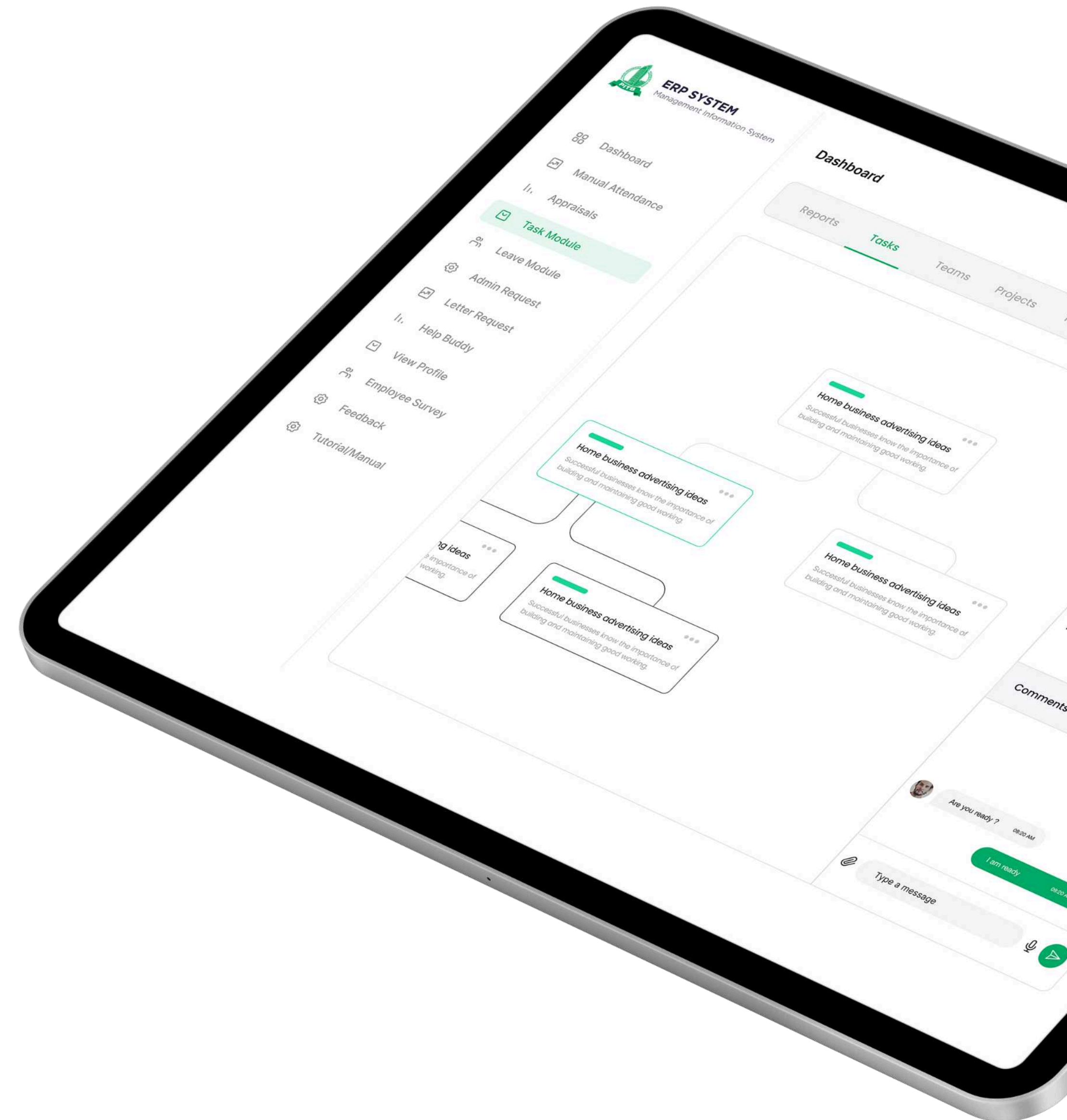


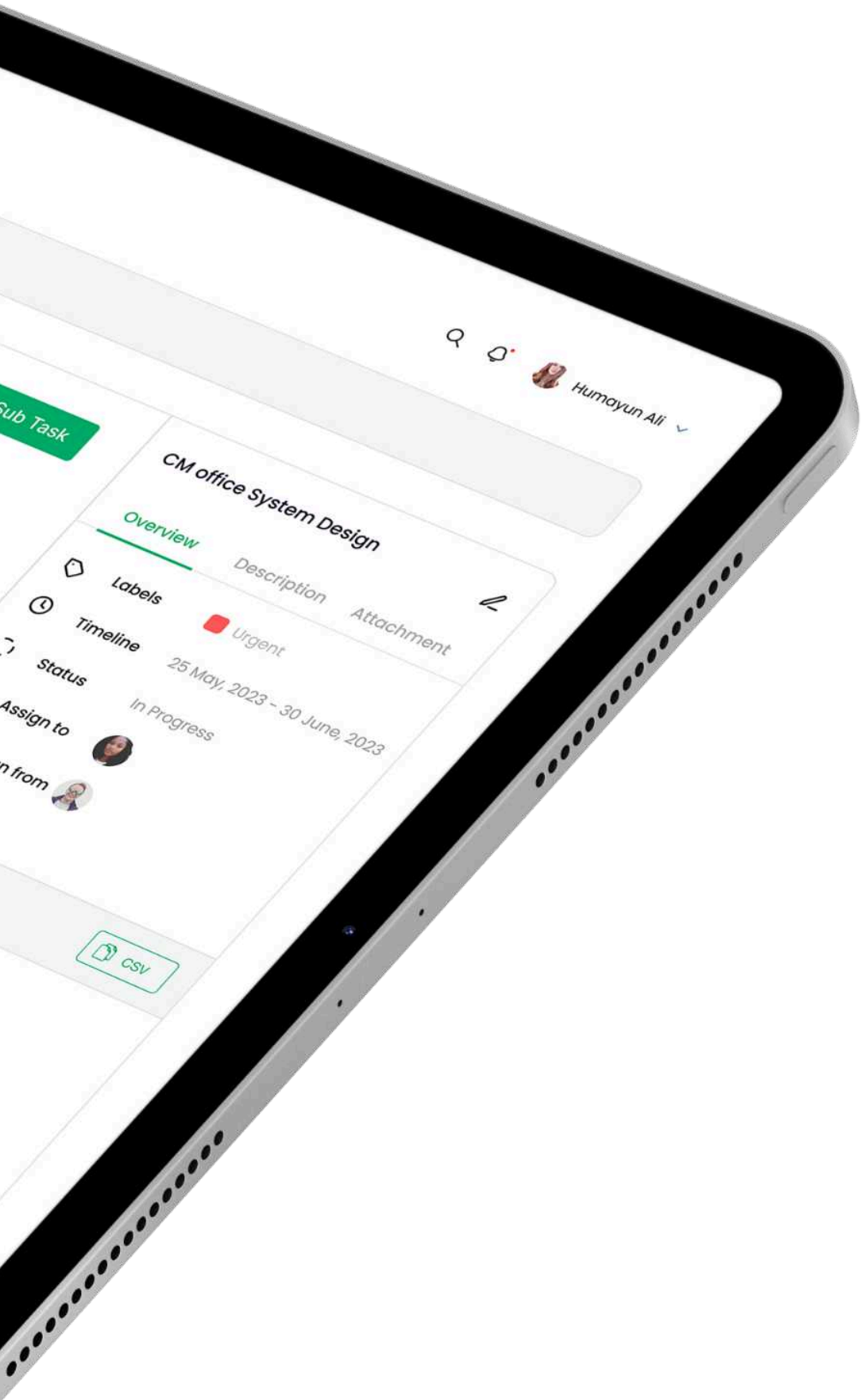
# HRIS- Task Management

## Case Study



Presented by Affan Ahmad  
UX UI Designer





# Project Overview

The Punjab IT Board oversees multiple projects across various government departments, each with its own set of tasks, teams, and timelines.

Currently, task management is handled through a combination of emails, spreadsheets, and standalone tools, leading to inefficiencies, lack of transparency, and delayed decision making.

Higher authorities struggle to get a consolidated view of project statuses, task progress, and team performance, making it difficult to ensure accountability and timely delivery of projects.



# Role and responsibility

Role: UX Designer – Research, IA & UI Design

Company: **PITB (Public Sector Government of Pakistan)**

Year: 2023





# Problem

*Problem*

