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

- Implementation
- Administration

Facilities

- Building Requirements

Resource Bookers

- PAs
- Reception
- End Users

Service Providers

- E.g. Catering

Services – What Do Staff Need To Arrange?

Meeting rooms

Services

AV-equipment

Teleconferencing

Resources

Materials

Wi-Fi

Catering

Hot-desks
Flexible work spaces

Seating layouts

Cost Code Allocation

Parking

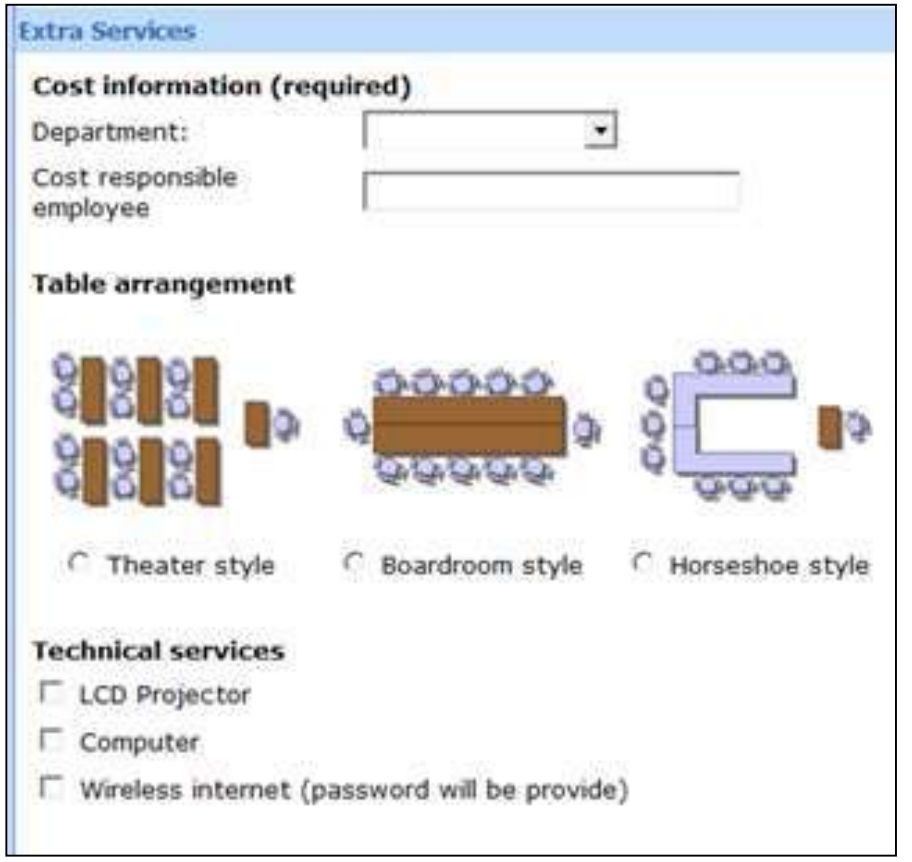
Visitor badges

Client-specific requests

Two Kinds of Information

Meeting Requirements

Management Information



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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

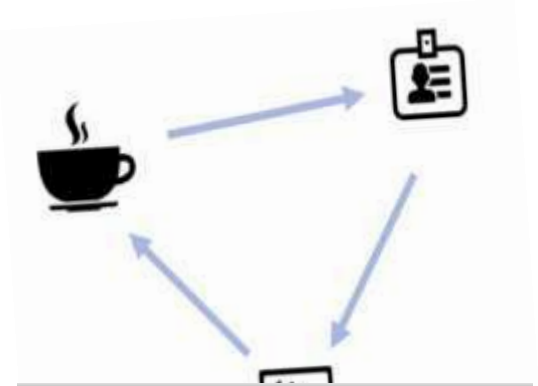
- Seating layouts
- Cleaning schedules
- Approval requests

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

Reports

Utilisation
No-shows
Service provider orders

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End User Experience

Book across multiple sites

Mobile access

Request extra requirements

Seating layouts

Visibility of previous orders

Change rooms

Who will supply the paper cups?

