

PRODUCT

Northstar - Training Event Calendar

PRODUCT TYPE

Test Event Training Calendar

PROBLEM STATEMENT

As a tester, I want a centralized product testing event calendar that clearly shows my scheduled participation and required training, so I can plan my time effectively.

PLATFORM

Web-based Desktop & Tablet App

USER BASE

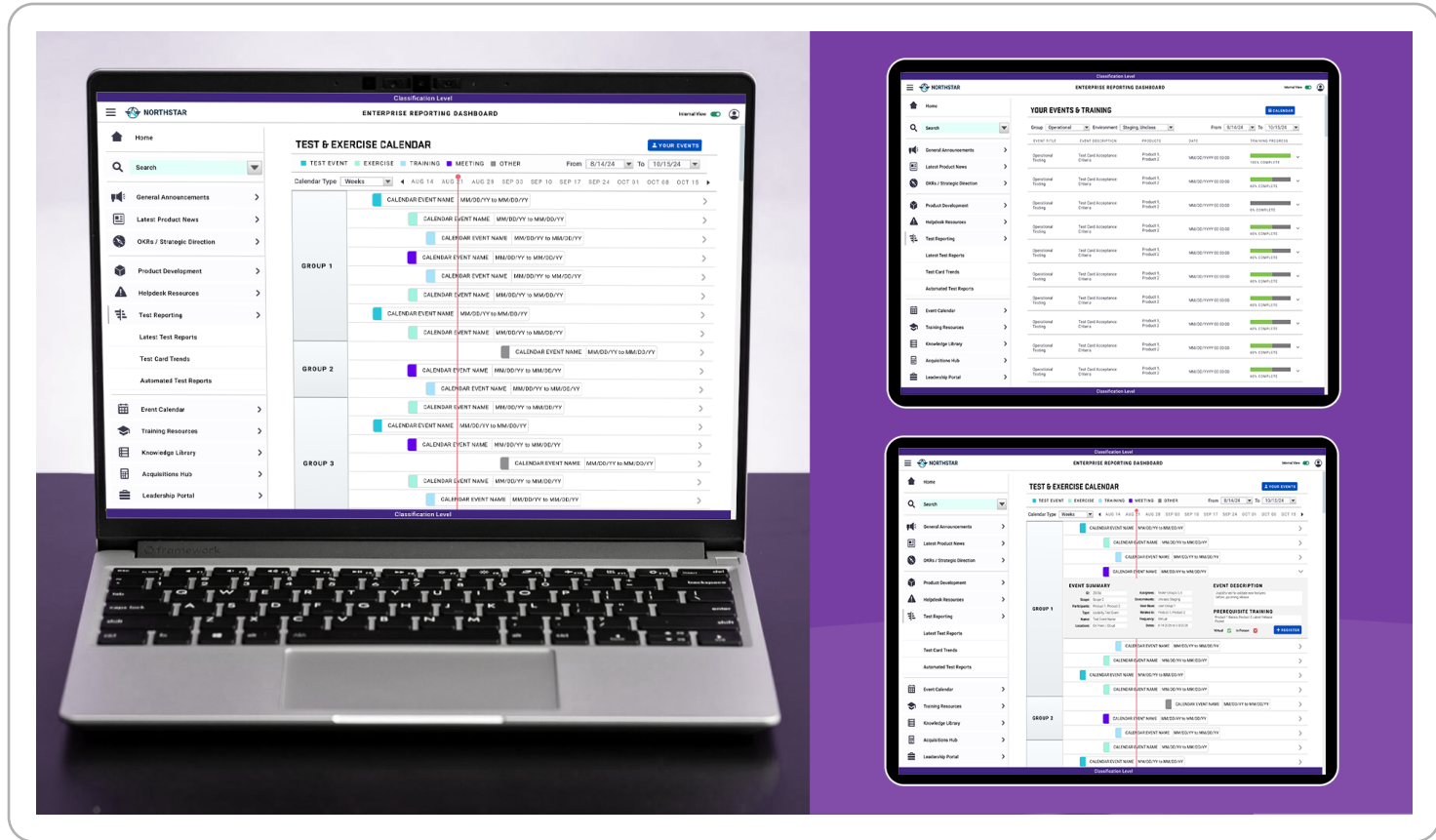
Enterprise Product Teams & Stakeholders

TIMELINE

June 2023 - May 2024

ABOUT

This product testing event calendar provides testers with a centralized view of upcoming test events, required training, and participation schedules. It helps teams plan ahead, avoid conflicts, and ensure testers are prepared to contribute effectively to each testing cycle.



