

V.2 Created 12/13/2010

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VERIZON
BUSINESS

STORYBOARD WALKTHROUGH & DESIGN V 2.0

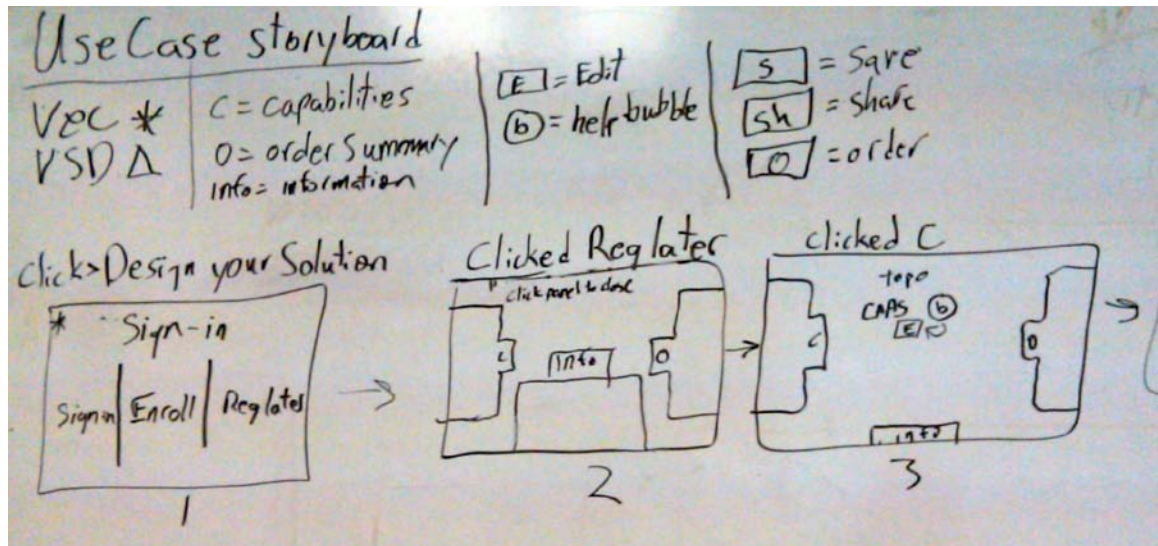
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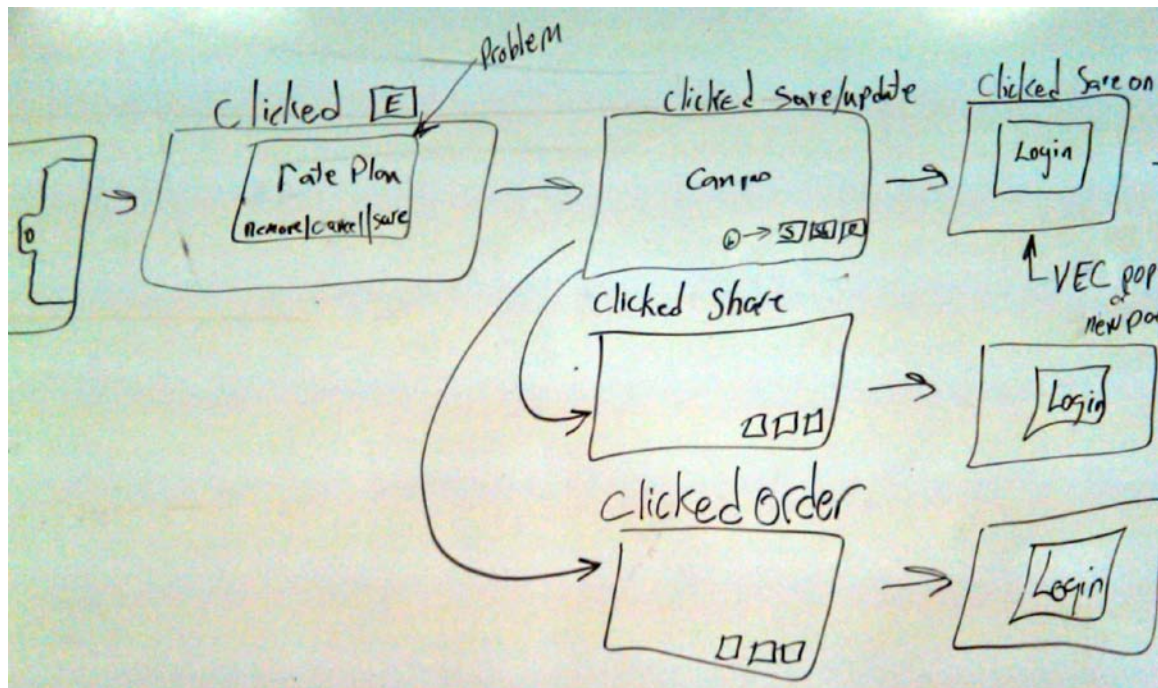
Original whiteboard drawings from session (whiteboard photographed)

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.

