

TLDR: **S.A.I.**

Situational Awareness Interface

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NYAH

**SENIOR SEARCH AND
DISCOVERY ANALYST**

Use Case: Crisis Situation

USER JOURNEY

★ Major frustrations

Task Start

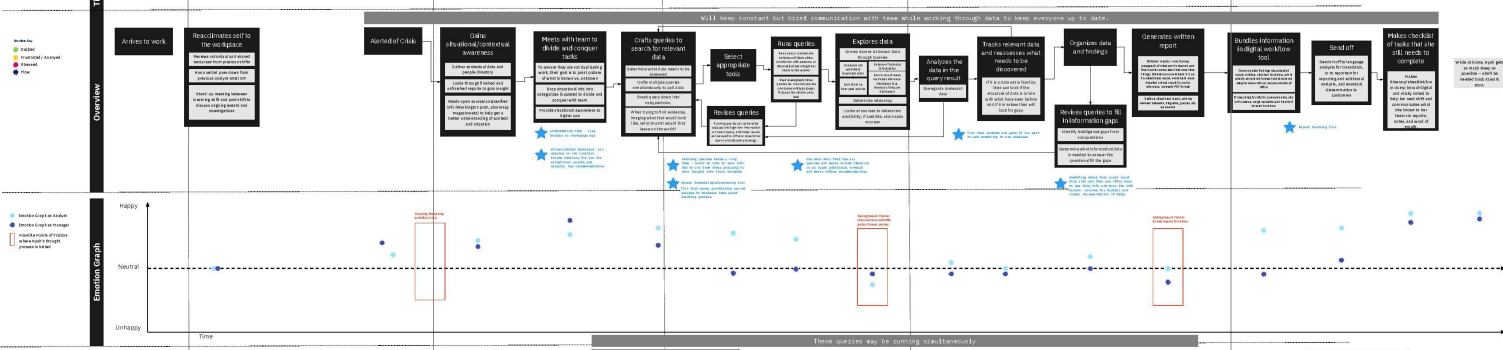
Initial familiarizing self with crisis situation

Patterns of Life Analysis

Data Compilation and Event Analysis

Preparing for the next analyst to take over

Ending the shift



Actions

Arrive at work and get ready to begin working (check in, get coffee, etc.)

Readiness and get to the office

Assess of Crisis

Data (Information) Overview Awareness

Methods refinement to check and correct tasks

Craft queries to search for relevant data

Select appropriate data

Initial goals

Bring queries

Explore data

Analyze the data in the current context

Organize data and findings

Generate written report

Builds information insight on Kline tool

Final report

Review checklist of tasks that still needs to be completed

While on break, look up and review cases to avoid future incidents

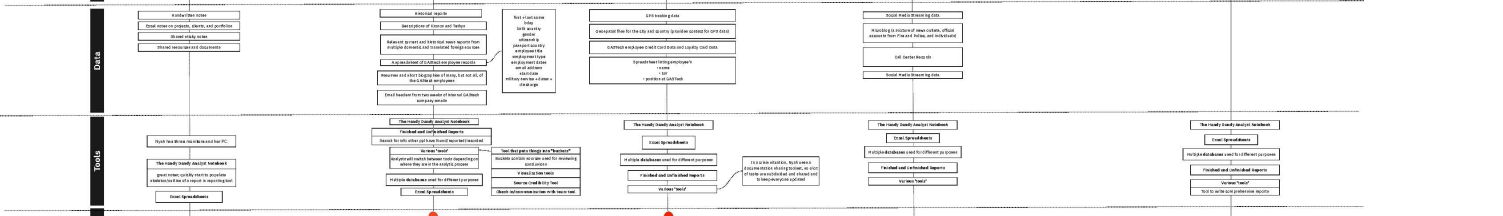
These queries may be running simultaneously

How many employees in a state of emergency left the company? Do you know how many employees left the company? Do you know how many employees left the company? Do you know how many employees left the company?

