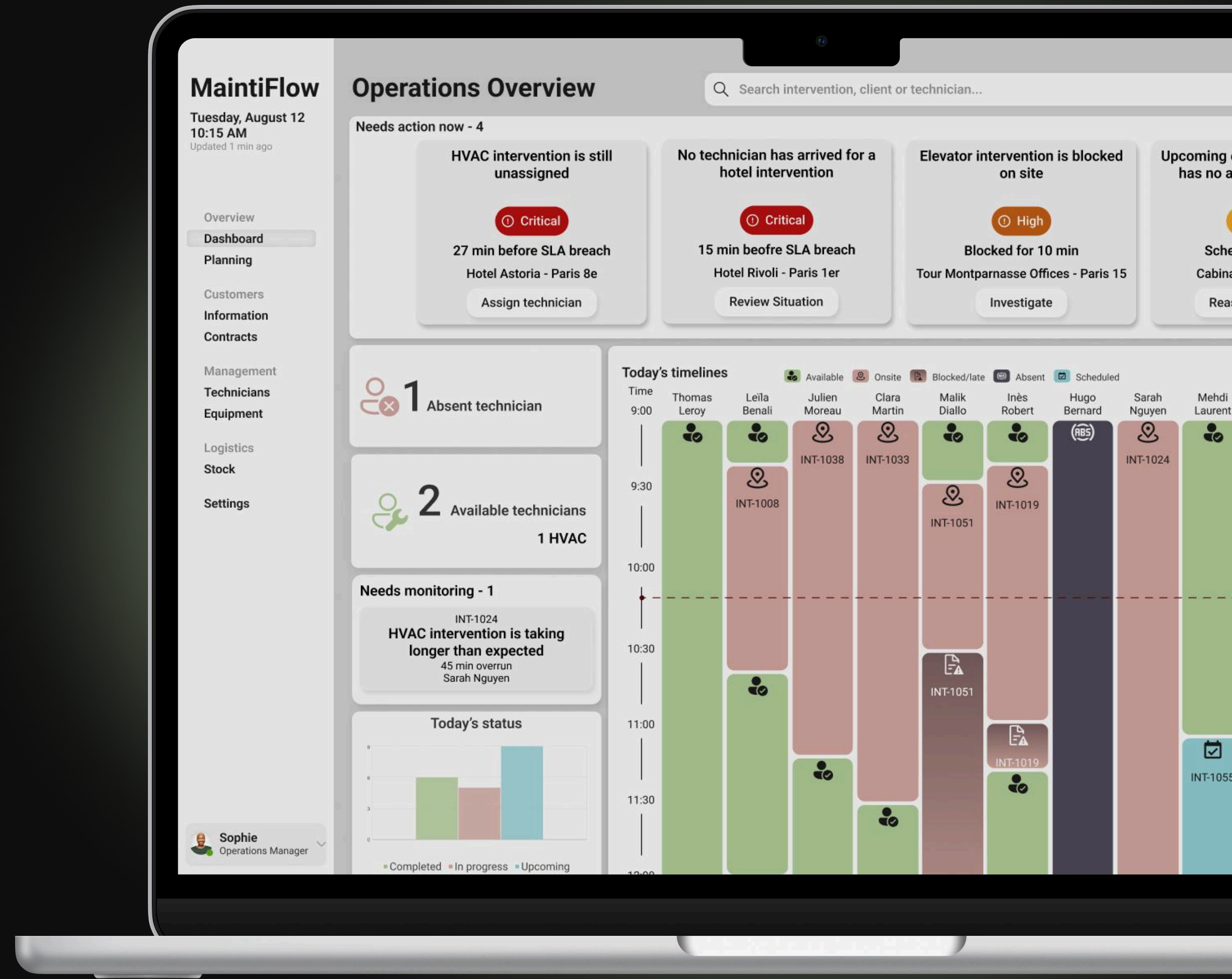


Designing a decision-oriented operations dashboard

Helping operations managers identify critical situations, understand their impact and act quickly

[View interactive prototype](#)



Context & Challenge

Fictional B2B maintenance company

MaintiFlow is coordinating 45-80 daily interventions across the Paris region.

