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UX/UI DESIGNER

Welcome to a presentation showcasing the three most significant projects during my time at BISim.



FR, VBS MAP

Contracted new application - configurable external map connected to VBS3 simulating functionality of military GPS devices.

Duration

8 months 05/2019 - 12/2019

Work-time

Work: 513 h / 64 d Meetings: 90 h / 11 d

Overview

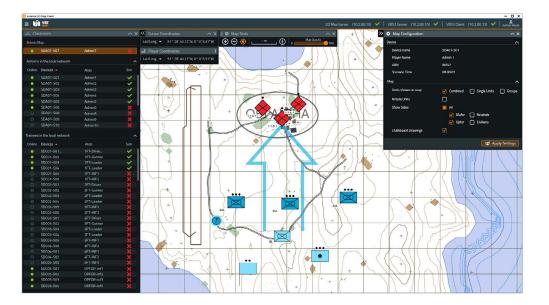
Contracted by the French Army to deliver 2D map as external application running next to VBS3. The aim of this project was to provide a stand-alone C2 system monitoring of what's happening in VBS3 which could be configured and controlled by admins. The primary use case was training French intelligence units simulating looks of various GPS devices.

The Team

The team consisted of 11 core developers from outsourced company, 3 leads - one internal PO responsible for the delivery, scope and vision, 1 producer / scrum master, 1 team lead from the outsourced company managing the team, tasks and work and me as UX/UI designer. We've had 4 devs from our company as external oversight - front-end dev, 2 programmers and 1 back-end architect.

Main product features:

- Stand-alone app
- Server based architecture including own server and clients (web based and stand-alone exe) that communicates with VBS server
- Online / Offline mode for the map
- Admin / User mode of the app
- VBS entities and Chalkboard drawings shown on the new map
- Filtering of the entities visible on the map for admin and users
- Customisation of the map to look like a GPS device





Tools



















Why it's significant project

This was the most successful project in this company for me in: UX result and implementation, very close collaboration with the development and the most detailed UX process I've been able to do within the company's limitations.

What happened with the project next

Thanks to the success of the solution and implementation the team has done, it's been branded as its own product within the company. Currently it's on the product roadmap for integration with VBS Plan to provide solution for a project for Australian army.

Challenges on the project

- Stakeholders weren't invited to the kick-off workshop and we've missed critical information that shaped our project into the current form. Architecture variations discussions froze development for 1 month and meant complete redesign of the app, change of back-end / front-end architecture, change of design for the users and many discussions that followed.
- We've lost our project manager in the middle of the project so the customer contact was cut off to a large degree.
- As the VBS4 style-guide was still in process of making and being changed on weekly basis it resulted in inconsistent styling of our app and changes being

promoted to the dev team too late.

Successes

- Final product was accepted by the French Army without any remarks. The procurement officer liked the product so much that he's decided to release it for the whole French Army, not only the original branch that has commissioned it.
- We've had access to different sources (internal and external) for input about how military systems work which helped us to shape our product.
- Thanks to the dev team lead being very active in organisation of work and communication, the UX changes got to the code very quickly and in good quality so throughout the whole development we've had a stable build that could be tested/demoed at any moment which was very useful in acquiring feedback from the stakeholders and potential users. The original budget was even stretched to facilitate better UX through additional features.
- The whole team participated in shaping the UX, always providing feedback, testing and employing common sense to validate the designs. All devs including documentation were reaching to the UX designer for info and decisions about the design and how things should work.
- All leaders in the team cared about the UX, driving good balance between developing new features, bug fixing and UX improvements, which resulted in a well balanced product.

UX Process on this project

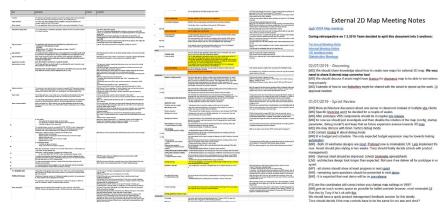
Strategy	Research	Prototype	Design	Deliver
	•	•	•	•
Requirements	User flows	Brainstorming	Visual Design	Pixel Perfect Design
Vision	Comparison	Sketches	Interactive Prototypes	Exported Assets
Personas and User Goals	SME Interviews	Wireframes	High Fidelity Mockups	Product Logo
Team Workshop	User Stories	Interactive Prototypes	Icons	Validation
Stakeholder Interviews		User Testing		
Business Goals		Customer / Stakeholder		
		Feedback		

UX process



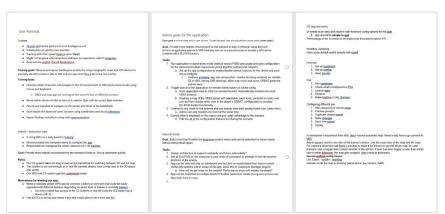
Strategy - Requirements

As most projects this one also started with studying requirements signed with the contract and use cases written by the PM (Project Manager) when the project has been created. At this stage I'd start having UX synces with the PO (Product Owner = Team Lead), asking various questions about the requirements and starting meeting notes with clarifications that were brought to the team later.



Strategy - User Personas and User Goals

Based on the given use cases I assembled a short list of user personas and their goals and needs while using the product.



Strate

Strategy - **Team Workshop**

To kick off the project with the team and share project understanding from the start of the development we've done a 5 day workshop with the core of the dev team that flew in to Prague and invited other external specialists (US) which would help us identify key elements of the project that can be built based on our company's technologies.

We'd acquire a high level vision from the development lead, talk to programmers and architecture specialists about back-end technologies and review projects similar to ours if we could build on top of technologies already developed. My role in this was various, on some days I'd help run things, participate in discussions or make notes, on others I'd create supporting documents which moved the discussion further.

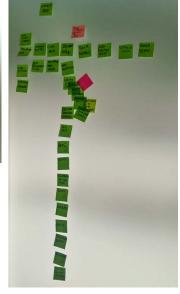
Day 2: User Stories Exercise

We've employed external facilitator so we could do this as a team and PO could focus purely on answering questions and clarifying details. We ran over the requirements again and constructed user stories for core features.



Day 2: UX Design Exercise

After we'd split the requirements to user stories based on admin and user perspective, we'd do a time-boxed exercise where we'd split into teams of 2 and each team would have 10 mins to design their vision of high level part of the application. We'd do 4 blocks

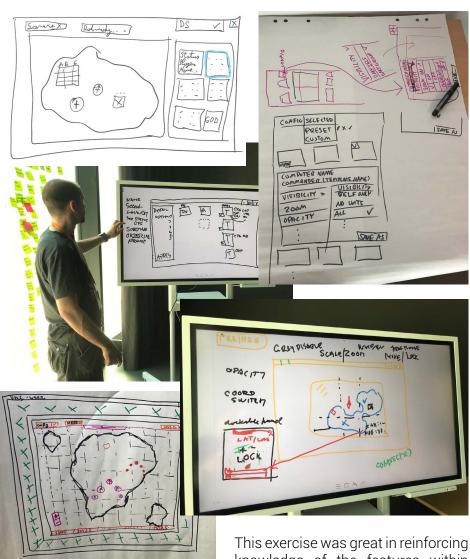


of the designs each followed by 10 mins presentation of the design by every team and getting feedback. The high level blocks were admin dashboard, trainee view of the app, admin configuration and admin's map.



Strategy - **Team Workshop**

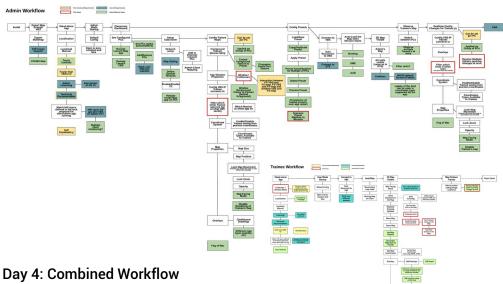
Examples of artifacts created on the UX part.



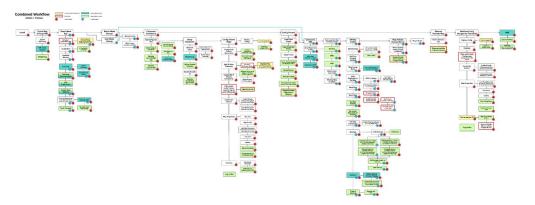
knowledge of the features within the team, showing how everyone imagines the app differently and also providing multiple perspectives of how the system might work and what all needs to be taken care of.

Day 3: Converting user stories into user workflows

I've taken pics of all the user story cards we've written and converted them into user and admin user flows so we could share it within the team and use it for further discussion. (I also started sketching the UI myself this day)

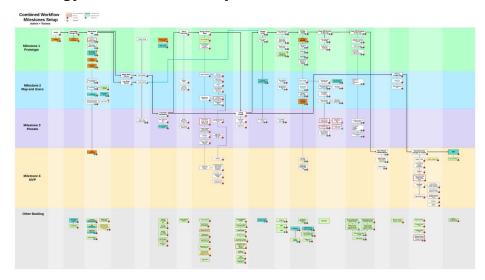


At this point I've combined the workflows into one that would show overlaps in actions needed both by admin and trainee.