My Roles & Contributions

Product Manager

- Directed product vision
- Wrote & prioritized user stories
- Led & aligned cross-functional teams

UX Designer

- Designed & built user interfaces
- Optimized product data architecture
- Established key data sources

QA / Test Planner

- Contributed to QA strategy
- Planned test execution cycles
- Ensured overall product quality

Key Decision Factors

ORGANIZATIONAL NEEDS

A shared scheduling system to coordinate test participation, prerequisites, and environment availability across multiple teams and timelines.

CONSTRAINTS & PARAMETERS

Strict security protocols, controlled environments, and dependencies on training approvals and resource availability constrained scheduling flexibility.

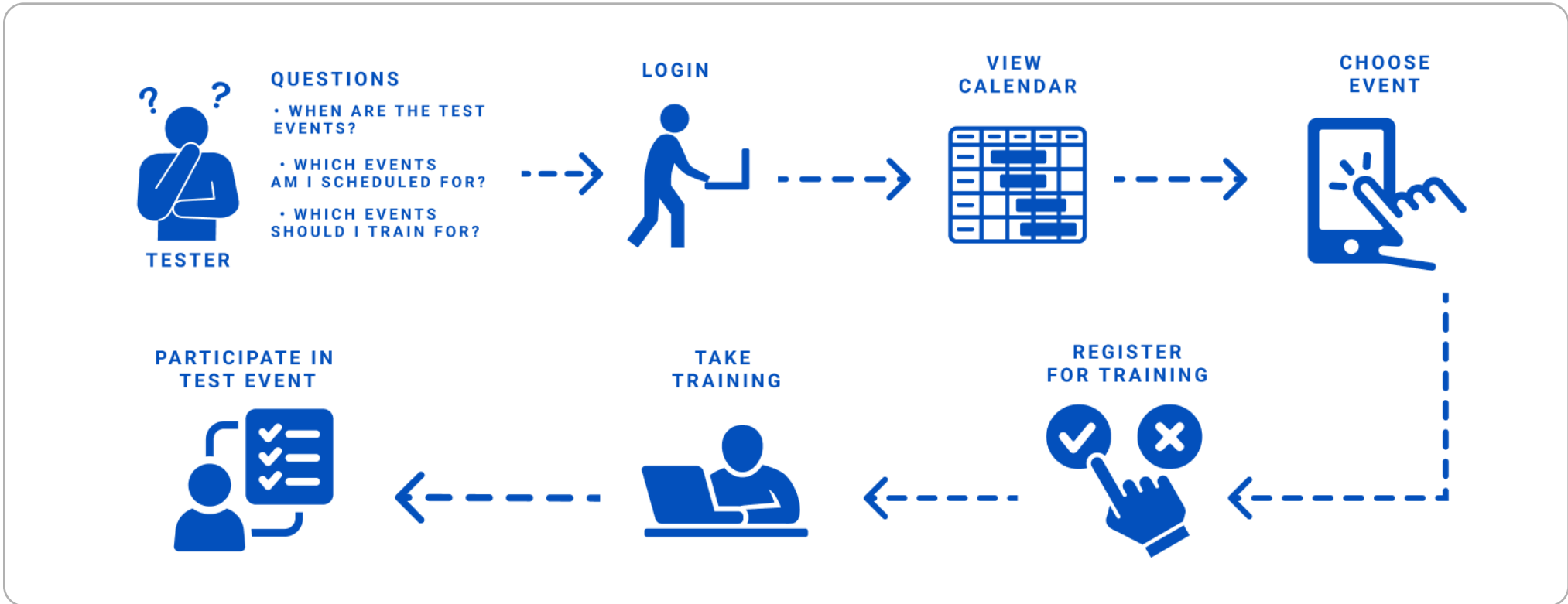
USER CONSIDERATIONS

Testers needed quick scheduling clarity, low cognitive load, and role-based access to sensitive event details and attendee lists.

MEASURES OF SUCCESS

Testers could schedule participation confidently, complete required training on time, and avoid conflicts with minimal coordination overhead.

PRODUCT CORE FEATURES OVERVIEW



∞ End-to-End Workflow

EVALUATE BUSINESS NEEDS

Validated business need for predictable test scheduling and reduced last-minute conflicts.