Decision-oriented tool

The challenge was not to expose more operational data, but help managers understand which situations actually required their interventions.

Monitoring technicians, delays and contractual risks

Operations managers needed to use several tools.

Desktop-first internal tool

Designing a dashboard that displays only decision-relevant information and supports operational decisions.

Not every anomaly requires attention

A delayed intervention may have no downstream impact, while an unassigned critical intervention can require immediate action.

INT-1019
40 min late

Technician on the way

No downstream impact

Delay $\neq$ urgency
Status $\neq$ priority

INT-1062
Critical

Unassigned

27 min before SLA breach

Information only

Action required now

Designing around decisions, not database fields

I transformed operational fields into information structured around three questions:

Do I need to act? Why now? What can I do?

INT-1062
Critical

HVAC
Unassigned

10:12

Raw operational data

Premium hotel

Paris 8e

27 min before SLA breach

Context

HVAC intervention is still
unassigned

27 min before SLA breach
Paris 8e

Assign technician

Decision-oriented information

Progressive disclosure based on the decision

Instead of exposing every available field at once, information is progressively revealed according to the decision the Operations manager needs to make.

OPERATIONAL INFORMATION MATRIX

Content model table

FIELD	PURPOSE	DASHBOARD	ACTION DRAWER	DETAIL
Situation summary	Understand what happened	Primary	Primary	Yes
Urgency	Understand time pressure	Primary	Primary	Yes
Location	Identify operational context	Secondary	Yes	Yes
Estimated duration	Evaluate assignment impact	No	Primary	Yes
Required skills	Find compatible technician	No	Primary	Yes
Intervention ID	Code with technicians	No	Secondary	Yes
Current assignee	To know if assigned or not	No	Primary for delayed/ absence, hidden for unassigned	Yes

Dashboard

Do I need to act now ?

Show :

- Situation summary*
- Urgency*
- Location*
- Possible action*

Action drawer

What do I need to make this decision ?

Show :

- Operational context*
- Estimated duration*
- Compatible technicians*
- Availability*
- Schedule impact*

