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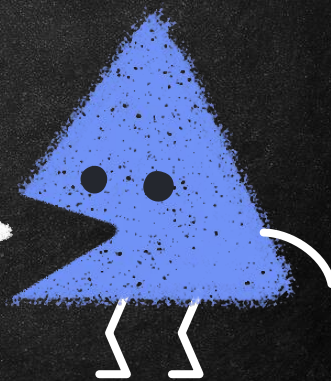
Introduction

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Project domain : Social Interaction/ Collaboration

Project theme : Co-working/Scheduling toolkit

Target Audience : Those engaged in administrative process
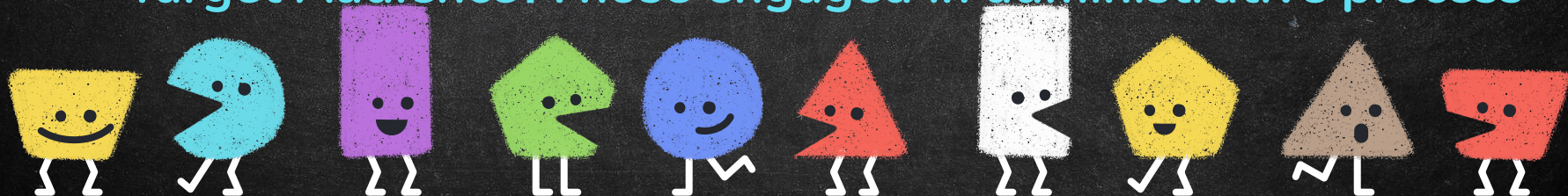
Initial PoV

Last time, We met	Research Assistant
Found amazing that	1. How complex the procedures are 2. Lack of assistant tools
It would be game changing if:	There is a system that can simplify the procedure, e.g. - Dynamic status tracking (of file, of faculty…) - Workflow library for searching
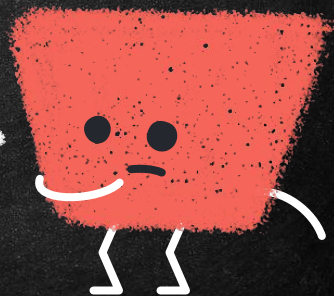
We interviewed ...

Four more people with experience on Administrative process

➜ Master Student at National Sun Yat-sen University
- Research Assistant
- Department Office Intern
➜ Master Student at Utrecht University
- one-year administrative assistant at NTU
➜ Pharmacist at NTU Cancer Center
- work more than three years
➜ Research Assistant at College of Law, NTU
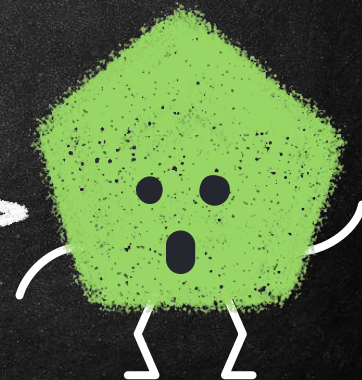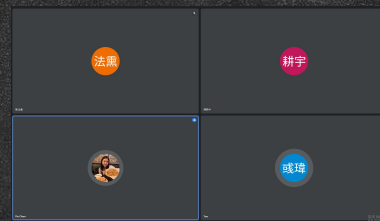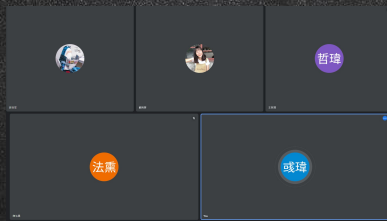
Revised PoVs:1

We met	Third interviewee, - one-year experience being administrative assistant
Found amazing that	The cost of knowing the correct administrative procedure is high - Offices don't share the same standard - Unclear instruction document
It would be game changing if:	Everyone knows the up-to-date and identical procedure
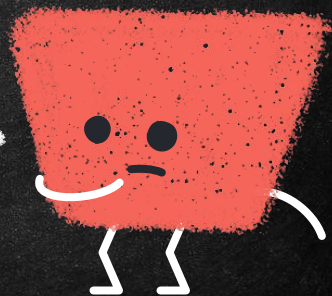
Revised PoVs:2

