

# Alvin Shiu

## Product Designer

My mission is to create beautiful GUIs that are intuitive and engaging for the user but also remarkably easy to build and maintain. In my eight years of experience, I have a proven track record of designing web apps around big data and complex workflows from the ground up without prior industry knowledge. I work directly with executives, stakeholders, engineers and customers to align user needs and business goals. My intimate knowledge of coding allows for synergistic collaboration with engineers developing responsive, scalable apps with robust design systems.

2024

# Contents

- 1. Who am I**
- 2. 9-to-5-er**
- 3. Freelancer**
- 4. Case Study A - NTP Servers**
- 5. Case Study B - Audit Log**

2024

# Who am I.

**Words on process, skills & philosophy.**

**2024**

# Scope of Work

## Holistic Design Approach

### User Experience

Identifying goals, needs, behaviors, product strategy, research, information architect, testing etc.

### User Interface & Visual Design

Creating layouts, icons, graphics, animations, transitions, applying typography, color theory, proportions etc.

### Design Systems

Set guidelines and design flexible, reusable components. Researching existing libraries, prototyping and styling.

# Production Quality Code

Fluent in HTML5, Flex-box & responsive design.

Fluent in SCSS using Variables & Mixins for DRY code.

Familiar with JS, JQuery, Vue, Angular and React.

Knowledge of coding shortens the design-to-development process

The terminal window shows two SCSS files:

- `_mixins.scss` contains imports for colors and variables, and defines mixins for sidebar-panel and input-styling.
- `_variables.scss` defines variables for primary, secondary, tertiary, and neb-orange colors.

A yellow arrow points from the bottom of the terminal towards the Nebulon dashboard.

The Nebulon dashboard displays performance metrics for several nPods, including:

- alan2022\_cluster**: 118GB Written, 3.2:1, 0.3% Consumed, 13.8TB Usable. Throughput: 0.1 GB/s, Latency Read: 436.8 µs, Latency Write: 435.3 µs.
- BlueField2**: Need More Data, 0 MB/s Throughput, 0 KIO/s IO/s.
- alan2022hamed**: 24.6GB Written, 1.4:1, 1% Consumed, 1.70TB Usable. Throughput: 1.4 GB/s, Latency Read: 200 µs, Latency Write: 200 µs.
- shayan's-pod**: 8.19KB Written, N/A Throughput, 0 KIO/s IO/s.

The dashboard also shows a summary: No expected capacity shortage within the next decade.

# Principles & Patterns

## Design Principles

### Keep it Simple

## Manifested in Design Patterns

Reduce cognitive load by only show pertinent data to complete the action / workflow.  
Enforce visual hierarchy and guide users to more details when needed.  
Use color to call attention when necessary; reserve them for conveying health status.

### Keep it Familiar

Put things where users expect them to be.  
Use visual anchors when transitioning between views keeps the eye focused.  
Do not make things appear / disappear in app; apply enable / disable styling instead.

### Make it Beautiful

Users often perceive aesthetically pleasing design as design that's more usable:  
Aesthetic-Usability Effect - 1995, Masaaki Kurosu and Kaori Kashimura from Hitachi.  
Never underestimate the power of beauty.

# Agile Workflow

## PRDs for Large Features

The screenshot shows a Confluence page titled "Ransomware Attack Detection" within the "Product Management" space. The left sidebar contains navigation links for Product Management, Overview, Blog, Space Settings, Pages, and Product Features. The main content area displays the PRD for "Ransomware Attack Detection".

**Context:** Industry analysts predict that ransomware attacks are almost inevitable. They are predicted to have hit 75% of IT organizations by 2025 (Gartner). Perpetrators find new ways to obfuscate their attacks and pursue new vulnerabilities in the infrastructure stack.

While there are many attack variants for ransomware, the most prevailing attacks include data **exfiltration**, **data encryption**, and **data destruction**. While the goals of these attacks might be different, early detection of these events help customers minimize their losses.

**Proposal:** We want to detect when an attack started and inform our customers early once an attack was identified on their systems. As a result, customers can recover quickly and with the help of our identification when an attack started, help them identify a good restore point.

**Challenges:**

- Data encryption and destruction of data may be identified as the Nebulon SPU sits in the read and write path of ransomware that is encrypting or destroying application data or operating system data. However, identification of data that is exfiltrated may be hard to distinguish from a regular read operation.
- While we are likely to identify the approximate start time of an attack that is destroying or encrypting data, there is a challenge of **recommending the customer the point-in-time to recover to** as the malware is likely in the operating system or application data already before the attack started.
- How do we handle false negatives? How can we make the number of times a customer needs to restore to a good version as small as possible? **After discussing this, doesn't seem like something we**

# Agile Workflow

Tickets are Generated & Assigned

The screenshot shows the Jira Software interface for a project named "NebWeb". The left sidebar contains navigation links for Planning, Development, Operations, and other project management tools like Slack integration and Add-ons. The main content area displays a ticket titled "User Actions Audit Log" (NW-205). The ticket details include:

- Description:** Add a description...
- Child issues:** NW-1252 (Add ability to filter audit log records by user) and NW-1250 (Create a new audit log page), both marked as DONE.
- Linked issues:** PROD-33 (User action auditing) in BACKLOG status.
- Activity:** Comments tab selected, showing a comment from "AS" (Leah Itagaki) dated November 4, 2019, at 4:36 PM.

The right side of the screen shows the ticket's detailed view with fields such as Component (None), Assignee (Unassigned), Priority (Medium), Labels (MF), Start date (Mar 02, 2020), Due date (None), Development (Create branch, Create commit), Reporter (Leah Itagaki), Automation (Rule executions), Sentry (Linked Issues), Salesforce (Associations), TestRail: Cases (Open TestRail: Cases), and TestRail: Runs (Open TestRail: Runs). The ticket was updated on July 19, 2021, at 4:10 PM and resolved on the same day at 4:10 PM.

# Agile Workflow

Designs are Socialized & Published

The screenshot displays two side-by-side Confluence pages. The left page is titled 'Nebulon' and lists various UI design mockups. The right page is titled 'Audit Log' and details the creation of a page to list historical actions.

**Nebulon Page Content:**

- Application Card Designs
- Support Tickets
- Documentation Pages
- Roles and Permissions - Updated
- SPU Details
- SPU Replacement Slide out
- Software Management View
- Add SPU to nPod (expansion)
- Adding Geo-location to Servers
- Display Physical Drive State
- Server selection in nPod Create Slideout
- Audit Log** (highlighted)
- Single SPU Update
- Single Sign-on
- nPod template design
- Create Volume Slide out
- Subscription
- Health Status
- Hardware Inventory
- Volume Detail

**Audit Log Page Content:**

Created by Alvin Shiu  
Oct 14, 2021 • 2 min read • 9 people viewed

Ask: Create a page where users can see a list of historical actions created. This page should be paginated and filtered.

Server side filters:

- time range
- operation
- component on which operation was directed
- nPod
- spu Serial

New Components:

- Component: Time Filter
- Component: Expanding Table Row

**nebulon Activity Page:**

This is a screenshot of the nebulon Activity page. It shows a table of audit logs with columns for Task ID, Date Range, Start Time, User, Operation, Object, and Status. The table includes several entries related to SPU operations and a login entry for alvinDev.

| Task ID | Date Range               | User | Start Time              | Operation    | Object                                     | Status  |
|---------|--------------------------|------|-------------------------|--------------|--|---------|
| 2999    | First Record - Right Now | All  | 09/18/2022, 12:31:34 PM | Create nPod  | nebulondevautomation (Nebulon Development) | Pending |
|         |                          | All  | 09/18/2022, 12:31:24 PM | Claim SPU v2 | nebulondevautomation (Nebulon Development) | Pending |
|         |                          | All  | 09/18/2022, 12:31:24 PM | Claim SPU v2 | nebulondevautomation (Nebulon Development) | Pending |
|         |                          | All  | 09/18/2022, 12:31:23 PM | Claim SPU v2 | nebulondevautomation (Nebulon Development) | Pending |
|         |                          | All  | 09/18/2022, 12:31:16 PM | Login        | alvinDev (Alvin)                           | Success |