Intervention detail

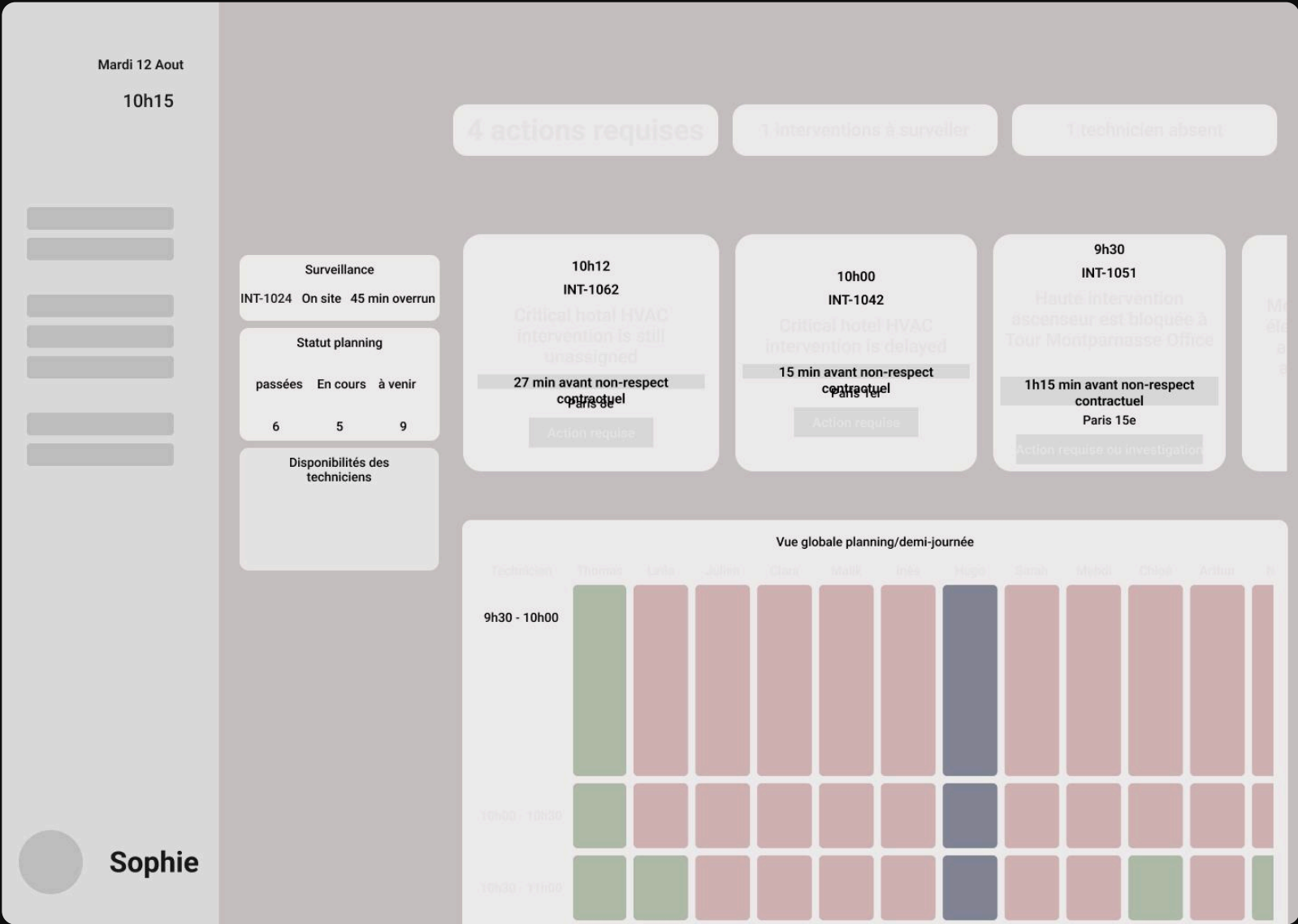
What do we know about the intervention ?

Show :

- Full operational data*
- History*
- Contract*
- Assignment*
- Timestamps*
- Notes*

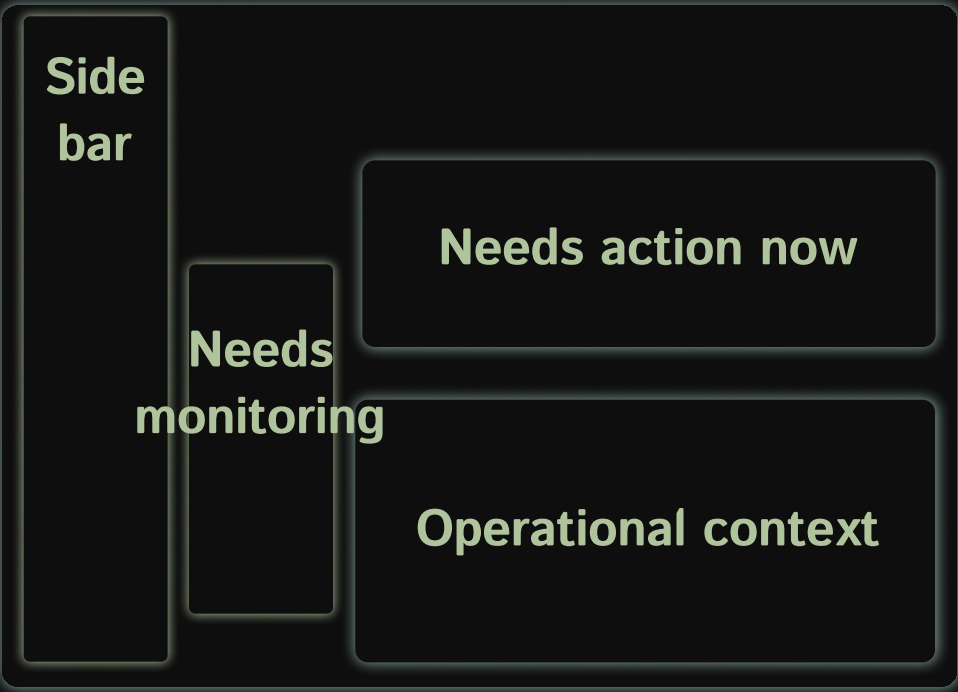
Structuring attention before styling the interface

This prevented normal operational activity from competing visually with situations requiring interventions.



