Collaborative Note-taking: bit.ly/kub-path
Web Experience Workshop

Ryan Cromwell  Sparkbox
DeWayne Lane  Knoxville Utilities Board
Letting Users Get On With Their Lives:

How Knoxville Utilities Board Created an Industry Leading Web Experience
ABOUT KUB
Knoxville Utilities Board
925 Employees
$900,000,000 Budget
445,000 Customers
10,000 Miles of Pipe
32,000 Manholes
4th Largest
Tennessee Valley Authority Distributor
Enterprise Architecture
Functional Design with Detailed Screen Design

Start Service

May 24, 2004
Version 1.3
4. **DETERMINE PREMISE ADDRESS**

The Determine Premise Address page is displayed when the user clicks on the Start Service button. The process described in this section is based on the process flow from the Start Service for ENS document.

**4.1.1. Actions**
- Registered, signed-in users of the KUB Internet Customer Self Service Portal.

**4.1.2. Preconditions**
- The user is registered to the Web site.
- The registered user has signed in to the KUB site.
- The site is secure (https://).

**Use Cases**

When a user selects a premise address, a user interface will appear displaying a progress bar with summary information. For example, the line will be normal and the remaining distance will be displayed. The list of services will be displayed in the appropriate order and the user will be prompted to select a service. Each service will have an associated service level and the service level will be selected.

If the user is authenticated, the address selection will be displayed. If the user is not authenticated, the user will be prompted to enter a valid address. If the user is authenticated, the user will be prompted to enter an address. If the user is not authenticated, the user will be prompted to enter an address.

For authorized users, the address selection will begin with "Where would you like to start service?" followed by three choices with radio buttons.

1. Add service to my existing location
2. Add service to my existing location

"Another location" will be selected by default, with the address search field.

The hints and tips box will initially have a note explaining that the user will have to select their service in order to find the nearest location.

If the user selects the first option, a list of all of that user's premises will be displayed in the address match section as described above.
4 DETERMINE PREMISE ADDRESS

The Determine Premise Address page is displayed when the user clicks on the Start Service button. The process described in this section is based on the process flow from the Start Process for ICSS document¹.

4.1.1 Actors

- Registered, signed-in users of the KUB Internet Customer Self Service Portal.

4.1.2 Preconditions

- The user is registered to the Web site.
- The registered user has signed in to the Web site.
- The site is secure (https://)

4.1.3 Scenario

The Determine Premise Address page will be the entry page for the Start Service process. Start Service will provide an interface to CIS where most users will be able to start service on an existing Service Point without intervention by a Customer Service Representative.

When any user selects "Start Service", a new page will be displayed. At the top of the page, a progress bar with summary information will be displayed. The first position will be normal and the remaining positions will be grayed out.
5.1.8 Start Service Wizard - Provide Personal Information Page Wireframe

![Wireframes Diagram]
5.1.8 Start Service Wizard – Provide Personal Information Page Wireframe

Start Service Wizard

Current Information

- First Name: [ ]
- Last Name: [ ]
- Middle Name: [ ]
- Suffix: Jr.
- SSN: [ ]
- Birth Date: [ ]
- Street Number: [ ]
- Street Name: [ ]
- Drive: [ ]
- Apt / Lot / Suite: [ ]
- City: [ ]
- Zip Code: [ ]

Hints and Tips

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Have you ever lived in the KUB service area?

- No [ ]
- Yes [ ]

Please enter as much information as possible from your most recent KUB service.

- Same as above [ ]
- Account Holder's First Name: [ ]
- Middle Name: [ ]
STORY TIME
Real Time Payments
“Press 1 to make a payment”
Credit Card Processor
Same Service Infrastructure!
Real Time Outage Reporting
First Storm
3 Outage Reports Online
40% chose m.kub.org
70% mobile
<table>
<thead>
<tr>
<th>PeopleSoft</th>
<th>Lotus Notes</th>
<th>Oracle</th>
<th>Cobol</th>
<th>OMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOAP Queues</td>
<td>SOAP Queues</td>
<td>SOAP Queues</td>
<td>SOAP Queues</td>
<td>SOAP Queues</td>
</tr>
</tbody>
</table>

