

Facilities management

This design project aims to empower administrators to efficiently create & manage sport facilities for their local club.

The image displays a web application for facilities management, featuring several key components:

- Create a Facility Form:** A form with fields for Title, Facility type (Training), Description, Location, and Date. It includes a 'Create Facility' button and a 'Cancel' button.
- Add Manager Modal:** A modal for adding a manager, with a field for 'Enter coach name or email address' and an 'Add Manager' button.
- Add Group Modal:** A modal for adding a group, with a field for 'Enter group name' and an 'Add Group' button.
- Calendar View:** A calendar showing events for February 2024. The calendar is organized by days of the week (SUN, MON, TUE, WED, THU, FRI, SAT) and dates. Events are color-coded: red for 'U16s Boys training', purple for 'Ladies Division 1 Roinn 3', and teal for 'Senior League Match'.
- Event Detail Pop-up:** A detailed view of the 'U16s Boys training 2024' event, showing the date (Tuesday, February 10th), time (10:00am - 11:00am), location (Pitch 1, Gaelic Park, Bundoran), and a list of managers (James Brennan, Paul O'Connor). It also shows a list of groups (U16's Boys) and a description of the event.



ClubStream empowers clubs of all types by streamlining administration, driving recurring revenue and enhancing member engagement.



Overview

My Responsibilities

User research

Ideation

Visual Design

Timeline

2 Weeks (Discovery & design)

Problem space

Administrators need help **managing and optimizing** the utilization of sports facilities

Use case: Facilities management, creation & booking for Club Administrators

User research

 Interview

 Persona

 Competitor analysis

Interview

"Conversations can take up a lot of time so the time management side of things is challenging"

"You're relying on memory. You're writing it down or using excel sheets. That's the big challenge."

"If teams have to book and change appointments with the facilities it has to be documented. This is open to human error and manual error."

Persona

Persona



Demographics

Age: 49

Education: Bsc. Sports Science

Hometown: Donegal, Ireland

Family: Married, 2 children

Occupation: Paramedic / Club Volunteer

User need statement: Cillian is a paramedic and club volunteer, who needs a streamlined and automated system for managing facility bookings availability because he wants to reduce time spent on manual communication, minimize scheduling conflicts and improve overall efficiency within the club.

Goals

- Establish a streamlined process for all teams to access and utilize facilities without encountering delays or scheduling conflicts.
- Empowers users to manage their bookings and schedules autonomously. A solution where stakeholders can easily book slots, view availability, and make changes without relying on manual communication with the administrator.
- Implement automation through a user-friendly system that reduces the administrative workload and minimizes the likelihood of errors.

Quote

"A lot of clubs have websites. Clubs are getting a bit more involved. A lot of clubs just have fixtures and results but they are not aimed at internal members, volunteers etc. It would make things a lot easier if it can be managed internally without having to speak with a person."

Frustrations

- "You're relying on memory. You're writing it down or using excel sheets. That's the big challenge. It's the time you have to take to speak with these different people. Conversations can take up a lot of time so the time management side of things is challenging"
- "Having no documentation that you can really share that's open source, so people can login and see what their time slot is without having to ring up me or having to communicate"
- "Going to the facilities to check everything, opening up, closing."

Favourite Brands

Apple

Volkswagen

Revolut

oneills

Google Maps

Competitor analysis



Research findings

Pain-points



No Access to
Schedules



Memory
dependency



Human
Error



Time-intensive
chats

Goals



Automation



Autonomy



Better time
management



Improved
communication

Ideation



Brainstorming



Jobs to be done



User story mapping

Brainstorming

Brainstorming helped me put myself in the shoes of the user.

- 1. How do I oversee what coaches can and cannot do within the system?*
- 2. What happens if a manager change is needed? Is it possible for a second coach to be added to a team / group? Can a manager be replaced in team / group?*
- 3. How do set the availability of a facility?*

Jobs to be done

What problems are users trying to solve?

