



How Lucid uses Lucid—visually and virtually

A showcase with Lucid's internal teams

How Lucid uses Lucid



Jarom Chung
Director, Product Management



Michelle Fisher
Senior Director, Program Management



Brian Pugh
SVP Engineering



Ryan Stringham
Principal Engineer II



Emily Keator
Sr. Solutions Engineer



Bryan Stallings

Chief Evangelist

- Bringing people together in the workplace for 20+ years
- Provides thought leadership on individual, team and organizational effectiveness, enabling you to create collaborative, human interactions with others
- Gardener and foodie who loves to cook with the veggies, herbs and fruits he grows
- Lives and plays in the mountain valleys near Salt Lake City, Utah

Respond via the Zoom chat function

From where are you joining?



Respond via the Zoom chat function

Here, we are skilled at applying Lucid's suite of visual collaboration products...so, as we give you this peek inside, **what are you most curious about?**

Purpose

Understand how we use the *Lucid Visual Collaboration Suite* throughout our product development lifecycle.

Outcomes

You will learn how to:

- Use the Lucid Visual Collaboration Suite during the many steps of a product development lifecycle
- Use specific features, like integrations, conditional formatting, automating org. charts, brainstorming and voting to ideate and bring initiatives across the finish line
- Connect with others across remote teams
- Integrate Lucid products into your current workflow and tech stack

<https://lucid.co/>

Agenda

A showcase with our internal teams

- Opening
- Purpose and Outcomes
- Use-case stories:
 - Michelle Fisher
 - Jarom Chung
 - Brian Pugh
 - Ryan Stringham
 - Emily Keator
- Your call to action
- Closing



Michelle Fisher

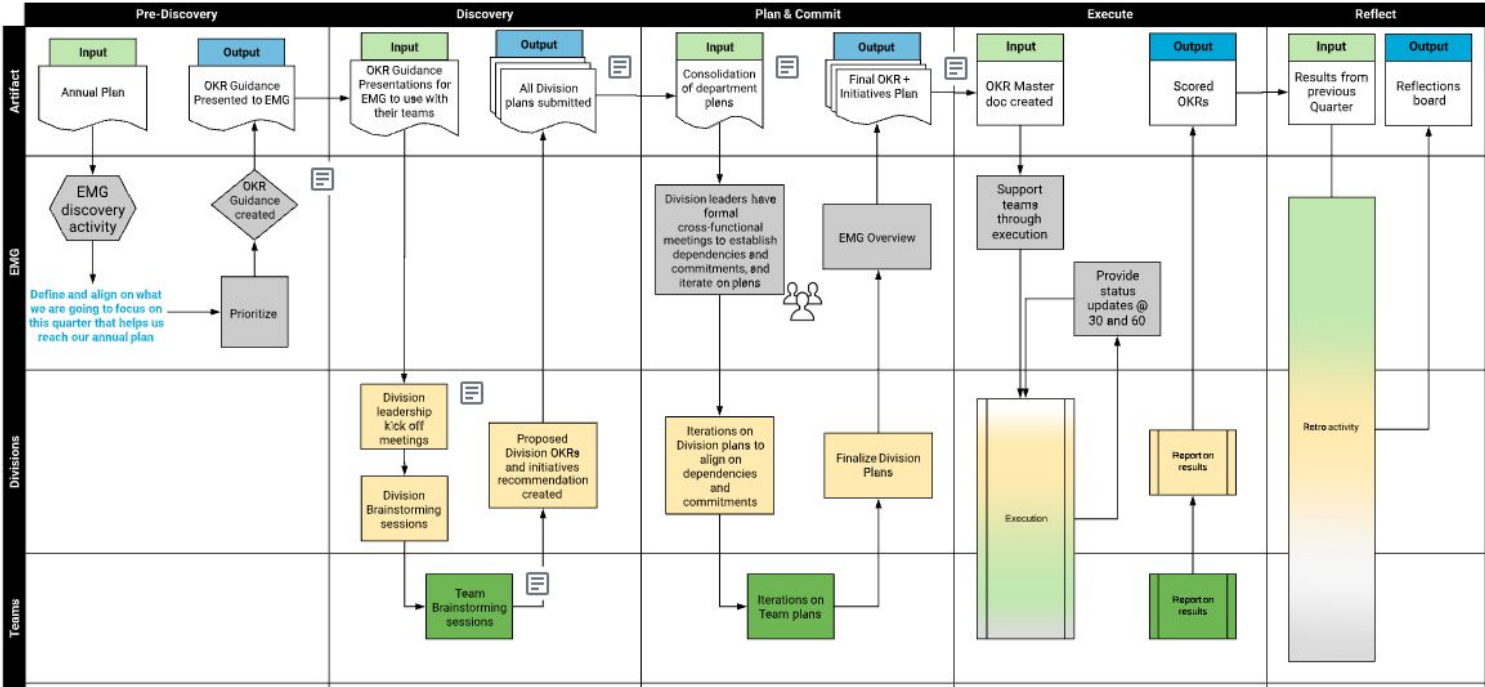
Senior Director, Program Management

About Michelle

- Extensive experience in operations and program management
- Loves the fast-paced tech industry, driving execution, and working with teams to get projects done
- Lived and worked in South Africa, England, and the USA
- Hobbies include running, hiking, and reading