# **9-to-5-er**

**Brief intro and highlights**

**2015 - 2022**

2+  
Years



Cyber Security

1.5  
Years



BI for Big Data

3+  
Years

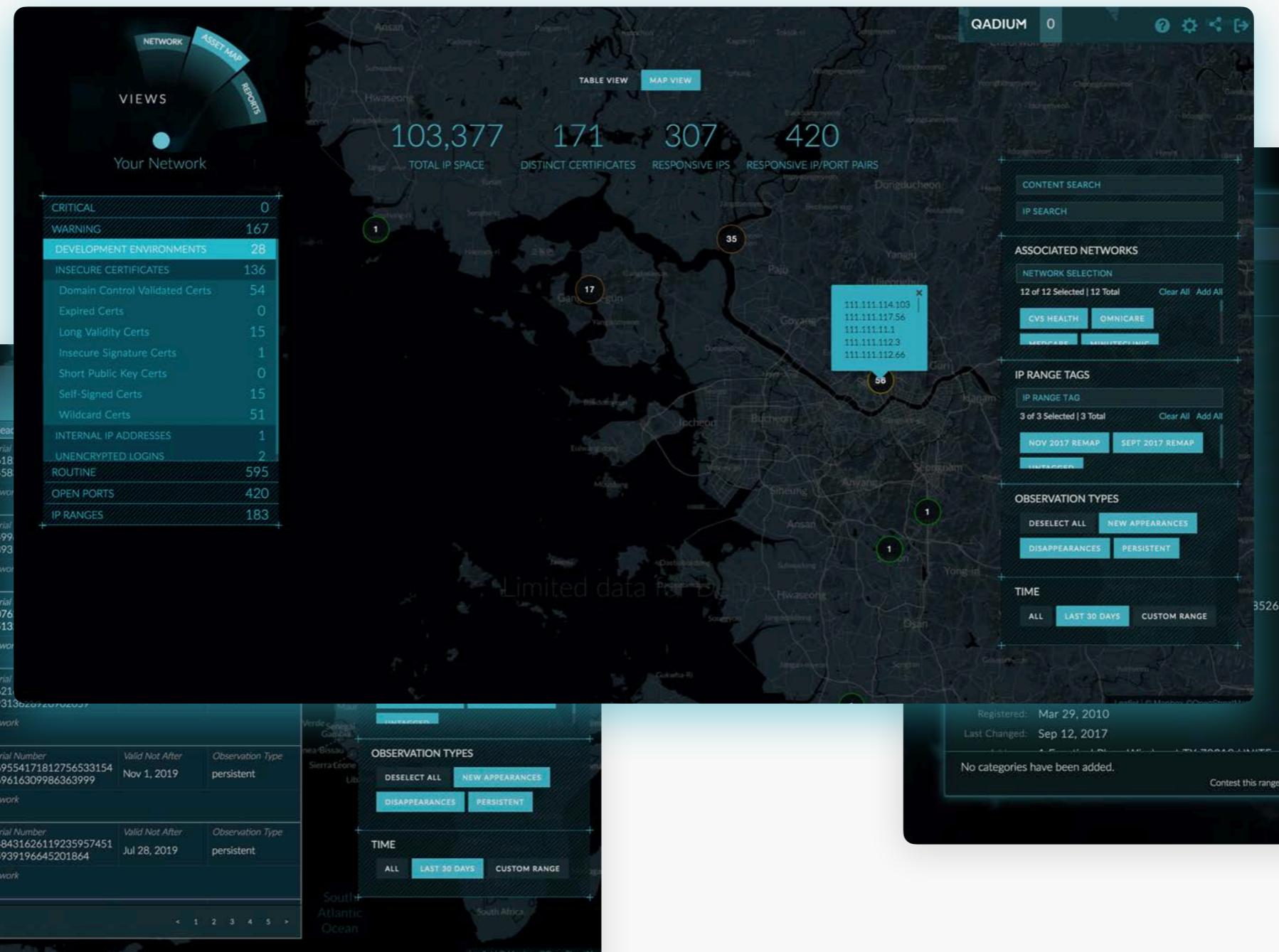


Storage Solution

Status: Past, Full Time

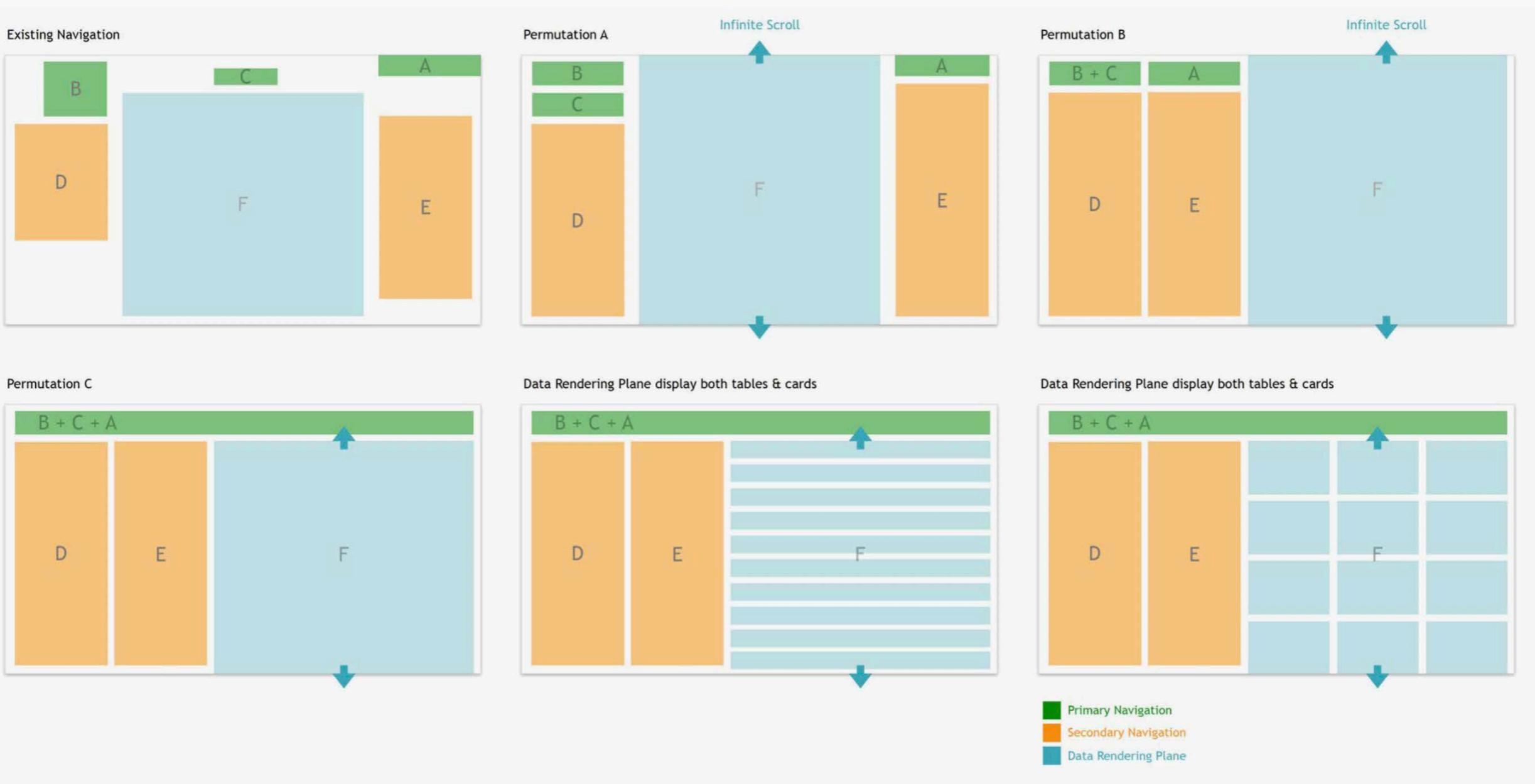
# Qadium

Qadium is an cyber security company that looks from the outside in. We continuously monitor the internet and identify attributable digital assets to give you a true picture of your network boundary. The initial app borrowed visual styling from video games. We focused on 'wow factor', the ability to generate interest for investors over usability in this version.



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Status: Past, Full Time

# Arcadia Data

Arcadia Data is a big data BI platform that provides AI-driven analytics. The web app allows users to quickly generate and customize dashboards without having to move their data. It includes features such as natural language queries, embedded analytics for Hadoop and Cloud as well as real-time business insight analytics.

**ARCADIA DATA**    HOME    VISUALS    DATA    SEARCH    admin

**Dashboard Designer**

**Life Expectancy Dashboard**

enter subtitle...

country (All) Search 200 displayed Show Selected

life\_expectancy (All)

year (All)

200 displayed Show Selected

Exclude Selected

Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Austria

0 1,900 1,904 1,908 1,912 1,916 1,920 1,924 1,928 1,932 1,936 1,940 1,944 1,948 1,952 1,956 1,960 1,964 1,968 1,972 1,976 1,980 1,984 1,988 1,992 1,996 2,000 2,004 2,008 2,012 year

Top 15 Nations (2010)

| Country     | UN Region | Years |
|-------------|-----------|-------|
| Sweden      | Europe    | 7,729 |
| Norway      | Europe    | 7,717 |
| Netherlands | Europe    | 7,622 |
| Australia   | Oceania   | 7,613 |
| Iceland     | Europe    | 7,596 |
| Denmark     | Europe    | 7,590 |
| Switzerland | Europe    | 7,529 |
| Canada      | Americas  | 7,465 |
| New Zealand | Oceania   | 7,434 |

Bottom 15 Nations (2010)

| Country      | UN Region | Years |
|--------------|-----------|-------|
| Tokelau      | Oceania   | 69    |
| Sierra Leone | Africa    | 3,456 |
| Mali         | Africa    | 3,700 |
| Angola       | Africa    | 3,747 |
| South Sudan  | Africa    | 3,751 |
| Afghanistan  | Asia      | 3,929 |
| Mozambique   | Africa    | 4,016 |
| Timor-Leste  | Asia      | 4,044 |
| Eritrea      | Africa    | 4,082 |

Population at end of each decade

sum(population)

GDP at end of each decade

avg(gdp\_per\_capita)

World Life Expectancy

Life expectancy of the world has changed dramatically over the past 100 years. This app explores that trend across the world's regions, and in doing so we see some interesting patterns. Compare this data with GDP across the same time periods and regions.

Click on specific region on the multi-line chart on the left to see data only for that region and year

