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anglianwater

AVAYA



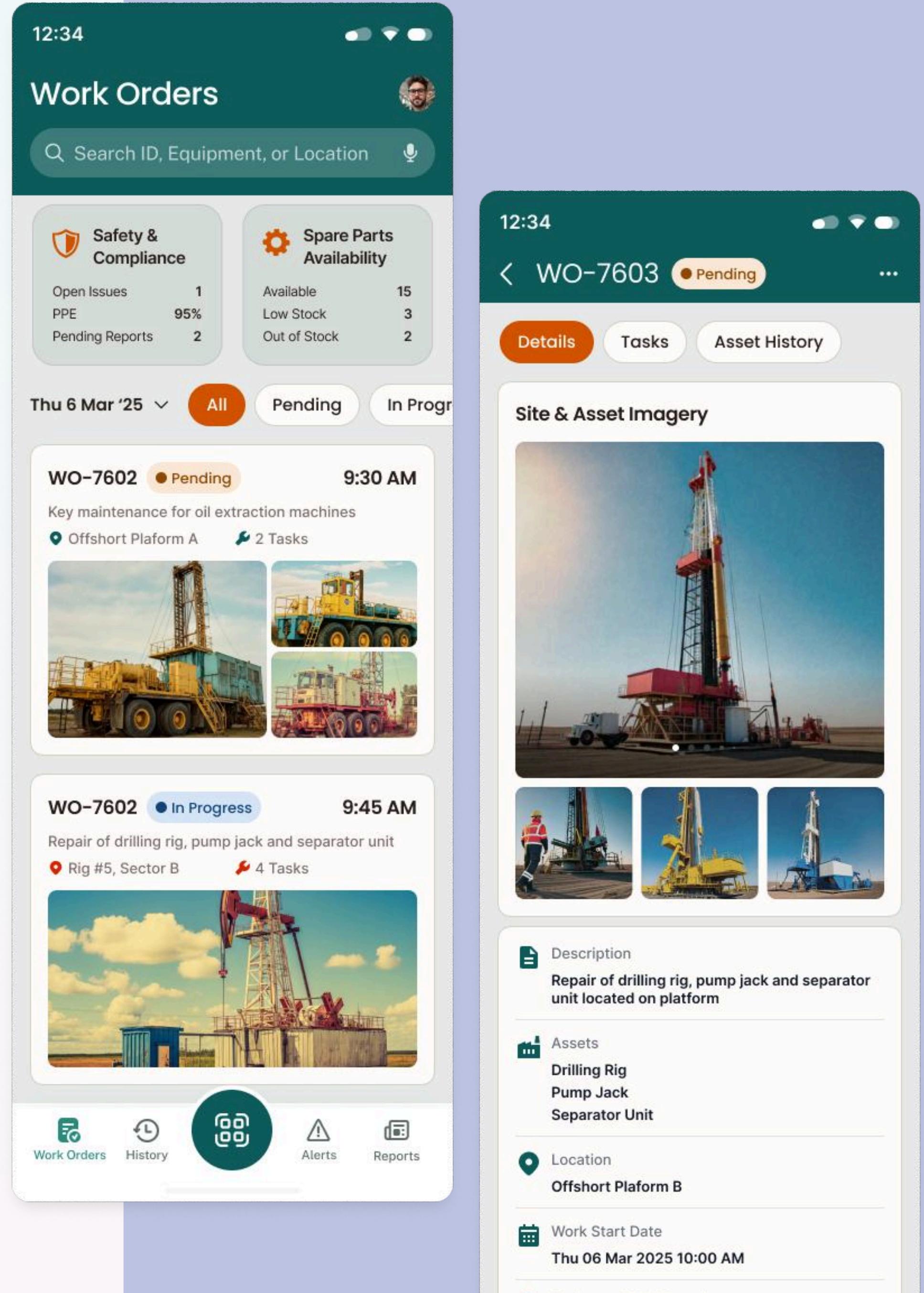
Work Orders Management App

Brief

- This app is part of a client project designed to help field technicians manage, track, and complete maintenance work orders efficiently.
- The solution enhances productivity, minimizes delays, and optimizes work order completion rates for field technician by leveraging user-centered design principles.

Responsibilities & Achievements

- **User Research & Insights:** Analyzed technician workflows and pain points to make informed design decisions.
- **Reduced task completion time** by making critical information easily accessible.
- **Improved efficiency** by introducing intuitive filters and real-time updates for better work order management.
- **Enhanced user adoption** with a modern UI that aligns with technicians' needs in the field.