Michelle Fisher

Managing and executing program plans



OKRs = Objectives and key results

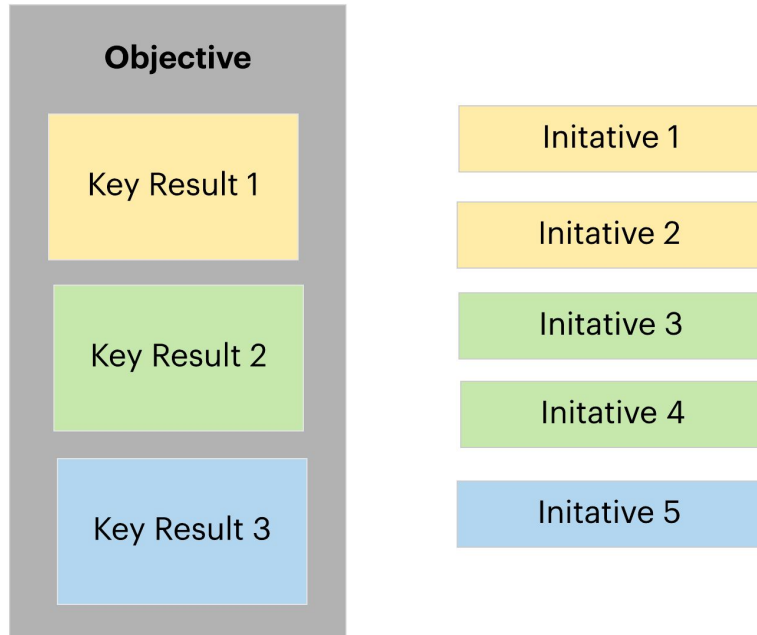


Michelle Fisher

Managing and executing program plans

Where we want to go & what
does success looks like

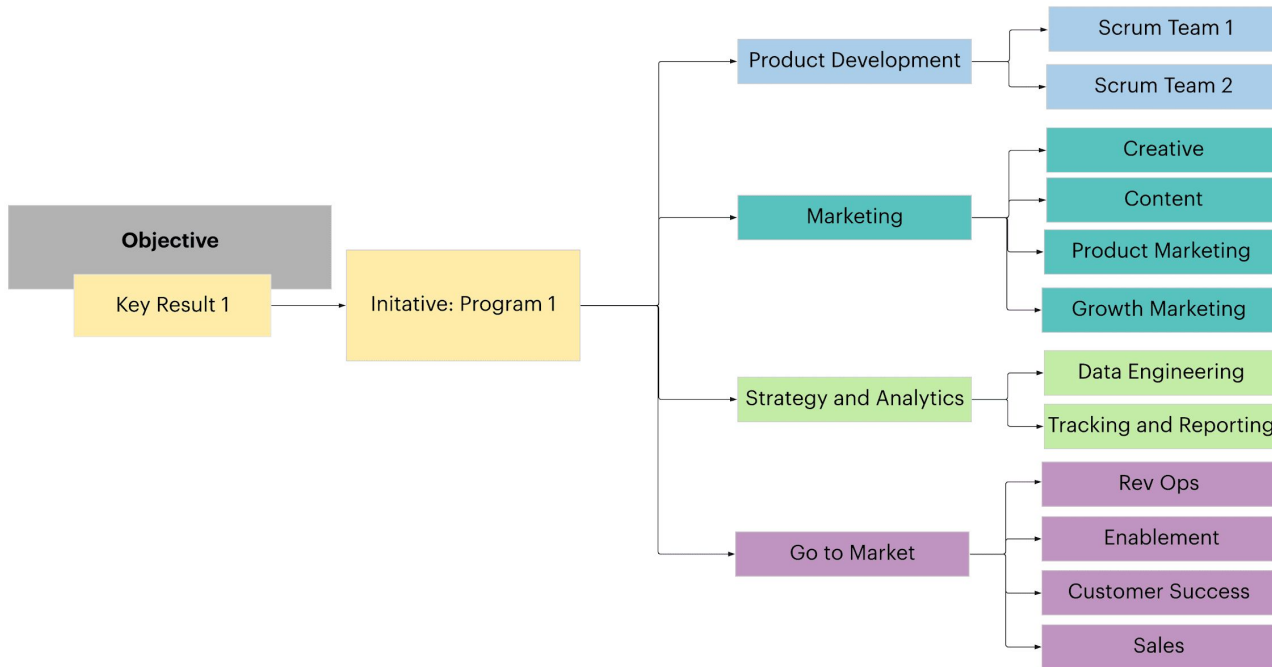
What we doing to get
there



Connecting
actionable work to
goals

Michelle Fisher

Managing and executing program plans



Michelle Fisher

Managing and executing program plans

Reach 1 billion users

Initiative: Launch new product

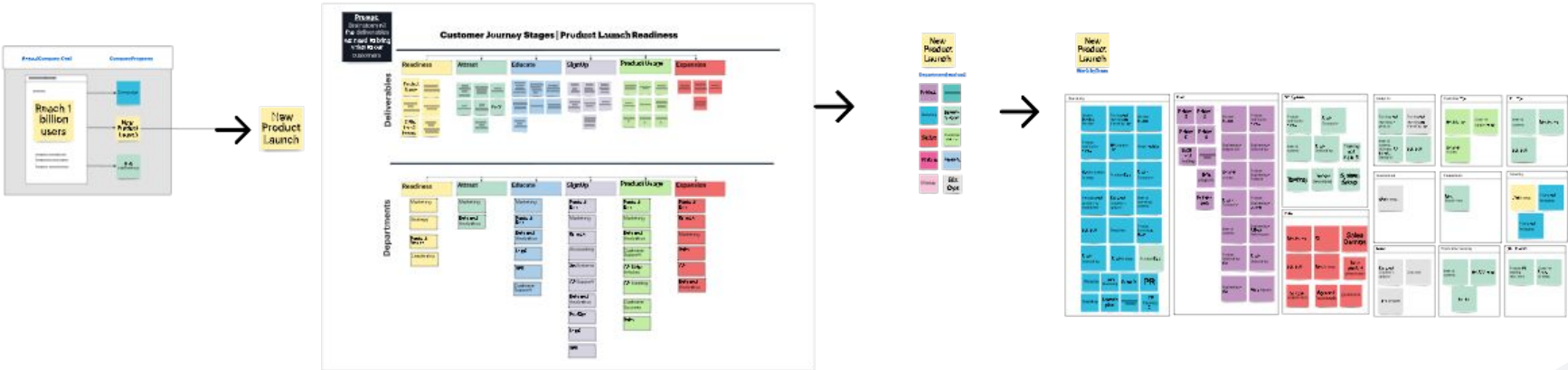
Michelle Fisher

Managing and executing program plans



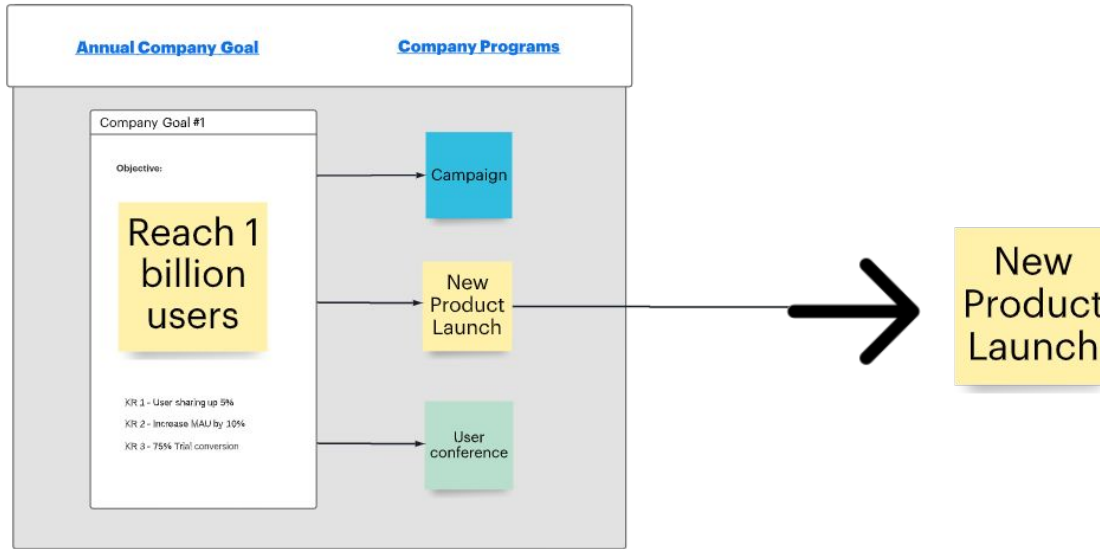
Michelle Fisher

Managing and executing program plans



Michelle Fisher

Managing and executing program plans

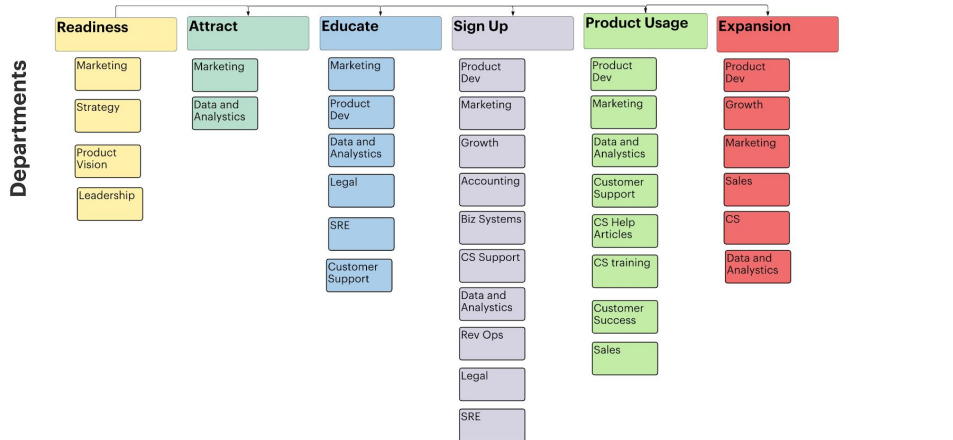
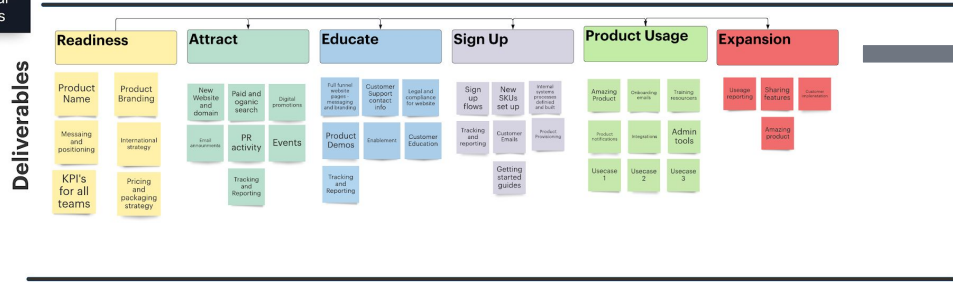


Michelle Fisher

Managing and executing program plans

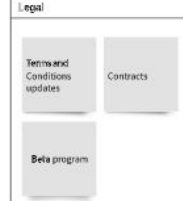
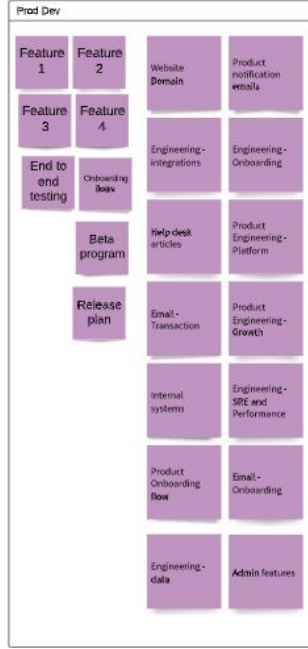
Prompt:
Brainstorm all the deliverables we need to bring value to our customers

Customer Journey Stages | Product Launch Readiness



Michelle Fisher

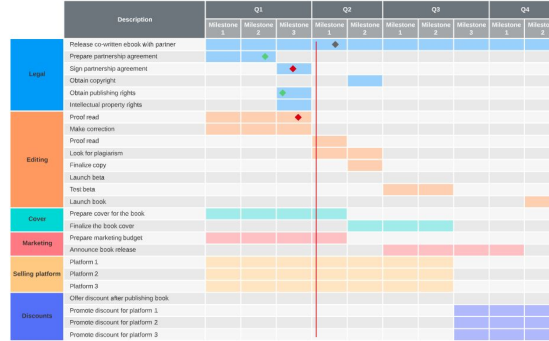
Managing and executing program plans



Moving the work forward

Michelle Fisher

Managing and executing program plans



- Cross-functional stakeholders have
 - Connected the goal to execution
 - Identified which teams need to plan work.
 - Aligned on the big buckets of work required.

- Team exploration
 - Kick off projects with each team and set up a similar brainstorming activity.
 - Teams further break their work down into task and estimate timelines and build team-level plans.



Jarom Chung

Director of Product

About Jarom

- Leads product development for Lucidspark and initiatives centered around deeply engaging users
- Finding the intersection between customer problems and business value is his jam
- *Very* amateur baker, boxer, and adventurer
- Alternate career: stay-at-home dad for his two girls

Jarom Chung

Real-time team collaboration

How we use Lucidspark to
build a successful remote
partnership with Engineering,
UX, and Product

Lucidspark is our Team Hub

Jarom Chung
Real-time team collaboration

PAINS

- 1. I have too many tools, can you make it easier for me to keep track of updates, follow-up and action items/tasks
- 2. Help me eliminate siloed knowledge by making it easy to consume/ share/ link to any information and documents the team uses
- 3. I have too many tools, can you make it easier for me to keep the right documents in the context of the right subject?
- 4. As we asynchronously go from meeting-to-meeting, help me keep track of updates, follow-up and action items/tasks
- 5. As we converge on ideas as a team, help me further refine and define individual ideas with descriptions, child-tasks, estimates, categories, etc.
- 6. Team building

JOBS

1. Make the tool as easy as walking up to a physical whiteboard

2. Help me eliminate siloed knowledge by making it easy to consume/ share/ link to any information and documents the team uses

3. I have too many tools, can you make it easier for me to keep the right documents in the context of the right subject?

4. As we asynchronously go from meeting-to-meeting, help me keep track of updates, follow-up and action items/tasks

5. As we converge on ideas as a team, help me further refine and define individual ideas with descriptions, child-tasks, estimates, categories, etc.