JSP
<table>
<thead>
<tr>
<th>JSP</th>
<th>JSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOAP</td>
<td>SOAP</td>
</tr>
<tr>
<td>Queues</td>
<td>Queues</td>
</tr>
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<td>SOAP</td>
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<tr>
<td>Queues</td>
<td>Queues</td>
</tr>
<tr>
<td>OMS</td>
<td></td>
</tr>
</tbody>
</table>
REDESIGN
Energy Company?
We know that!
CMS?
We do those!
That’s Us!
RWD?
Pssh - we helped make that.
Mentoring?
Behind the Scenes

- Prep
- Kickoff
- Big Picture
- Design Prototypes
- Pattern Library
- Process & Tools
- Challenges
PREP
Customer Interviews
The purpose of our online user interviews is to gain insight into how KUB customers use the site and what content they need to achieve that. We want to find common user paths to aid our effort in streamlining the customers’ experiences while fulfilling their needs.

KUB Customer Script

Hi, this is Emily calling on behalf of KUB. Thank you for meeting with us today. We’re helping KUB redesign its website and want to hear from customers about how you use the site and how it can be improved.

We want to take a few minutes to get to know you and your thoughts. Any information is valuable, so please be open and honest with your answers.

General KUB

- What services does KUB provide for you?
  - Do you have a residential and/or business account?

- Are you familiar with the KUB website? How often do you visit it?

- What events or scenarios prompt you to visit the website?
- Do you typically use the desktop or mobile website?

General Website

Can you walk us through a common task for which you use the KUB website?

What is your environment normally like? Are you at home? Work? Computer? Phone?
“Initial shock of I don’t know what I’m doing.”
“The information served was good, but it wasn’t easy to find.”
Site looks outdated
If users knew mobile site existed, they liked it.
Primary use-case is to pay bills
Outage map is helpful
Most users “just know around the time” a bill is due, and when to visit site.
Stakeholder Interviews
KUB Stakeholder Script

Thank you for meeting with us today. In order to ensure the success of this project, we want to take a few minutes to get to know you and your thoughts. Any information is valuable, so please be open and honest with your answers.

General:
- Tell us about your role at KUB and how it ties into the project
- How do you measure success in your role?
- From your role (and POV), what are the aspects of KUB that need to change?
- Tell us about KUB.
- What makes you unique?

About KUB:
Talk to us about your current site.
- What is it doing well?
- How could it be better?

Who is the site for?
- Do you have customers who only have certain utility services from you or do they all have electric, gas, water, and wastewater?
- Why do you think customers use your site?
  - Are there different types of customers who use it for different reasons?
  - What are the quick things people want to be able to get on the site and do? (start/stop/transfer service, report an outage, pay bill, check outage status)
- How do your customers feel about you?
  - How do your customers feel about the site?
ONSITE KICKOFF
EXERCISE:
PRIORITIZE GOALS
10 minutes

Place your post-its on the goals you feel are most important
Goal 1

Be the quickest, easiest, and most accessible place to complete a task with KUB.
Goal 2

Provide findable, relevant, precise content for our audiences.
Goal 3

Increase website customer satisfaction.
Goal 1 Measure

Decrease form abandonments by 30% for the Start/Stop, Pay Bill, and Report Outage flows.
Goal 3 Measure

20% increase in website customer satisfaction on the survey provided on the website.
EXERCISE: HOMEPAGE
Step 1: Content Brainstorm
Step 2: User Feelings
Step 3: Vote
Step 4: Discuss
EXERCISE: INFORMATION ARCHITECTURE
EXERCISE: STYLE TILES
Quick style explorations in under 10 minutes

None are the correct answer, just explorations for discussion

Write notes on printouts, but look at designs on the projector screen
Current Website Colors

Current Textures

This is a current Header

This is a current Sub Head

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel feugait nulla facilisi.

This is a current example of a Text link

Adjectives

Conservative

Neutral
Website Colors

Textures

Buttons

Submit  Login

This is an example Header

This is an example Sub Head

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonumy
nibh euismod tincidunt ut laoreet dolore magna aliquam erat volupat. Ut wisi
enim ad minim veniam, quis nostrud exercitation ullamco laboris
nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in

THIS IS AN EXAMPLE OF A TEXT LINK

Adjectives

Clean  Simple  Light  Data-Driven
This is an example Header

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel feugait nulla facilii.

