

# **Additional Work**

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**Confidential**

**Do not disclose to anyone than intended recipient**

# Operations Simulator

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Major Airline

Large data project aiming to visualize millions of points over a set period of time to recognize trends and irregularities in flight operations. Some of the polished wires follow.

**Current Health ▾**

A0	A14	CF
98.3%	98.3%	98.3%
D0	ITPS	OTPS

98.3%	1234	1234
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**Block Time ▾**

	ML	DC	SYS
Scheduled	100	100	200
Actual	110	120	230
Difference	+10%	+20%	+15%

**Turn Time ▾**

	ML	DC	SYS
Scheduled	100	100	200
Actual	110	120	230
Difference	+10%	+20%	+15%

**Longest Departure Waits ▾**

Station	Lineup	Dpt. Rate
SEA	15	4.2m
ATL	31	4.0m
LGA	18	2.8m

**Gate Usage ▾**

Station	Max	Used	Waiting
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0:00:00	06:00:00	12:00:00	18:00:00	00:00:00	06:00:00	12:00:00	18:00:00	23:59:59
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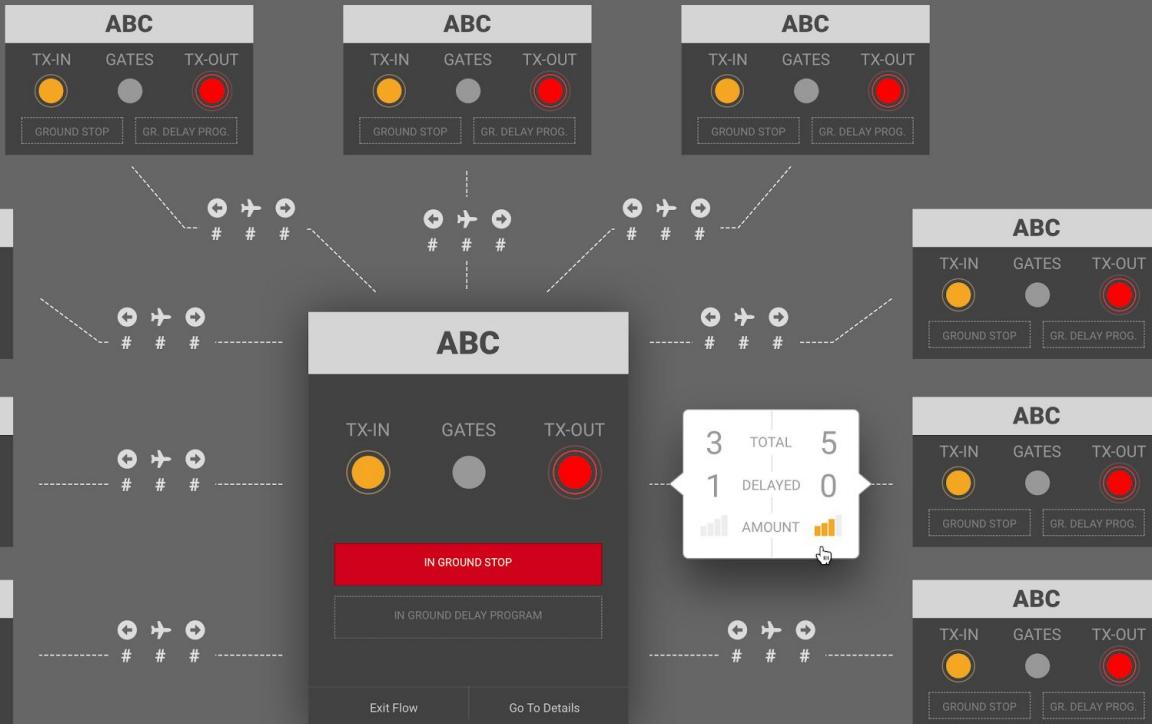


1.0

DATE (LOCAL) 10/11/18 LOCAL 14:15:00 GMT 10:15:00

Decisions IROP WX GS GDP

Zoom to Selection



00:00:00

06:00:00

12:00:00



18:00:00

00:00:00

06:00:00

12:00:00

18:00:00

23:59:59



## Resources Utilization ▾

Station Resource	-15	-60
Arriving (runway)	11	13
Gate wait max	8	8
Arriving (gate)	6	8
Gate utilization	100	102
Departures (gate)	4	6
Taxi-out queue max	2	6
Departures (runway)	3	5