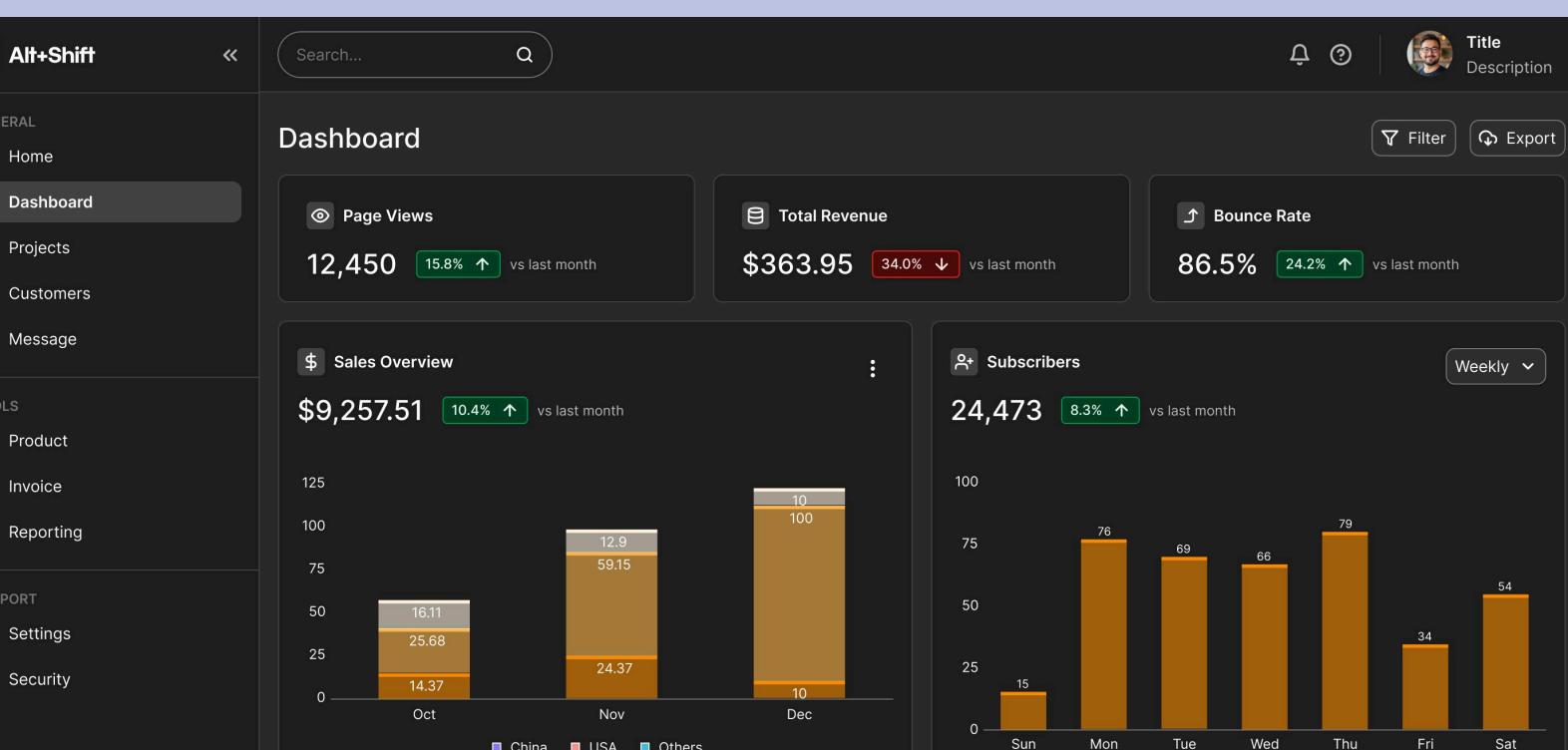
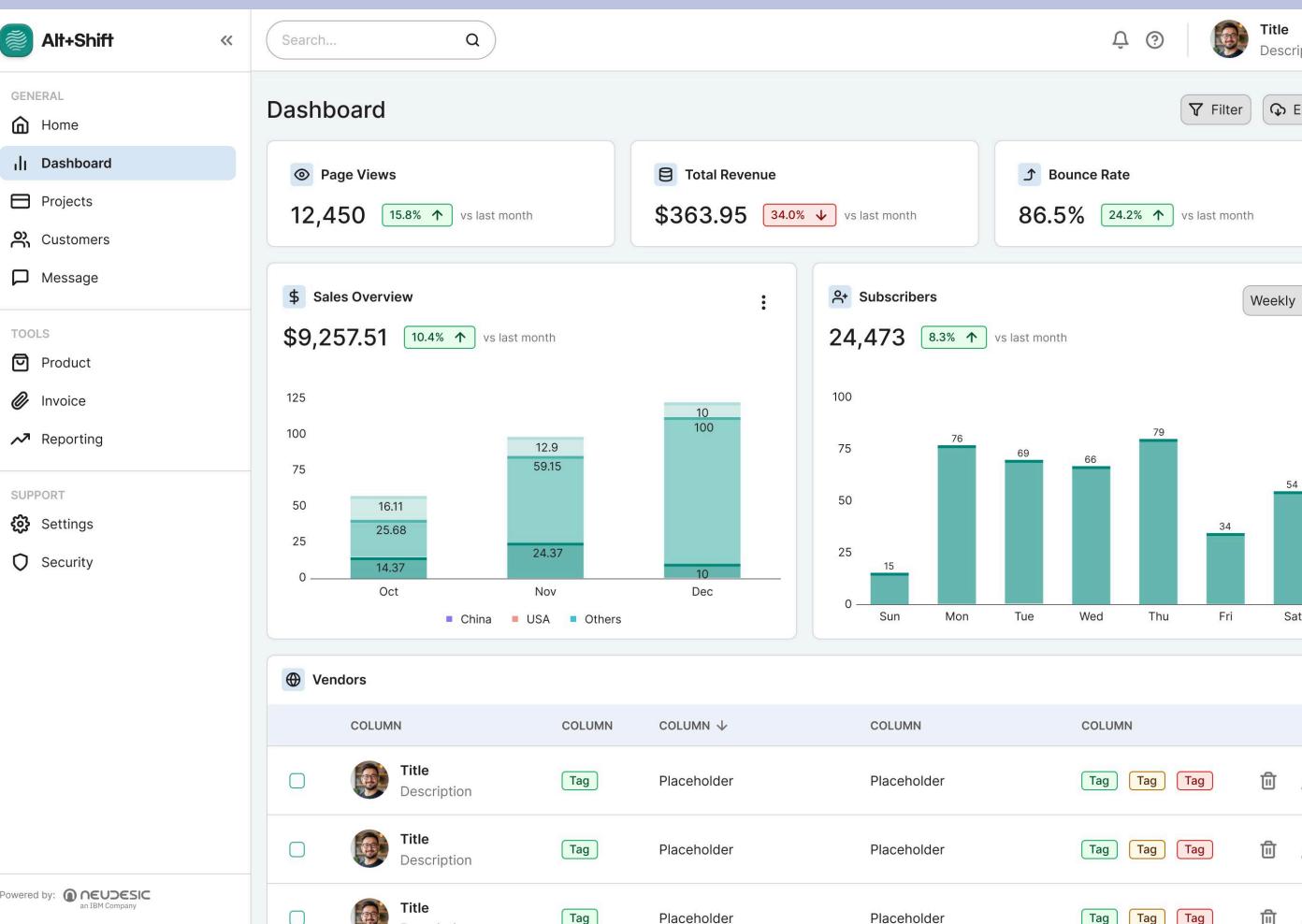
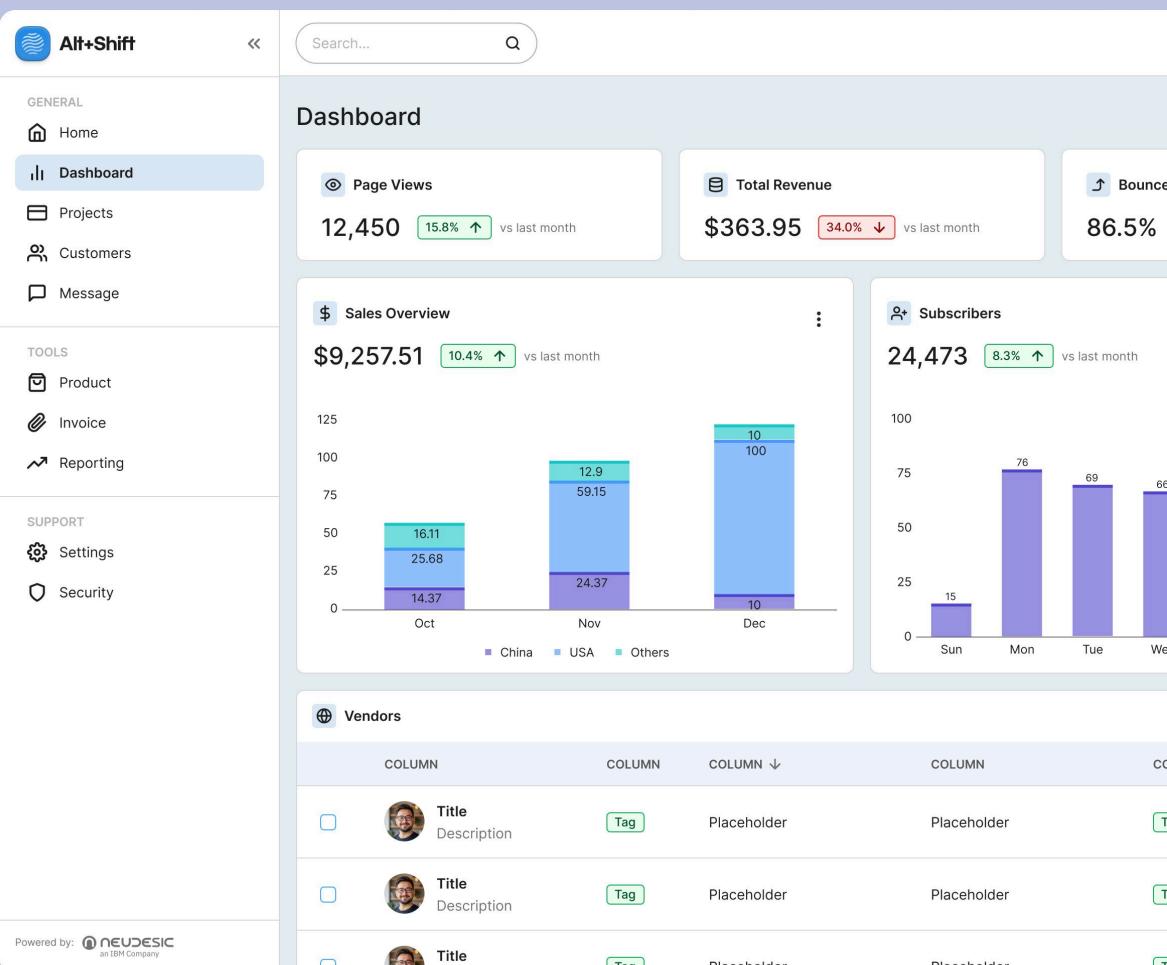
Multi-Brand Design System

Brief

Neudesic develops multiple initiatives and IPs, each may have distinct brand guidelines. To ensure consistency while supporting diverse branding, a scalable design system was created, standardizing UI components and enhancing efficiency across initiatives.

Responsibilities & Achievements

- Created a scalable design system to ensure consistency across various initiatives/IPs while supporting different brand guidelines.
- Aligned with all initiatives and designers to standardize UI components.
- Leveraged advanced Figma features to enhance flexibility and efficiency.
- Increased productivity of designers and ensured a consistent user experience.