THIS IS AN EXAMPLE OF A TEXT LINK

Adjectives

Strong  Monochrome
Trustworthy
This is an example Header

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel feugait nulla facilisi.

*This is an example of a Text link*

Adjectives

Corporate       Sleek

Friendly
This is an example Header

This is an example of a Text link

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel feugait nulla facilisi.

Adjectives

Eco-Friendly    Neutral

Personable
This is an example Header

This is an example Sub Head

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel feugait nulla facilisi.

THIS IS AN EXAMPLE OF A TEXT LINK

Adjectives

Educational    Approachable

Friendly
Example Header

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel feugait nulla facilisi.

This is an example of a Text link

Adjectives

Minimal Infographics

Airy
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel feugait nulla facilisi.

This is an example of a Text link

Adjectives

Muted             Elegant

Typographic
Manifesto
Knoxville Utilities Board Manifesto

Hi KUB team! We've been through a kickoff session, we've had conversations, and we've taken lots of notes. This manifesto serves to align all of us to make sure we're collectively on common ground. It's meant to be brief, simple, and actionable. What you'll find here is a high-level summary of our strategic direction for the new website we'll start to create together.

The Opportunity

KUB is in a position to build an online platform that will serve KUB, and its audiences, for the next 6-10 years while improving customer satisfaction and reducing operating costs. Sparkbox intends to jumpstart the creation of a new, customer-focused KUB website, give you tools and strategy to see the project through completion, and help you identify ways to evaluate the site and site content going forward.
“...will serve KUB, and its audiences, for the next 6-10 years...”
“...improving customer satisfaction and reducing operating costs.”
“Users should be able to come to our site, find what they’re looking for, do what they need to do, and get out and get on with their lives.”
BIG PICTURE
Content Audit
<table>
<thead>
<tr>
<th>Location</th>
<th>Page Visits (12/1/14-5/31/15)</th>
<th>Keep / Remove / Consolidate</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>927,910 (33.00%)</td>
<td>Edit</td>
<td>Notice / Login / Two primary promotional items / Quicklink Sections / Outage Map promo / Facebook, Twitter, YouTube, and mobile site icons /</td>
</tr>
<tr>
<td>Residential Customers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Welcome to KUB</td>
<td>39,731 (1.41%)</td>
<td>Remove</td>
<td></td>
</tr>
<tr>
<td>- Welcome Students</td>
<td>5,858 (0.21%)</td>
<td>Remove</td>
<td></td>
</tr>
<tr>
<td>- Customer Service Information</td>
<td>1,206 (0.04%)</td>
<td>Consolidate</td>
<td>Have important customer service information in the main template and included in extra copy on pertinent pages, and put certain information here on the Contact page.</td>
</tr>
<tr>
<td>- KUB Customer Guide</td>
<td>411 (0.01%)</td>
<td>Consolidate</td>
<td>Put the link on the Contact page or somewhere else (don't have a dedicated page for this link).</td>
</tr>
<tr>
<td>- Hot Topics Index</td>
<td>750 (0.03%)</td>
<td>Remove</td>
<td>Let's just make nav intuitive and have a good search to do away with this.</td>
</tr>
<tr>
<td>- Bill Payment</td>
<td>29,985 (1.07%)</td>
<td>Consolidate</td>
<td>Let this content appear in the different pages of the site. Most of the content in this section can be summarized in one place on a Bill Pay/Payment Options page.</td>
</tr>
<tr>
<td>- Round It Up</td>
<td>270 (0.10%)</td>
<td>Keep</td>
<td>Has a bad link to FAQs</td>
</tr>
<tr>
<td>- Round It Up Frequently Asked Q</td>
<td>950</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- AutoPay</td>
<td>3,442 (0.12%)</td>
<td>Consolidate</td>
<td></td>
</tr>
<tr>
<td>- SelectPay</td>
<td>8,775 (0.31%)</td>
<td>Consolidate</td>
<td></td>
</tr>
<tr>
<td>- Levelized Billing</td>
<td>2,622 (0.09%)</td>
<td>Keep</td>
<td></td>
</tr>
<tr>
<td>- BillMatrix</td>
<td>9,690 (0.34%)</td>
<td>Consolidate</td>
<td></td>
</tr>
<tr>
<td>- Other Payment Options</td>
<td>3,224 (0.11%)</td>
<td>Consolidate</td>
<td></td>
</tr>
<tr>
<td>- Paperless Billing</td>
<td>1184</td>
<td>Keep</td>
<td></td>
</tr>
<tr>
<td>- Payment Kiosks</td>
<td>6,052 (0.22%)</td>
<td>Consolidate</td>
<td></td>
</tr>
<tr>
<td>- Payment Center Location &amp; Hours</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Home (with Large Outage Variation)

