

Accenture UX Design Portfolio

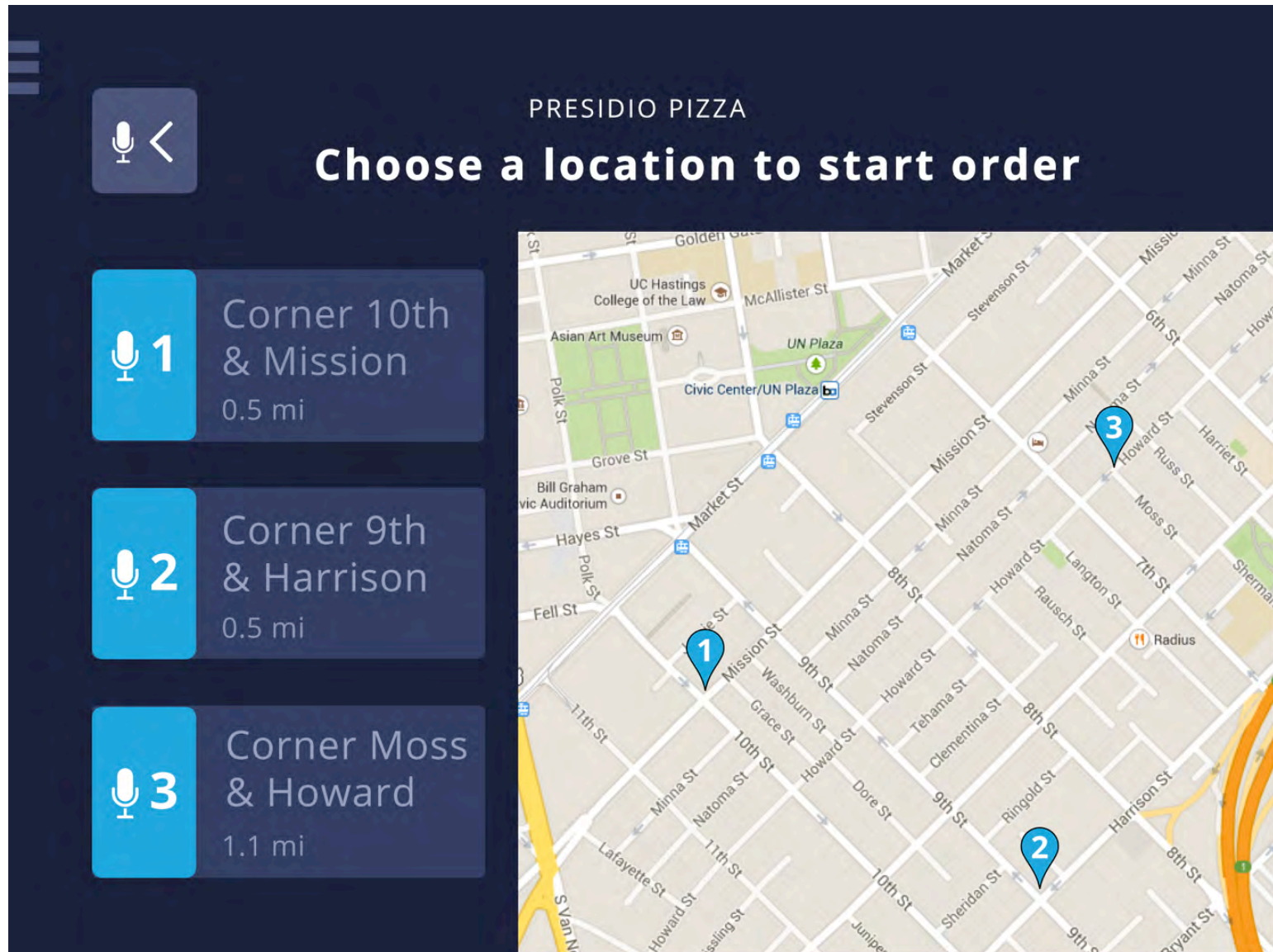
Jim Hoekema

Some highlights from my career as an Accenture consultant, showing designs from a variety of platforms (mobile & desktop), industries (finance, healthcare, government, resources, etc.), and degrees of finish (wireframes, internal, external).