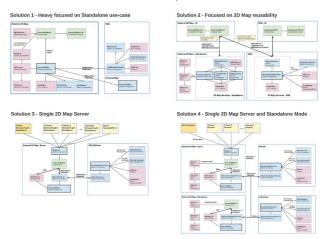
The next part was splitting all this work with the team into 4 development milestones which would also define when which features would be developed.

Strategy - Team Workshop



Strategy - Stakeholder Interviews and Business Goals

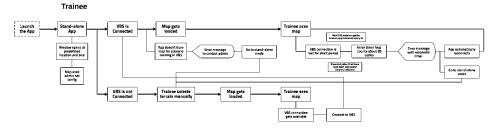
The last part of the strategy that had huge impact on the development happened right after the workshop and lasted for a month, where we were involving stakeholders, having architecture and business goals discussions and shaping the vision of the project. My role in this was mostly facilitating the meetings (to not waste time in endless discussions), taking notes and spreading shared understanding (often the only issue was two people talking about the same thing not seeing it) while keeping the one source of truth document up to date.



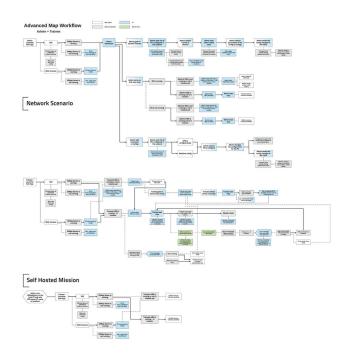
Research - User Flows

At this point we've had an idea of generally what the app needs to do, but didn't know how we'd get there. I've started mapping basic app flows depending on the state of the app and different architecture variants. We'd be having discussions with developers and stakeholders to ensure internal business goals are met and the team will be able to realize the solution. The team has got additional 10% of the budget which was funded internally so we could realize the future-proof architecture solution.

Basic Map Workflow



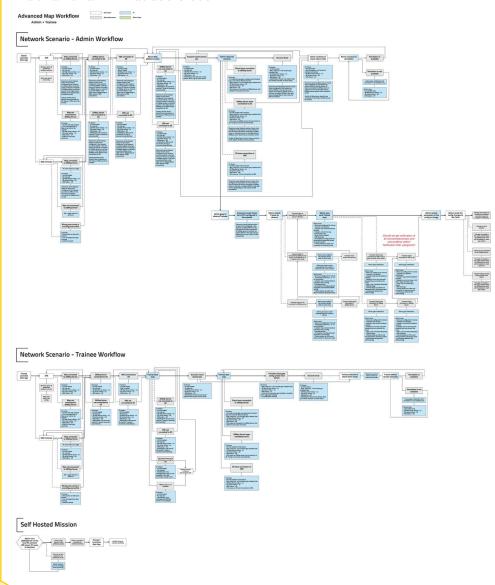
Advanced map of app states depending on network context and showing what users see at each point in UI and in the app:





Research - User Flows

Second iteration of the previous workflow, with more details about the behavior and what users see:



Research - Comparison

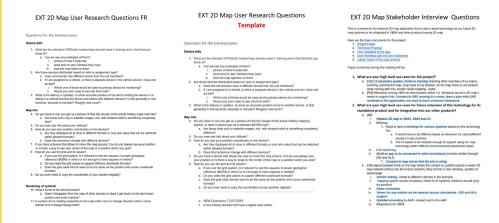
While working on the workflows we've started to dig into what our application could look like UI wise. We've looked into commercial map

applications as well as military examples to see what UI elements are most commonly used and what colour schemes are standard.



Research - SME Interviews

From there we started interviewing various SMEs (Subject Matter Expert). We've interviewed product management stakeholders to find out their preference in which style of UI we should follow. We've reached out to UK training centers through to explore capabilities of the military C2 (Control and Command) map systems and through the project manager we've contacted the French Army training center, which represented directly our end users so we could find out what would be most useful for them and what the system needs to be doing to support their training goals.



Research - User Stories

Simultaneously as we were working on the designs we were converting the user stories from the workflows into Jira tasks - 1 for the design and then based on the mockup several for implementation. Usually, there'd be front end and back-end part to most tasks. Some so complex that it required several back-end tasks. We've kept this backlog alive and updating till the end of the project.





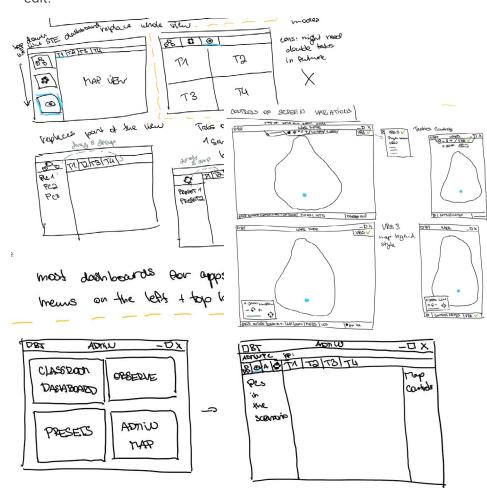
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Prototype - Brainstorming

Brainstorming was part of our regular meetings. Every week we'd have a UX review with the team leads, tech lead and optionally front end devs. When reviewing each of the designs we'd brainstorm variations of the solutions as well as discuss feedback from the stakeholders and its integration possibilities and scope.

Prototype - Sketches

Sketches were mainly utilised at the beginning of the prototyping. We've quickly transitioned to wireframes as they were much quicker to copy and edit.



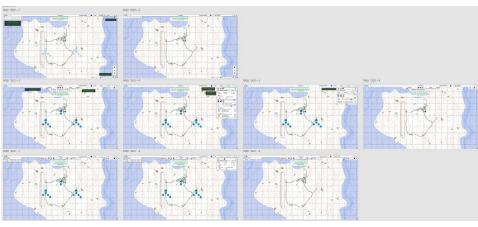


Prototype - Wireframes and Interactive Prototypes

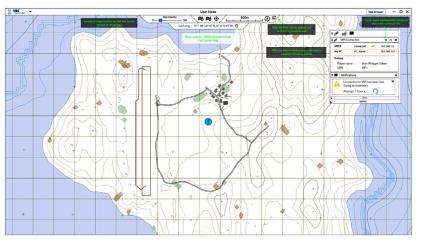
We've started wireframing with the first exploration of map layouts and continued to wireframe for most of new features up till the creation of the final skin. All wireframes were clickable from first iteration.

Early explorations of map layouts:

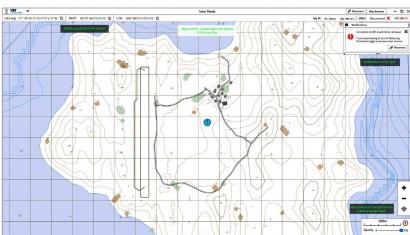








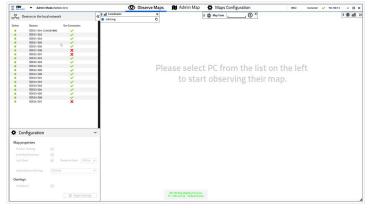




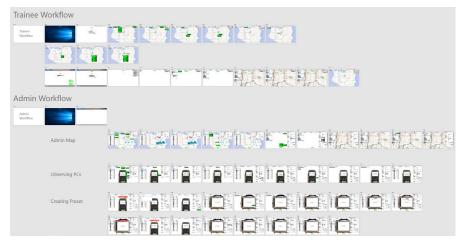


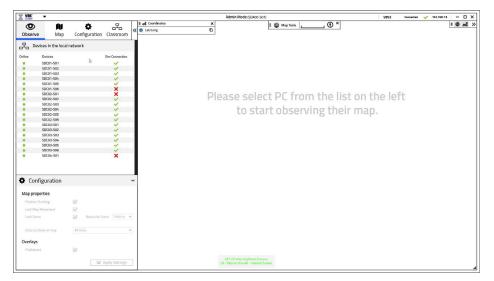
Prototype - Wireframes and Interactive Prototypes

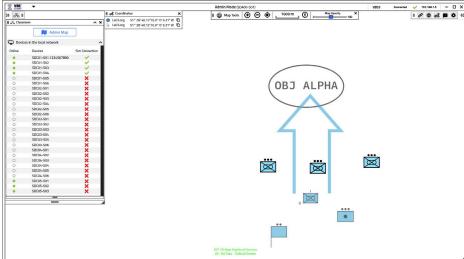
Early variations of the admin layout:











Prototype - User Testing and Customer Feedback

User testing was utilized throughout the whole development of this project. There were several main points where user testing played key role in our decisions.