**Dashboard Designer**

**STYLE**

**Dashboard Basics**

Text Color, Background Color

Color palette, Gradient preview, OK, CANCEL

Alignment, Hide title in view mode

**Dashboard Subtitle**

Font Family, Font Size, Text Color, Background Color, Alignment

**Filters**

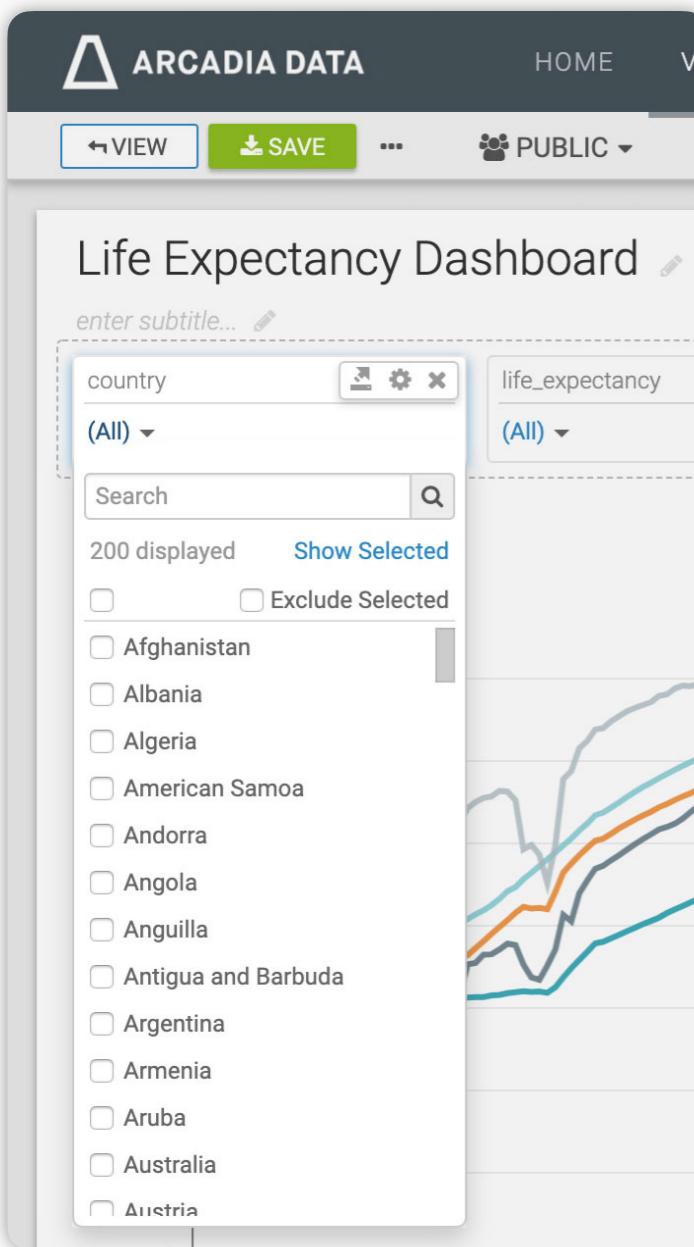
Align filters on the left, Display labels inline, Display line separator, Display borders around filters

Font Family, Font Size

# Arcadia Data

Arcadia Data is a big data BI platform that provides AI-driven analytics. The web app allows users to quickly generate and customize dashboards without having to move their data. It includes features such as natural language queries, embedded analytics for Hadoop and Cloud as well as real-time business insight analytics.

A)



B)

### Recommendation Manager

Select the queries you want to get specific recommendations for. You can act on individual analytical views or perform all recommendations at once.

GET ANALYTICAL VIEW RECOMMENDATIONS

| <input type="checkbox"/> Timestamp       | <input type="checkbox"/> Issuing User                                       | <input type="checkbox"/> IP                          |
|--|---|--|
| (All) <input type="button"/>             | (All) <input type="button"/>  | (All) <input type="button"/>                         |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> Search <input type="text"/> <input type="button"/> | <input type="checkbox"/> 996 displayed Show Selected |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> AARON, JEFFERY M                                   | <input type="checkbox"/> Exclude Selected            |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> AARON, KARINA                                      |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> AARON, KIMBERLEI R                                 |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> ABAD JR, VICENTE M                                 |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> ABARCA, ANABEL                                     |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> ABASCAL, REECE E                                   |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> ABBASI, CHRISTOPHER                                |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> ABBATACOLA, ROBERT J                               |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> ABBATE, JOSEPH L                                   |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> ABBATE, TERRY M                                    |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> ABBATEMARCO, JAMES J                               |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> ABBOTT, BETTY L                                    |  |
| <input type="checkbox"/> Dec 11, 10:22AM | <input type="checkbox"/> ARRIELIZZESF WII IAM .I                            |  |
| <input type="checkbox"/> Dec 11, 10:22AM | admin   | 122.230.110.9  |

C)

**Filters Collapsed View**

category

4 Selected

**Filters Expanded View**

category

4 Selected

Sale

250 items  options

SaledB Hide de-selected

Salei15 Exclude selected

Sale57 Sort A-Z

SalenC Sort # of records

SaleoX Bar metric

Sale2k Show Value

SaleoC Percent

SalesYatourzizzut... 97%

y45XmBpd92of3 96%

94y3qvpDtzGZgB0q 81%

XC6oojCh5fh06 20%

9kaHfZxkIH 72%

Jlypo6n302 7%

v951s1.li857A7n 55%

Status: Past, Full Time

# Nebulon

Nebulon was a IaaS (infrastructure as a service) company that manufactured PCIe cards providing customers the benefits of cloud storage while keeping their storage on-premises. Notable features include provisioning and management of infrastructure from the cloud, ransomware recovery and internationalization.

The screenshot shows the Nebulon web interface for managing Storage Processing Units (SPUs). The top navigation bar includes links for Overview, Admin, Activity, Alerts (90), Help (108), NebulonDev, and alvinDev. The main page displays the following information:

- SPU Details:** Nebulon Version 1.3.4-7878, SPU Webpage.
- Host Info:** Display Name: supermicro-sas17, Manufacturer: Supermicro, Model: SYS-2029U-E1CR25M, Server Chassis Serial: S264018X0822507.
- Location:** Data Center: Unspecified, Room: Unspecified, Row: Unspecified, Rack: Unspecified.
- Networking Information:**
  - Control Port:** IP Address: 10.100.5.135/22, Subnet: 10.100.4.0/22, Gateway IP: 10.100.4.1, IP Assignment: Static, MAC Address: f4:97:c2:00:0c:4b.
  - Data Port 1 - unbonded:** IP Address: 10.100.9.135/22, Subnet: 10.100.8.0/22, Gateway IP: 10.100.8.1, IP Assignment: Static, MAC Address: f4:97:c2:00:0c:4c.
  - Data Port 2 - unbonded:** IP Address: 10.100.13.135/22, Subnet: 10.100.12.0/22, Gateway IP: 10.100.12.1, IP Assignment: Static, MAC Address: f4:97:c2:00:0c:4d.
- Drive Details:** Two Samsung drives (Slot 0 and Slot 1) with 1.92 TB capacity, 404Q firmware, and SATA 6.0Gb/s interface.

# **Freelancer**

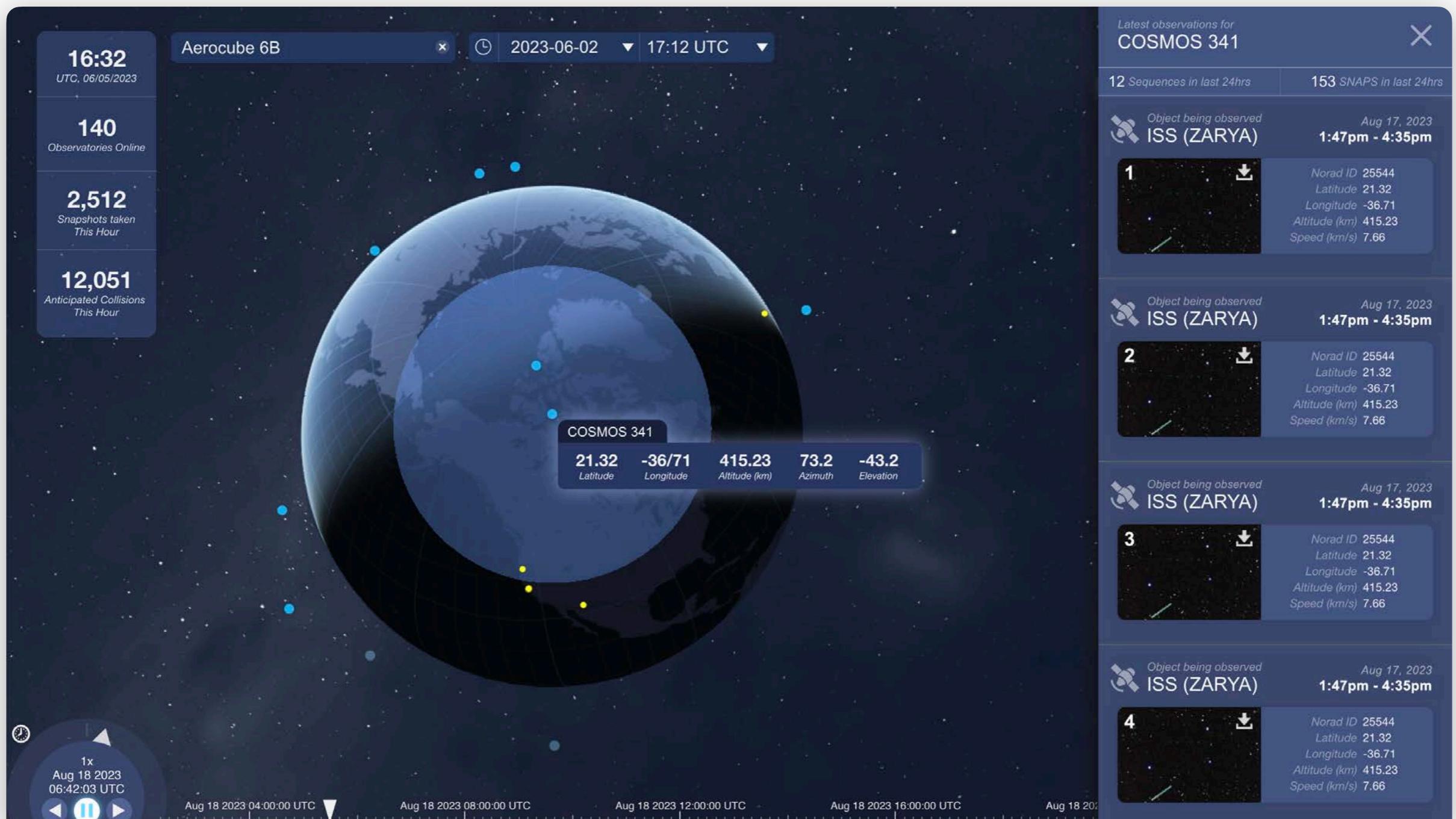
**Brief look into some recent projects.**

**2022 - 2024**

Status: Complete

# Exclosure

Exclosure is a hardware startup developing low-cost observatories to map out debris in space. This is a live screenshot of the app with sample data that is currently in production. As this project demands a quick turnaround, I was actively making quick mockups and collaborating with the front-end developer in code.



Status: Complete

# Moment

Moment is a medical logistics company that provides real-time tracking and presents customers with records of compliance and chain of custody. Here are some screenshots of the web interface for dispatchers and customers creating their orders.

