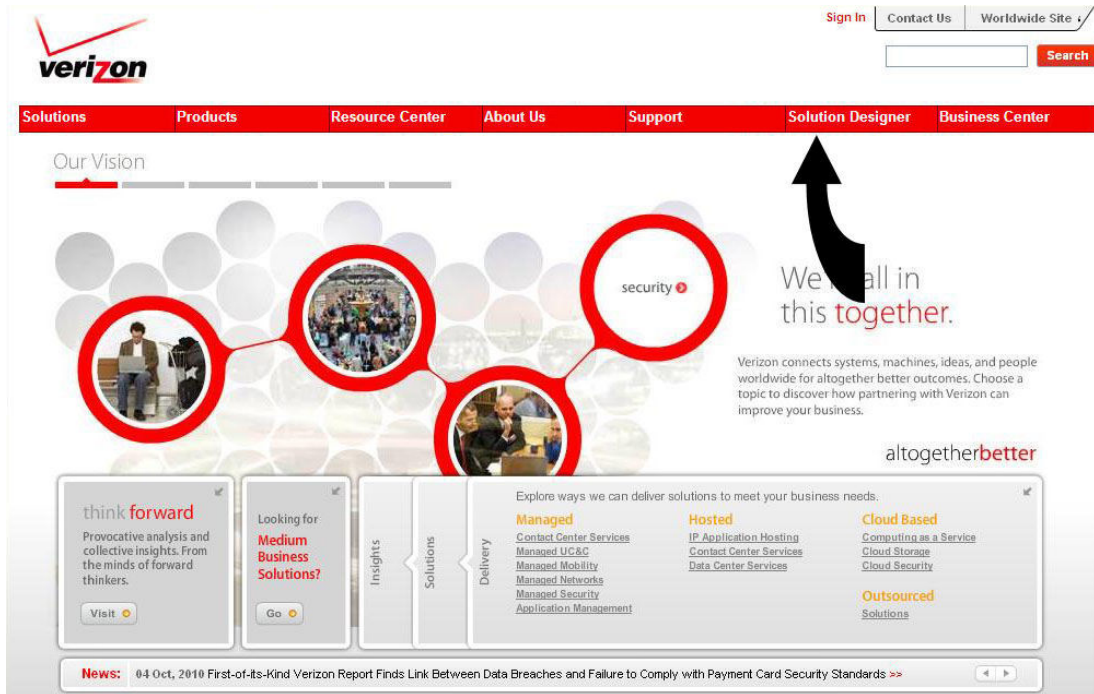


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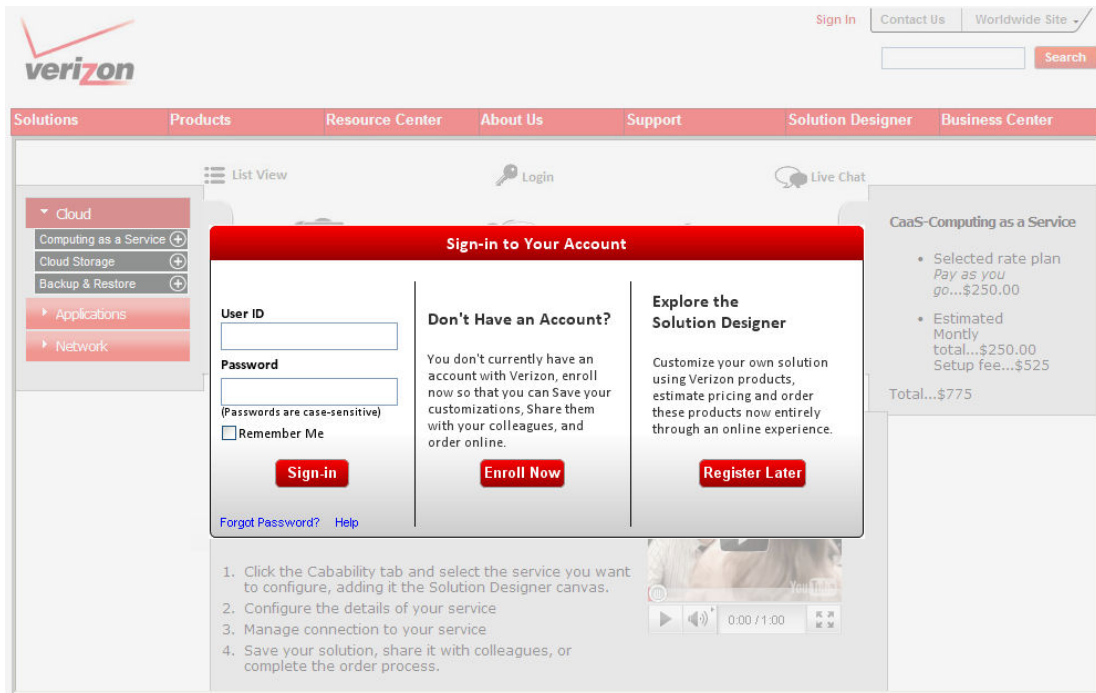


