

Anatomy of a Successful Resource Management Project

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The Ingredients



Build the
Team



Manage the
project



Plan the
Solution



Design
Essentials



Build the Team

All stages of the project = a combined effort



IT Department



Facilities



Resource Bookers



Service Providers

- Implementation
- Administration

Building Requirements

- PAs
- Reception
- End Users

E.g. Catering

Services – What Do Staff Need To Arrange?

Meeting rooms

Services

Resources

Materials



Catering

Hot-desks
Flexible work spaces



Seating layouts



AV-equipment

Cost Code Allocation

Visitor badges



Teleconferencing

Wi-Fi

Parking

Client-specific requests

Two Kinds of Information

Meeting Requirements



Management Information

Extra Services

Cost information (required)

Department:

Cost responsible employee:

Table arrangement

Theater style Boardroom style Horseshoe style

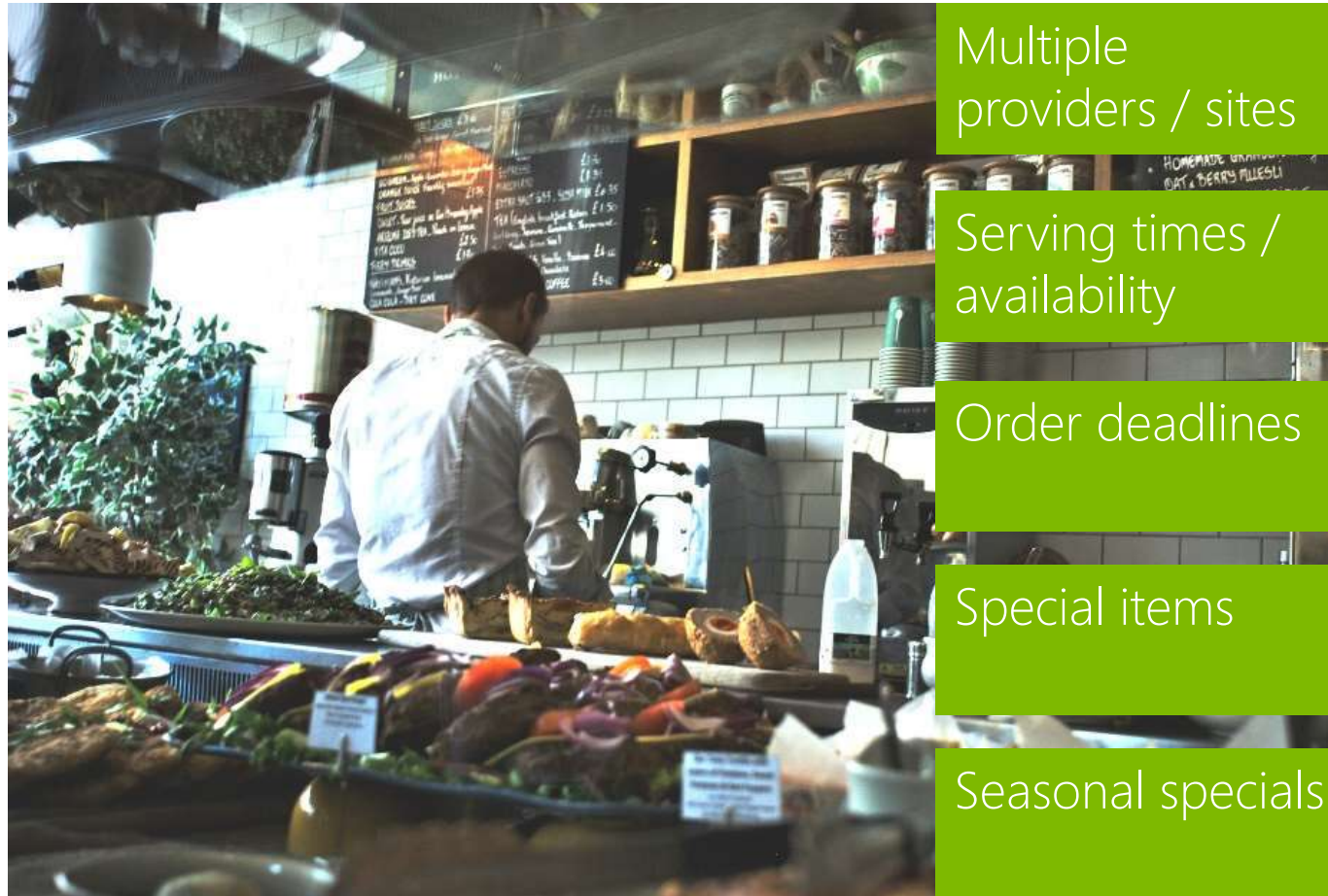
Technical services

LCD Projector

Computer

Wireless internet (password will be provide)