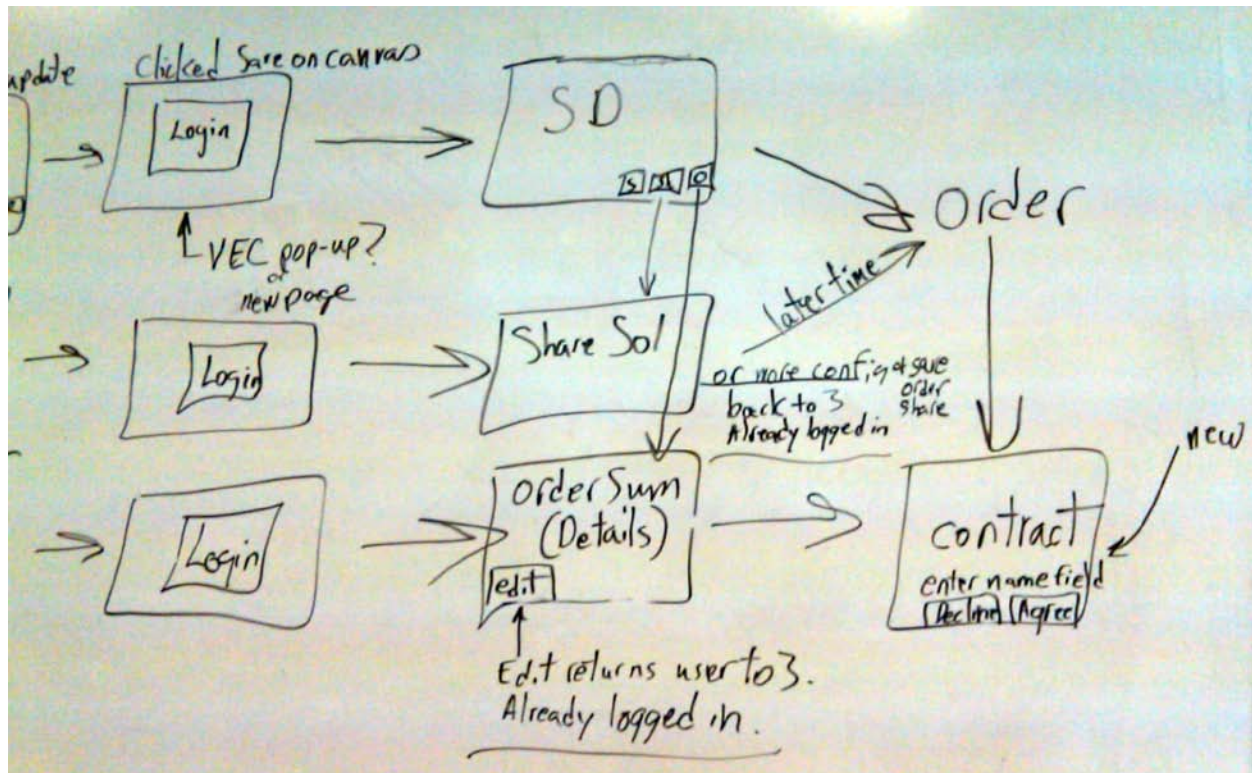
1.



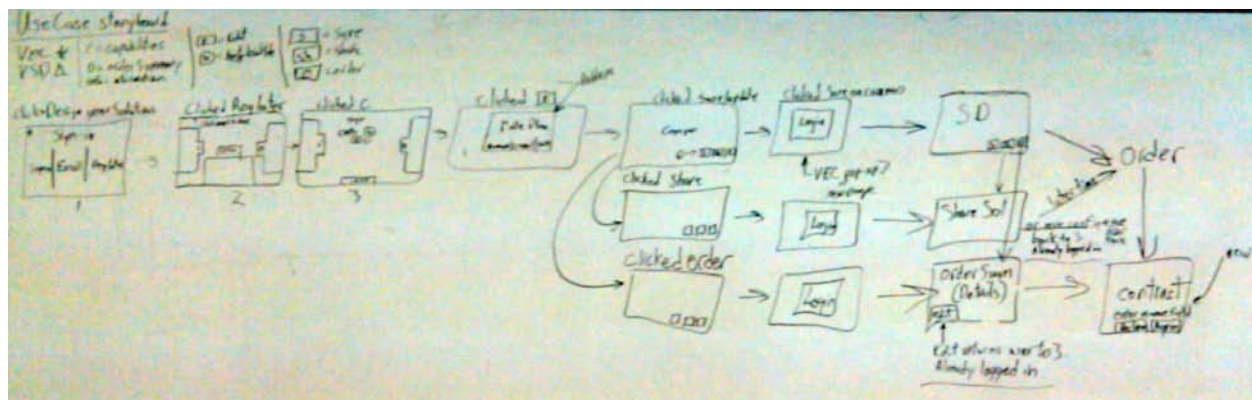
2.



3.



4.



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.

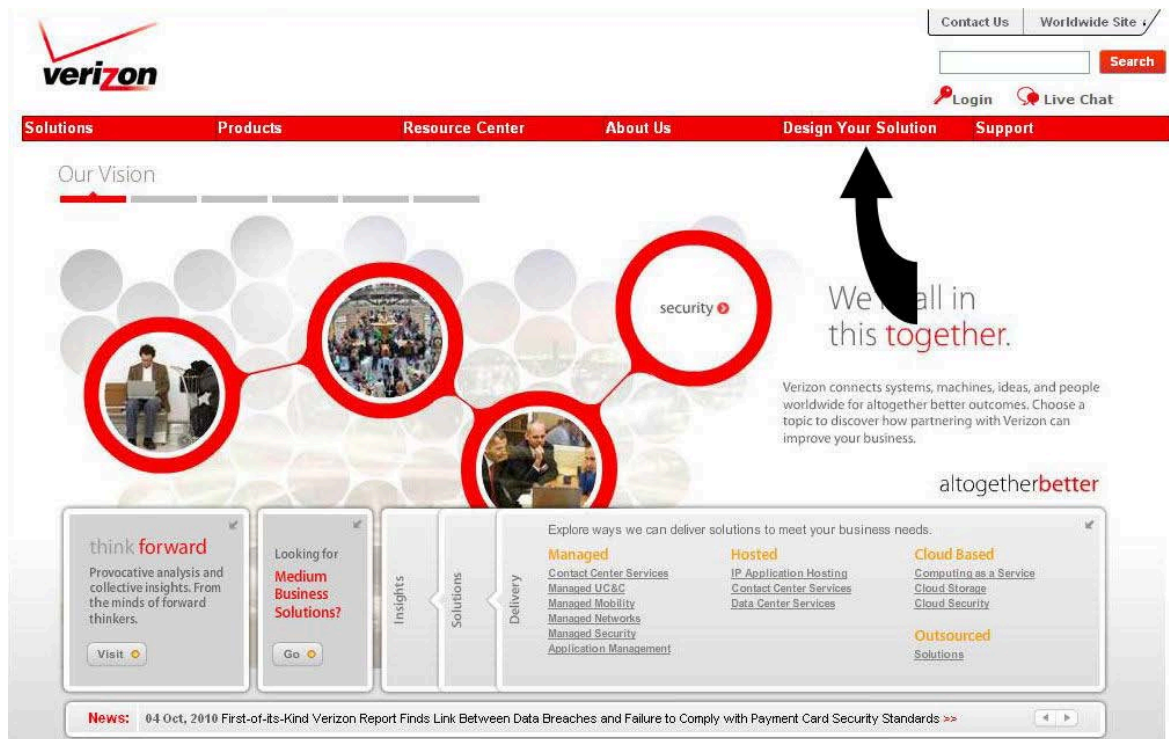
URL display: What does the user see in their browser for URL(s) as the access and progress through Solution Designer?

