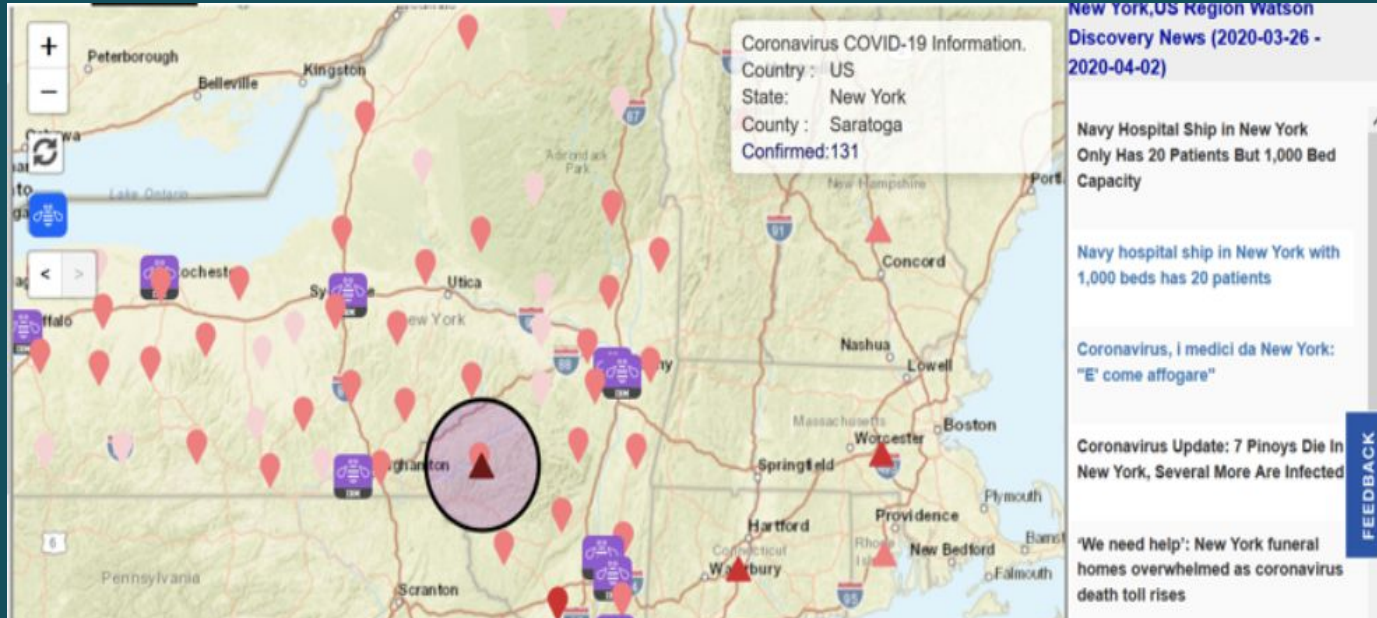


# Operations Risk Insights

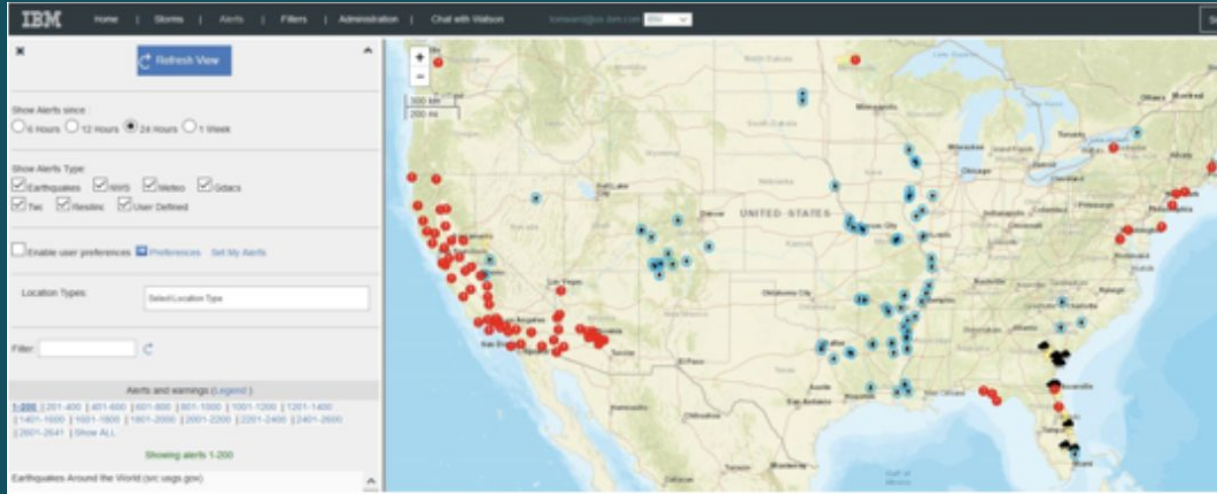
## Project Overview

Position: Program Manager, Disaster Resiliency, IBM 2019-2020

Millie Starliper



# Solution Overview



Operations Risk Insights is an automated, comprehensive, artificial intelligence-powered Risk Analysis and Alerting Service that assesses global operation risk events to identify those posing the greatest threat of impact to an area.

# Disaster Resiliency Program Manager Role

My role in this project was to help IBM **expand the use-case of the solution to disaster relief nonprofits**. We partnered with **6 nonprofits** including Save the Children, ITDRC, and Good360.



- Identified appropriate partners
- Evaluated their eligibility
- Performed trust and compliance processes
- Developed the scope of work & agreements
- Facilitated approvals

# Program Manager: Daily Role

My daily duties included:

- Held regular feedback sessions between the grantees and technical team to facilitate regular, **ground-truthed improvements** to the solution



- Managed issues with the grant agreements as the **liaison with the grantees/clients**, performed **change management** when needed, and performed **grant closeout**

# Human-Centered Design

We practiced Design Thinking, human-centered design, to make meaningful improvements.

I hosted 3 human-centered design sessions for this project. Provided pre-work, post-meeting documentation, and updates on outcomes.

## **Design Thinking Session 1:**

Focused on improving the disaster relief use-case.

## **Design Thinking Session 2:**

Focused specifically on improving the internal operations for COVID-19.

## **Design Thinking Session 3:**

First focused on expanding the environmental use-case, but shifted instead to a virtual session to address COVID-19 response in <1 month.

# Measurable Value

Outcome	Project Objective	Above & Beyond Achievement
6-8 Grant Partners Active in Disaster Relief	X	
Prioritized User Unmet Needs (General Disaster Relief)	X	
User Interface Improvements Based on Human-Centered Design Data	X	
3 Partnership Success Stories Developed for Media	X	
Bi-weekly User Feedback Sessions	X	
Prioritization of Disaster Relief Nonprofit Unmet Needs (COVID19-Specific)		X
Technical Micro-Volunteer System		X
Social Vulnerability Index Data		X
International Travel Security Data		X
Trust and Collaboration Between Competitive Non-profit Cohort		X