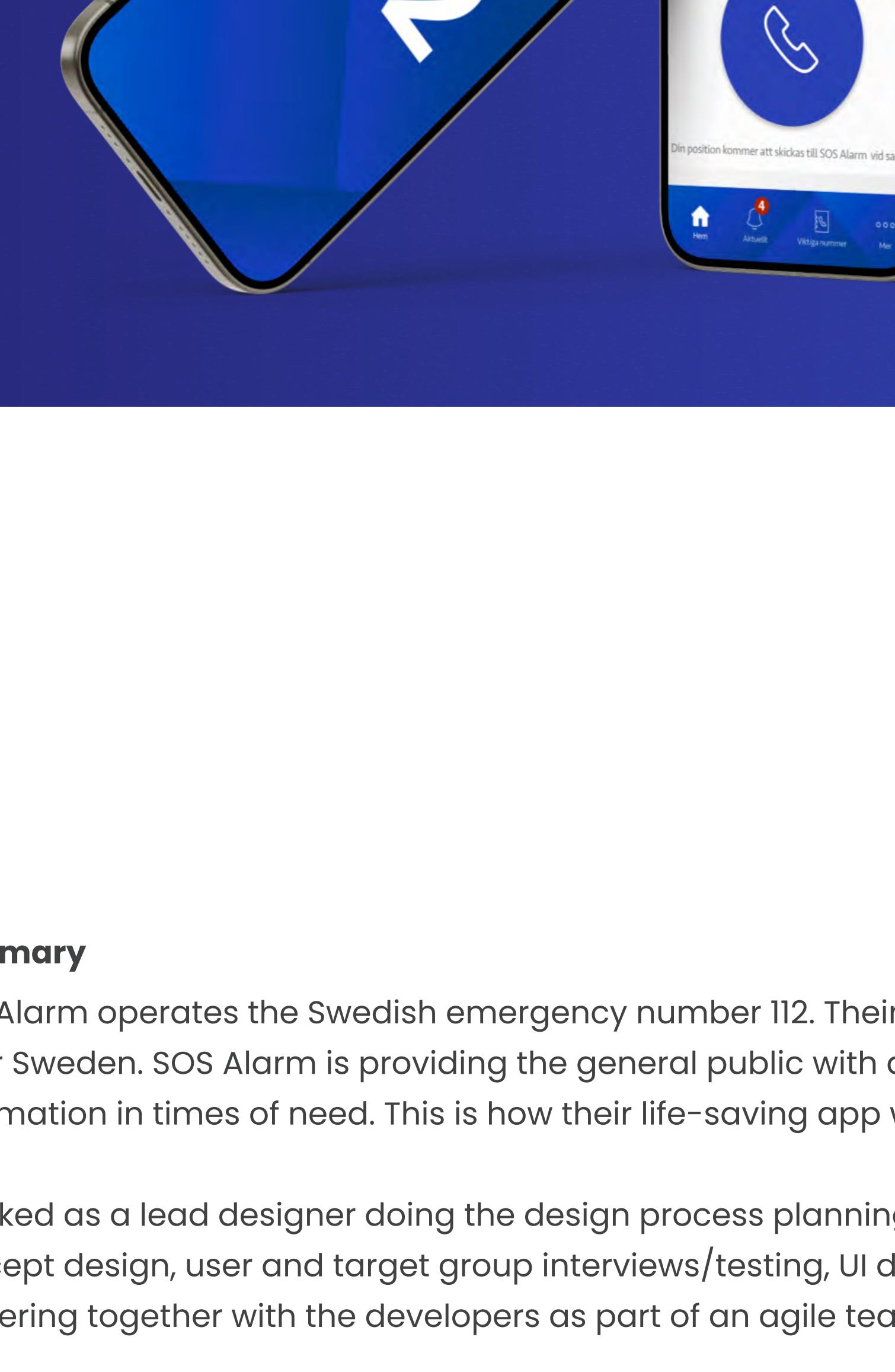


UX DESIGN LEAD

112 app

A very important app



01

Project

Date

Jan 2019 — Jun 2021

Client

SOS Alarm AB

Role

UX Design Lead

Source

App / Editor web / Digital service

Summary

SOS Alarm operates the Swedish emergency number 112. Their vision is to create a safer Sweden. SOS Alarm is providing the general public with assistance and information in times of need. This is how their life-saving app was created.

I worked as a lead designer doing the design process planning, research, concept design, user and target group interviews/testing, UI design and delivering together with the developers as part of an agile team.

02

What, Why and How?

What is the 112 app?

The 112 app is a life-saving app. It provides useful information about critical events happening in the proximity of the user to guide them to stay safe. It provides the GPS coordinates of the user in contact with emergency services and other useful information.