Storyboard use case development (user progresses to save)

1. User clicks Solution Designer from the main VZB menu.



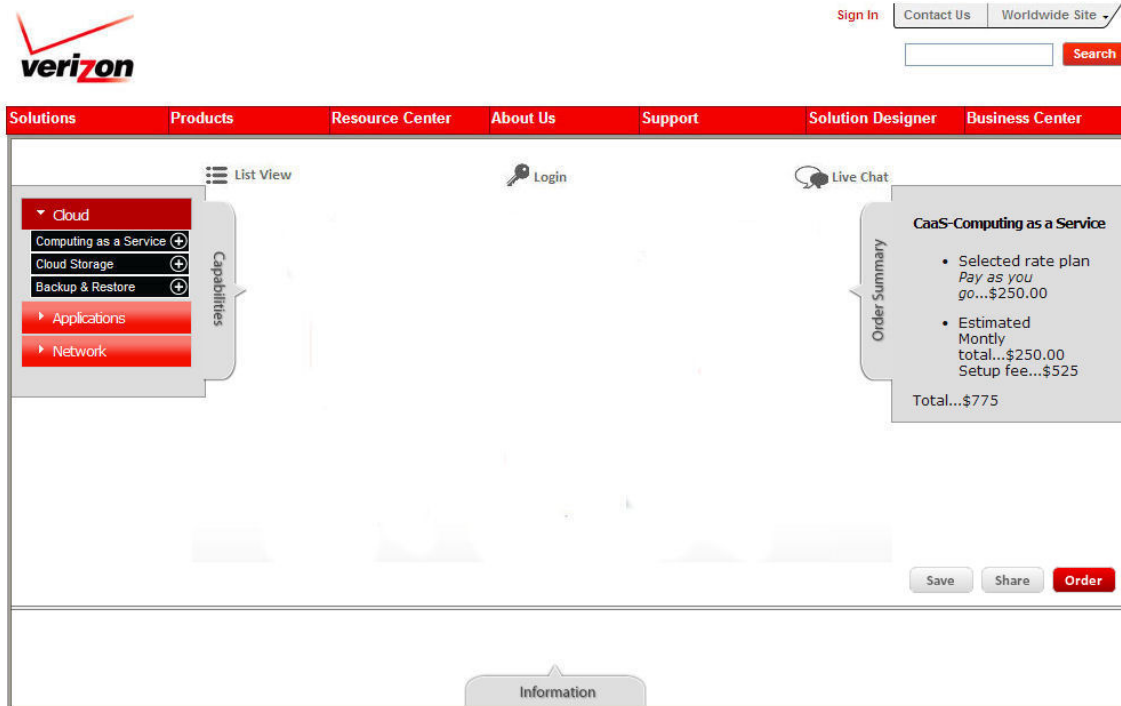
The user is presented with the Sign-in to Your Account window, Solution Designer background greyed-out, and tabs open (Capabilities, Order Summary, and Information). User can choose to sign-in, enroll if they don't have an account, or explore the Solution Designer now and register later. **Note:** If the user is logged in before clicking Solution Designer, the last saved solution design is presented.



2. User clicks Register Later on the Sign-in to Your Account window. The user is presented with a blank canvas Solution Designer canvas and all tabs are initially open. **Note:** If the user had logged in, the Login icon (key) text would have changed to Logout. Additionally, if the user had logged in and was a returning user, the last saved solution would be presented instead of a blank canvas.