**ACG HEALTH** Monitoring Orders Protocols Reports Get Help Call Dispatcher Profile

◀ Back OrderID #12583 2/5 jobstops completed

| Date & Time               | Stop Type | Location                   | Status        |
|---------------------------|-----------|----------------------------|---------------|
| 05/25/2023 1:01 PM (EDT)  | Pickup    | Dermatology Clinic         | Completed     |
| 05/25/2023 1:58 PM (EDT)  | Dropoff   | Houston Airport Cargo Desk | Completed     |
| 05/25/2023 8:22 PM (EDT)  | Flight    | Delta DAL1143              | Flight Change |
| 05/25/2023 10:12 PM (EDT) | Pickup    | LAX Cargo Desk             | Scheduled     |
| 05/25/2023 11:58 PM (EDT) | Dropoff   | Laboratory                 | Scheduled     |

**View on Map**

The map displays a flight path from Los Angeles International (LAX) to Houston Intercontinental (IAH). The flight is shown as a red line with a black airplane icon. The map includes state and city labels across the United States and parts of Mexico and Canada.

**Create New Order**

**3 Protocol**

Protocol Name: **Combo Delivery** (5 Steps Total)

**Step 1: Locate the Tote Bags**

Directions: Tote Bags should be on the shelves by the front desk. Find and scan each item.

Scan Item: Capture Signature, Enter number, Enter text, Scan Item, Photo, Video, Conditional Statement.

**JDIS Hospital (direct delivery to lab)**

**SPECIALIZED DELIVERY, LLC** Monitoring Assignment HSP Certifications

Order #2233 - ACC Ophth

Ready Time: January 10, 2023 at 12:00

#2235 - Not Yet Assigned  
Pavilion Lab, Portland  
ACG Pediatrics, Portland

#2233 - Not Yet Assigned  
ACC Ophthalmology, Portland  
Dermatology Clinic, Portland

#3149 - Not Yet Assigned  
Shriners Hospital, Portland  
Pavilion Lab, Portland

#3142 - Not Yet Assigned  
Shriners Hospital, Portland  
Dermatology Clinic, Portland

#3141 - Not Yet Assigned  
Shriners Hospital, Portland  
Dermatology Clinic, Portland

#3137 - Not Yet Assigned  
Shriners Hospital, Portland  
ACG Pediatrics, Portland

**HSP Certifications**

- Driver License Valid
- MVR Check (Motor Vehicle Record)
- Drug Screen
- HIPAA Training
- HazMat CatA/CatB/Dry Ice
- LLC certificate of good standing

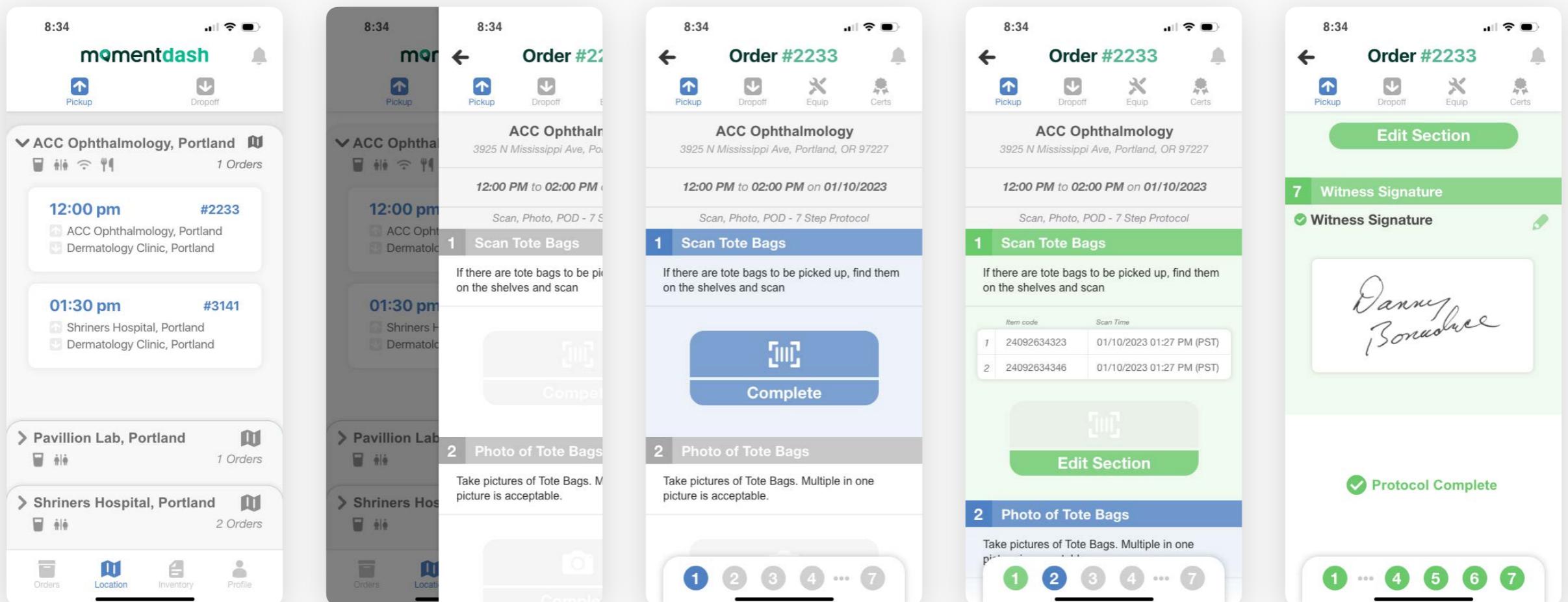
**Master Certifications**

- Insurance Certificate
- DOT Certificate
- Motor Carrier Authority
- Broker-Carrier agreement
- BAA

Status: Complete

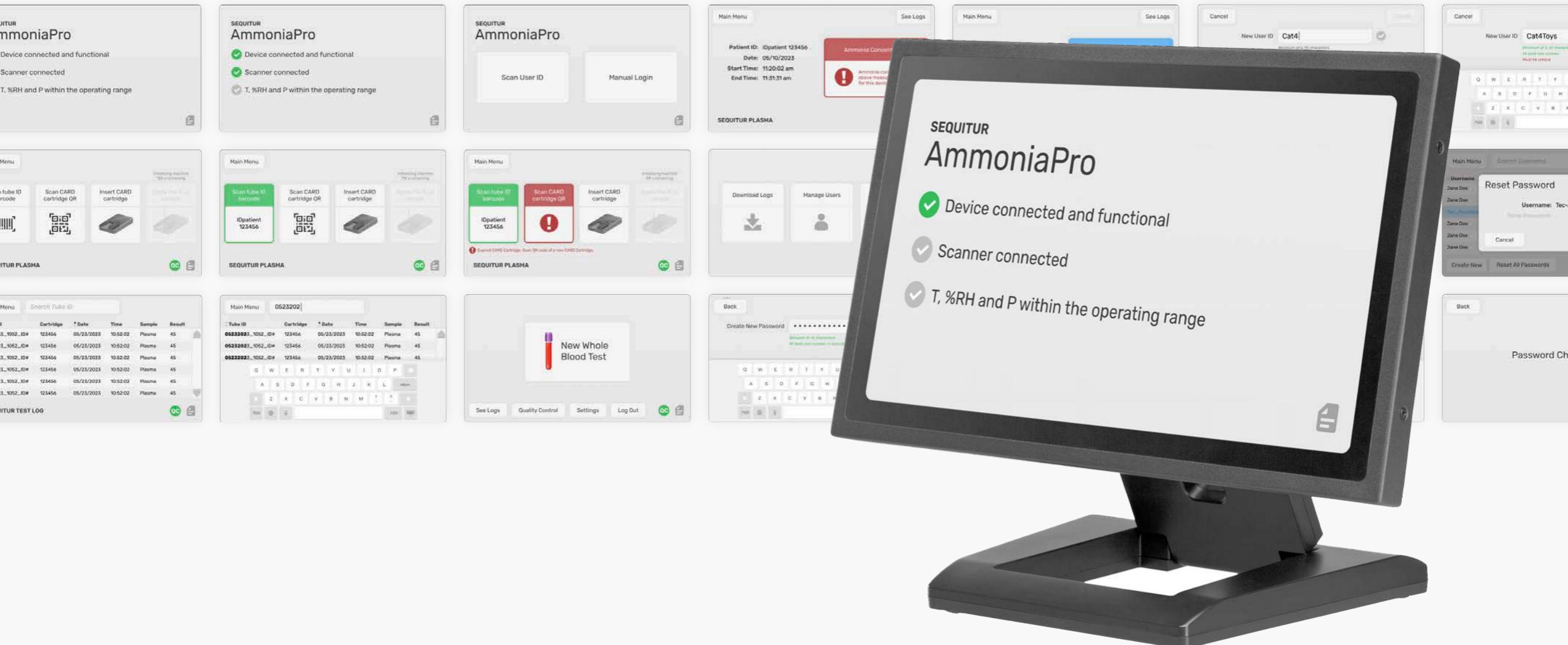
# Moment

A companion mobile app called MomentDash was created for the Healthcare Service Provider (aka driver/delivery person). The app displays their daily assigned orders and allows them to click into each order to complete the protocol. A protocol include many steps, each with their own set of instructions as shown below.



# Sequitur Health

Sequitur Health is a biotech startup that focused on enhancing patient care and quality of life by developing cutting-edge medical devices. This is my first time designing for a compact all-in-one computer with the 12 inch touchscreen as the only input device (no mouse, no keyboard)



# Kilo

Kilo is a gym membership management platform with a web interface for the operators and a mobile app for their athletes. One of the biggest challenges for this project was getting the team to align on terminology such as packages, events and how they relate to other constructs such as attendance and validity rules in conjunction with billing plans.