Catering



Multiple providers / sites

Serving times / availability

Order deadlines

Special items

Seasonal specials

Costs

Special requests (e.g. vegetarian)



Complex Conditions



Open / closed times
Service availability
out-of-hours



Restricted rooms
Priority rooms
VIP access



Future booking
window
Maximum meeting
times



Complex bookings



Route requests to the relevant staff



Catering

- Menu choices
- Delivery times
- Allergies
- Cost codes
- Real time updates



Reception

- Visitors
- Print name badges
- Report; print guest list
- Send e-mail upon visitor arrival



IT Department

- Technical services
- View/print daily orders
- Report; print all orders



Facilities

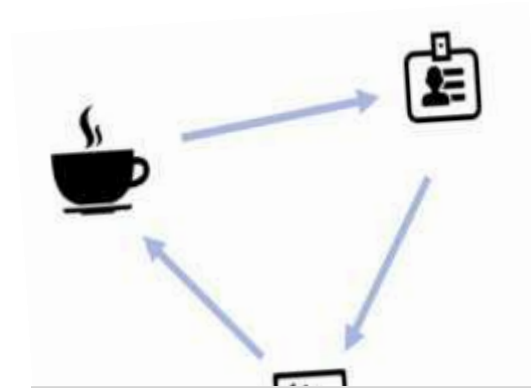
- Seating layouts
- Cleaning schedules
- Approval requests

Information & Workflow

Order No.	Order status	Time	Resource
7300	Confirmed	10/11/2015 08:00	Beach Room
7301	Arranged	10/11/2015 10:00	Small Meeting Room
7313	Locked	10/11/2015 13:00	Estuary Room
7307	New	10/11/2015 14:00	Small Meeting Room

Console View

Always up to the minute
Who can access
What can they access



Workflow

Accept all orders or
Confirm / decline

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Orders

Date: 10/11/2015

Location: (null)

Order # Start time End time Organizer Subject # of att.

Order #	Start time	End time	Organizer	Subject	# of att.
7300	08:00	08:30	Yuan Brady	Opportunity knocks	
90-01 Code Required					
Est Code: 1.02					
Whitboard and Pens					
Stationery Requirements					
18:00					
Serving T					
2. Breakfast Lunch					
C.					
4. Breakfast Meeting					
19:00					
27.00					
Estuary Room					
10/11/2015					
Yuan Brady					
Meeting					

Reports

Utilisation
No-shows
Service provider orders

End User Experience



Book across multiple sites

Mobile access

Request extra requirements

Visibility of previous orders

Change rooms



Seating layouts

Who will supply the paper cups?

Be realistic and don't make assumptions

Company policies still required



You still need people

No solution will meet every need



Project Management



Design Workshop

- Always run a planning workshop
- Involve all key players
- Agree design

Implementation



- Define IT responsibility
- Implementation and administration
- In-house expert

Pilot

- Plan timescale and review
- Scope resources
- Scope people

Roll-Out

- Communicate
- Prepare staff for change
- Consider training

	Room 1	x	x		x	Room1@Man.Acme.com	Rooms	£20.0
	Room 2	x	x		x	Room2@Man.Acme.com	Rooms	£20.0

Group	Cost/H
Rooms	£20.0
Rooms	£20.0
Rooms	£20.0
Rooms	£20.0

Questions for IT



How much time is involved in implementation?

Use existing infrastructure?
Any modifications?

What about rollout & support?

Will IT be involved in administration?



Communication

Be clear and
prepare staff for
change!