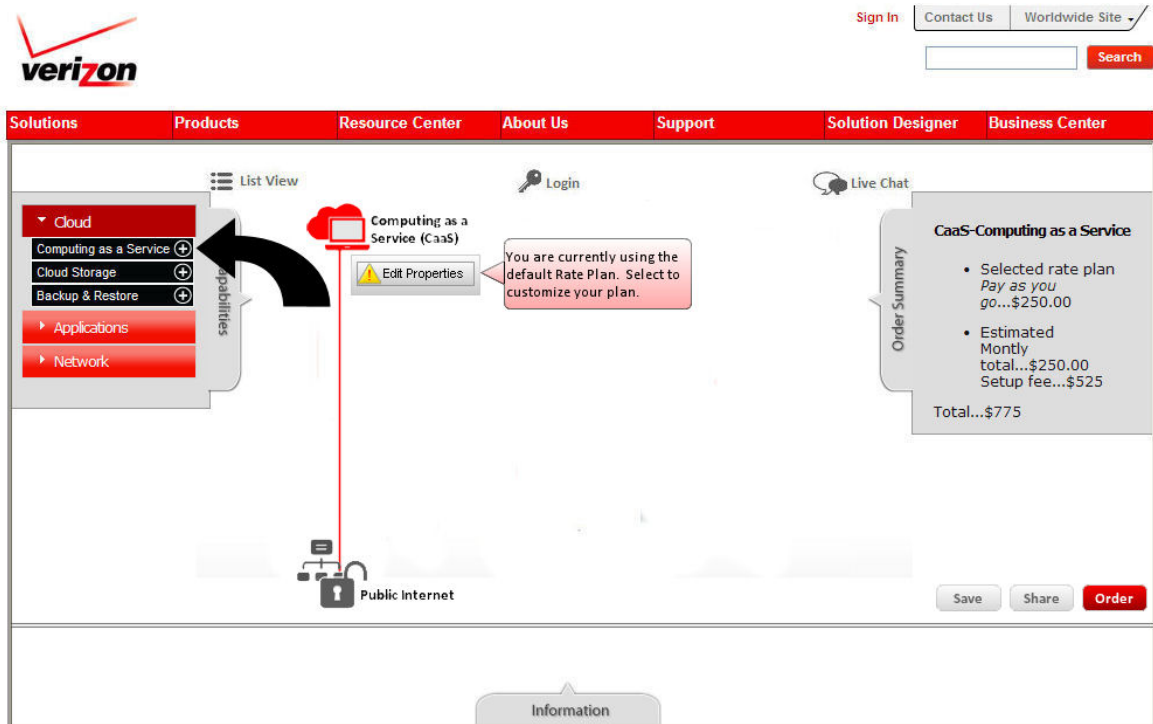


3. User clicks the Capabilities tab based on following the information presented on the Information tab (Information tab text and video is dynamic, based on context). The Order Summary tab remains open, but the Information tab closes when the user click the Capabilities tab, which also remains open



Note: In this step (3), we see that the Capabilities and Order Summary tabs persist, meaning they are constantly open. This should be the functionality of the final working design, and the user should be required to actively click the tab to close it again. The Information tab should function differently, closing automatically when the user's focus is not on actively reading information or viewing informational videos that may be associated with the Information tab.

User clicks the Computing as a Service (CaaS) submenu from the Cloud menu in the Capabilities panel and the associated icons and connection are displayed on the canvas. Additionally, the Edit Properties button has a yellow triangle with exclamation point, and an info bubble is displayed with information about editing properties. After the user clicks the Edit Properties button, edits and returns to the canvas, the info bubble does not persist unless Edit Properties is moused-over; the user can also click anywhere else within Solution Designer instead of clicking Edit Properties to remove the info bubble until it is moused-over again; however, the yellow triangle with exclamation point remains until editing has been done.



- User clicks the Edit Properties button (see previous screen) and displays rate plan pricing, calculator, and video. User can choose to Remove (moved from grouping), Cancel, or Update (changed from Save).

Computing as a Service (CaaS) [Remove](#)

To edit properties for your CaaS capability, select a rate plan from the following list and click the Update button.

To view the rates for a particular plan, click the associated [View Rates](#) link to display information in the Rate Plan Comparison Chart.

Click the Rate Plan Calculator tab to calculate pricing for your CaaS capability.

Rate Plan	Monthly Access Fee*	Additional Usage
<input checked="" type="radio"/> Pay as you go	\$250	View Rates
<input type="radio"/> Tier 2	\$2,500	View Rates
<input type="radio"/> Tier 3	\$5,000	View Rates
<input type="radio"/> Tier 4	\$10,000	View Rates
<input type="radio"/> Tier 5	\$15,000	View Rates
<input type="radio"/> Tier 6	\$20,000	View Rates

[Cancel](#) [Update](#)

