

PRODUCT

Northstar - Test Reporting Hub

PRODUCT TYPE

Test Activity Tracking Dashboard

PROBLEM STATEMENT

As a tester or stakeholder, I want a centralized test results tracking dashboard that summarizes test outcome trends over time, so I can make informed decisions about readiness and next steps.

PLATFORM

Web-based Desktop & Tablet App

USER BASE

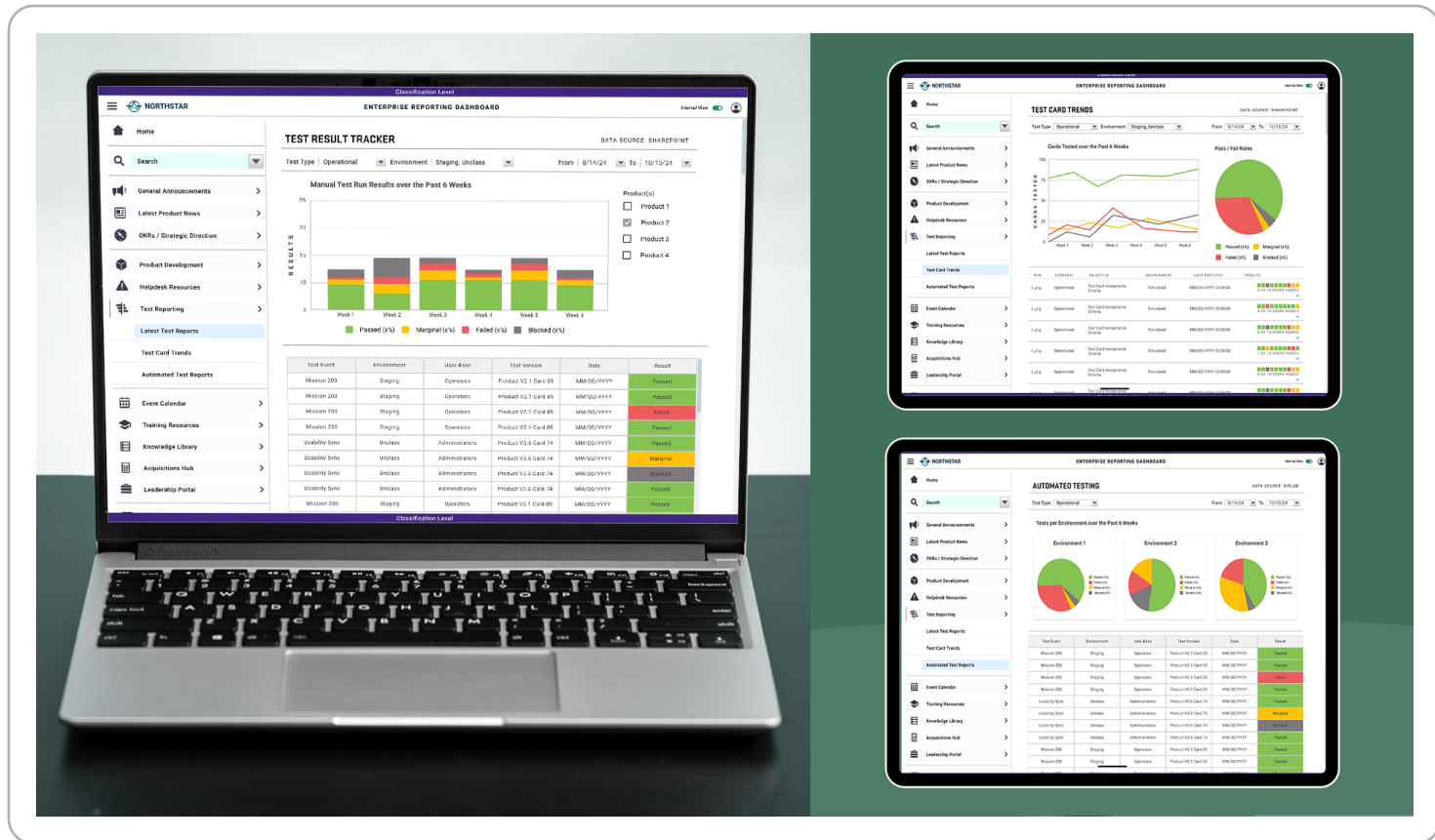
Enterprise Product Testers & Stakeholders

TIMELINE

July 2024 - Sep 2025

ABOUT

This product test result tracking dashboard offers testers and stakeholders a consolidated view of test outcomes and trends over time. It enables quick assessment of quality, early identification of risks, and informed decision-making across testing cycles.



