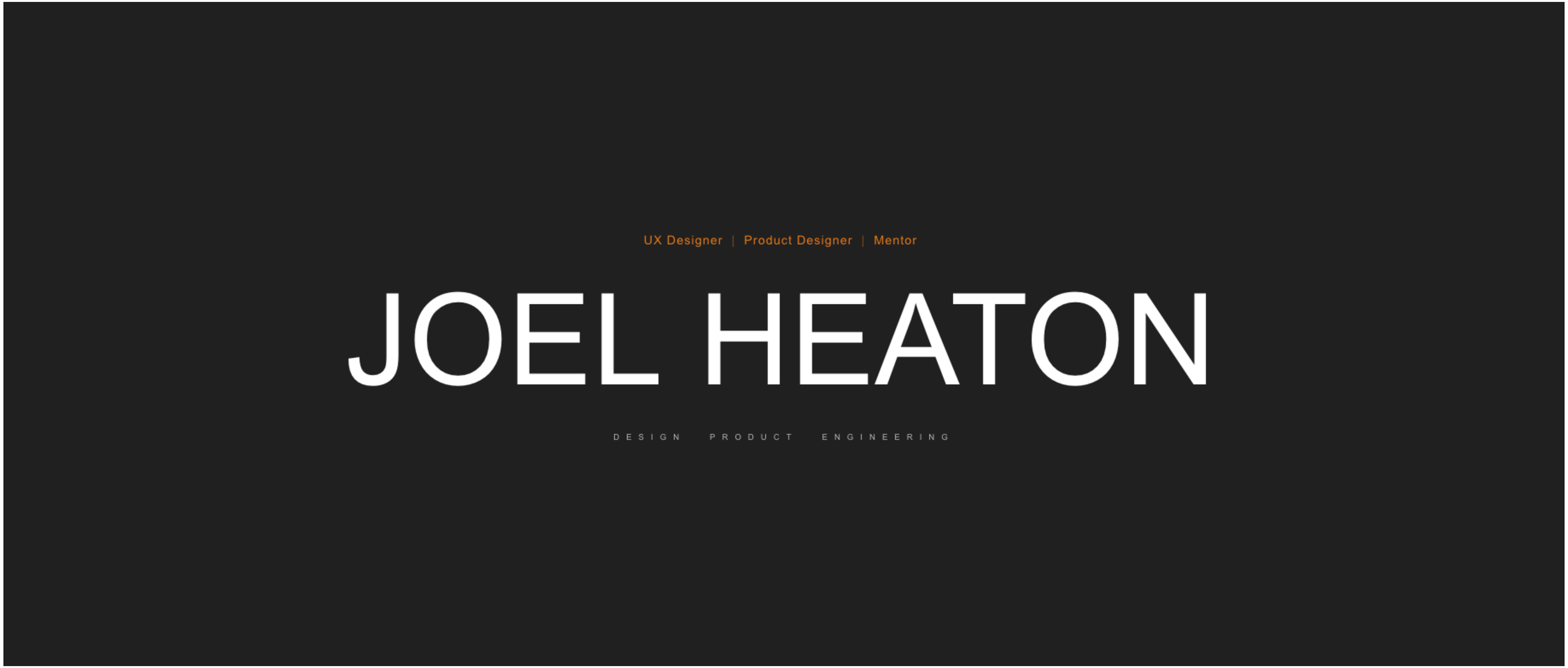
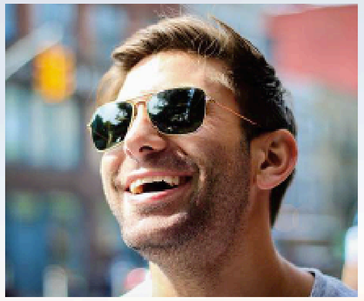
DESIGN ARTIFACTS





ASSIGNEE Anxious Andy

EXPERIENCED CHARISMATIC COMPASSIONATE DIRECTOR OF OPERATIONS

"I was chosen for an assignment because I was the perfect fit. The role involves managing a newly developed unit and to facilitate operations for large teams. I am excited to share this experience with my wife and kids. The opportunity to explore another culture and be submerged in a diverse lifestyle is a rewarding learning experience for us all. I feel honored to manage these new units."

Professional
Family
Compassion
Leadership

AGE 42

MARRIED & KIDS

MALE 72% MALE 28% FEMALE

Andy completed his BA from a university in a mid-size college. He completed a MBA degree in international business management. He is currently on his second international assignment. He has been a successful manager and well respected. He cares about his colleagues and is dedicated to his company and his projects. His experience and his family's ability to go on assignment made him the perfect fit for this role.

Andy's primary focus is his wife and children. He struggles with being able to accomplish all the tasks in the assignee process. He prefers tasks to be given to him in a structured, progressive manner so that he is prepared to complete them and has all materials within reach before he begins. It essential to understand compensation, job expectations, geography and how to keep his family safe and happy. His tasks are vast and varied. He is working full time and trying to complete the process.

