



**NO MORE
HEROES**

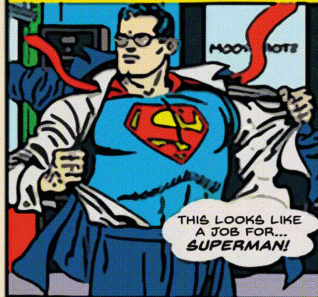
USER EXPERIENCE DESIGN FOR *INCIDENT RESPONSE!*

ONE AFTERNOON IN THE NEWSROOM OF THE METROPOLIS **DAILY PLANET**, REPORTER **CLARK KENT** (WHO IS SECRETLY **SUPERMAN**), IS ALERTED TO SOUNDS OF TROUBLE...

THAT SOUNDS LIKE JIMMY OLSEN'S SIGNAL WATCH GREAT WRITING BY TELESCOPIC VISION SHOWS THAT "JIMMY AND LOIS LANE HAVE BEEN KIDNAPPED BY "DEUCES" O'DWYER, THE GANGSTER!

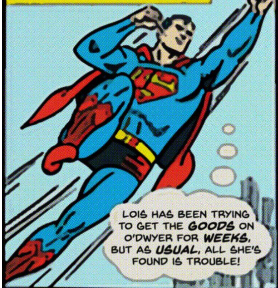


QUICKLY GETTING INTO AN EMPTY STORAGE ROOM, THE MILD-MANNERED REPORTER MAKES A SUPER-FAST CHANGE!



THIS LOOKS LIKE A JOB FOR... **SUPERMAN!**

MOMENTS LATER, IN THE SKIES OVER METROPOLIS...



LOIS HAS BEEN TRYING TO GET THE **GOODS** ON O'DWYER FOR **WEEKS**, BUT AS **USUAL**, ALL SHE'S FOUND IS **TROUBLE!**



HELLO, O'DWYER!

SUPERMAN! GOSH PAL, I WAS BEGINNING TO THINK YOU DIDN'T HEAR MY SIGNAL!

GET HIM!



OWW! CRACK! OOOFF!

NOT IF I GET YOU **FIRST!**



LATER THAT DAY...

LOOKS LIKE I **STOLE** THE FRONT PAGE FROM YOU AGAIN, CLARK, WITH SUPERMAN'S HELP!

THAT'S ALRIGHT, LOIS, I'M ALWAYS **HAPPY** TO LET SUPERMAN GRAB THE HEADLINES!

ONE AFTERNOON IN THE NEWSROOM OF THE METROPOLIS *DAILY PLANET*, REPORTER **CLARK KENT** (WHO IS SECRETLY **SUPERMAN**), IS ALERTED TO SOUNDS OF TROUBLE...

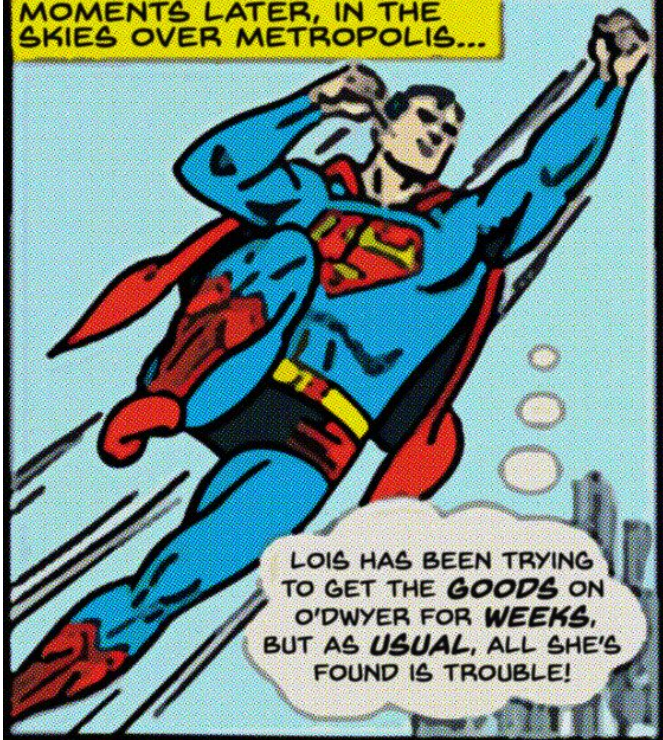
THAT SOUNDS LIKE *JIMMY OLSEN'S* SIGNAL WATCH! GREAT KRYPTON, MY *TELESCOPIC VISION* SHOWS THAT **JIMMY AND LOIS LANE** HAVE BEEN **KIDNAPPED** BY "**DEUCES**" O'DWYER, THE GANGSTER!



QUICKLY GETTING INTO AN EMPTY STORAGE ROOM, THE MILD-MANNERED REPORTER MAKES A SUPER-FAST CHANGE!



MOMENTS LATER, IN THE SKIES OVER METROPOLIS...



LOIS HAS BEEN TRYING TO GET THE **GOODS** ON O'DWYER FOR **WEEKS**, BUT AS **USUAL**, ALL SHE'S FOUND IS TROUBLE!



HELLO, O'DWYER!

SUPERMAN! GOSH PAL, I WAS BEGINNING TO THINK YOU DIDN'T HEAR MY SIGNAL!

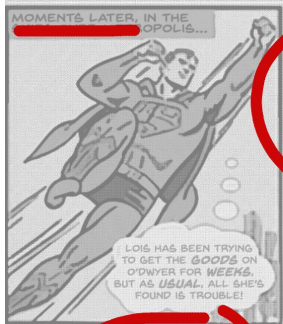
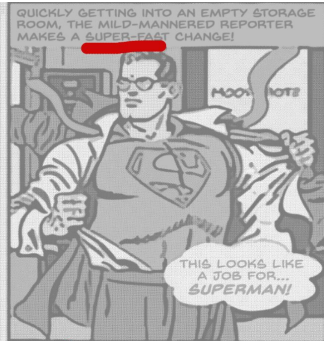
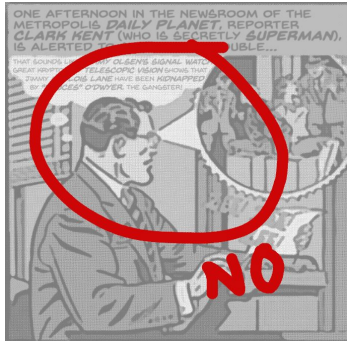
GET HIM!

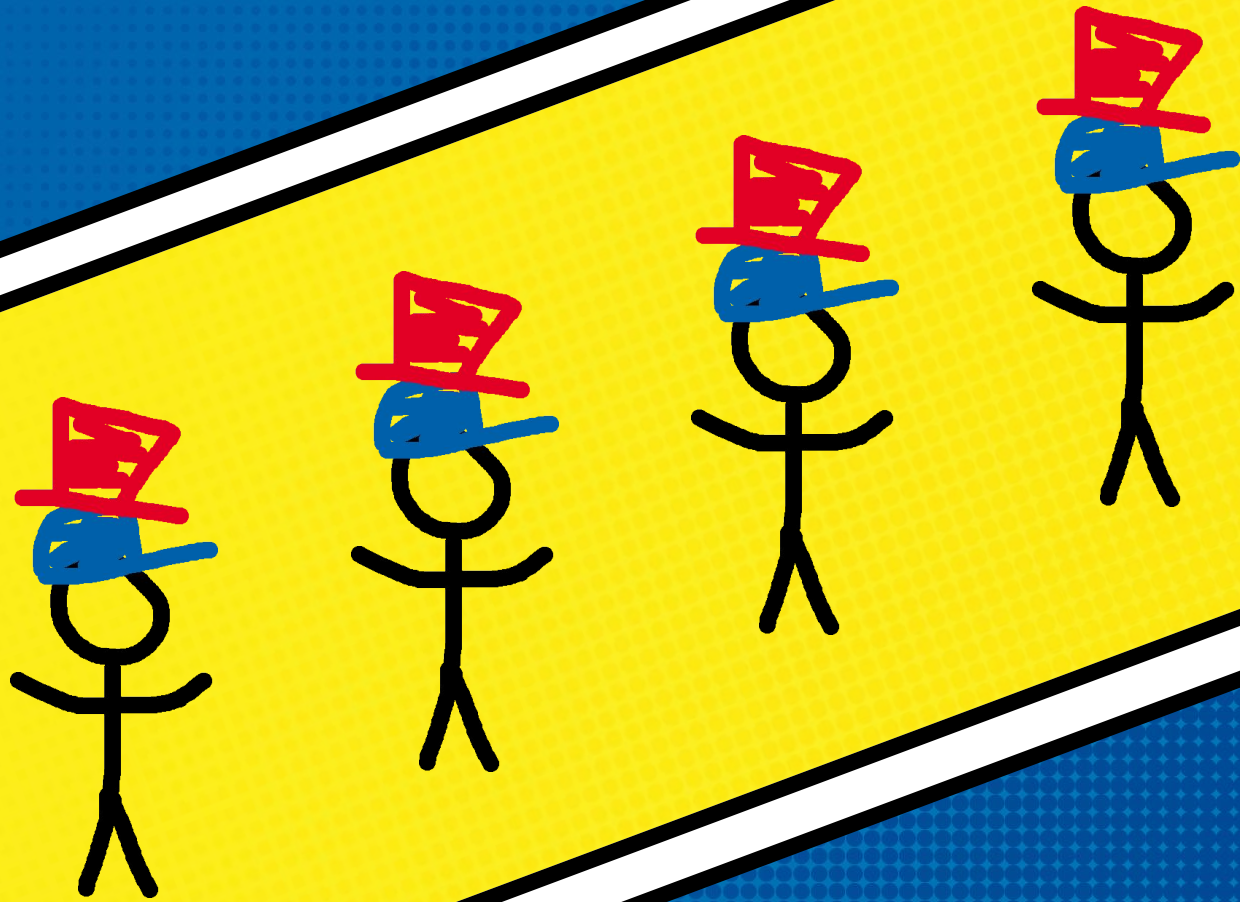
CRASH!