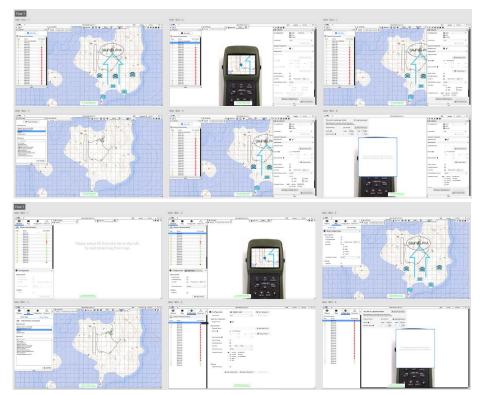
First of them was when we were deciding which layout would best work for admin in operating the map environment. We were split between layout using tabs defining each process in separate screen or free floating panels that presented all processes mixed together.



Prototype - User Testing and Customer Feedback

Two workflows each having a main screen for each of the key processes showed were created and 8 internal users from different disciplines have been recruited to go through the main use cases for admin persona. Each user was asked to fulfill 8 tasks on presented workflows and each user was presented workflows in different order so there would be equal first time interaction for both types. The user testing was assessed in terms of successfully completed tasks, difficulty with which the users completed the tasks and their feedback. In the end the no tab version was more successful with 48 scored points compared to tabbed version with 41. Since no tab design was he favourite version of the product management, PO and was consistent with our newly developed UIs, it was clear choice.

The later testing was done on live product, where we'd keep biweekly play tests with the team. I would do UX checks on live implementation several times a sprint and we would have couple sessions over the project with the French customer, where we would live demonstrate the system and ask them for feedback.



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Task number	4						
Task Description	You want to set the map						
fulfilling the task	options for the trainee so	Yes	Yes	NO	NO	Yes	Yes
User comments	they can start moving	1: Lock map movemen	nt	1; Have no idea, Right	panel is presets. I	1: This is their persons map what	
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	5						
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fulfilling the task	see what's happening in	Yes	Yes	Yes	Yes	Yes	NO
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	6					The state of the s	
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Yes	Yes	Yes	NO	Yes	Yes	Yes	6	
describes battle plan,	1: admin map		1: my map, dunno who's	map is it	1: it's my map, there's no label			
Yes	Yes	Yes	Yes	Yes	NO	NO	4	
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Yes	Yes	Yes	Yes	Yes	Yes	NO	7	
	1: observe button, click		1: list of people, click on	2: observe button 2: pick someone and click	1: click on units on the map to		,	
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Coming	1. Config below		1. Coming on the right	2. bottom comig	1. Coming on the bottom			
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Design - Visual Design

While working on the wireframes, we've explored variations of the visual design. Starting with orange and gold main highlight colour to go with our VBS3 theme, and going through blue and green variations based on other / competition applications we've explored before.



The rest of the colour scheme was based on newly emerging visual style that the UX department was creating for new flagship product of our company. In the end the orange highlight colour was chosen since the map primarily works with VBS3 and new VBS4 style of the rest of the UI.



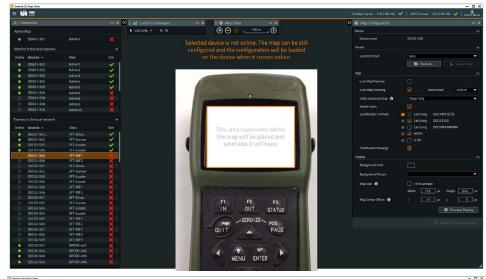
Design - High Fidelity Mockups

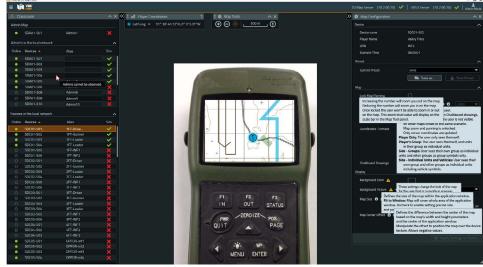
After we've picked the final visual style I have reworked all screens into the coloured form and kept adding features such as dialogs, colour picker, info messages and tooltips, support dialog and other.





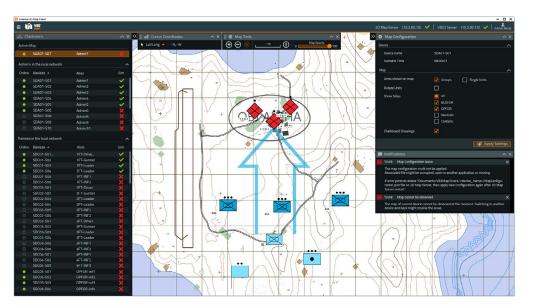
Design - High Fidelity Mockups













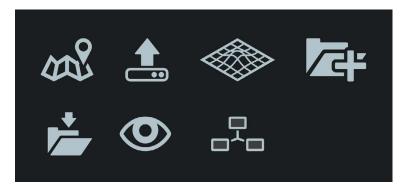


Design - High Fidelity Mockups

Notifications system and responsive UI behavior workflow:



Few custom icons had to be made to suit needs of the product, rest was used from our UX department icons library.

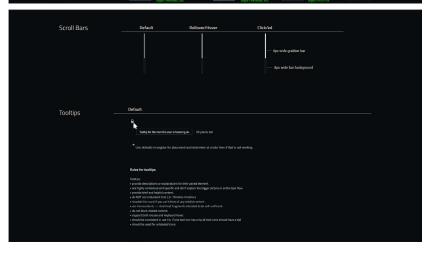




As last a pixel perfect design of all elements in the UI was made. Apart from the design exported from XD in dev mode, icons and installer pictures, a reduced version of styleguide was created for devs with UI elements relevant to our app and their interaction states. We have also created vector graphics based on various GPS and C2 devices that military uses so the customer could use it in their presets.









Deliver - Pixel Perfect Design and Exported Assets



Deliver - Product Logo

Multiple options have been explored during to logo creation. The original design was counting with main product logo and then separate logos for server and client apps. After realizing that we can use the main product icon for the client .exe there have been two final icons - one for server and one for everything else.

First exploration of the various logo ideas based on map and C2 systems.



Slimming the selection and refining selected ideas.



Final selection presented in the mini styleguide.



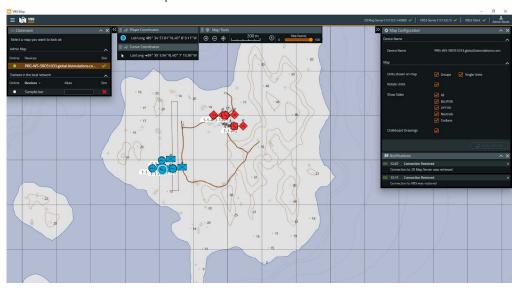


Deliver - Final UX/UI Validation

After all design elements have been implemented by the front end dev, an .exe has been provided for final validation. UI/UX check has been performed with bugs reported and then discussed with the team and PO for priority estimation and Jira tickets creation. Each element of the UI has been checked for tooltip or info bubble.



Screenshot from final implementation:





NL, CHALKBOARD

Contracted redesign of internal drawing tool to support mission planning by placing drawings over the map. Main purpose was to simulate real world paper map and planning missions on it reworked into digital form.

Duration

Work: 1029 h / 129 d Meetings: 120 h / 15 d

Work-time

14 months 11/2017 - 12/2018

Overview

Project contracted by the Dutch army to rework a simple drawing tool developed by our company about 11 years ago. The original scope of the project was supposed to revamp all old features and enhance them with few customer requested tools and options. During the development of the project this has turned into whole new mode of editor which offered extended versions of the original tools, new tools and ease of use the original tool was lacking.

The Team

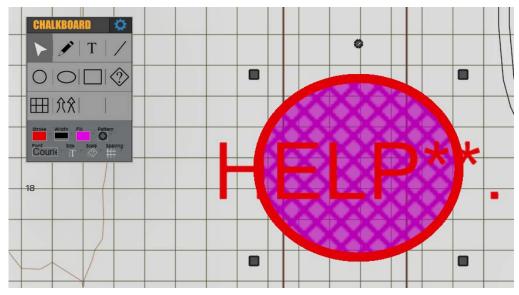
The team consisted of 5 developers from a team in US and their lead, later 5+ developers from outsourced company and their lead + PO and producer / QA from our company and me as UX/UI.