Be realistic and don't make assumptions

No solution will meet every need

Company policies still required

You still need people

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

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

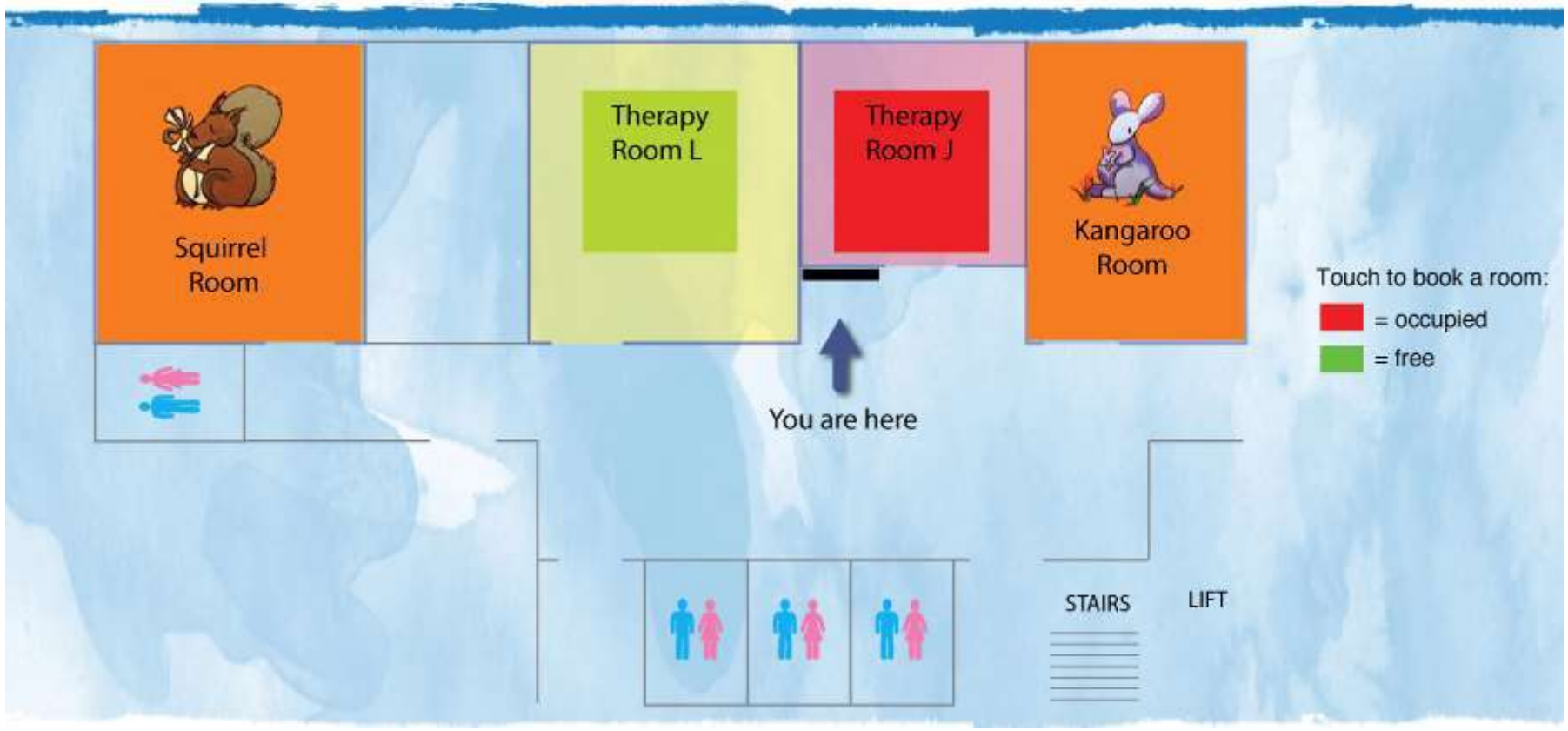
BOOK A DESK

BOOK A MEETING ROOM

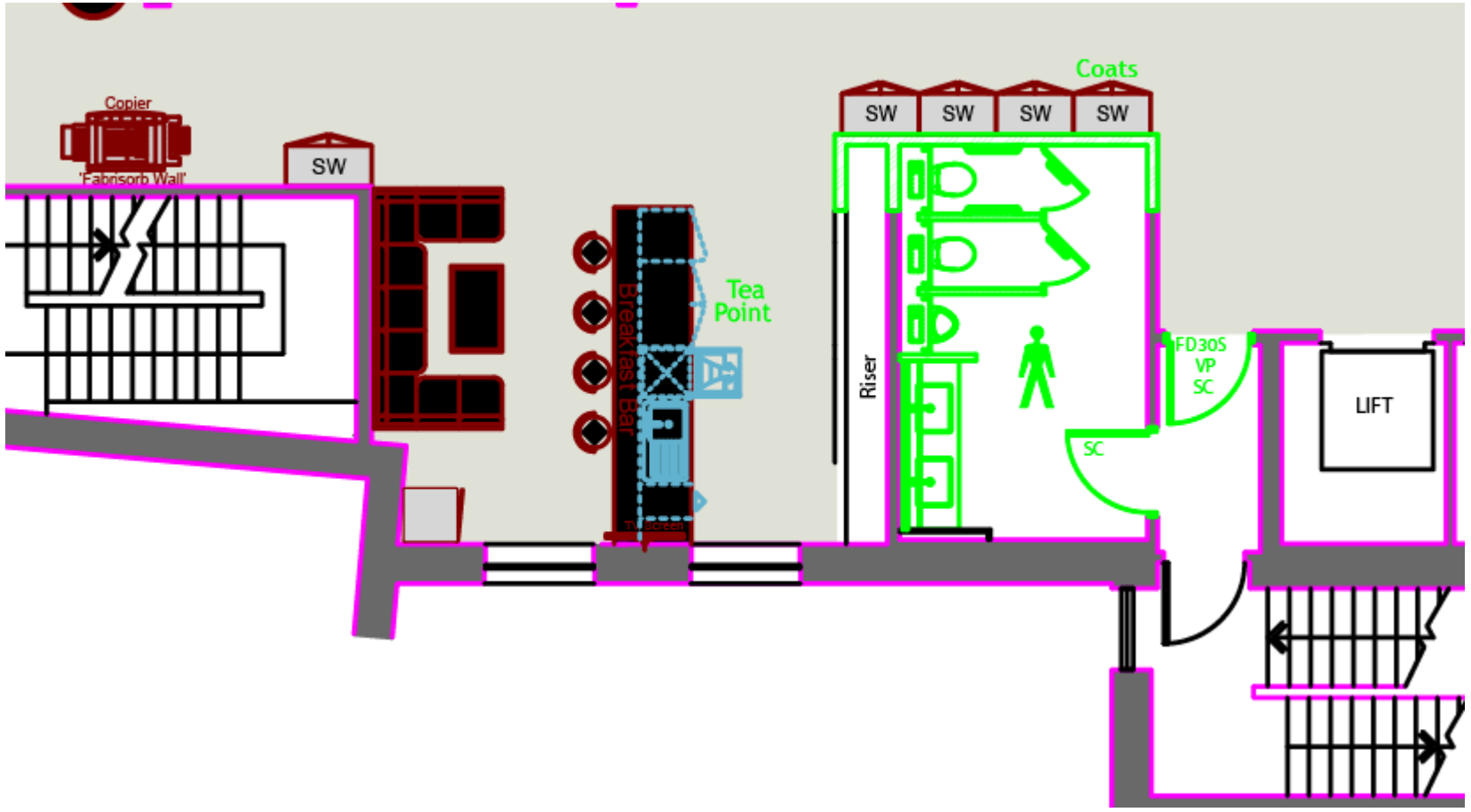
LOCATE A DESK
OR COLLEAGUE