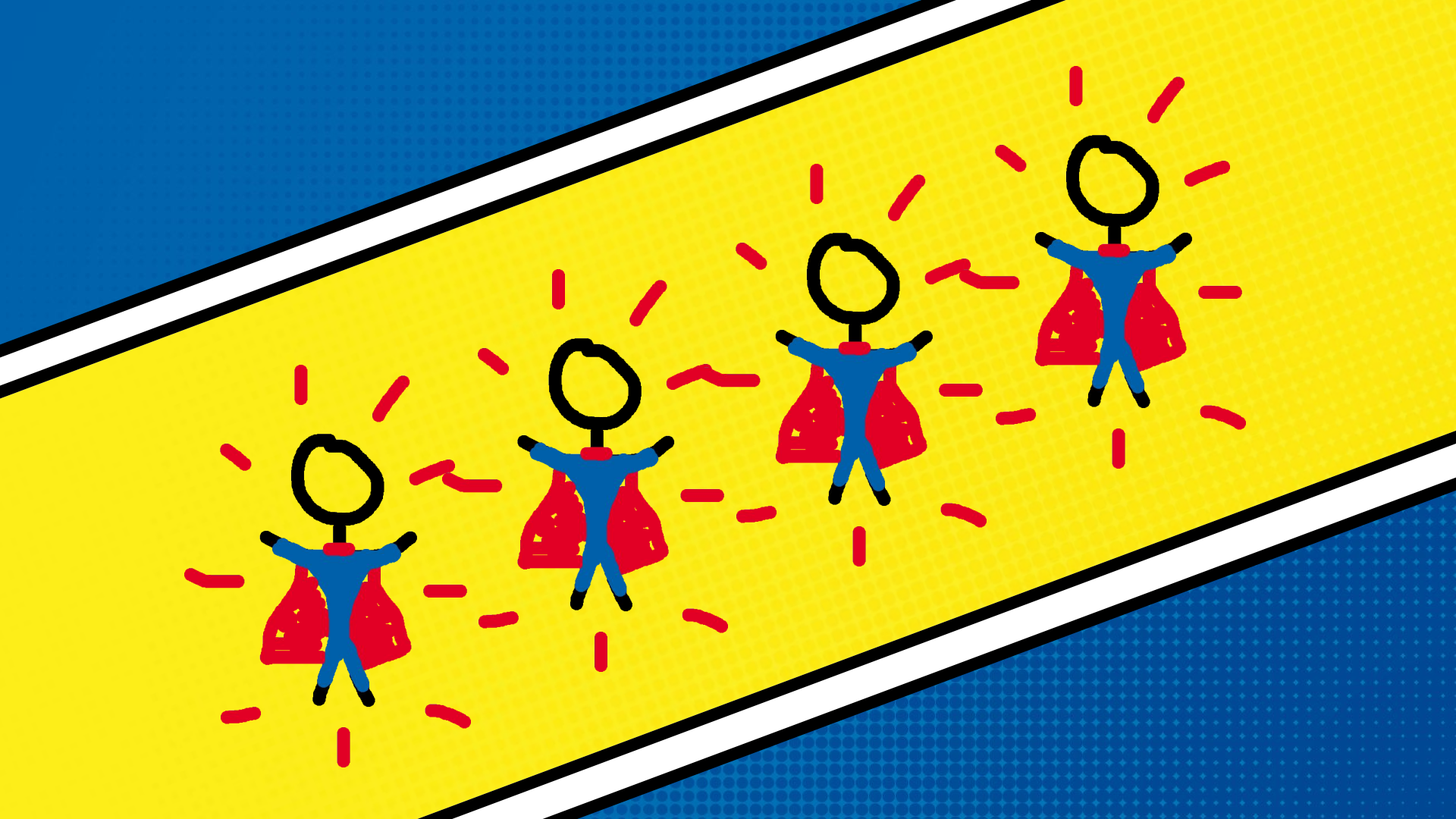
BLAM!

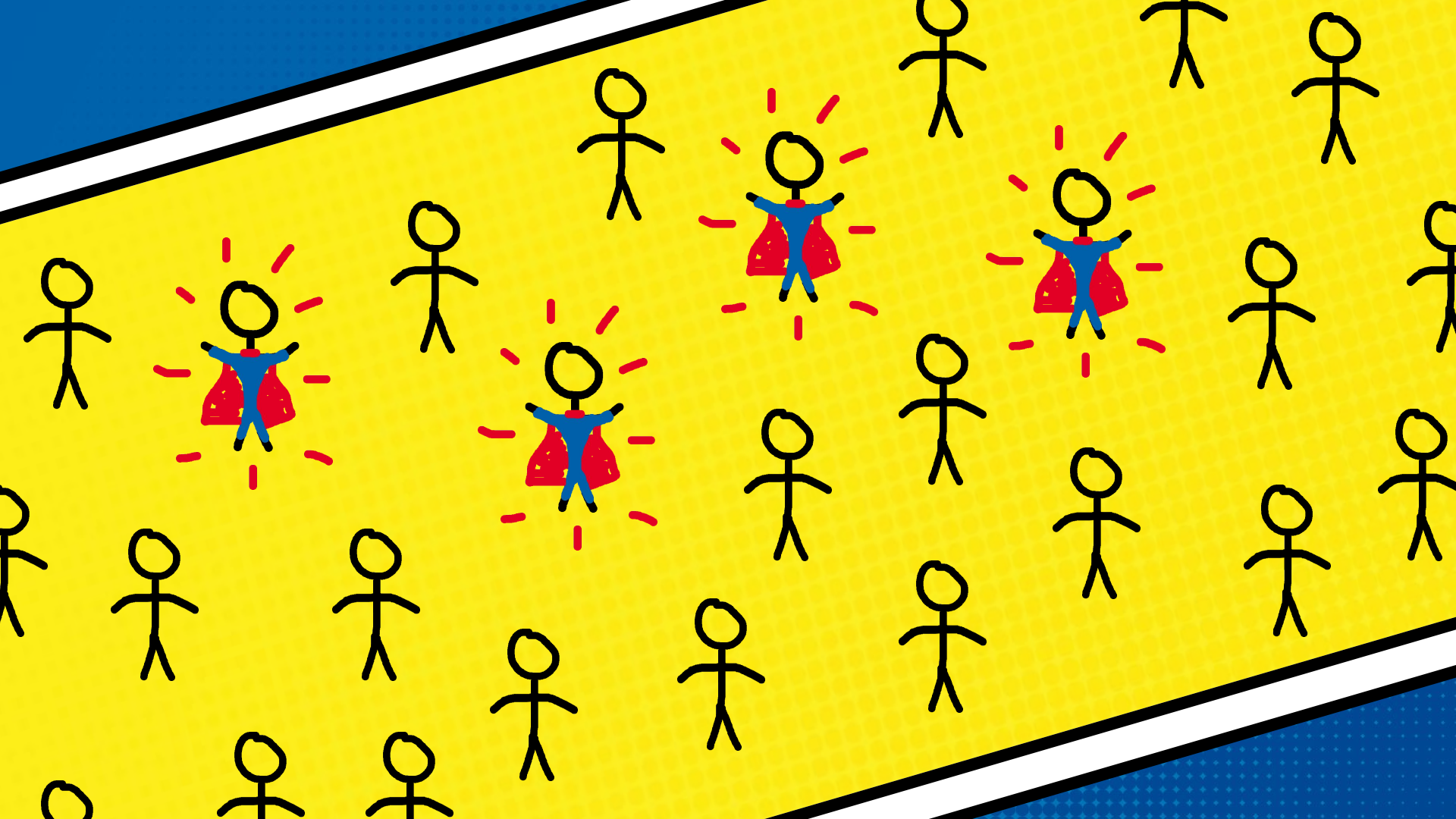
BLAM!

