BUILDING A CONNECTED EXPERIENCE

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hello world I'm Devin

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bigbangip.com

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WE ARE A TEAM OF DESIGN, INTERACTION, AND ENGINEERING EXPERTS.

OUR SPECIAL SPOT IS THE INTERSECTION OF TACTILE AND DIGITAL.

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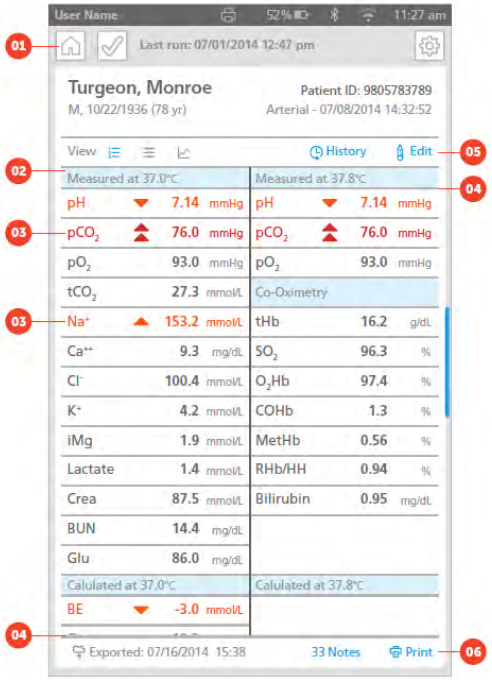
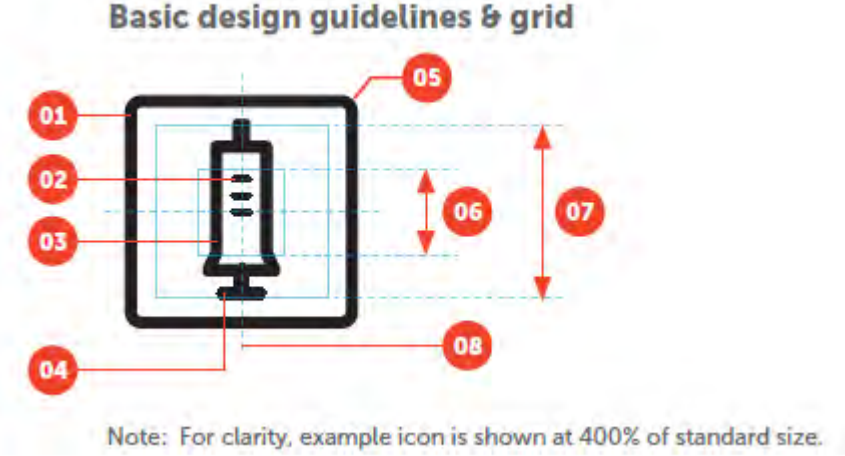
LuViva

VIZUMedical


User Name
52%
11:27 am
Last run: 07/01/2014 12:47 pm
Turgeon, Monroe
M, 10/22/1936 (78 yr)
Patient ID: 9805783789
Arterial - 07/08/2014 14:32:52
View
History
Edit
Measured at 37.0°C
Measured at 37.8°C
pH 7.14 mmHg
pCO2 76.0 mmHg
pO2 93.0 mmHg
tCO2 27.3 mmol/L
Na+ 153.2 mmol/L
Ca++ 9.3 mg/dL
Cl- 100.4 mmol/L
K+ 4.2 mmol/L
iMg 1.9 mmol/L
Lactate 1.4 mmol/L
Crea 87.5 mmol/L
BUN 14.4 mg/dL
Glu 86.0 mg/dL
Co-Oximetry
tHb 16.2 g/dL
SO2 96.3 %
O2Hb 97.4 %
COHb 1.3 %
MetHb 0.56 %
RHb/HH 0.94 %
Bilirubin 0.95 mg/dL
Calulated at 37.0°C
Calulated at 37.8°C
BE -3.0 mmol/L
Exported: 07/16/2014 15:38
33 Notes
Print
01
02
03
04
05
06


Basic design guidelines & grid
01
02
03
04
05
06
07
08
Note: For clarity, example icon is shown at 400% of standard size.

00:45
STOP

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what is a connected experience?