Asset maintenance and monitoring application

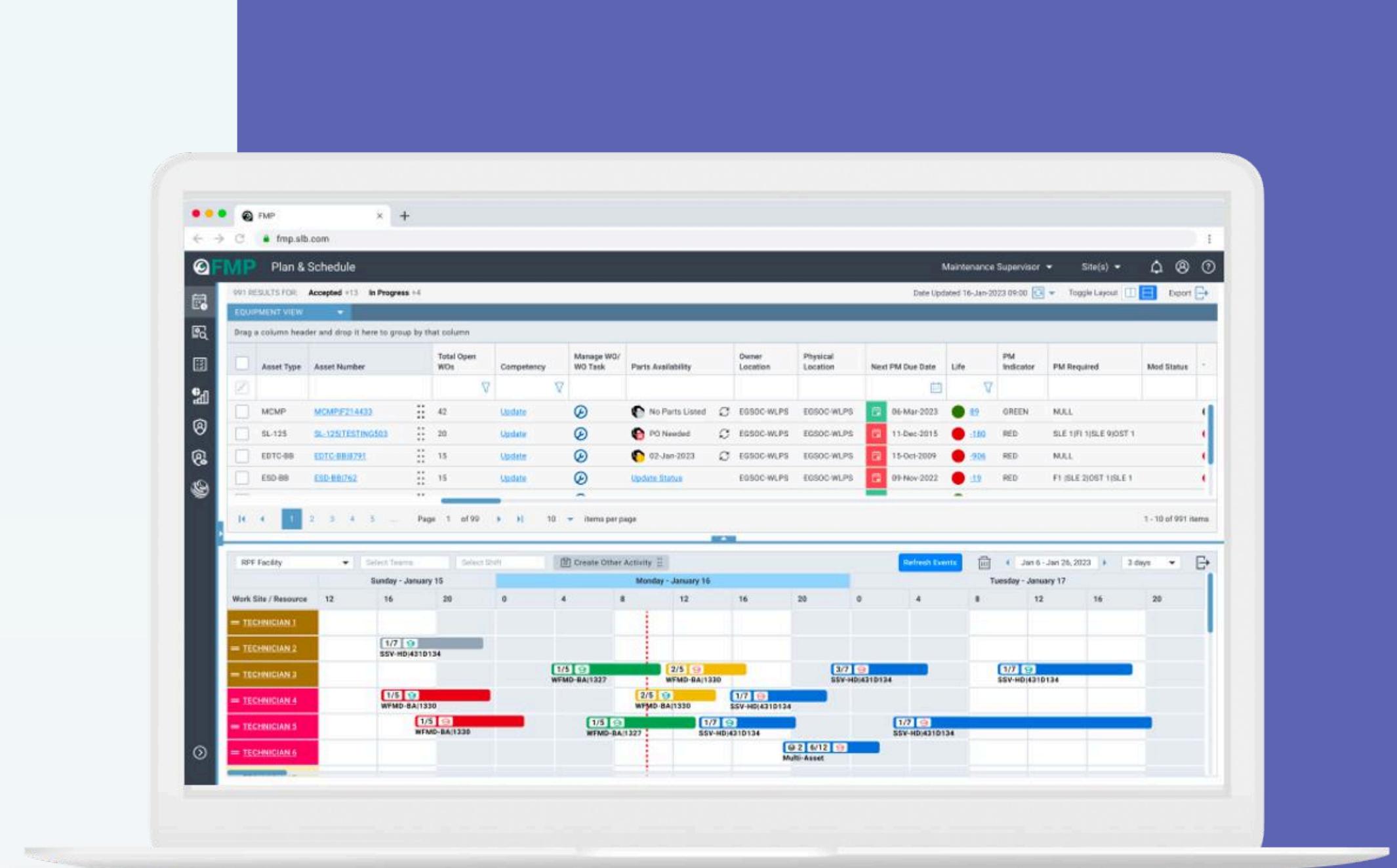
The Challenge

Various business lines / verticals in SLB were using different CMMS systems and Excel sheets for planning of maintenance of equipments and sending equipments to field jobs.

There was a need to have a unified modern platform to facilitate these activities in an effective manner.

Millions of Equipments

Tens of millions of work orders

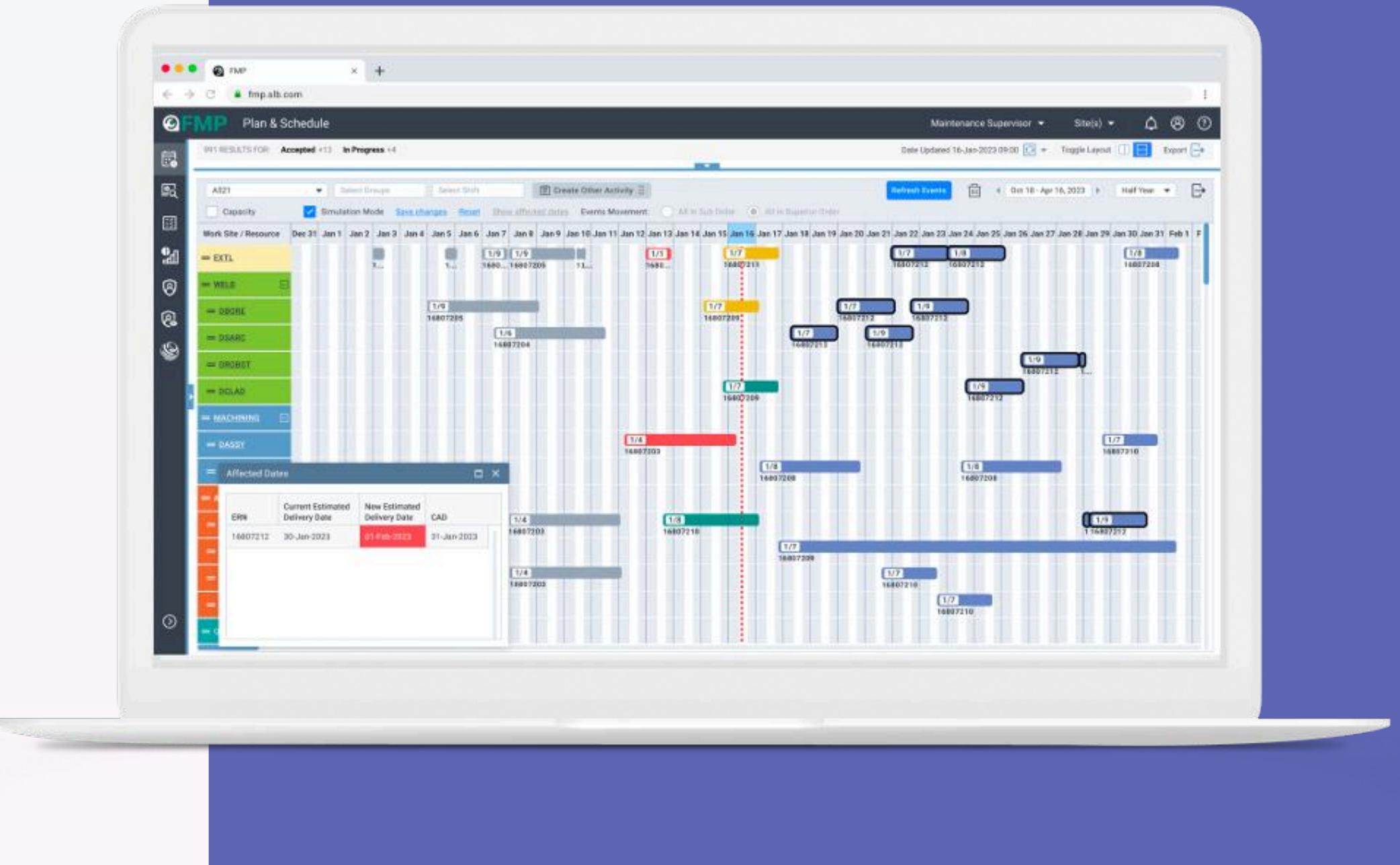
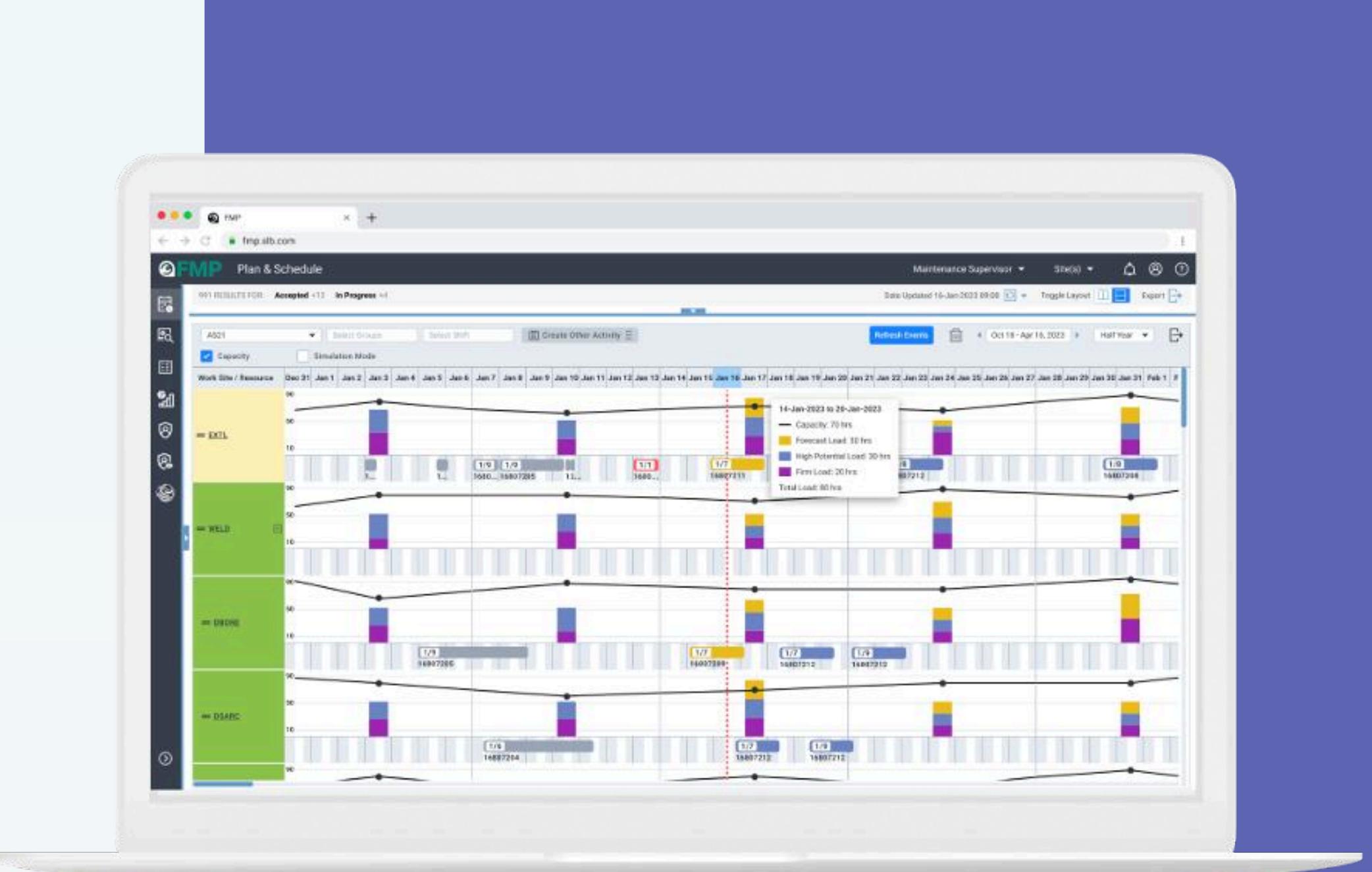




