

# 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 design 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



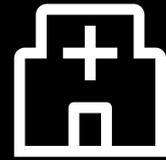
47  
suppliers



10  
airports

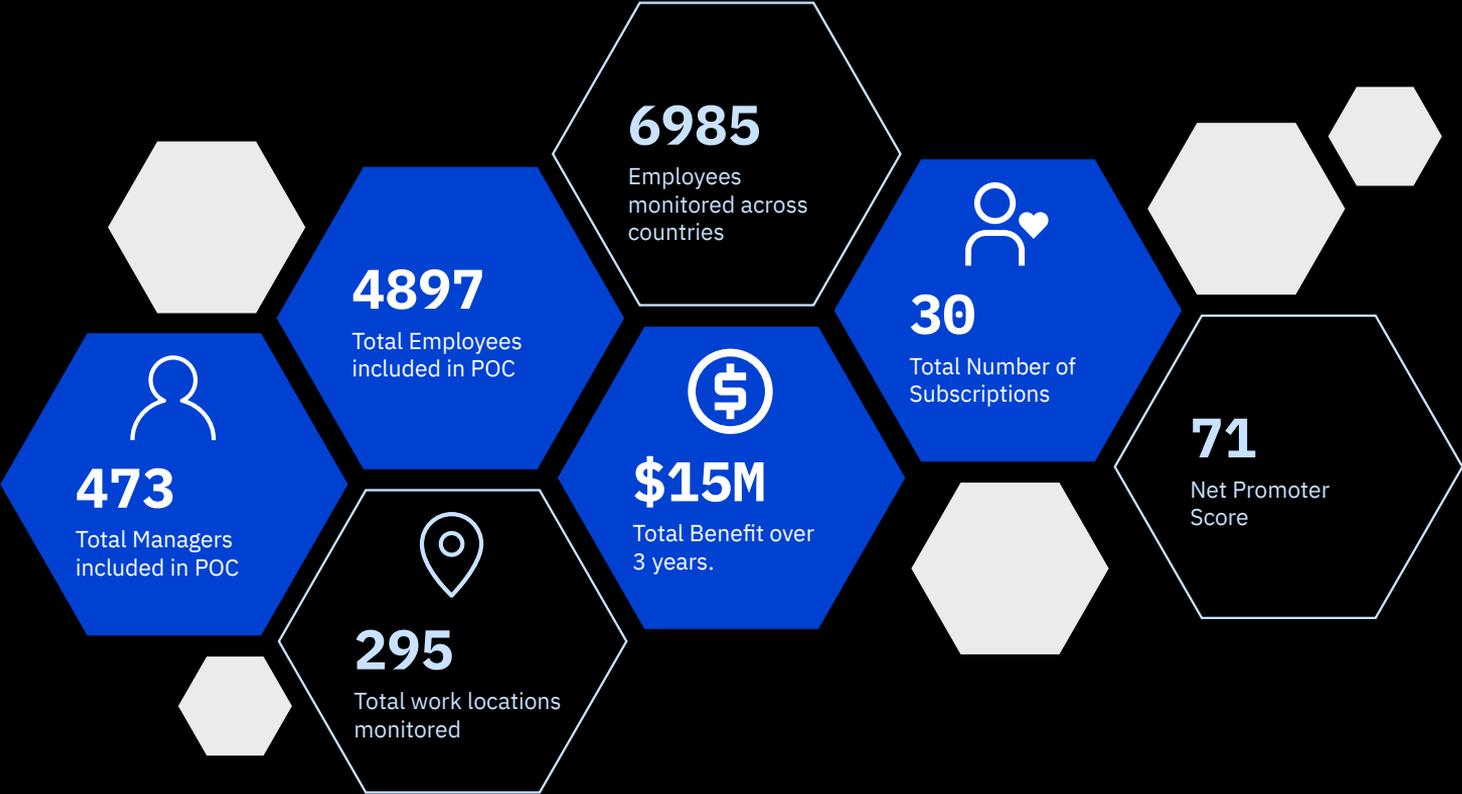


94  
hospitals



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

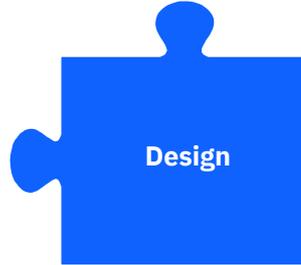
WIP live link

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

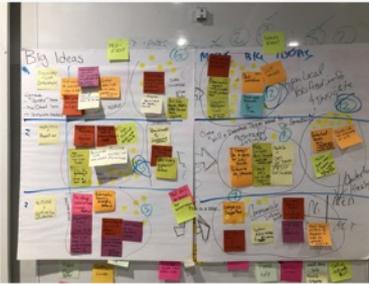
- Old UI is not appealing
- Bad user experience
- Unable to select multiple layers or risks at the same time
- Notifications, and share unavailable
- Too much data in a single view
- Covid – 19, news, and alerts data unavailable