- Alerts (optional - will be turned on and off as needed and can be scheduled. These will be their own content type to allow for easy reuse across the site.)
  - Title
  - Description
  - Link to learn more (optional)
- My Account Login (special callout for the homepage in addition to consistent login across all templates of the site)
  - My Account
  - Username
  - Password
  - Forgot username link / Forgot password link
  - Register link
- Promotional Hero (for most important/timely content)
  - Image
  - Alt Text
- Large Outage Homepage Takeover Variation

When in a big outage situation, you will be able to replace the “My Account” and “Promotional Hero” content with alternate messaging, ex: "We’re currently experiencing an outage. Please try again later."
Element Collage
Round it Up to Help Others in Our Community

Show Me
How to Pay My Bill

Avoid High Summer Bills

When you sign up for LBP, KUB recalculates your payment each month based on your latest 12 months of history. That rolling average means that bitter cold weather in January, for example, is somewhat offset by milder weather (with lower bills) in the fall and spring.

Learn More →
7/8 Element Collage
Posted by Katie Kov alcin on Jul 8, 2015

Hello KUB team,

I’m excited to share with you the element collage today. We touched on this a little bit at kickoff but as a refresher an element collage is a sample of some styles for your website. This doesn’t communication content, layout, or experience but rather the aesthetic that we discussed during kickoff and how it could be incorporated into actual styles for KUB. We want to make sure that we heard your feedback correctly from the design exercise and that this direction feels right to you. Please feel free to comment on typography, icon styles, form styles, color choices, or any other aspects of the look & feel. This will help us have a solid foundation for the design as we move into the actual pages.

Thanks!
Katie
Hi everyone,

Here's the updated element collage based on feedback. Let me know if you need anything else.

Thanks!
Katie

Posted on Jul 14, 2015 – Edit or Delete

mindy corum

This looks great!!! Thank you!

Posted on Jul 15, 2015 – Edit or Delete
DESIGN PROTOTYPES
Start, Stop, Transfer
KUB Prototype

This is a prototype for user-testing for KUB.

Services
Pay My Bill
Pay My Bill
KUB Prototype

This is a prototype for user-testing for KUB.

- Services
- Pay My Bill
PATTERN
LIBRARY
About Atomic Design

Atomic design is a methodology used to construct web design systems.

There are five distinct stages in atomic design:
About Atomic Design

Atomic design is a methodology used to construct web design systems.

There are five distinct stages in atomic design:
KUB Style Guide

KUB’s UI Library and Style Guide for building out modular front-end systems for all new web properties.

This guide contains real working examples, code snippets, documentation, and style guidelines.

Typography

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aperiam enim sunt sapiente molestias, sed dicta inventore consectetur beatae asperiores, aliquid laboriosam praesentium. Nec praesentium repudiandae et, quam saepe sint cupiditate reiciendis.

Heading Level 1

Heading Level 2

Heading Level 3

Heading Level 4

Heading Level 5

Heading Level 6
Buttons

The button classes can be used with `<a>`, `<button>`, or `<input>` elements to provide standardized styling regardless of element used.

As a best practice, we highly recommend using the `<button>` or `<a>` elements whenever possible to ensure matching cross-browser rendering.

See variants section below for style variations of color, border and disabled states.