**12 week new member program**

**Package Details**  
Specify attendance options. This can be limited/unlimited attendance or packs.

|                |                            |
|----------------|----------------------------|
| Name           | 12 week new member program |
| Description    | Description of the product |
| Package Length | 12 Weeks                   |
| Auto Renew     | Make Default               |
| Tax Rate       | Gym Default 1.1%           |

**Event Selection**  
Specify attendance options. This can be limited/unlimited attendance or packs.

|                           |  |
|---------------------------|--|
| Personal Training 60 mins | Attendance: 5 Sessions per pack, Validity: 1 Weeks, Delay Start: Off |
| Crossfit                  | Attendance: 2 Sessions per week, Validity: 8 Weeks, Delay Start: On  |

**Billing Plans**  
Specify billing plans for this Package

**2 Installments**

- Plan Name: 2 Installments
- Total Price: \$400
- # of Installments: 2
- Frequency: 2 weeks
- Equal Division checked
- \$200 Per Installments

**2 Installments**

- Plan Name: 2 Installments
- Total Price: \$400
- # of Installments: 2
- Frequency: 2 weeks
- Equal Division checked
- \$200 Per Installments

**Edit**   **Cancel**   **Finish**

**KILO**

**Packages**

**CrossFit 12X per month** (Active)

- Personal Training 60 mins: March 12, 2023 - April 12, 2023, 15 / 20 used
- CrossFit: March 12, 2023 - April 12, 2023, 15 / 20 used
- Nutrition: March 12, 2023 - April 12, 2023, 15 / 20 used

**Bootcamp 2.0** (Active)

- Personal Training 60 mins: March 12, 2023 - April 12, 2023, 15 / 20 used
- CrossFit: March 12, 2023 - April 12, 2023, 15 / 20 used
- Nutrition: March 12, 2023 - April 12, 2023, 15 / 20 used

**Friday, October 21**  
**5:00pm - 6:00pm**

**Coach Homer**  
**Bootcamp 2.0**

**Main Floor**  
**Class size: 15 (7 remaining)**  
**Available**  
**Availability: 10/10/23 5:00pm to 10/21/23 5:00pm**  
**Cancellation: Before 10/20/23 5:00pm**

**+ Packages My Events Schedule Documents Account**

**Scheduling**

**February 2023**

**Wednesday Feb. 29, 2023**

| Event                              | Time            | Coach        | Location          | Reserved |
|------------------------------------|-----------------|--------------|-------------------|----------|
| CrossFit                           | 8:00AM - 8:45AM | King Higgins | Main Gym Location | 3/15     |
| Pilates                            | 8:00AM - 8:45AM | King Higgins | Main Gym Location | 3/20     |
| Yoga                               | 8:00AM - 8:45AM | King Higgins | Main Gym Location | 3/15     |
| Yoga                               | 8:00AM - 8:45AM | King Higgins | Main Gym Location | 3/15     |
| Javin + 4 more - Personal Training | 8:00AM - 8:45AM | Mary Poppins | Main Gym Location | n/a      |
| Yoga                               | 8:00AM - 8:45AM | King Higgins | Main Gym Location | 3/15     |

**All Events**   **All Coaches**

**Week Month Agenda**

**KILO**

**Dashboard**

**Scheduling** (Selected)

- Location
- Programming
- Users
- Events
- Class
- Appointment
- Special Event
- Packages
- Retail
- Documents

# Vim Healthcare

Vim is a tele-health company that strives to improve the client-provider relationship. I was tasked with researching relevant data points, developing the appropriate visual representations and creating an overview page which allowed users to launched into various workflows. Here are some sketches that came out of the sessions.

**REFERRAL PERFORMANCE FOR PREMERA PPO ▾ SERVICE LINE**

**BONUS PROGRAM**

- 63% GOAL MET
- \$25,381 BONUS
- AMOUNT EARNED: 1,231 BONUS POINTS
- REMAINING: 18 BONUS POINTS

**PROMOTED PROVIDERS**

- 32% PROMOTED PROVIDERS
- MARKET COMPARISON: 90%, 60%, 40%, 20% (10K, 20K, 30K)
- LEARN MORE →

**LIST HEALTH**

- B+ SEE MORE
- 73% HV PROVIDERS
- 68% ADHERENCE RATE

**REFERRAL ACTIVITY**

- ALL CLINICS
- REFERRALS LAST MONTH: 12,381
- INTERNAL: 71%
- EXTERNAL: 29%
- 53% HV REFERRALS
- 18% TOTAL OPPORTUNITIES
- 6% INTERNAL ALT.
- 12% EXTERNAL ALT.
- 14% HV REFERRALS
- 25% TOTAL OPPORTUNITIES
- 9% INTERNAL ALT.
- 16% EXTERNAL ALT.

**REFERRAL OPPORTUNITIES**

- REFERRING CLINICS: TOP 5 CLINICS
- REFERRING PROVIDERS: # REPERRING PROPS
- TARGET SPECIALTIES
- CASE TYPES

**SNAPSHOT ALWAYS STATIC - LIST HEALTH**

**GLOBAL FILTERS**

- ALL CLINICS
- ALL SPECIALTIES
- SORT BY: MOST OPPORTUNITIES

**MOST OPPORTUNITIES (TOP 6)**

- YOU COULD EARN \$15,232 OF HVIC AWARDS.
- HV PROVIDER: 31 NOT IN PR. LIST
- RECOMMENDED: 153 LUTERSON

**REFERRAL ACTIVITY**

**CLINICS**

- MILL CREEK ..... 321
- GUNDERSON BDG ..... 245
- FOUNDRERS BUILDING ..... 198
- TOTEM LAKE ..... 112
- PAULINN FOR WOMEN + CHILD ..... 13

**REFERRING PROVIDER**

- LEE, JAMES C. 352
- SHOUD, WILLIAM B. 241
- BAHSKAR, JAMES R. 137
- WORJOLAH-CLEMENS, ABA 89
- KURY, JULIANNE 65

**SPECIALTIES**

- OBSTETRICS GYNECOLOGY ..... 21
- SURGERY ORTHOPEDIC ..... 45
- HERMATOLOGY ONC ..... 98
- CARDIOLOGY ..... 12
- OBSTETRICS GYNECOLOGY ..... 21

**FILTERS**

**REFERRAL ACTIVITY LIST**

**CARDIOLOGY (10,810)**

**ACTIONABLE STATS CARDS**

You only have 2 providers for ORTHOPEDIC SURGERY. CONSIDER ADDING THESE 5

MARY ZIMMER, MD  
UCSF SAN FRANCISCO CAMPUSES  
\*\*\*\*\*  
PROCEDURE A  
PROCEDURE B  
PROCEDURE C

SEE ALL MATCHES

Your organization is already referring to these 53 high value providers. ADD THEM TO YOUR PREFERRED LIST?

53 REVIEW ACCEPT

CATHERINE BEVAN, MD  
UCSF SAN FRANCISCO CAMPUSES  
\*\*\*\*\*  
OB/GYN, FERTILITY

IS A GOOD SUPPLEMENT TO YOUR LIST FOR OB/GYN, FERTILITY.

SEE MORE MATCHES

CHANGE TO SEND MORE REF. TO THIS PERSON.

ADD 5 REFERRED HV PROVIDERS TO YOUR PREFERRED LIST REVIEW

ONLY 2 PROVIDERS ON LIST FOR CARDIOLOGY. ADD MORE

15% OF REFERRED HV PROVIDERS ON YOUR PREFERRED LIST ADD MORE

**FILTERS**

**REFERRAL ACTIVITY LIST**

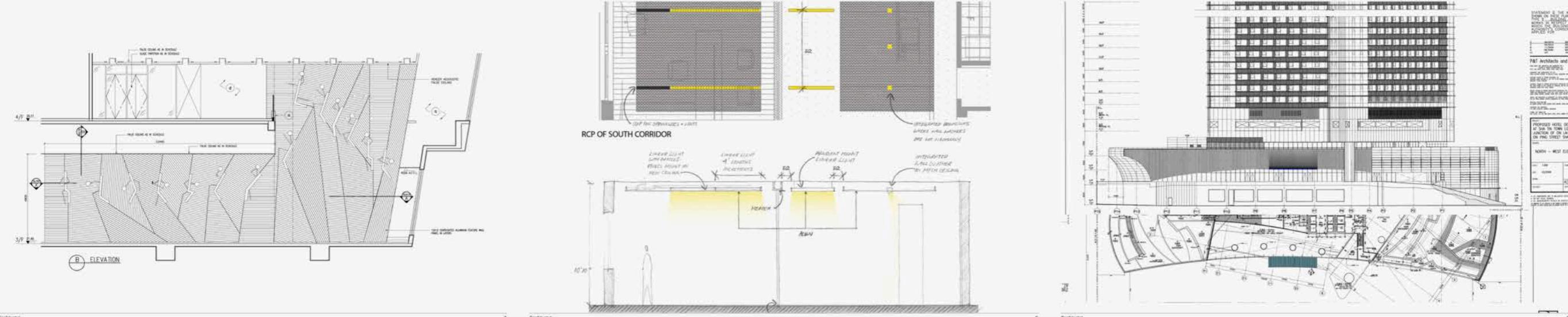
BASED ON THESE CASES, X IS A GOOD SUPPLEMENT TO YOUR LIST

**CARDIOLOGY**

**REFERRAL ACTIVITY LIST**

# Architectural Works

Before my career in UX, I worked in the architectural industry designing buildings along side prestigious architects such as Frank Gehry, Zaha Hadid, Norman Foster, Gensler, HOK, OMA and SOM to name a few. Here are a few examples of built work with sample drawings.



Case Study A

# Setting NTP

Case Study B

# Audit Log

2022

# The Ask.

**We need to allow users to set NTP information on SPUs / servers.**

# Researching Needs

## Findings

**By default, our SPUs are assigned well-known public NTP servers**

Translation: This is an optional / advanced setting

**This setting needs to be accessed from various locations within the application\***

- a. **within nPod management view**
- b. **while claiming SPUs workflow / creating nPod**

\* The defined pattern for action blocks that need to be surfaced from multiple workflows take form of a slide-out.

