



BARCLAYS

Barclays Faculty Training Portal - 2014

Role

Design Lead

Timeframe

4 weeks

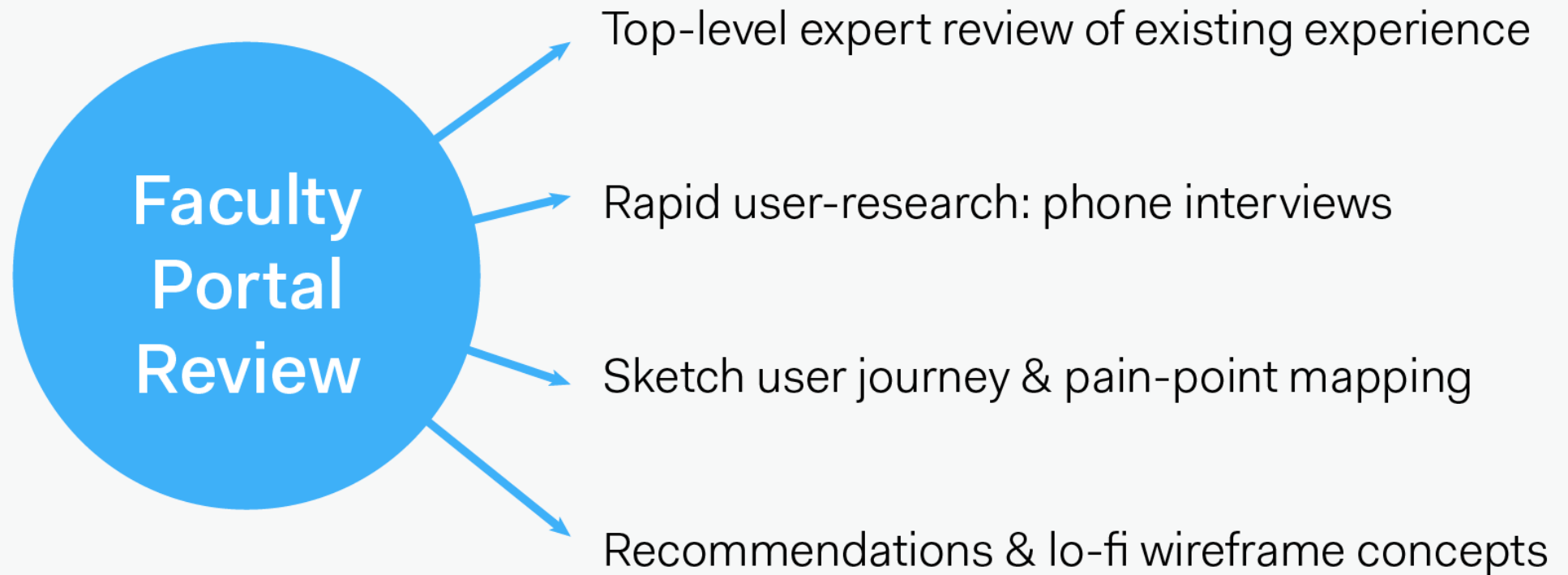
Background

Barclays developed their faculty training management portal using an off-the-shelf software platform. The intention had been for it to replace existing, manual, offline process but they found it difficult to collate and articulate user requirements to the platform developers. As such, manual process were still relied upon, and the faculty portal was not trusted as a secure tool.

Objectives

- Rapidly understand the current (and future) requirements of system users
- Identify the 'gaps' between the current execution of the portal and user requirements
- Understand whether the current configuration of the site is correct, or whether changes to the configuration can improve the site, without additional development
- Identify bugs that need to fixing vs. where additional development is required
- Create documentation that provides a basis for understanding which can be used moving forward.

Approach



Visualising the Communications Workflow