Crew Resource	-15	-60
Reserves	11	13
Arriving	8	8
Arriving Timeouts	6	8

## Operating Decisions ▾

Type	-15	-60
AC Swap	3	4
AC Delay	9	11
AC Cancel	0	1
Crew Reroute	14	19
Crew Replace	0	2

## Delay Minutes ▾





VIEWING: ATL

WX COND: VFR

SINCE LAST IROP: 03:32

TO NEXT IROP: 03:32

Overview

Throughput

## ARRIVALS

Arriving

70

[SHOW DETAIL](#)

Waiting for Gate

4      8      5.2  
Min    Max    Avg

## GATES

In Use

108  
122  
Total

## DEPARTURES

Waiting to Depart

4      8      5.2  
Min    Max    Avg

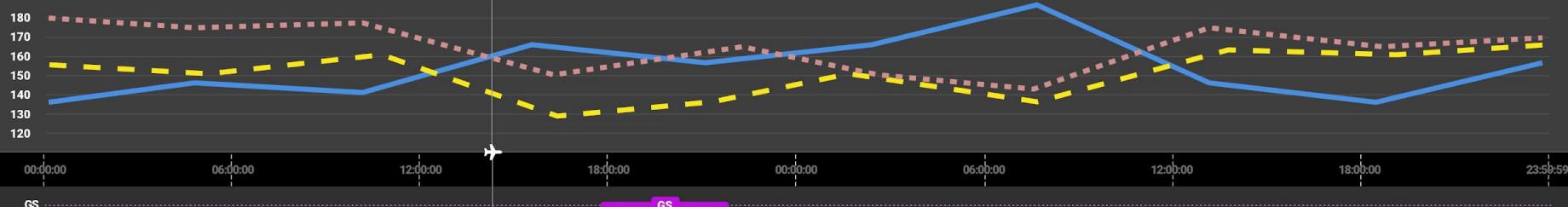
Departing

70

[SHOW DETAIL](#)

Gate Congestion

In Use   Arriving   Departing



1.0

DATE (LOCAL) 10/11/18 LOCAL 14:15:00 GMT 10:15:00

Decisions

IROP

WX

GS

GDP

Zoom to Selection

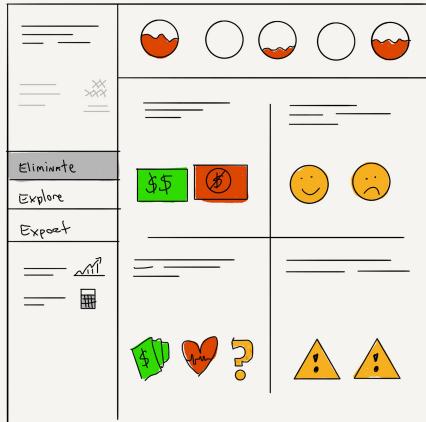
# Agent Conversation Guide

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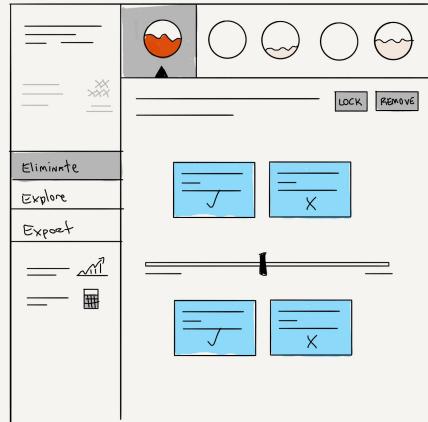
Aflac

Sketches and polished wires for agent companion piece to guide on-site conversations with potential insurance purchasers.