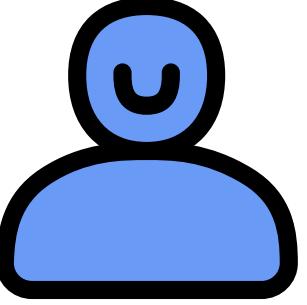
Asset maintenance and monitoring application

The Benefits

- \$10M+ value** for the organization per year
- Used in more than **50 countries** worldwide
- Number of users doubled from 2023 to 2024
- Feature rich and extensive support



Persona & Empathy Map

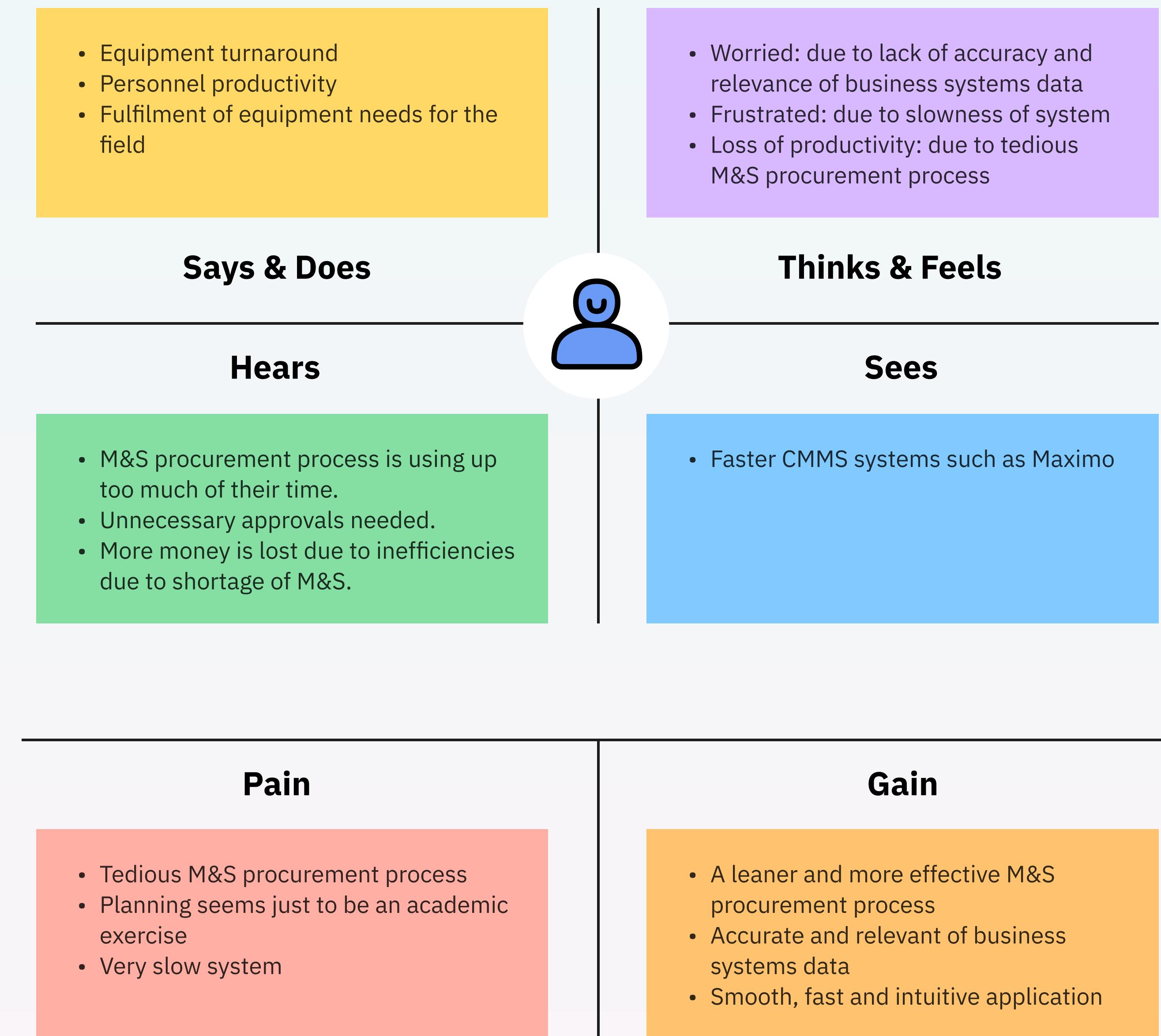


David Thorpe

- Age: 30-40
- Occupation: Maintenance Supervisor
- Location: Houma, LA

About him

Responsible for overall shop flow, equipment turnaround, and personnel productivity, for their respective group. The Maintenance Supervisor is also responsible for overseeing fulfillment of equipment needs for the field, as driven by the priorities dictated by Ops demand and by resources availability.





Current UX Process

For each new requirement

Discover & Define

Interviews
Field Studies &
Contextual Inquiry
Secondary Research

Ideate, Design, Validate

User Task Flow/
Information Architecture
Wireframes/Visual
Design
A/B Testing
Usability Studies
Iterate

Development

Handoff
Development Support

Post Launch

Surveys
Logs/Bugs Analysis
Enhancements/
Improvements

Discover & Define

Interviews

Structured / Semi-Structured / Unstructured

Field Studies & Contextual Inquiry

Shared by project representatives - research activities that take place in the user's workplace

Secondary Research

information that is available in Wiki and understanding current As/Is process

- When will equipment be back from the field, and in what condition?** It is a challenge to know when equipment is expected to return from the Field. A lot of work is needed to keep up to date with e-mails informing of demobilization and failures. However, the recently-released Asset Planner app, mentioned by Ashley, manages demobilizations and equipment assignment to/from jobs, and could be leveraged for this purpose.

→ **Suggestion:** Implement a robust process, between Ops, LCT, ERC and TLM, to agree and commit to when equipment needs to return to base for maintenance. Once decision is jointly made, the exact return dates should be confirmed, to start the maintenance planning process before the equipment is back. Leverage the new Asset Planner application for this purpose.

- What will be the work scope once the unit is at the base?** The TLM team receives an e-mail listing all reasons for a failure in the field, along with a checklist used to do a troubleshooting while at the wellsite. These issues are also reported in MT and will define the scope of maintenance / repair work, in addition to any other issues that may be identified at the base. See pic. 14 for an example of such e-mail.

→ **Recommendation:** All issues/ DRs identified in MT should be visible to the Planner in the new application, to avoid re-processing of separate e-mails and re-entry of work tasks into separate spreadsheets that are used to prioritize the work orders.

Confluence Wiki Spaces

FMP P&S - WEC Optimus

Pages / ... / WEC Drilling: Simulation Mode

WEC Drilling: Simulation Mode - All In Sub Order

Created by Anusha Agrawal, last modified on Jul 20, 2024

- **All In Sub Order**
 - Case 1: when there is no overlap between WOs
 - Case 2: When there is overlap and user wants to maintain the overlap.
 - Case 3: When there is overlap and user does not want to maintain the overlap.
 - Case 4: When user wants to reassign an event to another Workcenter.
 - Case 5: When user moves an event on a non-working day
 - Case 6: Events getting planned in the past

All In Sub Order

The "All in Sub Order" is a feature within a simulation mode that enables users to adjust individual WOs by a specific time. This feature allows users to move events within a WO or between WOs without affecting the overall sequence. If a user moves an event within a WO, the system automatically adjusts the other events in the WO to maintain their relative sequence. Similarly, if a user moves an event between WOs, the system adjusts the sequence of events in both WOs to ensure they are correctly aligned. This feature is particularly useful for managing complex work schedules where multiple WOs are interconnected.

The logic of All in Sub order is explained below:



Ideate, Design, Validate

- User Task Flow/Information Architecture
- Wireframes/Visual Design
- A/B Testing
- Usability Studies
- Iterate

Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: You will be presented with a list of service appointments assigned to you with today selected by default. Review the information displayed in the list.	Open App > Login > Home screen	Participant wants to see few additional details with each service appointment in the list	I also would like to see Estimated Cost, number of items completed and Estimated time of completion for each appointment	1
Prompt 2: Review the details of the opened service appointment. Are you able to see all relevant details required for you to do the work	Home screen > click on service appointment from the list	Participant is contented to see all the fields	N/A	1
Prompt 3: Try to add Service Items to an appointment. Are you able to add required Service Items to the appointment efficiently?	Service appointment > Tasks	Participant is contented to see pre-defined categories of service items	N/A	1
Prompt 4: Add a new service appointment. Are you able to easily to add a new service appointment?	Home screen	Participant is contented to be able to add new service appointment quickly	N/A	1

It was observed that 4 out of 5 participants had trouble understanding whether status of WO has to be changed.