DEFINE SCOPE & EXPECTATIONS

Defined event fields, ownership, and policies for prerequisites, environments, and approvals.

CONDUCT USER RESEARCH & PROBLEM DISCOVERY

Interviewed testers and coordinators to map scheduling pain points and handoffs.

EVALUATE USER NEEDS & PAIN POINTS

Identified critical information needed at a glance: dates, scope, training, and conflicts.

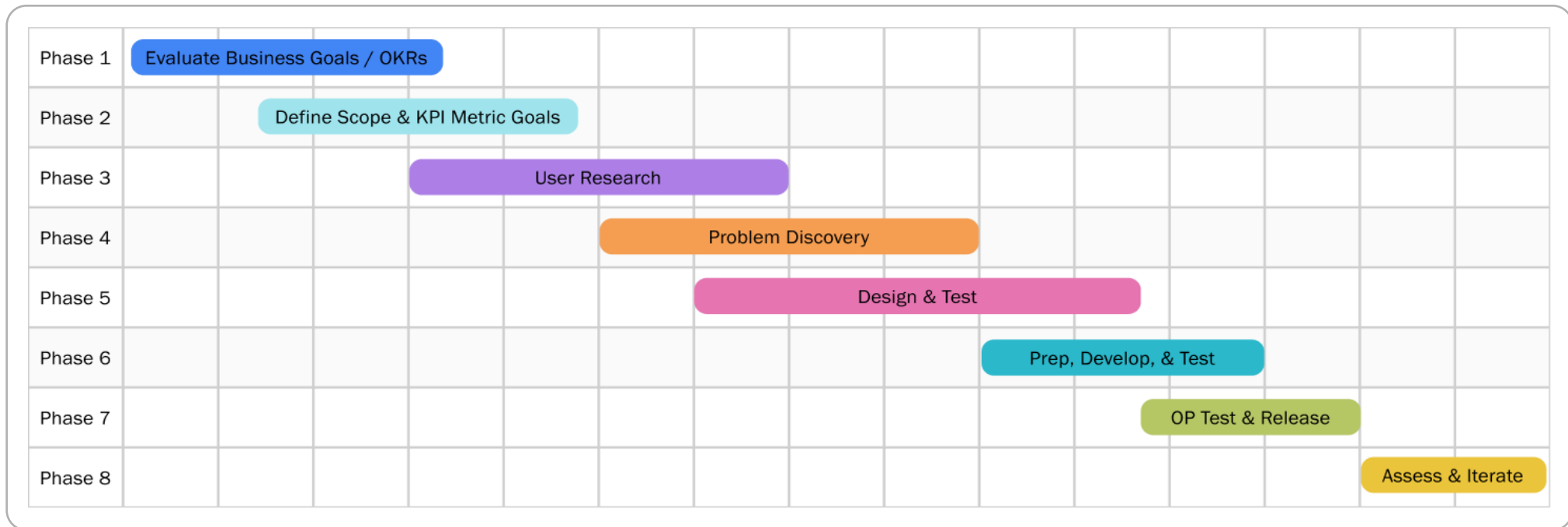
CONFIGURE CONTENT & DEVELOP SOLUTION APPROACHES

Designed calendar + list views, filters, and requirement badges to reduce confusion.

MEASURE OUTCOMES & ITERATE

Tracked conflict rates and training completion, iterating labels, alerts, and defaults.

CONTINUOUS IMPROVEMENT WORKFLOW PHASES



 Design Decision Highlights

KEY DESIGN CHOICES

Calendar/list hybrid views, conflict indicators, and requirement badges for training, environment, and scope.

WHY I MADE THESE CHOICES

They reduced back-and-forth coordination and helped testers understand obligations at a glance.

WHAT I INTENTIONALLY OMITTED



Overly complex calendar customization and nonessential metadata that increased noise.

WHY THESE CHOICES MATTERED

Clear scheduling reduced missed participation and improved readiness for test windows.

KEY DESIGN COMPONENTS

BRANDING





LOGOS


STRATUM No2
Roboto Regular
Roboto Condensed

COLORS

PRIMARY



STATUS INDICATORS



GRAPHICS / COMPONENT EXAMPLES

TEST EVENT
 EXERCISE
 TRAINING
 MEETING
 OTHER

Calendar Type

CONFIRM REGISTRATION?

Register for this Event?

Event Details
Calendar Event Name Placeholder to describe event.