6. Team building

Asynchronous Work

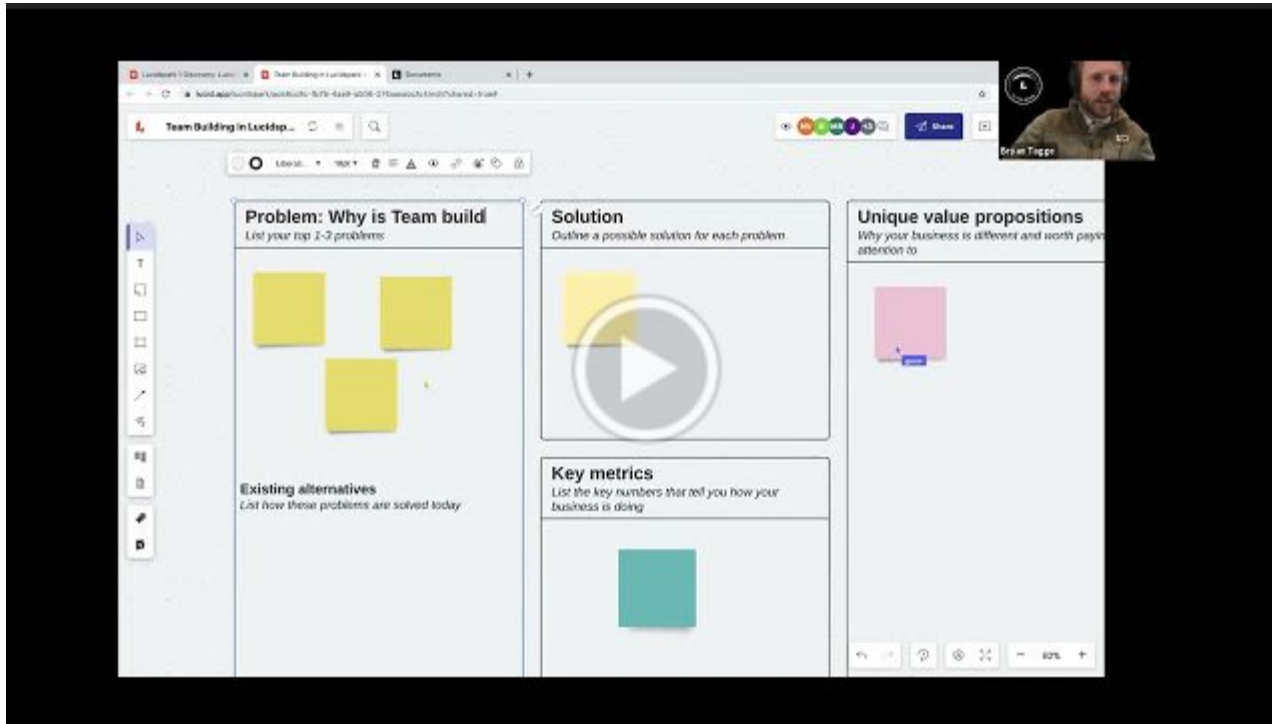
During After → Before During After → Before

Meeting together

Time

Jarom Chung

Real-time team collaboration





Brian Pugh

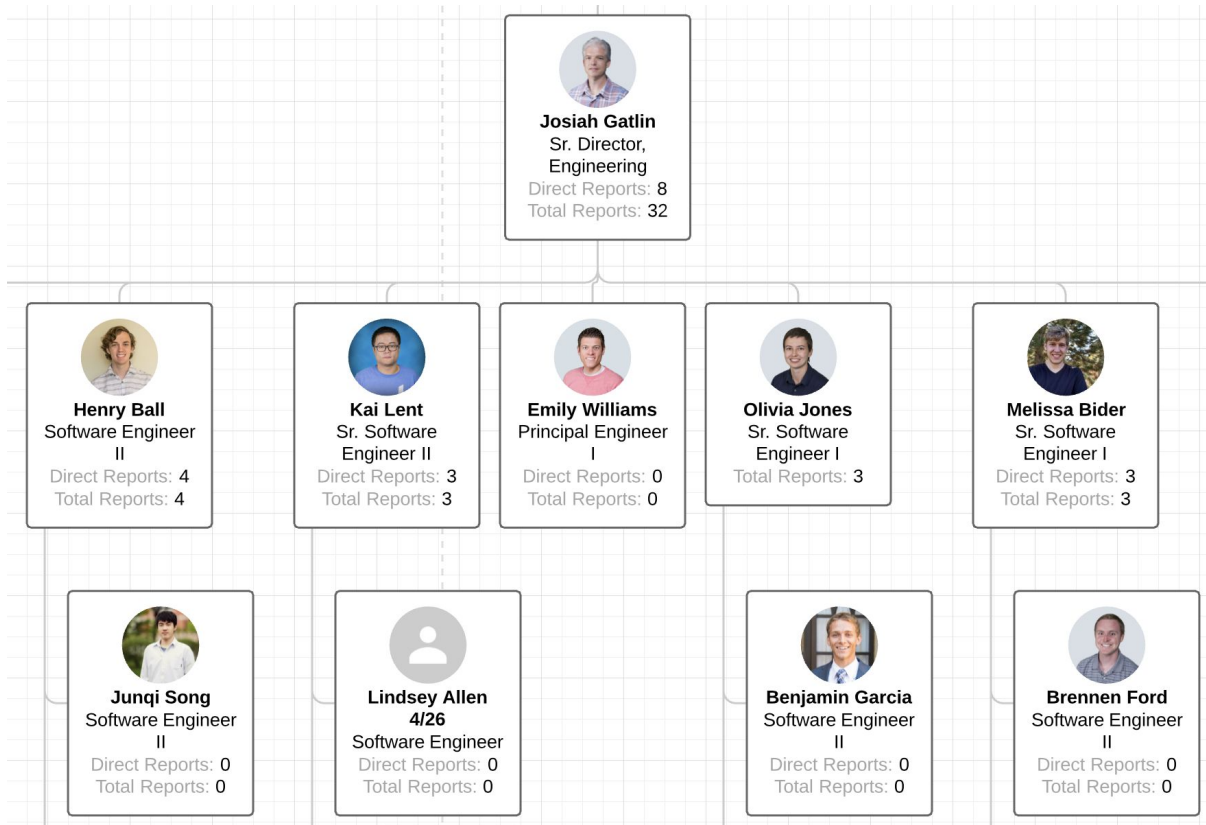
SVP Engineering

About Brian

- Has over ten years of experience in software development at Lucid
- Loves high-velocity activities including biking, skiing, and building software

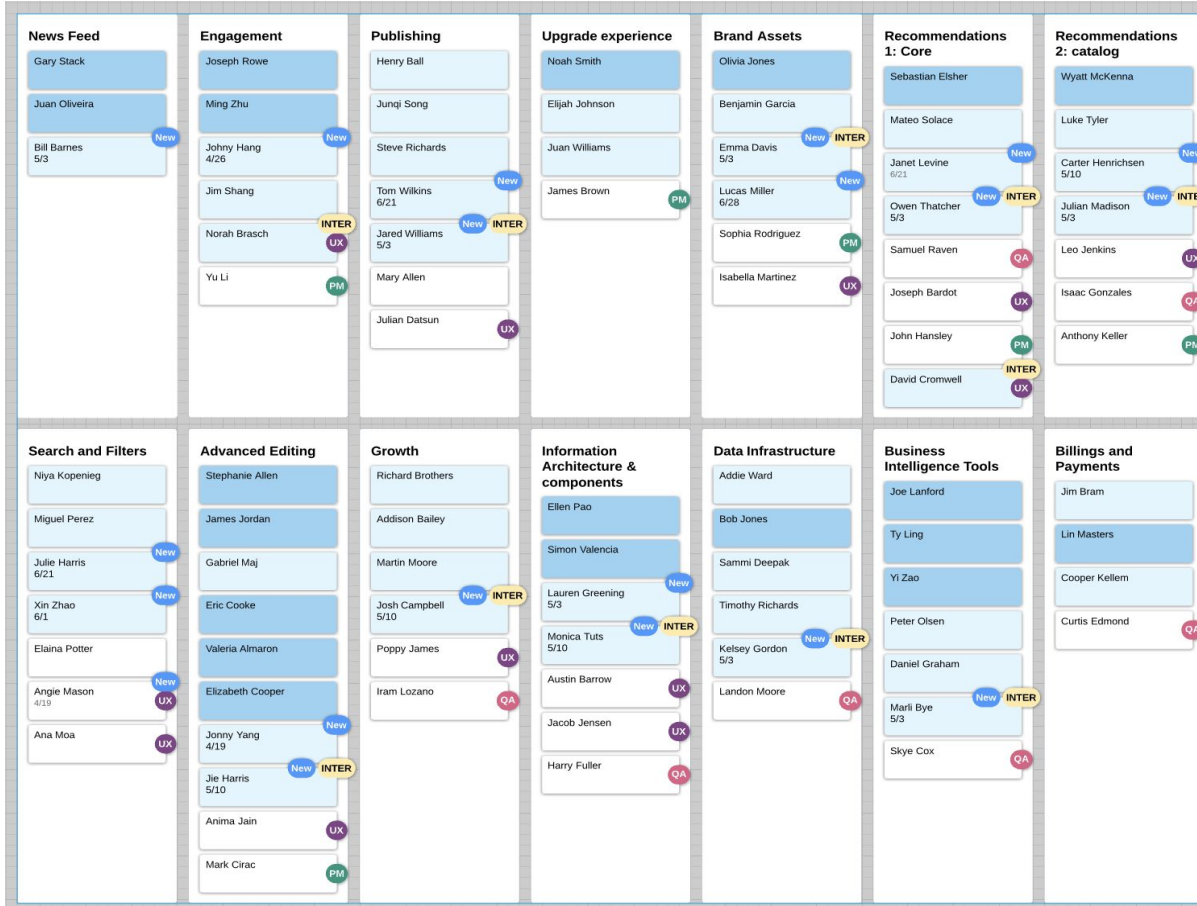
Brian Pugh

Building project teams



Brian Pugh

Building project teams





Ryan Stringham

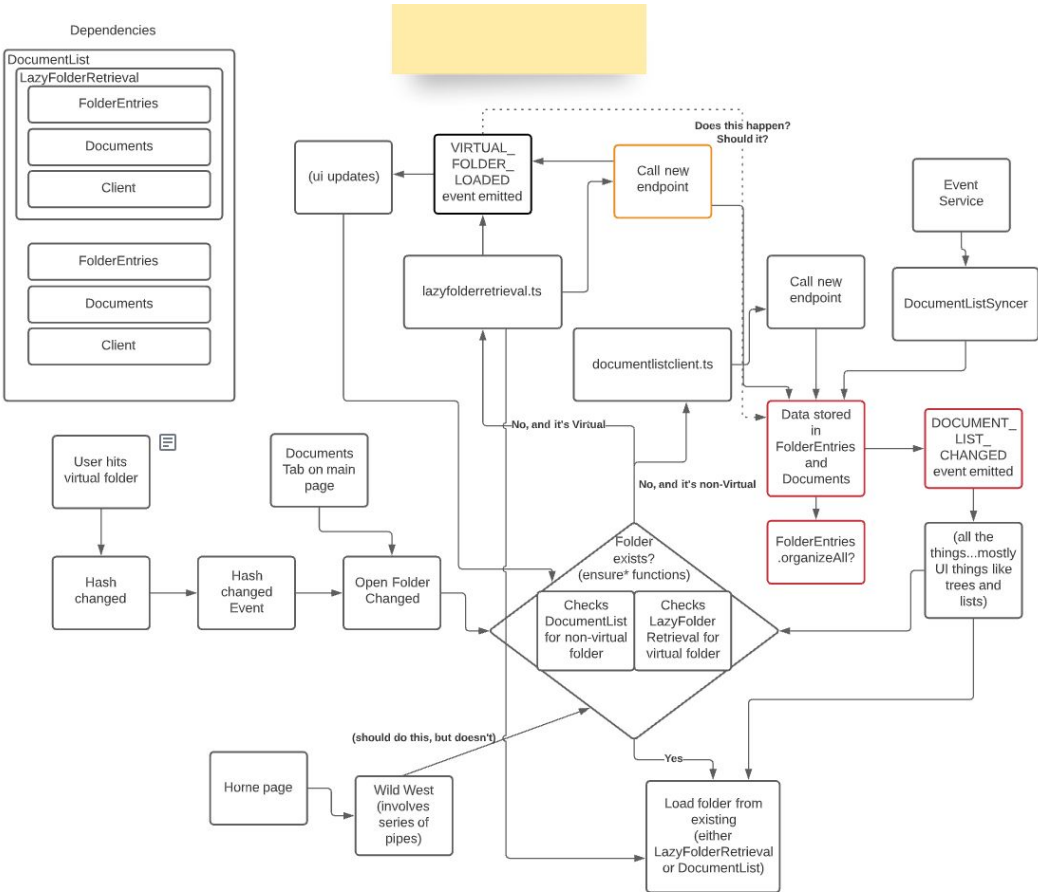
Chief Software Architect

About Ryan

- Chief Software Architect at Lucid
- Enjoys building high-quality software
- Amateur pickleball player, shave ice connoisseur and Traeger smoker / grill chef