\*Consolidated main pain points

# Key Users

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

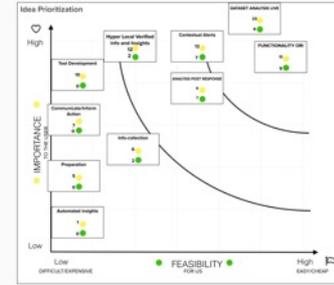
# Workshop - Design Thinking Session



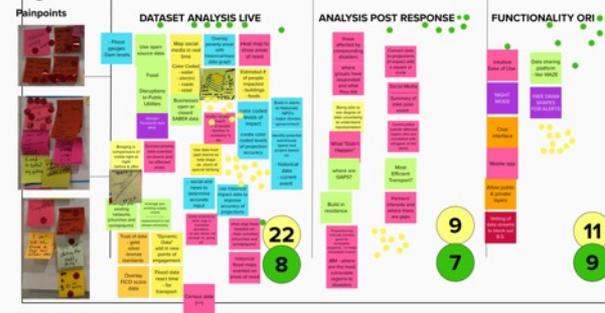
## Big Ideas



Millie Rebecca Jurij Rahul  
 Malikarjun Appolo Chester  
 Tom Kimberlee



## Big Ideas



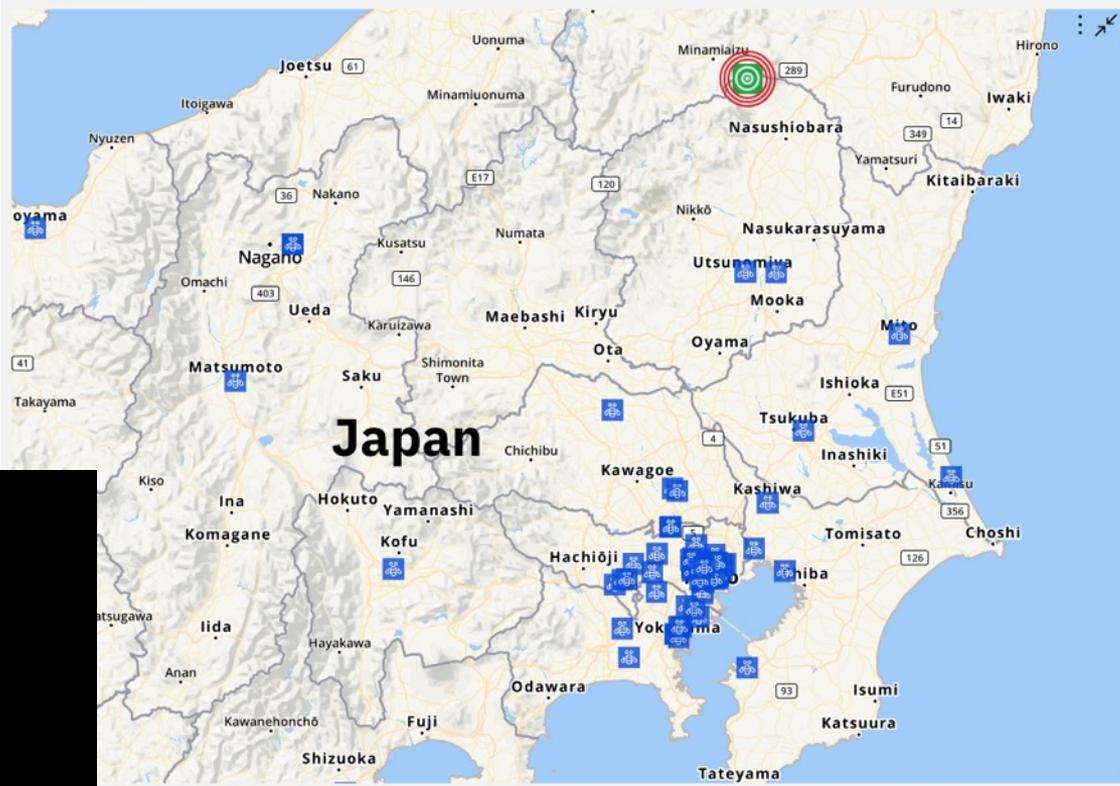
## Roadmapping

Big Ideas	1 week (24FEB)	30 day (30MAR)	60 day (27APR)	90 day (25MAY)	XXX day (xxXXX)
Hyper Local Verified Info and Insights	Millie / Rebecca				
Public Health City	Tom / Rahul Anu				
Contextual Alerts	Cher/Rahul				
Hyper Local Verified Info and Insights	Millie, Sammy, Tooting				
Hyper Local Verified Info and Insights		Malikarjun / Mat			



