

T-Mobile

SENTINEL

1

DUSM Samuel Gerard

Agent

Attorney

Federal

All states

USMS - U.S. Marshalls Service

Investigative Operations Division

Samuel Gerard - 05847

DUSM Samuel Gerard - 05847

USMS - U.S. Marshalls Service

Investigative Operations Division

Reset filters

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My requests

+ New Request

All

All dates

Start date

End date

01238933A

Jul 30, 2017

01238744C

Jul 30, 2017

01236724F

Jul 30, 2017

01238117S

Jul 30, 2017

01231842V

Jul 30, 2017

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Jul 30, 2017

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Jul 30, 2017

01238221H

Jul 30, 2017

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Requests 1-8 of 30

Missing a legal demand?

CASE NO. 01236724F

Order Tracking No. 723435 | Jul 28, 2017

Legal Demand - Product Request No. 16994423

People v Alonzo Taylor - Subpeona for phone records, 4025551234, Gerard, Marshall

PRODUCT

Call Detail Record with Cell Sites Report

Subscriber Information Output Report

Tower Request Output Report

Fact Sheet - Government | Call Detail Record Tips | Interpreting Cell Site CEER

Legal Demand - Product Request No. 16994426

People v Alonzo Taylor - Subpeona for phone records #2, 4025551234, Gerard, Marshall

PRODUCT

Calls to Desitnation Report

Subscriber Information Output Report

Fact Sheet - Government | Exigent Form

Order Tracking No. 716730 | Jul 30, 2017

Legal Demand - Product Request No. 16994597

People v Alonzo Taylor - Subpeona for phone records, 4025551234, Gerard, Marshall

PRODUCT

Call Detail Record with Cell Sites Report

Subscriber Information Output Report

Tower Request Output Report

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For assistance: 425-555-1234

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T-Mobile

UI Design

As a major cellular provider, T-Mobile collaborates with law enforcement for network data in legal cases. The Sentinel app simplifies data requests to match increasing legal demands.

T-Mobile

Company profile. T-Mobile is a prominent German telecommunications company renowned for providing wireless services across the United States. With a substantial customer base, T-Mobile offers mobile communication solutions, including voice, text, and data services.

Telecom

Large Enterprise

International

Team Dynamics. I worked in-house and remote with an agile team that included the following roles; Product Owner, Project Manager, Requirements Analyst, subject matter experts, remote team of Engineers, a UX Researcher, and a user panel.

Agile team

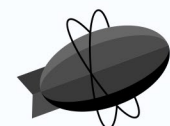
Emdedded

Remote/On-site

Tools. I utilized Sketch app to create the interface designs, Zeplin to hand-off specs to developers, and InVision for prototyping and design system management.



Sketch



ZEPLIN



inVISION

Role and responsibilities. I was hired as the Lead UI Designer for a 12 month contract through ProKarma (acquired by Concentrix). My primary responsibilities included; collaborating with stakeholders, UX researchers, developers, and end users, creating high fidelity clickable prototypes, and managing visual and functional specifications.

12 month contract

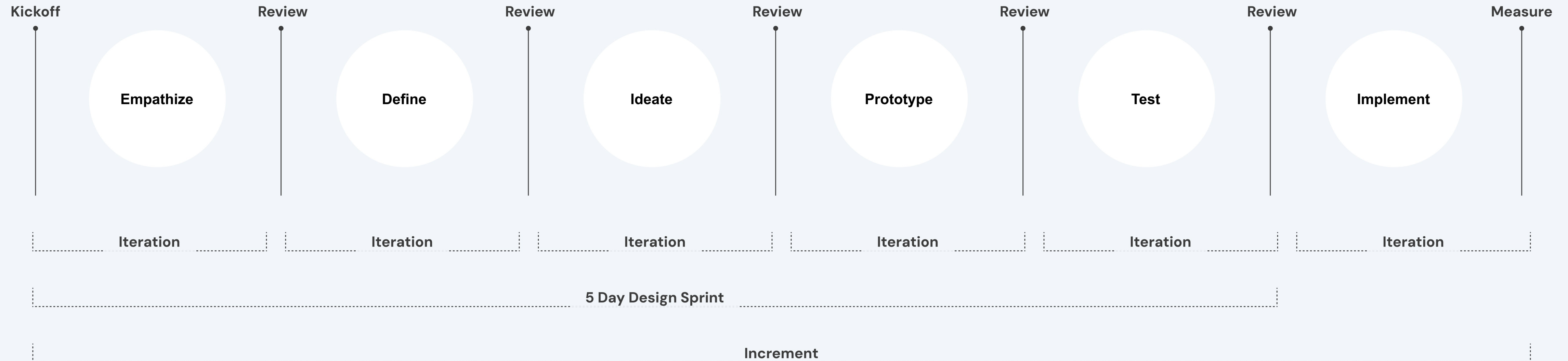
UI Design

Prototyping

DSM



It's Simple. I worked incrementally in a series of short cycles to receive feedback from stakeholders and customers faster.



Collaborative Events. My approach includes seven collaborative events across the six phases of the design thinking process (Empathize, Define, Ideate, Prototype, Test, and Implement). During the events, I meet with key stakeholders to brainstorm product features, discuss technical feasibility, review work in progress, and share valuable insights.

Kickoff

Review

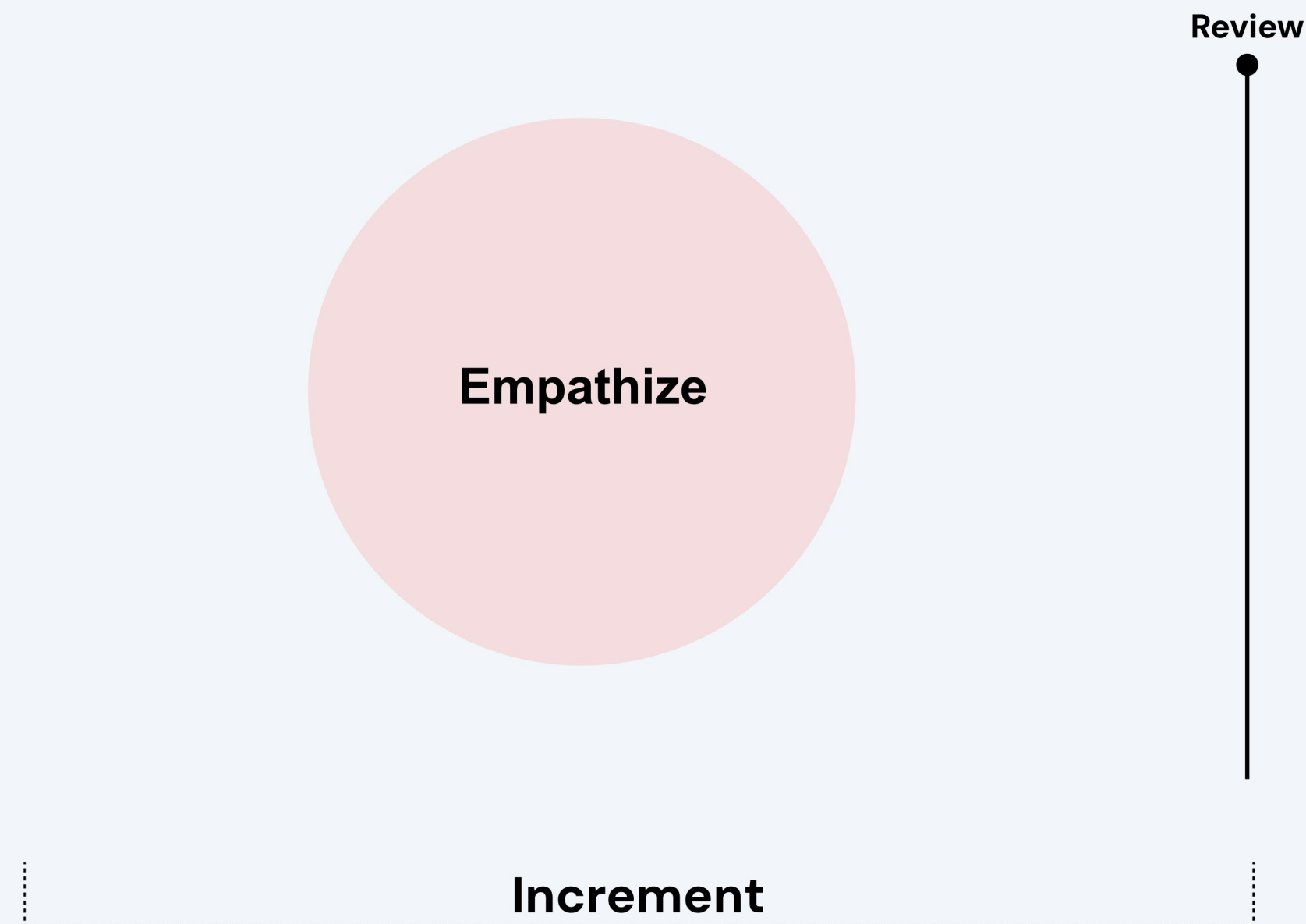
Evaluate

Design Iterations. Two-week design iteration cycles balance the need for rapid progress with the need for thoroughness, adaptability, and stakeholder involvement, making it my favored approach. For larger solutions, I recommend extending the increments of time. For faster results, I suggest utilizing five-day Design Sprints.

Iteration

Increment

Design Sprint



Empathize & Define. I conducted interviews with business stakeholders and end users to gain comprehensive insights into the needs of both. By engaging with stakeholders, I understand the overarching goals, objectives, and constraints of the business. Interviewing users helps me empathize with their pain points, preferences, and aspirations. This dual perspective enables me to bridge the gap between business objectives and user needs, fostering the creation of user-centered solutions that align with strategic goals.

Law Enforcement Officers

Judges

System Administrators



Informed Design Decisions. I used a project kickoff and empathy map canvas to gather essential data. These insights empowered me to create designs that resonated with both project objectives and user expectations.

Project Kickoff Canvas

Visualize the key elements that define a project in a single grid. This canvas intends to define the project's direction, establish the project's objectives and how the project is to be approached.

