Hi,
I’m Davon

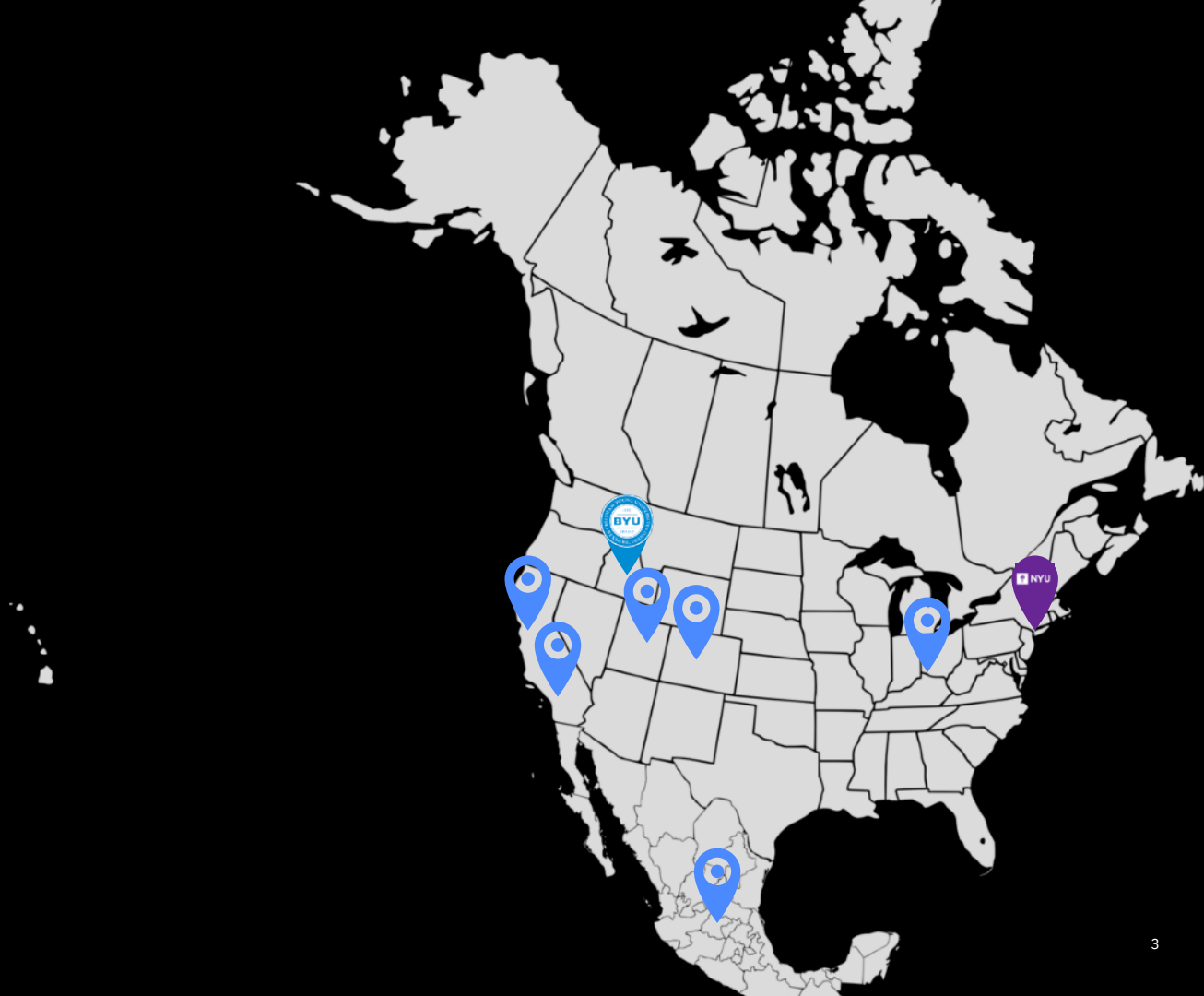
Here are 6

things

you should know about me

1

I am from Los Angeles, went to BYU & NYU



2

I got started in Advertising, animating web banners and web development for various brands

3

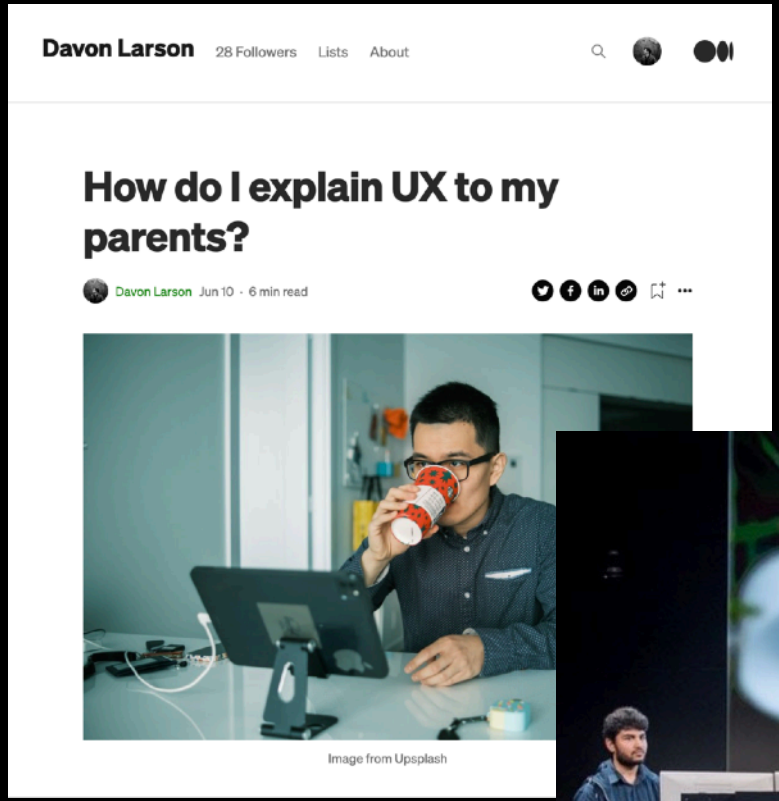
I’ve been a designer since 2016 but have an engineering background

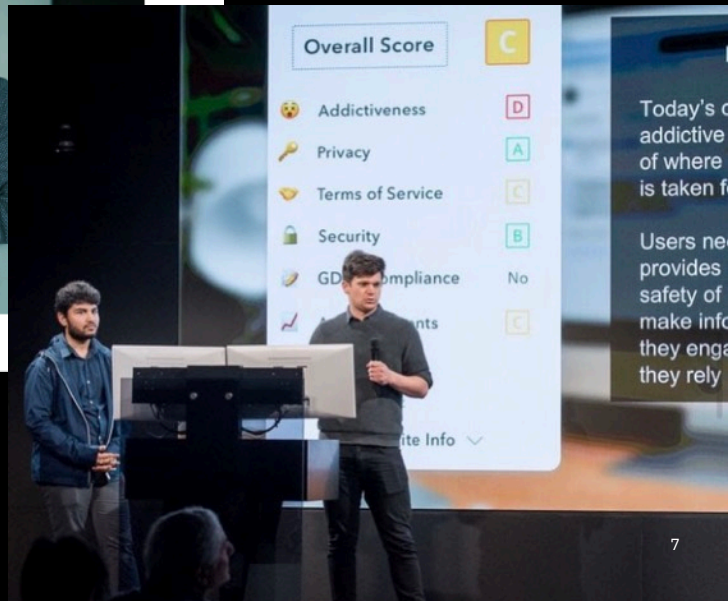
4

I am not your typical designer

5

I love being involved in the design community.





6

In 2019 I started working at IBM in Data and AI for a product called **Cloud Pak for Data**

6

AR

VR

Motion Design

Data & AI

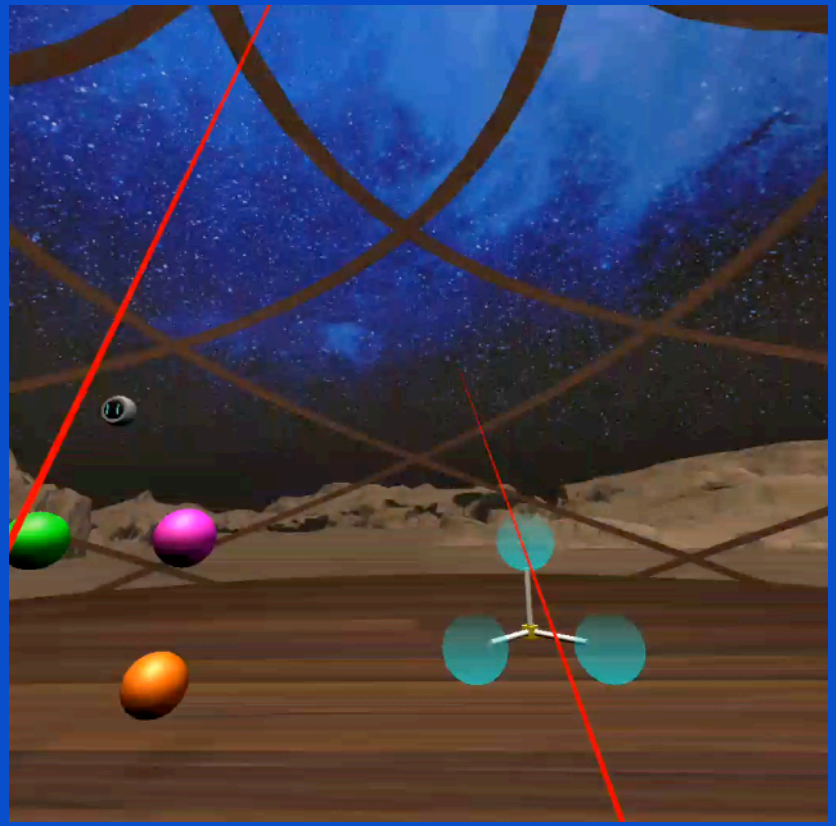
6

AR

VR

Motion Design

Data & AI



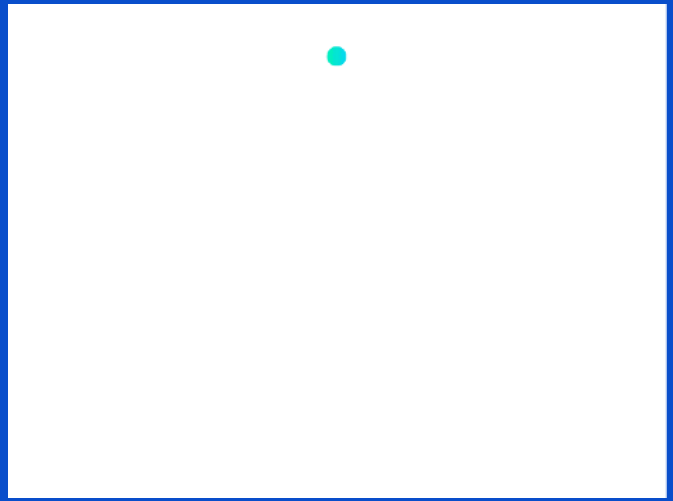
6

AR

VR

Motion Design

Data & AI



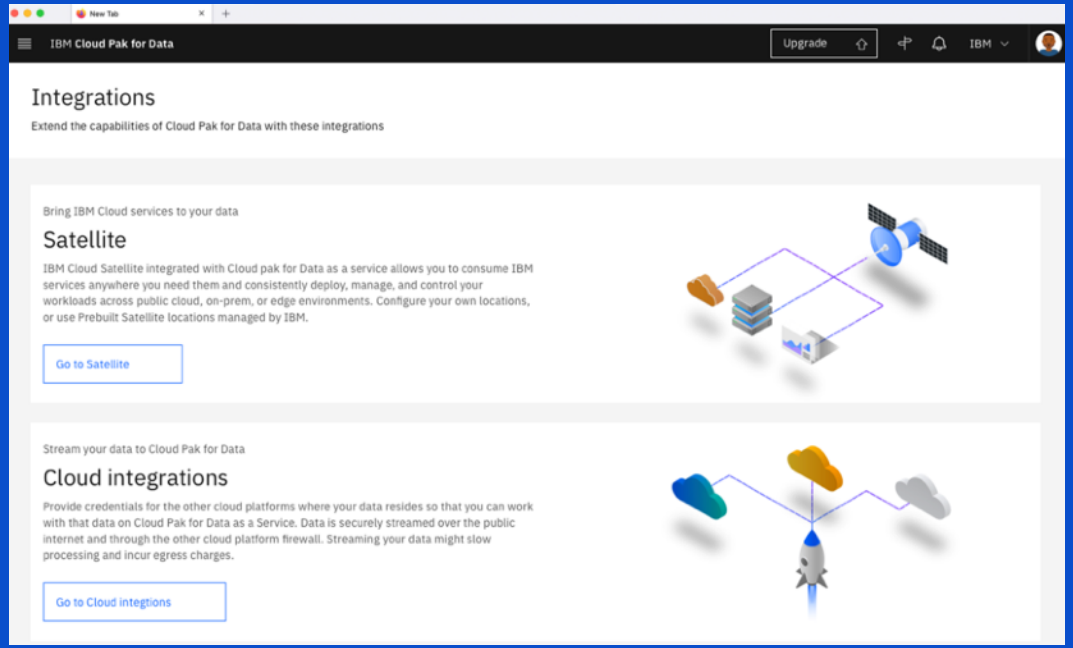
6

AR

VR

Motion Design

Data & AI



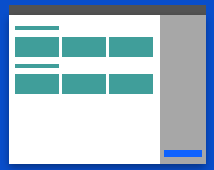
1. Problem
2. Research
3. Iterate
4. MVP

Collect
Requirements

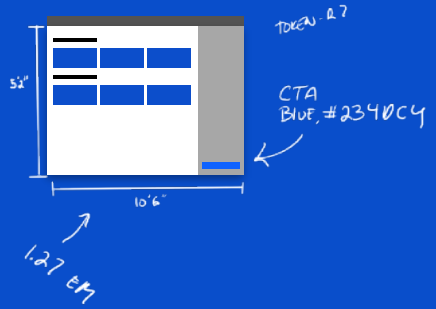
Stakeholder
Alignment

Thumbnails &
Wireframes

Medium to
Hi - Fidelity



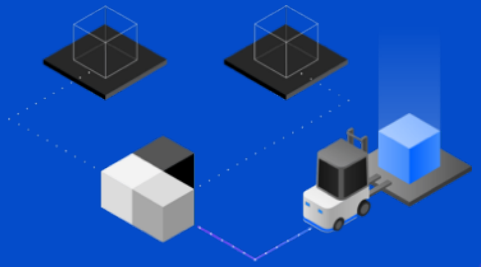
Interaction
Specifications



Project Satellite
Distributed cloud

15 minutes

OSM
Open source package manager



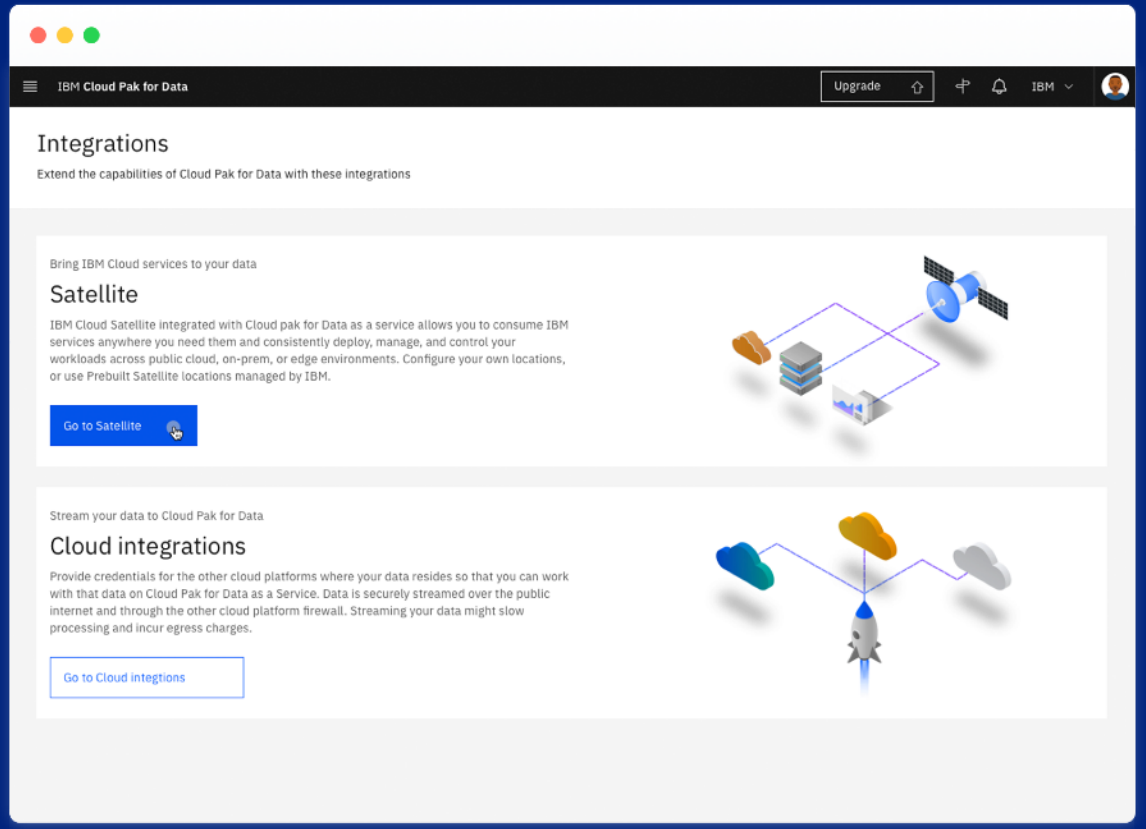
15 minutes

Operator view
Data ops dashboard

5 minutes

IBM Data and AI

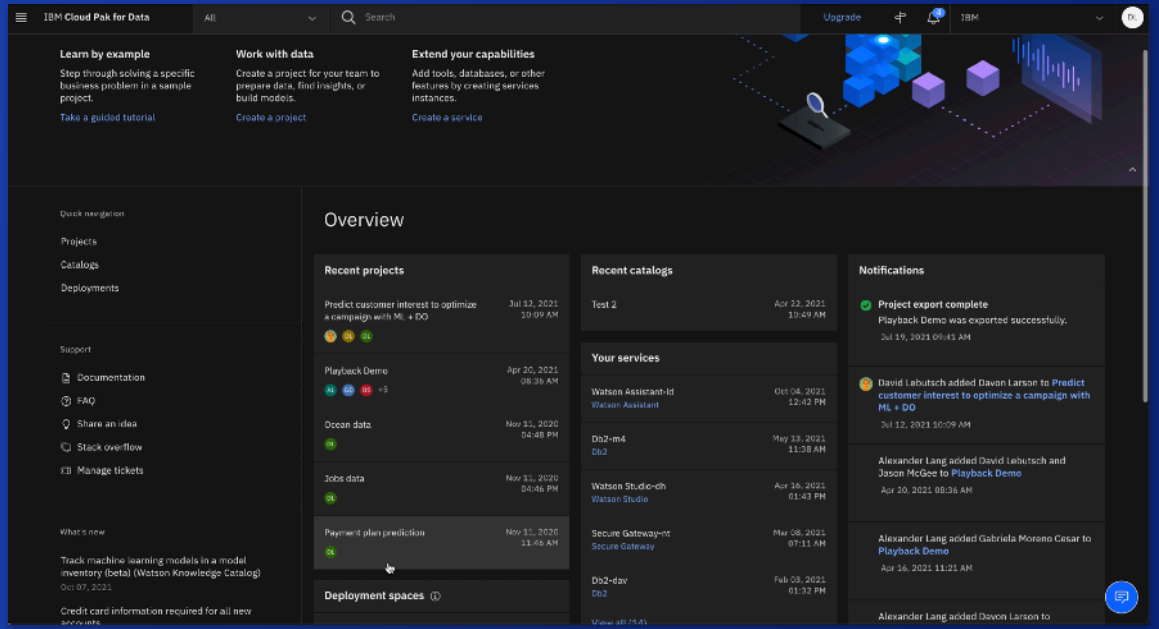
with SATELLITE

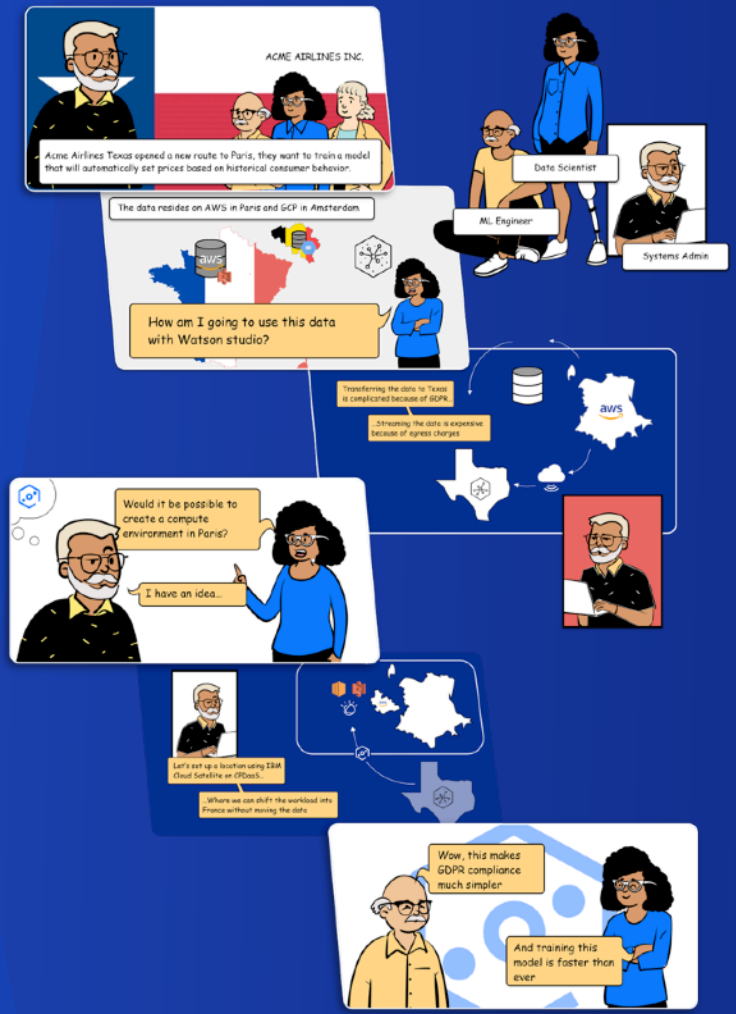


Enabling a **distributed cloud** model for our users

Cloud Pak for Data

SaaS




ACME AIRLINES INC.
Acme Airlines Texas opened a new route to Paris, they want to train a model that will automatically set prices based on historical consumer behavior.
Data Scientist
ML Engineer
Systems Admin
The data resides on AWS in Paris and GCP in Amsterdam
How am I going to use this data with Watson studio?
Transferring the data to Texas is complicated because of GDPR
...Streaming the data is expensive because of egress charges
Would it be possible to create a compute environment in Paris?
I have an idea...
Let's set up a location using IBM Cloud Satellite or OpenShift...
...Where we can shift the workload into France without moving the data
Wow, this makes GDPR compliance much simpler
And training this model is faster than ever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aws

Would it be possible to create a compute environment in Paris?

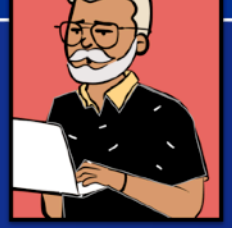
I have an idea...

Let's set up a location using IBM Cloud Satellite on CPDaaS...

...Where we can shift the workload into

environment in Paris?

I have an idea...



Let's set up a location using IBM Cloud Satellite on CPDaaS...