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

Reliable visibility into test health and trend patterns to support go/no-go decisions and continuous quality improvement across releases.

CONSTRAINTS & PARAMETERS

High-security tooling constraints, multiple test environments, and inconsistent legacy logging formats limited data standardization.

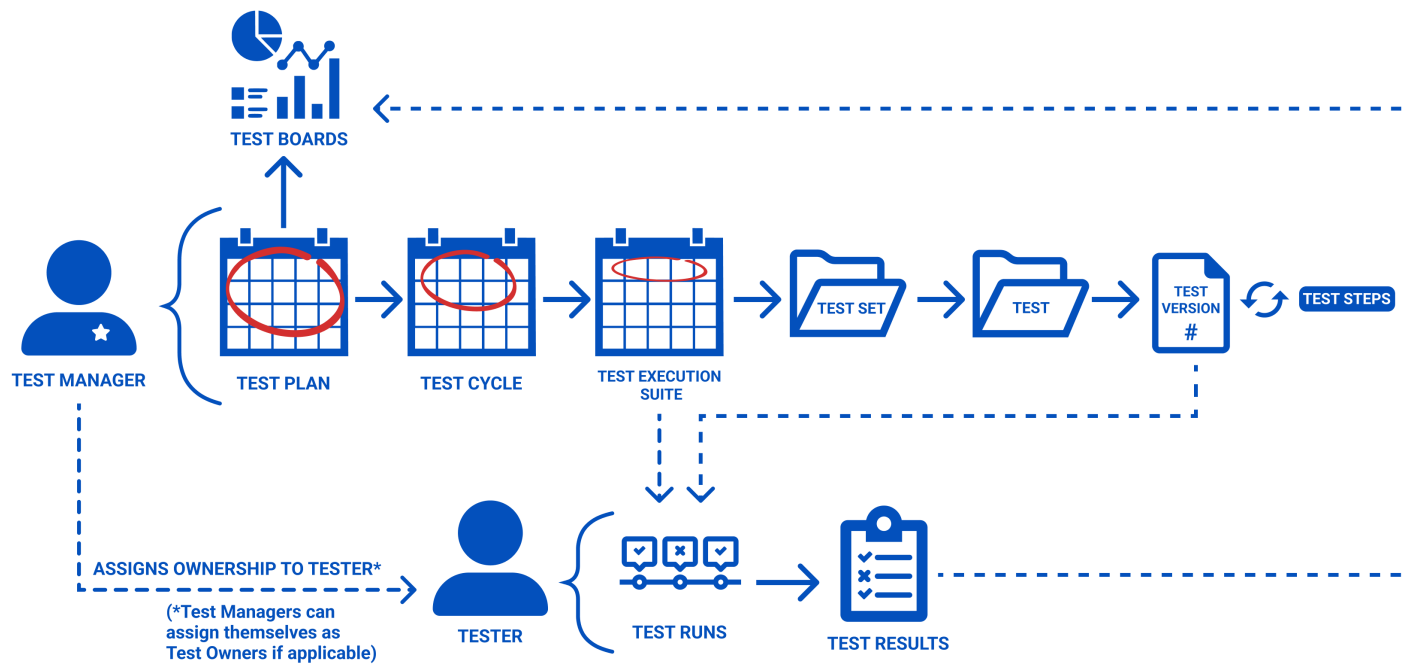
USER CONSIDERATIONS

Users needed trends first, drill-down second; clear definitions reduced cognitive load; role-based access protected sensitive findings.

MEASURES OF SUCCESS

Teams could spot regressions early, communicate readiness clearly, and reduce time spent aggregating test results manually.

PRODUCT CORE FEATURES OVERVIEW



## ∞ End-to-End Workflow

### EVALUATE BUSINESS NEEDS

Confirmed business need for faster readiness decisions based on consistent test trend visibility.

### DEFINE SCOPE & EXPECTATIONS

Defined a shared pass/fail taxonomy, severity rules, and release readiness thresholds.