MM/DD/YY to MM/DD/YY
Virtual In Person

Your Info
Firstname Lastname
Firstname.Lastname01@company.com

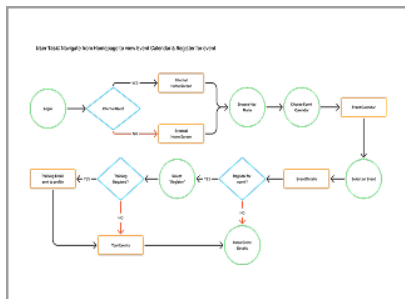
Event details will be emailed to the above address

Click Yes to Register

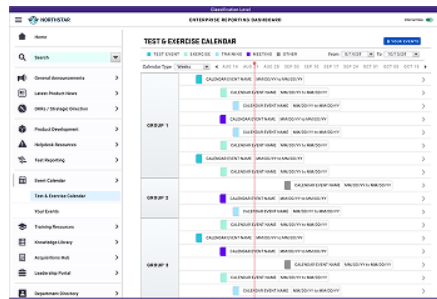
GROUP 1

 Design Process Elements

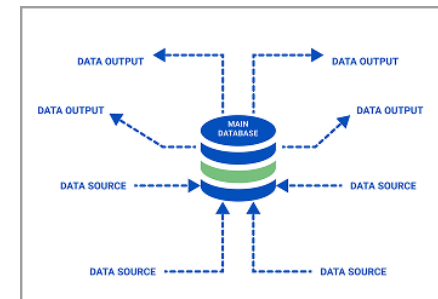
USER RESEARCH



PROTOTYPES



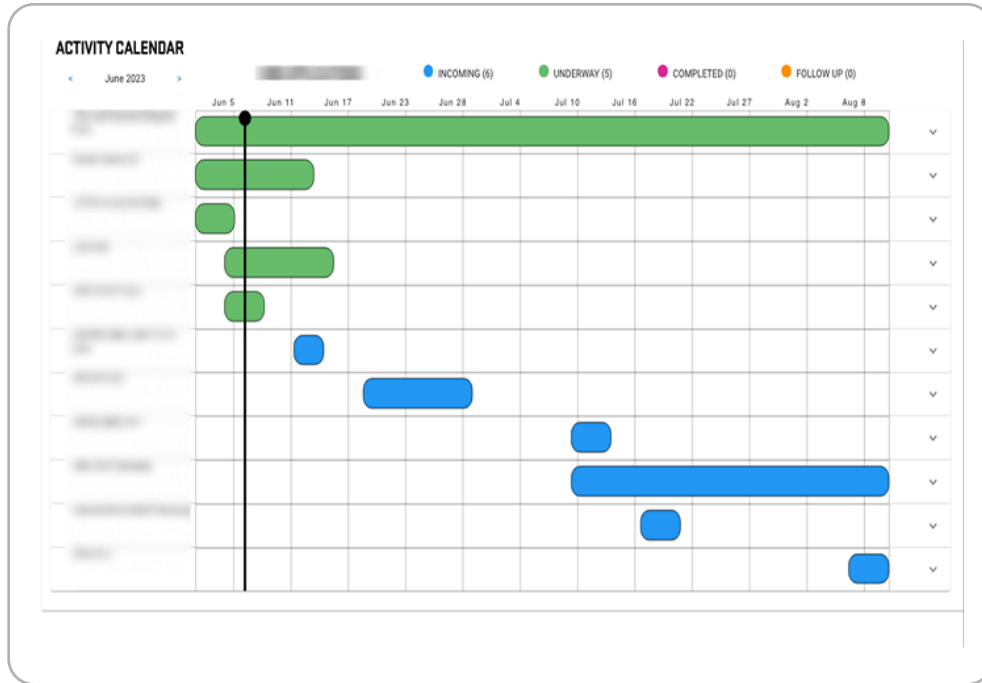
DATA ARCHITECTURE



Impact Snapshot

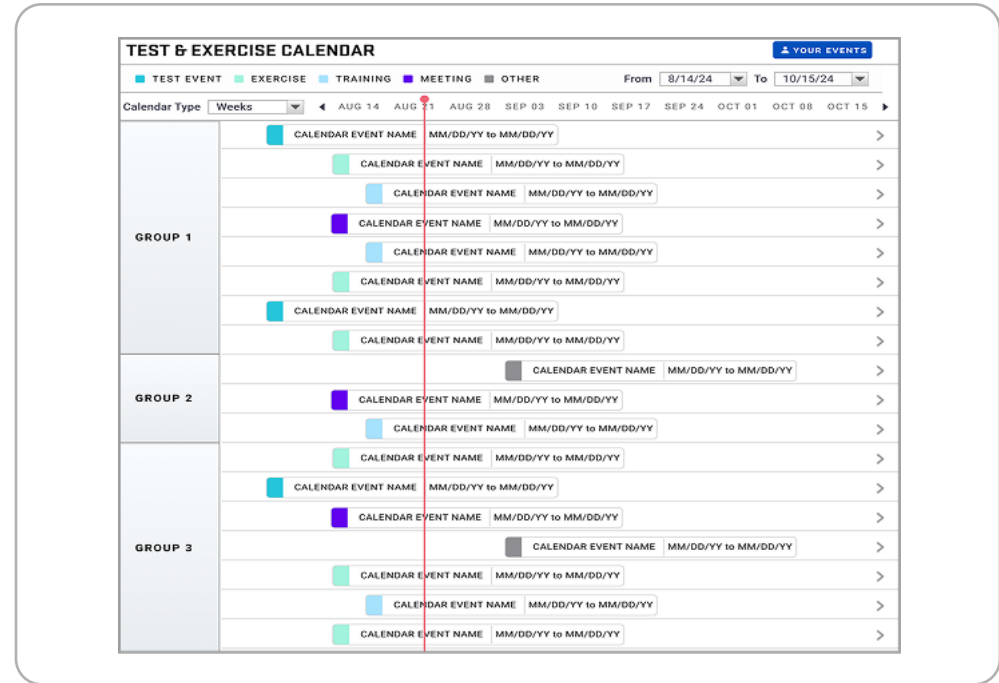
BEFORE REDESIGN

Schedules lived in emails and spreadsheets, making conflicts and prerequisites easy to miss. Interactive Calendar was confusing and data was not grouped or sortable.



AFTER REDESIGN

A centralized calendar improved coordination, reduced conflicts, and increased on-time training completion. The UI was updated to provide better sorting options and clarity.



END-USER QUOTES

BEFORE REDESIGN

"I never know if I'm actually scheduled or just 'tentatively' included."
-Product Tester



AFTER REDESIGN

"The training alert saved me- I would've missed the prerequisite."
