Adarsh Chara

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Operation Risk Insights (ORI) Case Study

About myself

An enthusiastic self-starter. I drive business deliverable from requirement gathering to deign and development.

An UX designer must be able to design and redesign portals from the ground up. This means knowing the traditional ways to utilize HTML and CSS but also know when to cut away and implement fresh perspectives.

UX + UI

Animator

Collaborative

Visualizer

Passion for design

User research

EDT

Coding

Travel

Strategic games

Project to showcase

Operations Risk Insights (ORI)

Operations Risk Insights (ORI)is a system that takes in data and alerts from dozens of global sources and applies machine learning to flag severe events. It provides real-time alert severity knowledge for IT and business resiliency

An automated, comprehensive, and Watson-powered Alert Service that assesses supply chain, operations and disaster relief risk events to identify those posing the greatest threat of impact

Complex

ORI (Operation Risk Insights)

Dramatic NPS improvement from 30 in 2019 to World Class 71 in 2021

An automated, comprehensive, and

Watson-powered Alert Service

that assesses supply chain, operations and disaster relief risk events to identify those posing the greatest threat of impact.

- Progressive development
- Matched old UI to new UI

Thousands

data sources monitored hourly to synthesize millions of records in real-time and analyze risk-event impact to

25,000+

points of interest globally including hospitals, airports, aging dams, watersheds, glacial lakes and other disaster relief centers and data center sites worldwide

How did IBM know

11 sites

22 data centers

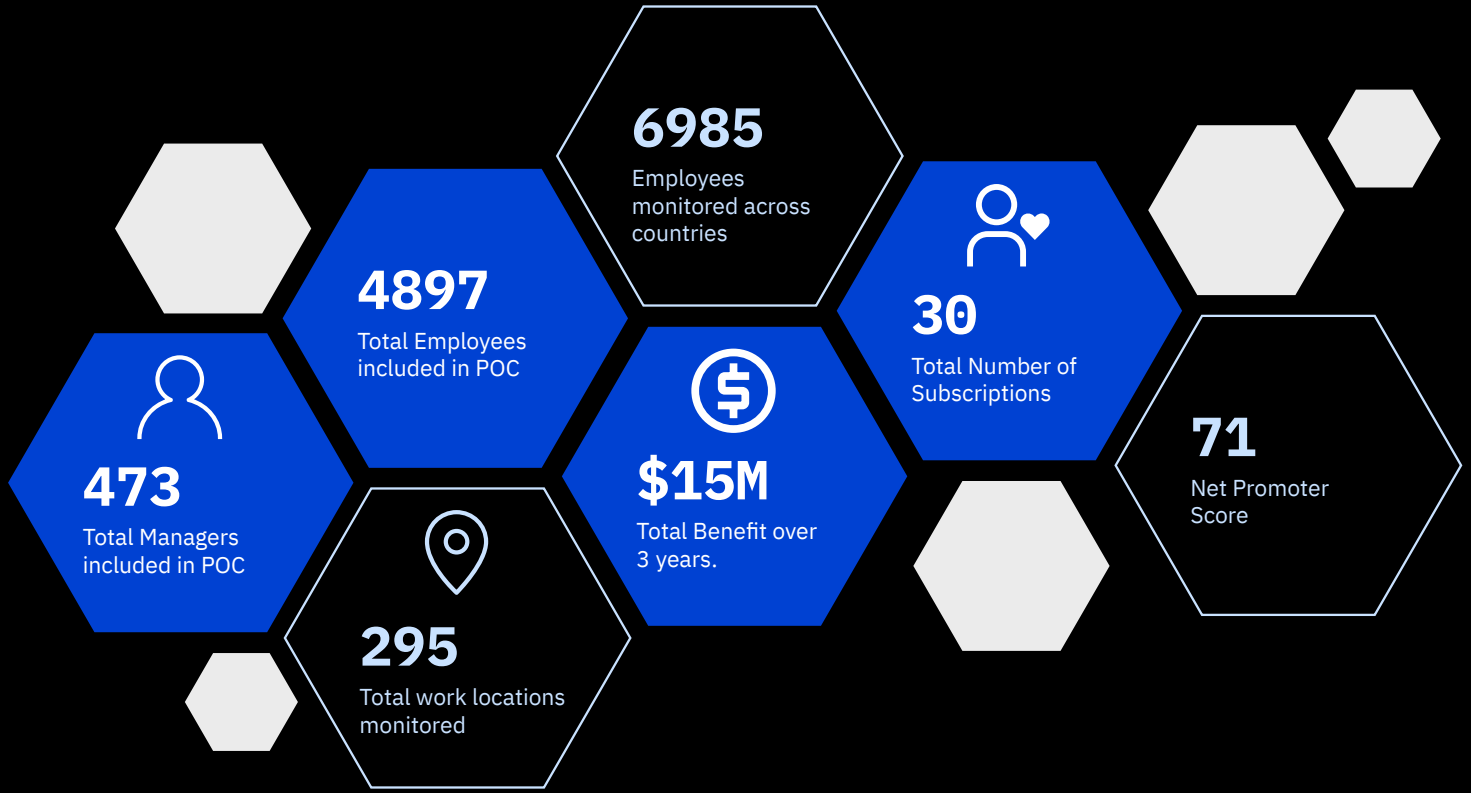
47 suppliers

10 airports

94 hospitals

were at risk from Tropical Storm Cristobal and a COVID-19 hot zone 3 days before it hit?

ORI and ASKHR POC Statistics



Assets

Mural scenario
Mural workshop
Modal window UI
Big Idea
Watson Moments UI

All risk UI
Left panel UI
WIP live link
IBMer Safe UI
Hurricane & Share

The UX

Process

Redesign	Value proposition	Persona	Wireframing	Development
Interviews	Big Ideas	Scenarios	High-fidelity designs	Validating
	Empathy Map	User Story Map	Prototyping & Specs	Analytics
		Journey Map	Testing	

Pain Points

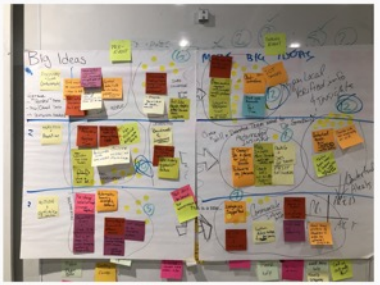
- Old UI is not appealing
- Bad user experience
- Unable to select multiple layers or risks at the same time
- Notifications, and share unavailable
- Too much data in a single view
- Covid – 19, news, and alerts data unavailable