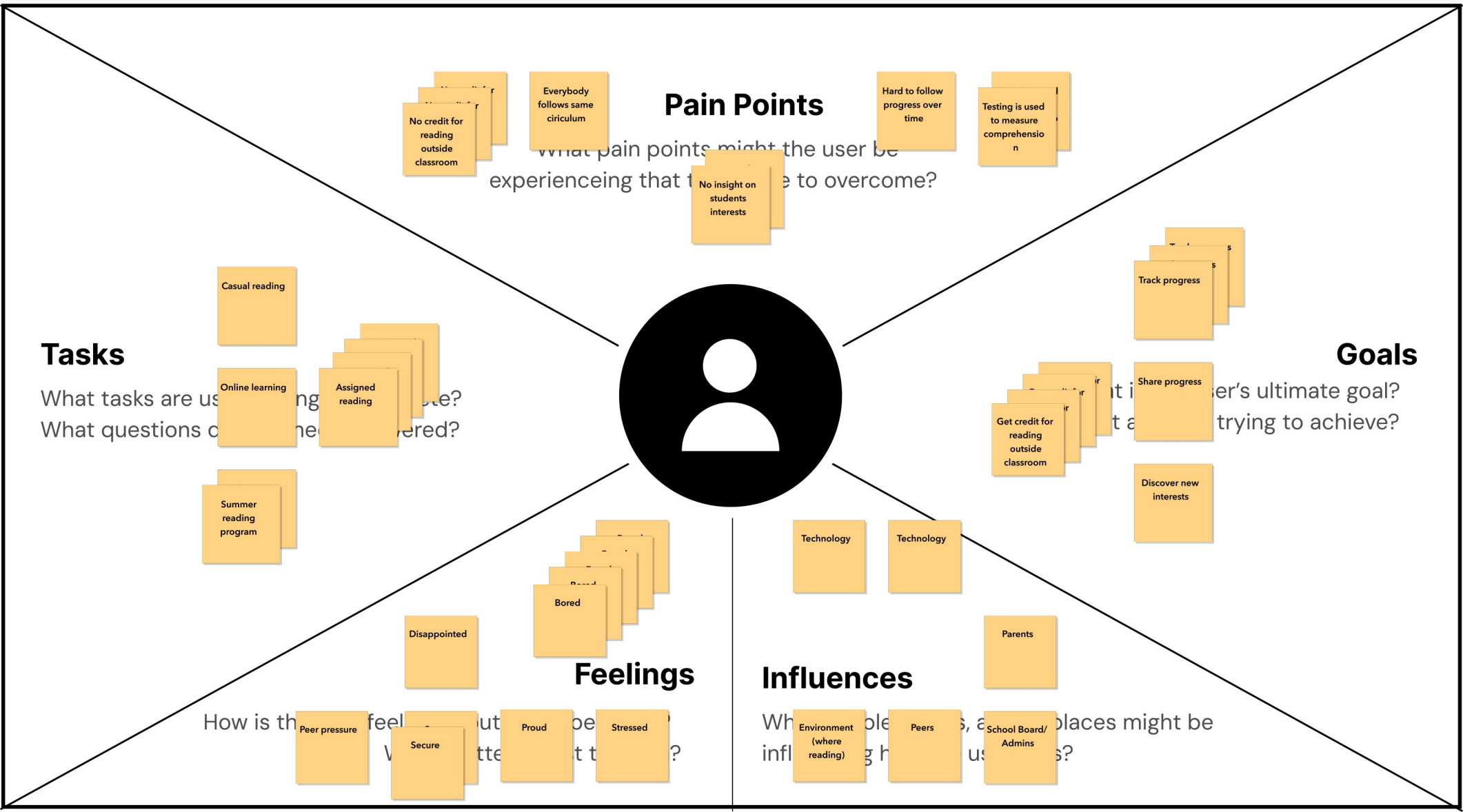
Project name:Stackup

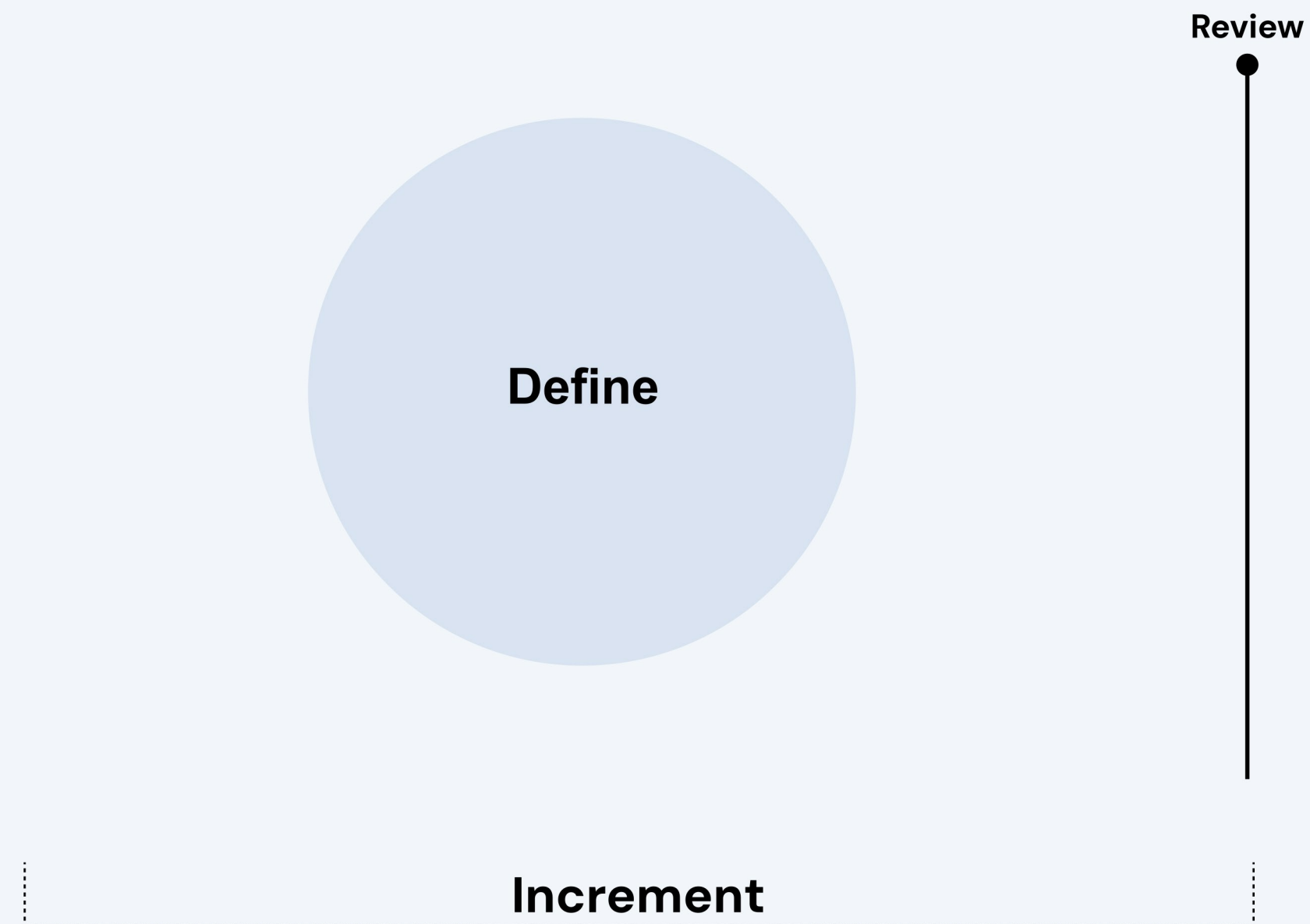
Intent:Track online reading

<div>Participants</div> <div>All project team members, stakeholders and third parties who play a role on the feature. Also use this box to show dependencies (if necessary).</div> <div><div>Dan (UX/UI)</div><div>Nick (CEO)</div><div>Phil (COO)</div><div>Jim (Dev)</div><div>Tomas (Dev)</div><div>Tammy</div><div>Google Rep</div></div>	<div>Goals</div> <div>The primary objective(s) of the feature including the success metrics.</div> <div><div>Increase adoption</div><div>Increase engagement</div><div>Update branding</div></div>	<div>Users</div> <div>All users of the feature listed as groups or segments</div> <div><div>Students</div><div>Teachers</div><div>Parents</div><div>Professionals</div></div> <div><div>User Benefits</div><div>The overall value and benefits users should expect after the feature is successfully implemented</div><div><div>Track online reading</div><div>Show improvements</div><div>Share progress</div></div></div>	<div>Activities</div> <div>Tasks and actions the team will take to reach the feature goals.</div> <div><div>Business discovery</div><div>User Discovery</div><div>Empathy interviews</div><div>Content Reqs</div><div>Wireframe</div><div>Prototyping</div><div>Usability testing</div><div>Visual design</div><div>Dev handoff</div><div>Dev pairing</div><div>QA Test</div></div>	<div>Deliverables</div> <div>The outcomes and documents that will be reviewed with stakeholders.</div> <div><div>Visual specs</div><div>Personas</div><div>Content Reqs</div><div>Interface design</div><div>Visual design</div><div>Dev handoff</div><div>Empathy interviews</div><div>Prototyping</div><div>Usability testing</div></div>
<div>Risks</div> <div>Possible elements that could potentially have a negative impact.</div> <div><div>Privacy concerns</div><div>Doesnt improve reading</div></div>	<div>Milestones</div> <div>The key dates and events that frame the overall timeline of the feature.</div> <div><div>6 months</div><div>MVP</div></div>	<div>Constraints</div> <div>Technical limits and/or conditional requirements that affect the feature.</div> <div><div>ASP.NET</div><div>Angular JS</div><div>Chrome browser</div><div>Chrome books</div></div>	<div>Scope</div> <div>The breadth of the product or service to be considered for this feature.</div> <div><div>Website</div><div>Plugin</div><div>Web app</div><div>UX/UI exercises</div><div>Brand design</div></div>	

Empathy Mapping Canvas

Gain deeper insights into user motivations, pain points, and aspirations, helping guide the design and development of products or solutions that truly resonate with users' needs.





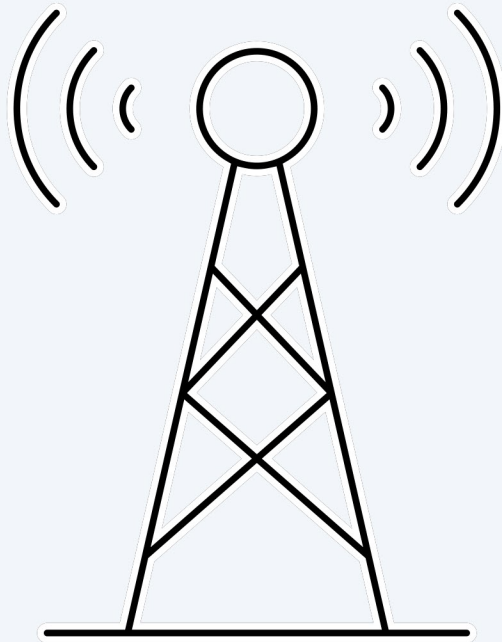
Define. The primary goal at this stage is to clearly and precisely define the problem or challenge we are trying to address. This involves synthesizing the gathered information, and framing well-defined problem statements that guide the design process. Once the problem is defined, we discuss what key success metrics to track.