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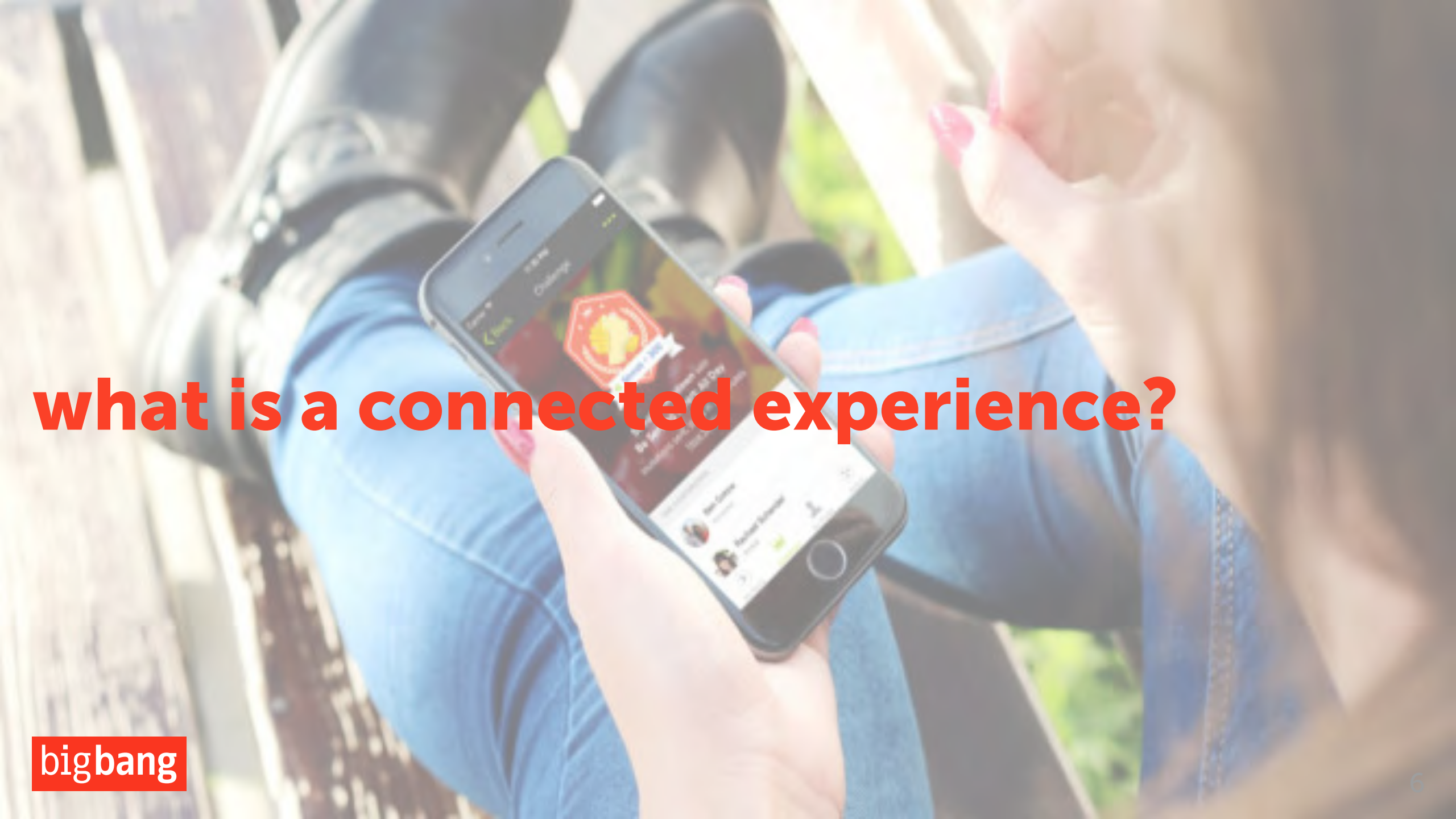

what is a connected experience?

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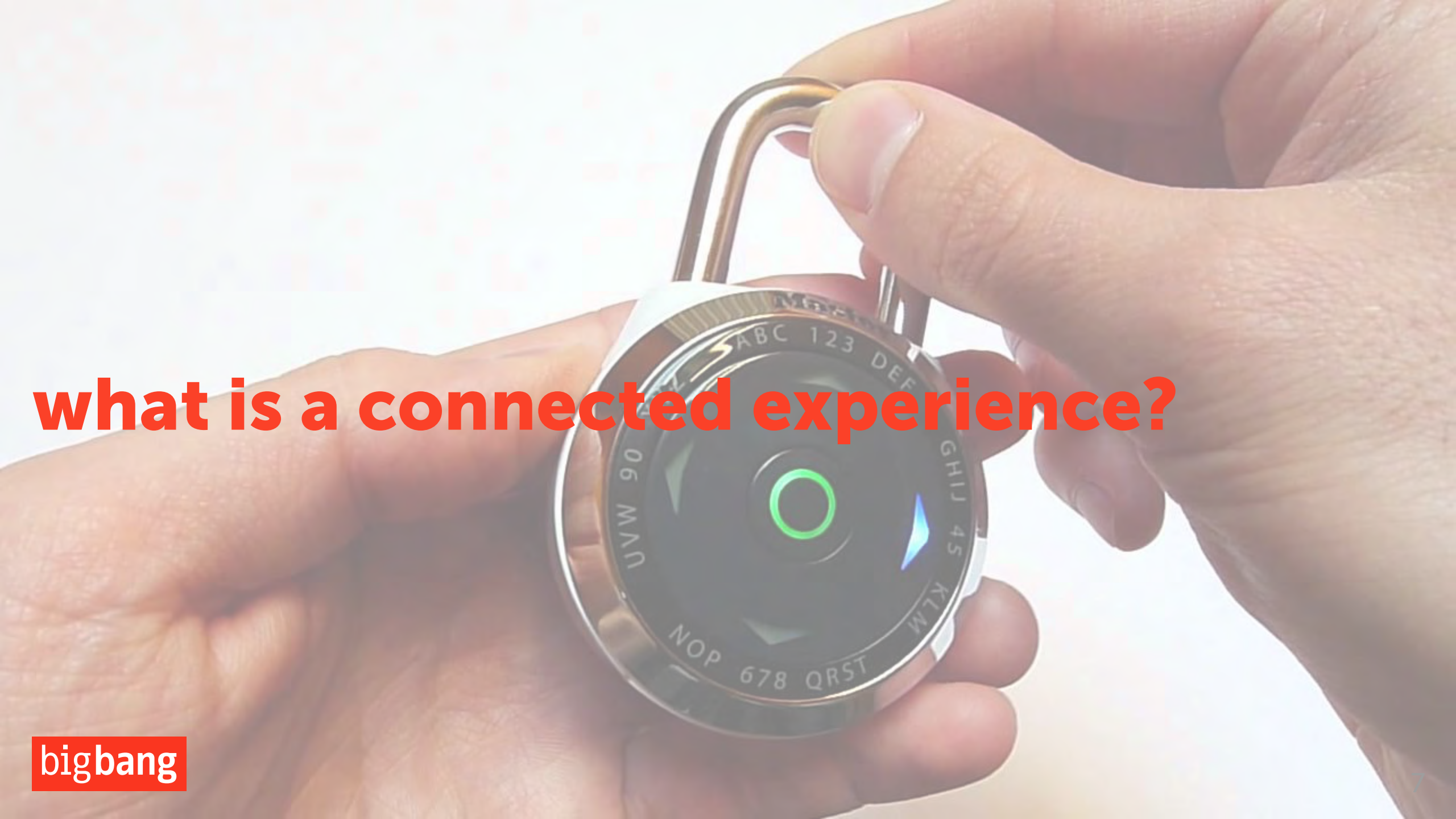

what is a connected experience?