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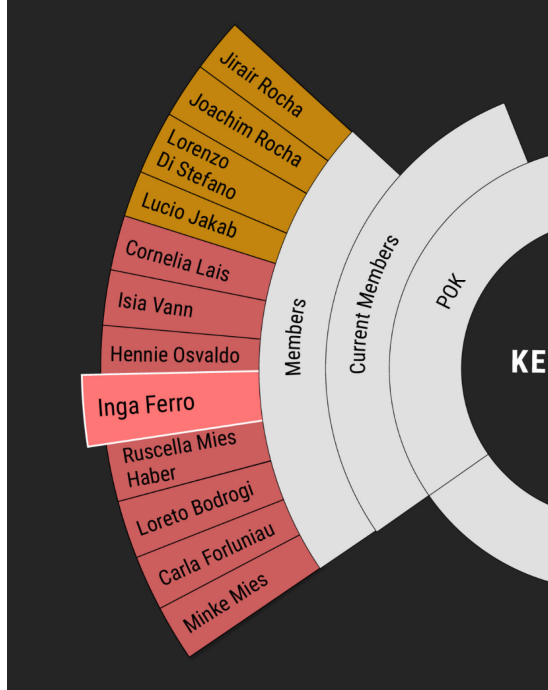
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IDENTIFIED PAIN POINTS

- > Difficult to get a **case overview** with the amount of initial available information in multiple **windows or tabs**
- > Strenuous to immediately **identify anomalous activity** in the case
- > Copious amounts and **iterations of queries need to run** in **short period of time**



SAI

SITUATIONAL AWARENESS INTERFACE

Gain situational awareness quickly in one interface

As Surge Team member, Nyah has received instructions to **investigate a crisis** in Kronos where **GASTech employees have been kidnapped**.

The early stages of a surge are often very chaotic, so Nyah needs to efficiently **gain contextual awareness** of the event in order to assess the situation and discover the location of the missing employees and how to get them home.

KEY

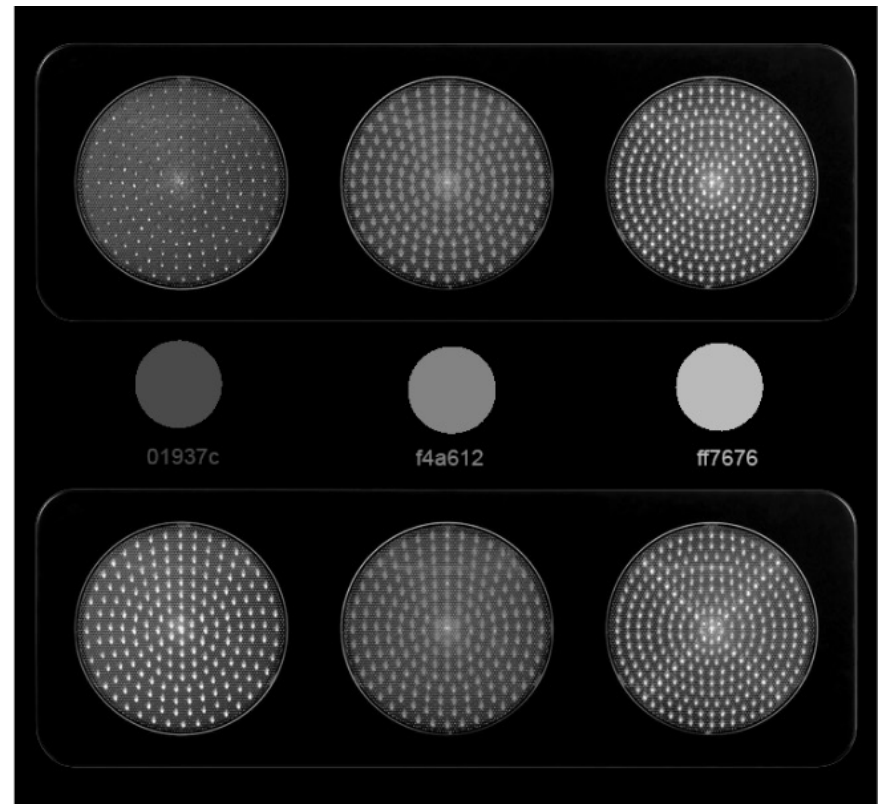
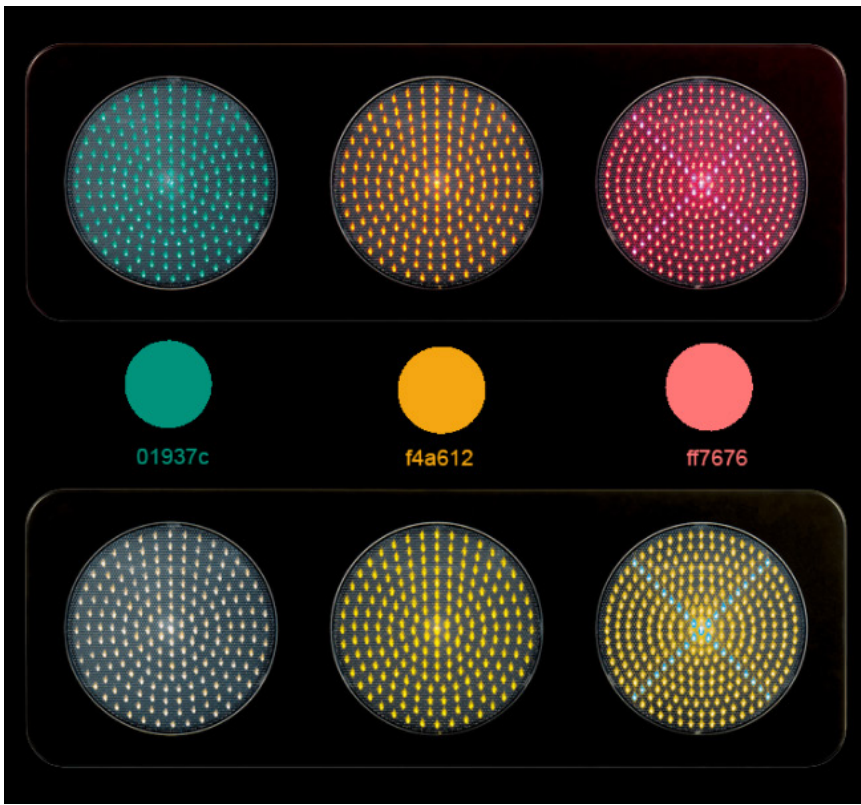