# Designing an Internal Task Management ERP System with a Data-Driven Dashboard for a Government IT Board

## Key Challenges

### Lack of Real-Time Visibility

Project statuses and task progress are updated manually, causing delays and inaccuracies in reporting

### Inefficient Coordination

No centralized platform for cross-departmental collaboration, resulting in communication gaps and duplicated efforts.

### Difficulty in Tracking Accountability

Higher authorities cannot easily track which tasks are assigned to which teams or individuals across departments.

### Manual Reporting

Generating consolidated reports for higher authorities requires manual data collection and compilation, which is time consuming and error prone.

# Research

*Research*



# User Interviews

Conducting stakeholder interviews is a crucial part of the research phase for your ERP system with a data driven dashboard.

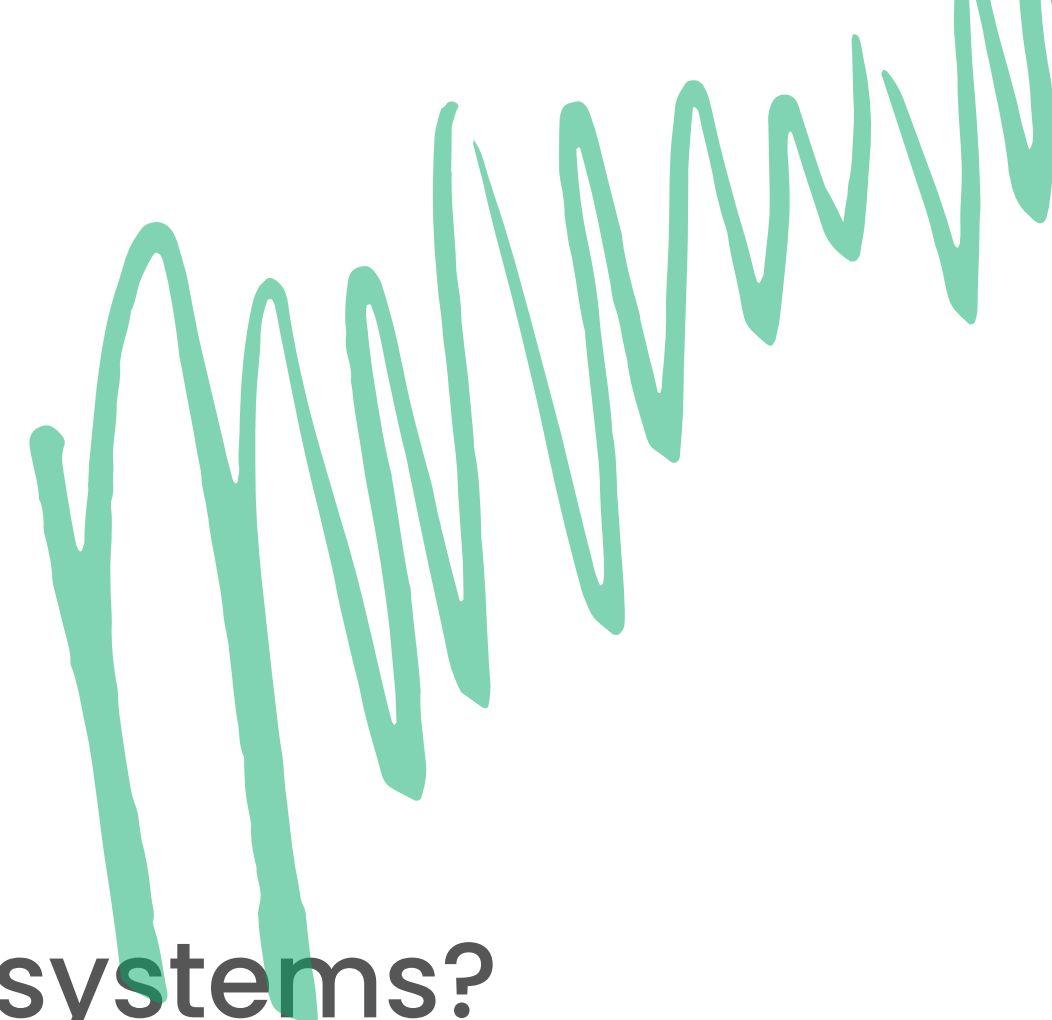
1. Higher Authorities
2. Project Managers
3. Team Members
4. Administrators