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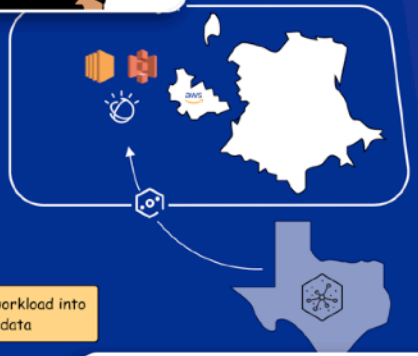


Wow, this makes GDPR compliance much simpler

And training this model is faster than ever

Background

Distributed cloud

Dream

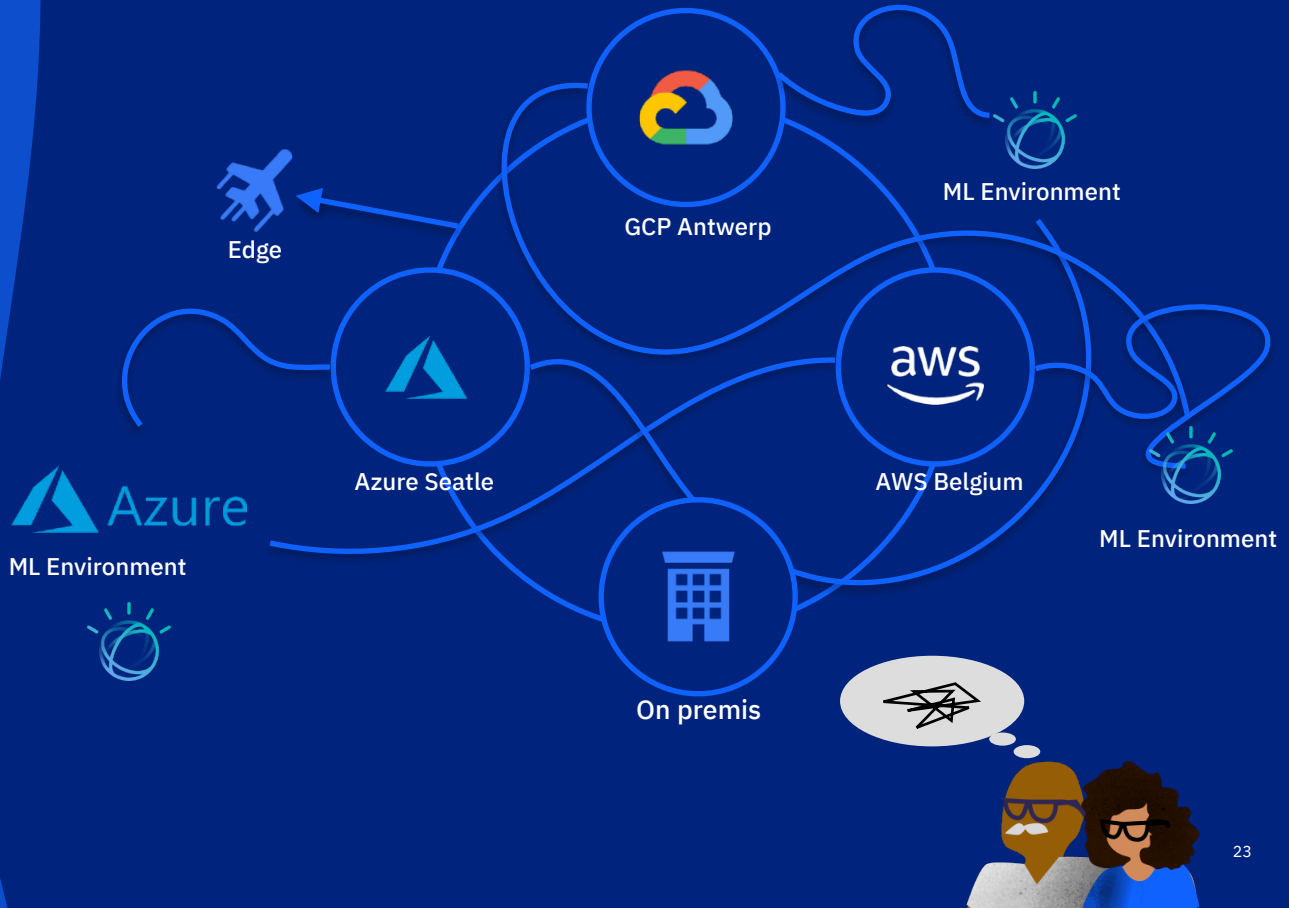
Reality

Background

Distributed cloud

Dream

Reality

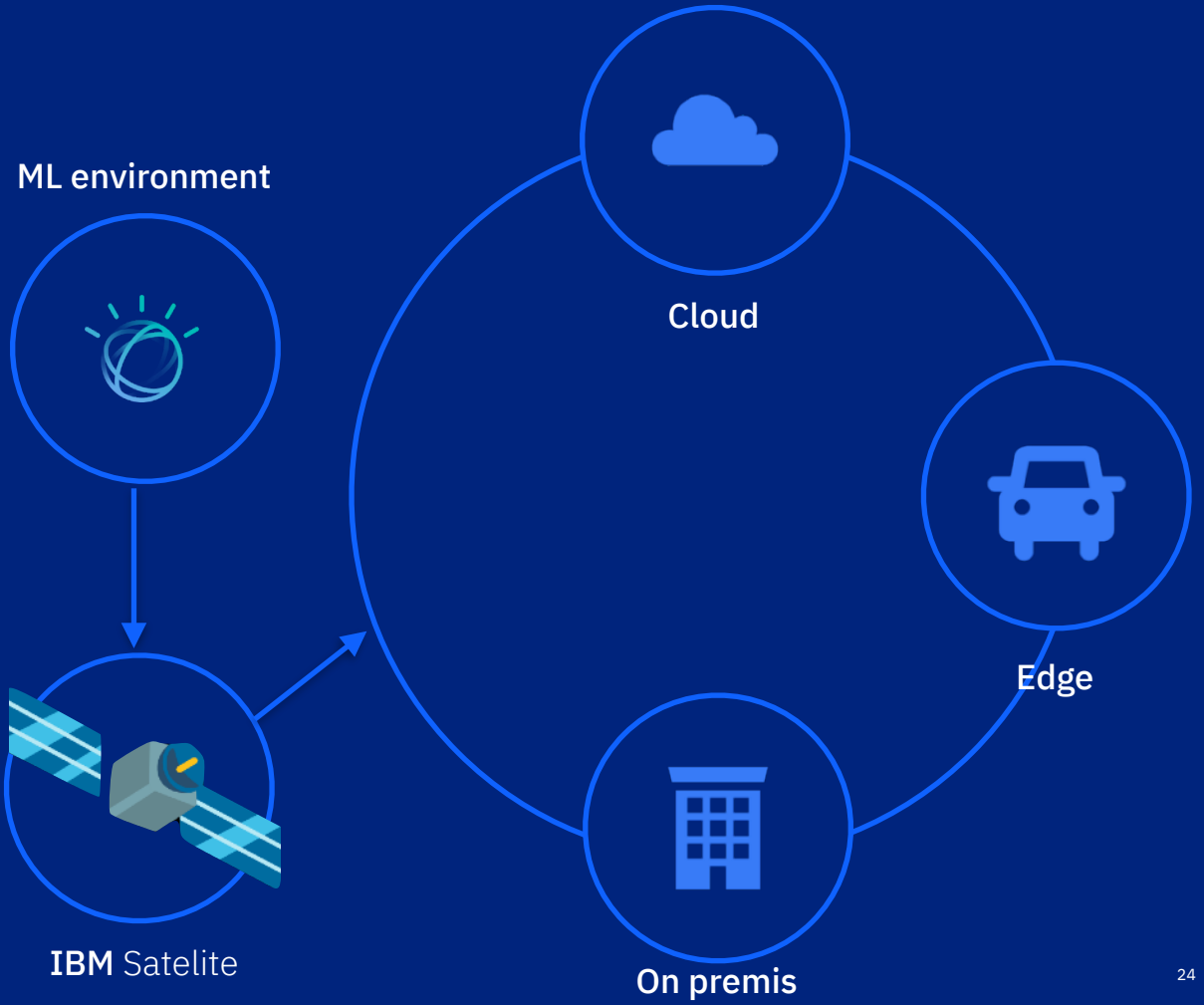


Background

Distributed cloud

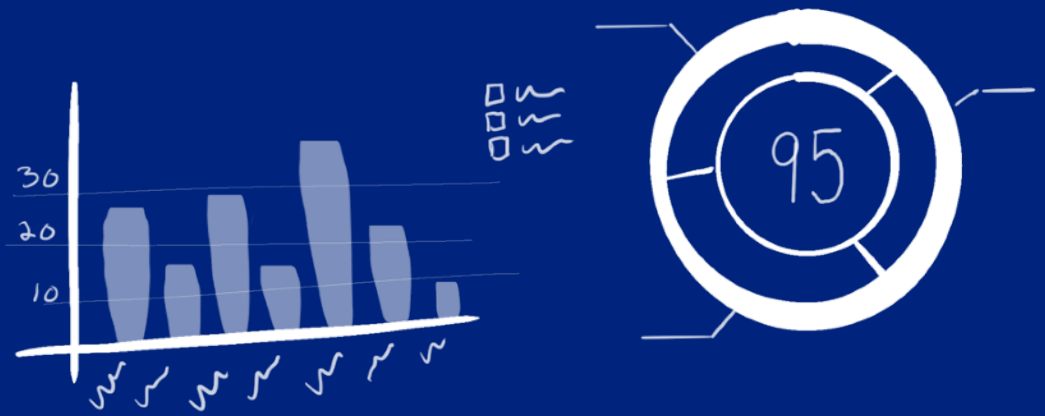
Dream

Reality



Goal

Create a UI that allows **Admins** to configure and manage their satellite locations



Challenges

Team

Domain

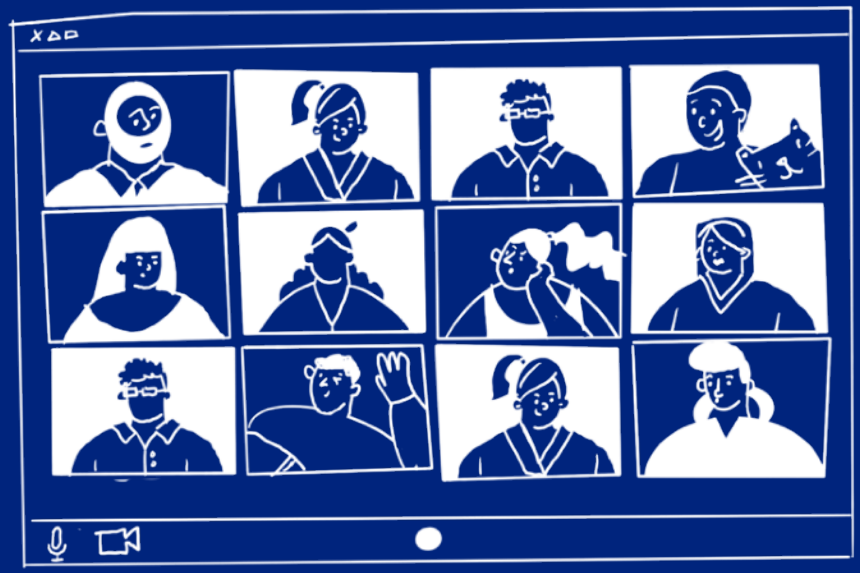
Architecture

Challenges

Team

Domain

Architecture



Challenges

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Domain

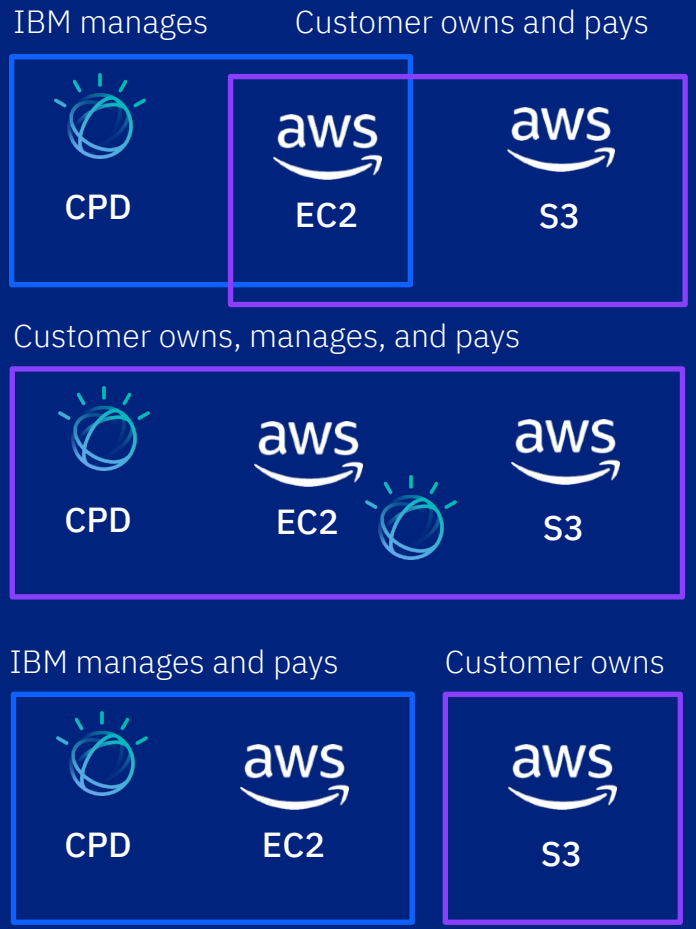
Architecture

Challenges

Team

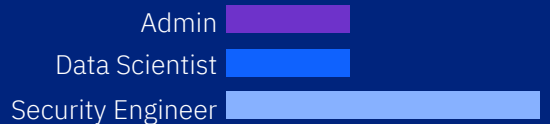
Domain

Architecture

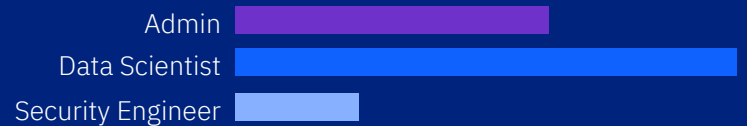


Custom
Shared ownership

Plan B
Client ownership



Prebuilt
IBM ownership



What did we learn from Users?

1. **Admins** prefer control over convenience
2. **Data Scientist** care about speed
3. **Engineers** want the ability to manage and debug 24/7

As a data scientist, Chris needs to train models for solving business problems. She needs access to data to train the model but the data for her different projects is located on different locations. It could be on any of the popular clouds that her company uses or her company's on premises infrstructure. She is presented with different solutions to train her model given that data is located on different locations. We want to understand as a Data Scientist which solution if any would you like to use to train the model.

Concept 1

Have you ever wished to use a single platform for your data science needs?

For this particular project, the data is located on her company's AWS

She downloads the data to her local machine from the cloud and uses tools

Summary: No matter where the data is located, she downloads the data to her

As a data scientist, Chris needs to train models for solving business problems. She needs access to data to train the model but the data for her different projects is located on different locations. It could be on any of the popular clouds that her company uses or her company's on premises infrstructure. She is presented with different solutions to train her model given that data is located on different locations. We want to understand as a Data Scientist which solution if any would you like to use to train the model.

For this particular project, the data is located on her company's AWS cloud. She logs into AWS account and decides to download the data to her local machine.

She downloads the data to her local machine from the cloud and uses tools on her local machine to train the model. She uses the local version of Watson Studio for data science needs and saves all her work on the local machine.

** Watson studio is a data science platform that helps cleaning the data amd training the model. One of the services it contains is Jupyter notebooks.

Summary: No matter where the data is located, she downloads the data to her local machine and uses the local version of Watson Studio to train her model. All her projects can be found in Watson Studio on her local device.

Concept 1

Have you ever wished to use a single platform for your data science needs?

For this particular project, the data is located on her company's AWS

She downloads the data to her local machine from the cloud and uses tools

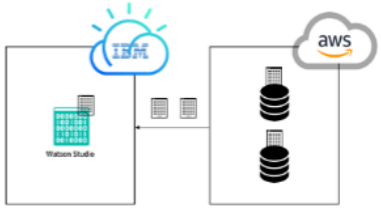
Summary: No matter where the data is located, she downloads the data to her

Have you ever wished to use a single platform for your data science needs irrespective where data is located?

Concept 2

Chris wants to use Watson Studio for her data science needs. She logs in to IBM cloud to access Watson Studio.

The data for this project is located on AWS cloud so she selects AWS cloud to access the data. Watson studio fetches data from AWS cloud to access the data and she can now finally train the model.



The data moves from AWS to IBM cloud. The data is not stored on IBM cloud but just moves for training the model. The egress charges apply depending on the volume of data. Some latency might be experienced based on the size of data

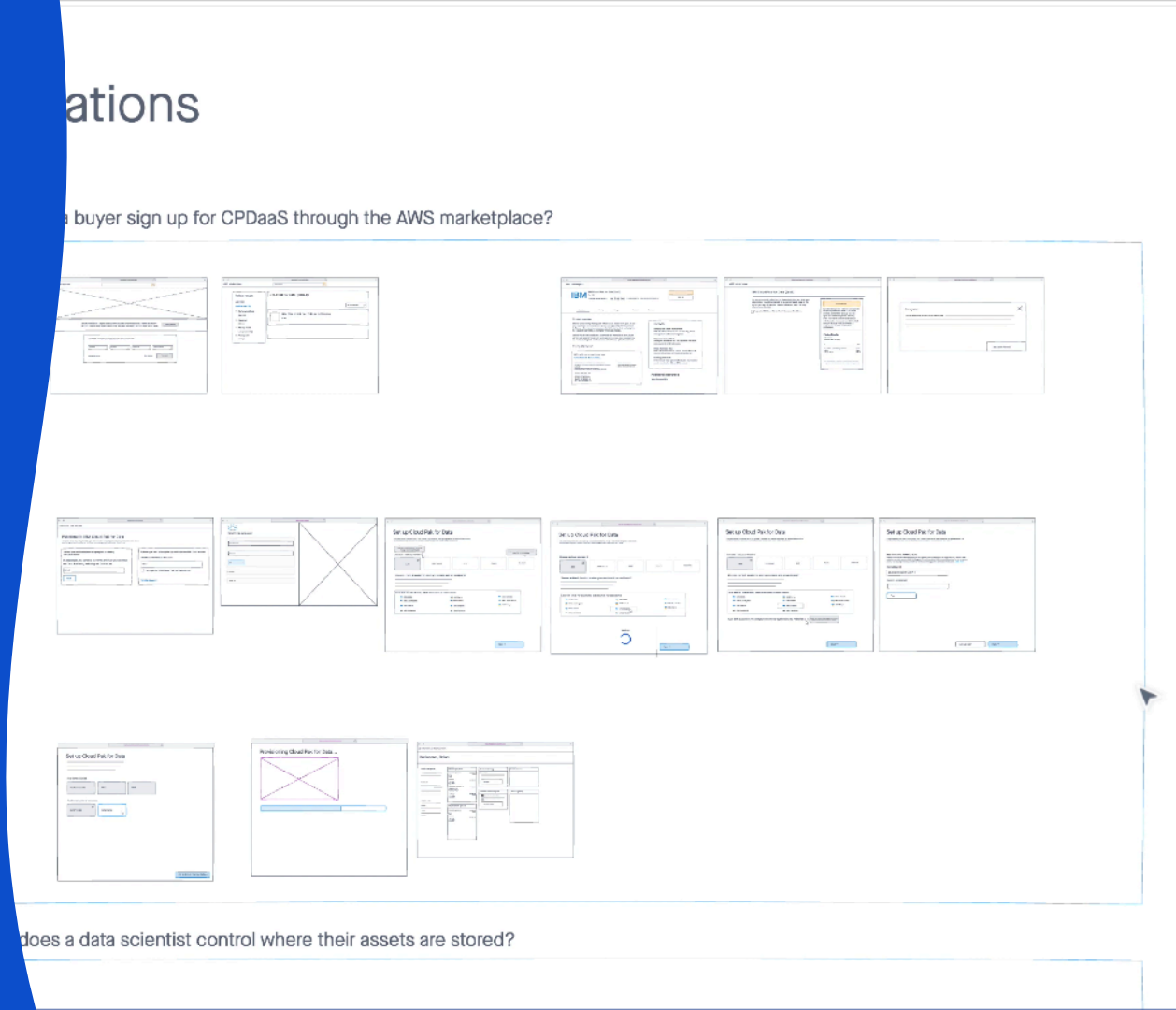
Process

Lo-fi

Testing

Hi-fi

Delivery



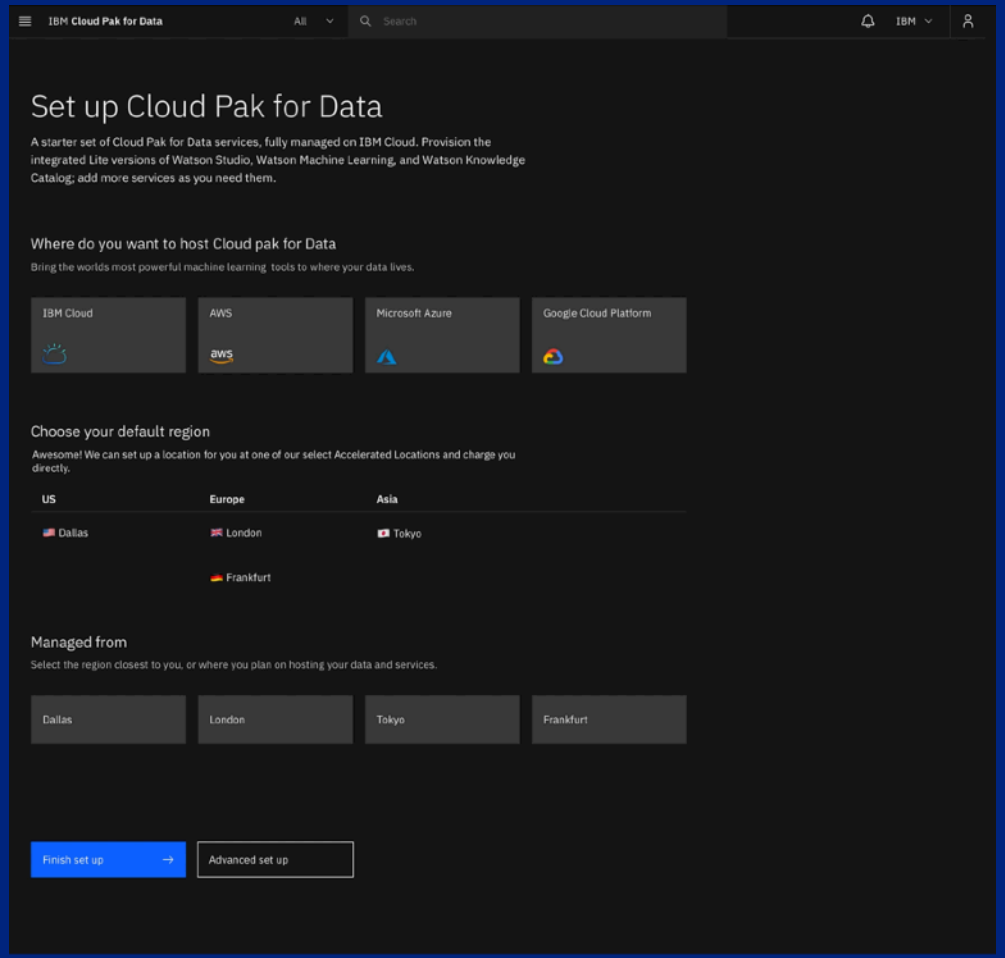
Process

Lo-fi

Testing

Hi-fi

Delivery



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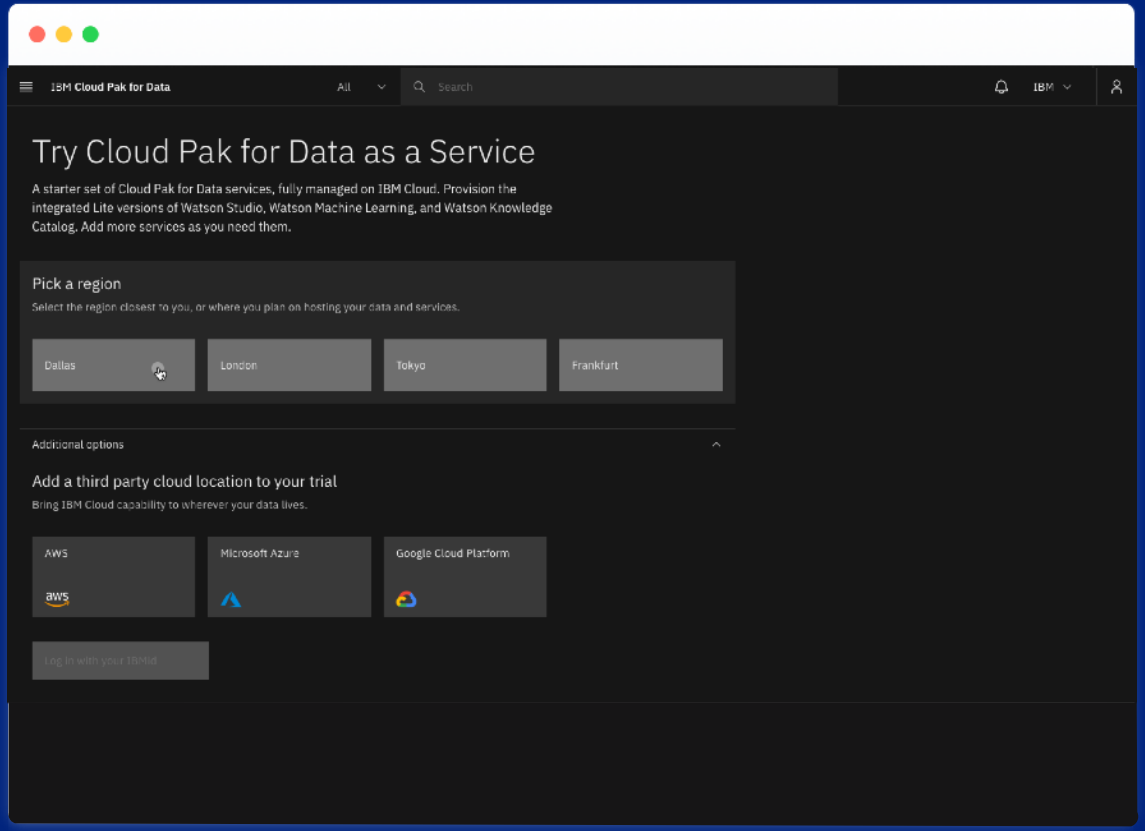