Problem statements

Success metrics

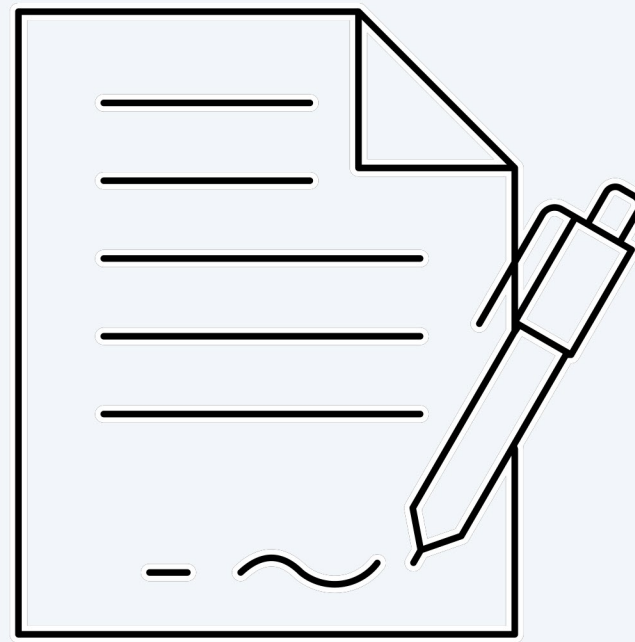


Problem. Understanding the problem helps guide the design process by focusing on the specific issue to be addressed and providing a clear direction for ideation and solution development.



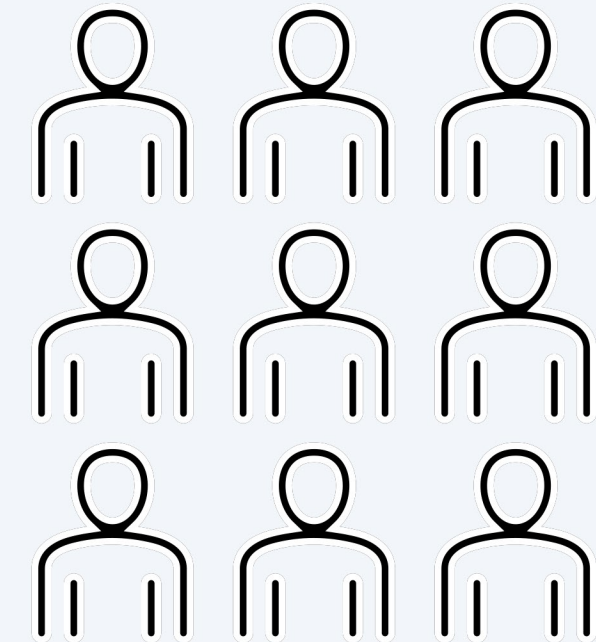
Digital forensics. Obtaining and analyzing data records and cellular tower geo-location artifacts (commonly known as cellular triangulation) holds significance in investigations and legal cases. However, the process can be time-consuming and cumbersome due to the many manual steps involved.

Manual Analysis Multi-step Bottlenecks



Court orders. Delays in obtaining judges' signatures can directly result in postponements of legal proceedings. Signatures are crucial for authorizing documents, such as warrants or approvals, which are vital components of legal cases. Without these signatures, the required legal actions cannot proceed.

Delays Approvals Busy judges

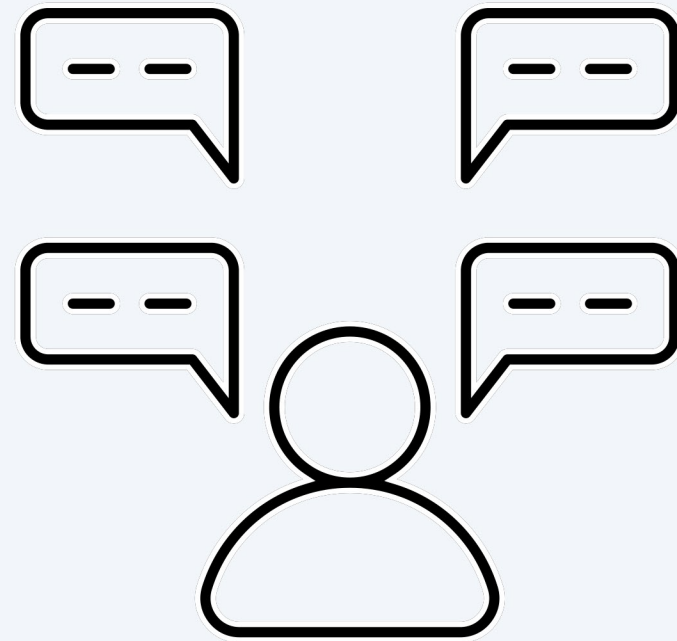


Adopting a new approach. Poor communication infrastructure and tech unfamiliarity can hinder app adoption. By addressing these aspects, we can create a more inclusive and accessible app that caters to users with varying levels of digital literacy and communication infrastructure limitations.

Limited connectivity Digital literacy



Success metrics. I use Google's HEART framework to track success metrics. It provides a comprehensive way to measure the effectiveness of the user experience and business goals.



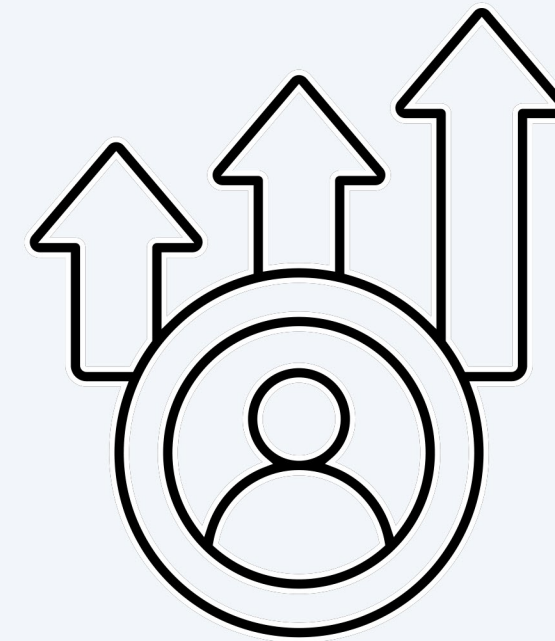
Happiness. Prioritizing happiness is crucial for all audiences. Users expect a seamless experience, allowing quick understanding, efficient tasks, and reduced frustration. Complexity can deter users, impacting their effectiveness and satisfaction.

Surveys

Interviews

Support cases

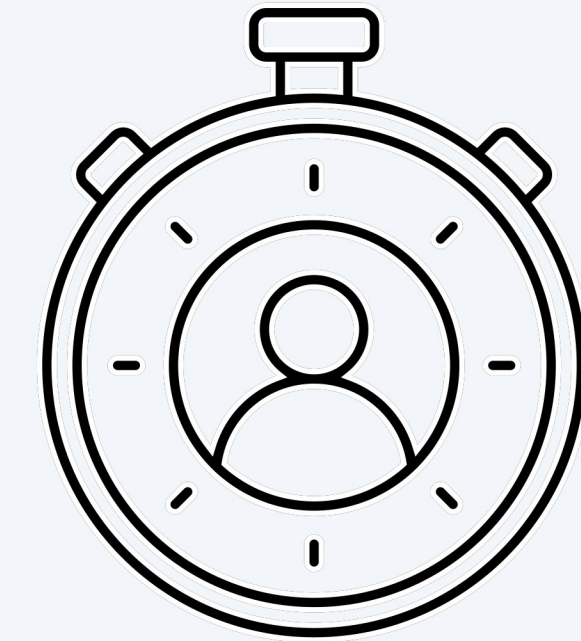
Usability testing



Adoption. Adoption refers to the number of new users within a specific timeframe, reflecting success in attracting new business. A poor user experience could deter users from accepting a new product/feature.

New registrations

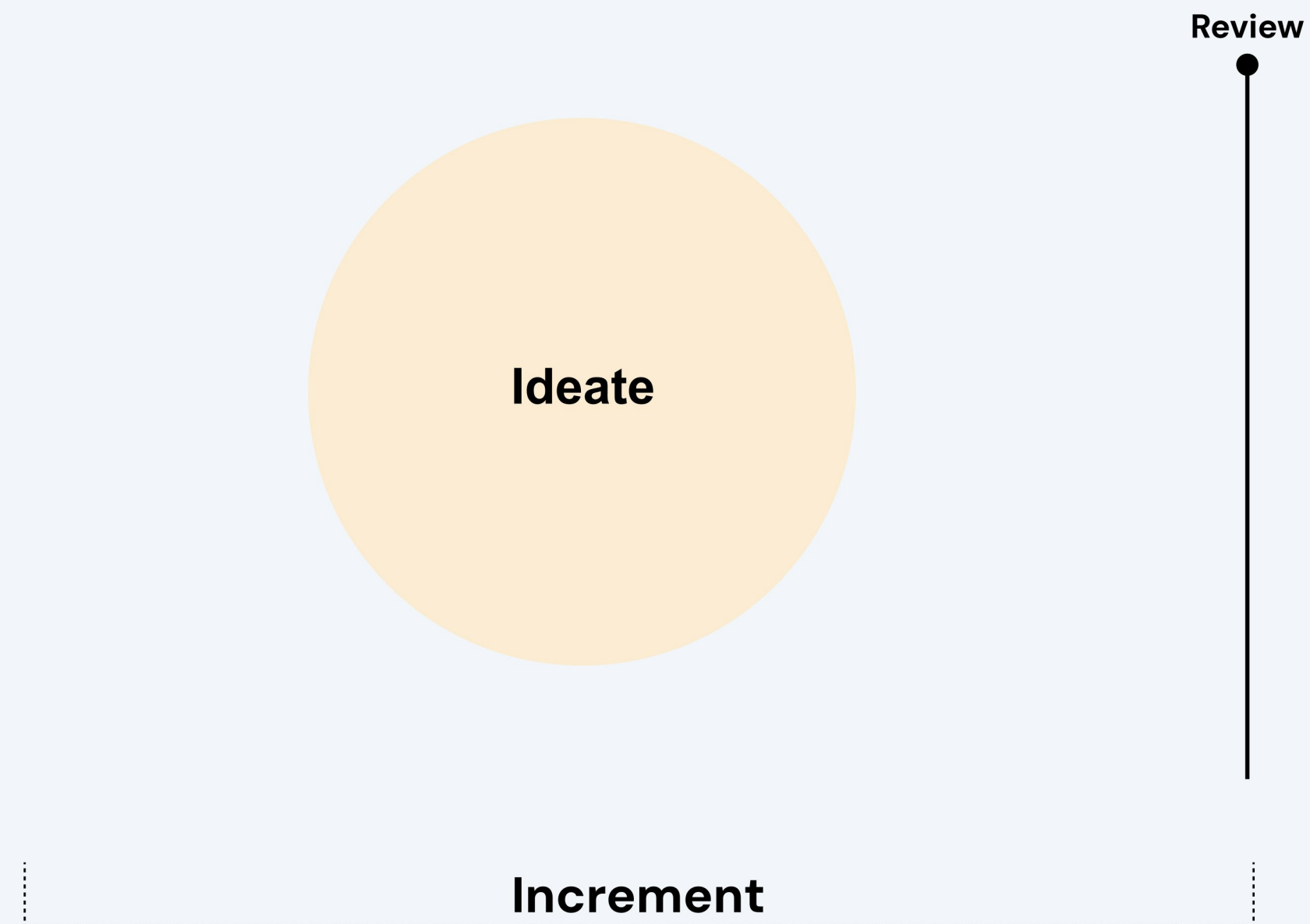
Version upgrades



Task Success. Finding and accessing information adds considerable time when users seek the data they need. Workflows that make users take multiple steps to complete tasks leads to lost time and less productivity.