Risks

- COVID-19
- Storms
- Earthquakes
- Flood
- Extreme Weather
- Drought
- Wildfire
- Pandemic



Watson Moments  
Japan as a case study  
ORI Video

BIRMINGHAM (ATL764)	19 UNION SQUARE WEST
HUNTSVILLE (US152158)	19 UNION SQUARE WEST
LAKE HAVASU CITY (WA9493)	19 UNION SQUARE WEST
TUCSON (TUC9665)	19 UNION SQUARE WEST



Search News/alerts

News Feed Alerts

**Watson**

Due to M7.2 earthquake within 5km of Suppliers 45328 in Minamiizu, Japan, Watson recommends ordering replacement parts from an alternate supplier in Mexico to avoid product delivery delays in 3 weeks.

Confidence score 85%

[Show details](#)

[Place order](#)

15hrs ago

**Earthquake 0.76**

M 7.2 in Japan on 27 Apr 2021 08:05 UTC  
About 100,000 people in MMI>=IV  
About 1,000,000 people within 100km... [Read more](#)

18hrs ago

**Earthquake 0.33**

M 6 in India on 28 Apr 2021 02:21 UTC  
500000 people in MMI VII  
10410000 people within 100km... [Read more](#)

18hrs ago

**Earthquake 0.47**

M 6.1 in Papua New Guinea on 27 Apr 2021 08:05 UTC  
About 1000 people in MMI>=IV  
About 1000 people within 100km... [Read more](#)