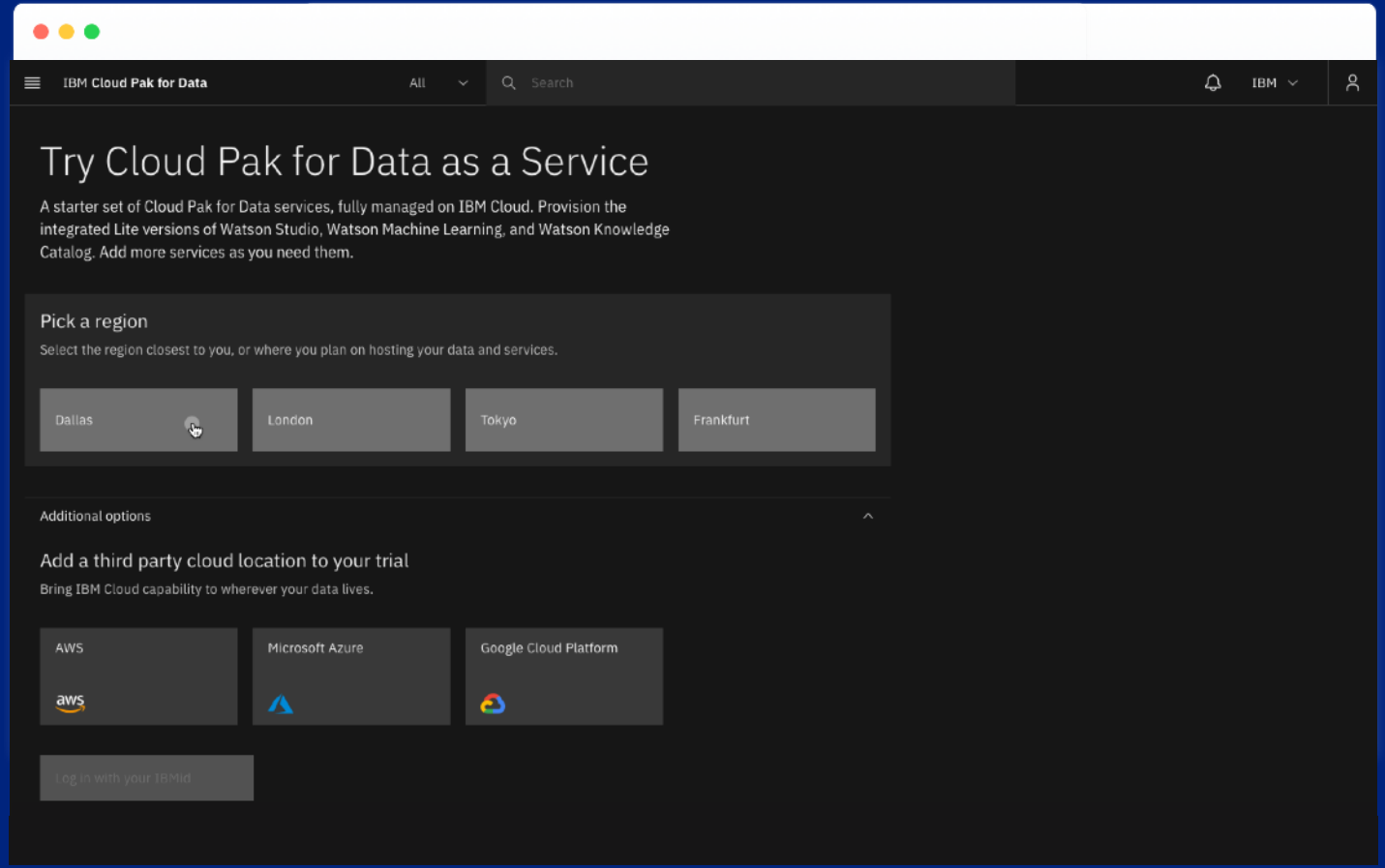
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IBM
Try Cloud Pak for Data as a Service
A starter set of Cloud Pak for Data services, fully managed on IBM Cloud. Provision the integrated Lite versions of Watson Studio, Watson Machine Learning, and Watson Knowledge Catalog. Add more services as you need them.
Pick a region
Select the region closest to you, or where you plan on hosting your data and services.
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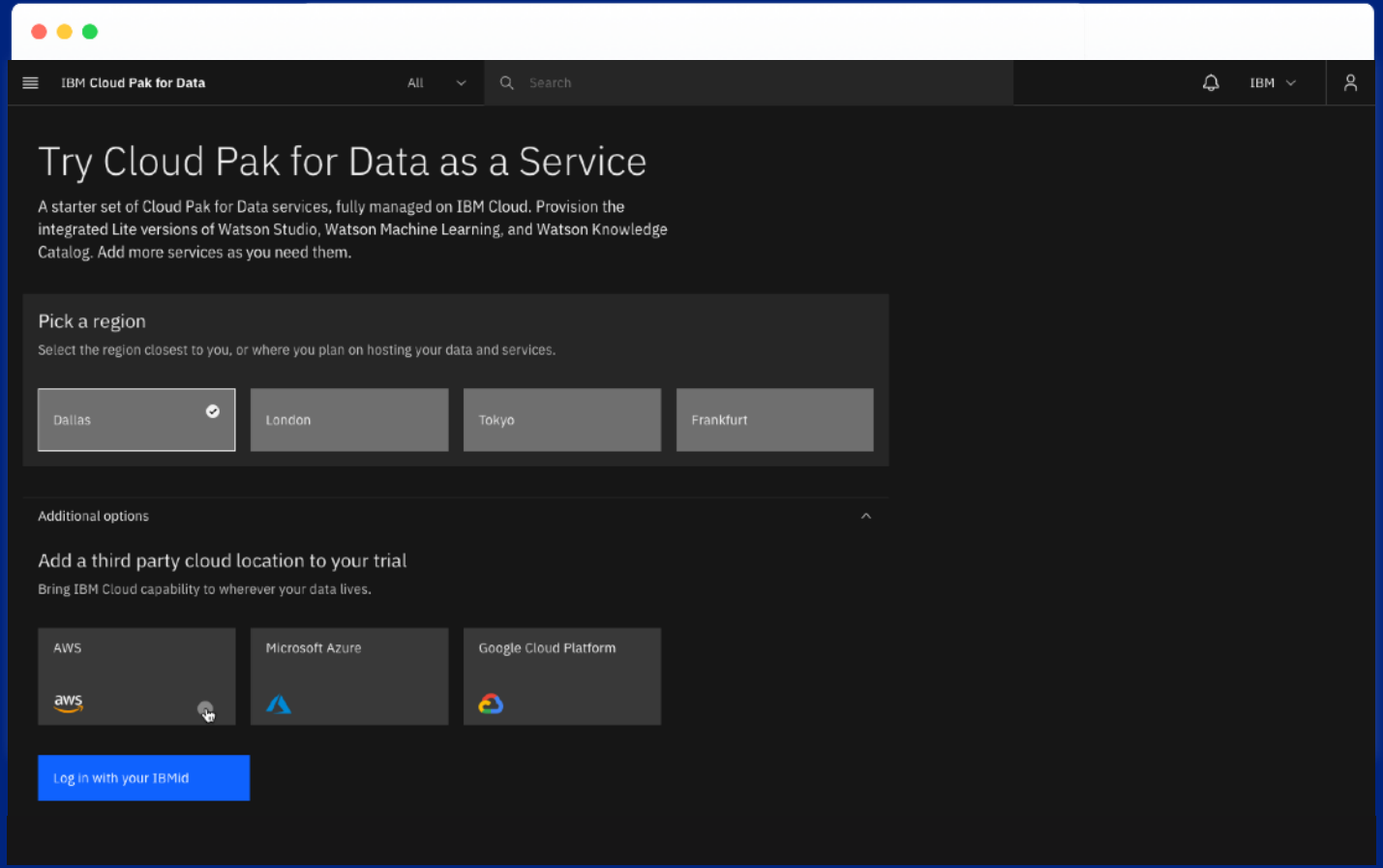
London
Tokyo
Frankfurt
Additional options
Add a third party cloud location to your trial
Bring IBM Cloud capability to wherever your data lives.
AWS
Microsoft Azure
Google Cloud Platform
Log in with your IBMid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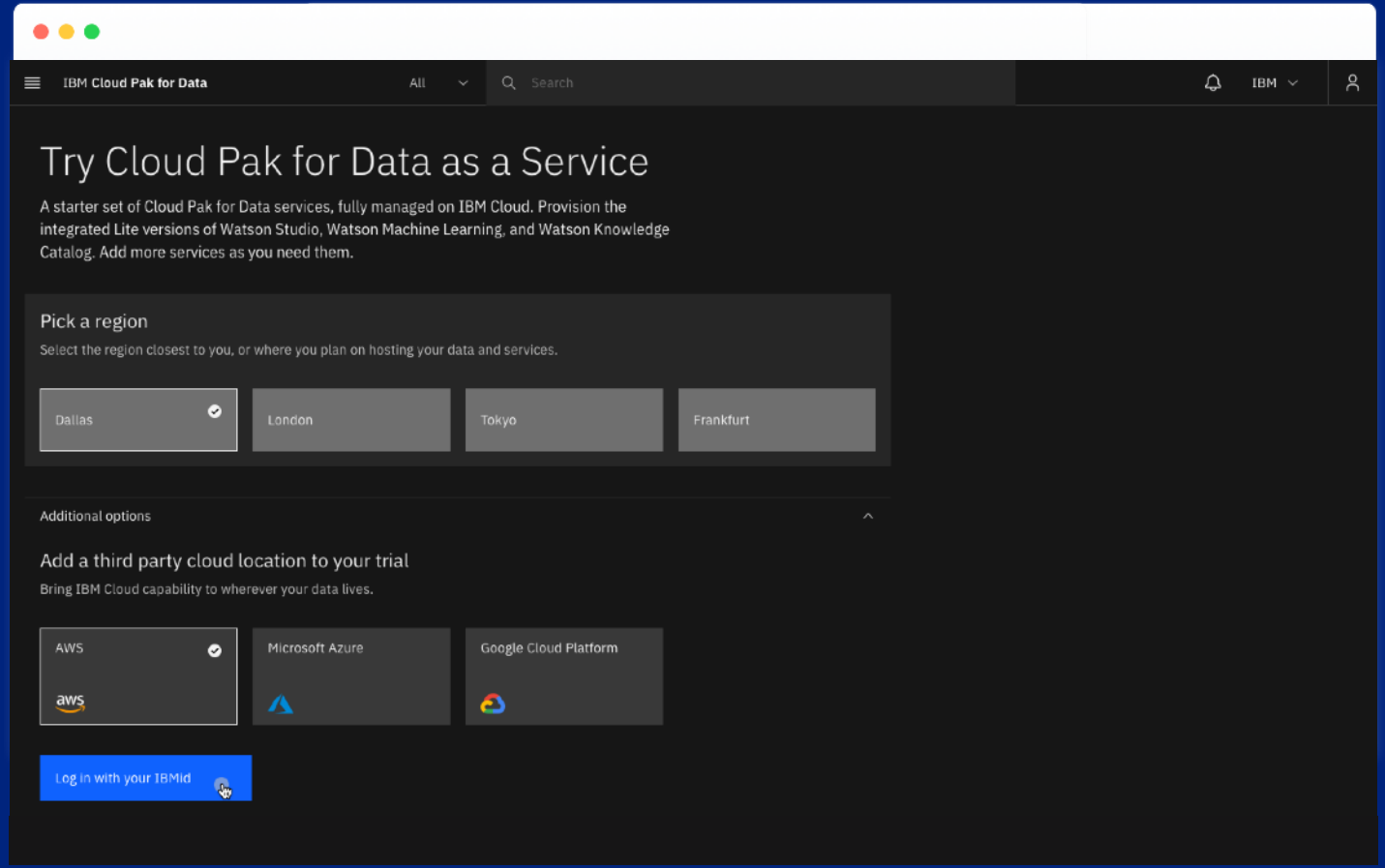
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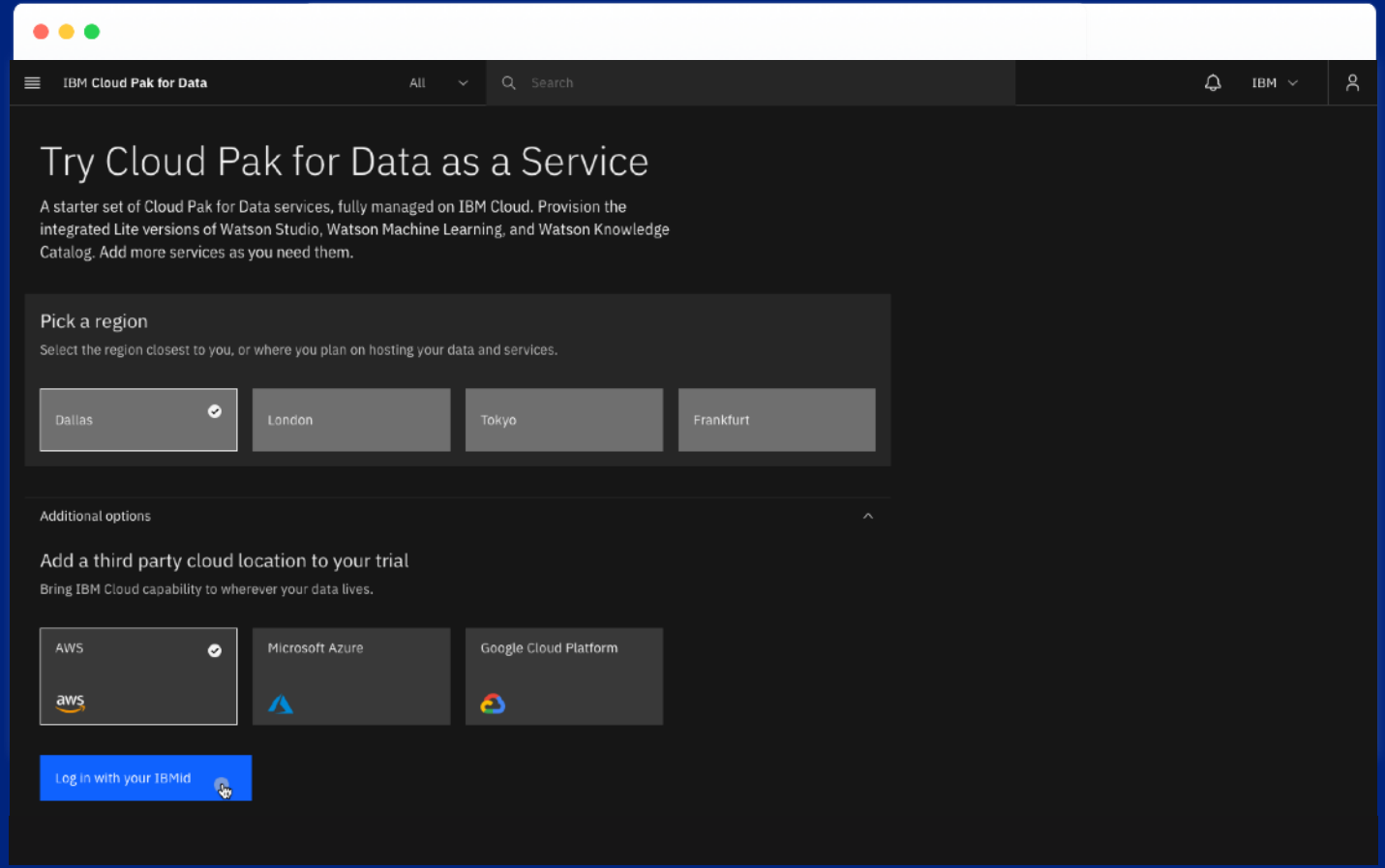
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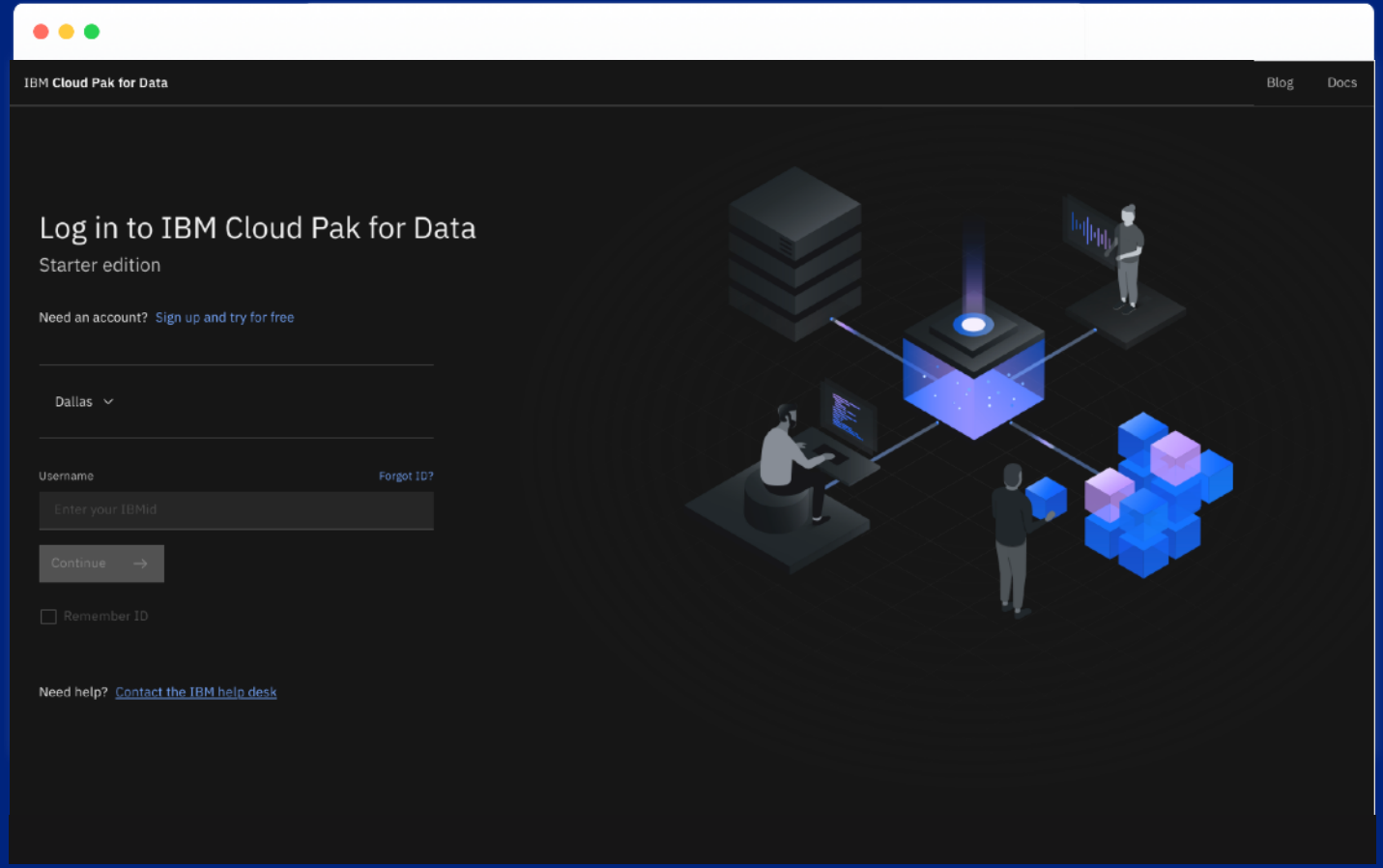
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Dallas
Username
Forgot ID?
Enter your IBMid
Continue
Remember ID
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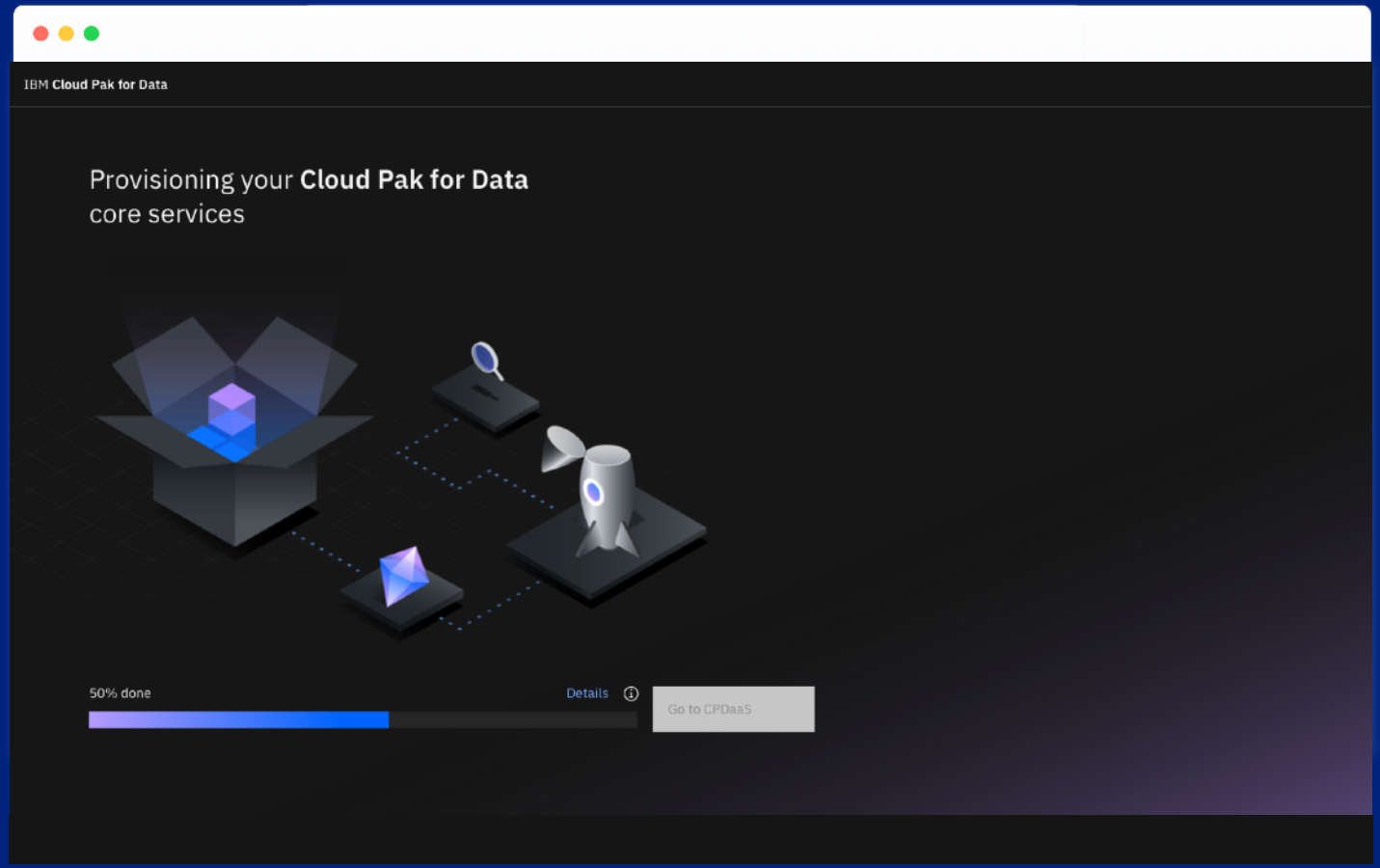
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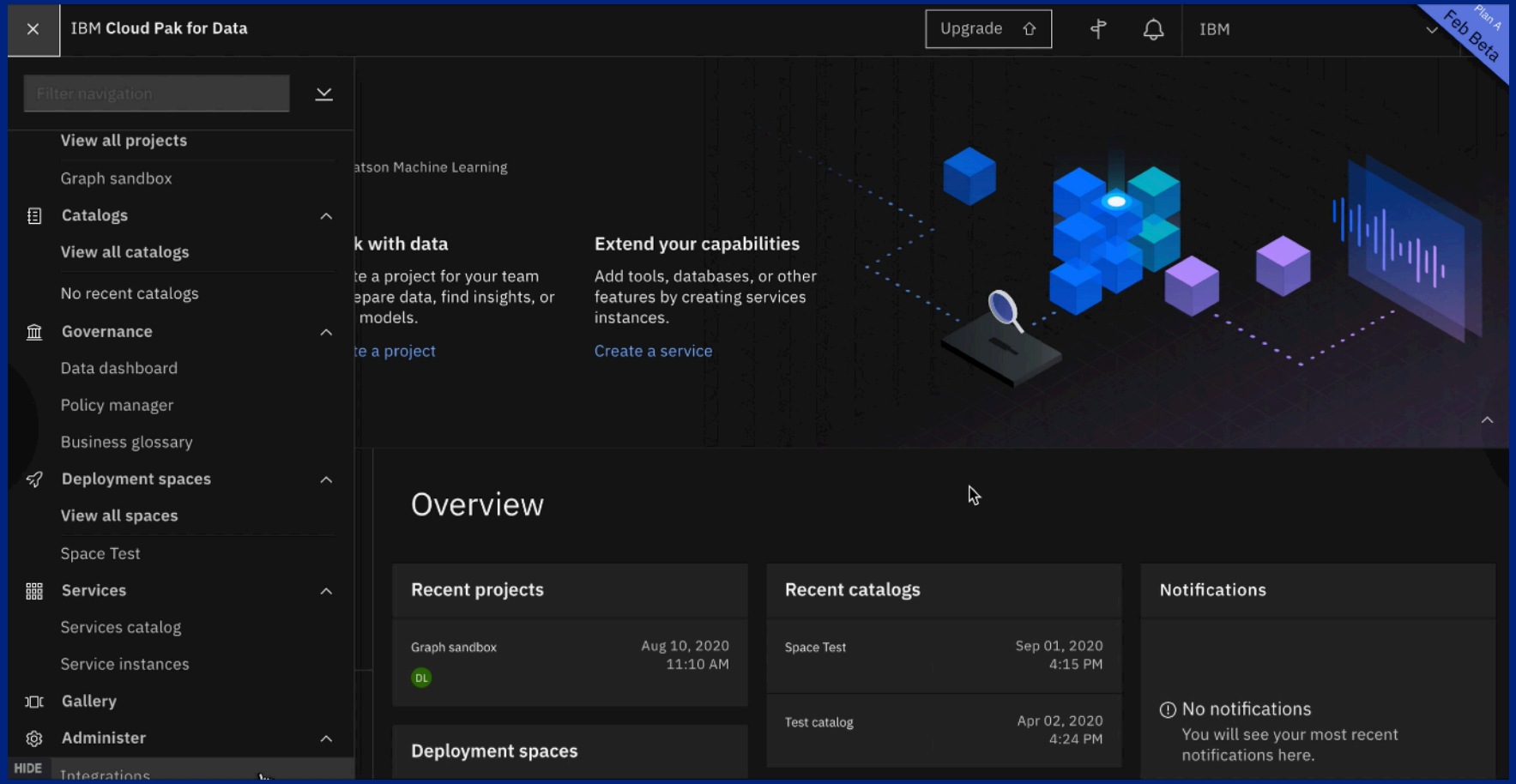
Provisioning your Cloud Pak for Data core services
50% done
Details
Go to CPDaaS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Upgrade
IBM
Plan A
Feb Beta
Filter navigation
View all projects
Graph sandbox
Catalogs
View all catalogs
No recent catalogs
Governance
Data dashboard
Policy manager
Business glossary
Deployment spaces
View all spaces
Space Test
Services
Services catalog
Service instances
Gallery
Administer
HIDE
Integrations
atson Machine Learning
k with data
e a project for your team
epare data, find insights, or
models.
e a project
Extend your capabilities
Add tools, databases, or other features by creating services instances.
Create a service
Overview
Recent projects
Graph sandbox
DL
Aug 10, 2020
11:10 AM
Deployment spaces
Recent catalogs
Space Test
Sep 01, 2020
4:15 PM
Test catalog
Apr 02, 2020
4:24 PM
Notifications
No notifications
You will see your most recent notifications here.