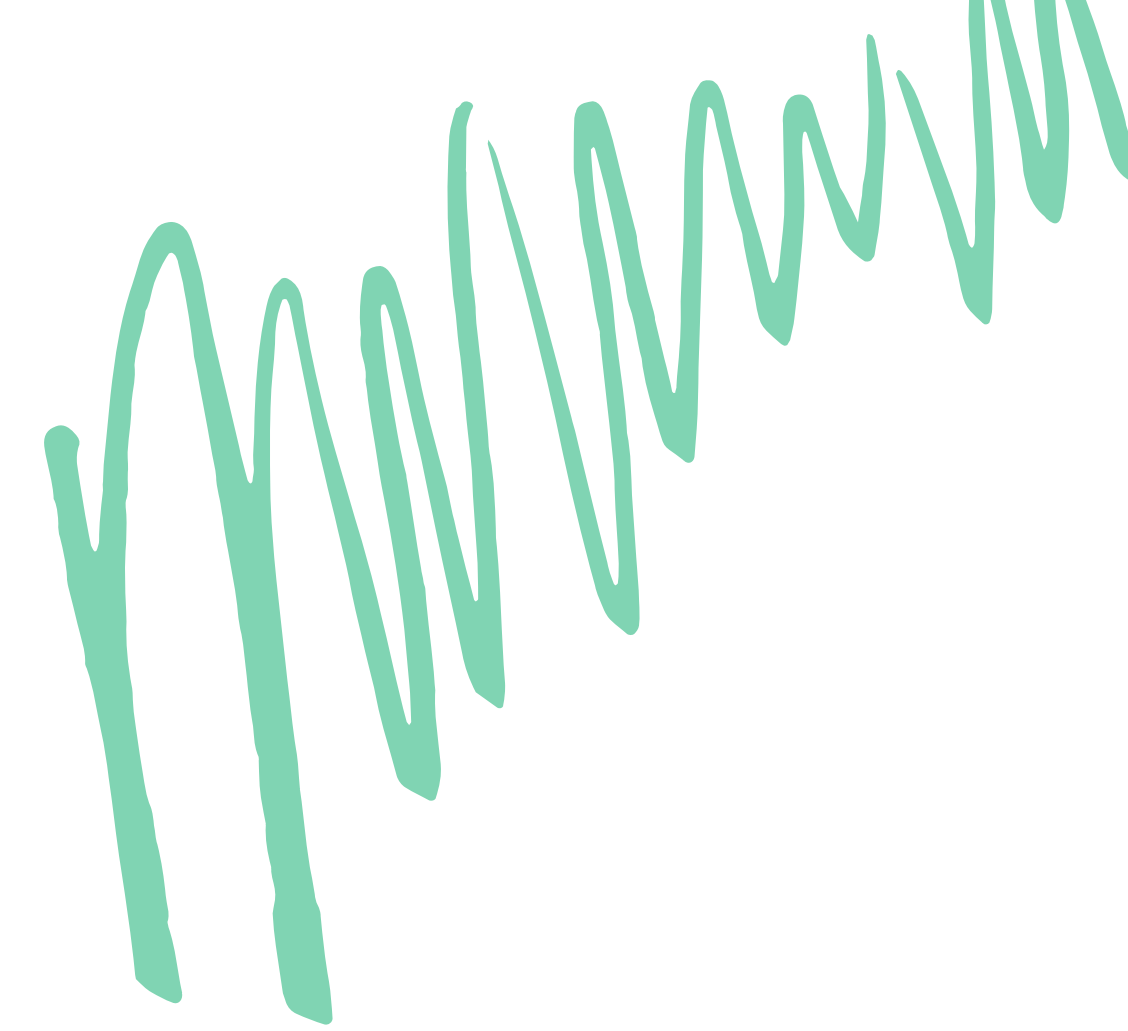
# What to Ask

- What are your biggest challenges with the current task management systems?
- How do you currently track task progress and project status?
- What features or improvements would make your work easier?
- How do you collaborate with other departments?
- What kind of reports or dashboards would help you make better decisions?





# What I found?



## 1. Higher Authorities

- Insight: Higher authorities struggle to access real-time data for decision-making, relying on outdated, manually compiled reports.
- Pain Point: Lack of real-time visibility into project performance.

## 2. Project Managers

- Insight: Project managers face challenges in tracking task dependencies and collaborating across departments.
- Pain Point: Inefficient task management and communication gaps.

## 3. Team Members

- Insight: Team members find the current system cluttered and difficult to navigate, leading to errors and delays.
- Pain Point: Poor user experience and lack of task clarity.

## 4. Administrators

- Insight: Administrators spend significant time integrating data from different systems and generating reports manually.
- Pain Point: Time consuming manual processes and data inconsistency.

