

User Journey Snapshot

Current
State: **InfoPath** → Future
State: **Power Apps**

Users navigate outdated, inconsistent form layouts

Manual data entry increases errors and rework

Limited validation and logic creates confusion

Slow load times and unreliable performance

No mobile access; tied to desktop workflows

Difficult for users to track submissions or status

Clean, modern interface with intuitive navigation

Automated validation reduces errors and improves accuracy

Conditional logic guides users' step-by-step

Faster performance and streamlined workflows

Fully mobile-friendly for on-the-go access

Built-in visibility into submissions and status

Impact: Users move from a slow, error-prone process to a modern, guided experience that reduces friction, increases efficiency, and supports long-term digital transformation.