Story

Managing a big office building is a time consuming task. From manually turning on/off the air conditioners to the lights, extensions, blinders, checking of the water in the pantry or the supply of the paper towel in the comfort rooms and etc.

This prototype aims to provide a dashboard to the Utility personnel to efficiently manage an office building by providing an easy to use dashboard to check the status and control the said equipment.

This will make the job of the Utility personnel easier, efficient management, thus resulting to a lower operational costs for the business.
[Timmy]
[Utility Personnel]

[My building is my baby. I want it to save its energy and keep it clean.]

About
• 36 years old and Married. 25 years’ experience in utility management.
• I’m the one who ensures the office is running smoothly and efficiently.
• Always mobile. Roving from floor to floor for maintenance.
• I work with technicians, and other utility personnel.

Responsibilities
• I am responsible for the cleanliness of the office.
• I am responsible for ensuring all equipments in the office are working.
• I turn off every equipment during the end of the working day and on during the start.
• Responsible for water and tissue supply in the pantry and comfort rooms.

Needs
• I need to turn off and on all the lights, AC units, projectors, every end and start of the day.
• I need to check restrooms supply of tissue every now and then.
• I need to check for any defective equipments in all the floors of the building.
• I need to keep the water supply in the pantry every hour.

Main Goals
• Save energy by proper maintenance and operation of all equipments in the building.
• Better efficiency in overall management of the building.

Pain Points
• Always need to rove in all the floors to check everything.
• Need to do everything manually like turning off/on equipments which is too many.
Now try it on your own:

Point of View

As a utility personnel,
I need a way to turn on/off every equipment,
check and replenish supplies of water and paper towels in pantry and comfort rooms,

so that the building is fully functional and also reduce operational cost for the business.
UX Journey
Describe Actions, Mindset, Feelings and Touch points

Actions
What actions and activities does the Persona take while going through the journey to achieve their goal?

Mindset
What is on the Persona’s mind while taking the actions of their journey?

Feelings
How does the Persona feel each step of the journey? In the template you can color code the different bars. If all 4 bars are colored the persona is super happy, whereas if the persona is upset only one bar is colored.

Touch Points
What touch points does the Persona have? Those can be, for example, tools, channels, devices, conversations, and so on.
<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>Go to the first floor of the building.</th>
<th>Check for defective equipments.</th>
<th>Check for supply of water in the pantry and tissue in the restrooms.</th>
<th>Turn off all the lights, AC units, Extensions, Projectors.</th>
<th>Roll down all the blinders.</th>
<th>Repeat on all the floors and then work shift ends.</th>
</tr>
</thead>
<tbody>
<tr>
<td>MINDSET</td>
<td>“Another day at the office, need to roam again.”</td>
<td>“After checking 50 extensions, only 2 of them are not working. What a waste of time.”</td>
<td>“First rove: Still has supply.” After 5 minutes, “Employee: Can you please refill the water in the pantry”.</td>
<td>“This is just too many.” “Can’t they just turn off things after they use it?”</td>
<td>“Finally, last things to do.”</td>
<td>“One floor down, more to go.” “Finally, end of work.”</td>
</tr>
<tr>
<td>FEELING</td>
<td>😊</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>TOUCH POINTS</td>
<td>Elevator</td>
<td>Switches Remote Control for AC Units</td>
<td>Tissue Dispenser Water Dispenser</td>
<td>Light Switches Remote Controls</td>
<td>Blinds</td>
<td>Elevator</td>
</tr>
</tbody>
</table>

User Experience Journey Template – Daily Roving on all floors ‘til end of Day.
Prototype
Prototype screens for an IoT application to solve your PoV

You can use this space to insert your mockup(s):

Link for my prototype mockup using SAP Build:

https://standard.build.me/api/projects/7c6eb90e646d16820cd272cd/prototype/snapshot/latest/index.html#/14774973017036045_S1