*Consolidated main pain points

Key Users

- Business continuity personals
- NGO teams
- Geo leaders
- Travelers
- Supply chain companies

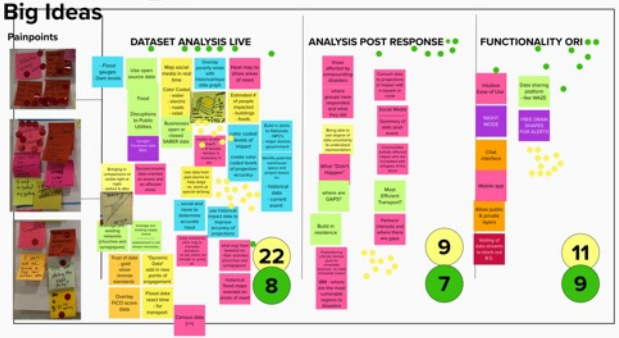
Workshop - Design Thinking Session

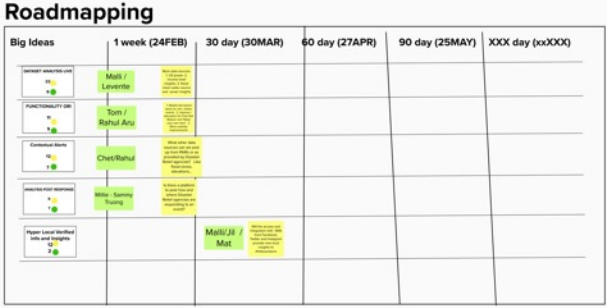


Millie Rebecca Jurij Rahul