MOTIVATIONS

- Career
- Family
- Success
- Retirement
- Excitement
- Life experience
- Diversity
- Future
- Safety

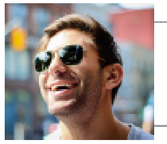
CONCERNS

- Family needs
- Family immersion (geography, transportation, social, education, cost of living, safety)
- Compensation
- Immediate future
- Repat or commencement of assignment expectations
- Cultural
- Job expectations

ESSENTIAL NEEDS

- Transparency of job expectations
- Transparency of job compensation
- Tasks (timeline)
- Task tracking
- Immersion (Cultural, safety, social, health insurance, language, cost of living)
- Transparency
- Communication
- Home, housing, goods

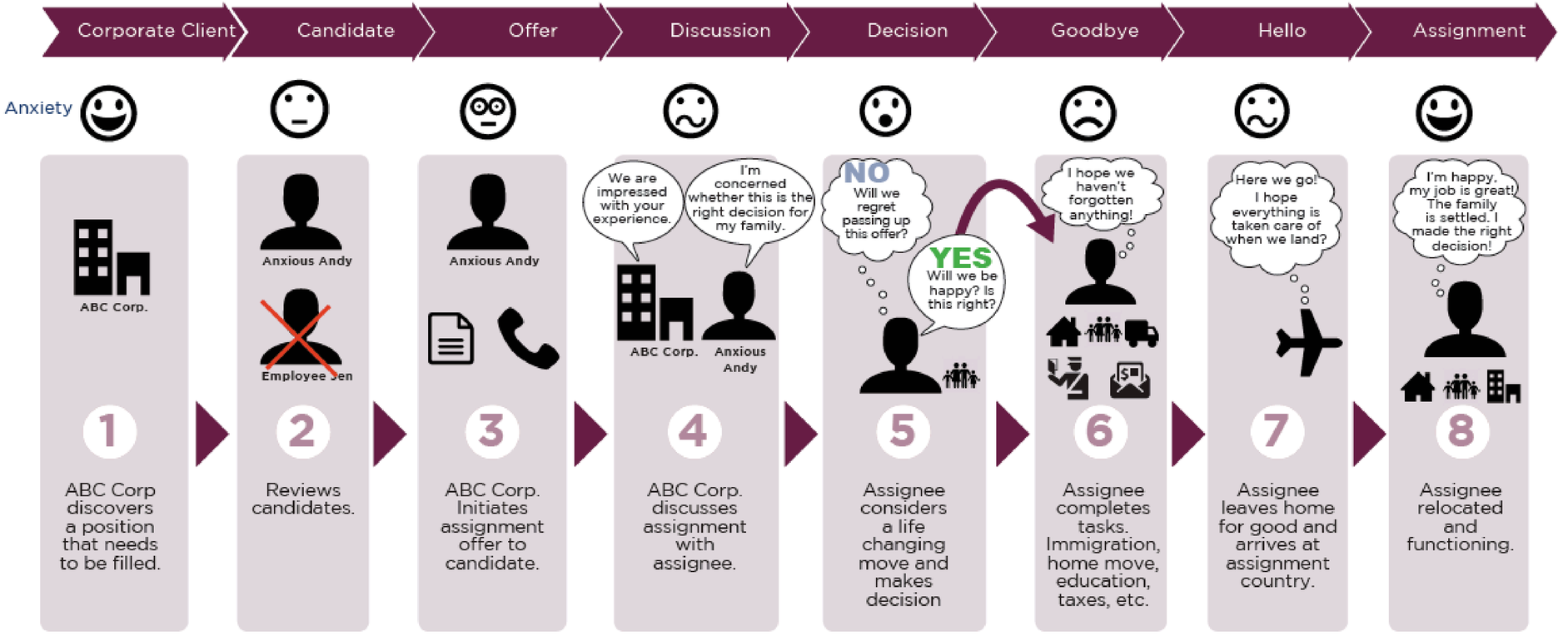
EQUUS SOFTWARE



ASSIGNEE Anxious Andy

TECH SAVVY, EXPERIENCED CHARISMATIC COMPASSIONATE DIRECTOR OF OPERATIONS

ASSIGNMENT PHASES (based on human emotions)



Assignment Lifecycle

MEDICAL DIRECTOR Dr. Stephens - available listener, problem solver

TECH SAVVY, RMD AT A LARGE, HIGHLY VISIBLE, HIGH VOLUME MEDICAL CENTER

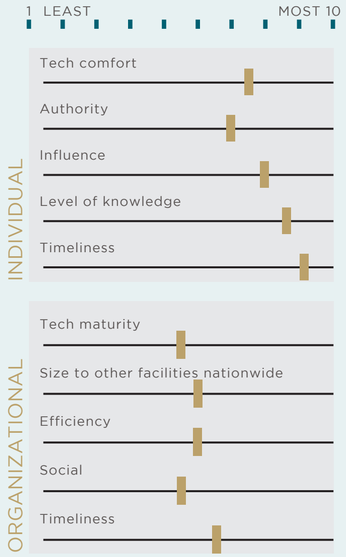
"I am a manager which is not a skill taught in medical school. I am a resource for the community and I provide direction. I listen, motivate, mediate and with an open mind I provide direction for all. I engage with people ranging from specialized clinicians to the janitors. Sometimes events happen fast and I have to make decisions with the best information available."