End user
training may not
be required

Include
enthusiasts early
on to spread
the word

Use Intranet



Training

On-site or at a
training centre

Service
providers

Administrator
"in-house
expert"

Train the trainer
End users



Look and Feel



Design
aesthetics
are important

Corporate branding

Navigation

Multi-disciplines
and more
people!



Photographs / icons /
images

Stylesheets and
descriptions

WELCOME TO YOUR OFFICE



BOOK A DESK



BOOK A MEETING ROOM

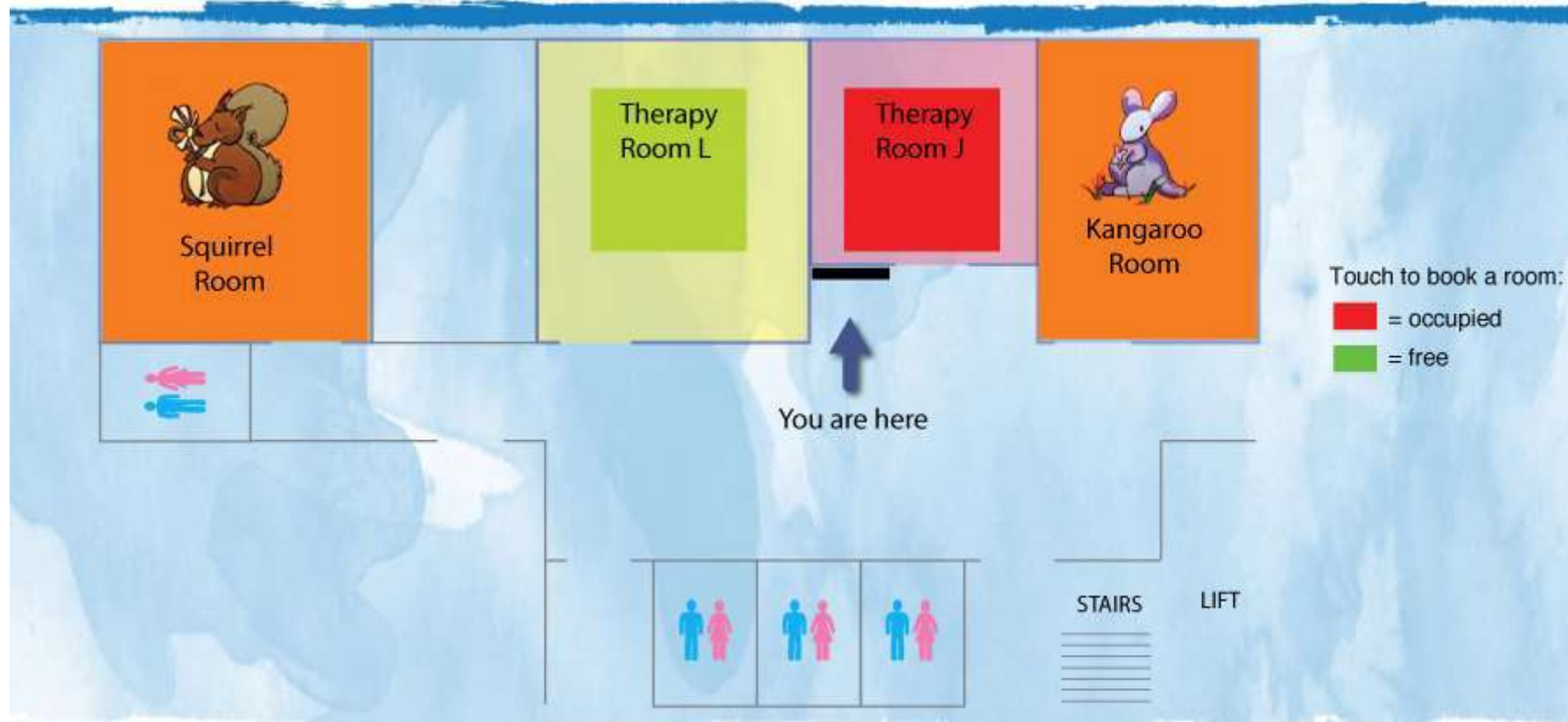


LOCATE A DESK
OR COLLEAGUE

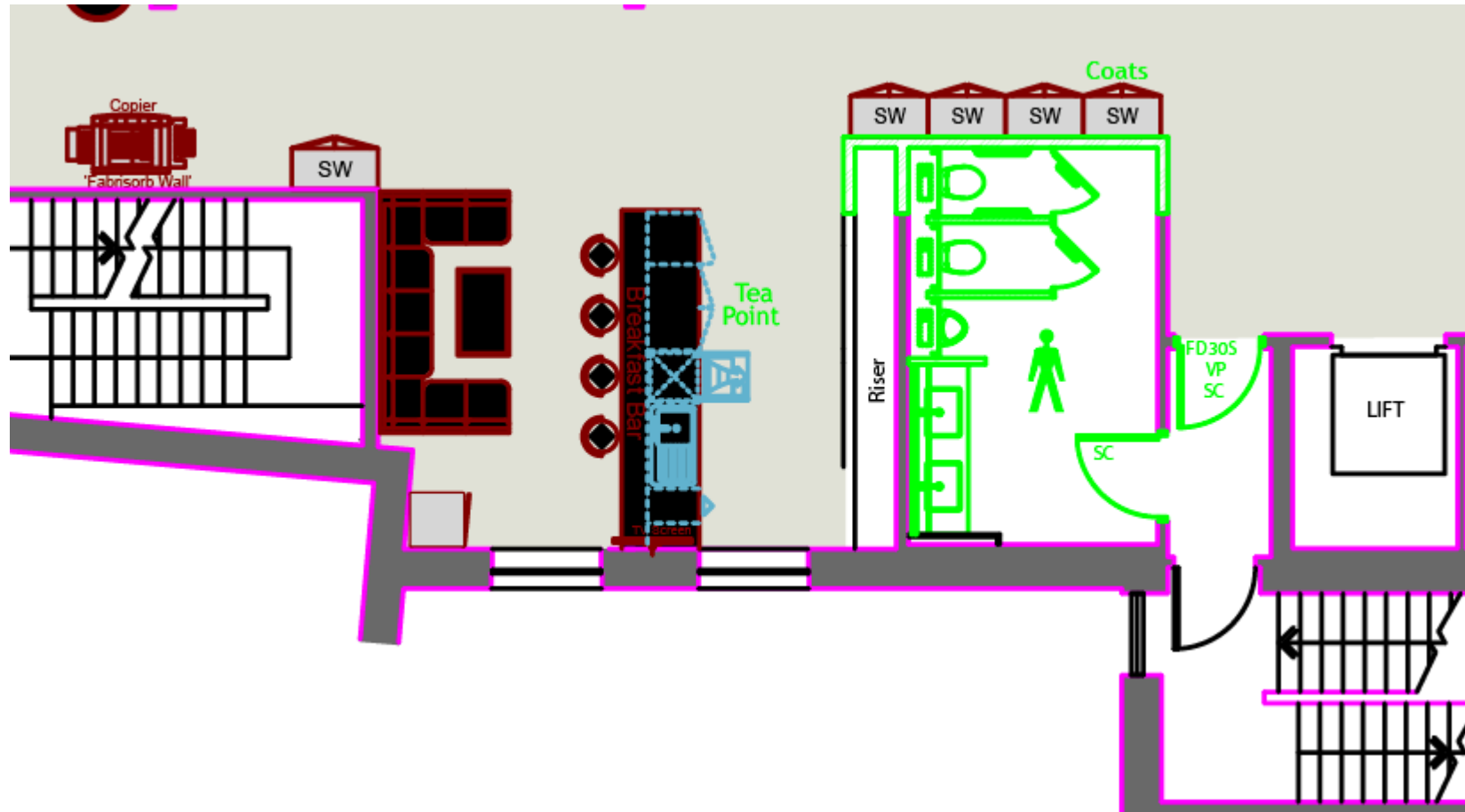


TOUCH TO GET STARTED