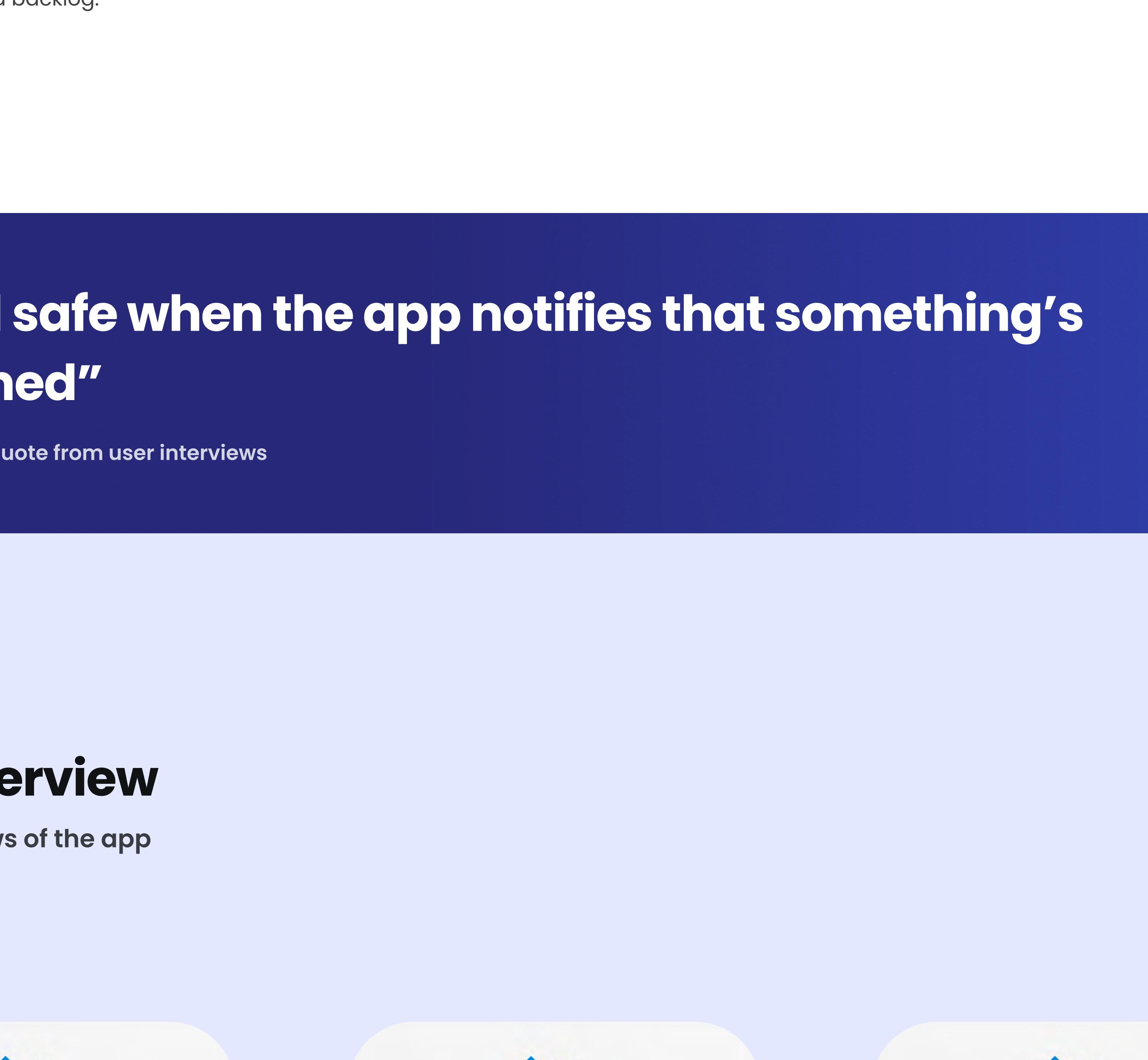
Why do SOS Alarm want to build the app?

SOS alarm is on a mission to create a more safe Sweden. They want to communicate information that is of interest to the general public from their systems. In their system they have information from the fire department, alarm systems, the police, and more. They want to reduce calls to 112 and educate on which numbers to call instead.

How is it supposed to work?

The solution works in the following way:

- The users are notified about events in their proximity through information and notifications. The events are e.g. fire alarms, traffic accidents, other accidents and weather warnings.
- When a user calls to the 112 emergency number from the app their GPS coordinates are sent to the operator.
- The GPS coordinates are shown at all times for the user to be able to request help to an exact location in the time of need.
- Contact information for other operators to use when it's not an emergency
- A web interface for the editors to review and tweak information before it's sent out.
- The main metric was to make the users get a feeling of safety from the app.

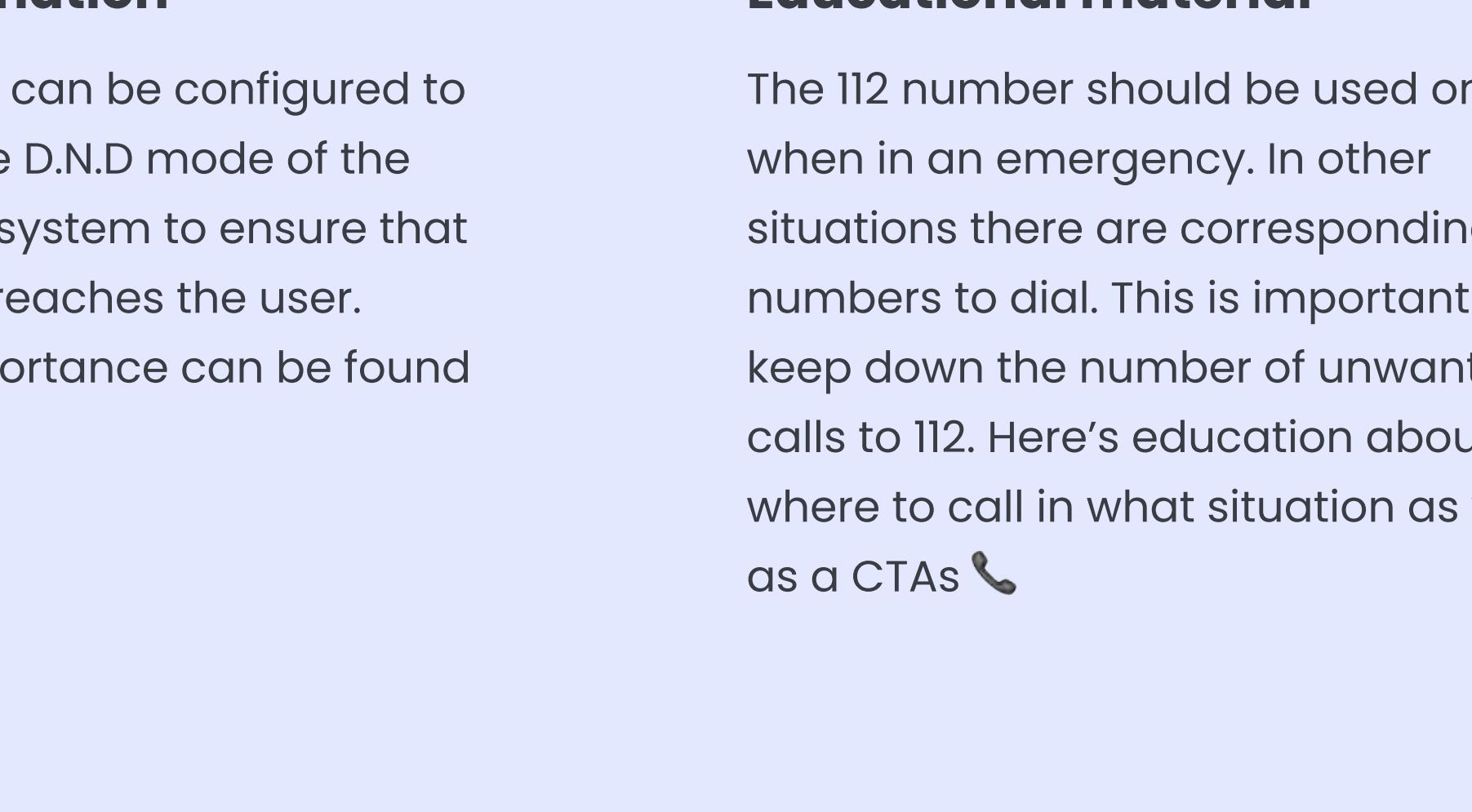


03

The process

Setting up the design process

An analysis of the design maturity of the client was conducted to plan the correct activities for the design process and to give the project the optimal preconditions to succeed. The analysis includes areas such as target audience, impact goals, data, organisation, competitors and more.