**Button**

![BUTTON]

**Button Input**

![BUTTON INPUT]

**Button Link**

![BUTTON LINK]

When using an anchor as a button, include a `role="button"` attribute.
Task Runner: node & npm

Javascript: ES6 via Webpack

Templates: fabricator, assemble, handlebars

CSS: Sass, PostCSS & Autoprefixer

Icons: SVGs via Grunticon

Hosting: Heroku
ESB

People Soft
Oracle
Cobol
OMS
Mission: Unified Experience
Safety & Reliability

CALL BEFORE YOU DIG

UTILITY SERVICE PLANNING

ELECTRIC SAFETY
- Electric Safety At Home
- Electric Safety At Work

NATURAL GAS SAFETY
- Recognize & Report a Gas Leak
- Natural Gas Pipeline Markers

WATER SAFETY
- Cross Connection (Avoid Contaminating Drinking Water)

WASTEWATER SAFETY
Minimize EE Customization
Surface Account Information
Deep Integration with Account “App”
SOLUTIONS

- Share Data Via Cookies
- ExpressionEngine Templates
- Structured App URLs
- Content Services
MY ACCOUNT
KUB Knoxville Utilities Board

ACCOUNT# 0312994059  Switch Account

Summary & History

Current & Past Bills

Current Amount
Due 10/9/2015
$1,493.12

Past Bills
$1,423.35 was due 9/8/2015
$1,567.69 was due 8/10/2015

Past Payments
$1,423.35 paid on 9/4/2015
$1,567.69 paid on 8/7/2015
$1,427.73 paid on 7/6/2015

Consumption for 115 More Corp. Blvd.

ACCOUNT MESSAGES
KUB adds a "rotten egg" odor to natural gas for safety. If you suspect a leak, leave immediately and call KUB at 524-2911. Don't turn anything on or off or try to find the source.
Summary & History

Current & Past Bills

Current Amount
Due 10/5/2015
($28.20)

Past Bills
- $28.00 was due 9/28/2015
- $0.00 was due 7/13/2015

VIEW CURRENT BILL
PAY NOW
Managed Property Account # 2261589191

Summary & History

Current & Past Bills

Current Amount
Due 10/5/2015
($28.20)

Past Bills
$28.00 was due 9/28/2015
$0.00 was due 7/13/2015

Past Payments
$44.90 paid on 9/23/2015
$28.00 paid on 9/16/2015
$18.84 paid on 5/29/2015

Account Messages
Paperless Billing saves trees, and it's easy. You get monthly e-mail reminders and can pay online, by phone, or by mail. Find out more or sign up at kub.org.

Look up before planting trees. Trees planted too close to power lines may need pruning as they grow. For more, see www.kub.org. Call 811 three days before planting [any digging project] to get.
Start, Stop, or Transfer Service

Please confirm which service change you would like to schedule:

Transfer Service
Choose this option if you are moving and need
- Ember
- Ember Data w/ Custom Adapters
- Mirage
<table>
<thead>
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<th></th>
<th>JSP</th>
<th>JSON</th>
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<td>Queues</td>
</tr>
<tr>
<td>PeopleSoft</td>
<td>Lotus Notes</td>
<td>Oracle</td>
</tr>
<tr>
<td>JSP</td>
<td>JSON</td>
<td>JSON v2</td>
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<td>-----</td>
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<tr>
<td>SOAP</td>
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<td>Cobol</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OMS</td>
</tr>
</tbody>
</table>
PROCESS
Account: 8169010000

Payment Options

$77.89 DUE July 15, 2015

Notice: Balanced unpaid by the due date may be assessed a 5% late fee on the next bill.

View Current Bill | Bill Pay | Billing History | Billing Options

Automatic Bank Draft Payments

Enroll in AutoPay™

One-Time Bank Draft Payment

SelectPay™ is our free, automatic bank draft option that is a one-time transaction that can reflect on your KUB account immediately.

Pay Now
Payment Options 1A
-user not autopay
-user IS ENROLLED selectpay
-user not cash only

1. If the user is a selectpay user, then the button would simply say “pay now” and they would go directly to SelectPay.

2. Take user to BillMatrix site and post the form data with user’s info.

3. Takes user to payment location map onsite. No user data is needed.

Applicable notices and messages apply in this space on each page.
2. There is a state, even with autopay, that the most recent payment could be pending.

3. Note I'm linking over to the "billing options" page here. I anticipate users interested in AutoPay would also be especially interested in Level Billing. This is cross-selling.
Wireframe Flow

Logged in?

