

Script

One – Team Interview

ME: 1st Impression Activity and Survey aims to identify opportunity areas for the new UI and understand the most important features and why they are essential to the Dev team. (edit if necessary)

5 for the Team:

1st Screen: Introduction, Reason for this activity, "We'd love to get your thoughts and feedback over the next 10 minutes. We are not validating the answers, just the experience; all the answers are ok."

Question: What would you expect to see from a BOS UI redesign?

2nd Screen: Ask the Team to Navigate the Overview part of the Prototype and add comments at Figma (User Testers rate an account to login)  
Link: <https://www.figma.com/proto/10GjEaD0hB40SshmlB9Br/Siemens-BOS-UI?node-id=33498526&scaling=scale-down-width&page-id=937%3A0&starting-point-node-id=3011%3A98526&show-feedback=1>

3rd Screen: Answer Survey

Question: What could be improved?

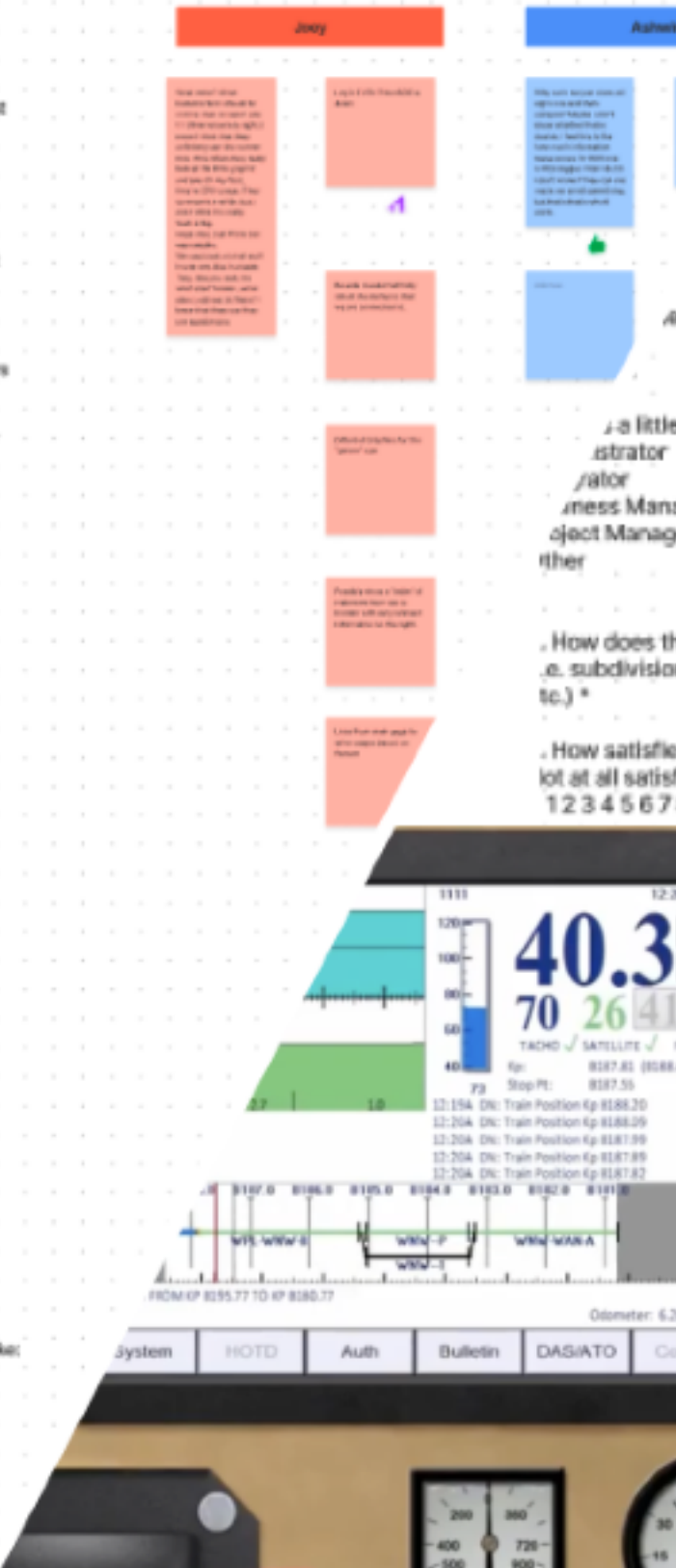
5 for UX:

1. Gather insights, and iterate  
2. Categorize, Vote for better ideas, and Prioritize  
3. Review the UI  
4. Plan another Task/Meeting for the next section

5. At the same time, create one-to-one interviews with Dev Owner/Topic Panel owner  
6. Review what the features and processes happening at the background or terminal activities.  
7. Review the info and Complete the User Flows  
8. Review any backend activity that can be added to the new frontend UI?  
9. Review insights, and iterate

Questions from Joey + suggested in bullets:  
1. On what you know, What are the most used features of the current BOS UI?  
2. Can we take away from the main BOS overview screen - Suggestion to open the question  
3. Was your first impression of the new BOS UI?  
4. Is any part of the Overview Panel that confuses you? What part and Why?  
5. Are there anything you wanted to find, but couldn't?  
6. Choose only two questions:  
7. Can we gain more screen real estate? Collapsible menus, reorder something, etc.?  
8. Please use please! Suggestions:  
9. Such truth is in the next phrase: "The information presented is easy to read and well placed"  
10. Is the main thing you can recall from the Overview Panel?  
11. The font size, shape, and color make sense? Plus other, maybe:  
12. If it's poorly built, you think the new redesign is?  
13. If you like best/least about the design?  
14. Maybe only two questions!  
15. Would be useful for switching between menus other than navigation on the side? What about something like:  
16. Think there is an easier way to accomplish the navigation around the menu than what you just did?  
17. All:  
18. If this redesign compare to the actual BOS Interface?  
19. Are there something missing from the actual Overview First screen BOS Interface?  
20. Have any thoughts or feedback you want to share?

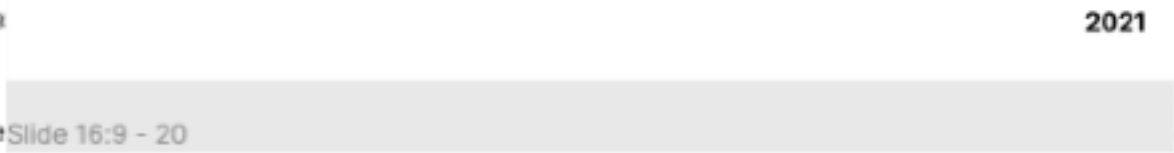
Step 1: Brainstorming with Devr



# General Electric

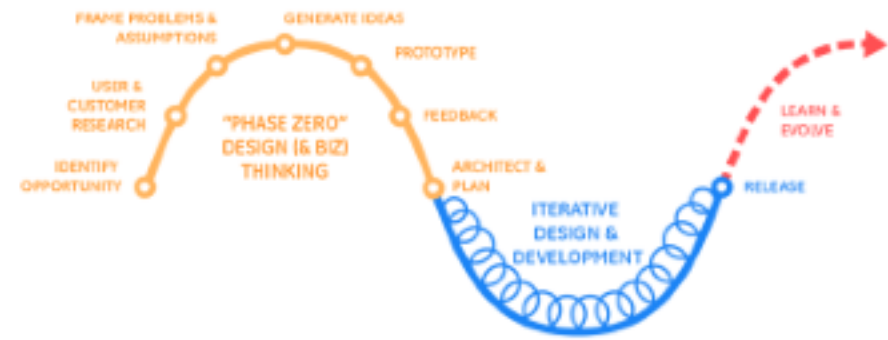
A US-based technology company that specializes in offering some machinery including consumer and industrial appliances, aircraft engines, wind turbines, weapons and electric motors among others.

Due to its unique business model, GE is considered amongst the top Siemens competitors.



## General Electric Design and Digital Transformation

### Design Thinking + Agile in a Lean World



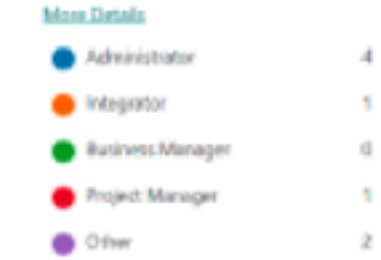
## General Electric

### Why Cards?



Step 1: BOS Customer Responses

1. Tell us a little bit about yourself. What's your current role?



2. How does the BOS System best help you accomplish managing your railroad?  
(i.e. subdivision migration, locomotive software upgrades, viewing logs or statistics,