Rate Plan Calculator

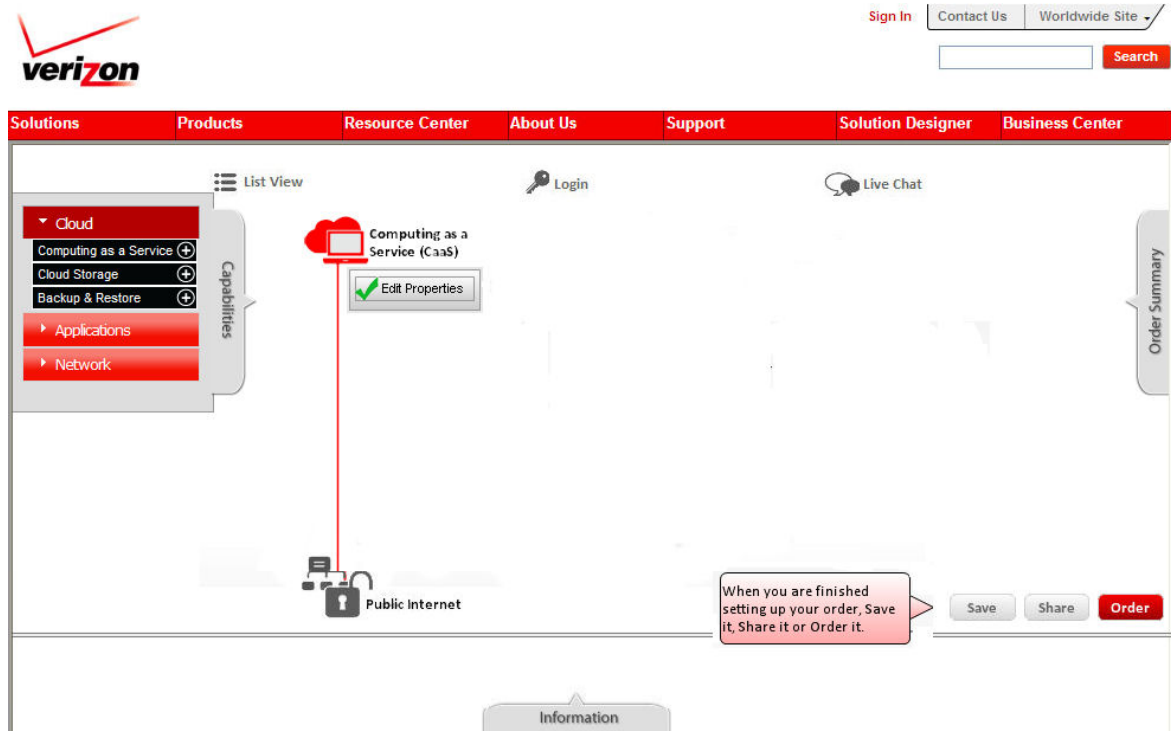
Rate Plan Comparison Chart

	Tier1	Tier 2	Tier
Virtual Farm ♦ Per Farm	\$29.20	\$28.60	\$27.7
Incident Mangement Support for Tier A	\$2.92	\$2.86	\$2.77
Incident Mangement Support for Tier B	\$5.83	\$5.72	\$5.54
Incident Mangement Support for Tier C	\$8.75	\$8.58	\$8.31
Incident Mangement Support for Tier D	\$11.67	\$11.43	\$11.0
Incident Mangement Support for Tier E	\$14.58	\$14.29	\$13.8
Incident Mangement Support for Tier F	\$17.50	\$17.15	\$16.6
Incident Mangement Support for Tier G	\$20.42	\$20.01	\$19.4
Incident Mangement	\$23.33	\$22.87	\$22.1

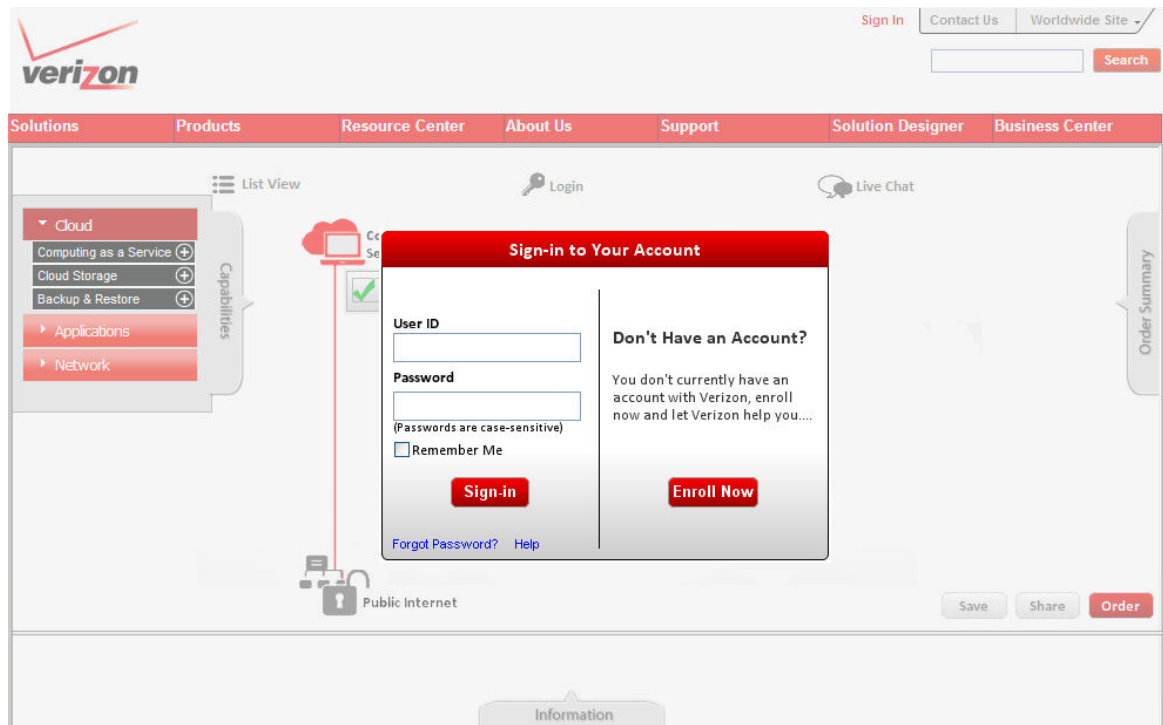
[Save](#) [Share](#) [Order](#)