# Analysis



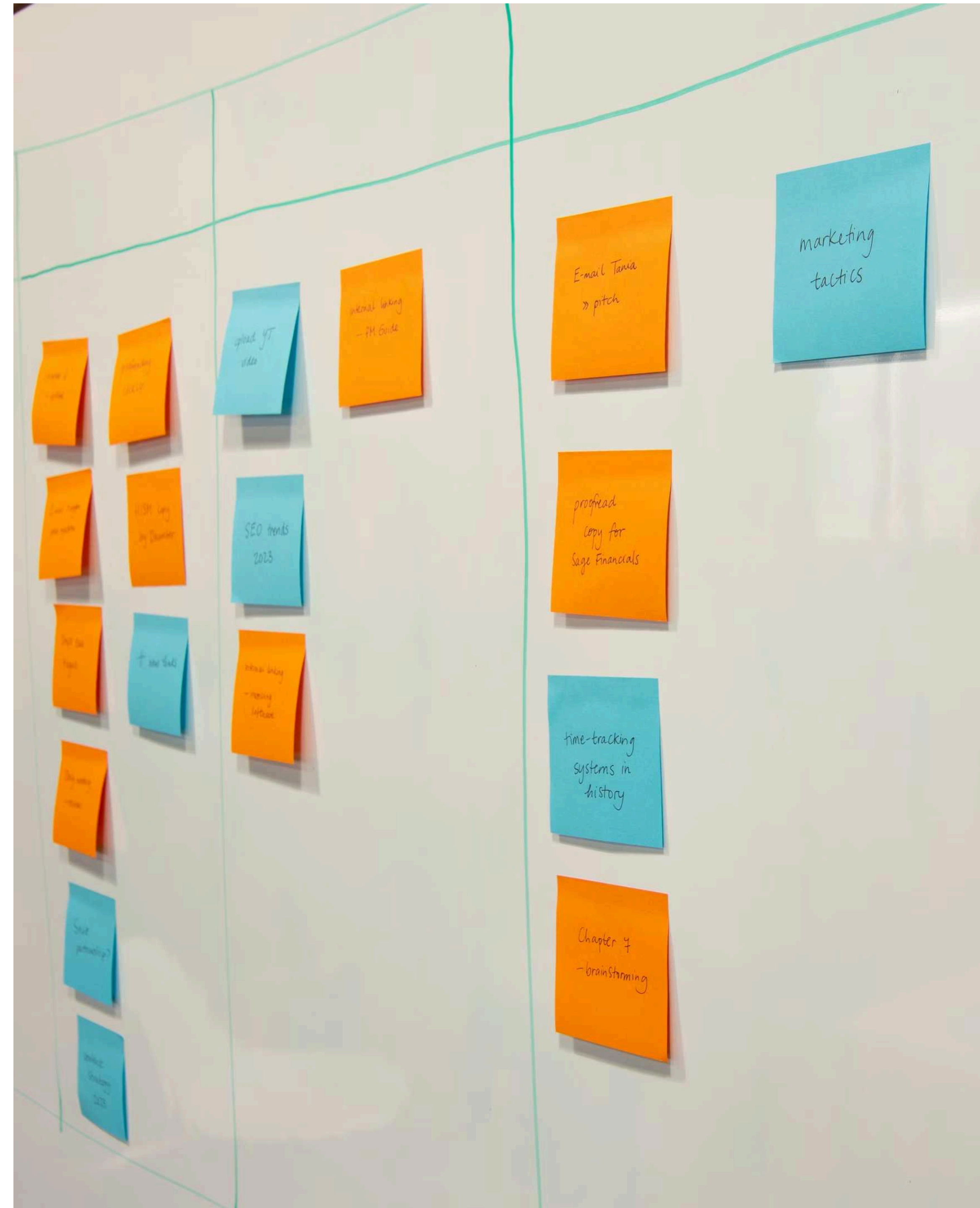



# Unorganised to Organised

The affinity map helped us transform raw interview data into actionable insights, which guided the design of the ERP system.

## Key Outcomes:

- A clear understanding of user needs and pain points.
- Prioritised feature requirements, such as real-time dashboards and automated task updates.
- A foundation for creating user personas.





**Adil Iqbal Khan**  
Director General

**About**  
  
**Age:** 48  
**Gander:** Male  
**Location:** Lahore, Pakistan


**Quote**  
"I need a system that gives me real-time insights so I can make informed decisions without delays."

**Goals**

- Monitor project performance in real-time.
- Make data-driven decisions to ensure timely project delivery.
- Ensure accountability across departments.

**Frustration**

- A centralized dashboard with real-time project stats.
- Customizable reports for quick decision-making.
- Clear visibility into task progress and team performance.



**Sohail Ashraf Mughal**  
Senior Program Manager

**About**  
  
**Age:** 37  
**Gander:** Male  
**Location:** Lahore, Pakistan


**Quote**  
"I need a system that helps me manage tasks and teams without wasting time on manual updates."

**Goals**

- Assign tasks and track progress efficiently.
- Ensure projects are completed on time and within budget.
- Collaborate effectively with cross-departmental teams.

**Frustration**

- Automated reminders and notifications for task updates.
- Tools to monitor team performance and resource allocation.
- A centralized task management system with clear task ownership.



**Arslan Aslam**  
Senior Program Manager

**About**  
  
**Age:** 30  
**Gander:** Male  
**Location:** Lahore, Pakistan


**Quote**  
"I just want a system that's easy to use so I can focus on my work instead of figuring out how to update tasks."

**Goals**

- Complete assigned tasks on time.
- Collaborate effectively with team members.
- Receive clear instructions and feedback from managers.

**Frustration**

- A simple, intuitive interface to view and update tasks.
- Clear task priorities and deadlines.
- Easy communication tools for collaboration.



**Saba Javed**  
System Administrator

**About**  
  
**Age:** 30  
**Gander:** Male  
**Location:** Lahore, Pakistan

**Quote**  
"I just want a system that's easy to use so I can focus on my work instead of figuring out how to update tasks."