Ryan Stringham

Visualizing complex architecture



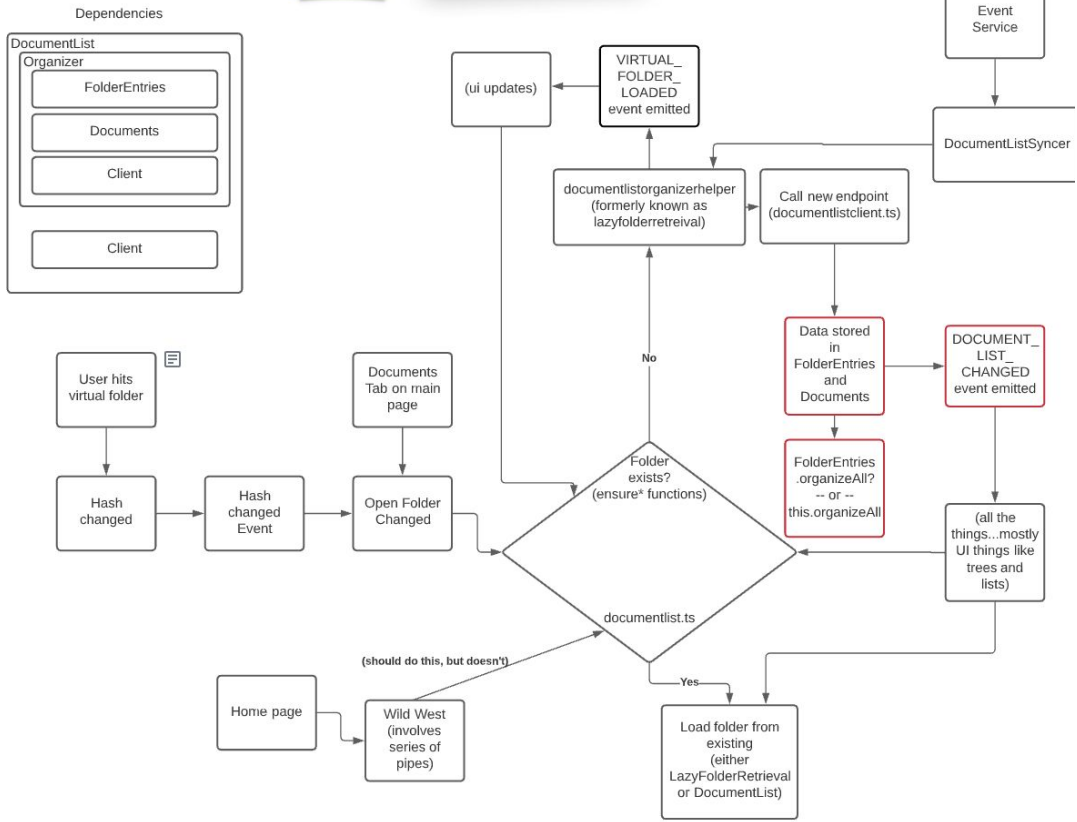
Question:
 1) Do differences in the old "Shared With Me" and the new "Shared With Me" pose a problem for keeping Kitchen Sink data and incrementally-loaded data in the same place?

Ryan Stringham

Visualizing complex architecture

responsibilities:
 - Manage A/B
 - Handle, do I have this? Questions
 - Handle loading incrementally

when they're restructured to also only reorganize what's changed



Question:
 1) Do differences in the old "Shared With Me" and the new "Shared With Me" pose a problem for keeping Kitchen Sink data and incrementally-loaded data in the same place?



Emily Keator

Senior Solutions Engineer

About Emily

- Background in genetics research and full-stack web development
- Graduated Magna Cum Laude from Davidson College
- As a Senior Solutions Engineer, she serves to communicate the voice of the customers back to the Product and Sales Enablement organizations
- Specializes in delivering technical demos to help customers find the right solution

Emily Keator

Cross-functionality in the Lucid Suite

Cast of Characters

- **Emily**, a Lead Sr. Engineer
- **James**, a Product Manager
- **Skye**, a Product Marketing Manager
- **Kelsey**, a Director of Engineering
- **Anna**, a UX Designer
- **David**, a Cloud Architect
- **Kristy**, a Sr. Security Engineer

Scene

- **Lucid HQ**, business as usual

← → ⌚ Search Lucid Software ?

Lucid Soft... ✎

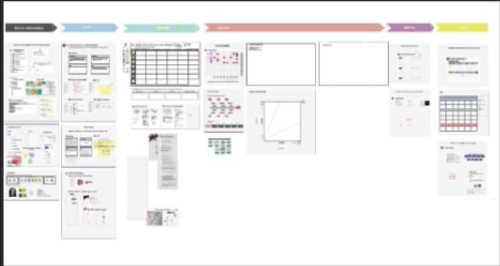
Lucidspark ☆

Messages About

↑ Unread menti...

Friday, March 5th

Lucidspark Board from Lucidspark



Today

Lucidspark APP 11:07 AM

@smarshall left a comment for you on:

Customer Feedback Interviews

"Customer feedback collected recently, thought your teams would find it interesting"

@jpatton Emily Keator

Message Lucidspark

Aa @ 😊 📎 ▶

New



Add in-app chat



JP



Share

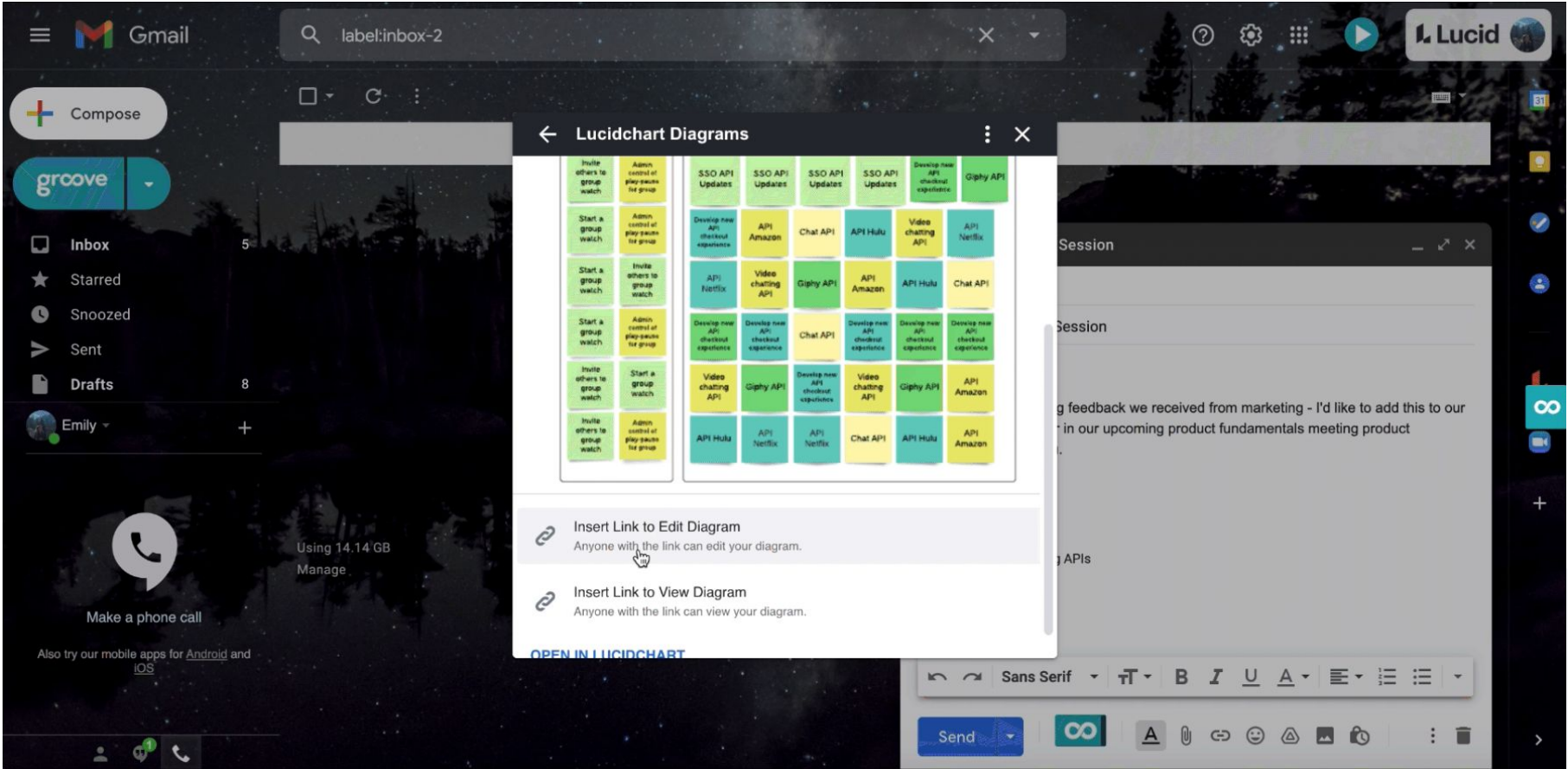


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Liberati... 14pt

 35%



Gmail

label:inbox-2

Compose

groove

- Inbox 5
- Starred
- Snoozed
- Sent
- Drafts 8
- Emily +



Using 14.14 GB
Manage

Make a phone call

Also try our mobile apps for [Android](#) and [iOS](#)

← Lucidchart Diagrams



- Insert Link to Edit Diagram
Anyone with the link can edit your diagram.
- Insert Link to View Diagram
Anyone with the link can view your diagram.

