



ux portfolio chris hawkins

A word about me:

I have a passion for making things simple and beautiful. With 13 years in UX and user-centered design (UCD), I have created myriad of artifacts to communicate interaction and visual designs, from workflows, conceptual sketching to wire frames and pixel-perfect visuals. User research has also been an interesting and beneficial part of my career, with 5 years in hands-on, often informal and quick studies to gather data. As a champion for UCD I have also presented UX process presentations to many an executive.

This is a sample portfolio intended to communicate my familiarity with the work UX does - mockups, early stage sketches, final screen designs and developer specifications; it is best reviewed in person however, to understand context, flow and process, different for every project.

I can certainly provide more details in person about the designs, and in some cases, provide full specifications. I'm in process of putting up a portfolio site as well.

Chris Hawkins

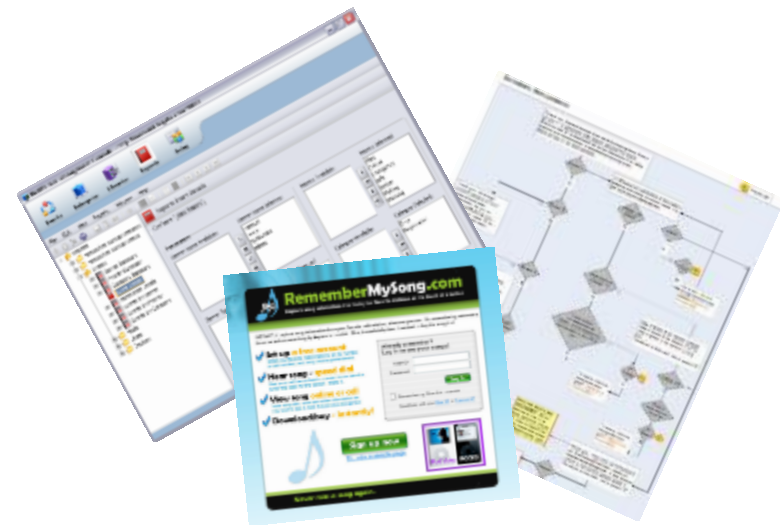
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uigrll@gmail.com

Mobile: 650-766-4257

contents

- **Interaction Design**
 - Flows and Example Spec screens
 - Behaviors and functions
- **Visual design**
 - Screenshots visual work
 - Form follows function
- **User Research & direction**
 - Contextual Inquiry/paper prototyping
 - Personas





interaction design

Flows, Wire Frames & Mockups

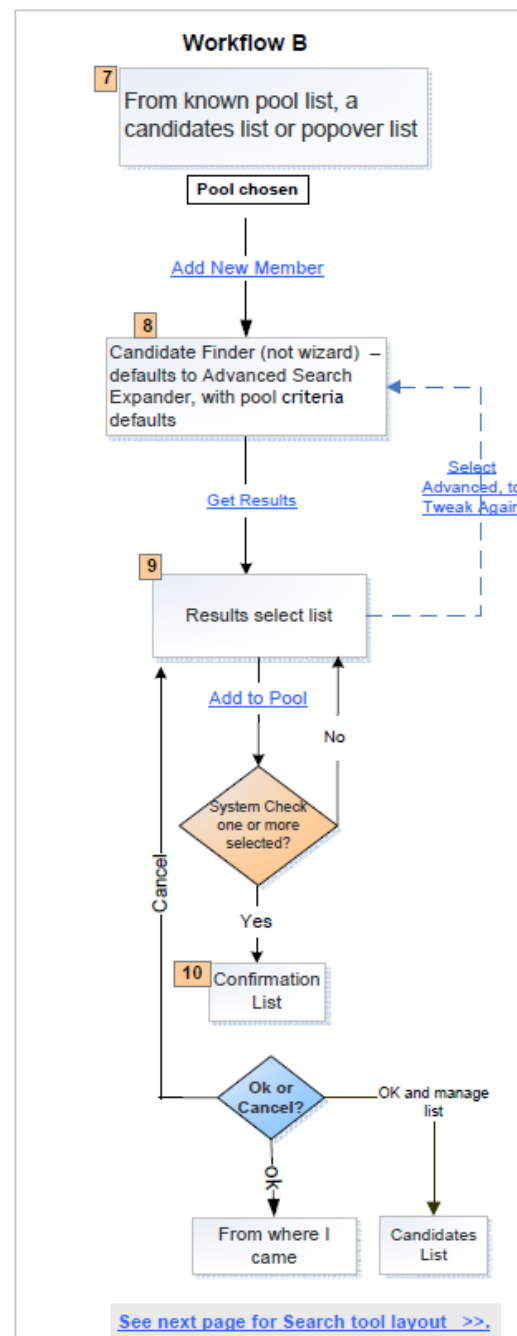
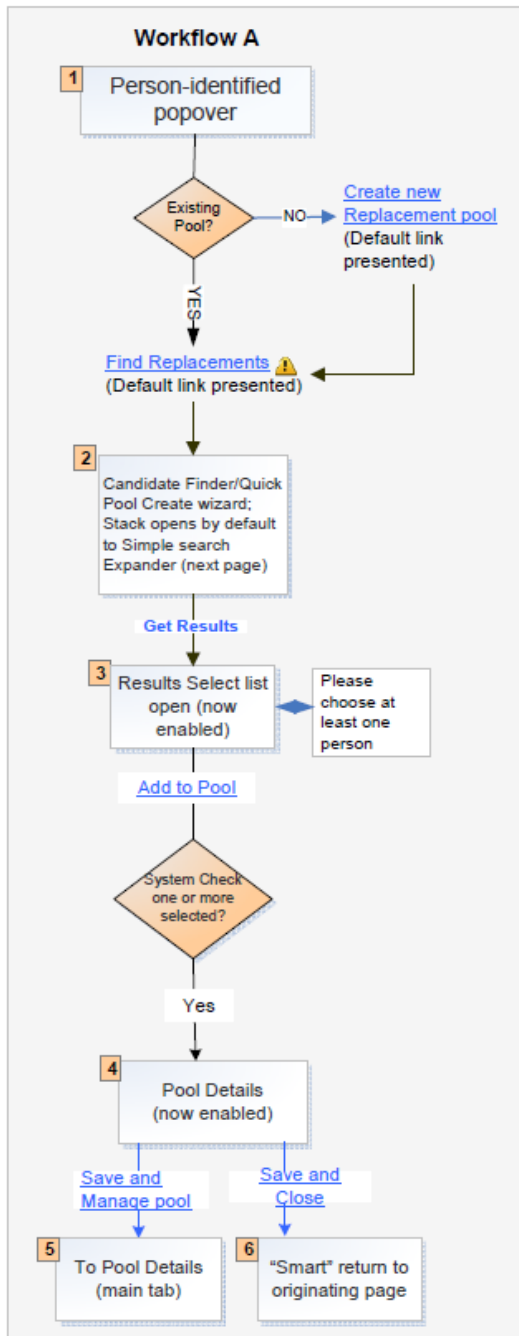


“Don’t make me think!”
- Steve Krug

information architecture

succession management search tool

Candidate Finder tool origination points and workflow (guide next page)

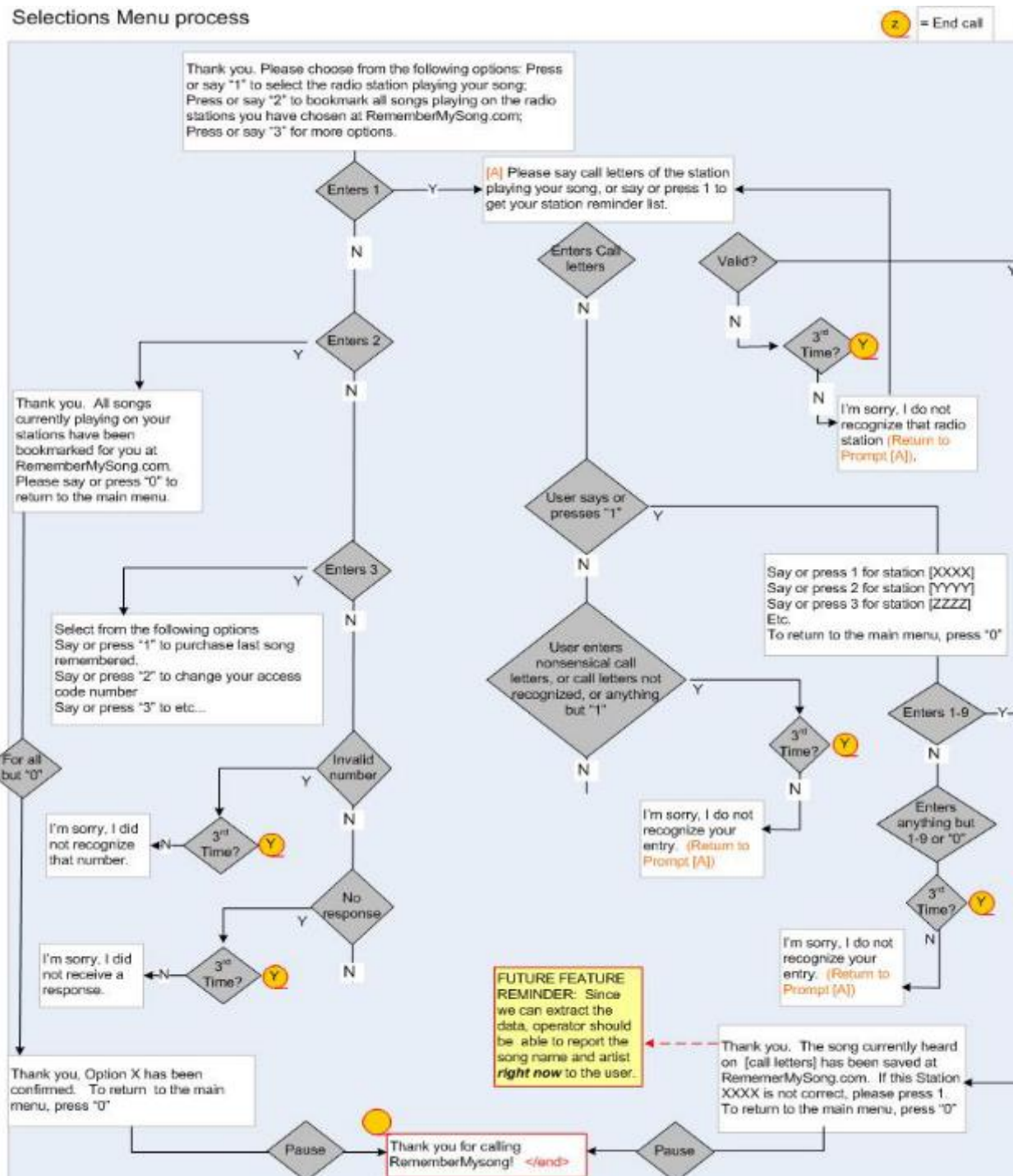


This set of workflows, A and B, compares the task flows of users coming from two points of entry in a search tool, to find and replace candidates in the context of larger application.