IBM Cloud Pak for Data

Upgrade

IBM

Integrations

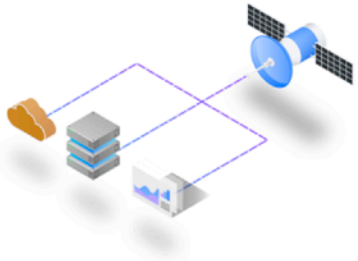
Extend the capabilities of Cloud Pak for Data with these integrations

Bring IBM Cloud services to your data

Satellite

IBM Cloud Satellite integrated with Cloud pak for Data as a service allows you to consume IBM services anywhere you need them and consistently deploy, manage, and control your workloads across public cloud, on-prem, or edge environments. Configure your own locations, or use Prebuilt Satellite locations managed by IBM.

Go to Satellite

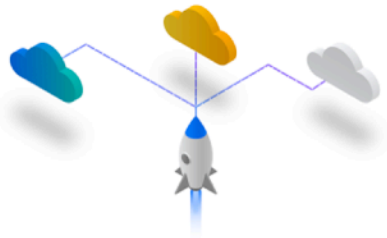


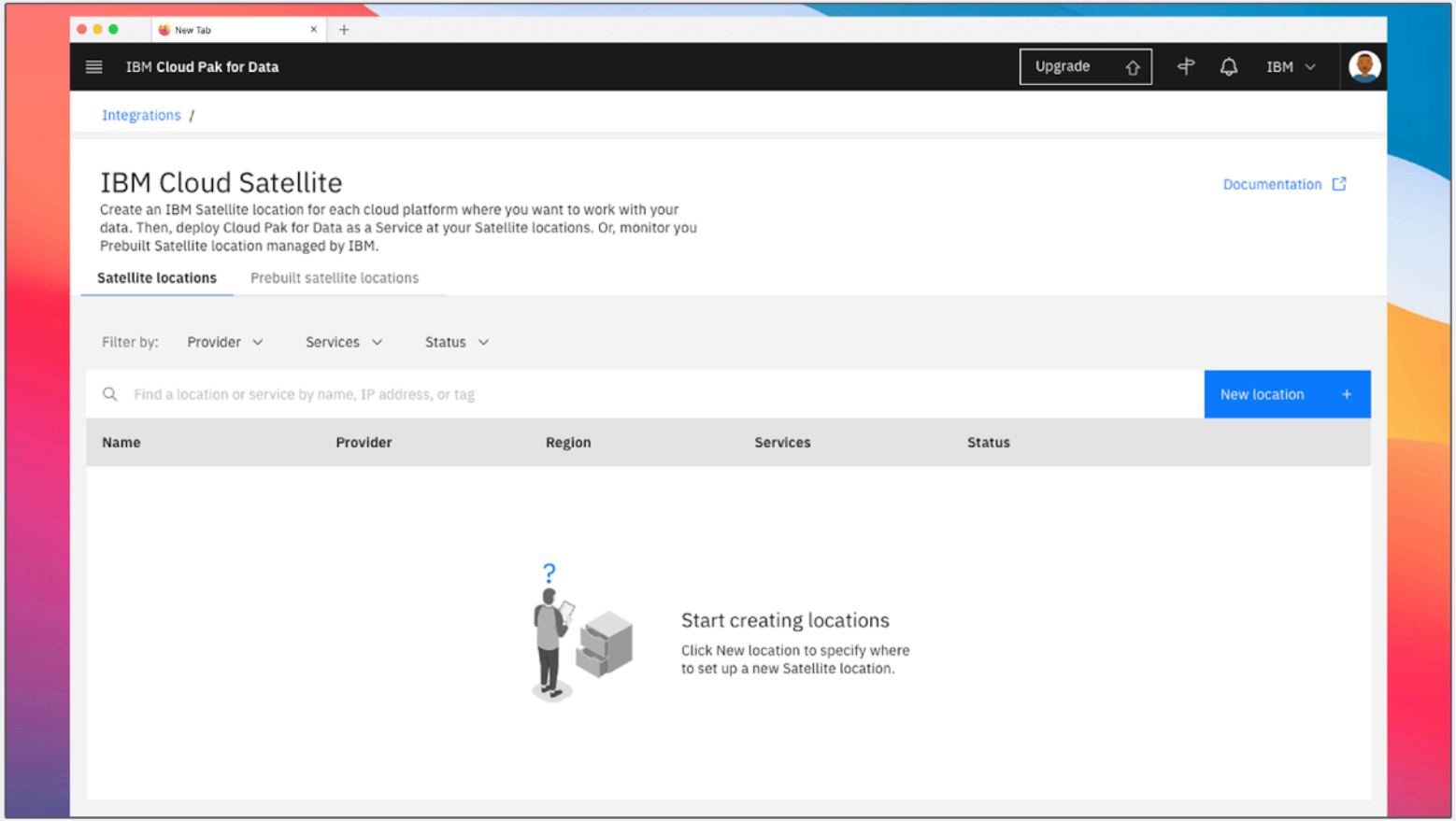
Stream your data to Cloud Pak for Data

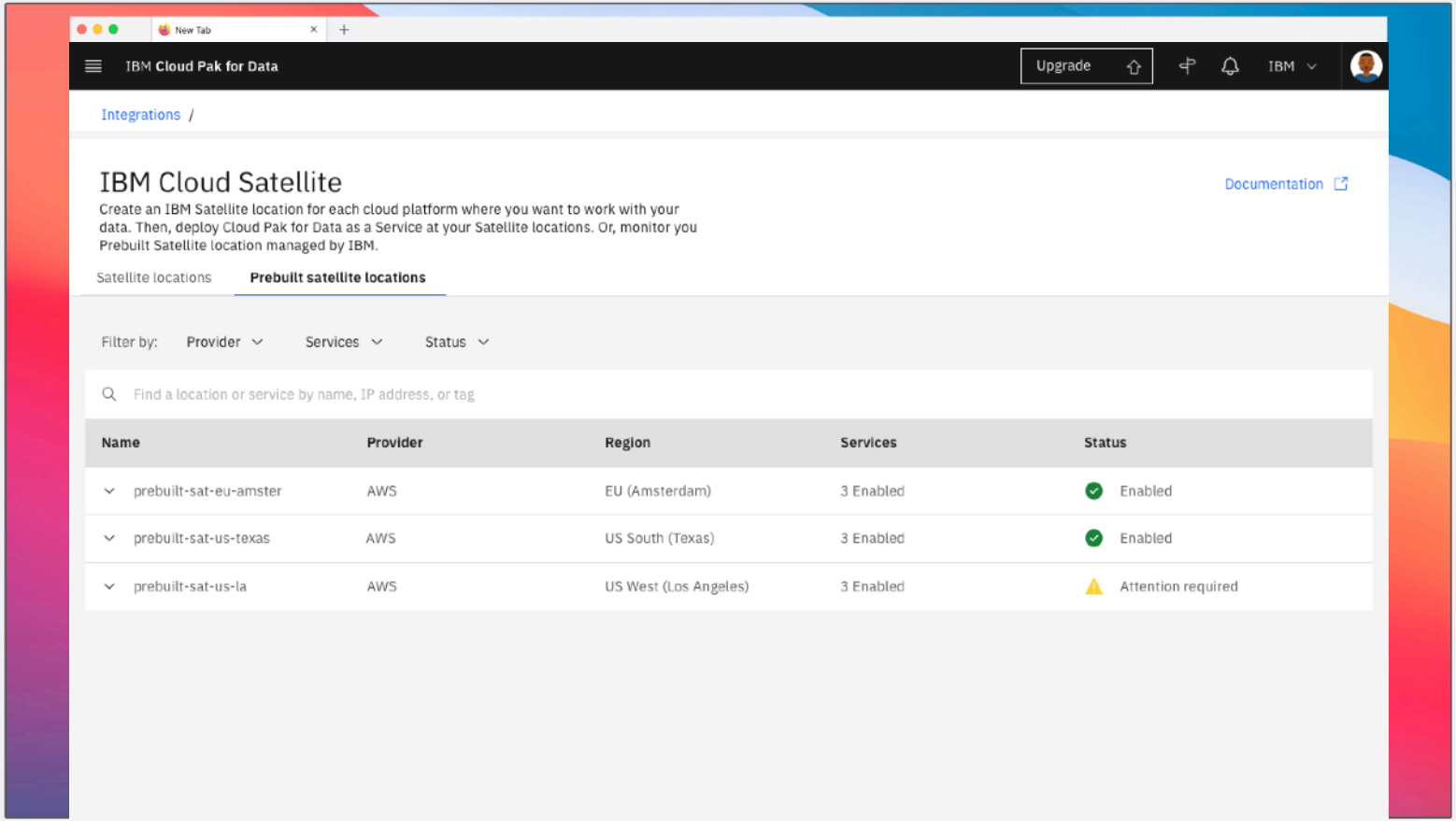
Cloud integrations

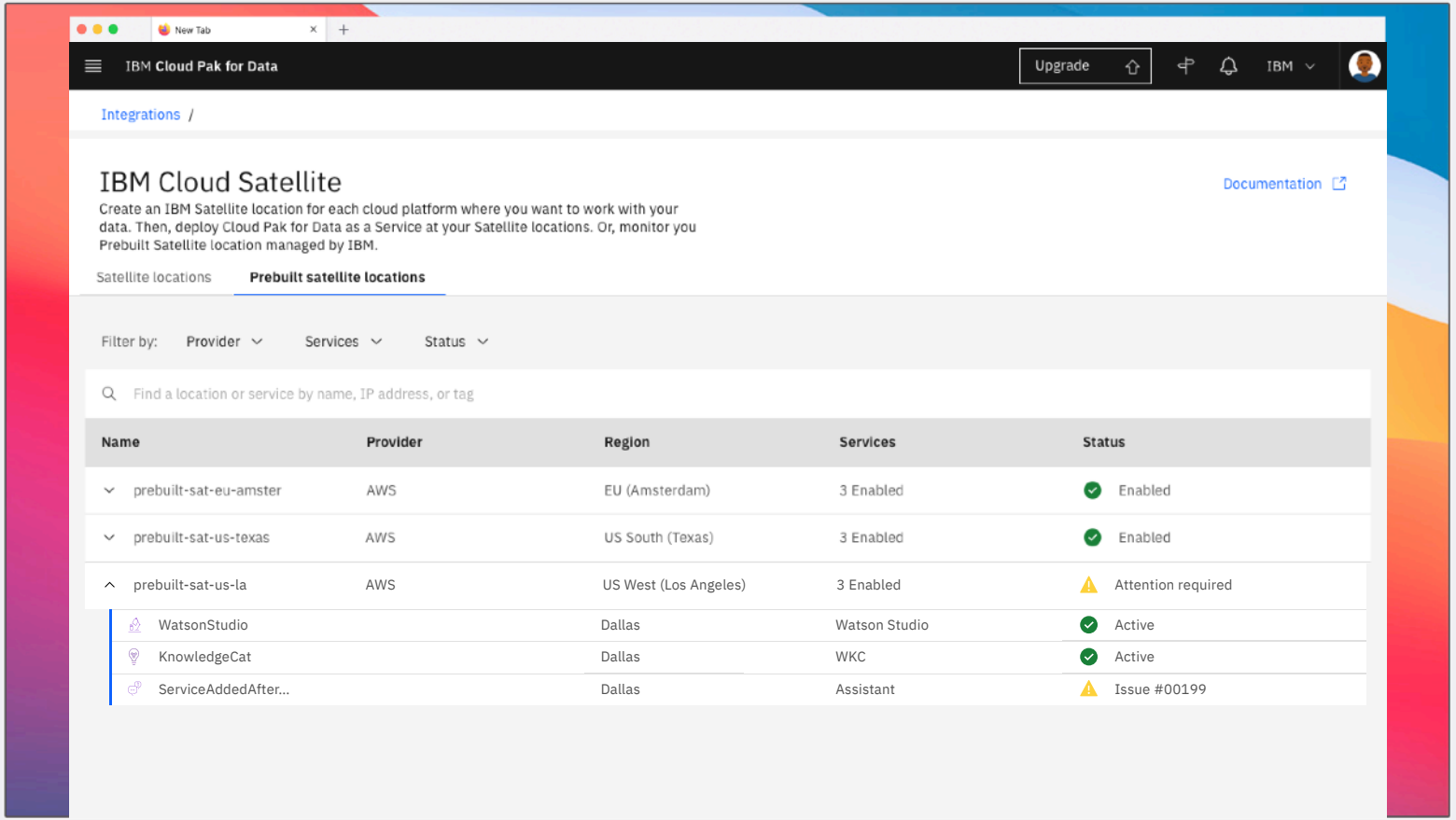
Provide credentials for the other cloud platforms where your data resides so that you can work with that data on Cloud Pak for Data as a Service. Data is securely streamed over the public internet and through the other cloud platform firewall. Streaming your data might slow processing and incur egress charges.