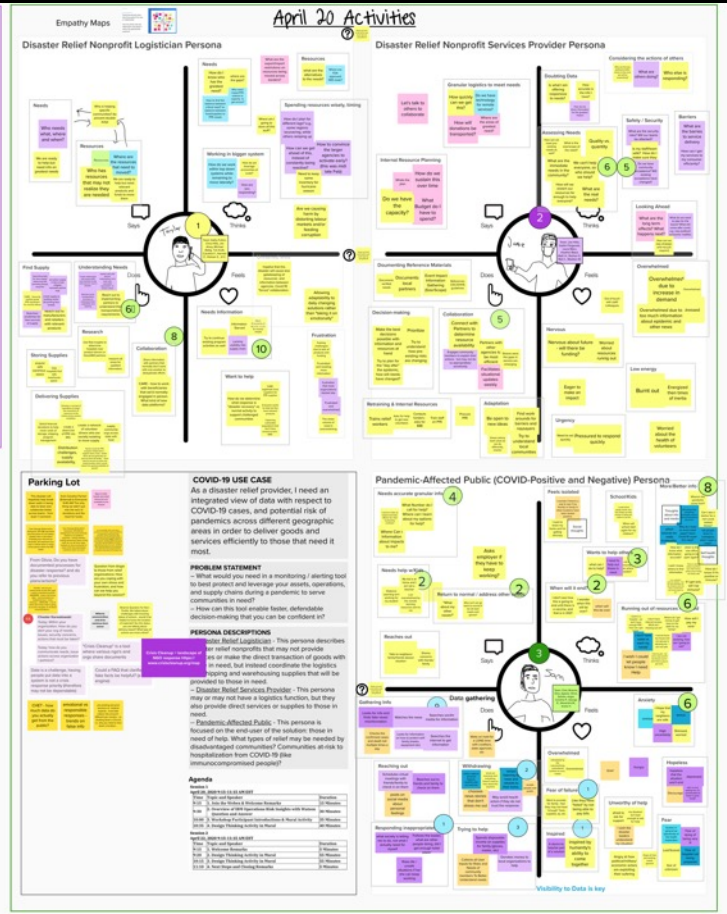
Mallikarjun Appolo Chester

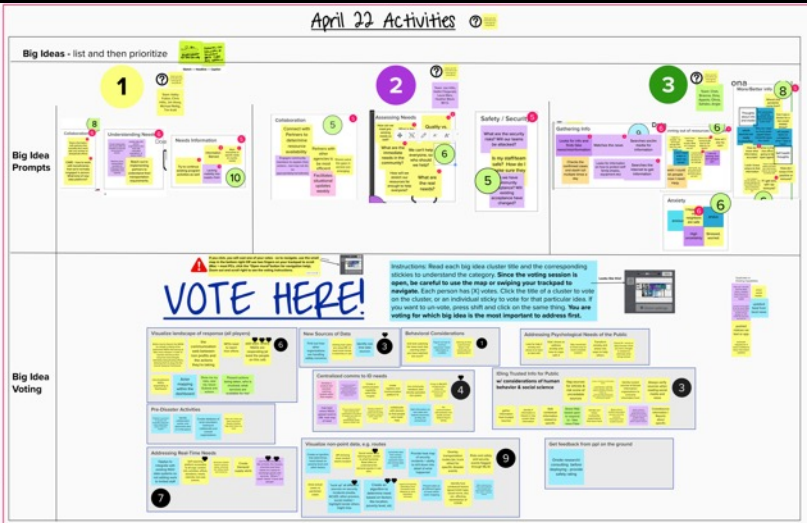
Tom Kimberlee

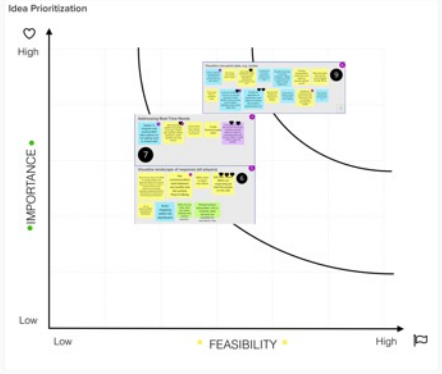


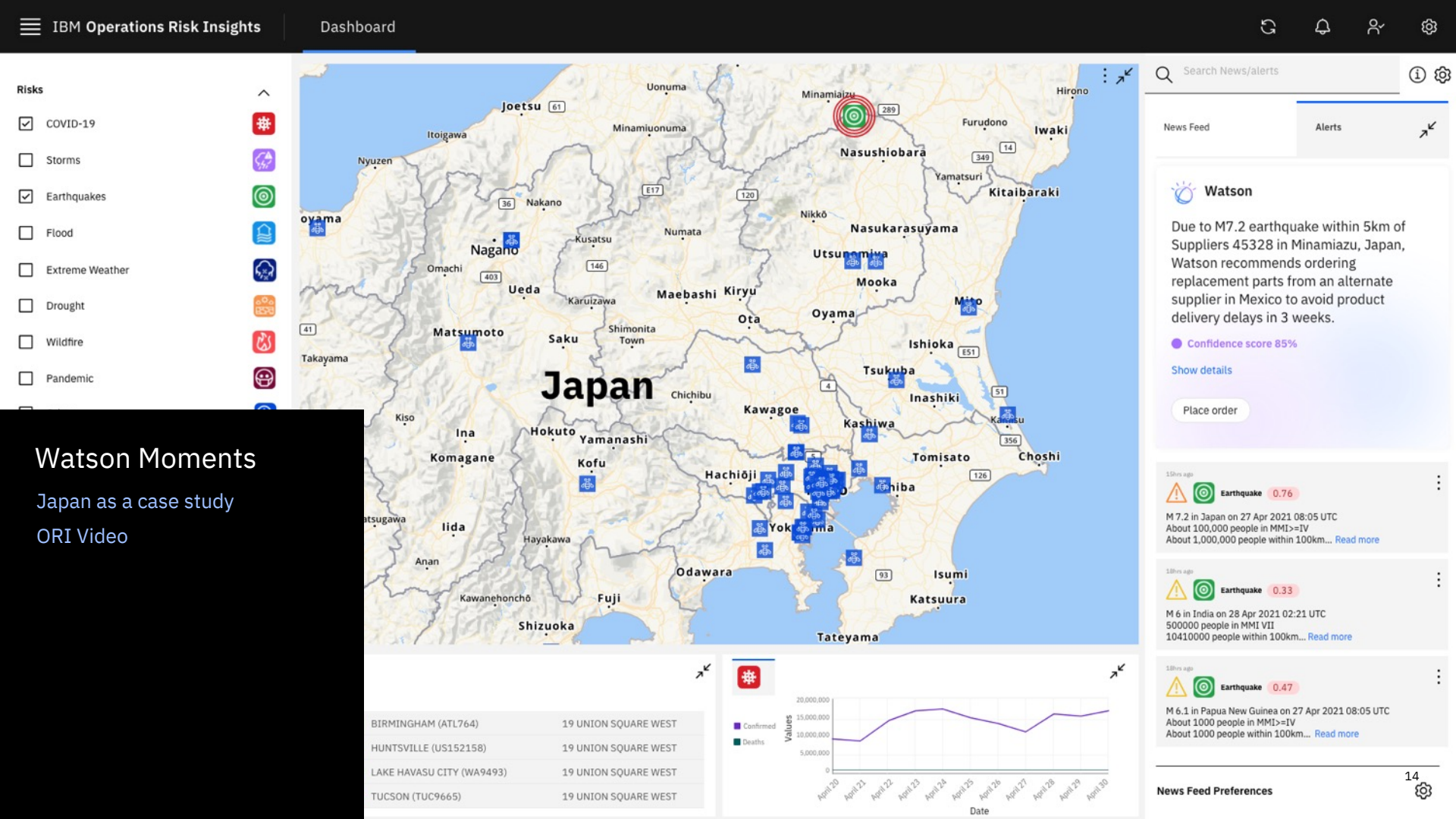


Workshop - Design Thinking Session for COVID-19







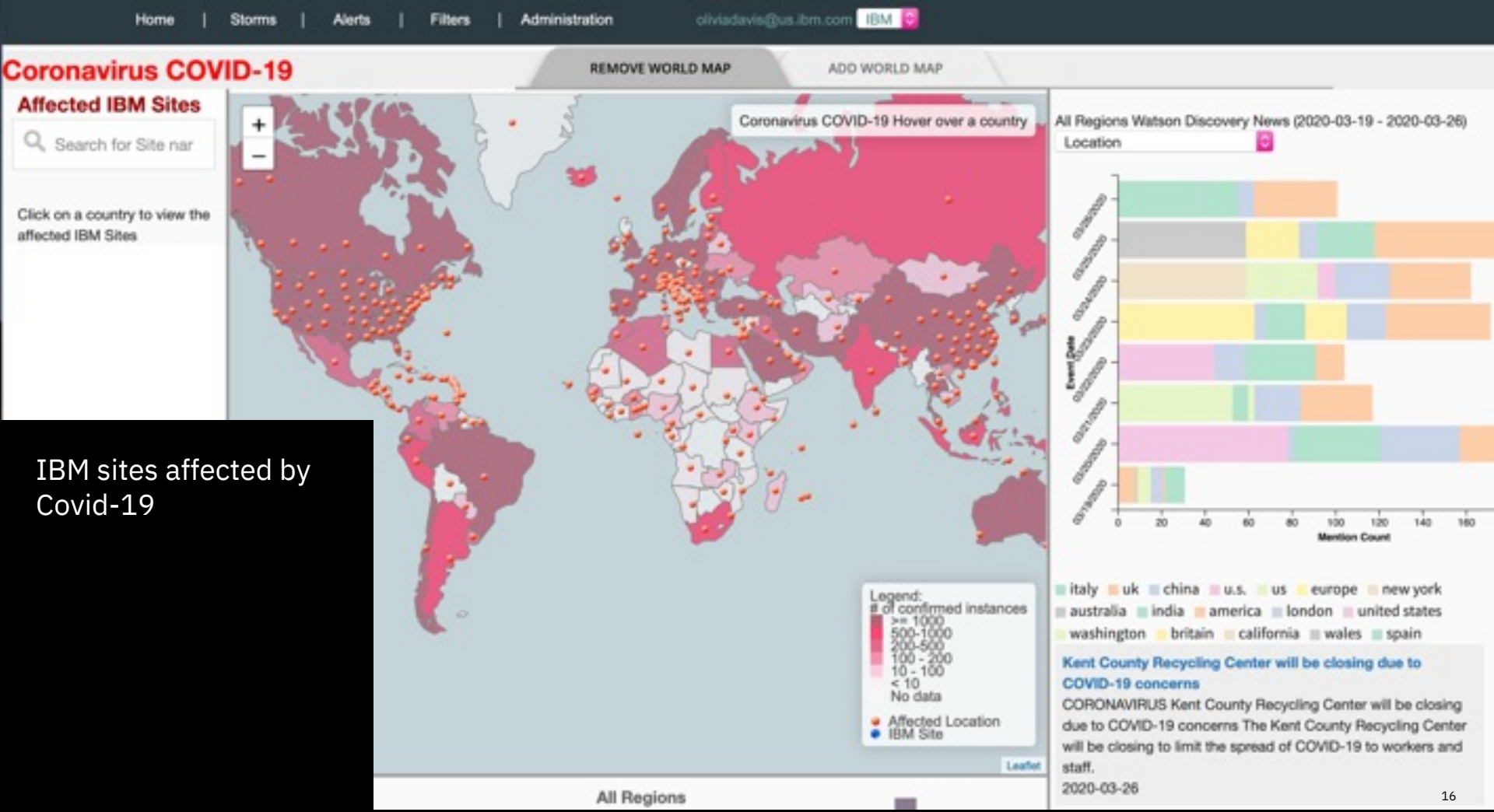