Main product features:

- Separate drawing mode within VBS editor
- Added support for briefing screen to review plan before entering the mission
- Collaborative network transfer of drawings when in mission
- Admin controlled rights who in mission sees what drawings through layer system
- Support of placing 2D and 3D drawings on 2D map and in 3D mode.
- Custom patterns allowing designation of zones on the map
- Support of placing images and map overlays into the mission
- Ability to export drawings into separate file and load on different client



New Product



Original Tool

Tools

















Why it's significant project

This was the first big project I ran UX completely on my own with mentoring from my boss. It was also the first time I have collaborated with US based team (6h timezone difference) and outsourced company with integration of internal devs. This project had the largest amount of project iterations through which it built base of new product VBS Plan (desktop and VR) and is set to be the core of editor of future company flagship.

What happened with the project next

The project was successfully delivered to the Dutch army in December 2018. In May 2019 it was picked for internal competition to be extended as part of STE Planner with tactical planning and mission building features (drawings that turn into AI behaviour) and after successful delivery of this demo it has become base for code and UX hardening in VBS Plan, which was delivered in April 2020 and became core part of new company flagship VBS4 released in summer 2020. Extension of this project was also created as VBS Plan VR and future integration with VBS Map is planned to be a stand-alone app.

Challenges on the project

- I started with UX months before the team was assigned and as a junior at that time it was hard to put together vision for the project, because high level stakeholders were pulling in completely different directions and it kept changing based on which of them took initiative and pushed on others the most.
- I was under the mentorship of my direct manager who was instructing me in
- one direction with preproduction phase and also his boss who was telling me complete different instructions.
- The company had a hard time to find a team to assign to the project and during the development it changed 3 times before settling on one dev team.

Successes

- We've had excellent relationship with the end customer and had a chance to meet with them in pre-production phase and discuss all requirements and functionalities with them. At that point we had wireframes already so we could get feedback on those too.
- We've had regular demos to the customer, where we were able to show the progress and get their feedback on the current tools functionality and usefulness.
- In mid project I went to support a training exercise to artillery school in France. Thanks to the nature of the training there were people who matched profiles of projects' end users exactly and I was able to do extensive interviews and get their feedback on the system.
- I was able to talk to the training center admins and instructors and get info on critical bug that prevented them to use the old tool and would prevent using the new as well. I pushed it to the development and we fixed it so they and other customers can use the product easily.
- Based on feedback from both customer and French we integrated briefing screen functionality so the whole tool usage mimicked more how army trains and does it in real world.
- We've lead UX on this looser from use cases than most of our department did. Thanks to this the tool had incredible wide usage and it was partially why it won internal competition for another project that was crucial for the company's future progress with US army.

UX Process on this project

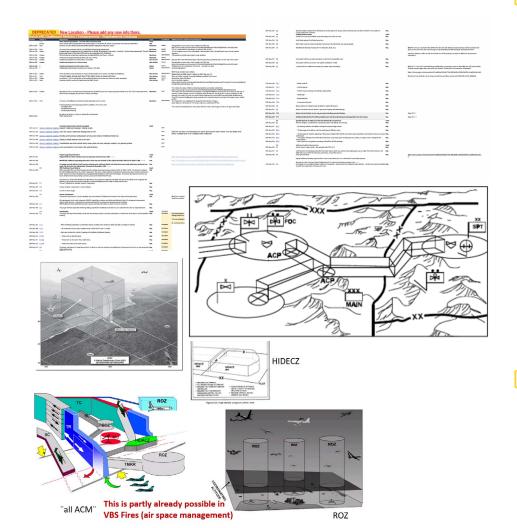
Strategy	Research	Prototype	Design	Deliver
Requirements + Customer docs Analysis Vision and Business Goals Stakeholder Interviews	Use Cases Customer Interview Comparison SME Interviews	Brainstorming Sketches Wireframes Interactive Prototypes User Testing / Playtests Customer / Stakeholder Feedback	Visual Design Interactive Prototypes High Fidelity Mockups Icons	Pixel Perfect Design Exported Assets Product Logo Validation

UX process



Strategy - Requirements + Customer docs Analysis

Since this was paid refactor of already working internal tool, the requirements already contained functionality of the old tools and requirements for new features from customer in form of presentation with feedback on usability of the old tools and how they imagine new ones would work.

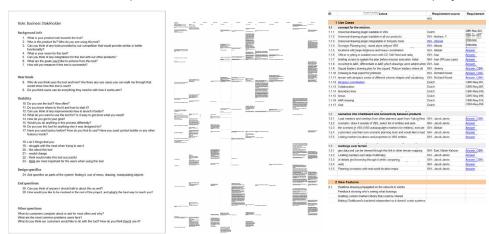


Strategy - Vision and Business Goals

Vision for this project was very unclear from the start and it changed over the course pre-production phase many times. The company was exploring future possibilities for this project and was trying to find a way how to plug it into its long term roadmap together with other products. There were regular meetings with Design Director, company's co-CEO and other members of product management to figure out how this project should be approached.

Strategy - Stakeholder Interviews

Meanwhile I have started to collect data from internal various stakeholders: business side - sales guys, technical sales support, people who've worked on the original tool, QA, product management, designers. Template for interviews was made in various roles and then 11/25 people agreed to provide interview. 31 new features was distilled from the interviews out of which 24 were implemented in this and STE Planner and VBS Plan projects.



Research - Use Cases

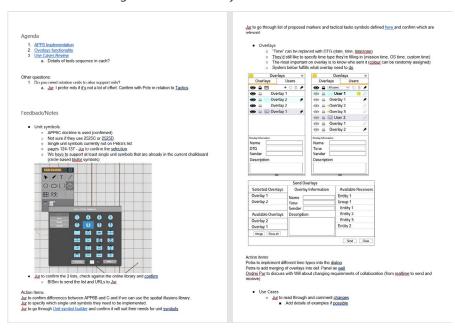
There were 7 iterations of use cases written. First 4 written at the beginning of the project, next 3 when the project was handed to outsourced team, last 2 were updated at the end and have become base for FAT (Factory Acceptance Testing) test cases that QA have created based on last iteration and were used demo the finished product to customer for official delivery of the project.

Research - Use Cases



Research - Customer Interview

Last step of the research we did before prototyping was several hours long customer interview to discuss all features in detail with them and present use cases and wireframes to get feedback. The customer was very active in participation on our communication and took actions to review use cases in detail and provide detailed answers to our questions about how drawings work in military.



Research - Drawing Tools Comparison

Last two parts of research were done together with prototyping. As we started to plan functionality for individual tools, we've started to look into how other applications that have drawing tools do it. There were multiple directions at play based on which stakeholder liked which tool but ultimately we have settled on getting similar experience to Adobe products.

Research - User and SME Interviews

This last part was done after the dev team has started already and was working on adding tool by tool into the prototype. An opportunity presented itself when I went to support international training exercise to artillery school in France.

Research - User and SME Interviews

The exercise was part of training for JTACs (Joint Terminal Attack Controller) and FOs (Forward Observer) which were simulating realistic procedures for planning missions, coordinating airspace and using real artillery calls in virtual environment. There were two platoons of live soldiers role playing force on force mission.

During this exercise I was able to present the project to the trainees as well as their instructors who were JTACs with real experience and who explained to me in detail how missions are planned, what's most useful for virtual training and how some of the tools are used in military.

Outcome of these discussions were: I was later able to persuade stakeholders and PO to implement Chalkboard into mission briefing, creation of two workflows for height stacks - one military based, one generic tool supporting parts of the military procedure, support of different than English keyboard in case some customers have keys physically on different places.

Prototype - Brainstorming

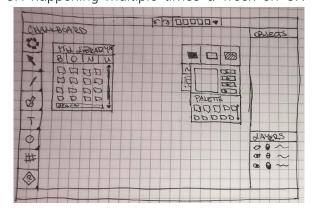
In the first half of the project, brainstorming was mostly done within UX department, as team in US was trying to deliver another project at the same time and had hardly any capacity to spare on this project.

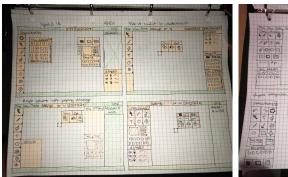
6 months before the delivery the project was handed to newly hired PO in PRG office and his sidekick producer / QA to help organise a dev team from outsourcing company that was hired for us to work on major project for the first time. The collaboration with these was very close and there were discussions about UX happening multiple times a week on UX

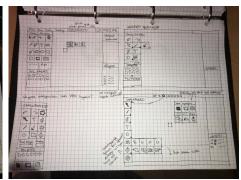
reviews and during sprint meetings.

Prototype - **Sketches**

Sketches were mainly done at the early stages when we were deciding on product integration into parts of VBS.