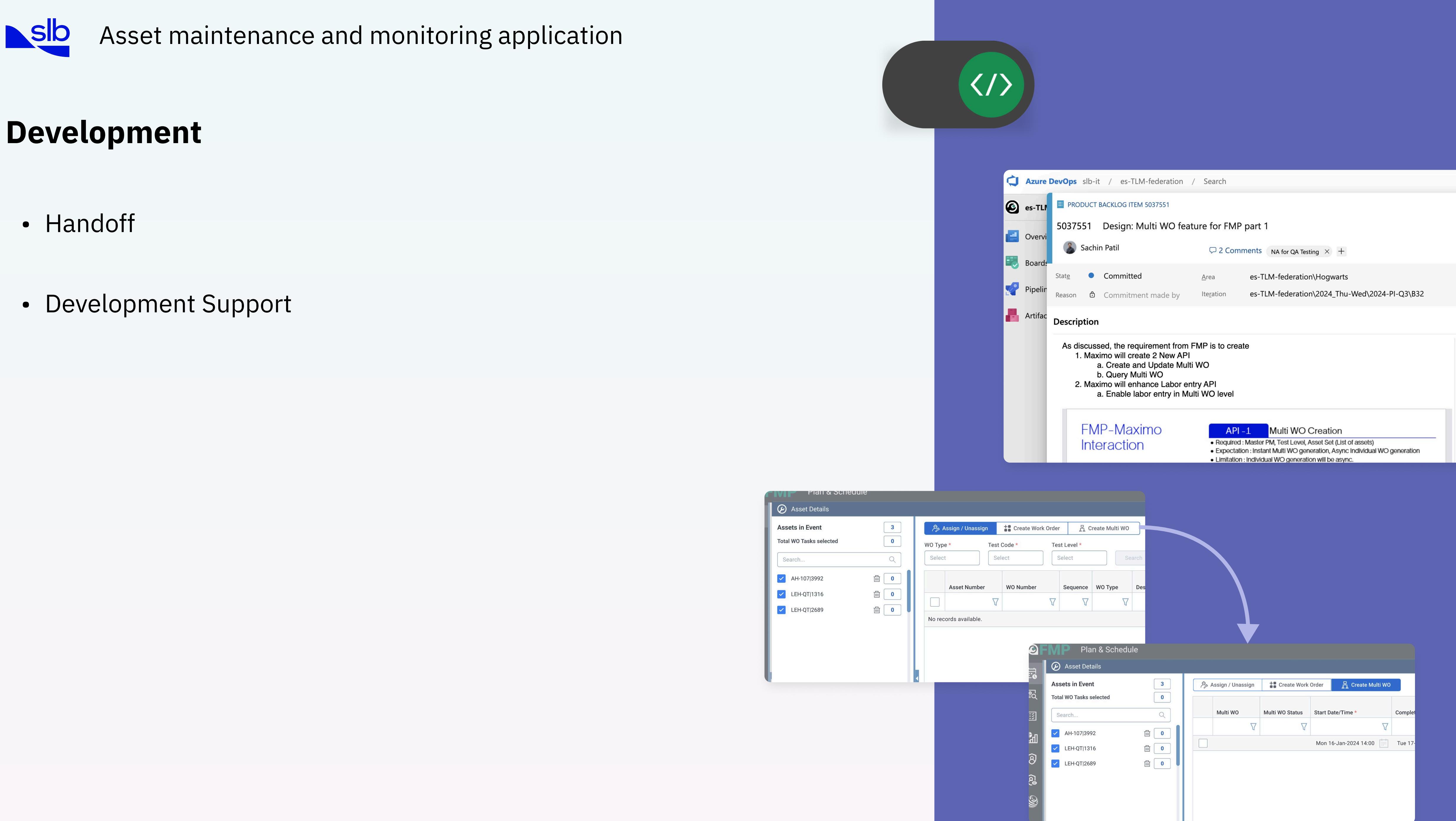
It was observed that 3 out of 5 participants were confused on why new asset was not auto added to Multi WO.

It was observed that 3 out of 5 participants were confused on how to add/remove asset after event has been created.



Development

- Handoff
- Development Support





Post Launch

- Survey
- Logs/Bugs Analysis
- Enhancements/Improvements

A	B	C	D	E	F	
1	Capture Date	Issue Type	Description	System	Priority	Status
2	23-Jul-24	Data	Material / Componnet flag	Maximo	1	Ongoing
3	25-Jul-24	Bug	Optimus delayed response	Optimus	1	Ongoing
4	23-Jul-24	Bug	24:00:00 time format at work orders	Optimus	1	Ongoing
5	23-Jul-24	PBI	Long/Short Description to be pass to MAXIMO (@ WO Task/Operatinos)	Optimus/Maximo/Mateo & FMP	1	New
6	24-Jul-24	PBI	Interval shift over factory calendar	FMP	1	Ongoing

slb-it.visualstudio.com/es-TLM-federation/_sprints/backlog/EAR-AA-4908%20-%20Highgarden

Azure DevOps slb-it / es-TLM-federation / Boards / Sprints

es-TLM-federation BUG 4778037

4778037 The mouse cursor is moving forward in message text box for shipping instruction &

Sameer Namdeo Nimje 1 Comment Add Tag

State: Approved Area: es-TLM-federation\Team 3 - Highgarden

Reason: Approved by the Prod Iteration: es-TLM-federation\2024_Thu-Wed\2024-PI-Q3\B32

Repro Steps

1.. On the activity monitor page for FMP application
Open any message pop up for shipping instruction and FMP comment
Steps :
1. Type LDAP first and select
2. Write something on that

Conducted Figma Sessions

Brief

Following the discontinuation of Adobe XD, I was entrusted the responsibility of training UX designers to effectively utilize Figma.

Responsibilities & Achievements

- I conducted a two-month training program on Figma to upskill designers.
- Also conducted organization-wide training for developers to improve design collaboration and efficiency.
- Covered all aspects from basic to advanced Figma features.
- Conducted hands-on sessions to improve design collaboration and efficiency.
- Enabled swift allocation of bench members to new projects, increasing productivity.

Session #	Date	Topics
1	09-Jun-2023	Design Tokens, Schema and their Usage: <ul style="list-style-type: none">• Color styles• Text styles• Effect styles• Grid styles
2	16-Jun-2023	Frames vs groups, Sections, Pages <ul style="list-style-type: none">• Basic introduction to Components and Variants• Teams and Projects• Libraries• Implementing multi-version Design Libraries, using 'Swap Library'• Implementing multi-theme design tokens and file structure, using 'Swap Library'
3	23-Jun-2023	Auto-Layout
4	30-Jun-2023	Component Properties
5	07-July-2023	Variables <ul style="list-style-type: none">• Design Tokens• Auto-Layout and Components• Theming• Multi platform• Migrating Styles to Variables
6	14-July-2023	Basic Prototyping <ul style="list-style-type: none">• Micro-animations with component variants• Videos• State management• Basic icons creation and basic picture properties• Animations to Lottie
7	21-July-2023	Advanced Prototyping with Variables <ul style="list-style-type: none">• Miscellaneous tips about Figma<ul style="list-style-type: none">○ Design System/Library Performance considerations○ Library Analytics○ Embedding prototypes in documentation platforms like Confluence○ Bulk update variant elements, bulk rename, thumbnails, “.” & “_” operators, Prototype settings, etc.
8	28-July-2023	Dev Mode, Multiplayer tools, Collaboration, Branching and Merging

