stratus

UX Project Goal

_Empowering property managers to make strategic decisions and enhancing the application's overall effectiveness.
_Follow a user-centric design approach.

UX-Scope

_Modernize existing application and follow best practices
_Use of component Library
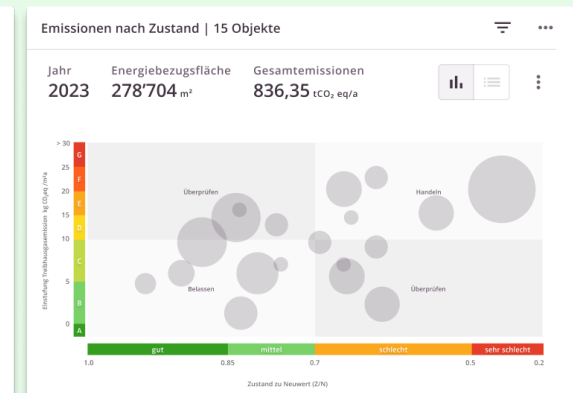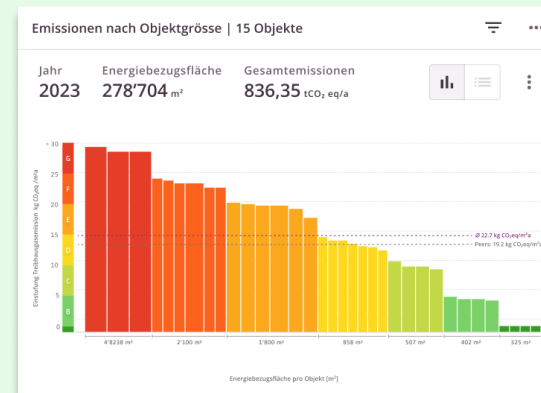_Scaleability of used components while adhering to technical constraints
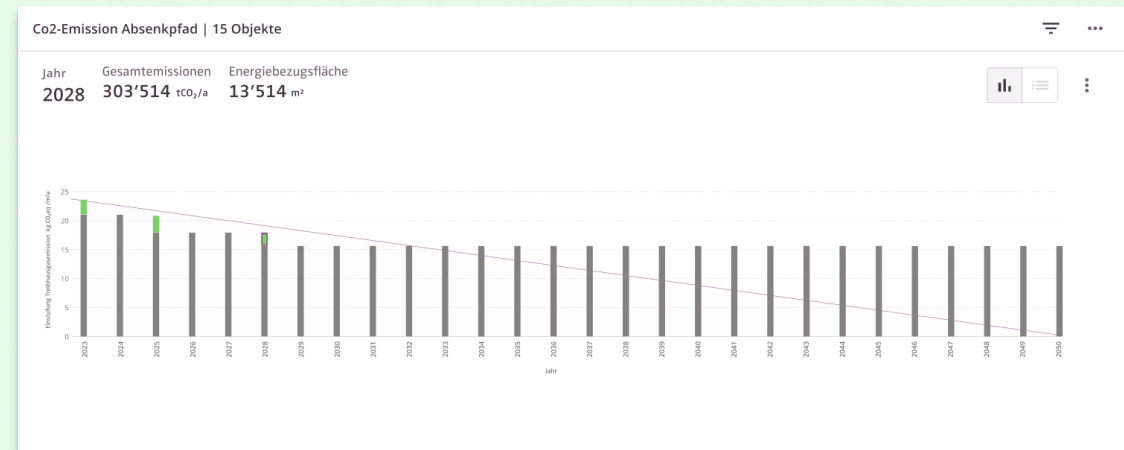_Lead the UX, facilitation in Stakeholders converations, planning, moderating testings
_Active participation in Scrum ceremonies and close collaboration with developers