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

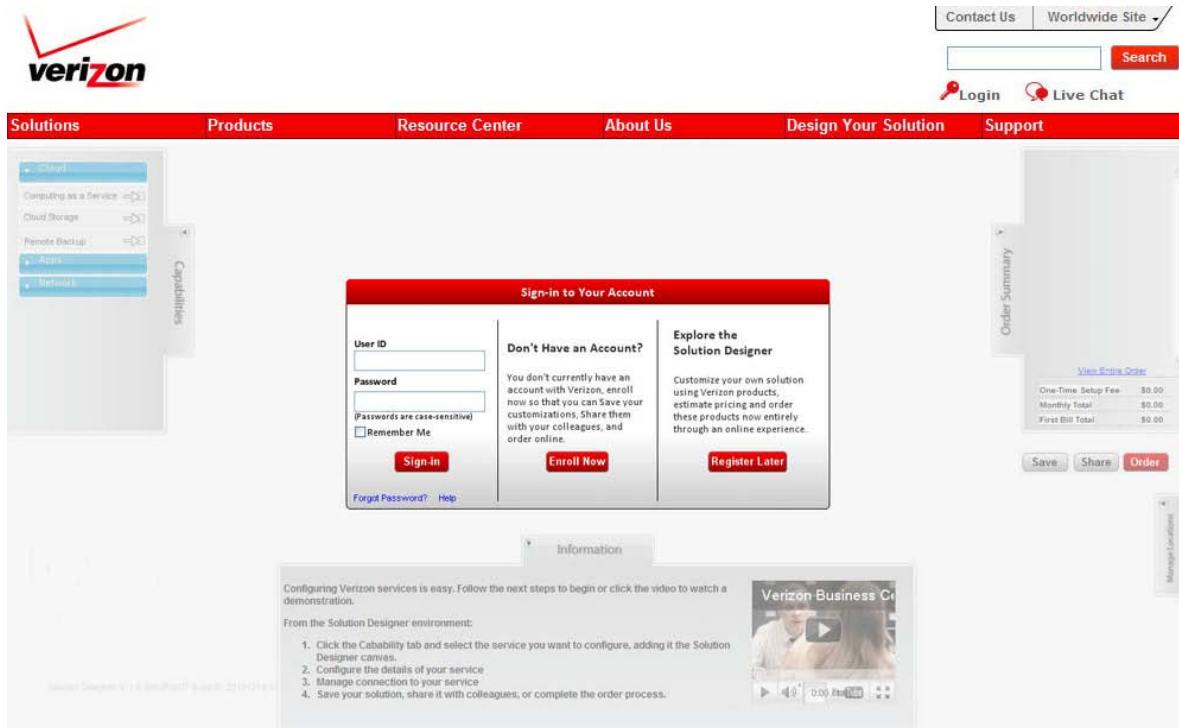
Radio buttons: Move away from the use of radio buttons for the rate plan. Use a selectable/highlighted row selection method.

Storyboard use case development (user progresses to save)

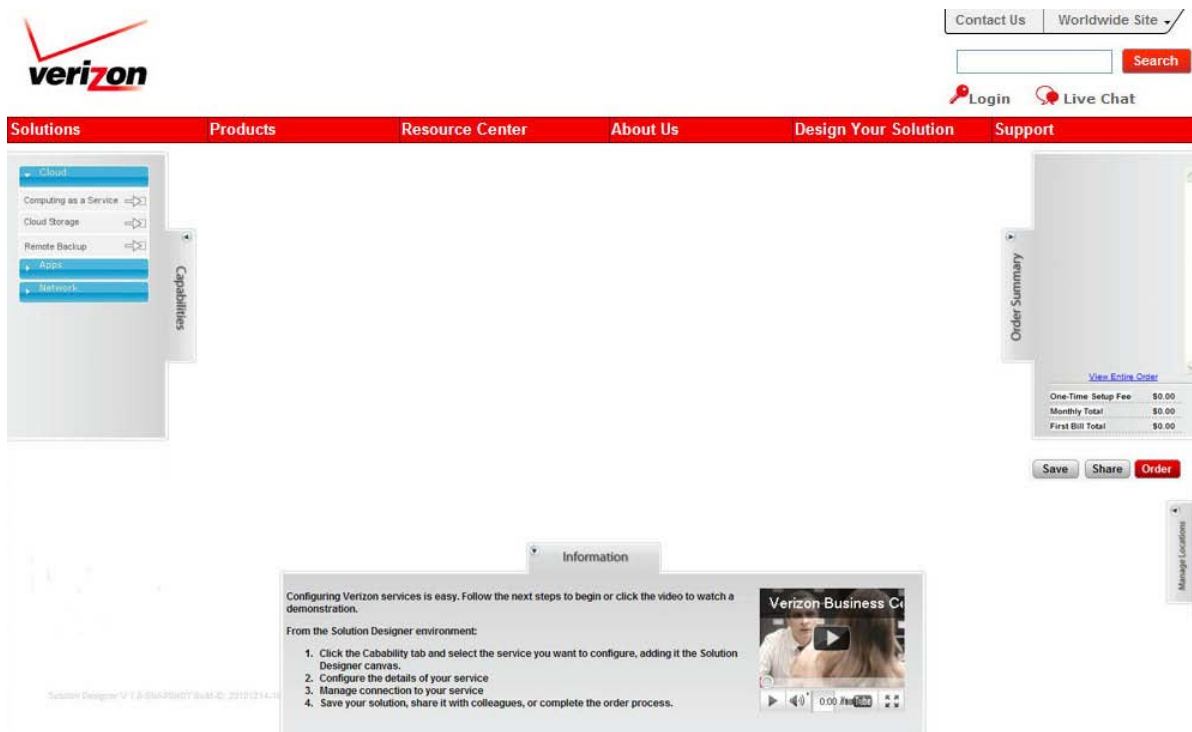
1. User clicks Solution Designer from the main VZB menu.