Click tracking funnels

Observation



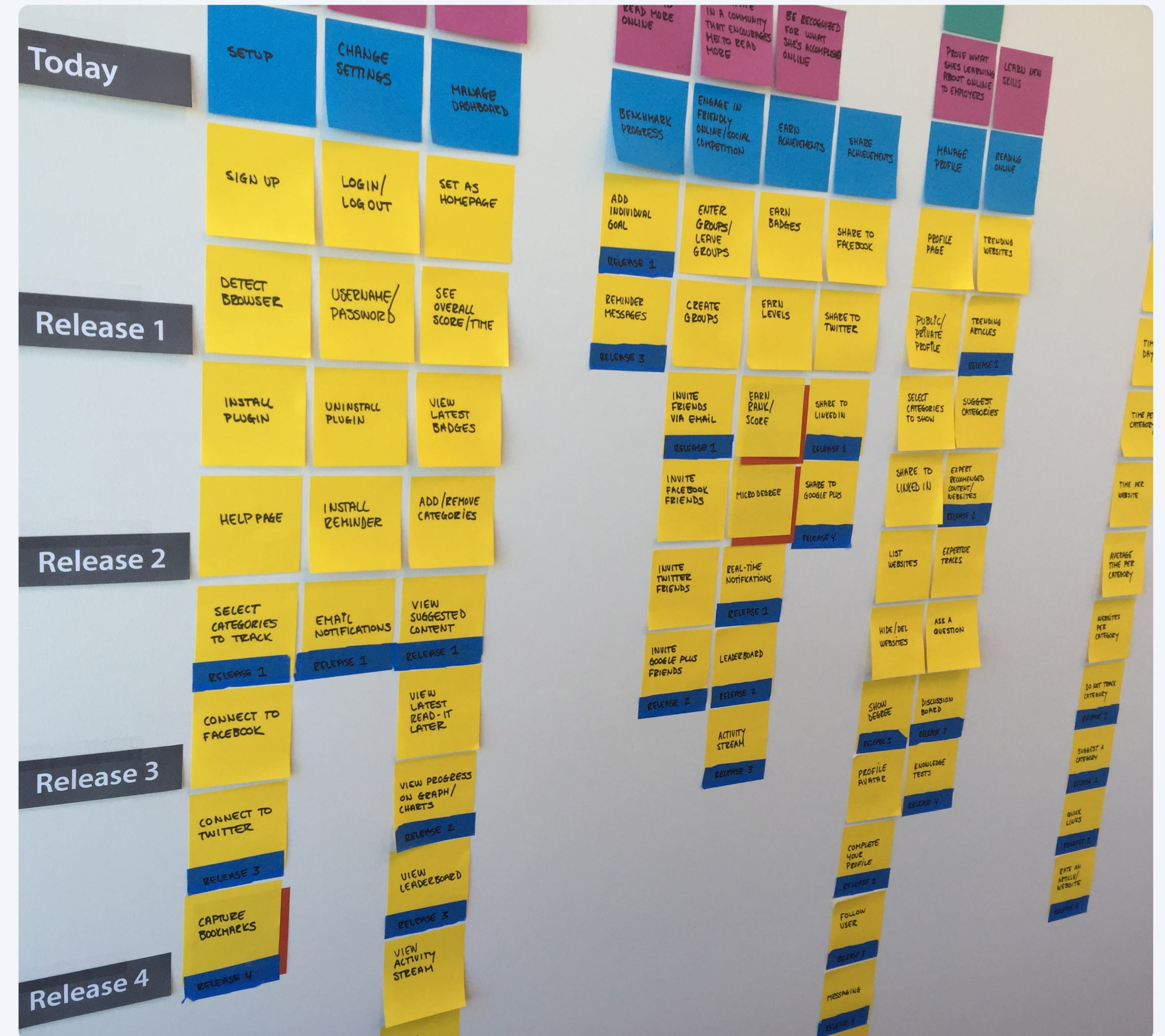
Ideate. This phase of the design thinking process involves generating a wide range of creative ideas and concepts. Brainstorming exercises encourage diverse perspectives and enable the exploration of innovative solutions to the defined problem, fostering a rich pool of possibilities for further development.

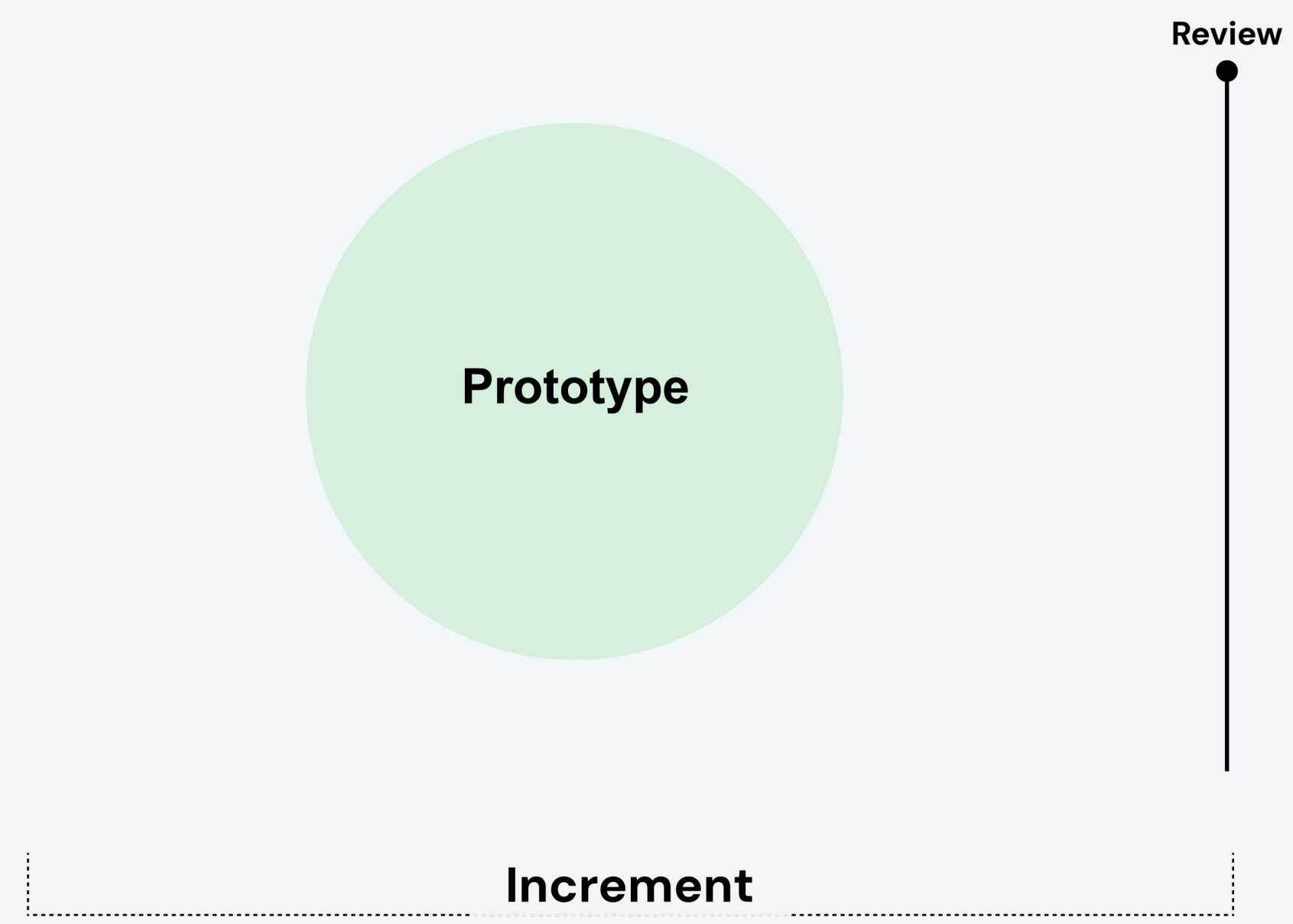
Brainstorm

Collaborate



Brainstorming and prioritizing. Collaborative design thinking workshops help generate a wide range of creative ideas and concepts. Ideas are validated and assessed for impact vs effort, then prioritized.