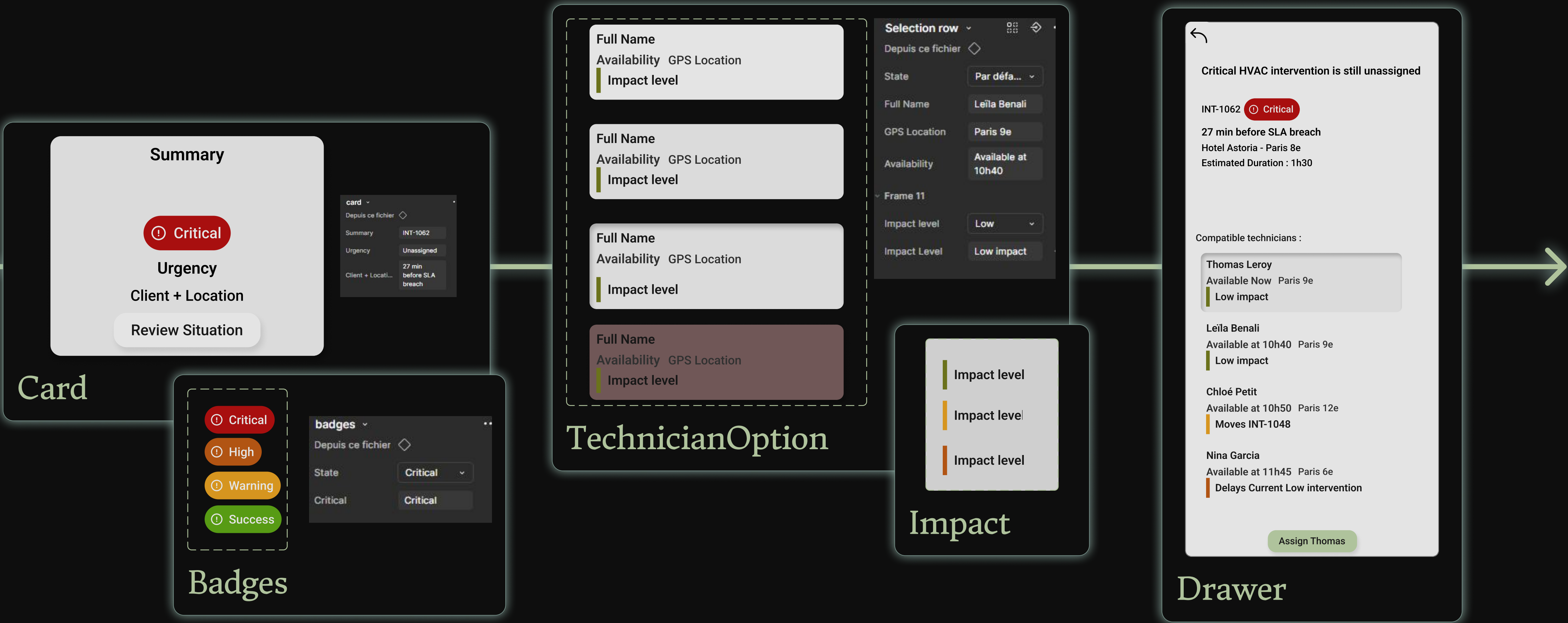
hierarchy before
visual design

The dashboard was structured around :



Reusable components for operational scenarios

Built with reusable components, Auto Layout and variants to adapt to different situations, priorities and actions.