Note: The Remove button has been moved next to CaaS (more contextually related – removes CaaS from the canvas and Order Summary panel). Also, the user does not want to do a lot of reading, so linking View all the benefits of CaaS to the Information tab (slides up) will not work; also, this is not the place to learn; this is the place to edit the properties of the selected solution. The focus of the Edit Properties window/details should not simply be pricing. It should include what we are offering in the way of technology that encompasses, for example, CaaS. Can I select or deselect various CaaS elements?

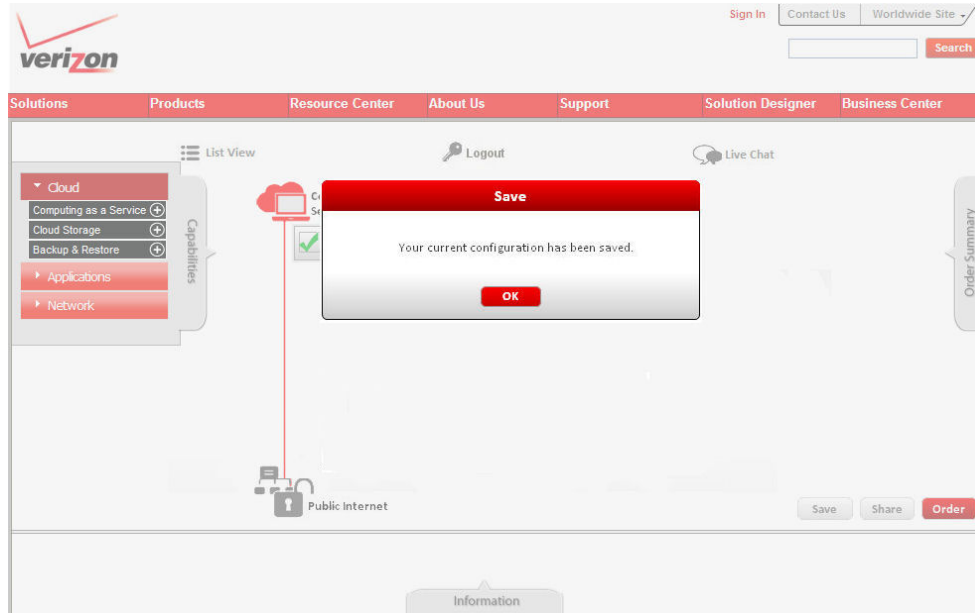
5. The user clicks the Update button and is returned to the canvas; an info bubble is attached to the Save button.



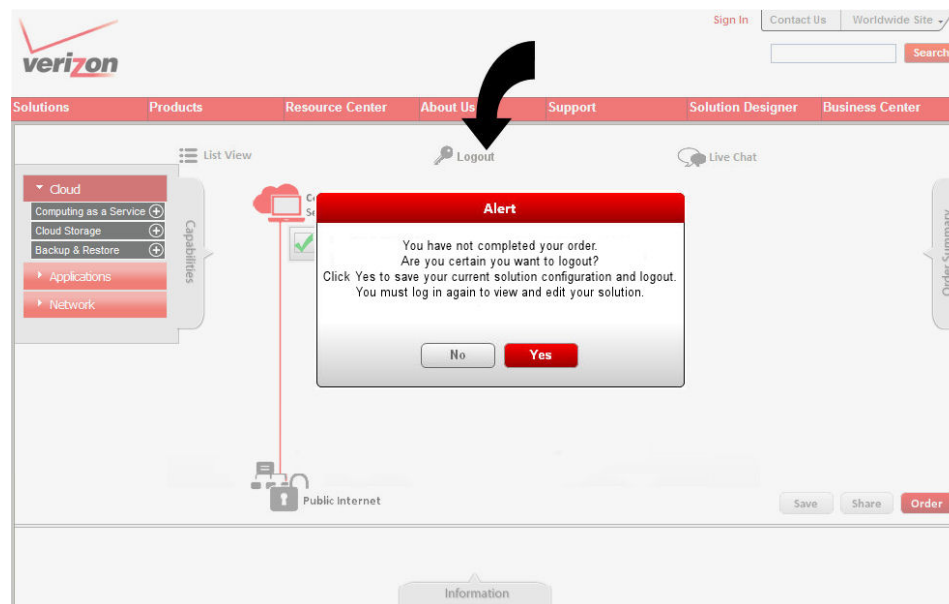
6. The user clicks the Save button from the canvas that they were returned to after editing properties and is prompted to login.