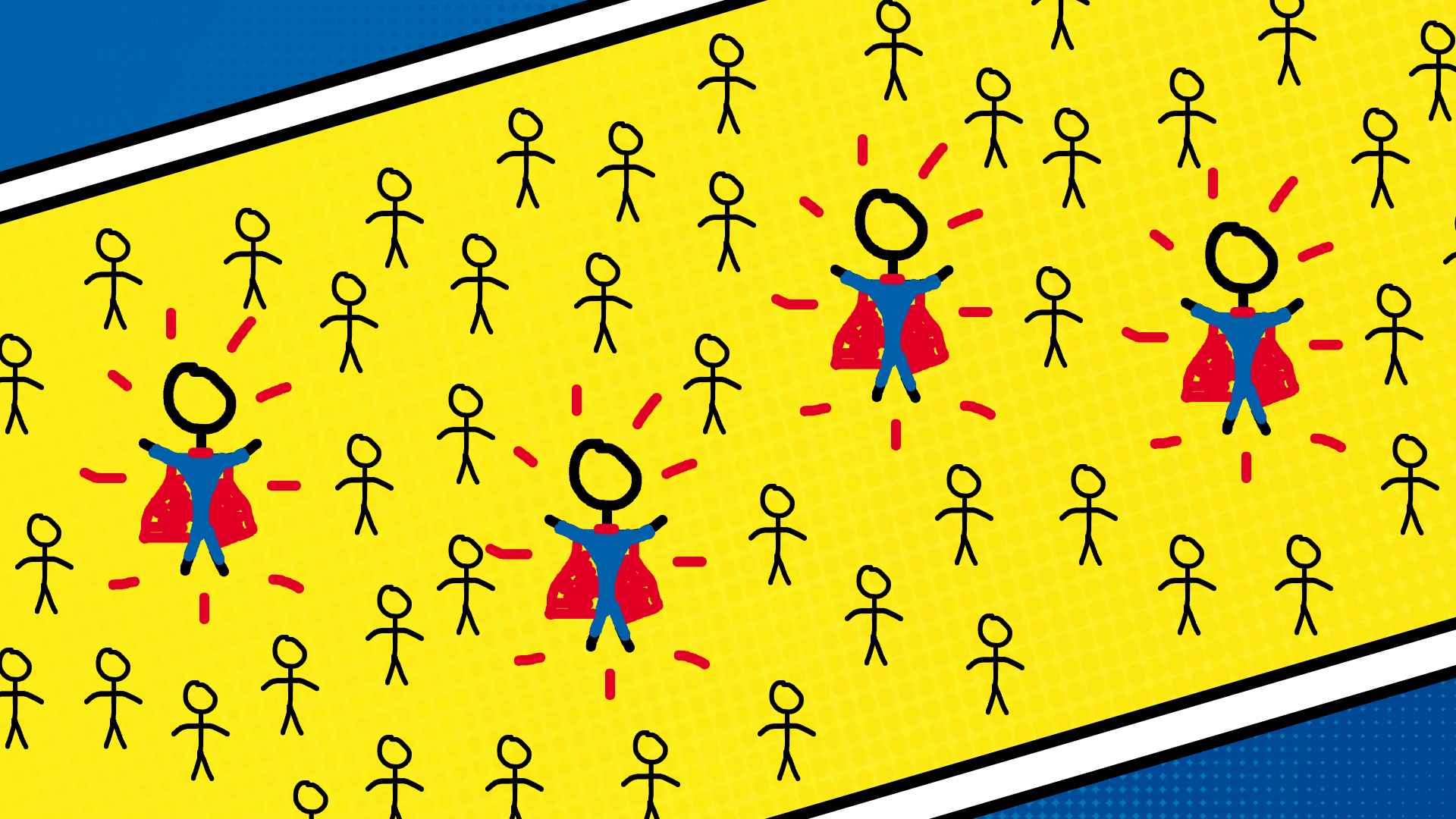


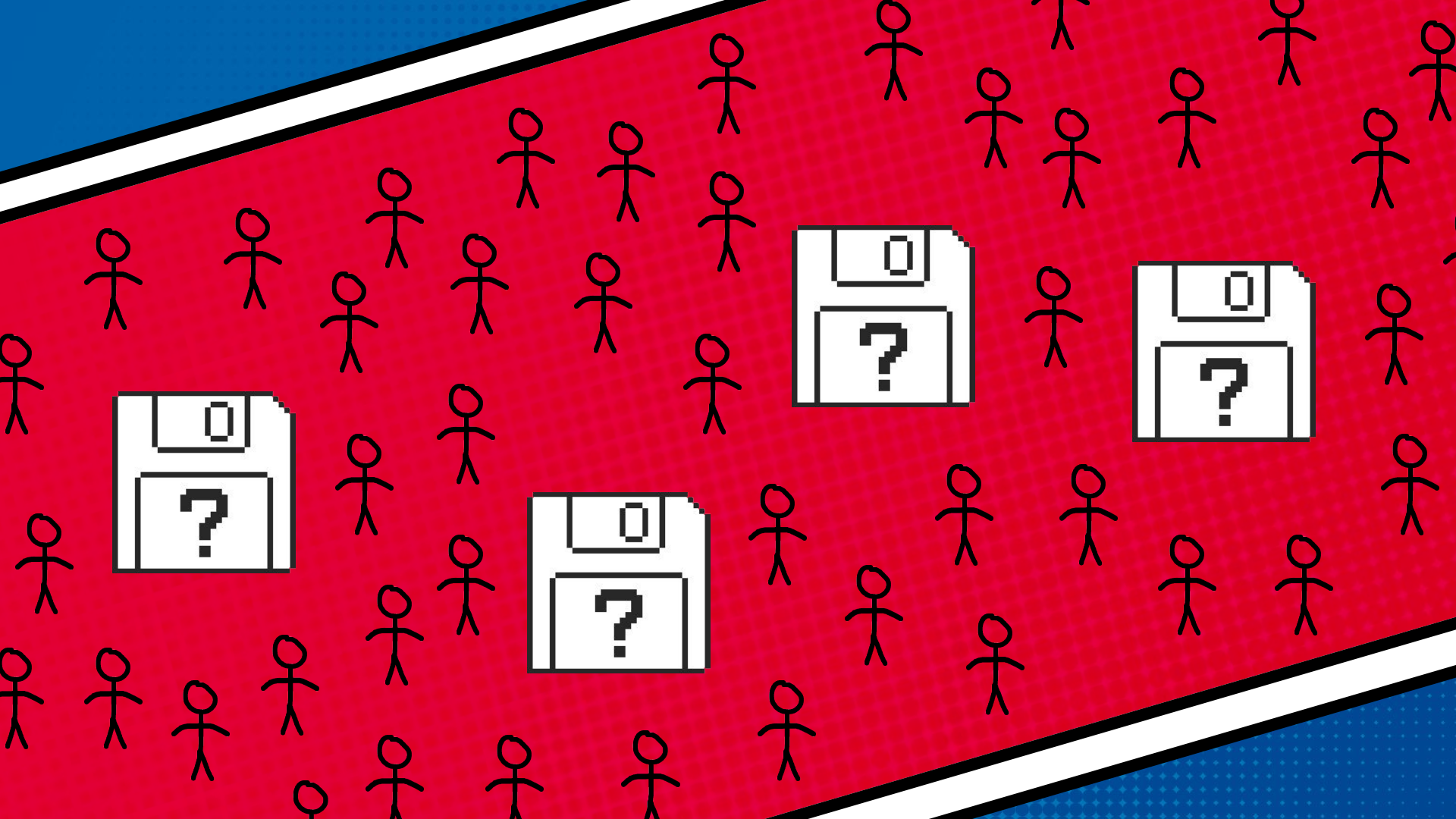




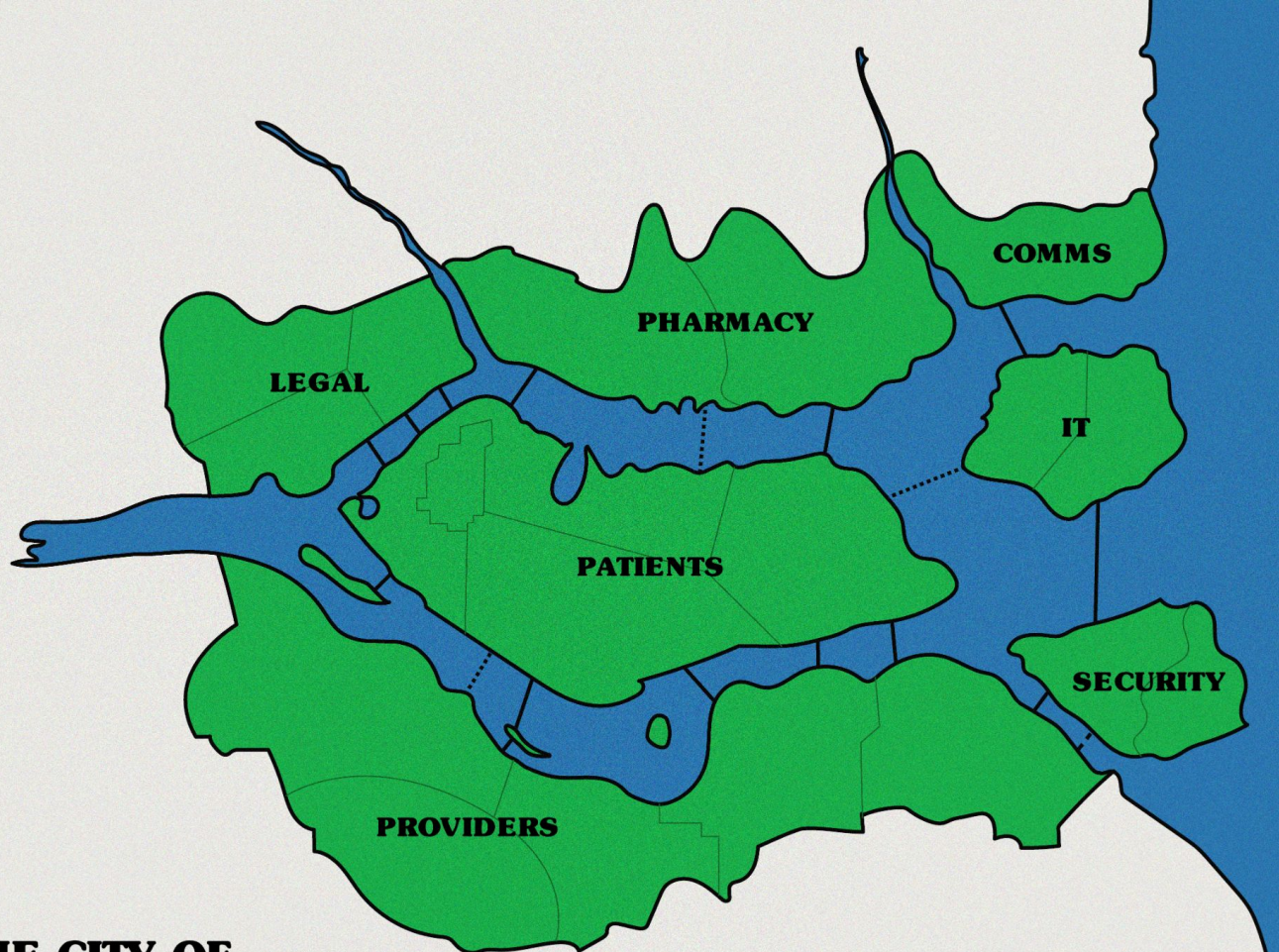












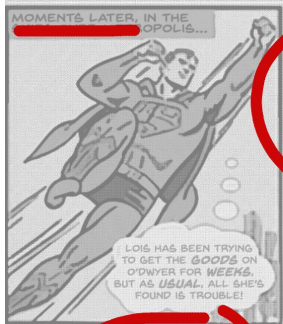
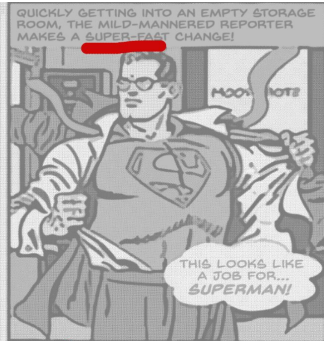
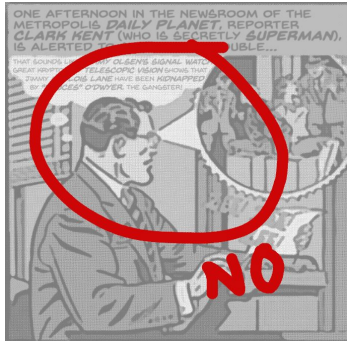
**THE CITY OF
ROTROPOLIS**

