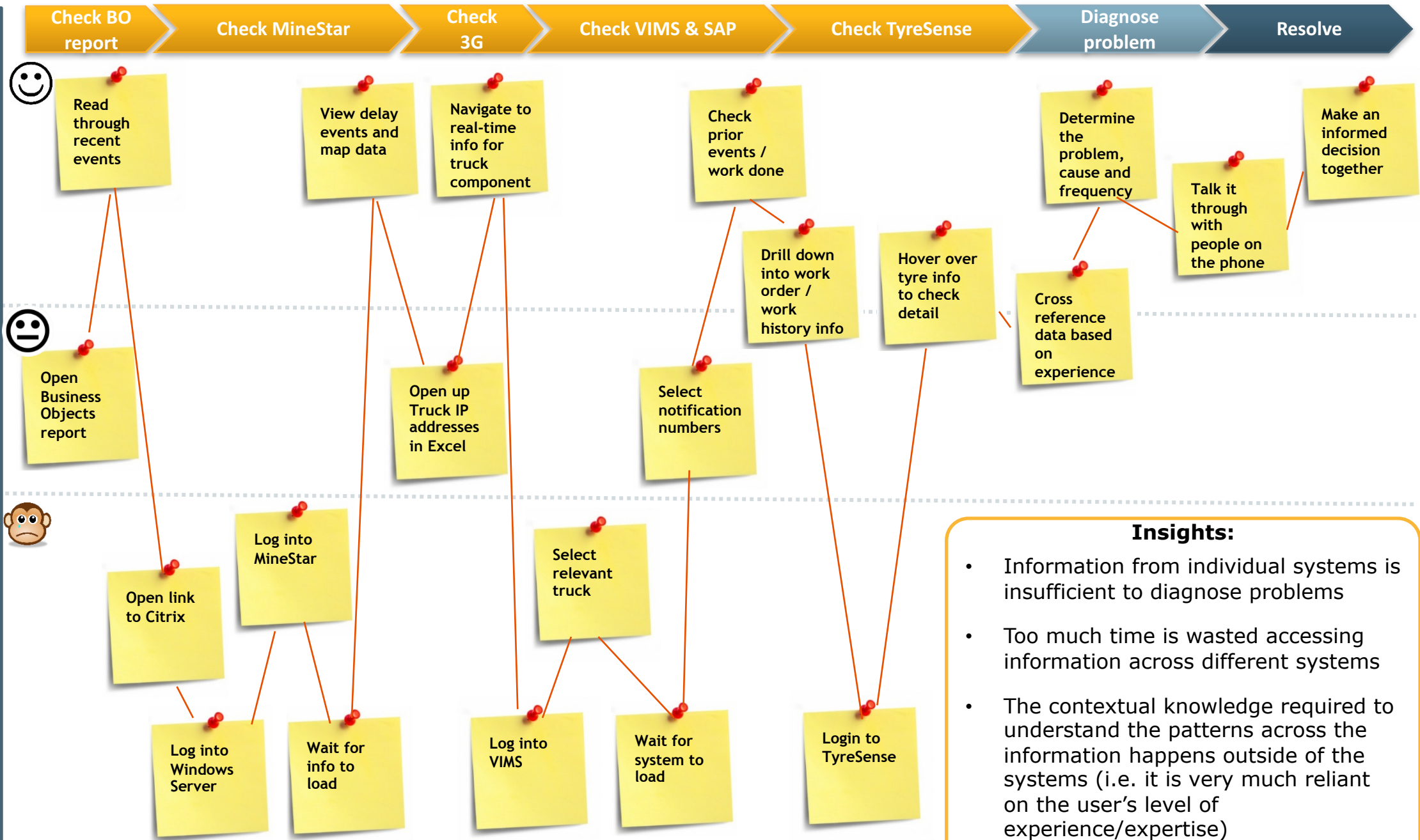




Duncan
Maintenance
Supervisor/
Maintenance One



Insights:

- Information from individual systems is insufficient to diagnose problems
- Too much time is wasted accessing information across different systems
- The contextual knowledge required to understand the patterns across the information happens outside of the systems (i.e. it is very much reliant on the user's level of experience/expertise)