NetJets

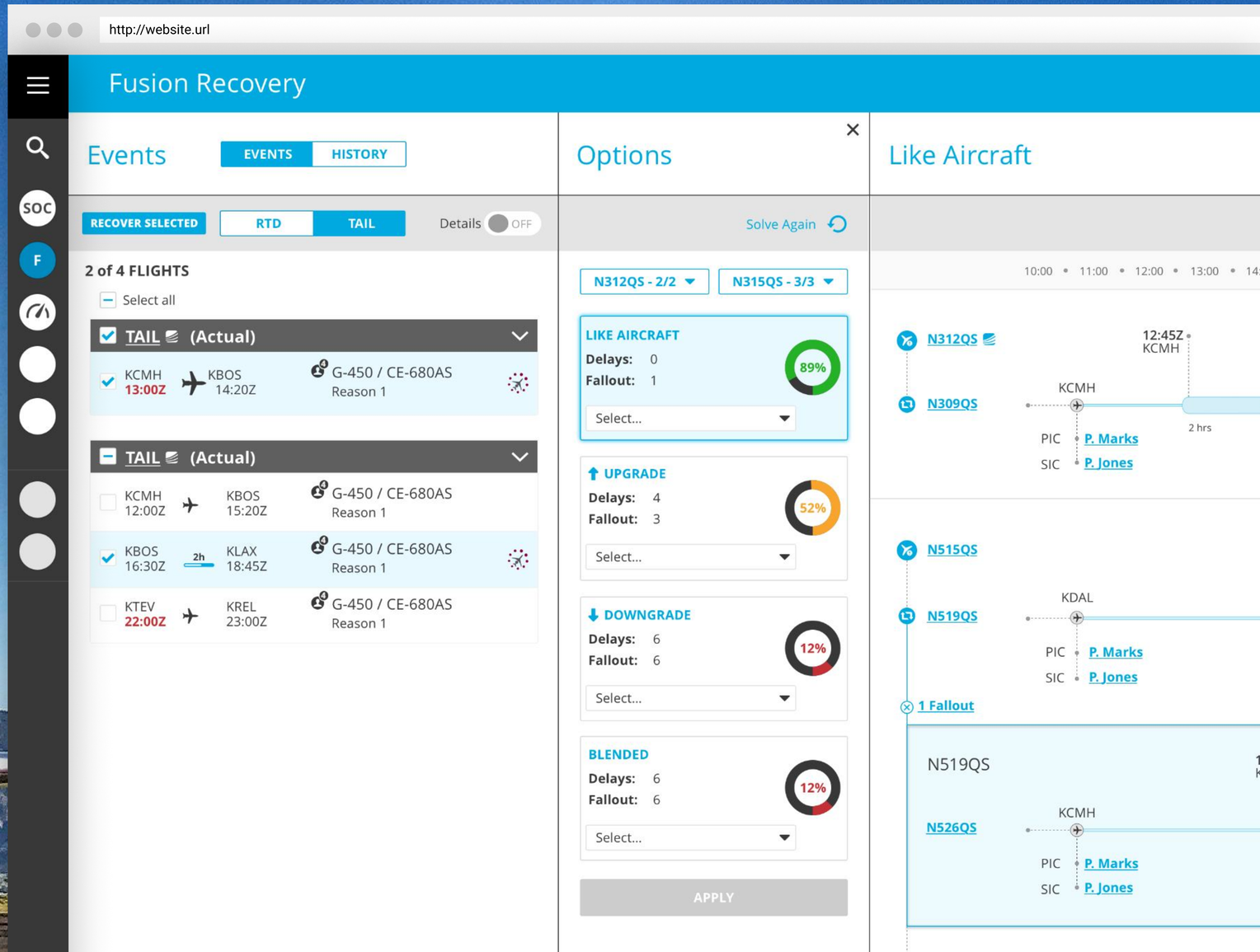
Professional Design Project

James Weaver

UX Design Lead

Flight Recovery System

Application used by fleet specialists to manage immediate flight recovery needs for Owner flights.