**Concept design**

Me and the client started to write the main user scenarios as stories (cheap/fast) to design for the user's needs and situation rather than a GUI. When we were satisfied they were translated into prototypes for the most important scenarios.

Validation

We conducted user tests and interviews to make sure that the app was desired to the general public, user-friendly and that the concept would make them feel safe. The main problems of the design was addressed and other issues were put in a backlog.

Detailed prototype

The prototype was used for writing requirements for development, user stories and more. We kept on refining the prototype and adding versions of the app to support the roadmap and backlog.

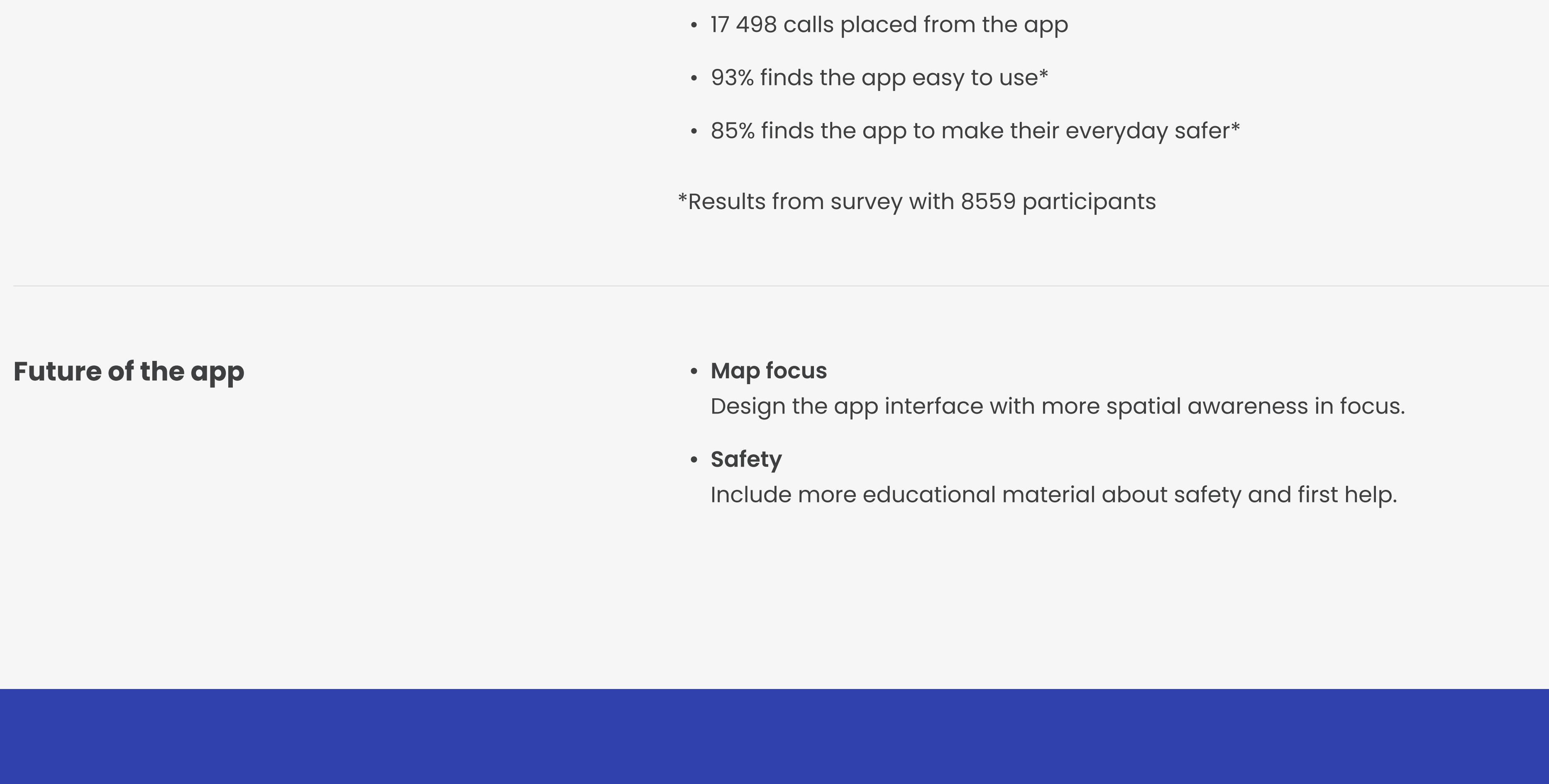
"I'll feel safe when the app notifies that something's happened"

Representative quote from user interviews

04

App overview

The main views of the app

**Home screen**

Notifications about current events, GPS coordinates and map and a massive CTA to call the emergency number 112.

Critical information

The notifications can be configured to pass through the DND mode of the users operating system to ensure that the information reaches the user.

All events of importance can be found in a flow.

Educational material

The 112 number should be used only when in an emergency. In other situations there are corresponding numbers to dial. This is important to keep down the number of unwanted calls to 112. Here's education about where to call in what situation as well as a CTAs ↗

Map focus

Design the app interface with more spatial awareness in focus.

Safety

Include more educational material about safety and first help.

05

Result and learnings

What we achieved and how do to move forward

The numbers (1 year after release)

- 2 million downloads
- 4.2 rating on Play Store
- 3.7 rating on App Store
- 17 498 calls placed from the app
- 93% finds the app easy to use*
- 85% finds the app to make their everyday safer*

*Results from survey with 8559 participants

Future of the app**Map focus**

Design the app interface with more spatial awareness in focus.

