

Reshaping the way the Directorate of Information manages activities and provides services.

D Info Front Door

Use this service if you require direction and guidance from the directorate or if you've got an idea for a digital solution or change.

ALPHA

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THE CONTEXT

The Directorate of Information (D Info) asked us to help map their operating model and improve their ways of working through the use of Microsoft Power Platform.



Due to the nature of the client and for security reasons, I'm unable to share many artefacts or go in great detail on the process. The visuals shown are a modified excerpt of the final product and some visual elements may be redacted.

OVERVIEW

Client

British Army Headquarters, Directorate of Information

My roles

Research, analysis, interaction design, user testing, development

Design tools

Figma, FigJam, Conceptboard

Timeframe

3 months (ongoing project) - currently delivering the first phase

MY IMPACT

Shipped full end-to-end service within a short period, collaborating with cross-functional partners across all stages, from research, design, to development.

Conceptualised the vision, ran user research, and defined the solution by producing visualisations of business processes and concepts to provide clarity and direction.

Created cohesion and flexible integration by delivering designs that can be tailored to specific business processes and applied to a variety of services.

Streamlined the design to development process with a bespoke design system and accompanying component library as well as being involved in the development process.

THE PROBLEM

Sparse activity and decentralised management hinder data-informed decision-making in the directorate, where siloed departments lead to duplicated efforts, communication breakdowns, and limited collaboration across business areas.

THE OBJECTIVE



Refresh the current customer-facing portal to be more transparent and informative.



Streamline the management of information in the directorate and enable data-driven reporting and decision making.



Provide a single source of truth for information in the directorate.

1. DISCOVERY

2. CONCEPTUALISE

3. DESIGN

1. DISCOVERY

2

3

Working closely with the directorate's strategic team to tailor the experience.

- Determine current frustrations and pain points
- Understand the directorate's different business processes
- Conceptualise the directorate's operating model
- Capture Management Information (MI) requirements

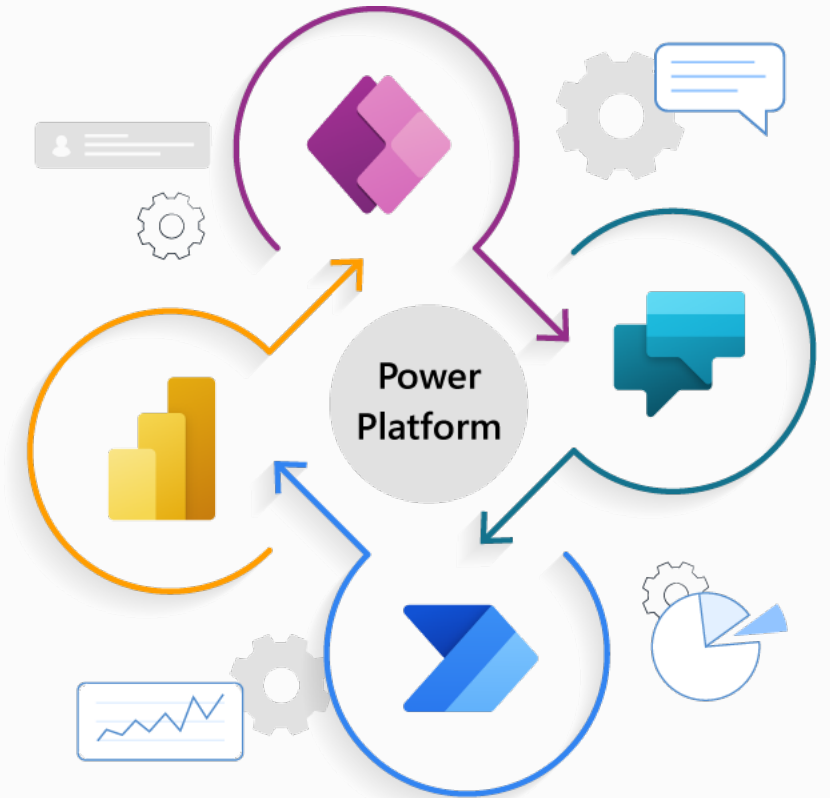
1. DISCOVERY

2

3

Analysing the existing solution to identify areas for improvement.