TOUCH TO GET STARTED

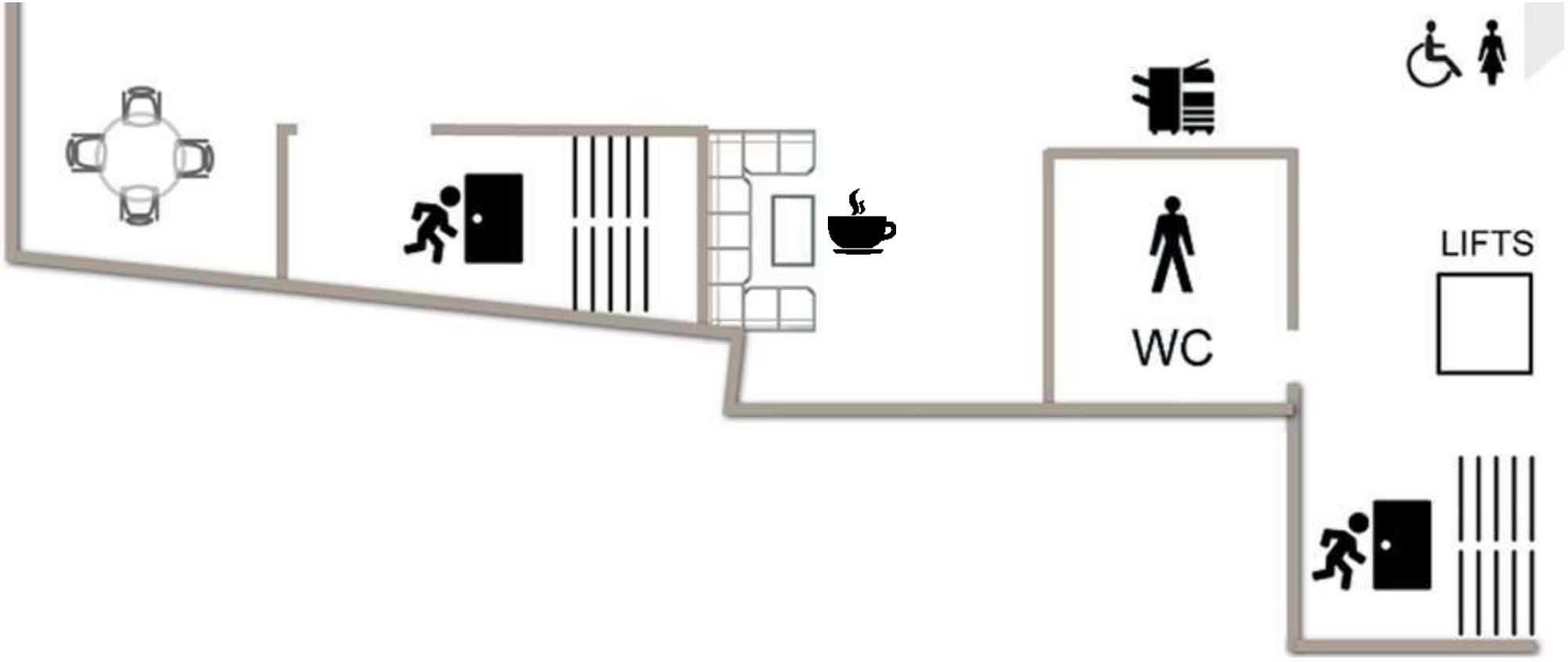
Be Friendly


Squirrel Room
Therapy Room L
Therapy Room J
Kangaroo Room
You are here
STAIRS
LIFT
Touch to book a room:
= occupied
= free