This tool was one of a series of designs for a enterprise Talent Management suite of tools.

system flow – telephony interaction

Interactive user commands & system responses (audio)

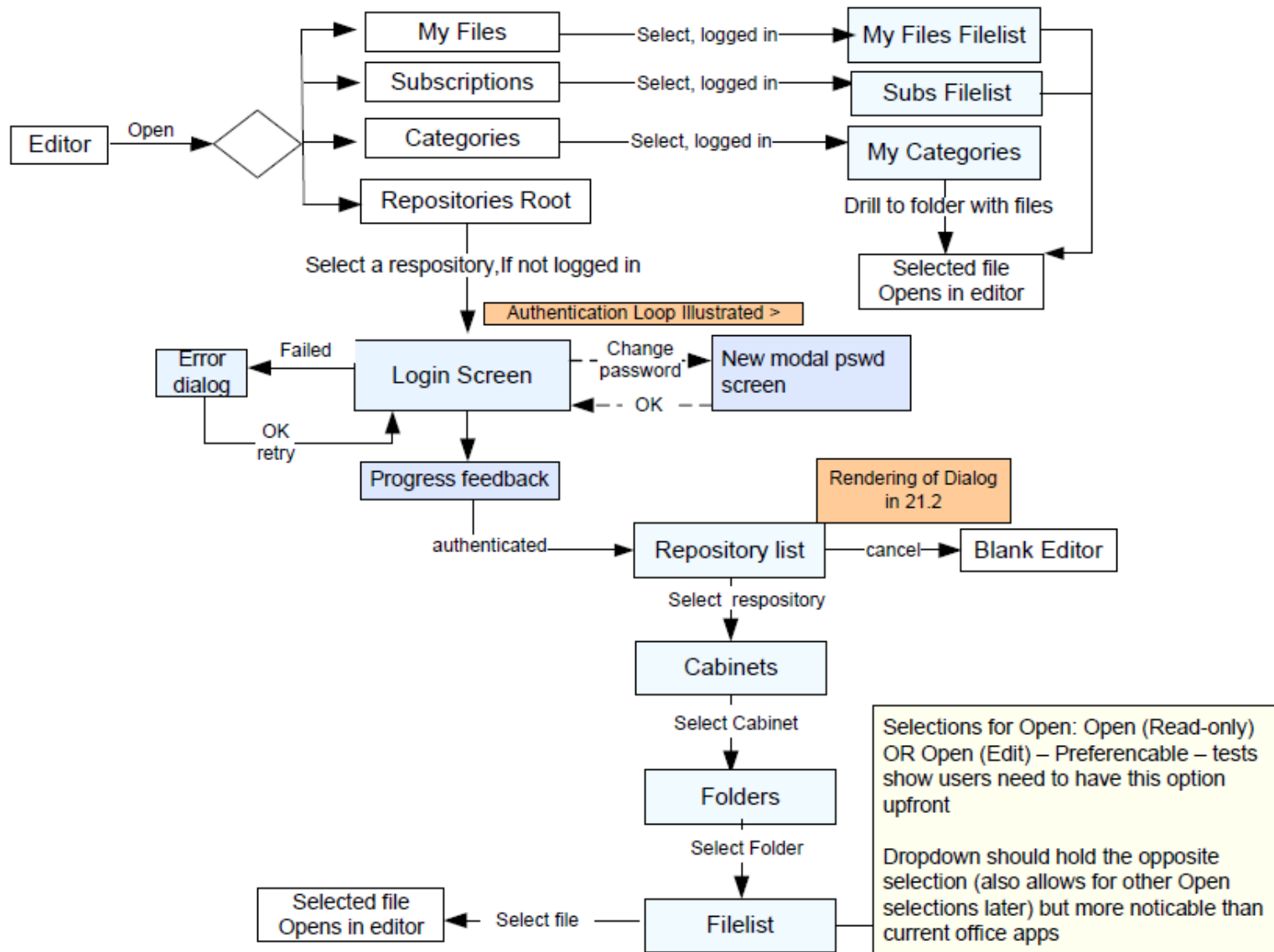


This system flowchart communicates the user-audio interaction with an automated voice operator that should occur when a user calls to configure their cell phone to capture song information.

interaction spec for CMS system

Shows the possible choices and interactions/results

4.1 Open Document from Documentum | Open from Repositories, from My Files, from Subscriptions



This flow chart shows the events and choices a user has when editing a document.

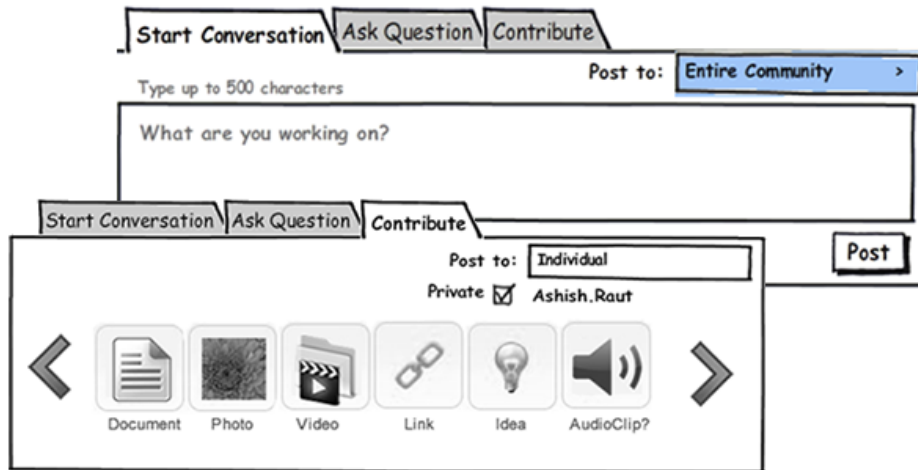
Directory Location on Open

User should be presented with last folder opened by them, or if select higher level, subsequent hierarchy presented (if docbase is selected, cabinets are exposed – exactly like Explorer behavior).

Authentication

Authentication occurs when choosing a repository.

interaction sketches – social collaboration tool



Early concepts for social media stream – (using the tool “Balsamiq” for quick sketching of ideas.)

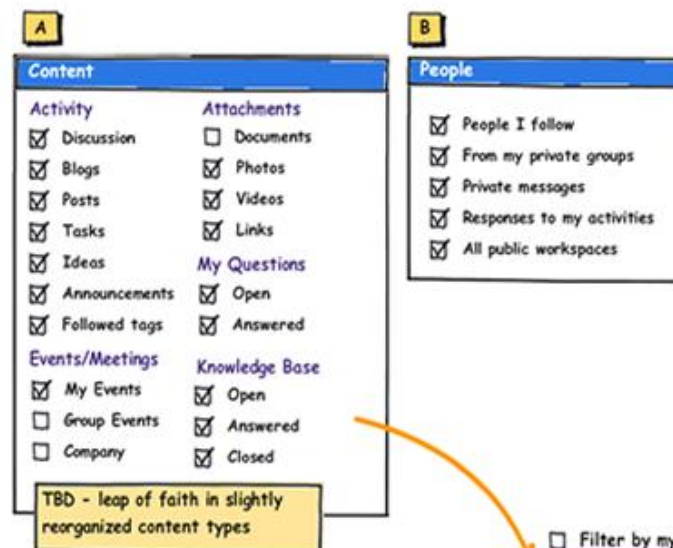


1 Filter Bar
 New: To keep all filters in context, incorporate the keyword filter box and tags into a "filter bar". It contains 3 icons shown are "content", "people", and "tags" A, B, C. Each has onHover to briefly explain what's in it, and onClick opens up windows as shown below (but would be in closer context to the icon), to set up your filters. The quick find keyword can simply be put in as current functionality, and the Filter I [D] (D) is actually an ACTION icon, "TO filter".

The filter bar is hidden from view as shown to right of bar in diagram (closed version here):

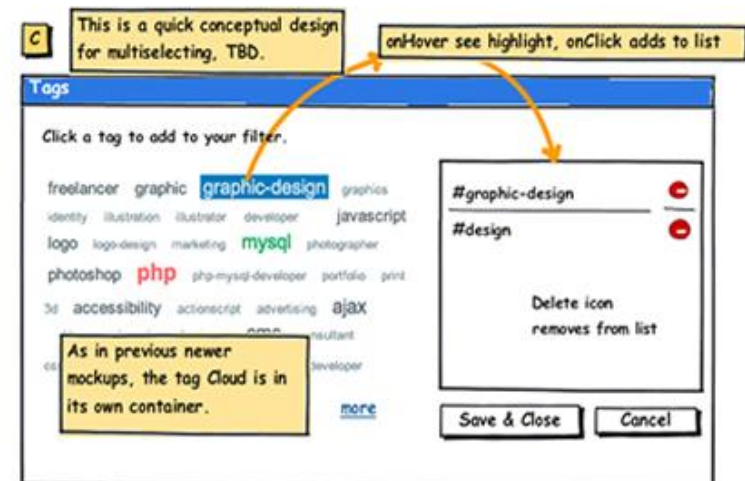
Filter by..