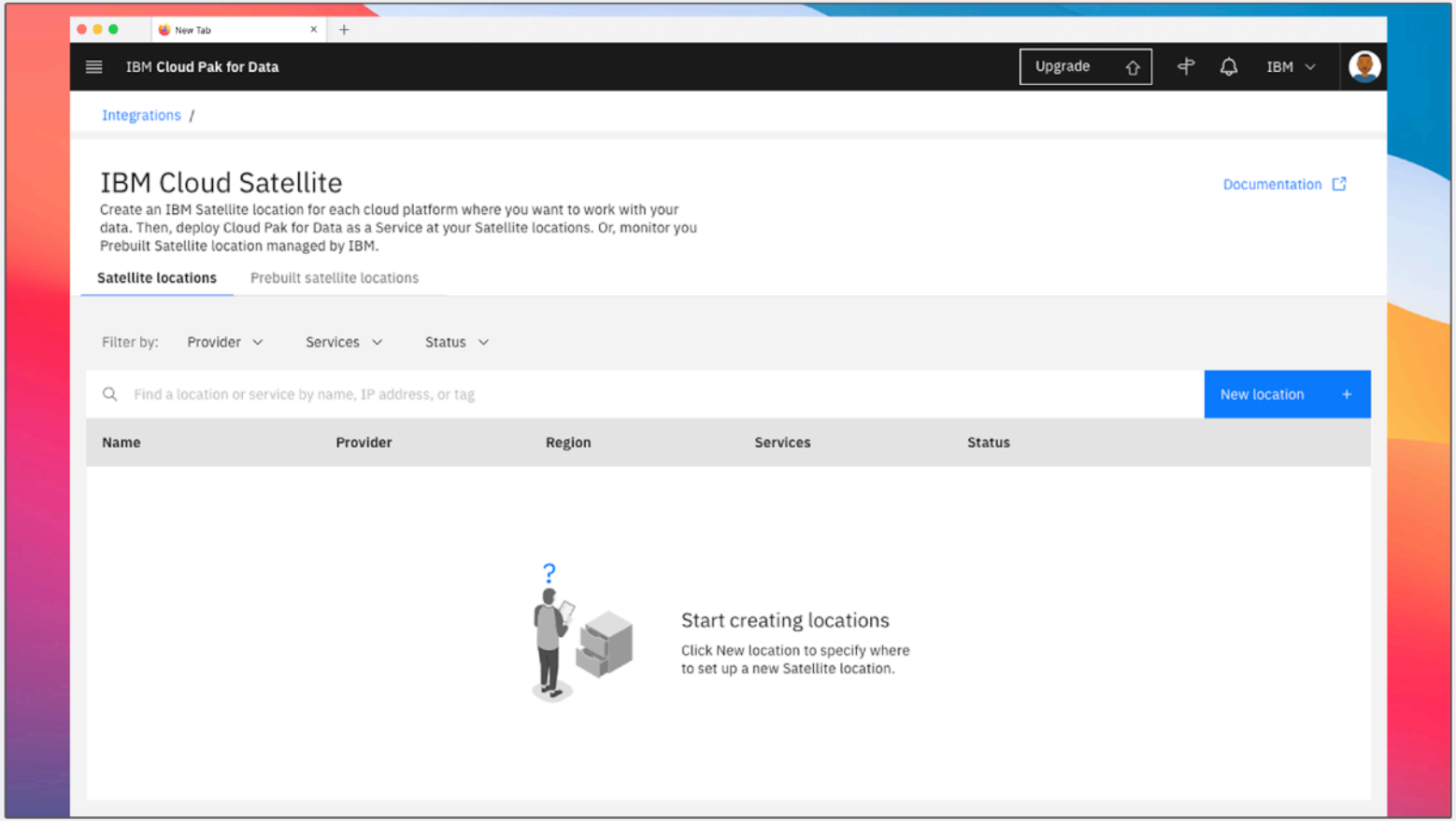
Go to Cloud integtions

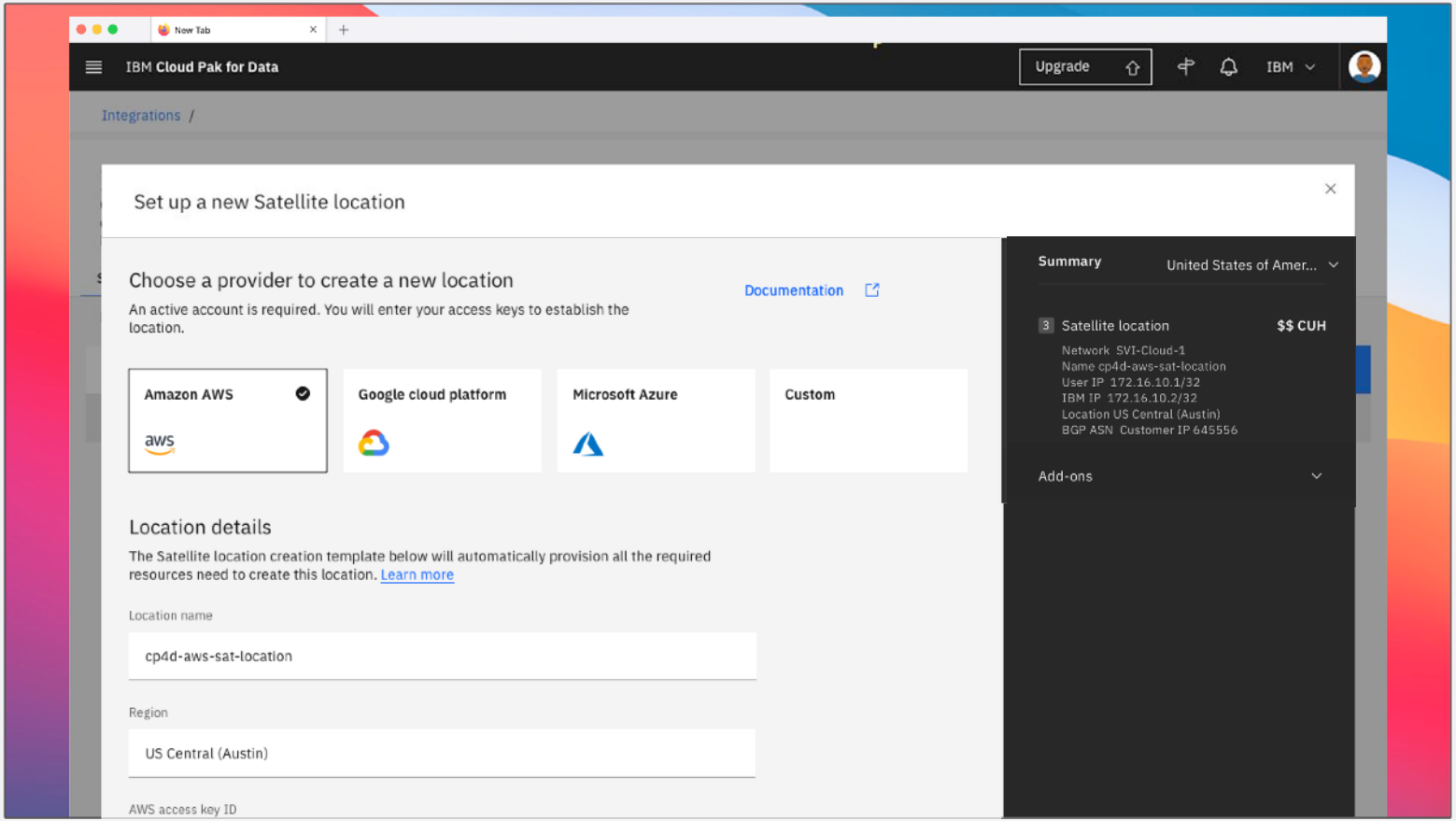


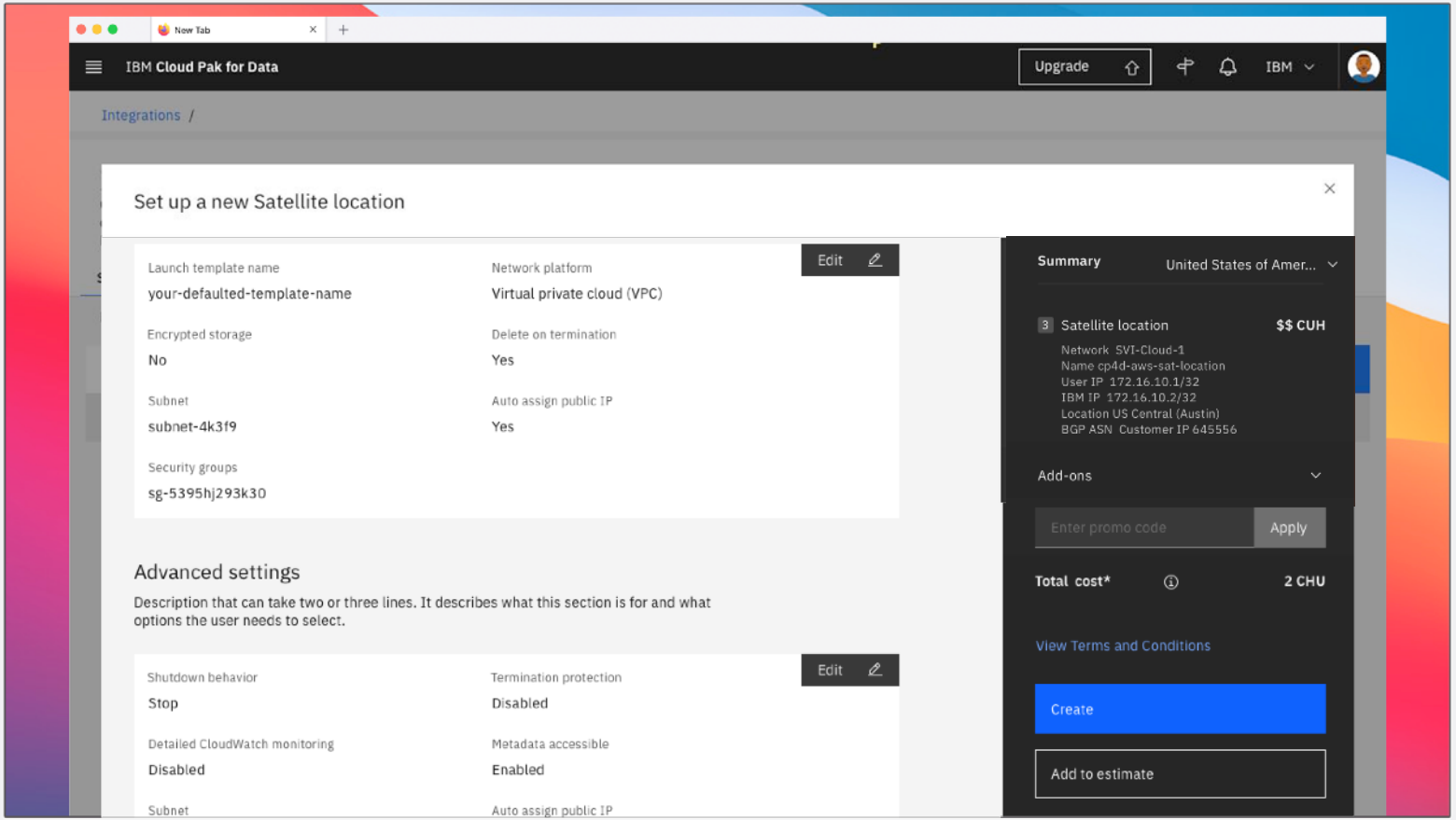

New Tab
IBM Cloud Pak for Data
Upgrade
IBM
Integrations /
IBM Cloud Satellite
Create an IBM Satellite location for each cloud platform where you want to work with your data. Then, deploy Cloud Pak for Data as a Service at your Satellite locations. Or, monitor you Prebuilt Satellite location managed by IBM.
Documentation
Satellite locations
Prebuilt satellite locations
Filter by:
Provider
Services
Status
Find a location or service by name, IP address, or tag
New location
Name
Provider
Region
Services
Status
Start creating locations
Click New location to specify where to set up a new Satellite location.


New Tab
IBM Cloud Pak for Data
Upgrade
IBM
Integrations /
IBM Cloud Satellite
Create an IBM Satellite location for each cloud platform where you want to work with your data. Then, deploy Cloud Pak for Data as a Service at your Satellite locations. Or, monitor you Prebuilt Satellite location managed by IBM.
Documentation
Satellite locations
Prebuilt satellite locations
Filter by:
Provider
Services
Status
Find a location or service by name, IP address, or tag
Name
Provider
Region
Services
Status
prebuilt-sat-eu-amster
AWS
EU (Amsterdam)
3 Enabled
Enabled
prebuilt-sat-us-texas
AWS
US South (Texas)
3 Enabled
Enabled
prebuilt-sat-us-la
AWS
US West (Los Angeles)
3 Enabled
Attention required


New Tab
IBM Cloud Pak for Data
Upgrade
IBM
Integrations /
IBM Cloud Satellite
Create an IBM Satellite location for each cloud platform where you want to work with your data. Then, deploy Cloud Pak for Data as a Service at your Satellite locations. Or, monitor you Prebuilt Satellite location managed by IBM.
Documentation
Satellite locations
Prebuilt satellite locations
Filter by:
Provider
Services
Status
Find a location or service by name, IP address, or tag
Name
Provider
Region
Services
Status
prebuilt-sat-eu-amster
AWS
EU (Amsterdam)
3 Enabled
Enabled
prebuilt-sat-us-texas
AWS
US South (Texas)
3 Enabled
Enabled
prebuilt-sat-us-la
AWS
US West (Los Angeles)
3 Enabled
Attention required
WatsonStudio
Dallas
Watson Studio
Active
KnowledgeCat
Dallas
WKC
Active
ServiceAddedAfter...
Dallas
Assistant
Issue #00199


New Tab
IBM Cloud Pak for Data
Upgrade
IBM
Integrations /
IBM Cloud Satellite
Create an IBM Satellite location for each cloud platform where you want to work with your data. Then, deploy Cloud Pak for Data as a Service at your Satellite locations. Or, monitor you Prebuilt Satellite location managed by IBM.
Documentation
Satellite locations
Prebuilt satellite locations
Filter by:
Provider
Services
Status
Find a location or service by name, IP address, or tag
New location
Name
Provider
Region
Services
Status
Start creating locations
Click New location to specify where to set up a new Satellite location.


New Tab
IBM Cloud Pak for Data
Upgrade
IBM
Integrations /
Set up a new Satellite location
Choose a provider to create a new location
An active account is required. You will enter your access keys to establish the location.
Documentation
Amazon AWS
aws
Google cloud platform
Microsoft Azure
Custom
Location details
The Satellite location creation template below will automatically provision all the required resources need to create this location. Learn more
Location name
cp4d-aws-sat-location
Region
US Central (Austin)
AWS access key ID
Summary
United States of Amer...
3 Satellite location
$$ CUH
Network SVI-Cloud-1
Name cp4d-aws-sat-location
User IP 172.16.10.1/32
IBM IP 172.16.10.2/32
Location US Central (Austin)
BGP ASN Customer IP 645556
Add-ons


New Tab
IBM Cloud Pak for Data
Upgrade
IBM
Integrations /
Set up a new Satellite location
Launch template name
your-defaulted-template-name
Network platform
Virtual private cloud (VPC)
Edit
Encrypted storage
No
Delete on termination
Yes
Subnet
subnet-4k3f9
Auto assign public IP
Yes
Security groups
sg-5395hj293k30
Advanced settings
Description that can take two or three lines. It describes what this section is for and what options the user needs to select.
Shutdown behavior
Stop
Termination protection
Disabled
Edit
Detailed CloudWatch monitoring
Disabled
Metadata accessible
Enabled
Subnet
Auto assign public IP
Summary
United States of Amer...
3 Satellite location
$$ CUH
Network SVI-Cloud-1
Name cp4d-aws-sat-location
User IP 172.16.10.1/32
IBM IP 172.16.10.2/32
Location US Central (Austin)
BGP ASN Customer IP 645556
Add-ons
Enter promo code
Apply
Total cost*
2 CHU
View Terms and Conditions
Create
Add to estimate

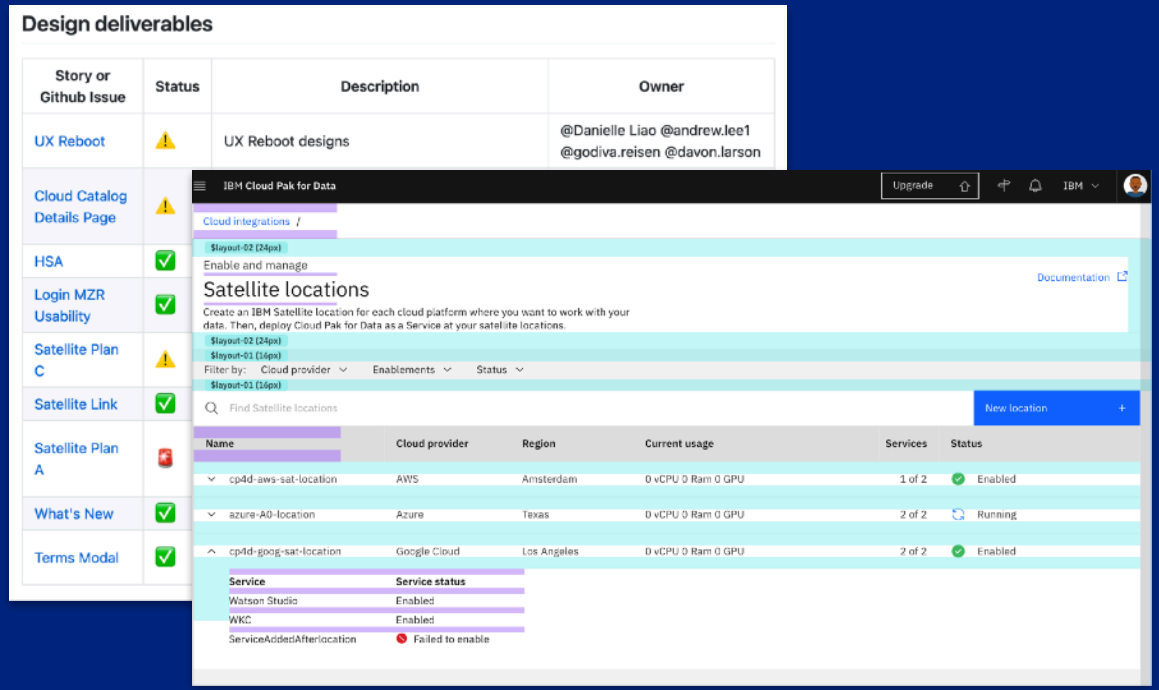
Process

Lo-fi

Testing

Hi-fi

Delivery



Design deliverables

Story or Github Issue	Status	Description	Owner
UX Reboot	⚠️	UX Reboot designs	@Danielle Liao @andrew.lee1 @godiva.reisen @davon.larson
Cloud Catalog Details Page	⚠️		
HSA	✅		
Login MZR Usability	✅		
Satellite Plan C	⚠️		
Satellite Link	✅		
Satellite Plan A	🛑		
What's New	✅		
Terms Modal	✅		

Summary

“CPD & **Satellite** resulted in a performance improvement which reduced scoring latency on some time critical models from **10 seconds** to under **1 second**”

- Anonymous CTO

Impact

Takeaways

Summary

Impact

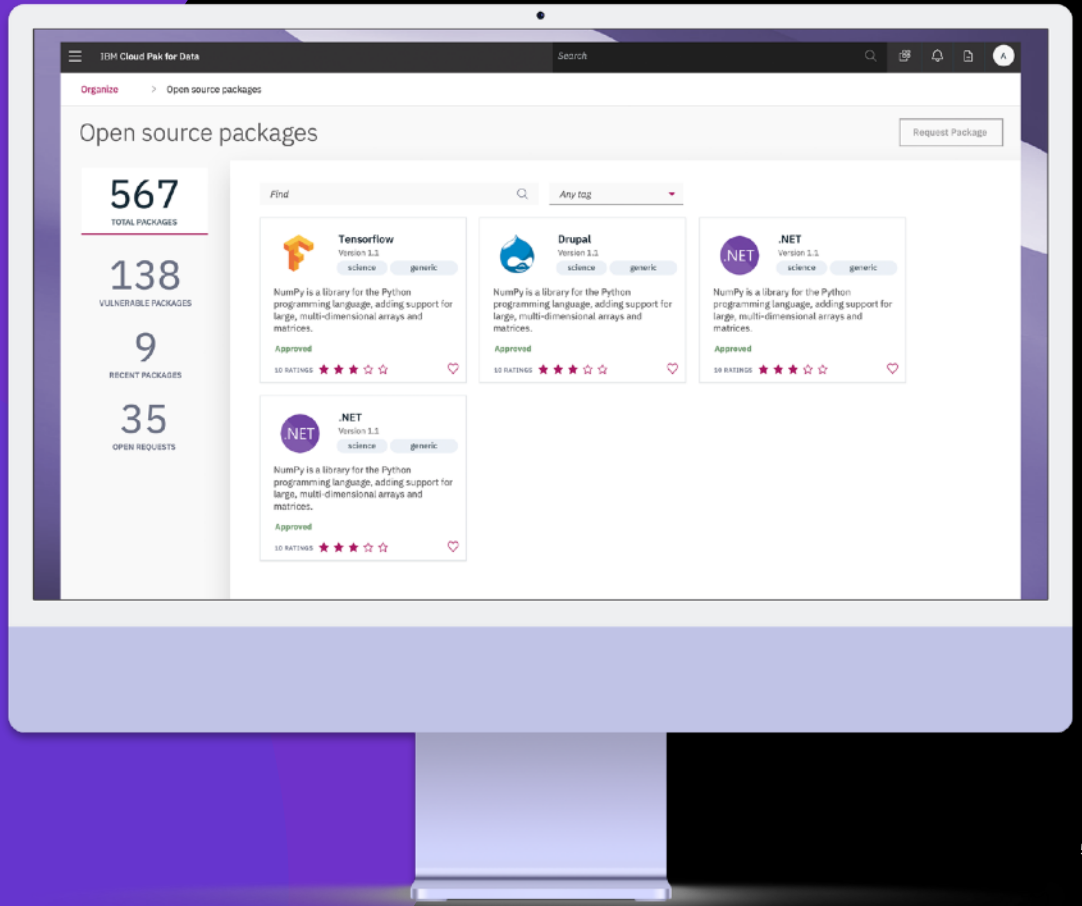
Takeaways

- Treat engineers like your users, with **empathy**
- With enough patience, you can **figure out anything**. Including Data Science, and Kubernetes
- **Ambiguity** is an opportunity to create something new.

Open source package manager

Enabling **developers** to reduce the risks of **open source code**

User: Data Scientists and ML Engineers



Why

Dev team leads and CIOs are nervous about what open source packages their devs are introducing into their stack

But open source is key to modern software design

“One vulnerable package, Apache Struts, lead to the 2017 hack of Equifax, and allowed hackers to access personal data of 143 million Equifax customers.”

Why

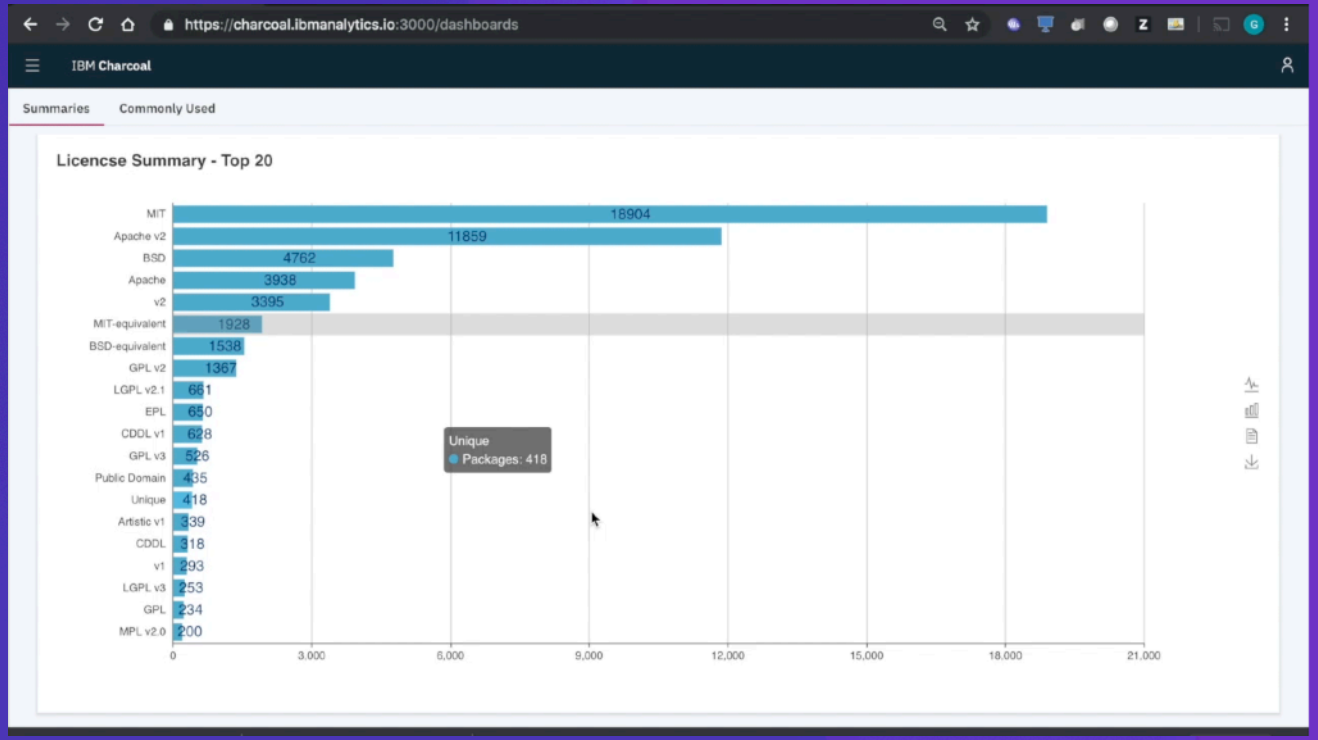
Dev team leads and CIOs are nervous about what open source packages their devs are introducing into their stack

But open source is key to modern software design

How might we **preserve the convenience of Open Source software,** while giving companies **control** over what their devs are using**.**

The process started with

Redesigning the MVP in ~2 weeks



The process started with

Redesigning the MVP in ~2 weeks

Cloud Pak for Data apps

Watson Studio

Watson ML

Watson KC

DB2

Cognos

Connections

NLP

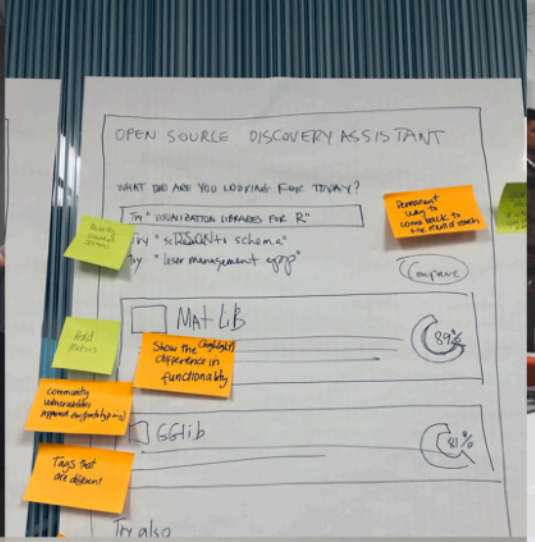
DataStage

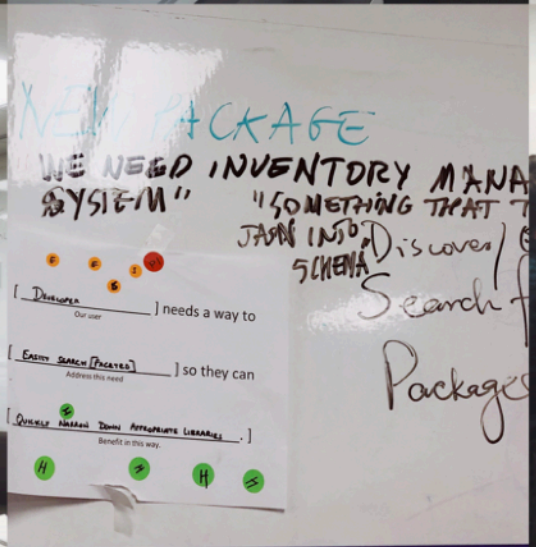
Data Virtualization

OSM


PACKAGE
REQUEST


CURRENT
GET STARTED
PROPOSED


OPEN SOURCE DISCOVERY ASSISTANT
WHAT DID ARE YOU LOOKING FOR TODAY?
MAT LIB
GGlib
Try also


NEW PACKAGE
WE NEED INVENTORY MANA
SYSTEM"
"SOMETHING THAT
JAVA INTO
SCHEMA
Discover
Search
Packages
[Developer] needs a way to
Our user
[Easily Search [Faceted]] so they can
Address this need
[Quickly Narrow Down Appropriate Libraries].
Benefit in this way.