**Goals**

- Complete assigned tasks on time.
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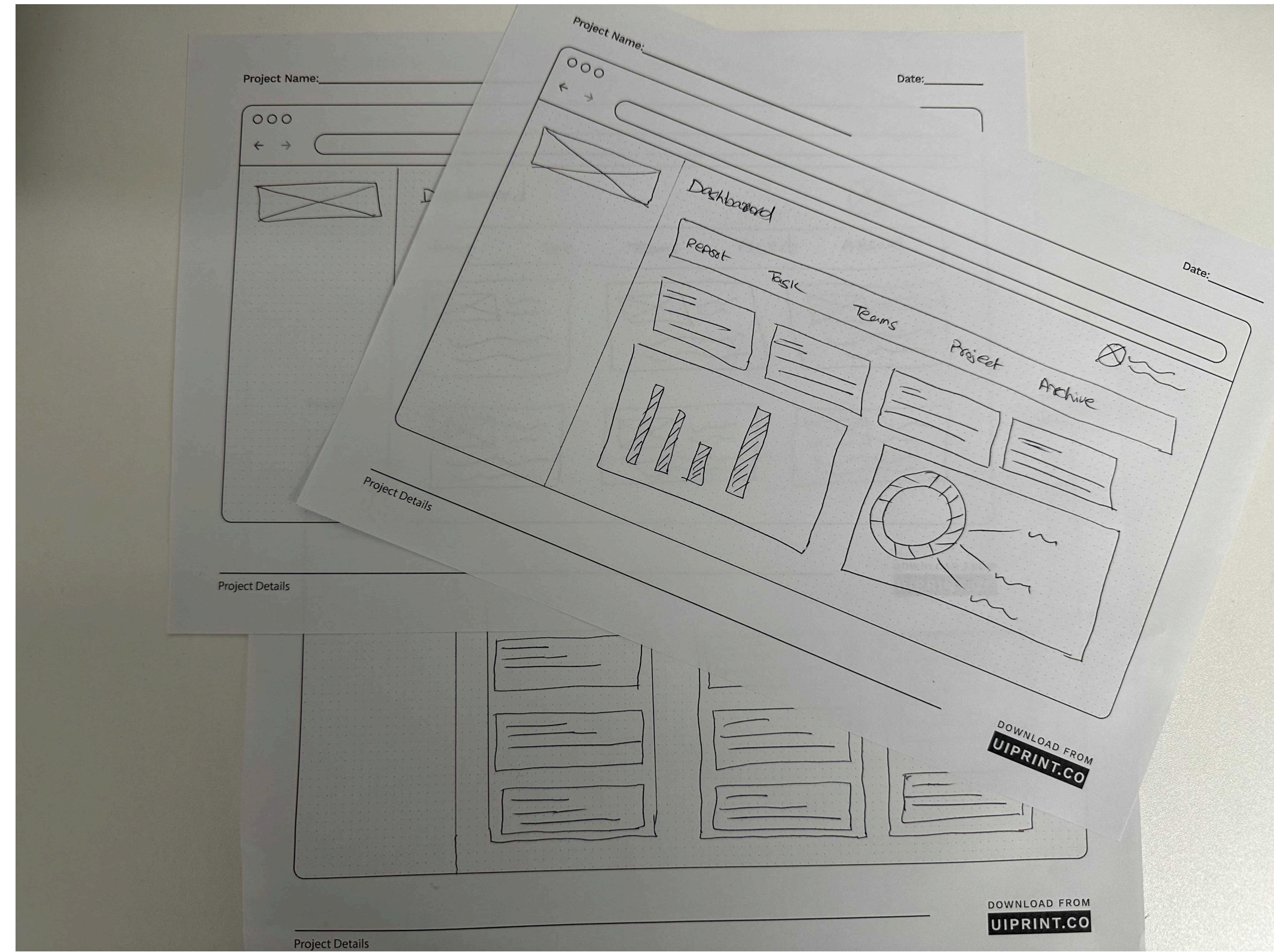
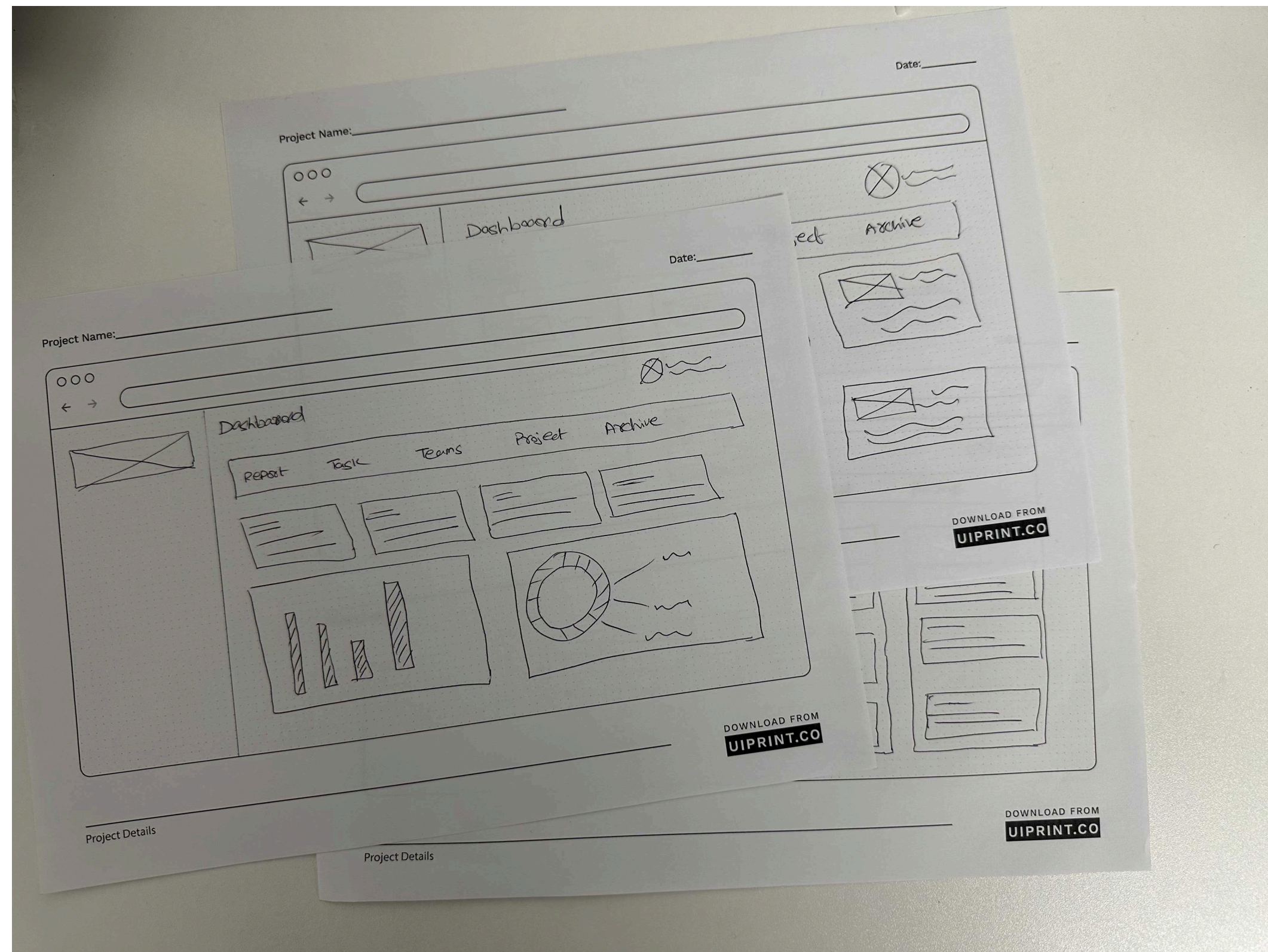


