

A Frontline Apps Companion for Customer-end App Designers

Get the most you can out of Frontline Apps to reduce administrative burden. This template aims to assist app managers to encourage managers to **not** design apps as silos, and instead to switch the focus from “what an app needs from multiple users” to “what a user needs from multiple apps”.

The User

The user gets sent a “pop up” by the Workflow and Actions Control Centre via either or both of the following avenues: (a) as the user visits the Frontline Apps Home Page, or (b) as an email with link.

The Apps

Try to keep app design primarily about a user retrieving data previously saved in the **black zone** below, processing that data, and then sending it back.

Try to design **workflows in the blue zones** and **reports in the orange zones**. Important: this is about keeping things conceptually simple, avoiding limiting yourself and sharing workflow and report features with other app designers. There is nothing stopping you then linking to those workflows and reports from inside your apps or zones, for example, see the workflow item “Messages for SDI Group Apps” below left.



Reporting

Reports should be about reviewing what users have entered into apps, not trying to get users to enter things into apps in the first place.

Try to avoid designing reports aimed primarily at driving user compliance, and leave this to the **blue zone**. The blue box cranks itself up on a timer, and sends, for example, email reminders to a non-complaint user, with the third reminder cc'd to the user's line manager.

This takes the administrative burden of chasing staff away from managers, who as a result can focus on what they actually want to know: the information contained in the data.

Also, this approach gives users a sporting chance of compliance **before** they need to be counselled by managers.

Use the above design tips to sketch ideas for your own app here