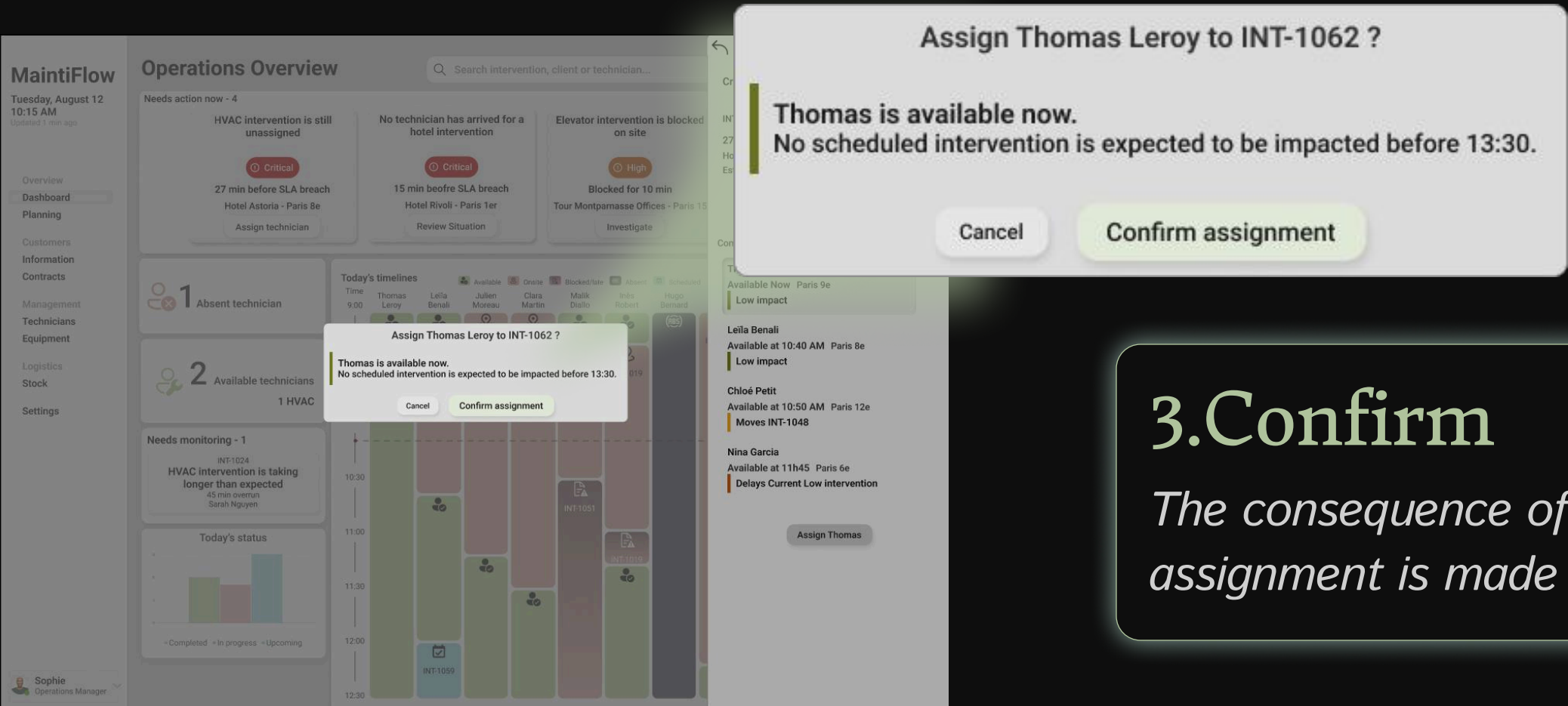