1.1: Current Customer?
   - Yes
     - 1.1.3 Login
       - Identify
       - 1.2 Create Login
         - customer/service/create-login
         - customer/service/information
         - customer/service/confirm-info
         - customer/service/confirm-ident
   - No
     - 3.1/3.2 Lookup Premise
       - 1.4 Check Account
         - customer/service/choose-account
         - customer/service/stop-phantom
         - customer/service/stop-premise
         - customer/service/stop-account
         - customer/service/stop-date
         - 2.1 Choose Premise
           - Notify
           - customer/service/stop-premise
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Standups
Pull request closed: #198 [refactor][financial-summary]: LBP Underpaid/Overpaid tag by cromwellryan

Pull request submitted by KeithClinard

#607 feat: Updated ftp method
@zachnthebox Tested with a deployment to test
The nonsense with the pipe character is due to the string templating by the way.

developer@heysparkbox.com deployed version 44d9791 of kub-account.

developer@heysparkbox.com deployed version 44d9791 of kub-account.

We are, in fact, sticking with a POST for [get-credit-check-questions] action?

It’s configured that way in both the ServiceAppDoc model and mirage.

Yes - I didn’t know there was a question of not using it.

I raised the issue about a week ago. It seemed odd to use a POST to retrieve data using only a URL.

We decided internally that all actions would be a POST except for things like PDFs and such.

[sparkbox/kub-account] Pull request submitted by zachnthebox

#219 feat(create-login): check to see if username is available

Why is it an action?
Stop Service from Manage Account #170

Merged

KeithClinard merged 2 commits into master from zach-st-linked 5 days ago

Contribution

zachthebox commented 19 days ago • edited

Dependent on #193

yock temporarily deployed to kub-account-pr-170 19 days ago

tyock temporarily deployed to kub-account-pr-170 5 days ago

zachthebox changed the title from [wip] Stop Service from Manage Account to Stop Service from Manage Account 5 days ago

zachthebox commented on an outdated diff 5 days ago

yock temporarily deployed to kub-account-pr-170 5 days ago
+import Ember from 'ember';
+
+export default Ember.Service.extend({
+  stopService: Ember.inject.service('startStop/stopService'),
+  stopServiceAtAccount: Ember.inject.service('startStop/stopServiceAtAccount'),
+  stopServiceAtPremise: Ember.inject.service('startStop/stopServiceAtPremise'),
+
+  execute(account, premise) {
+    const stopService = this.get('stopService');
+    const stopServiceAtAccount = this.get('stopServiceAtAccount');
+    const stopServiceAtPremise = this.get('stopServiceAtPremise');
+    +
+    return stopService.execute().then(() => {

---

**cromwellryan** added a note 5 days ago

Maybe use Promise.all here?

---

**cromwellryan** added a note 5 days ago • edited

**@zachnthebox**

---

**zachnthebox** added a note 5 days ago

The `stopService` command needs to be done first. The other's could be done together, but I reduce a bug in the future, I wanted it to match the order of the current flow.

---

**yock** temporarily deployed to kub-account 5 days ago

---

**zachnthebox** deleted the `zach-st-1ink-2` branch 5 days ago
<table>
<thead>
<tr>
<th>Task</th>
<th>Status</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>CircleCI - Build</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CircleCI - Test</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CircleCI - Deployment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
sparkbox / kub-account / master #1939
- fix(LBP): change wording for overpaid and underpaid amount

sparkbox / kub-account / zach-lbp #1938
- fix(LBP): change wording for overpaid and underpaid amount

sparkbox / local-events-project / no-js-hide-filters #221
- Style: Update styles to hide filters by default

sparkbox / kub-account / z_profile #1937
- :art: style(profile): stop service action layout

sparkbox / kub-templates / master #1108
- fix: HTML layout of multi-select in the EE detail template

sparkbox / kub-templates / fix/multi-select-layout #1107
- fix: HTML layout of multi-select in the EE detail template

sparkbox / gap-future / feat-fiss-22-scrollable-list #12719
- FISS-22: refactor (CaroSlider): cleaning up the JS

sparkbox / gap-future / feat-fiss-22-scrollable-list #12718
- FISS-22: refactor (CaroSlider): cleaning up the JS

sparkbox / kub-account / master #1936
- refactor (mirage): extract user actions into it's own file

sparkbox / kub-account / zach-unique-username #1935
- refactor (mirage): extract user actions into it's own file
Four classes/modules were added, about 7 hours ago:

- app/validators/unique-username.js
- tests/unit/validators/unique-username-test.js
- mirage/configs/user-actions-fallback.js
- mirage/configs/user-actions-check-username.js

Test coverage has declined to 78.7% (-0.1), about 8 hours ago.