Compassion

Leadership

Mediation

Communication



Dr. Stephens completed a rigorous 15 years achieving his medical degree. His passion for people, medicine and as a caregiver are his driving force. His career has spanned 30 years and he has kept up with trends in medicine, regulations and technology. Throughout his career he was seen as a people person and able to manage teams as well as the business side of a large medical department. He listens to his staff, patients and recognizes the importance of quality healthcare. His facility offered him a Medical Director role, which he has held for 10 years.

Dr. Stephens struggles with some physicians being overworked. When volume is high and a shift needs to be filled, he has to smooth ruffled feathers and make final decisions for the department. He relies on advanced schedules and technology that can be modified as needed. Everyone depends on his collaboration with a scheduler to allocate shifts. It is essential to Dr. Stephens to see, understand, communicate and make final decisions in a timely manner for the well-being of the team.

MOTIVATIONS

- Community, patients, staff, people in general
- Help staff find solutions (from janitors to clinicians)
- Help others excel at their job
- Provide the best work environment for my staff
- Continuously improve protocols, technology, knowledge and care
- Provide quality patient care
- Efficiency
- Servant leadership

CONCERNS

- Running out of resources; periods of high turnover with staff
- Balancing quality of care with managing cost to meet business objectives. Each disease, case, patient is different and unique.
- Technology is frustrating and difficult to use
- An immediate need for a user-friendly app for medical directors and providers
- Under-utilizing technologies
- Consistent quality patient care
- Cost of medicine
- Efficiency

FRUSTRATIONS

- EmTime is "under-whelming"
- Wanting EmCare to have more transparency/communication
- Physician's compensation
- Physicians want work-life balance. Physicians can't easily plan PTO and families are dependent on the schedules.
- Administrative burdens
- Staffing
- EMR limitations
- Bed capacity
- Regulatory environment

SOGETI

EmCare
MAKING HEALTHCARE WORK BETTER™

User Needs

PHYSICIAN

To view my schedule
To view others schedules (see providers)
To see facilities
To decline shift offers
To accept shift offers
To swap shifts
To split shifts
To offer shifts
-
To see open shifts
To see who is working in facility now
To request time off
-
To see contact info (email, phone, text)

To see my pay stub
To indicate in and out times
To indicate over/under times
To submit my time sheet

MEDICAL DIRECTOR

To view my schedule
To view others schedules (see providers)
To see facilities
To see decline shift offers
To see accept shift offers
To swap shifts (swap provider shifts)
To split shifts
To offer shifts
To assign shifts
To see open shifts
To see who is working in facility now
To approve requested time off
To be notified of provider changes
To see contact info (email, phone, text)

To see pay stubs
To see in and out times
To track over/under times
To approve time sheets

User Needs

NURSE

To view my schedule
To view others schedules (see providers)
To see facilities
To decline shift offers
To accept shift offers
To swap shifts
To offer shifts
-
To see open shifts
To see who is working in facility now
To request time off
To see contact info (email, phone, text)

SCHEDULER

To view my schedule
To view others schedules (see providers)
To see facilities
To see declined shift offers
To see accepted shift offers
To swap shifts (swap provider shifts)
To offer shifts
To assign shifts
To see open shifts
To see who is working in facility now
To be notified of provider changes
To see contact info (email, phone, text)

Schedulers need all the functions and features of the present V1 desktop application.

User Needs

PHYSICIAN

NURSE

MEDICAL DIRECTOR

Schedulers need all the functions of desktop

Schedulers have set hours

SCHEDULER

Assessment

The SCHEDULERS do not need to be using this app to the extent of the other 3 users.

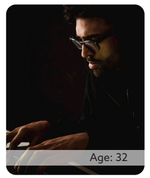
UX - Personas:

RICK

IT PRO

SENIOR MID JR N/A

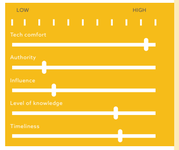
Experience: 10 Years



"By using SL1 and PowerFlow I know how to automate. I know how to discover devices and I know how to research and figure out how to make things run smoothly before failures happen. PowerFlow cockpit helps me to be aware so that Bob can keep me busy monitoring the bots."

As an IT Pro I am responsible for the upkeep, configuration and reliable operation of client virtual networks, cloud services, communication systems, integrations, business services and data security systems, to name a few... In most organizations I manage all servers, network equipment, and other related IT infrastructure including the integrations for the CMDB and the ITSM. If there is something wrong, I am a detective, a fireman and mechanic.

TECHNICAL
GOAL ORIENTED
ANXIOUS
APPEASING



NEED TO KNOW

What's broken?
What's scheduled?
How do I fix it?

DECISIONS I MAKE

Operations
Compute node status
Volume of Automations
Integrations
Knowledge base and history
Discovery

Cost
What do I fix first?

Business Health
Fixes
Prioritize business services and their problems

Future
History (what to automate)
Backlog

Other Titles and Roles

- IT Administrator
- Infrastructure Administrator
- System Administrator
- Enterprise Operator

Users I interact with

FRUSTRATIONS

- Looking good (keeping my job)
- Keeping current in my role
- Automating responsibly
- Less war rooms; less need for me
- Lack of visibility
- Bad feedback

LACK OF VISIBILITY

- Not knowing root cause
- Overall health of systems (Volume of integrations & CIs)
- Business services
- Knowledge base to triage

ESSENTIAL NEEDS

- # of Events
- What's broken (root cause)
- How to fix (knowledge base)
- Accurate 3rd party documentation

I need to a low barrier of entry into PowerFlow. The less training the better. It has got to work.