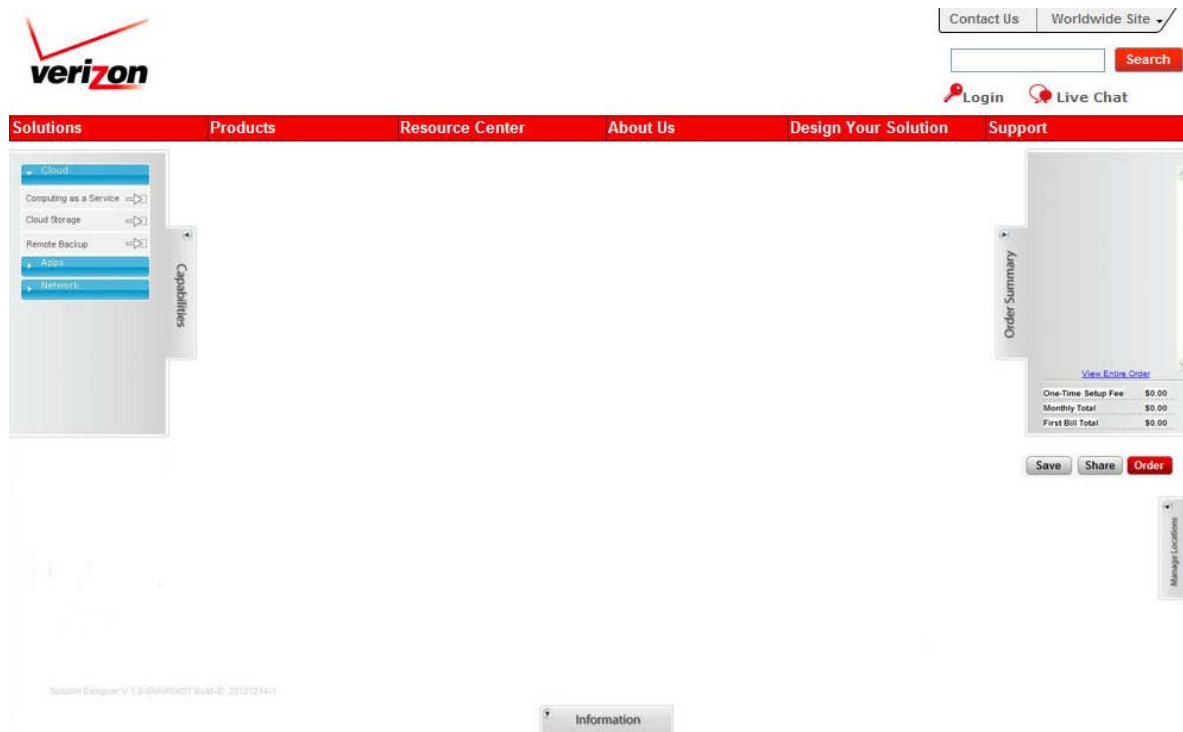
The user is presented with the Sign-in to Your Account window, Solution Designer background greyed-out, and tabs open (Capabilities, Order Summary, and Information). User can choose to sign-in, enroll if they don't have an account, or explore the Solution Designer now and register later. **Note:** If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

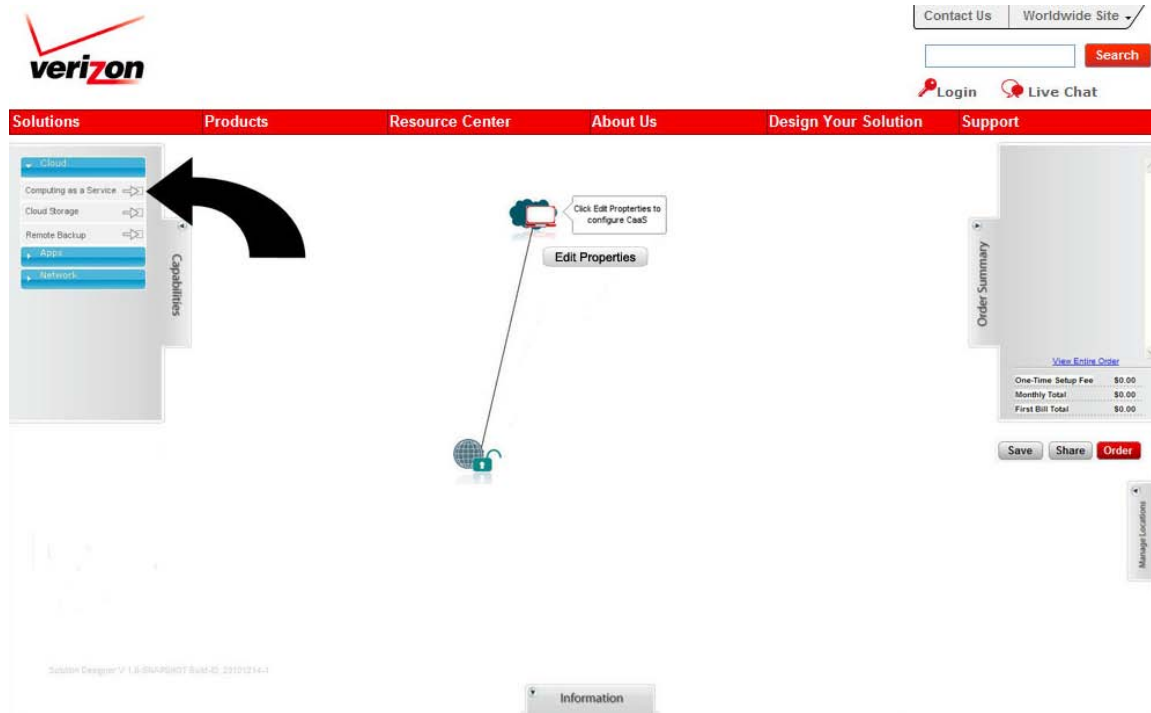


3. User clicks the Capabilities tab based on following the information presented on the Information tab (Information tab text and video is dynamic, based on context). The Order Summary tab remains open, but the Information tab closes when the user click the Capabilities tab, which also remains open.