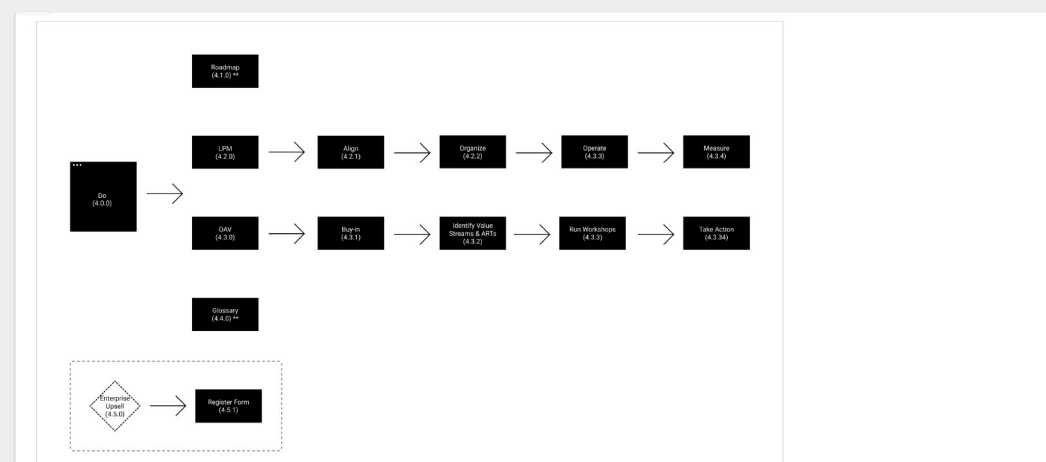
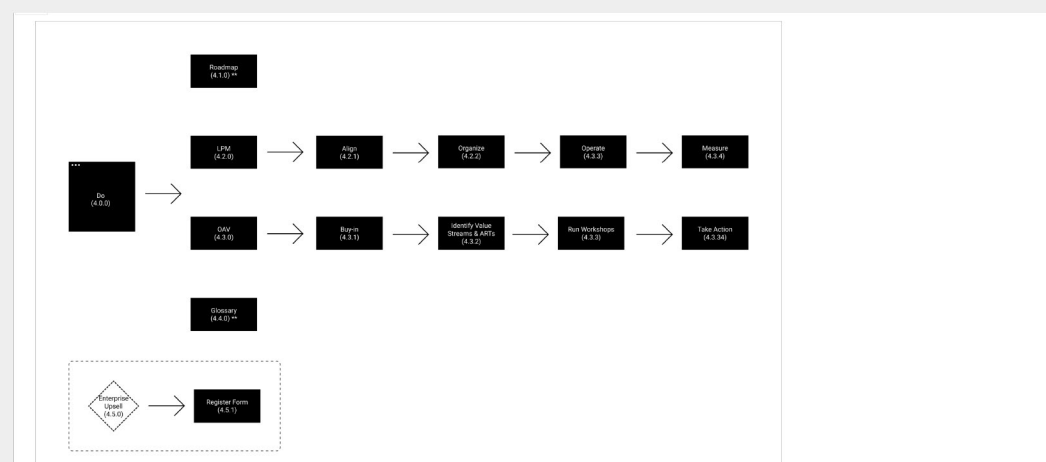
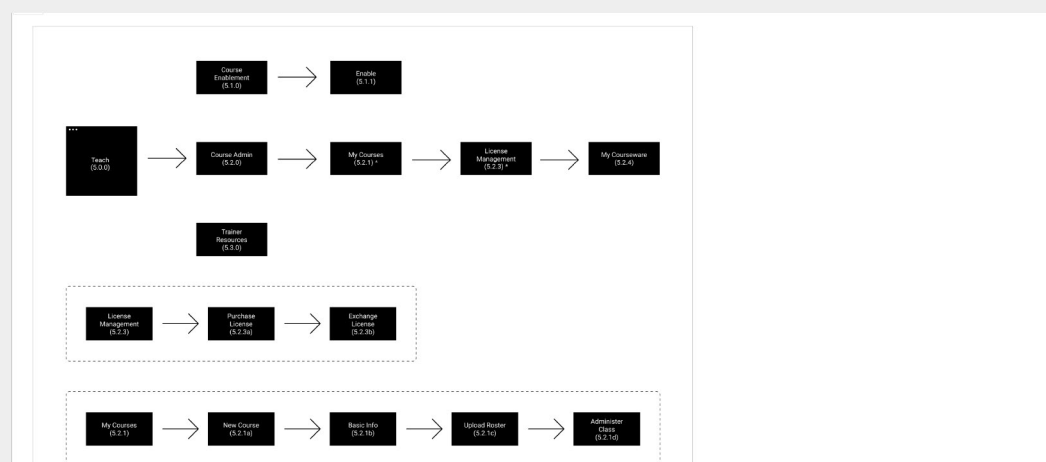
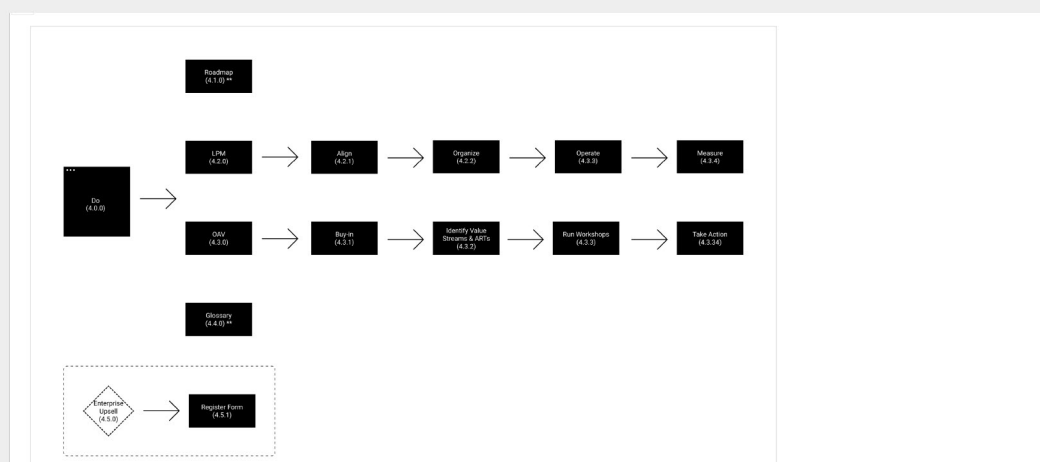
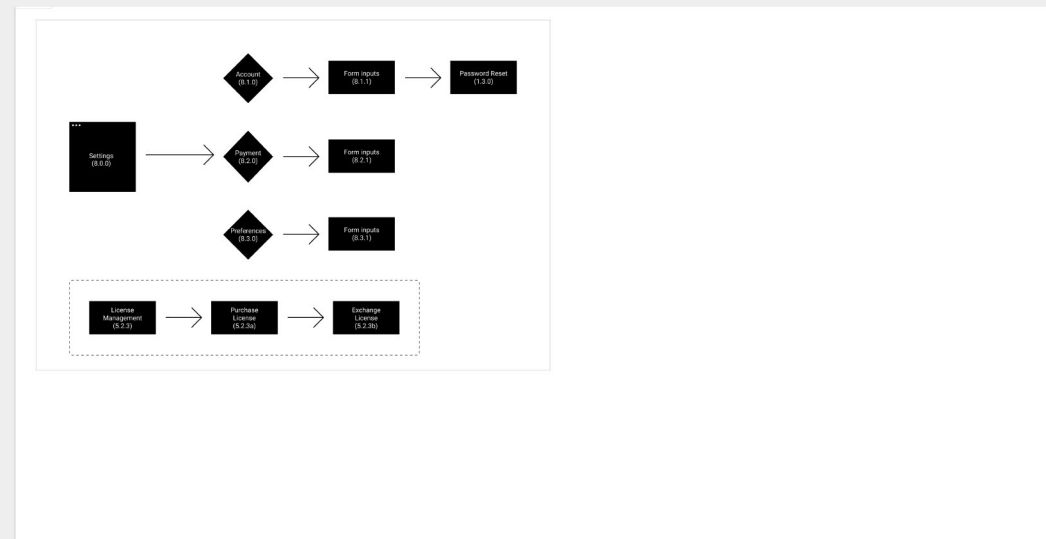
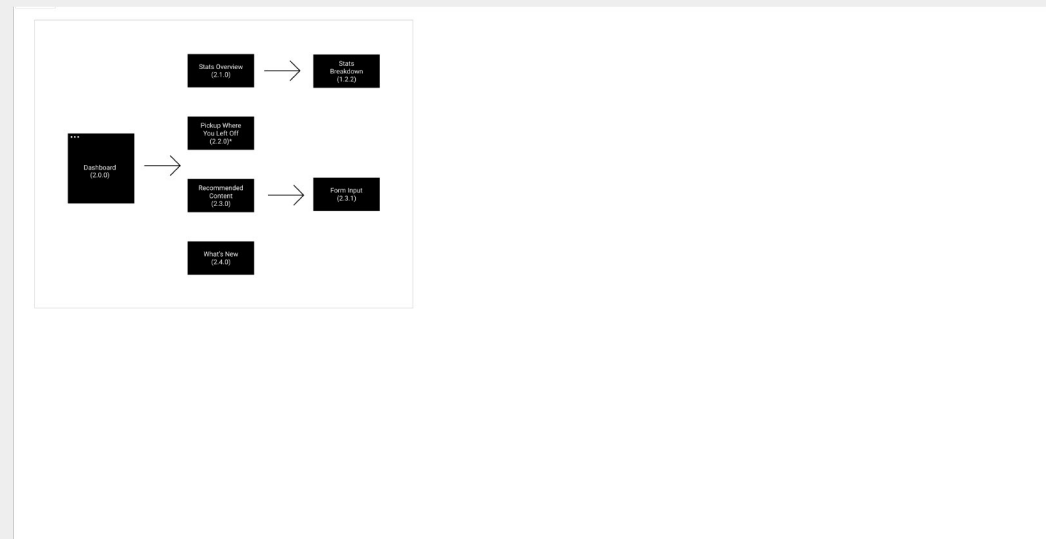
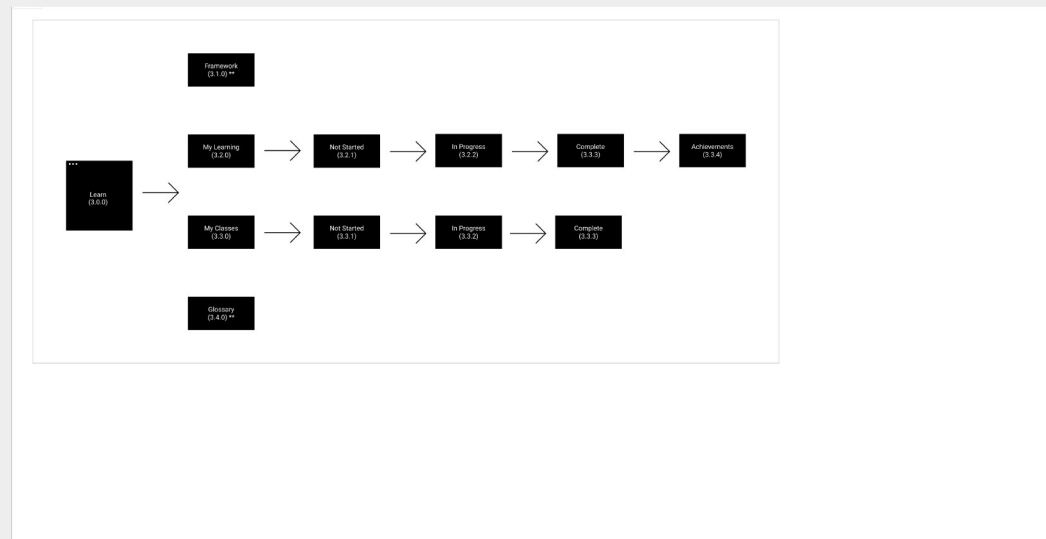
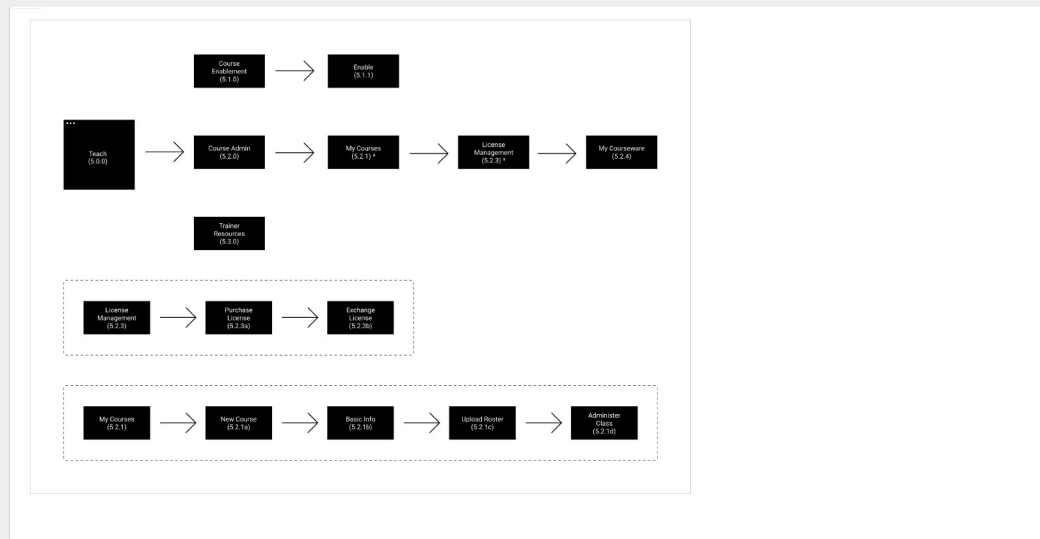
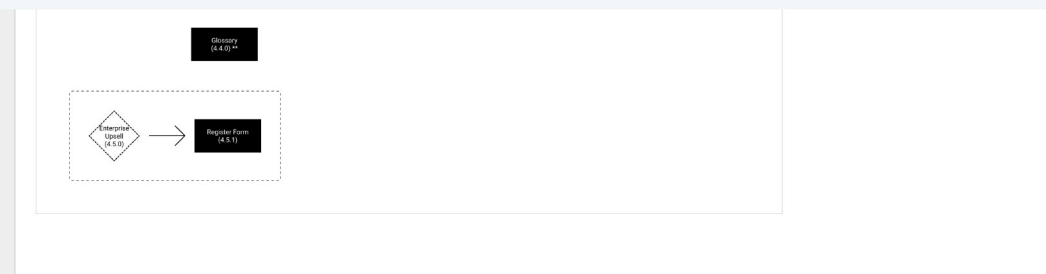
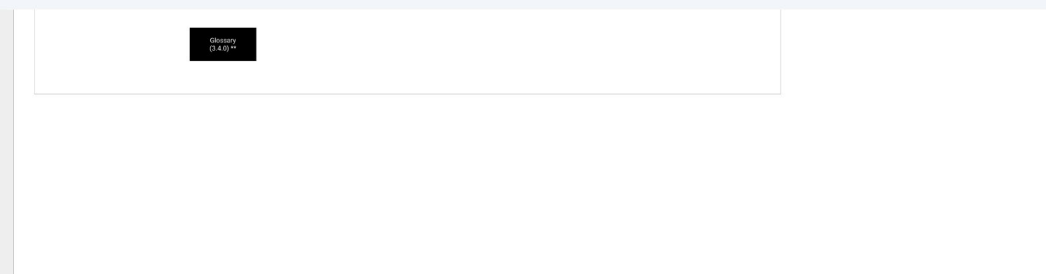
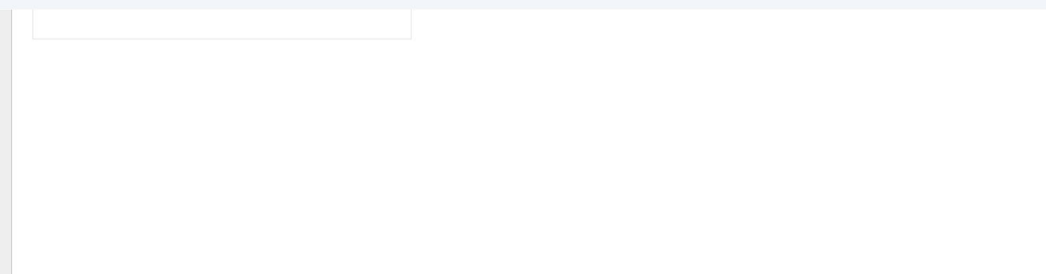
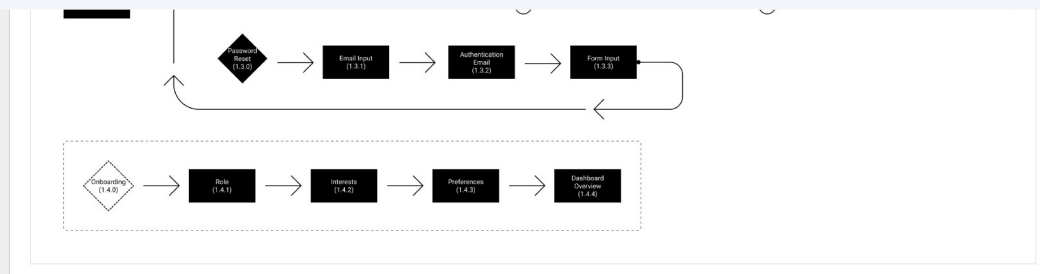
Prototype. Prototyping allows me to visualize and validate design concepts, test usability, and gather valuable user feedback before committing to development, ensuring the final product meets user needs and expectations effectively. It's an essential step in refining and perfecting the user experience.