Don’t Clutter



Be Clear



Expand areas to show detail

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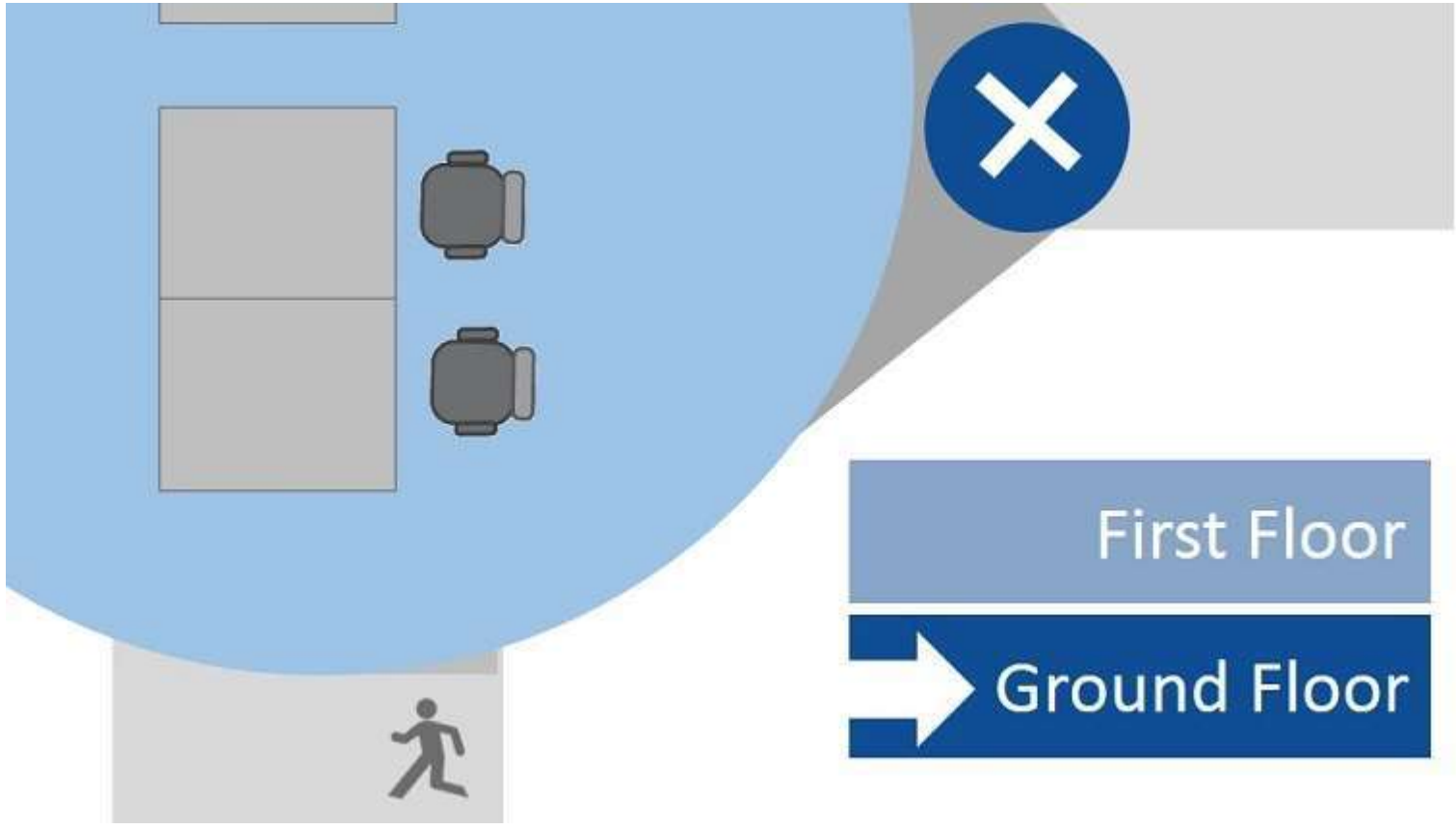
Navigate