### CONDUCT USER RESEARCH & PROBLEM DISCOVERY

Conducted interviews with testers, QA leads, and stakeholders to map decision questions.

### EVALUATE USER NEEDS & PAIN POINTS

Synthesized common pain points around inconsistency, missing context, and hard-to-find regressions.

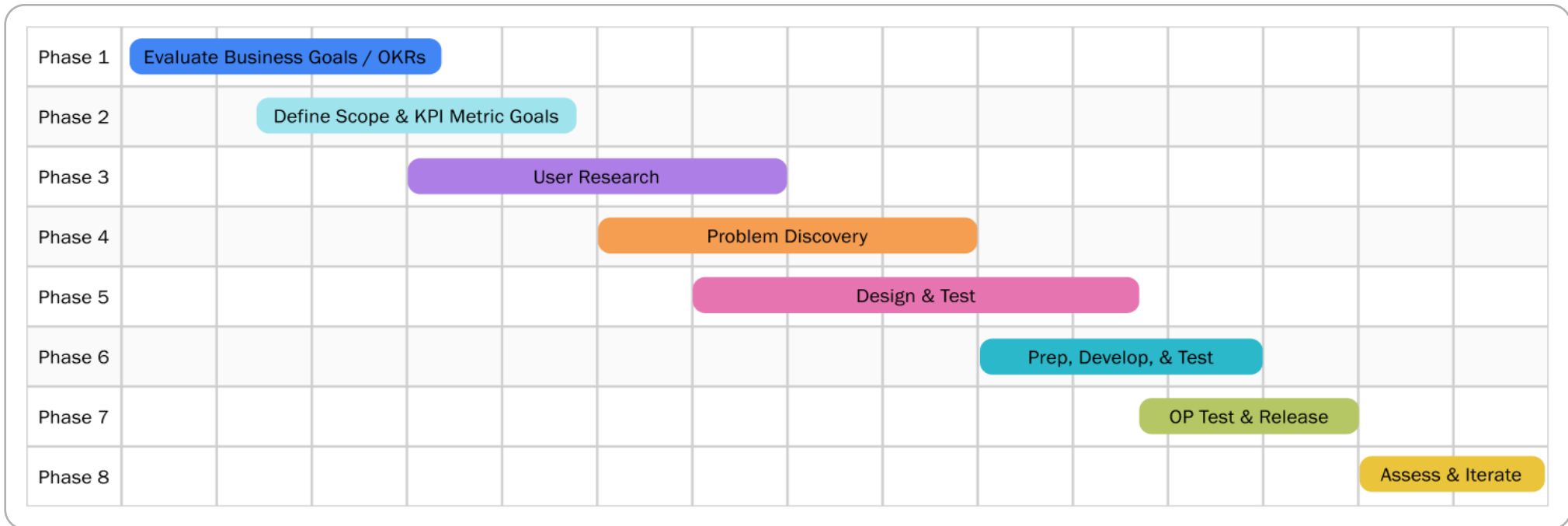
### CONFIGURE CONTENT & DEVELOP SOLUTION APPROACHES

Designed summary + trend views with drill-down paths and annotations for releases and suites.

### MEASURE OUTCOMES & ITERATE

Measured decision speed and defect escape rates, iterating thresholds, defaults, and labels.