1. Apple CarPlay UX design for ordering pizza
2. Mobile website proposal for U.S. Department of Education
3. Mobile apps for large energy exploration firm
4. Health marketplace (Obamacare) enrollment the State of California
5. Complex dashboard for monitoring drilling equipment
6. Information visualization for business process dashboard

Connected Car

- In-dash ordering system using Apple CarPlay for major credit card company (2014)
- High-fidelity prototype using Axure, Photoshop, InVision



Mockups & Prototyping - Mobile

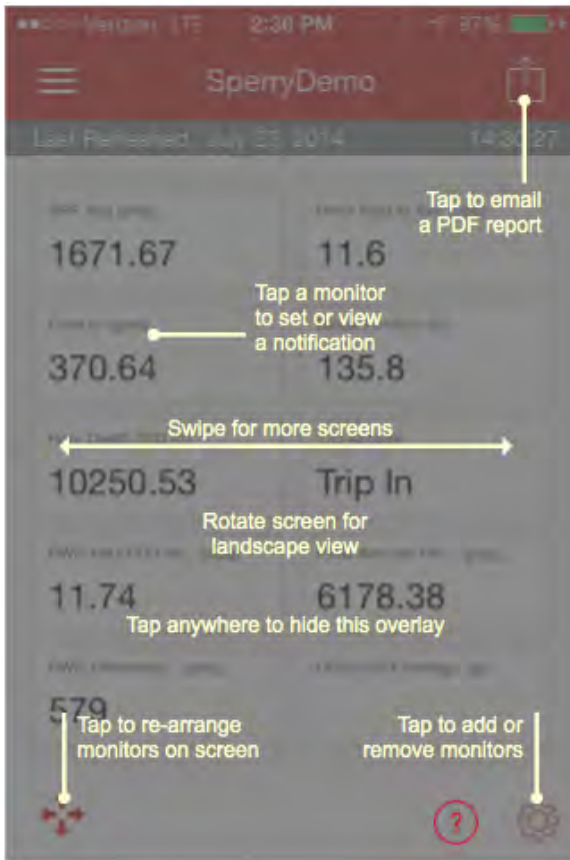
U.S. Department of Education (2013)

- Axure prototype of mobile website (proposal concept)
- Led to a significant engagement

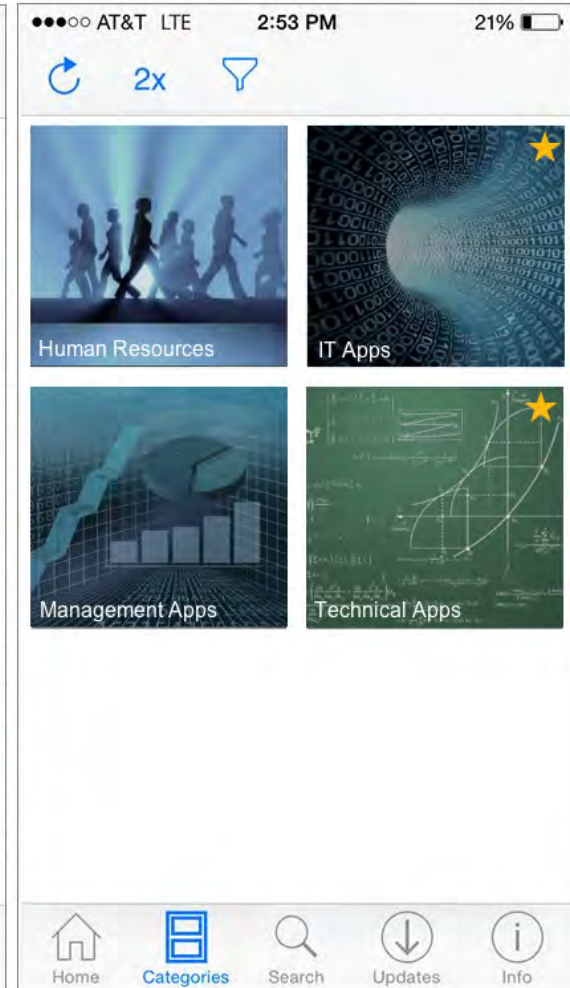
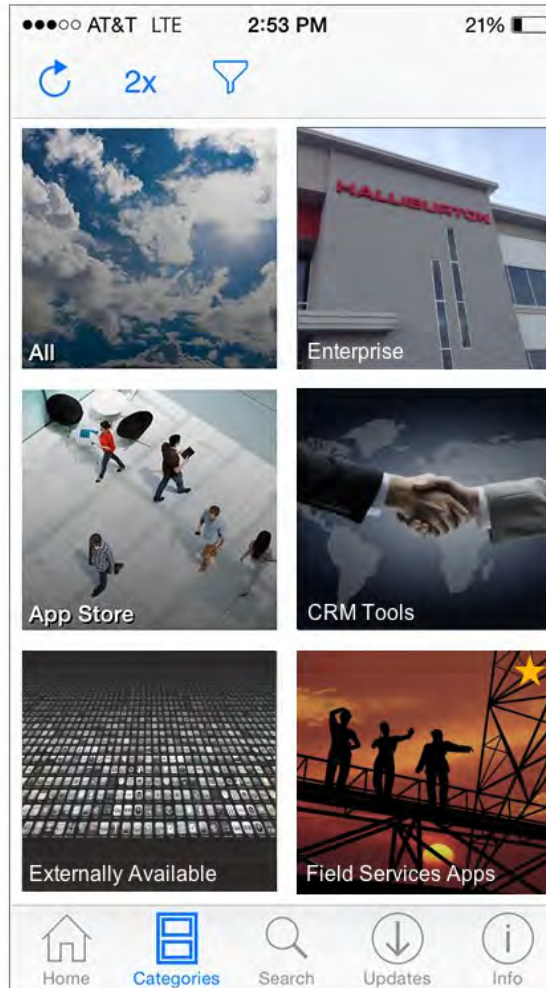