- When Cillian needs to coordinate bookings and resolve scheduling conflicts efficiently, he wants clear visibility of facility availability, so he can manage bookings seamlessly.
- When Cillian needs to ensure smooth access to facilities for all teams, he wants a system to manage facility bookings, ensuring optimal resource utilization.
- When Cillian wants to empower teams and club members to manage their bookings independently, he wants a solution that provides easy access to facility availability and booking options, eliminating the need for manual communication with the administrator.

User story mapping

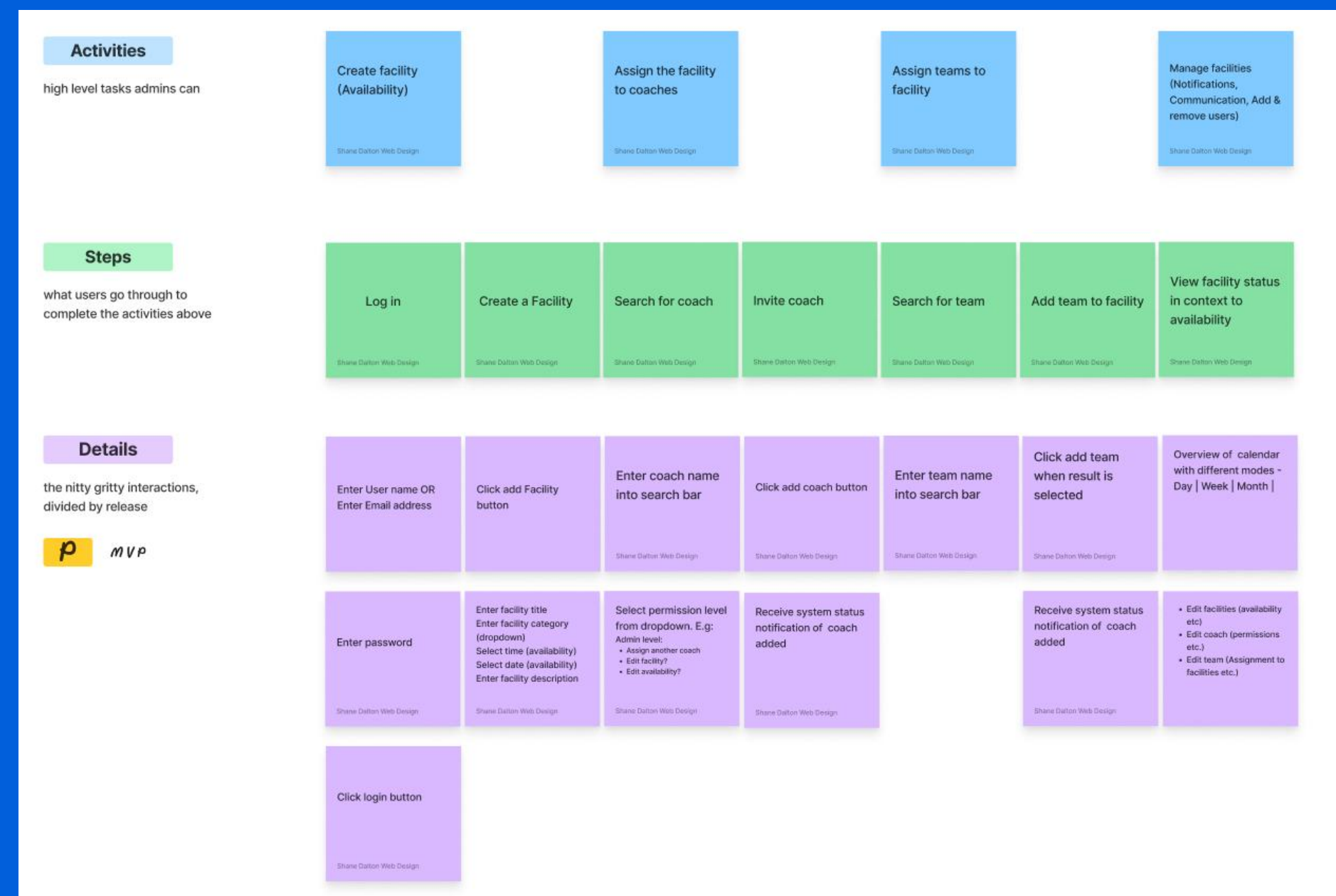
What are the touchpoints involved in a club administrators journey?