The Challenge

Design a new application to fit between 2 legacy applications which needs to automate a process that had been done manually for 50-years.

$$\begin{aligned}\frac{d}{dt}B(t) &= \frac{iH}{\hbar}e^{iHt/\hbar}Be^{-iHt/\hbar} - e^{iHt/\hbar}B\frac{iH}{\hbar}e^{-iHt/\hbar} \\ &= \frac{i}{\hbar}e^{iHt/\hbar}[H,B]e^{-iHt/\hbar} = \frac{i}{\hbar}[H,B(t)]\end{aligned}$$

* Actually the Heisenberg Picture

My Role: UX Design Lead

Quickly define the UX strategy and timeline for business stakeholders.

Lead the discovery and design phases with the project team and leverage the existing React component Library and panel system.

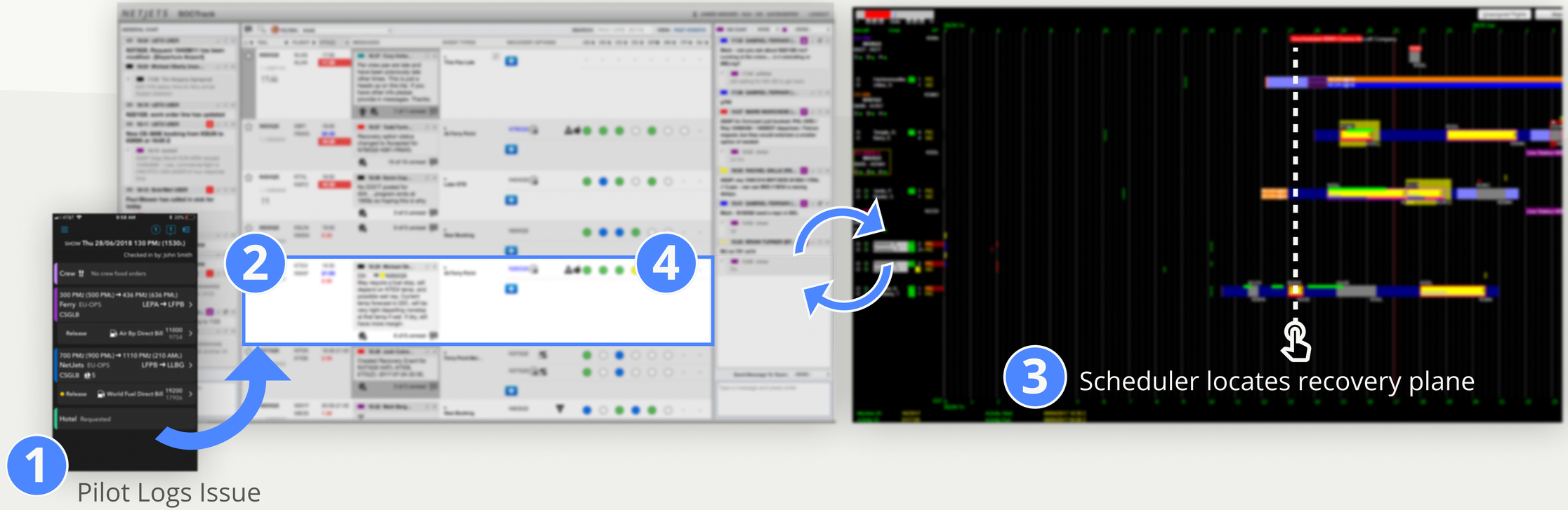
Manual Process **Automated**

Current Experience

Pilot logs issue which is communicated to all operations departments in the Flights Communications App. The scheduler determines best recovery option and schedules recovery flight and crew movements once all departments agree on a recovery option. Total recovery time is between 10 to 30 minutes on avg.