MOTIVATIONS

- People
- Approval from Bob
- Management and leadership
- Sexy IT concepts

A Note on this Persona

Personas are living breathing documents that we use to develop an understanding of our users.

Feel free to reach out to UX so that we may keep refininining and learning about our personas.

ScienceLogic

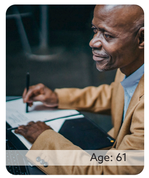
1.15.2021 Joel Heaton

BOB

CIO
Director

SENIOR MID JR N/A

Experience: 35 Years



"I manage the IT infrastructure of this Fortune 500 company. It is important that Rick and my colleagues have real-time access to the data they need. It is essential that I can oversee. Why did we purchase PowerFlow and SL1? Can we get rid of that team offshore? I have to answer to the board next week."

My team relies on the data from PowerFlow. In my role I need service level visibility for meaningful business specific integrations. From cloud services, to telecommunications and on-boarding employees. I have to communicate my department's ROI to stakeholders and C-level executives flawlessly. I need to know the cost to incident mitigation, cost of devices and that all synchronizations are working. Yesterday...

INFLUENTIAL
DIRECTING
LEADERSHIP
DECISIVE

NEED TO KNOW

- Amount of devices
- Automation health
- Business impact
- Frequency/history
- Cost analysis
- Volume of data being moved
- Cost to repair

DECISIONS I MAKE

Business Operations
Efficiency
MTTR
Volume of Automations

Cost
How is PowerFlow saving $
Downtime
Justification of Automations
People

Business Health
Contracts
Integrations Volume
Success/Fail
History

Future
History
Backlog
Predictions
Budgets

Other Titles and Roles

- CIO*, CTO
- IT Director
- IT Manager
- IT Leadership

Users I interact with

FRUSTRATIONS

- Contradictions (looking foolish)
- Managing employees
- Limited ROI metrics
- Lack of visibility
- Bad feedback
- Complicated UI(training time)

LACK OF VISIBILITY

- Ambiguity of costs
- Overall health of systems (Volume of integrations & CIs)
- Business services

ESSENTIAL NEEDS

- Visibility across all IT department (Who? Why? When?)
- Open communication with ITSM
- CMDB synced and accurate
- System outages
- IT PROs to be trained and understand the enterprise needs.

MOTIVATIONS

- People
- Approval from C-level
- Management and leadership
- Successful employees and department
- Customers
- Money

A Note on this Persona

Personas are living breathing documents that we use to develop an understanding of our users.

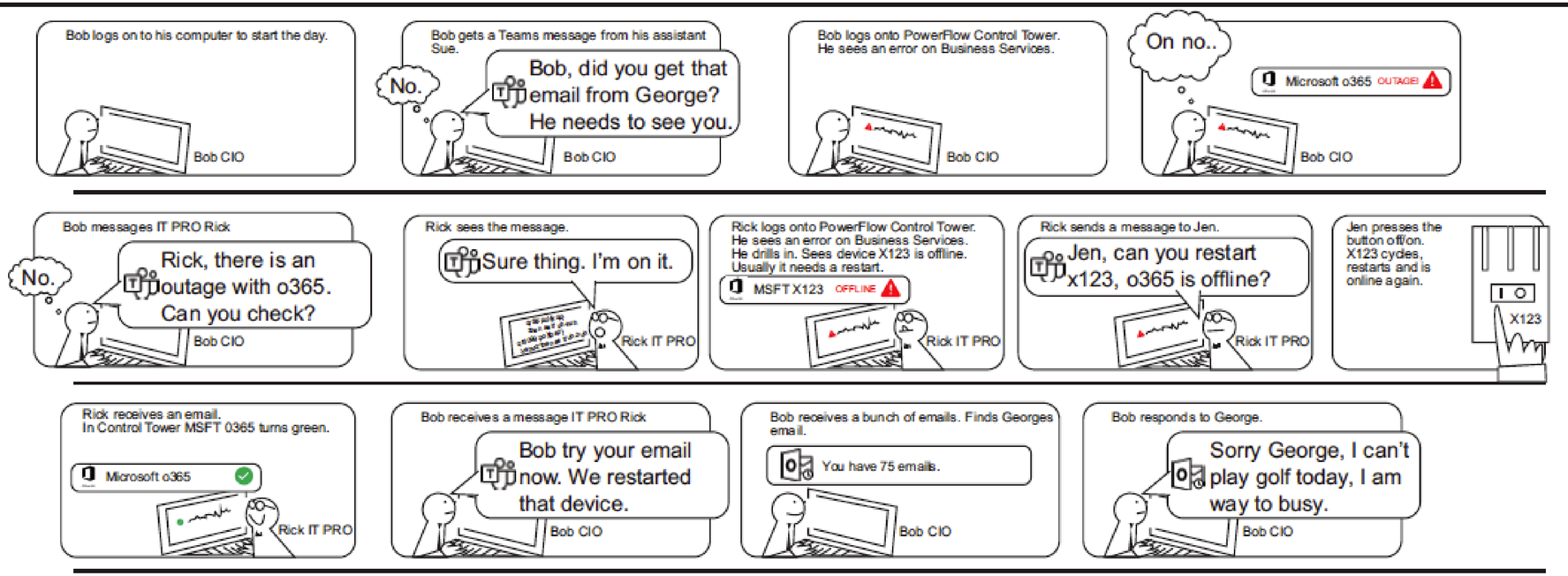
Feel free to reach out to UX so that we may keep refininining and learning about our personas.