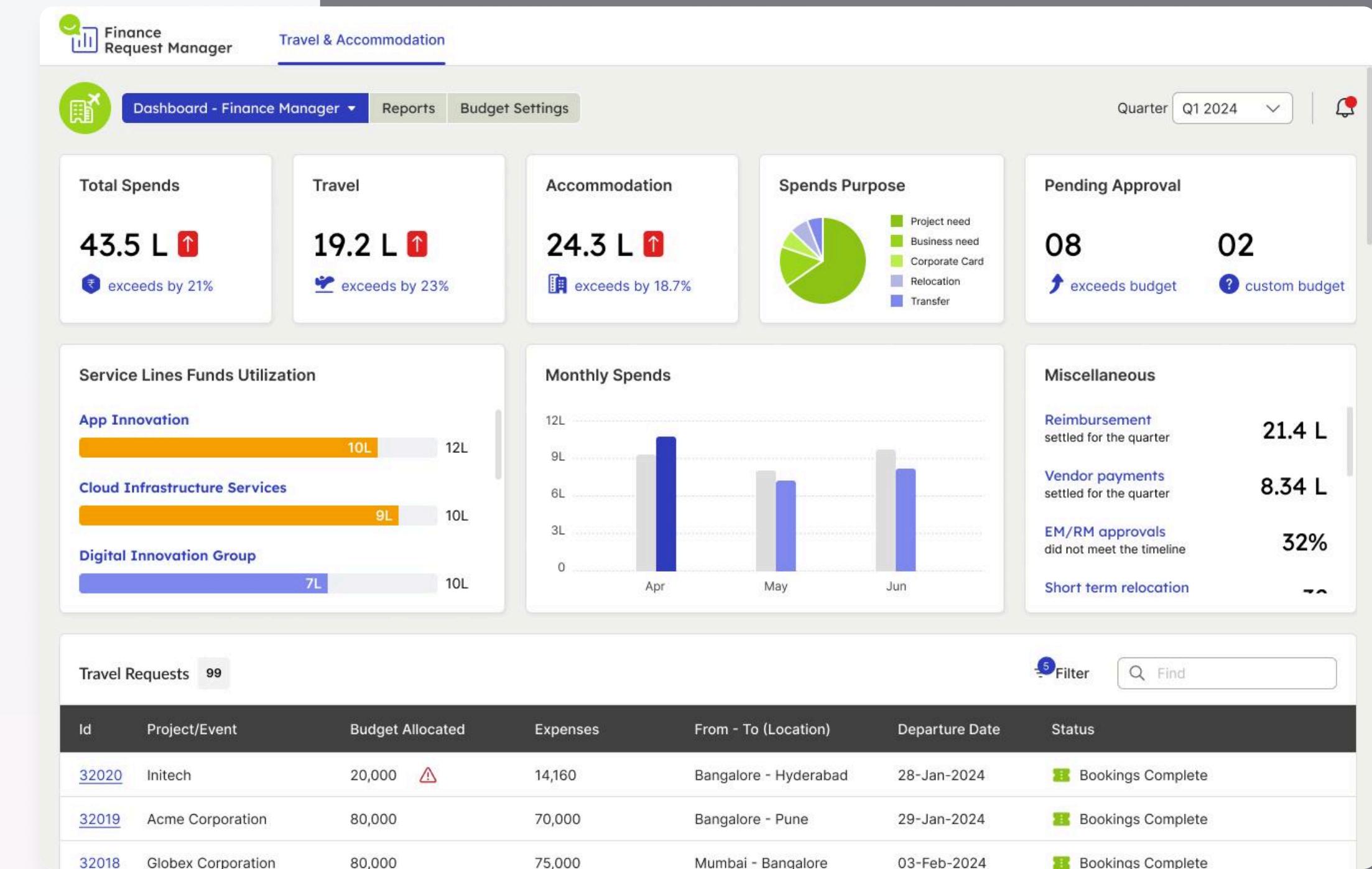
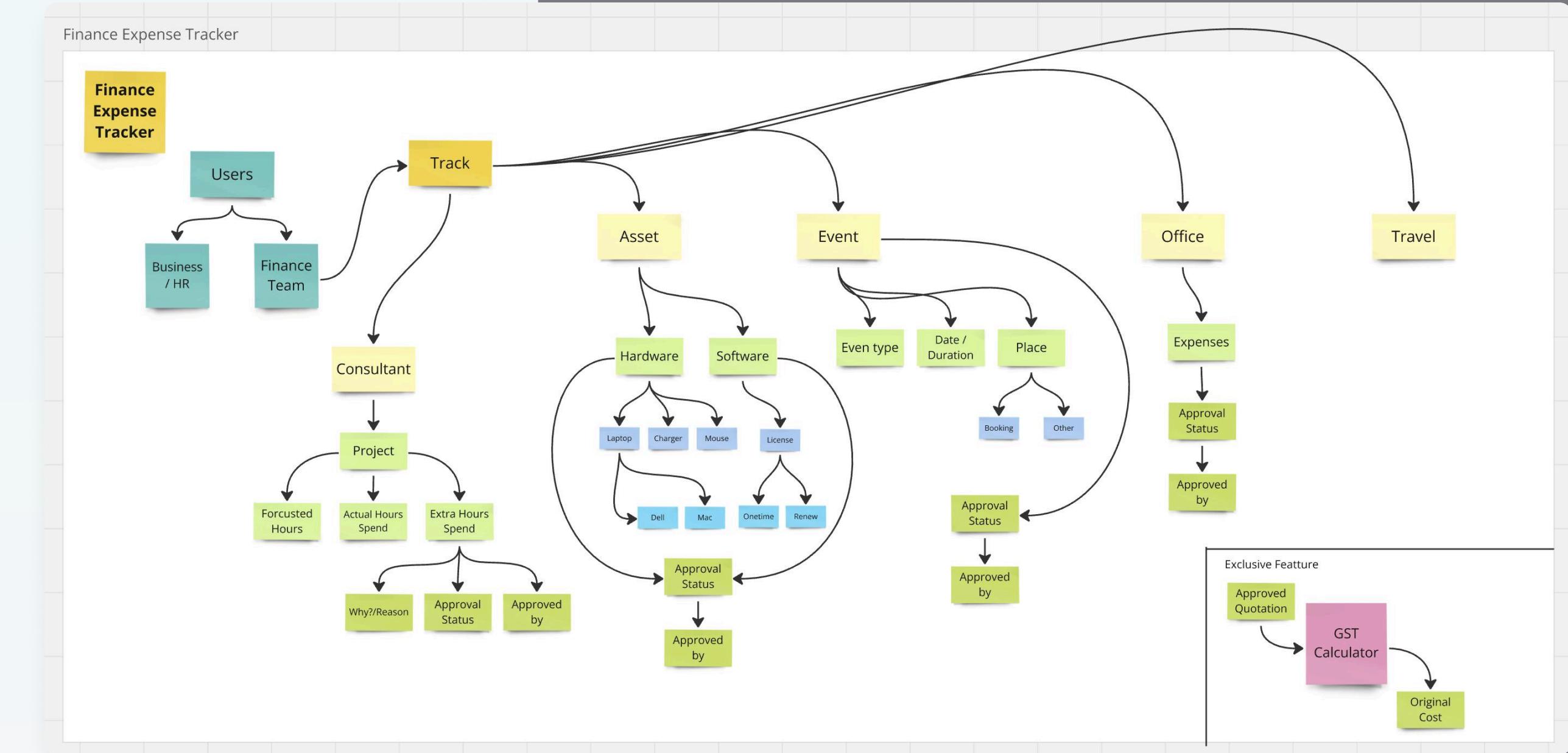
Finance Request Management

Brief

The finance team in Neudesic was using Excel sheets for tracking and budgeting expenses related to travel, assets, etc. They needed a specifically curated finance tracking and ticketing tool.

Responsibilities & Achievements

- Conducted foundational user research.
- Created personas, information architecture and user task flow.
- Led visual design and mentored junior designers.
- Developed a design library for the requirements.
- Successfully demo'ed the hi-fi prototype and received approvals from finance head.





Apparel management application

Brief

The legacy desktop application for apparel management / tracking had to migrate to a modern web based solution.

Responsibilities & Achievements

- Led the UX design for the new web application, ensuring a seamless transition while optimizing user experience.
- Conducted in-depth requirements gathering through stakeholder interviews and research.
- Executed usability studies and A/B testing to validate design decisions and improve user engagement.
- Created detailed personas, user task flows, and information architecture to streamline navigation.
- Designed hi-fi prototypes adhering to Nike's design system, ensuring consistency and a brand-aligned visual language.

The image displays three screenshots of the Nike Apparel Management Application (SMx) running on a desktop computer. The top screenshot shows the homepage with a welcome message, filters for Order Type (AP SPA), Season (FA 2022), and various counts for orders sent to SAP, POs created, POs rejected, and POs pending. The middle screenshot shows the 'Capture ORDER' screen with a table of product details and a 'Save & Continue' button. The bottom screenshot shows the 'REPORTS' screen with various charts and graphs for Non-Sales Orders, GGP Orders, Orders Shared, and SAP PO Creation across different regions like APAC, EMEA, NA, and GC.