3. How satisfied are you using the Traingua

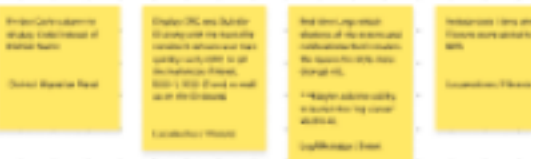


Step 2: Clustering and Insight

## Function



## Table / filter



## UI



## Table / filter



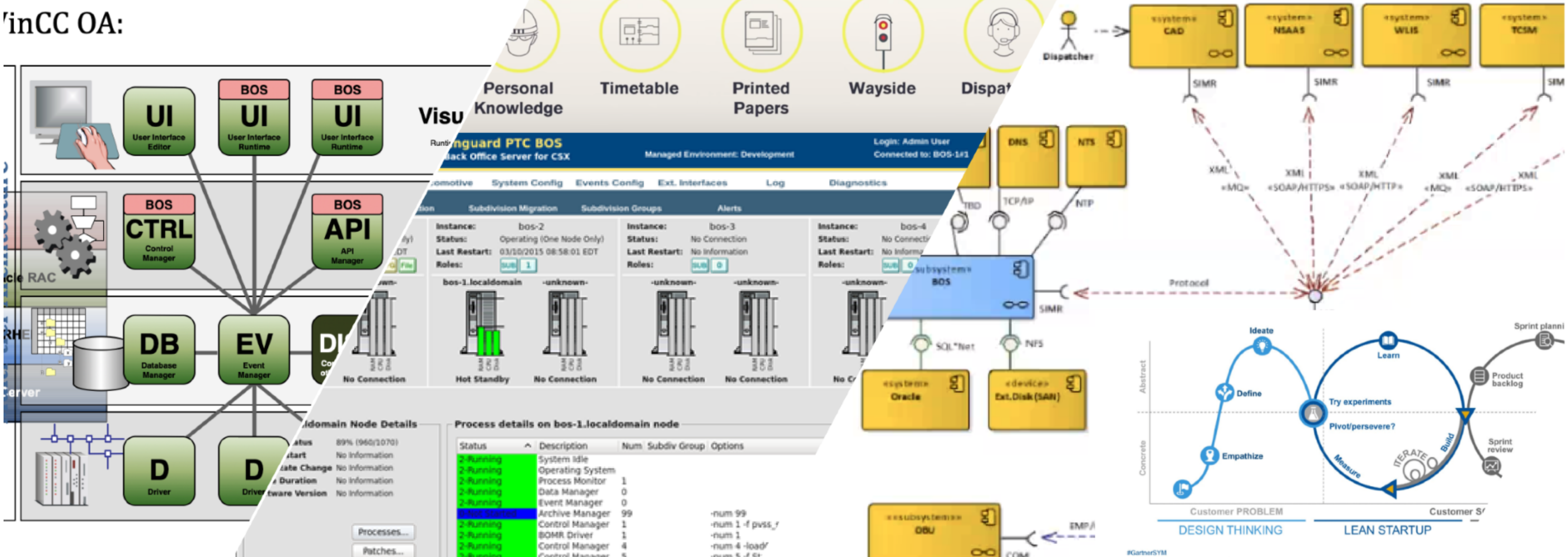
The solution was pretty straightforward.

- Research around the competence found only one tool from General Electric but as a bigger tool than the PTC Back Office Server.
- We were in the middle of the COVID pandemic, so I ran online activities like stakeholder interviews and Devs interviews.
- Since we didn't have a way to measure quantitative data from the old version because it was built in a particular C++ language, I worked with a Customer Survey to understand the use cases for the onfield workers.

# RESEARCH, STAKEHOLDERS SURVEY AND DISCOVERY

## Project Type





The Mobility Leader and our team agree to focus on three activities as a phase one plan:

- The Siemens Mobility Team needed a formal Scrum Methodology to use with the internal team for fast delivery; the issues were too many to control, so the new PM fixed Jira and started teaching how to make a regular Scrum ceremony
- They needed a new architecture to restructure or stop using the Win CC OA tool for the front-end delivery, plus the possibility to use Google Flutter to automate one code for everything
- A New Redesign of the native desktop tool to bring it from the 90s feeling where every input of data started at a terminal, running a GUI with multiple windows to manipulate other additional actions between servers

Project Type

# SOLUTION DEFINITION