UX Project Constraints

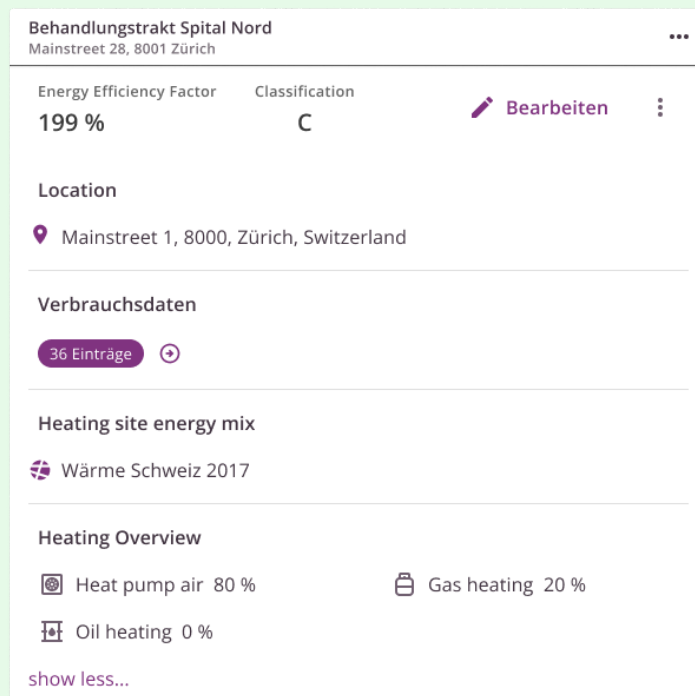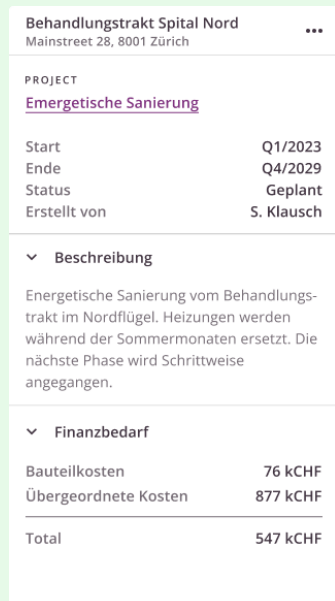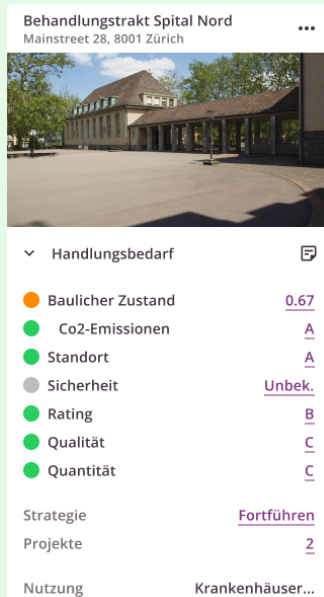_Widget Framework as a technical constraint
_Limited design research and testing

Users interacting infrequently with the software, generating reports only a few times a year, face challenges in recalling all functions. The diverse user base, with varying needs in granularity and digital tool proficiency, adds complexity. In addition, stakeholders made the technical decision to widgetize the sofware, in order to increase workflow flexibility for users. This decision was particularly significant given the software's PWA architecture, requiring adherence to responsive behaviors as a result.