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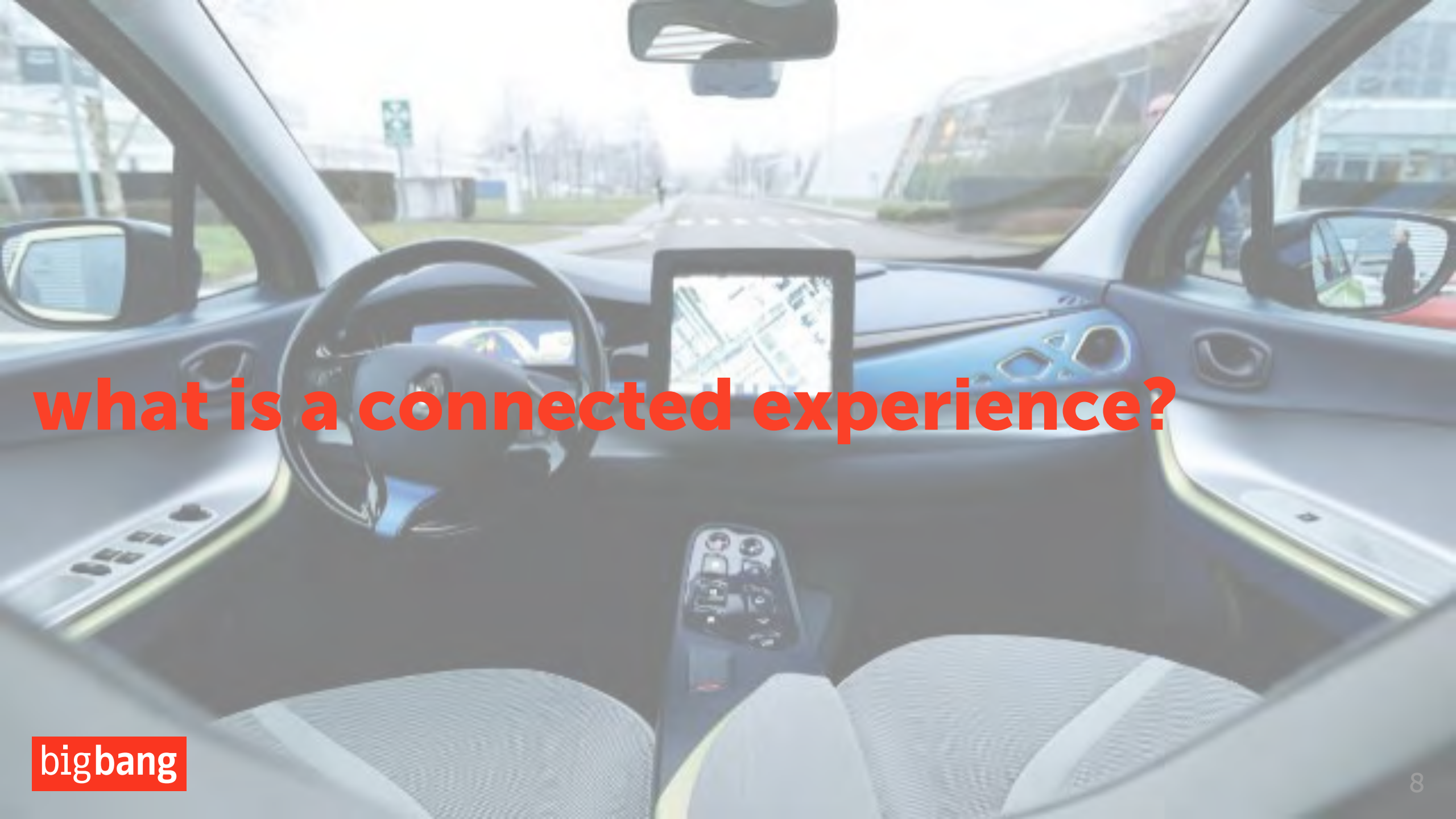

what is a connected experience?

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the connected product
visual (design)
interaction (UI/UX)
electromechanical (hardware)
software (digital)

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expertise

industrial design
UX (interaction)
UI (screen graphics)
IOS development (mobile app)
firmware programming
electrical engineering
mechanical engineering

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SO WHAT!?

“The last best experience that you have anywhere suddenly becomes the minimum expectation for the experience you want everywhere.”

Matt Candy, *General Manager & Global Leader, IBM iX*

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hardware and software are different

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managing the team

story telling

swimlanes

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STORY TELLING

stories

- **discover and maintain an experience**
- **an evaluator and reminder**
- **helps keep everything organized**

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bigbang

bigbang

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stories

bring experiences to life, allowing us to anticipate how users will interact with a device at every sensory level.

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stories

help us to understand who is the user and envision their interactions with the device.

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stories

it isn't about 'designing an experience,' it's about telling a story that unfolds with interaction.