## CONTINUOUS IMPROVEMENT WORKFLOW PHASES

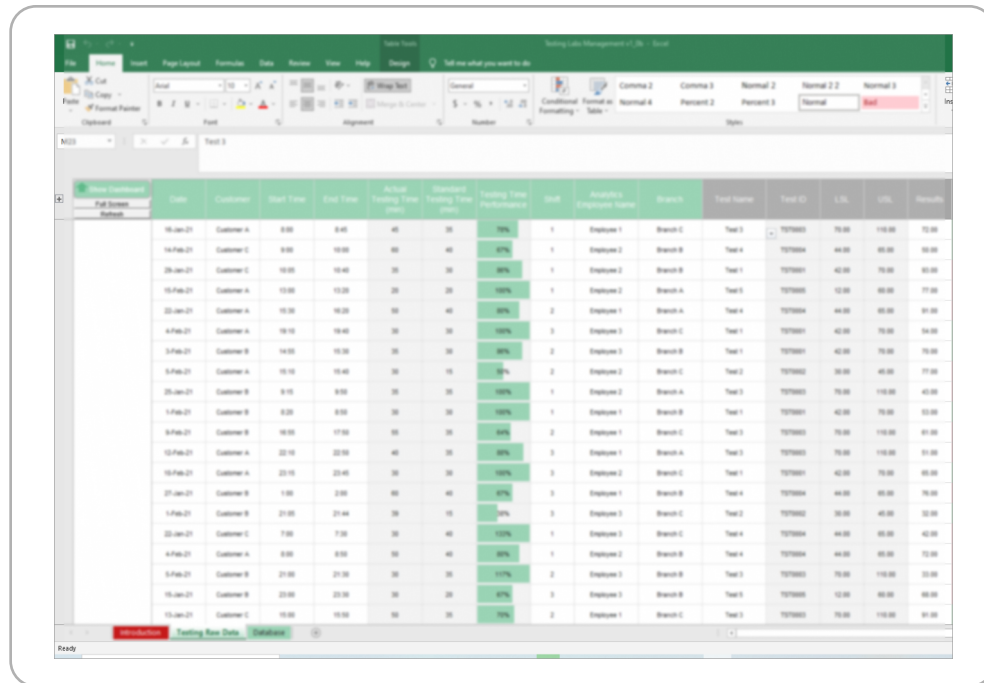




Impact Snapshot

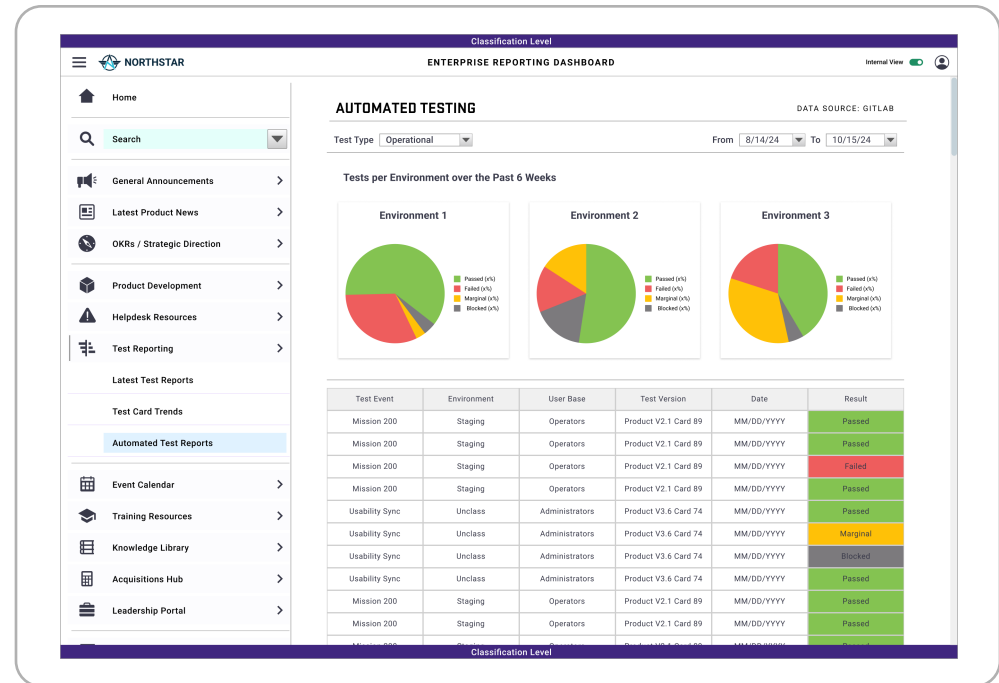
BEFORE REDESIGN

Results were scattered across tools and spreadsheets, delaying decisions and hiding regressions. Users did not know which data to trust and received no alerts.



AFTER REDESIGN

Trend visibility improved quality conversations and reduced time to identify and address failures. Colors clearly indicated good or bad result leaving no room for ambiguity.