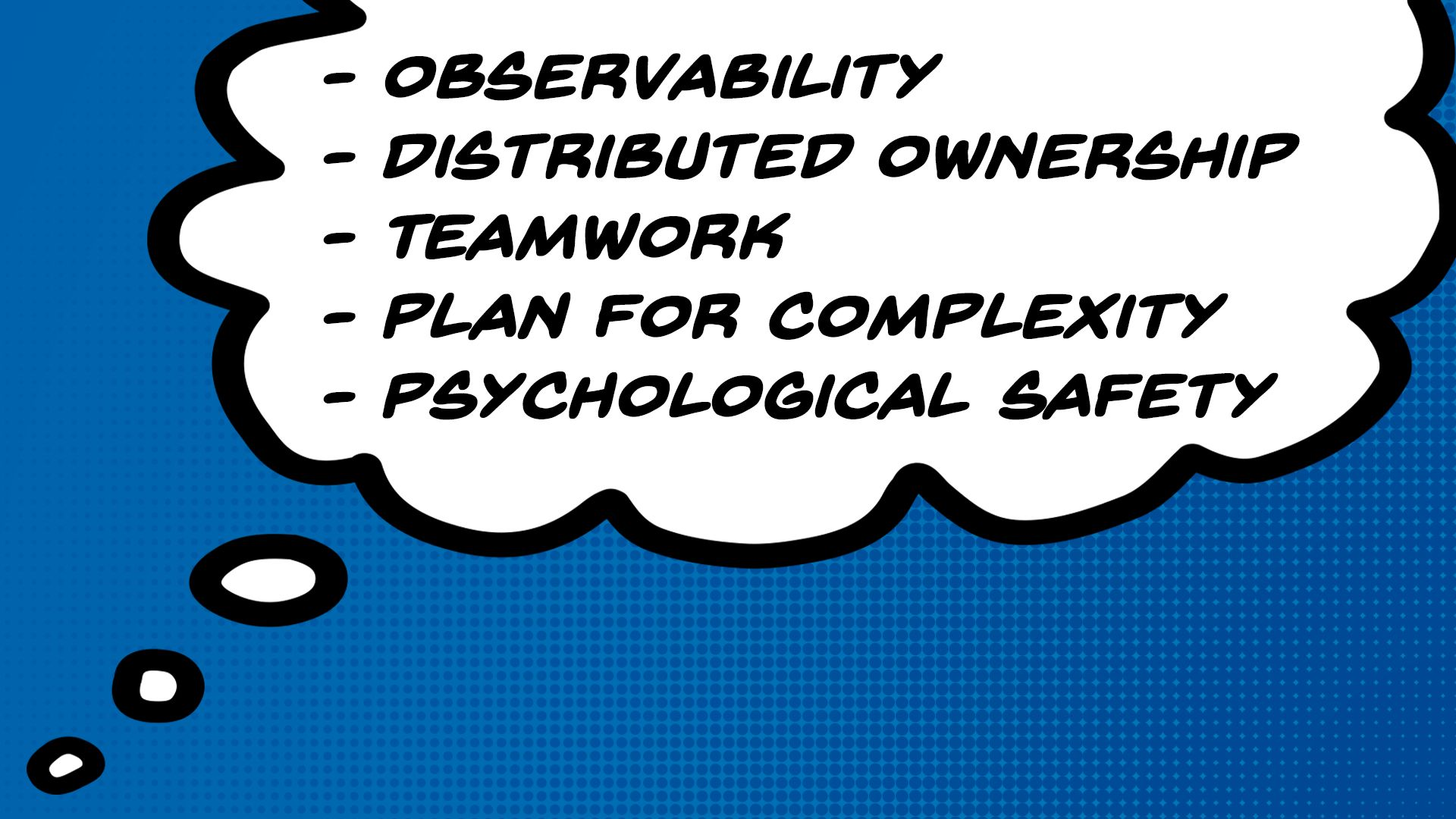
THE SECRET TO SUCCESS REVEALED!

JUST DON'T™
HAVE INCIDENTS!

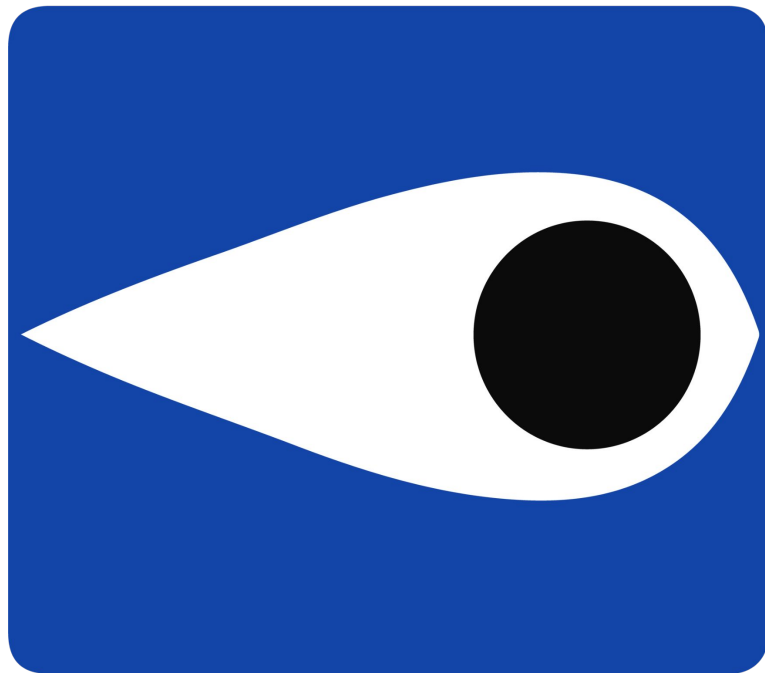
END

(JUST KIDDING)



- 
- **OBSERVABILITY**
 - **DISTRIBUTED OWNERSHIP**
 - **TEAMWORK**
 - **PLAN FOR COMPLEXITY**
 - **PSYCHOLOGICAL SAFETY**