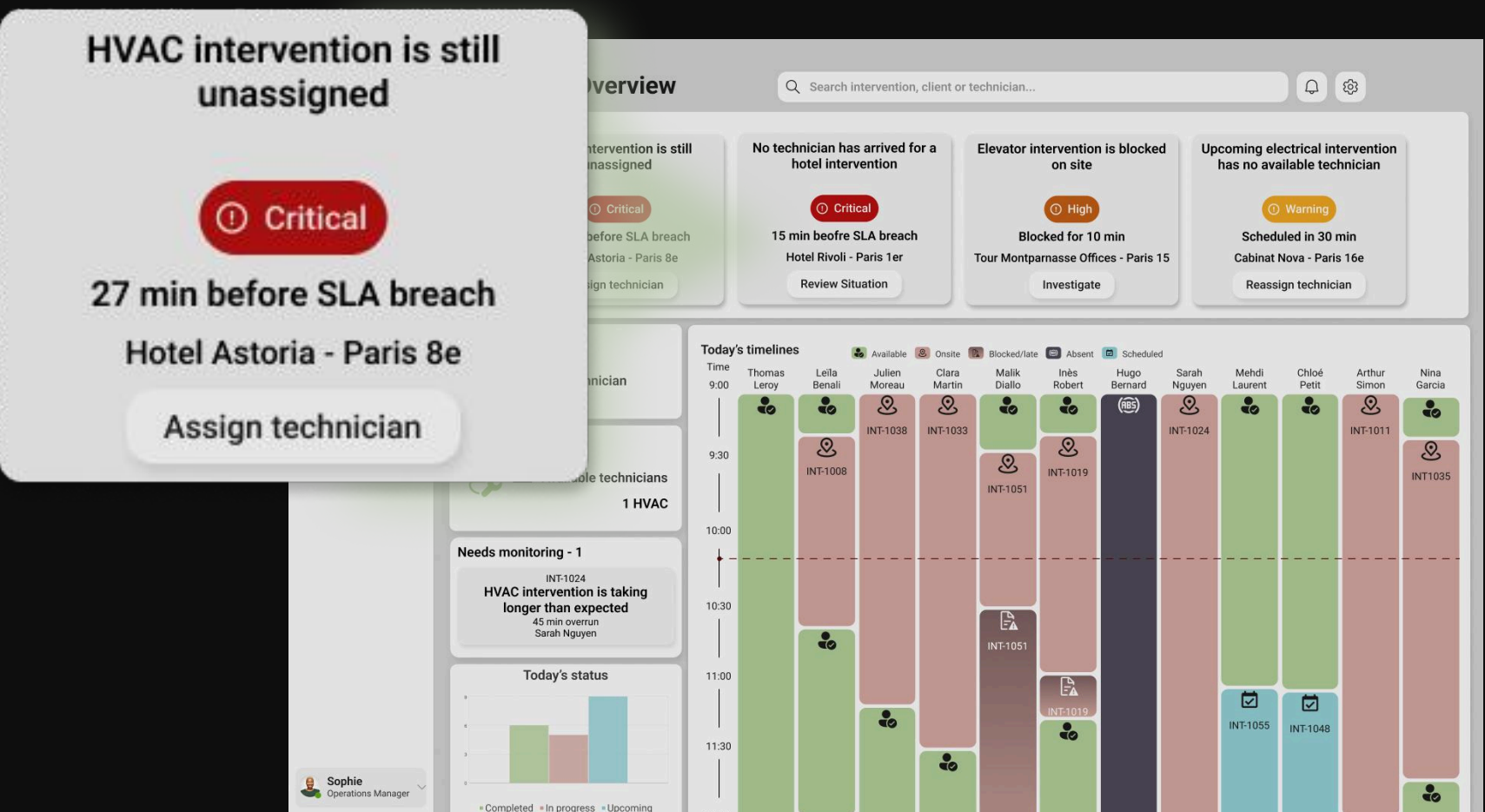