We met	First interviewee, - Research Assistant - Department Office Part-time
Found amazing that	Going through the procedure in person is time consuming - Officer busy / out of office
It would be game changing if:	The applicants can know if the officer is available in advance.
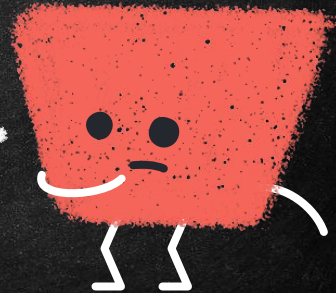
Revised PoVs:3

We met	Fourth interviewee, - Research Assistant
Found amazing that	The risk and uncertainty of delivering documents through mailroom. - Documents sometimes disappear during the process - Officers forget about the document
It would be game changing if:	We can track the location of the documents.
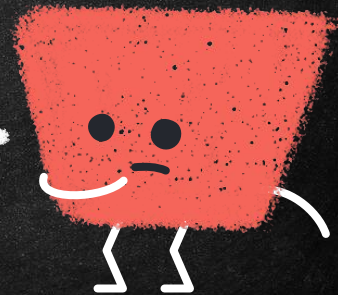
ADDITIONAL NEEDFINDINGS

➜   Costy to get process information

➜   Inefficient to check over offices stop by stop physically

➜   Convenient but Risky for mailroom

Need Insight

1. Easier to search for a procedure
2. Timely information synchronization
3. Security of the file transmission
4. Overall status check up

HMWs

POV1

HMW make sure that everyone's knows the procedure from the same source?

HMW make sure everyone has prepared correct materials before start going through the process?

HMW help users search up the process they need efficiently?

HMW list out all processes with tags?

HMW remove the cost of checking procedure for adminstrative processes?

HMW synchronize the regulation between departments up to date?

HMW make SIRI learn all the processes?

HMW host a database for the templates of every documents?

HMW make communication clear between offices?

HMW make communication efficient between offices?

POV2

HMW parallelize the procedures so one process doesn't need to wait for others?

HMW help the users design their schedule so they don't need to wait?

HMW there is always a free substitute for every officer that's busy?

HMW make a robot to deliver documents for me?

HMW make the waiting time less frustrating for the applicants?

HMW hire someone to do it for me?

HMW make the process fun for the applicants?

HMW reduce the number of urgent cases ?

HMW put all the office together?

HMW let the user know which officer is available now?

HMW reduce the cost of loosing a document?

HMW make documents trackable?

POV3

HMW make a copy of every document ?

HMW put a GPS locator on each document?

HMW buy insurance for documents?

HMW make everything online?

HMW cancel the mailroom from the process?

HMW make the process only in one office?

HMW make sure that the officers wouldn't loose the document?

HMW pave the path for the file before sending

Selected HMW1

POV1

HMW make sure that everyone's knows the procedure from the same source?

HMW make sure everyone has prepared correct materials before start going through the process?

HMW help users search up the process they need efficiently?

HMW synchronize the regulation between departments up to date?

