

CASE STUDY

AFRL UX-DRIVEN PROCESS INTELLIGENCE TO COLLABORATIVE PROCESS IMPROVEMENT



CONTEXT

The USAF Research Labs (AFRL) had four clear goals: faster research, better decisions, frictionless business / operations and streamlined transitions. AFRL Munitions Directorate (RW) and LSA Digital conducted User Experience (UX) research to uncover Scientists & Engineer (S&E) pain points, and now needed to determine where to focus -- specifically, which processes, people, and technology improvements to deliver more “time at the bench” for research.

CLIENT CHALLENGE

- UX research revealed various S&E pain points - e.g., staffing, lack of relevant training, too much technology, and communication barriers.
- Process improvement was needed to help “lean out” admin, ops and IT Service Management (ITSM) processes and use technology more effectively, but it wasn’t clear “where to start”.
- Even if obvious process areas need focus (e.g., hiring), it was difficult to “decompose” the area into smaller, prioritized chunks - to provide targets for “the most juice for the squeeze”.
- Even if high-value processes were identified, it was difficult to bring diverse SME views together to collaborate “over a single model” - everyone was busy, and process work would require more meetings.

SNAPSHOT



UX + Process Intelligence +
Process Improvement



US Dept of Defense



ARIS

PAIN POINTS

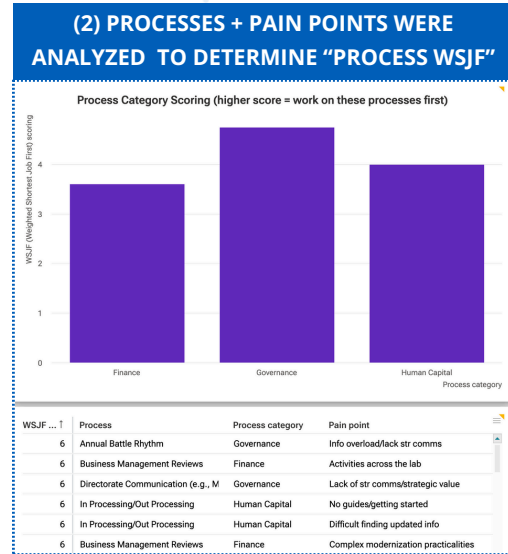
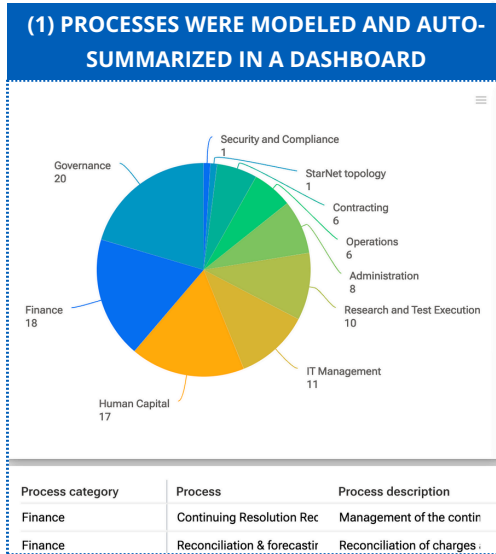
- UX Research was conducted and documented, but could be better leveraged for improvement efforts
- Process improvement efforts underway, but difficult to determine which processes to start with, and how to chunk them into smaller bits
- Process improvement efforts lacked automation and required too much time and effort from SME's

RESULTS

- UX research converted into process intelligence, advising “where to start”
- Process collaboration automated and accelerated with ARIS, resulting in shorter / fewer meetings

WHAT WE DID

LSA Digital helped RW leverage the AFRL Enterprise ARIS Platform Service (see our [ARIS case study](#)) to collect UX research data and align “pain points” with process inventory, with agile-inspired Weighted Shortest Job First (WSJF) calculations to get “the most juice for the squeeze”:



RESULTS & BENEFITS

- Smaller “process targets” were scoped and identified for lower-effort, faster improvements
- AFRL UX research data was modeled in the AFRL-wide central ARIS repository, allowing pain points to be re-used in technology solution design efforts (See our case study: [Effective user experience collaboration: don't let good research sit on the shelf](#))
- Directorates can “compare” their own process priorities in the ARIS repository, and accelerate efforts to solve common pain points
- ARIS web collaboration and social features enabled live modeling and commenting “in context of the process”, helping to prepare for shorter meetings (or canceling them).

WORDS OF ADVICE

UX research is a powerful tool to understand end-user pain points interfering with goals, and it's just as important to improve processes to reduce pain points and leverage technology more effectively. Combine both with web-based process intelligence and automation tools (e.g., ARIS) to provide the most relevant UX “pain point” process intelligence, and “turbocharge” real-time web-based collaboration for process improvement.