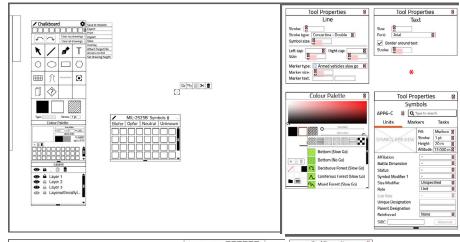




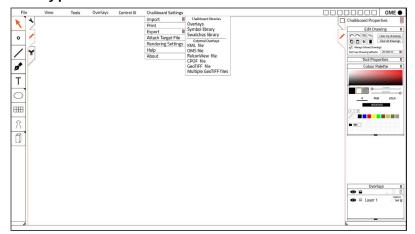


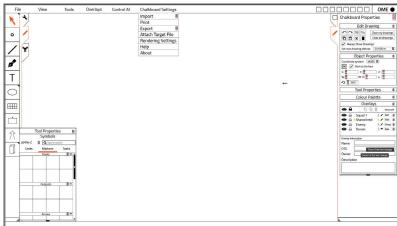
Prototype - Wireframes

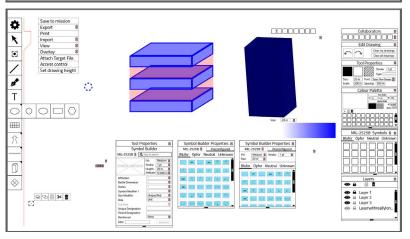
Early versions of wireframes based on the sketches.



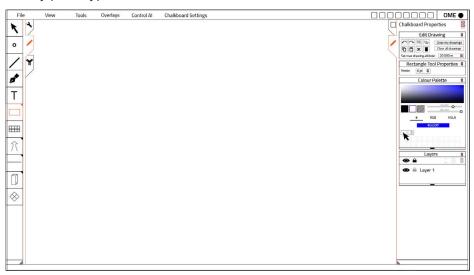
Prototype - Wireframes





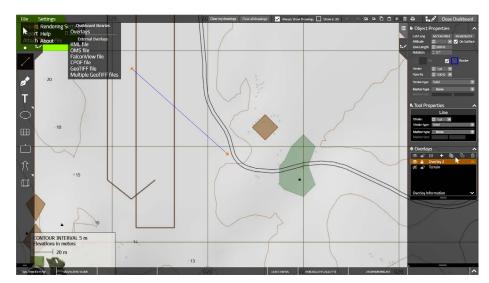


After collecting feedback from stakeholders one approach has been picked from various integration versions and become base for roughly **166 design iterations** of the design in wireframes and interactive high fidelity prototypes.

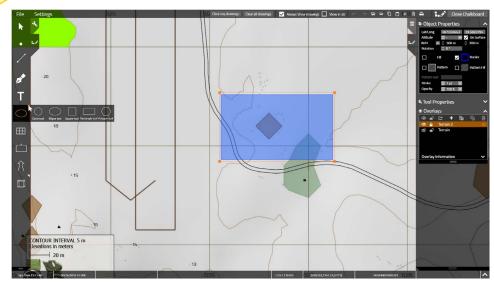


Prototype - Interactive Prototypes and Skin

To allow better collection of feedback on the prototype during sprint demos we've created simple skin to colour the wireframes. The skin followed current style of VBS3.







Separate workflows were done for basic and Pro version of the product for features that needed to distinguish differences between those two. For most tools and features simple workflows focusing only on the concrete part were done and then implemented into the prototype.



Prototype - User Testing / Playtests

User testing of the product has been done in various stages, starting with early wireframes and mockups, where internal developers, stakeholders and customer have been used to get feedback either on targeted testing on a mockup, demo on meetings and customer calls or regular sprintly playtests where we tried to play through the use cases using our prototype.

Prototype - Customer / Stakeholder Feedback

Stakeholder feedback was collected on sprintly UX reviews and sprint demos, discussed within the leads and UX and then if time and technical

limitations have allowed it was converted into UX tasks to make mockup and implementation tasks. Customer feedback was acquired every couple of weeks through demo calls and if needed by email directly to the customer.

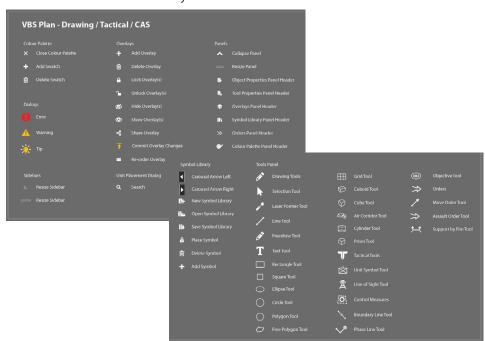
Design - Interactive Prototypes and High Fidelity Mockups

There were roughly 160 individual design documents holding workflows and designs for different features of the product split between Illustrator and XD.

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Design - Icons

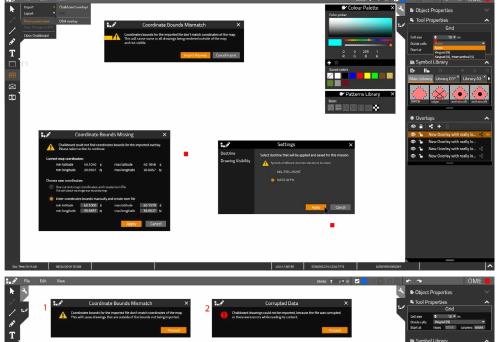
As drawing tool with complex UI, there was large need for custom icons library. I have created majority of the custom used icons that were later reviewed and corrected by the UX lead.

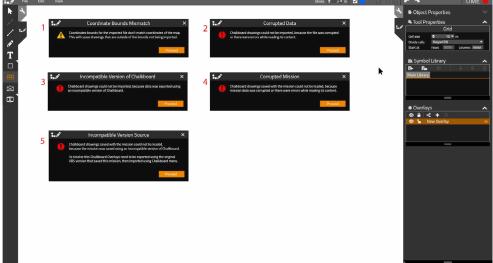


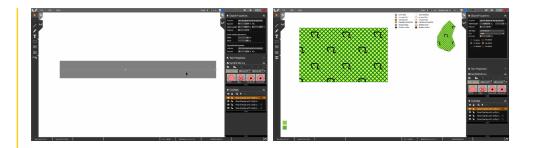


Deliver - Pixel Perfect Design

About 2 months before the delivery I have done a final polish of the graphics in the UI.



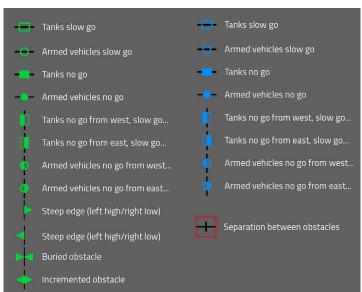


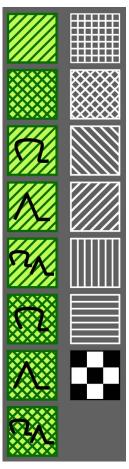


Deliver - Exported Assets

Assets were being exported since early prototyping stage. Layout and mockups in form of XD dev prototypes, icons were placed into shared folder separately in form of svg since this UI was built completely in HTML.

Custom patterns and graphics were made for obstacle lines and area designations that were needed for accurate visualisation of military plans.

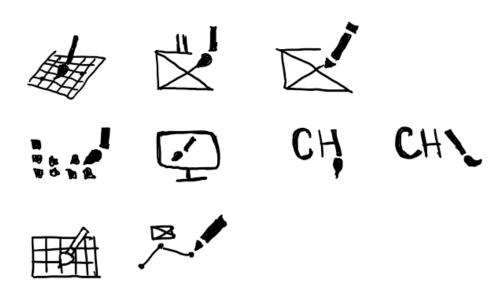






Deliver - Product Logo

Work on product logo started as always by brainstorming ideas which would fit the specific context of the app. Sketching few of them on paper, then re-drawing to digital form and discussing with product management until one design was picked as final.





Deliver - Validation

Validation was done as the last step from my side before delivering the project. It involved UI validation on prototype compared to final mockups and working together with project front end developer to fix the issues,

checking UI strings for grammar and proper capitalisation based on company styleguide, review of all tooltips and info bubbles.



I've also playtested the product and marked potential usability and UX issues. We've reviewed the list with leads and producer, prioritised and created implementation tasks to fix the highest priorities.

Portion of these issues were fixed immediately, some of them after FAT and some were carried over to the next two iterations on this product when we hardened the UX.





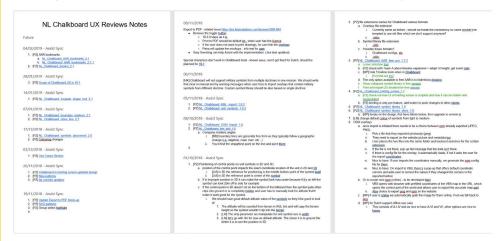
Other - Documentation

During the project there have been countless supporting documents made to push progress on certain issues. Here's a list of documents I've created and then was using with team or other collaborators.

