H4Dip DS-18 : Week 6 Presentation

By: John Grinthal, Nia Poor, David Kumar, Juliet Meza, Nicholas Milonni

Total Interviews Completed: 19

Interviews Scheduled: 6

ORIGINAL:

Diplomatic Security's C-UAS operators in Post Alpha need a more centralized interface that autonomously gathers data from multiple C-UAS sensors and feeds the most relevant information into one single view. This single pane of glass approach needs to be optimized with UI/UX principles in mind in order to better monitor threats and make evidence-based decisions from Post Alpha and beyond.

"Post Alpha" is an embassy that uses

REVISED:

this system. We may change this wording to apply to more posts.

Diplomatic Security's Regional Security Officers (RSOs) in Post Alpha need a more centralized interface that autonomously gathers data from multiple C-UAS sensors and feeds the necessary information into a minimal number of views (ideally 1) while integrating components from various vendors. This single pane of glass approach needs to be optimized and simplified with UI/UX principles and user feedback in mind in order to better monitor threats and make evidence-based decisions from Post Alpha and beyond.

- Regional Security Officers (RSOs) may use the interface, not Field Stand Watchers (FSWs)
- Would have less training and would not be enthused about this new responsibility
- Proprietary information should not be shown on screen unless it's necessary to do so
- Single pane of glass view would be ideal but may not be feasible (too cluttered)
- Vendors may not be very open to integrating their services to create this interface
- User feedback from FSWs, and others use this interface every day, should be taken into account

The Mission Model Canvas

Mission/Problem Description:	Designed by:	Date:	Version:
DS-18	The whole group and ChatGPT	10/03/2023	4

Key Partners

- DS Test Engineers (3)
- Test Analysts (1)
- CST
  - C-UAS Support technician
- Contractors
- Other government agencies that deal with drones
- Private industry partners

Key Activities

- Dashboard with views
- Simplified UI
- Conduct user research
- Observe user interaction with current dashboard
- Present statical improvement with new UI

Key Resources

- Federal Aviation Administration C-UAS Guidance
- DeDrone C-UAS White Paper
- C-UAS Hub

Value Propositions

- UI that is easier to use / navigate
- Faster response time to drone attacks
- User feedback taken into account
- Flag noise and other data issues
- Improved threat monitoring for evidence-based decision-making
- Increase in embassy security
- Reduction of successful drone attacks

Buy-in & Support

- Develop business case
- Explain the benefits
- educate about the project
- Demonstrate ROI
- Address concerns
- Emphasize safety measures

Deployment

- Begin testing at one / a few international posts / consulates
  - Begin testing at a location with a lot of drone activity
- Send out user feedback surveys and take into account the results

Beneficiaries

- C-UAS
  - Senior Lead (1)
  - Program Advisor (1)
  - Projects Lead (1)
- Field Service Watchstanders
  - 4 leads, each has ~3 non-leads
  - Contingency FSW (5)
- Regional Security Officers (RSOs)
  - No contacts given
- Deputy Project Managers (2)
- Country Manager (1)

Mission Budget/Cost

$25,000,000 program budget

- This project specifically would have a smaller budget

Mission Achievement/Impact Factors

- Feedback survey (Qualitative) (started a first version of this)
- Establish a decision time baseline