END-USER QUOTES

BEFORE REDESIGN

"I can't tell if this is a one-off failure or a real regression."  
- Test Manager



AFTER REDESIGN

"The trend view makes it obvious where the risk is."  
- Program Manager



AFTER REDESIGN

"We stopped arguing about numbers and started fixing problems faster."  
- Tester



Classification Level
ENTERPRISE REPORTING DASHBOARD
Internal View

**NORTHSTAR**

- Home
- Search
- General Announcements
- Latest Product News
- OKRs / Strategic Direction
- Product Development
- Helpdesk Resources
- Test Reporting
- Latest Test Reports
- Test Card Trends
- Automated Test Reports
- Event Calendar
- Training Resources
- Knowledge Library
- Acquisitions Hub
- Leadership Portal

### TEST RESULT TRACKER

DATA SOURCE: SHAREPOINT

Test Type: Operational Environment: Staging, Unclass From: 8/14/24 To: 10/15/24

**Manual Test Run Results over the Past 6 Weeks**

Week	Passed (x%)	Marginal (x%)	Failed (x%)	Blocked (x%)
Week 1	10	1	1	1
Week 2	8	2	2	3
Week 3	11	2	2	1
Week 4	11	1	1	1
Week 5	11	2	2	1
Week 6	10	1	1	1

Product(s)

- Product 1
- Product 2
- Product 3
- Product 4

Test Event	Environment	User Base	Test Version	Date	Result
Mission 200	Staging	Operators	Product V2.1 Card 89	MM/DD/YYYY	Passed
Mission 200	Staging	Operators	Product V2.1 Card 89	MM/DD/YYYY	Passed
Mission 200	Staging	Operators	Product V2.1 Card 89	MM/DD/YYYY	Failed
Mission 200	Staging	Operators	Product V2.1 Card 89	MM/DD/YYYY	Passed
Usability Sync	Unclass	Administrators	Product V3.6 Card 74	MM/DD/YYYY	Passed
Usability Sync	Unclass	Administrators	Product V3.6 Card 74	MM/DD/YYYY	Marginal
Usability Sync	Unclass	Administrators	Product V3.6 Card 74	MM/DD/YYYY	Blocked
Usability Sync	Unclass	Administrators	Product V3.6 Card 74	MM/DD/YYYY	Passed
Mission 200	Staging	Operators	Product V2.1 Card 89	MM/DD/YYYY	Passed

Classification Level

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☰
NORTHSTAR

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Internal View 🟢 👤

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📊 Acquisitions Hub >

👤 Leadership Portal >

### TEST CARD TRENDS

DATA SOURCE: SHAREPOINT

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

#### Cards Tested over the Past 6 Weeks

Week	Passed (x%)	Marginal (x%)	Failed (x%)	Blocked (x%)
Week 1	75	15	10	0
Week 2	65	20	15	0
Week 3	78	15	10	0
Week 4	75	25	10	0
Week 5	75	20	10	0
Week 6	85	15	10	0

#### Pass / Fail Rates

Category	Percentage (x%)
Passed (x%)	~55%
Marginal (x%)	~10%
Failed (x%)	~25%
Blocked (x%)	~10%

RUN	SCENARIO	OBJECTIVE	ENVIRONMENT	LAST EXECUTED	RESULTS
1 of 6	Operational	Test Card Acceptance Criteria	Simulated	MM/DD/YYYY 00:00:00	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;">6 OF 10 STEPS PASSED</span> </div>
1 of 6	Operational	Test Card Acceptance Criteria	Simulated	MM/DD/YYYY 00:00:00	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;">8 OF 10 STEPS PASSED</span> </div>
1 of 6	Operational	Test Card Acceptance Criteria	Simulated	MM/DD/YYYY 00:00:00	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;">6 OF 10 STEPS PASSED</span> </div>
1 of 6	Operational	Test Card Acceptance Criteria	Simulated	MM/DD/YYYY 00:00:00	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;">7 OF 10 STEPS PASSED</span> </div>
1 of 6	Operational	Test Card Acceptance Criteria	Simulated	MM/DD/YYYY 00:00:00	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;">6 OF 10 STEPS PASSED</span> </div>
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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**

Results were captured in spreadsheets with no way to track trends or relate to other tests. Users also wanted quicker summary signals and clearer paths to root causes without navigating multiple tools.

**AFTER USABILITY STUDIES**

Captured the data that actually allowed trend tracking. Improved summaries, added annotations, simplified filters, and clarified readiness thresholds.

