

# GSK Tech Hub

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Vivian Li, Tech Platforms

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# Agenda

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User Research

Concept

Design

Implementation & Next Steps

# User Research

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**Karenann Terrell**

July 23 at 8:00 AM



#techburst Welcome to our 2nd Techburst with the subject of Making it easier.....

First Question to all of you.

The user experience is a key driver in simplifying our employees use of technology to do their jobs....what's our biggest challenge today in having GREAT UI/UX in the apps/tech we have deployed

Georgie Wiltshire, Paul Elgar and 89 others

144 Comments 2 Shares



**Jeremy Chan** Old, clunky apps - some enterprise apps especially tend to not care much about UI, or UX at all. Our greatest challenge? Moving away from these 😊

Like · Reply · 4d



**Joe Touey** thanks Jeremy----we need to thing about mobile first like concur and with other enterprise apps develop mobile front end like Fiori

Like · Reply · 4d



Write a reply...



**Steve Morton** packaged software with limited ability to configure (and conflict between keeping out of the box for

# Key Points

- Enhances company culture
- Mobile Framework
- A simple UI
- A unifying experience
- Device Agnostic
- Integration of internal tools (e.g. Workday, Skype, etc.)



**Michael R Freedberg** Lack of consistency among the apps and the platforms, each of which has its own idiosyncrasies to manage. Second problem to manage is the never-ending drive to complicate solutions -- keep it simple!

Like · Reply · 1w



**Sebastian Drzewiecki** The primary doors to enter a GSK world, regardless if you use email, SAP, Veeva and any other app or system is our GSK Laptop. They way how our laptops were configured or optimized is slowing them down. I guess, people experience with our devices could be better.

Like · Reply · 1w



**Alison Swindell** Standard tools not fit for purpose - good example IE11 is not compatible with Workplace chat - yet it is the default browser used across GSK.

Like · Reply · 1w



**Marcia Pinho** We need to listen to the customer, we need to organize the huge amount of information we currently have spread to help users understanding what is direction and how they can benefit from tools and contribute to improve usability by experiencing things

Like · Reply · 1w · Edited



# Concept

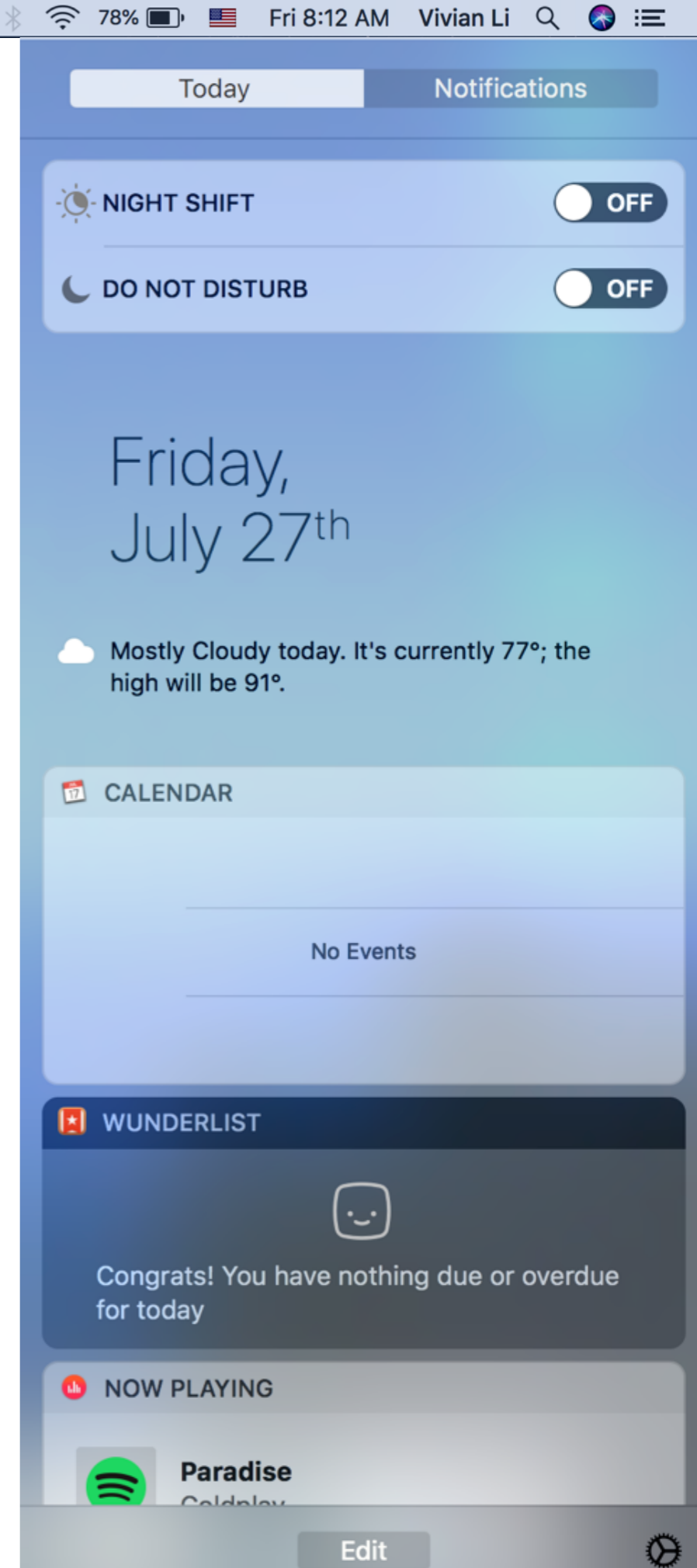
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# Narrative