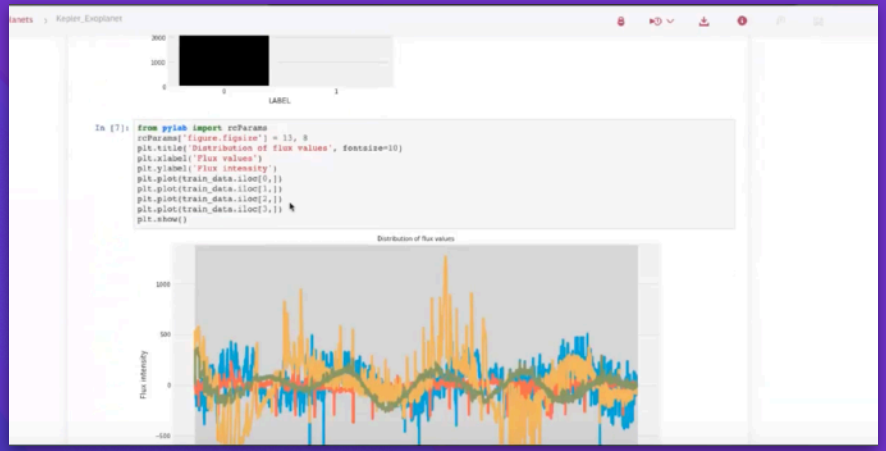
Step 2

Lofi

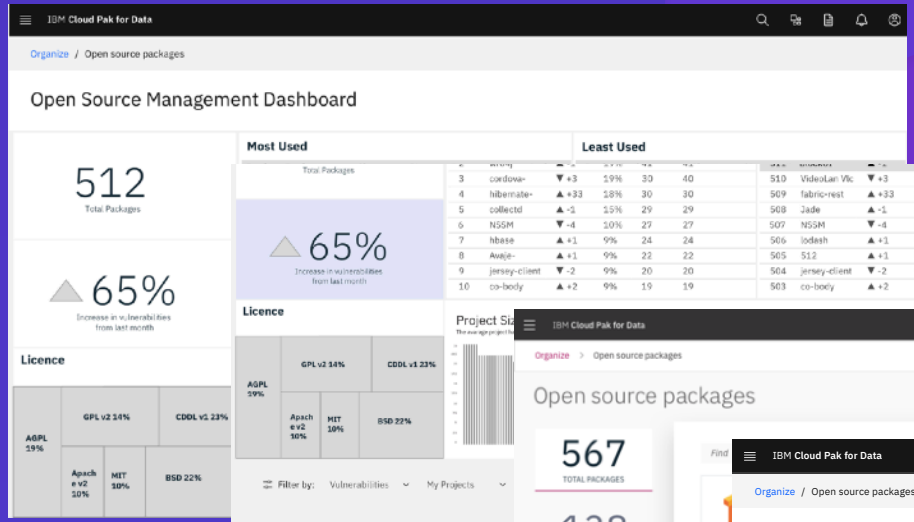

SEARCH
PACKAGE REQUEST
HOME
PROJECTS
NEW PROJECT
Total
815
SECURITY SCORE
78

Research

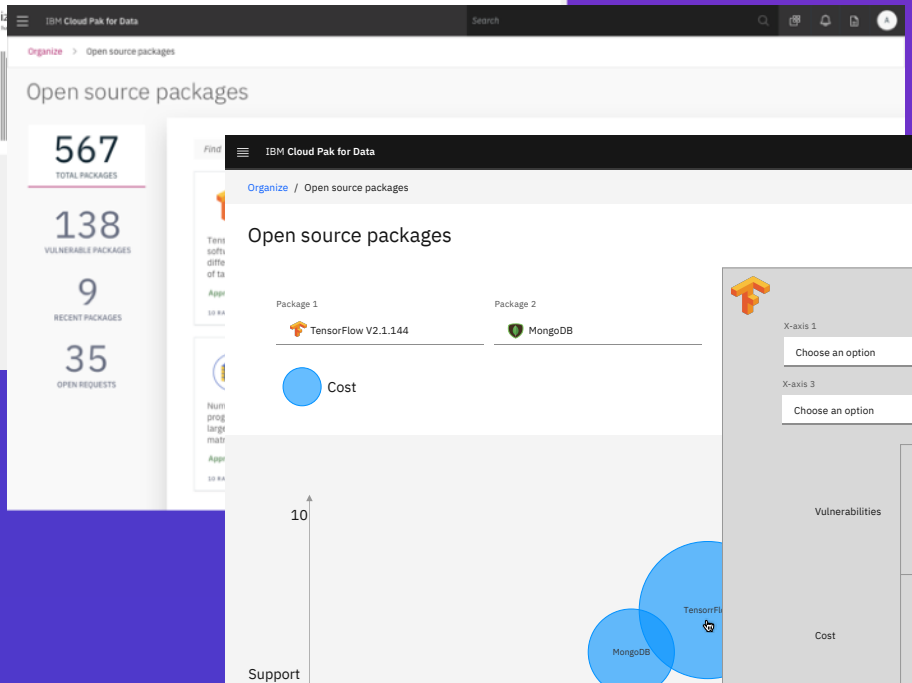
- Users want integrations with Github and Jfrog
- Approval is generally ad hoc, one user stated that they just keep track of this on a spread sheet
- Community is extremely important to decision making

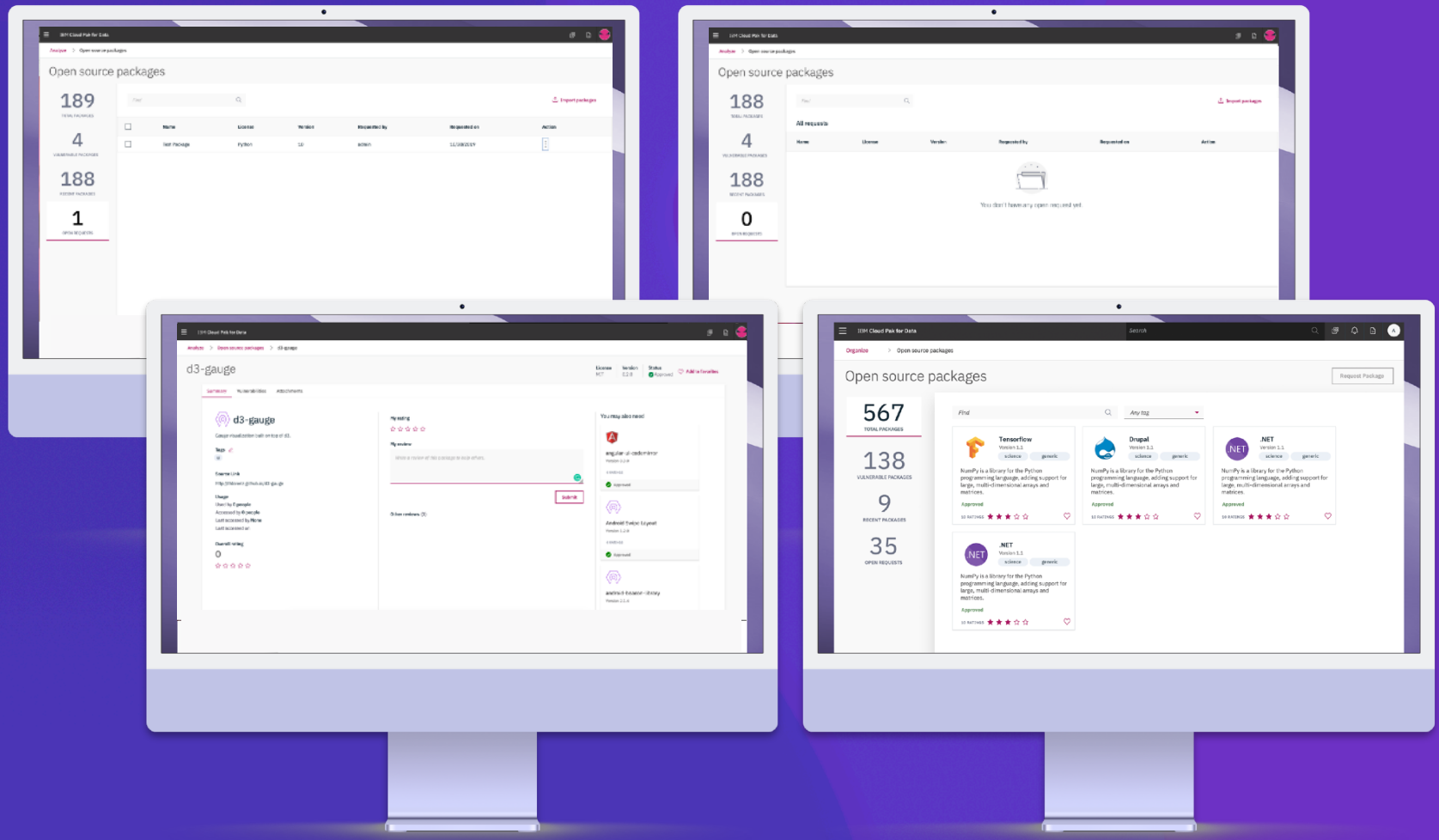


Low fidelity



Medium Fidelity

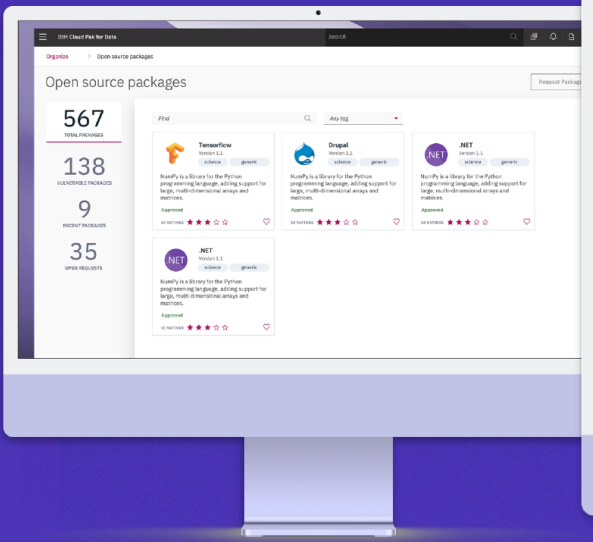



Open source packages
189
4
188
1
Open source packages
188
4
188
0
d3-gauge
Open source packages
567
TOTAL PACKAGES
138
VULNERABLE PACKAGES
9
RECENT PACKAGES
35
OPEN REQUESTS
Tensorflow
Drupal
.NET

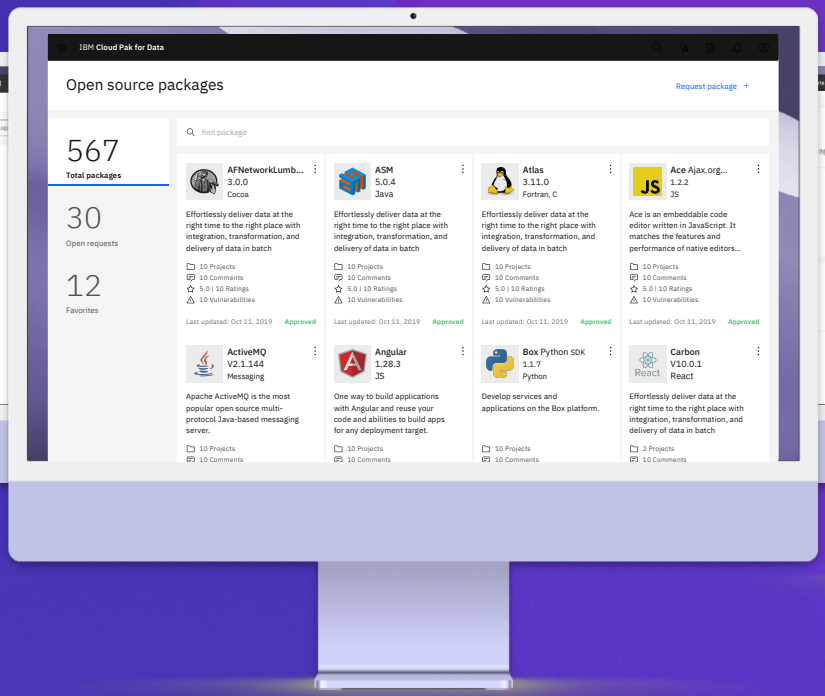
Research

- Participants found OSM to be easy to use
- Admins thought that importing and approving packages should be separated
- Admins need more info before a package can be approved
- There is a need for this in the market
- Vulnerabilities page is useful but terms need clarification and layout needs to be beer organized

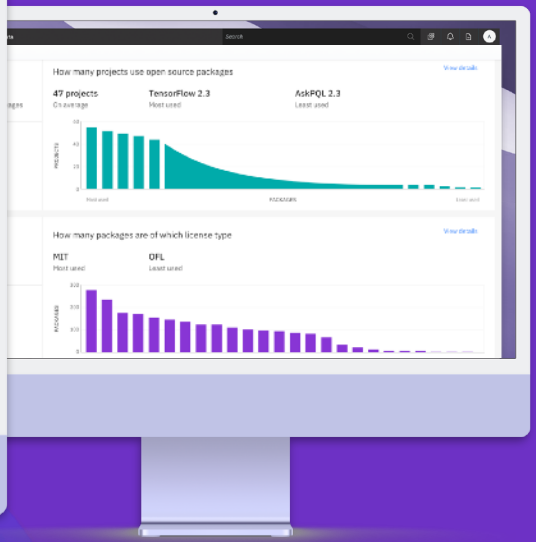
Release 1



Release 2



Release 3



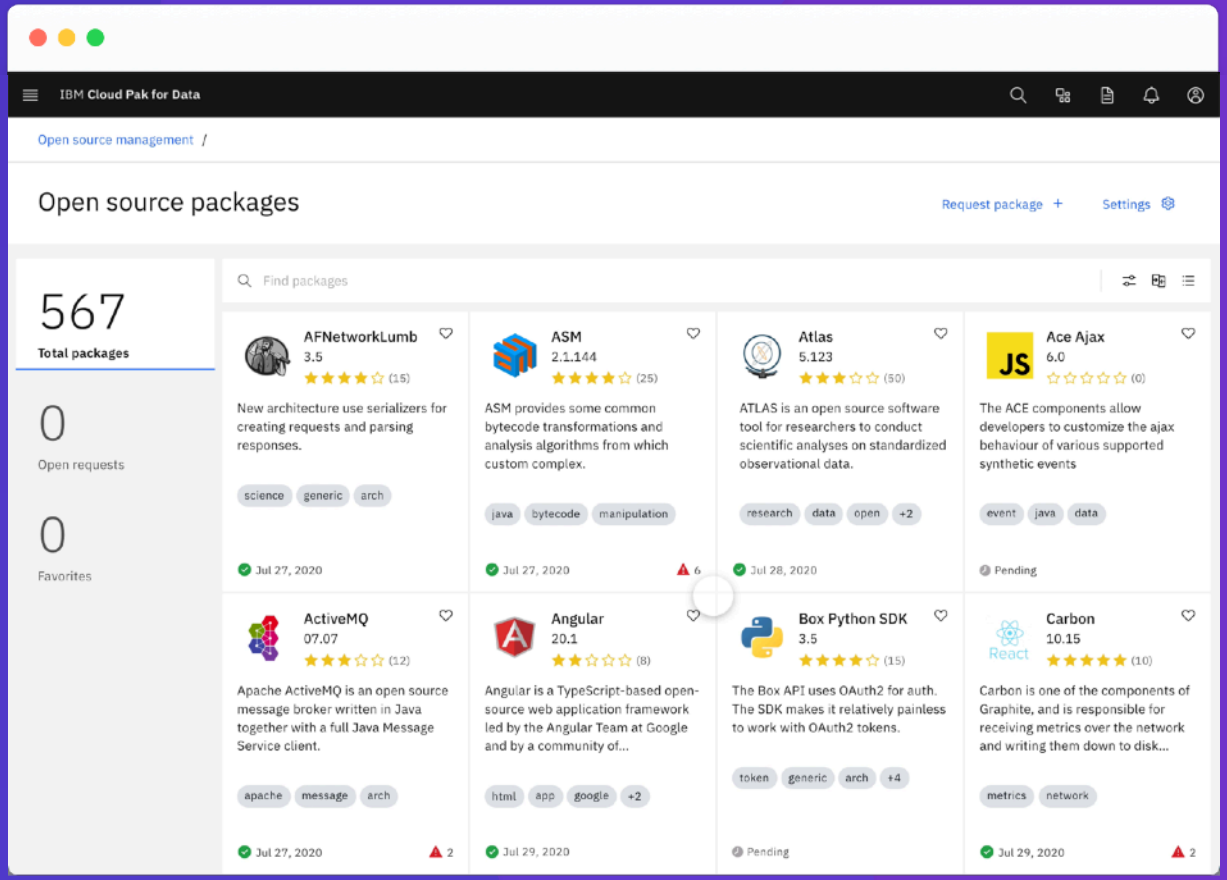
Final

Key Concepts

Governance

Reporting

Community



Final

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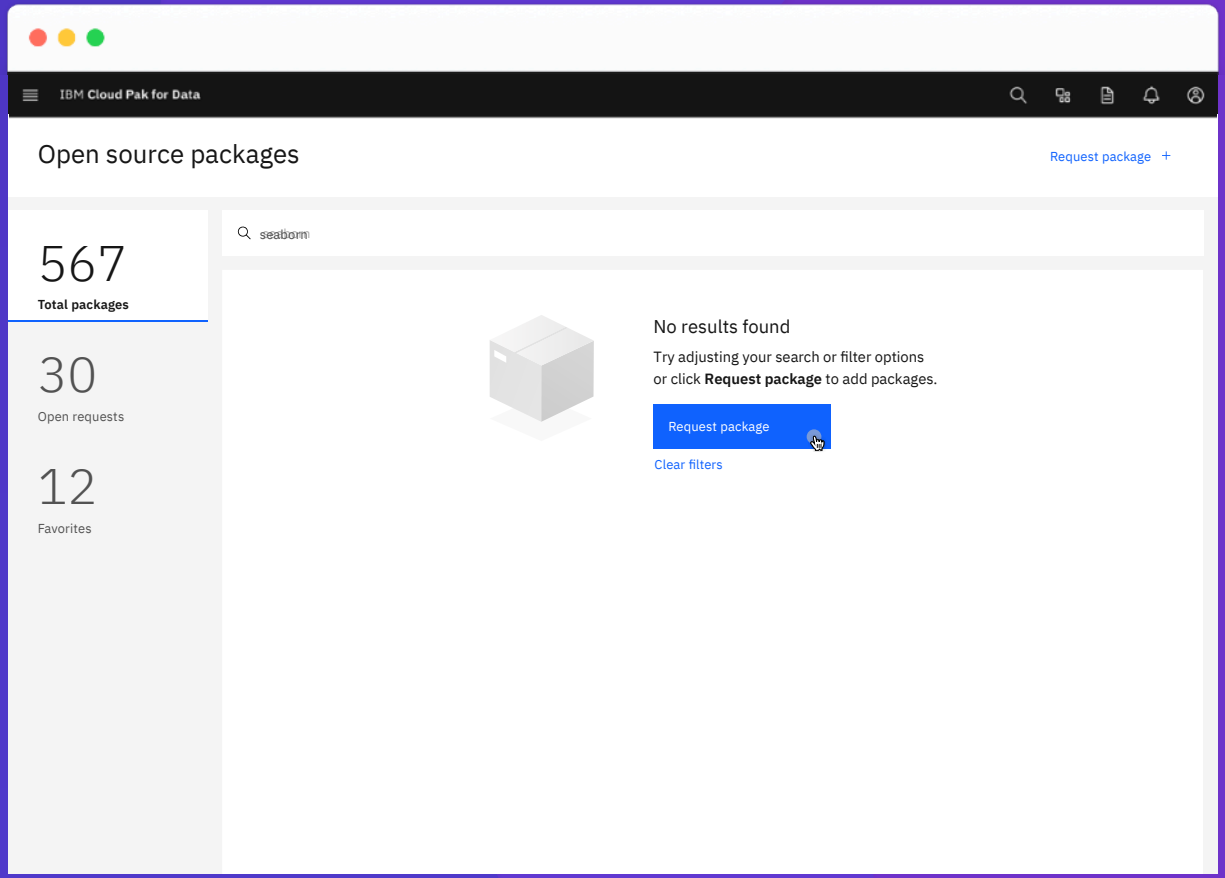


