ARIANTI SILVIA

PORTFOLIO/CASE STUDY

2024

Hello!

I'm Silvia, a Digital Product Designer with around 10 years experience of working in tech, based in Jakarta, Indonesia.

Currently working as a Digital Product Designer for McKinsey & Company, as a client-facing consultant for Digital Design.

Prior to that, I designed interfaces for various small, medium, corporate companies and personal clients, in various industries from (mostly) SaaS/B2B to B2C and others. Still actively mentoring startups and young designers.

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Stemly:
Designing for Identity & Access Management

Team:

- Arianti Silvia (Product Designer)
- Head of Product Design
- Head of Data Science (& Technology)
- Head of Customer Success

My Contributions:

- Research
- UI/UX Design
- Prototyping

Tools Used:

- Figma
- Ms. PowerPoint
- Ms. Word
- Ms. Excel

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Stemly provide forecasting and optimization solutions for supply chain and finance industries to deliver substantial business and financial impact in terms of lower lost demand, decrease in inventory, lower working capital and financing costs.

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Due to the highly collaborative nature of the customers' job, Stemly needs to provide some layers of security that would limit access to specific resources within the specific hierarchy.

Demand Planning Admin will need to configure specific rules based on the role of the user in the system, regardless of the job they have. This is because one user can have different access towards different resource type/level, which allow a user to have multiple roles in the system.

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- Design the experience that will allow Demand Planning Admin (DPA) to configure specific rules based on the role of the user in the system.
- Allow DPA to create a custom role from the templates available easily
- Allow DPA to modify the rules

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- Even now, we still don't have a Product Manager or people with knowledge of Identity & Access Management. As a result, all of the research has been done from limited knowledge & experience from the rest of the stakeholders.
- Although critical, this is not a priority this year to build, so we haven't done any test/validation of this feature to our customers yet.

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Research & collect findings from other SaaS products/companies:

- Anaplan
- IBM
- Atlassian
- Monday.com
- AWS

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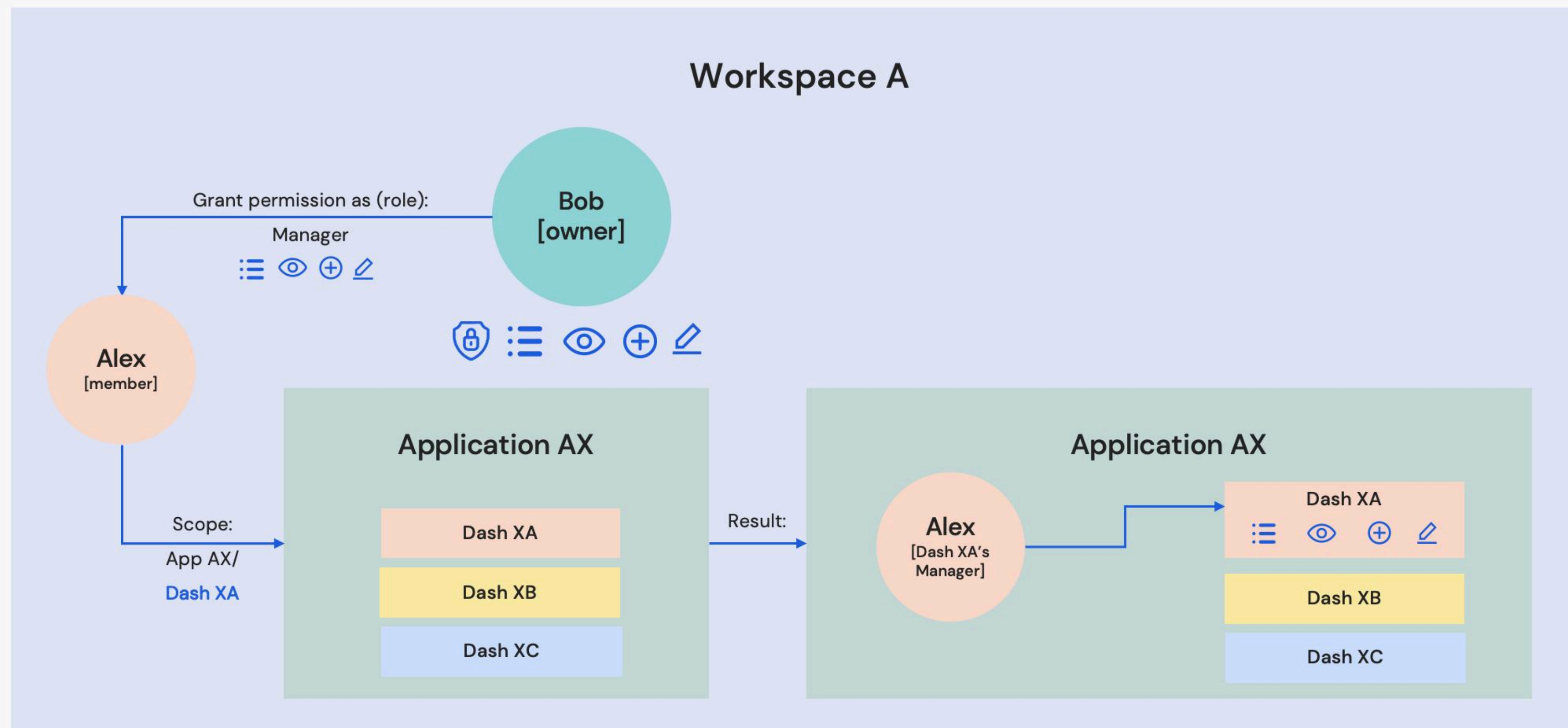
Since this topic is quite complex and abstract, the first thing that I need to do to facilitate the brainstorming session is to visualize the abstract concept to make sure that everyone is on the same page. This also allows us to see whether one approach would fit our needs.