User testing

Feedback



Flow Diagrams. I use flow diagrams to visually map out the sequential progression and interactions within a prototype. They help me understand complex workflows and aid in clear requirements.



Note. I like to keep flow diagrams clean, easy to understand, and focused on conveying the essential steps and interactions, allowing stakeholders to grasp the user journey efficiently.



Low fidelity design. Wireframes visualize content placement, user interactions, and flow before diving into visual details. They ensure a solid foundation, fostering efficient communication and alignment.

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My Requests

My Results

Sentinel Admin

Find My Legal Demand

My Requests

Filter list by

Not downloaded

Current 3 months

6 months

24 months

Requests: 1-10 of 29

Missing a Legal Demand?

Case No. 01238933A

Jul 28, 2017

Request Tracking No. 723435

Jul 28, 2017

Legal demand - Product Selection No. 16994423

People v Alonzo Taylor - Subpeona for phone records, 4025551234, Gerard, Marshall

PRODUCT

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Call Detail Record Report

Subscriber Information Report

Tower Request Report

Fact Sheet - Government | Call Detail Record Tips | Interpeting Cell Site CEER

Legal demand - Product Selection No. 16994426

People v Alonzo Taylor - Calls to destination phone records #2, 4025556789, Gerard, Marshall

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Calls to Destination Report

Subscriber Information Report

Fact Sheet - Government | Exigent Form

Request Tracking No. 716730

Jun 30, 2017

Legal demand - Product Selection No. 16993957

People v Alonzo Taylor - Calls to destination phone records #1, 4025551234, Gerard, Marshall

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Mary Ann Butin mbutin6

Dashboard

Sentinel Admin

My Requests

Registration Requests

Agency Users

Possible Matches

Current Matches

Possible Matches

Find Agent by Name

Not a Match

Requesting Agent

Cosmo Renfro

U.S. Marshals Service

cosmo.renfro@usdoj.gov

312-880-7736

These identities are possible matches (3 results)

Link Identity

Not a Match

Cosmo Renfro

Badge No. 0998357

cosmo.renfro@usdoj.gov

312-880-7736

U.S. Marshals Service

Nothern District of Illinois - Investigative Operations

Everett KcKinley Dirksen Building

219 South Dearborn Street

Chicago, Illinois, 60604

Legal Demand 12345693734

Legal Demand 23630394823

Link Identity

Not a Match

C Renfro

Badge No. 0998357

cosmo.renfro@usdoj.gov

312-880-7736

U.S. Marshals Service

Nothern District of Illinois - Investigative Operations

Everett KcKinley Dirksen Building

219 South Dearborn Street

Chicago, Illinois, 60604

Legal Demand 94830923490

Link Identity

Not a Match

Cosmo Randall

Badge No. 0947321

cosmo.randall@usdoj.gov

913-445-2361

U.S. Marshals Service

District of Kansas - Administrative Support

Robert Dale Federal Courthouse

500 State Avenue Suite G22

Kansas City, Kansas 66101

Legal Demand 93782309348

Legal Demand 29384230340

Legal Demand 39302309389

Legal Demand732938492948

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SENTINEL

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My Requests

My Results

Sentinel Admin

My Results

Submit a legal demand online. Scan or take a photo of a completed legal demand, select file(s) and submit.

File formats accepted: PDF, PNG, JPG, BMP

Select Files

Submit

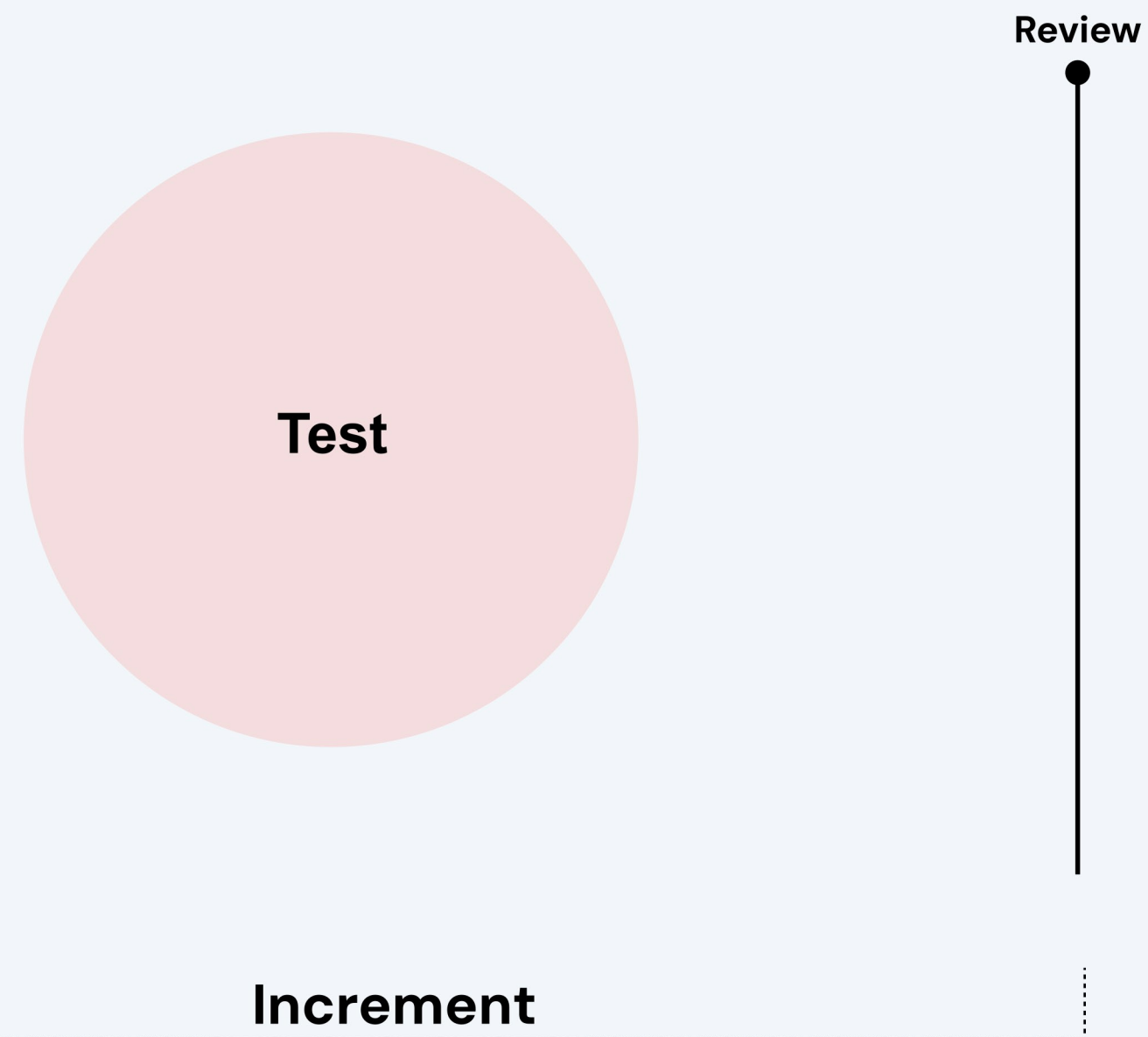
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Remove