**NEIGHBORHOOD
WATCH**





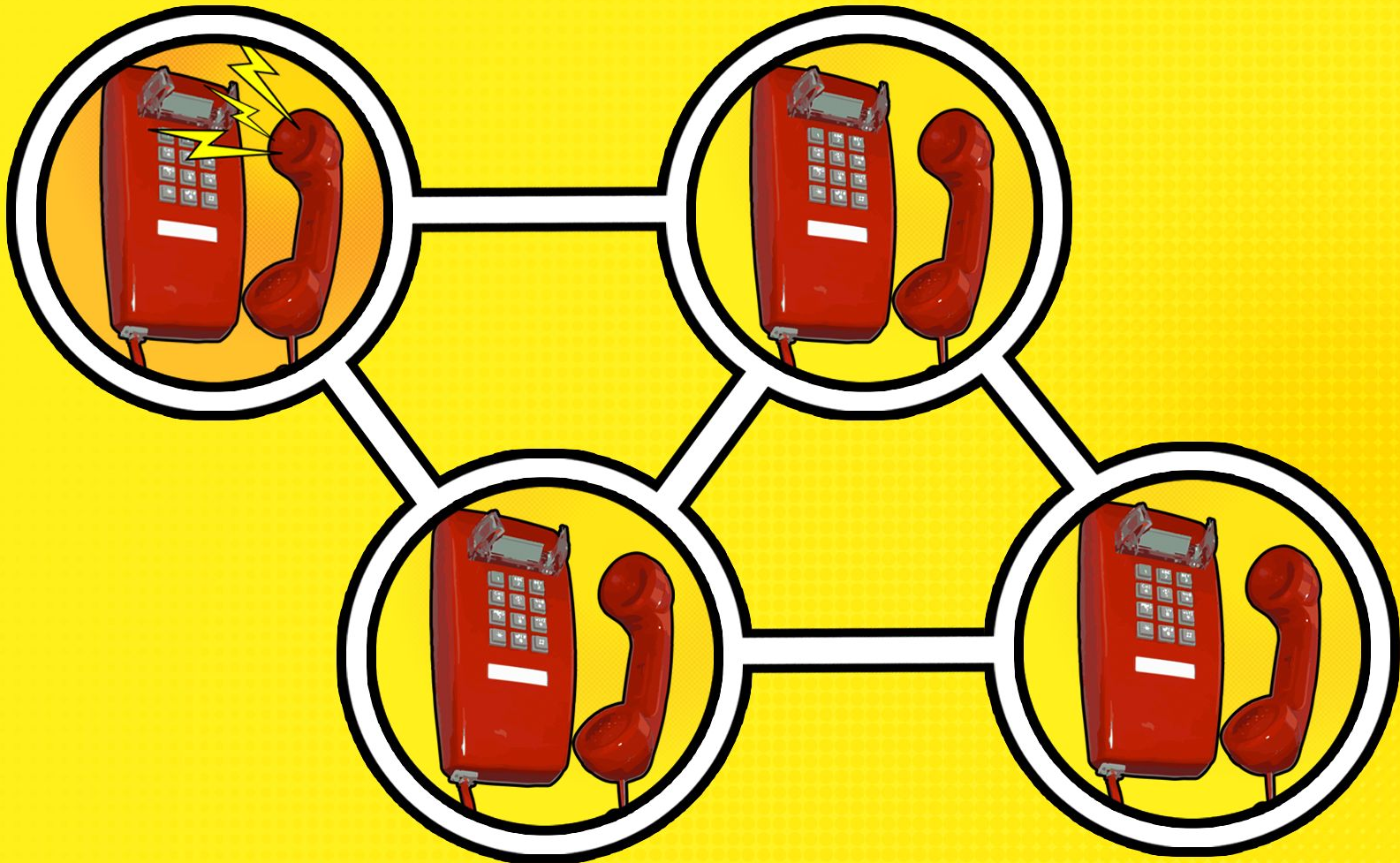
MONITORING!

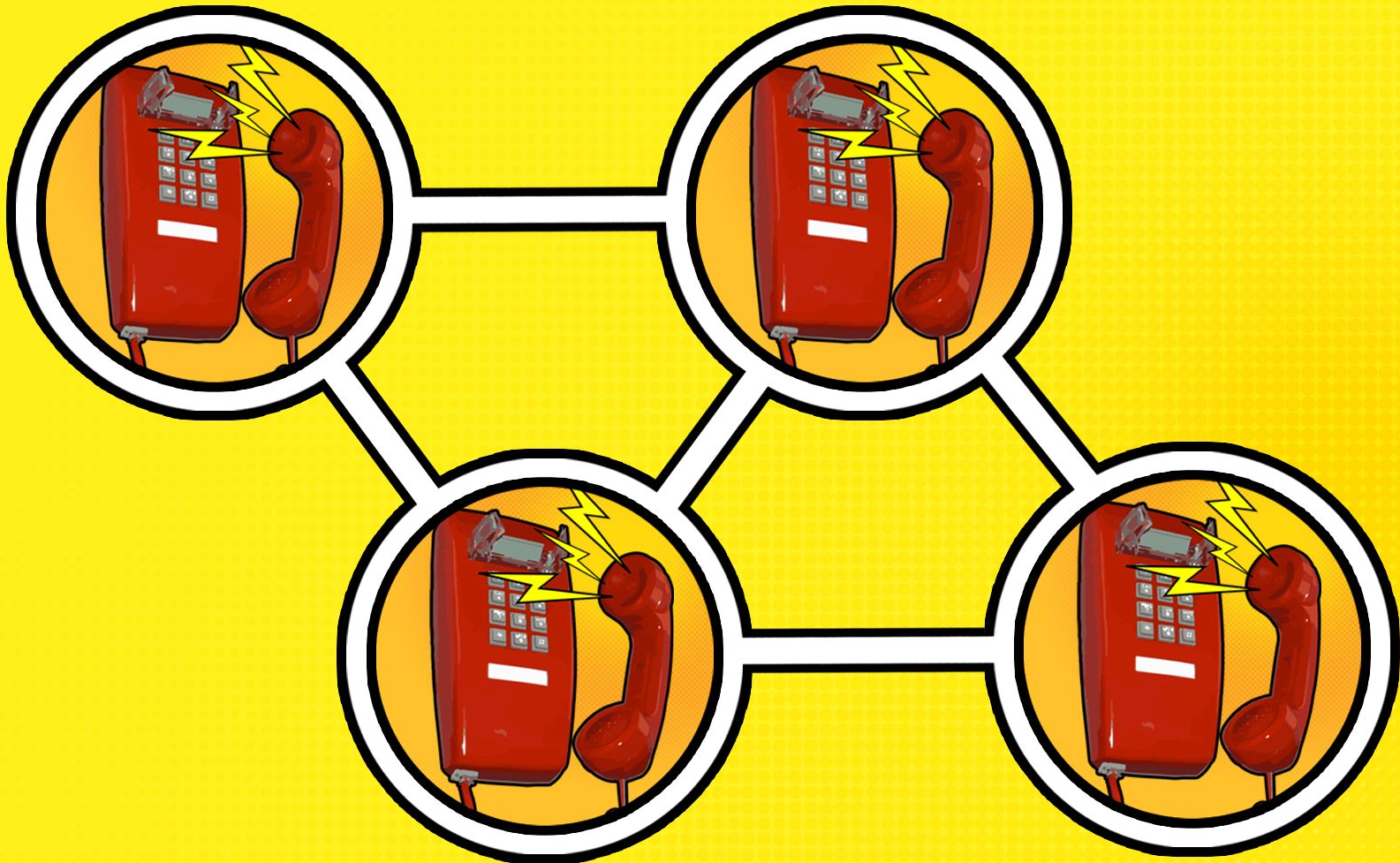
TRAINING!

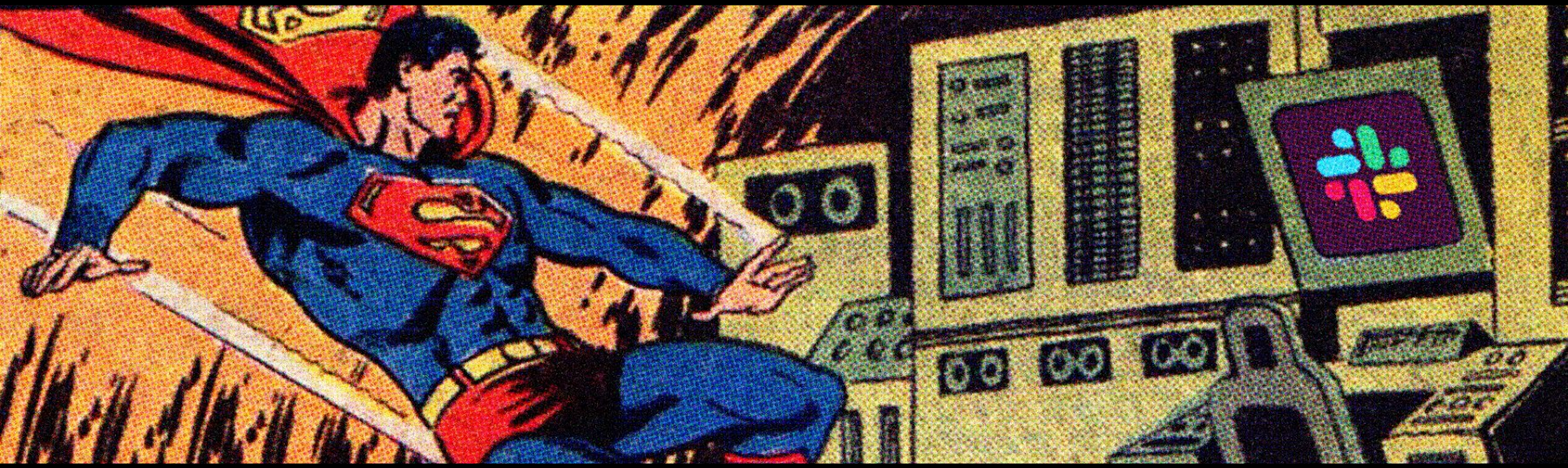
DOCUMENTATION!