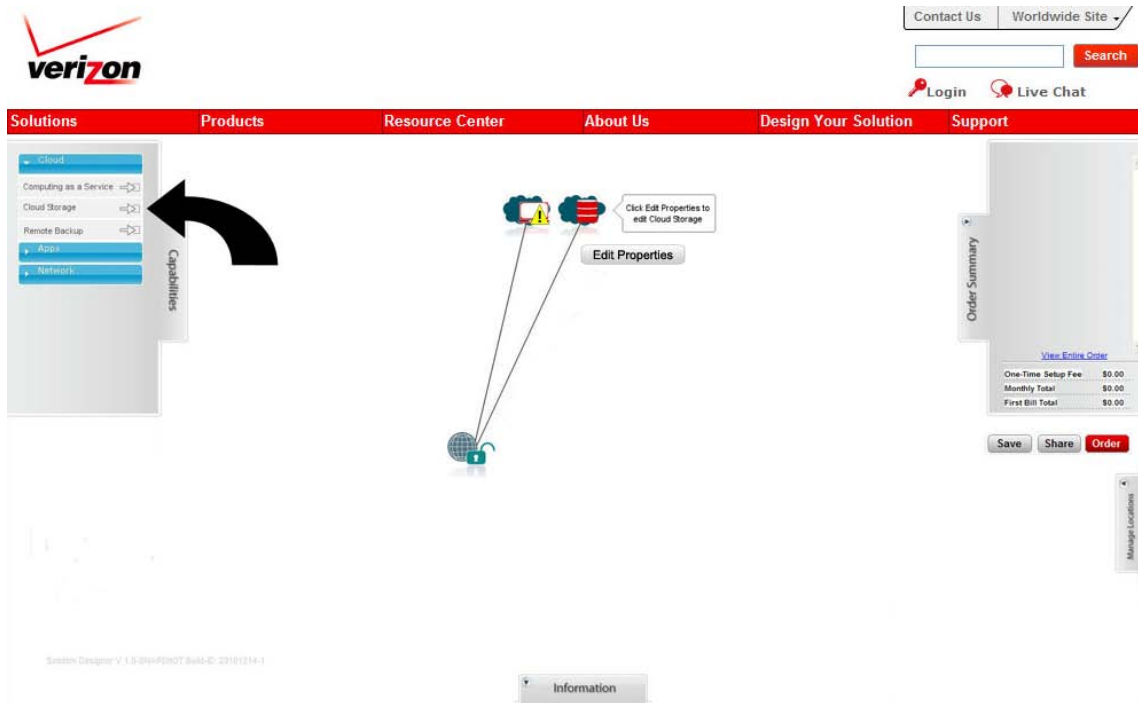


Note: In this step (3), we see that the Capabilities and Order Summary tabs persist, meaning they are consistently open. This should be the functionality of the final working design, and the user should be required to actively click the tab to close it again. The Information tab should function differently, 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.

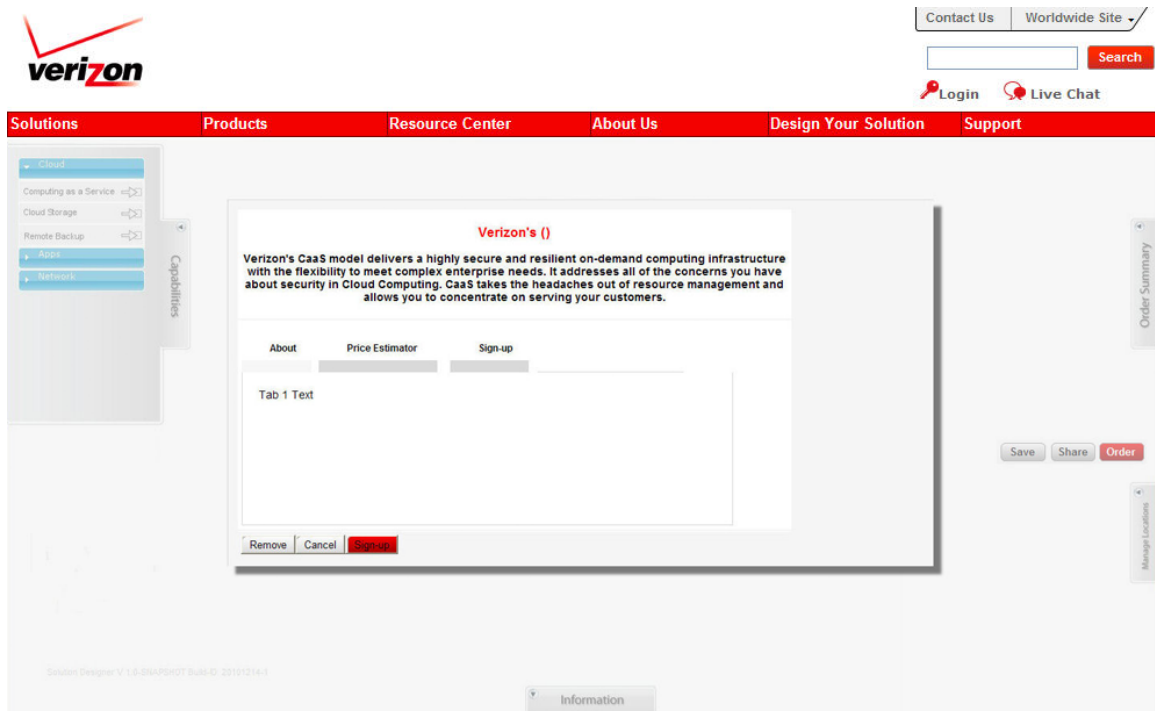
User clicks the Computing as a Service (CaaS) submenu from the Cloud menu in the Capabilities panel and the associated icons and connection are displayed on the canvas. Additionally, the Edit Properties button has a yellow triangle with exclamation point, and an info bubble is displayed with information 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.