IMG_1209.PNG

Remove

Processing files will beging upon receipt.



Test. I reached out to my user panels to gather their feedback on the prototype. They assessed the usability, identified pain points, and validated design decisions. After a couple iterations of refining functionality and flow, I feel confident that the product aligns with user needs and expectations.

Law enforcement Officers

Judges

System Administrators



Mikayla Kinnison

35 min. ago

The navigation flows smoothly, making it easy to find different features and sections.



Gerald Thompson

1 day ago

The interactive animations add a nice touch, enhancing engagement and making the experience enjoyable.



Paul Sundae

1 day ago

The font size in the instruction pop-ups seems a bit small, making it a bit challenging to read on my phone.

Jul 30, 2017

01238117S

Jul 30, 2017

01231842V

Jul 30, 2017

01238992A

Jul 30, 2017

01238665K

Jul 30, 2017

- Call Detail Record with Cell Sites Report
- Subscriber Information Output Report
- Tower Request Output Report
- Fact Sheet - Goverment | Call Detail Record Tips | Interpreting Cell Site CEER

Legal Demand - Product Request No. 16994426

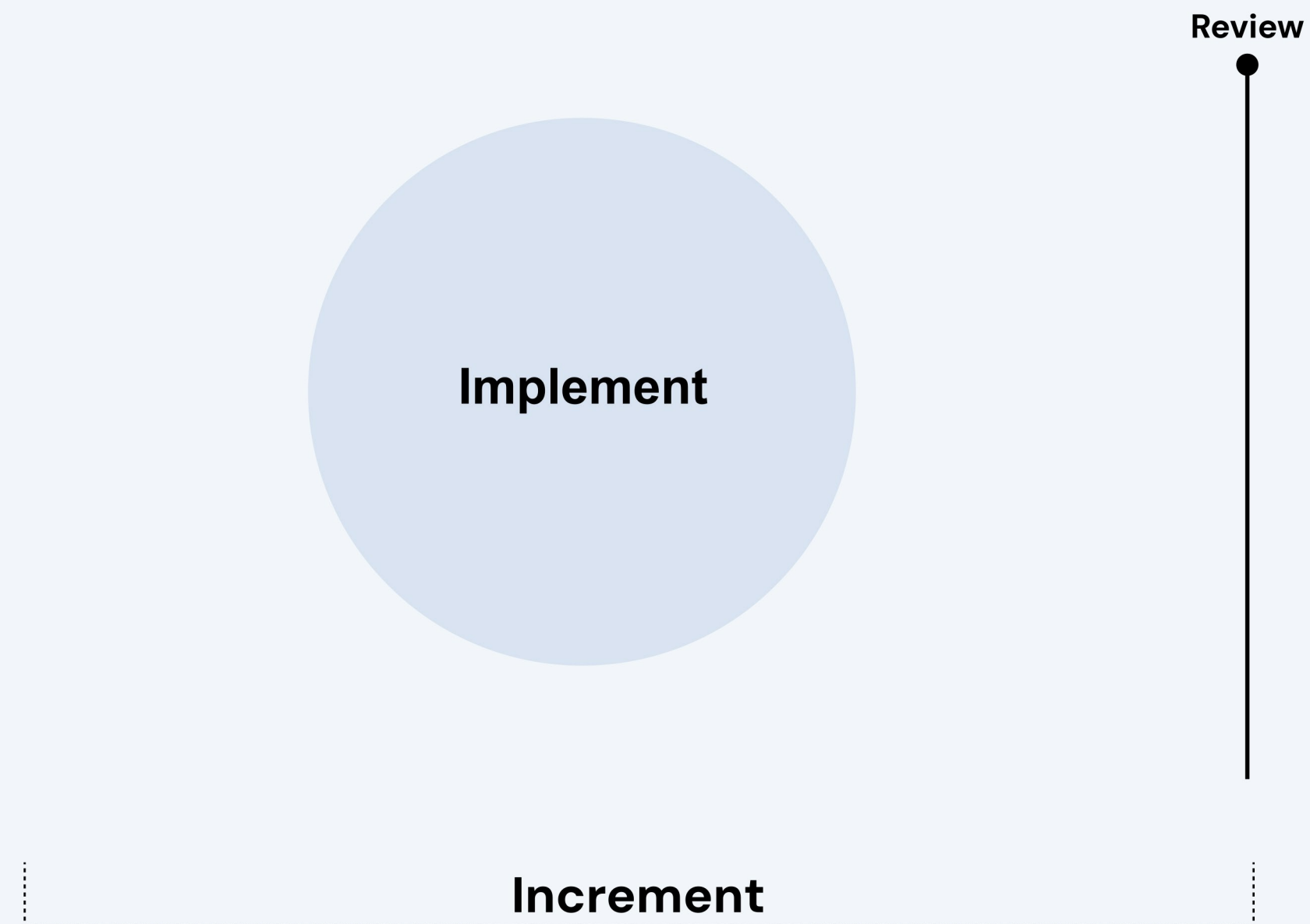
People v Alonzo Taylor - Subpeona for phone records #2, 4025551234, Gerard, Mars

PRODUCT

- Calls to Desitnation Report
- Subscriber Information Output Report
- Fact Sheet - Goverment | Exigent Form



Download



Implement. The final phase in the design thinking process involves turning refined design solutions into tangible products or features. It's the stage where prototypes are developed into functional, user-ready solutions through engineering, bringing the design vision to life and preparing for real-world use.

Design System

Specifications

Dev pairing

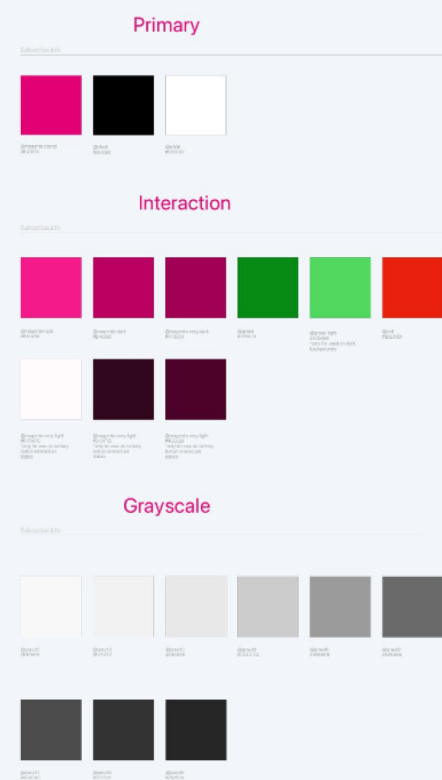


Interface Design. Design systems streamline consistency and efficiency by providing standardized elements and guidelines, resulting in a cohesive interface and a faster design process.

Colors

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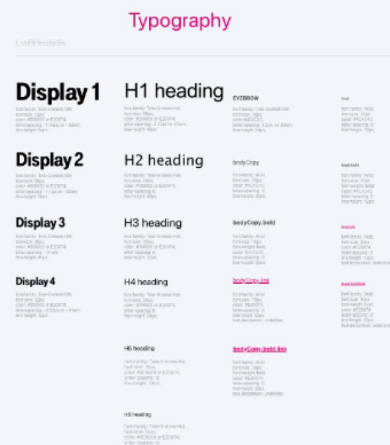
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Typography

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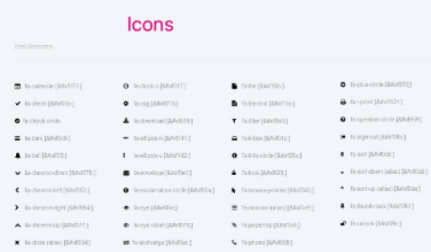
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Icons

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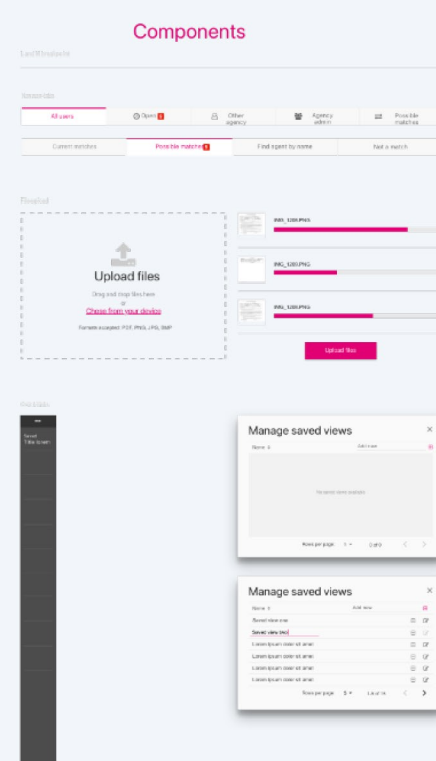
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Components WIP