- Product Tester



AFTER REDESIGN

"Conflicts are obvious now, so rescheduling is quick."
- Test Manager



Classification Level

NORTHSTAR ENTERPRISE REPORTING DASHBOARD Internal View

TEST & EXERCISE CALENDAR

YOUR EVENTS

TEST EVENT
EXERCISE
TRAINING
MEETING
OTHER
 From 8/14/24 To 10/15/24

Calendar Type Weeks AUG 14 AUG 21 AUG 28 SEP 03 SEP 10 SEP 17 SEP 24 OCT 01 OCT 08 OCT 15

GROUP 1

CALENDAR EVENT NAME MM/DD/YY to MM/DD/YY

CALENDAR EVENT NAME MM/DD/YY to MM/DD/YY

CALENDAR EVENT NAME MM/DD/YY to MM/DD/YY

CALENDAR EVENT NAME MM/DD/YY to MM/DD/YY

EVENT SUMMARY

ID: 20056 Assignees: Tester Groups 5, 6

Scope: Scope 2 Environments: Unclass, Staging

Participants: Product 1, Product 2 User Base: User Group 1

Type: Usability Test Event Relates to: Product 1, Product 2

Name: Test Event Name Frequency: Annual

Locations: On Prem / Cloud Dates: 8-14-2025 to 9-3/2025

EVENT DESCRIPTION

Usability test to validate new features before upcoming release

PREREQUISITE TRAINING

Product 1 Basics, Product 2 Latest Release Packet

Virtual In Person [+ REGISTER](#)