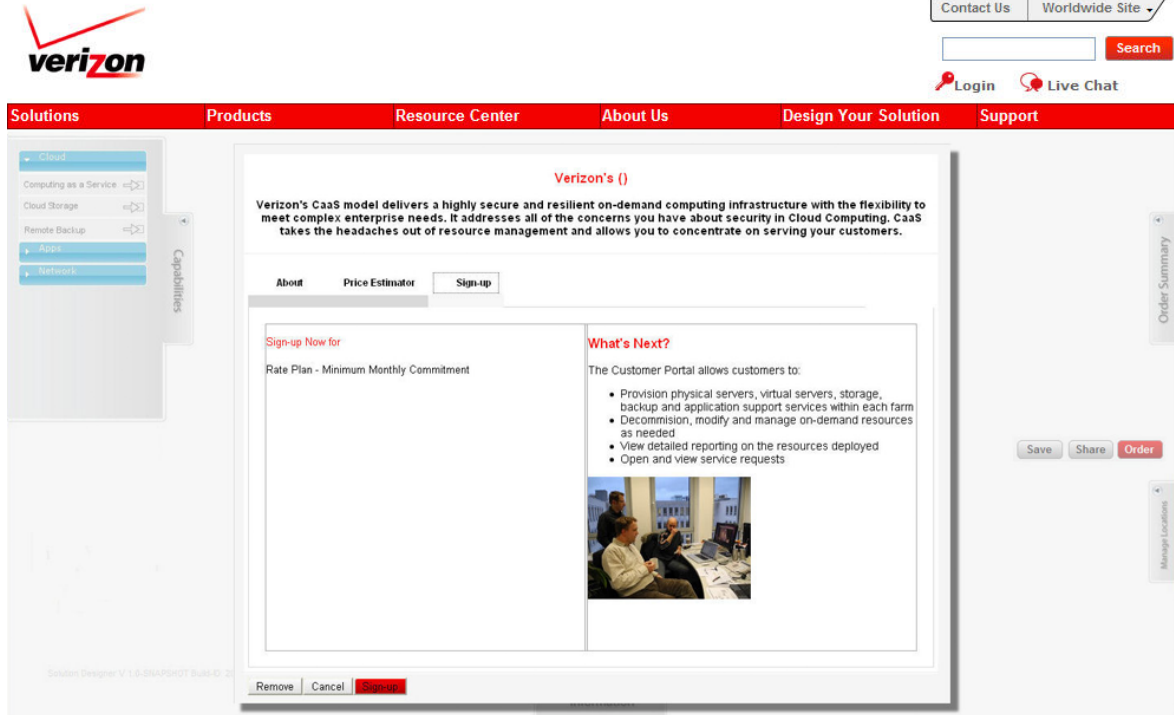
In the next screen shot, the user did not choose to Edit Properties for the first element added – in this case, CaaS. Instead, the user clicked the Cloud Storage Capability and added that to the canvas. The Edit Properties button moves to the newly added Capability as focus, and the system pops a similar message bubble indicating what the user can do to configure Cloud Storage (note the contextual bubble text – Cloud Storage). Also note that an icon (yellow triangle with exclamation point) indicates that the previously added CaaS Capability was not edited before adding the next element to the canvas. If the user hovers over the CaaS icon, an information pop-up bubble displays with the previous indication. If the user clicks the icon, it turns red and the Edit Properties button is re-associated with CaaS. In this scenario the yellow triangle with exclamation point would disappear and one would display for cloud storage.



4. 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).

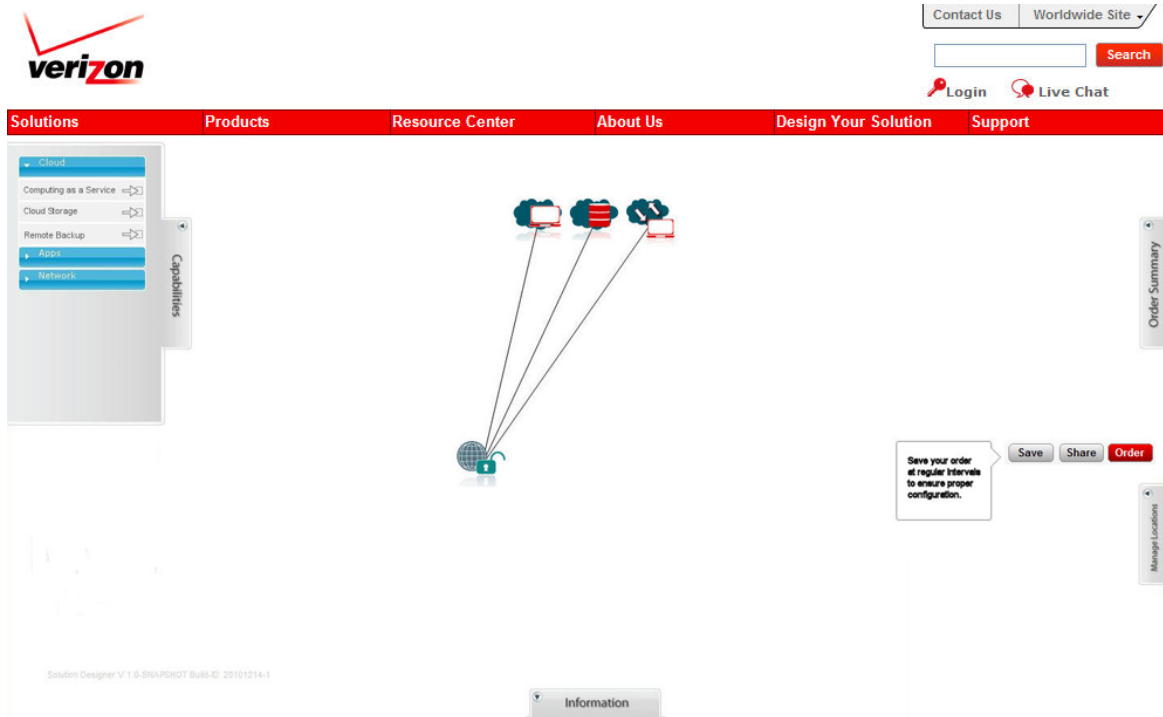


Another screen capture with the Signup tab selected is shown next.

