User Stories and Storyboards

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Network Outage Coordination and Automated Notification System

People and account setup

Jordan Reed uses the Network admin login, Aisha Grant the Approver login, and Elena Torres the Site-contact login. Daniel Brooks receives internal operations updates. All are fictional design characters; the images are AI-generated.

Before either story, Jordan, Aisha, and Elena register separate accounts and request their roles. Elena requests Site Alpha access. The designated setup manager verifies and activates the accounts. Each person then signs in to a different home screen.

User stories

- As Jordan, I want to select a node and see its dependent branch so I include every affected site.

- As Jordan, I want clear scope, UTC, urgency, recipients, and preview screens so I submit complete information.

- As Aisha, I want a separate review queue and saved impact list so I can approve or reject the proposed work.

- As Elena, I want to sign in and see only approved notices for my assigned sites.

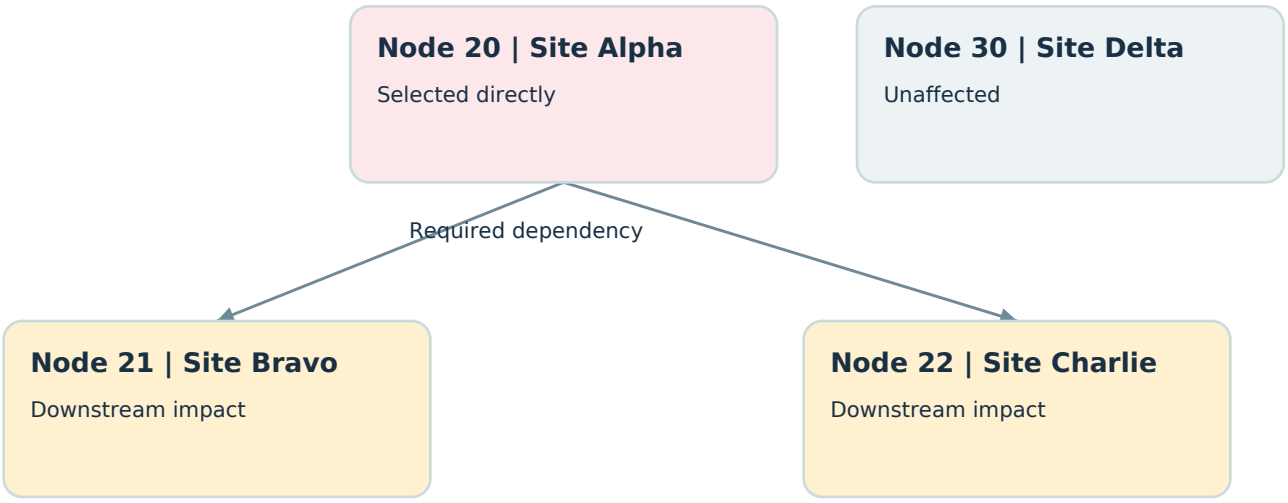
- As Daniel, I want internal submission and decision updates before customer notices.

Shared fictional setting

Pretend submission is Nov 1 at 1200 UTC. Node 20 is at Site Alpha (WAN Connectivity and Voice). Node 21 is at Site Bravo (WAN Connectivity), and node 22 is at Site Charlie (WAN Connectivity). Nodes 21 and 22 depend on node 20. Unrelated node 30 is at Site Delta. SSP Alpha groups nodes 20-22; SSP Beta groups node 30.

These dates are example outage data, not document dates. The stories describe intended behavior, not completed testing. No real messages are sent.

The branch used in both stories



Pink = selected outage Amber = downstream impact Gray = unaffected

Labels and an affected-node list accompany the colors.

Required links point from node 20 to dependent nodes 21 and 22. For a complete node 20 outage, all three nodes and four service entries are affected. Node 30 remains unaffected. The node map uses labels and a text list as well as color.