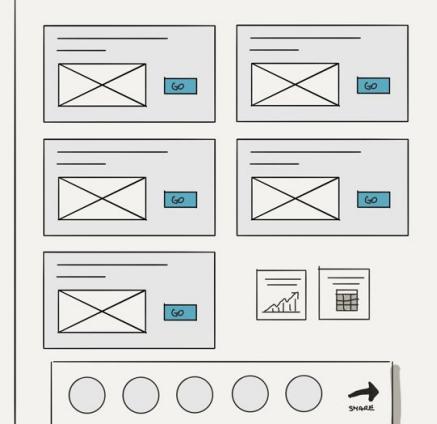
### GRID Eliminator



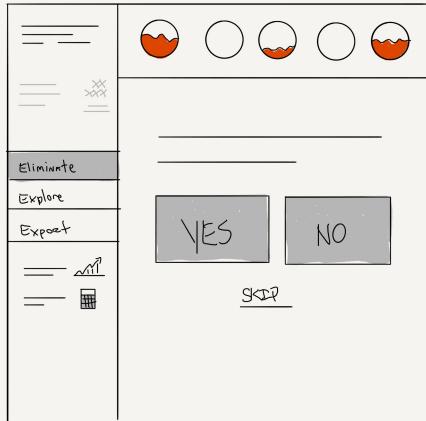
### Pain Point Drill Down



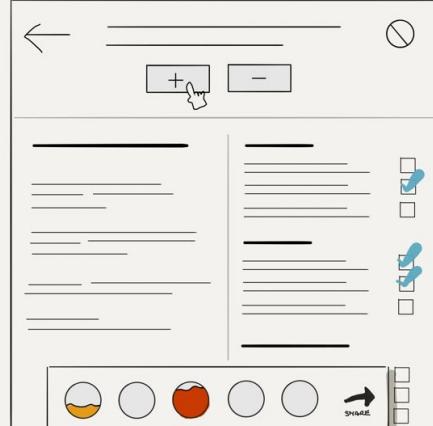
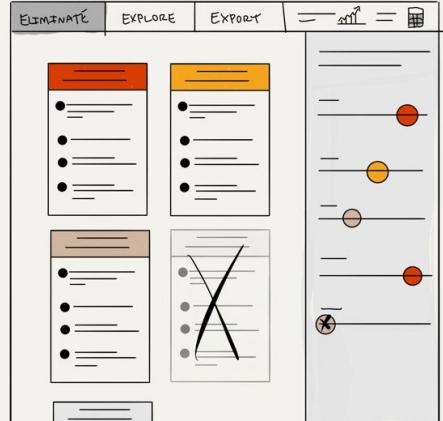
### TOPIC DRILL DOWN



### SINGLE QUESTION



### SLIDERS MODIFIED



# Wacky Inflatables

Operating State  
**Georgia**

No. Locations  
**7**

Employee Count  
**50-75**

 Reset Selections

  
**Industry Report**

  
**Contribution Calculator**

## Healthcare Landscape



## Rising Costs



## Maintaining Competitiveness



## Attracting Quality Talent



## Productivity



## Your Top Pain Points



[View Result Details](#)

How would you rate your employee's overall morale?



[SKIP](#)

Open enrollment is over.  
What's the general vibe?

"Painful... just like last year. Boo."

"Everyone seems to get it...sweet!"

[SKIP](#)

What draws in new hires?



Good pay



Benefits



Culture



Unsure

[SKIP](#)

Let's talk Workman's comp.  
Does it affect your bottom line?

**Yep**



**Nope**

[SKIP](#)

Operating State  
**Georgia**

No. Locations  
**7**

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**50-75**

Reset Selections

Industry Report

Contribution Calculator

## Healthcare Landscape

Rising Costs

Maintaining Competitiveness

Attracting Quality Talent

Productivity & Morale

### Your Top Pain Points



[View Result Details](#)

Pain Point

## Healthcare Landscape

Lore ipsum dolor sit amet, consectetur adipiscing elit. Etiam finibus ante in felis maximus laoreet.

