

# MS3 Management Software

Caleb Reetz

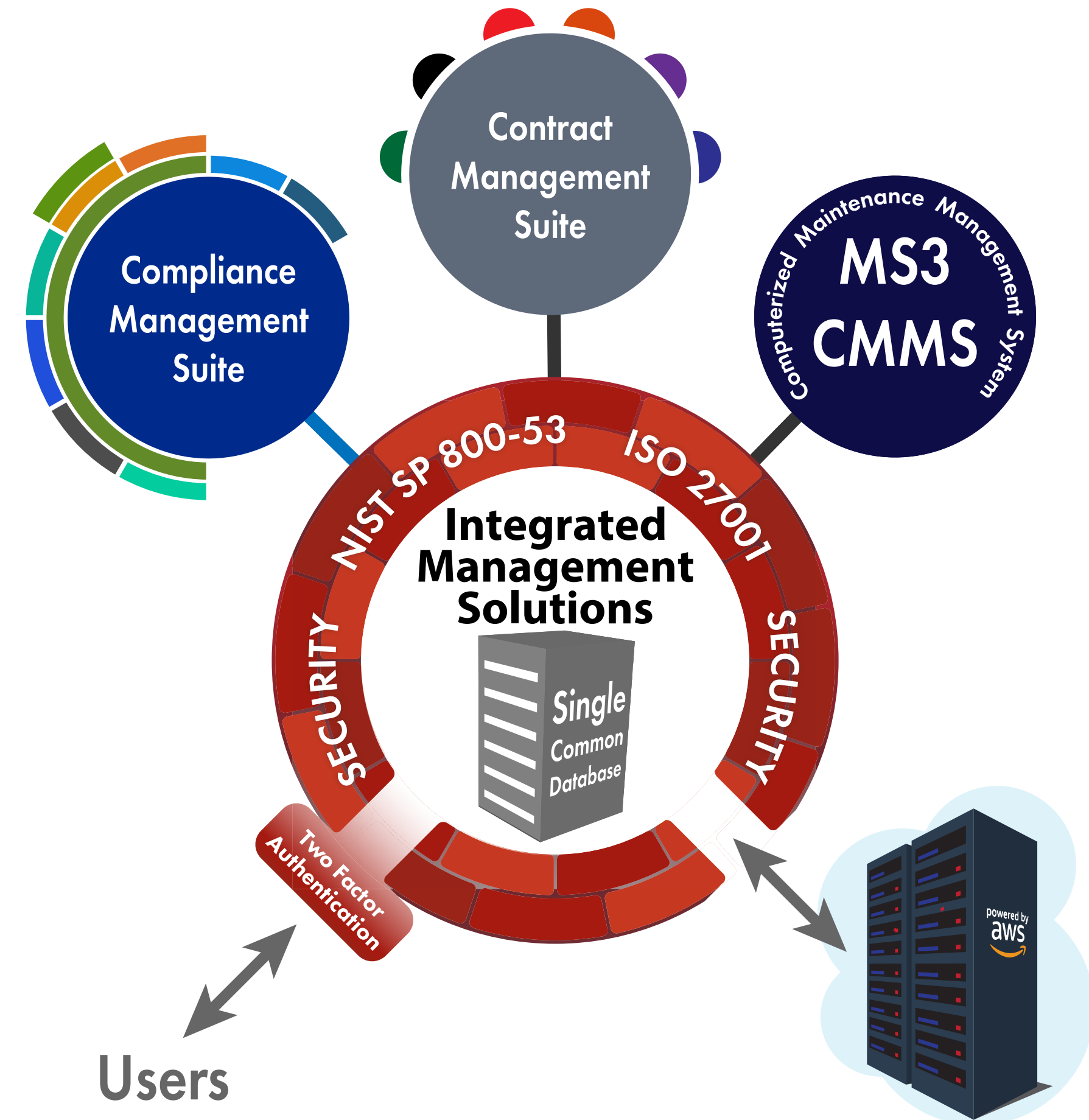
# Project Overview

## The Product:

MS3 is a Computerized Management Software from the early 2000's and was in need of a redesign to help better fit the further design and direction of the software.

## Project Duration:

June 2020 - February 2022



# Project Overview

## The Problem:

The existing design had a lot of action items in confusing places and it required knowledge of where items were located and extensive training to teach the software.

## The Goal:

Create a design that is easier to understand and give users a quick way to not only see what needed to be done but also complete the tasks quickly.

# Project Overview

## My Role:

UX Generalist overlooking all parts of design.