- What improvements can be made to the existing interface?
- Identifying usability problems
- Remove unnecessary functionality & simplify UI



1. DISCOVERY

2. CONCEPTUALISE

3. DESIGN

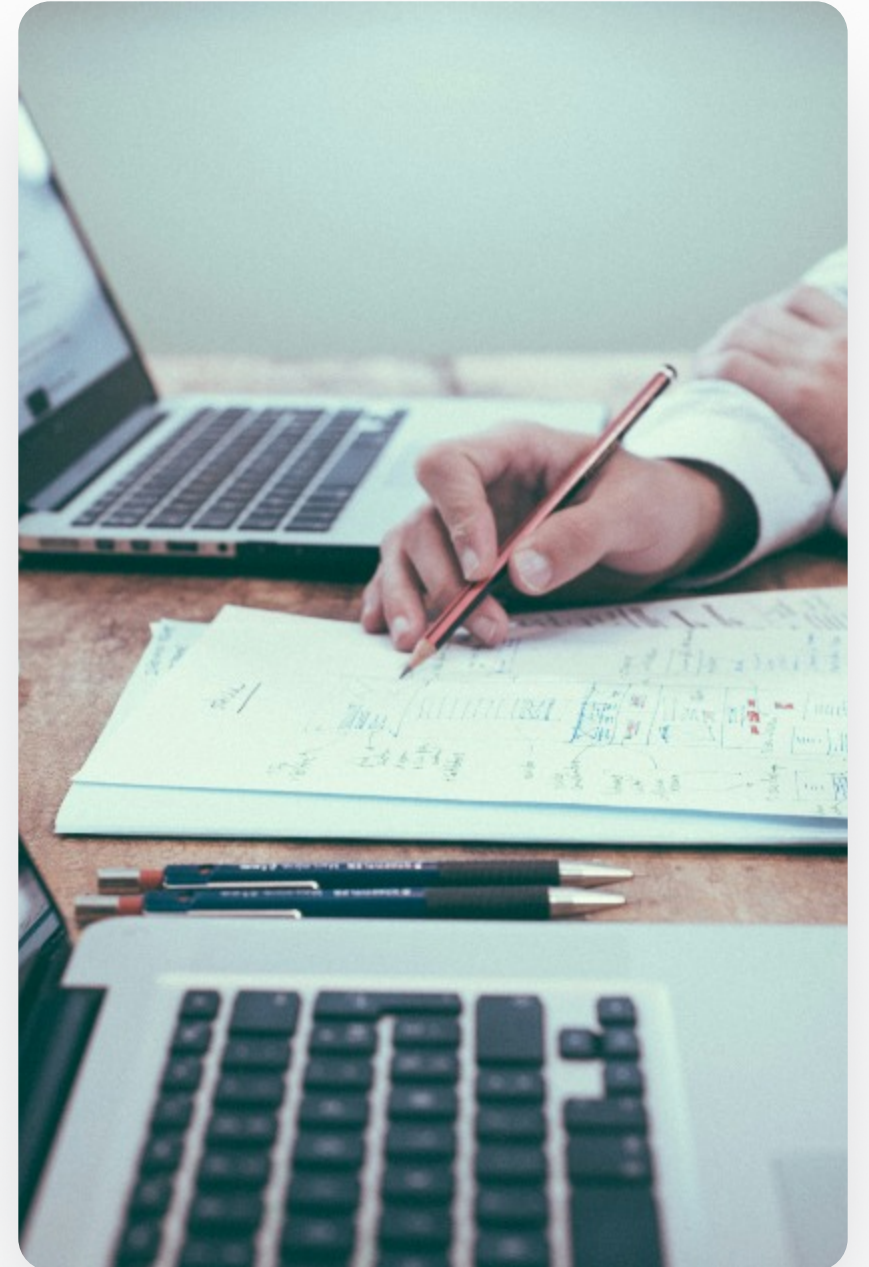
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2. CONCEPTUALISE

3

Mapping the directorate's operating model and producing an MVP.