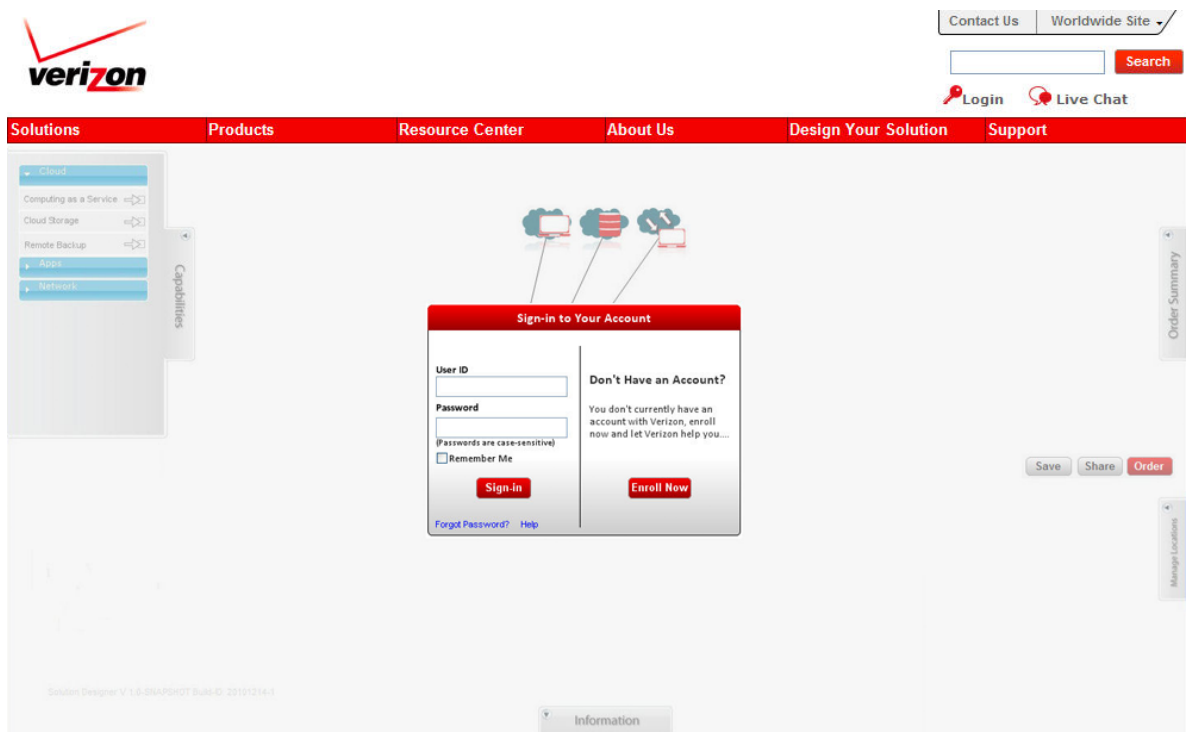


Note: The Remove button needs to be moved away from Cancel (more contextually related – removes CaaS from the canvas and Order Summary panel). Also, the user does not want to do a lot of reading, so additional linking to, for example, the Information tab (which would slide up) will not work; also, this 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?

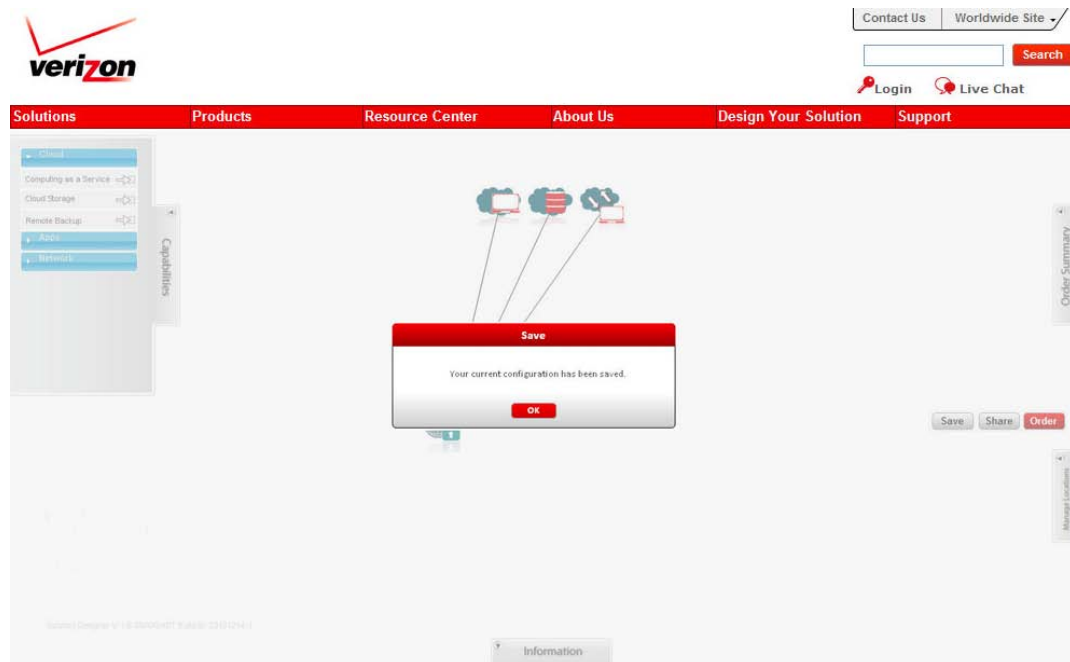
5. The user clicks the Signup button and is returned to the canvas; an info bubble is attached to the Save button.