Add Notes

Locked

Remove

### IMPACT OF INSURANCE INCREASES



### FREQUENCY OF MAJOR CHANGES



### HOT BUTTONS

Health plan causes cutbacks

Unsure of how to mitigate increases

Budget towards health plan is painful

Employees would leave without a plan

Options confuse policy holders

Communicating benefits to employees is hard

### PAIN INDICATORS



ROI



Affordability



Rising Costs



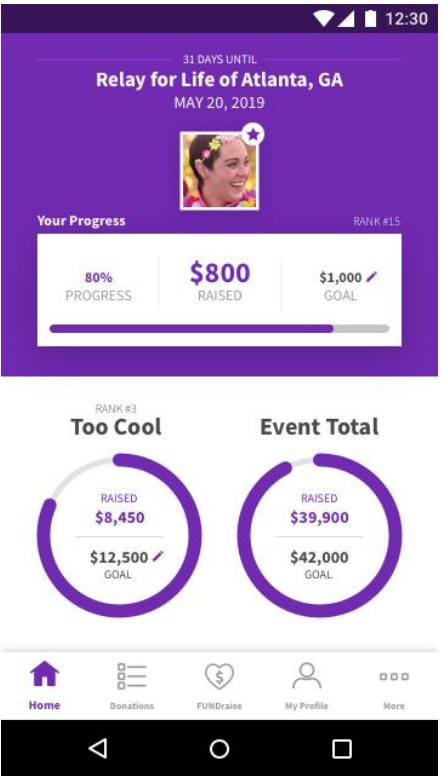
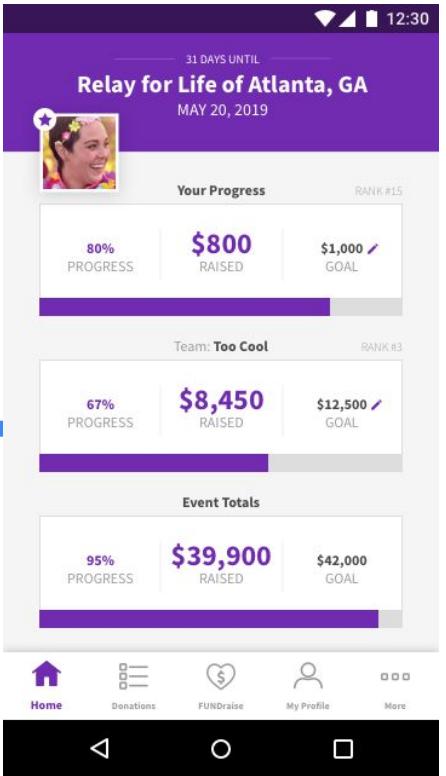
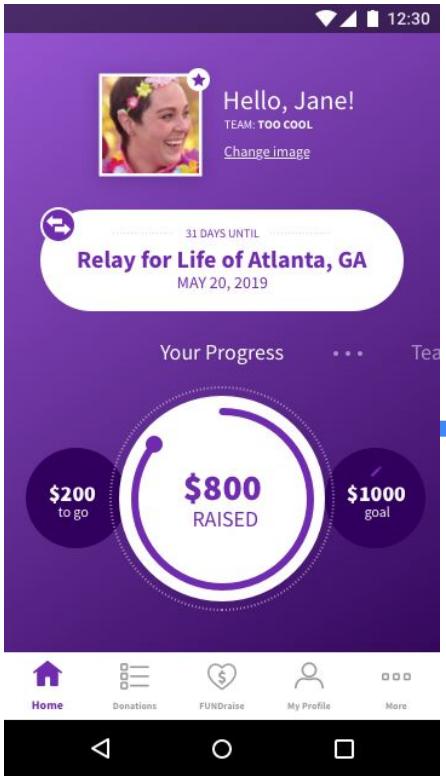
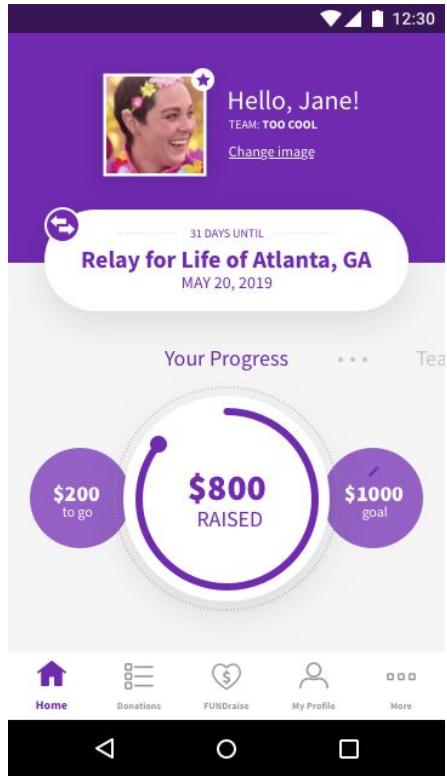
Benefit Communication

