

USER JOURNEY MAP *NimbusWiz Modernization Pipeline · Mark's third cycle*



MARK FLINT

DevOps Engineer · third pipeline cycle · backlog of dozens of systems

Scenario: Mark is running a Nimbus2000-class system through the modernization pipeline this quarter. He picked this candidate over two others because it sits in a region with lower weekend traffic, so if something goes wrong, the blast radius is smaller. A recent failure on a different system is still on his mind.

"I don't need a better tool. I need to trust myself again."

EXPECTATIONS

- The Advisor shows its work by default, not on request.
- Simulation actually catches the things that would burn him.
- Rollback is one click and stays available when it matters.
- The product respects what makes him careful.

Functional job: get systems through without production failures.

Emotional job: restore trust in his own judgment after a recent failure.

Anti-goal: an AI that auto-remediates without him seeing the change.

Stage 01 REGISTER <i>resuming</i>	Stage 02 ASSESS · SCAN	Stage 03 ASSESS · RESULTS	Stage 04 ADVISE	Stage 05 SIMULATE	Stage 06 DEPLOY	Stage 07 STABILIZE · 72HR	Stage 08 MONITOR
1. Resumes an existing system; not re-registering. 2. Mentally reconstructs that this is the system's third cycle. 3. Looks for what came through last time, and how. TOUCHPOINT <i>System Detail page · no continuity from previous cycle.</i>	4. Selects Run scan; stays on the page so progress doesn't reset. 5. Tabs away during the four-minute window. 6. Comes back when the notification fires. TOUCHPOINT <i>Assessment page · 4-min progress bar · streaming.</i>	7. Reads the risk summary. 8. Opens Dependency Graph; finds the high-risk component. 9. Drills in; reads the recommendation. Four surfaces, one question. TOUCHPOINT <i>Risk summary → Dependency Graph → Component → Recommendation.</i>	10. Reads the Advisor card: Performance Upgrade · 84%. 11. Opens the Explanation panel. 12. Looks for what the Advisor doesn't know. TOUCHPOINT <i>Modernization Advisor · Confidence score · Explanation panel.</i>	13. Performance profile is pre-selected. Runs simulation. 14. Result returns Pass; checks each metric individually. 15. Finds one warning on Network Interaction; decides it's acceptable. Deploy button activates. TOUCHPOINT <i>Upgrade Profiles · simulation result · Deploy ▶.</i>	16. Selects Deploy. Closes Slack, closes background tabs. 17. Watches every phase: Preparing → Backup → Executing → Testing. 18. Sits through Monitoring: several minutes, no content behind the word. TOUCHPOINT <i>Deployment page · phase progress · rollback ▶.</i>	19. Refreshes the system page. Checks Stability Index. Looks again. 20. Day 1, Day 2, Day 3: same dashboard, same fear. 21. Waits to exhale. TOUCHPOINT <i>Monitor page, same surface as day 400. No post-deploy mode.</i>	22. Stops checking by the second week. 23. Has effectively forgotten he deployed it. 24. System Modernized badge appears, passively, in a corner of the page. TOUCHPOINT <i>Monitor page · System Modernized badge.</i>

OPPORTUNITIES · *small investments, outsized effects*

- **COPY** **Continuity banner** on the System Detail page: "Third cycle. Last deploy: Stable, no rollback. Previous Advisor recommendation deferred." Saves 5 min of clicking.
- **IA** **Lead with the decision-critical element** on the assessment page: the single highest-risk component plus its recommendation, at the top.
- **COPY** **Invite audit, don't broadcast.** Expand the confidence-score tooltip into a one-click explainer that names the data sources behind 84% and the inputs it doesn't account for.
- **FEATURE** **Structured pre-deploy pause** at Simulation: names the rollback path, the warning indicator, and the previous cycle's outcome. **A companion, not a gate.**
- **COPY** **Make Monitoring legible.** "Watching: Stability Index, error rate, component health. If any fall below threshold we'll roll back automatically and notify you."
- **FEATURE** **Post-deploy check-in sequence:** Day 1, Day 3, Day 7. The feature with the largest emotional payoff in this model.

INTERNAL OWNERSHIP · *what each team owns*

- **Content team:** rewrite the Monitoring phase label and the Explanation panel; ship the continuity banner copy.
- **IA / Design:** re-sequence the assessment page; design the pre-deploy pause and the post-deploy check-in mode.
- **Engineering:** persist previous-cycle metadata; instrument simulation-fidelity history; build the 7-to-14-day post-deploy timeline.
- **Product:** reframe the Dashboard so portfolio-shaped signals lead and engineer-grade detail is one click in.

WHAT THIS MAP REVEALS

- **Emotional topology is inverted from documentation topology.** Peak tension at Simulation, not Deploy.
- **Strong reporting surfaces. Weak companion surfaces.** Mark is told what's happening; rarely accompanied through it.
- **Sharpest improvements are IA and copy, not features.** The product is largely built: what it needs is to be rendered differently at high-stakes moments.