 High Priority

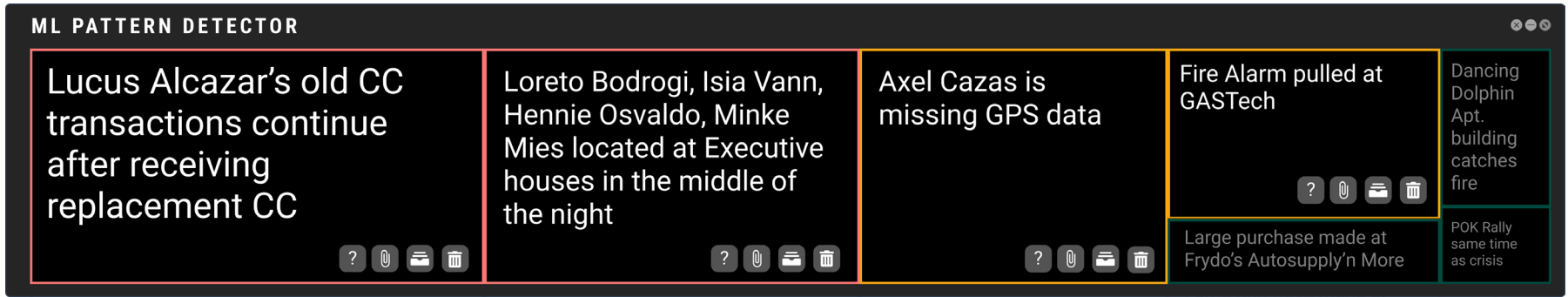
 Mid Priority

 Low Priority

AI PRIORITIZED KEY: Priority is established by ML based on what the analyst needs to know to efficiently gain contextual awareness.



ACCESSIBILITY: Interface colors are accessible for analysts with visual impairments.



AI PRIORITIZED CONTENT: AI customizes tree map display of patterns based on key prioritization and also uses scale as a secondary identifier of priority.