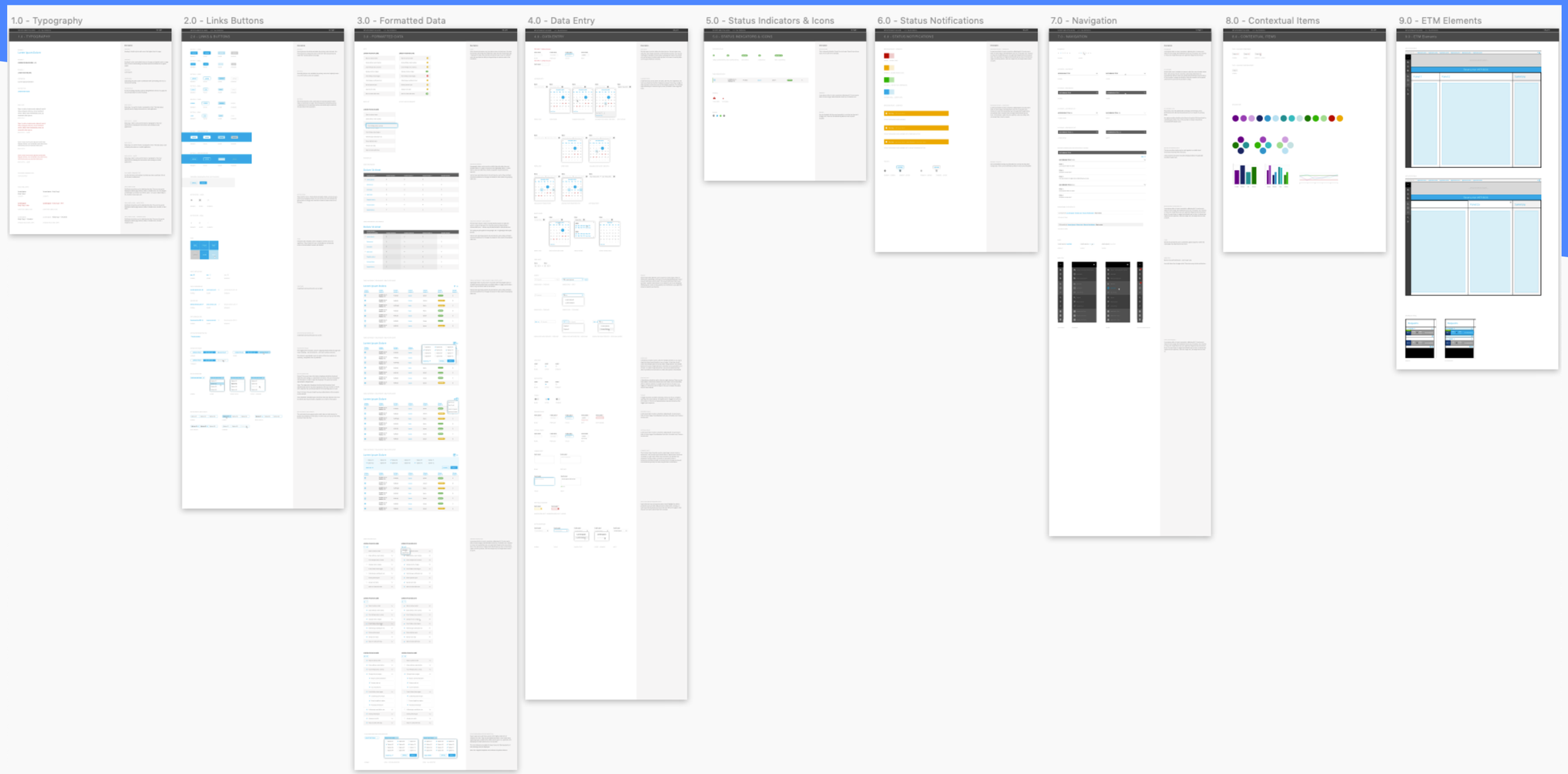
Flight Communications (10 to 20 min)

Flight Schedules (10 to 15 min)



