

Short Description

We made a low-fi clickable html prototype of our survey system. We used Balsamiq to create a limited set of pages showing how the system works. Balsamiq allows linking between pages so we are able to show interactivity. After we exported each page as pngs we were able to use a php script to turn the Balsamiq files and pngs into an html website. It is viewable on a Mac with Safari, Firefox or Chrome. http://people.ischool.berkeley.edu/~wk/greendata_html/

Purpose

Our prototype focuses on the experience of completing a survey/audit request from the perspective of a property leader. It depicts the functionality of various features detailed from our requirements gathering efforts. Specifically, we included the survey, embedded calculators, the Q&A Forum, the wiki (Collective Knowledge), and action items.

The survey section details the data to be collected from the properties and how this content can be combined with the embedded tools to create a streamlined process. We assume property leaders now use browser sessions and can save and pickup the survey at a later time. The embedded calculators represent the self-service context of service design. With these calculators the property leaders are able to calculate the ROI of capital investments in their properties.

Our prototype includes a Q&A Forum. From our interviews with Marianne and the property leaders we understood the limitations of managing communication between the Energy Team and the high number of properties. The Q&A Forum is a technology-enhanced person to person system to help facilitate communication. The wiki is an additional technology-enhanced person to person system. It is currently included in our prototype labeled as Collective Knowledge. Additionally, we supported the ability for property leaders to create and manage their annual action items (goals) all from within the same interface. This requirement comes from our interviews with Marianne. She expressed a strong desire to merge the energy survey with the audit tools.

The purpose of our prototype is to provide an inexpensive website showing a desired feature set before allocating resources for coding or customizing software solutions from third party vendors.

Evaluation

We plan to test each completed iteration of our prototype in a couple ways. One way will be a high level walk-through of the html pages with Marianne. With this overview test we intend to compare the prototype with the expectations she has for the product. This includes features, but not the look and feel. The current version of the prototype is ready for this level of assessment.

After initial testing we will develop the prototype further. Additional testing will include speak-aloud walk throughs of the product and features with other members of the Energy Team and Property Leaders. We will note which pages and features the tester uses and how they engage with them. We are interested in understanding what should be included and how the user interacts with the site. We are not interested in testing the algorithm behind the suggested action items. Nor are we interested in testing the server, database storage, sessions, programming, or graphics of the system. We are mostly interested in knowing if the system is going to do what the Energy Team needs it to do, and if the Property Leaders will get the expected business utility from using it.

Tools/Materials Used

Our prototype is a low-fi software prototype. It was made using Balsamiq, a php exporter script, and html files.

Traces for the prototype assignment

Each section of our prototype followed from the results of research completed through the semester. The numbers in this section refer to trace identifiers in our traces spreadsheet.

- We have defined the need to combine the survey and audit tools into one resource. This can be traced back to the very first meeting with our primary stakeholder, Marianne. (1)
- In the very first meeting, we learned that the Energy Team uses an Excel sheet to provide the audit tool resource to Property Leaders. (5) One of the tabs in this Excel sheet is a list of energy efficiency and ROI calculators. To meet the integration goal, these calculators are now available within the survey system directly.
- We learned of Marriott's Energy Wiki during one of our initial meetings with Marianne. We understood her desire of embedding the wiki into one system, so Collective Knowledge is embedded into our system. (25)
- During our team's discussions about our ethnography research we realized it would be helpful if there were a clear channel for the Energy Team to communicate with the Property Leaders (10). Therefore, in addition to Collective Knowledge we added the Q&A Forum to satisfy this need.
- At the beginning of the Service Blue Print, we sorted out the actions items creation and moderation of the work flow. The actions items list created by the Property Leaders will be sent to the Energy Team. The Energy Team may work with property leaders to revise their action items. They also monitor the progress of action items. Based on our team discussion, we added the action items section to the system. This will benefit both the Energy Team and the Property Leaders. (28)