In parallel, we also start establishing the name of Stemly's resources to identify the specific access.

Visualizing Access Control Concept

Role-Binding: Assigning Resource-Specific Permission

Workspace A

Grant permission as (role):
Manager

Bob [owner]

Alex [member]

Scope:
App AX/
Dash XA

Application AX
- Dash XA
- Dash XB
- Dash XC

Result:

Alex [Dash XA's Manager]

Application AX
- Dash XA
- Dash XB
- Dash XC

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We started the project by outlining the journey of the most privileged user in the system: The owner. By describing every possible journey, we can see the overall picture and start reducing/limiting access.

Identity & Access Management
User Scenarios

Author	Arianti Silvia, Kamil Gottwald
Date	March 12, 2021
Version	1.0

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Owner's Journey

How to create an organization

Pre-Condition:
Stemly creates an organization for a customer and invites the first member as the owner of the organization.

Steps:
1. Member will receive email with a link to accept the invitation
2. Member will be redirected to the login page with authentication options
3. Click on either Google, Microsoft or LinkedIn
4. Authentication successful
5. Redirected to the organization landing page

Post Condition:
The member now has access to the organization and a user account has been created.

How to invite members to an organization

Pre-Condition:
The owner has access to the organization.

Steps:
1. The owner clicks on settings icon on the top right corner, and selects "Members"
2. Clicks on "Invite members" button on the top right corner
3. An overlay will appear where the owner can select an organization role, input email addresses and optionally send email notification
4. The owner clicks "Invite"

Post Condition:
Multiple members have been invited into the organization and their status will be "Invited" until they authenticate for the first time.

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I also collect other inputs regarding technical specification from our Head of Data Science (& Technology) and Market Requirements from our Head of Customer Success.

Access Management

Market Requirements

Managed by @Rajesh Kutty

Introduction
- Document version
  - V2 – December 11th (@Rajesh Kutty)
- Document purpose
  - This document will help the Stemly product leaders to align on the scope and features of this module. The next step will be the creation of a Technical Specification document by the System Architect.
- Customers problems
  - Data is an essential part of every application. Our customers need to be able to define user roles and data permissions to ensure that only certain people responsible can have access.
  - Users have struggled where they have 20/30 users and setting permission per user became very cumbersome
- Customers' needs
  - The user MUST be able to:
    - manage and govern permissions across the organization in the Stemly platform on both workspace and application level
    - assign permissions to a group of users
- Persona(s)
  - Demand Planning Admin
  - System Administrator
  - Other roles with the responsibility to manage users and resources
- References
  - Terminology – Stemly Platform
  - Terminology – Access Management
  - Example of role assignment
  - Workspace Roles
  - Application Roles

Assumptions
- How often will users access this module?
  - At the time of setup and when new users or data will be imported

Access Management

Technical Specification

Managed by @Natalino Busa

Introduction
- Document version
  - V1 – January 5th @Natalino Busa
  - V2 – January 6th @Natalino Busa
- Document purpose
  - The Technical Specification document is part of our product development process and is taking in consideration the Market Requirements provided by the Customer Success team. This document shall outline technical aspects of a module.
- Original source
  - https://github.com/soptai/stemly_api/issues/5
  - https://github.com/soptai/platform_api/issues/2#issuecomment-755091068
- References
  - Terminology – Stemly Platform
  - Terminology – Access Management
  - Example of role assignment
  - Workspace Roles
  - Application Roles

Assumptions
- We want to create a collection of roles to define and control interactions between users, application features and API endpoints.
- Roles should not depend on specific resources but only on sort of actions executed on specific resource types.
- A list of pre canned roles will be available for each workspace, while custom roles can be added by the user.
- Roles do not determine which access is provided to a specific resource but simply whether a given operation is allowed or not.
- For example, if the role "editor" will have granted the "right" to edit a resource but not for instance to delete or create one.
- Roles provide a first level of control of what a user can do on the system.

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Once we laid out the possible scenarios, I started mapping out the roles and descriptions in Excel. This document was then validated by the Head of Customer Success and the Head of Data Science (& Technology).

Actions	Basic	Viewer	Editor	Admin	Owner
RBAC – Resources & Actions	profile.read profile.update org.read dir.read workspace.read	*.read	*.read *.update	*.read *.update *.create *.delete	*.*
User Account					
– View profile	✓	✓	✓	✓	✓
– Update profile	✓	✓	✓	✓	✓
– View organization	✓	✓	✓	✓	✓
Organization Management					
– Update organization settings			✓	✓	✓
– Delete member				✓	✓
– Request to delete organization					✓
Identity & Access Management					
– View members			✓	✓	✓
– Assign/revoke access				✓	✓
– Invite members				✓	✓
– Remove members				✓	✓
– Appoint Admins				✓	✓
– Demote Admins				✓	✓
– Appoint Owners					✓
– Demote Owners					✓
Hierarchy Management					
– View a list of directories	✓	✓	✓	✓	✓
– View directory contents		✓	✓	✓	✓

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Once I finalized all the necessary documents, I started the design and prototype to demonstrate further how the concept work for our product.

IAM > Roles

IAM > Roles – Permissions

IAM – Member's Access

Thank You!

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