- What does each business area do?
- What are the strategic objectives?
- How can we tailor the experience?



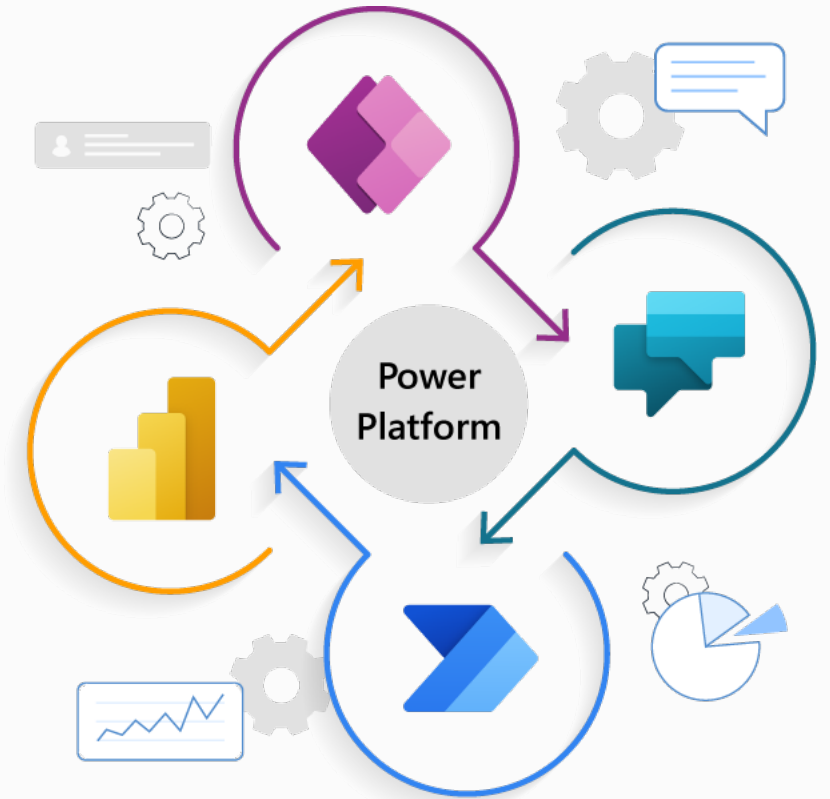
1

2. CONCEPTUALISE

3

Thinking about how we will use the Power Platform suite to architect the solution.

- Created process maps
- Analysis of business processes
- Presented key insights to stakeholders



1. DISCOVERY

2. CONCEPTUALISE

3. DESIGN

1

2

3. DESIGN

We were on a very tight deadline and needed to start building soon.

- Produced an MVP with a model-driven Power App
- Getting buy-in from key stakeholders
- Setting strategy and direction



1

2

3. DESIGN

Once we were clear with system architecture, strategy & direction, we commenced design right away.

- Leveraged MOD UK Design System
- Designed the canvas and model-driven apps simultaneously
- Focus on providing clarity for customers

1

2

3. DESIGN

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ARIEL project tracker

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Overview

Details

Contacts

Submission progress



What does this mean?

Thank you for submitting your request for digital change.

A member of the Digital Discovery team will look at your request and determine its priority for a full

you have provided and work with you to progress towards achieving

will endeavour to reach out to you to discuss next steps.

[Submission](#)

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Status tracking

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Submission status

In progress

Business case status

Submitted

Business area assigned to

Army Digital Services

Last updated by Lt Col Kennet Tardivo on 21 Oct 23.



CHALLENGES


We faced a variety of obstacles that we had to navigate around for this project so as to not delay our ability to deliver a solution quickly.


- Time pressure from client requiring a solution imminently
- Working with a low-code tool stack presented technical and design constraints
- Knowledge & Information Management (IM) policy presenting blockers as well as working with security classifications
- Lack of API integration with other software hosted on the Army Hosting Environment (AHE) affecting service architecture

THE BENEFITS

By leveraging the Microsoft Power Platform suite in tandem with other Microsoft services, we composed a streamlined workflow for users.