Note: When user clicks Save, Share, or Order on the canvas and they are not logged in, they are redirected to VEC page, and eventually redirected back to the Solution Designer. Whether or not they are logged in, when they click save, they are eventually presented with the following save confirmation dialog.



In the following screen/scenario, the user decides to logout. The associated alert with meaningful information is presented. After logout, the user is presented with a blank canvas and the tabs are closed.



Alternative progression

First alternative: User chose to share their Solution Designer Configuration in step 6, instead of saving. If the user has logged in, the following screen is presented. If not, the screen in step 7 is presented and then the following screen is presented. **Note:** The thumbnail has been removed and the link is more clearly understood because it's in context. Alternatively, the link could display in the note area or be text in its own field.

Share Your Solution

Send E-mail:

From: Jane Doe (jane.doe@acme.com)

To:

Separate e-mail addresses with a comma

Link: <http://www.verizonbusiness.com/sd/janedoe144/ikf0ijdfnlxcblk>

Note:

400 characters left

☐ Send me a copy of this e-mail

Cancel

Share

Second alternative: User clicked the order button to order their Solution Designer Configuration in step 6. Note that the Order Details page has been changed from Order Summary because there is already an Order Summary panel in SD; similar names might confuse the user. There are two possibilities when the user clicks the order button: first, the user is logged in already and progresses to the Order Details page. Second, the user is not logged in and the screen from step 7 is presented. If the user has logged in, or when the user completes the log-in/sign-up process, the following screen is presented. In the following screen we are assuming the user has selected CaaS, Cloud Storage, and Remote Backup & Restore

verizon

Contact Us Worldwide Site

Search

Solutions Products Resource Center About Us Design Your Solution Support

Order Summary Terms of Service Setup Account Payment Method Order Confirmation

Order Details

Cloud

CaaS Computing as a Service

Selected Rate Plan
Tier 2.....Minimum Monthly Commitment: \$2500

Cloud Storage

Selected Rate Plan
Tier 2.....Minimum Monthly Commitment: \$2500

Remote Backup & Storage

Selected Rate Plan
Tier 2.....Minimum Monthly Commitment: \$2500

Monthly Cloud Commitment: \$7500

Monthly Sub-Total: \$7,500

Non-Recurring Charges

Cloud Storage

One Time Setup fee.....\$525

Total Non-Recurring Charges: \$525

Subtotal: \$8,025

Taxes & Fees: \$.....


Estimated Total: \$.....

Back Next

On the Order Details page, the user can click any of the edit buttons for particular services and is returned to a screen similar to the one in step 5. When the user completes editing and clicks Update (or Remove?), they are presented with the screen in Step 6, and they must click Order again to return to the Order Details page.

Note: This seems like a lot of steps and puts quite a burden on the user; the user wanted to order, and then decided to edit; they are not returned to the order form though, but rather the Solution Designer. It doesn't seem that they want to add additional services since they were progressing through order, and were on the Order Details page. The assumption is that they wanted to edit something based on price, which is the focus of the Order Details page. Should the user be returned to the Order Details page after editing from the Order Details page? I believe the answer is yes.

When the Next button is clicked on the Order Details page, the user is presented with the Contract page, displayed next.



Contact UsWorldwide Site ✓

Search

SolutionsProductsResource CenterAbout UsDesign Your SolutionSupport

Order SummaryTerms of ServiceSetup AccountPayment MethodOrder Confirmation

Live Chat

Terms of ServicePrint

Your order is subject to the terms linked to below, which together with this page are the "Terms of Service." Verizon may update the Terms of Service from time to time and Customer is bound to those changes. Changes to the Terms of Service are effective upon posting online in the case of new services, service features, service options or service promotions. Other changes to the Terms of Service are effective on the date indicated in the Terms of Service [Need to confirm that the terms indicate effective dates or modify to reflect they are indicated in "What's New"], provided that no such modification becomes effective and binding on Customer until it has been posted online for at least 15 calendar days. [Can we automatically enroll Customers in the existing process for sending emails whenever the Guide is changed? Can we develop a way to notify these customers only when Guide terms that affect the service(s) they have ordered are changed?] If any modification made by Verizon to the Terms of Service affects Customer in a material and adverse manner, Customer, as its sole remedy, may discontinue the affected service without termination liability (except for payment of all charges incurred up to the effective date of such service discontinuance) as described further in the Terms of Service.

Click on the links to view the detailed Terms of Service for the products you have selected:

[Computing as a Service - Service Document](#)

[Cloud Storage - Service Document](#)

[Remote Backup & Storage - Service Document](#)

Your selections and related pricing information are listed below.

- Computing as a Service - Tier 2 Minimum Monthly Commitment: \$2500
- Hosted Storage - Tier 2 Minimum Monthly Commitment: \$2500
- Remote Backup and Restore - Tier 2 Minimum Monthly Commitment: \$2500
- One Time Cloud Storage Setup Fee: \$525

To order these services on behalf of the Customer identified below, you must confirm that you have read and agreed to the Terms of Service and that you are authorized to act for the Customer by clicking "I agree" below.