Watson Moments

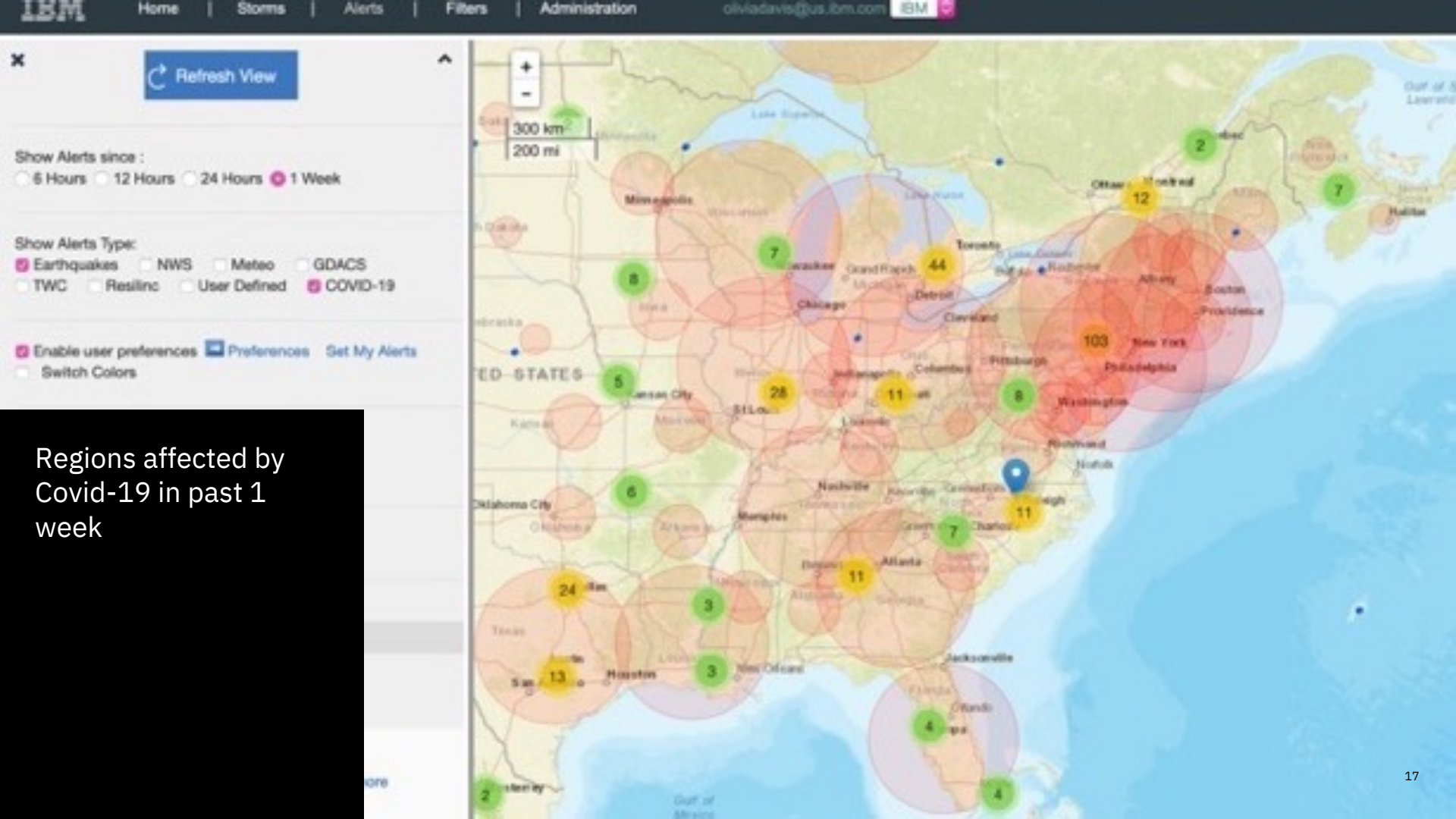
Japan as a case study

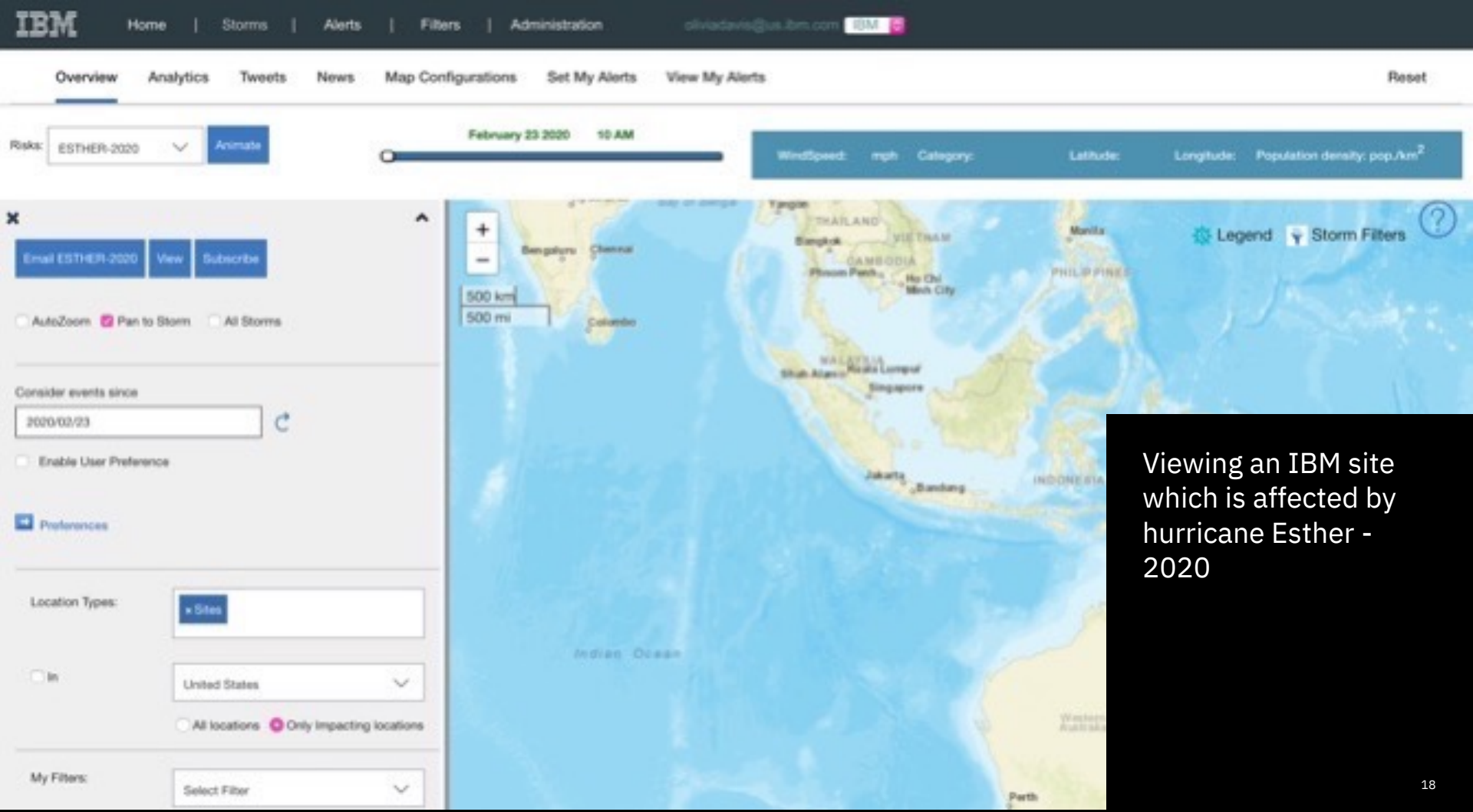
ORI Video

Old screens



IBM sites affected by Covid-19


Home
Storms
Alerts
Filters
Administration
Refresh View
Show Alerts since :
6 Hours
12 Hours
24 Hours
1 Week
Show Alerts Type:
Earthquakes
NWS
Meteo
GDACS
TWC
Resilinc
User Defined
COVID-19
Enable user preferences
Preferences
Set My Alerts
Switch Colors
300 km
200 mi
Regions affected by Covid-19 in past 1 week



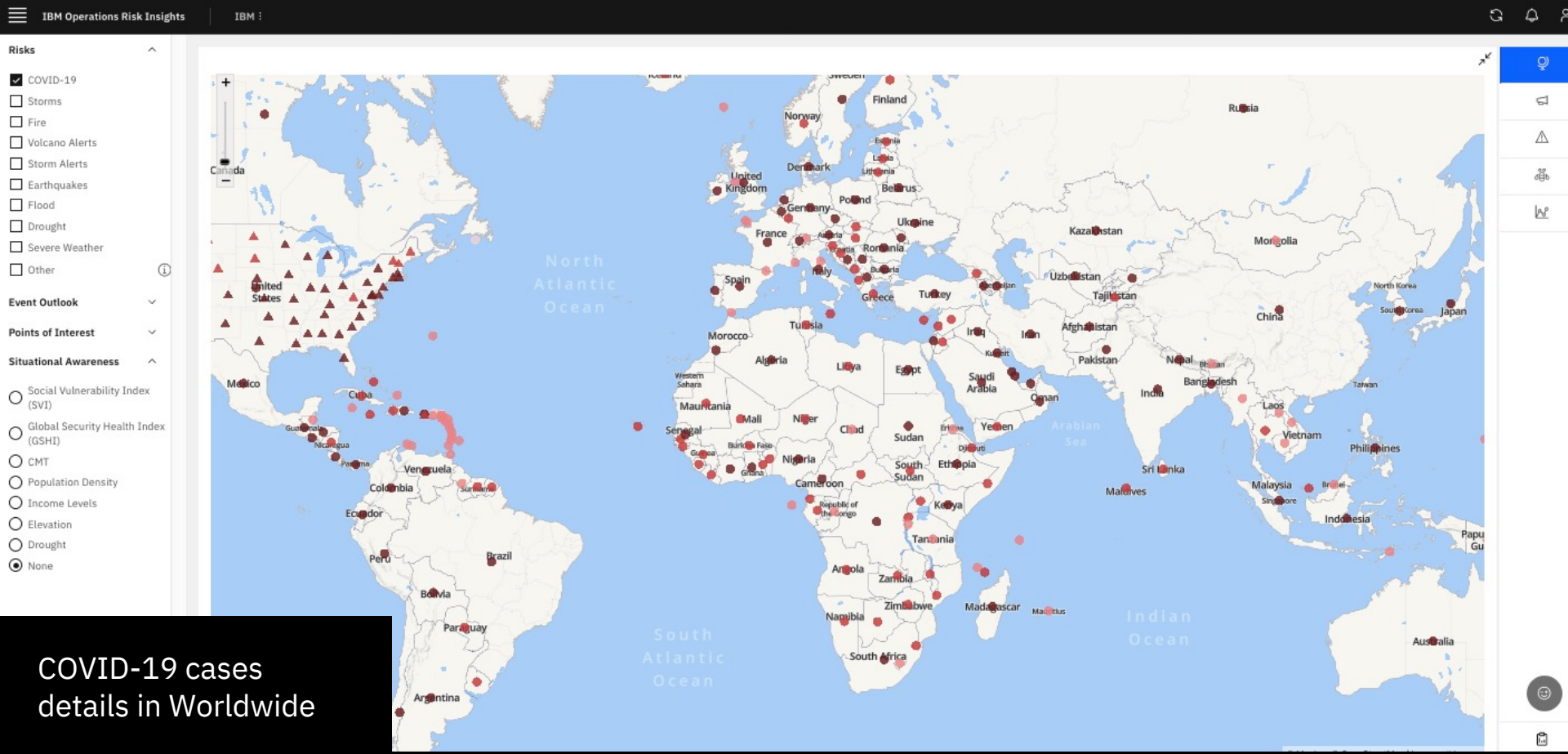
Viewing an IBM site which is affected by hurricane Esther - 2020