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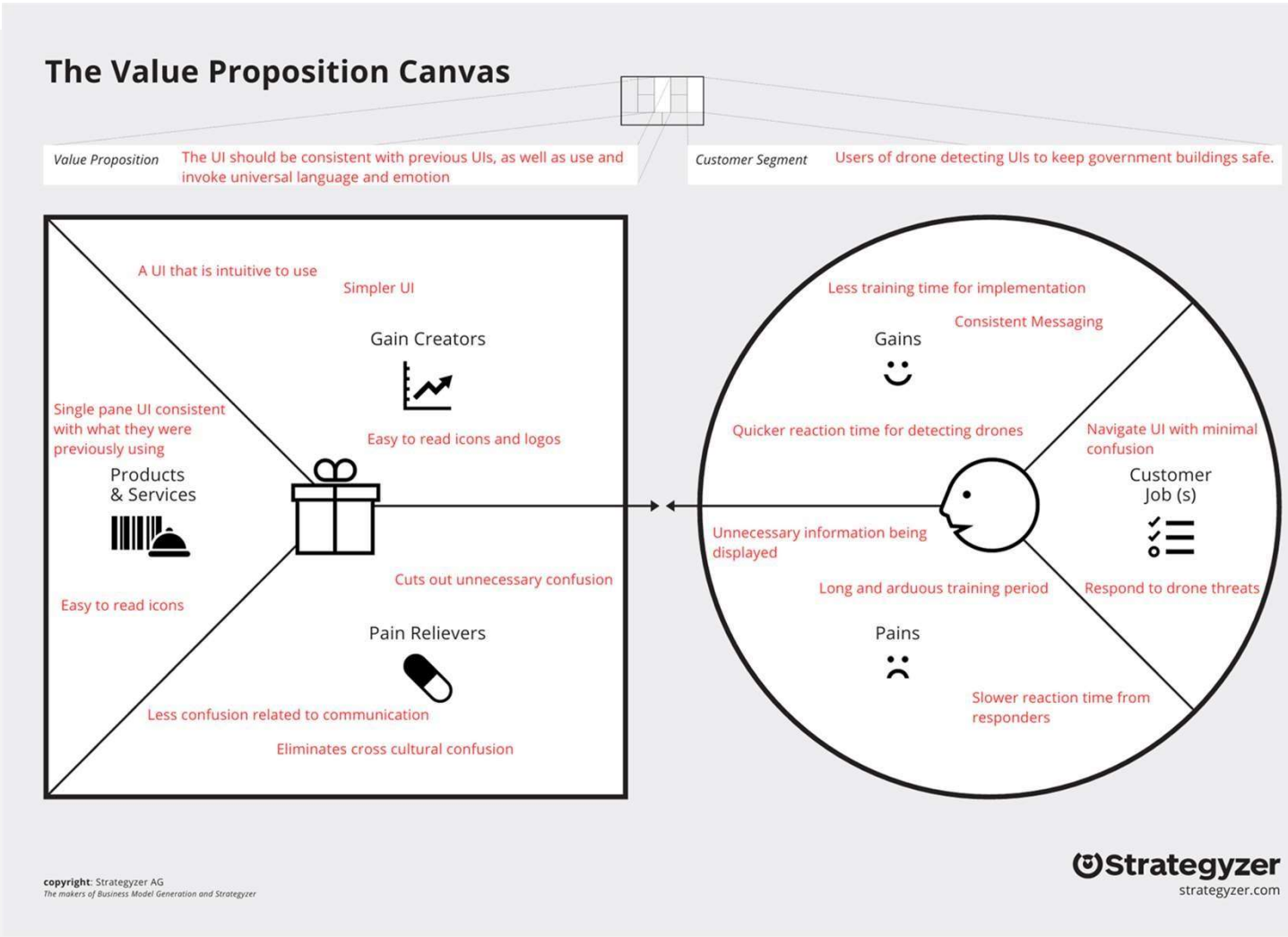
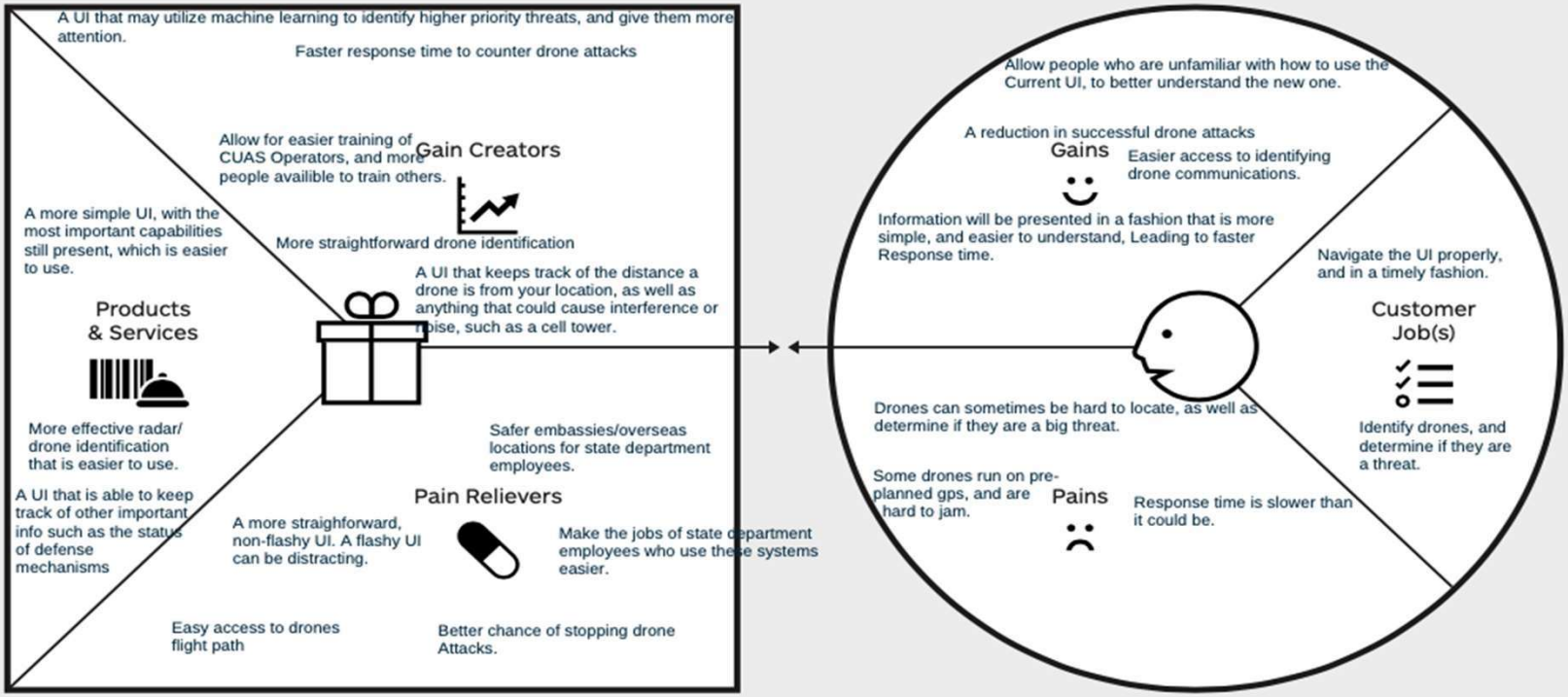