Context & Location

Custom requirements

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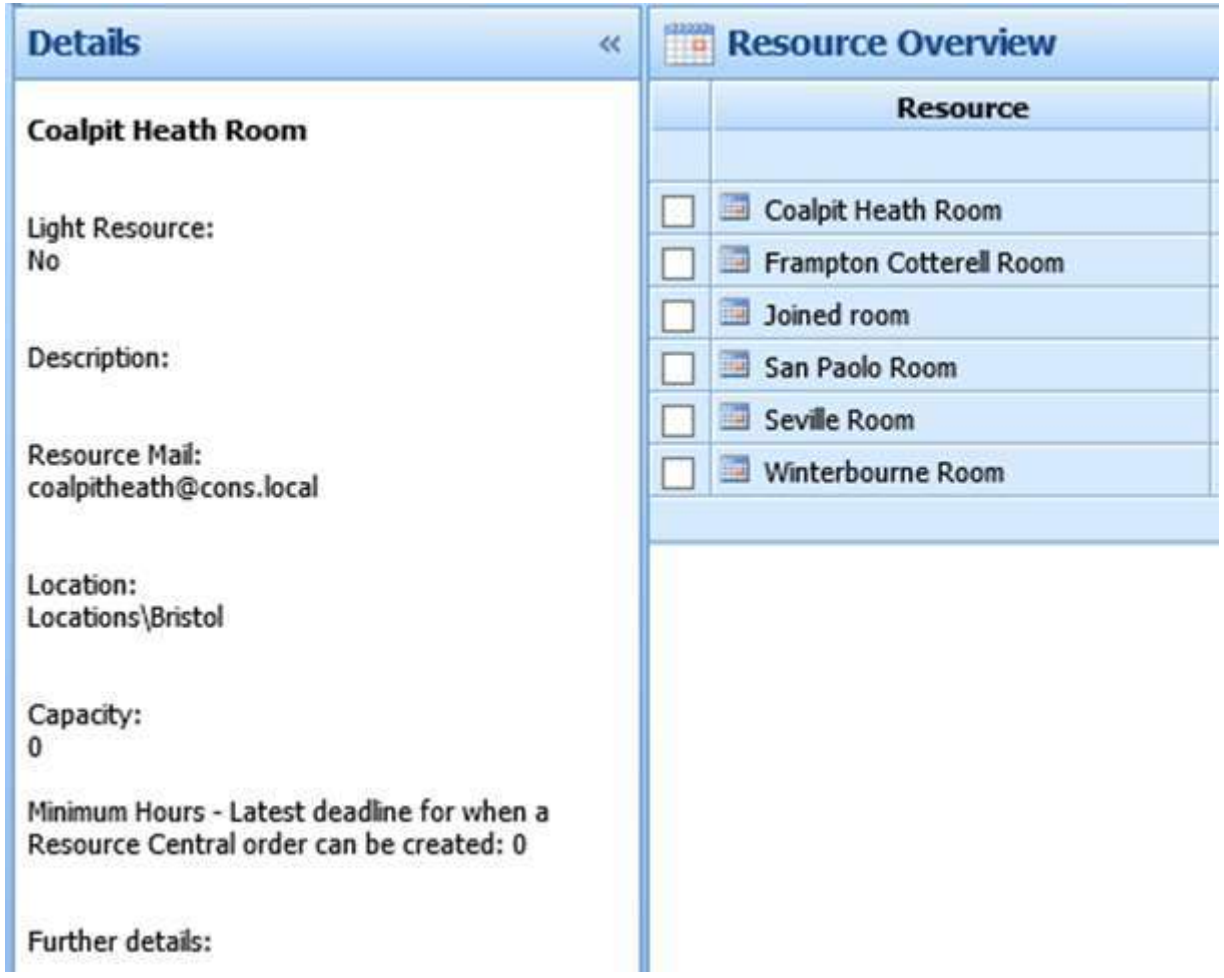
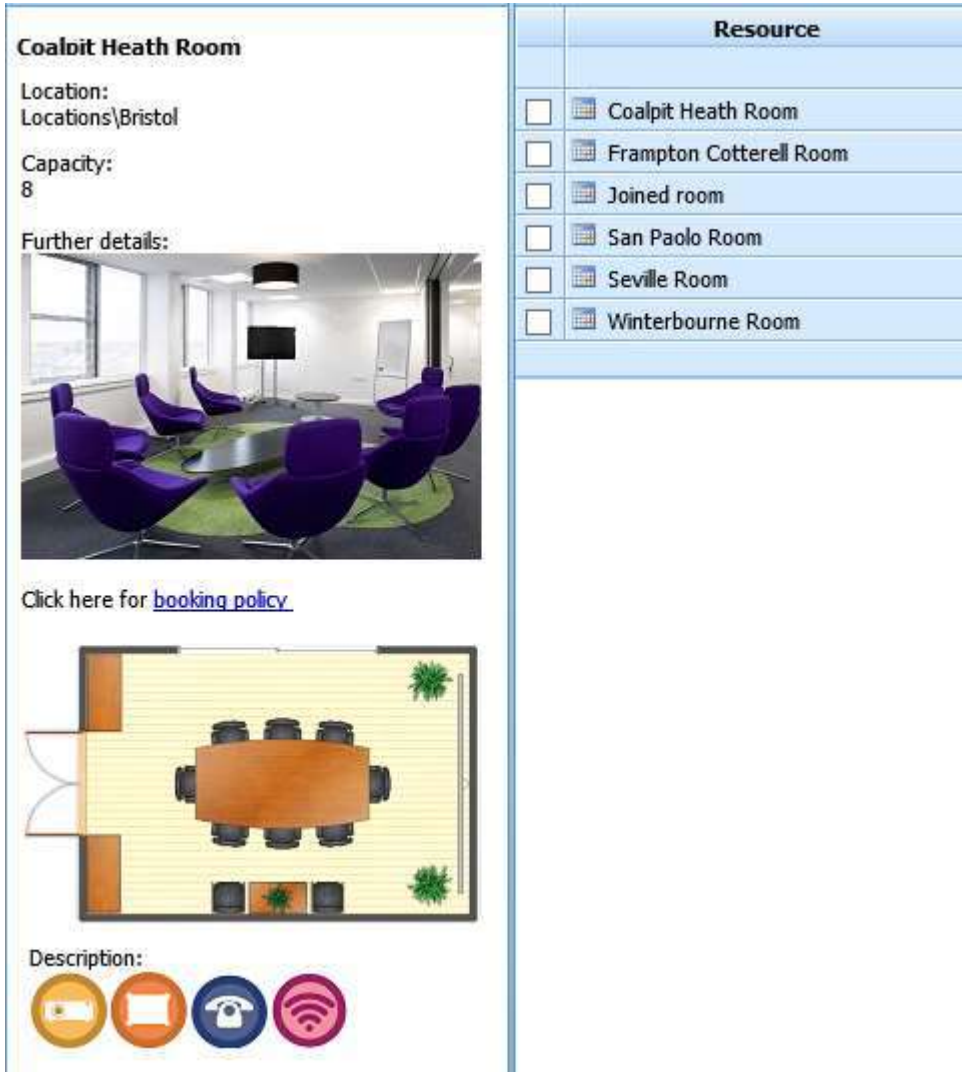
Informative