Two classes/modules were added, about 8 hours ago:

- tests/integration/components/service/verify-information/component-test.js
- app/components/service/verify-information/component.js
### REVIEW APPS

<table>
<thead>
<tr>
<th>App Name</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>kub-account-pr-219</td>
<td>#219 feat(create-login): check to see if username is...</td>
<td>71bf977, Deployed a day ago</td>
</tr>
<tr>
<td>kub-account-pr-218</td>
<td>#218 refactor(service/confirmation): work with the...</td>
<td>568d309, Deployed a day ago</td>
</tr>
<tr>
<td>kub-account-pr-217</td>
<td>#217 Complete Validation Refactor</td>
<td>2b921be, Deployed 2 days ago</td>
</tr>
<tr>
<td>kub-account-pr-191</td>
<td>#191 feat: Confirming identity when starting new sar...</td>
<td>1942a7d, Deployed 2 days ago</td>
</tr>
</tbody>
</table>

### STAGING

- Staging apps can be used to preview code changes and features before being deployed to production.
- Add Existing App...

### PRODUCTION

- kub-account
  - Auto deploys master, review apps enabled
  - sparkbox/kub-account
  - 44d9791, Deployed 2 days ago
All Pull Requests
Deployed
No description provided.

yock temporarily deployed to kub-account-pr-218 2 days ago

refactor(service/confirmation): work with the updated service applica... ... x bfa63ef

yock temporarily deployed to kub-account-pr-218 2 days ago

fix(confirmation-card): use one action to send out multiple actions ... ... 588d309

yock deployed to kub-account-pr-218 a day ago

Add more commits by pushing to the zach-st-confirm branch on sparkbox/kub-account.
Drops Process

Changelog

- 81a9963 - Padding around property search fields for small screen sizes
- 03b2bea - add chosen search feature
- 79e66a7 - Add all possible property action states to PMP page
- 0fb0b41 - add extra left/right padding to primary content areas on larger screens
- 769c9b3 - increase page column layout to use a gutter width of 5%
- 976c9c1 - favicon and touch icons are now absolute paths to the root
- x151cc8 - force EE to load in IE 11

Downloads
- Source code (zip)
- Source code (tar.gz)
2016-05-18.1

zachthebox released this 5 days ago

Release Notes
View Diff

Changelog

- 8109963 - Padding around property search fields for small screen sizes
- e3bdbac - add chosen search feature
- f9e88a7 - Add all possible property action statuses to PMP page
- 8fbd4a1 - add extra left/right padding to primary content areas on larger screens
- 761d1b3 - increase page column layout to use a gutter width of 5%
- d276c61 - favicon and touch icons are now absolute paths to the root
- a151cc8 - force EE to load in IE 11

Downloads

- Source code (zip)
- Source code (tar.gz)
Release Notes #525

Downloads

- Source code (zip)
- Source code (tar.gz)

2016-03-15.1

zachnthebox released this on Mar 15 · 113 commits to master since this release

Release Notes: #510.

Downloads

- Source code (zip)
- Source code (tar.gz)
Weekly Releases
Release 2016-03-01.1 #448

nrambeck opened this issue on Mar 1 · 2 comments

nrambeck commented on Mar 1

View Diff

The following items need to be integrated into Ember.

**Changed Stuff**

- Global Alerts - Change warning type to use `--warning` instead of `--error` variant name.
- Hint component - Changed to active balloon on click/touch instead of on hover. This will require Javascript to toggle an `active-class` on the component.
- Bank Draft - Separate the previous template into 2. This is the one-time payment version.
- Bank Draft Edit - This is the edit your bank account version.