# Dashboard UI Update

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American Cancer Society

UI-only update for ACS Fundraise app

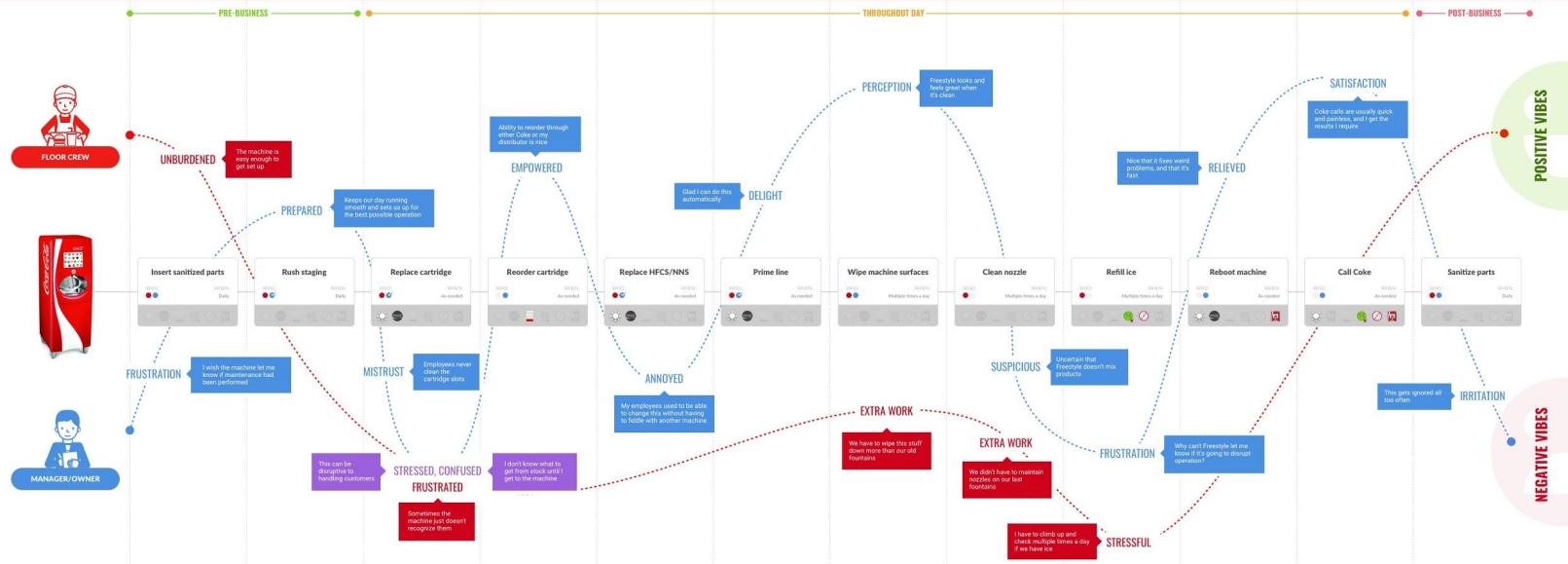


# Operations/Journey Map

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Coke Freestyle

Output from in-store visits, stakeholder sessions, industry research and additional feedback sources. Final was printed at large poster size.



