

# Administration Information Architecture (Current & Ideal)

## Current State - 2 Tools

### Business Admin

#### Global Admin Role

Used by: Internal & Self Hosted

Used for: Management of all organizations and users on the platform.

- Organizations
  - Users
  - Teams
  - Templates
  - Reassign Clients
  - Audit Search
  - Manage Locks
- 
- Help (Contained in top nav)

#### Distributed Admin Role

Used by: Non-Self Hosted Partners

Used for: Management of a single organization and its users on the platform.

- Organization
  - Users
  - Teams
  - Templates
  - Reassign Clients
  - Audit Search
  - Manage Locks
- 
- Help (Contained in top nav)

### Operational Admin

Used by: Controllers, Tinkerers, & Servicers  
(All have same access)

Used for: Management of organizations and users on the platform

- DB Timer Tasks
  - Batch Processor
  - Priorities
  - Pools
  - Plan Summary Stats Generation
  - Current Activity
  - Sessions
  - Locks
  - Batches
  - Administrative Functions
  - Logging
  - Application Settings
  - Site Management
  - SSO Federation
  - XML Store
- 
- Help (Contained in top nav)

## Ideal State - Single Tool

### New Administration

#### Internal Admin Role

Used by: Controllers & Tinkerers

Used for: Overall development, system & user management, and troubleshooting

- Organizations
  - Users
  - Teams
  - Templates
  - Clients
  - Platform Activity
  - Sessions
  - Locks
  - Batches
  - Logging
  - Application Management
  - DB Timer Tasks
  - Batch Processor
  - Management
  - History
  - Application Settings
  - Site Management
  - XML Store
  - Audit Search
- 
- Help (Contained in top nav)

#### Internal Support Role

Used by: Assistants

Used for: User management, basic system servicing, and light troubleshooting.

- Organizations
  - Users
  - Teams
  - Templates
  - Clients
  - Platform Activity
  - Sessions
  - Locks
  - Batches
  - Logging
  - Application Management
  - DB Timer Tasks
  - Batch Processor
  - Management
  - History
  - Application Settings
  - Site Management
  - XML Store
  - Audit Search
- 
- Help (Contained in top nav)

#### Admin Role

Used by: "Distributed Admins"

Used for: User management and light troubleshooting to support non-Admin/Support roles.

- Organization
  - Users
  - Teams
  - Templates
  - Clients
  - Platform Activity
  - Sessions
  - Locks
  - Batches
  - Logging
  - Application Management
  - DB Timer Tasks
  - Batch Processor
  - Management
  - History
  - Application Settings
  - Site Management
  - XML Store
  - Audit Search
- 
- Help (Contained in top nav)

#### Support Role

Used by: Helpers

Used for: Basic user management to serve as an assistant to the Admin role.

- Organization
  - Users
  - Teams
  - Templates
  - Clients
  - Platform Activity
  - Sessions
  - Locks
  - Batches
  - Logging
  - Application Management
  - DB Timer Tasks
  - Batch Processor
  - Management
  - History
  - Application Settings
  - Site Management
  - XML Store
  - Audit Search
- 
- Help (Contained in top nav)

#### Self-Service Role

Used by: Servicers

Used for: User management, basic system servicing, and light troubleshooting.

- Organization
  - Users
  - Teams
  - Templates
  - Clients
  - Platform Activity
  - Sessions
  - Locks
  - Batches
  - Logging
  - Application Management
  - DB Timer Tasks
  - Batch Processor
  - Management
  - History
  - Application Settings
  - Site Management
  - XML Store
  - Audit Search
- 
- Help (Contained in top nav)

Removed Items: SSO Federation (Operational Admin) & Plan Summary Stats Generation

## About Operational Admin Tool User Groups and the User Types They Contain

Based on both internal and external user research conducted for the Admin project, approximately five different user groups have been identified based on their usage of both the Business and Operational Admin tools.

These groups are defined based on the tasks the user uses the tool for as well as the functions

within the tool the user regularly uses.

Additional information on each of these groups, including their primary tasks and feature usage can be found within the *Operational Administration - User Group Overview* document

### Internal Users

Group	Role(s)
Controllers	Web Applications Administrator (WAO)
Tinkerers	Software Developer, QA, Dev Ops, Software Architect, Software Developer in Test
Assistants	Partner Support Specialist, Partner Experience Manager, Business Analyst

### Home Office Users (External)

Group	Role(s)
Servicers	Web Applications Administrator (WAO)
Helpers	Assistant Help Desk,

Model Maker Kelly Griffiths

**Title** Comparison of future and current Platform administration tools' Information Architecture

**Intent** Demonstrate the differences between the current state of the Business and Operational Administration tools and the future proposed role-based navigation structures of a single, unified administration tool

**Aspects**

<input type="checkbox"/> Business	<input checked="" type="checkbox"/> Structure
<input checked="" type="checkbox"/> User	<input type="checkbox"/> Interface
<input type="checkbox"/> Environment	<input type="checkbox"/> Interaction
<input type="checkbox"/> System/Concept	<input type="checkbox"/> Object

**Abstraction**

High ← X → Low