

# SharePoint

## UX/UI Design

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# Phase d'exploration et de recherche

Observation des habitudes d'utilisation des outils proposés en interne. Phase d'exploration et de recherche. Compréhension des frustrations ressentis et des besoins auprès des collaborateurs de l'entité.

# ETUDE QUALITATIVE

Part of the interview	Part description	Questions
Introduction	This part involves to welcome the interviewee.	<ul style="list-style-type: none"><li>• Hi XXX</li><li>• How are you today?</li><li>• Thank you for taking the time to participate in this user interview.</li><li>• This interview will take about 40 minutes.</li></ul>
Warm-Up	Explicate to the participant what is the goals of this interview.	<ul style="list-style-type: none"><li>• The purpose of this interview is to understand the users`usage and the pain points of using TOOL 1 and TOOL 2 to accomplish their daily tasking.</li><li>• Your feedback is important and will be a great help to offer a new tool in 2020 for all IT collaborators</li><li>• During this interview, I will need you to go to TOOL 1 and TOOL 2 to see your interactions. Could you please open them right now?</li><li>• Please also note that the whole interview will be recorded for research proposes.</li><li>• Thank you to give use your honest feedback and rest assured that your opinion won` t be used to descriminatee against you in any way.</li><li>• Do you have any questions at this point?</li><li>• If no, we will start the interview.</li></ul>

# ETUDE QUALITATIVE

Part of the interview	Part description	Questions
Interview / Questions	Ask all questions starting with generic questions to specific questions	<ul style="list-style-type: none"><li>• Firstly, could you introduce yourself? (Name, job, entity, experiences ..)</li><li>• Which internal tools are you using? Could you give more details about each one (Frequency, purpose)?</li><li>• How do you manage your documents, information (Stockage, Sharing, Communication ..)?</li><li>• Could you tell, which kind of information are you managing?</li><li>• Which teams are you sharing with?</li><li>• Now, could you open the TOOL 1.</li><li>• How do you use the TOOL 1?</li><li>• Do you have some pains points?</li><li>• Do you have any requirement?</li><li>• Have you already think about solutions?</li><li>• Now, could you open the TOOL 2.</li><li>• How do you use the TOOL 2?</li><li>• Do you have some pains points?</li><li>• Do you have any requirement?</li><li>• Have you already think about solutions?</li></ul>
Retrospection and conclusion	Come back to the main points/questions to re-assure the good understanding of the interviewee answers.	<ul style="list-style-type: none"><li>• So, if I understand well, the main information for you is ....</li><li>• Do you have any other information that you want to raise about these tools?</li><li>• That's the end of the user interview</li><li>• Once again thank you for participating in this user feedback session</li></ul>

# PERSONAS



Xavier Durant

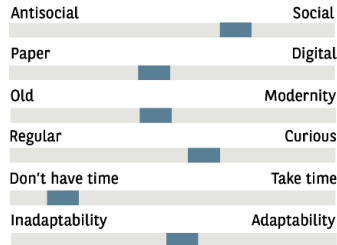
“Share management activities and contribute to strategic topics, it’s my job!”

## BIO

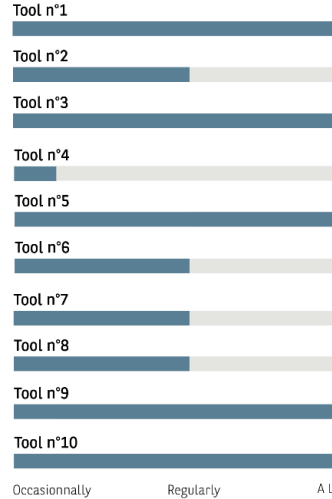
As a domain deputy and site manager, I act as a back up for many management activities and contribute to strategic topics. I participate to some management meetings : DPC, CMT, budget launch of projects, etc.