Story A | Routine product request

Jordan selects Voice at node 20, Site Alpha, for Nov 15, 2200-2300 UTC. This product-only example affects that one service; it does not take node 20 or its branch completely down. Expected customer group: Site Alpha Contacts. Aisha approves the request, and Elena sees the released Site Alpha notice.

Story B | Urgent complete node outage

Jordan selects complete outage at node 20 for Nov 6, 2200-2330 UTC. The predicted branch includes nodes 20, 21, and 22. Expected customer groups are Site Alpha, Site Bravo, and Site Charlie Contacts. Urgent and a reason are required. In this story Aisha rejects the request, so no site-contact notice is released.

Both stories use Operations Alpha and Review Alpha for internal updates. A separate approved version of Story B will be used during testing to check that each site contact sees only their site's notice.

Story A | Scenes 1-3

Read from top to bottom. Illustrative scenes of fictional people; the screens are not finished application screenshots.

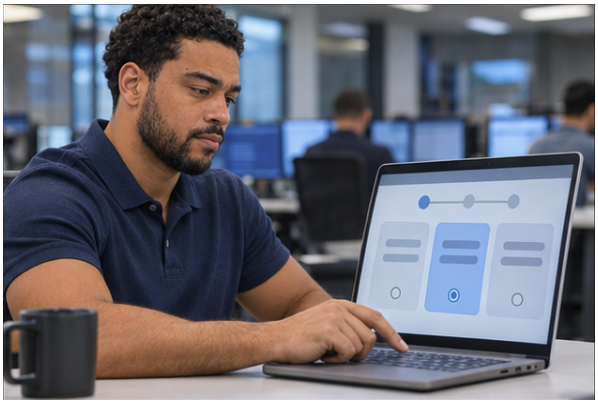


A1. Jordan signs in

Jordan signs in with his active Network admin account. He needs to arrange a routine product update.

Concern: choose the correct scope.

System: The engineer home screen offers Create Outage and request status.

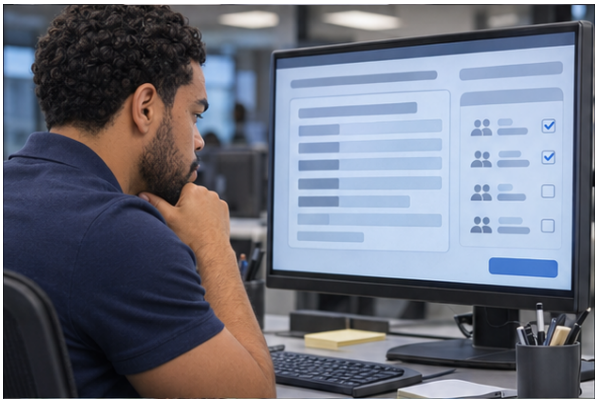


A2. Jordan selects the product

Jordan selects node 20 on the map, chooses Product and Voice, and enters the UTC window.

Goal: affect only the selected service.

System: Only node 20 Voice is listed; complete downstream impact is not assumed.



A3. Jordan reviews and submits

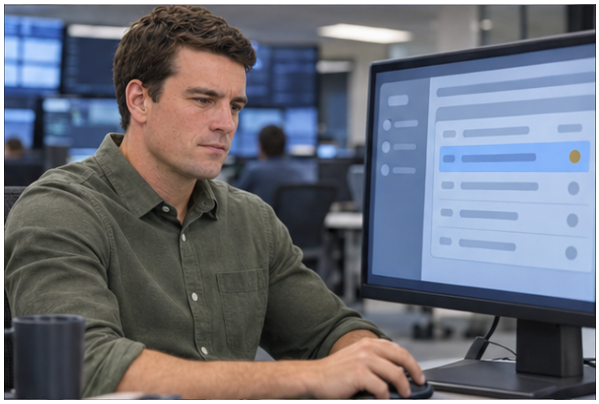
Jordan checks Site Alpha Voice impact, recipients, and the preview before submitting.

Feeling: reassured after checking the details.

System: Internal updates are simulated; the request waits for approval. No site notice is released.