GROUP 2

CALENDAR EVENT NAME MM/DD/YY to MM/DD/YY

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Classification Level

Classification Level

NORTHSTAR

ENTERPRISE REPORTING DASHBOARD

Internal View

Home

Search

General Announcements

Latest Product News

OKRs / Strategic Direction

Product Development

Helpdesk Resources

Test Reporting

Event Calendar

Test & Exercise Calendar

Your Events

Training Resources

Knowledge Library

Acquisitions Hub

Leadership Portal

Department Directory

YOUR EVENTS & TRAINING

CALENDAR

Group Operational Environment Staging, Unclass From 8/14/24 To 10/15/24

EVENT TITLE	EVENT DESCRIPTION	PRODUCTS	DATE	TRAINING PROGRESS
Operational Testing	Test Card Acceptance Criteria	Product 1, Product 2	MM/DD/YYYY 00:00:00	<div style="width: 100%; height: 10px; background-color: #4caf50;"></div> 100% COMPLETE
Operational Testing	Test Card Acceptance Criteria	Product 1, Product 2	MM/DD/YYYY 00:00:00	<div style="width: 60%; height: 10px; background-color: #4caf50;"></div> 60% COMPLETE
Operational Testing	Test Card Acceptance Criteria	Product 1, Product 2	MM/DD/YYYY 00:00:00	<div style="width: 0%; height: 10px; background-color: #4caf50;"></div> 0% COMPLETE
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Classification Level

 Usability Studies

STUDIES CONDUCTED



MODERATED

- Scripted Interviews
- Prototype Walkthroughs
- Heuristic Evaluations



A / B TESTS

- Product Variant Comparisons
- Time on Task Tracking
- Engagement Experiments



UNMODERATED

- Email Surveys
- Task-Based Testing via Prototype
- Field Studies

BEFORE USABILITY STUDIES

Events were captured in spreadsheets with no ability to track related events. Users also missed key details like prerequisites and struggled to spot conflicts across overlapping events.

AFTER USABILITY STUDIES

Added clearer badges, simplified filters, and improved event summaries for faster scanning.

Event Summary

ID: 20056	Assignees: Tester Groups 5, 6
Scope: Scope 2	Enviornments: Unclass, Staging
Participants: Product 1, Product 2	User Base: User Group 1
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Usability test to validate new features before upcoming release

Prerequisite Training

Product 1 Basics, Product 2 Latest Release Packet

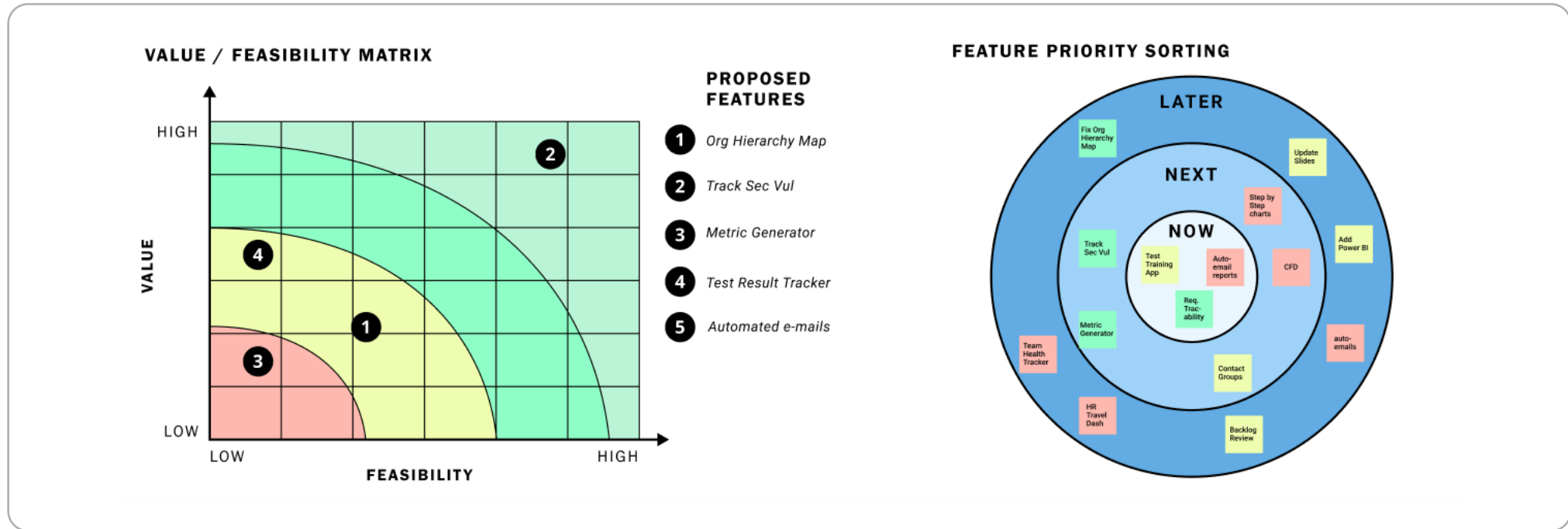
Virtual In Person

[- WITHDRAW](#) [+ REGISTER](#)

★ Feature Prioritization

DETERMINING PRIORITY

Prioritized based on conflict reduction, readiness risk, and frequency of pain points from testers. Calendar features were developed first due to immediate need, training enhancements followed after.