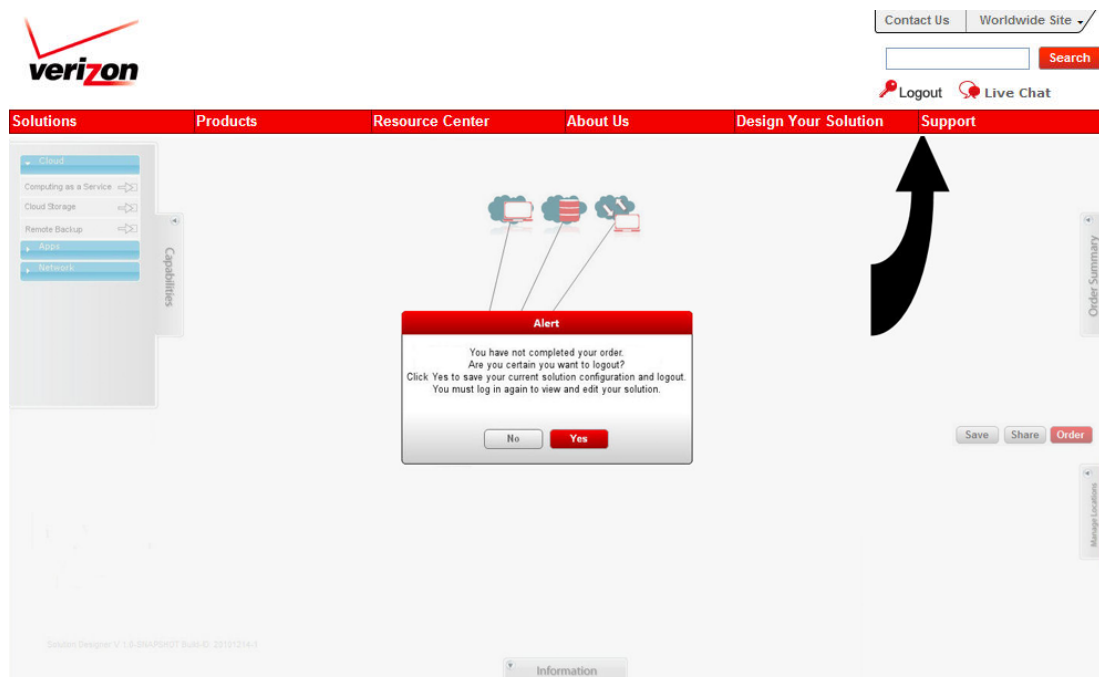
- The user clicks the Save button from the canvas that they were returned to after editing properties and is prompted to login.



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

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Contact Us Worldwide Site

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.



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Order SummaryTerms of ServiceSetup AccountPayment MethodOrder Confirmation

Live Chat

Terms of Service

Print

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 Service

Print

Computing as a Service
Service Document

1. 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' capabilities: 'Computing as a Service' (selected), 'Cloud Storage', 'Backup & Restore', 'Applications', and 'Network'. The main content area features a diagram with three icons: 'Computing as a Service (CaaS)' (laptop), 'Cloud Storage' (server rack), and 'Backup as a Service' (server rack). The 'CaaS' icon is highlighted with a red arrow pointing to the 'Information' tab. The 'Information' tab content for 'Computing as a Service (CaaS)' includes a description of on-demand computing infrastructure and a 'Play Video' button. To the right, an 'Order Summary' for 'CaaS-Computing as a Service' shows a selected rate plan of 'Pay as you go...\$250.00', an estimated monthly total of '\$250.00', a setup fee of '\$525', and a total of '\$775'. At the bottom right are 'Save', 'Share', and 'Order' buttons.

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' information tab selected. The 'Products' tab is active, and the 'Cloud Storage' icon in the sidebar is highlighted with a red arrow pointing to the 'Information' tab. The 'Information' tab content for 'Cloud Storage' includes a description of the public 'Internet Accessible' storage solution and a 'Play Video' button. The 'Order Summary' on the right remains the same, showing a total of '\$775'. The 'Save', 'Share', and 'Order' buttons are also present at the bottom right.

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

The screenshot displays the Verizon Cloud 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 links: 'Solutions', 'Products', 'Resource Center', 'About Us', 'Support', 'Solution Designer', and 'Business Center'. The main content area features a left sidebar with a 'List View' icon and a 'Cloud' menu containing 'Computing as a Service', 'Cloud Storage', 'Backup & Restore', 'Applications', and 'Network'. A large black arrow points from the 'Backup & Restore' menu item to the central 'Information' tab. The 'Information' tab is titled 'Remote Backup and Restore as a Service' and contains descriptive text about the service. To the right of the 'Information' tab is an 'Order Summary' section titled 'CaaS-Computing as a Service' which lists pricing details. At the bottom right, there are 'Save', 'Share', and 'Order' buttons.

verizon

Sign In Contact Us Worldwide Site

Solutions Products Resource Center About Us Support Solution Designer Business Center

List View

Cloud

- Computing as a Service
- Cloud Storage
- Backup & Restore
- Applications
- Network

Computing as a Service (CaaS)

Cloud Storage

Backup as a Service

Edit Properties

Information

Remote Backup and Restore as a Service

Verizon Remote Backup and Restore is remote data protection that is an automatic, security-rich and offsite data backup and recovery service for your servers (file, database and e-mail) and PCs.

This turnkey service, which focuses on distributed/remote environments, includes the hardware, software, monitoring and management necessary to implement an effective data protection strategy. Remote Backup and Restore is an ideal solution for large or small enterprises or companies with geographic disparity or a more centralized approach. When installed, Remote Backup and Restore automatically backs up identified data from servers or PCs each day to a secure off-site location protecting against data loss and data corruption.

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