# *Melissa Whitfield*
Portfolio 2020

This is a representative sample of my work.   In my extensive UX/UI career I have been a major producer of website designs, application design, wireframes, workflows, logos, graphics, style guides and more.   This is only a small sample and while many of the websites I produced are public, the majority of application work has been company proprietary and cannot be shown.

- ◆ *Mobile Designs*
- ◆ *Applications*
- ◆ *Websites*
- ◆ *Style Guides*
- ◆ *Logos & Graphics*
- ◆ *Awards*

Mobile Samples
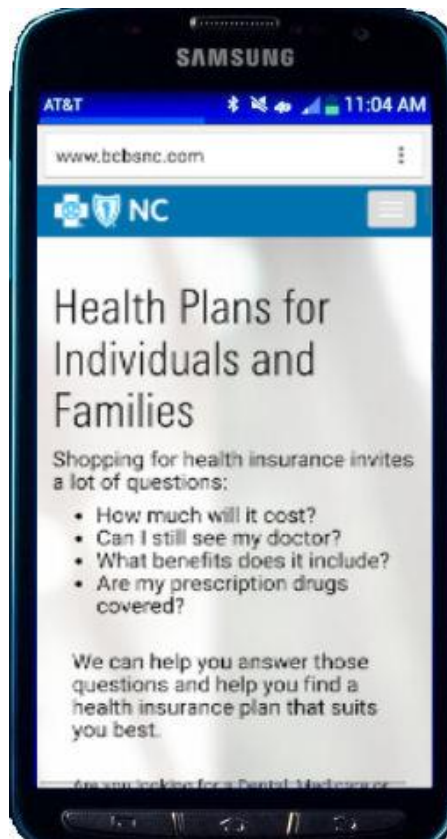
Applications

Application Workflow Design

This project was brought to me as a redesign of the application.   This application had been rapidly produced by a team of developers without the aid of UX/UI professionals.   It had usability issues and frustrated feedback from users.   One of my first steps was to look at the workflow and navigation and rework it to more closely resemble user expectations and work methods.

I created this new site design from these efforts.
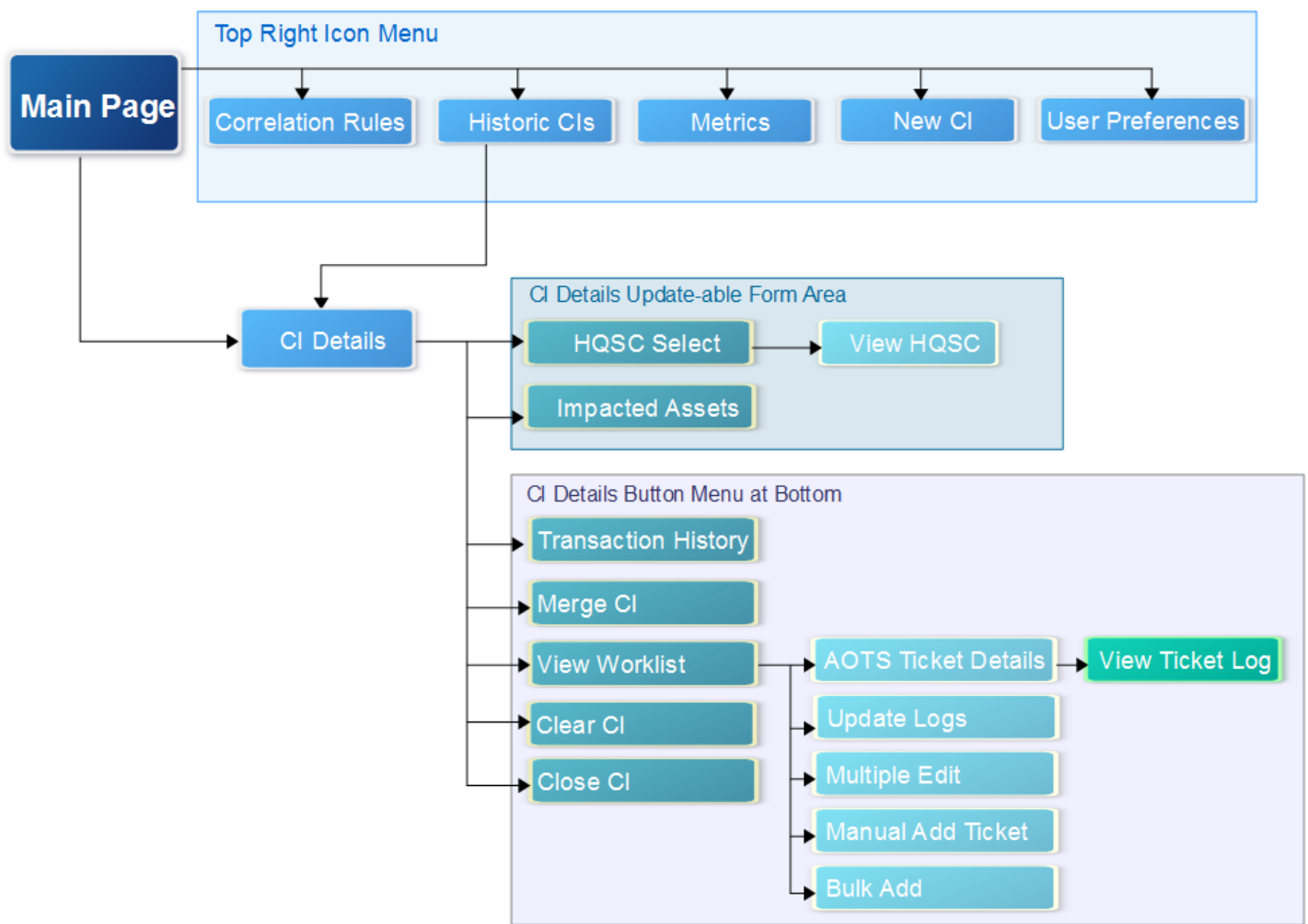
Screenshot 1

Current Events 28

All CI Types Displayed ▾

- 8819 NA -US- Open
  API TESTING
  Total 0 -2017-03-31 18:17:05- Open 0

- 8818 NA -NA- Open
  Mulitple devices disassociated from controller WHRLMANBR01_WLC01.
  Total 5 -2017-03-31 09:30:32- Open 5

- 8817 NA -NA- Open
  Whirlpool AutoChild correlation detect for WHRLMANBR01.
  Total 9 -2017-03-31 09:27:26- Open 9

- 8816 NA -NA- Open
  Amtrak AutoChild correlation detect for AMTRWASDC33.
  Total 3 -2017-03-31 03:38:28- Open 3

- 8815 NA -NA- Open
  Mulitple devices disassociated from controller WUS5508SVR01.
  Total 2 -2017-03-31 03:36:39- Open 2

- 8814 NA -NA- Open
  Amtrak AutoChild correlation detect for AMTRWASDC81.
  Total 8 -2017-03-31 03:27:40- Open 8

- 8813 NA -NA- Open
  State of Georgia AutoChild correlation detect for GATA0222481.

