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

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

Facility manager knows there is a correlation between the possibility of a defect and the 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 an 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.

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.

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.

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