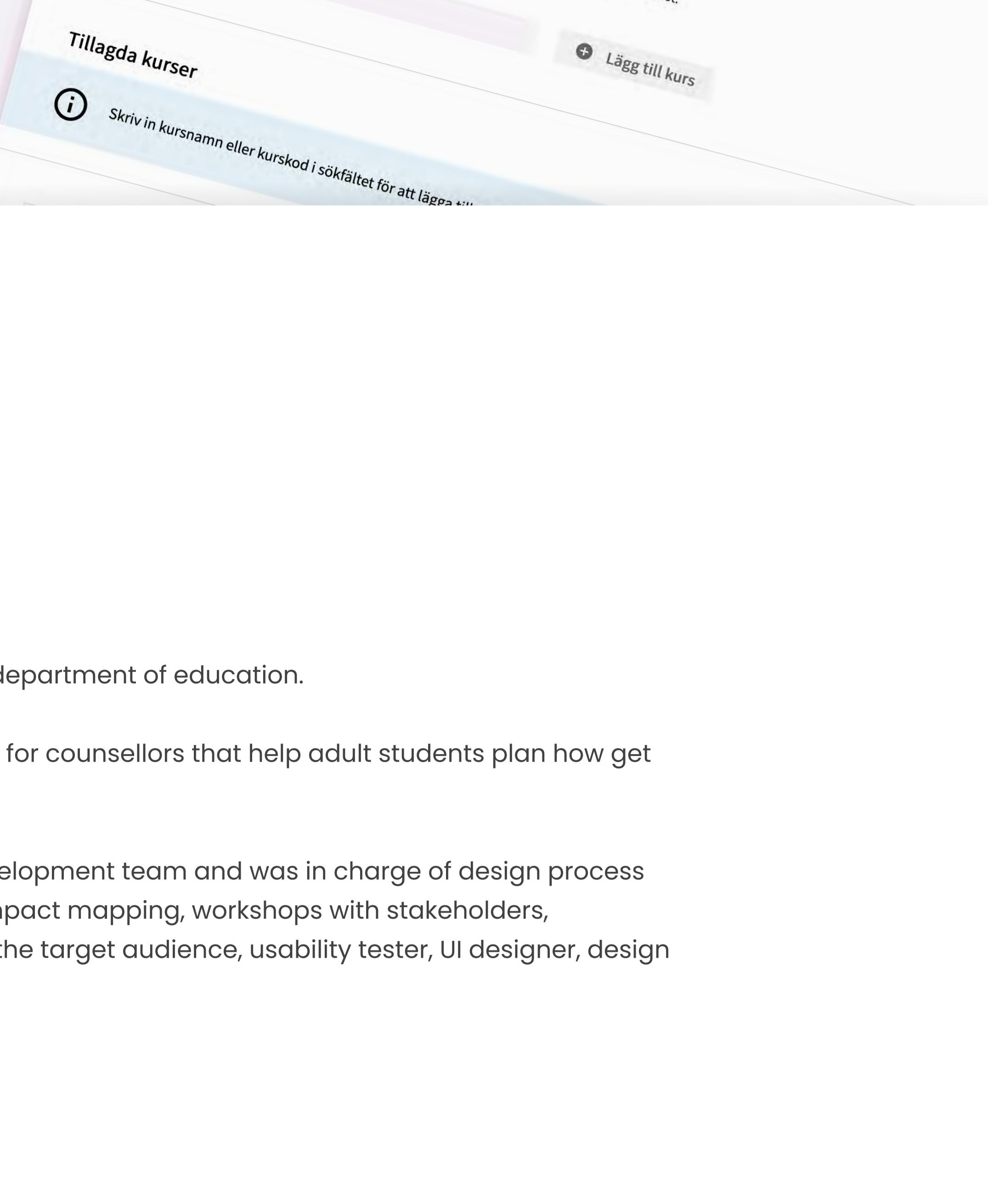
Safety

Include more educational material about safety and first help.

UX DESIGN LEAD

Planning tool for high school post grads

Get your high school diploma (even if you missed it the first time)



01

Project

Date

Jan 2018 – Jan 2019

Client

Department of education

Role

UX Design Lead

Source

Web / Digital service

Summary

Skolverket is the Swedish department of education.

This project created a tool for counsellors that help adult students plan how get their high school diploma.

I worked with an agile development team and was in charge of design process strategy, user research, impact mapping, workshops with stakeholders, collaborative design with the target audience, usability tester, UI designer, design system and more.

02

What, Why and How?

What is the planning tool?

The student and counsellor work together with the tool to map out which courses the student need to pass, already have a passing grade in and which high school diploma is most efficient to pursue.

Why do Skolverket want this?

Skolverket support all school personnel through legislation, frameworks for learning, political decisions and software support systems.

This tool is helping the counsellors in their workday. It streamlines the process of planning all the details around a students diploma and makes sure all the academic criteria are met.

How is it supposed to work?

The planning tool is supposed to:

- Take into account the courses that the student already has completed
- Let the work continue where it was left
- Provide a step-by-step guide for selecting courses
- Show the most efficient exam to pursue
- Show when the criteria for a diploma has been planned correctly

03

The process

User research

A series of interviews and field research together with the counsellors was conducted to find their needs, behaviours and ways of supporting them in their day jobs of helping students.