A Navigating Challenges

USABILITY

Scheduling Clarity

Challenge: Helping testers quickly understand when they're needed, and what's required.

Approach: Design calendar/list views with conflict cues, requirements badges, and role-based filters.

COMMUNICATION

Ownership Clarity

Challenge: Test groups and stakeholders lacked a shared view of schedules, prerequisites, and

Approach: Define roles and responsibilities, standardize event fields, and keep a single source of scheduling truth.

ACCESSIBILITY

Keyboard Access

Challenge: Scheduling and filtering interactions were difficult to complete without a mouse.

Approach: Ensure full keyboard navigation, focus states, and screen-reader labels for controls and events.

Key Insights & Outcomes

USER INSIGHTS

Testers needed quick clarity on what to do and when; coordinators needed visibility into coverage and gaps.

WORKFLOW INSIGHTS

Most users started from a time window, then checked requirements and confirmed assignment.

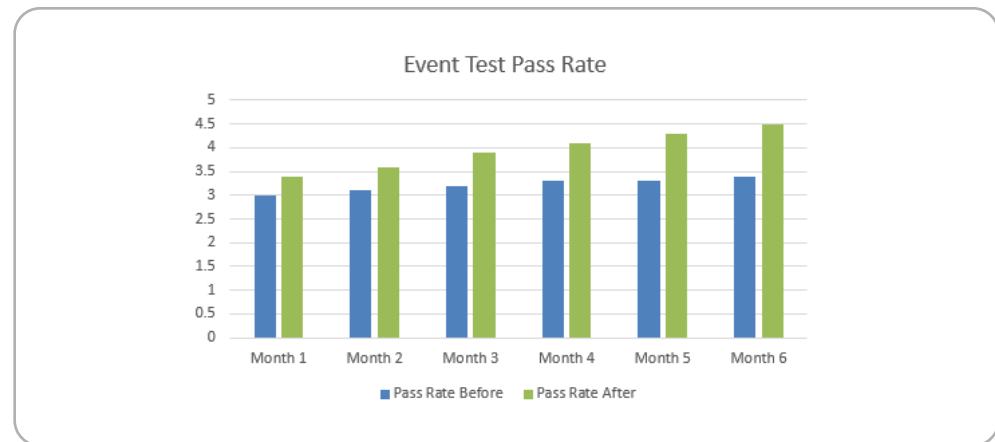
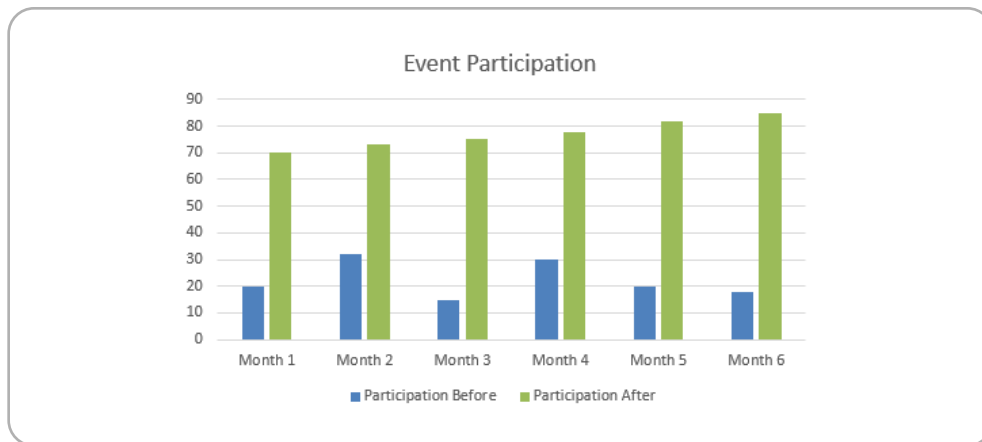
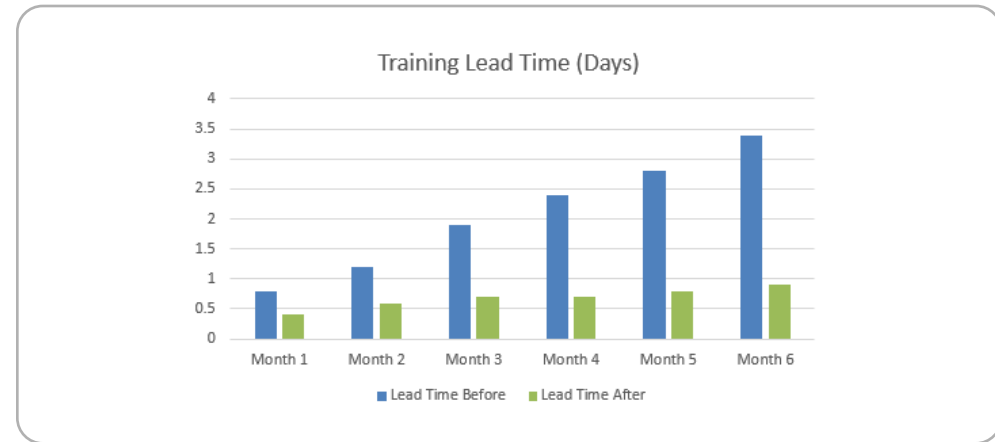
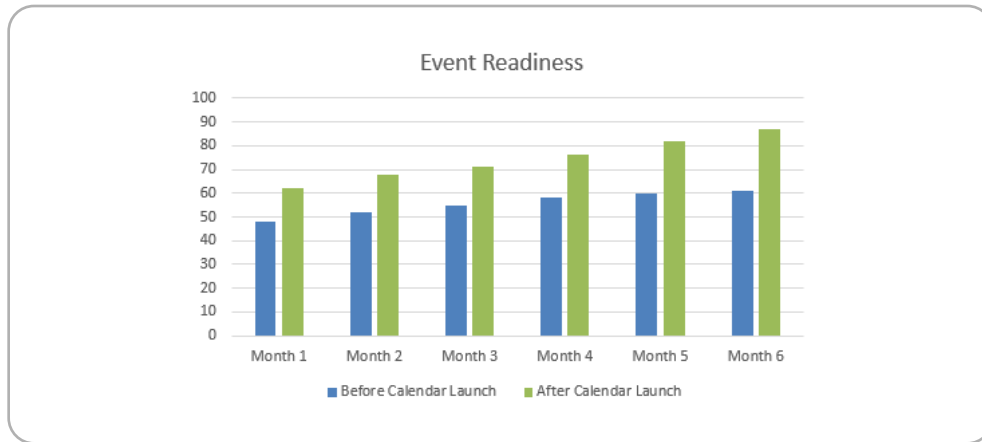
FEATURE INSIGHTS