The layout is now cleaner, and you still have powerful filtering capability that makes sense, at your fingertips.



TBD - leap of faith in slightly reorganized content types

Filter by my FollowedTags?
 Perhaps should go in the tags bucket...



This is a quick conceptual design for multiselecting, TBD.

onHover see highlight, onClick adds to list

As in previous newer mockups, the tag Cloud is in its own container.

interaction concept – Electronic Health Record

Initial concept designs won the firm next round of major funding

Dashboard ("Provider desktop") 5 visits need signed 3 patients waiting Preferences Select Patients

Alan Young Show/hide sections Visit Ab pain 01/10/2010 Sign

Allergic to penicillin and sulfa drugs

Meds

Col	hdr	hdr	hdr
-----	-----	-----	-----

Lab Results

Col	hdr	hdr
Encounter		

Family History

Col	hdr	hdr
Mother has history of benign tumors. Father is...		

Problems

Col	hdr	hdr
-----	-----	-----

Sections of visit

- All
- Active Problems
- Current Medications
- History (PC)
- Social History
- Medical History
- Surgical History
- Family History
- Advanced Directives
- Provider Roles
- Selected Reminders
- other
- Other
- Other
- Other
- Other
- other
- other
- Other
- Other
- Other
- Other
- other
- other
- Other
- Other

Visit Note

Patient: Alan Y
DOB: 09/12/
SSN: 55-555
Date: 01/06/
Provider: David
Visit: Ab Pain

Chief Complaint

Family History

Current meds

Allergies

Physical Findings

Visit stage: Nurse prep

Print Save

Visit Note
Details View
Orders
Charges

Interaction specification – Finding candidates

Modal search tool to accommodate users coming from various links within the larger talent management tool.

Candidate Finder Tool – Workflow A, Creating New Pool

From link [Find Replacements](#) (in state of no existing pools) and from Warning icon OR [Create New Replacement Pool](#) link

1 Candidate Finder QuickCreate

Find Candidates and put them in a pool, using simple or advanced search. Each step enables the next.

2 Simple Search

3 Find people based on the current job characteristics

4 Find

5 [On Rollover, tool tip] – “Can search on fields Person First Name or Last Name, Manager’s First or Last Name, Job, Organization & Location”

6 Get Results

7 Advanced Search

8 Results (grayed/disabled)

9 Pool Details (grayed/disabled – and not visible if the pool exists)

10 Close

11 +/- icons

Includes the roles and competencies of the person - TBD

Help text to indicate and orient user

Next Page Showing Results pane opened

Candidate Finder for Workflow A, where the user is creating a new pool. This is the display after clicking the [Find Replacements](#) link or from the “no replacements” clickable warning icon (if no existing pool) OR [Create New Replacement Pool](#) (if pool exists).

1 Note the Title is “Candidate Finder Quick Create”. If adding members to existing pool, this should say only “Candidate Finder”. The header informs the user that this wizard can be used to search for candidates and distinguishes the two.

Note also the instruction text which should will change also for the pool exist condition (shown later).

Candidate Finder Tool – 2 of 4, Results of simple search (when creating a new pool)

1 Candidate Finder and Pool Quick Create

Find Candidates and put them in a pool, using simple or advanced search. Each step enables the next.

2 Simple Search

3 Find people based on the current job characteristics

4 Find

5 Get Results

6 Advanced Search

7 Results

8 Pool Details (grayed/disabled)

9 Please select at least one candidate.

10 Close

11 Add to Pool

Name	% Fit	Job Title	Job	Location	Manager	Organization
Marissa Jenkins	29%	Marketing Mgr	Manager	San Mateo	Pat Rose	European Marketing
Bobbie Lee	14%	Marketing Assis	Ass stant	Los Angeles	Bill Samara	ASIAN hub
Julie Fish	0%	Marketing Guru	Gurus	Bakersfield	Pat Rose	Services UK

NOTE: “% Fit” shows in order the best fit of found candidates to the job characteristics of the person you are replacing. (You may select Advanced Search at any time.)

Next Shows Pool Details open

SAME View as next page, but shows column for %Fit to Job Characteristics.

1 Results appear based on the Find “people based on job characteristics”.

2 Competitive with modern searches, it is desirable that BOTH the number of results and type of criteria should show here. However, in this case, there could be too much criteria, but at least should show count if possible. CRITERIA for the open find (“?” option) should show what the user typed, in case they close the window – shown on next page.)
TBD: Should Advanced Search be populated with the Job Characteristics and what are the exact criteria here (competencies, roles)? Also, can the user save these criteria to the Pool Criteria (Note that the pool has not been created yet).

3 User can select all, or select individual. Selections should be carried across pages, if pagination is needed.

4 Columns should be sortable, as normal WOK behavior. NOTE AN ADDITIONAL COLUMN IN PAGE 13, shared with

5 Scroll bars (not shown, but could appear here) make it easier to view and find candidates. This should be considered if not now, post Sputnik along with ability to set rows, for ease of use for finding and selecting (this should hold true in general for Sabre). “Add to Pool” after selecting from results list, opens the Pool Details expander, where the user has both candidate confirmation and the ability to rename the pool. (Next screen →)

6 If user doesn’t select anyone, they can’t progress to the next panel and are warned.

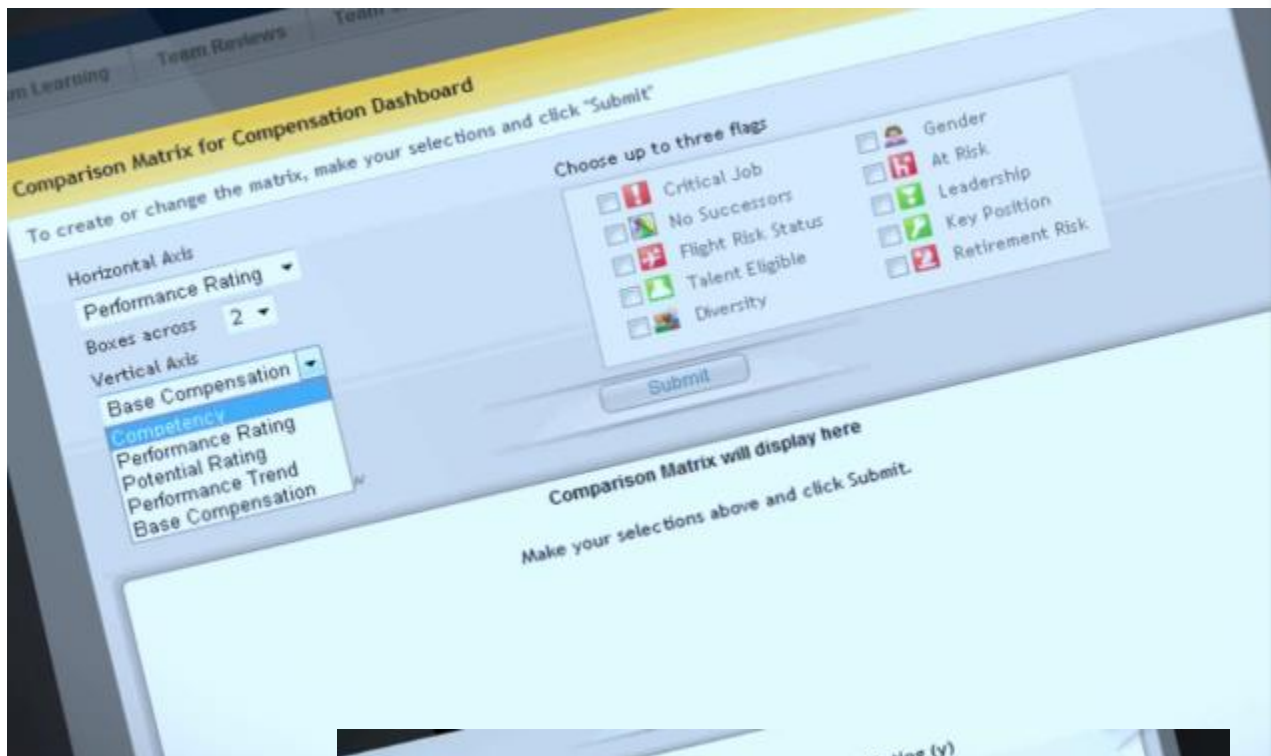
7 This note informs the user that the % Fit is w.r.t. the job characteristics.

- 7** “Get Results” button the results, leaving the Simple Search in open state..
- 8** Results are grayed/disabled until this event is triggered (from Simple or Advanced Search).
- 9** Pool Details panel is disabled until the addition of candidates from the results (in the sec
- 10** “Close” is available at any time in the process, as in other tools like n-box, etc, **but in the Finder tool, should generate a prompt that is in context, like “Are you sure you want to leave without creating a pool?” - TBD**
- 11** The +/- icons used to open and close the expanders should be used for all expanders in the wizard. These icons should be disabled for the expanders that are disabled.

6 This is to help users understand what advanced capabilities might be available to them, as shown in the popup.

enterprise succession management suite

“comparison matrix” (sometimes called “9-box grid”) rating employees (this is final product of which I designed both the interactions and visuals



Selected parameters and subsequent display



Overview

Smart organizations realize they must develop the bench strength they need to be successful.

Role	Performance Rating	Potential Rating	Risk
Public Information	4.5	4.5	Low
Financial Rating	4.5	4.5	Low
Internal Employee Rating	4.5	4.5	Low
Customer Rating	4.5	4.5	Low
Internal Learning and Certification	4.5	4.5	Low
Customer Service	4.5	4.5	Low
Internal Learning and Certification	4.5	4.5	Low
Performance Rating	4.5	4.5	Low
Internal Learning and Certification	4.5	4.5	Low

Through proactive planning, these organizations avoid talent gap pitfalls that lead to lost knowledge, missed deadlines, and lowered business productivity.