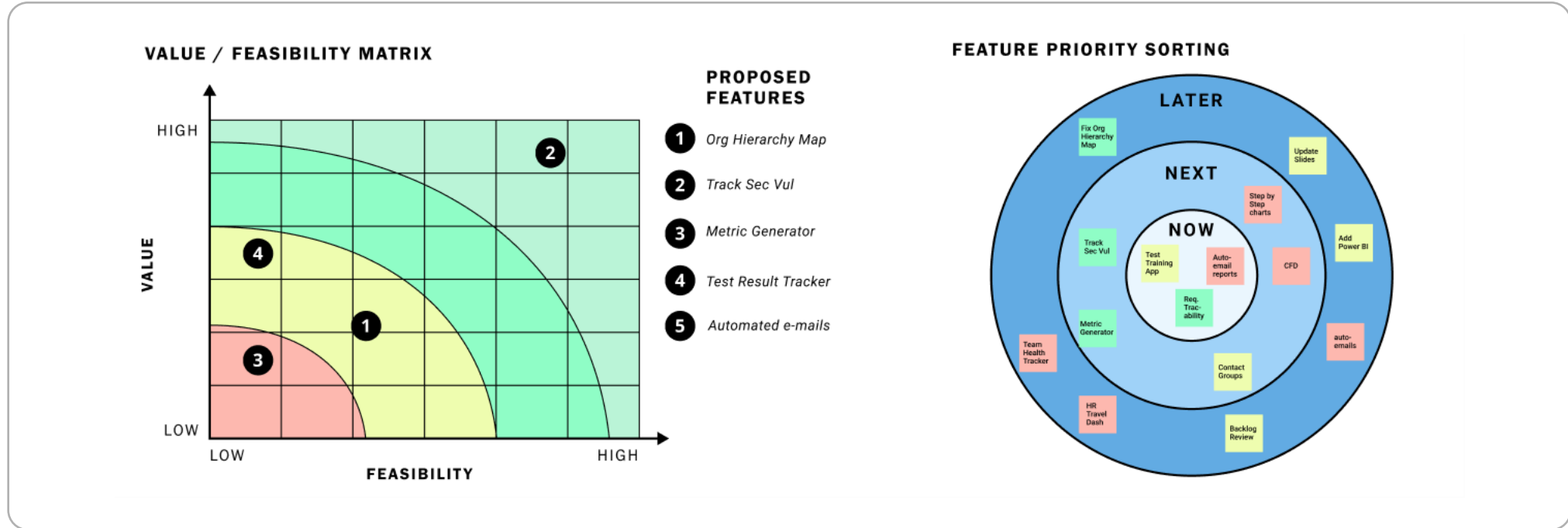
	A	B	C	D	E	F	G	H	I
1		Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Total Mark achieved	Percentage
2	<b>Group 1</b>								
3	<b>Out of:</b>	<b>10</b>						<b>10</b>	<b>%</b>
4	Name - example	8						8	80%
5								0	0%
6								0	0%
7								0	0%
8								0	0%
9								0	0%
10								0	0%
11								0	0%
12								0	0%
13								0	0%
14								0	0%
15								0	0%
16								0	0%
17									
18	<b>Group 2</b>								
19	<b>Out of:</b>	<b>8</b>						<b>8</b>	<b>%</b>
20	Name							0	0%
21								0	0%
22								0	0%
23								0	0%
24								0	0%

RUN	SCENARIO	OBJECTIVE	ENVIRONMENT	LAST EXECUTED	RESULTS
1 of 6	Operational	Test Card Acceptance Criteria	Simulated	MM/DD/YYYY 00:00:00	6 OF 10 STEPS PASSED
1 of 6	Operational	Test Card Acceptance Criteria	Simulated	MM/DD/YYYY 00:00:00	8 OF 10 STEPS PASSED
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★ Feature Prioritization

**DETERMINING PRIORITY**

Prioritized by release risk, frequency of regressions, and decision-critical stakeholder questions. Tests were mission critical so features that clarified errors and prevented repeats were given priority by stakeholders accompanied by heavy buy-in.



**A Navigating Challenges**

**USABILITY**

*Trend Readability*

Challenge: Presenting pass/fail trends and regressions over time without overwhelming users with raw logs.