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eggcyte
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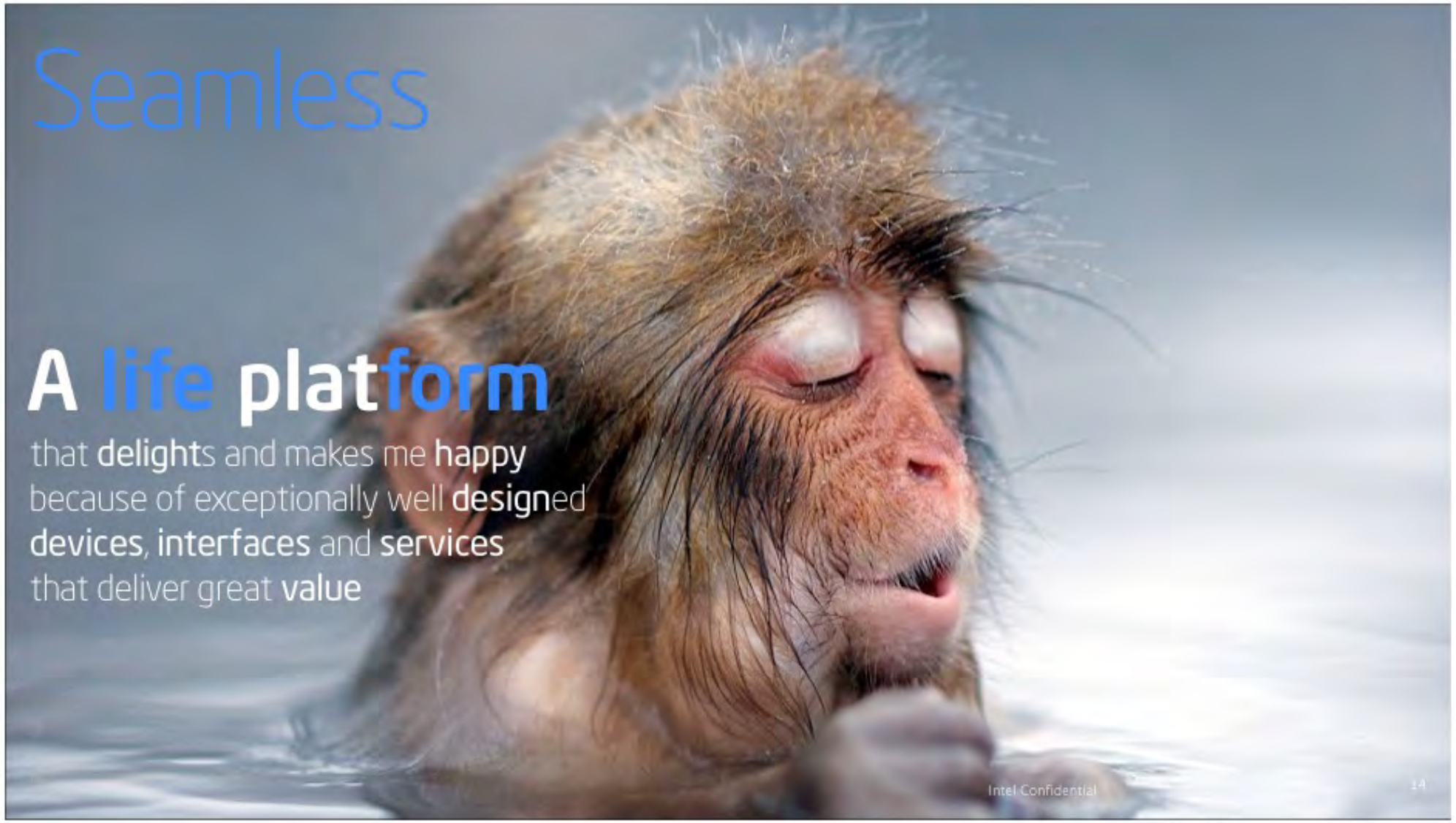
Seamless
A life platform
that delights and makes me happy
because of exceptionally well designed
devices, interfaces and services
that deliver great value
Intel Confidential
14