**New Stuff**

- Account Properties page - New template for a property management page.
- Add Field component - Used on the Manage Account pages.
- Search Properties - We have this as a separate component on the Property Management page.
- Service Address - Used on the Property Management page.
Feedback
Loops
Corrello
## Cycle time

### Total time in progress

<table>
<thead>
<tr>
<th></th>
<th>50% of cards completed in under</th>
<th>85% completed in under</th>
<th>95% completed in under</th>
</tr>
</thead>
<tbody>
<tr>
<td>In progress</td>
<td>4 days</td>
<td>10 days</td>
<td>26 days</td>
</tr>
</tbody>
</table>

### Time in each list

<table>
<thead>
<tr>
<th></th>
<th>50% of cards spent less than</th>
<th>85% less than</th>
<th>95% less than</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Progress</td>
<td>2 days</td>
<td>7 days</td>
<td>15 days</td>
</tr>
<tr>
<td>Blocked</td>
<td>6 days</td>
<td>35 days</td>
<td>45 days</td>
</tr>
<tr>
<td>Awaiting Review</td>
<td>2 days</td>
<td>6 days</td>
<td>10 days</td>
</tr>
</tbody>
</table>

## Performance history

### Completed

- **17** average
- **38** last week

### In Progress

- **35.25**
- **46**
CHALLENGES
Table of Contents

- Environments
- Key Links
- Team & Roles
- Content
  - Sitemap
- User Experience
Environments

- Pattern Library
- ExpressionEngine - Staging
- Account - Staging

Team & Roles

- Ryan Cromwell - Technical Director
- Nathan Rambeck - Technical Lead
- Mike Yockey - Developer
- Marshall Norman - Developer
- Kasey Bonifacio - Developer
- Jeremy Loyd - Creative Director
- Katie Kovalcin - Designer
- Drew Clemens - User Experience
- Melissa Taylor - Project Manager

Content
User Experience

Wireframes

Many of the interactions, user flows, and thinking can be found in these documents:

- Master Wireframes Document - all wireframe pages
- Registration & Login
- Forgot Username & Password
- My Account:
  - Summary & History
  - Payment
  - Profile & Notifications - includes Property Management Accounts

Start/Stop Prototype

Sparkbox created a low fidelity working prototype of some early UX thinking that we then tested with users.

Design

Element Collage
Design

Element Collage

A selection of base styles that will determine look and feel for further design work.

Design Templates

(Be sure to hold down the "Shift" key to see which parts of the designs are clickable to show more interaction.)

- InVision Master - Root link for all InVision files
- Home Page
- Home Outage
  - Navigation - Large Screen
    - Main Navigation - from homepage
    - Section Page - with on-page links to deeper pages
    - Detail Page - Logged In
    - Detail Page - Logged out
  - Navigation - Small Screen
    - Main Navigation - Logged In
    - Main Navigation - Logged Out
    - Secondary Navigation

Design Support for Ember Development

Development

Technical Strategy Document

It is highly recommended that everyone on the project read this document.

Drops Processes

Scheduled every Tuesday afternoon - from Templates Repo to Ember CLI. EE team will do regular Monday release to track updates.

GitHub Repos

- Templates + Expression Engine
- Ember CLI
- KUB Account
- Email Templates - This is where we'll design and build out email notification templates.
- Charitable Agency POC
- Prototype

Development - Front-End & Expression Engine

- Pattern Library
Planning & Project Management

Project Manifesto

Project Planning

- Design Work Status: We maintain a matrix of design work in progress and completed for reference.

Communication

Communication between Sparkbox and KUB happens via our Basecamp, Slack, and Email. If you need an invitation to Basecamp or Slack, please see Melissa Taylor.

Sharing Files

When sharing deliverables, files, and information between KUB and Sparkbox please keep all formal project sharing in Basecamp. Slack is better suited for brief questions, status updates, and quick internal checkins.

Project Documentation

- Weekly Updates: Sparkbox sends a weekly update that highlights project activity, progress and budget. (Filter by the word "update").

Meeting Schedule
Hangouts
Measuring Progress
WHERE ARE WE NOW?
Security Testing
Load Testing
July
Soft Rollout
Employees Only
Polish
Outage Maps
September Rollout
KUB will be hiring!

dewayne.lane@kub.org
Tickets are now available at buildright.io
QUESTIONS?
THANKS!

@fdlane
dewayne.lane@kub.org

@cromwellryan
ryan@heysparkbox.com