# Old screens

# Coronavirus COVID-19

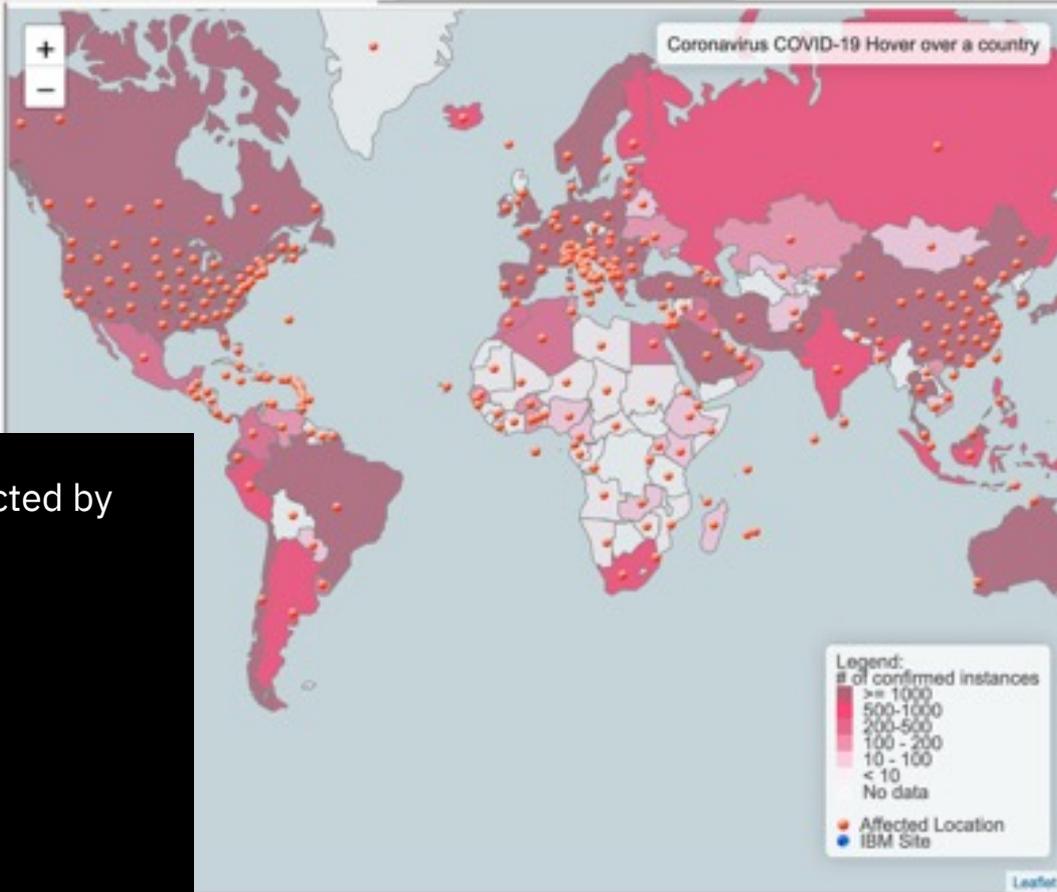
REMOVE WORLD MAP

ADD WORLD MAP

## Affected IBM Sites

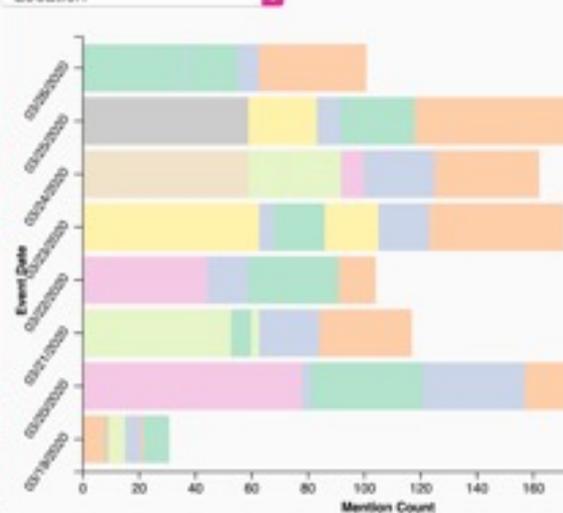
Search for Site nar

Click on a country to view the affected IBM Sites



All Regions Watson Discovery News (2020-03-19 - 2020-03-26)

Location



IBM sites affected by Covid-19

- italy
- uk
- china
- u.s.
- us
- europa
- new york
- australia
- india
- america
- london
- united states
- washington
- britain
- california
- wales
- spain

### Kent County Recycling Center will be closing due to COVID-19 concerns

CORONAVIRUS Kent County Recycling Center will be closing due to COVID-19 concerns The Kent County Recycling Center will be closing to limit the spread of COVID-19 to workers and staff.

2020-03-26

All Regions

X

Refresh View

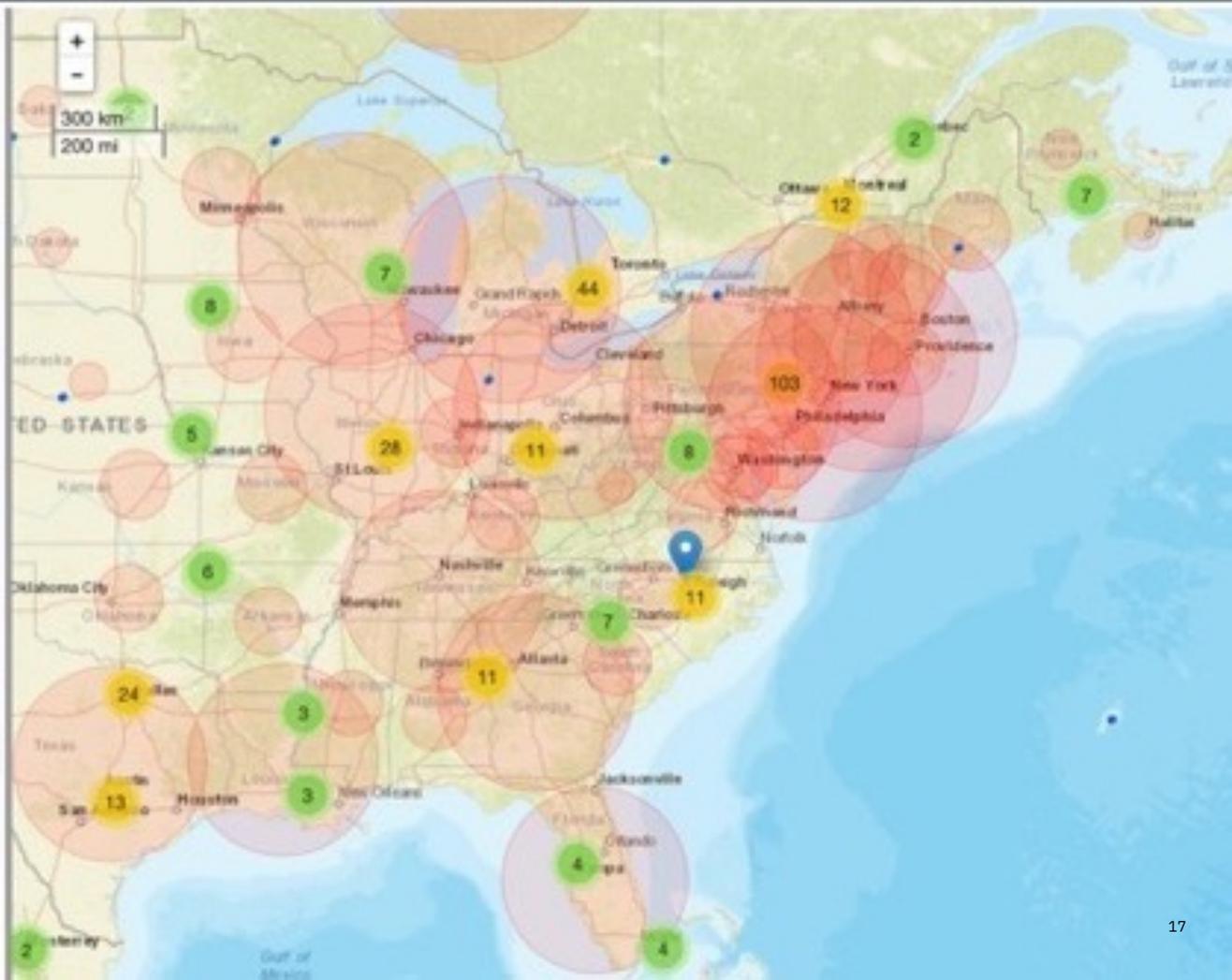
Show Alerts since :

