

Project Outcome

IBM Cloud Ops Platform operates 112 cloud environments which has over 2,000 global internal users and daily active user amount is still growing.

We built the design guide for product based on its own features. Via user interviews, behavior observations and user testings, defined and improved the main persona of Bluemix platform operators, and contributed a new product architect to create a unified user experiences for 4 main personas to manage all cloud environments, which got highly recognition after IBM Cloud Ops Platform get general available in June 2016.

We also launched 1-min classroom program (including weekly and monthly collection) in the late 2016, we received plenty of great feedback from both end users and key stakeholders.



Richard Johnson
Bluemix SRE Program Director

“Congratulations. I like it a lot and have been using "New Doctor" for a long time already, to enjoy the improvements.”



Jeff Brent
Sr. Technical PM, IBM Bluemix

“Fantastic job team! The customer facing admin console is only made possible by Doctor on the backend. We wouldn't have either if not for the huge contribution from this team.”



Jerry W. Tillman, Jr.
Program Director - Global SRE

“This is awesome! I hope everyone takes advantage of 1 min classroom education program.”



Tim Brantner
Manager - IBM Cloud EMT (Escalation Management Team)

“Externally the 1-min classroom would deliver on knowledge, expanding customer usage, and helping build community.

Internally I could see the 1 min classroom delivering on continually improving how we run our individual businesses within IBM Cloud, such as learn about teams adopting new tools, how to use current tools better, align teams to strategic directions, communicate new processes.”