Why this approach?

User-centric

Time efficient

Rapid prototyping & testing



Design iterations

- Design task
- Post-task iteration

Design Task



No Access



Error



Autonomy



Management

Scheduling & management

System
Integration

Realt na Mara

News

Facilities

Events

My Groups

Members & App users

Membership types

Finances

Fundraising

Create a facility

Today

< Tuesday 11th March >

Week ▾

8:00 am		Facility: Competitive Coach: John Team: U14's			Facility: Training Coach: Paul Team: U14's		Facility: Training Coach: John Team: U14's
9:00 am	Facility: Training Coach: John Team: U14's						
10:00 am	Facility: Training Coach: John Team: U14's						
11:00 am	Facility: Training Coach: John Team: U14's			Facility: Training Coach: James Team: U16's			Facility: Training Coach: John Team: U14's
12:00 pm			Facility: Training Coach: Mick Team: Seniors			Facility: Training Coach: John Team: U14's	
1:00 pm				Facility: Training Coach: John Team: U14's			
2:00 pm							
3:00 pm							

Label Placeholder text Social login

Login to your account

Username or email

Enter username or email

Password

Enter password

Login

Forgot password?

Or continue with

Email Address

Password

LOGIN

[Forgot password?](#)

Design Task

Facility creation

Facility

×

Title

Enter facility title

Category

Enter facility category

Date

dd/mm/yyyy

Time


09:00 AM


▼


Description

Enter facility description

Create Facility

Memory

Time - chats

Communication

Facility category*

Post-iteration



No Access



Error



Autonomy



Management

Scheduling & management

Material design*

Material Web API?*

Realt Na Mara

Search facilities, coaches or members

Recents

News

Facility management

Events

My teams

Members & App Users

Membership types

Finances

Fundraising

Analytics

Facilities

February 2024

+ Create < > Today Monthly

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
	Senior League Match		Senior League Match Ladies Division 1 Roinn 3		U16s Boys training Ladies Division 1 Roinn 3	Senior League Match Ladies Division 1 Roinn 3
8	9	10	11	12	13	14
	Ladies Division 1 Roinn 3	U16s Boys training Ladies Division 1 Roinn 3	Senior League Match			Senior League Match Ladies Division 1 Roinn 3
15	16	17	18	19	20	21
Senior League Match					U16s Boys training Ladies Division 1 Roinn 3	
22	23	24	26	27	28	29
Ladies Division 1 Roinn 3		U16s Boys training	Senior League Match		Senior League Match	Ladies Division 1 Roinn 3
1	2	3	4	5	6	7
Senior League Match				U16s Boys training		U16s Boys training Senior League Match

Mental model*

Post-iteration



Memory



Time - chats



Communication



Automation

Facility creation

Admin vs
Manager
Edge case?

Create a Facility

Title

0/30

Facility type

Training

Description

Details about event

B *I* U **S** **T**

Location

Date

Select a date

10:00pm 10:00am

☐ Once ☒ Repeat: Weekly on Tues [Edit](#)

Add Manager

Add Manager

Enter coach name or email address

Add Manager

Add Group

Add Group

Enter group name

Add Group

Cancel

✓ Create Facility

U16s Boys training 2024

Tuesday, February 10th • 10:00am - 11:00am

Pitch 1, Gaelic Park, Bundoran

Managers

2 Managers

James Brennan Can Modify

Paul O'Connor Invite others

Groups

1 Team

U16 U16's Boys

This is a description for the U16's Boys training in pitch 1 for 2024.
Lorem ipsum, lorem ipsum.

1 hour before

Future considerations

If I had more time

- Managers booking flow*

Validate designs

- Usability testing
- Measuring KPI's

Accessibility for tech literacy

- Old vs young
- Validation – A/B testing