Goal orientation

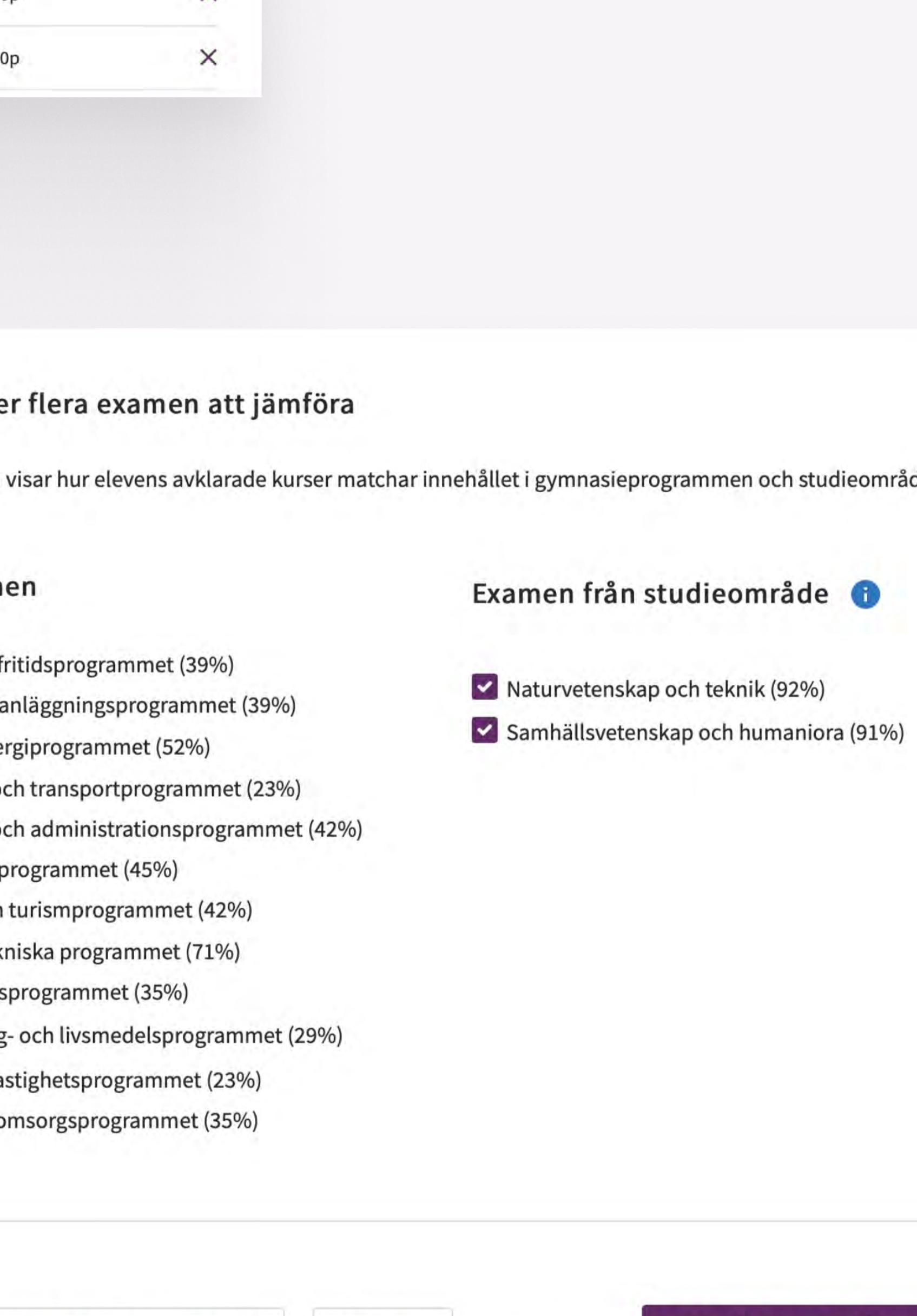
In the agile team with stakeholders, we conducted workshops in order to have impact goals and agile strategies to succeed. The goal was to align on how to reach our common goal of creating a tool that provide the best support to the target audience.

Concepts and collaborative design

The data from the user research was analysed and concepts was formed from those conclusions. Counsellors helped us to improve on our designs and choose the best concept to move forward.

Design system and UI

Skolverket needed help how to design new digital services under their general brand. We set up a forum with relevant competences where we established the processes and developed a design system in order to have a consistent experience for their brand in their product portfolio.

**Choose a diploma**

Percentages of a complete high school diploma is shown when the student has entered their completed courses. From here on the student and counsellor can discuss the best way forward for the student.

Completed courses

The following step is about adding courses that the student has completed.

The screenshot shows the 'Completed courses' section of the planning tool. It displays a table of completed courses with columns for course name, code, credits, and status (indicated by a red 'X'). Courses listed include Biolog 2, Datateknik 1a, Engelska 6, Engelska 7, Fysik 2, Historia 1b, and Historia 2a. Below the table, there's a section for selecting exams to compare with the student's completed courses.

04

The solution

The step-by-step-guide

What we achieved

The planning tool for high school post grads became a central tool for the counsellors in their dayjobs.

The design was enabled a modular, accessible and easy to maintain system from the technical perspective.

The plan and strategy worked out to deliver the right service in the right manner.

Skolverket started their journey with their design system and collaboration cross departments to create better digital services.

Try the planning tool at <https://examsplanering.skolverket.se/start>

The final plan

The courses that are needed for a complete exam is presented for selection when the student has added their completed courses and selected a desired diploma.

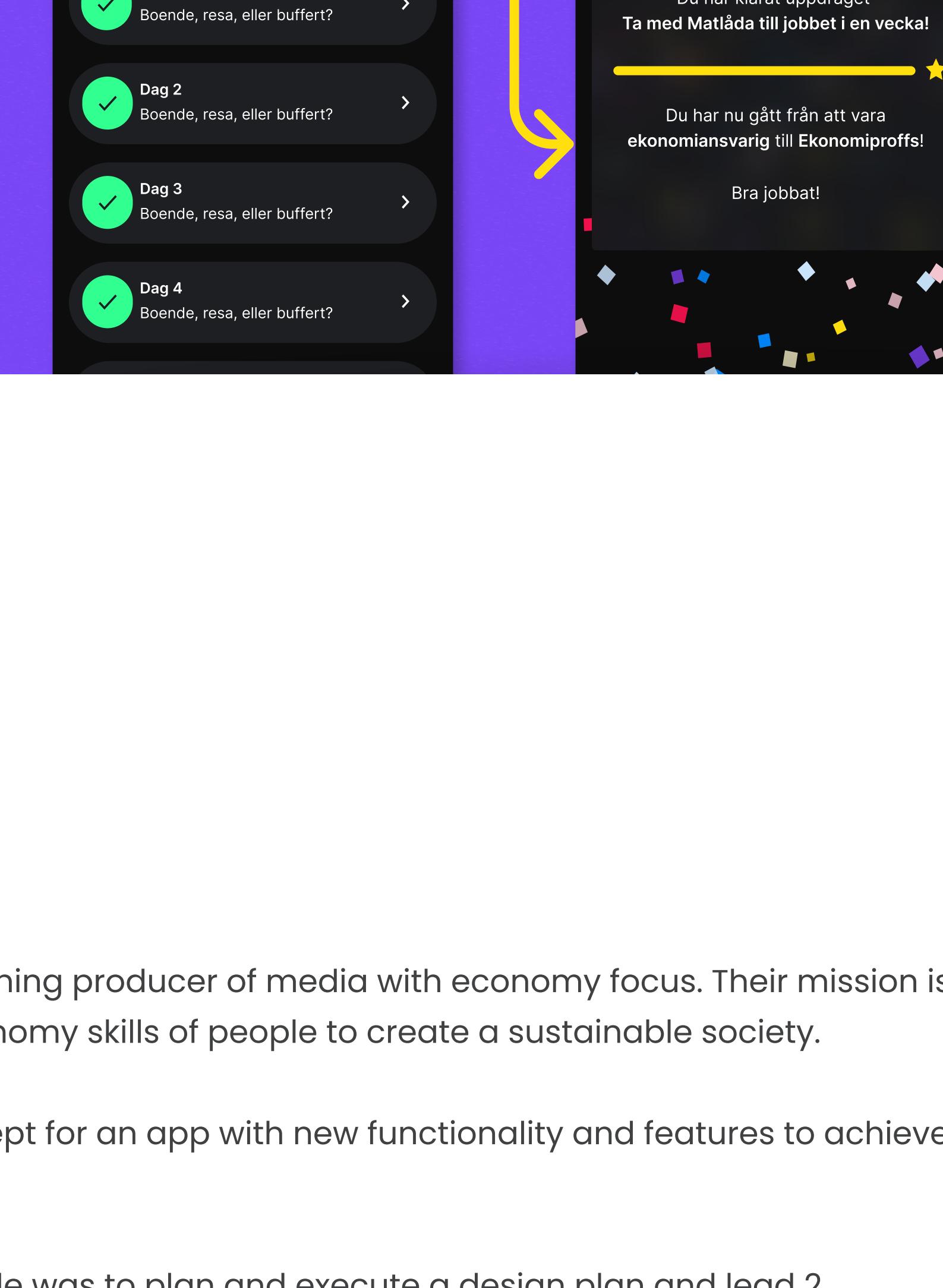
The student will see directly if they have selected all required courses for a diploma.