Age: 47 years  
Work: Manager IT  
Experience: 20 years  
Location: Switzerland  
Family: Married, 3 child

## PERSONALITY



## CURRENT USED TOOLS



## GOALS

- Spend less time to share information
- Optimizing spending to respect the budget

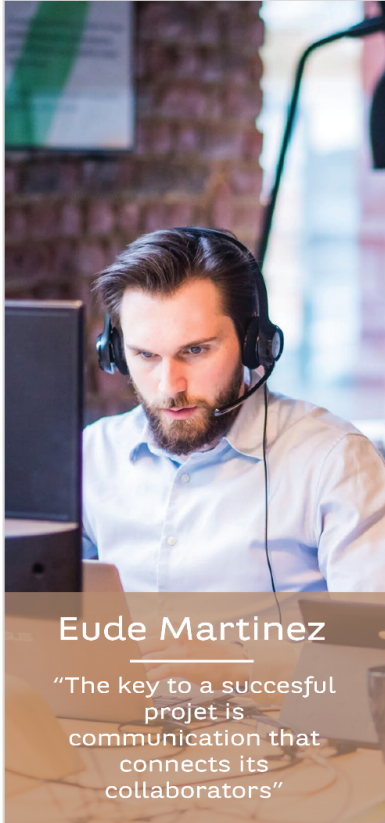
## MOTIVATIONS

- Simplify sharing information across multiple sites, his own team
- Share information about : project, asset, management documentations
- Get easely access to retrieve information outside of WMIS (wifi userguides, others page etc.)
- Save time
- Be able to share with Business and SWP

## PAINS

- Spend too much time to find documents (Too many sub folders, complicated structure)
- Spend time with information not always up to date
- Has difficulties to access to Sharepoint outside WMIS
- Limited access
- Retrieve reference asset documentation is not easy

# PERSONAS

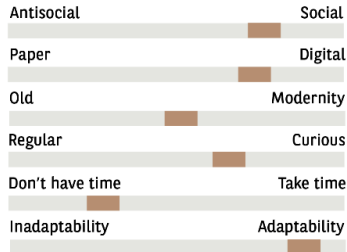


## BIO

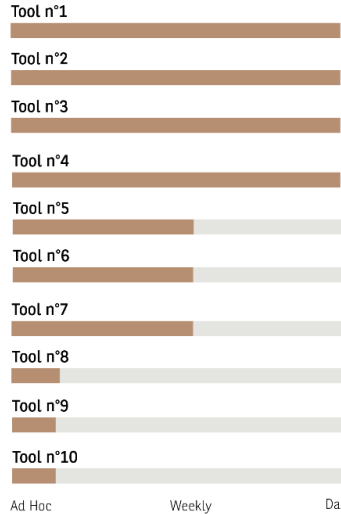
As an IT Project Manager, I manage and deliver project with my team project. We work on different purposes. I'm able to work for a project in a specific location or across multiple sites (Monaco, Switzerland). I expect to work and to share information easily with my team without having to use X tools.

**Age:** 39 years  
**Work:** IT Project Manager  
**Experience:** 17 years  
**Location:** Singapore  
**Family:** Married, 1 child