Approach: Use summary tiles, trend charts, and drill-down paths from release → suite → test case.

**COMMUNICATION**

*Release Readiness*

Challenge: Stakeholders interpreted results differently, delaying go/no-go decisions and creating churn.

Approach: Standardize pass/fail criteria, add release readiness thresholds, and publish a shared status dashboard.

**ACCESSIBILITY**

*Chart Readability*

Challenge: Charts and tables were hard to interpret without enough visual context

Approach: Add green yellow red color scheme, descriptive labels, and user-friendly chart summaries.

**Key Insights & Outcomes**

**USER INSIGHTS**

Testers needed drill-down detail; stakeholders needed clear readiness summaries and trends.

**WORKFLOW INSIGHTS**

Users started with trend scans, then investigated spikes by suite and environment.

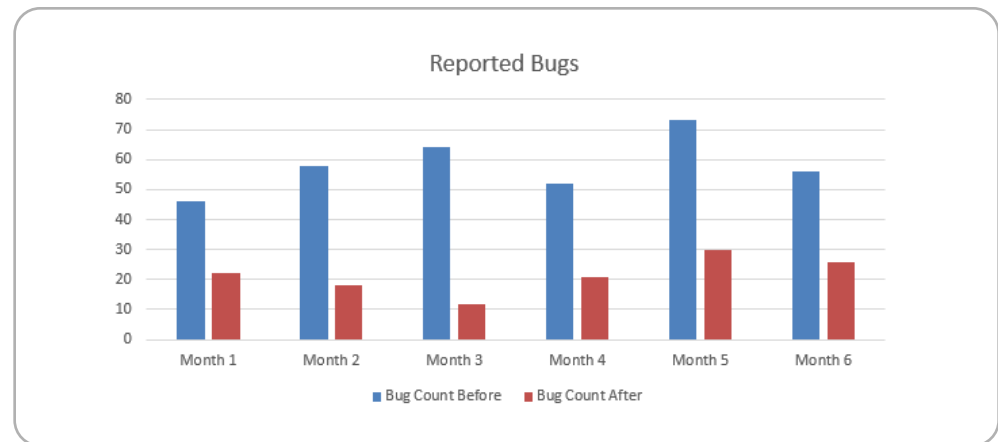
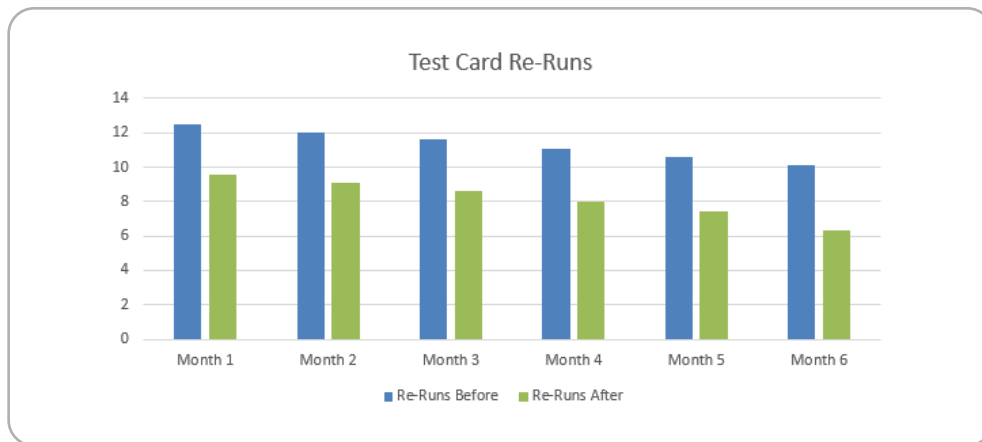
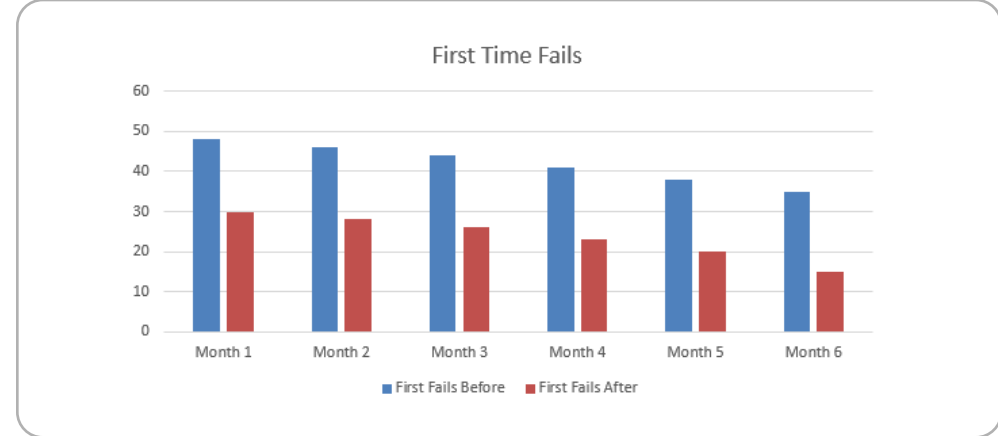
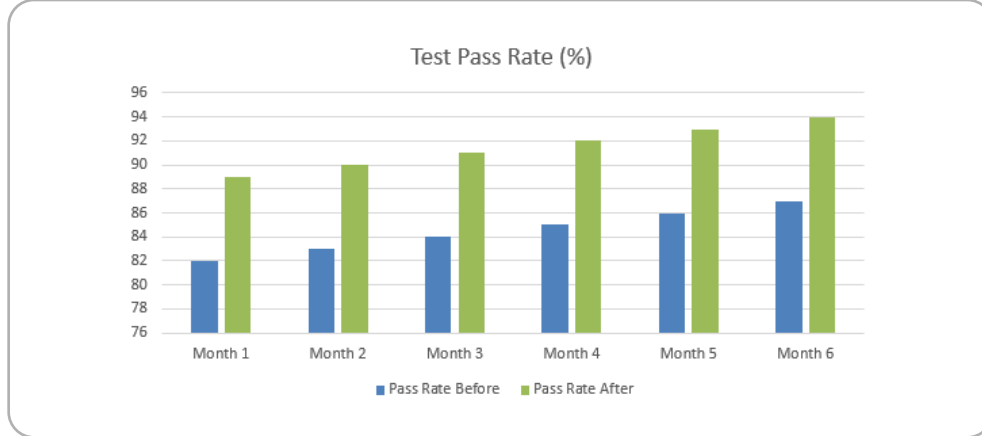
**FEATURE INSIGHTS**