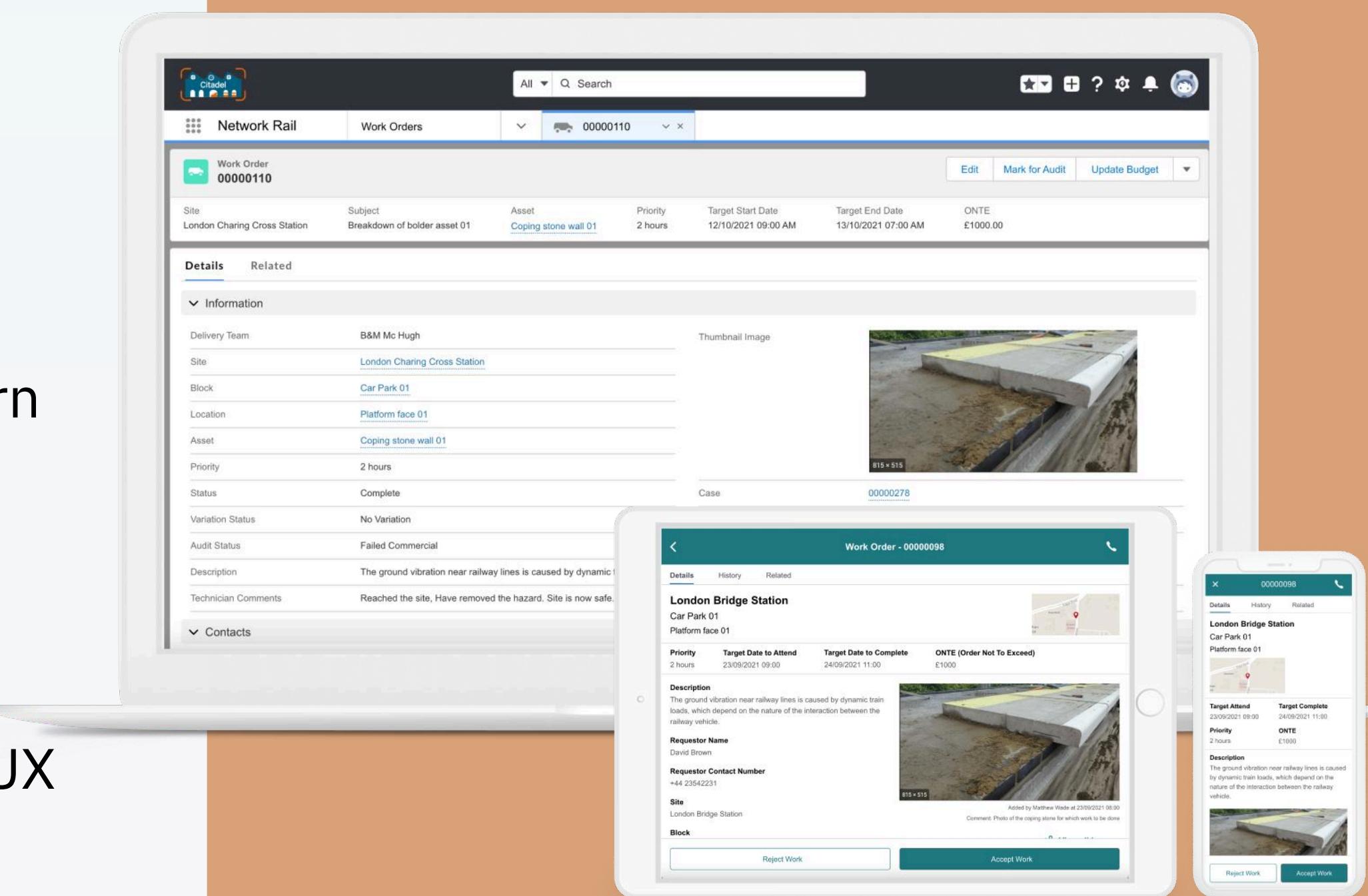
Asset management application on Salesforce

Brief

The legacy application for Asset Management had to be migrated to modern web and mobile solution, based on Salesforce.

Responsibilities & Achievements

- Engaged with business stakeholders to gather requirements and align UX strategy with project goals.
- Conducted user research, usability tests, and A/B tests to optimize workflows and enhance user adoption.
- Learned and implemented Salesforce's Lightning Design System to ensure seamless integration.
- Collaborated with Business Analysts and developers to deliver a scalable and user-friendly asset management platform.





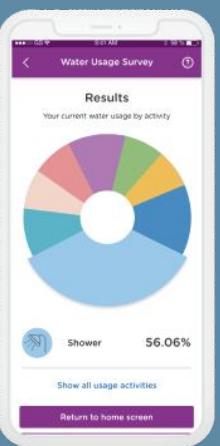
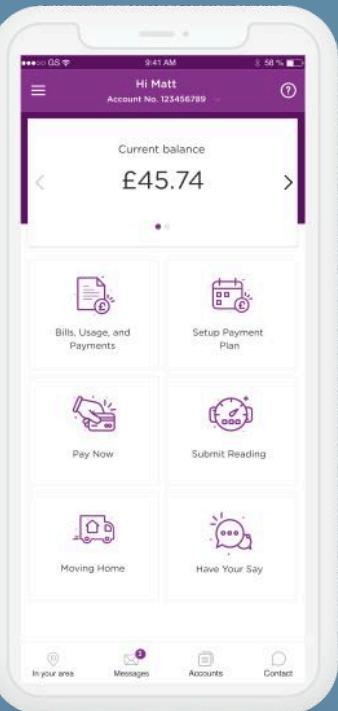
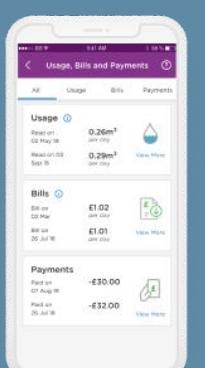
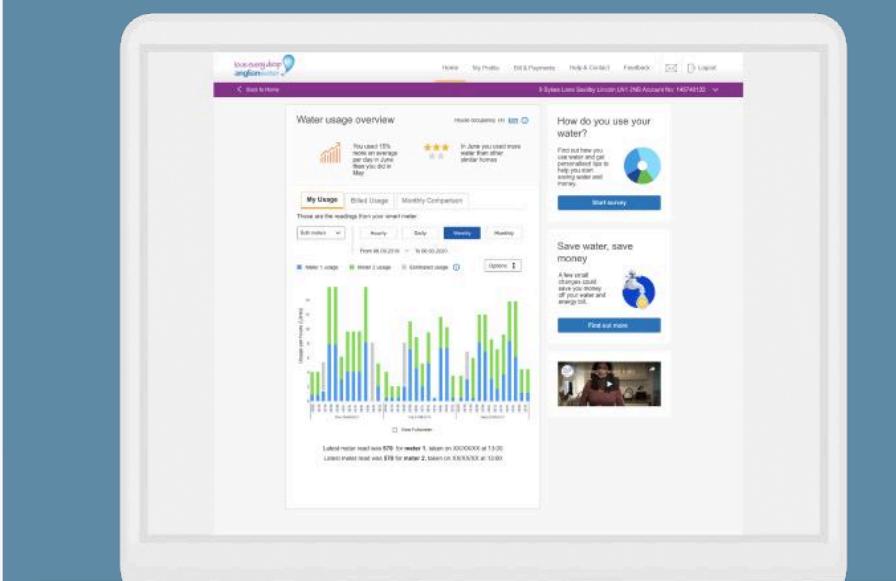
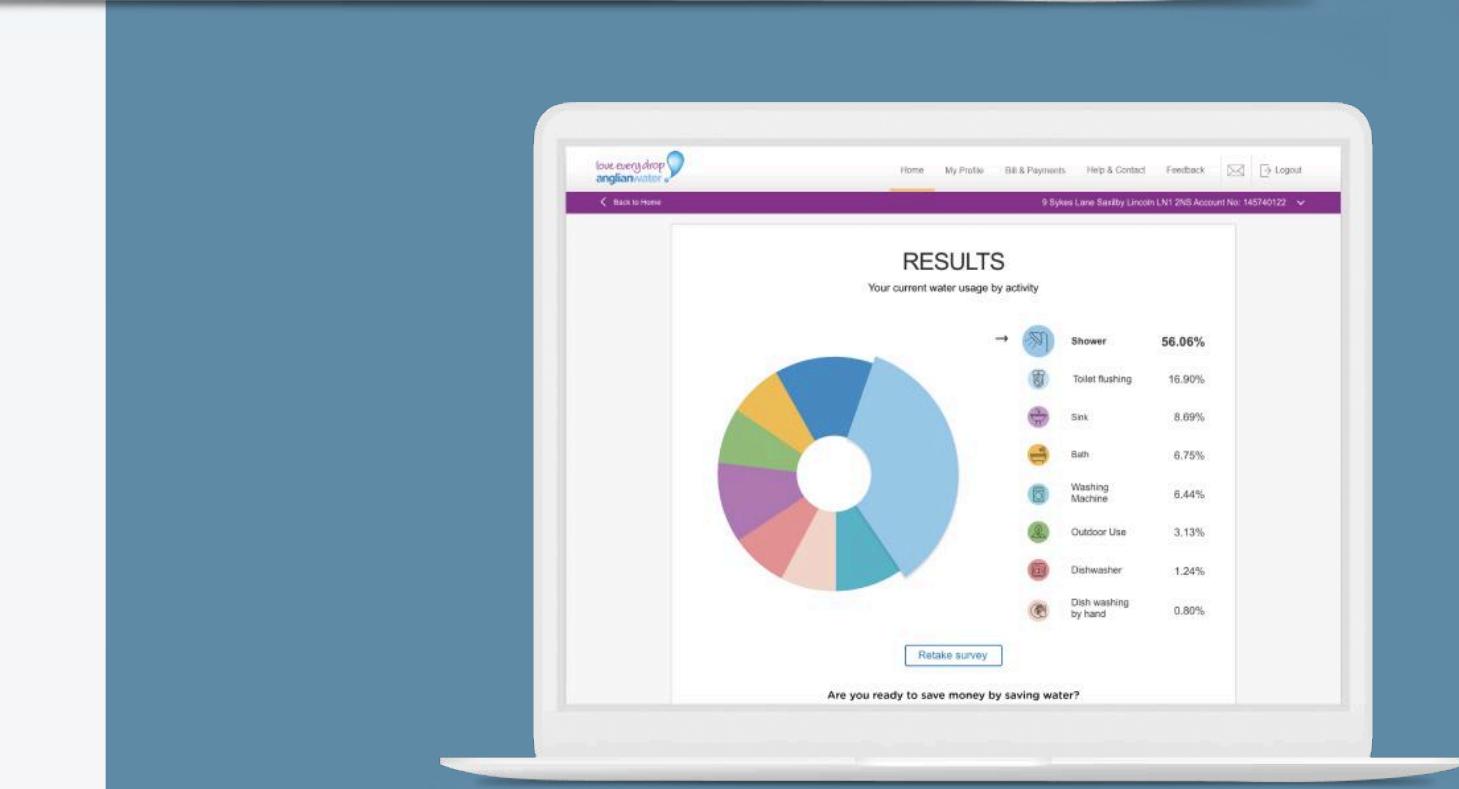
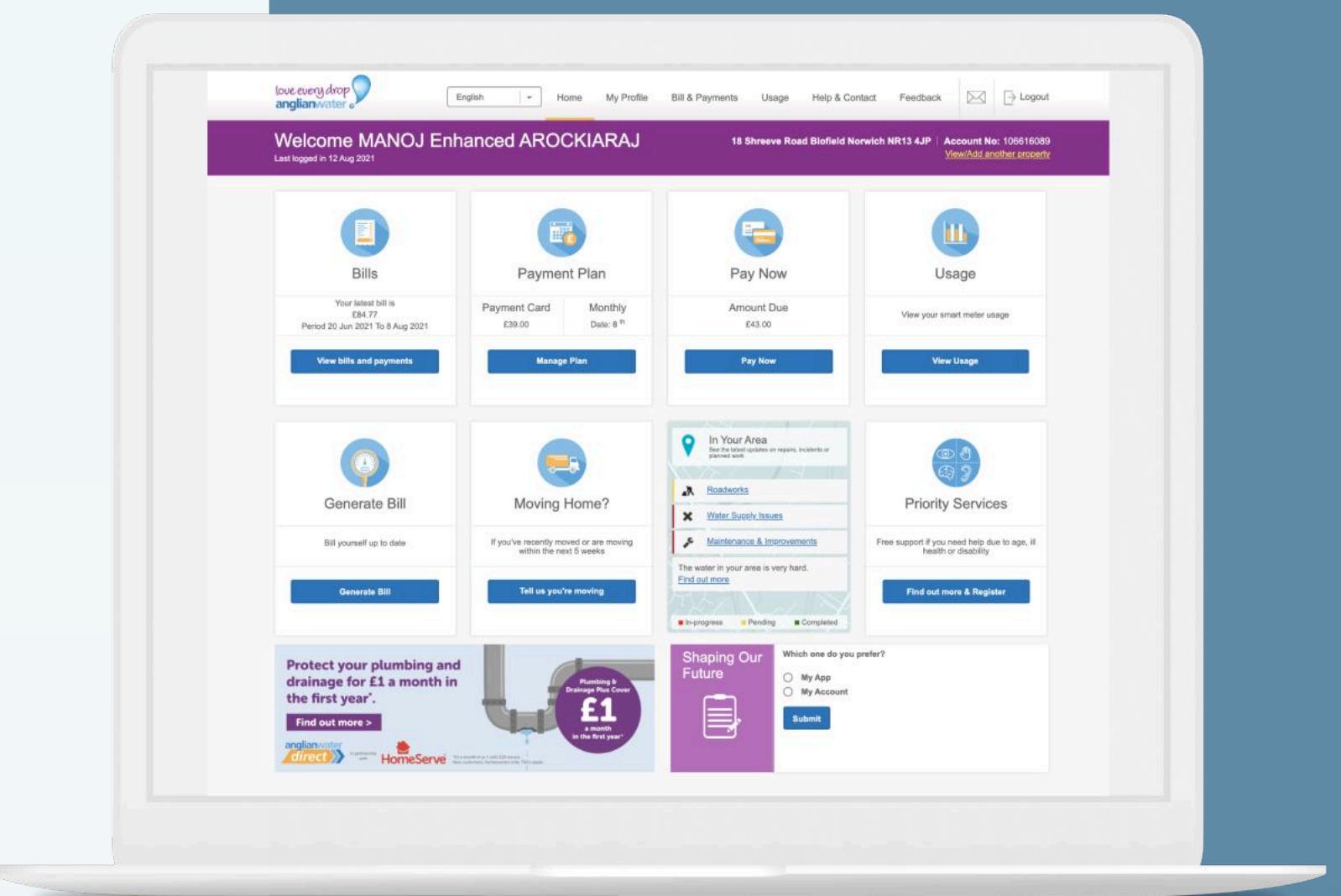
Utility self-service application