Mobile Apps for a large Energy Exploration Company

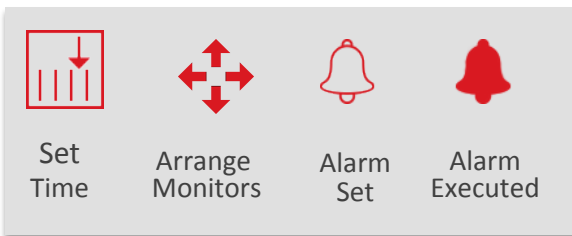
Tutorial Overlays (2014)



For an internal app catalog: procured & created images that (a) invoked each functional area, (b) cohered as a group, (c) receded as backgrounds, and (d) worked well in different shapes, scales & cropping on multiple devices.



Icon Design



Healthcare Marketplace

- Lead UX designer for massive, complex project – Covered California (Obamacare) 2013
- Successful launch led to Accenture's win for re-design of the Federal marketplace

COVERED CALIFORNIA

Welcome to Covered California

Sign In | Create Account

How the Exchange Works

Welcome to the website of Covered California. This is a new state-sponsored marketplace to give all Californians access to affordable health insurance.

For Individuals: Whether you are healthy or have health concerns, you need insurance. Covered California lets you compare and choose your own health plans. You can also find out if you are eligible for free coverage or for federal tax credits to make insurance more affordable.

For Small Business: If you are a small business owner, Covered California can make it easier and more affordable to offer health insurance to your employees.

Announcements

Monday 10/1/2014 **System Availability**
Exchange will be down for regular maintenance from 9am to 6pm CST on 31-Dec-2014

Friday 9/28/2014 **Income Tax Filing Season**
File your income tax by 31-Mar-2014. For more, see <http://www.irs.gov>

Who Are You?

Click "Go" in one of the boxes below, so we can point you in the right direction.

Individual or Household

I'd like to know my options for getting health insurance for myself or my family.

My employer instructed me to look for insurance plans here.

Go

Small Business Employer

I represent a small business, and we are interested in setting up insurance plans for our employees.

Go

Assister

I help others select insurance (as a Navigator, Carrier, Agent, or Authorized Representative).