[OPEN IN LUCIDCHART](#)

Sans Serif T B I U A

Send

Create

SUN 14 MON 15 TUE 16 WED 17 THU 18 FRI 19 SAT 20

Product Fundamentals
Monday, March 15 · 1:00 – 3:00pm

Join Zoom Meeting
ID: 99649182992

3 guests
3 awaiting

- Emily Jensen
- James Patton
- Kelsey Roderick

Lucidspark Document:
<https://lucid.app/lucidspark/invitations/accept/e56b7a8b-e720-49e6-9cfa-25833cbf0c86>

Emily Meetings
Created by: Emily Keator

Product Meeting
9 – 10am

Sprint Planning
10 – 11:30am

1:1 Jensen
10 – 11am

Sprint Reviews
10am – 3pm

Team Lunch
12 – 1pm

Product Fundamentals
1 – 3pm

Custom Dev - Stark Indu
2 – 3pm

Event saved Undo X

Reminders

Tasks

Other calendars

Product Fundamentals: Lucid

lucid.app/lucidspark/a9482ebf-16a3-4f6c-94c4-ff5bf36bede...

Product Fundamentals

Share

Value Matrix

High

User value

Low

Low Feasibility High

James Patton

Kelsey Roderick

API Hubs

Chat API

Copy API

Video Chatting API

API Toolkit

Share with group

Start a group watch

Share this API product experience

Share this with other members

Gantt Chart (Rough)

Feature 1

Feature 2

Feature 3

Feature 4

Feature 5

Feature 6

Feature 7

Feature 8

Feature 9

Retrospective

What did we do well?

What have we learned?

What should we do differently?

What do we not understand?

22%

Zoom Meeting

James Patton

Emily Jensen

Rocky - Room 301

Liberati... Auto

Figure out scrum teams by 3/22

Approve Scrum Teams by 3/25

Log new epics in Jira by EOD

Review architecture support by 4/1

Alter user flow by 3/25

Add supporting docs to Product Presentation by 4/2

Architecture security review with Kristy 3/28

- Create container
Add selected sticky notes
- Magic Sort BETA
Group sticky notes with similar themes
- Sort
Organize sticky notes by category
- Gather
Collect certain sticky notes

Liberati... Auto

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Collect certain sticky notes

Followup It

Liberati... 14pt

Emily	David	Kelsey	James	E Jensen
<ul style="list-style-type: none"> Log new epics in Jira by EOD Figure out scrum teams by 3/22 Review architecture support by 4/1 Add supporting docs to Product Presentation by 4/2 	<ul style="list-style-type: none"> Review architecture support by 4/1 Add supporting docs to Product Presentation by 4/2 Architecture security review with Kristy 3/28 	<ul style="list-style-type: none"> Approve Scrum Teams by 3/25 Add supporting docs to Product Presentation by 4/2 	<ul style="list-style-type: none"> Alter user flow by 3/25 	<ul style="list-style-type: none"> Alter user flow by 3/25

Import Jira issues

project = "Keator Project"

Advanced search

<input type="checkbox"/> Summary	Key	T	P	A	Status
<input type="checkbox"/> Start a group watch	EKP-49	⚡	↑		To Do
<input type="checkbox"/> API Amazon	EKP-48	⚡	↑		To Do
<input type="checkbox"/> API Netflix	EKP-47	⚡	↑		To Do
<input type="checkbox"/> Develop new API checkout experience	EKP-46	⚡	↑		To Do
<input checked="" type="checkbox"/> Update architecture for H2 kickoff	EKP-45	⚡	↑	D8	To Do
<input type="checkbox"/> Link to suggested movies	EKP-44	📺	↑		To Do
<input type="checkbox"/> Suggestion engine	EKP-43	📺	↑		To Do
<input type="checkbox"/> Admin control of play-pause for group	EKP-42	📺	↓	EX	To Do
<input type="checkbox"/> Streaming partners auth	EKP-41	✓	↑		To Do
<input type="checkbox"/> Link to suggested movies	EKP-40	✓	↑		To Do
<input type="checkbox"/> Start a group watch	EKP-39	✓	↑	5	To Do
<input type="checkbox"/> Suggestion engine	EKP-38	✓	↑	AP	To Do
<input type="checkbox"/> Link to suggested movies	EKP-37	✓	↓	D8	To Do

