

UX Project: Jobs Details Page Redesign

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Key people

- Design: [Crystal Ubadiniru](#)
- Design Manager: [Patrick Gendron](#)
- Research Manager: [Amanda Wenzel](#)
- SDM: [Chad Hayton](#)
- PM: [Tom Burggraf](#) [Naina Thangaraj](#)

Background

The Batch console CSAT score (90-day average of 54.6% as of 5/20) shows that there is an opportunity to improve the user experience. Our team goal is to increase our score to 80% by EOY. Based on qualitative feedback from internal and external console users, we hypothesize that a leading reason for high customer dissatisfaction is the experience of troubleshooting jobs in the console. 58% of unresolved Aperture feedback [1] is about the jobs page or the job details page. During internal user feedback sessions we found users rely heavily on the job details page to troubleshoot their jobs, and all participants called out pain points within this page. We will invest in improving the jobs details page, which in return will improve the monitoring and troubleshooting jobs experience in the console. Working backwards from our customers needs, we've addressed these 2 questions (see appendix):

- Who is the customer and what insights do we have about them?
- What is the prevailing customer problem/opportunity?

In this process, we will address the question:

- What is the solution? Why is it the right solution to address the customer need versus other alternatives? (see appendix)

Project plan

Working Backwards Phase	Task	Description	Parties involved	Start date	End date	Docs	Status
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	Content analysis	Review the jobs details page to increase understanding of the contents, sections, etc.	Crystal Ubadiniru	05/29/23	05/31/23		Complete
		Watch demo of Chris Ramsay talking us through the contents of the jobs detail page	Crystal Ubadiniru	05/29/23	05/31/23	https://amazon.awsapps.com/workdocs/index.html#/document/c834e19dac410f1ef6c2848ae6e2a9be6ff09211868d41ead716e86d0a00cf61	Complete
		Review internal interview notes and research report. Pull out insights relating to the jobs details page	Crystal Ubadiniru	05/29/23	05/31/23	Notes: Monitoring and Troubleshooting Jobs in the Batch Console Notes: Jobs UX Internal Interviews	Complete
Who is the customer and what insights do we have about them? What is the prevailing customer	User stories/jobs to be done	Review existing user stories pertaining to the job details page. Create additional user stories based on insights collected. Link	Crystal Ubadiniru	6/1/23	6/1/23	Jobs Details Page User Stories	Complete

problem/opportunity?		each story to the notes they're referencing.					
	Research report	Mini research report, one pager, summarizing findings about the job details page	Crystal Ubadiniru	6/2/23	6/6/23	AWS Batch Jobs Details Page Research Report	Complete
	HMW (How might we) Workshop	Facilitate a workshop with the design and dev team, going wide and coming up with ideas of how we might solve for each user story. After we've come up with ideas, vote and discuss on the best ideas to prioritize for concept mockups	Bridget Hapner Christopher Ramsey Chad Hayton David Chambers Crystal Ubadiniru Patrick Gendron	6/15/23	6/15/23	https://www.figma.com/file/fsYQoYNbhWFKxEqy16fTNM/HMW-(How-Might-We)-Workshop?type=whiteboard&node-id=0-1&t=mMs09DA8kULcJqJ8-0	Complete
							Complete
What is the solution? Why is it the right solution to address the customer need versus other alternatives?	Concept mockups	Go wide via facilitating a "How might we" session. Vote on the best ideas in a separate session.	Crystal Ubadiniru				Not started
		create wireframe mockups solving for the problems in the user stories	Crystal Ubadiniru	6/16/23	6/16/23	https://www.figma.com/file/2H4fTKT0Am62kYGVawHQ5a/jo	Complete

						b-details-page-redesign?type=design&node-id=0-1&mode=design&t=FMmKPok47h3MEapZ-0	
		Go over mockups with design and dev team to get in alignment	Bridget Hapner Christopher Ramsey Chad Hayton David Chambers Crystal Ubadiniru Patrick Gendron	6/26	7/6	https://www.figma.com/file/2H4fTKT0Am62kYGVawHQ5a/job-details-page-redesign?type=design&node-id=121-19052&mode=design&t=FMmKPok47h3MEapZ-0	Complete
	Usability testing	Write research plan and discussion guide	Crystal Ubadiniru	-	-		Not started
		Prep stimuli -concept mockups	Crystal Ubadiniru	-	-		Not started
		Select participants, schedule sessions	Crystal Ubadiniru	-	-		Not started
		Run sessions-evaluate proposed concepts by	Crystal Ubadiniru	-	-		Not started

		testing it with internal users					
	Design refinements	Iterate on design based on user feedback	Crystal Ubadiniru	-	-		Complete
	Deliver finalized design solutions	Deliver finalized design solution to the development backlog	Crystal Ubadiniru	7/15/23	7/15/23		Complete

Appendix

Who is the customer and what insights do we have about them?

Our customers are people who use the console to monitor and troubleshoot their jobs.

Personas identified during user interviews are:

- Cloud Architect
- Engineer
- Developer
- Solution Architect
- Research Director

We learned that there are 4 common reasons why a user wants to navigate to a specific job:

- Why is this job stuck in runnable?
- Why is this job still running?
- Why did this job fail?
- This job was successful - how long did it take to run? What can I learn from its success?

We found customers use the Dashboard to view an overview of their resources, the jobs list page to search and filter to specific jobs, and the jobs details page to view the specifics about their jobs. The areas of the Batch jobs detail pages that are most helpful are the logstream link, status of the job, and status reason because these areas help users troubleshoot their jobs.

Users don't rely solely on the Batch console to monitor and troubleshoot, but use other services within the AWS Console, or built tools outside of AWS to help fill in the gaps that the Batch console lacks.

What is the prevailing customer problem/opportunity?

[Problem] Users rely on the jobs detail page to monitor and troubleshoot their jobs, but the content and actions on jobs detail pages are not meeting users' needs.

- **[Opportunity]** Redesign the jobs details page to include specific information about a users job such as; its corresponding CE, the EC2 instance its running on, a direct link to the jobs cloudwatch log stream during all job states, and any other links that might help a user troubleshoot. Ensure that this key information is near the top of the page and not lost inside of a tab. The Batch console alone might not have all the answers and

indications a user needs to debug, but the console *can* do a better job at directing users to the right place to find their answers.

What is the solution? Why is it the right solution to address the customer need versus other alternatives?

We know that monitoring and troubleshooting jobs in the Batch console is an overarching customer problem. While we work to address the search and filtering issues on the jobs list page, this project will focus on creating a better experience in the jobs details page specifically, giving users visibility to the tools and links they need to troubleshoot efficiently. Customer research found that users want to have additional links in their jobs details page that will help them get to their root cause quickly with less clicks.

User testing / customer calls

- [Notes: Jobs UX Internal Interviews](#)
- [Notes: Monitoring and Troubleshooting Jobs in the Batch Console](#) External Interviews

Resources / links

- Admin
 - Asanaproject: <https://app.asana.com/0/1203353990673694/1204008144805112/f>

[1] The dataset was Aperture feedback in the AWS Batch SIM folder with the status of open as of February 14, 2023. There were 99 issues total, the oldest was from March 18, 2022 and the newest was from February 14, 2023.