Go

Information

- [Program Goals & Purposes](#)
- [Locate Assistance](#)

Resources

- [Give Us Your Feedback](#)
- [Log your Complaint/Inquiry](#)

Links

- [California Department of Health & Human Services](#)
- [Medi-Cal](#)
- [U.S. Internal Revenue Service](#)
- [Centers for Consumer Information & Insurance Oversight \(CCIIO\)](#)

Energy Exploration Equipment Company

Redesign of a very complex application for monitoring drilling equipment installations (2014)

PerfXpert

PerfXpert

Navigation

- Well Information
- Bit Sizes (2)
- Casings (3)
- Tubing (1)
- Zones (3)
 - Add Zone
 - TopZone - 900ft
 - Zone 2 - 1150ft
 - Zone Details
 - Reservoir - Drainage radius 1500 ft
 - Guns (2)
 - Add Gun
 - Gun 1 - 2.125 in
 - Gun 2 - 2.725 in
 - Sensitivity (0)
 - Add Sensitivity
 - Zone 3 - 1800ft
 - Global Sensitivity
 - Results
 - Reports

Zone 2 Gun 1

Override Average Depth: ft Average Exit Hole: in

Charge Name: Perforation Spacing: in

Gun Size: in Briquet Comp. Strength: psi

Perforating Condition: Part Number:

Perforating Pressure: psi Powder:

SPF: in Charge Type:

Average Depth: in Case Material:

Average Exit Hole: in Gun Position:

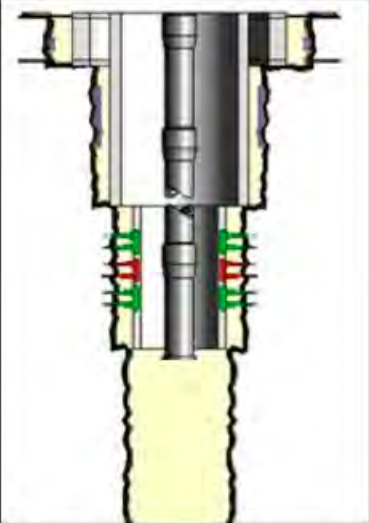
Shot Pattern: Clearance: in

Phase Angle: deg Rotation: deg

Bank Angle: deg

Add from Catalog Clear All Delete Gun Done

Well Schematic



Units: Case: Marathon Oil 8/13/2014

Information Visualization

Visual design & charting algorithms for an internal Business Process Outsourcing dashboard (2011)

BPO Navigator

Human Resources
Finance & Accounting
Procurement

Welcome: **Xavier F. UserLastName** [Logout](#)

Human Resources: Contract Metrics

Period: June 2010

Call Center

Speed to Answer On Target 80.1% Expected: 80%	* Non-Abandonment On Target 95.2% Expected: 94% Minimum: 92%
* First Call Resolution Below Target 91.4% Expected: 93% Minimum: 87%	Closed Next Day Below Target 61.6% Expected: 65%
Closed 5th Day On Target 83.2% Expected: 80%	Closed 15th Day On Target 99.0% Expected: 99%
Call Center Satisfaction On Target 87.3% Expected: 80%	

Chart: A horizontal bar chart showing performance against a target of 90. The bar is at approximately 91.4%.

Summary: Total Calls: 845, Actual Resolved: 769, Category: Contact Center, Class: Critical, As of: 08/02/2010

Human Resources: Analytics

Period: July 2010

Data Filters: All Regions, All Divisions, Sales Workforce

Acquisition

Headcount In Range 24,300 Expected High: 25,000 Expected Low: 23,000	Open Positions Above Range 320 Expected High: 300 Expected Low: 250
New Hires Above Range 517 Expected High: 450 Expected Low: 300	New Hire Retention Below Range 86.3% Expected High: 92% Expected Low: 88%
Avg. Performance Rating In Range 3.5 Expected High: 3.8 Expected Low: 3.2	Avg. First-Year Rating In Range 3.2 Expected High: 3.8 Expected Low: 3.2

Retention

Attrition Rate Above Target 15.1% Expected: 10%	Average Tenure Trend: Up 8.5 Years
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Development

HR Self Service


Visit the Self-Service portal to access all information, make updates, and change settings in the offering.

- [HR Self-Service](#)
- [Taleo Recruiting](#)
- [Employee HR Portal](#)
- [Learning](#)

HR Metrics Help

[Metrics FAQs](#)

Need additional support or help as you are looking at the metrics? Contact your Account Director



Jamie Sparwood
800-555-1212
[Send Email](#)

Alternate Contact:
Kim Lee
800-666-9898
[Send Email](#)

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