1-49 of 49

Cancel

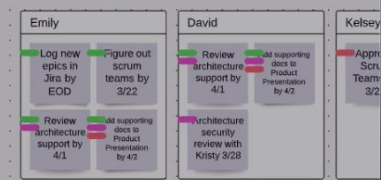
Import into Matrix

Import 1 issue

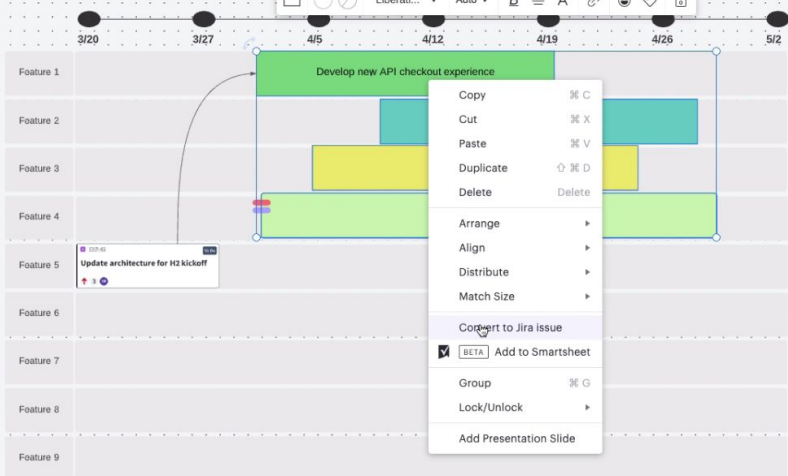
Gantt Chart



Followup Items

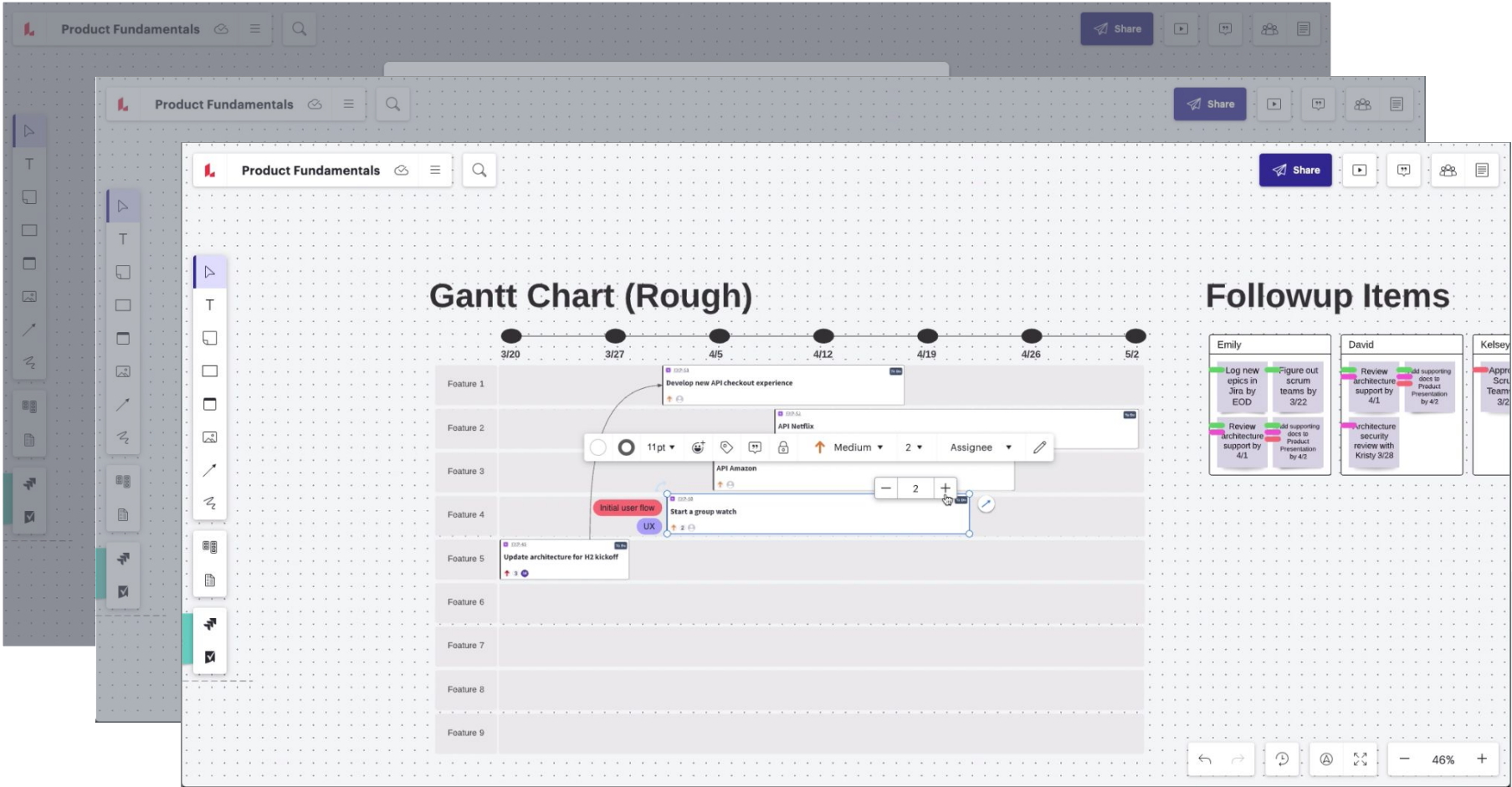


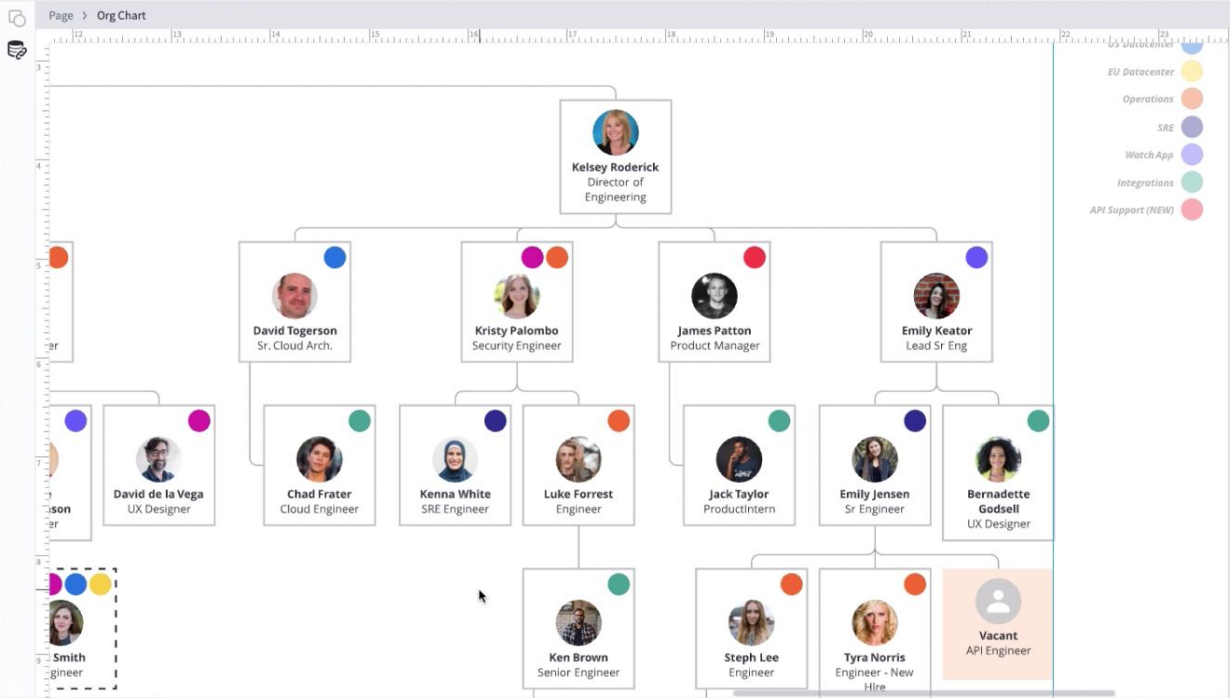
Gantt Chart (Rough)



Followup Items

Emily	David	Kelsey
Log new epics in Jira by EOD	Review Architecture support by 4/1	Appx Scr Team 3/2
Figure out scrum teams by 3/22	Architecture security review with Kristy 3/28	
Review architecture support by 4/1		
Add supporting docs to Product Presentation by 4/2	Add supporting docs to Product Presentation by 4/2	





- EU Datacenter
- Operations
- SRE
- Watch App
- Integrations
- API Support (NEW)

Org Chart

Layout Data

Visualization

Layout Style

Expand/Collapse

Shape Style

Photo

Upload Photos

URL Field
-- Select --

Employee Fields

- ID
- Name
- Manager ID
- Title
- Performance Revi...
- Job Satisfaction
- Leaving

[Leave Feedback](#)

Press ESC to stop editing this group

Group View

Layout Data

Style

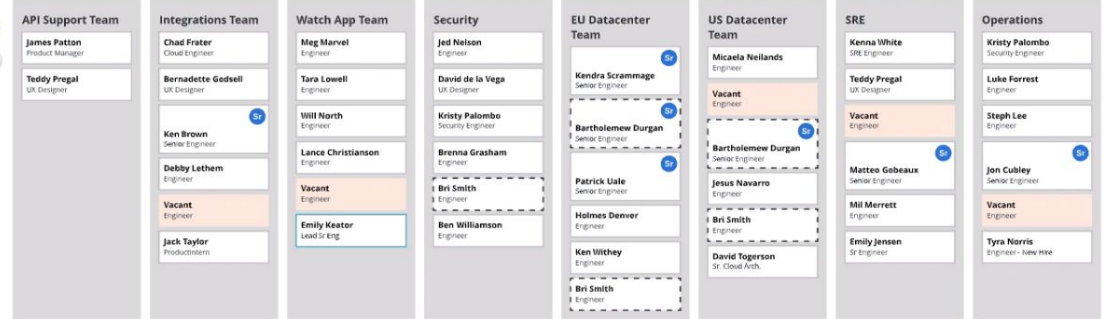
Set Default Shape Style

Clear Overrides

Manage Fields

- ID
- Name
- Manager ID
- Photo URL
- Title
- Performance Review
- Job Satisfaction
- Leaving
- Location
- Team
- Total Items
- Total unique items
- Total containers
- Scrum Team

Leave Feedback



API Support Team

- James Patton Product Manager
- Teddy Pregal UX Designer
- Emily Keator Lead Sr Eng
- Vacant API Engineer
- Emily Jensen Sr Engineer

Integrations Team

- Chad Frater Cloud Engineer
- Bernadette Godsell UX Designer
- Ken Brown Senior Engineer
- Debby Lethem Engineer
- Vacant Engineer
- Jack Taylor ProductIntern

Watch App Team

- Meg Marvel Engineer
- Tara Lowell Engineer
- Will North Engineer
- Lance Christianson Engineer
- Vacant Engineer
- Emily Keator Lead Sr Eng

Security

- Jed Nelson Engineer
- David de la Vega UX Designer
- Kristy Palombo Security Engineer
- Brenna Grasham Engineer
- Bri Smith Engineer
- Ben Williamson Engineer

EU Datacenter Team

- Kendra Scrammage Senior Engineer
- Bartholemew Durgan Senior Engineer
- Patrick Uale Senior Engineer
- Holmes Denver Engineer
- Ken Withey Engineer
- Bri Smith Engineer

Group View

Layout Data

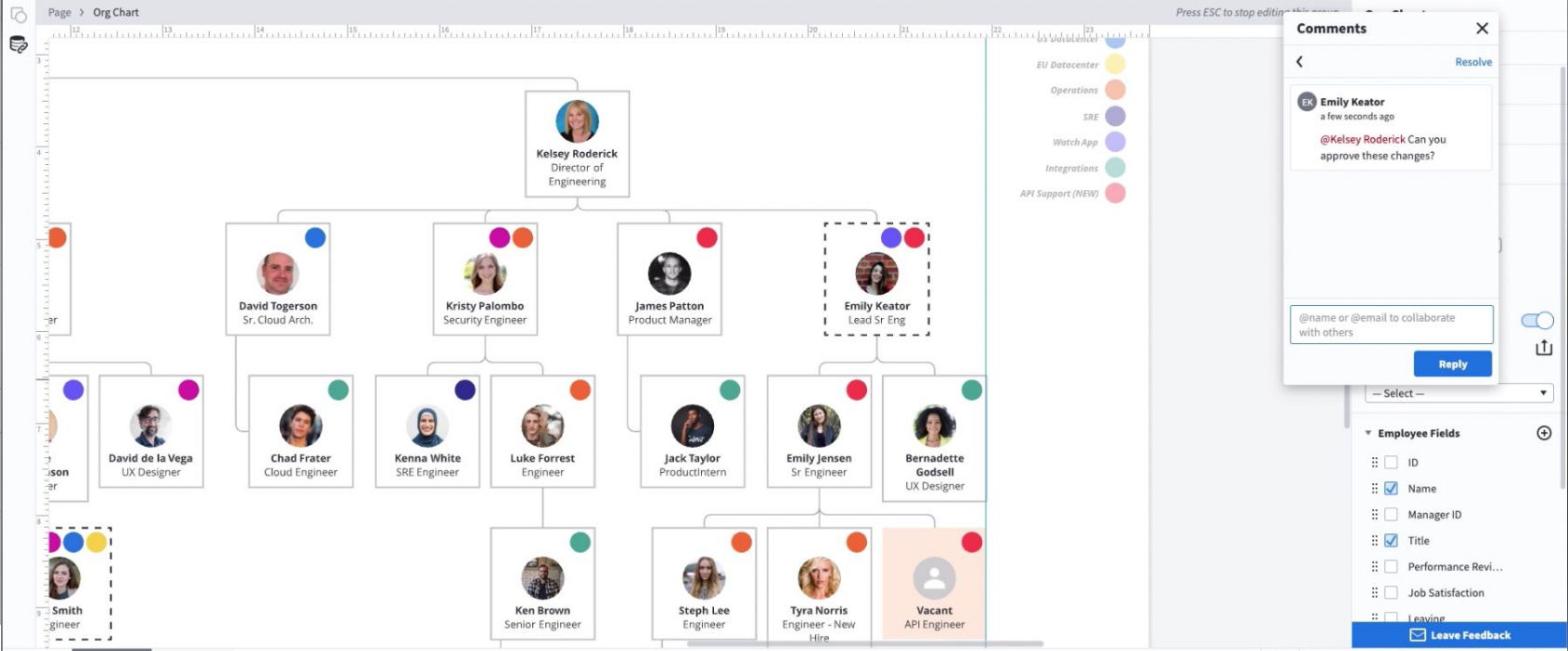
> Layout

Manage Fields

- ID
- Name
- Manager ID
- Photo URL
- Title
- Performance Review
- Job Satisfaction
- Leaving
- Location
- Team
- Total items
- Total unique items
- Total containers
- Scrum Team

Manage Containers

Leave Feedback



Comments ✕

[Resolve](#)

Emily Keator
a few seconds ago

@Kelsey Roderick Can you approve these changes?

@name or @email to collaborate with others

[Reply](#)

— Select —

Employee Fields +

- ID
- Name
- Manager ID
- Title
- Performance Revi...
- Job Satisfaction
- Leaving

[Leave Feedback](#)



Username

Password

Go

Resolve

EK Emily Keator
a few seconds ago

Anna, can we get this updated to reflect our new API options that are coming soon? Thanks!!