TEXTUAL SUMMARY

OVERVIEW

5 GASTech Employees were kidnapped on 1/20/14 at the celebration to commemorate the IPO of the company. The celebration was to start at 10:00 am, and did. Afterwards, the CEO and executives were to go to the Capitol and meet Kapelou, the Minister of Health. At 10:18, the fire alarm went off at the GASTech headquarters. There didn't appear to be any fire, but the fire department arrived. Questions were asked when the National Fire Department arrived and there was speculation about a possible bomb threat. Finally, at 11:46, the building was clear to enter, and it was declared a false alarm.

The hostages have yet to be identified.

CUSTOMER INTEREST

Customer need analysis suggests bringing law enforcement up to date on the **current organization of the POK** and how that organization has changed over time, as well as to **characterize the events surrounding the GASTech disappearance.**

SUPERVISOR

As the leaders of GASTech celebrated their new-found fortune as a result of the initial public offering of their very successful company, **several employees of GASTech went missing.** The People of Kronos (POK), originally an environmental concerns organization which has evolved into a terrorist group, had a rally happening at the same time as the kidnapping.

KEY

SUMMARY: AI generates summaries from all case data to provide an overview of the case.

It also sifts through customer interest analyses to incorporate customer interest trends.

The supervisor summary provides the human perspective from the analyst's supervisor.

SAI

REORDERING:

Though the initial hierarchal order is determined by AI, analysts are able to reorder module content to their preferred hierarchy, which AI takes as feedback.

The image shows a user interface with a 'KEY PLAYER TRACKER' table and a detailed profile for 'Inga Ferro'. The table lists names and insights, and the profile shows her role at GASTech, birth information, and military service.

Names	Insights	Data Sources
Inga Ferro		
Isia Vann		
Hennie Osvaldo		
Minke Mies		
Loreto Bodrogi		
Ruscella Miles Haber		
Cornelia Lais		
Carla Forluniau		

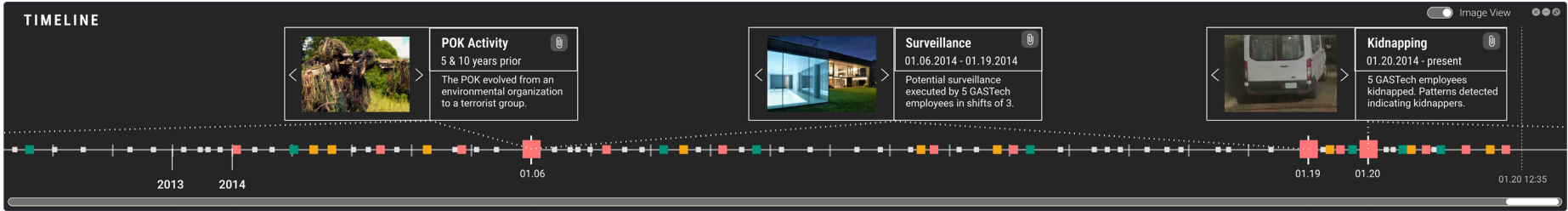
Profile | Insights | Queries | Timeline

GASTech Role
Started working at GASTech in Site Control (Security) on 1/11/13. Works closely with Loreto Bodrogi and Hideki Cocinaro

Born in Kronos on 6/17/89 and is a citizen of Kronos.

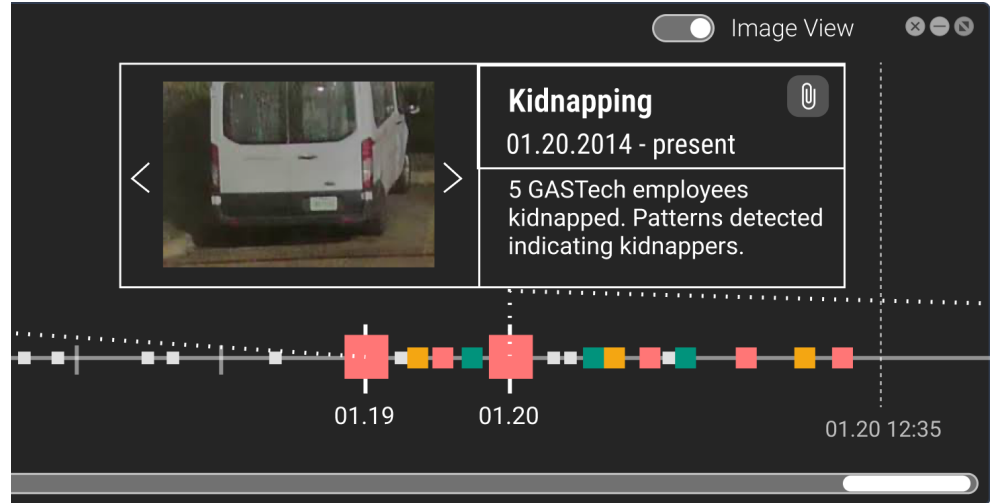
Missing Passport information.
Served in the Armed Forces of Kronos and was discharged on 10/1/12 (General Discharge).