HMW make communication clear and easy between offices?
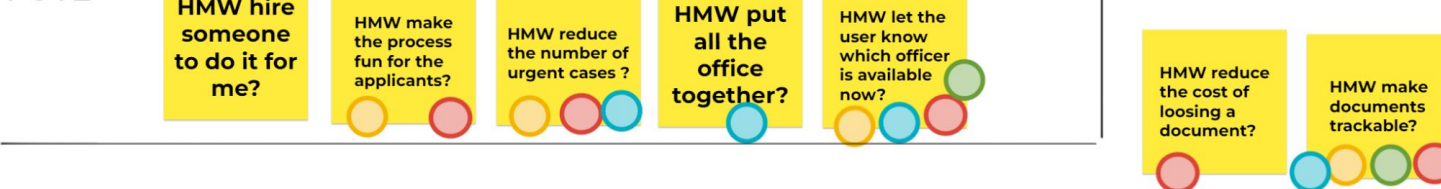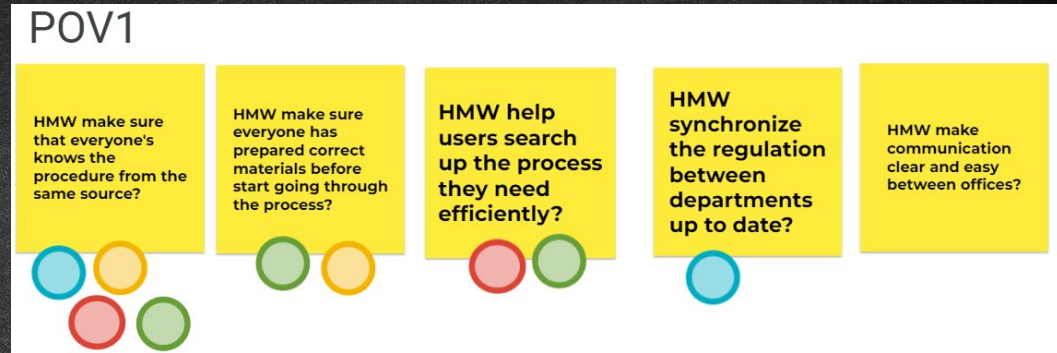
Related POV: The cost of knowing the correct administrative procedure is high due to various reasons

HMW: make sure that everyone knows the procedure from the same source ?
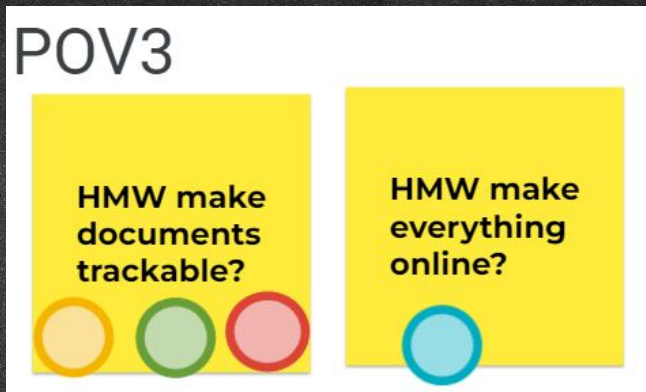
Selected HMW2

Related POV:

Going through the procedure in person is time consuming.

- Get stuck when officer busy / out of office.

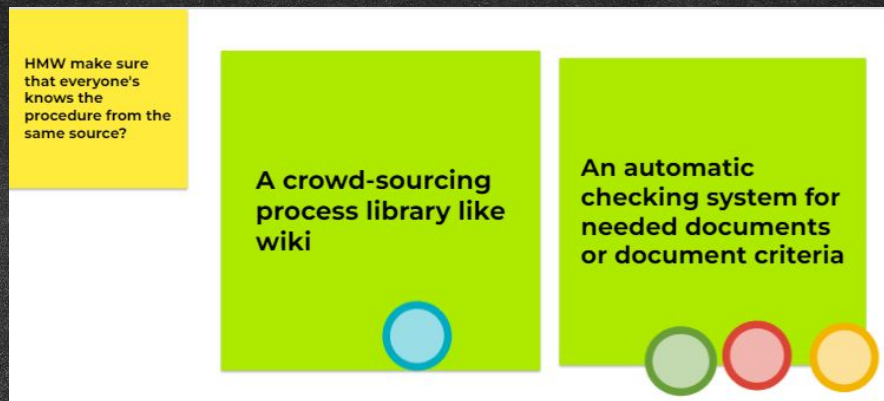**HMW:** let the user know which officer is available new ?

Selected HMW3

Related POV: The risk and uncertainty of delivering documents through mailroom.

HMW: make documents trackable ?

Solutions

HMW make sure that everyone's knows the procedure from the same source?

A crowd-sourcing process library like wiki

An automatic checking system for needed documents or document criteria

Train an intelligent robot to help

Update the root source bottom-up and then overwrite all branches top-down

Give task IDs to each task document

Keep information in single source

Hold a meeting for synchronizing every semester

Make the instruction of procedure a singleton, and only reference it with link

List all tasks and requirement under the officers' profiles

HMW let the user know which officer is available now?