 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

Regions affected by  
Covid-19 in past 1  
week



Risk: ESTHER-2020

February 23 2020 10 AM

Wind speed: mph Category: Latitude: Longitude: Population density: pop./km<sup>2</sup>

AutoZoom  Pan to Storm  All Storms

Consider events since

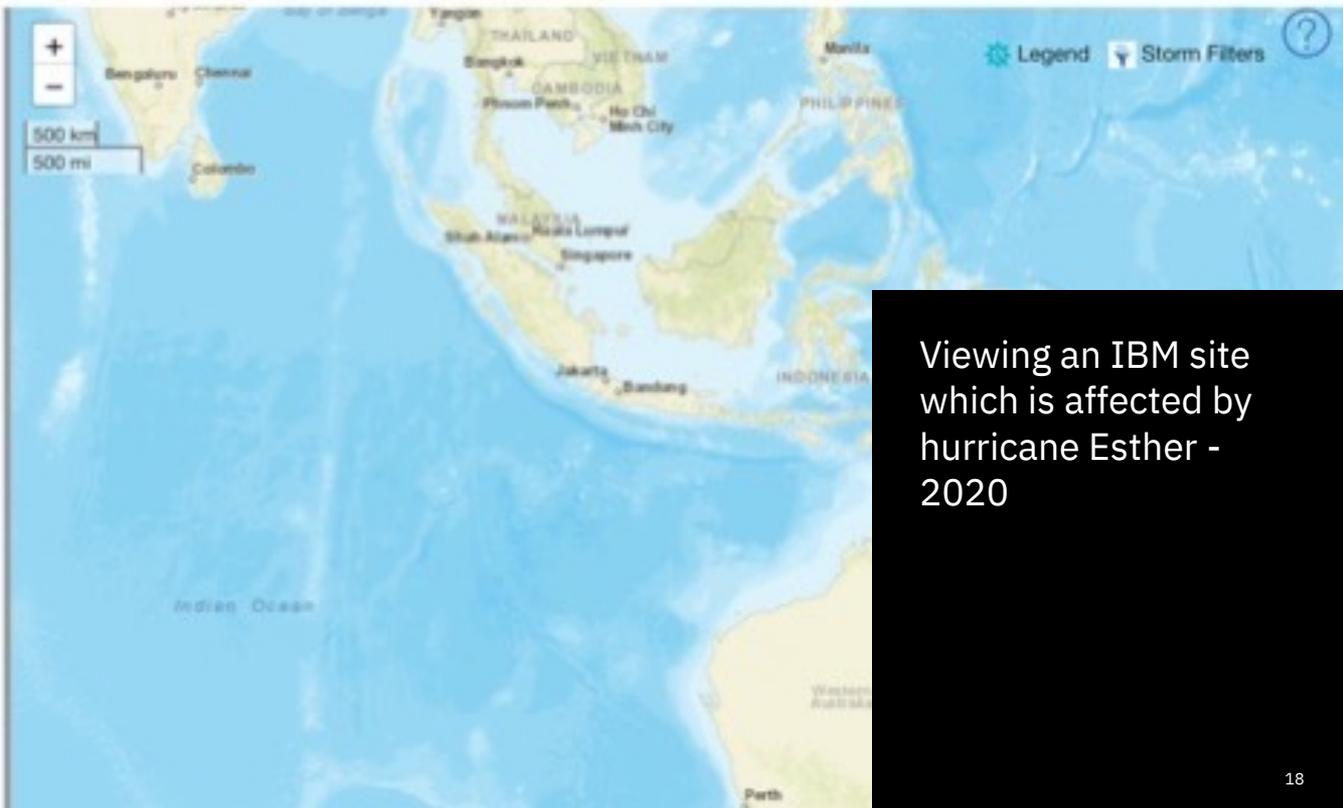
Enable User Preference

Location Types:

In

All locations  Only Impacting locations

My Filters:



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>

Risks

- COVID-19
- Storms
- Fire
- Volcano Alerts
- Storm Alerts
- Earthquakes
- Flood
- Drought
- Severe Weather
- Other

Event Outlook

Points of Interest

Situational Awareness

- Social Vulnerability Index (SVI)
- Global Security Health Index (GSHI)
- CMT
- Population Density
- Income Levels
- Elevation
- Drought
- None



COVID-19 cases details in Worldwide

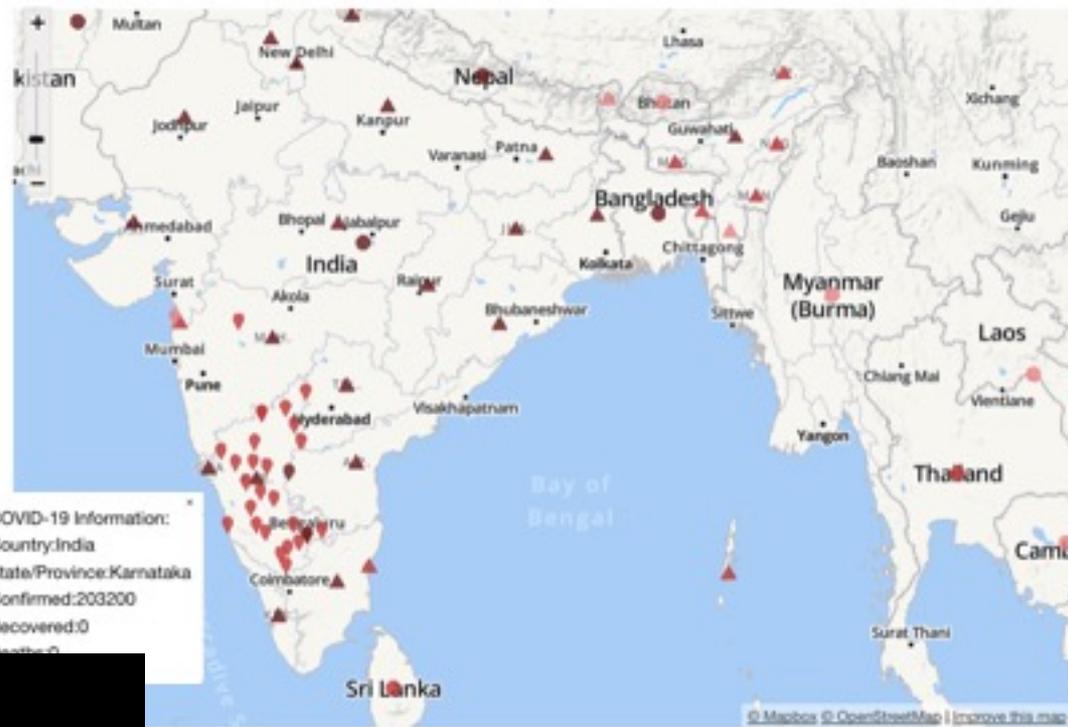
## Risks

- COVID-19
- Storms
- Fire
- Volcano Alerts
- Storm Alerts
- Earthquakes
- Flood
- Drought
- Severe Weather
- Other

## Event Outlook

## Points of Interest

## Situational Awareness



COVID-19 cases  
 details in India

## News

## Alerts

[Karnataka Well being Minister's admission at general public hospital wins praise as prime brass turn to personal hospitals](#)

Adhering to his transfer, numerous citizens took it as a display of faith in the community health care method. The...

[India Coronavirus Updates, 11 August: West Bengal registers record recoveries, Karnataka revises home isolation guidelines](#)

India Coronavirus Updates, 11 August: West Bengal registers record recoveries, Karnataka revises home...