ScienceLogic

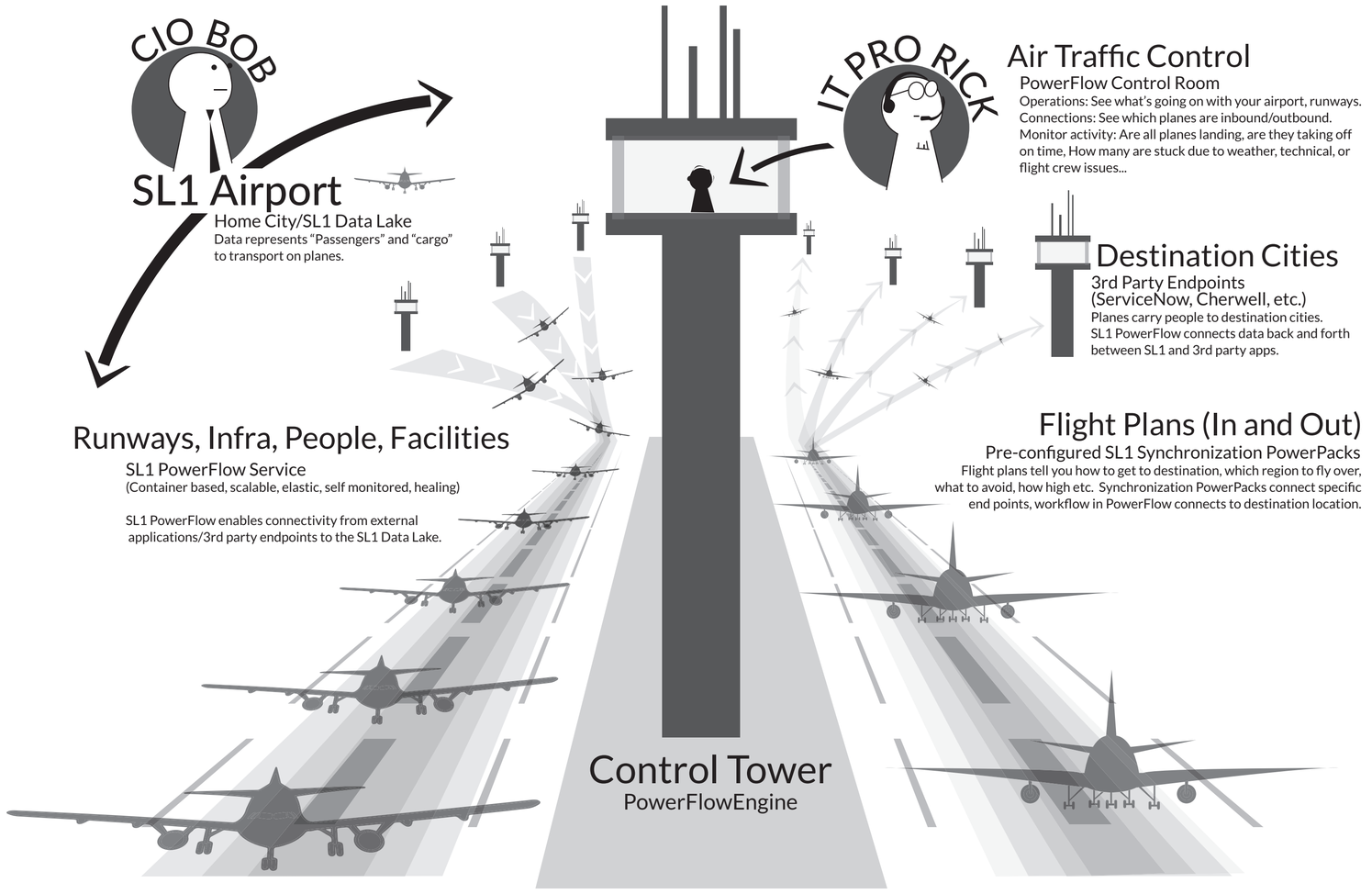
1.15.2021 Joel Heaton

Business Service

Email Services



Airport control tower analogy:

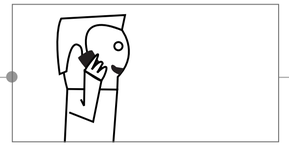


Promise Offer - Satellite User Flow

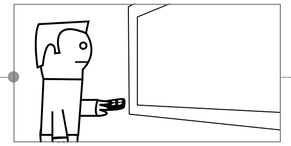
Who Directv - Satellite customers
Why To offer users and customers direct stream channels that were promised or contracted
Goal To mitigate channel disputes for DTV customers.