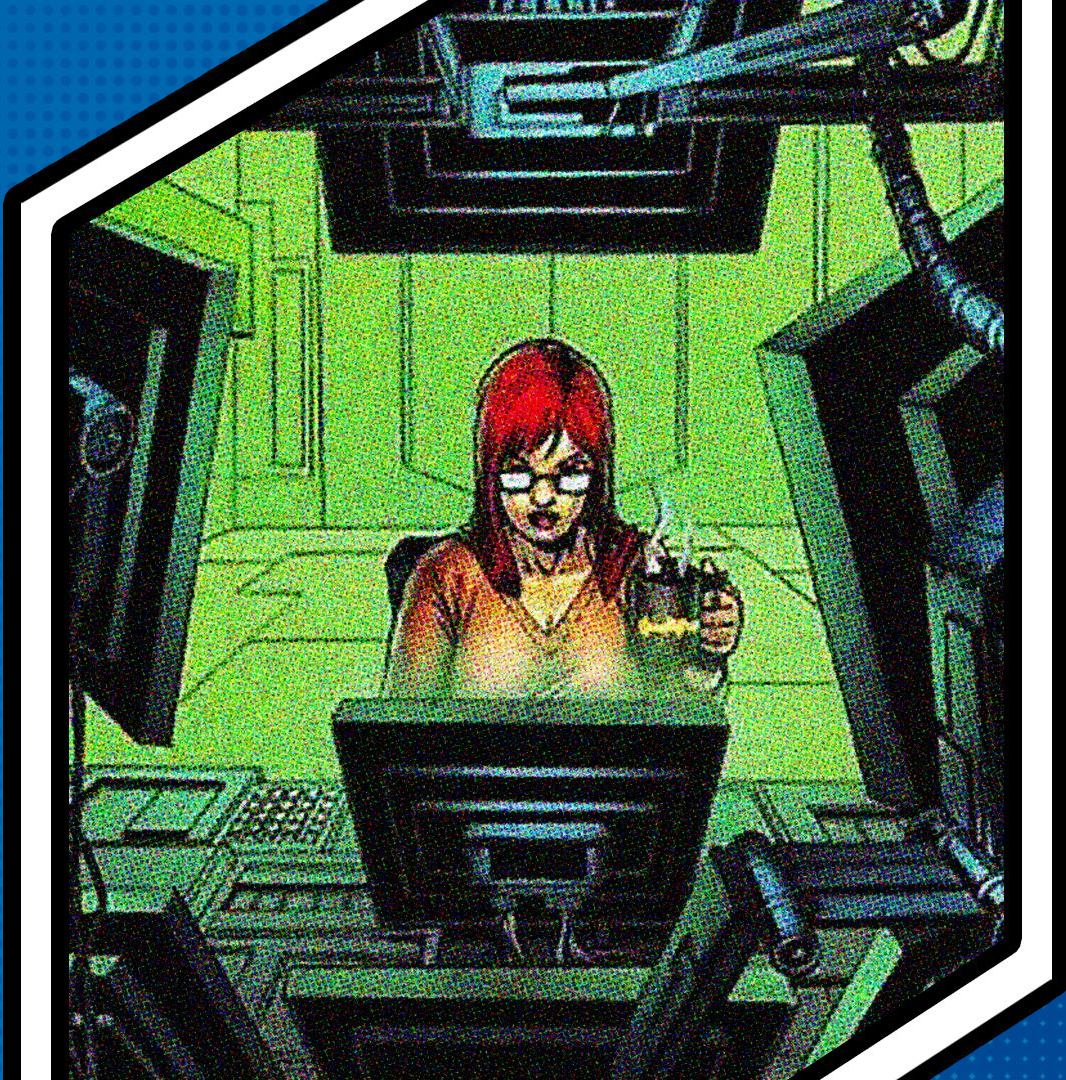


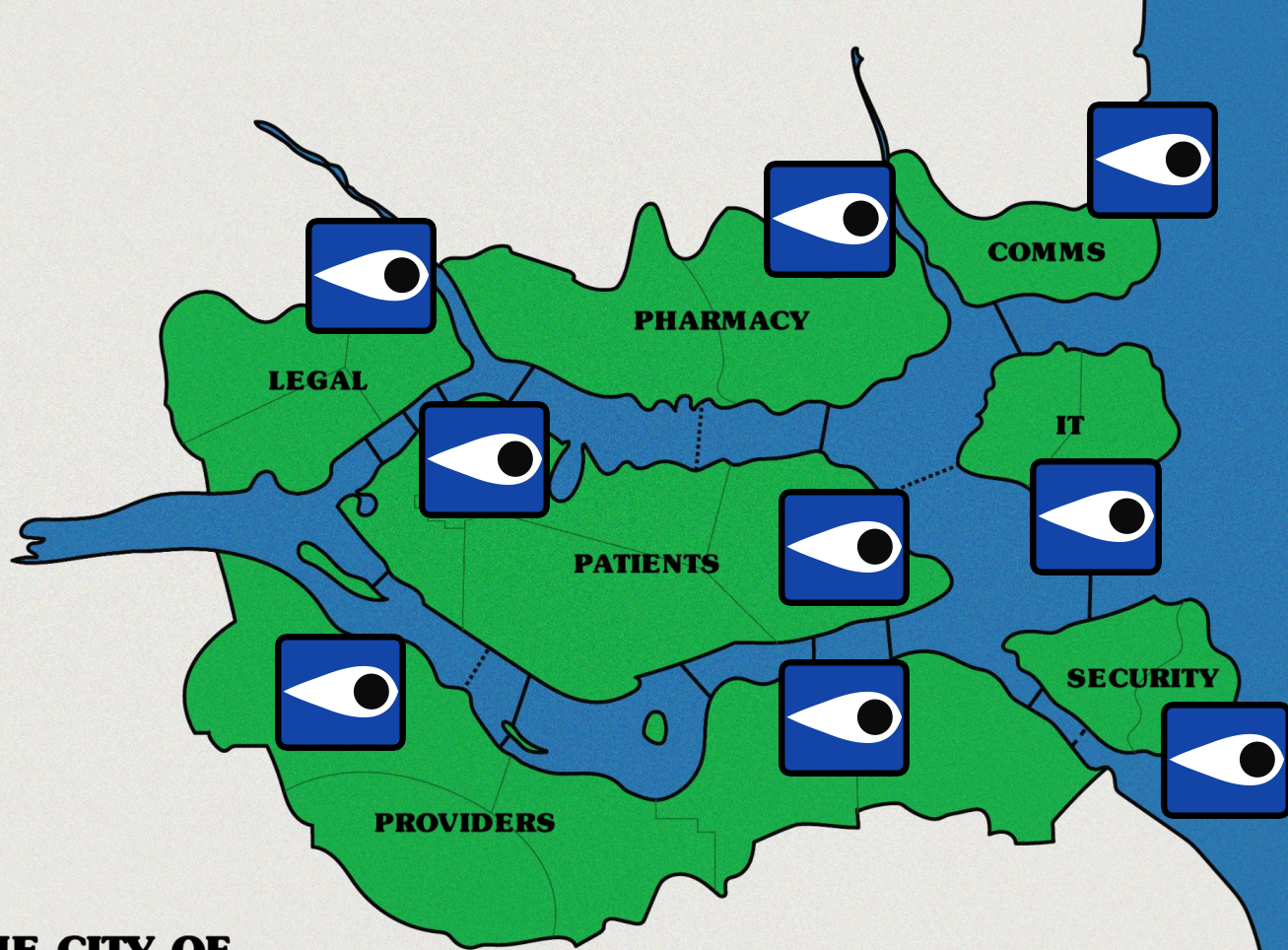




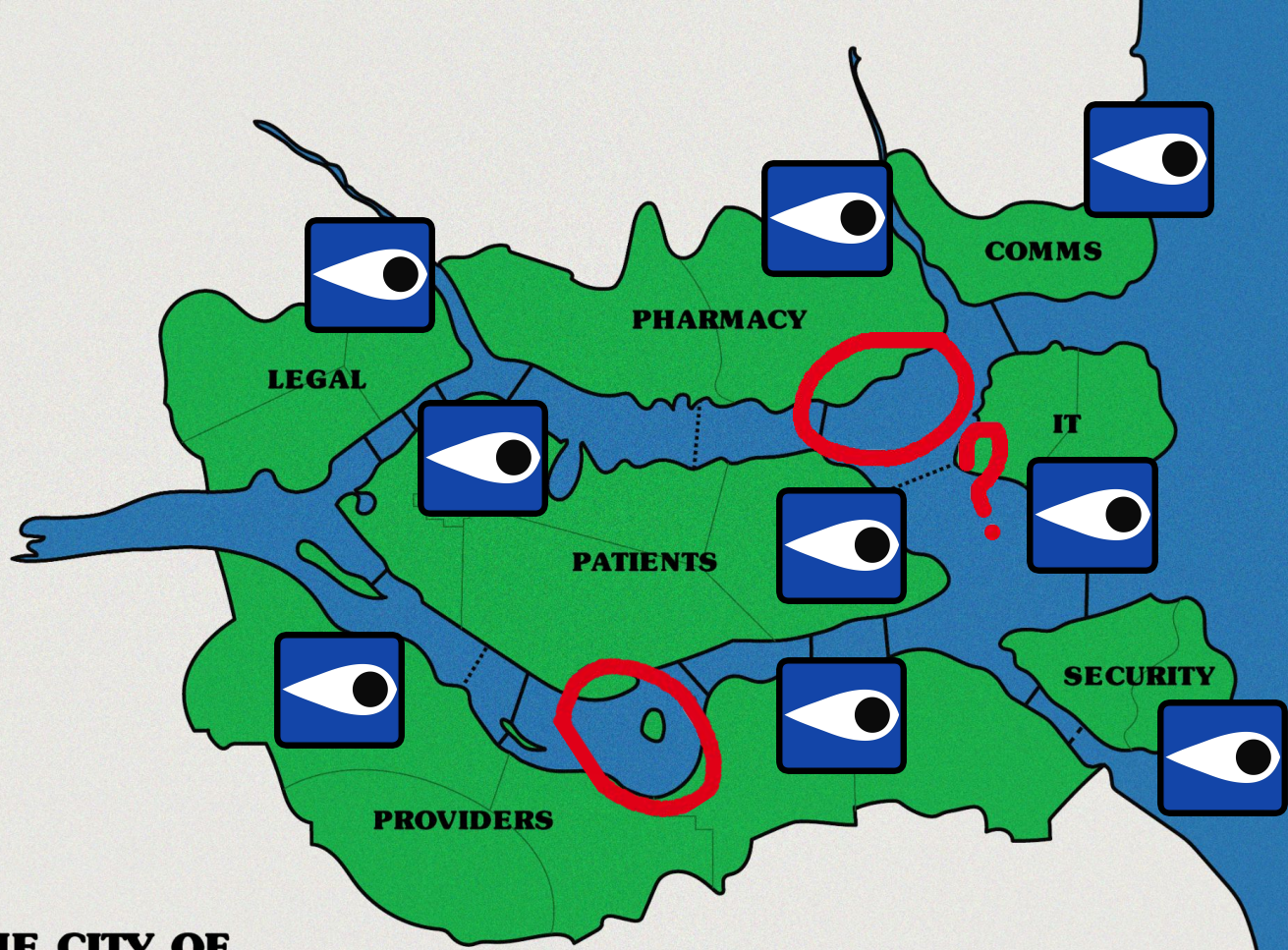








**THE CITY OF
ROTROPOLIS**



**THE CITY OF
ROTROPOLIS**

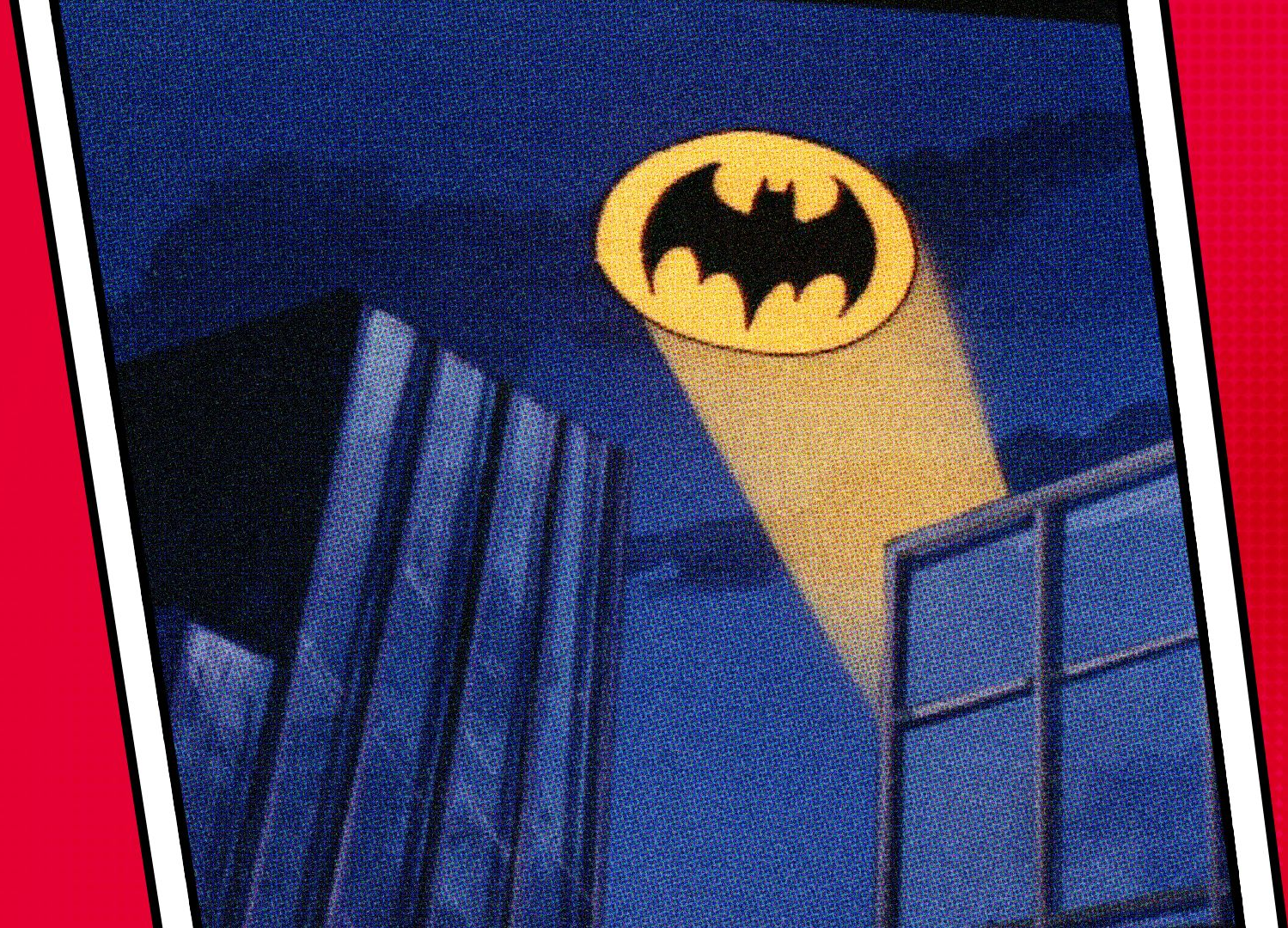
KRITASSSSHHH

**GREAT
CAESAR'S
GHOST! WHAT'S
HAPPENING?**

**CHIEF,
THE WEBSITE
...IT'S NOT
LOADING!**