Appraoch

Therefore, the goal was to create an user-friendly experience for property manager so they can efficiently and intuitively execute their tasks. Building on prior research, we discovered that users desired guidance in task execution but also valued flexibility. I acknowledged the variety in task execution, ensuring adaptability without rigid constraints, when creating concepts.
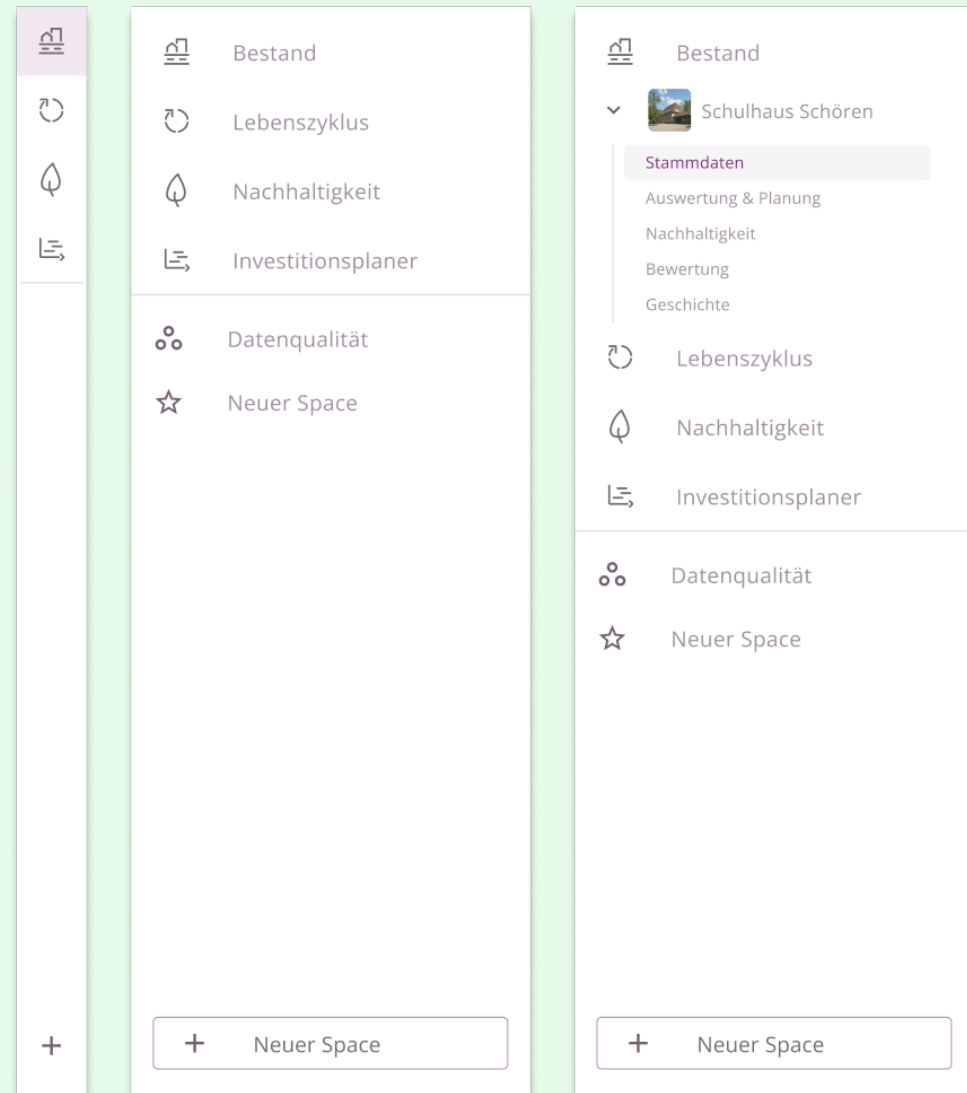

Behandlungstrakt Spital Nord
Mainstreet 28, 8001 Zürich
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⌄ Handlungsbedarf

- 🟠 Baulicher Zustand — 0.67
- 🟢 Co2-Emissionen — A
- 🟢 Standort — A
- ⚪ Sicherheit — Unbek.
- 🟢 Rating — B
- 🟢 Qualität — C
- 🟢 Quantität — C

Strategie — Fortführen
Projekte — 2
Nutzung — Krankenhäuser...

Emissionen nach Zustand | 15 Objekte

Jahr	Energiebezugsfläche	Gesamtemiss...
2023	278'704 m2	836,35 tCO

Aktionen
Simulation
Datenstand einfrieren
Exportieren als...

Widget Grösse
XS S M L XL Full

Behandlungstrakt Spital Nord
Mainstreet 28, 8001 Zürich
...

PROJECT
Emergetische Sanierung

Start — Q1/2023
Ende — Q4/2029
Status — Geplant
Erstellt von — S. Klausch

⌄ Beschreibung

Energetische Sanierung vom Behandlungstrakt im Nordflügel. Heizungen werden während der Sommermonaten ersetzt. Die nächste Phase wird Schrittweise angegangen.

⌄ Finanzbedarf

Bauteilkosten — 76 kCHF
Übergeordnete Kosten — 877 kCHF

Total — 547 kCHF

Behandlungstrakt Spital Nord
Mainstreet 28, 8001 Zürich
...

Energy Efficiency Factor — Classification
199 % — C

✏ Bearbeiten ⋮

Location
📍 Mainstreet 1, 8000, Zürich, Switzerland

Verbrauchsdaten
36 Einträge ⊕

Heating site energy mix
◈ Wärme Schweiz 2017

Heating Overview
◎ Heat pump air 80 %   🗲 Gas heating 20 %
▦ Oil heating 0 %

show less...

From a user experience perspective, the challenge lay in defining widget structure, highlighting different affordances, and avoiding redundant information. From user feedback sessions we came up with the analogy for widgets as "small windows" on a page, each containing specific information that can be further explored.