## PERSONALITY



## CURRENT USED TOOLS



## GOALS

- Spend less time to share information
- Deliver on time

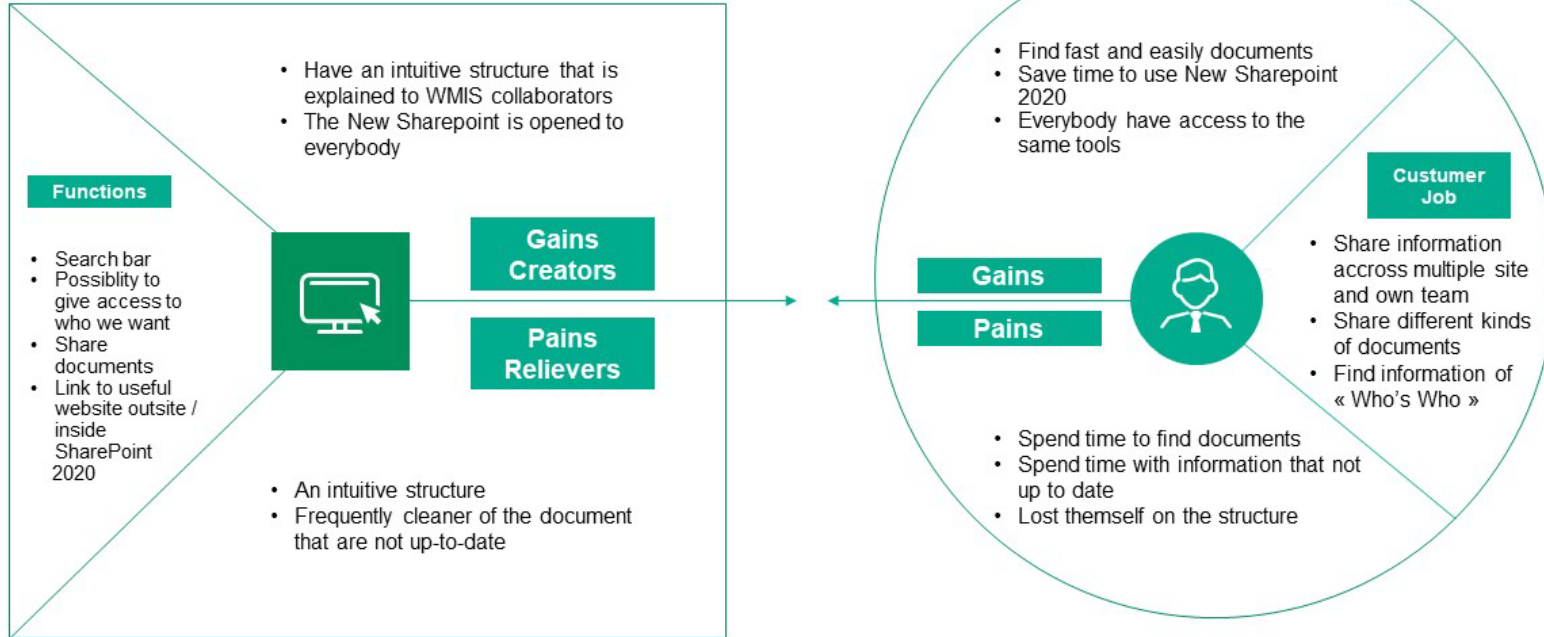
## MOTIVATIONS

- Simplify information sharing across multiple sites and his own team
- Share information about : project documents, Governance, Transversal topics
- Find templates & Docs about project deliverables
- Find what is the roles of the others employees (Who's who)
- Save time to search documents or project / Save time to log in
- Make all project information accessible easily by teams/sites

## PAINS

- Spend too much time to find documents (Too many sub folders, complicated structure)
- Lose time with information not always up to date
- Access with the new brother (Microsoft Edge) is not working well
- Have to be careful with check in / check out
- Have to use two tools to share information with his team and other site (Sharepoint and Sharedrive)

# VALUE PROPOSITION CANVAS





# SUPPORT UI DANS LA MISE EN PAGE DES SITES SHAREPOINT

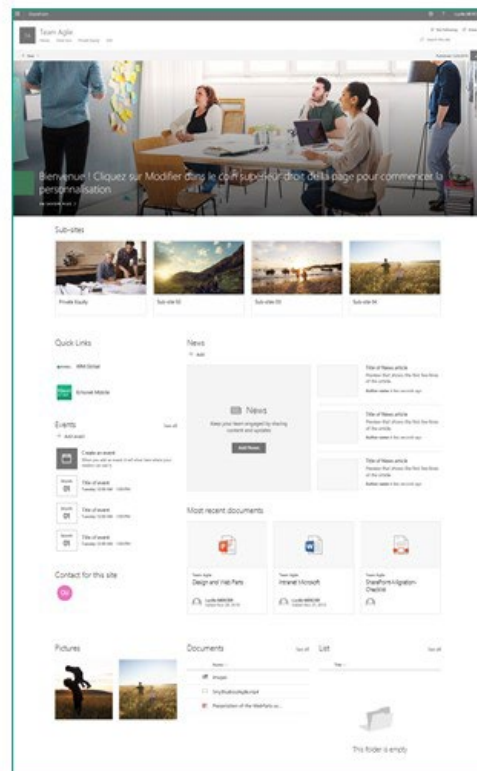
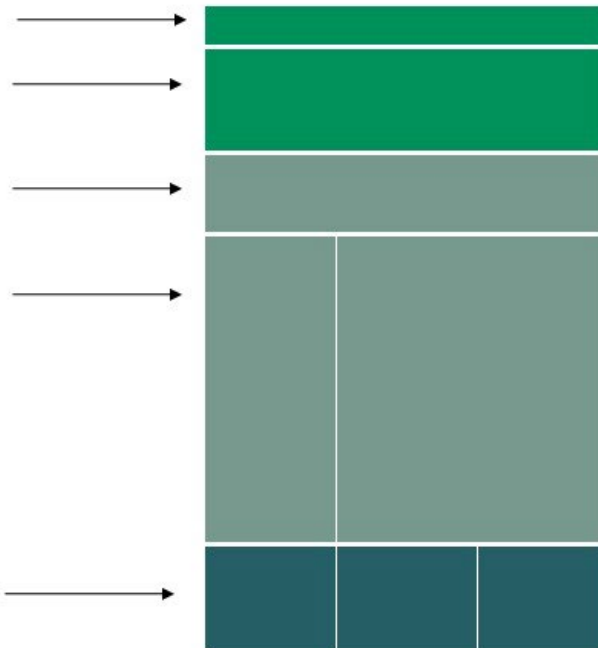
Mandatory : Menu section