Terrel
Satellite customer

1 On Sunday Terrel likes to watch football. He invites some friends over

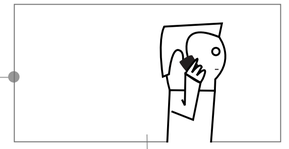


2 His friends come over for the game, He turns on the TV to watch the Lions.

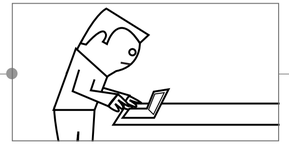


3 They get a message that the station the game is playing on is unavailable

4 He calls Directv customer service and The automatic IVR system tells him to go to tvpromise.co



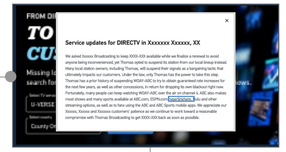
5 He logs on to his laptop and brings up the tvpromise.com



6 He selects DIRECTV for his service and enters in his zip code.

7 Then he is asked to choose his county and selects search

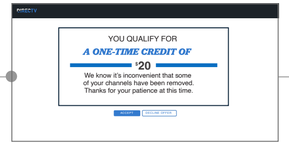
8 He sees a modal that explains the current dispute. Within the dispute there are hyperlinks to…



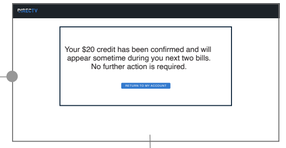
9 Frustrated, he arrives at a page that asks to choose service again. He selects DIRECTV

10 He arrives at login

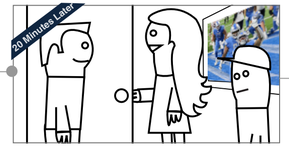
11 He is presented to a message That indicates he is eligible for a credit of $20.