- 
- ***THE RIGHT INFORMATION***
 - ***TO THE RIGHT PEOPLE***
 - ***AS QUICKLY AS POSSIBLE***



/REPORT!

 **Incident Report** 🔗 ✕

Is there a patient safety issue?

Yes

No

Not Sure

Is there a large outage?

Yes

No

Not Sure

Application Impacted

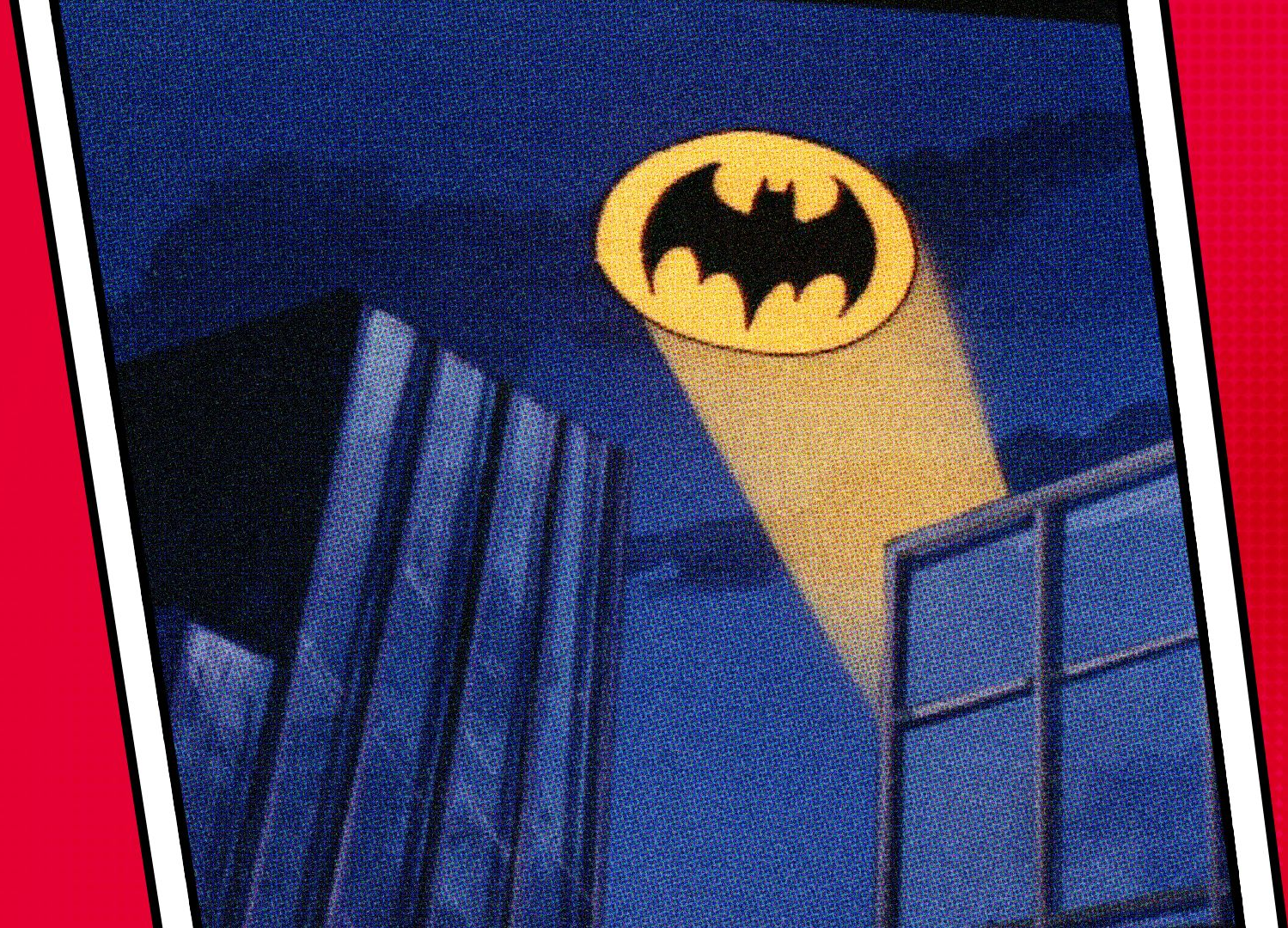
Select Impacted Application or Group to Alert ▼