Saba Succession is specifically focused on the development of key employees to mitigate the risks that occur when talent leaves the company.

> [Details about Saba Succession](#)

interaction concept – credit network

Early wire frames / concepts Patented peer-peer trade reference sharing tool, the DNBI “Credit Network”

Share a Trade Experience

Member requesting: [User111](#)
Company: **FORD MOTOR CO.**
Credit Requested: **\$50,000**

I have noticed this company seems to pay me when oil prices are down, and now I'm worried. Anybody have any info?

Choose one or more fields and submit your response

Credit Extended: \$.00

Payment History

Currently Owes: \$.00

Current Days Late:
1-9 days
10-30 days
31-60 days
61-90
91-120
120+

Payment Trends:
First time late
Occasionally late
Irregular last 3 months
Irregular last 6 months

Management Changes

Changes:
New CEO
New CIO or other top player
Replaced 2 + in upper management

Reason:
Reorganization / promotions within
Firing
Merger/takeover

As of:

As reported by:
Industry Analyst
Trusted advisor in DNBI
Company employee

Unable to contact management

Unearned Discounts:
- Consistently takes unearned discounts
- Sometimes takes unearned discounts

Show my contact info

Optional comment:

Thank you for sharing!

User comments driving Round 2:

- Wants to be able to pick more options for days late, E.g. 61-90, 91-120, and 120+
- In the trade experience comments he would write - Unable to contact management (*hence the addition of the management information section*)
- Include more options for later days, and include a space where users can comment next to days late ie. "always on time" "payment schedule non predictable" and "standard payment practice"-- keep in mind the structure of the verbage needs to be taken into consideration that doesn't reference the number of days
- Wouldn't submit a change of management into the community - not too worried unless the company is going under - *need to know WHY someone's fired*
- That's interesting, that's good - I like to see currently owes and days late, but I only care about 90+ days late or credit extended above 250K

If user chooses >> anything but default "no change", then, the right side become active and required.

<< on "as reported by" - I know we can't guarantee falsification but would encourage anyone to think twice before responding. I think that enough people wanted to know and this at least eliminates some subjectivity and possibly dnb liability - not sure of all fields here - TBD

Shown is one of a set of early concept screens for a peer-peer online tool for sharing trade references.

Trade references were traditionally done by phone or email and this tool was in response to the need for people to view/share references anonymously.

I have a co-patent with the product manager for this product.

interaction spec - iPad

The application controlled a wireless camera app

30



Adjustments screen

The adjustments panel comes up on the left side. To dismiss, hit done or simply tap outside the area.

1) in normal behavior, the window can be scrolled via the flicking gesture, which is why it extends below the iPad format here.

Adjust bandwidth should be removed for recording locally.

interaction spec – telephony Android

Configuring enterprise telephony app on the cell

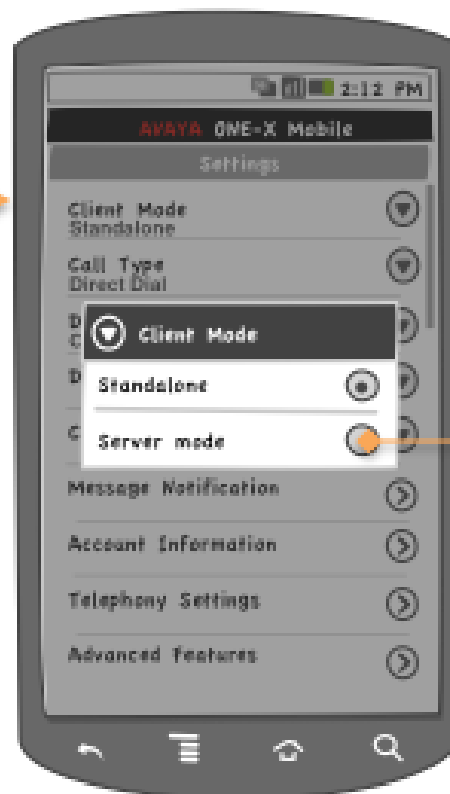
SETTINGS SCREEN

5.1 Exact settings are drawn from the one-X application, but specific additions are **Client Mode**, **Call Type** and **Telephony settings**.



CLIENT MODE

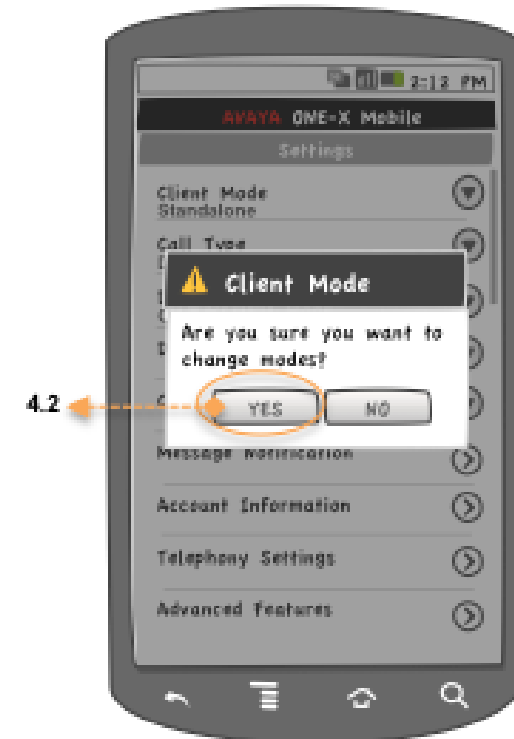
5.2 User can change options between standalone or server.



5.2.1 Changing mode evokes warning dialog

WARNING DIALOG

5.2.1 If changes mode and user selects "YES" sets up for new mode.

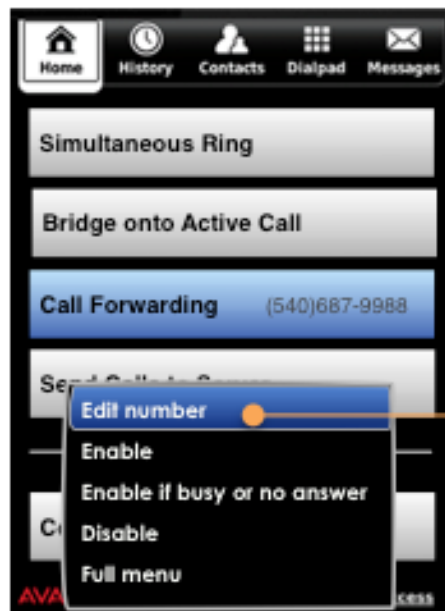


interaction spec – telephony Blackberry

Configuring call forwarding and conference calling

CALL FORWARDING

8.5. SimRing works exactly as 8.3. Call Forwarding if number already selected, can be edited or enabled/disabled.



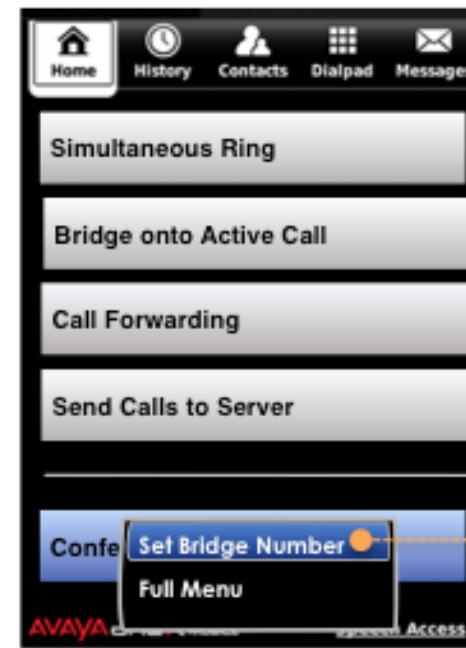
EDIT (or "SET") NUMBER

8.6 If number exists, header = "Edit Number". If not, should say "Set Number" such as shown in menu in 9.6.



CONFERENCE SET UP NUMBER

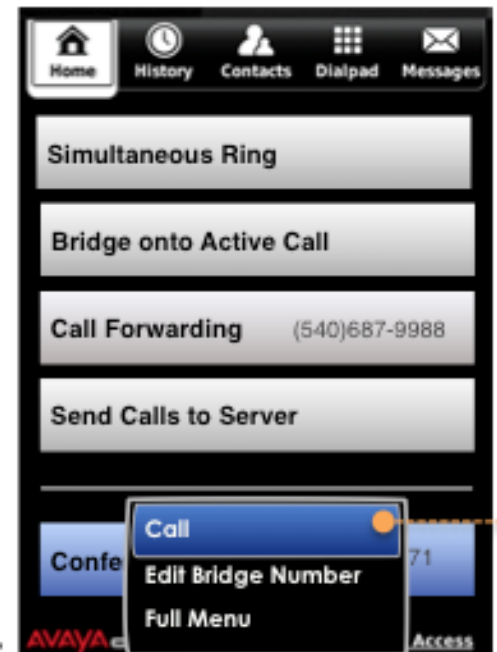
8.7 User has chosen Conference Bridge and gets option first time only to Set Bridge number.