## User Stories

1. Users need to be able to add NTP settings to an nPod
2. Users need to be able to edit and delete setting
3. Users need to be informed of default settings
4. User can choose to use pool servers

### Pool Servers - applies to list

Each of the servers entered will redirect to one of a pool of NTP servers that it maintains.

5. Users can mark any NTP link entry as preferred

### Preferred NTP - setting per entry

Prefer the time provided by this server over any other servers listed.

6. Users can add multiple NTP server links

# Researching Needs

## Findings

By default, our SPUs are assigned well-known public NTP servers

Translation: This is an optional / advanced setting

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### [Preferred NTP - setting per entry](#)

Prefer the time provided by this server over any other servers listed.

6. Users can add multiple NTP server links

# Design of Slide-Out

## Design Mocks

Configure NTP

② SPUs has been selected for defining NTP server information.

Setting NTP sever information will take XXX time to restart sed eleifend elit tortor, sed fermentum lectus varius ac. Cras auctor eu elit eu interdum. Fusce rutrum nisl porta feugiat rutrum. Aliquam congue metus ac felis vehicula tristique. Sed nec tellus sollicitudin, facilisis mi vitae, tempus justo.

Pool Servers  
*Cras auctor eu elit eu interdum. Fusce rutrum nisl porta feugiat rutrum. Aliquam congue metus ac felis vehicula tristique. Sed nec tellus sollicitudin, facilisis mi vitae, tempus justo.*

**Add NTP Server**

NTP Servers

|                  |           |
|------------------|-----------|
| time0.example.co | Preferred |
| time0.example.co | No        |
| time0.example.co | No        |
| time0.example.co | No        |

Set NTP   Cancel

## User Stories

1. Users need to be able to add NTP settings to an nPod
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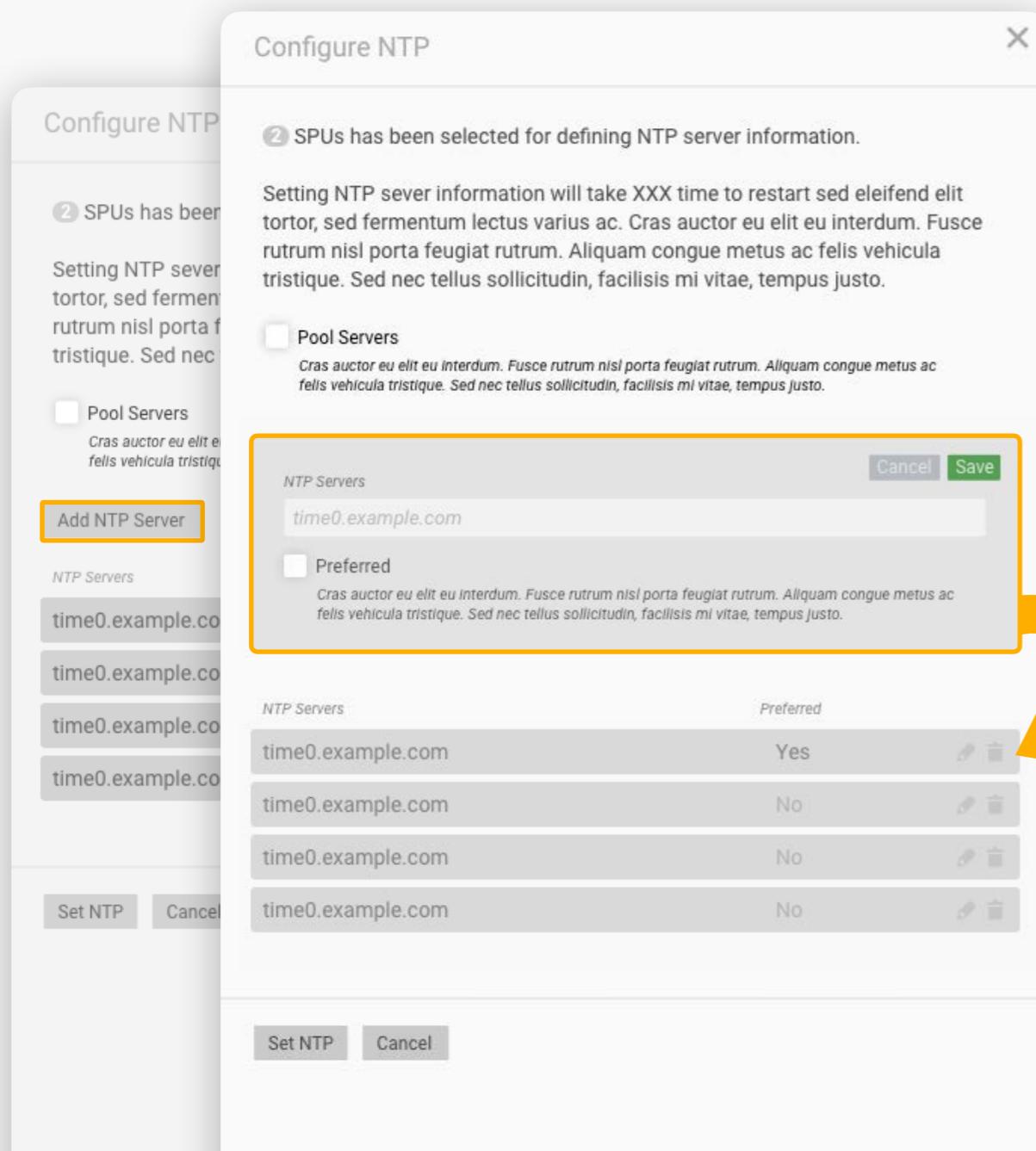
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Prefer the time provided by this server over any other servers listed.

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# Design of Slide-Out

## Design Mocks



# Location A: nPod Management

Screenshot of a typical nPod details view in our app

The screenshot shows the Nebulon application interface for managing nPods. The top navigation bar includes links for Overview, Admin, Activity, Alerts (with 108 notifications), Help (with 108 notifications), and user accounts (NebulonDev and alvinDev). The main navigation on the left shows an nPod Group named 'default' containing an nPod named 'animaniacs'. The 'Servers' tab is selected, showing three servers: 'host-dot' (6 drives, 64.4 GB), 'host-wakko' (11 drives, 64.4 GB, currently selected), and 'host-yakko' (6 drives, 64.4 GB). The 'Storage' tab is active, displaying a detailed view of the 'host-wakko' server's storage configuration. It shows a Supermicro SYS-2029U-E1CR4 chassis with 24 drive slots, 11 of which are populated. The drives are labeled with their serial numbers: 0123EAE9F3B1EF5CEE (slot 1) and E9F3B1EF5CEY0123EA (slot 9). Below this, the 'SPU Details' section provides a table comparing two SPUs: 0123EAE9F3B1EF5CEE and E9F3B1EF5CEY0123EA. The table lists various network and port configurations for each SPU. At the bottom, the 'Drive Details' section shows a table with columns for Slot #, Drive Serial, Vendor, Model, Capacity, Firmware, World Wide Name, and Interface, listing one drive from the 'host-wakko' server.

| Slot # | Drive Serial | Vendor | Model | Capacity | Firmware                            | World Wide Name | Interface      |
|--------|--------------|--------|-------|----------|-------------------------------------|-----------------|----------------|
| 1      | Virtual      |        |       | 10.7 GB  | PCI-0000:03:00.0-SCSI-0:0:1:0/WAKKO |                 | Virtual 1 Gb/s |

# Location A: nPod Management

Screenshot of a typical nPod details view in our app

The screenshot shows the Nebulon application interface for managing nPods. The top navigation bar includes links for Overview, Admin, Activity, Alerts (with 108 notifications), Help (with 108 notifications), and user accounts (NebulonDev and alvinDev). The main navigation on the left shows an nPod Group named 'default' containing an nPod named 'animaniacs'. The 'Servers' tab is selected, displaying three servers: 'host-dot', 'host-wakko' (which is highlighted in blue), and 'host-yakko'. The 'Storage' tab is active for the selected server 'host-wakko'. The storage summary indicates 0 CPUs, 0 B Memory, and a Capacity of 64.4 GB, marked as Healthy. Below this, a detailed view of the Supermicro SYS-2029U-E1CR4 chassis shows 11 of 24 drives installed. The SPU Details section provides a breakdown of the server's components, including Control Port, Data Port 1 (unbonded), and Data Port 2 (unbonded) for both the 0123EAE9F3B1EF5CEE and E9F3B1EF5CEY0123EA SPUs. Network and PCIe device details are also listed. At the bottom, Drive Details show one virtual drive (Slot #1) with a capacity of 10.7 GB.

| Slot # | Drive Serial | Vendor | Model | Capacity | Firmware | World Wide Name                     | Interface      |
|--------|--------------|--------|-------|----------|----------|-------------------------------------|----------------|
| 1      | Virtual      |        |       | 10.7 GB  |          | PCI-0000:03:00.0-SCSI-0:0:1:0/WAKKO | Virtual 1 Gb/s |

# Location A: nPod Management

Launch into NTP workflow from Actions dropdown

The screenshot shows the Nebulon nPod Management interface. At the top, there's a navigation bar with 'Overview', 'Admin', 'Activity', 'Alerts' (with 108 notifications), 'Help' (with 108 notifications), and user accounts 'NebulonDev' and 'alvinDev'. Below the navigation is a breadcrumb trail: 'nPod Group' > 'default' > 'animaniacs'. The main content area shows a list of servers: 'host-dot' (6 drives, 64.4 GB), 'host-wakko' (11 drives, 64.4 GB, selected), and 'host-yakko' (6 drives, 64.4 GB). On the right, there's a detailed view of the 'host-wakko' server, which is a Supermicro SYS-2029U-E1CR4 chassis. The 'Storage' tab is active, showing a drive map with 11 of 24 drives. Below this is an 'SPU Details' table comparing two SPUs: '0123EAE9F3B1EF5CEE' and 'E9F3B1EF5CEY0123EA'. The 'Configure NTP' option is located in the 'Actions' dropdown menu on the right side of the screen, highlighted with a large yellow arrow.