# Sketching it all out





I created low-fidelity sketches using pencil and paper. My goal was to turn the research data into design ideas. I based my drawings on the collected data, analysis, and user flow diagram.





# Design System



# Material Design

Material Design was the ideal choice for the ERP system because of its emphasis on consistency, scalability, and user-centered design. By leveraging its guidelines and components, I was able to create a visually appealing, intuitive, and accessible interface that meets the needs of all stakeholders.

❖ Component 1



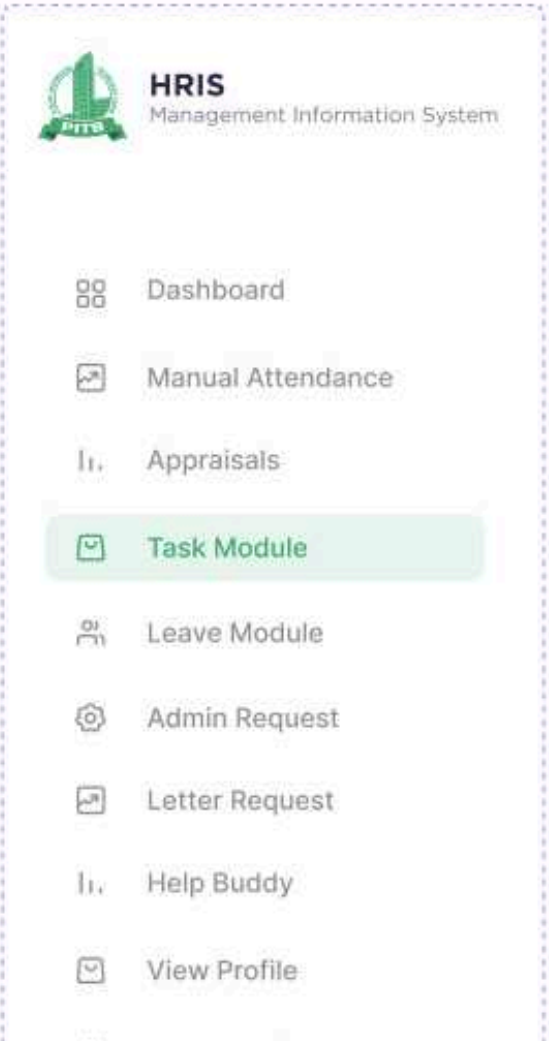
❖ Card 5



❖ Card 4



❖ Group 49064



❖ Component 2



❖ Component 3







- Dashboard
- Manual Attendance
- Appraisals
- Task Module**
- Leave Module
- Admin Request
- Letter Request
- Help Buddy
- View Profile
- Employee Survey
- Feedback
- Tutorial/Manual

## Dashboard

Reports Tasks Teams Projects Rating Archive

### Completed Task

100  
Task Count

### Incompleted Task

100  
Task Count

### Overdue Task

100  
Task Count

### Pending for Review

100  
Task Count

### Total Task

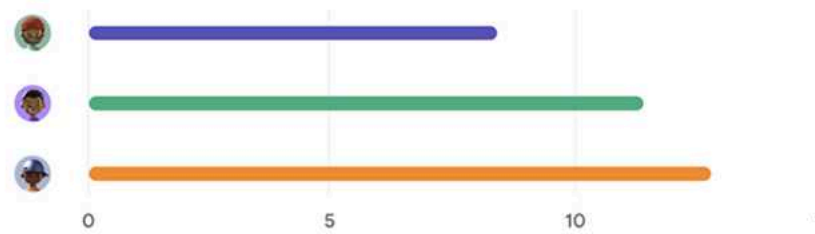
100  
Task Count

### Incompleted task by section

2 Filter



### Upcoming tasks by assignee



- Dashboard
- Manual Attendance
- Appraisals
- Task Module**
- Leave Module
- Admin Request
- Letter Request
- Help Buddy
- View Profile
- Employee Survey
- Feedback
- Tutorial/Manual

## Dashboard

Reports Tasks Teams Projects Rating Archive

Search 🔍

### TO DO

...

+ Add new Task

Home business advertising ideas

Successful businesses know the importance of building and maintaining good working.