Mandatory : One colum

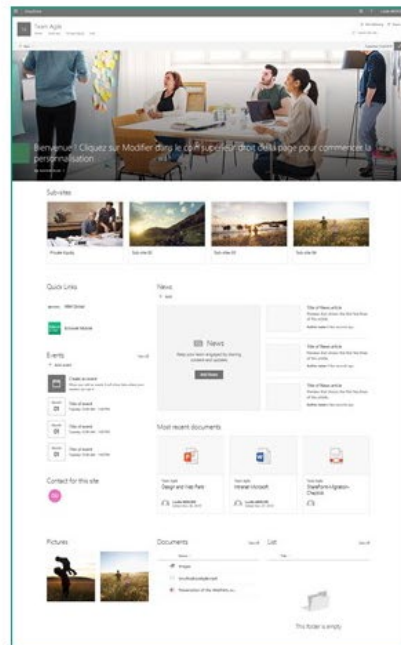
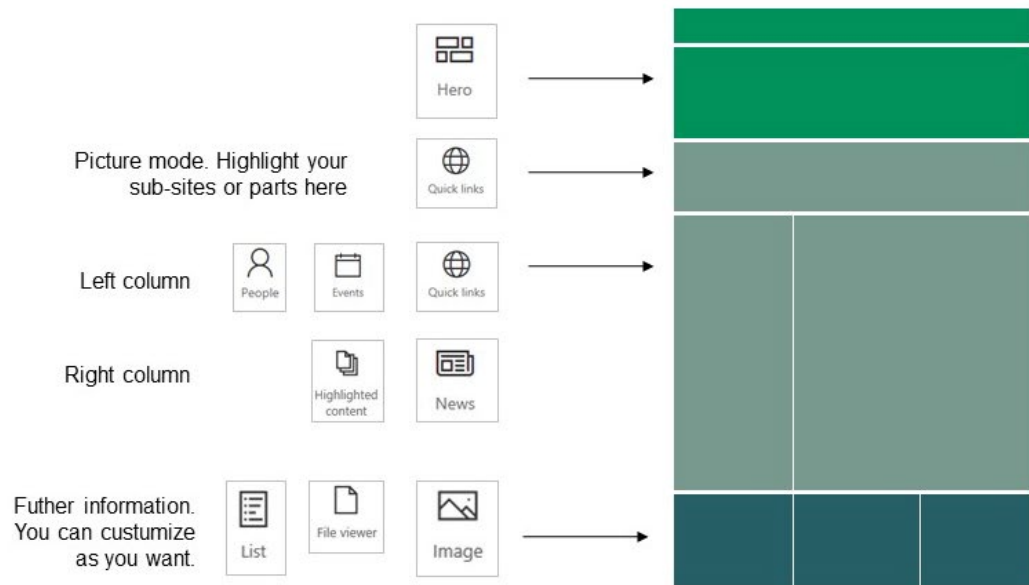
Hight recommended :  
One colum