[Coronavirus Cases, Vaccine Latest News, Maharashtra, Delhi, Tamil Nadu, Karnataka Corona Cases](#)

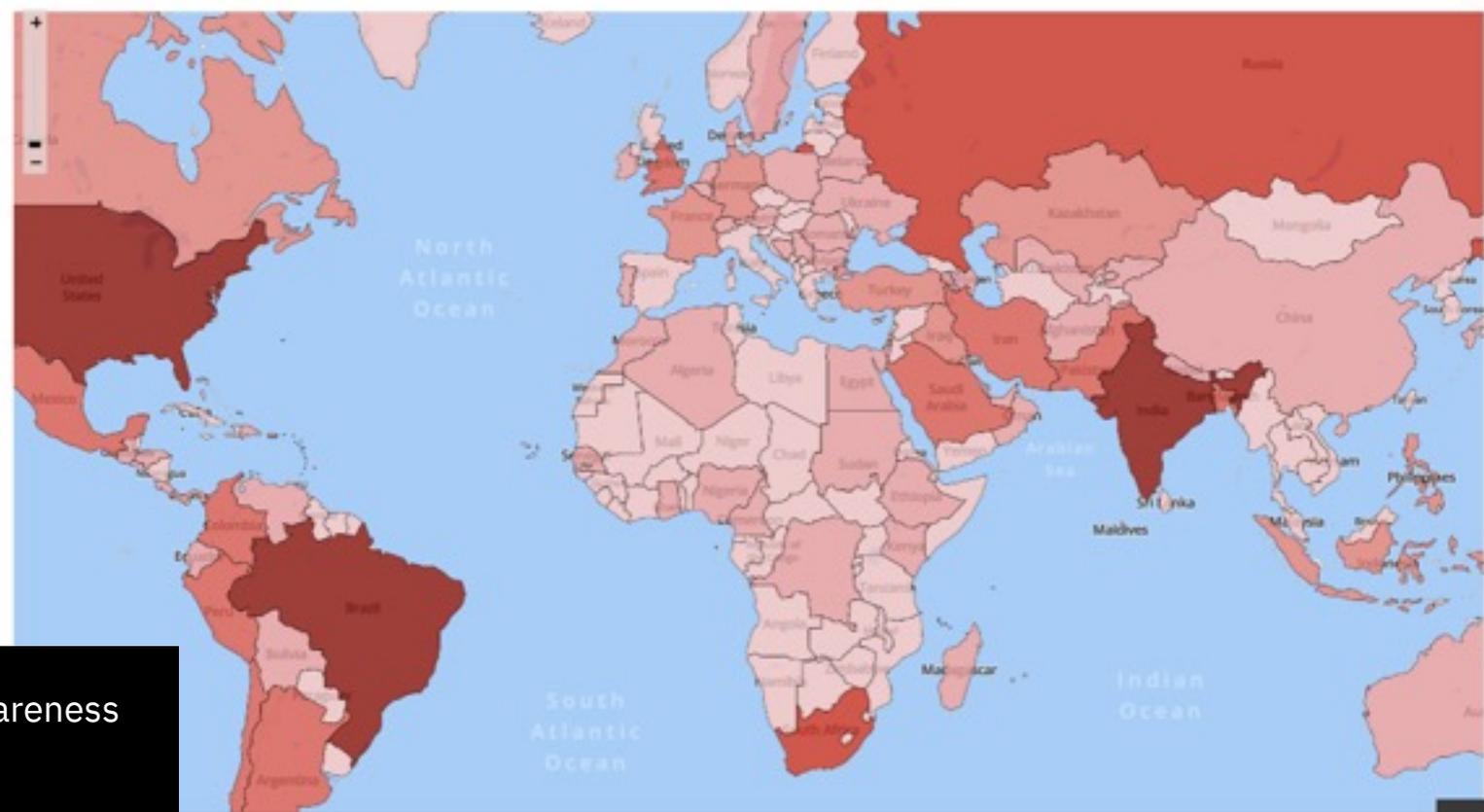
Coronavirus Cases, Vaccine Latest News, Maharashtra, Delhi, Tamil Nadu, Karnataka Corona Cases Written by...

[Karnataka Chief Minister BS Yediyurappa Back Home Week After Testing Coronavirus +ve](#)

Six staff members working in his office had also tested positive a day after BS Yediyurappa tested positive for the...