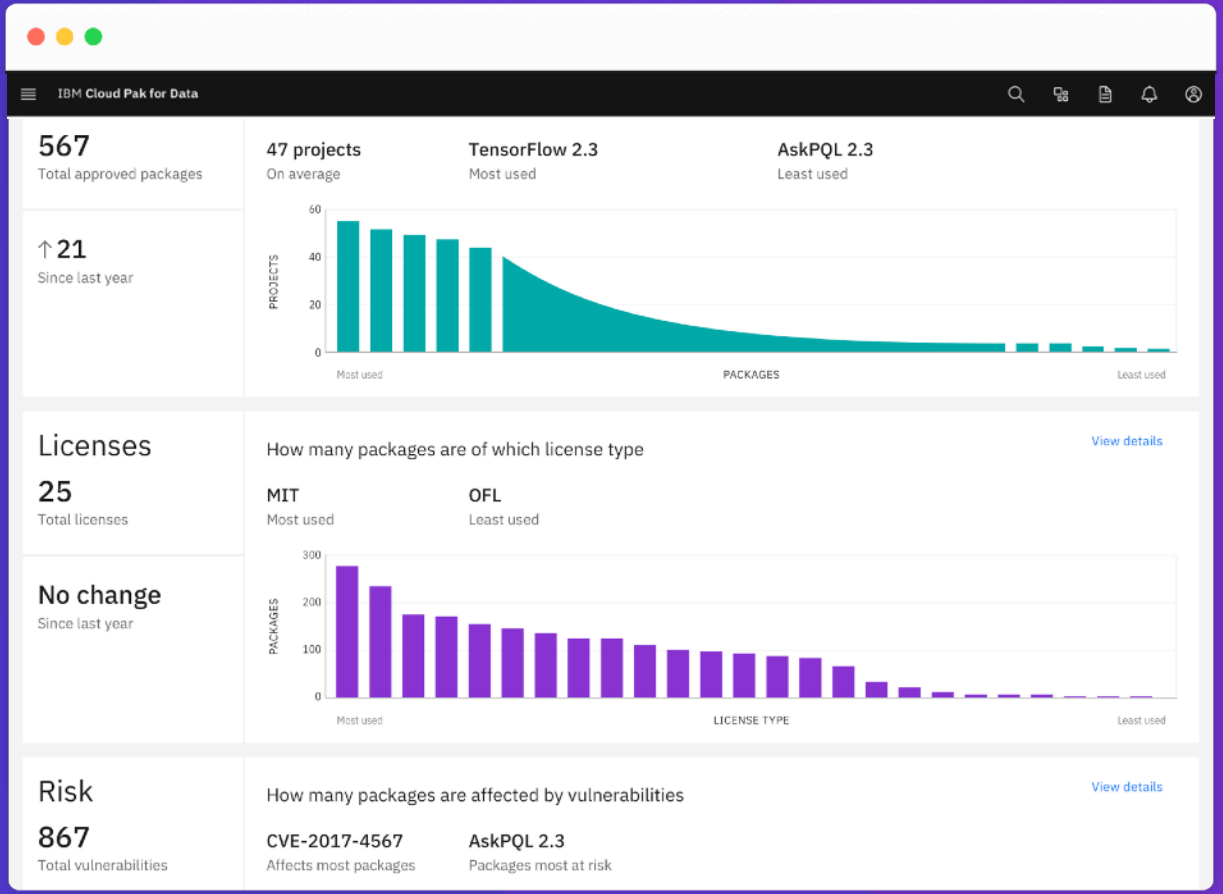
Final

Key Concepts

Governance

Reporting

Community



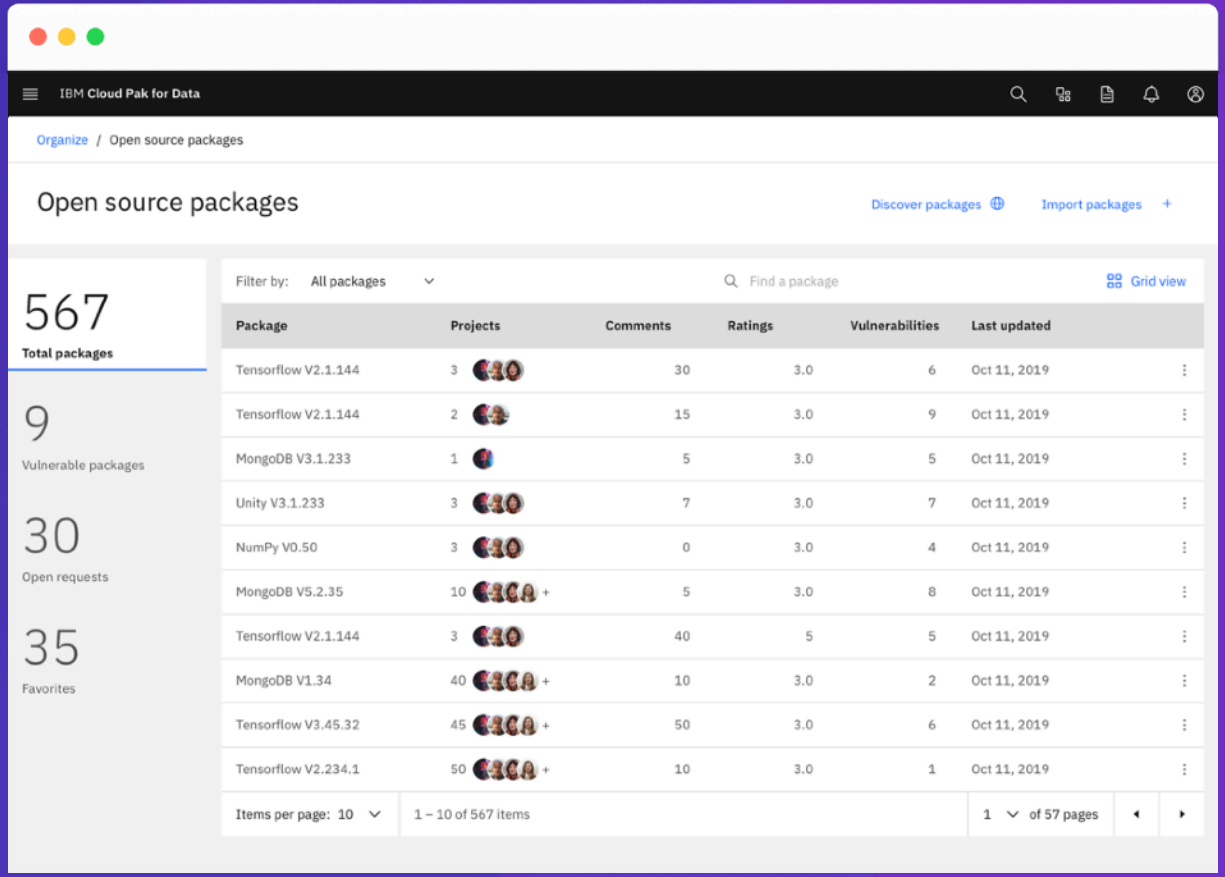
Final

Key Concepts

Governance

Licensing

Community



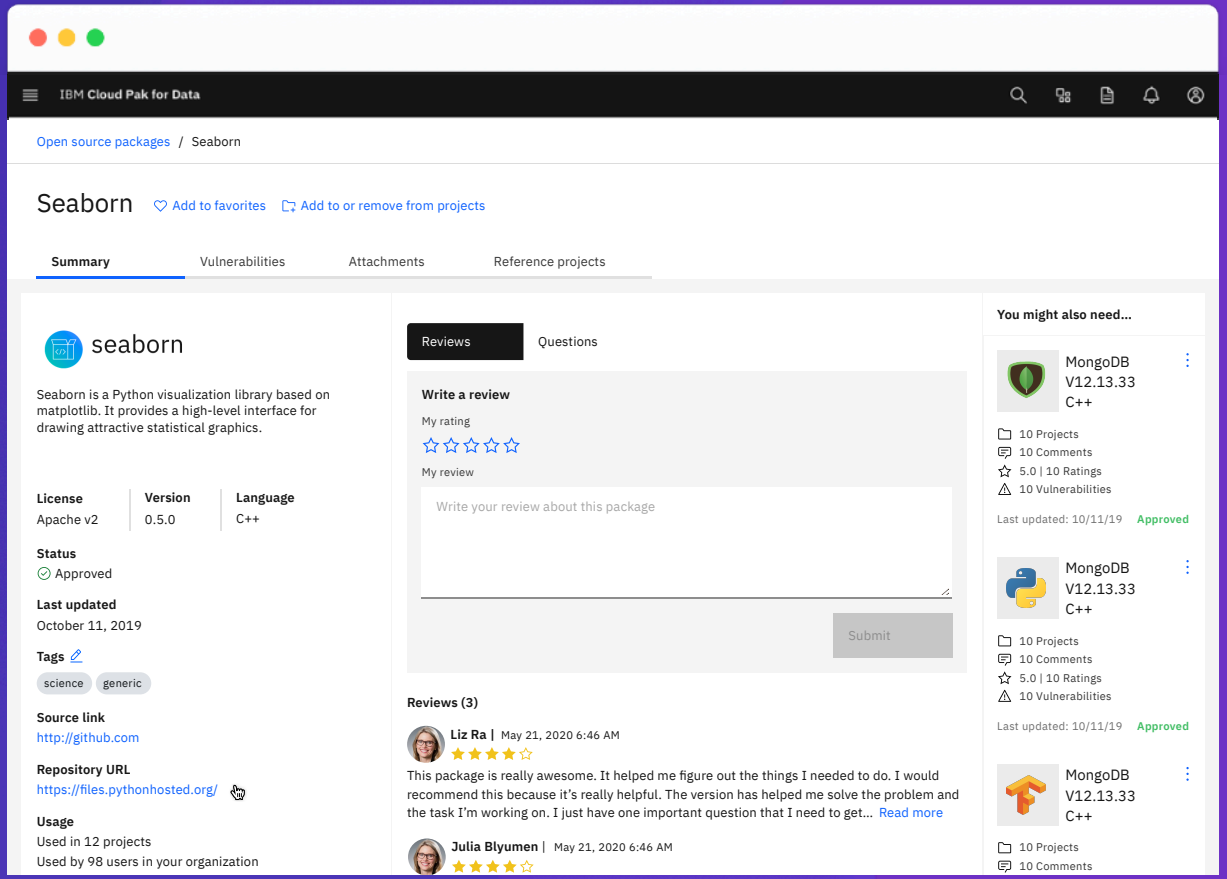
Final

Key Concepts

Governance

Licensing

Community



Impact

Before OSM
Getting a package approved was ad-hoc, and could take weeks

With OSM
That time was cut to anywhere from a few hours to even a few minutes.

Lead to additional research being done on the developer experience, and a new persona for the ML engineer

Impact

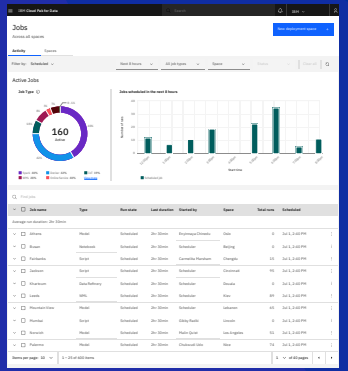
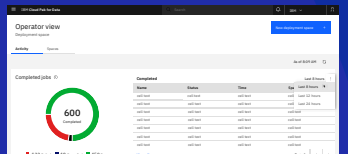
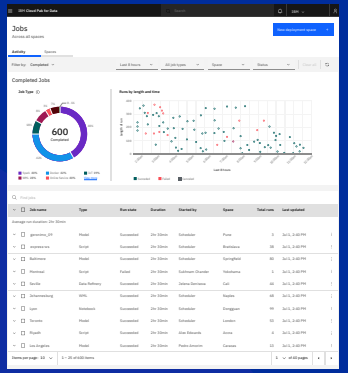
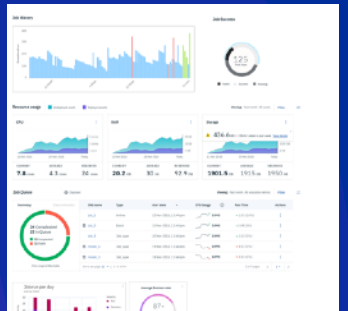
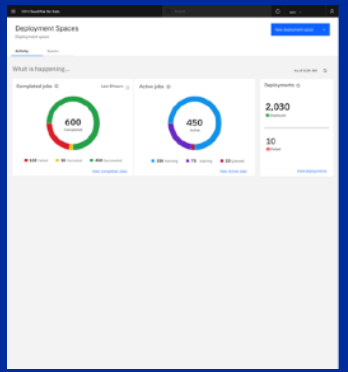
"The ability to actually have this systemized in such a manner... and the interface that you're providing, is super useful” - **User**

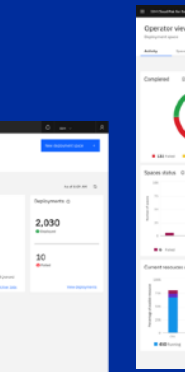
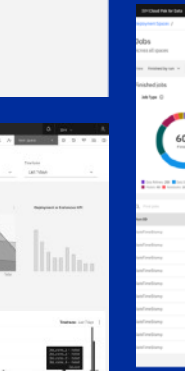
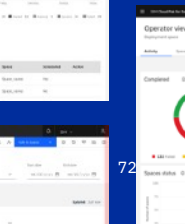
Project 3:

IBM Data and AI

Operator view

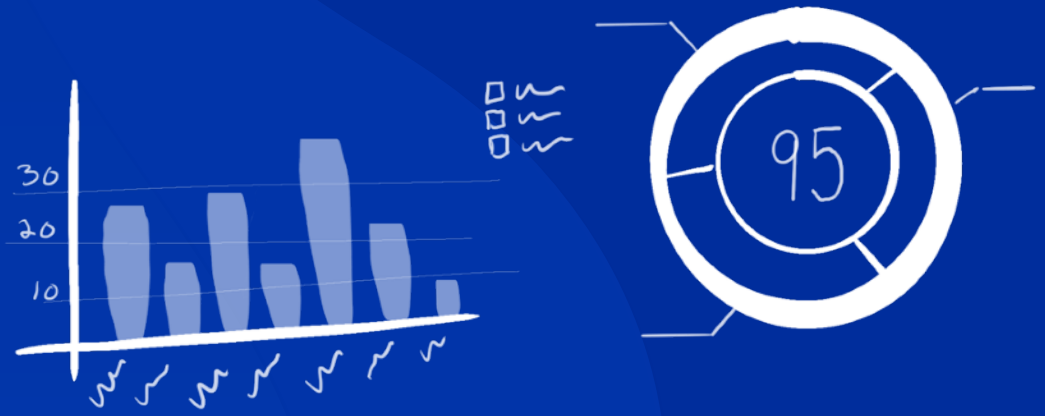


Goal

Create a simple universal page that tracks workloads running across the suite of our softwares.



Problem

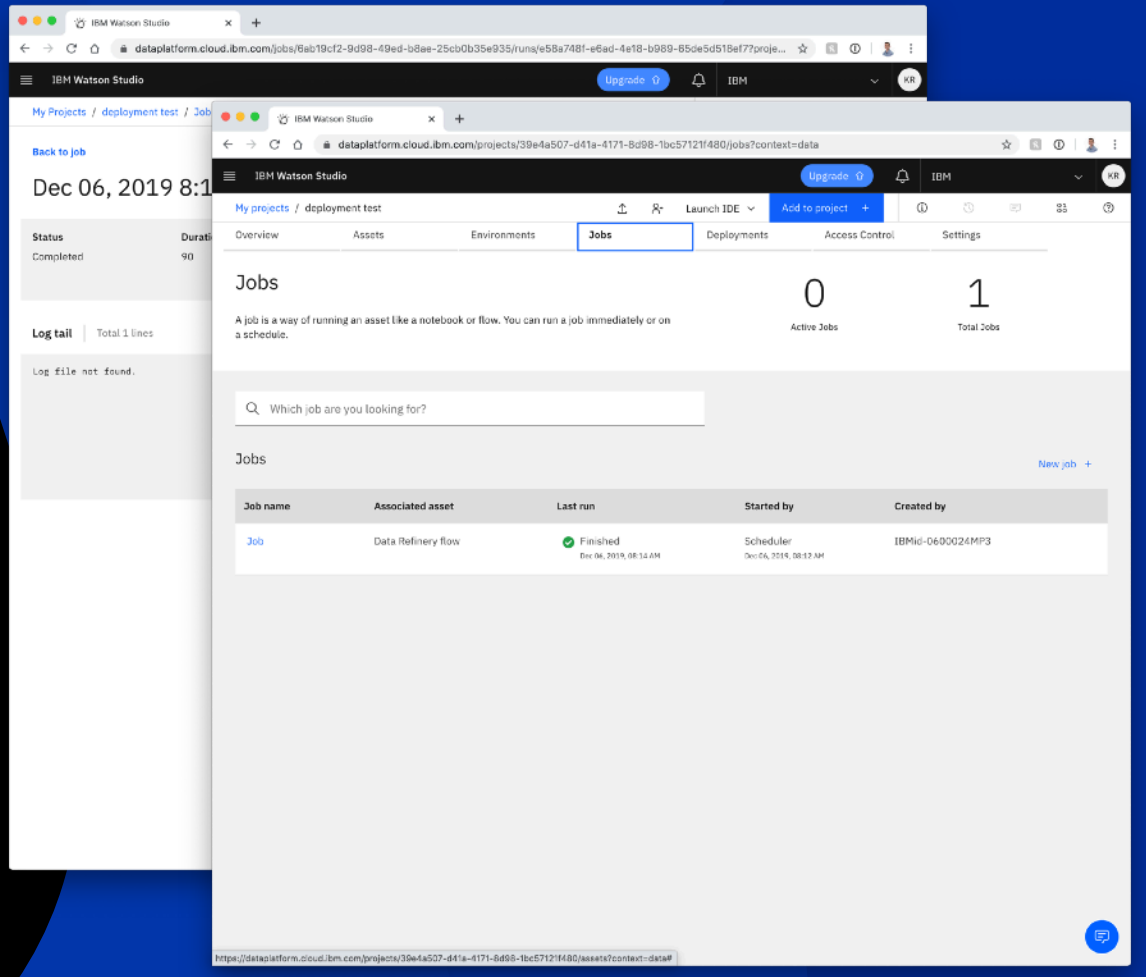
Meet Oscar

Job title: System Admin
Years on job: 7-10
Education: MS IT

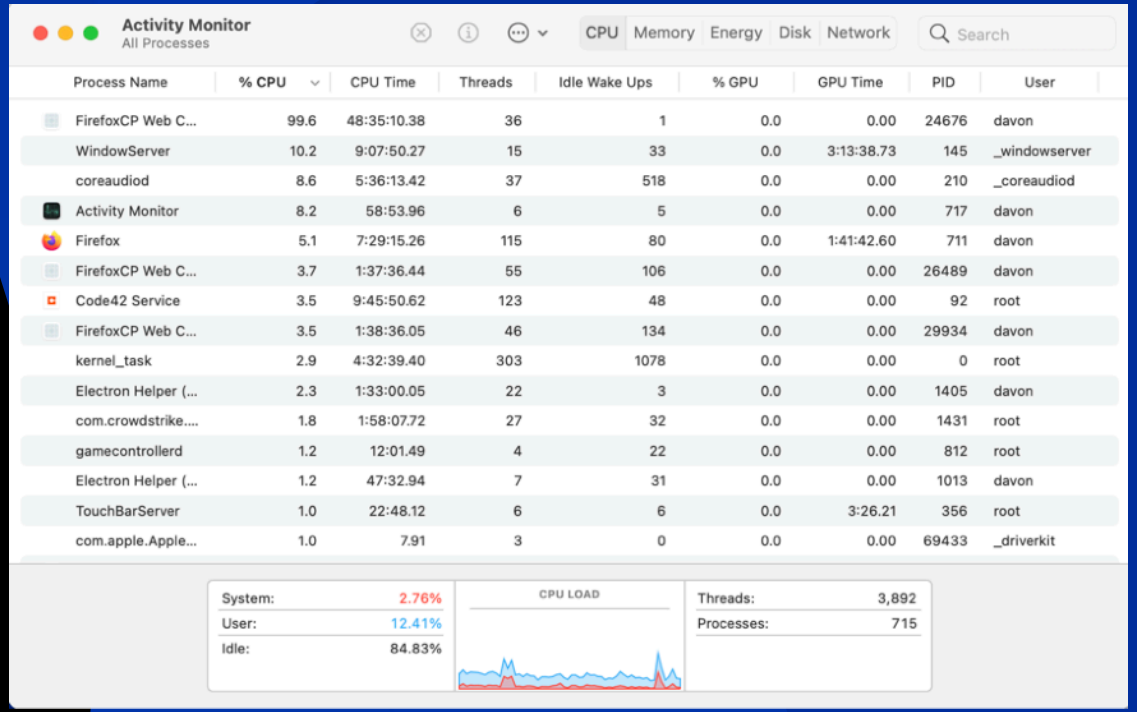
"I am using **workloads** or jobs to reflect **Data Pipelines** in production"

- User in interview

Problem

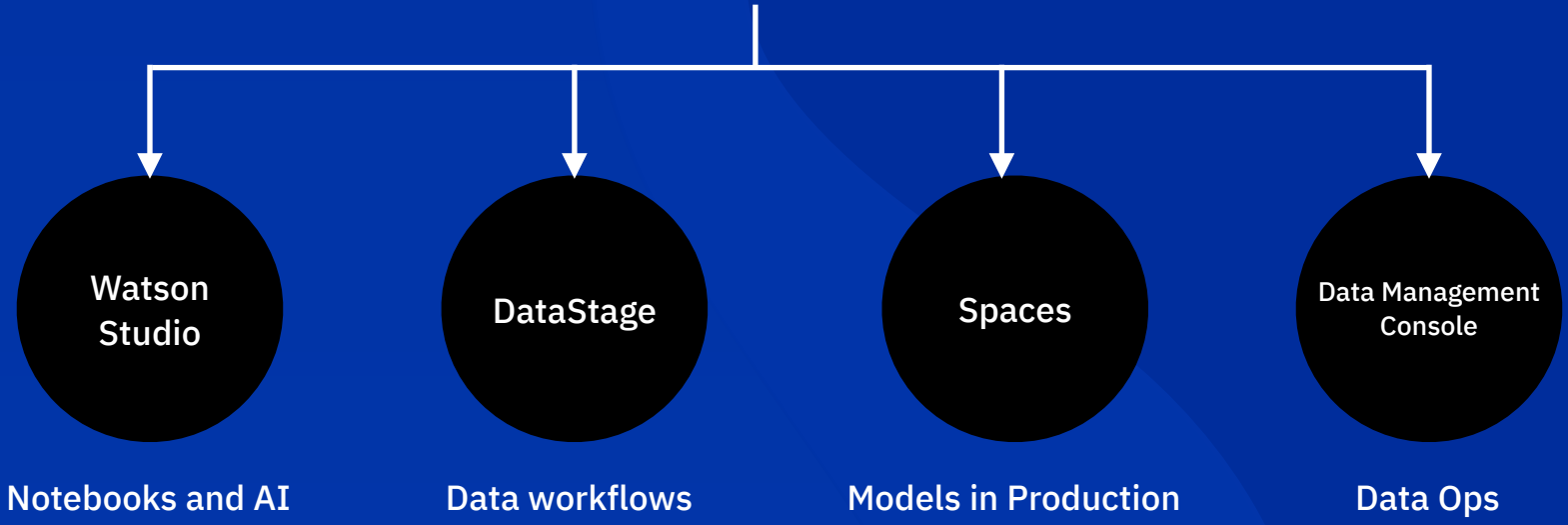

IBM Watson Studio
dataplatform.cloud.ibm.com/jobs/6ab19cf2-9d98-49ed-b8ae-25cb0b35e935/runs/e58a748f-e6ad-4e18-b989-65de5d518ef7?proje...
IBM Watson Studio
Upgrade
IBM
KR
My Projects / deployment test / Job
Back to job
Dec 06, 2019 8:1
Status
Completed
Duration
90
Log tail
Total 1 lines
Log file not found.
IBM Watson Studio
dataplatform.cloud.ibm.com/projects/39e4a507-d41a-4171-8d98-1bc57121f480/jobs?context=data
IBM Watson Studio
Upgrade
IBM
KR
My projects / deployment test
Launch IDE
Add to project
Overview
Assets
Environments
Jobs
Deployments
Access Control
Settings
Jobs
A job is a way of running an asset like a notebook or flow. You can run a job immediately or on a schedule.
0
Active Jobs
1
Total Jobs
Which job are you looking for?
Jobs
New job
Job name
Associated asset
Last run
Started by
Created by
Job
Data Refinery flow
Finished
Scheduler
IBMid-0600024MP3
https://dataplatform.cloud.ibm.com/projects/39e4a507-d41a-4171-8d98-1bc57121f480/assets?context=data#

Problem


Activity Monitor
All Processes
CPU
Memory
Energy
Disk
Network
Search
Process Name
% CPU
CPU Time
Threads
Idle Wake Ups
% GPU
GPU Time
PID
User
FirefoxCP Web C... 99.6 48:35:10.38 36 1 0.0 0.00 24676 davon
WindowServer 10.2 9:07:50.27 15 33 0.0 3:13:38.73 145 _windowserver
coreaudiod 8.6 5:36:13.42 37 518 0.0 0.00 210 _coreaudiod
Activity Monitor 8.2 58:53.96 6 5 0.0 0.00 717 davon
Firefox 5.1 7:29:15.26 115 80 0.0 1:41:42.60 711 davon
FirefoxCP Web C... 3.7 1:37:36.44 55 106 0.0 0.00 26489 davon
Code42 Service 3.5 9:45:50.62 123 48 0.0 0.00 92 root
FirefoxCP Web C... 3.5 1:38:36.05 46 134 0.0 0.00 29934 davon
kernel_task 2.9 4:32:39.40 303 1078 0.0 0.00 0 root
Electron Helper (... 2.3 1:33:00.05 22 3 0.0 0.00 1405 davon
com.crowdstrike.... 1.8 1:58:07.72 27 32 0.0 0.00 1431 root
gamecontrollerd 1.2 12:01.49 4 22 0.0 0.00 812 root
Electron Helper (... 1.2 47:32.94 7 31 0.0 0.00 1013 davon
TouchBarServer 1.0 22:48.12 6 6 0.0 3:26.21 356 root
com.apple.Apple... 1.0 7.91 3 0 0.0 0.00 69433 _driverkit
System: 2.76%
User: 12.41%
Idle: 84.83%
CPU LOAD
Threads: 3,892
Processes: 715

Team

Operator view



Research

Kevin Cheng

IT Operations Manager
B.S. Management Information Systems
Works @ Telecommunications Company

"I've got to have visibility into thousands of environments, infrastructure activity, and deployment status all at the same time!"