Technical Support Professional

The Value Proposition Canvas

Value Proposition: A more simple user interface that is effective, easier to navigate, and can be used to identify and defend against drone attacks in embassies.

Customer Segment: Government employees with the job of identifying/defending against drone attacks at locations such as embassies.



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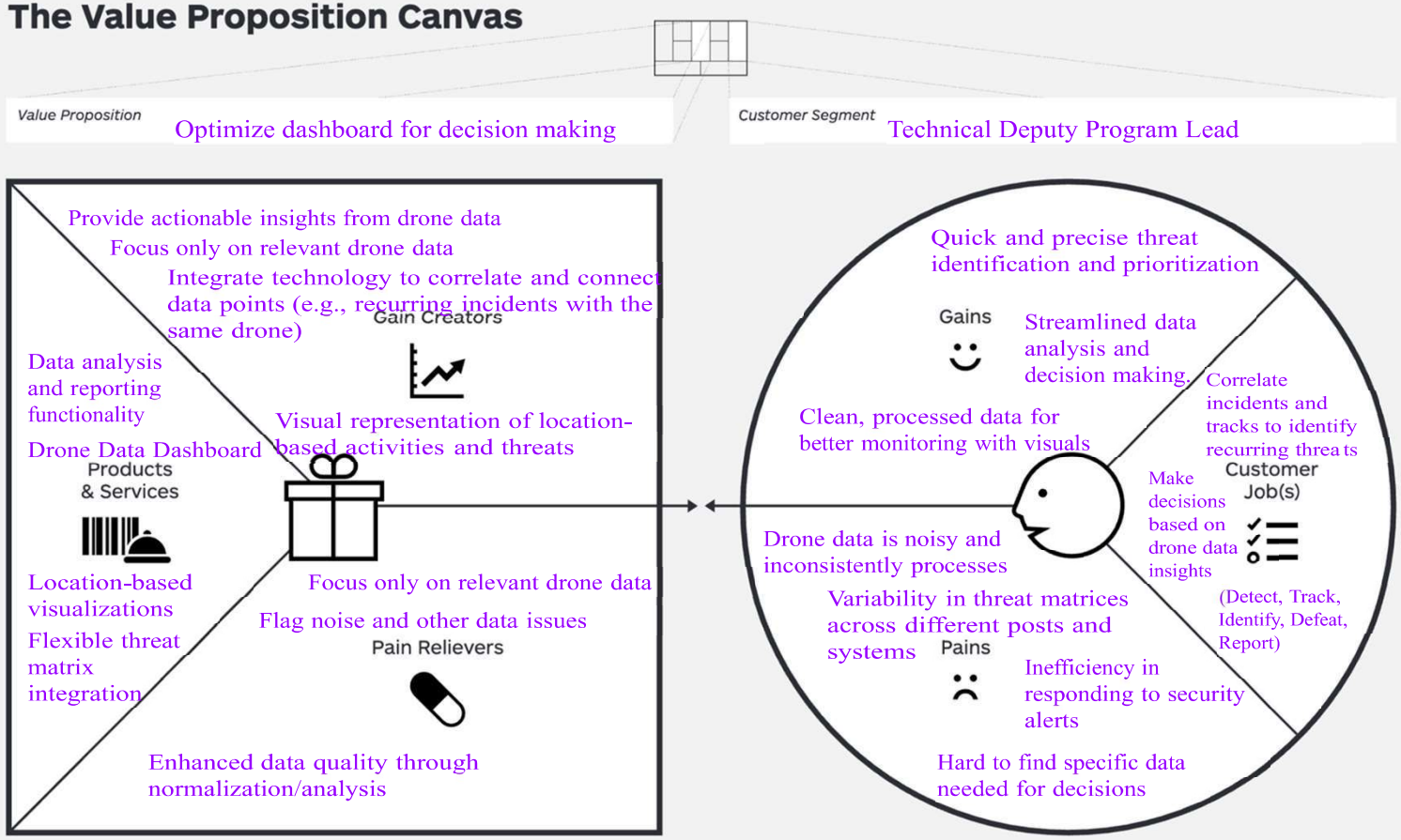
The Value Proposition Canvas