**Actions ▾**

- Add Snapshot Schedule
- Expand nPod
- Submit Logs
- Toggle Immutability
- Configure NTP** (highlighted)
- Restore nPod
- Delete nPod

**SPU Details**

| SPU                | Control Port  | Data Port 1 - unbonded   | Data Port 2 - unbonded   |
|--------------------|---|--|--|
| 0123EAE9F3B1EF5CEE | IP Address: 10.100.5.147/22, 2602:ffa4:11:101::1147/64<br>Link State: Up ↑<br>Subnet: 10.100.4.0/22, 2602:ffa4:11:101::64<br>Gateway IP: 10.100.4.1<br>IP Assignment: Static<br>MAC Address: f4:97:c2:00:0c:5d<br>Port Link Speed (negotiated): 1 Gb/s<br>Switch: lab-sw3b<br>Interface: Ethernet | IP Address: 10.100.9.147/22<br>Link State: Up ↑<br>Subnet: 10.100.8.0/22<br>Gateway IP: ...<br>IP Assignment: Static<br>MAC Address: f4:97:c2:00:0c:5e<br>Port Link Speed (negotiated): 10 Gb/s<br>Switch: lab-fsw4<br>Interface: Ethernet | IP Address: 10.100.13.147/22<br>Link State: Up ↑<br>Subnet: 10.100.12.0/22<br>Gateway IP: ...<br>IP Assignment: Static<br>MAC Address: f4:97:c2:00:0c:5e<br>Port Link Speed (negotiated): 10 Gb/s<br>Switch: lab-fsw4<br>Interface: Ethernet |
| E9F3B1EF5CEY0123EA | Hostname: supermicro-sas11<br>nebOS Version: 1.3.1-6418   |  |  |

**Drive Details**

| Slot # | Drive Serial | Vendor | Model | Capacity | Firmware | World Wide Name                     | Interface      |
|--------|--------------|--------|-------|----------|----------|-------------------------------------|----------------|
| 1      | Virtual      |        |       | 10.7 GB  |          | PCI-0000:03:00.0-SCSI-0:0:1:0/WAKKO | Virtual 1 Gb/s |

# Location A: nPod Management

Surfacing configuration after setting

The screenshot shows the Nebulon web interface for managing nPods. The top navigation bar includes links for Overview, Admin, Activity, Alerts (with 108 notifications), Help (with 108 notifications), and user accounts (NebulonDev and alvinDev). The main navigation on the left shows an nPod Group named 'default' containing an nPod named 'animaniacs'. The 'Servers' tab is selected, displaying three servers: 'host-dot', 'host-wakko' (which is highlighted in blue), and 'host-yakko'. The 'Storage' tab is active for the 'host-wakko' server, which is identified as a Supermicro SYS-2029U-E1CR4 chassis with 11 of 24 drives. The 'SPU Details' section for the SPU 'E9F3B1EF5CEY0123EA' shows its configuration, including NTP servers (0.debian.pool.ntp.org, 1.debian.pool.ntp.org, 2.debian.pool.ntp.org, 3.debian.pool.ntp.org) listed as Preferred Pool Server. The 'Actions' dropdown menu on the right includes options like Add Snapshot Schedule, Expand nPod, Submit Logs, Toggle Immutability, Configure NTP (which has an orange arrow pointing to it), Restore nPod, and Delete nPod.

# Results

**We received positive feedback from both our internal testers and the customer who requested this feature.**

Case Study A

# Setting NTP

Case Study B

# Audit Log

2022

# The Ask.

**We need to allow users to see a list of all historical actions performed within our application.**

# Wait...

**Our app currently has a view that displays on-going server activity; we should add historical activity to this view.**

Reasoning: I think there is a scenario where users would want to see the historical actions that lead up to the on-going activity.

# The Approach

## Evaluate Information Hierarchy

Too much data and introduced new system component: Expandable Table Row

## Determine Necessary Filters

A new system component is required: Time Range Filter

## Proposal to Merge Views

Propose idea to merge Ongoing Tasks Table and the new Audit Table

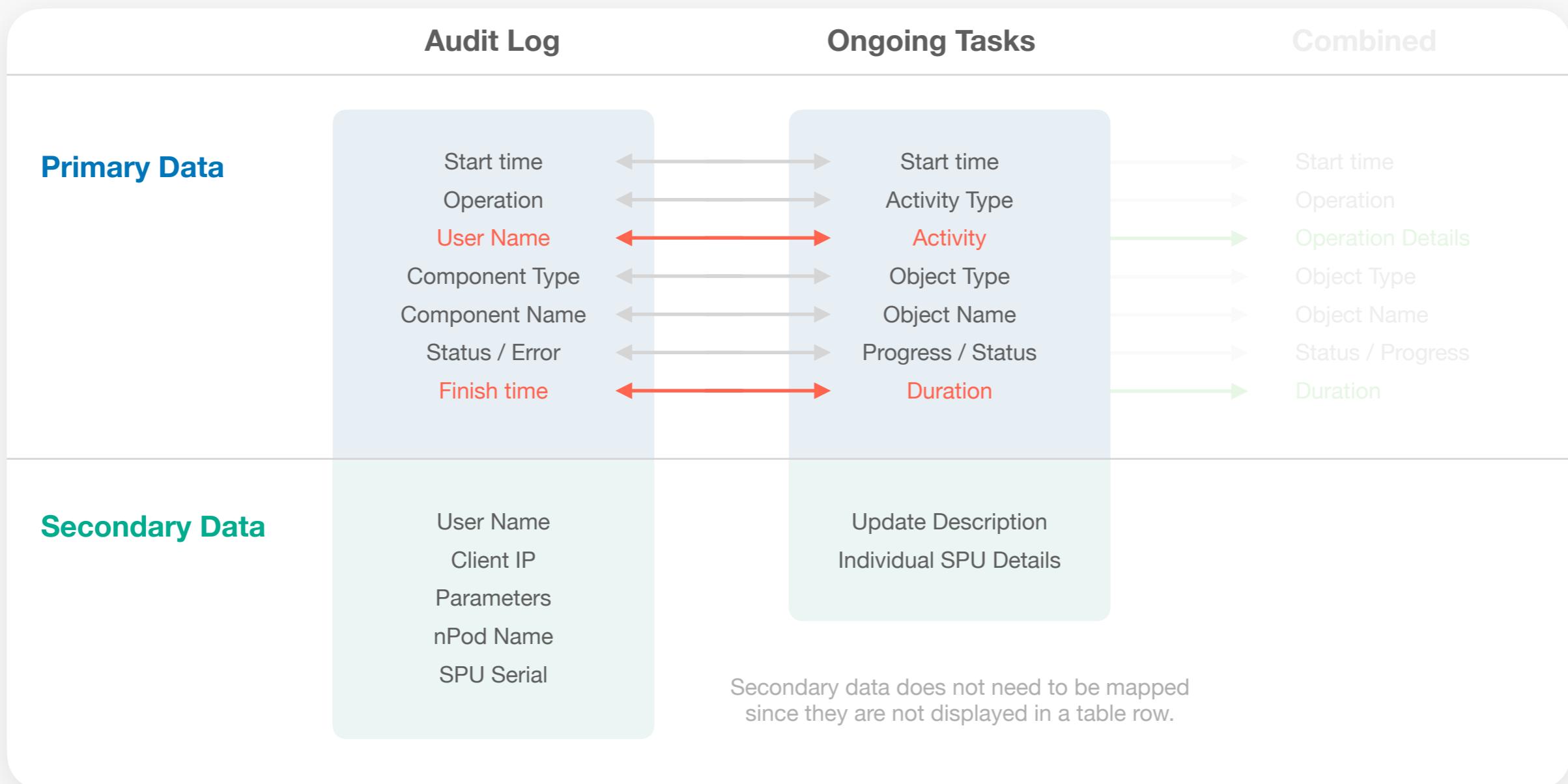
# Information Hierarchy

Data Type: Classification, Comparison & Mapping

|                       | Audit Log   | Ongoing Tasks   | Combined   |
|-----------------------|---|---|--|
| <b>Primary Data</b>   | Start time<br>Operation<br>User Name<br>Component Type<br>Component Name<br>Status / Error<br>Finish time | Start time<br>Activity Type<br><b>Activity</b><br>Object Type<br>Object Name<br>Progress / Status<br>Duration | Start time → Start time<br>Operation → Operation<br>User Name → <b>Operation Details</b><br>Component Type → Object Type<br>Component Name → Object Name<br>Status / Error → Status / Progress<br>Finish time → Duration |
| <b>Secondary Data</b> | User Name<br>Client IP<br>Parameters<br>nPod Name<br>SPU Serial   | Update Description<br>Individual SPU Details  | Secondary data does not need to be mapped since they are not displayed in a table row.   |

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|                       | Audit Log   | Ongoing Tasks  | Combined  |
|-----------------------|---|--|---|
| <b>Primary Data</b>   | Start time<br>Operation<br><b>User Name</b><br>Component Type<br>Component Name<br>Status / Error<br><b>Finish time</b> | Start time<br>Activity Type<br><b>Activity</b><br>Object Type<br>Object Name<br>Progress / Status<br><b>Duration</b> | Start time<br>Operation<br><b>Operation Details</b><br>Object Type<br>Object Name<br>Status / Progress<br><b>Duration</b> |
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# Information Hierarchy