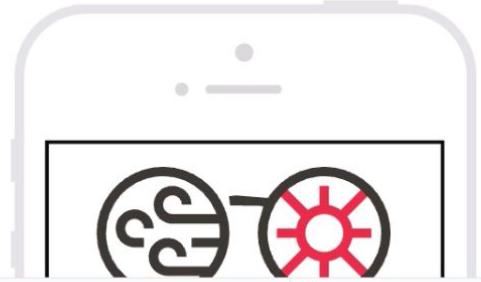
@name or @email to collaborate with others

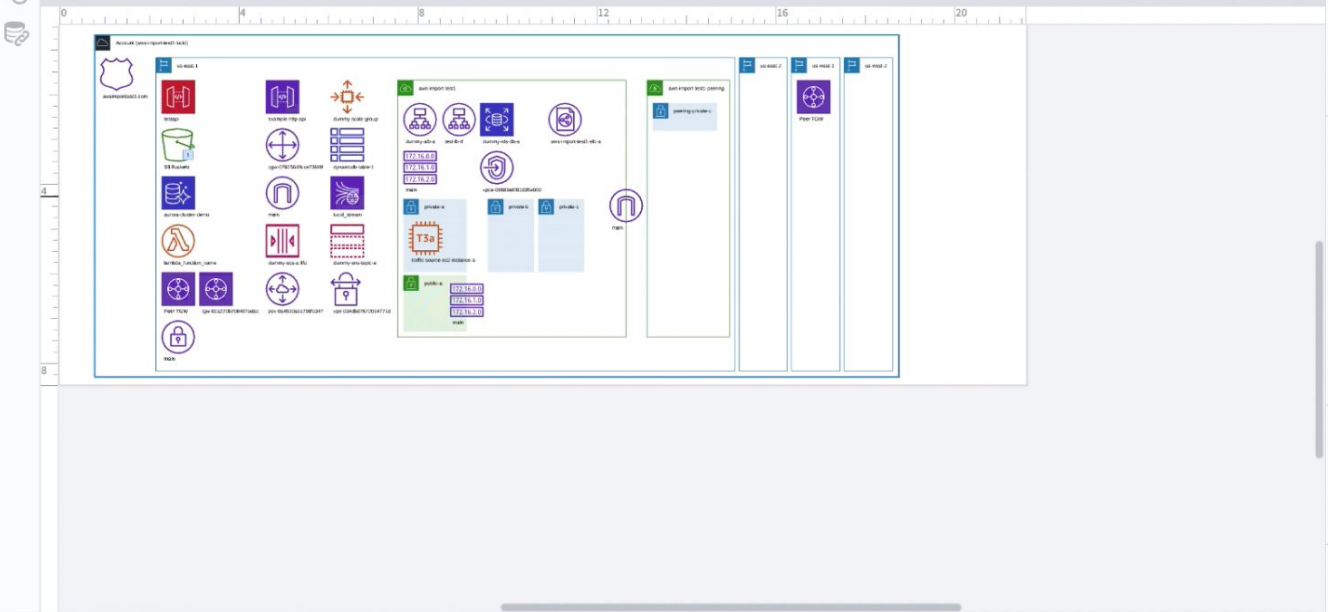
Reply

Login info correct?

Incorrect

Retry login





Cloud Insights - AWS

- Refresh Architecture** Update from your connected AWS Cross-Account Role
- Replace Architecture** Replace your data in the canvas with a new data source
- Convert to Regular Shapes** Create a new page with shapes you can move freely
- Export As JSON** Export your architecture data as JSON
- Export As Anonymized JSON** Export your architecture data as JSON with sensitive fields anonymized

Filter Data

Shared Filters

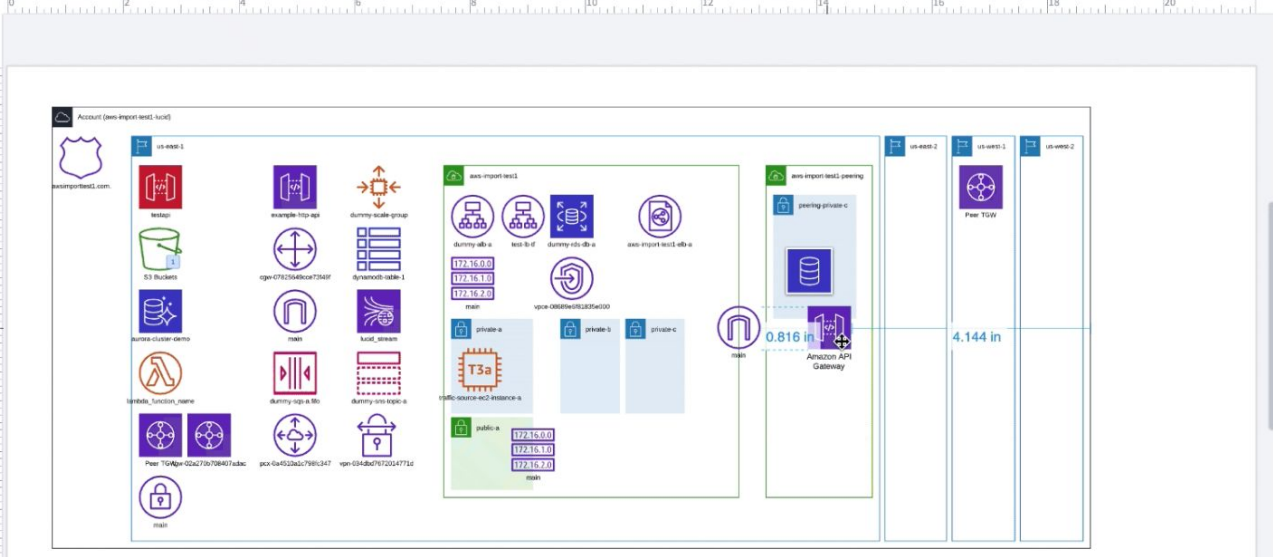
- \$Tags Applicati... Contains B...
- \$Tags Applicati... Contains B...

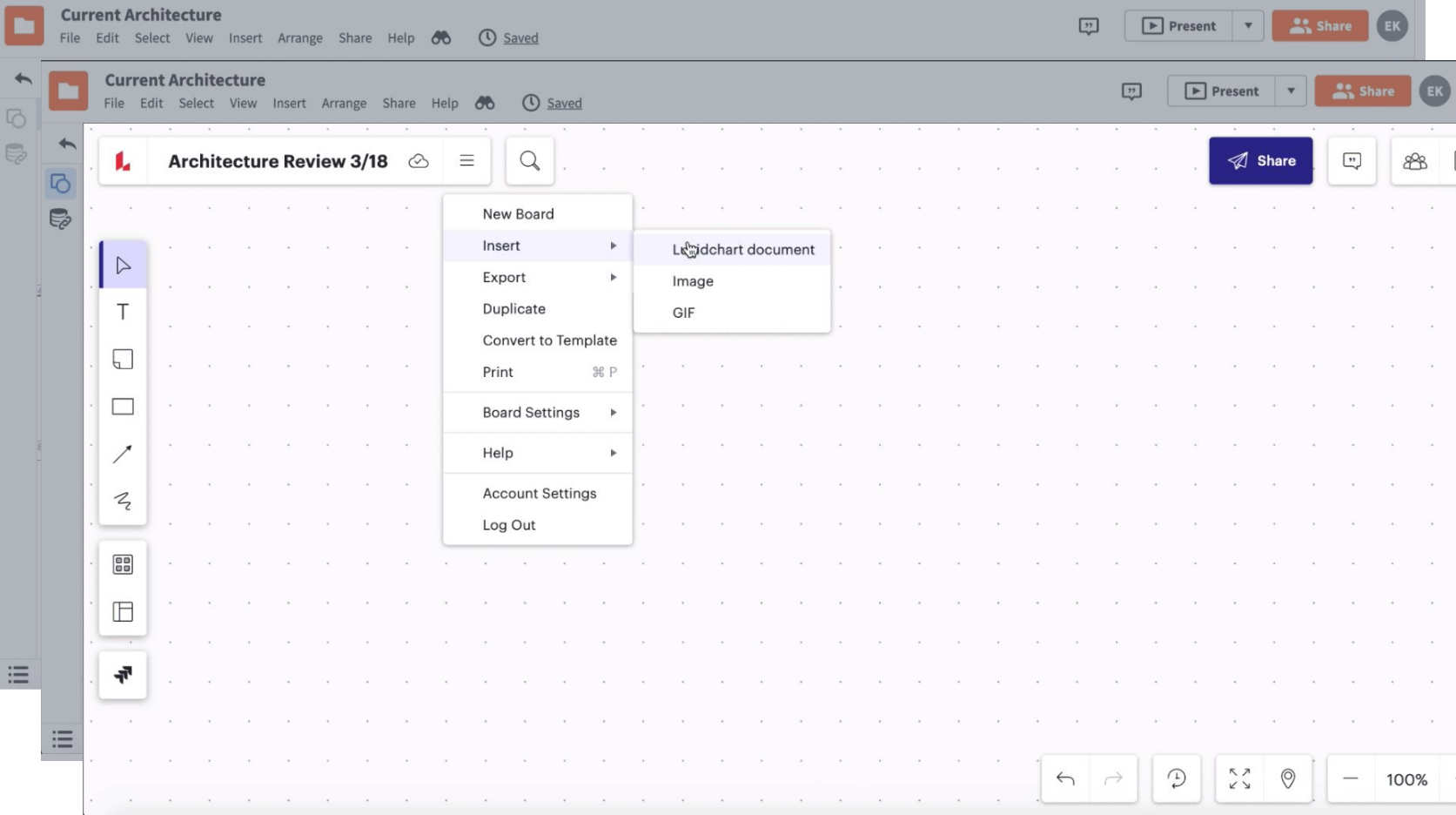
Lines

- Content Delivery ▶ 0

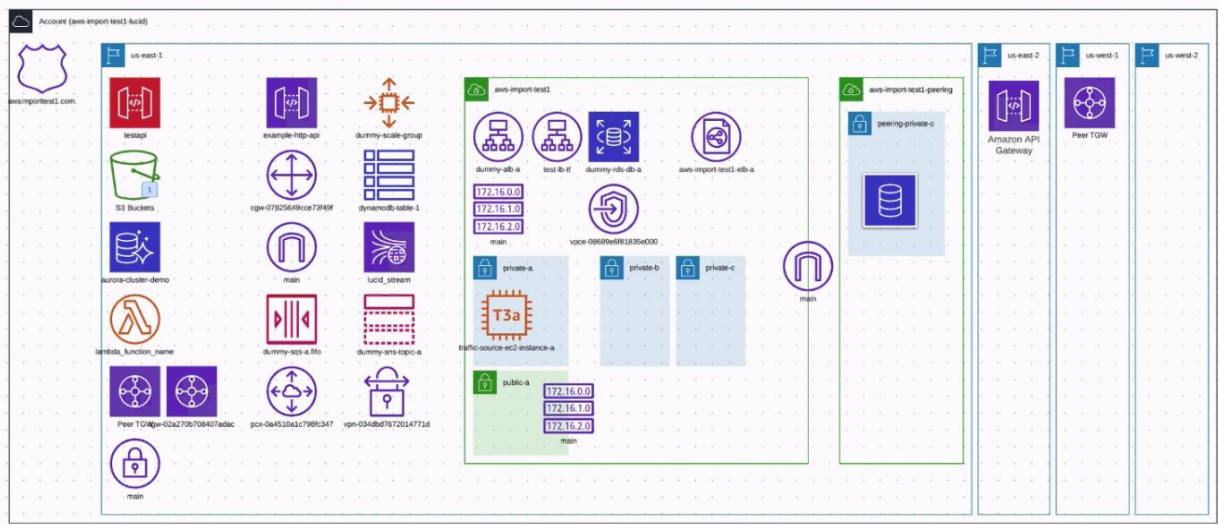
Shapes

- Networking & Content Delivery
- Migration & Transfer
- Import Data





- Navigation icons: Home, Back, Forward, Search, etc.