Worklist 8816 8814

🔍 All Fields   ＋ Add CI   ⬇ Export   ▼ Filter   ❓ Help   AOTS BMP

:: Customer	:: Active Org	:: Access Router	:: Asset ID	:: Circuit ID	:: City	:: Country	:: Functional Area	:: Node Name	:: Org Group
customerone	activeorgone	1939391	r393939	09098	Durham	US	afunctionalarea	a node name	someorggroup
customertwo	orgtwo	551931	abc443	11098	Cary	US	afun	a node	someorggroup
customertwo	activeorg3	2345	8900	33334	Raleigh	US	afunctional	aname	orggroup
customertwo	activeorgtwo	1939391	r1234443	49098	Raleigh	US	afunctionalarea	a node name	someorggroup
customertwo	activeorgtwo	88791	xycf4555433	123	Raleigh	US	afunctionalarea	a node name	someorggroup

Last Refresh: 2/24/2017 2:18:46 PM   1-5 of 5

Screenshot 2

Worklist 8816 8814

🔍 All Fields   ＋ Add CI   ⬇ Export   ▼ Filter   ❓ Help   AOTS BMP

:: Customer	:: Active Org	:: Access Router	:: Asset ID	:: Circuit ID	:: City	:: Country	:: Functional Area	:: Node Name	:: Org Group	:: Router Slot	:: Service Line	:: ST
customerone	activeorgone	1939391	r393939	09098	Durham	US	afunctionalarea	a node name	someorggroup	abc	onetwothree	NC
customertwo	orgtwo	551931	abc443	11098	Cary	US	afun	a node	someorggroup	xyz	aserviceline	NC
customertwo	activeorg3	2345	8900	33334	Raleigh	US	afunctional	aname	orggroup	12345	another	NC
customertwo	activeorgtwo	1939391	r1234443	49098	Raleigh	US	afunctionalarea	a node name	someorggroup	23444	line3	NC
customertwo	activeorgtwo	88791	xycf4555433	123	Raleigh	US	afunctionalarea	a node name	someorggroup	routerslot	aline	NC

Last Refresh: 2/24/2017 2:18:46 PM   1-5 of 5

Enterprise Manager Dashboard Web Application Prototypes

Filtering by: All Teams

ALERTS

Click here to dismiss all alerts

Filter by: Show All

12/12/16 12:45 PM	Too Many Fall Outs Taskmaster: Fall Out Tickets exceeds 100
12/08/16 12:09 PM	Team MIS overloaded Taskmaster: MIS team open tickets exceed 500
12/08/16 12:09 PM	Unusually High Open Tickets (24 hr) MDB: Open Tickets (24 hr) exceeds 10000

TASKMASTER – Timer

Start Date: 2016-11-09   Time: 00 00 00   End Date: 2016-11-09   Time: 23 59 59

All Tasks

Search all Fields   Export

Tasks	Time in Queue
37	Max Time in Queue exceeded since HH:MM GMT
286	Hours 7 - 7.59
134	Hours 5 - 6.59
86	Hours 3 - 4.59
16	Hours 0 - 2.59

Task	Task Type	Unassigned	Assigned	At Risk	Over Due	Complete	AVG Handling Time
Power & LCON	GLTH903	50	400	286	37	200	5 minutes
CMC Referral-Hard Down	CM3600001	20	100	10	2	95	3 minutes
TOTALS		70	500	296	39	295	4 minutes

MDB – Behind NCT

Behind NCT - Last 24 Hours

MDB – Escalations

Escalations

TASKMASTER – Tags

- ATTC (24)
- ATTC Team Leads (8)
- BVOIP (7)
- Collaborate (4)
- CUA (7)
- GCSC (19)
- MIS (3)
- MIS Gov (20)
- NSD (8)

MDB – Agents

Work Queue

Work Queue / Joshua Rose

Search all Fields   Export

- ED BENNETT (14)
- SONIA MURDOCK (9)
- DARRYL HUMPHREY (5)
- MARY WOLDEN (5)
- HECTOR RIVERA (4)
- NICHOLAS BALK (4)
- ROBERT DOBSON (3)
- SHANNON LATAYAN (3)
- RITA DRAGO (2)
- Other (2)

Task Type	Tags	Created	Completed	Source	Ticket Number	Asset ID	Customer	City	ST	Node	Team	Func. Area	Restriction	Assigned To	Exit Text	Fed Restricted	TA Failed
CM360000	CUA	2016-11-08 23:36:29	2016-11-08 23:36:29	GOLIATH	224042997	12.91.159.46	D-CHECK	MILNER	GA	durmm	MIS	GLOBAL_AM		jb628w	TSX002	No	No
CM360000	CUA	2016-11-08 23:36:29	2016-11-08 23:36:29	GOLIATH	225393399	12.91.159.46	D-CHECK	MILNER	GA	durmm	MIS	GLOBAL_AM		jb628w	TSX002	No	No
CM360000	CUA	2016-11-08 23:36:29	2016-11-08 23:36:29	GOLIATH	224042565	12.91.159.46	D-CHECK	MILNER	GA	durmm	MIS	GLOBAL_AM		jb628w	TSX002	No	No

Showing 1-3 of 3

INCIDENTS

Customer	Site	Severity	Ticket #	Clients Ticket #	Escalation	Problem Abstract	Trouble Reported	Asset ID	Org Group	Address
IBM	Site A	1	1234567891234567	1239ajfj	2	This is the abstract	The trouble is this	1234	Group A	123 Watson
IBM	Site B	2	1339488	39d999		Also an abstract	More trouble	239	Group B	Too Small
IBM	Site B	2	19fj3999	91111111		More Abstracts	Trouble Ticket	393939	Group B	Address
Pepsi	Site A	1	1293999	389d	1	This is an abstract 2	Trouble 2	abc	Dept xyz	Newbern, NC
FritoLay	South Site	1	9399399	abc	1	Abstract Chips	Bad Chips	019393	Manufacture	Texas

- Critical   - Chronic   - Both

Welcome back, Melissa Whitfield

Dashboard | Settings | Support

INCIDENTS

Last Opened	Ticket Number	Client Ticket Number	Ticket State	Problem Abstract
04/25/2016 11:33:01 AM	000000179945515		Ready to Close	test ticket for general and BMP debugging, ignore please
05/06/2016 04:38:00 PM	000000215173041	70972	Ready to Close	UD 8.02: Magellan R14 - implement CR changes for WFA rebate
05/09/2016 10:39:58 AM	000000185638063	19761	Closed	AQE 1.02: Query saves even if you have an error
05/09/2016 10:39:47 AM	000000199236236	43058	Closed	UD 8.00: Magellan R12 - Billing adjustments - rebate features

INVENTORY

Phone #	Manufacturer	Model
16048624589	Sierra Wireless, Inc.	AC3xx/504/890
16047864020	Sierra Wireless, Inc.	AC3xx/504/890
12069538736	Qualcomm Incorporated	Dell Wireless 5620 (EV-DO-HSPA) Mobile Broad
12069158776	Sierra Wireless, Inc.	USB 308
12068616928	Sierra Wireless, Inc.	AC3xx/504/890
12068495677	Qualcomm Incorporated	Dell Wireless 5620 (EV-DO-HSPA) Mobile Broad
12066189518	Sierra Wireless, Inc.	AC3xx/504/890
12066183737	Qualcomm Incorporated	Dell Wireless 5620 (EV-DO-HSPA) Mobile Broad
12066180648	Qualcomm Incorporated	Dell Wireless 5620 (EV-DO-HSPA) Mobile Broad
12066175483	Option N.V.	GI0322
12066093354	Qualcomm Incorporated	Gobi MDM-1000 (88)
12066050296	Qualcomm Incorporated	Gobi MDM-1000 (88)
12066048063	Qualcomm Incorporated	Dell Wireless 5620 (EV-DO-HSPA) Mobile Broad
12064846546	Option N.V.	GlobeTrotter HSUPA Modem
12063306237	Sierra Wireless, Inc.	C885
12063104798	Qualcomm Incorporated	Dell Wireless 5620 (EV-DO-HSPA) Mobile Broad