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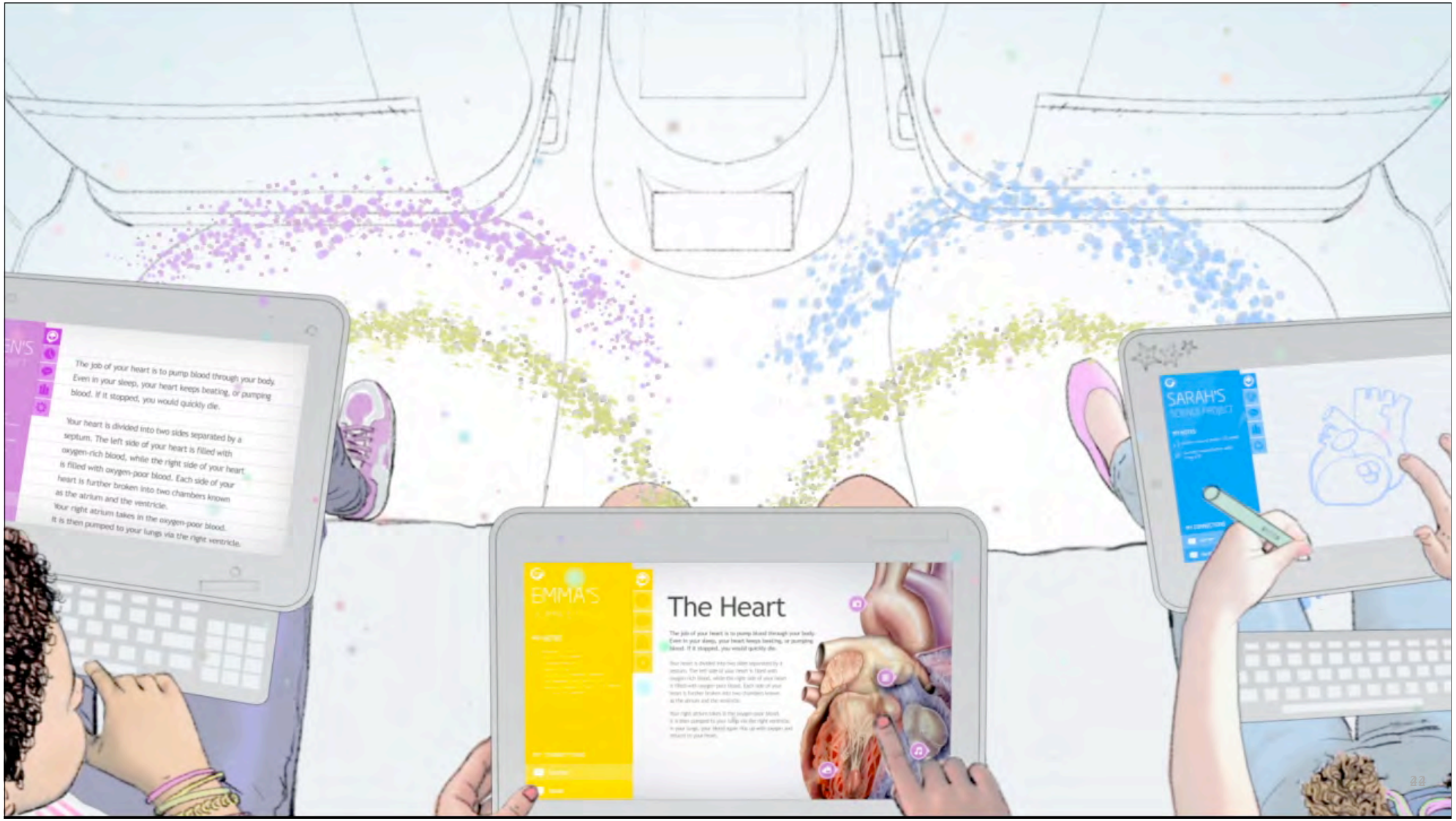
The job of your heart is to pump blood through your body. Even in your sleep, your heart keeps beating, or pumping blood. If it stopped, you would quickly die.
Your heart is divided into two sides separated by a septum. The left side of your heart is filled with oxygen-rich blood, while the right side of your heart is filled with oxygen-poor blood. Each side of your heart is further broken into two chambers known as the atrium and the ventricle.
Your right atrium takes in the oxygen-poor blood. It is then pumped to your lungs via the right ventricle.
EMMA'S
The Heart
SARAH'S

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9 months later

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the simplest story: user stories

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“As a _____ I want to _____ so that I can _____.”

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BARD | CARE
Bard
START TEST
95.5
Other
START TEST
380.5
BARD | CARE

“As a _____ I want to _____ so that I can _____.”

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"As a **salesman** I want to **run a test** so that I can **compare our product to a competitor**."

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key components of a useful story

who (the user, the hero)
what (the objective)
why (motivation or intent)

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SWIM LANES:
CRAFTING THE EXPERIENCE

swim lanes

creates a clear understanding of the essential actions needed to create the ideal end user experience.

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https://bigbangip.com/swim-lanes-guides-user-experience-design/

1. develop user stories
2. gather stories and team members
3. create initial swim lanes
4. For continuous maintenance, transfer diagrams online

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online tools

https://www.lucidchart.com
https://www.draw.io/
https://creately.com/

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VIZUMedical
Sample
Ready -
Insert cassette.
Sample type
Arterial
Analytes
Patient
Scan ID
Add