The plan is later used to apply to post grad high school courses.

UX DESIGN LEAD

A concept for financial health

EFN wants a concept to help the average person to better their economy



01

Project

Date

Sep 2022 – Dec 2022

Summary

EFN is an award winning producer of media with economy focus. Their mission is to increase the economy skills of people to create a sustainable society.

Client

EFN Ekonomikanalen

Role

UX Design Lead

EFN wanted a concept for an app with new functionality and features to achieve their mission.**Source**

Concept / App

In this project my role was to plan and execute a design plan and lead 2 designers through a workshop series for impact mapping, user research and concept development.

02

What, Why and How?

What is this concept?

The idea is to find an app concept that provides the users with the tools to get a better personal economy.

Why do EFN want this?

EFN is on a mission to improve the economy of all Swedes through education, media content, social media and more. They have an app that is a video player and they want to explore if the app can be of greater use.

How is it supposed to work?

The tools and features must be designed in such a way that they are motivating the users to actually use them. The app also needs to play ball with the articles, news content and social media posts from EFN.

03

The work

Impact mapping driven design process

We set out to investigate EFN's world and what they wanted to achieve. After an analysis and some meetings together we came up with a plan:

- Context Analysis: How can we help EFN in the best way? Benchmark? Target audience? Goals?

- Workshop: Impact goals and vision

- Workshop: Needs based user groups