ORDERS

COMPLETED AT ▼	NUMBER	STATE	PAYMENT STATE	SHIPMENT STATE	CUSTOMER E-MAIL
2013-04-24	R743628403	COMPLETE	BALANCE DUE	PENDING	jovan.armstrong@wiza.uk
2013-04-23	R863060054	COMPLETE	BALANCE DUE	PENDING	hollis@welchmoen.com
2013-04-23	R733663837	COMPLETE	BALANCE DUE	PENDING	elfrieda.altenwerth@barrowsgree
2013-04-23	R258457021	COMPLETE	BALANCE DUE	PENDING	karson@heathcotepowlowski.co.u
2013-04-23	R775436058	COMPLETE	BALANCE DUE	PENDING	arnulfo_klocke@bechtelarbosco.c
2013-04-22	R872040061	COMPLETE	BALANCE DUE	PENDING	gertrude_hauck@schmeler.com

ENVIRONMENTAL HEALTH

	Name	Alarms	Devices	Problematic Devices
1	Server	1	101	1
2	Router	3	51	1
3	Switch	52	42	17
4	Desktop	0	0	0
5	Firewall	0	10	0
6	Domain Controller	0	0	0
7	Load Balancer	0	0	0
8	WAN Accelerator	0	0	0
9	Wireless	0	0	0
10	UPS	0	0	0

CHANGES

Id ↑	Request	Submitted	Status
800172	ECL-AMN349-001.1 - A-2Y(L)2Y CTI KW 27.09	2010-09-27	Submitted
800169	ECL-ACD062-001.1 - apparent power, max TEST CTI 27.09 2	2010-09-27	Submitted
800164	16-16-00-00 - New CC SeA 24.09	2010-09-24	Submitted
800123	799792 - Test REF PR -> 800117 - New Aspect directly assigned 23.09	2010-09-23	Submitted
800086	Test new Explicit Value	2010-09-24	Submitted

BILLING

Accounts Receivable $38,056.00

Aging Categories

(0-30) $745.00 ■ (31-60) $9,263.00 ■ (61-90) $6,024.00 ■ (91-120) $4,220.00 ■ (121-180) $10,641.00
(180+) $7,163.00

100%

Athena Service Management Dashboard
Version 2.3.0

Welcome back, Melissa | Dashboard | Profile | Help

Customer Filter By ▼ | All Customers | AMS Tier 2 ▼ | AMS Tier 2

ALERTS

No Active Alerts

MAP IT

Ottawa, Toronto, United States of America, New York, Washington, Phoenix, Los Angeles, México, La Habana, Cuba, The Bahamas, Ciudad

Leaflet

CHANGE MANAGEMENT

Customer ▲	Age<7	Age>=7	In Progre...	Other
ROYAL DUTC...	1217	135	42	0
WASTE MAN...	28	1	0	0

EXTERNAL RESOURCES

BERT
HANDOFF
TeamDB
WAM Assigned by Team
WAM Quick Manage
WAM Ticket History

TICKETS

Handoff	Active Greater 48	Behind NCT	MI Related
0	47	0 5/24/2017 11:26	0

In Queue	24 Hour Activity	Total in Triage	Expiring Tickets In 4 Hours
59	13 / 11 / 0 Opened/Manually Closed/Auto Closed	0	5

Average Behind NCT In Last 24 Hours
0 (0.000%)

INCIDENTS

	Customer	Ticket Number	Client Ticket Numb...	Trouble Reported	Severity	Asset/Circuit ID	Org Group	Problem Abstract	Site	Ticket
	ROYAL DUTCH/SHELL G...	AOTS 000000231609691	UNKNOWN	05/24/2017 11:17 am	1 - Critical	00DOCF1D6D52	DECRITIC	AT&T VPN Gateway Bac...	2027568555	Que
	ROYAL DUTCH/SHELL G...	AOTS 000000231609695	UNKNOWN	05/24/2017 11:11 am	3 - Minor	00DOCF1DE034	DECRITIC	AT&T VPN Gateway [DO...	2027572947	Def
	WALMART STORES INC	AOTS 000000231609410	UNKNOWN	05/24/2017 11:10 am	1 - Critical	USWMSILANSCO1R1	MC_WMSI	USWMSILANSCO1R1 inte...	WMSILANSC...	Acti
	WALMART STORES INC	AOTS 000000231609480	UNKNOWN	05/24/2017 11:07 am	1 - Critical	MLEC555340 ATI	AV_12347652	Lport Down Region=	UNKNOWN	Que
	WALMART STORES INC	AOTS 000000231609314	UNKNOWN	05/24/2017 11:03 am	1 - Critical	USWMSIRDONM01R1	MC_WMSI	USWMSIRDONM01R1 int...	WMSIRDONM...	Acti
	WALMART STORES INC	AOTS 000000231609152	INC000100080859	05/24/2017 11:01 am	3 - Minor	USWMSILEXKY01R1	MC_WMSI	Express Ticketing: pack...	USWMSILEKK...	Acti
	WALMART STORES INC	AOTS 000000231609024	UNKNOWN	05/24/2017 11:01 am	1 - Critical	DHEC845322811ATI	AV_12347652	AT&T Proactive Alarm M...	UNKNOWN	Acti
	WALMART STORES INC	AOTS 000000231608949	UNKNOWN	05/24/2017 11:00 am	1 - Critical	USWMSIPRALA01R1	MC_WMSI	USWMSIPRALA01R1 rout...	WMSIPRALA01	Acti
	WASTE MANAGEMENT I...	AOTS 000000231608995	INC000012626135	05/24/2017 10:58 am	1 - Critical	USWMSNSCSTON01R01	WASTEMGMT	USWMNSNCSTON01R01...	WMNSSTONC...	Acti
	WASTE MANAGEMENT I...	AOTS 000000231608598	INC000012626130	05/24/2017 10:48 am	1 - Critical	USWMSNSNCEAST01R01	WASTEMGMT	USWMNSNCEAST01R01...	WMNSECRNC...	Acti
	WASTE MANAGEMENT I...	AOTS 000000231608445	INC000012626127	05/24/2017 10:47 am	1 - Critical	USWMSNSALPHEN01R01	MR_WMNS	USWMNSALPHEN01R01...	WMNSPCIAL...	Acti
	WALMART STORES INC	AOTS 000000231608216	UNKNOWN	05/24/2017 10:40 am	1 - Critical	USWMSIVIRWI01R1	MC_WMSI	USWMSIVIRWI01R1 inter...	WMSIVIRWI01	Acti
	WALMART STORES INC	AOTS 000000231607072	UNKNOWN	05/24/2017 10:21 am	1 - Critical	DHEC954534811ATI	AV_12347652	AT&T Proactive Alarm M...	UNKNOWN	Acti
	ROYAL DUTCH/SHELL G...	AOTS 000000231605922	UNKNOWN	05/24/2017 9:55 am	1 - Critical	00DOCF1D3B02	DECRITIC	AT&T VPN Gateway Bac...	2027565923	Que
	ROYAL DUTCH/SHELL G...	AOTS 000000231605622	UNKNOWN	05/24/2017 9:46 am	3 - Minor	00DOCF1D453E	DECRITIC	AT&T VPN Gateway Bac...	2027565527	Def
	WASTE MANAGEMENT I...	AOTS 000000231604350	UNKNOWN	05/24/2017 9:24 am	1 - Critical	USWASTROBMS01GW	075910/DNA...	USWASTROBMSO1GW ro...	MSROBI01	Acti

1-19 of 4,683

ALERTS

Last 14 Days of Alerts

| About |
| Settings |
| Help |

5:35 PM 07/18/16 — **Router XBY Down** — INVENTORY: Router XBY is no longer active.