Jane Doe
CIO
Acme, Inc.
I am authorized to place this order for Customer.

DeclineI Agree

Computing as a ServicePrint

Computing as a Service
Service Document

I. SERVICE DESCRIPTION: Computing as a Service ("CaaS") provides Customer with access to a multi-tenant on-demand computing environment that allows Customer to create a computing infrastructure. That computing infrastructure will include hardware and Company-developed software at a Company-provided facility ("CaaS Utility Infrastructure"). Customer accesses and manages Customer's use of CaaS via a CaaS provisioning portal which is a web based interface that allows the Customer to provision and maintain CaaS ("Customer Management Portal"). Customer uses the Customer Management Portal to create Virtual Farms. A Virtual Farm is a firewall and load-balanced network allocation inside of which Customer may create virtual and physical server environments with storage and backup resources. Within the Customer Management Portal, Customer may provision Virtual Farms including virtual servers, physical servers, storage services, backup services, and application support services. Customer may also view usage and server performance statistics, and open and view service requests.

1. Virtual Farm. A Virtual Farm includes the following: virtual firewall, virtual load balancer, a two-tiered network space that includes a DMZ network with up to 100 host IP addresses and a trusted network with up to 50 host IP addresses and remote access for content management via a special purpose virtual machine called a "bastion host".

Information tabs for three Cloud capabilities

CaaS: The following graphic shows the Information tab display when a user is working with the CaaS cloud capability:

The screenshot displays the Verizon Cloud portal interface. At the top, the Verizon logo is on the left, and navigation links for 'Sign In', 'Contact Us', and 'Worldwide Site' are on the right. Below this is a red navigation bar with tabs for 'Solutions', 'Products', 'Resource Center', 'About Us', 'Support', 'Solution Designer', and 'Business Center'. The 'Products' tab is active, showing a sidebar with 'Cloud' expanded, containing 'Computing as a Service', 'Cloud Storage', and 'Backup & Restore'. The main content area features a diagram with three icons: 'Computing as a Service (CaaS)', 'Cloud Storage', and 'Backup as a Service'. The 'CaaS' icon is highlighted with a red box and an 'Edit Properties' button. Below the diagram, the 'Information' tab is selected, displaying the title 'Computing as a Service (CaaS)' and a detailed description of the service. To the right, an 'Order Summary' box shows pricing details for 'CaaS-Computing as a Service', including a selected rate plan, estimated monthly total, and setup fee. At the bottom right, there are 'Save', 'Share', and 'Order' buttons.

Computing as a Service (CaaS)

Computing as a Service provides a highly resilient on-demand computing infrastructure that enables enterprises to employ computing resources in a "cloud" environment. Cloud computing is next stage in the ongoing evolution of Hosting services, which allows a more flexible, inexpensive and standardized infrastructure while effectively managing client resources.

Our on-demand platform helps maintain availability of critical systems and offers a way to transition from a CAPEX model to an OPEX-oriented model, more closely matching resources consumed to actual business demand. Computing as a Service leverages the proven technologies of virtualization in a shared environment to offer our customers a pool of resources (server, network, storage and bandwidth) to purchase with usage-based pricing.

Order Summary

CaaS-Computing as a Service

- Selected rate plan
Pay as you go...\$250.00
- Estimated Monthly total...\$250.00
Setup fee...\$525

Total...\$775

Save Share Order

Storage: The following graphic shows the Information tab display when a user is working with the Storage cloud capability:

The screenshot displays the Verizon Cloud portal interface, similar to the one above but with the 'Cloud Storage' icon highlighted. The 'Information' tab is selected, displaying the title 'Cloud Storage' and a detailed description of the service. The 'Order Summary' box on the right shows pricing details for 'CaaS-Computing as a Service', which is the same as in the previous screenshot. At the bottom right, there are 'Save', 'Share', and 'Order' buttons.

Cloud Storage

Verizon Cloud Storage is a public "Internet Accessible" storage solution that stores an additional copy of infrequently used unstructured data. Cloud Storage presents another tool that leverages in an overall storage strategy, providing a global, on-demand storage delivery platform which allows quick adjustments to turn up or down storage resources as business needs rapidly fluctuate.

Verizon brings to market a unique solution designed primarily for the enterprise that delivers a secure and resilient on-demand web-based storage infrastructure for less critical non-transactional data that does not need to reside on expensive and high performance storage infrastructure. The efficiencies and benefits that stem from automation, shared resources and an infrastructure that has been designed for high availability make Verizon Cloud Storage a transformational solution that will change how the industry thinks about data management.

