Identify Incident

Evaluate Complexity

Notify Appropriate Parties

INCIDENT AHEAD

Establish IC

Activate ERP

OUR SOLUTION

Incident Ahead is a card game that educates players about critical terms and processes used in incident management. Most importantly, the game stimulates a cultural shift for security training and promotes effective incident management.

GAME OVERVIEW

2-6 player card game
10-15 minutes
Family friendly
Competitive, strategic, chance

FEATURED CARDS

Incidents

UNEXPECTED WEATHER 3

3 You must deal with this incident to continue playing.
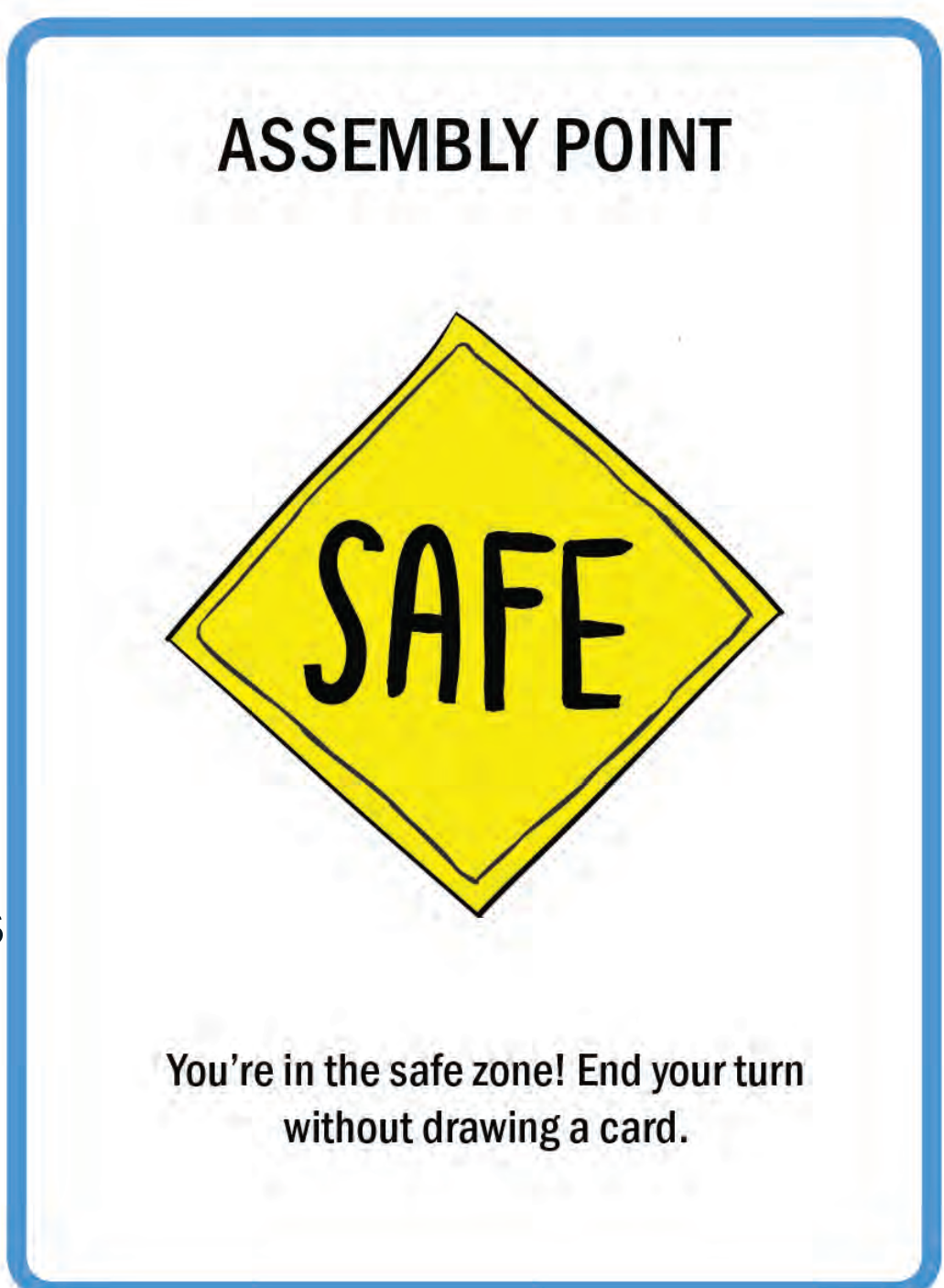
Incident Complexity

Once an incident is drawn, that player loses and is eliminated from the game unless they have the appropriate cards to resolve the incident.

Incident Responses

INCIDENT COMMANDER

Play this along with an ERP to resolve any incident.

Card Abilities

Incident Commander, Emergency Response Plan, and Incident Management Team cards are used to resolve incidents.

Action Cards

ASSEMBLY POINT

SAFE

You're in the safe zone! End your turn without drawing a card.

Card Border Color Signifies Card Type

All other cards in the deck are tools that should be used wisely to decrease the chance of stumbling upon an incident.

OPPORTUNITY

Current security trainings have low knowledge retention rates, lack interaction or any social aspect, and are forced upon employees.

This can lead to poor incident management in the workplace, creating a risk to company products, brand, health and safety of employees.

Amazon is looking to develop a physical game that facilitates knowledge retention for incident management.

PROCESS

Domain Research
Explored game mechanics, designing for learning, conducted interviews, and analyzed training feedback.

Ideation
Created affinity diagrams and mind maps, conducted individual ideation, and most importantly, played games.

Prototyping
Designed low-fidelity prototypes using paper and dry-erase cards leading to high fidelity mockups.

Playtesting
Conducted playtests with professional game designers and Amazon employees.

RESULTS

Prioritized training content, narrowed focus, map game mechanics, and establish final learning outcomes

Key changes between iterations included providing players more agency, changing card probabilities, and resolving edge cases.

Playtesting refined the game to match preset constraints and identify points-of-failure not considered.

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