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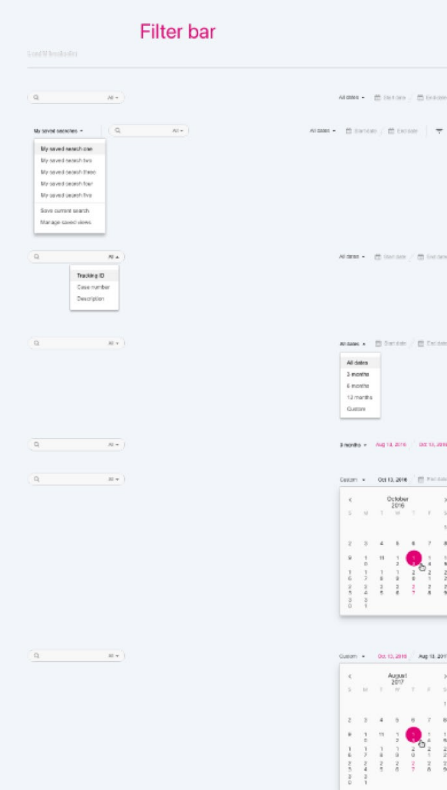
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Filters WIP

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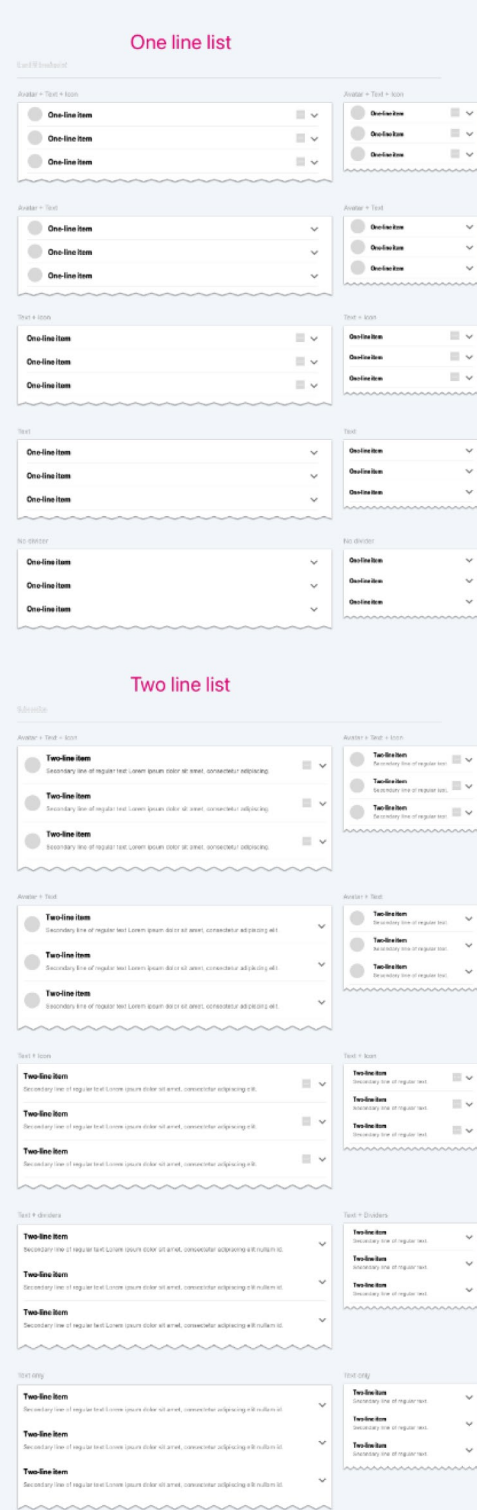
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Lists WIP

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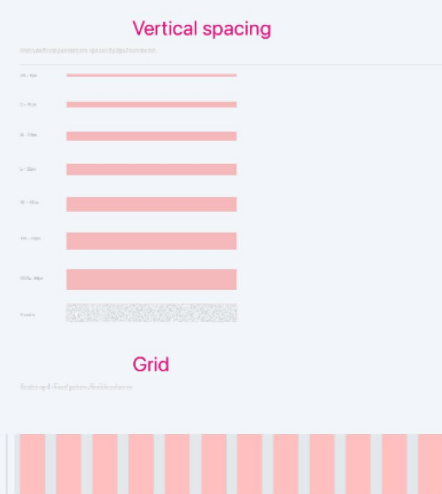
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Spacing

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Buttons

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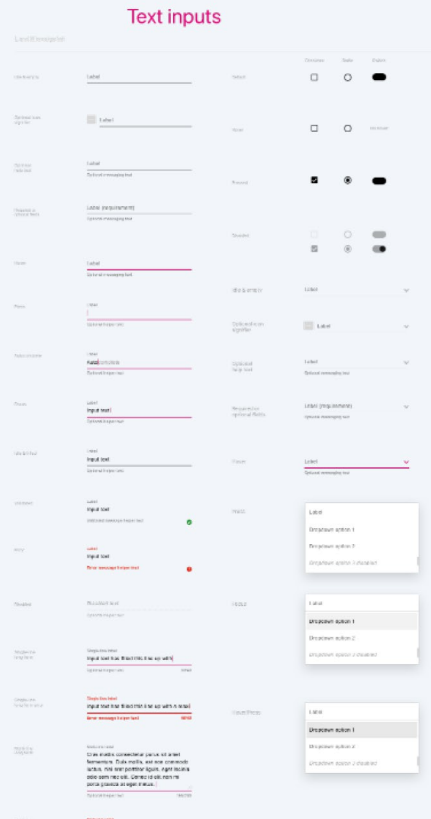
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Text inputs

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Components

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Components



Interface Designs. High-fidelity designs offer a realistic representation of the final product's look and feel, allowing for a smoother development process and enabling high-fidelity prototyping.

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SENTINEL

1

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My requests

All

All dates

Start date

End date

+ New Request

01238933A

Jul 30, 2017

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Jul 30, 2017

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Requests 1-8 of 30

CASE NO. 01236724F

Order Tracking No. 723435 | Jul 28, 2017

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PRODUCT

- Call Detail Record with Cell Sites Report
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Fact Sheet - Government | Call Detail Record Tips | Interpreting Cell Site CEER

In progress

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1

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Possible matches

View/manage current and possible matches

Current matches

Possible matches3

Find agent by name

Not a match1

Requesting agent

DUSM Cosmo Renfro

Agent ID: 07623

Badge No. 0998357

cosmo.renfro@usdoj.gov

312-880-7736

All jurisdictions

All states

All agencies

Agent ID or Name

Examples: smith or smith, c or smith, carl

Cosmo Renfro

Badge No. 0998357

cosmo.corioptolous.renfro@usdoj.gov

312-880-7736

U.S. Marshals Service

Nothern District of Illinois - Investigative Operations

Everett KcKinley Dirksen Building

219 South Dearborn Street

Chicago, Illinois, 60604

12345693734

23930394823

Link identity

Not a match

C Renfro

Badge No. 0998357

cosmo.corioptolous.renfro@usdoj.gov

312-880-7736

U.S. Marshals Service

Nothern District of Illinois - Investigative Operations

Everett KcKinley Dirksen Building

219 South Dearborn Street

Chicago, Illinois, 60604

12345693734

23930394823

12345693734

39303948233

Link identity

Not a match

Cosmo Randall

Badge No. 0847321

cosmo.corioptolous.renfro@usdoj.gov

913-445-2361

U.S. Marshals Service

District of Kansas - Administrative Support

Debat Del Federal Courtuase

12345693734

Link identity

Not a match

Submit a legal demand online

Scan or take a photo of a completed legal demand, select file(s) and submit

Upload files

Drag and drop files here

or

Choose from your device

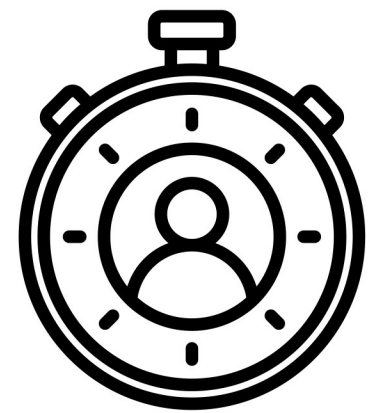
Formats accepted: PDF, PNG, JPG, BMP

IMG_1208.PNG

IMG_1209.PNG

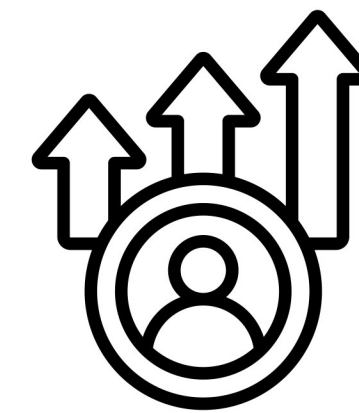
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Upload legal demands



91%

task completion success (-4% abandonment, -5% support cases)



73%

of existing users adopted the new system with the first six months



“Sentinel has significantly expedited our investigative processes, enabling us to complete tasks online, eliminating the need for time-consuming in-person interactions or outdated fax methods. The speed of approvals has dramatically increased, allowing us to solve cases more efficiently and, ultimately, get more dangerous criminals off our streets... It’s not just a tool, it’s a force multiplier.”

Det. S. Gerard Federal Bureau of Investigation

Agent

Attorney

Federal

All states

USMS - U.S. Marshalls Service

Investigative Operations Division

Samuel Gerard - 05847

Reset filters

DUSM Samuel Gerard - 05847

USMS - U.S. Marshalls Service

Investigative Operations Division

Hide filters

My requests

+ New Request

All

All dates

Start date

End date

01238933A

Jul 30, 2017

01238744C

Jul 30, 2017

01236724F

Jul 30, 2017

01238117S

Jul 30, 2017

01231842V

Jul 30, 2017

01238992A

Jul 30, 2017

01238665K

Jul 30, 2017

01238221H

Jul 30, 2017

<

1

2

3

>

Requests 1-8 of 30

Missing a legal demand?

CASE NO. 01236724F

Order Tracking No. 723435 | Jul 28, 2017

Legal Demand - Product Request No. 16994423

People v Alonzo Taylor - Subpeona for phone records, 4025551234, Gerard, Marshall

PRODUCT

Call Detail Record with Cell Sites Report

Subscriber Information Output Report

Tower Request Output Report

Fact Sheet - Government | Call Detail Record Tips | Interpreting Cell Site CEER

Legal Demand - Product Request No. 16994426

People v Alonzo Taylor - Subpeona for phone records #2, 4025551234, Gerard, Marshall

PRODUCT

Calls to Desitnation Report

Subscriber Information Output Report

Fact Sheet - Government | Exigent Form

Order Tracking No. 716730 | Jul 30, 2017

Legal Demand - Product Request No. 16994597

People v Alonzo Taylor - Subpeona for phone records, 4025551234, Gerard, Marshall

PRODUCT

Call Detail Record with Cell Sites Report

Subscriber Information Output Report

Tower Request Output Report

Fact Sheet - Government | Call Detail Record Tips | Interpreting Cell Site CEER

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Company

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For assistance: 425-555-1234

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End.

Thank you