Conflict indicators, required training badges, and role-based filters drove the most value.

PERFORMANCE INSIGHTS

Fast filtering and lightweight event cards improved usability for busy users.

METRICS TRACKED



 Takeaways

HOW DID FEEDBACK INFLUENCE DECISIONS?

User feedback surfaced confusion around ownership, prerequisites, and conflicting schedules. Changes focused on clearer labels, default filters, and conflict cues.

HOW DID THESE CHOICES INCREASE VALUE?

Less coordination time and fewer scheduling errors increased participation reliability and reduced operational disruption.

HOW DID THE OUTCOMES ALIGN WITH BUSINESS GOALS

Improved scheduling reliability supported readiness goals and reduced wasted test capacity.

WHAT ELSE WOULD I CHANGE?

If event volume increases, new environments are added, or training policies change.

WHAT NEEDS FURTHER EXPLORATION?

Automated reminders, calendar integrations, and workflow-based approval steps for high-impact events.

WHAT I LEARNED

Surfacing prerequisites and conflicts early prevented most downstream issues and reduced support requests.

 Next Steps



FOR THE BUSINESS

Standardize event governance

Formalize event field requirements, ownership, and prerequisite policies to ensure consistent scheduling and compliance.



FOR THE TEAM

Automate notifications


Add reminders for upcoming events, training due dates, and conflict alerts to reduce manual coordination.



FOR THE USERS

Improve self-service planning

Add saved views, personalized calendars, and quick links to training resources so users can plan independently.

 Let's Connect!



Thanks for Reading!

If you'd like to further discuss my work, talk about product strategy, UX design, or building productivity tools, I'd love to connect. Hope to hear from you!

-Hill

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RESUME

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