Supporting a decision without making it for the user

Rather than automatically recommending a technician without explanation, the interface exposes the trade-offs the Operations manager needs to make.

1. Identify

A critical intervention requires assignment

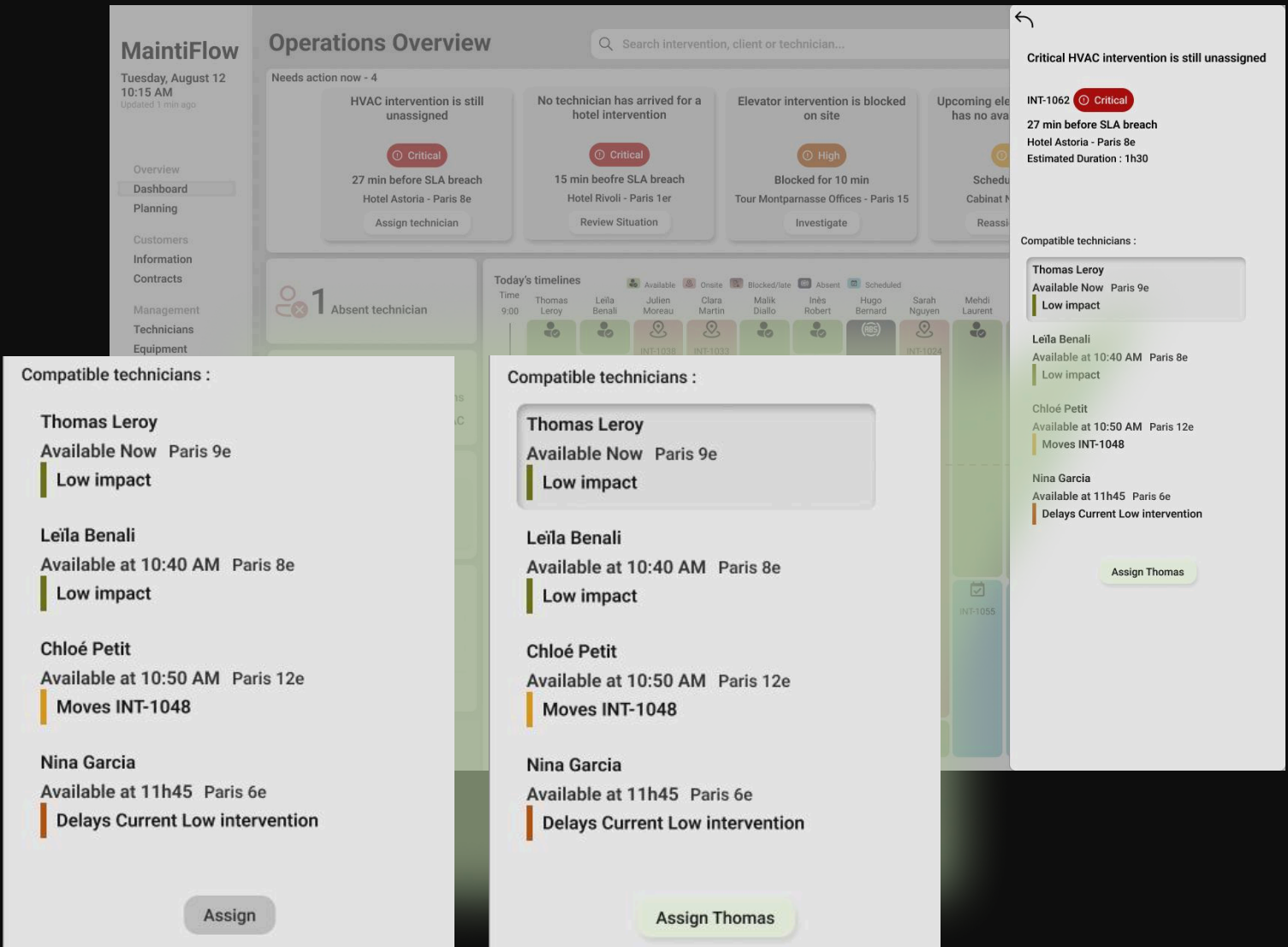


3. Confirm

The consequence of the assignment is made explicit

2. Compare

Compatible technicians are compared by availability and schedule impact



Thomas Leroy assigned to INT-1062
Schedule updated

4. Update

The dashboard and schedule reflect the decision

Designed for real operational constraints

The layout adapts from 1440px to 1024px while keeping critical information easy to scan.

Visible selected states

Status is now communicated by colour alone

Explicit labels and actions

Information hierarchy remains readable at smaller widths



Design takeaways



Approach

This project shifted my approach from designing around available data to designing around decisions.

Challenge

The main challenge was deciding what not to show at each step, then progressively revealing context only when it became relevant to the user's action.

Design System

It also allowed me to take one workflow from information architecture and low-fi wireframes to a reusable design system, high-fi interface and interactive prototype.