- Workshop: Interview script - Getting the right insights

- Conduct user research, interviews and analysis

- Create needs based user groups

- Workshop: Brainstorming solutions based on user insights and impact goals

- Workshop: Creating user journeys based on all previous information

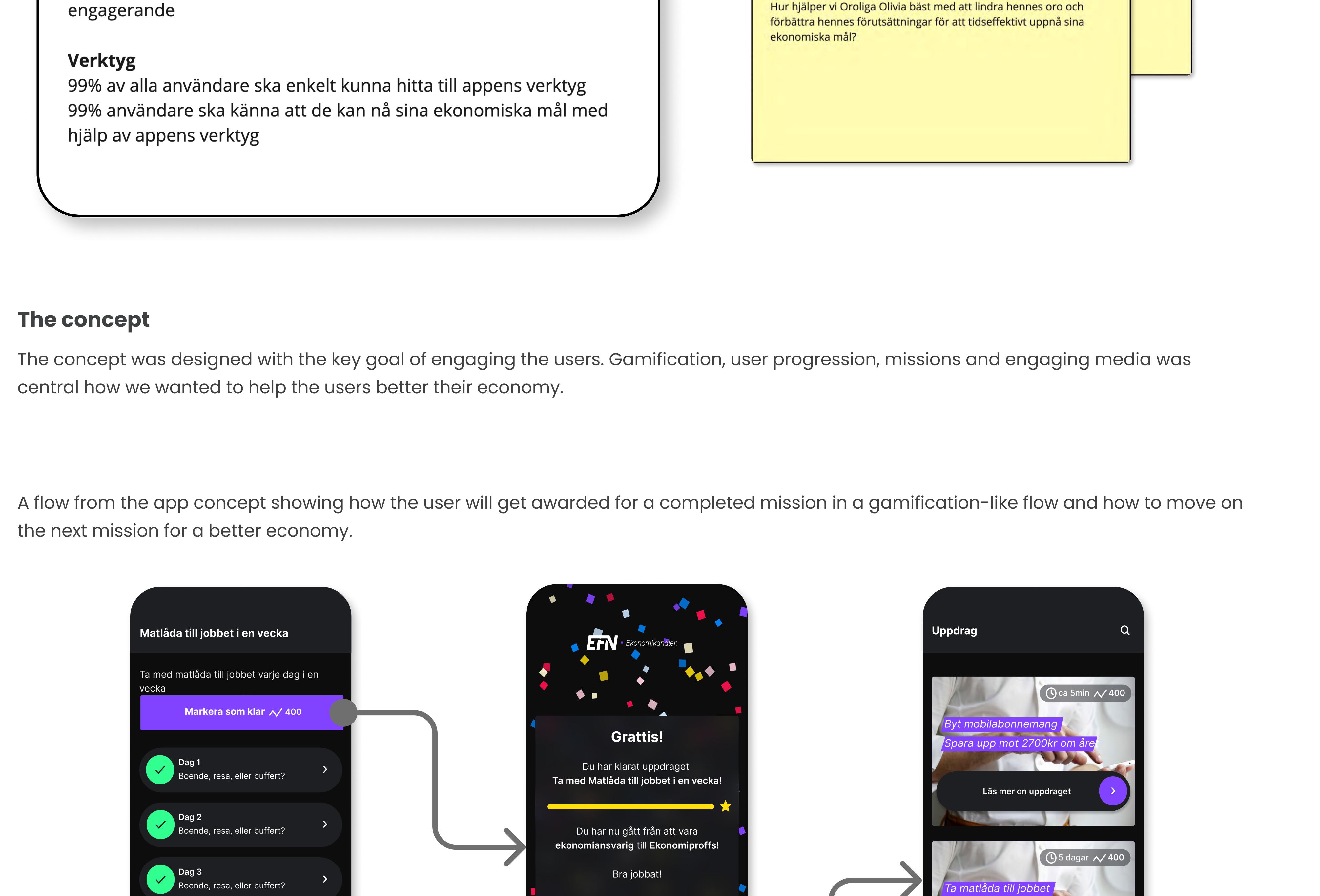
- Concept design

- Handover of impact map and concepts

Collaboration, information and workshops

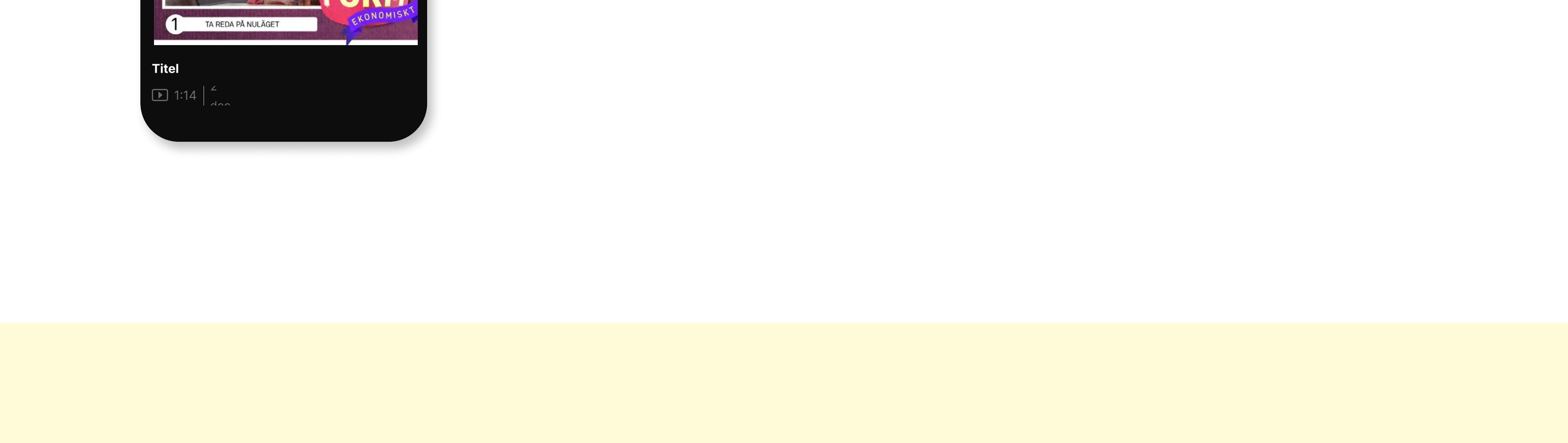
Our main tool for collaborating with the client was Miro. This is where we put all our information and the board was our collaborative space throughout the project. Some of the work on the board was analysis of user interviews, historic data from the service, the results from the workshops and the impact map end result.

A snapshot of the Miro board.

**The impact map**

Once the impact map was completed it was used to motivate the features, design and solutions in the concept.

Two of the most important parts of an impact map are the **Impact goals** and the **needs based user groups**.

**The concept**

The concept was designed with the key goal of engaging the users. Gamification, user progression, missions and engaging media was central how we wanted to help the users better their economy.

A flow from the app concept showing how the user will get awarded for a completed mission in a gamification-like flow and how to move on the next mission for a better economy.



04

Result and learnings

What we achieved and how do we move forward

What we achieved

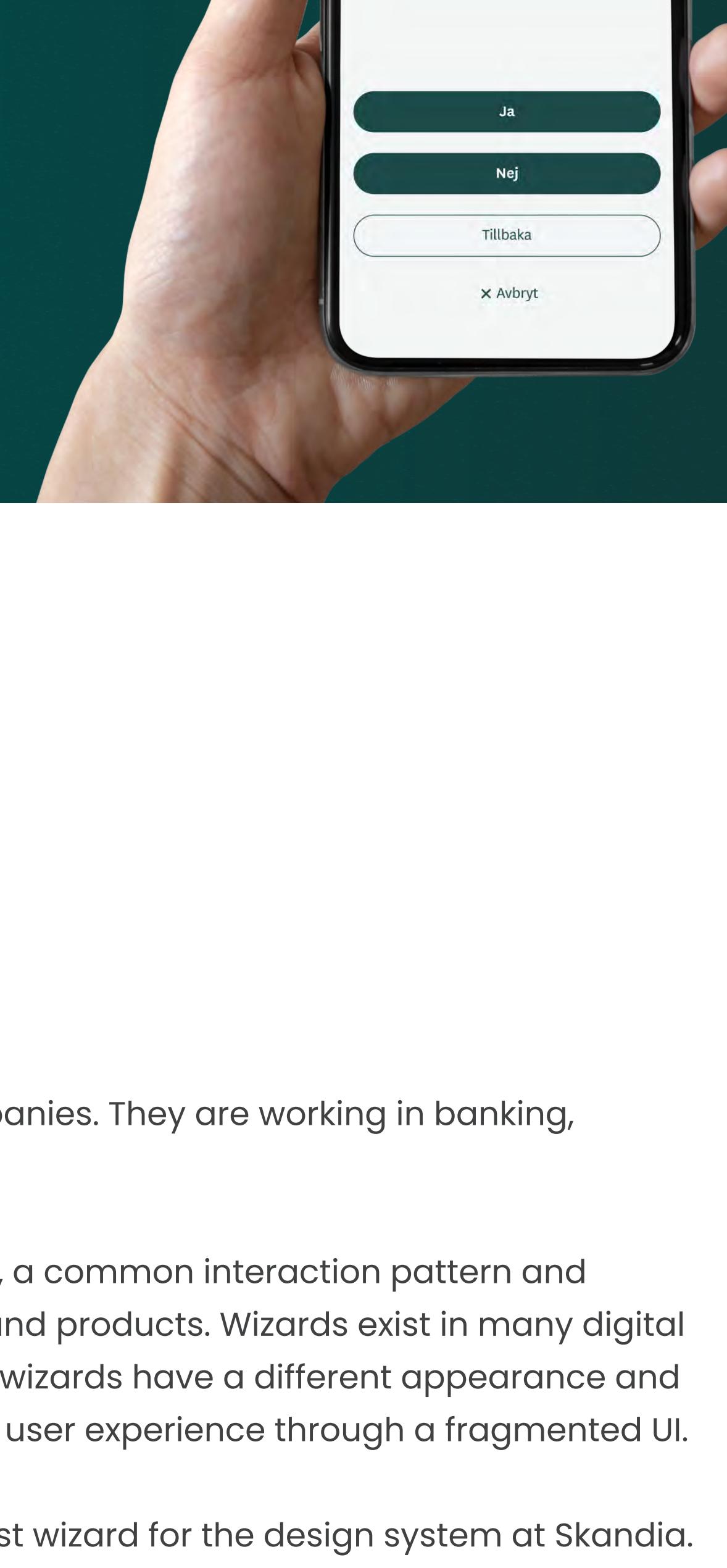
The delivery of the concept was perceived well by the client and EFN was satisfied with impact map driven approach.