5:35 PM 07/18/16 — Order Overdue — ORDERS: The order 23456789 is overdue to be shipped by 9 days. ☑

2:35 PM 07/15/16 — **Switch 123-e-333 Down** — INCIDENT: Switch 123-e-33 was reported inactive. ☐

2:35 PM 07/15/16 — Switch 123-e-332 Upgraded — CHANGE: Switch 123-e-332 was upgraded. ☑

8:00 AM 07/15/16 — **Order 1 Day Late** — ORDERS: Order 3939493 shipped 1 day late. ☐

8:00 AM 07/15/16 — Order 1 Day Late — ORDERS: Order 3939493 shipped 1 day late. ☑

10:35 PM 07/01/16 — **Customer Macy's Order on Time** — ORDERS: Order 3939493 shipped on time for customer Macy. ☐

10:35 PM 07/01/16 — Customer Macy's Order on Time — ORDERS: Order 3939493 shipped on time for customer Macy. ☑

ALERTS SETTINGS

MANAGE ALERTS

Q All Fields   + Add New   ✎ Edit   ✖ Delete

Name	Gadget	Active Count	Last Reported	Send
Router XBY Down	Inventory	1	07/07/2016 03:30:34 PM	✔
Macy's Orders Late	Orders	5	07/11/2016 12:39:53 AM	
Alpharetta VPN Slow	Environmental Health	12	07/14/2016 01:00:00 PM	✔
Dev Server Capacity at 80%	Inventory	1	07/22/2016 10:00:31 AM	✔

1 - 4 of 4

Close

CHANGE MANAGEMENT SETTINGS

Choose your settings for the gadget from the options below

REFRESH RATE

Select how often the data within the gadget should be refreshed

1   2   3   4   **Hours**

SUMMARY VIEW   **DETAILED VIEW**

FIELDS TO DISPLAY

Select the fields to be displayed on the Detailed and Full Screen view

Available fields	Selected fields
Search for fields	Search for fields
Assignee group	Approval Status
Category	Business Risk
Closure Code	ChangeID
Coordinator Group	Customer
Item	Customer Impacted
Modified	Date Created
Modified By	Planned End Date
Reason	Planned Start Date
Requestor Group	Region
	Requestor Name
	Status
	Technical Risk
	Type
	Urgency

Grayed out fields are required and cannot be removed

Close

CHANGE MANAGEMENT

+ ⤢ ↻ ☰

| About |
| Settings |
| Help |

Customer ▼	Age<[N]	Age>=[N]	In Pr...
Waste Mana...	10	5	2
IBM	2	5	1

CHANGE MANAGEMENT — ⤢ ↻ ☰

Customer ▼	Change ID	Approval Status	Business Risk	Customer Impacted	Status	Technical Risk	Date Created	Planned Start Date	Planned End Date	Region	Requestor Name	Type	Urgency
12345678901234567890	1234567890123456	12345678901234567890	12345678901234567890	1234567890	1234567890	1234567890	10/19/1970 12:12:12	10/10/2010 12:12:12	10/20/2010 12:12:12	1234567890	1234567890	12345678901234567890	123456789012345
20 char min	16 char min	20 char min	10 char min	10 char min	10 char min	10 char min	17 char - date&time	17 char - date&time	17 char - date &time	10 char min	10 char min	20 char min	15 char min

1 - [n] of [N]

Created gadget workflows and illustrated in design documents

INVENTORY

Customer ▼	Sites	Sites △	Assets	Assets △	Circuits	Circuits △
IBM	10	3	10	1	7	3

1-5 of 5

Inventory Detailed View → Circuits Flows

INVENTORY

Customer ▼	Assets	Assets △	Sites	Sites △	Circuits	Circuits △
IBM	10	3	10	1	7	3

Click on Circuits number on a Customer row from main screen.

INVENTORY
Inventory / IBM Circuits

Circuit ID ▼	Service Type	Circuit Name	Circuit Type	Circuit Status	Channel Port ID	Port Service Type	Port Speed	Port Global DLCI	Port Circuit Name	Port Interface Name
414290	Access Circuits	26504046689	E3	Active	384807	CHANNEL	34368 kbps	\N	26504046689	ATM 1/0
432509	Access Circuits	0027BVV9	OC3	Active	402498	CHANNEL	155520 kbps	\N	0027BVV9	POS0/2/0
492830	Access Circuits	0032XGX1	T1.5 with M24	Active	464859	CHANNEL	2000 kbps	\N 0	032XGX1	ATM0/0/0

Or
Click on a Circuits number on a Region row from the Regions Screen.

INVENTORY
Inventory / IBM Regions/ IBM Circuits

Circuit ID ▼	Service Type	Circuit Name	Circuit Type	Circuit Status	Channel Port ID	Port Service Type	Port Speed	Port Global DLCI	Port Circuit Name	Port Interface Name
414290	Access Circuits	26504046689	E3	Active	384807	CHANNEL	34368 kbps	\N	26504046689	ATM 1/0
432509	Access Circuits	0027BVV9	OC3	Active	402498	CHANNEL	155520 kbps	\N	0027BVV9	POS0/2/0
492830	Access Circuits	0032XGX1	T1.5 with M24	Active	464859	CHANNEL	2000 kbps	\N 0	032XGX1	ATM0/0/0

Or
Click on a Circuits number on a Loc ID row from the Loc ID Screen.

INVENTORY
Inventory / IBM Regions/ AP/ IBM Loc ID / Redditch Circuits

Circuit ID ▼	Service Type	Circuit Name	Circuit Type	Circuit Status	Channel Port ID	Port Service Type	Port Speed	Port Global DLCI	Port Circuit Name	Port Interface Name
414290	Access Circuits	26504046689	E3	Active	384807	CHANNEL	34368 kbps	\N	26504046689	ATM 1/0

Note: The breadcrumb will Reflect where the user clicked from

Configuration and Settings Page Design

Athena Operations Manager Dashboard
Version n.n.n

Welcome back, Melissa   🕹 Dashboard   👤 Profile   ? Help

MY INFORMATION

ATTUID:	**Role:**	**User Name:**	**Email:**	**Organization:**
mw003e	Operations Manager	Melissa Whitfield	mw003e@att.com	AT&T

TAGS

Select the Tags that will be used on your dashboard from a list of available tags

Available Tags	Selected Tags
🔍▾ Search (Min 3 Characters)	⚙ ATTC
GCSC	⚙ BVoIP
MIS	
NSD	

TASKS

Select the Tasks that will be used on your dashboard from a list of available tasks

Available Tasks	Selected Tasks
🔍▾ Search (Min 3 Characters)	⚙ Ebond - New Incident Created (AGTH1003)
Power and LCON (ALGTH001)	⚙ Business Direct - Update (AGLTH1004)
CMC Referral - Hard Down (AGLT002)	
Notify Only - Device Up WAH (AGLTH007)	
Power & LCON MLPPP or IMA (AGLTH010)	
CMC Referral - Hard Down - MLPPP or IMA (AGLTH011)	
CMC Referral - MLPPP or IMA Interface Down (AGLT012)	
Unknown or unsupported Hardware (AGLTH013)	
T1 Controller or Unknown WAN event (AGL TH014)	
Business Direct - New Incident Created (AGLTH1001)	
Express Ticketing - New Incident Created(AGLTH1002)	