Email Address | Inga.Ferro@gastech.com.kronos



INTERACTIVE TIMELINE:

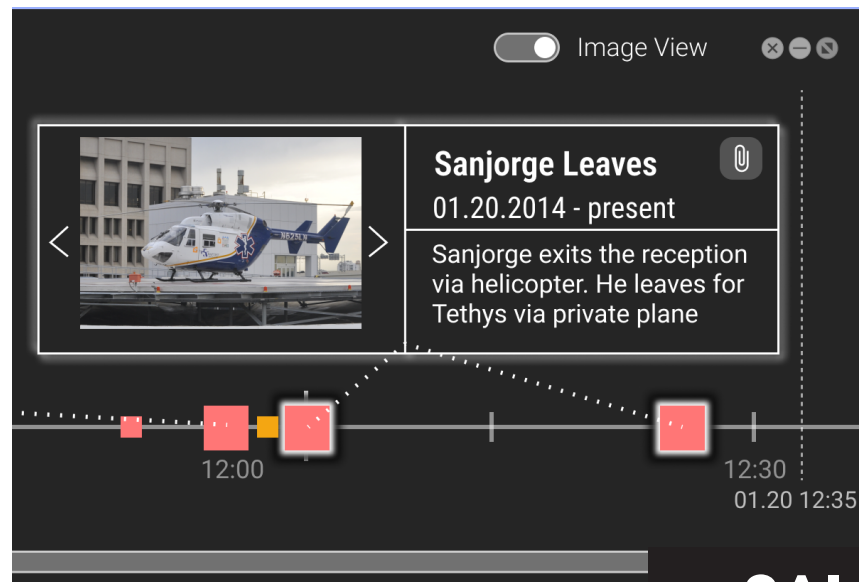
Each square is an event relating to the crisis. Analysts can scroll through the timeline to see major events in the case.





TIMELINE PRIORITIZATION:

AI highlights high priority events important for the analyst to gain situational awareness based on their preferences/feedback.



TEXTUAL SUMMARY

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ML PATTERN DETECTOR

Lucus Alcazar's old CC transactions continue after receiving replacement CC

Loreto Bodrogi, Isia Yann, Hennie Osvaldo, Minke Mies located at Executive houses in the middle of the night

Axel Cazas is missing GPS data

Fire alarm pulled at GASTech

Dancing Dolphin Apt. building catches fire

POK Rally same time as em...

Large purchase made at Frydo's Autosupply in More

PEOPLE OF INTEREST

KEY PLAYER TRACKER

Name	Height	Data Sources
Inga Ferro	32	11
Isia Yann	30	8
Hennie Osvaldo	27	8
Minke Mies	26	7
Loreto Bodrogi	24	7
Ruscilla Mies Haber	18	5
Cornelia Lais	12	5
Carla Forluniau	12	5

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KEY

- High Priority
- Mid Priority
- Low Priority

TIMELINE

POK Activity
5 & 10 years prior

The POK evolved from an environmental organization to a terrorist group.

Surveillance
01.06.2014 - 01.19.2014

Potential surveillance conducted by 5 GASTech employees in shifts of 3.