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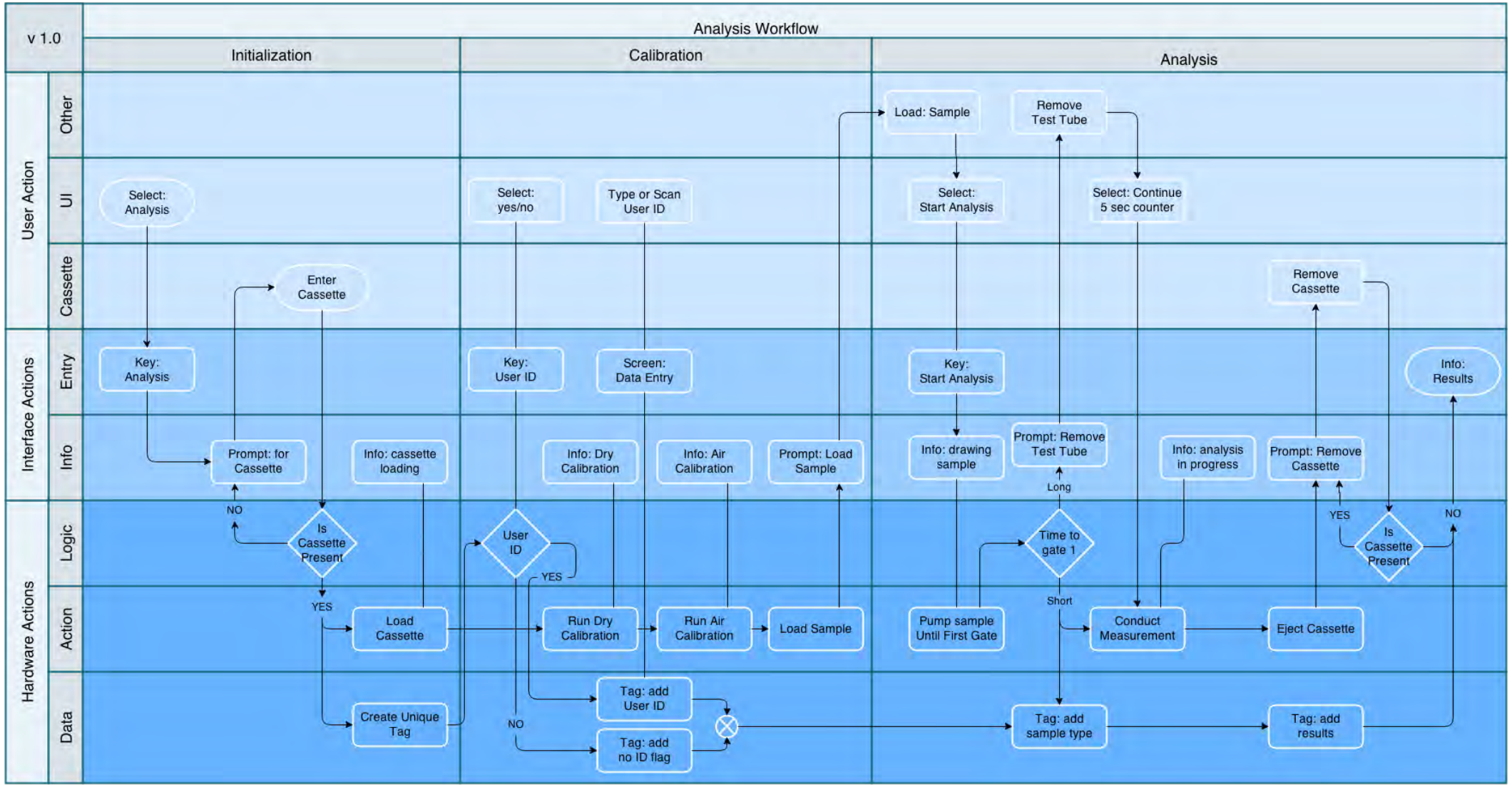
v 1.0
Analysis Workflow
Initialization
Calibration
Analysis
User Action
Other
UI
Cassette
Interface Actions
Entry
Info
Hardware Actions
Logic
Action
Data
Load: Sample
Remove Test Tube
Select: Analysis
Select: yes/no
Type or Scan User ID
Select: Start Analysis
Select: Continue 5 sec counter
Remove Cassette
Enter Cassette
Key: Analysis
Key: User ID
Screen: Data Entry
Key: Start Analysis
Info: Results
Prompt: for Cassette
Info: cassette loading
Info: Dry Calibration
Info: Air Calibration
Prompt: Load Sample
Info: drawing sample
Prompt: Remove Test Tube
Info: analysis in progress
Prompt: Remove Cassette
NO
Is Cassette Present
User ID
YES
Long
Time to gate 1
YES
NO
Is Cassette Present
YES
Short
Load Cassette
Run Dry Calibration
Run Air Calibration
Load Sample
Pump sample Until First Gate
Conduct Measurement
Eject Cassette
Tag: add User ID
Create Unique Tag
NO
Tag: add no ID flag
Tag: add sample type
Tag: add results

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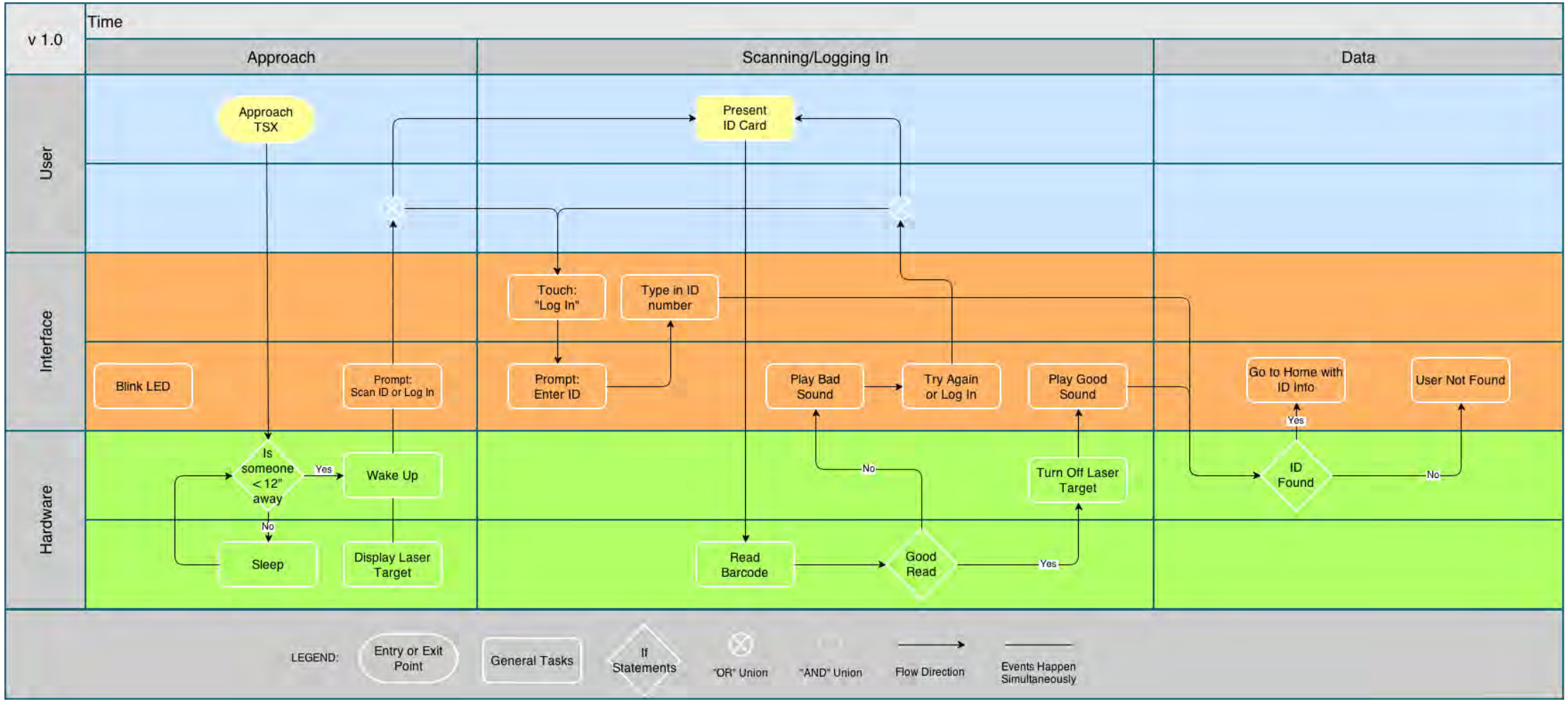
v 1.0
Time
Approach
Scanning/Logging In
Data
User
Interface
Hardware
Approach TSX
Present ID Card
Touch: "Log In"
Type in ID number
Blink LED
Prompt: Scan ID or Log In
Prompt: Enter ID
Play Bad Sound
Try Again or Log In
Play Good Sound
Go to Home with ID Info
User Not Found
Is someone < 12" away
Yes
Wake Up
No
Sleep
Display Laser Target
Read Barcode
Good Read
Yes
No
Turn Off Laser Target
ID Found
Yes
No
LEGEND:
Entry or Exit Point
General Tasks
If Statements
"OR" Union
"AND" Union
Flow Direction
Events Happen Simultaneously