Pleasing to the Eye



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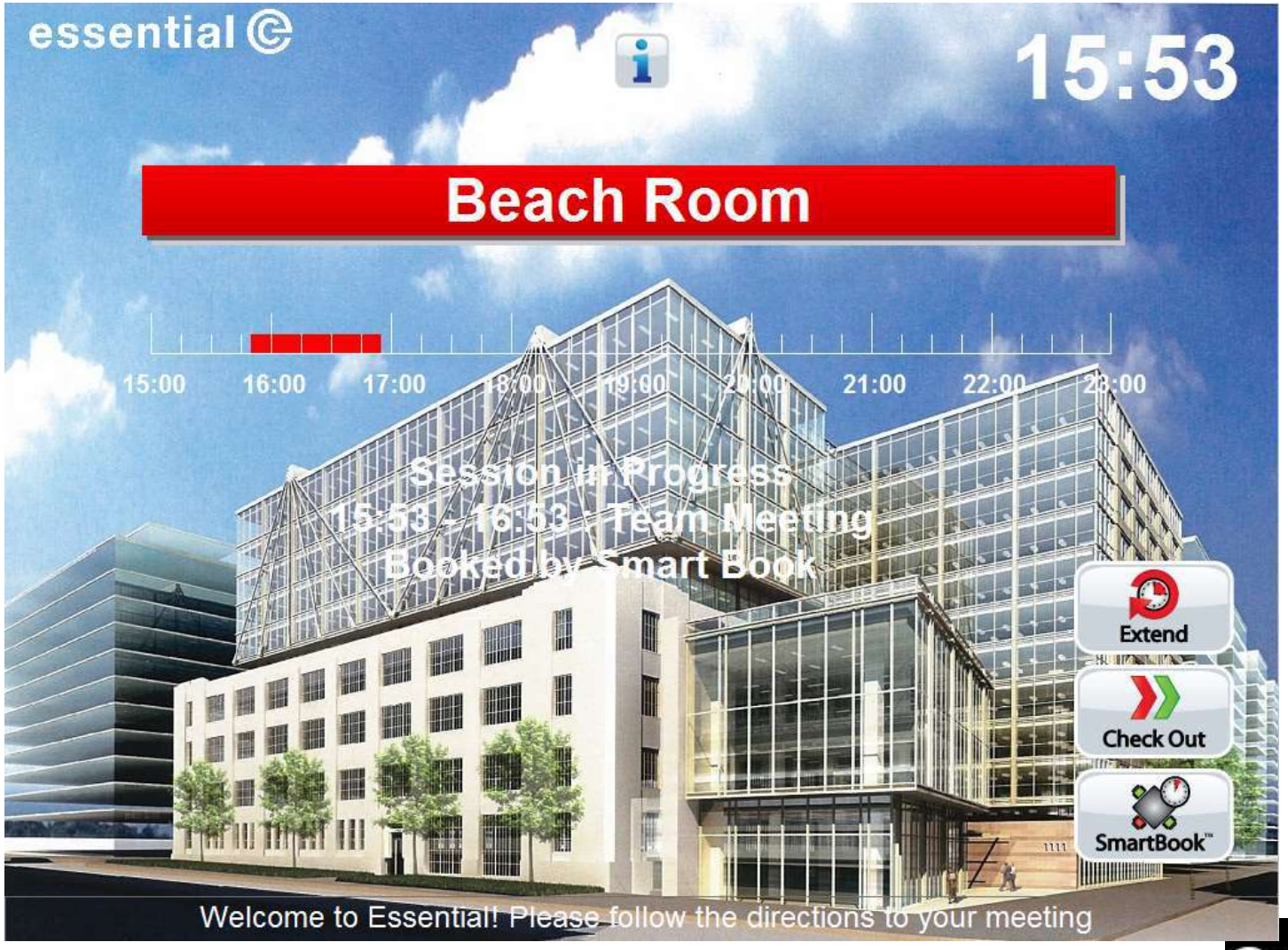
Avoid Colour Clash



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Bold and simple

essential

Friendly room names

essential

Conclusion

Include all key players in project

Align with existing people and systems

Plan, design and pilot

Invest in design

Questions