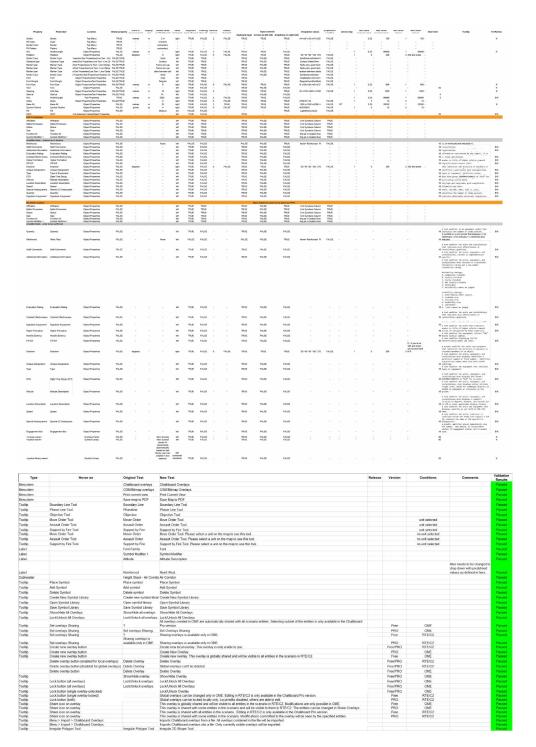
Mockups master doc having links to latest mocks for each feature so devs and documentation dept. would know where to look for latest design.



Meetings doc where we planned agenda for UX reviews, discussed designs and marked final solutions or scope (accountability).



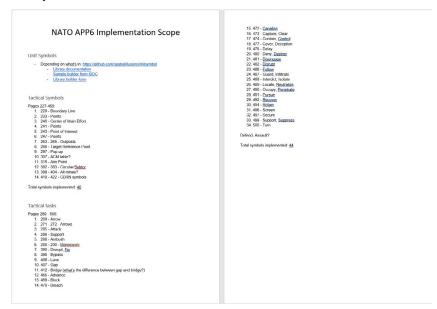
Input fields specifications of formatting, input types, default values input type, step counts, min and max values, character limits and tooltips.



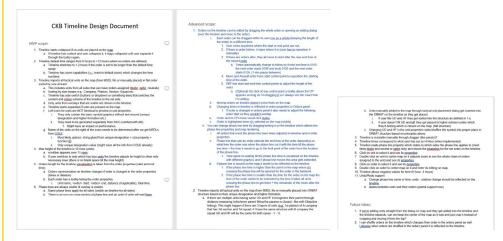


Other - Documentation

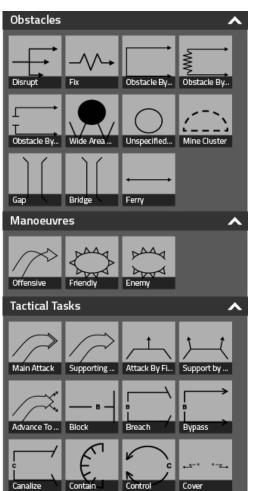
Proposal for implementation scope of military markers for the default symbol library and later when approved graphics of the symbols that were exported as svgs and used in vector format to be implemented in library for CKB.

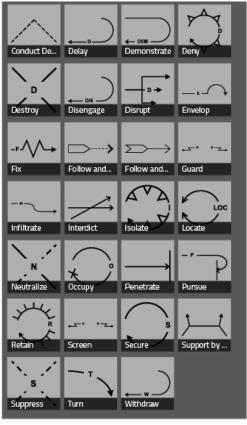


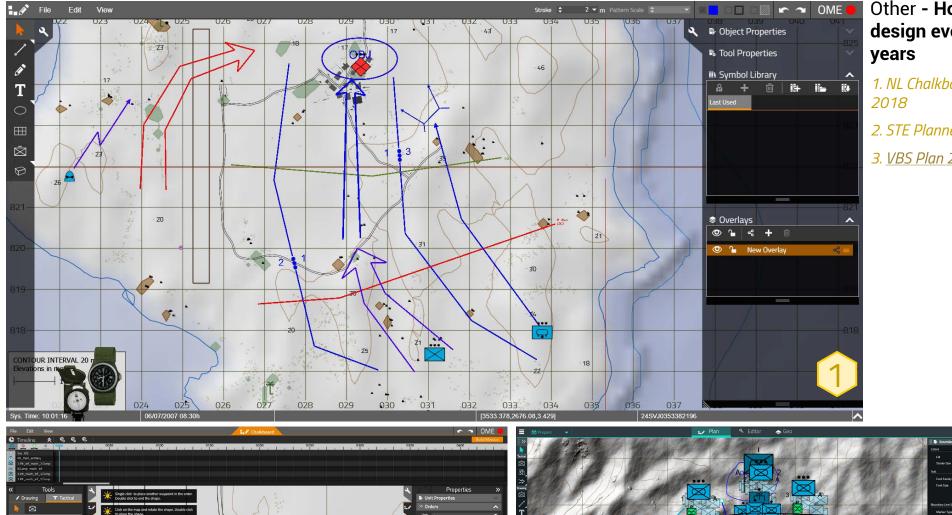
Timeline design document for implementation in future versions (used in STE Planner and VBS Plan later).



Library of pre-defined military markers we created for the customer for free and shipped as default library with Chalkboard for all customers.







Other - How the design evolved in

- 1. NL Chalkboard 2017-
- 2. STE Planner 2018
- 3. VBS Plan 2019-2020



SE, IOS

Contracted stand-alone real-time monitoring app (dashboard) for networked run VBS3 for Swedes.

Duration

10 months 11/2016 - 08/2017

Work-time

Work - UX: 608 h / 76 d Work - SM: 912 / 114 d Total: 1520 h / 190 d

Overview

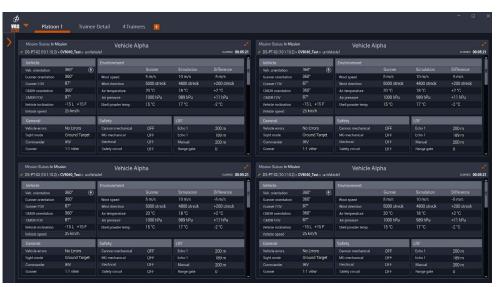
One of the largest work-packages of the contract for a Swedish customer. IOS is monitoring app that shows real-time data and statistics from VBS3. Though developed by 1 team it had to interface with work from all other teams working on the contract. Several different APIs were used to communicate the data to our app. This was also the first project where HTML UI was used to build a standalone new product.

The Team

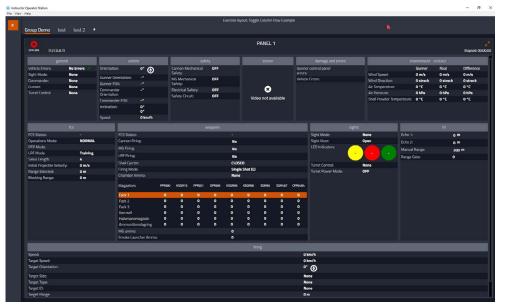
The team consisted of 5 developers of newly created agile team, me (UX/UI/SM) and PO. We've just transitioned to agile in development. This was one of the newly formed "cross-functional" teams that we introduced the scrum to and had to learn how to work together as a team trying to blur boundaries between departmental specialties and specifics and communicate to tackle the project.

Main product features:

- Stand-alone dashboard application connecting through network to VBS
- HTML based UI made from draggable panels
- Users can customize the UI and save it into presets
- Panels show data from the simulation and live stream video of selected units
- Default support of the UI was for touch monitors and optionally tablets
- Modular component system allows creating custom panels with data sent by VBS SDK APIs (Software Development Kit, Application Programming Interface).



Final skin mockup



Implementation Screenshot

Tools

















Why it's significant project

I ran UX process in newly formed agile team composed for the first time, while being a scrum master and helping run the team too. UX composed minority of work on this project. It was one of the most challenging projects and times during my work in BISim. I sacrificed my professional growth in favour of team results. UX designers became a global resource after completing this project - standing outside of teams but still as part of development structure (to enable better focus on just UX).

This was the first time we introduced web based interfaces into any of our products which became later base for all our new interfaces and way into the future for our UI.

What happened with the project next

Project was accepted and released to the Swedish army as part of huge contract that contained multiple other parts and teams we had to interface with.

Project was last year reused and extended when contracted by the US Army to be used for their search and rescue training on touch devices.

Challenges on the project

- I had to learn completely new development style and then persuade other people to follow it as well while having only partial knowledge of it. My soft skills at that time were below 0, so communication, persuasion and leadership were huge pain points on daily basis. It was extremely stressful time.
- I was handling multiple roles that are challenging on their own while being complete junior in the company and my profession.