DASHBOARD GADGETS

Select the Gadgets to be displayed on your dashboard from a list of available gadgets

Available Gadgets	Selected Gadgets
MDB2 Agents	⚙ Alerts
MDB2 Auto Closed Tickets - Per Hour	⚙ MDB2 WAM Eligible
MDB2 Auto Closed Tickets Last 24	⚙ MDB2 Work Queue
MDB2 Behind NCT	
MDB2 Escalations	
MDB2 Manually Closed Tickets Last 24	
MDB2 Manually Closed Tickets Per Hour	
MDB2 Tasks	
MDB2 Tickets	
MDB2 Tickets More	
MDB2 Tools	

Enterprise Ticket Tracking

Websites

Corporate

American Kennel Club www.akc.org

AKC Winners Live Results

AKC Shopping

AKC CERTIFIED PEDIGREES

Explore your dog's family tree with an AKC® Certified Pedigree.

AKC® Certified Pedigrees provide information about each dog in the pedigree going back up to four generations. This information includes name, registration number, colors and markings, and if applicable competition titles, and any related health information, including AKC® DNA information.

order now ▶

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AKC® reports provide valuable information for Breeders and those active in AKC® sports. Plan future litters, track the performance of puppies from your litters, and see who's the Top Dog!

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Competitor Reports
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OFFICIAL AKC SERVICES

Services provided by the dog experts!

DNA Testing - identification and parentage testing for dogs

AKC® GoodDog!™ Helpline - get training help now!

AKC ● GoodDog!™
HELPLINE

AKC PRODUCTS & RULE BOOK

Your source for AKC® Breed Posters, rules, regulations, sport guides and other specialty items.

Specialty Products
  – Magnets, Pins and Posters
  – AKC® Video Series DVDs
  – Book & Breed ID Box Set

Rules, Regulations and Sport Guides

AKC® Title Patches

AKC TRAINING PRODUCTS

Everything you need to train and celebrate your AKC S.T.A.R. Puppy®, Canine Good Citizen® and AKC Community Canine™.

Books, DVDs and Training Guides

Canine Good Citizen® Merchandise

Materials for CGC® Evaluators

PET RECOVERY & ID

AKC Reunite is the best value in pet protection that works with any brand of microchip with no annual fees.

Protect your dog by enrolling today

AKC Reunite offers pet professionals dedicated client service and microchips at a great value.

Buy microchips

AKC REUNITE.
The way home for lost pets.

AKC REUNITE

ONE IN 3 PETS WILL GO MISSING IN ITS LIFETIME.

Enroll Your Pet Today for **ONLY** $17.50

If your pet's microchip was purchased with prepaid registration, enrollment is FREE. We charge no annual fees.

Pet Name:

*Species: Select one...

Breed: Select one..

Gender: Select one...
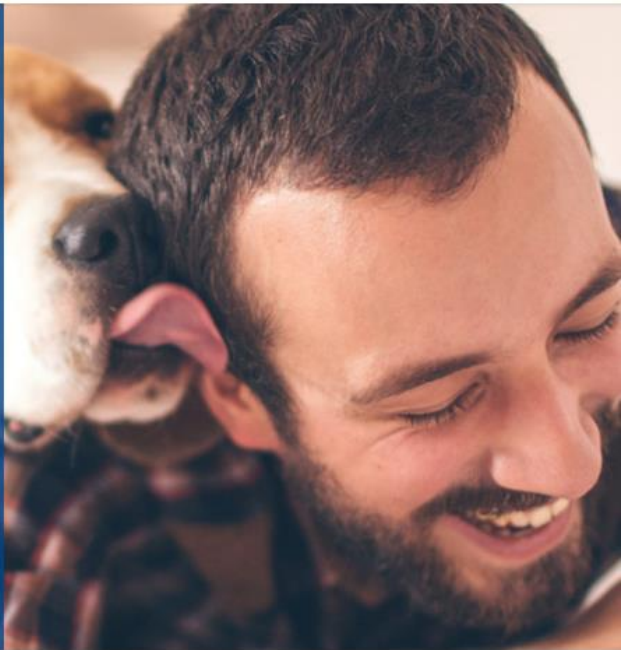
*Birthdate: mm/dd/yyyy

*ID Number Type: Select one...

ID Number

ENROLL MY PET   Or, I'm a pet professional, sign into HUB

PET OWNER   PET PROFESSIONAL   PET ID TAGS   MY PET RECORDS   PET TRANSFERS   DISASTER RELIEF   HUB/PIN   ENROLL TODAY

LOST OR FOUND PET   ABOUT MICROCHIPPING   RECOVERY PROCESS   COMPARISON CHART   PET ID TAGS

AKC REUNITE - Microchips

PET OWNER   PET PROFESSIONAL   PET ID TAGS   MY PET RECORDS   PET TRANSFERS   DISASTER RELIEF   HUB/PIN   ENROLL TODAY   MICROCHIPS and SCANNERS

HOW MICROCHIPS WORK

MICROCHIP YOUR PET

A microchip is placed between your dog's or cat's shoulder blades under a veterinarian's supervision. Implantation is quick, easy and virtually painless – similar to a vaccine injection – and can be performed during a regular clinic visit.

Learn more about microchips.

ENROLL THE MICROCHIP

You must enroll your pet's microchip ID number with your contact information so that you can be reached your pet is found. If you're not sure if your pet's microchip is definitely enrolled, please be sure to call us at 800-252-7894.

Click here to enroll your pet today.

DETECTED WITH A SCANNER

When your pet is found and taken to an animal shelter or veterinarian, its microchip will be scanned. When the microchip number is read by the scanner, AKC Reunite will be contacted and we will contact you to reunite you and your pet.

Read our reunion stories.

AKC Agility Invitational Breed Rankings Search Results

AGILITY

AGILITY HOME

AKC AGILITY
INVITATIONAL HOME

AGILITY INVITATION BREED RANKINGS

AKC AGILITY INVITATIONAL HELD DECEMBER 2016 IN ORLANDO, FL.

QUALIFYING PERIOD RUNS FROM JULY 01, 2015 TO JUNE 30, 2016.

The dogs listed in the report below are the top five (5) dogs for the selected breed at this time. At the end of the qualification period shown above, the top five (5) dogs listed will receive an invitation to the AKC Agility Invitational. If any of these top five (5) dogs decline the invitation, an invitation will be extended to the next top dog(s) of that breed.

Tied scores within a breed will be broken by identifying the dog with the most speed points earned during the qualification period. In the event of a complete tie score between speed points and double qualifying scores, each dog with a tied score will be invited.

This free AKC Agility Invitational report will list the top five (5) dogs for the breed selected. Dogs are listed in alphabetical order.

Events are processed through January 08, 2016.