8.6 with header labeled "SET NUMBER"

CALL CONFERENCE NUMBER

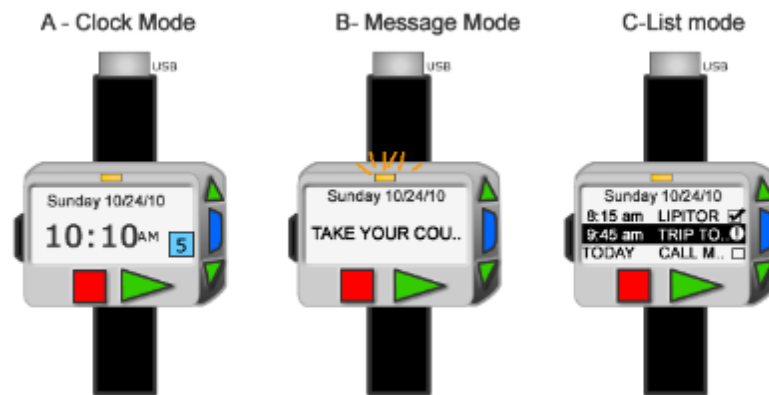
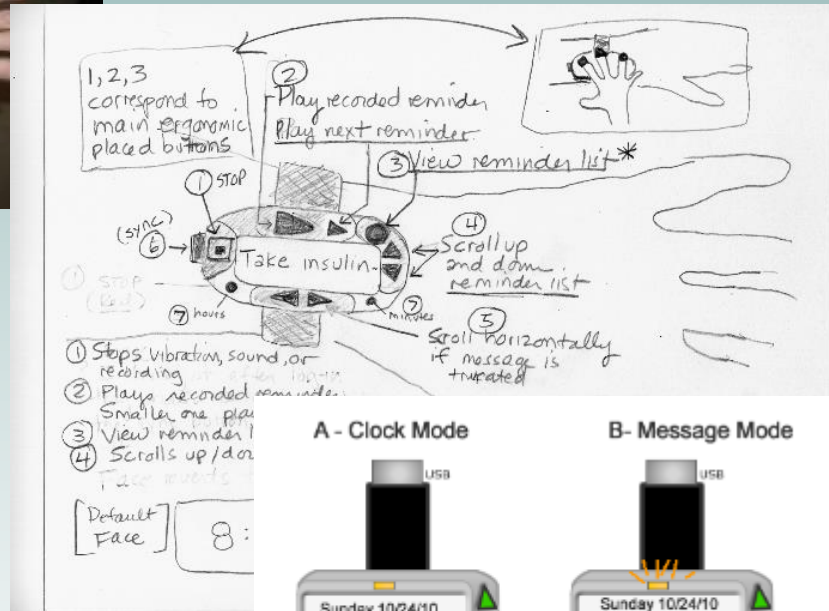
8.8 User has set Bridge number and now menu includes Call option and Edit Bridge Number.



8.4

product design concept

“Within Reach” wearable reminder system for disabled and elderly



Perspective exaggerated to show right side buttons for testing - these are used for scrolling the list (footprint for real device much smaller)

- DISMISSES the message - both in message mode (marquis) and in view list mode (NEW).
- ▶ Plays the recorded message, both in message mode and view list mode.
- Reveals message list mode, Screen C. Messages now contain both timed and non-timed reminders [NEW function See TODAY]. Option is set up in Create/Edit reminder screen.
- ▶ Scroll buttons serve to move through list one at a time, and serve to select message which becomes highlighted. (Dismiss and play act on highlighted message).
- Snooze - stops temporarily an alert (sound and/or vibrate)
- Flashes (shown in B) when message is activated. Remains flashing when on snooze.
- Indicates number of reminders in the day left (not dismissed).

The “Within Reach” reminder system

This device is a wearable **reminder system worn on the wrist**, for the disabled and elderly. The design uses a combination of haptic, visual and audio alerts required for this population.

The ergonomics of the wrist and commonly-worn device on left hand helped determine the placement of buttons.

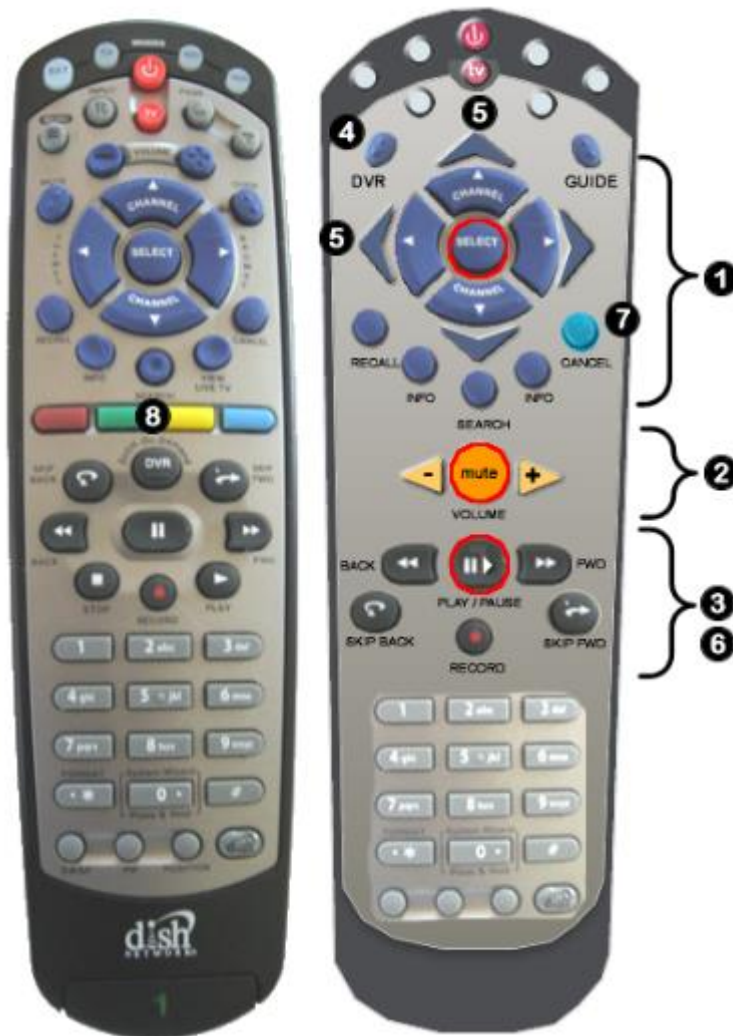
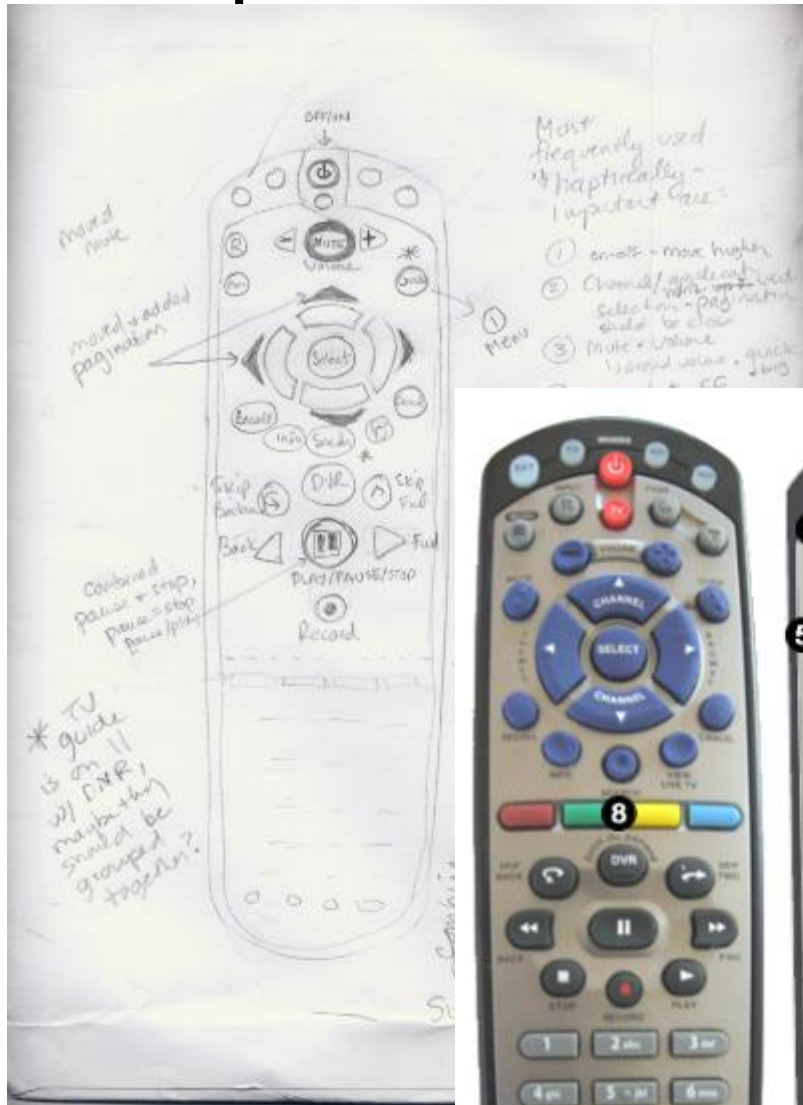
The clock mode (A) is the default, when not reminding (B) where user hears a reminder and sees a message scroll across the screen. User can choose (C) to read a list of upcoming reminders.

Eventually the features would include sending a text message to a caregiver's phone for compliance, once the button “stop” pushed to end the alert. There could be customized rings set up for each type of medication. (Also, for the visually and aurally impaired, a vibration could be used instead of a ring).

The device settings are determined on a web application via a USB port, presumably set up by a caregiver or family member, who could also record the playback messages for better compliance.

product design concept

TV Remote redesign (mini graduate project)



Remote Control Redesign

On left is an existing remote, on right is the redesign (original drawing in background).

In redesign, the functions were grouped together better. For example, some actions that were shared between the DVD or TV, (like "Scrubbing", #3) before only existed in the DVD section.

In the redesign, switching back and forth between DVR and guide is more clear (#4 - upper left is "DVR" and right parallel to it is "guide").

Made important buttons biggest, fattest and in vertical alignment (See in red **Select, Mute and Play/Pause**).