 Sharepoint → Dataverse - more robust, flexible & faster backend

 Refreshed UI in alignment with MOD UK design system

 Modular by design

 Integrated with Planner for tracking

 Automated emails & workflow with Power Automate

 Rich MI reporting for business managers with Power BI

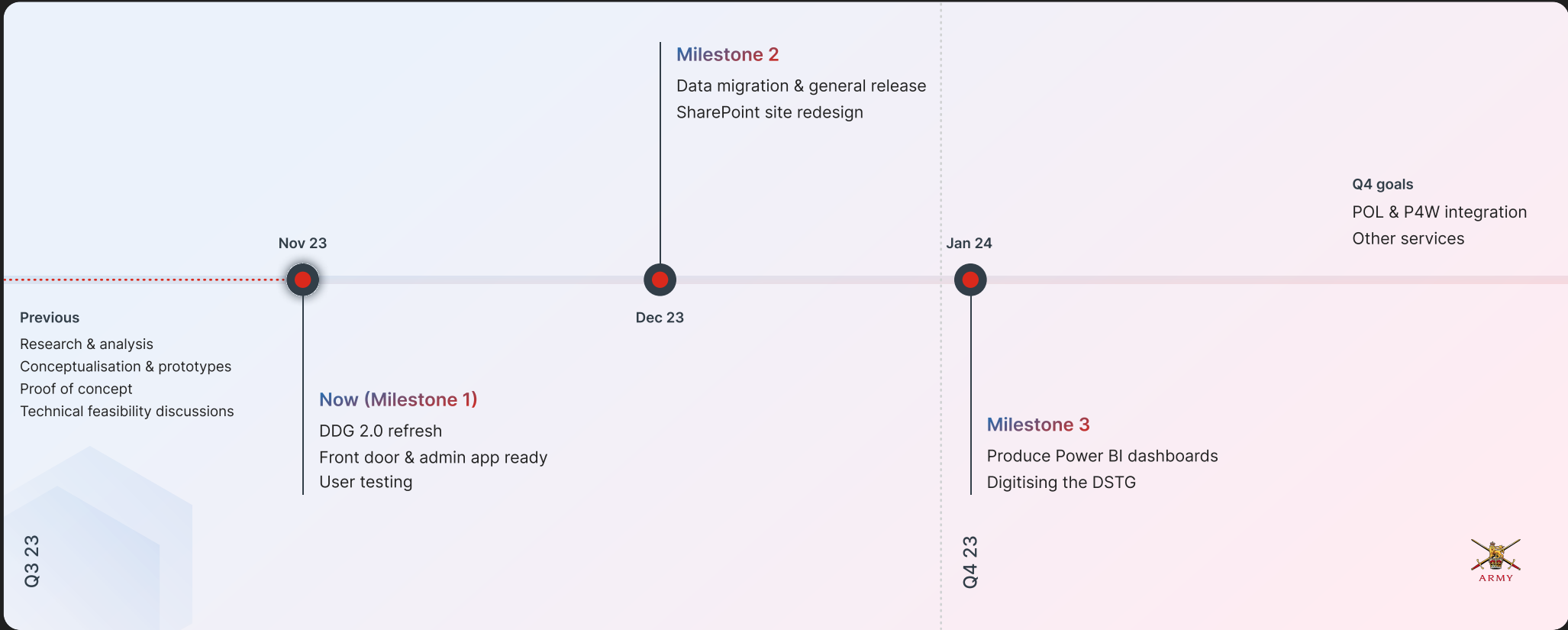
 New requests via Teams for traige

OUTCOMES

We successfully launched 3 months later and are now thinking about the next phase.

- Simplified request input process for customers
- Streamlined management of information & services
- Improved ways of working within the directorate

LOOKING AHEAD





Read the full case study

<https://www.kennet.design/d-info-case-study>