Navigation Transformation

This newfound flexibility also introduced the need for a novel navigation approach. To facilitate the transition from a static breadcrumb drill-down navigation, we expanded the side navigation panel. This extension accommodates more information, revealing contextually relevant details when needed, providing users with an overview of the widgets in their current context. This approach ensures users can seamlessly maintain context and focus on their tasks.
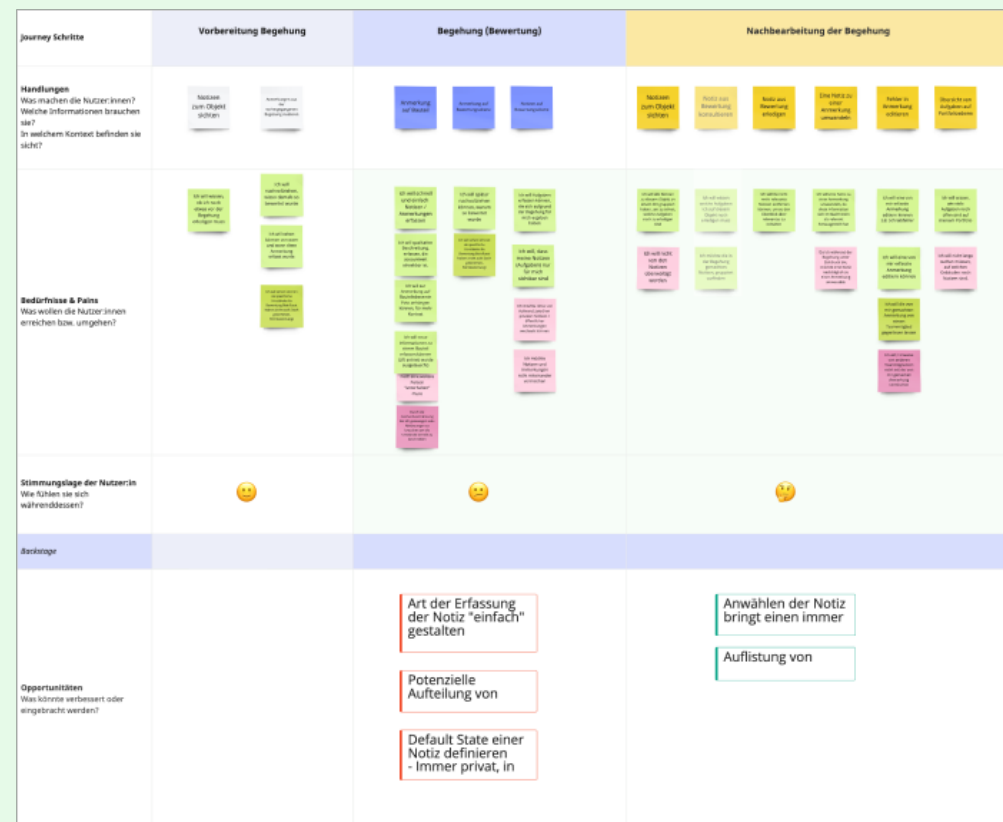
While widgets empower users with workflow customization, they present the dual challenge of effectively communicating basic interactive affordances through established patterns and accommodating stakeholders' ongoing requests for additional functionalities.

Patterns and Iterative Collaboration

To address this, I adhered to general patterns, employing consistent iconography, colors, and interactive components for clear feedback. These patterns foster quick learning and understanding of the interface.

I prioritized continuous dialogue with stakeholders and an agile approach. The iterative process allowed for swift testing and adjustments regarding the visibility of actions, contributing to the establishment of a robust foundation that evolves with the software.

Interdisciplinary Collaboration

Initial Trust Challenge

_As the lead for UX in Switzerland on the Stratus project, I navigated the challenge of a local development team and another in Romania. Initially, I've encountered lack in trust.

Proactive Measures

_Proactive measures, including regular co-working sessions and continuous communication during development, gradually built trust and improved collaboration.

Intersection of Design and Development

_Working within development sprints and alongside Product Owners for concepts, I was at the intersection of design and development, assuming a facilitator role that bridged the gap between development and business.

Facilitating Collaboration

_This position allowed me to conduct both remote and local meetings, ensuring seamless collaboration between the development teams and business stakeholders, ultimately unifying their efforts.

Keen to find out more?
Drop me a line:)

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