12 Terrel has arrived at Account Overview And he receives a confirmation that $20 will credited to his account

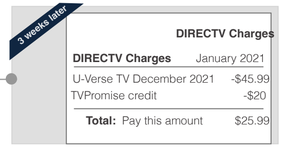


13 Humbly he shows up at his friends house to watch the second half of the game.

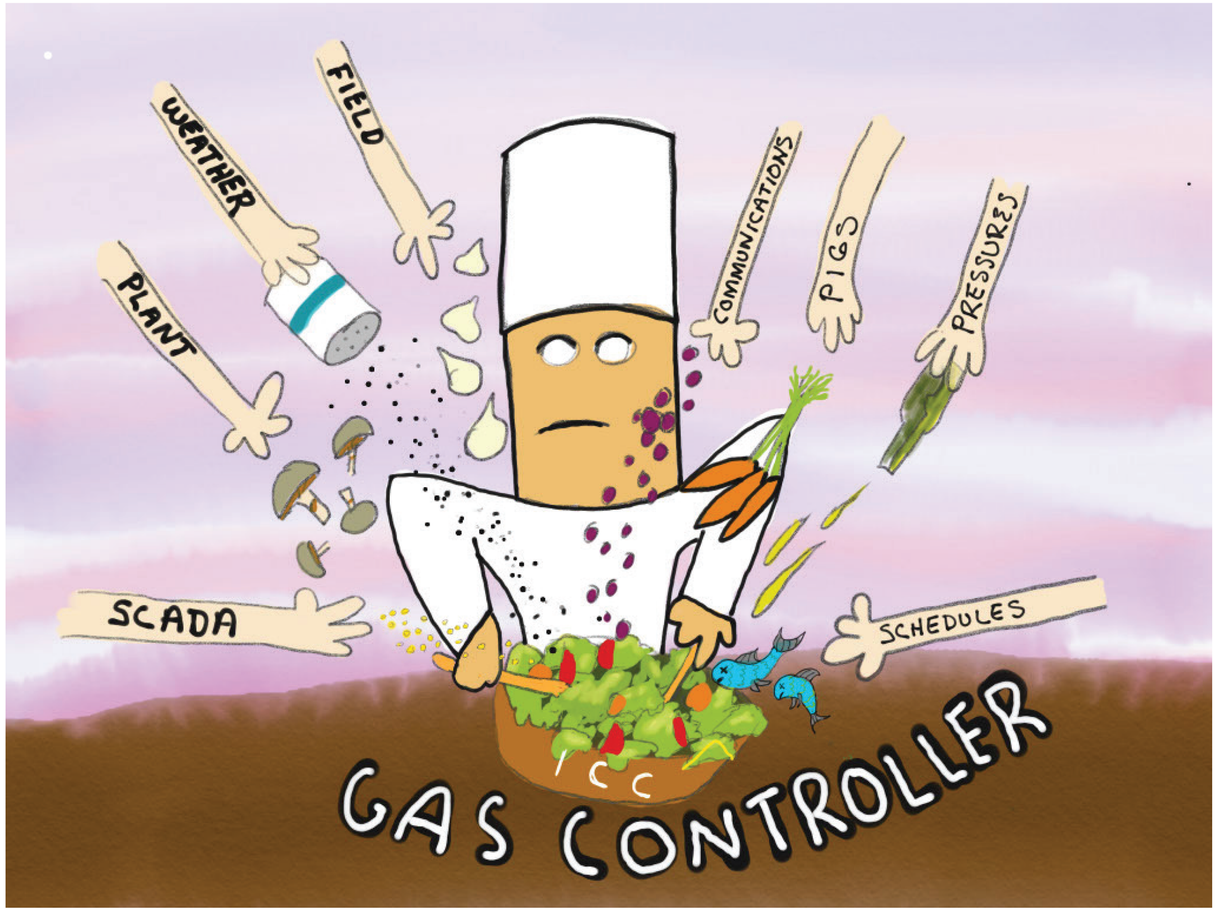


14 Elated he discovers the $20 was credited to the December bill.

15 Elated he discovers the $20 was credited to the December bill.



User Types



Applications GCs use

PI

SCADA

Spreadsheets - ICC Journal for logging events (.xls), One Note

Maps - Geoportal, Xmaps, ESRI, SCADA

Workplace

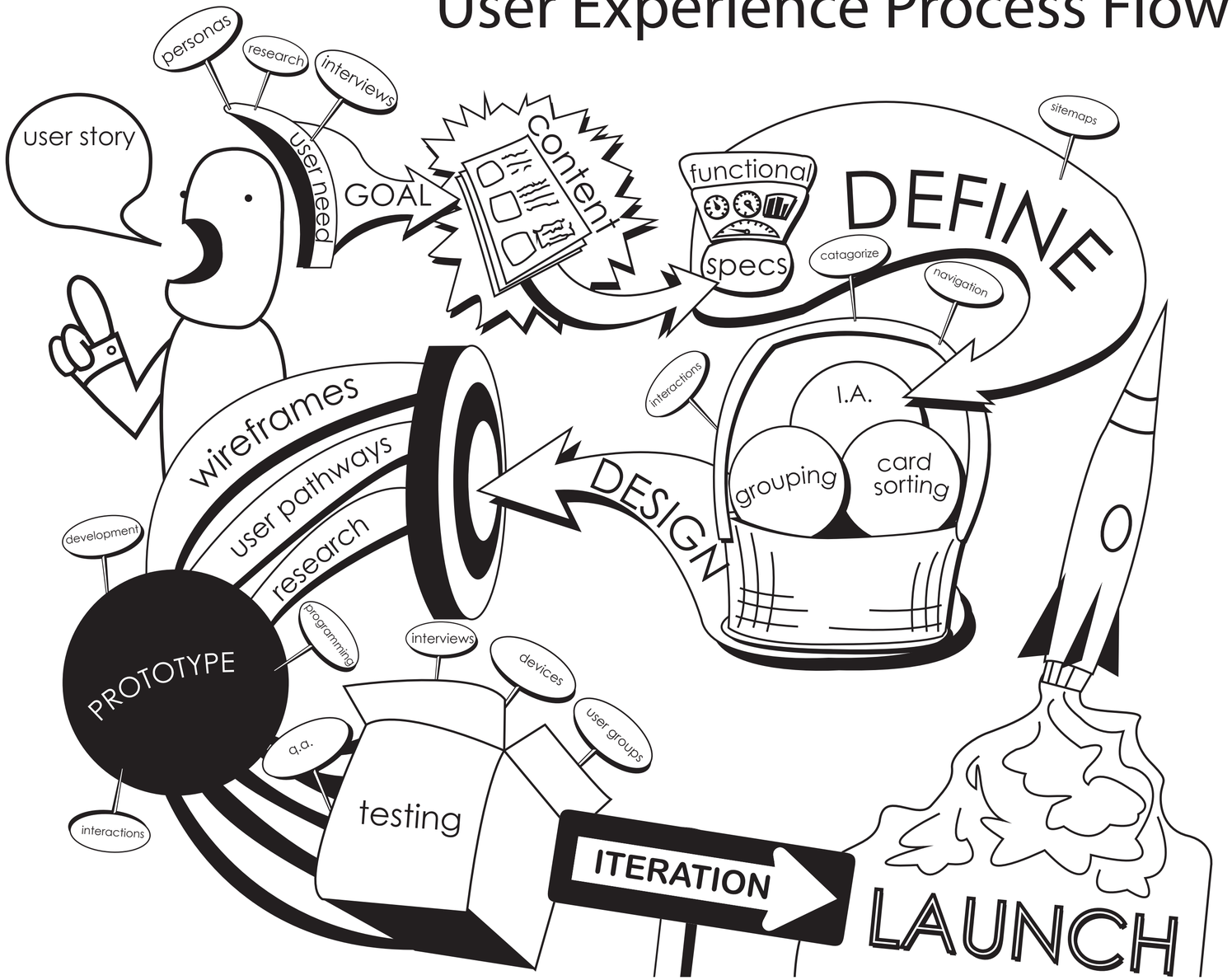
Daily meetings

Communications - email, phone calls, Teams, Texts, Workplace, etc.