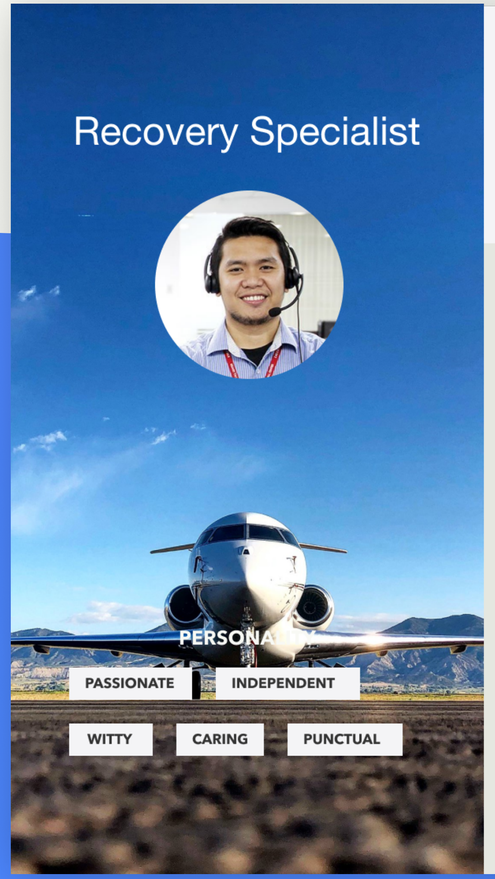
Design System

Leverage the styleguide and React component library previously designed for internal applications.



Understanding the User

Created a Recovery Specialist Persona after conducting 3 interviews with end users and running a 2 hour workshop with subject matter experts.



OCCUPATION
Recovery Specialist

AGE
38

LOCATION
Columbus, Ohio

INCOME
$80 to $100K

STATUS
Associate

Tenure
12 years

QUOTES

"Getting our Owners to and from their destination is at the forefront of what we are here to do!"

"I wake up everyday excited to serve my Owners!"

ABOUT

The typical Recovery Specialist has worked in aviation for 10 or more years. He or she has been in 2 or more logistics roles but has phenominal customer services skills.

He or she is always on top of critical situations and communicates quickly and with precision. The scheduling aspect of the role is extremely important but understanding the situation and being able to determine the best course of action is the key ingredient in the role.

SYSTEMS USED MOST

- FLIGHT RECOVERY TOOL
- TIMELINE
- OUTLOOK
- INCHAT

FRUSTRATIONS

- Other departments do not provide all the needed information.
- Late Owners, Crew, and Maintenance lines.
- Weather and other things that are out of their control.

GOALS

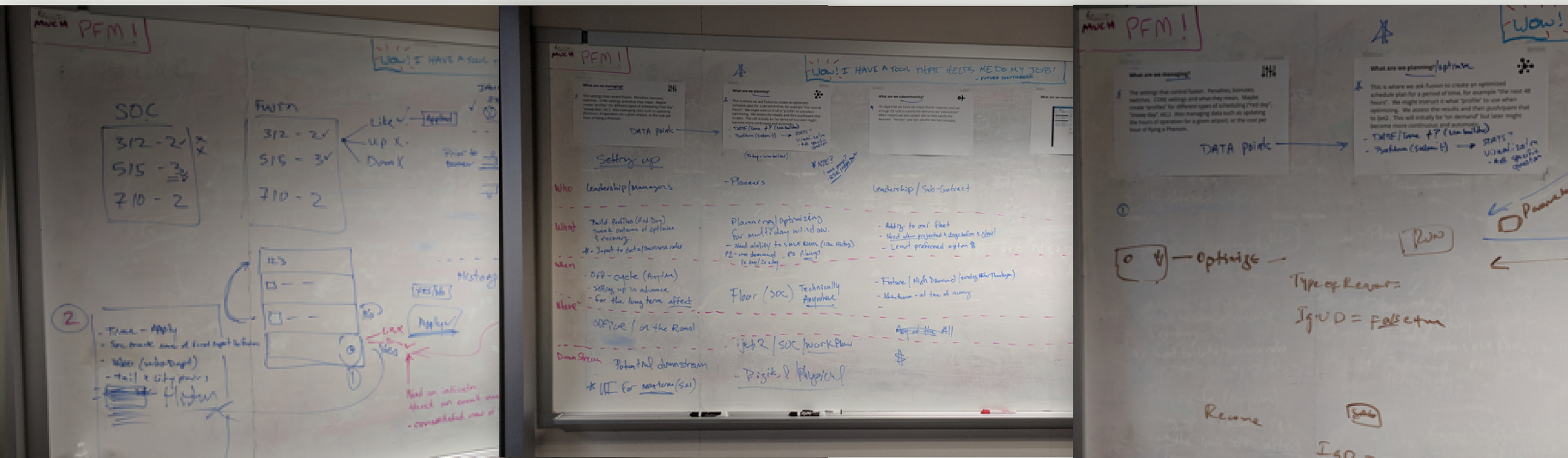
- Always be proactive and speakup whenever he finds an issue with a flight.
- Know the key aspects of the flight to look for, weather, runway, fuel, etc.
- Identify and provide departments with a flight recovery option in under 7 minutes.