Select the Event:
| AKC Agility Invitational - December 2016   ▼ |

Select a Breed:
| All American Dog   ▼ |

SELECT

Dog Name	Class
MACH4 Donaldson's Daisy MXB2 MJS2 OF	REG
MACH5 Feel The Need MXB2 MJG2 MXF MFS TQX T2B5 CGC	REG
MACH5 Lanakila Doin It By Example MXS2 MJS2 MXF MFB TQX T2B7	REG
MACH4 Moses Raphael York UD BN GN GO RAE4 MXC MJB2 MXF T2B4 CGCA	REG
MACH Zinfandel Hackman MXB MJS OF T2B2	REG

Blue Cross and Blue Shield of NC www.bcbsnc.com

Lockheed Martin Management and Data Systems Internal Home Page
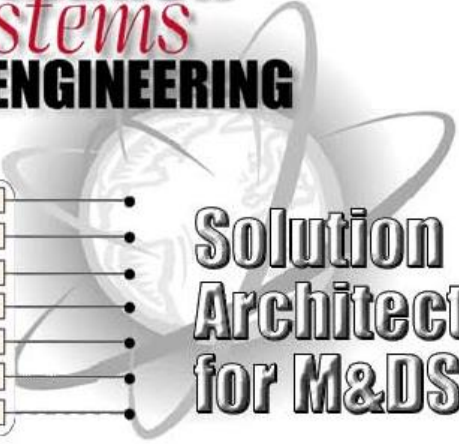
Information Systems Engineering Intranet Site

Information
Systems
ENGINEERING

Resources

ISE has a valuable collection of resources available. These resources include documents, web sites, applications, bookmarks, lessons learned, and the like. In order to find the resources you need, you may choose the technology you are interested in and the type of resources you would like listed. All resources may be listed by selecting All for each category.

Below this you will also find a search capability. This search will provide you with the capability of locating resources by entering words or phrases.

Technology: Web Development (41)

Type of Resource: Policies and procedures

Query

Search:

Search

Underwood Tree Service New Home Page Design

Government Websites
North Carolina Court System Website www.nccourts.org

NCCourts.org Citation Query by Defendant Name Search Form

THE NORTH CAROLINA COURT SYSTEM

HOME

Judicial Directory | Judicial Forms | Frequently Asked Questions | Search | Contact Us

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EMPLOYEES

COURTS

- Calendars Home
- Civil Calendars
- Civil Calendar Attorney Query by Bar Number
- Criminal Calendars
- Citation Query by Citation Number
- **Citation Query by Defendant Name**
- District and Superior Court Query
- Impaired Driving Query
- Statewide Officer Court Appearance Query
- Superior Court Master Calendar
- Calendar FAQ's
- Contacts by County
- Criminal Calendar Code Definitions

Citation Query by Defendant Name

Enter Defendants Name : [_____]

Entry examples :   Smith   (last name only)
                   Smith,S   (last name + comma + first initial)

[Submit Query] [Reset]

Query data may be up to 24 hours old.

NCCourts.org – Citation Query by Defendant Name Search Results

THE NORTH CAROLINA COURT SYSTEM

HOME

Citation Query by Defendant Name

Officer Name	Agency	Officer Number	Court Date	County	Session	Court Room	Defendant	Citation Number
PHILLIPS,J	SHP	2271	02/23/2016	CRAVEN	AM	DCR4	JONES CHADWICK,RUTH,ELAINE	
GHEEN,JAMES,F	CPD	3161	02/02/2016	WAKE	AM	0303	JONES JR,WILLIE,ANTHONY	
LANIER,D	CPD	393672	02/03/2016	GUILFORD	AM	HP02	JONES-AGUILAR,HANNAH,LEANN	84825F9
HINES,D	SFF	8632	02/02/2016	PITT	AM	DC01	JONES-CHASE,JOY,NATASHU	C1804982
WILLIAMS,G,J	CPD	450	04/08/2016	PITT	AM	DC01	JONES-CHAVIS,ARETHA,KENAE	59442F9
ANDERSON,J,R	SHP	2859	03/31/2016	FORSYTH	AM	001B	JONES-DARNELL,NATHAN,AARON	86760F1
HOWER,K,J	SHP	1209	02/18/2016	ANSON	AM	0002	JONES-GENERAL,LAFONDA	68226F1
DAVIS,R	SFF	B1713	02/01/2016	BUNCOMBE	AM	ADMN	JONES-GRIFFIN,BAMBI,CHRISTIN	
FISHER,J	SFF	B1728	02/01/2016	BUNCOMBE	AM	ADMN	JONES-GRIFFIN,BAMBI,CHRISTIN	
STUART,D,M	SHP	2936	02/18/2016	FORSYTH	AM	001B	JONES-HANNA,LATONJA,ANGEL	14880F4
LATHAM,C,M	SHP	2093	03/07/2016	CLEVELAND	AM	0002	JONES-HARRIS,BRANDON,LAMAR	71638F5
STEWART,J,L	SHP	2933	06/02/2016	PERSON	AM	0001	JONES-HARRIS,BRANDON,LAMAR	16905F1
STUART,D,M	SHP	2936	02/25/2016	FORSYTH	AM	001B	JONES-HARVEY,EMILY,CATHLEEN	69449F6
BOYD,J,K	CPD		03/03/2016	DURHAM	AM	TRAF	JONES-JOHNSON,JACQUELINE,ANN	C2969796
DOSTON,J,M	SHP	1769	02/05/2016	DURHAM	AM	TRAF	JONES-KING,YOSHAMEKIA,LASHA	36880F9
MAYNOR,J,E	SHP	1982	02/18/2016	LEE	AM	0001	JONES-KNOTTS,JUDY,LORRAINE	70679F1
STRICKLAND,D	SHP	2935	03/09/2016	ROBESON	AM	003C	JONES-LITTLE,KAREN,SUE	
STUART,D,M	SHP	2936	03/03/2016	FORSYTH	AM	001B	JONES-LITTLE,MARGARET	72611F8
WOLFE,J	CPD	P5246	01/27/2016	MECKLENBURG	AM	1130	JONES-LOCKHART,DIERDRA,NICOL	C3499142
BUNCE,J,C	SHP	1413	02/05/2016	CUMBERLAND	AM	002C	JONES-LOWERY,ASHLEY,MARIE	73147F3
BUNCE,J,C	SHP	1413	02/05/2016	CUMBERLAND	AM	002C	JONES-LOWERY,ASHLEY,MARIE	73147F4
STRICKLAND,D,B	SHP	2935	02/17/2016	ROBESON	AM	003C	JONES-LOWERY,ASHLEY,MARIE	74366F4
STRICKLAND,D,B	SHP	2935	02/17/2016	ROBESON	AM	003C	JONES-LOWERY,ASHLEY,MARIE	74366F2
STRICKLAND,D,B	SHP	2935	02/17/2016	ROBESON	AM	003C	JONES-LOWERY,ASHLEY,MARIE	74366F3
POWELL,D,S	SHP	2968	01/27/2016	MECKLENBURG	AM	1130	JONES-MAINOR,JENNIFER	76970F5

The Singles Social Spot
for professional Singles of the Triangle

Events For Singles is not like other single's clubs that care only about how many members they have, not who they allow to join their club. Events For Singles believes in quality over quantity and invites all single professionals of the Triangle to join the premier single's social community and enjoy the many exciting events in a vibrant but safe atmosphere.