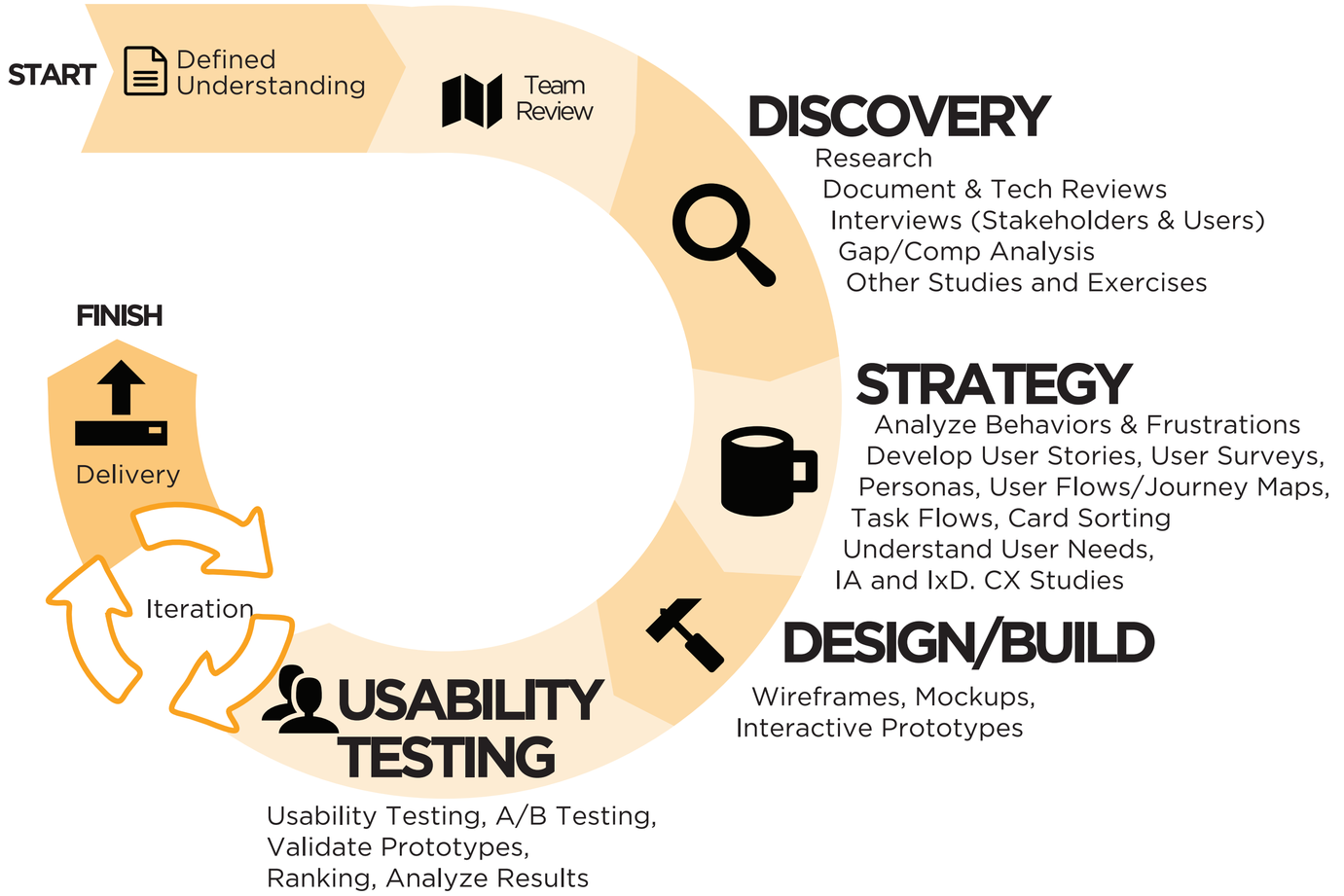
DCS - Remote OPS

Is a Gas Controller like a Chef with a lot of others throwing stuff in his salad?

User Experience Process Flow



UX Process based on User Centered Design Methodologies.



Context for V2 Prototype

Billy Ops
Plant Operator
SBU

EVENT 1

Spill to Soil & Water

As a field operator Billy Ops you are on location at the Giddings Gas Plant to report a spill to water and soil.
You arrive at the Giddings Gas Plant and see condensate flowing out of Tank 3A or what you guys call Bobby's Bayou. It has breached the secondary containment and it is flowing into a pond. You notify your supervisor and turn off the pump and you make note of this in the app.
You take a photo make some notes and review the event before you submit it to Enablon through the app.

EVENT 2

Blowdown

Now Billy, you are at the Wilcox Gas Plant. You are here to log a blowdown. Plant technicians repaired the engine by changing out the head that had the hot valve. Once the repair work was complete the engine was restarted and returned to normal operation.

Why?

“To prevent catastrophic flooding of 100s of thousands of gallons of oil and gas.”

Engineered a unified real-time interface to eliminate blind operations, using data-backed capacity monitoring to prevent liquid surges.

Developed a QR code POC to digitize launch events, leveraging gamification to geo-locate pig entry and retrieval points.

Championed a vision for a connected pipeline ecosystem years before RFID, IoT, and remote data monitoring became industry-standard or cost-effective.

Evangelized these early initiatives to build the strategic foundation for transitioning manual field activities into a proactive, tech-driven network.

Designed an early-stage POC to automate pigging workflows, proving the feasibility of QR-based tracking and real-time user alerts before such technologies were widely adopted.