## Responsibilities:

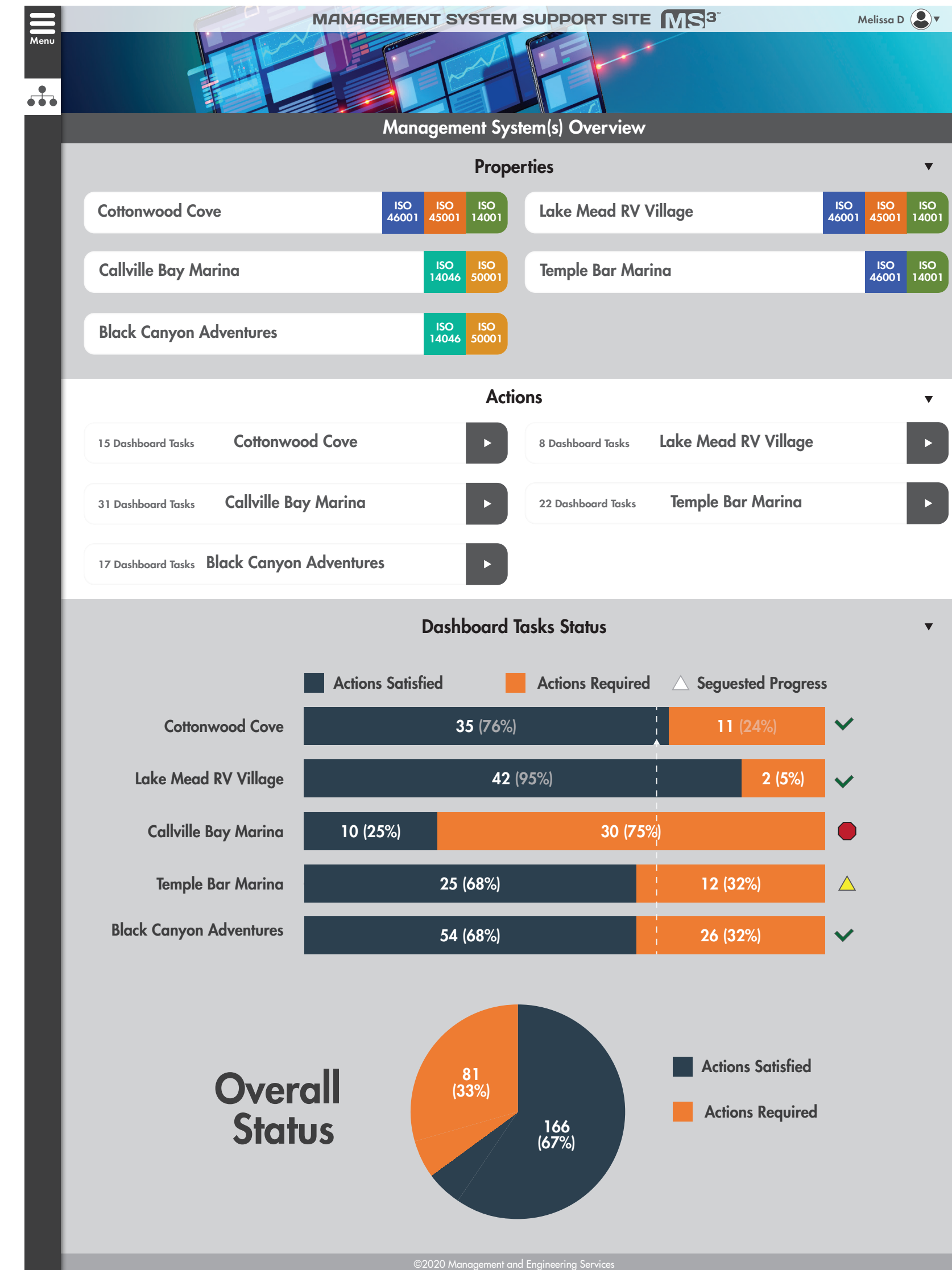
Concept work, high-fidelity prototyping, product design, graphics design, and interfacing with the developers to work on the execution of the design.

# The Redesigns

- Dashboards
- Compliance Audit
- Work Order User-flow

# Dashboard (Corporate)

By planning out and adding a Corporate dashboard it helped the user have a better understanding of there organization's status as complete picture.



# Dashboard (Corporate)

First up, providing a list of all locations and their corresponding compliance standards will help keep track of each facility's requirements.

In addition, having a section to easily see all the uncompleted tasks for each facility greatly decreased the time it takes to look into each site's status.

The dashboard is divided into two main sections: 'Properties' and 'Actions'. The 'Properties' section lists five locations with their associated ISO standards. The 'Actions' section shows the number of dashboard tasks for each location, with a play button icon next to each entry.