As a GSK employee, I want to stay on track with all of my messages and access company resources quickly and efficiently.

# GSK Tech Hub

- Chrome app
- Single UI
- Customizable
- Features
  - Integration of Outlook Calendar events
  - Notification Center (Outlook, Skype, Workplace)
  - Search bar
  - Bookmarks





# Interface

## Extension



- Notifications
- Links to the web app
- Links to external apps (Outlook, Skype, WorkPlace)

## Web App



- Search functions
- Calendar events
- Respond to messages on external apps
- Bookmarks of company resources (e.g. Fieldglass, Service Gateway)

## Mobile App

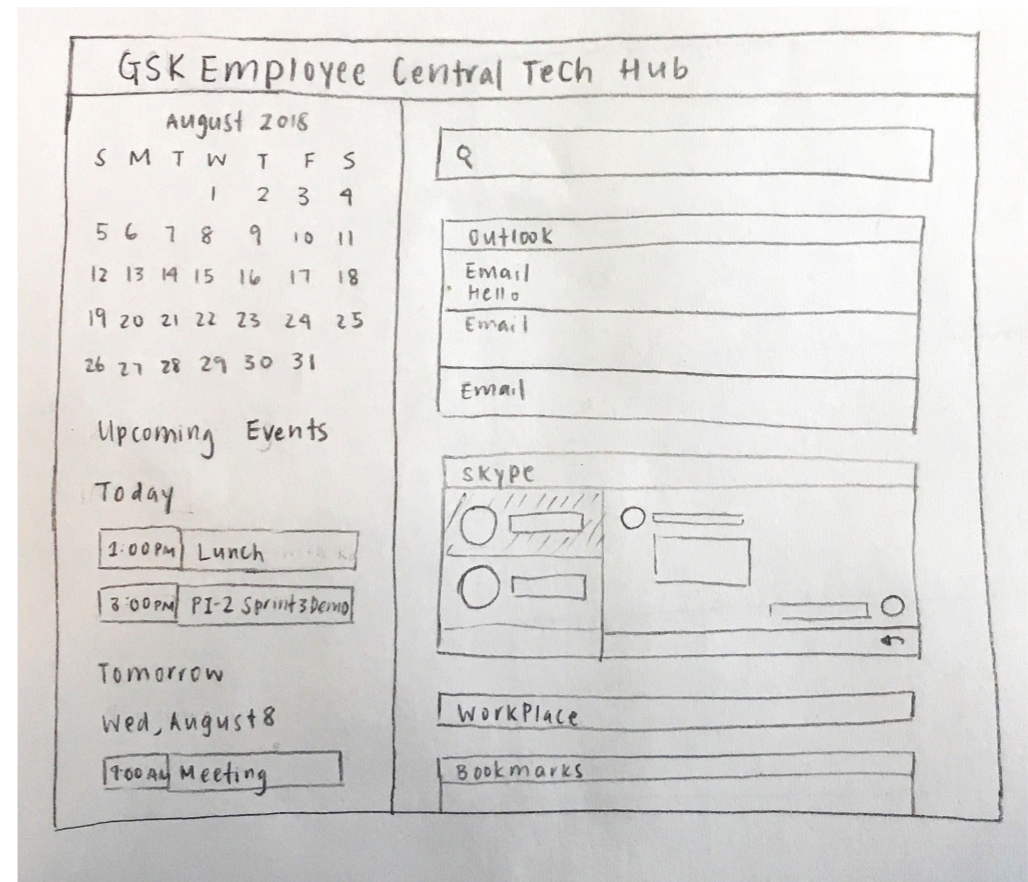
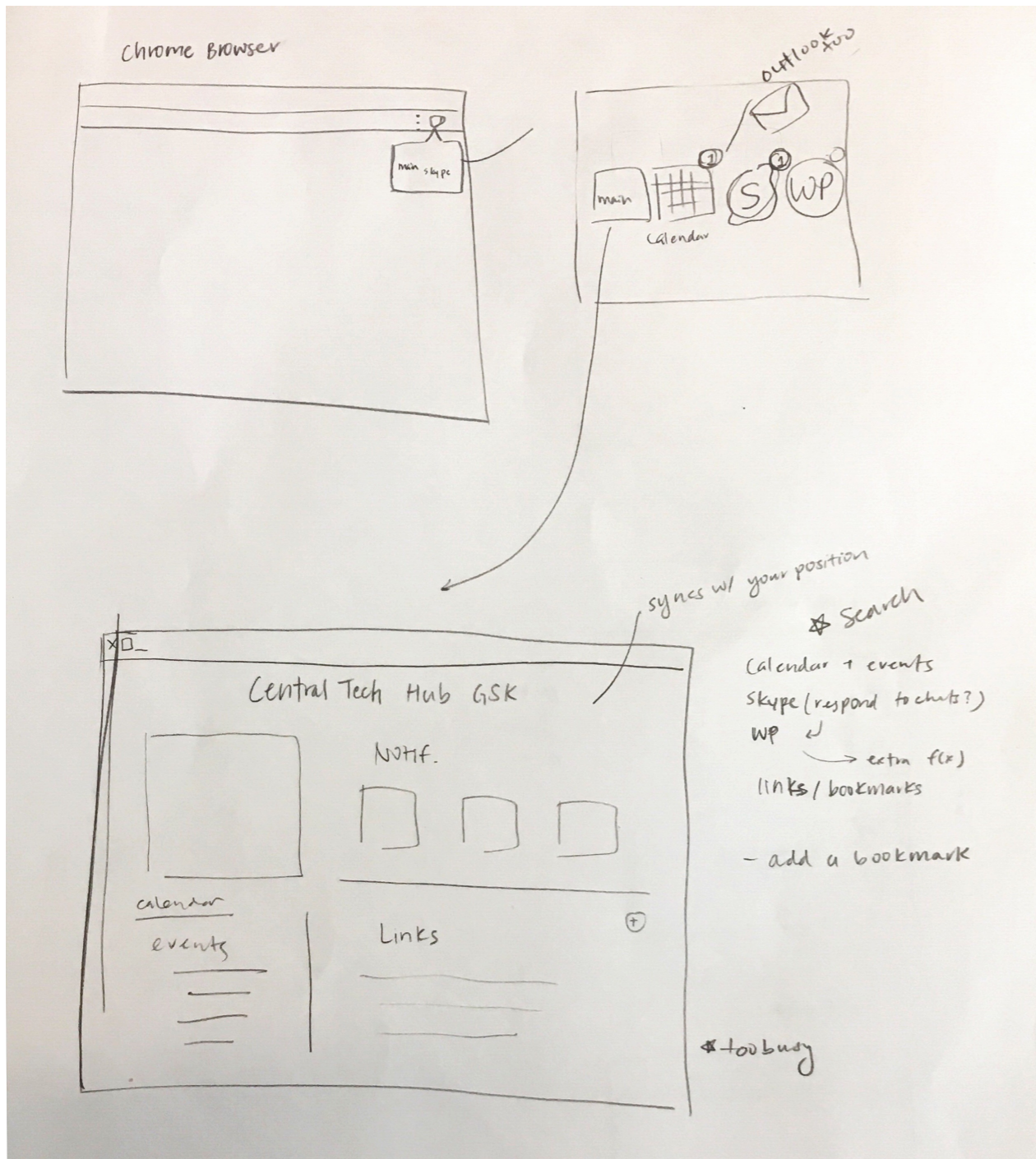