[Karnataka health minister chooses government hospital for coronavirus treatment - Connect Gujarat English](#)

- Risks
- Event Outlook
- Points of Interest
- Situational Awareness
  - Covid 19
  - Social Vulnerability Index (SVI)
  - Global Security Health Index (GSHI)
  - CMT
  - Population Density
  - Income Levels
  - Elevation
  - Drought
  - None



Situational Awareness for COVID-19

## Risks

 COVID-19 Storms Show 15-Day Forecast Current Storms Show Single Storm

Since Date

2020-01-01

Select

AMPHAN-2020

Animate

 Fire Volcano Alerts Storm Alerts Earthquakes Flood Drought Severe Weather

Tropical Cyclone  
AMPHAN in India on  
16 May 2020

- Risks
- Event Outlook
- Points of Interest
  - Sites
  - GTS Data Center
  - Suppliers
  - Client Data Centers
  - GTS CIC Sites
  - IGF Client Location
  - Resilienc sites
  - Top 100
  - Airports
  - Hospital
- Situational Awareness



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

Risks

- Wildfire
- Pandemic
- Other

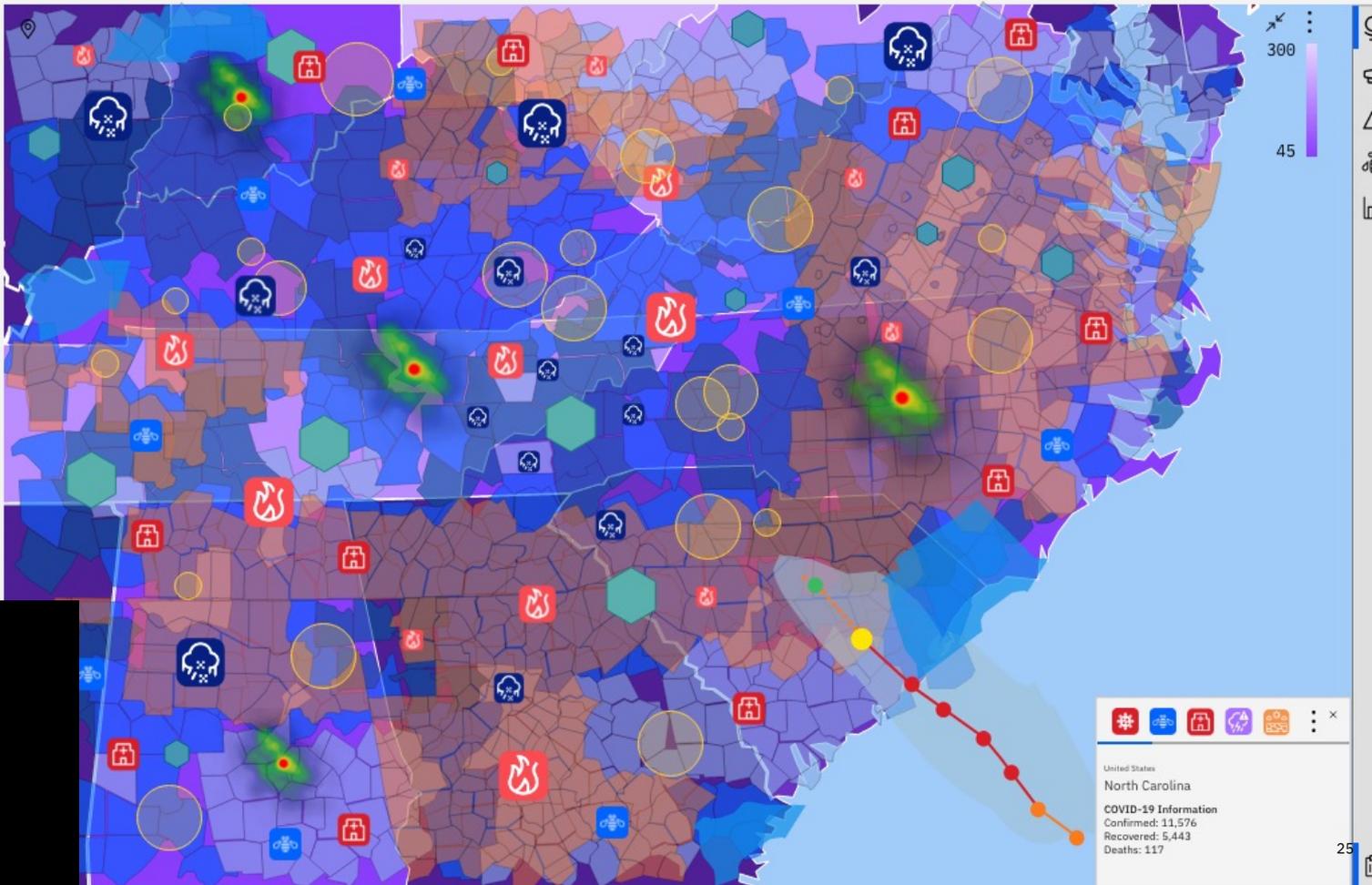
Event Outlook

Points of Interest

- IBM Sites
- Suppliers
- Hospitals
- Airports
- Data Centers

Situational Awareness

- Social Vulnerability Index (SVI)
- Population Density



Few risks and Covid-19 cases in Eastern part of the USA

# Thank you

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