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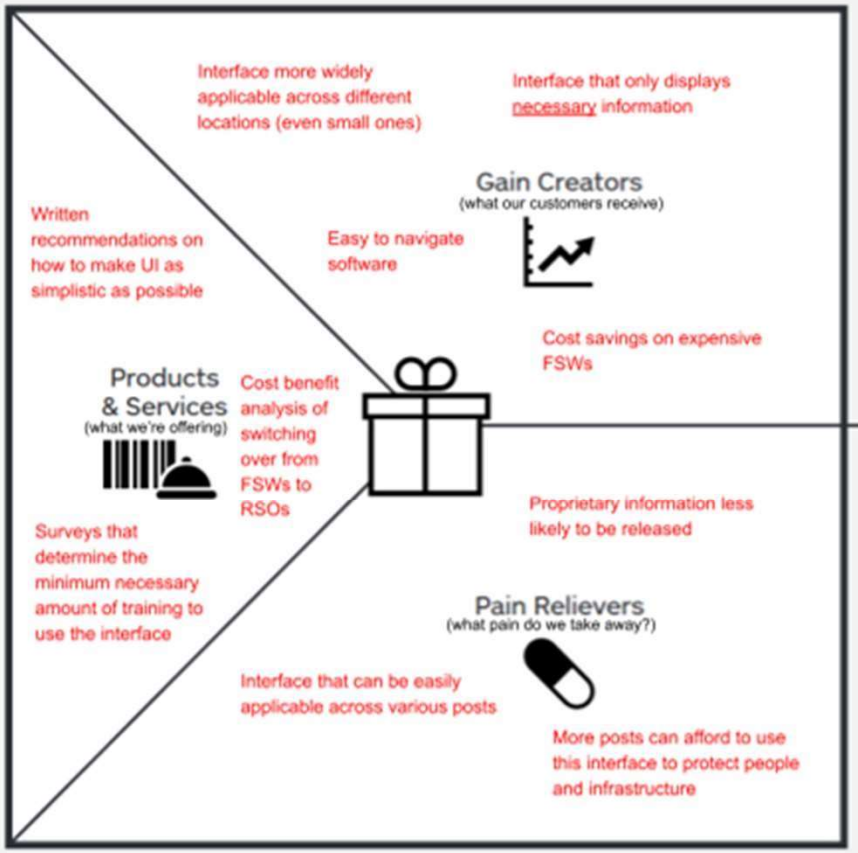
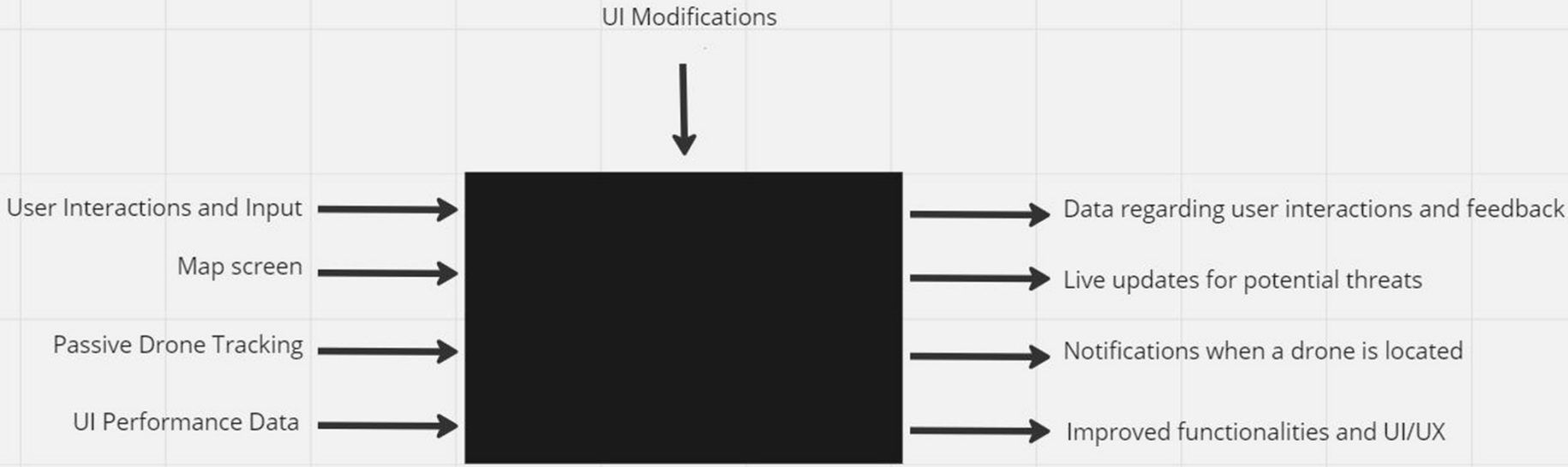
uliet Meza

The Value Proposition Canvas

Value Proposition The C-UAS sensor dashboard should adopt a simplified approach with UI/UX optimization, designed to be user-friendly for less experienced RSOs.

Customer Segment Deputy Project Manager - Department of State




UI Modifications
User Interactions and Input
Map screen
Passive Drone Tracking
UI Performance Data
Data regarding user interactions and feedback
Live updates for potential threats
Notifications when a drone is located
Improved functionalities and UI/UX

Completed Interviews (ordered by date)

Name	Contact Information	Job Title	Interviewer	Date
[redacted]	[redacted]	UI/UX Developer	John	9/8
		Lieutenant General	Nicholas	9/11
		CIO	Juliet	9/11
		Associate Professor, School of Design, College of Art and Design	Nia	9/15
		New Media Design Student	David	9/17
		Electronic Warfare/Cyber Intelligence professional	Nicholas	9/19
		RIT Professor	Juliet	9/19
		New Media Design Student	David	9/23
		Software Engineer at Comcast	Nia	9/26
		RIT New Media Design Professor	John	9/26
		RIT Student (took H4Dip last semester)	Nia	9/27
		President of High Point Aerotechnologies	Nicholas	9/27
		Adjunct Faculty, Golisano College of Computing and Information Sciences	Nia	9/28
		Professor, Department of Mechanical Engineering, Kate Gleason College of Engineering	Nia	9/28
		Cleared Contact - Deputy PM	Nia	9/28

[redacted]	Cybersecurity Research Engineer at Oak Ridge National Laboratory	Nia	9/28
	RIT Student (took H4Dip last semester)	Nia	9/29
	Junior Security Analyst at CyFlare	David	10/1
	RIT Grad, Technical Support Professional	John	10/2