- Respond to notifications locally
- Single app
- Do not disturb

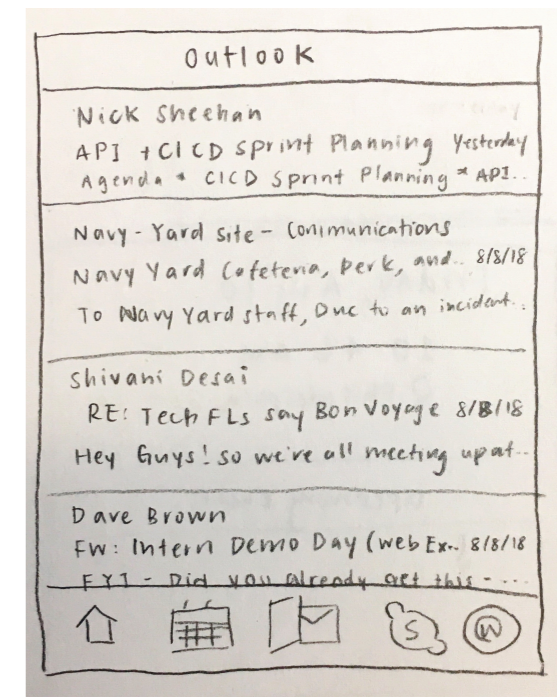