The junior designers got to learn how to do impact mapping, concept creation, user research and creating real value together with a client.

UX / UI DESIGN

Skandia wizard

The best step-by-step guide in the world!



01

Project

Date

Dec 2022 – Jun 2023

Client

Skandia

Role

UX / UI Design

Source

UI / Digital service

Summary

Skandia is one of Sweden's first companies. They are working in banking, pensions, real estate and insurances.

Wizards, step-by-step guides, setups, a common interaction pattern and component of use in many services and products. Wizards exist in many digital services at Skandia. A majority of the wizards have a different appearance and interaction patterns which lowers the user experience through a fragmented UI.

This is the approach to design the best wizard for the design system at Skandia.

02

What, Why and How?

What is the Skandia wizard?

Skandia wizard är ett koncept för steg-för-steg-guider. Riktlinjer tas fram för wizards på Skandia oavsett om det är i marknadsföringsyfte med snabba frågor eller en lång setup för internt administrarande.

Why are we doing this?

Idag saknas ett gemensamt angreppssätt för wizards. Reaktiva designbeslut för nya wizards fattas i silos vilket skadar användarupplevelsen och är onödigt varierat gentemot kund. Wizards är vanligt förekommande för hela Skandias affär t.ex:

- Bolåneansökan
- Teckna försäkring
- Ansökan om värdr
- Ansökan om ersättning
- Pensionsflytt

Wizards är vida känt som interaktionsmönster och vi kan sammanställa forskning och riktlinjer till en wizard som vi på Skandia vill använda som utgångsläge för att få den bästa wizard för respektive situation.

How is it done?

Through research, benchmarking, best-practice input from the UX Design team at Skandia, co-design with the design system UI team we created a component to be included as the one wizard to rule them all! 🎩

03

Solution

The manifesto of the wizard**Time and preparation**

Let the user know if there are any preparations that they need to do before starting. Let them know the expected time to complete the wizard.

On the user's terms

Save possibility, going back to previous steps and stopping.

Purpose

Each step in the wizard is purposeful and independent.

Overview

Present the amount of steps and progression (completed and uncompleted steps). Provide an index and/or process indicator.

Essential UI

Present no unnecessary UI components to reduce distractions and complexity.

Defaults

Use smart defaults and save the user's input. The less interaction, the better. A wizard is a click-intensive interaction pattern, thus clicks must be reduced.

Balance

Find a balance between the amount of steps and the complexity of each step. A principle can be to keep each step to the max height of the screen of the device.

Summary

Present a summary for the result that the user is about to submit in the final step. Then they can review and correct their input.

Accessibility

The wizard should be designed for all people.

Impact goals

We wanted to have a design rationale for the design work with the wizard when talking to stakeholders. The impact goals would also be used to measure the impact of our new wizard.

- Why redesign the wizard?
 - We'll design a wizard that is so good that all users find its design appealing, like its functions and is easy to use.
- Appearance
 - All users should find that the wizard is Skandia-branded
 - All users should find that the wizards across Skandia has the same appearance
- Function
 - All functions in the wizards should be able to be used without support from Skandia
 - All users should find that the wizard is efficiently designed
 - All functions in the wizard should be found self-explanatory

User Interface

Start screen with options and time estimate.



A standard step of the guide with single choice form and the bare minimum of UI functions.



The menu for the wizard with the overview, navigation possibilities and a save option.



2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intranat, myr. Pön. Ganning os guvängen psem.

Använder eller har du använt läkemedel mot besvären?

Ja, regelbundet

Ja, vid behov

Nej

Till nästa steg

2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intranat, myr. Pön. Ganning os guvängen psem.

Använder eller har du använt läkemedel mot besvären?

Ja, regelbundet

Ja, vid behov

Nej

Till nästa steg

2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intranat, myr. Pön. Ganning os guvängen psem.

Använder eller har du använt läkemedel mot besvären?

Ja, regelbundet

Ja, vid behov

Nej

Till nästa steg

2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intranat, myr. Pön. Ganning os guvängen psem.

Använder eller har du använt läkemedel mot besvären?

Ja, regelbundet

Ja, vid behov

Nej

Till nästa steg

2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intranat, myr. Pön. Ganning os guvängen psem.

Använder eller har du använt läkemedel mot besvären?

Ja, regelbundet

Ja, vid behov

Nej

Till nästa steg

2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intranat, myr. Pön. Ganning os guvängen psem.

Använder eller har du använt läkemedel mot besvären?

Ja, regelbundet

Ja, vid behov

Nej

Till nästa steg

2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intranat, myr. Pön. Ganning os guvängen psem.

Använder eller har du använt läkemedel mot besvären?

Ja, regelbundet

Ja, vid behov

Nej

Till nästa steg

2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intranat, myr. Pön. Ganning os guvängen psem.

Använder eller har du använt läkemedel mot besvären?

Ja, regelbundet

Ja, vid behov

Nej

Till nästa steg

2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intranat, myr. Pön. Ganning os guvängen psem.

Använder eller har du använt läkemedel mot besvären?

Ja, regelbundet

Ja, vid behov

Nej

Till nästa steg

2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intranat, myr. Pön. Ganning os guvängen psem.

Använder eller har du använt läkemedel mot besvären?

Ja, regelbundet

Ja, vid behov

Nej

Till nästa steg

2 av 5 - Guiden för att lyckas med din trollkarl

2. Guiden för att göra det du vill!

Lörem ipsum dedisamma oning. Vidiäktigt antevis, fande. Sessade prenöck de intr

Let's design for a better world together!

I love to create beautiful products, experiences and to design for the greater good

Contact information



Johan Lundström

Senior UX designer / UX Design lead

Email

lundstromjohan@gmail.com

CV

<https://jlundstrom.com/johan-lundstrom-cv.pdf>

Phone

(+46) 076 807 48 59

Linkedin

<https://www.linkedin.com/in/johan-lundstrom-uxdesign/>