- The company has switched to agile while having no official training for the people. The introduction we got was from a person who've heard about it and studied it a bit in theory but had no practical experience. We had one person who understood it and was great at it and he had to mentor all newly recruited POs and SMs to do the job as best as they could.
- PO of my team was a junior programmer who didn't have sufficient leadership skills and was cracking under the pressure. I shared his responsibilities and workload in order to help him and the team out.
- This company is up to this date programmer driven. This means they're treated and can act differently than everyone else. They're allowed to have very strong opinions on how things should work and be done and often they're heard as the true and final point to make decision on which way to go. This translated into a situation, where on every UX review the design was brutally shredded and declined by the programmers and it was hard to make any productive UX in this environment.

Successes

- After months of tumbling we have delivered the project to the customer and it was usable and had better UX standard than our company usually shipped.
- I've learnt that it is unproductive to handle so many roles and with support of my bosses oriented purely on UX/UI role.
- I was able to setup basic team workflows and "agile" processes that were implemented and kept the team running for months until they got better leadership that built on top of this system.

UX Process on this project

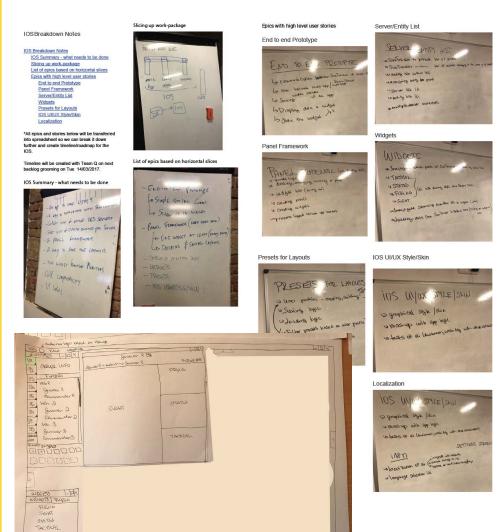
Strategy	Research	Prototype	Design	Deliver
Requirements + Customer docs Analysis	User Flows Use Cases Mindmaps	Sketches Wireframes Interactive Prototypes Playtests	Visual Design	Exported Assets Validation

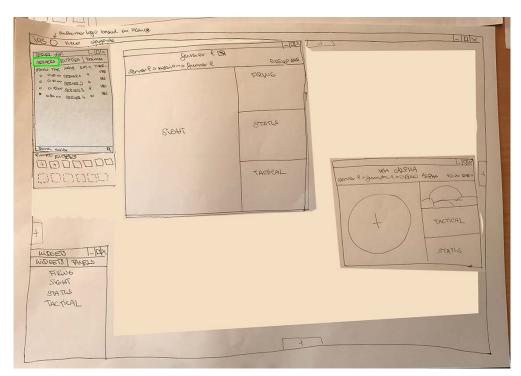
UX process

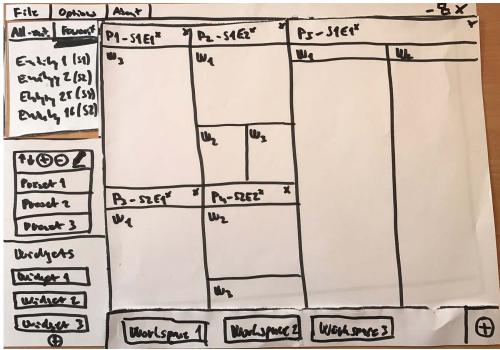


Strategy - Requirements + Customer docs Analysis

After reading through the requirements with the team we've done a workshop including relevant stakeholders to break down the project into feature sets and brainstorm together how a solution might look like.









Research - User Flows

I created a basic user flow and very simple use case.

Basic IOS workflow

Iteration 1

- Start IOS
 a. Batch file to start VBS and IOS
- b. Start IOS manually and launch VBS separately
- With startup parameter, can't be changed while app is running
- Will state:
 A. First setup: IOS will be blank with only entity list and widget list docked on right side Relaunch setup: IOS will load with customer setup widgets (in state before app was closed) if entity and widget lists aren't present in UI, it will open and dock them on the right side of the app
- 4. Open Server List
 a. IOS will automatically pop-up server list on top of widgets or blank app space
 b. User can also open it manually from View > Server List
- Choose servers to monitor
- Choose servers to monitor
 Fill/change server identifier initials and pick server colour
 This will be reflected in Entity, List and panels and widgets
 Tong servers that will be monitored to slots in Entity List
 Close Server List
 Choose Server List
 Choose Server in Entity List

- 9. Choose server in Entity List
 10. Show entitles belonging to the server
 a. Filter out entitles
 11. Set up whigher for entity
 a. Drag and drop widget from Widget List > drag entity into the widget (whole area)
 b. Drag entity from Entity List on widget in Widget List (it will create widget linked to this
 entity in space of the app starting boy left conner!)
 c. Right cick on entity and choose which widget to create from right cick menu
 d. If user already created and saved panels with widgets, whole windows above could
 work the same for parel presents that vood link all widgets indee to the colone entity
- 12. Placed widget/panel can be repositioned and resized 13. Layout of the current workspace is saved

IOS Main Use Case

- 1. Start IOS
- 2. Connect to server
- See server entities
- 4. Pick entity to monitor
- 5. Set up widgets for that entity
- 6. Re-arrange widgets/panels
- 7. Repeat 2-6 multiple times for different entities or servers

Training based use cases

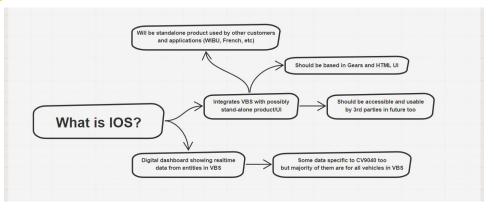
- Most used: Gunnery training (4) 4 servers each holding 1 CV9040 with 1 player that's focused on training (Gunner or Comma
- 1 server holding CV9040 with 3 players, rest is Al
- 1 server playing AAR with 1 vehicle with 1 player
- Platoon level training 1 server holding 4 CV9040 vehicles, each has 3
- Least used: Gunnery training (12) 12 servers each having 1 vehicle with 1 player - Gunner

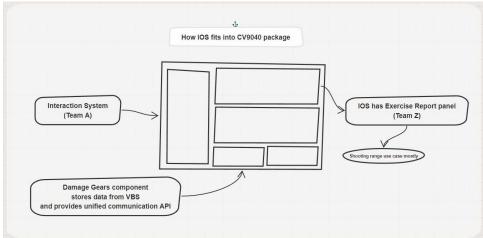
Research - Use Cases

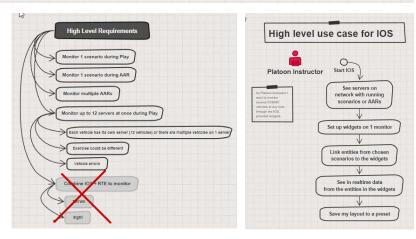
Detailed use cases were written (24 pages long for 8 use cases).



Research - Mindmaps



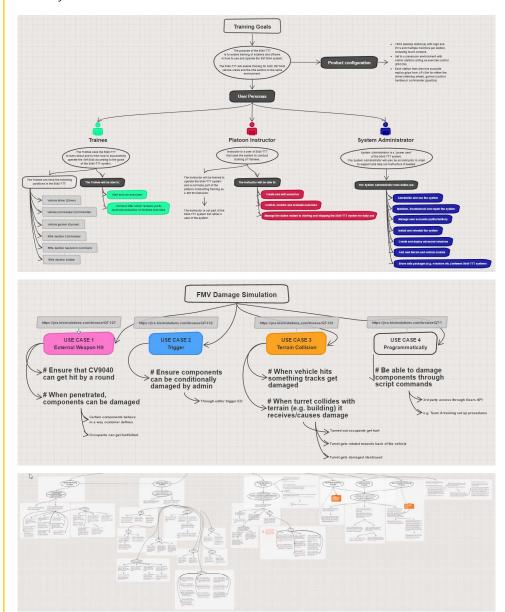


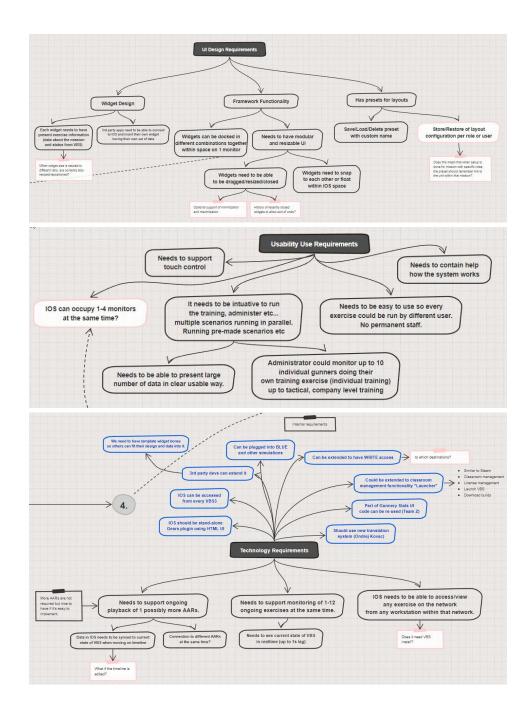




Research - Mindmaps

The company has been huge on mindmaps and workflows back then because they were supposed to be quicker to do and less costly than analyses we used to do before in waterfall.