Grouped functions, as shown in the following order:

- 1) Selection
- 2) Volume and Mute
- 3) Scrubbing
- 4) Moved the DVR button (now upper left) and placed it in parallel with the Guide button (upper right) as they are in parallel functionally as well. (Was with the Scrubber functions before).
- 5) Added pagination buttons next to channel and left-right selection mechanisms, allowing both vertical and horizontal scrolling while in menus
- 6) Took out Stop and Play and refactored the functionality (explained in Figure 3, Usability Problems Page 5)
- 7) Extras - recolored the Cancel button since it is also a very frequently used. It applies to any action, so in another exercise I might not group this here.
- 8) I also scrapped the "rainbow row of buttons" that you see on the original. I've still not figured out what they are supposed to do!

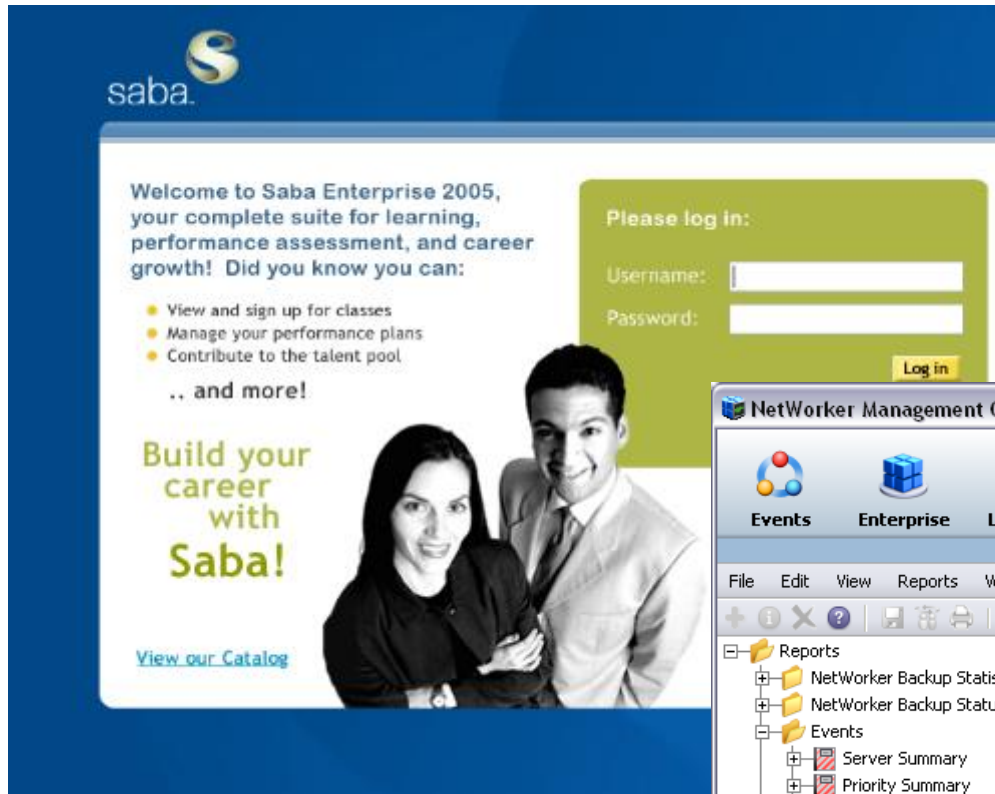
Visual Design

Mockups, Developer Specs, & Finished products

“Form follows function”



visuals - Enterprise applications



saba.

Welcome to Saba Enterprise 2005, your complete suite for learning, performance assessment, and career growth! Did you know you can:

- View and sign up for classes
- Manage your performance plans
- Contribute to the talent pool

.. and more!

Build your career with Saba!

[View our Catalog](#)

Please log in:
Username:
Password:
Log in



CyberSource

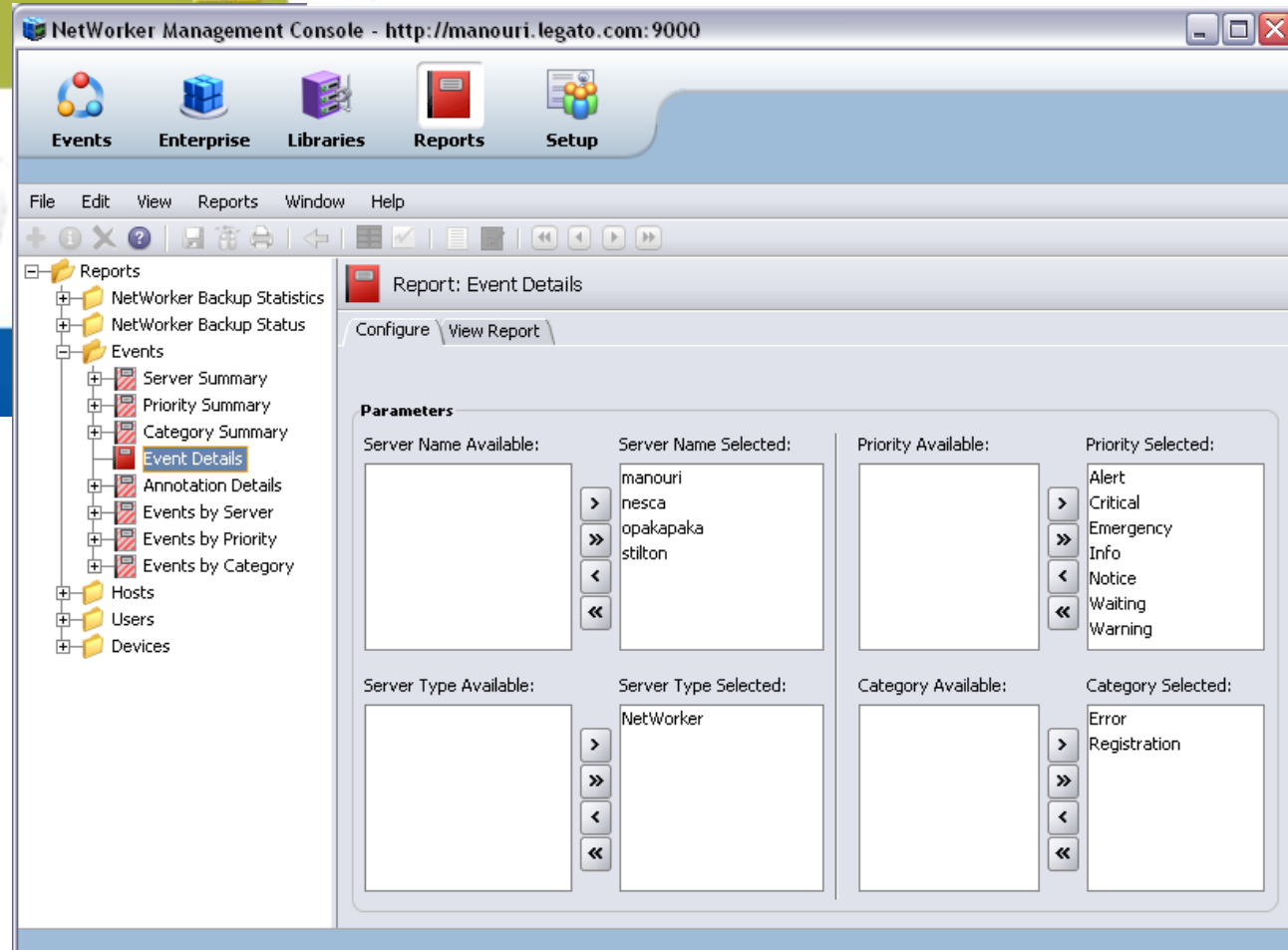
Home **Merchants** Profiles **Reports** Account

Add Merchant

1 Merchant Info 2 Processing 3 Product Profiles 4 Management & C

Processing
Lorem ipsum dora etc etc ...

- Add New Merchant
- Manage Merchants
- User Management
- Roles & Permissions



NetWorker Management Console - http://manouri.legato.com:9000

Events Enterprise Libraries Reports Setup

File Edit View Reports Window Help

Reports

- NetWorker Backup Statistics
- NetWorker Backup Status
- Events
 - Server Summary
 - Priority Summary
 - Category Summary
 - Event Details**
 - Annotation Details
 - Events by Server
 - Events by Priority
 - Events by Category
- Hosts
- Users
- Devices

Report: Event Details

Configure View Report

Parameters

Server Name Available:	Server Name Selected:	Priority Available:	Priority Selected:
	manouri nesca opakapaka stilton		Alert Critical Emergency Info Notice Waiting Warning
Server Type Available:	Server Type Selected:	Category Available:	Category Selected:
	NetWorker		Error Registration