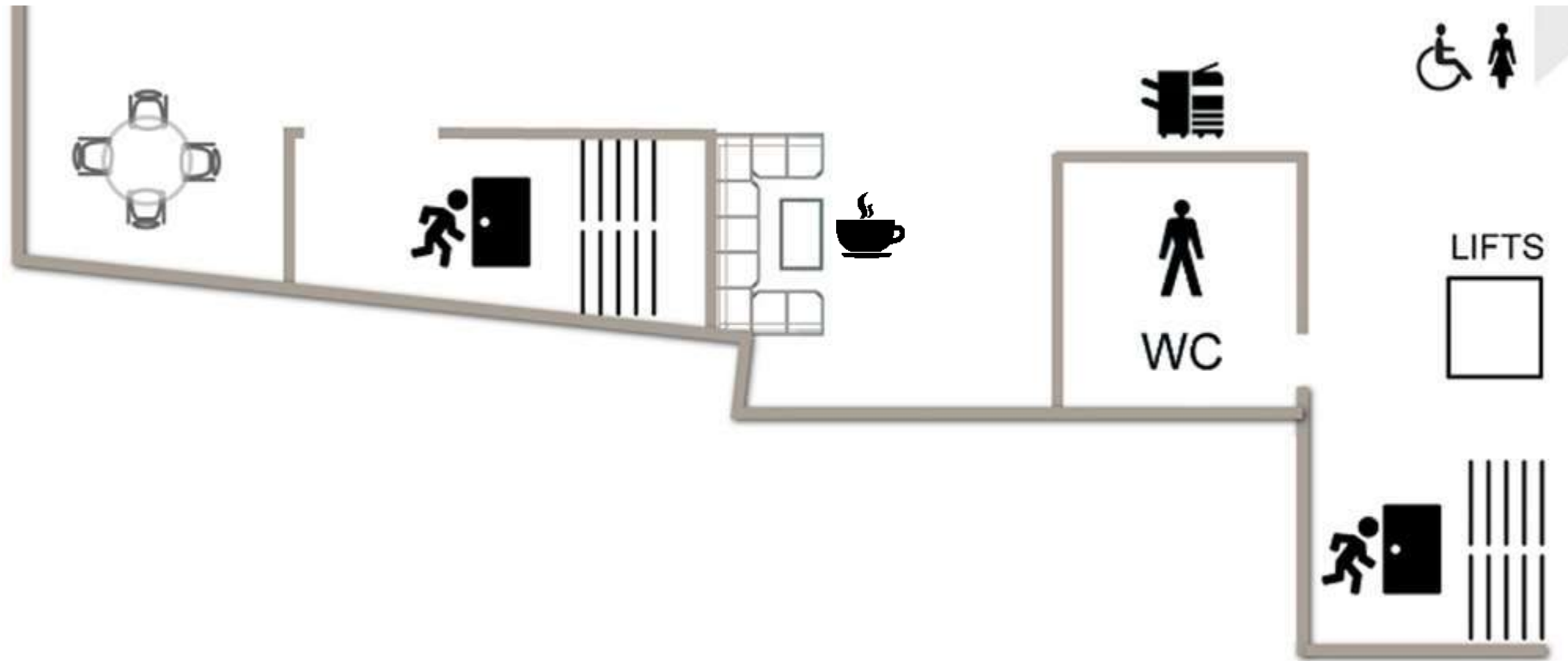
Be Friendly



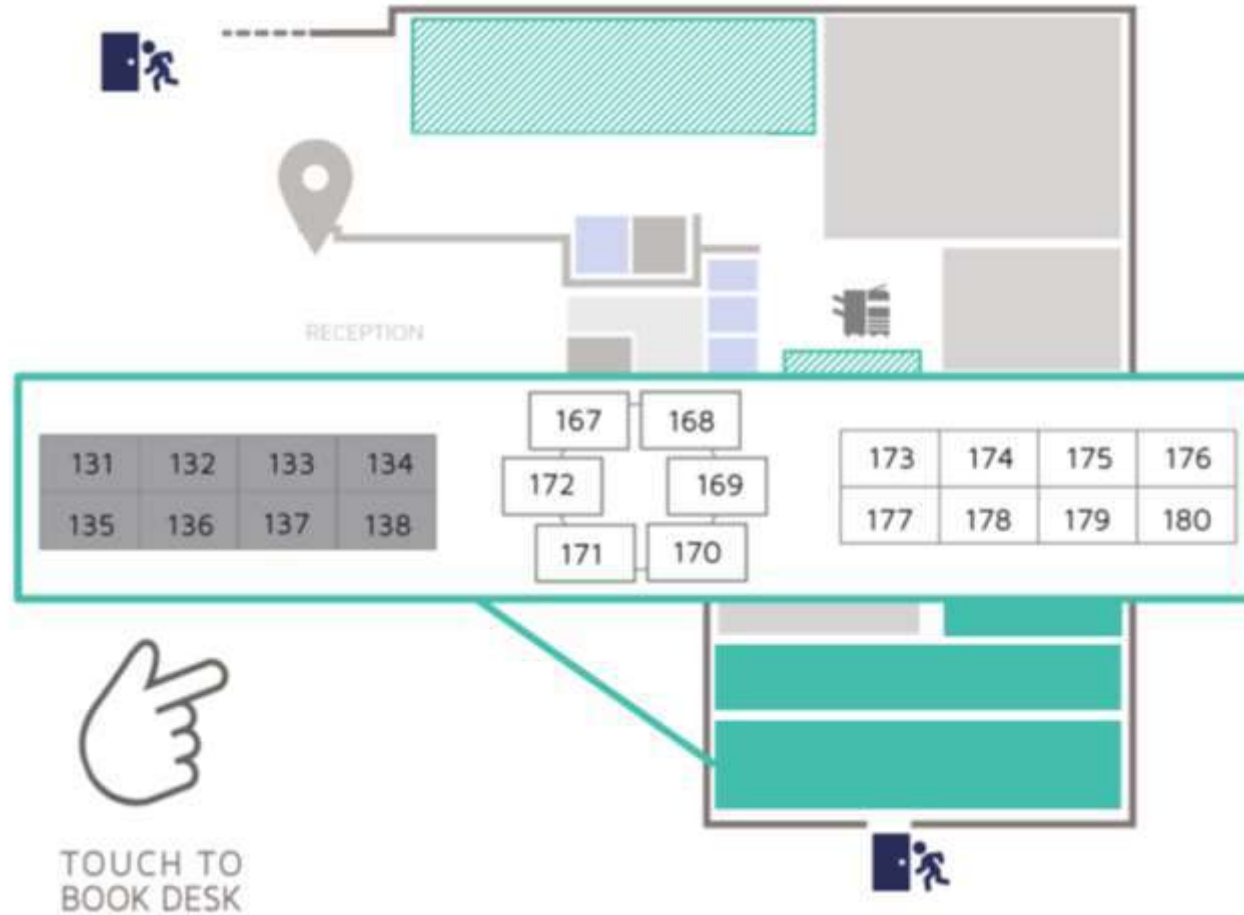
Don't Clutter



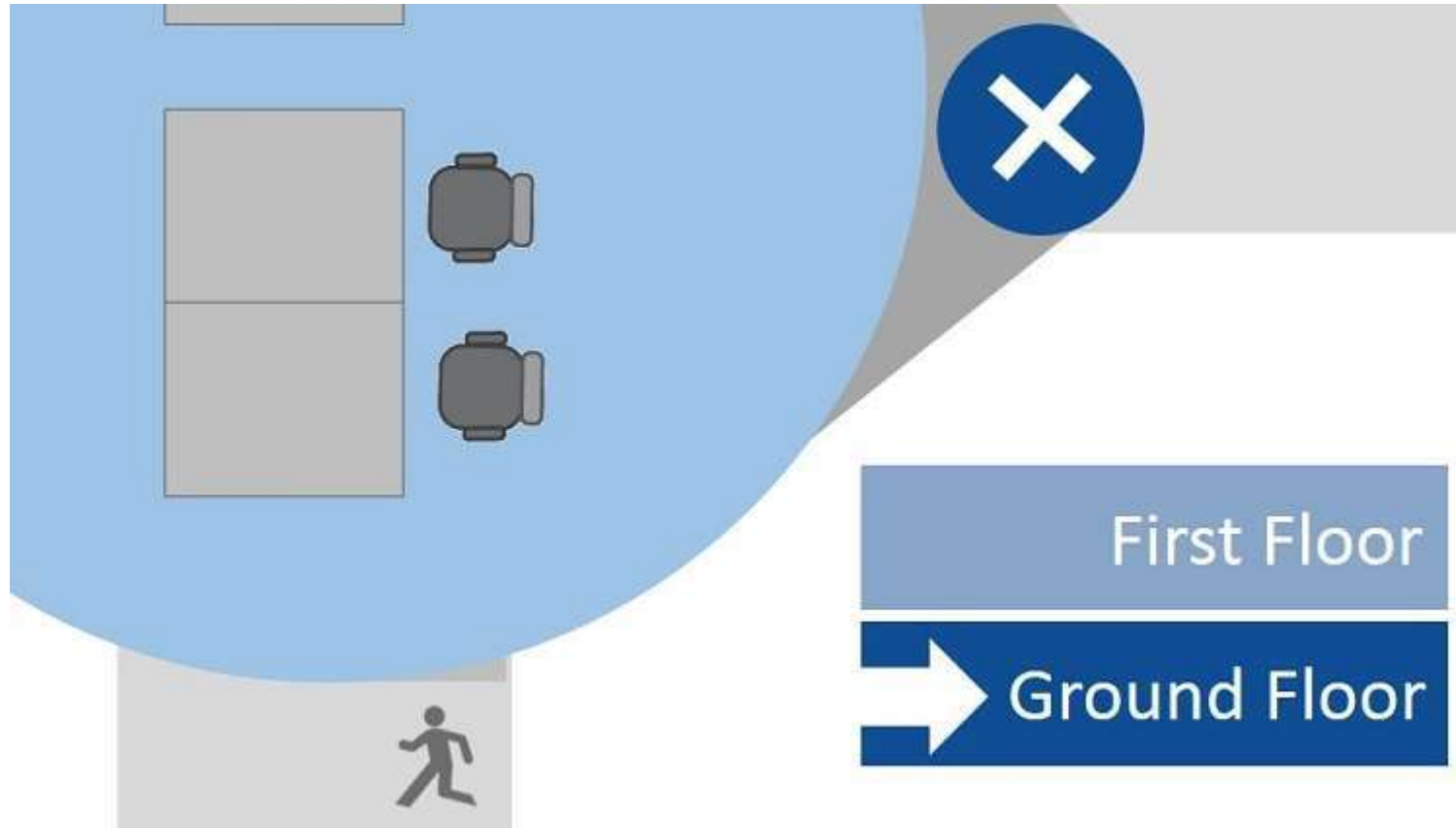
Be Clear



Expand areas to show detail



Navigate

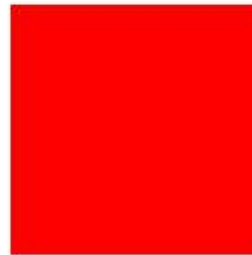


Context & Location



Custom requirements

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Blue 1




Blue 2



TOUCH TO
BOOK ROOM

 = FREE
 = BUSY

 Orange 1	 Green 1	 Purple 1	 Eastleigh	 Valley Park	 Knightwood
 Orange 2	 Green 2	 Chandlers Ford	 Fleming	 Stoneham	 Hiltingbury

Informative

Details <<	Resource Overview														
