Amazon Global Security Operations (GSO)

Global Security Academy Online Portal Redesign

Design for Scalability

Problem
At Amazon, Loss Prevention (LP) Specialists and Managers are responsible to protect people, product, and data at Amazon warehouses. They rely heavily on online resources to do their job. Currently, LPs are lacking effective ways to navigate through the vast amount of GSO resources.

Goal
Our goal was to turn the GSA Online Portal website into a one-stop shop for GSO resources, with the core challenge of accommodating the diverse needs for resources across different teams within the LP groups.

Solution

The Scrapbook Framework
Scrapbook is an atomic system that supports customizable resource collections at both team and individual levels. Users can share frequently-used resources within and across teams, as well as discover new resources through blogs written by GSO subject matter experts. This framework would benefit web admins too, by enabling them to fully focus on resource information without having to worry about web layouts.

Resource Card
Resource Card is the basic unit of the Resource Library. One resource is displayed on one card. Resource Card provides basic information that could help users quickly get to know the resource.

Resource Library
Resource Library is a centralized place for all GSO related resources including those each role and region would need. All resources within the Resource Library are visible to everyone at GSO.

Bookmark Collections
While the Resource Library contains all kinds of resources, users can bookmark the useful ones and save them in Bookmark Collections for themselves or share with the team.