Experience
No Experience — Tons of Experience

Size of Company
Start Up — Enterprise

Contentment
Content — Unsatisfied

Day-to-Day

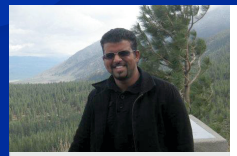
- Maintains server performance and manages app deployments
- Sets up servers, data storage, and environments
- Drives infrastructure strategy and collaboration across IT and development teams
- Monitor and manage change requests coming from business users
- Report incident-related metrics
- Monitor the response of support escalations
- Training, awareness, and management of IT and support teams and processes

Frustrations

- Cross-functional and remote teams working in silos
- Lack of traceability/visibility into system failures
- Strict compliance rules slow work down

Metrics Desired

- Server and environment status (up / down)
- Deployments to static and cloud environments
- Activity: changes made to environments
- Tickets / change request status (service status, changes coming in and going out)
- Average time to fix a change
- Resource usage



Raj Victor

Release Manager / Engineer
B.S. Business
Works @ Technology Company

"Our process is mostly still manual. We spend a lot of time in cross-functional meetings to sort things out."

Experience
No Experience — Tons of Experience

Size of Company
Start Up — Enterprise

Contentment
Content — Unsatisfied

Day-to-Day

- Creates release plans
- Organizes and manages software releases / ensures confidence in deployability and schedule
- Tracks, confirms, and reports release status
- Agrees about the exact content and roll-out plan for the release, through liason with change management
- Provides technical support to developers for final testing activities and testing environments
- Report on SLA measures

Frustrations

- There are dozens or more simultaneous releases
- Software and release dependencies are difficult to track (often, must use 5 or more tools to do it)
- Development and Ops teams do not stay in sync

Metrics Desired

- Release status (planned releases)
- Deployment status
- Applications and pipeline activity
- Burndown per active release

Nikhil Sian

DevOps Engineer
B.S. Computer Science
Works @ Automotive Company

"We get no love for the work we do haha. It's tough but there are a lot of great tools out there now."

Experience
No Experience — Tons of Experience

Size of Company
Start Up — Enterprise

Contentment
Content — Unsatisfied

Day-to-Day

- Automates tasks and deployment processes
- Deploys software to servers and cloud environments
- Trouble shoots deployment problems, environment environment failures, and code issues
- Provides a toolchain that developers can use to build, test, deploy and run their systems
- Analyze, design, implement, and validate strategies for CD to both host and cloud-based infrastructure while ensuring high availability on environments

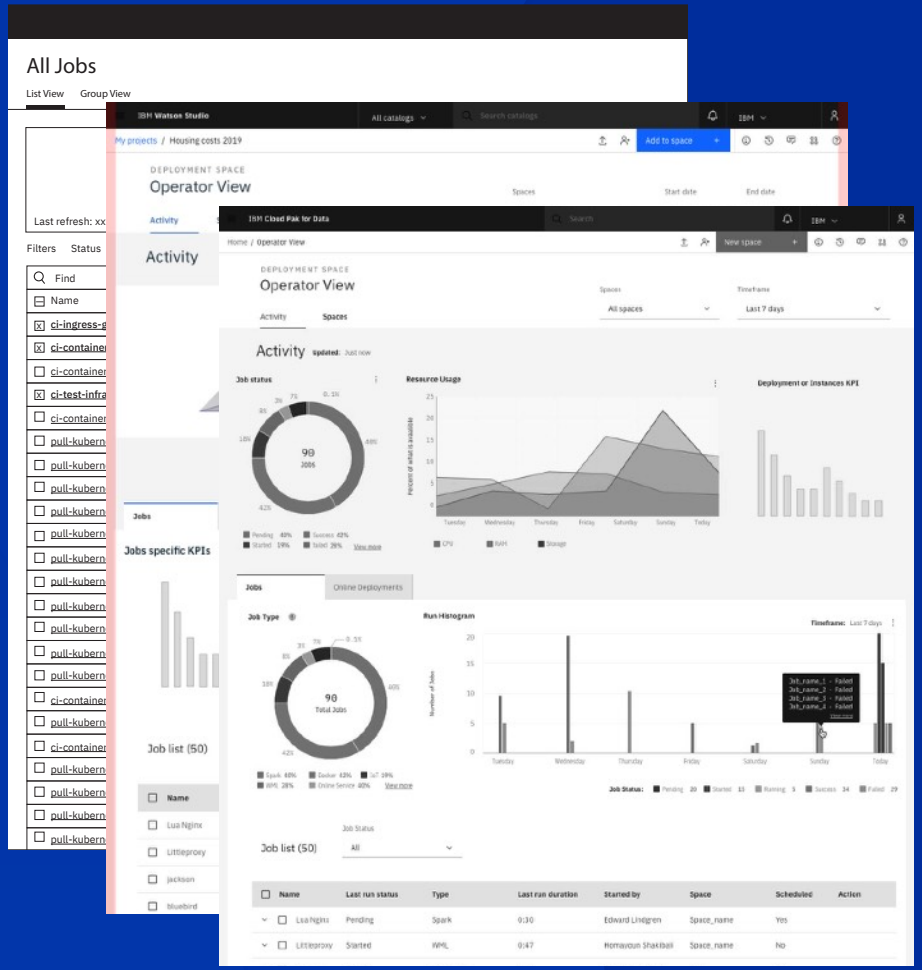
Frustrations

- It is risky to rollback to a previous version if something goes wrong during deployment
- Little recognition and always takes the blame
- Developers always break infrastructure

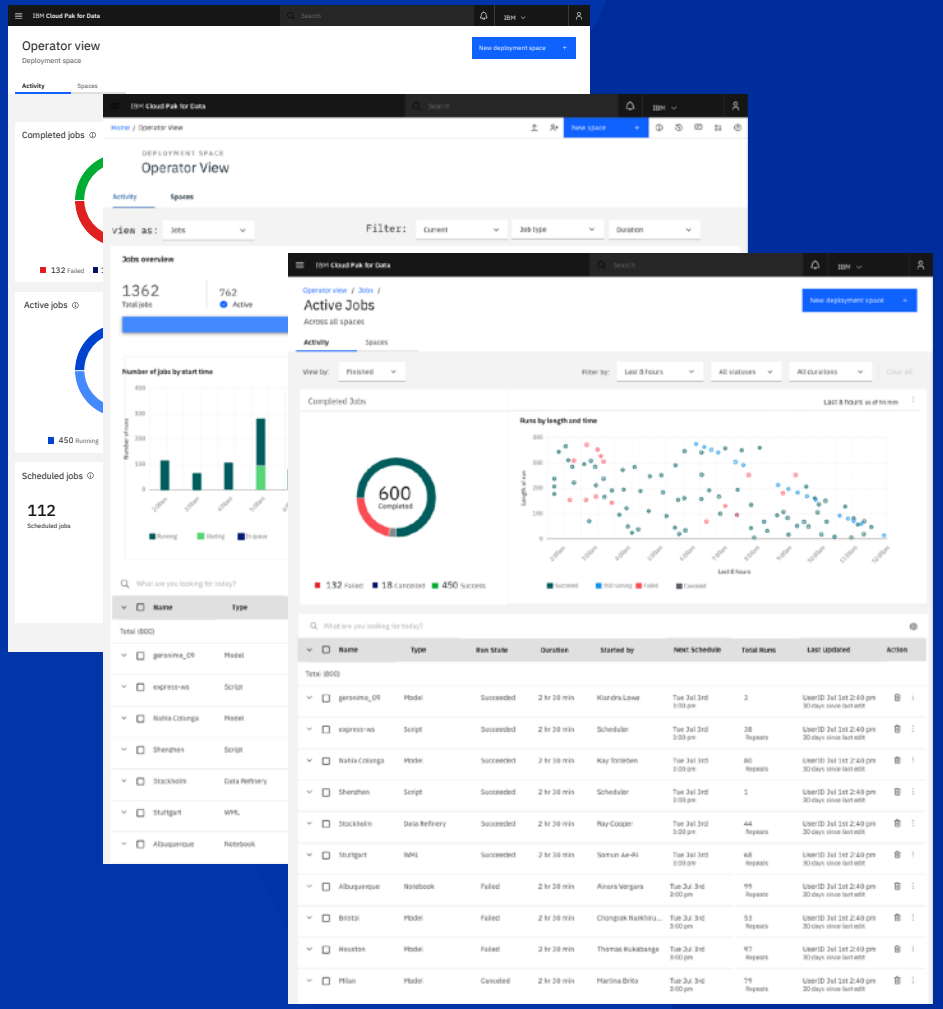
Metrics Desired

- Jenkins Job Stats
- Deployment status (app runs)
- Environment status, infrastructure activity, such as installs, deployments, and changes

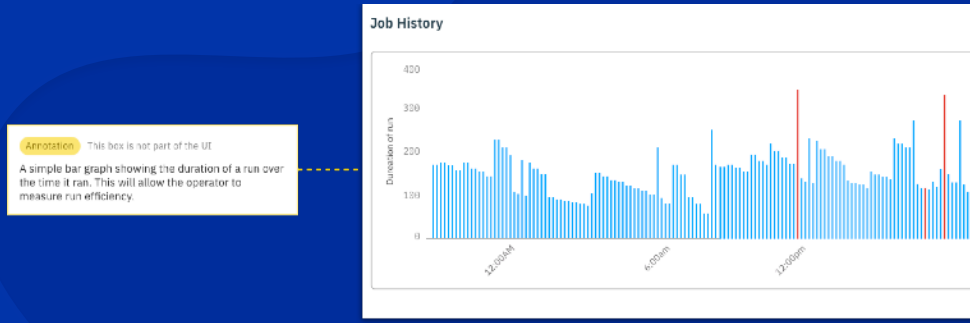
Early iterations

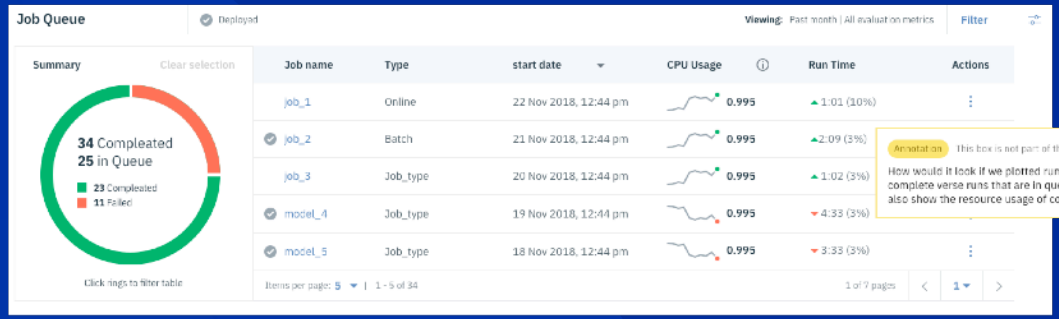


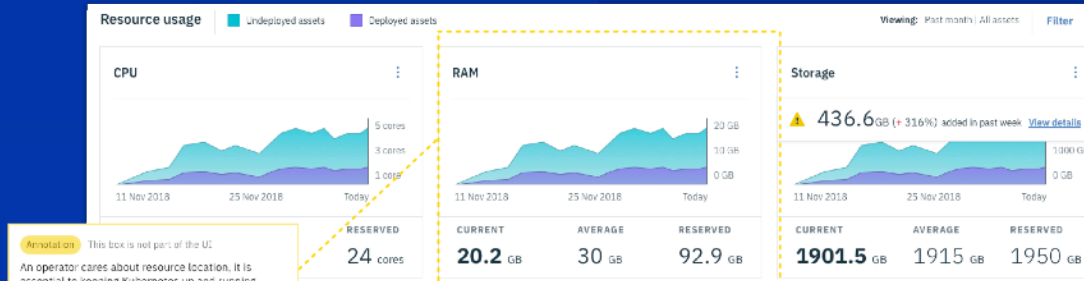
Mid - Fi


Operator view
Deployment space
New deployment space
Activity
Spaces
Completed jobs
132 Failed
Active jobs
450 Running
Scheduled jobs
112
Scheduled jobs
DEPLOYMENT SPACE
Operator View
Jobs overview
1362
Total jobs
762
Active
Number of jobs by start time
Active Jobs
Across all spaces
Completed Jobs
600
Completed
Runs by length and time
132 Failed
18 Canceled
450 Success
Name
Type
Run State
Duration
Started by
Next Schedule
Total Runs
Last Updated
Action

Graph interaction







Research

Kevin Cheng

IT Operations Manager
B.S. Management Information Systems
Works @ Telecommunications Company

"I've got to have visibility into thousands of environments, infrastructure activity, and deployment status all at the same time!"

Experience
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Day-to-Day

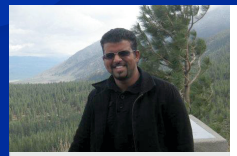
- Maintains server performance and manages app deployments
- Sets up servers, data storage, and environments
- Drives infrastructure strategy and collaboration across IT and development teams
- Monitor and manage change requests coming from business users
- Report incident-related metrics
- Monitor the response of support escalations
- Training, awareness, and management of IT and support teams and processes

Frustrations

- Cross-functional and remote teams working in silos
- Lack of traceability/visibility into system failures
- Strict compliance rules slow work down

Metrics Desired

- Server and environment status (up / down)
- Deployments to static and cloud environments
- Activity: changes made to environments
- Tickets / change request status (service status, changes coming in and going out)
- Average time to fix a change
- Resource usage



Raj Victor

Release Manager / Engineer
B.S. Business
Works @ Technology Company

"Our process is mostly still manual. We spend a lot of time in cross-functional meetings to sort things out."

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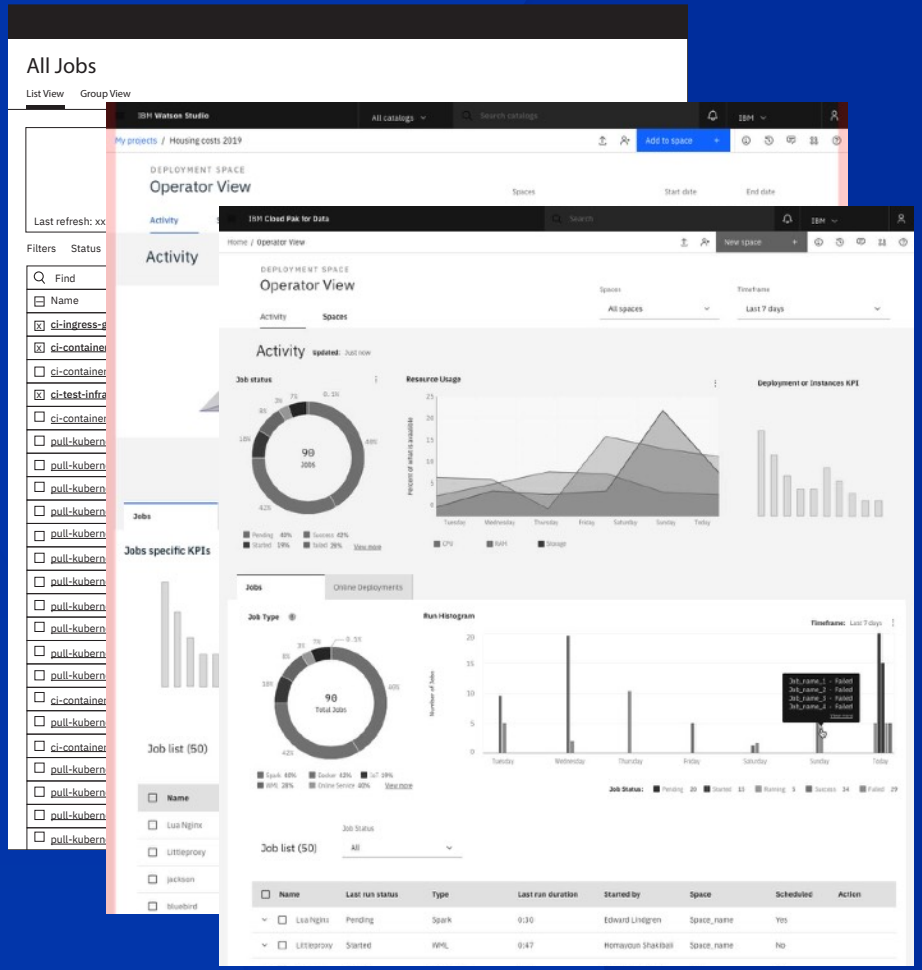
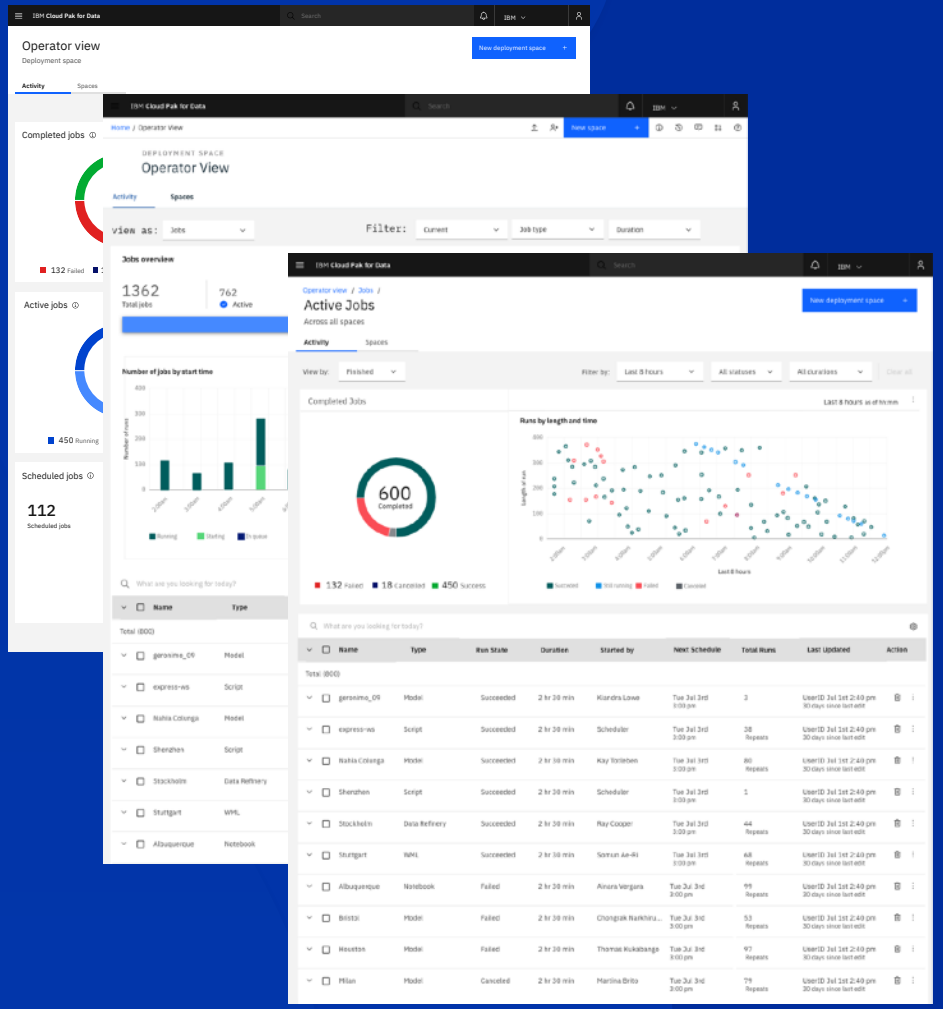
Iteration 1

- Concept
- Layout
- Information architecture



Iteration 2


Operator view
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IBM Cloud Pak for Data
DEPLOYMENT SPACE
Operator View
New space
view as: Jobs
Filter: Current
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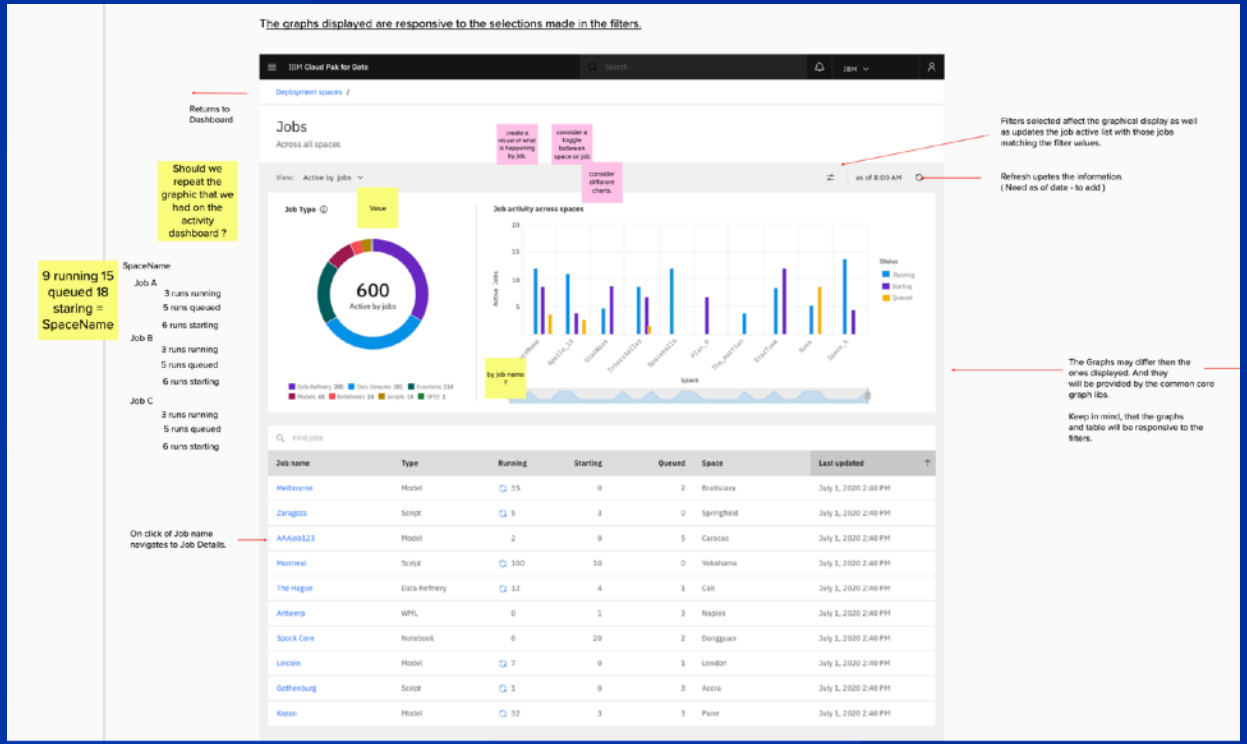
Research


The graphs displayed are responsive to the selections made in the filters.
Returns to Dashboard
Should we repeat the graphic that we had on the activity dashboard ?
9 running 15 queued 18 staring = SpaceName
SpaceName
Job A
3 runs running
5 runs queued
6 runs starting
Job B
3 runs running
5 runs queued
6 runs starting
Job C
3 runs running
5 runs queued
6 runs starting
On click of Job name navigates to Job Details.
IBM Cloud Pak for Data
Deployment spaces /
Jobs
Across all spaces
Filters selected affect the graphical display as well as updates the job active list with those jobs matching the filter values.
Refresh upetes the information. (Need as of date - to add)
Job Type
600
Active by jobs
Job activity across spaces
The Graphs may differ then the ones displayed. And they will be provided by the common core graph libs.
Keep in mind, that the graphs and table will be responsive to the filters.
Job name
Type
Running
Starting
Queued
Space
Last updated

Final

https://ibm.invisionapp.com/share/UJO0AEX4EFB