PROJECT

CMS POW

JOURNEY MAP

Diego's journey with CMS POW

DESCRIPTION

Diego works in a government hospital. He has certain disabilities that does not allow him to use a mouse. He can use the keyboard quite well. He is also visually impaired and appreciates audio in many instances.

Created with Smaply
Trial Version — smaply.com

Day to day activities | Using the CMS Product Ordering System | Wraps up his day

Diego has completed his ot..	Logs into CMS POW account	He wants to change is password..	He tries to access MY ACCOUN...	Looks for phone support. None a..	Gets help from his supervisor wh.	Also asks for help from the supe...	Requests supervisor to make a c..	Goes home for the day

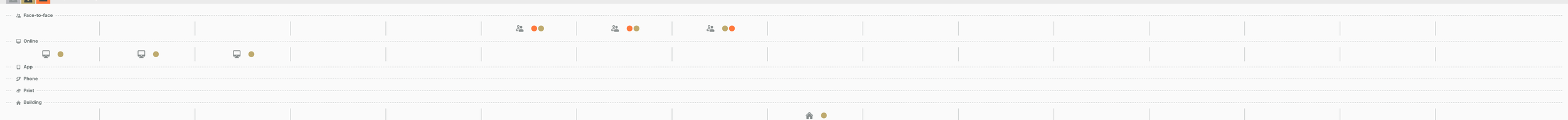
No persona **DIEGO'S JOURNEY**

Diego has completed his other duty of supplies inventory	Logs into CMS POW account	He wants to change is password today	He tries to access MY ACCOUNT menu but is unable to since he cannot use the mouse	Looks for phone support. None available.	Gets help from his supervisor who helps him to creates a new password	Also asks for help from the supervisor to Add a new shipping address	Requests supervisor to make a complaint to the government and mention the system is not compatible with accessibility guidelines.	Goes home for the day

No persona **STORYBOARD**

Diego **EMOTIONAL JOURNEY**

Diego **PAINPOINTS**

			Diego cannot find the password policy criteria. He also wonders where there is an audio narrative of it.	He cannot find any online or phone support	He calls on his supervisor Tara to help him. She is always willing to help and they get to change the password with her handling the mouse.	He also uses her help to make a change in the shipping address since it requires the use of a mouse and he is unable to tell when to move to the NEXT screen without audio help.	He requests Tara to please file a requirement to make the system more friendly to those with disabilities and she agrees. That makes Diego happy.	

No persona / Diego / Tara **CHANNEL USAGE**