

## Story

A software company own many buildings in their HQ, and each of them has revolving doors with ID card authentication at the entrance for security reason.

Due to the pressure of reducing maintenance cost, frequency of maintenance is limited and it sometimes causes defect of the doors. To make things worth, defect is not reported timely. Since each building has several doors, employees make long line to use available one, and someone who get frustrated to wait in the line calls in anger to claim facility manager.

Facility manager knows there is a correlation between the possibility of defect and number of revolutions after maintenance, but maintenance is done based on the time after previous maintenance. She also knows if she could see the number of revolutions, she could notice a defect before angry employee reports it.

## Persona



# [JYNX]

## [Facility Manager]

“I like to make all facilities works without any defects.”

### About

- 28, Single, 2 years of facility manager experience.
- Weight:40.6kg, Height:1.4m
- Type: Ice/Psychic
- Being a good facility manager, I have to keep balance between availability of facilities and its maintenance cost.

### Responsibilities

- I am responsible for all revolving doors of buildings in the campus.
- I spend more than half of my time in my office, on the computer.
- Sometimes I need to go out to be caught by trainers.

### Needs

- I need to see the number of revolving of each door.
- I need to know the possibility of defect.
- I need Candy and Stardust for Power Up.

### Main Goals

- Being a good facility manager, I have to keep balance between availability of facilities and its maintenance cost.
- Fix a defect before claimers report it.
- Having time to walk with trainers as a buddy.

### Pain Points

- Can't see the number of revolving although it's same as the one of ID card authentication.
- Need to be in office to answer the call reporting defects.
- Attacking Pokemon's Move Type: Fire, Fighting, Bug, Rock, Dark, Steal.

## Point of View

As a facility manager

I need a way to see the number of revolving of each doors

so that I can make better maintenance plan and see the possibility of defect.

## User Experience Journey

<b>ACTIONS</b>	Start ERP on her PC	Open a list of equipment to see last maintenance date	Open another screen to create maintenance order for today		Get a call from claimer	Call to maintenance staff to go to see it
<b>MINDSET</b>	Nothing special	Feeling time based maintenance doesn't work	Need to be careful to specify correct equipment number		Sorry for the defect	In a hurry
<b>FEELING</b>	😊					
	☹️					
<b>TOUCH POINTS</b>	ERP on her PC	List of equipment	Maintenance Order		Phone	Phone

# Prototype

## Prototype in BUILD