<p>Coalpit Heath Room</p> <p>Light Resource: No</p> <p>Description:</p> <p>Resource Mail: coalpitheath@cons.local</p> <p>Location: Locations\Bristol</p> <p>Capacity: 0</p> <p>Minimum Hours - Latest deadline for when a Resource Central order can be created: 0</p> <p>Further details:</p>	<table border="1"><thead><tr><th data-bbox="1330 406 1396 501"></th><th data-bbox="1396 406 1895 501">Resource</th></tr></thead><tbody><tr><td data-bbox="1330 506 1396 554"><input type="checkbox"/></td><td data-bbox="1396 506 1895 554">Coalpit Heath Room</td></tr><tr><td data-bbox="1330 559 1396 606"><input type="checkbox"/></td><td data-bbox="1396 559 1895 606">Frampton Cotterell Room</td></tr><tr><td data-bbox="1330 612 1396 659"><input type="checkbox"/></td><td data-bbox="1396 612 1895 659">Joined room</td></tr><tr><td data-bbox="1330 665 1396 712"><input type="checkbox"/></td><td data-bbox="1396 665 1895 712">San Paolo Room</td></tr><tr><td data-bbox="1330 718 1396 765"><input type="checkbox"/></td><td data-bbox="1396 718 1895 765">Seville Room</td></tr><tr><td data-bbox="1330 771 1396 818"><input type="checkbox"/></td><td data-bbox="1396 771 1895 818">Winterbourne Room</td></tr></tbody></table>		Resource	<input type="checkbox"/>	Coalpit Heath Room	<input type="checkbox"/>	Frampton Cotterell Room	<input type="checkbox"/>	Joined room	<input type="checkbox"/>	San Paolo Room	<input type="checkbox"/>	Seville Room	<input type="checkbox"/>	Winterbourne Room
	Resource														
<input type="checkbox"/>	Coalpit Heath Room														
<input type="checkbox"/>	Frampton Cotterell Room														
<input type="checkbox"/>	Joined room														
<input type="checkbox"/>	San Paolo Room														
<input type="checkbox"/>	Seville Room														
<input type="checkbox"/>	Winterbourne Room														