CURRENT FEELINGS

Rushed	Urgency	Fulfilled
Timely	Leader	Busy

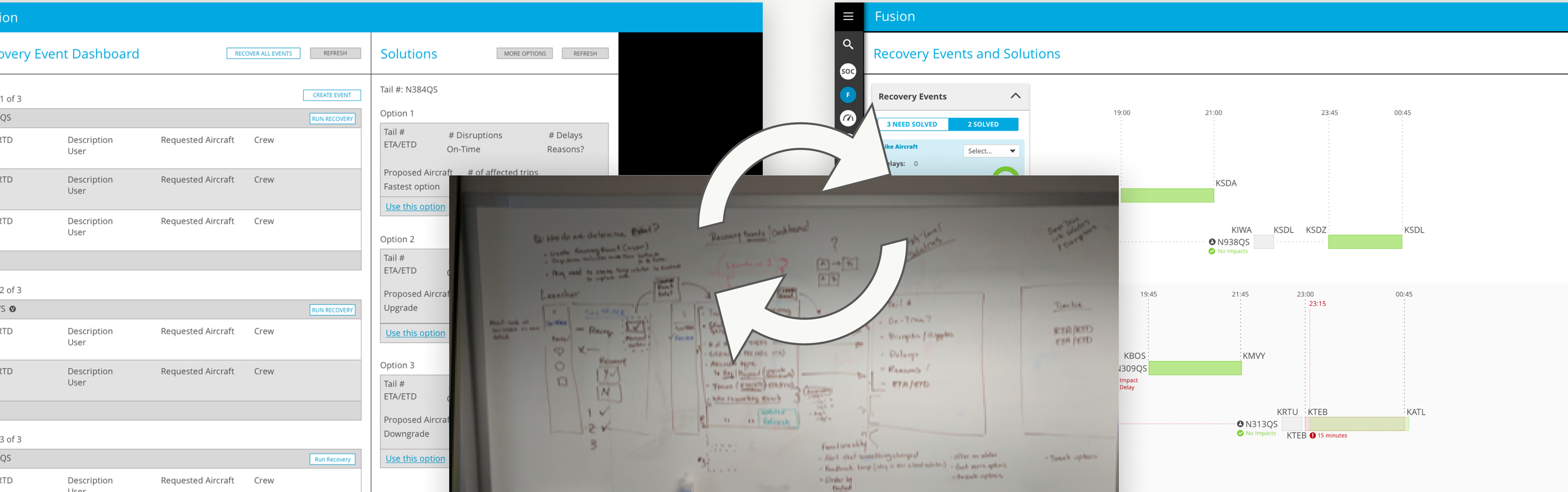
Discovery and Workshops

The team met once a week for an hour or two at a time to discuss the designs and whiteboard upcoming funcationality.



Design Iterations

In-between our weekly meetings I would detail out the screen designs and gather feedback from end users.



Outcome

Users are now able to recover multiple flights at once with an efficiency gain of 50% to 70%. On a typical day the department will save 4 hours of time for every recovery specialists.