Officer status board (e.g. 出差、在辦公室、忙碌、空閒)

Live stream office

public schedules of officers

Give a phone call

Train an AI to help

Ask SIRI about it

record procedure versions

auto-send emails that tell the applicants the correct procedure

Reservation system

Busy-time heat map for every officer

Send email to check

A button that can poke the officers to make sure if they are at seat

Document map

Penalize the officer for losing the file

Keep the files at the same location-- officers need to move to the document's location instead of passing down the files

HMW make documents trackable?

File status board

GPS locator on documents

Keep the files online

Check-in & check out for each document

Use necromancy for tracking file

Notice user when documents are transferred

Give every file an index, source, and destination when transmitted

Progress bar

Solution1

HMW make sure that everyone's knows the procedure from the same source?

A crowd-sourcing process library like wiki

An automatic checking system for needed documents or document criteria

Related HMW:

make sure that everyone knows the procedure from the **same source** ?

Solution:

Build an automatic checking system

- check missing materials.
- check document criteria.

Solution2

HMW let the user know which officer is available now?

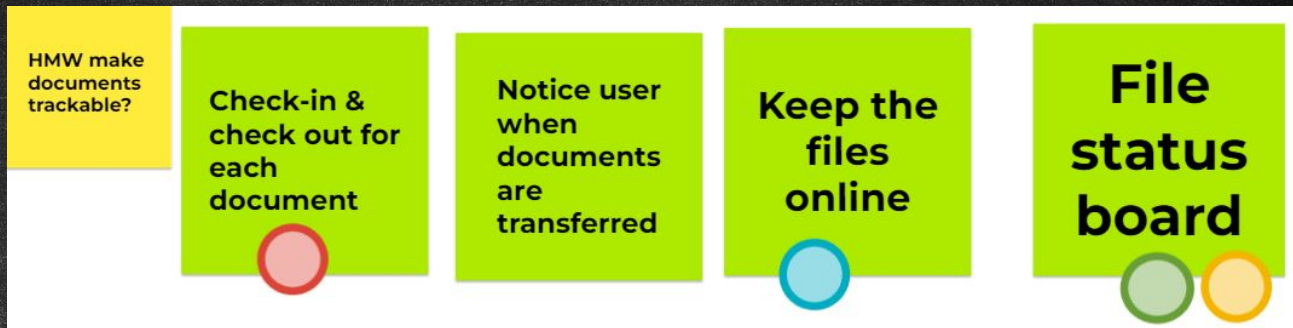| **Busy-time heat map for every officer** | **Officer status board (e.g. 出差、在辦公室、忙碌、空閒)** | **public schedules of officers** | **A button that can poke the officers to make sure if they are at seat** |

Related HMW:

let the user know which officer is **available now** ?

Solution:

Build a real-time officer status board .

- busy / available.
- in office / off office.

Solution3

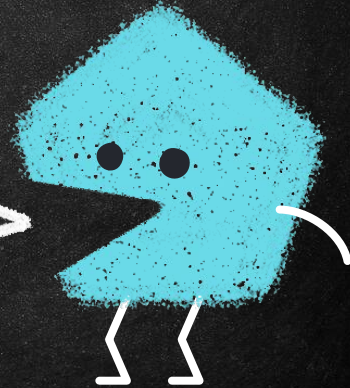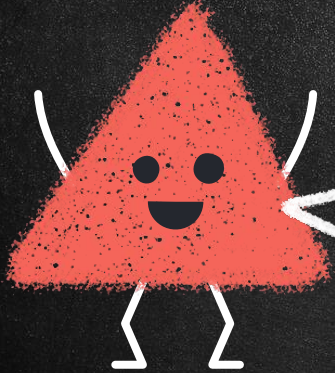**Related HMW:**

make documents **trackable** ?

Solution:

Build a real-time file status board .

- location / step.
- approved / not approved.

SUMMARY

- Current workflow is still primitive
    - e.g. phone call, mailroom
- Good communication can reduce a lot of administrative cost
    - Synchronized and unanimous standards
    - Save time passing down information
- Digitizing everything is the end goal
    - Prevent missing documents
    - Remove physical waiting time
    - Real-time status update

Thank You For Listening