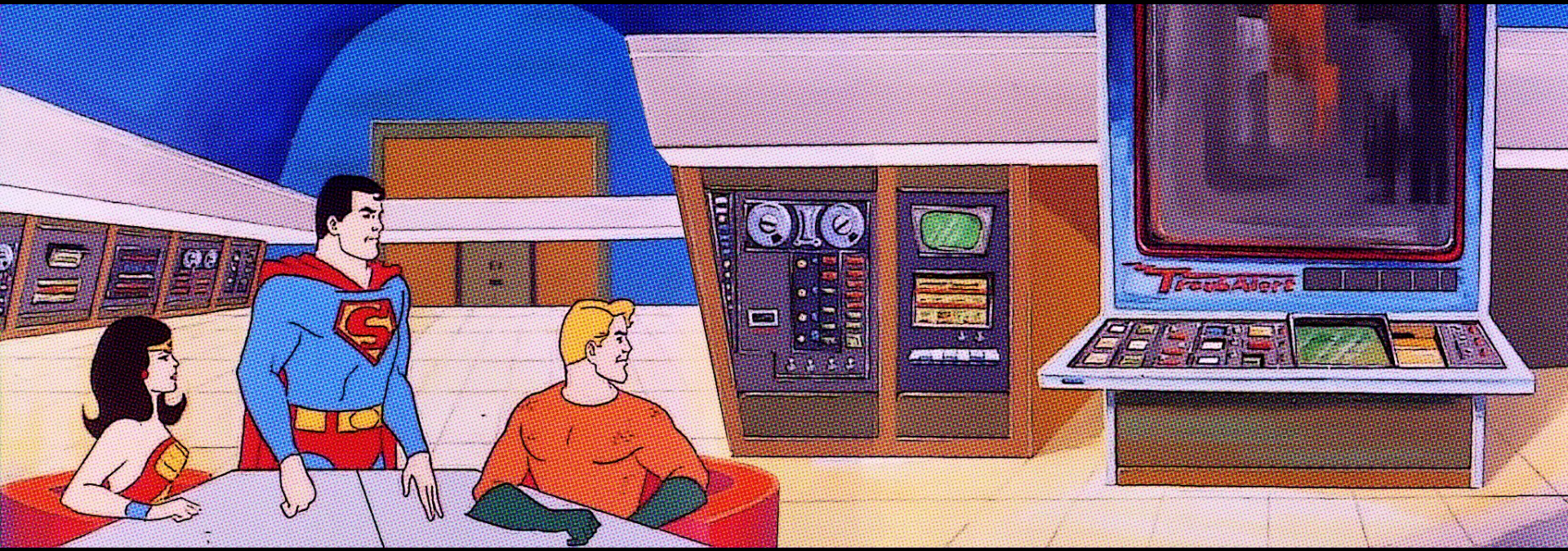
Outage Details

Input details of the outage here

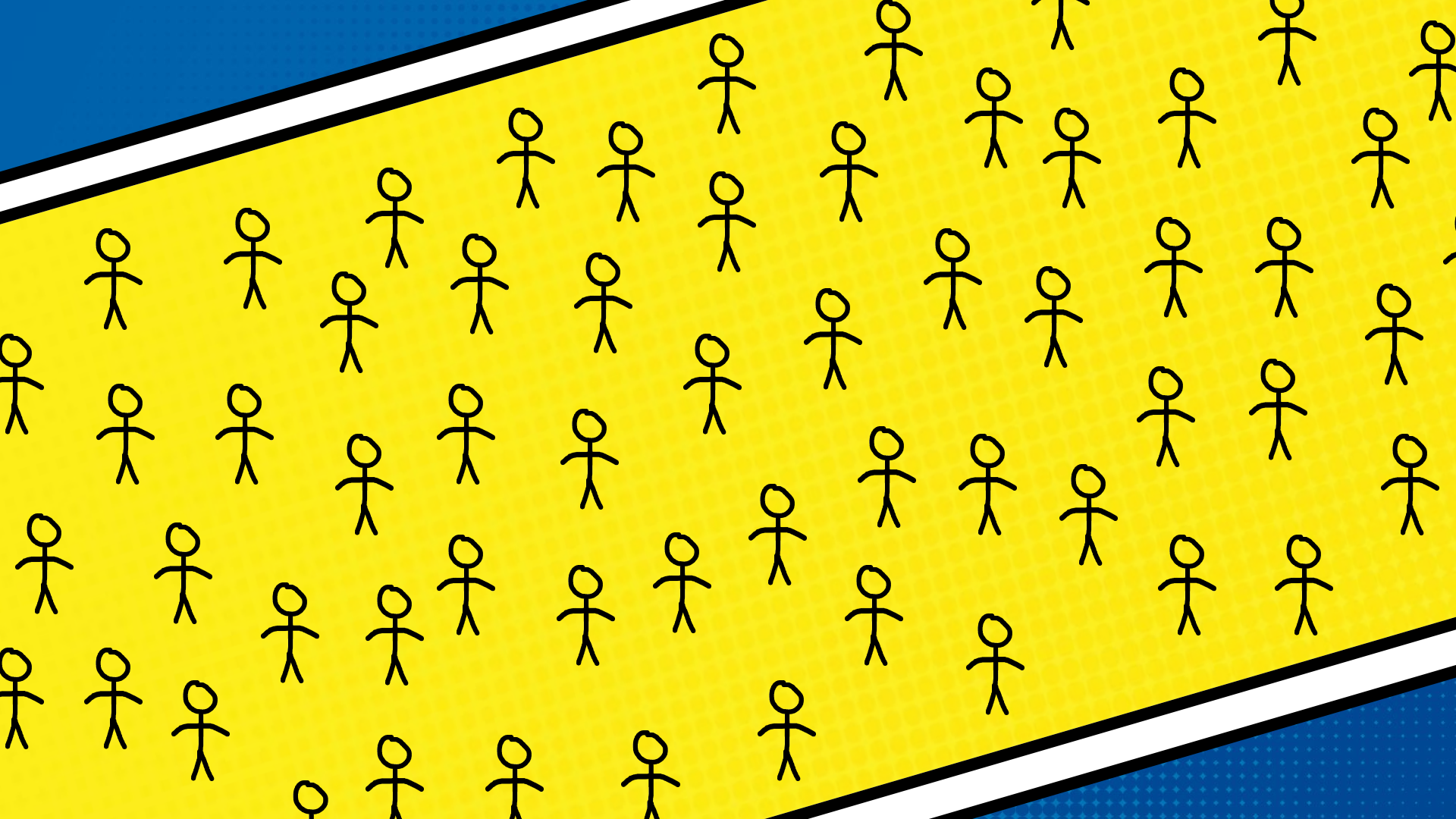
**DO NOT
PANIC!**











END...?

IMAGE COMPOSITE SOURCES:

- SUPERMAN COMIC (SLIDES 2, 3, 4, 5, 6, 17) - NEWSPAPER REPRINT, UNKNOWN ISSUE
- RED PHONE (SLIDE 21) - CORTELCO RED WALL PHONE
- BABY PHONE (SLIDE 22) - FISHER-PRICE CHATTER TELEPHONE
- SUPERMAN AND COMPUTER (SLIDE 25) - SUPERMAN FAMILY #193 (1979)
- ORACLE (SLIDE 26) - DC COMICS BATMAN TRADING CARD #10
- OFFICE COMIC (SLIDE 29) - MOORE, ALAN AND SWAN, CURT. *SUPERMAN: WHATEVER HAPPENED TO THE MAN OF TOMORROW?* DC COMICS, 2009.
- BAT SIGNAL (SLIDES 31, 34) - SUPERFRIENDS WIKI
- DO NOT PANIC (SLIDE 33) - *STRANGE TALES VOL 1 #95*. MARVEL COMICS, 1962.
- SUPERFRIENDS (SLIDE 35) - "TOO HOT TO HANDLE". *HANNA-BARBERA'S SUPERFRIENDS*. SEASON 1, EPISODE 7. 1973.