## Expandable Table Row System Component

**Primary Data**

**Secondary Data**

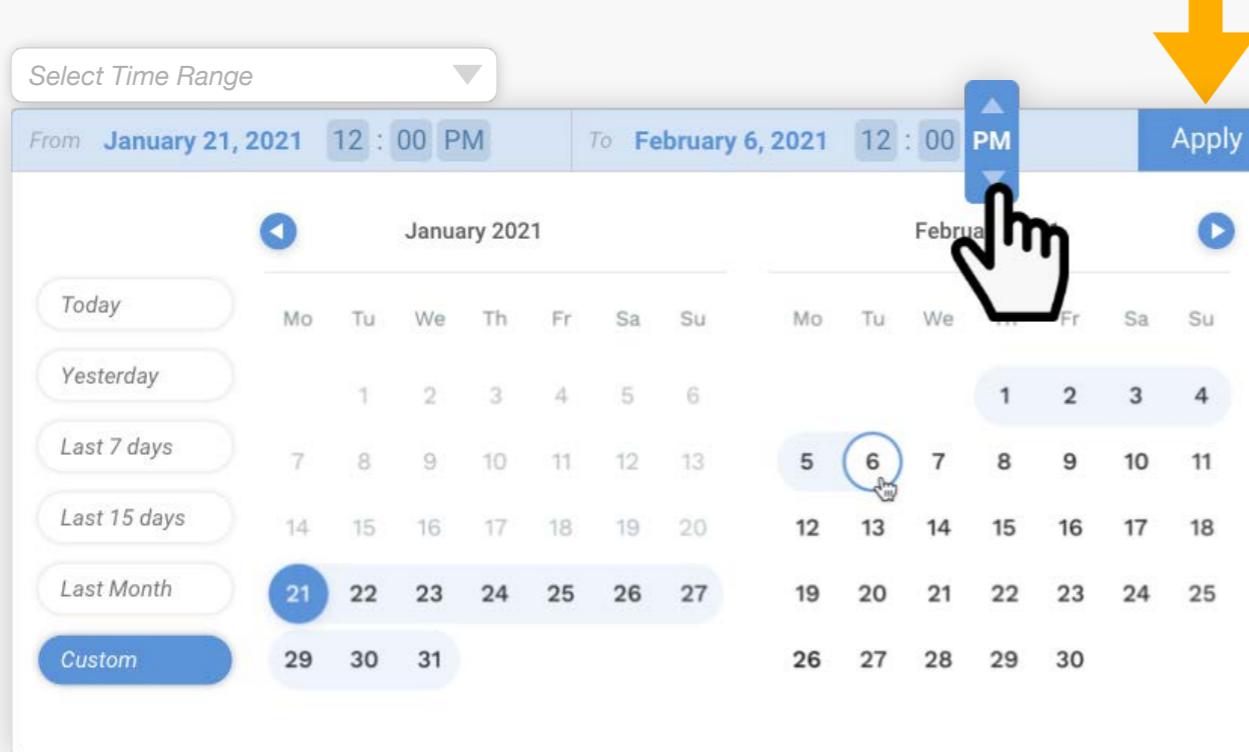
**Expanded Ongoing Task Entry**

**Expanded Audit Log Entry**

| Start Time   | Operation  | Operation Details                | Object Type   | Object Name  | Status                                       | Duration   |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
|--|--|----------------------------------|---|--|--|------------|-----|----------|--------|--------------------|--|--------------------------|--------------------|---|-----------------------|--------------------|---|-----------------------|
| ▶ 2/2, 12:19 PM PST  | Firmware Update  | Firmware update to 1.1.1 (2104)  | SPU   | 012377B68AF3D4AD19   | <div style="width: 100%;">Updating 2/3</div> | 10 hours   |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| ▶ 5/27, 3:28 PM PDT  | Firmware Update  | Firmware update to secret_recipe | SPU   | Mock NoodlesESXPod   | <div style="width: 100%;">Updating 2/3</div> | 10 hours   |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| ▶ 5/27, 3:28 PM PDT  | Firmware Update  | Firmware update to secret_recipe | nPod  | mockPod  | <div style="width: 100%;">Updating 2/3</div> | 10 hours   |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| ▼ 2/2, 12:19 PM PST  | Firmware Update  | Firmware update to 1.1.1 (2104)  | nPod  | 012377B68AF3D4AD19   | <div style="width: 100%;">Updating 1/3</div> | 10 hours   |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| <b>Full Event Description</b><br>SPU with SRF2 volumes is isolated on the data network (can't see neighbor SPUs over the data network), but can communicate with blah blah volumes is isolated posuere diam nisl maecenas, hendrerit et, lobortis ut condimentum etiam placerat dolor, condimentum volutpat. ... <a href="#">more info</a> |  |                                  |   | <b>Status Detail</b><br><table border="1"> <thead> <tr> <th>SPU</th> <th>Progress</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>012322505CAA7E02EE</td> <td><div style="width: 100%;">Restarting (Step 3 of 3)</div></td> <td>Restarting (Step 3 of 3)</td> </tr> <tr> <td>01238E19C45571C8EE</td> <td><div style="width: 100%;">Waiting for other SPU</div></td> <td>Waiting for other SPU</td> </tr> <tr> <td>012322505CAA7E02EE</td> <td><div style="width: 100%;">Waiting for other SPU</div></td> <td>Waiting for other SPU</td> </tr> </tbody> </table> |  |            | SPU | Progress | Status | 012322505CAA7E02EE | <div style="width: 100%;">Restarting (Step 3 of 3)</div> | Restarting (Step 3 of 3) | 01238E19C45571C8EE | <div style="width: 100%;">Waiting for other SPU</div> | Waiting for other SPU | 012322505CAA7E02EE | <div style="width: 100%;">Waiting for other SPU</div> | Waiting for other SPU |
| SPU  | Progress   | Status                           |   |  |  |            |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| 012322505CAA7E02EE   | <div style="width: 100%;">Restarting (Step 3 of 3)</div> | Restarting (Step 3 of 3)         |   |  |  |            |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| 01238E19C45571C8EE   | <div style="width: 100%;">Waiting for other SPU</div>    | Waiting for other SPU            |   |  |  |            |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| 012322505CAA7E02EE   | <div style="width: 100%;">Waiting for other SPU</div>    | Waiting for other SPU            |   |  |  |            |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| ▶ 5/27, 3:28 PM PDT  | Claim SPU  | Sherlock Holmes                  | SPU   | 0123D3C02F28B963EE   | Completed                                    | 2 seconds  |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| ▶ 5/27, 3:28 PM PDT  | Delete nPod  | Gracie Hart                      | nPod  | mockPod  | Failed - Invalid username                    | 50 minutes |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| ▼ 5/27, 3:28 PM PDT  | Delete nPod  | Gracie Hart                      | nPod  | mockPod  | Failed - Invalid username                    | 20 minutes |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| User Name<br>Gracie Hart   | Start Time<br>2/2, 12:19 PM PST                          |                                  | <b>Parameter Details</b><br>SPU with SRF2 volumes is isolated on the data network (can't see neighbor SPUs over the data network), but can communicate with blah blah volumes is isolated posuere |  |  |            |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| Client IP<br>Lab02847c82   | Finish Time<br>2/2, 3:23 PM PST                          |                                  |   |  |  |            |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| ▶ 5/27, 3:28 PM PDT  | Claim SPU  | Sherlock Holmes                  | SPU   | 0123D3C02F28B963EE   | Completed                                    | 12 minutes |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |
| ▶ 5/27, 3:28 PM PDT  | Delete nPod  | Gracie Hart                      | nPod  | mockPod  | Failed - Invalid username                    | 50 minutes |     |          |        |                    |  |                          |                    |   |                       |                    |   |                       |

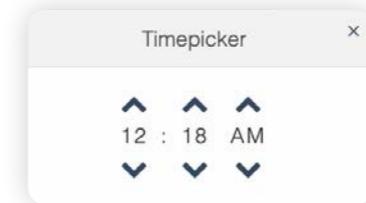
# Time Range Filter

## Desired Filter Behavior



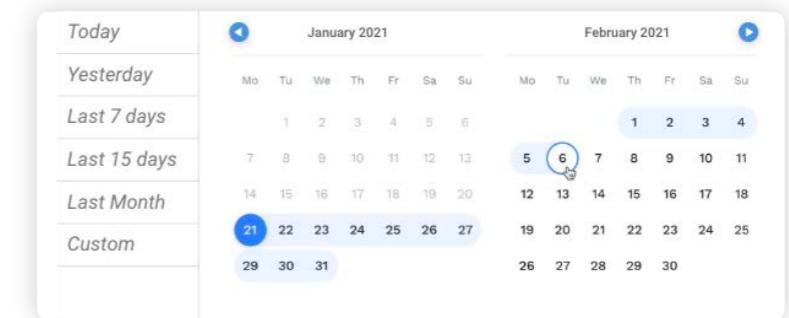
### jQuery Time Picker Plugin

<https://ericjgagnon.github.io/wickedpicker/>



### JS Date Range Picker\*\*

<https://www.daterangepicker.com/>



1. List of quick date range selections
2. Summary of selection displayed on top
3. Query should run only through 'apply' button
4. Filter should not collapse until 'apply' is clicked or when a user clicks outside filter component area

\*\* This work is over year old and DateRangePicker now has built in time selection

# Merging Views

## Sketch of Proposed Design

The screenshot illustrates a proposed design for a monitoring application interface, specifically focusing on merging different data sources into a single, unified view.

**Header:** The top navigation bar includes the Nebulon logo, Overview, Admin, Support (with 7 notifications), Activity (selected tab, with 2 notifications), Alerts, ACME INC, and Alvin.

**Left Sidebar:** A sidebar on the left contains filters for Start Time (All), Operation (All), Object Type (All), Status (All), and a Search bar for Operation, Object name.

**Activity View:** The main area displays a table of activity logs. An orange arrow points to the "Activity" tab in the sidebar, which is currently selected. The table columns include Start Time, Operation, Operation Details, Object Type, Object Name, Status, and Duration.

**Expanded Ongoing Task Entry:** A callout highlights a specific row in the table. This row shows a Firmware Update task for an nPod object. The expanded view includes a "Full Event Description" section with placeholder text about SPU communication and a "Status Detail" table showing three SPU entries with their progress and status.

**Expanded Audit Log Entry:** Another callout highlights another row in the table. This row shows a Delete nPod task for a mockPod object. The expanded view includes a "Parameter Details" section with placeholder text about the audit log entry.

# Result

**The proposal was passed over due to the way our data models were structured however 4 months later our customers requested this feature.**

# Learnings

**I should have tested this idea with our customers  
and not just socializing it internally.**

**End.**

**Thanks For Your Time.**

**2024**