Pleasing to the Eye

Coalbit Heath Room

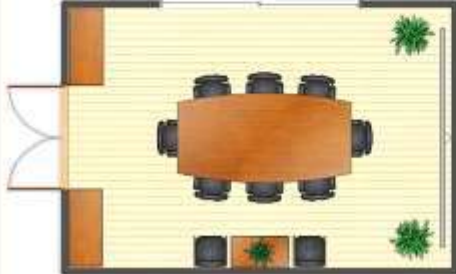
Location:
Locations\Bristol

Capacity:
8


Further details:



Click here for [booking policy](#).



Description:



Resource	
<input type="checkbox"/>	Coalpit Heath Room
<input type="checkbox"/>	Frampton Cotterell Room
<input type="checkbox"/>	Joined room
<input type="checkbox"/>	San Paolo Room
<input type="checkbox"/>	Seville Room
<input type="checkbox"/>	Winterbourne Room

Avoid Colour Clash

The image shows a digital interface for a meeting room booking system. At the top left is the 'essential ©' logo. In the top center is an information icon (i). At the top right is the time '15:53'. A prominent red banner across the top contains the text 'Beach Room'. Below this is a horizontal timeline from 15:00 to 23:00. A red bar on the timeline indicates a session in progress from 15:53 to 16:53. The text 'Session in Progress 15:53 - 16:53 Team Meeting Booked by SmartBook' is overlaid on the timeline. On the right side, there are three interactive buttons: 'Extend' (with a red circular arrow icon), 'Check Out' (with a green double arrow icon), and 'SmartBook™' (with a gear and clock icon). At the bottom, a black bar contains the text 'Welcome to Essential! Please follow the directions to your meeting'. The background of the interface is a photograph of a modern, multi-story office building with a glass facade.

Bold and simple



essential ©

Friday 13, November

11:36 Gorge Room

Smartbook

i
Info

There will be a fire alarm today at 14:30!

The image shows a digital display with a green vertical bar on the left. The background is a grayscale photograph of a rocky gorge with a winding road. The text is white and positioned on the green bar and the background.



essential ©

Friday 13, November

Coast Room

11:32 | Session in Progress
11:32 - 12:32 : SmartBook Session
Booked by Tom Brady

Smartbook

Checkout

Extend

i
Info

There will be a fire alarm today at 14:30!

The image shows a digital display with a solid red background. The text is white. At the bottom, there are four black buttons with white icons and text.

Friendly room names

essential © Friday 13, November

ROOM THAMES VALLEY PARK BUILDING 5 GROUND FLOOR 0.01 96 AV VC Chicago 1

11:51 | Next Session
13:50 - 16:50 : SmartBook Session
Booked by Tom Brady

Smartbook Info

There will be a fire alarm today at 14:30!

essential © Friday 13, November

Chicago 1

11:50 | Next Session
13:50 - 16:50 : SmartBook Session
Booked by Tom Brady

Smartbook Info

There will be a fire alarm today at 14:30!

Conclusion



Include all key
players in
project



Align with
existing people
and systems

Plan, design
and pilot



Invest in design





Questions