Readiness thresholds, annotations, and consistent taxonomy drove clarity and alignment.

**PERFORMANCE INSIGHTS**

Optimized queries and cached summaries improved load times and enabled frequent use.

**METRICS TRACKED**



 **Takeaways**

**HOW DID FEEDBACK INFLUENCE DECISIONS?**

Feedback highlighted confusion around status definitions and the need for faster drill-down. Adjustments focused on shared taxonomy, better defaults, and clearer trend grouping.

**HOW DID THESE CHOICES INCREASE VALUE?**

Earlier detection of regressions reduced rework, improved release confidence, and lowered defect escape risk.

**HOW DID THE OUTCOMES ALIGN WITH BUSINESS GOALS**

Improved quality visibility supported readiness, reduced risk, and strengthened governance reporting.

**WHAT ELSE WOULD I CHANGE?**

When new test suites are added, readiness criteria evolves, or stakeholders need different aggregation levels.

**WHAT NEEDS FURTHER EXPLORATION?**

Predictive risk scoring, automated failure clustering, and integration with incident/change management.

**WHAT I LEARNED**

A shared pass/fail language mattered as much as the charts in building trust and adoption.

 **Next Steps**



**FOR THE BUSINESS**

*Standardize readiness reporting*

Publish readiness thresholds and governance rules so leaders can compare releases consistently across products.



**FOR THE TEAM**

*Improve automation and traceability*


Automate linking failures to code changes, requirements, and known issues to speed remediation.



**FOR THE USERS**

*Support proactive investigation*

Add saved queries, subscription alerts for regressions, and guided root-cause workflows.

 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

### EMAIL

[hillmcl@outlook.com](mailto:hillmcl@outlook.com)



### LINKEDIN

[in/hillmcl](https://www.linkedin.com/in/hillmcl)



### RESUME

[hillarymclaughlin.com](http://hillarymclaughlin.com)