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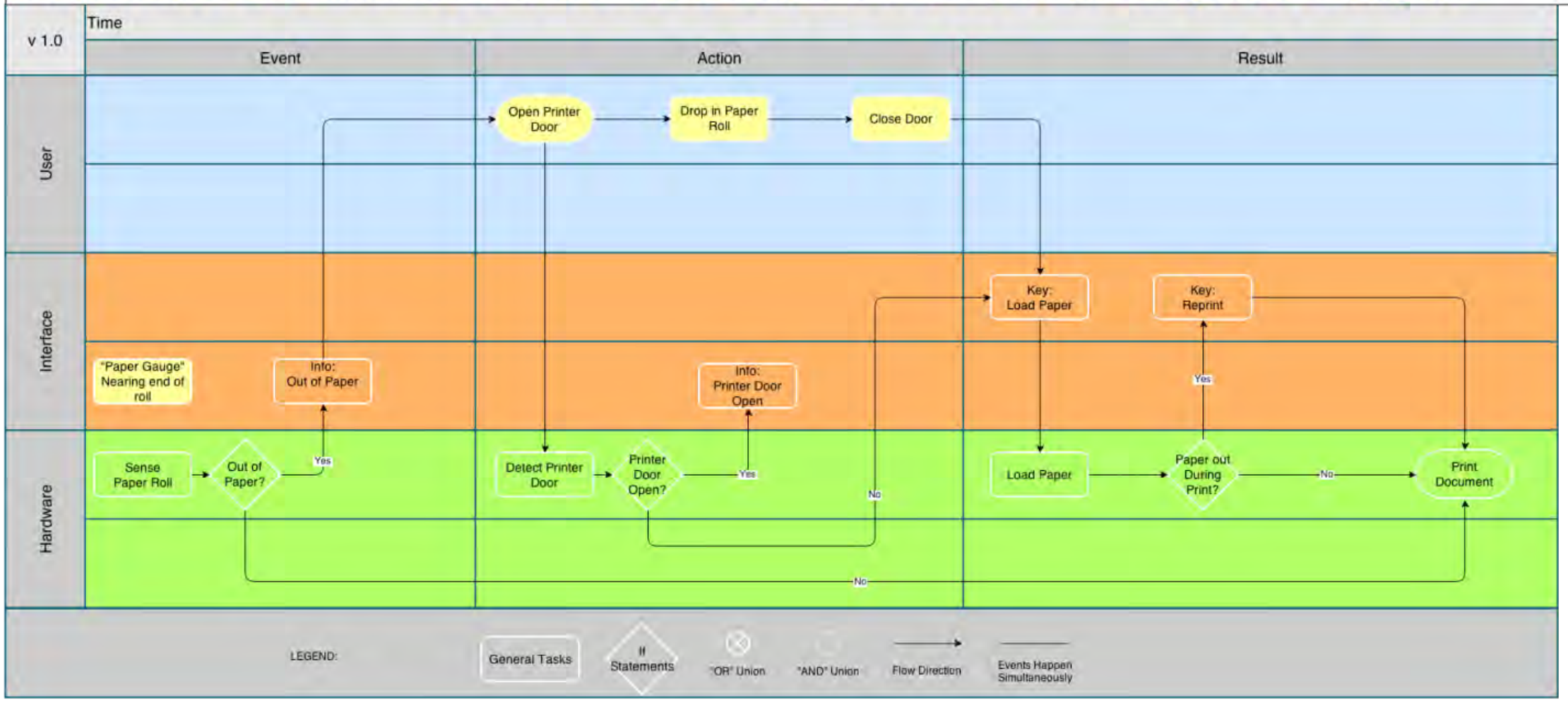
The Purpose of the TSX is to test blood and provide test reports. The system works with minimal user interaction to reduce the risk of mistakes, and makes decisions based on DATA PRESENTED instead of an ACTION REQUESTED.