COVID-19 Pandemic Insights

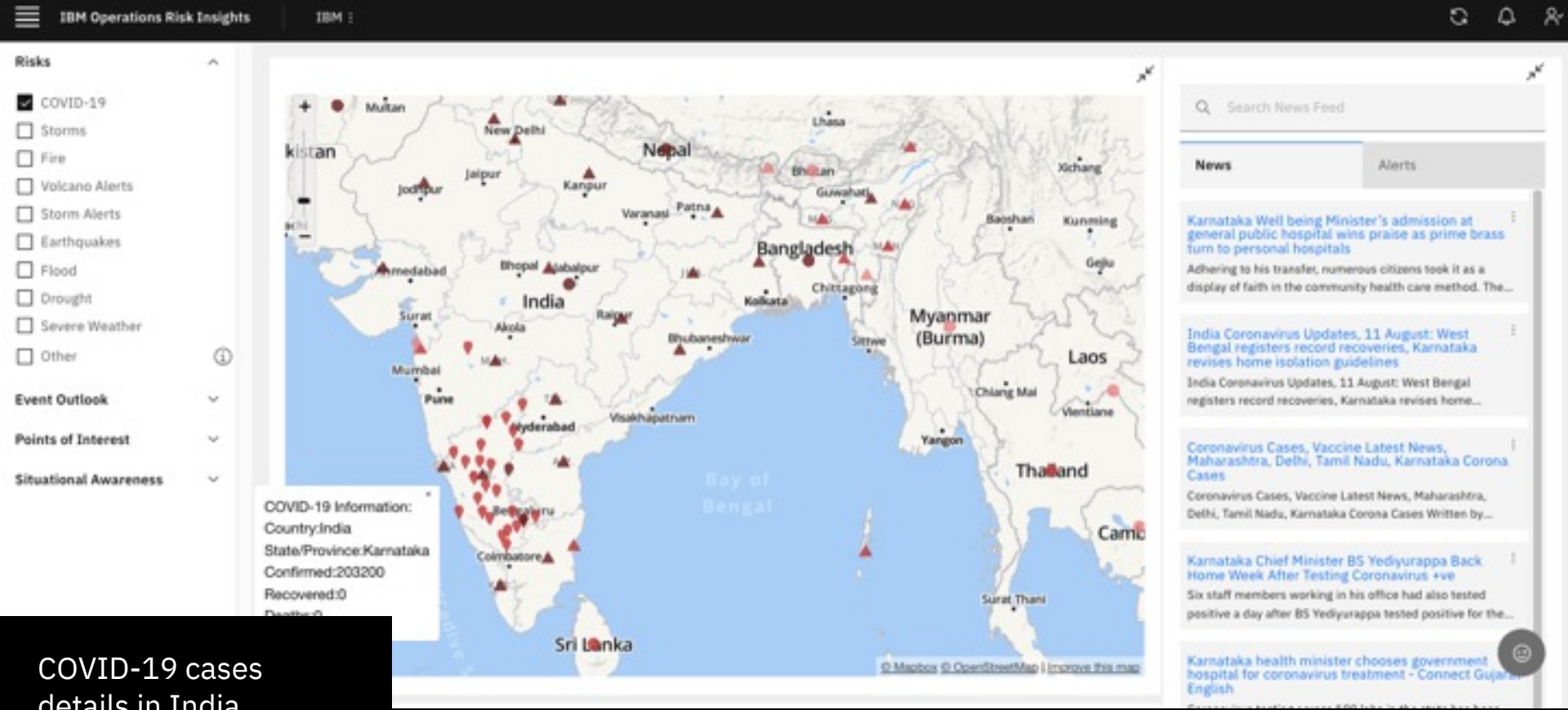
*Development WIP

The following pages include the latest available screen shots from the new functions in Operations Risk Insights for tracking information on the COVID-19, other risks and Points of Interests.

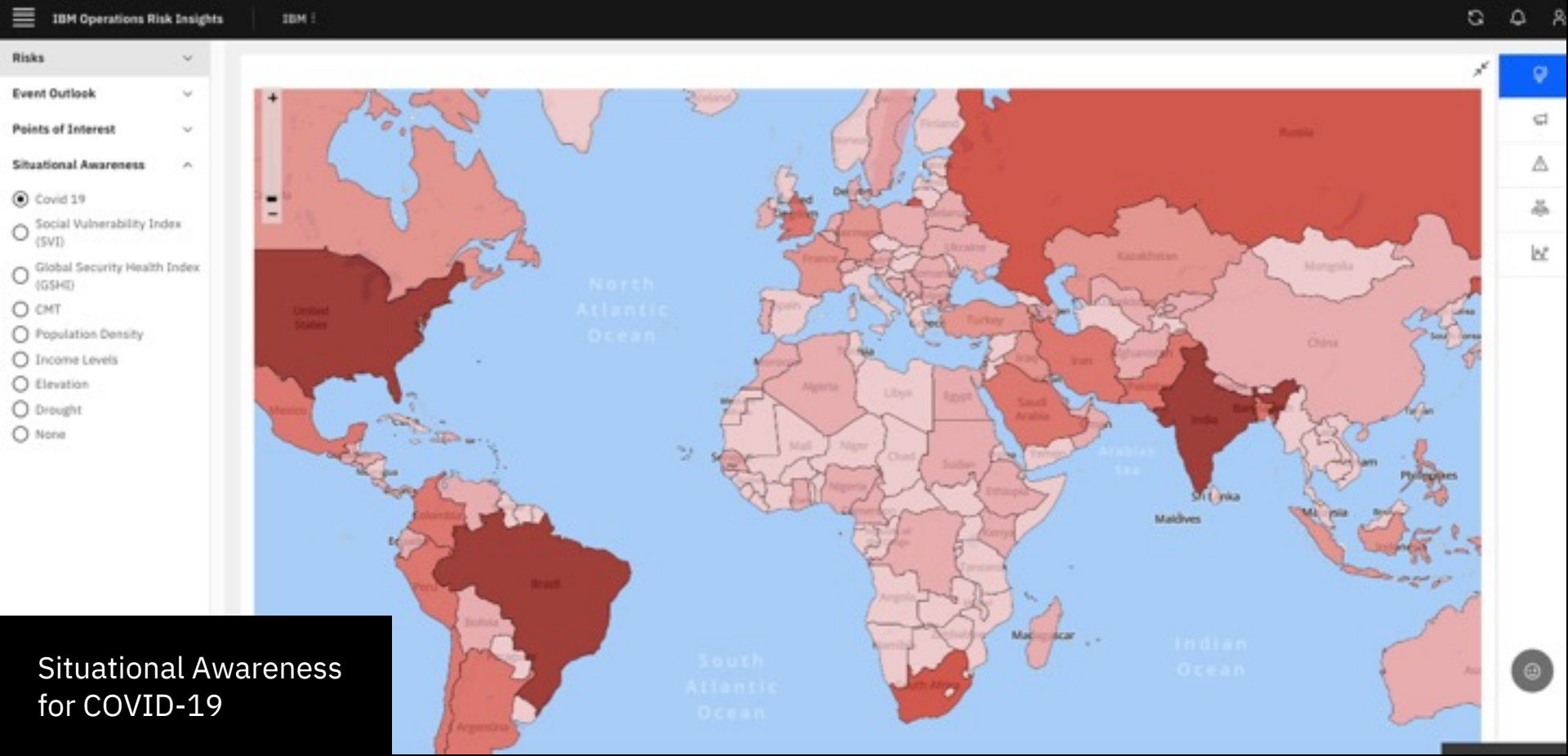
https://risk-insights.dal1a.cirrus.ibm.com/index.html#/ori/covid



