

AI Summarizing (all the JTBD)

Summarized with AI - August 14, 2024

User needs for product and service usage

Legal summaries for informed decisions

Users want to review legal summaries before making decisions.

Understanding terms, conditions, and risks is crucial for informed choices.

Quick access to release notes and support documentation

Users seek easy access to release notes and support documentation.

Quick access to technical information is essential for troubleshooting.

Managing network operations and configurations

Users need to check reports on network activities and conditions.

Configuring policies, managing assets, and monitoring network performance are key tasks.

Managing licenses, subscriptions, and user accounts

Users want to view expiration dates for proactive renewals.

Managing user roles, access, and permissions is essential for security.

Configuring and managing alerts and alarms

Users need to configure alert notifications for critical issues.

Monitoring system alerts and responding promptly are crucial for system stability.

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Network and system management preferences

Documentation preferences

Users want to review legal summaries before using a product or service.

Quick access to release notes and support documentation is essential for decision-making and technical queries.

Alert and notification management

Configuring alerts and notifications to prioritize critical issues and specify delivery methods is crucial.

Monitoring system alerts, responding promptly, and managing alert settings are key aspects of network operations.

Network performance monitoring

Checking reports on network activities and conditions, analyzing network performance, and configuring alert settings are vital for maintaining network health and addressing emerging issues.

Users seek comprehensive reports on various network aspects to make informed decisions.

Security and access control

Implementing multi-factor authentication, setting up single sign-on parameters, and managing user access are critical for enhancing security and controlling user permissions.

Configuring security protocols, monitoring device posture, and managing network security are essential for safeguarding network devices and ensuring compliance.

Configuration and management of network devices

Configuring policies, managing assets, and monitoring network operations are necessary for effective network management.

Managing network sites, overseeing network resources, and configuring network infrastructure are key components of network operations.

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User needs for product and service management

Legal summaries and release notes

Users want to review legal summaries before making decisions.

Quick access to current release notes is essential for users.

Technical support and documentation

Quick access to support documentation is crucial for technical questions.

Users need easy access to support resources for assistance.

Feedback and user input

Users want an accessible way to provide feedback for product improvement.

Sharing feedback through designated links is desired for user input.

Alert configuration and network monitoring

Users seek configurable alert notifications for critical issues.

Monitoring network activities and conditions is essential for addressing emerging issues.

User account management and access control

Managing user accounts, roles, and permissions is crucial for security.

Setting up single sign-on parameters for secure access is a priority for users.

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Network management needs and preferences

Documentation and support needs

Users want easy access to legal summaries, release notes, and support documentation for informed decisions.

They seek a designated link to share feedback for improvements.

Network operations and alerts management

Users want to monitor network activities, check reports, and respond to alerts promptly for network stability.

They aim to configure alerts, manage system alarms, and prioritize critical issues effectively.

Configuration and management of network assets

Users need to configure policies, manage assets, and oversee network sites for efficient network operations.

They want to set up SSO parameters, configure alert settings, and manage device inventory effectively.

License and subscription management

Users want to view expiration dates, renew licenses, and avoid service interruptions proactively.

They aim to manage licenses, subscriptions, and network resources for uninterrupted access.

User account and access management

Users need to add, adjust, or remove users, adjust roles, and configure user access for security and convenience.

They seek to set up MFA, manage user permissions, and configure user groups for efficient network access.

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User needs for network operations

User needs for accessing information

Users want to review legal summaries before using a product or service.

Users want quick access to release notes and support documentation.

User needs for managing network operations

Users want to check reports on network activities and conditions for informed decisions.

Users want to configure alerts, manage system alerts, and implement SD-WAN efficiently.

Users want to manage network sites, assets, and user access securely and conveniently.

User needs for managing licenses and subscriptions

Users want to view expiration dates and renew licenses proactively.

Users want to manage licenses, subscriptions, and network resources effectively.

User needs for analyzing network performance

Users want to analyze network performance, configure alerts, and generate reports for informed decisions.

Users want to monitor network health, troubleshoot issues, and manage network assets efficiently.

User needs for network security

Users want to configure security settings, manage user access, and set up multi-factor authentication.

Users want to enforce security protocols, monitor device posture, and ensure secure network operations.

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Jobs To be Done

EP1 (Workspace)

Monitor

Visualization

* When overseeing network operations, I want to monitor network health and respond to issues quickly, so I can maintain optimal performance and minimize downtime."

* When managing network infrastructure, I want to view the network by site and location, so I can easily identify and address issues specific to each area.

* When monitoring network assets, I want to view alarms for assets on the network, so I can promptly address any potential problems and ensure network reliability."

* When troubleshooting or managing assets, I want to find out more information about specific assets, so I can make informed decisions and effectively resolve any issues.

1

Juan Miguel Marino Camarasa

Alerts

* When managing network operations, I want to check alerts and statuses, so I can stay informed about potential issues and overall network health.

* When alerts are triggered, I want to respond to them quickly, so I can resolve issues promptly and maintain network performance.

2

Juan Miguel Marino Camarasa

Assets

* When managing network resources, I want to view current assets, so I can have a clear understanding of the resources available and their allocation.

* When overseeing network assets, I want to check details on assets, such as their status, so I can ensure they are functioning properly and address any issues promptly."

3

Juan Miguel Marino Camarasa

Subscriptions & Licensing

* When managing licenses and subscriptions, I want to view expiration dates, so I can proactively handle renewals and avoid service interruptions.

* When licenses and subscriptions are nearing expiration, I want to renew them, so customers can maintain uninterrupted access to their services and software."

5

Juan Miguel Marino Camarasa

Users & Roles

* When managing user accounts, I want to add users or adjust their roles, so I can ensure the right people have appropriate access and permissions.

* When managing user accounts, I want to adjust user access to products, so I can align their access with their needs and responsibilities.

*When managing user accounts, I want to remove users or revoke their access, so I can maintain security and ensure that only authorized individuals have access to the system.

7

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Sites

* When managing network sites, I want to view how sites are grouped, so I can understand the organizational structure and make informed decisions about site management.

* When managing network sites, I want to configure sites by adding, removing, or editing them, so I can keep the site structure up-to-date and aligned with organizational needs.

4

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Contracts

*When managing vendor relationships, I want to view my contracts, so I can ensure compliance and stay informed about our obligations and entitlements.

6

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Alert Rules

* When configuring alert settings, I want to adjust the criteria for how alerts are categorized as critical, medium, or low, so I can ensure alerts are prioritized effectively based on their urgency and impact.

8

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Notifications

* When managing alert preferences, I want to configure notifications so that users only receive alerts for critical issues, not informational ones, so they are not overwhelmed by non-essential information.

* When setting up alert notifications, I want to specify how users receive alerts (e.g., email, SMS), so they are informed in a way that suits their preferences and ensures timely responses.

9

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Single Sign-On

When configuring user access, I want to set up single sign-on (SSO) parameters, so users can easily and securely access multiple systems with one set of credentials, improving both security and convenience.

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