Order Summary

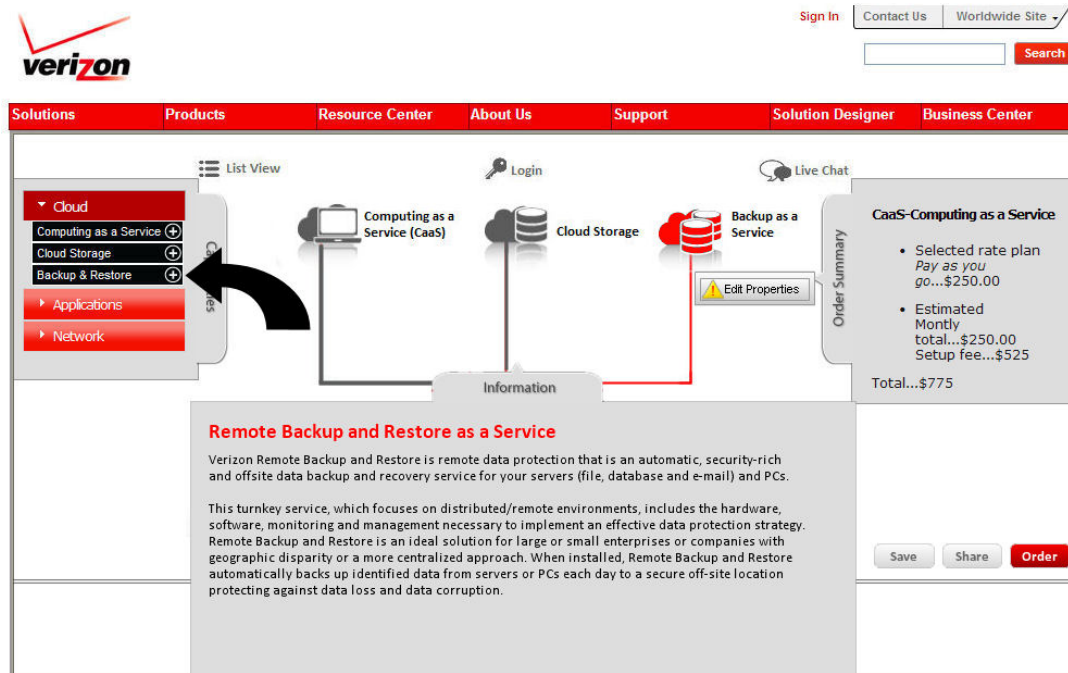
CaaS-Computing as a Service

- Selected rate plan
Pay as you go...\$250.00
- Estimated Monthly total...\$250.00
Setup fee...\$525

Total...\$775

Save Share Order

Backup & Restore: The following graphic shows the Information tab display when a user is working with the Backup & Restore cloud capability:



Whiteboard notes/questions

Icons on canvas: Login icon is clickable, but List View and Live Chat icons are not clickable. Does clicking the Login icon launch window or send user to an entirely different screen. Taking the user to a different location can cause anxiety (where will I end up?). Launching a window and graying out the Solution Designer background instills confidence that when I'm done I'll return to an active Solution Designer. An alternative may be to create a login tab with the form entry information, or to attach the login to the Order Summary page, which persists at various times and would then promote login.

Edit Properties buttons: These only display when the focus (user selected) is on a particular capability on the canvas, but how do they know? Should the Edit Properties button display for the respective capability onHover, onClick, etc.? Probably onFocus and onClick (persist) as long as an icon mouse-over displays the Edit Properties button. We do not want the button displaying simply because a user moused-over a particular network line.

Order scenario: Should you be able to order after just selecting CaaS – Computing as a Service with no editing and no additional elements?

Save, Share, Order: When user clicks Save, Share, or Order on the canvas, user is redirected to VEC page, and is eventually redirected back to the Solution Designer.

URL display: What does the user see in their browser for URL(s) as the access and progress through Solution Designer?

Login graphic with key must change to logout after the user logs in.

Radio buttons: Move away from the use of radio buttons for the rate plan. Use a selectable/highlighted row selection method.

Design Questions/Comments for Business:

- Plus signs for cloud elements (right or left or another graphic)
- What should the indicator be to the user that they must click the Edit Properties button (yellow triangle indicates warning, not an immediate call to action. Maybe a red stop sign would be better). Need to define and understand red, green, yellow indicators?
- Rate Plan Comparison Chart display and Rate Plan Calculator?
- Does the Remove button remove the rate plan selection or CaaS – Computing as a Service, which was previously selected from the Capabilities tab?
- Are we going to continually launch pop-ups or track profile for a user that gets smarter and smarter?
- Change Save to update on rate plan? Any time user clicks Save and they are not logged in, they should be prompted for a login.
- On the Share Your Solution window we would like to change Permalink to something more meaningful, like Recipient link, Shared link, Solution Designer link, etc. It might be best to create another text field that includes a textual entry of the Solution Designer link. When the email is sent the user, it arrives as an HTML email.
- Order takes you to Order Summary, which should be Order Details, Confirmation or Review because we have a tab in the Solution Designer for Order Summary.