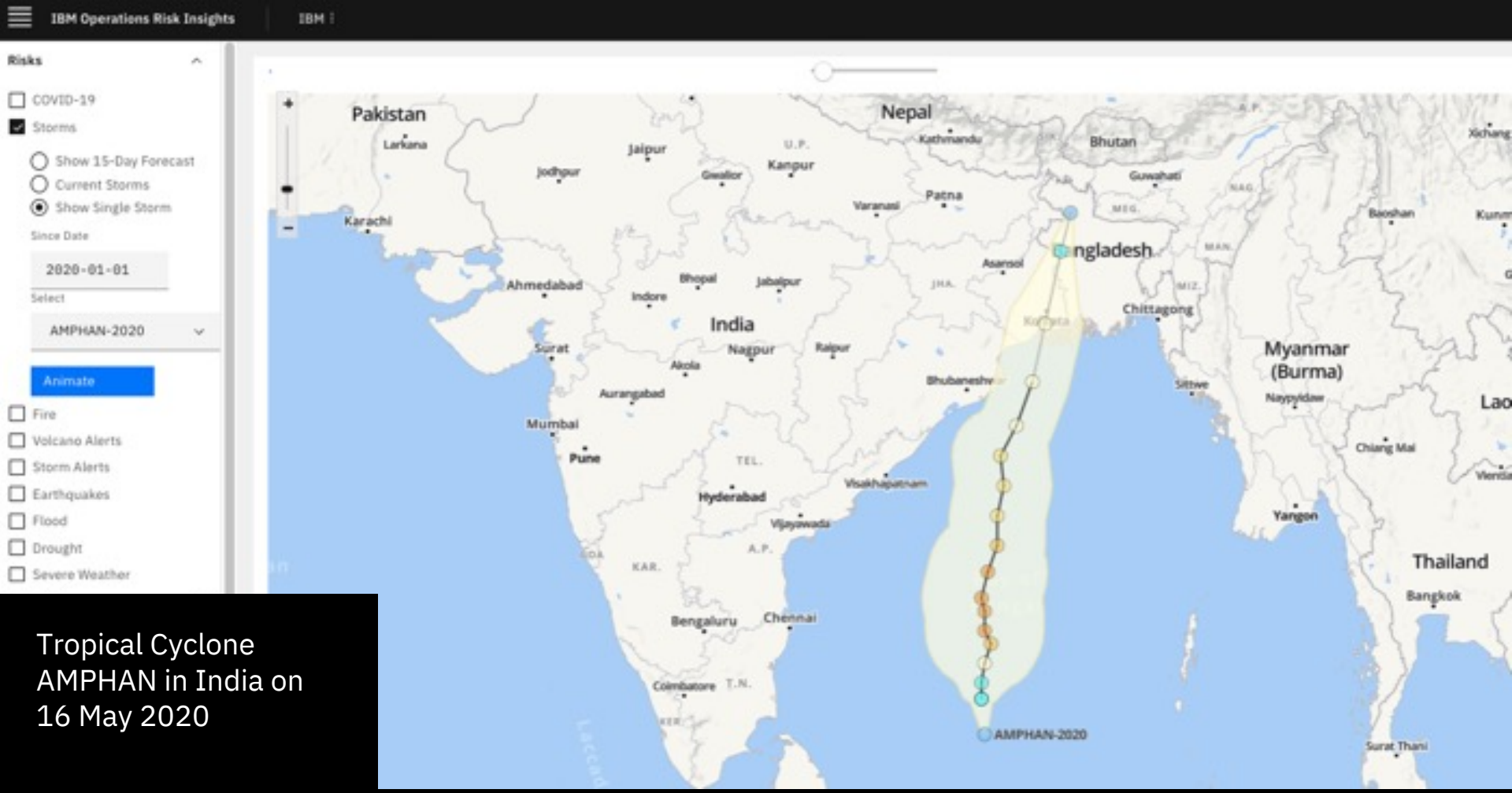
COVID-19 cases details in Worldwide



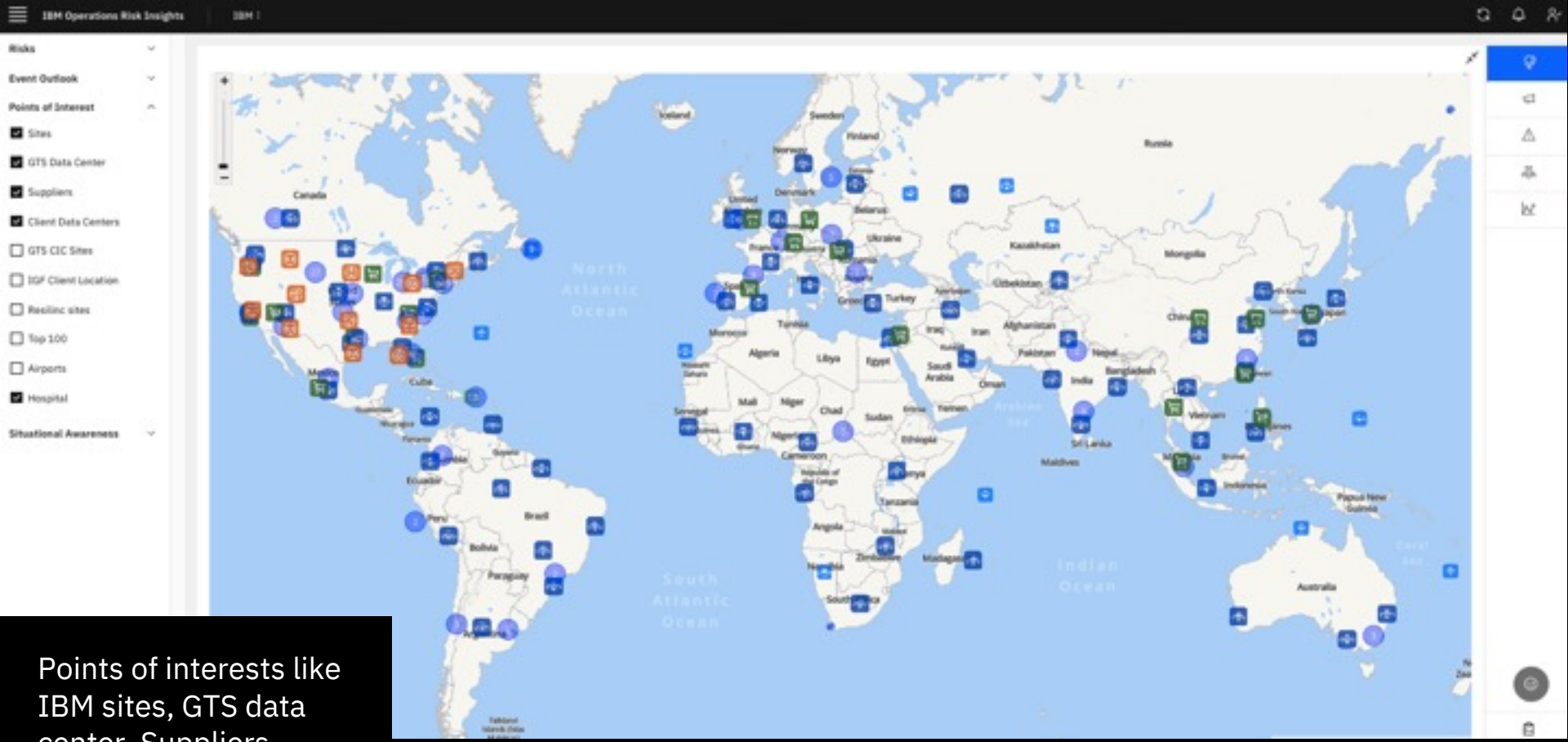
COVID-19 cases details in India



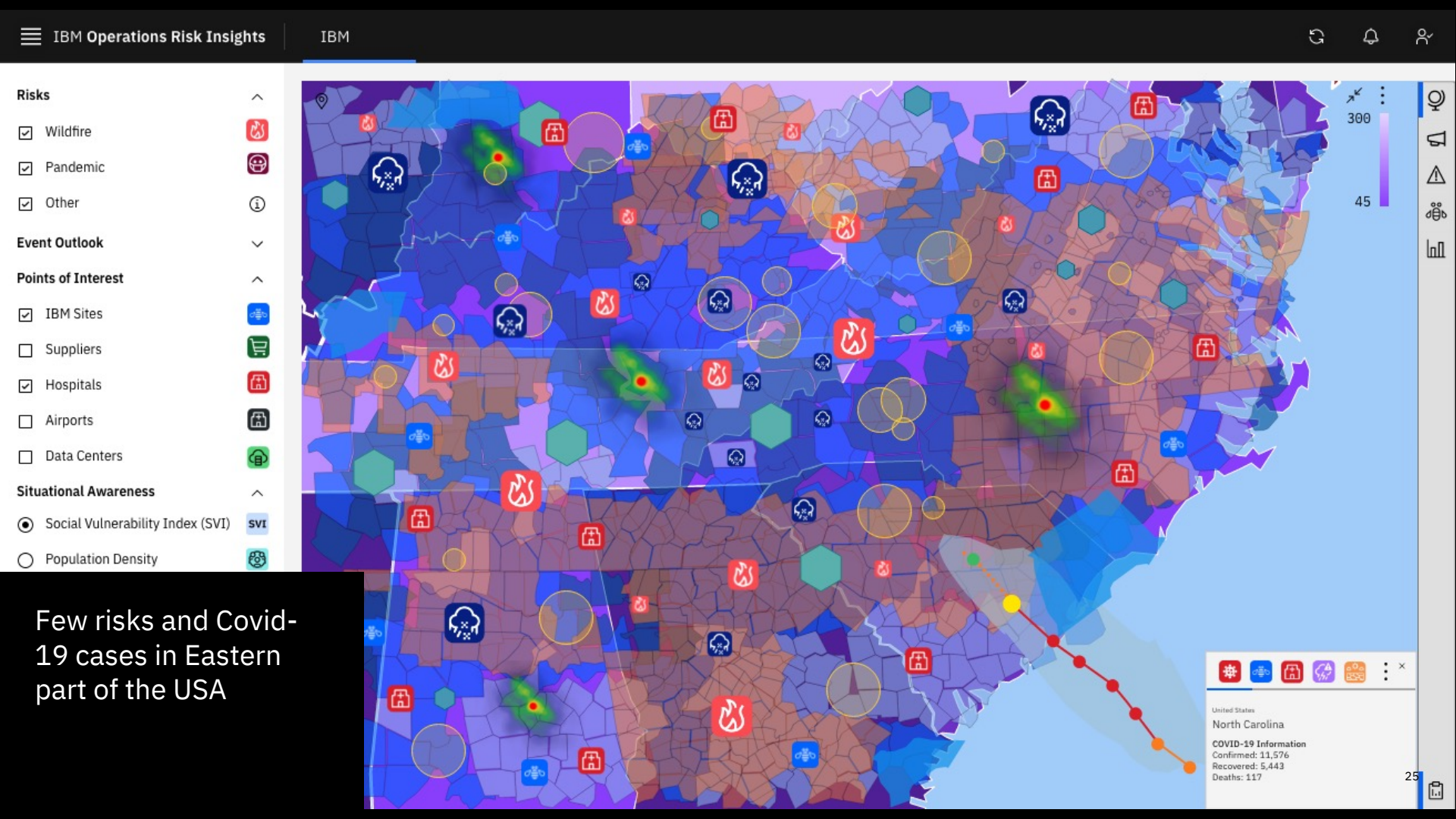
Situational Awareness for COVID-19



Tropical Cyclone AMPHAN in India on 16 May 2020



Points of interests like IBM sites, GTS data center, Suppliers, Hospitals etc.


IBM Operations Risk Insights
IBM
Risks
Wildfire
Pandemic
Other
Event Outlook
Points of Interest
IBM Sites
Suppliers
Hospitals
Airports
Data Centers
Situational Awareness
Social Vulnerability Index (SVI)
SVI
Population Density
300
45
United States
North Carolina
COVID-19 Information
Confirmed: 11,576
Recovered: 5,443
Deaths: 117
Few risks and Covid-19 cases in Eastern part of the USA
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Thank you

Adarsh Chara
—
adarshachara@gmail.com
91- 99805 94898
adarshchara.com