Hight recommended :  
One-third left column

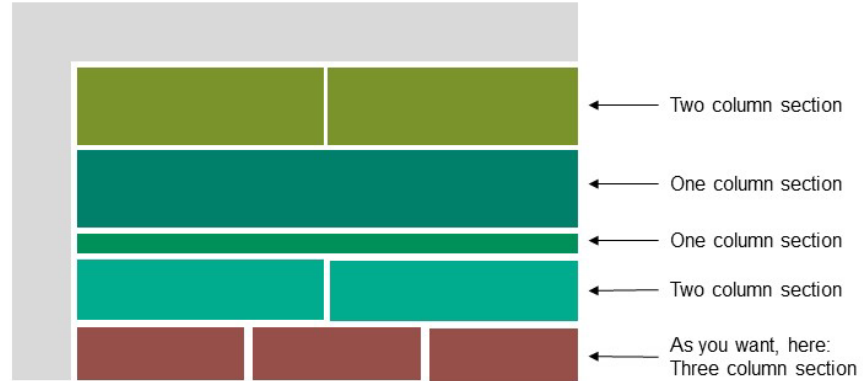
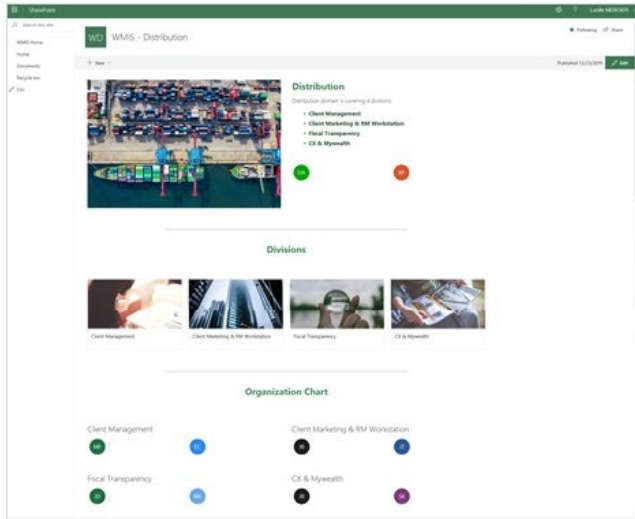
Recommended :  
Three column



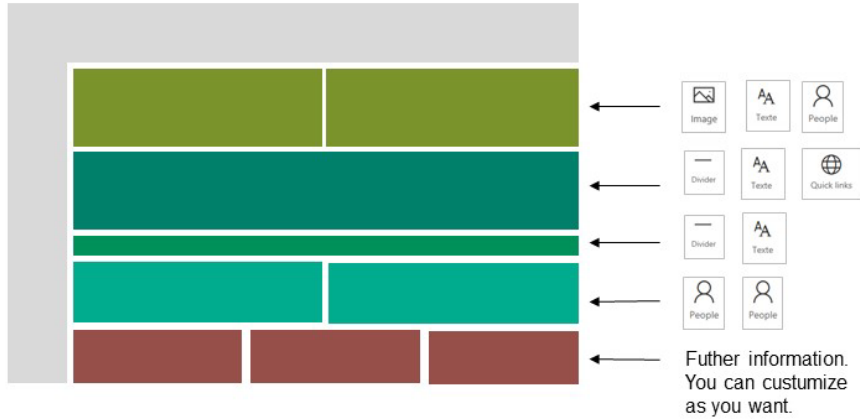
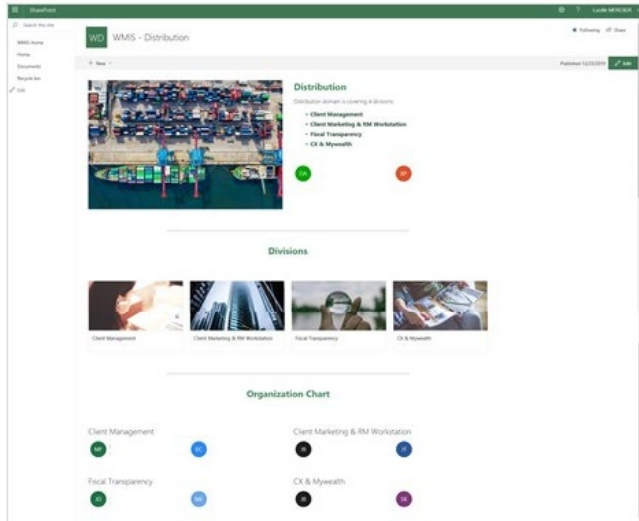
# SUPPORT UI DANS LA MISE EN PAGE DES SITES SHAREPOINT



# SUPPORT UI DANS LA MISE EN PAGE DES SITES SHAREPOINT



# SUPPORT UI DANS LA MISE EN PAGE DES SITES SHAREPOINT



# Merci

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