visuals – dashboard/data visualization

highway performance statuses and widgets

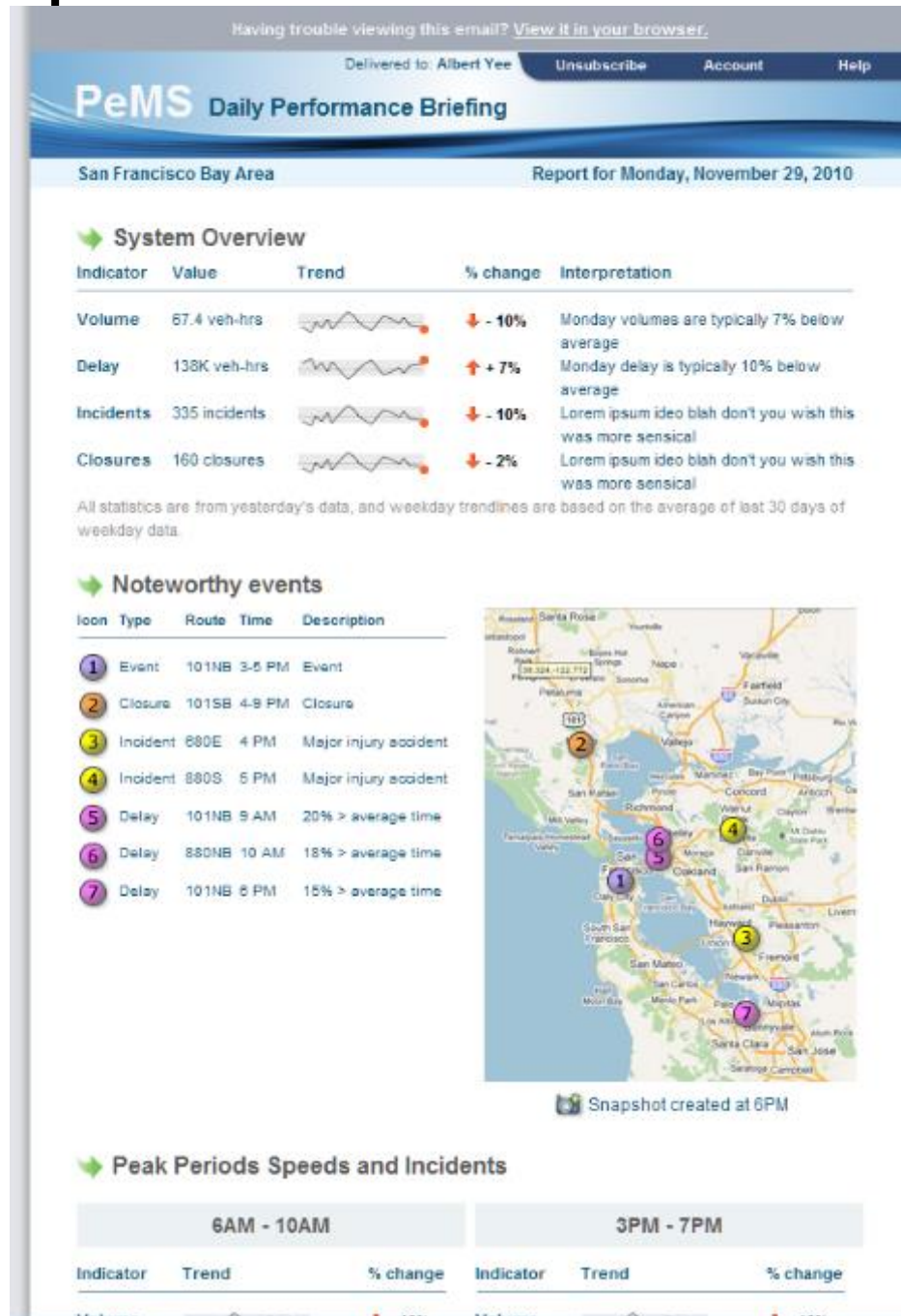
The dashboard displays the following components:

- Header:** PeMS 10.3 logo, user name 'Jane', and navigation links (Logout, My account, Help). A search bar is also present.
- Navigation:** Overview, Facilities & Devices, Performance, Data Quality, Events, Tools.
- Map:** State of California map with major cities labeled.
- Status Check:**
 - Delay (< 60 mph):** Line chart showing 'Veh hrs of delay' by day of the week for Last Week, This Week, and Avg for One Year.
 - Travel Time Reliability:** Two gauge charts for 6-10 AM and 3-7 PM, showing 'Average Past 30 days'.
 - Detector Health:** Gauge showing 'MODERATE' status with a score of 55 and a trend line from 10/2009 to 10/2010.
- Report Finder:** Form to search for reports by County, Freeway, and Post mile range.
- Cool New Features:** Section highlighting the 'Time of Week Radial Chart'.
- Announcements:**
 - Route Sharing is here!** (July 27, 2010)
 - HOV/HOT separated from Mainline** (July 1, 2010)
- Quick Links:** Maps, Mobility Performance Report, Detector Health, CHP incidents, Lane Closure System, Corridor Module.
- PeMS Forum:** Get answers to your PeMS questions! (FAQ's, Discussions, Blogs, Post a General Comment, Comment on this page).

Footer: Powered by BTS, Inc. Copyright © 2010 State of California. Terms of Use | Email Technical Support

visuals - eletter design

Daily news briefing of highway issues and events



Email notification of freeway events for traffic engineers and planners. 2 columns, simple tables, spark lines and small footprints to give a succinct overview of previous day's events in a tidy, clean package.

I did the visuals and the HTML/CSS.

visuals – sites, consumer

CoreLogic MarketLinX

Welcome Chris Hawkins | Message of the Day | My Folder | Sign Out | Settings

Home | Add/Edit | Search | Contacts | Hotsheet | Help

Active Listings | Add New

Listing Summary | Edit Listing | Edit Mode: All Input Fields | FIND

SERVICES for your SUCCESS

Your own video card

dm design matters

Log Out | Welcome, Chris Hawkins | Phone List | Time Card | Search

Home | Clients | Projects | Staff | Reports | Extranet URLs | Report Bugs | Tools

Partners: Vignette Broadvision Eprise

Web Stats: echocho.com, zdnet/xxx, WC3

Energy Watch: Rolling blackouts May 31, area 5,6; Forecast: June 5

News Matters: Design Matters gets top recognition by Vignette Corp San Carlos, CA; Economic downturn turns up for those using technology to boost internal collaboration Washington, AP

Local Matters: Marco Fiorelli gets his Visa and scurries home to the States ...

My Design Matters: My Files, Projects, Tasks; May 31 - Intranet home page; June 15 - Enter Contest; Dynamic according to button

My Personal Matters: Stocks, Horoscope, MP3 music files; Click to get popups?

Listing Information: MLS # 102444, IIST agent-Public id CHAWKINS, List price \$1,500,000, Status

Characteristics: # Bathrooms 4

Features

Links: Clark Tax Assessor, Nyo Tax Assessor, Public Documents, Realist, Rate Plug, GeoJet, GeoJet Consumer..., Neighborhood Re..., Improv Marketing, Create New Docu..., Create Virtual Tou..., Documents for Th...



Streaming security video (for Tim!)

This was awarded Jakob Nielsen's Top 10 of Best Intranets

visual specifications – window for graphs and plots

guidelines for UI developers

Transit Agency: MTS

Overview | Performance Reports

Level 1 > Level 2 | ABOUT THIS REPORT

1 Report box color #EEEEEE
Border 1px color #C7C7C7
Height full, based on form elements*

2 Background image behind YUI buttons

3 Left top corner image

4 Flex slice, can be 1px wide

5 Right top corner image

6 Left vertical image

7 Left vertical slice, can be 1px high

8 Right vertical image

9 Right vertical slice, can be 1px high

10 left bottom corner

11 bottom flex piece, can be 1px wide

12 right bottom corner

* see Report Elements spec file

Overview | Performance Reports

Level 1 > Level 2 | ABOUT THIS REPORT

1 Form elements should be bounded in table/box with 10 pixels from the inside edge (or border) of the form container, and top of button container image, as shown.

2 Distance between adjacent form elements should be at minimum, 12 or 13px both vertically and horizontally.

3 Distance between plot or table artifacts should be minimum of 15px from the inner edge of the display area.

10 Max Range 1 year

13

13

10

15

3

15

3

As stated in general overview, we are not changing the display of the form elements themselves. However, changes in spacing are recommended between form elements as documented here.

visual specifications

guidelines for UI developers

Processor Info [Edit]

Visa

Currency	MD	TID
CAD Canadian Dollar	123456789012345	12345678
CHF Swiss Franc	123456789012345	12345678
CNY Chinese Yuan Reminbi	123456789012345	12345678
EUR Euro	123456789012345	12345678
GBP British Pound	123456789012345	12345678
INR Indian Rupee	123456789012345	12345678
JPY Japan Yen	123456789012345	12345678
USD United States Dollar	123456789012345	12345678

MasterCard

Currency	MD	TID
CAD Canadian Dollar	123456789012345	12345678
CHF Swiss Franc	123456789012345	12345678
CNY Chinese Yuan Reminbi	123456789012345	12345678
EUR Euro	123456789012345	12345678
GBP British Pound	123456789012345	12345678
INR Indian Rupee	123456789012345	12345678
JPY Japan Yen	123456789012345	12345678
USD United States Dollar	123456789012345	12345678

American Express

Currency	MD	TID
CAD Canadian Dollar	123456789012345	12345678
CHF Swiss Franc	123456789012345	12345678
CNY Chinese Yuan Reminbi	123456789012345	12345678
EUR Euro	123456789012345	12345678
GBP British Pound	123456789012345	12345678
INR Indian Rupee	123456789012345	12345678
JPY Japan Yen	123456789012345	12345678
USD United States Dollar	123456789012345	12345678

Discover

Currency	MD	TID
CAD Canadian Dollar	123456789012345	12345678
CHF Swiss Franc	123456789012345	12345678
CNY Chinese Yuan Reminbi	123456789012345	12345678
EUR Euro	123456789012345	12345678
GBP British Pound	123456789012345	12345678
INR Indian Rupee	123456789012345	12345678
JPY Japan Yen	123456789012345	12345678
USD United States Dollar	123456789012345	12345678

JCB

Currency	MD	TID
CAD Canadian Dollar	123456789012345	12345678
CHF Swiss Franc	123456789012345	12345678
CNY Chinese Yuan Reminbi	NA	NA
EUR Euro	123456789012345	12345678
GBP British Pound	123456789012345	12345678
INR Indian Rupee	123456789012345	12345678
JPY Japan Yen	123456789012345	12345678
USD United States Dollar	123456789012345	12345678

Merchant Industry

Visa Merchant Category Code	700
MasterCard SIC Code	700

Extended Transaction Services

Partial Authentication Capable	Enabled
Quasi Cash	Disabled
Split Shipment	Enabled
Interchange Optimization	Enabled
Airline Data	Disabled
Merchant Verification Value	123456789098345436254845

This continues down the page to the Processor Info section.