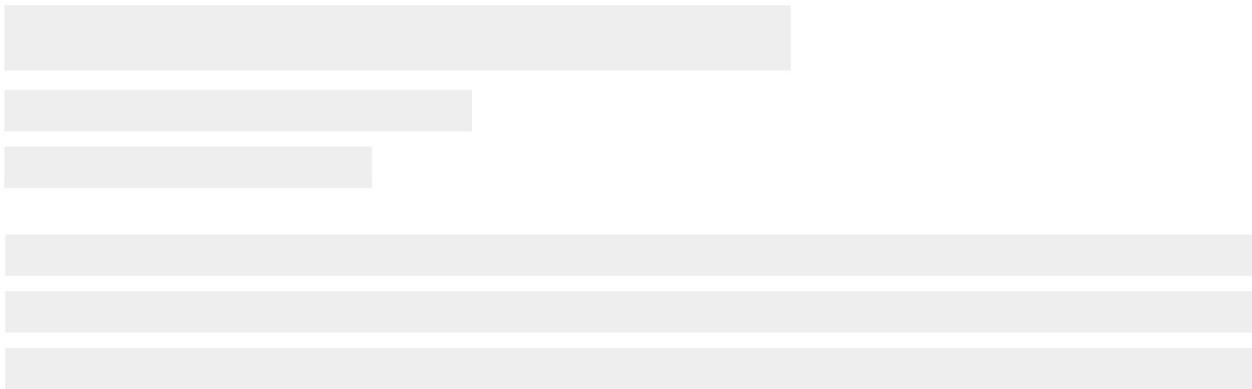
Initiation	Task	Response	Diagnosis	Plan	Do	Check	Act	Plan	Do	Check	Act	Plan	Do	Check	Act
<b>Deviations From Documented Process</b>	If observed at all, putting parts back into machine without testing	Many stores don't prepare for rush, and just respond to refills as needed	Slot cleaning is typically not done, and after a new cartridge is installed levels aren't verified							Nozzle is simply wiped down with sanitizer rag instead of following multi-step procedure	Ice is typically only refilled when a complaint is made, instead of continual maintenance	Unplugging and replugging the machine is fairly common	Code will be called under most circumstances, before self-troubleshooting	Some stores sanitize rightfully, others only if there seems to be a quality or cleanliness issue	
<b>Customer Cross-Section</b>			Changing out a single cartridge disrupts every customer from getting their beverage						Improperly maintained screens can lead to poor user experience with customer, with infrared or hard presses	Not taking care of the nozzle could cause build up, cross-contaminating product	If ice isn't at proper level, customer can get dispensed poor quality product	Pre 9100, machine reboots take upwards of 7 minutes, keeping customers from getting their beverage			
<b>Opportunities</b>		Daily reports of what products to consider staging/orderer	<ul style="list-style-type: none"> <li>Alerts at thresholds for affected product</li> <li>Colored LED at nozzle for better signal</li> <li>Maintenance savings motivator</li> <li>Gray-out reports</li> </ul>	<ul style="list-style-type: none"> <li>Sync stock with replacement for more insights</li> <li>Auto restart options after X number of tracked reorders</li> </ul>	<ul style="list-style-type: none"> <li>Sensor under box to track weight</li> <li>Remote process trigger</li> <li>Maintenance savings motivator</li> </ul>	<ul style="list-style-type: none"> <li>Alert that prime is needed</li> <li>Auto prime</li> <li>Remote prime</li> </ul>		<ul style="list-style-type: none"> <li>Checklist that surfaces cleaning needs</li> <li>Maintenance savings motivator</li> </ul>	<ul style="list-style-type: none"> <li>Sensor that gauges ice level or temp in vessel</li> <li>Alert for level of ice</li> <li>Alert for maintenance needs</li> <li>Colored LED at machine for better signal</li> </ul>		<ul style="list-style-type: none"> <li>Remote reboot</li> <li>Reboot analytics</li> </ul>	<ul style="list-style-type: none"> <li>Readily available machine info</li> <li>Prompt to start call when catastrophic error sensed</li> <li>Send photo</li> <li>Video call (planned)</li> <li>Call analytics</li> </ul>	<ul style="list-style-type: none"> <li>Checklist that surfaces cleaning needs</li> <li>Maintenance savings motivator</li> </ul>		
<b>Impediments</b>		Every day is different	<ul style="list-style-type: none"> <li>Device shows up with notifications if not tuned for priority</li> <li>Other priorities mask need to observe cleaning routines</li> </ul>	Rare use of CokeSmart means this becomes mostly manual	Out of sight, out of mind in relation to Freestyle	Customer at/using machine						Customer at/using machine	Calling Coke becomes first line of defense	Manager can't motivate employees to follow proper procedure	

# Assorted Feature Screens

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BR Live

Assortment of desktop work for implemented features on BR Live product.



## Leaderboard

Position	Player	Score	Thru
1	John Doe	100	18
2	Jane Smith	98	18
3	Mike Johnson	102	18
4	Sarah Lee	99	18
5	David Wilson	101	18
6	Emily Davis	103	18
7	Alexander Green	104	18
8	Olivia Brown	105	18
9	Matthew Black	106	18
10	Natalie White	107	18
11	Christopher Grey	108	18
12	Stephanie Pink	109	18

Leaderboards are hidden because No  
Spoiler mode is currently enabled.