Brief

AnglianWater is a major water utility service provider and wanted to create a self-service web and mobile application for its users.

Responsibilities & Achievements

- Conducted usability studies to refine user needs and improve the overall experience.
- Mapped user journeys to align with business requirements and optimize task flows.
- Collaborated with business analysts and stakeholders to gather and refine requirements.
- Demonstrated new user journeys to the business team and incorporated feedback into designs.





Redesign of application for migration to AEM

Brief

As part of Abbott's global transformation of legacy systems to AEM based systems, the project involved migration of Japan divisional web application to AEM.

Responsibilities & Achievements

- Collaborated with business, developers, and stakeholders to align on requirements and expectations.
- Worked with Abbott's UX team to ensure adherence to existing brand guidelines, design system, and processes.
- Reused design system components with updated styling per departmental guidelines.
- Created visual designs while considering technical constraints of AEM.

The image displays three screenshots of the Abbott Japan divisional web application, illustrating the redesign process for migration to AEM.

- Top Screenshot:** Shows the homepage with a dark blue header containing the Abbott logo, "MY EVENTS", "MY PROFILE", and "LOGOUT". Below the header, there are tabs for "MEDICAL JOURNEY", "ABOUT THE MEDICAL JOURNEY", "NEWS", "QUALITY OF MEDICAL CARE", "PROCESS", "INNOVATION", "LEADERSHIP", and "EVENTS". The main content features a large image of a baby, with the text "A SUSTAINABLE FUTURE STARTS WITH HEALTH" and "WE'RE DESIGNING ACCESS AND AFFORDABILITY INTO OUR PRODUCTS". A "READ MORE" button is present.
- Middle Screenshot:** Shows a news section with a "NEWS" tab. It features three news items with small images and titles: "Promote diversity and inclusion by creating a system makes it easy to take time off", "The inspection department of the Osaka General Medical Center promotes diversity by realizing diverse work ...", and "Promote diversity and inclusion by creating a system that makes it easy to take time off". Each item has a "Read more" link. Below this is a "SEE ALL STORIES >" button.
- Bottom Screenshot:** Shows a registration form for an event. The form is divided into three steps: 1. PERSONAL INFORMATION (with fields for Surname, Given name, Medical institution, Work phone, Belongs to, Occupation, and Position), 2. LOGIN INFORMATION (with fields for Personal ID and Password), and 3. PREVIEW & SUBMIT. The "PERSONAL INFORMATION" step is currently active, showing fields for Ferguson, Hanna, Tokyo Medical, Pharma and Dental University, Molecular Biology & Genetics, Director, and E.g. Director. There are also checkboxes for Newsletter Subscription (Latest Articles, Seminars/Events, Promotional Information) and a "NEXT" button.



Telecom solution targeted towards SMEs

Brief

Avaya's telecom solution for SMEs was a market leader with the solution deployed in tens of thousands of organizations. The work included creation of web and mobile solution for the product and migration of existing legacy functionalities.

Responsibilities & Achievements

- Conducted Primary and Secondary Research as well as Qualitative and Quantitative Research.
- Worked extensively on Information architecture and User Journeys across the application.
- As part of Avaya's UX team, adhered to brand guidelines and created visual designs accordingly.

The image displays three separate screenshots of the Avaya User Portal, each showing a different feature or view of the platform:

- Sales Meeting View:** This screenshot shows a video conference in progress titled "Sales Meeting" at 01:43. It lists eight participants: You, Staum Cloud, Rita Brook, Perry Scope, Anita Bath, Chris Anthemum, Lynn O'Leeum, and Anne Thurium. Below the participant list are control buttons for More, Participants (with a green notification badge), Transfer, Mute, Hold, and End.
- History View:** This screenshot shows a list of call history entries. Each entry includes the type of interaction (e.g., Call, Hangup, Transfer), the user, the date, and the duration. The list shows multiple calls between users named "Username (1)" and "Username (4)".
- Home View:** This screenshot shows the main dashboard with a greeting "Hi, Alice!", a message about an "Upcoming Meeting today at 11 am - Next release planning", and search and navigation buttons for Parked calls, Start a Meeting, and Calendar.