Meet quality singles at a variety of exciting events. We do everything from wine tastings, to hikes, to movie nights, to moonlight paddles. **Find Out More!**

- HOME
- ABOUT US
- INVITATION TO JOIN
- FAQ
- CALENDAR OF EVENTS
- PHOTO GALLERY
- WEBSITE TOUR
- TELL A FRIEND
- BONUSES

Member Login

Login Name: _____

Password: _____

[Login] [Reset]

Watch Our Video

Events to Watch

8/19	New Member Meet and Greet Public Welcome
8/20	End of the Summer Pizza Party
8/20	Wine Tasting
8/23	Hiking at Umstead Park Company Mill Loop Trail
8/25	Summer Splash at Wet N Wild Water Park
8/27	Volley Ball at Jaycee Park

Subscribe to Our Newsletter

Enter your Email Address

_____

[Sign Up]

TESTIMONIALS

Singles' News

Why women should date around...
Do you date around? Maybe you should...
Tuesday, 04-18-2006

Dating Through Your Ages
So You Think You'll Always Date the Same Way?
Friday, 04-14-2006

New Baby Boomer Dating Survey Results
Over 45 and Loving It? Here's How You Rate...
Wednesday, 04-05-2006

Raleigh Highlights

BEST CITIES FOR Singles

Find out why Raleigh is one of the top cities for Singles!

Local Weather

Raleigh, NC
At 1:51 PM EDT
Mostly Cloudy
84°F
NE 9 MPH
www.weatherforyou.com

Triangle Activities

Triangle Activities Club
FRIENDS, FUN, & ADVENTURE IN THE TRIANGLE
Raleigh, Durham, Chapel Hill, Cary & Surrounding Areas in NC

Home
Web Site Tour
TAC FAQs
Join Today!
Calendar of Events
Our Members
Our Activities
Our Technology
Event Photos
Tell a Friend!
Cool Links
Sponsors
Member Area

Subscribe to our Newsletter!
Enter your Email Address

Sign Up

Welcome to the
Triangle Activities Club
The Triangle's Premier Social Activities Club!

WHAT DID YOU DO THIS WEEKEND? LEARN TO ROCK CLIMB? SAIL? GO TO THAT NEW RESTAURANT? ATTEND THE THEATRE?

If you're looking for "things to do" with a great group of friends Triangle Activities could be your solution! Our focus is on planning events, making new friends, offering values and discounts to our members, and just plain having fun!

Member Login
Login Name
Password
Login   Reset

Raleigh / Durham, NC
At 9:51 AM EDT
Drizzle
64°F
NE 8 MPH
www.weatherforyou.com

Events To Watch!
Wine Class at Fowlers (Durham)
OPEN TO PUBLIC!
10/12/05
Charlie Brown's Great Pumpkin and Jack O Lantern Carving Party
10/13/05
BIRTHDAY CELEBRATION at BAHAMA BREEZE
OPEN TO PUBLIC!
10/17/05
Free Food and Pool!
Monthly Meet and Greet!

Style Guides

I've authored 3 entire style guides (100 plus pages) from scratch, maintained and updated numerous existing guides, and created large numbers of design documents for developers to follow.

Logo, Fonts and Gradients

It is expected that the main font family for all of Athena will be OmnesATTII with the medium weight being used for the majority of text. A vector version of the logo is available as Athena_Logo_Transparent_BG.svg. A PNG version called logo.png is being used for the site. The gradient was chosen to reflect the new brand center color styles.

Style Settings

Font family:	Omnes_ATT II (the AT&T Design Center Typography Standard)
Header Bar:	Height 95 PX (Gradient 70 PX, White Menu Bar 25px)
Color Gradient:	#004380 top to #009fdb bottom
Header font:	Omnes_ATT II Medium 18px
Logo:	logo.png (from Athena_Logo_Transparent_BG.svg) 5 PX padding, 75 width, 60 height

Figure 9

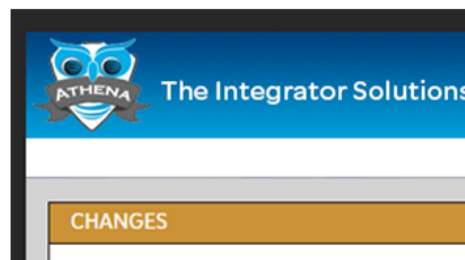Athena Dashboard | Styles & Standards   11

Athena Dashboard - Buttons

The Athena Dashboard uses form buttons that follow the AT&T Digital Design standard. The standard can be found at: http://quickstart.web.att.com/digitaldesign/patterns-buttons.html. This page contains a link to an extensive PDF document of guidelines. There is also a Photoshop toolkit on this page. Here are some of the basic standards. Orange is the preferred color for Athena with blue used to distinguish very important buttons (like save).

Athena Dashboard | Styles & Standards   20

```
<i class="fa fa-circle-o-notch fa-spin fa-3x fa-fw"></i>
<span class="sr-only">Loading...</span>
```

Style Settings

Blue Ring Color: #0574ac
Gray Part: #f2f2f2

1 rotation per second

50 X 50 pixels

30 X 30 pixels

Figure 3- Loading Icon

Athena Dashboard – Gadgets

Gadget Handlebar Colors

Each gadget has a handlebar over the top of its content window that identifies the gadget by a header (title) and a color specific to that gadget. The color palette used for each gadget is defined as:

Figure 29

OM BMP Tickets Gadget – Summary View

The BMP Tickets Gadget Summary View is shown below. The Mini stats have been enlarged and color coded to improve readability and provide an easy way to spot a particular statistics. The styles are defined below.

Style Settings

Frame Margins – 5 px all sides
Mini Stat Padding – 5 px all sides
Mini Stat Size – 82 px H x 120 px W
Large Mini Stat titles - Omnes_ATT II Medium 18 px #ffffff centered horizontal
Medium Mini Stat titles - Omnes_ATT II Medium 14 px #ffffff centered horizontal
Small Mini Stat titles - Omnes_ATT II Medium 12 px #ffffff centered horizontal
Tiny Mini Stat titles - Omnes_ATT II Medium 10 px #ffffff centered horizontal
Large Sub Titles - Omnes_ATT II Medium 16 px #ffffff centered horizontal
Medium Mini Stat titles - Omnes_ATT II Medium 12 px #ffffff centered horizontal
Small Mini Stat titles - Omnes_ATT II Medium 10 px #ffffff centered horizontal

Mini Stat Group Definition and Color

Green Group - #82ca9c
In Queue, Hand Off, Total In Triage, Expiring Tix in 4 Hours, Ticket Assignment, Ticket State

Blue Group - #00bff3
Critical Assets, MI Related, Ticket Severity Sev 1s/Sev 2s

Gray Group - #85a9b0
24 Hour Activity, Last Hour Activity, Active Greater 48, Behind NCT

Purple Group - #448ccb
Avg Behind NCT, Avg Tickets per Hour

BMP TICKETS ⟳ ≡

In Queue	Expiring Tkts	Priority
51688↑	3 in 4 Hours	12 / 39 / 400 TO / PO / All

Ticket State	Behind NCT	Active
12 / 1 Active / Deferred	12 5/2/2017 14:20	42 Greater 48

Last Hr Activity
0/1/1 Opened / Manually Closed/Auto Closed
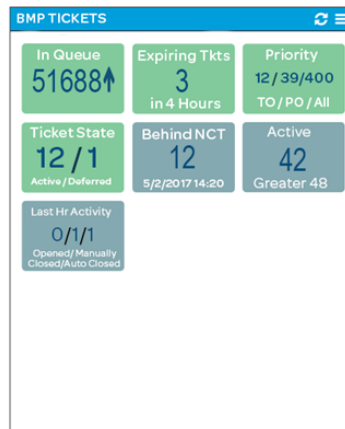
3

OM BMP Tickets– Detailed View

The Detailed View will have a left pane that will be used for navigating. This pane will be a list format of the statistics that the user has chosen to display. Each line of the list will start with a color block corresponding to the same colors on the summary view. That block may contain an up or down trending arrow depending on the status of the statistic. When a row is selected it should be highlighted with color #d1f1ff. It should keep this highlighting until another row is selected.