## Purchase Library

### Subscriptions

Subscription	Includes	Order ID	Price	Purchased
<b>ACTIVE</b> <b>[subscriptionName]</b> [longDescription]	[leagueName] [leagueName] [leagueName] [leagueName] [leagueName]	[999999]	\$[99.99]	MM/DD/YY [platform]  [paymentMethod] [paymentDetail] Change
	<a href="#">Show all</a>			<a href="#">View billing history</a> ^
Item		Price	Date	
[subscriptionName]		\$[99.99]	MM/DD/YY	
[subscriptionName]		\$[99.99]	MM/DD/YY	
[subscriptionName]		\$[99.99]	MM/DD/YY	
[subscriptionName]		\$[99.99]	MM/DD/YY	
[subscriptionName]		\$[99.99]	MM/DD/YY	

1-5 of 25 &lt; &gt;

FREE LIVE

- TEAM A
- TEAM B

NBA

# TEAM A

Card

Card

Card

Card

Card

Card

Card

Search

Hate spoilers? No Spoilers Mode hides scores and plays all event streams from the start.

[Keep this turned on](#)[Turn it off](#)

No Spoilers Mode deactivated.

You can enable it at any time from your Profile.

No Spoilers Mode activated.

Disable it at any time from your Profile.

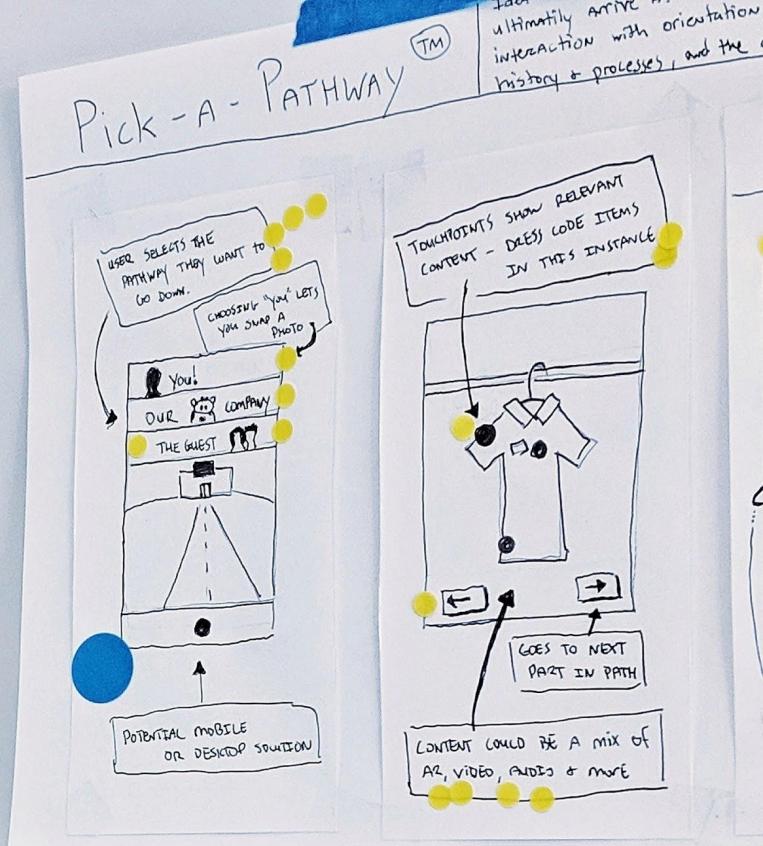
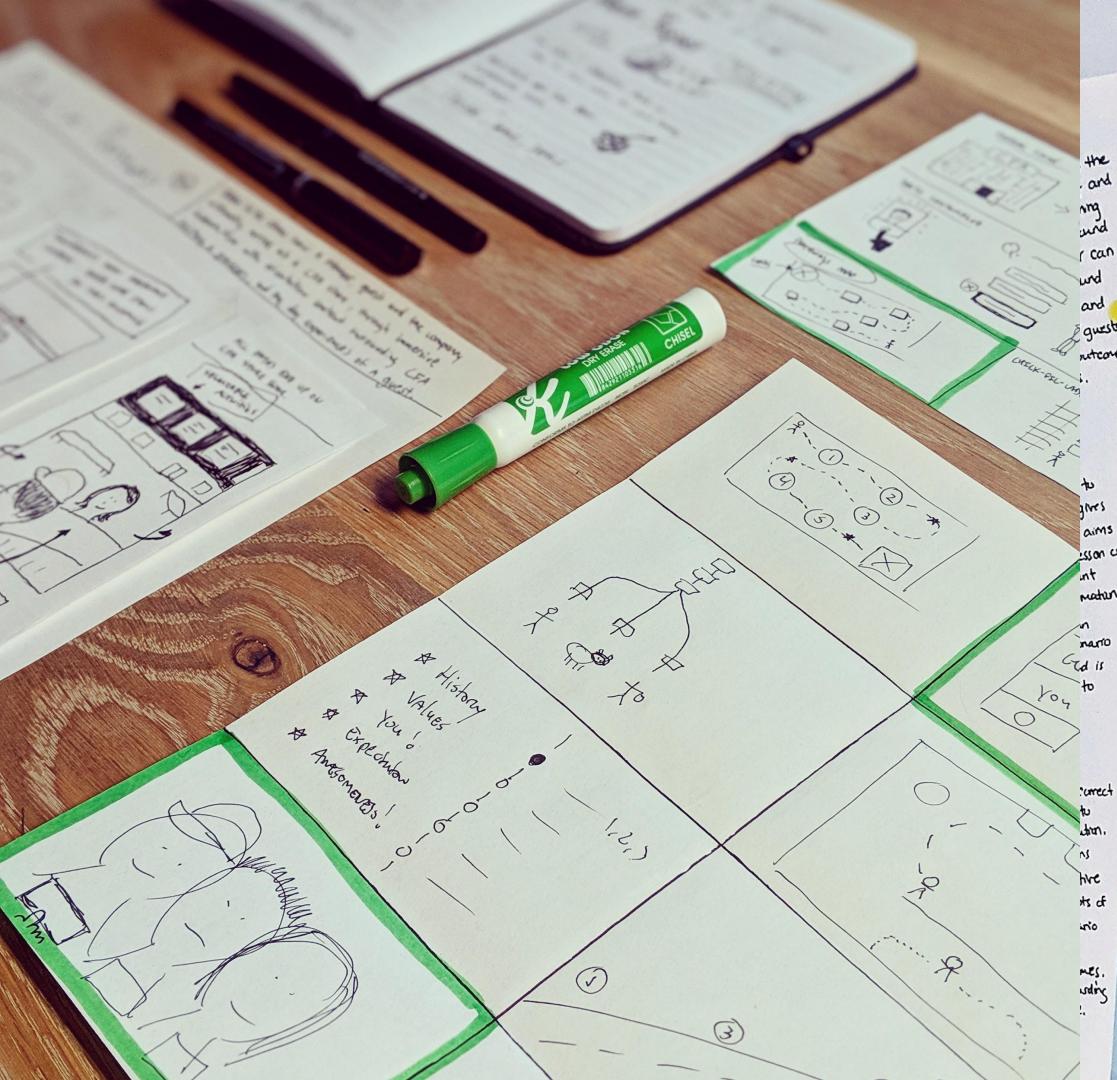
[Login](#) or [Sign Up](#) to sync this across browsers.

# Design Sprint Work

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Major Food Service Chain

Some photos from in-house design sprint for major food service chain. Sketches and final prototype work. Prototype was delivered in Invision.





# Prototype

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Cardlytics

Polished prototype for Cardlytics V2 software



### Hot New Offers (3)

An offer card for Panera Bread. It features the Panera Bread logo and the text "10% CASH BACK". Below the text is a photograph of a sandwich on a wooden board.

**ACTIVATE OFFER**

Panera Bread

3.2 miles

An offer card for Airbnb. It features the Airbnb logo and the text "10% CASH BACK". Below the text is a photograph of a modern interior room with bookshelves and chairs.

**ACTIVATE OFF**

AirBNB

### Almost gone (2)

An offer card for PetSmart. It features the PetSmart logo and a small image of a white dog. A yellow banner at the top right says "3 DAYS LEFT".

**PETSMART**



**View Prototype**