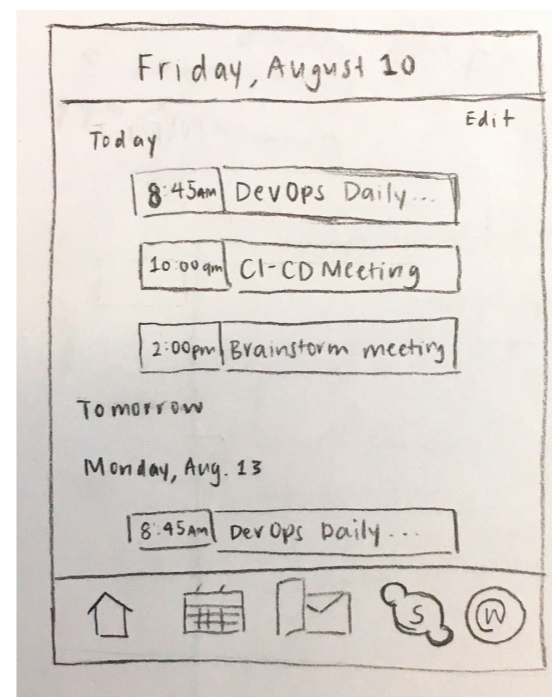
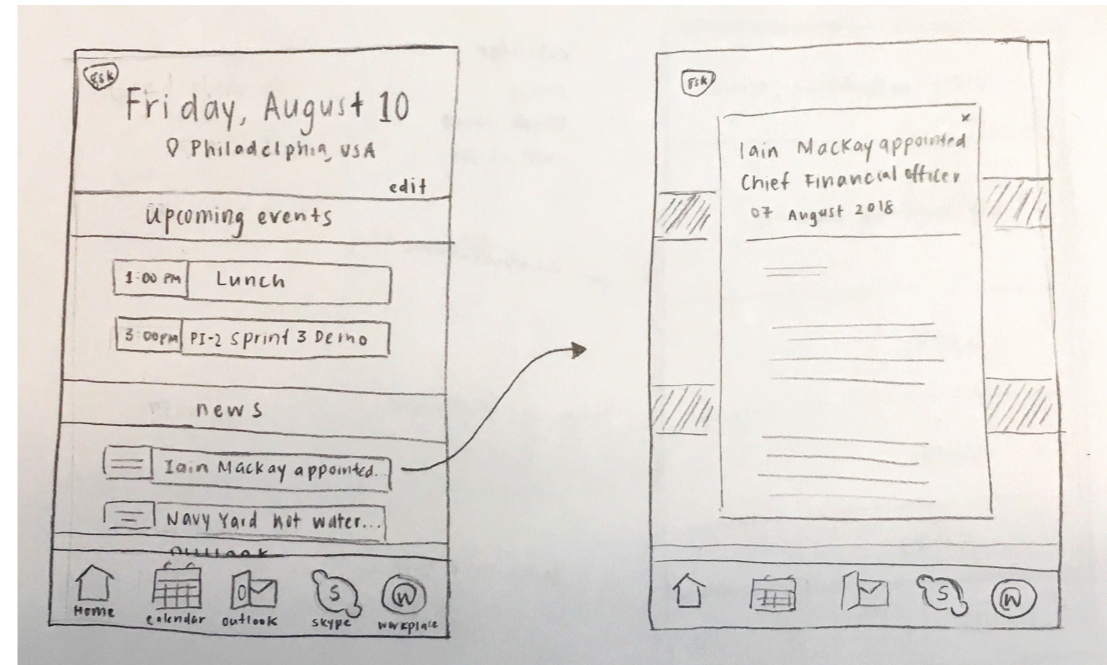
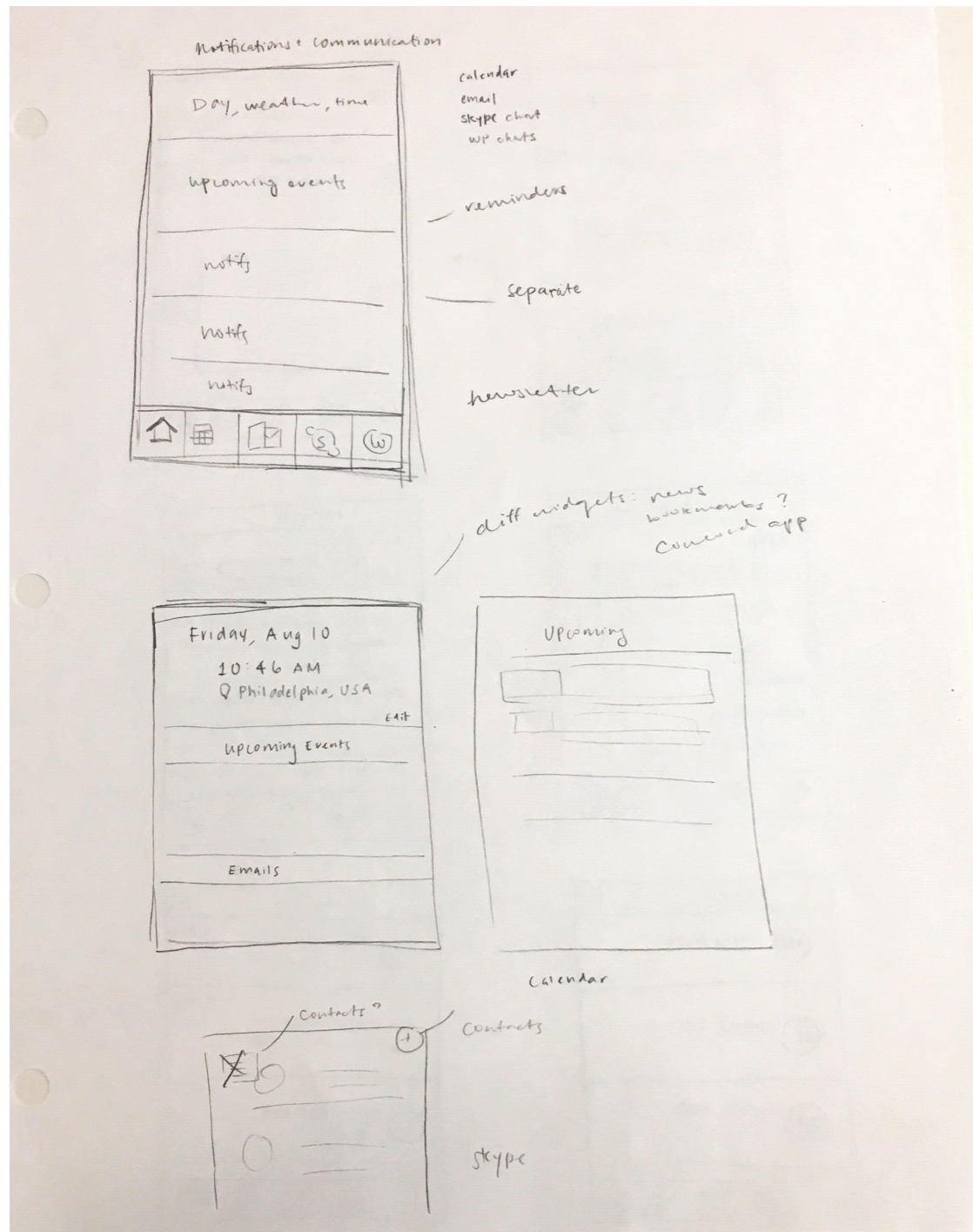
# Design