+ 23 43

Cosmetic surgery abroad making the right choice

+ 54 33

Cosmetic surgery abroad making the right choice

+ 54 33

### DOING

...

Home business advertising ideas

Successful businesses know the importance of building and maintaining good working.

+ 23 43

Cosmetic surgery abroad making the right choice

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### DONE

...

Home business advertising ideas

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Home business advertising ideas

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# Usability Testing





# Moderated Testing

A facilitator guides the participant through the test, asks questions, and observes their behavior.

I select 5–8 participants per user group

*//Nielsen Norman Group recommends 5 users to uncover 85% of usability issues.*



# Bias to be Consider

Most of the participants in the usability testing group were my colleagues. During the testing, I kept in mind the potential for friendliness bias, as they tended to provide overly positive feedback, such as saying, 'Yes, I completed the task, to avoid offending me.

To reduce this bias, I encouraged them to share honest feedback by asking open-ended questions like, 'What challenges did you face while completing the task?' or 'How can we improve this process?' This approach helped uncover hidden pain points and ensured more accurate and actionable insights."



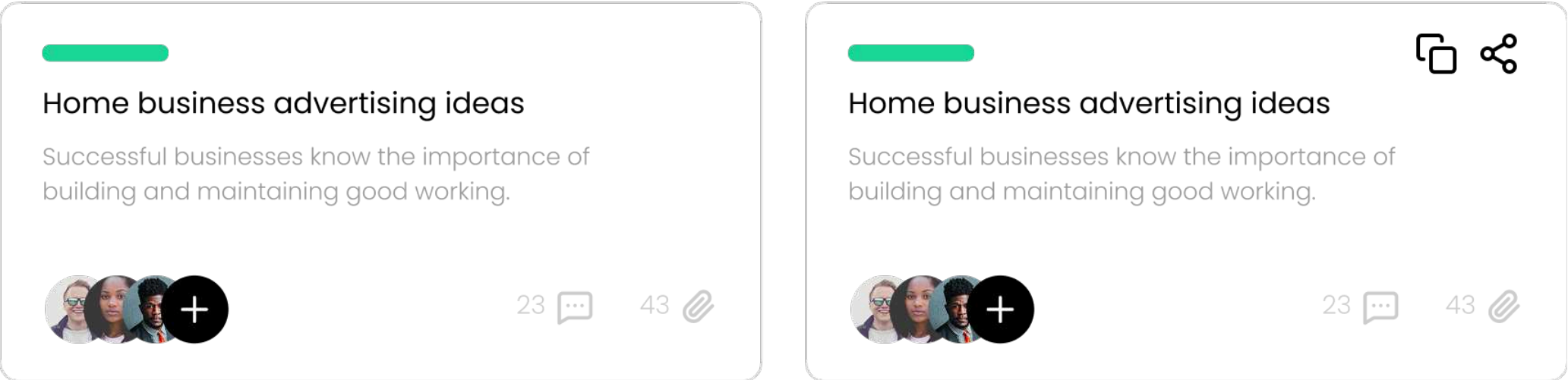
**Friendliness Bias**



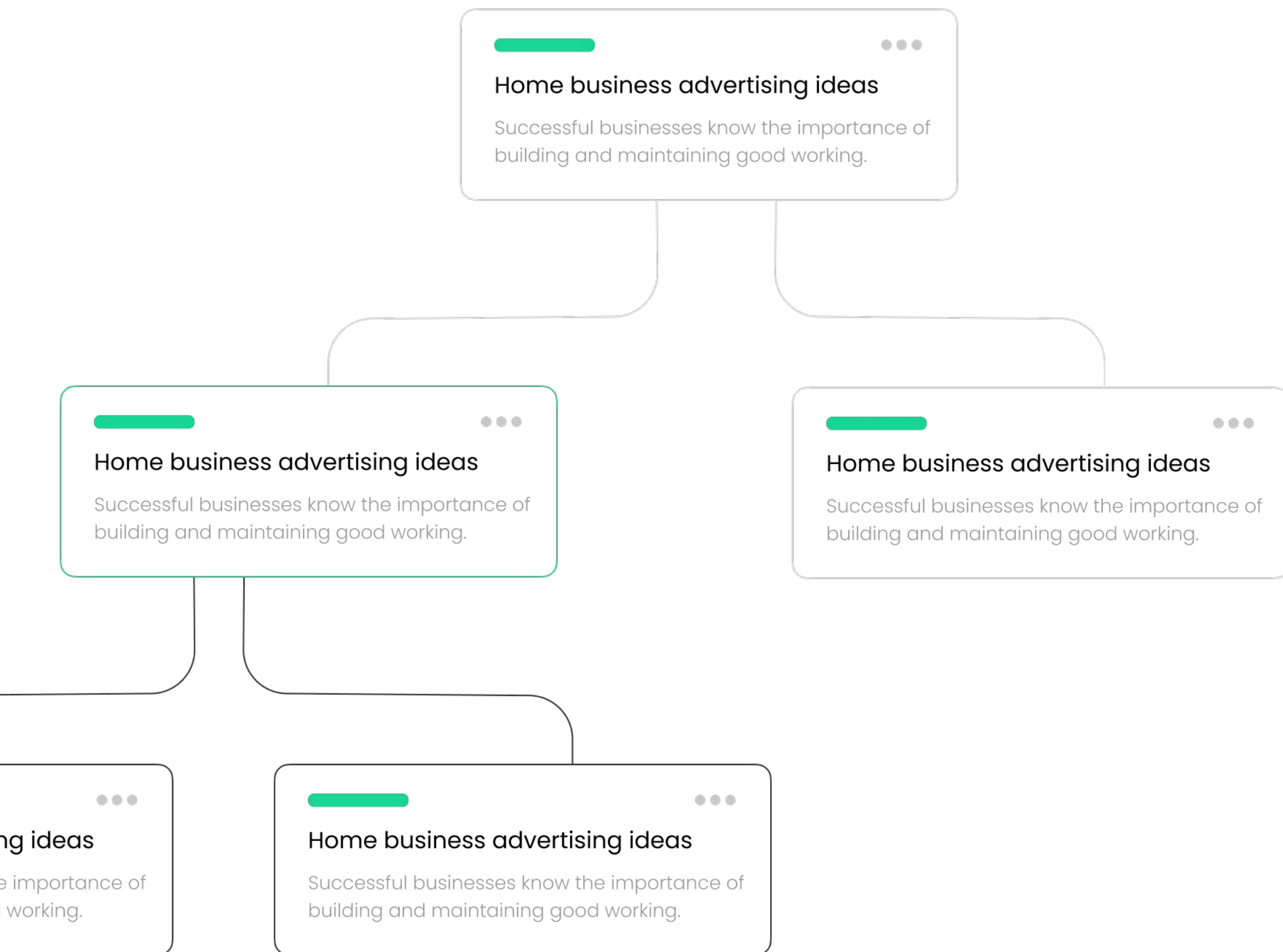
# Feedback One

At the managerial level, I receive too many tickets. If I want to share a specific ticket with a team member, there is no option to share or copy the link of that specific ticket.

This feedback highlights a usability issue in the system, specifically the lack of a feature to share or copy links to individual tickets. This can be addressed by adding a **Share** button or **Copy Link** option for each ticket, making it easier for managers to delegate tasks and collaborate with team members.



Before >> After



# Feedback Two

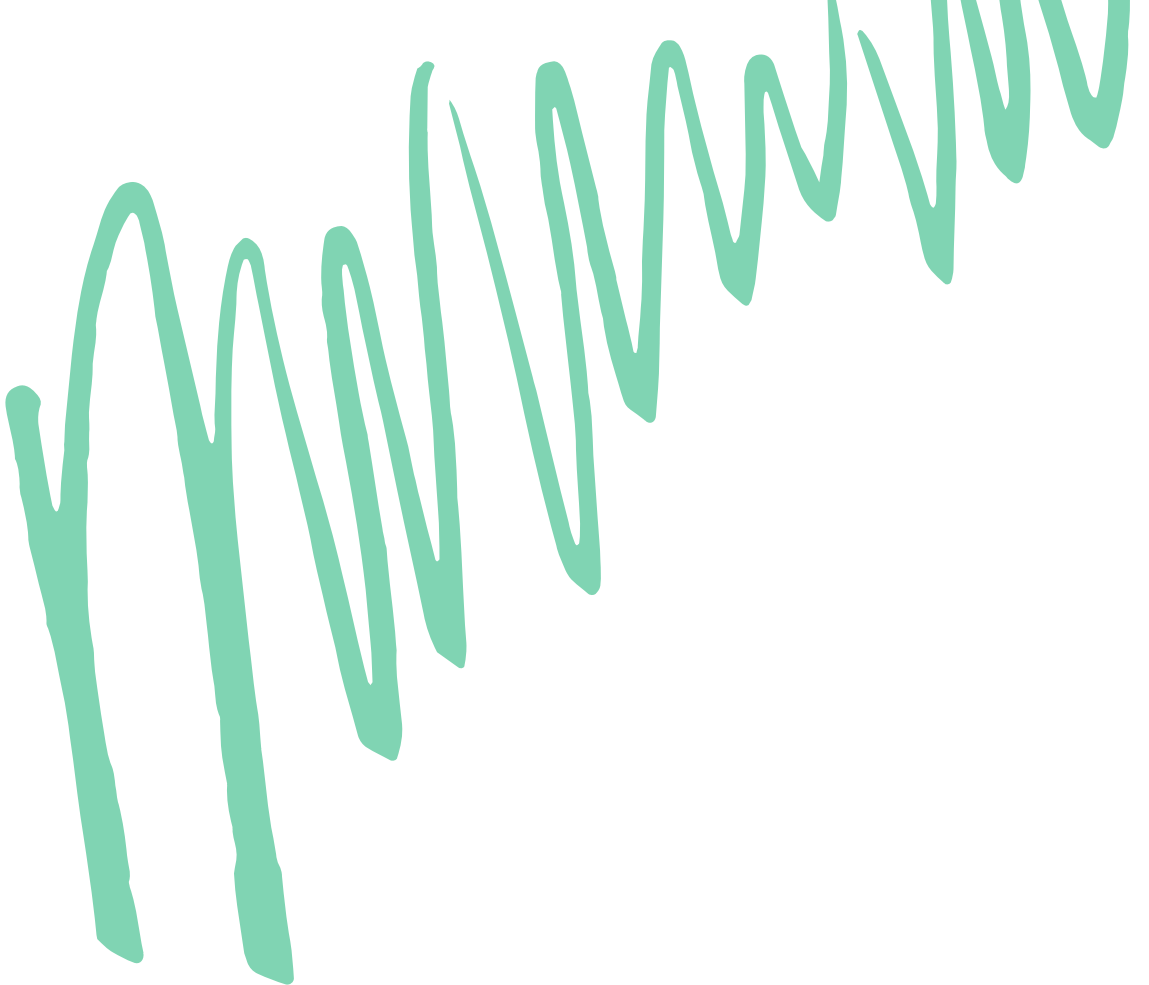
While creating a task tree, there is a security issue where some users don't have permission to open or view other tasks within the tree.

To address this issue, I implemented **active** and **inactive** states for tasks:

- Active Tasks: Tasks that the user has permission to access and interact with. These are fully visible and clickable.
- Inactive Tasks: Tasks that the user does not have permission to access. These are displayed in a grayed-out or disabled state, making it clear that they cannot be interacted with.



# Result



75%

Success Rate

- Higher Authority 80%
- Project Manager 85%
- Team Member 75%
- Admin 70%

25%

Error Rate

- Assign Task 20%
- Generate a report 30%

# Thank you, questions?



Presented by Affan Ahmad  
UX UI Designer