USER STORY: As a clinician I want to CHANGE PRINTER PAPER so that I can print a test report.



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BARD | CARE
Bard
START TEST
Other
START TEST
95.5
380.5
BARD | CARE

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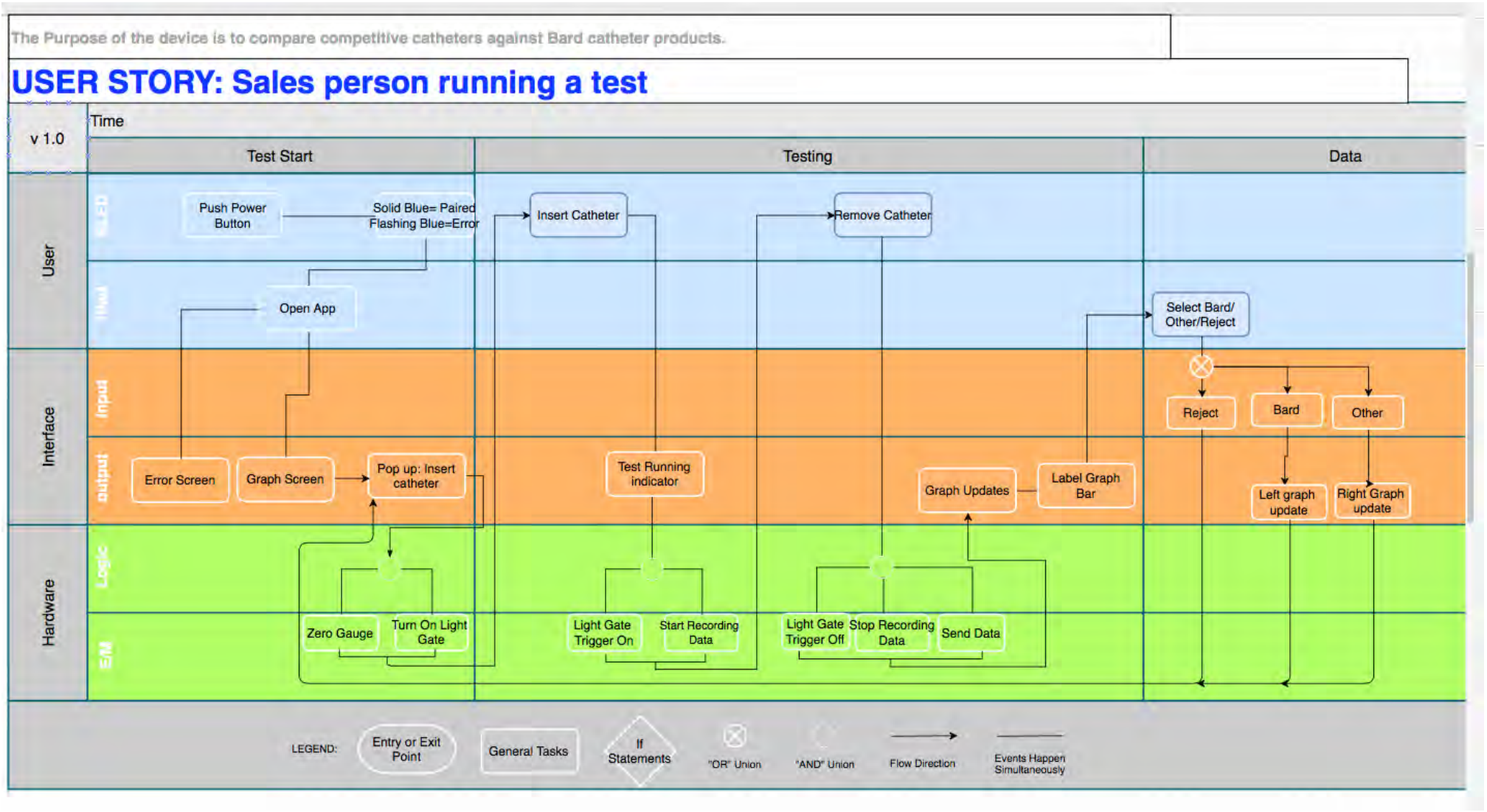
The Purpose of the device is to compare competitive catheters against Bard catheter products.
USER STORY: Sales person running a test
v 1.0
Time
Test Start
Testing
Data
User
LED
Hand
Interface
Input
Output
Hardware
Logic
E/M
Push Power Button
Solid Blue= Paired
Flashing Blue=Error
Insert Catheter
Remove Catheter
Open App
Select Bard/ Other/Reject
Reject
Bard
Other
Error Screen
Graph Screen
Pop up: Insert catheter
Test Running indicator
Graph Updates
Label Graph Bar
Left graph update
Right Graph update
Zero Gauge
Turn On Light Gate
Light Gate Trigger On
Start Recording Data
Light Gate Trigger Off
Stop Recording Data
Send Data
LEGEND:
Entry or Exit Point
General Tasks
If Statements
"OR" Union
"AND" Union
Flow Direction
Events Happen Simultaneously

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Experiences create connections. Connections can engage, inspire, and build customer loyalty. And customer loyalty ensures a successful product and strengthens the brand.

questions?

Experiences create connections. Connections can engage, inspire, and build customer loyalty. And customer loyalty ensures a successful product and strengthens the brand.

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