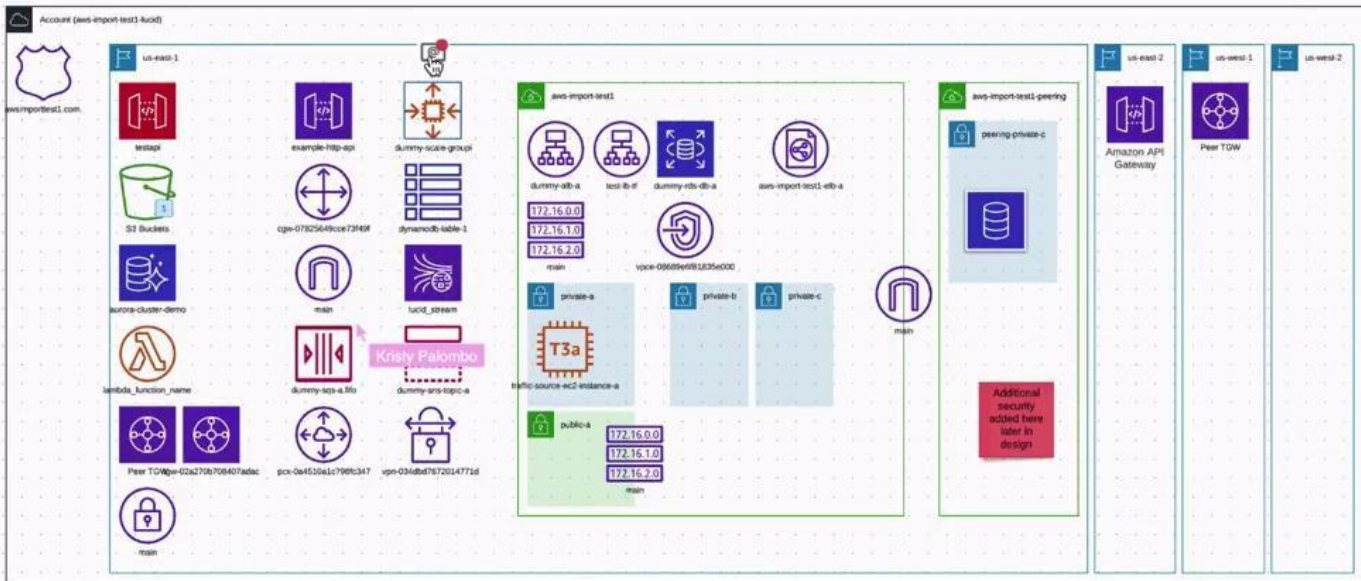
KP



Share



1





Status report - 3/21



File Edit View Insert Format Slide Arrange Tools Add-ons Help [Last edit was seconds ago](#)



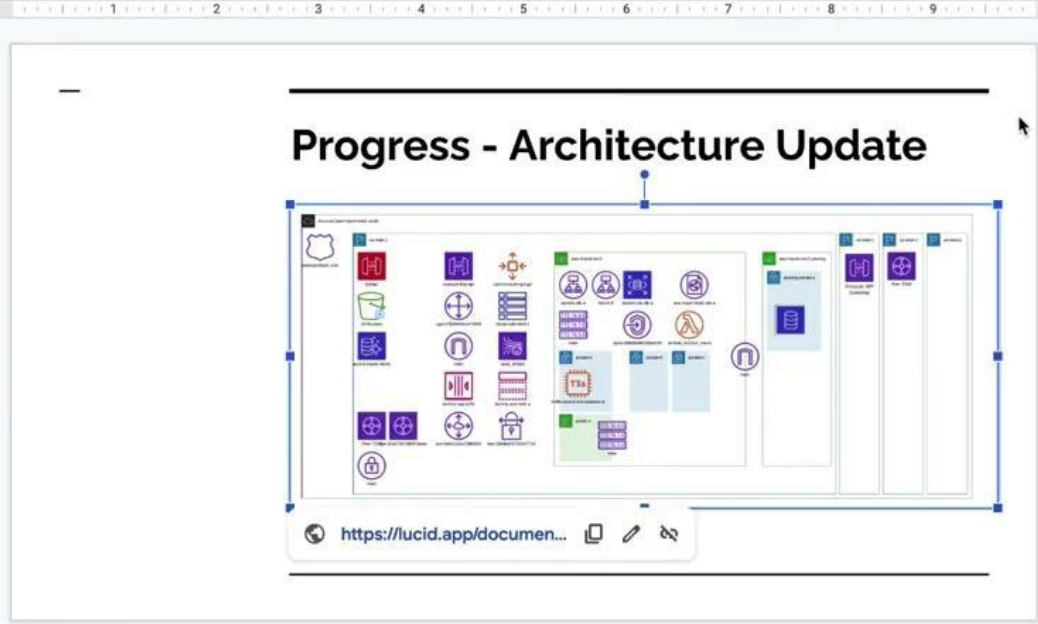
Present

Share



Replace image Format options Animate

- Overview
- 3 Progress - API Planning
- 4 Progress - Architecture Update
- 5 Progress - Architecture Update
- 6 Attention areas
- 7 Schedule



<https://lucid.app/documen...>

Click to add speaker notes

Working

Explore

Lucidchart Diagrams



Folders



My Diagrams



Shared Diagrams



Emily Keator

Cross-functionality in the Lucid Suite

How they ended up...

- **Emily**, successful in planning and managing her team's tasks and needs
- **James**, delighting customers with product roadmap
- **Skye**, easily communicated customer needs to the right people
- **Kelsey**, effectively managed her various scrum teams and roadmaps
- **Anna**, creating comprehensive design with relevant input
- **David**, efficiently (re)designing cloud architecture and communicating the design
- **Kristy**, keeping the architecture secure & compliant

Agenda

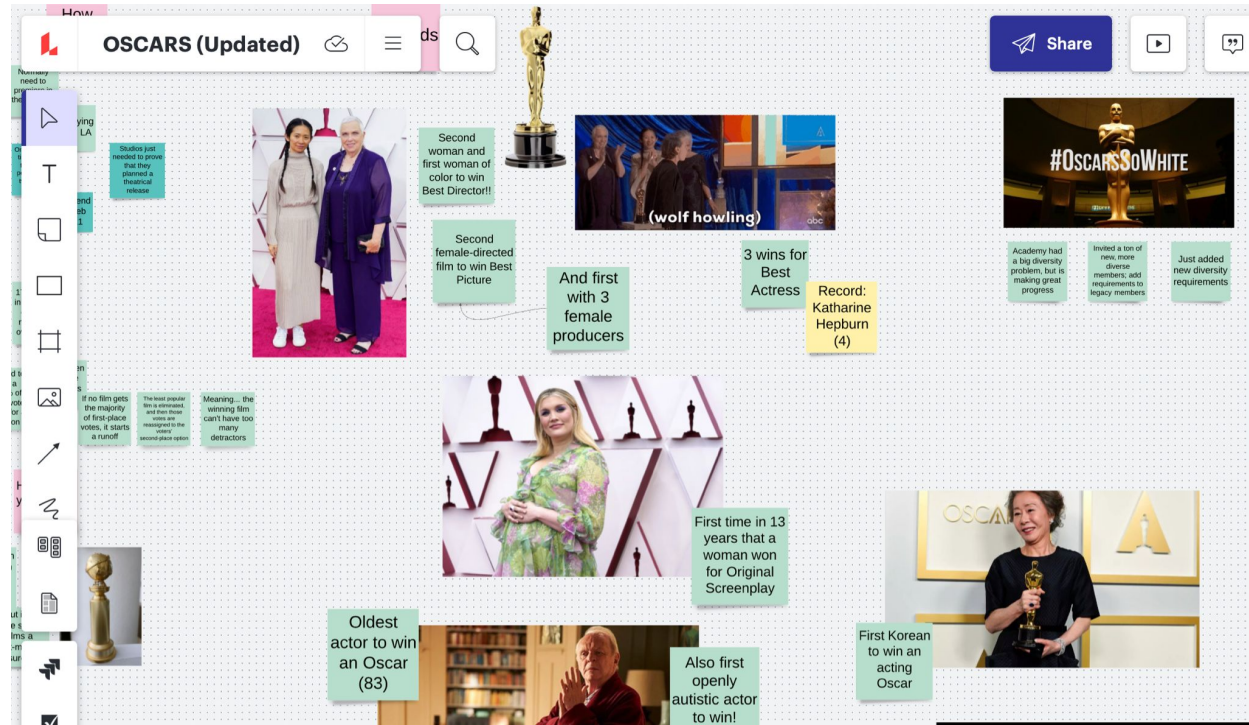
A showcase with our internal teams

- Opening
- Purpose and Outcomes
- Use-case stories:
 - Michelle Fisher
 - Jarom Chung
 - Brian Pugh
 - Ryan Stringham
 - Emily Keator
- Your call to action
- Closing

Share your Lucid creations

How do you use the Lucid Visual Collaboration Suite?

Post your Lucidchart or Lucidspark docs with the hashtag #LucidCreates for a chance to be featured on our social channels.



Respond via the Zoom chat function

Closing:

From today's session, what are you taking away that is useful to you?

June 29 | 10 a.m. MDT

Mastering collaboration in a hybrid work environment

Register for the next webinar

Lucidchart



Implement a culture of collaboration in your hybrid teams

Hybrid work environments have changed the way we work and interact with one another. Many employees miss the in-person banter and spontaneous collaboration, and over the last year, many organizations have recognized just how important those in-person experiences are to connect and innovate quicker.

So, how can leaders help their teams master this new working environment? In this webinar, we'll address ways to implement a successful hybrid work environment while prioritizing relationships and collaboration.

[Register now](#)

Reserve your seat below!

June 29 | 10 a.m. MDT

During this webinar, you'll learn strategies to:

- Create time-zone-friendly hybrid teams
- Communicate team policies and check-ins
- Set up high-velocity collaboration and working meetings
- Develop and maintain stronger working relationships

[Register now](#)

Thank you!

