

Alaska Airlines®

Incident Management System

Because it doesn't matter why you run on time.
It only matters that you do.



THE TEAM



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THE PROBLEM



Each day, airlines are confronted with incidents that cause significant operational impacts. Efficient management of a deluge of information is the key to a successful response. Poor communication can lead to stranded aircraft, passengers, and cargo; and in the event of an accident, information may be a lifeline.



Alaska Airlines's current tool, MissionMode, offers severely limited functionality, making retrieval and dissemination of important information difficult. This wastes valuable employee effort during critical times, causes incidents to be resolved at a slower pace, and makes government regulations time-consuming to follow.

THE PROCESS

- 1 Discussion and exploration of Alaska's current solution, MissionMode, with subject matter experts
- 2 Interviews and ratings of functional requirements with the stakeholder group listed at left
- 3 Creation of a list of functional requirements for the incident management system
- 4 Analysis of existing alternative solutions against the list of functional requirements
- 5 Recommendation and wireframing of a custom web application to replace MissionMode

THE OUTCOME

FUNCTIONAL REQUIREMENTS:

INFORMATION MANAGEMENT

- Sort updates
- Search through updates
- Attach documents
- Multiple fields for each update
- Indication of incident causality

PROCESS MANAGEMENT

- High-priority updates
- Topsheet update summary
- Notifications/alerts
- Notification/alert acknowledgement
- Update publishing
- Task checklists

USER EXPERIENCE

- Ease of use
- Create incident templates
- System integration
- Basic formatting