Basic dimensions

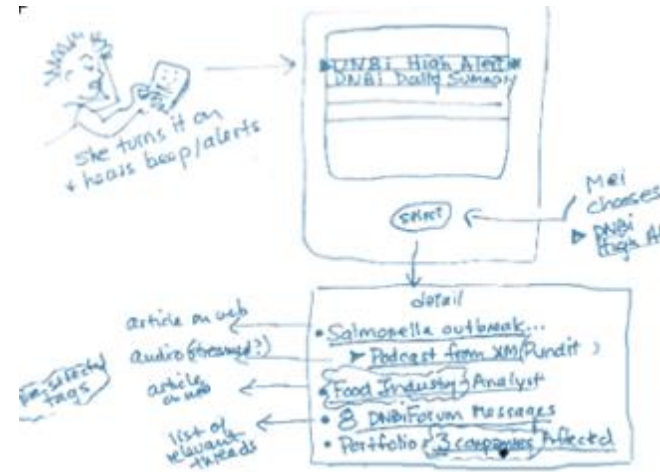
- 1 As typical, the margins are 12px.
- 2 The outer container is 443px wide. Lengths vary to content.
- 3 The inner tabular content is 416px.
- 4 All other standard container dimensions apply, such as surrounding margins, bottom margin of 20px, for instance, and 16px from header to content, etc.

Colors

- 5 Alternating rows are same #E4E4E4, and depth of 22px.
- 6 The Header bar color is a "masked" version of the Primary Shade color. Note that for CYBS this header is more subtle than the primary shade blue (). For a form with this much detail we felt that the header should be less bright. What we are hoping is that there is a CSS solution in which an opaque PNG may be applied on top of the bar, so that the customer still just picks one color and we simply alter it on our side.

User Research

Paper Prototype, Personas, Links



storyboarding..a picture's worth a thousand...

Contextual Design / Paper Prototyping



This was a **paper prototype** used for a new product, as part of a process called Contextual Design, which includes observation and interaction with users. It is a research method to elicit information about the data that users need and want to see.

The prototype was constructed and presented to users, who could freely write on stickies or move them around. Ultimately, after iterating the process with 2-3 groups of users, the final artifact formed the basis of digital wire frames for the next generation of business networking for this client.

Some argue that digital prototypes are more “realistic.” However, paper prototyping is the preferred method because users are not distracted by visuals or other artifacts, and allows them to concentrate on tasks and processes. This is not trivial for good data.

Personas, task analysis

Jared

"I would use command line for everything if I could!"

Jared has played with computers much of his twenty-five years. Bright and self-taught, with a love for programming and experimentation, he's the youngest and newest member of the backup team. He doesn't have a degree, but has been employed as a system administrator and in various IT-related jobs, presumably since high school. He started at Microsoft in 2002 where he used NetWorker until the company migrated to Veritas, so he's familiar with both. Microsoft outsourced his position to India a few months ago, so he became a consultant and has been a contractor for Safeco for 4 months.



"I run nsrjrb because I can kick"

Jared is probably the best tool-writer in the out in strictly an operator role, and while he with physically removing tapes from the lib offsite, he also does monitoring, troublesho like everybody else. His specialty, however, other members of the group request. He lik from appearances, they seem to appreciate

Jared is absurdly detail-oriented: he answer the implementation details - like command high-level questions. Likes control, wants t exactly what he wants.

Environment

Work environment: Completely barren cube taped up under a shelf, but the shelf is empt cube walls, nothing on the desk except a lap hired 30 seconds ago, and hadn't gone back stuff. . Laptop runs windows 2003, and is hoc probably running at 1024x768 or 1280x1024.

Software: Windows Explorer, Windows CMD s "Programmer's Editor" for dealing with daem

Julie

"I was asked to prove that 80 servers could all be recovered."

Julie cares about the quality of her work. A team player, she likes to take on new responsibilities, and does not want to be bored at her desk; she is not a web surfer. Her day starts at 5AM from home, when she logs in to check on the nightly backups. She comes in to the office about 8AM. Julie has a family, and works only occasionally more than 40 hours.

Julie started her career as a business analyst for a large insurance company. Four years ago she moved into IT, after volunteering to monitor a mailing list that included backup issues. When the backup group expanded, after a high-profile recovery failed, she moved into that group as a Systems Analyst. She is the senior troubleshooter for backup and also responsible for corporate compliance, for which Sarbanes-Oxley has been a major factor.



"NetWorker is generally easy to use, but hard to verify it worked. I worry about the integrity of the data."

Environment

Julie has a big cube, with lots of light. Her desk is fairly neat, with Mariner bric-a-brac and photos of children on the wall. Boxes of bad tapes are piled in a corner, and shipping boxes for tapes are on a small table in another corner. She generally spends her day at desk, but about once a week walks down the hall to log on to a server because of an error that the remote application, Microsoft Terminal Services, won't let her correct.

Julie uses a laptop with windows (2003?) and a 19" glass monitor at 1280x1024. She uses Outlook for email, Remedy for tracking trouble tickets. Decided not to use NMC because it didn't have cloning reports.

Skills

General Technology
Medium comfort, learned Windows just four years ago
NetWorker

Goals

Maintain data integrity by making sure data is backed up correctly, tapes go offsite correctly that next backup will work, by making sure we have enough tapes, bad tapes are removed and drive status is current.

Recover data as needed
Comply with audits, such as Sarbanes-Oxley

Tasks

Some of Julie's main tasks are read/send email for current status, check drives, check clones, make clones, find and remove bad tapes

Personas are invaluable in understanding users needs and motivations. These personas were created during the process of contextual inquiry where we learn about the actual tasks, problems and needs of the individuals. There may be 3 or 4 types of users – these are examples of two types.

Knowing common tasks, goals and other events in a user's daily routine, and even cultural norms give designers a better idea of metaphors, words and flows that users will need for an optimal experience.

User research project online...

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 - Transcription
 - Workshop drawings
 - Findings & Highlights
- Dashboard Results & Designs
 - Post Workshop Input
 - Transcription 9-22-10
 - Input summary
 - Final designs - state level
 - Home page
 - Delay
 - Travel Time Reliability
 - Detector Health
 - Final Designs - Districts
 - District home page
 - Delay
 - Travel Time Reliability
 - Detector health

Workshop Description

Date: July 28, 2010

The Participants

8 participants: 2 Administrators, 4 planners and a couple of traffic operations persons - one traffic engineer and the other an operations supervisor.

The Plan

The plan was in three steps: 1) An affinity diagramming session, 2) a group discussion to facilitate extracting themes and getting group input, and lastly, 3) a design session to get specific design input on desired layouts and graphs. Due to time constraints, the last design session I used "Plan B" and instead of white boarding designs, I asked the group to evaluate the current State Dashboard. This resulted in some good data about the do's and don'ts of visualizing this data. Phrase of the session: Keep it simple!

Introductions

We went round table and introduced ourselves and what we did. I talked to them about why was there, and outlined the workshop plan.

Part I: Affinity Diagram Session (team work in grouping "like" things)


This exercise was intended to find similar themes or patterns in the needs and desires of the participants. It succeeded, in conjunction with the Group Discussion, and the Design exercise.

I asked the group questions, and then they provided individual answers in short phrases, written on stickie notes. By individually writing answers, the goal was to provide a glimpse into the person's reflexive thoughts, true and unbiased by the group.

Based on one of three roles (Admin, Planner and Engineer), the stickies were one of three colors. While this contract may not allow role-based views, the idea was that later we would have the role-based data for this and possibly building personas in conjunction with other research. Unexpectedly it launched a large discussion about roles and usage of PeMS so it was indeed useful to think in terms of these roles and beyond.

A. Questions were geared towards qualitative descriptions of things people want, like, don't want or like. Core questions included:

- what are your goals and tasks,
- what are the reports most important to you,



This is a snap of one page of documentation for a user research project, organized and put on Google sites for all stakeholders to view.

(I can walk you through the workshop, artifacts, inputs and final results if desired, most parts of this are still online).

Summary

Questions? Feel free to call for brief chat

Services at UX Senior level highly proficient in:

- **Interaction design (wireframes/workflows)**
- **Visual design (concepts/look and feel)**
- **User research (hands-on user data mining)**
- **Technology understanding (CSS/HTML/browser issues)**
- **SDLC & UX process, from inception to completion**

Chris Hawkins

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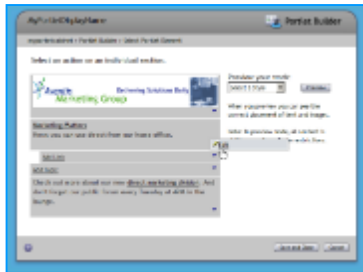
Mobile: 650-766-4257

References can be viewed on my LinkedIn profile.



Addenda prototypes/demos

Available on desktop only (some soon to be ported to new online portfolio)



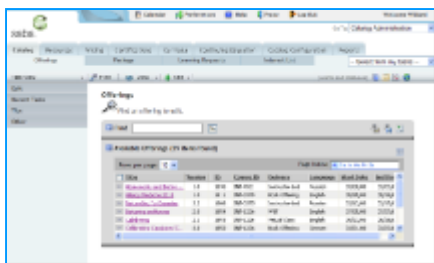
Portlet-builder demo

More visual, this was designed for demo-ing to customers to show new approach to building portal sections (portlets). User would be administrator of the portal creating portlets for various departments.



Task-based proof of concept

Very basic clickable wire frames to show internal stakeholders the potential migrations from an information-based (current approach which was ineffective) to a task-based approach to help users stay in context – user is a manager managing his team's review process.



Rich Internet Application (RIA) prototype

This was created as an in-house demo to show new contextual interactions on the page that are possible through **Ajax/JavaScript /Flex** technologies, reducing the popup load and need to leave the page in the workflow. User would be a Catalog administrator, or the person who manages the classes/offerings – from learners signing up to making sure all the right resources and the schedule is complete.



Statistic visualizations & portal – brief Axure demo To demonstrate visualizations of DNB data, and use of Axure