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# Sketches & Wireframes




# Sketches & Wireframes



# Prototypes

 GSK Notification Center

Login with your MudID

 GSK Notification Center

**GSK Login Page**

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Username


Password


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**Forgotten Username/Password**


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 GSK Notification Center

 Home

 Calendar

 Outlook

 Skype

 Workplace

# Prototypes

The screenshot displays a web-based dashboard titled "Central Tech Hub" with the "gsk" logo in the top left. The interface is divided into several sections:

- Calendar:** Shows a calendar for August 2018 with the 6th highlighted. Below it, "Upcoming Events" lists meetings for "Today" (8:45 am DevOps Daily Scrum, 10:00 am CI-CD Meeting, 2:00 pm Brainstorm Meeting with S...) and "Tomorrow" (8:45 am DevOps Daily Scrum). Wednesday, August 6, also shows an 8:45 am DevOps Daily Scrum.
- Outlook:** A search bar is at the top. Below it, a list of emails is shown:
  - Shivani Desai:** "Tech FLs say Bon Voyage!" (1:35 PM). Preview: "As we all move onto our new rotations, we have a couple fellow friends who will be moving away to new states and even across the..."
  - Dave Brown:** "Demo Day" (1:05 PM). Preview: "Two main things for Next Week: 1. I want to get about 5 minutes from each of you on video at some point during the next week. 1 M..."
  - Nick Sheehan (JIRA):** "JIRA (CICD-21) Research options to enable TLS for the automation server" (11:18 AM). Preview: "EXTERNAL Nick Sheehan commented on CICD-21 Re: Research options to enable TLS for the automation server Selected JKS (Ja..."
  - Nick Sheehan:** "Re: DevOps Daily Standup" (9:50 AM).
- Skype:** A chat window is open with a contact list on the left and a message area on the right.
  - Contact List:**
    - Kathy Wang:** "No" (9:05 am)
    - Suilong Luo:** "hello" (11:12 am)
    - Sophia Beyda:** "we have a meeting at..." (1:34 pm)
    - Dave Brown:** (3:22 pm)
  - Message Area:** Shows a conversation with Kathy Wang. Her messages are "Good morning" and "Where are you?". Her response is "Come to the design room". A "No" button is visible.

- Workplace and Bookmarks:** At the bottom, there are sections for "Workplace" (with a + icon) and "Bookmarks" (with a + icon).

# Implementation

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# Next Steps

- Integration of external apps
- Mobile app implementation
- Push notifications
- Do not disturb feature
- Integration of chatbots
- Additional user research
- More widgets (e.g. tasks, reminders, weather, etc.)



Thank you!