Kidnapping
01.20.2014 - present

5 GASTech employees kidnapped. Patterns detected indicating kidnappers.

POINTS OF INTEREST

Image View

+ Add Tab

Points of Interest

Historical Data

Card Data

HOUSE 1 (Anomalous Route)

- Inga Ferro (car #13), Loreto Bodrogi (car #15), Hennie Osvaldo (car #21), Minke Mies (car #24) do several drives to this house

WHO FREQUENTED LOCATION

Inga Ferro Loreto Bodrogi Hennie Osvaldo
Minke Mies

GASTECH HEADQUARTERS

- Last known location of kidnapped employees
- GASTech took advantage of lax environmental regulations to make profits at the cost of environmental degradation to Kronos

WHO FREQUENTED LOCATION

Carla Forluniau Ruscilla Mies Haber
Cornelia Lais Loreto Bodrogi Minke Mies

POINTS OF INTEREST: Feature shows high priority locations in the case and AI-predicted routes between locations.

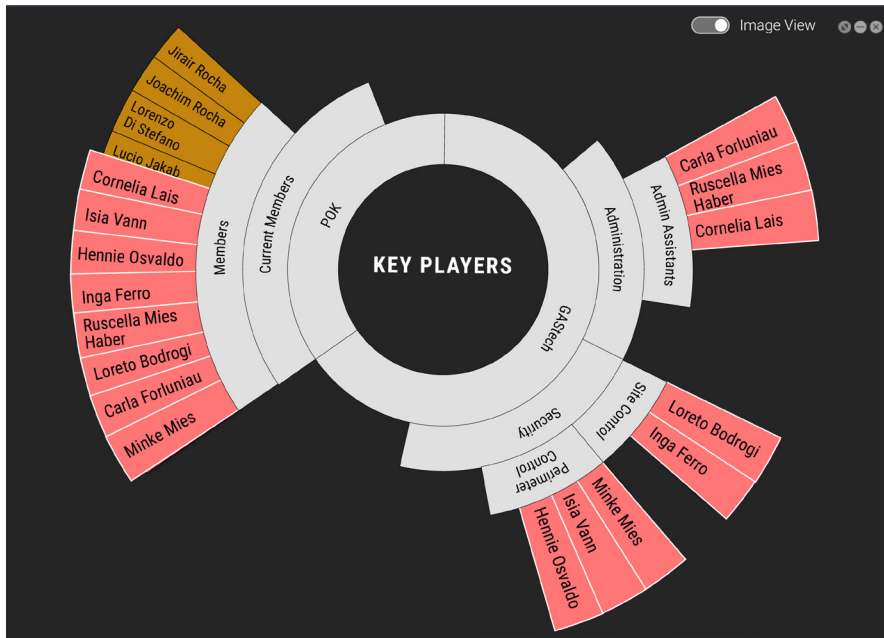
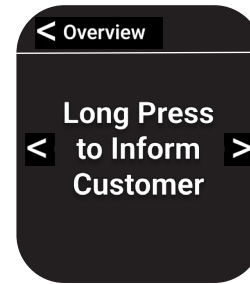


IMAGE VIEW

Unaffiliated 0	GASTech 54	POK 21
	Administration 7	Current Members 14
	Admin Assistants ³	Members 12
	Carla Forluniau	Cornelia Lais
	Ruscella Miles Haber	Isia Vann
	Cornelia Lais	Inga Ferro
	Security 10	Loreto Bodrogi
	Perimeter Control ³	Ruscella Mies Haber
	Minke Mies	Carla Forluniau
	Isia Vann	Minke Mies
	Hennie Osvaldo	Hennie Osvaldo
	Site Control ²	Jirair Rocha
	Loreto Bodrogi	Joachim Rocha
	Inga Ferro	Lorenzo Di Stefano
		Lucio Jakab

TEXT VIEW

IMAGE VIEW VS. TEXT VIEW: Offers an alternative view for analysts who prefer textually-presented data.



WATCH NOTIFICATIONS:

Unobtrusively keep analysts up to date on the situation.

WIDER IMPLICATIONS

- > Summaries provide top-level overview while other features **equip analyst to drill down into specific data points**
- > Enables the analyst to **intuitively understand the prioritization system via color and hierarchy**
- > Using ML provides rich opportunities for **identifying and responding to anomalous behavior in the case**

REFLECTION

- > How could SAI incorporate **cross-collaboration between analysts**?
- > In addition to using the watch's **proximity sensing** to enhance data security (monitor locking), **how else might the watch be leveraged to support security and awareness**?
- > In addition to the 24-hour updating cycle, how might SAI **streamline the reporting process**?