Story A | Scenes 4-6

Read from top to bottom. Illustrative scenes of fictional people; the screens are not finished application screenshots.



A4. Daniel receives an update

Daniel reads the simulated internal submission update for node 20 Voice.

Goal: coordinate the proposed work.

System: The update shows the UTC window and waiting status, without treating submission as approval.



A5. Aisha signs in and approves

Aisha opens her Approver home screen, reviews the request, and approves it.

Goal: make an informed decision.

System: The decision and UTC time are saved. Internal approval updates occur before site-notice release.



A6. Elena checks her site account

Elena signs in to her Site-contact home screen for Site Alpha.

Goal: see only notices relevant to her site.

System: Elena sees the approved Site Alpha Voice notice and its UTC window. Notices for unassigned sites remain hidden.

Story B | Scenes 1-3

Read from top to bottom. Illustrative scenes of fictional people; the screens are not finished application screenshots.

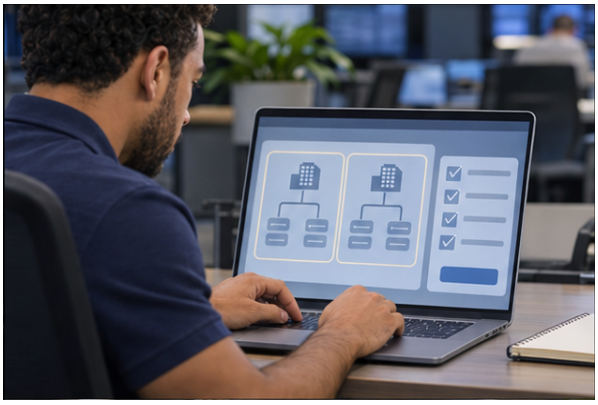


B1. Jordan signs in for urgent work

Jordan opens Create Outage from his engineer account for a complete node outage.

Concern: the work is inside the 10-day waiting period.

System: The form explains that urgent still requires approval.



B2. Jordan selects node 20

Jordan selects node 20 on the branch map and chooses Complete node outage.

Goal: include every dependent site.

System: The map marks node 20 directly affected, 21/22 downstream, and node 30 unaffected.



B3. Jordan reviews the full impact

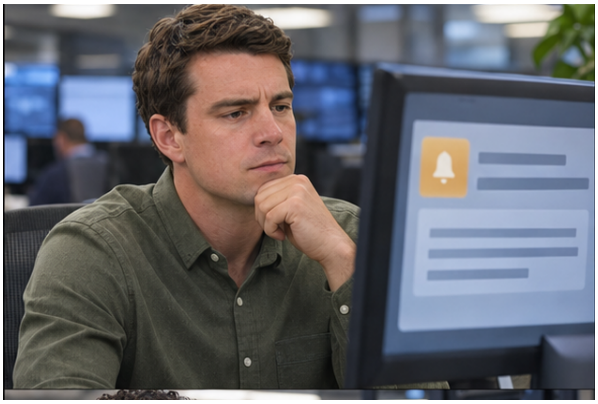
Jordan reviews all four service entries, three site groups, UTC times, and the urgent reason, then submits.

Feeling: ready for review, not authorized to proceed.

System: The saved request preserves its affected branch and reviewed recipients.

Story B | Scenes 4-6

Read from top to bottom. Illustrative scenes of fictional people; the screens are not finished application screenshots.



B4. Daniel sees the pending request

Daniel receives the simulated internal update for nodes 20, 21, and 22.

Goal: understand the wider impact.

System: The update remains internal while the request waits for a decision.



B5. Aisha rejects the request

Aisha signs in, reviews the branch impact and urgency, then rejects the request with a comment.

Goal: stop work that should not proceed.

System: Rejection is recorded and internal groups receive the decision update.



B6. Jordan plans a revision

Jordan reads the rejection and coordinates next steps with Daniel.

Feeling: clear about the next action.

System: No site-contact notice is released. A change requires a new draft; the rejected request stays in history.