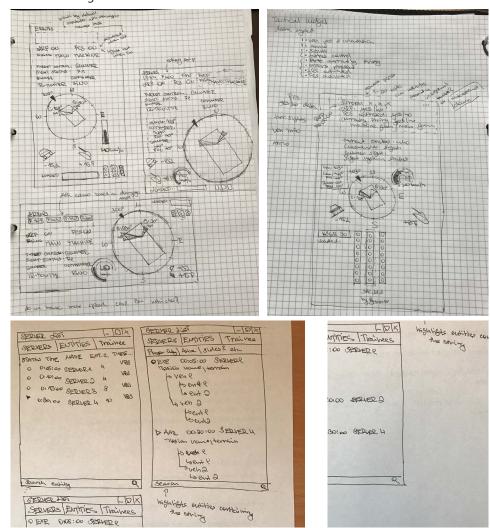


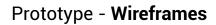




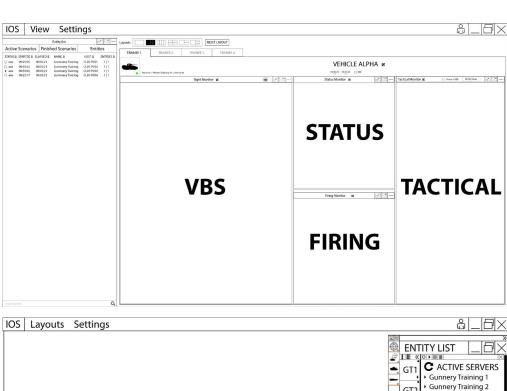
Prototype - Sketches

After the workshop I used sketching mostly to try out different variations of the widgets' content.



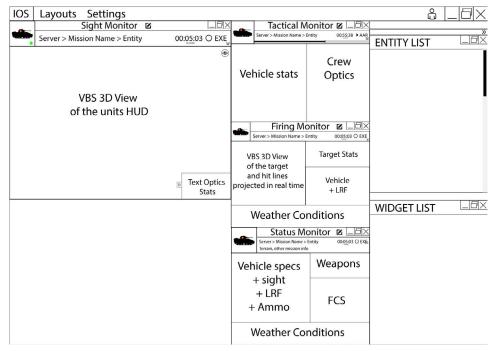


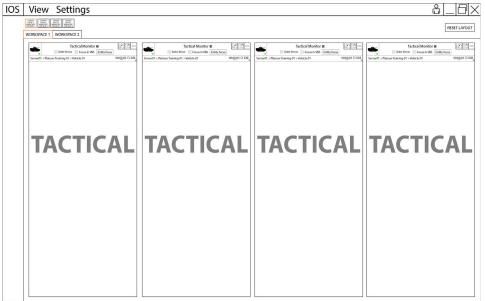
Various layout options were explored based on the sketches and the 3 paper workflows made on the workshop and discussed with product management and developers for technical limitations.

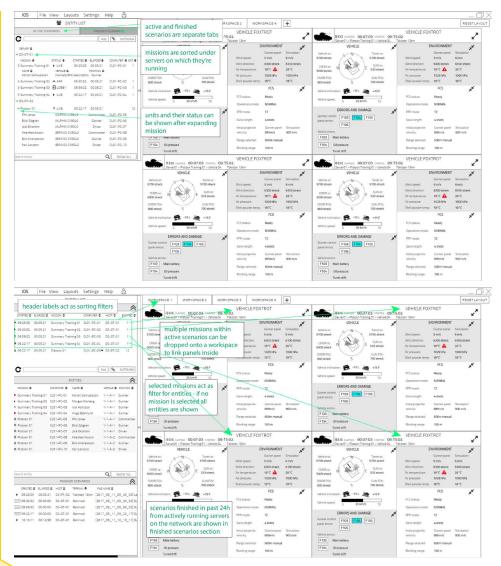




Prototype - Wireframes`





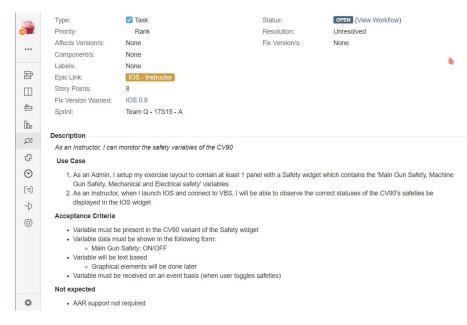


Prototype - Interactive Prototypes

In early stages we used Axure as prototyping tool. We didn't have built any UI component library back then and every project was built from scratch. It soon became very inefficient because we had to rebuild everything in Axure again because it didn't support direct import from Illustrator and because of the paging and interaction principles of the program. Early after the implementation has started it was easier just to share static mockups with devs who quickly turned them in live HTML.

Prototype - Playtests

As new scrum team we were trying to maintain good quality of the user stories in the backlog. And on sprintly playtest, where we live tested main use case of the project with the whole team and later with bigger stress tests with other teams, we'd create buglist right after and convert to user stories.

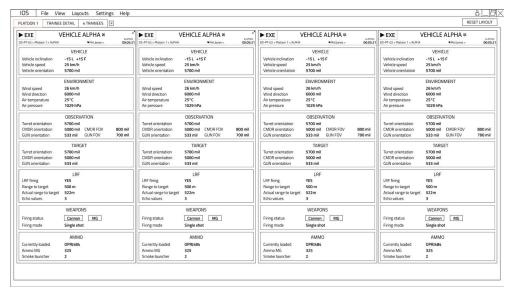


Design - Visual Design

While developers have applied simplified version of VBS3 look alike style on their working prototype, I have started to work on proper skin for the app.









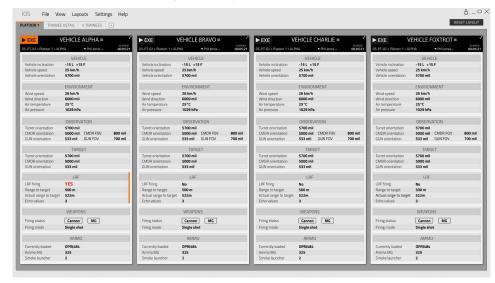
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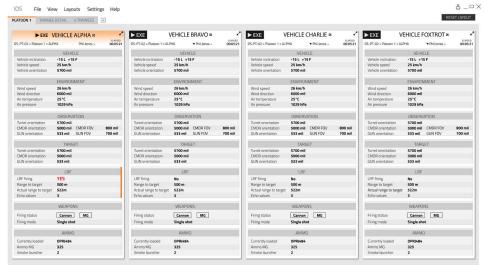
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Design - Visual Design

Majority of the skins were made in dark theme, which was the new style of our company UI, but I also made two light theme examples just to see if it would be something that might work.





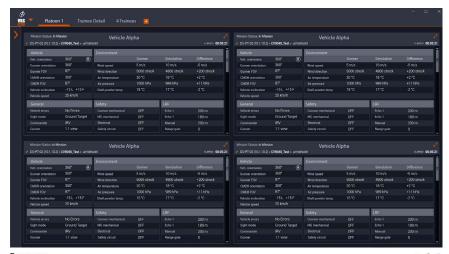
Since our UX department was very young at this time we didn't have defined stable styles yet. At this time a new product License manager was being created. It was later defined that IOS - stand-alone app like license manager should share one skin with this other application.

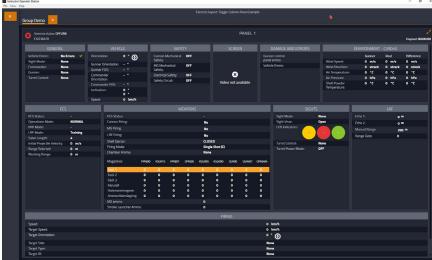
Deliver - Exported Assets

At this point we didn't have library of custom icons either so we used material UI library for the most things. All exports were dev docs from XD to inform spacing and colouring.

Deliver - Validation

Front End developer working with the team has shown me how to use Git to download code updates directly to my PC so I could test skin changes often with little delay. Final mockup (top), implementation (bottom).





Good job making it to the end!

Hope you liked my work and will consider giving me and my talents a chance. Stay in touch!

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