NOTE: Stats that were combined on one mini-stat on the view.

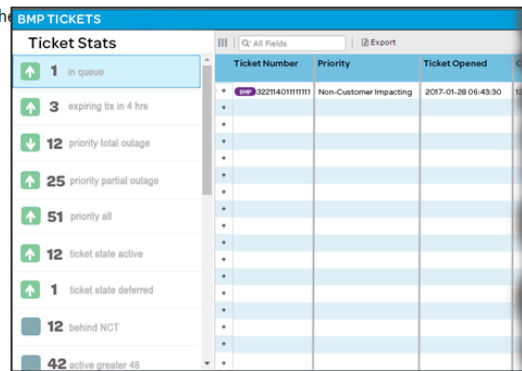**Style Settings**
Status Panel – 300px wide
Status Row – 300px wide by 45px high
Status Block – 28x28px with 4px curved corner
Status Number – Arial Bold 24px color: #625f5e
Status Description Text – Arial Narrow Bold 16px color: #bababa
The arrows on these blocks are the font awesome up and down arrow icons.

AOC Applications Style Guide/Compliance Checklist

	Name	Rule	W3C	Priority	508
AOC MANDATORY STANDARDS					
AOC Styleguide Standards - All Applications - Waivers by Special Approval Only - NO W3C/508 Waivers					
	HTML LEVEL				
	☑ HTML 4.01 and XHTML 1.0	Work at these levels or greater	NA	NA	NA
	TARGET PLATFORM				
	Internet Explorer 6.0 and Netscape 7.0	Function and display well in both browsers. Link to styleguide.	NA	NA	NA
	☐ 800x600 Screen Resolution	Web Pages are designed and tested at this screen resolution	NA	NA	NA
	☐ Slate.css	Defines styles and colors that must be used for AOC Applications	NA	NA	Na
	TARGET PLATFORM				
	☐ Internet Explorer 11.0	Function and display well in both browsers. Link to styleguide.	Yes	NA	NA
	1280x720	Web Pages are designed and tested at this screen resolution	NA	NA	NA
	☐ Slate.css	Defines styles and colors that must be used for AOC Applications	NA	NA	Na
W3C Priority Level One - All Applications - NO Waivers - State and Federal Law					
	IMAGES				
	☐ Use ALT tags	This way text only browsers can intepret what is being shown	Yes	1	Yes
	☐ Use Descriptive ALT tags	Try to use alt tags that mean something	Yes	1	Yes
	☐ Color Usage	Do not rely on color only to signify something on your page	Yes	1	Yes
W3C Priority Level Two - External Applications - Waivers only by Special Approval					
	IMAGES				
	☐ Use ALT tags	This way text only browsers can intepret what is being shown	Yes	1	Yes
	☑ Use Descriptive ALT tags	Try to use alt tags that mean something	Yes	1	Yes
	☐ Color Usage	Do not rely on color only to signify something on your page	Yes	1	Yes
AOC STRONGLY RECOMMENDED GUIDELINES - Adhere to these when possible					
	IMAGES				
	☐ Use ALT tags	This way text only browsers can intepret what is being shown	Yes	1	Yes
	☐ Use Descriptive ALT tags	Try to use alt tags that mean something	Yes	1	Yes
	☐ Color Usage	Do not rely on color only to signify something on your page	Yes	1	Yes

Logos and Graphics (just a few recent!)

AEGIS

AEGIS Global Security Services

ATHENA
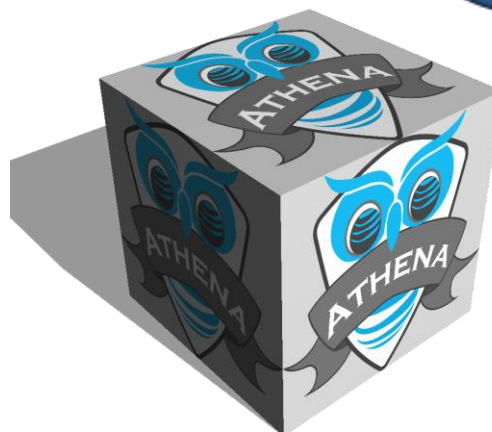
Att Guy with Hard Hat 2

Att Guy with Head Set

Att Guy on keyboard

Att Guy with laptop

Att Guy Raised Hands

September, 2017
Volume 45, Issue 09

Tar Heel Tailings

A newsletter for Gem and Mineral enthusiast in and around the Raleigh, North Carolina area.

Prez Sez
By Melissa Whitfield

Dear Members,

I wanted to thank all the volunteers and members who made our Kid's Night such a success! We had 18 very enthusiastic kids (and their families) show up for our event. It was a fun and enjoyable time as the kids walked around our event tables with their grab bags. Special thanks to Dr.Mike for hosting a great informational table, Cyndy Hummel for running the "What's This" table and fielding ALOT of questions,

Canadian Sapphires Fit For A Queen Now Unearthed
From ScienceDaily

New research from UBC mineralogists could make it easier to find high-quality Canadian sapphires, the same sparkling blue gems that adorn Queen Elizabeth II's Sapphire Jubilee Snowflake Brooch.

The so-called Beluga sapphires were discovered near Kimmirut, Baffin Island, Nunavut by brothers Nowdluk and Seemeega Aqpik in 2002. The location is Canada's only known deposit of sapphires. The gems form the basis of the ceremonial brooch given to the Queen last week by Canada's Governor General David Johnston.

"These occurrences are the first reported sapphires hosted in this type of marble-related

deposit," says Philippe Belley, a graduate student at the University of British Columbia. "We've discovered that it takes a fairly specific sequence of pressure and temperature events to create these gems. It's essentially a

recipe."

Belley, UBC mineralogist Lee Groat, and colleagues, outline the findings in the July issue of the Canadian Mineralogist,

Kiosk Booth LCD Touchscreen graphics – Video Launcher pages

Mobile Wisdom

TechDev & GD&A — BizOps

Our Story

Athena
- Watch the Video
- See it in Action

Capriza
- Watch the Video

Express Ticketing
- Watch the Video
- See it in Action

Transforming GD&A

TechDev & GD&A — BizOps

BizOps Culture

What is Orchestration

Predictive Diagnose

Transforming Service Assurance

Robotics Process Automation

Awards

NCCourts.org
Best of the Web

Pride Award

Melissa Whitfield

For Significantly Exceeding Expectations and Demonstrating
Exceptional Performance, Attitude and Commitment.
Your Contribution is Important to the Organization.
You have Our Appreciation for a Job Well Done.

intranet,   other admi

LOCKHEED MARTIN
CORP., Bethesda, Md.
RANKING: 2 ■ PRODUCT/SERVICE:
Defense and space contractor
FAST-TRACK INDICATORS: Largest
Internet server, specialized
intranet applications, high-
speed Internet access, ATM or
Gigabit Ethernet, T-1/T-3 lines,
push technology ■
www.lmco.com

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creative thinking, extraordinary effort,
and professionalism on the job in support of
Lockheed Martin and
Enterprise Information Systems, the

VISION AWARD

LOCKHEED MARTIN

Vina Whitfield

presented in recognition of having completed all
requirements for Engineering Process Improvement
Phase I Certification

Vice President, Technical Operations