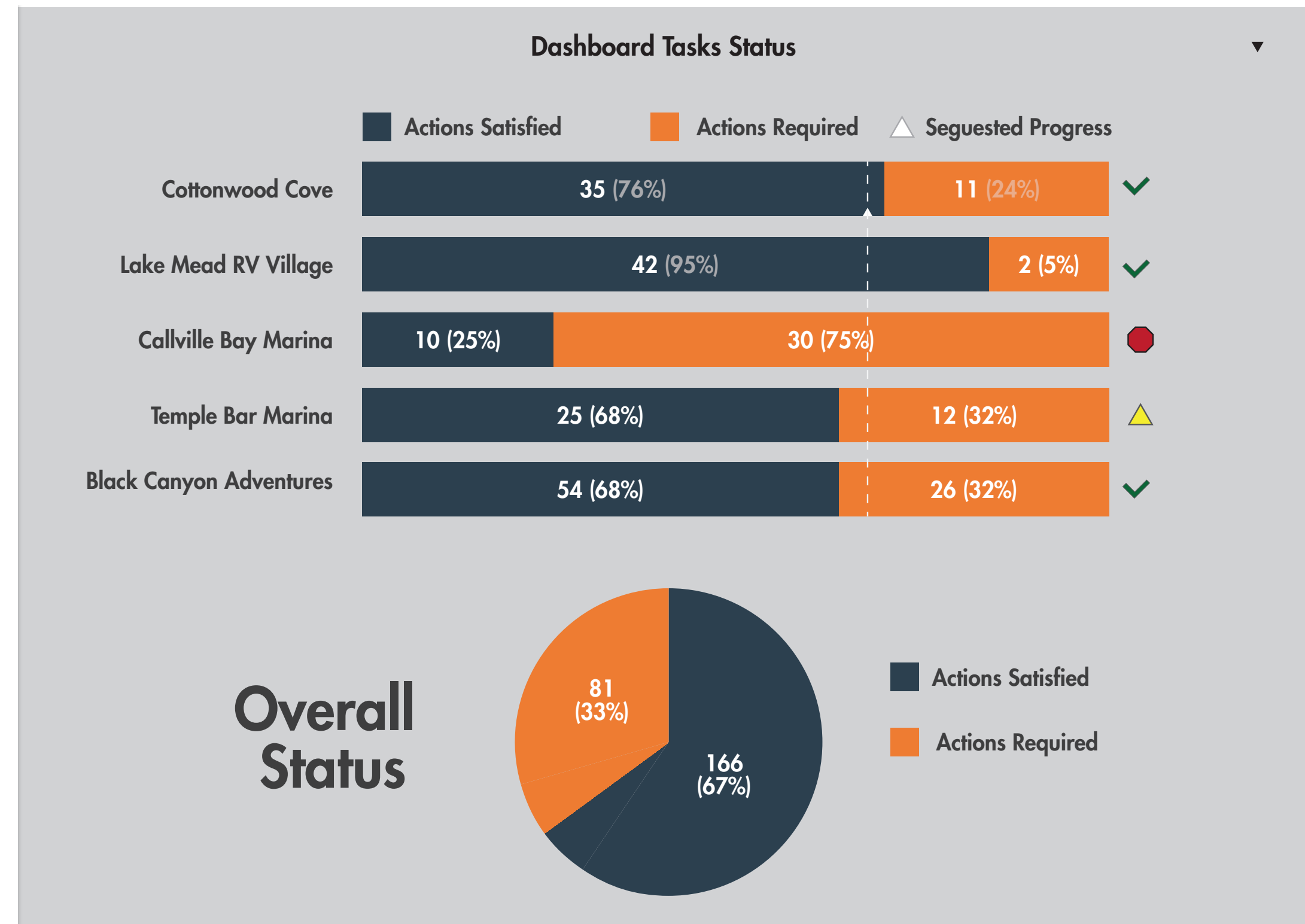
Properties	
Cottonwood Cove	ISO 46001, ISO 45001, ISO 14001
Lake Mead RV Village	ISO 46001, ISO 45001, ISO 14001
Callville Bay Marina	ISO 14046, ISO 50001
Temple Bar Marina	ISO 46001, ISO 14001
Black Canyon Adventures	ISO 14046, ISO 50001

Actions	
15 Dashboard Tasks	Cottonwood Cove
8 Dashboard Tasks	Lake Mead RV Village
31 Dashboard Tasks	Callville Bay Marina
22 Dashboard Tasks	Temple Bar Marina
17 Dashboard Tasks	Black Canyon Adventures

# Dashboard (Corporate)

Providing visual graphics also aids in a quick visual to help check the status.





# Dashboard (Facility Main)

The Facility Dashboard was designed to give you an overview of the different standards and the actions needed. Simplifying it this way makes finding required action quicker.

MANAGEMENT SYSTEM SUPPORT SITE MS<sup>3</sup> Melissa D

LOGO

### Attention Required

- 5 Dashboard Tasks **Environmental** Performance ▶
- 4 Dashboard Tasks **Water Efficiency**
- 3 Dashboard Tasks **Water Footprint**
- 1 Dashboard Task **Energy**
- 1 Dashboard Task **Zero Waste**
- 4 Dashboard Tasks **Safety** Performance ▶
- 3 Dashboard Tasks **Net Zero GHG**
- 1 Dashboard Task **Food Safety**
- 3 Dashboard Tasks **Quality**

### Sustaining Actions

- Calibrate Devices
- Meeting Notes
- Safety Report

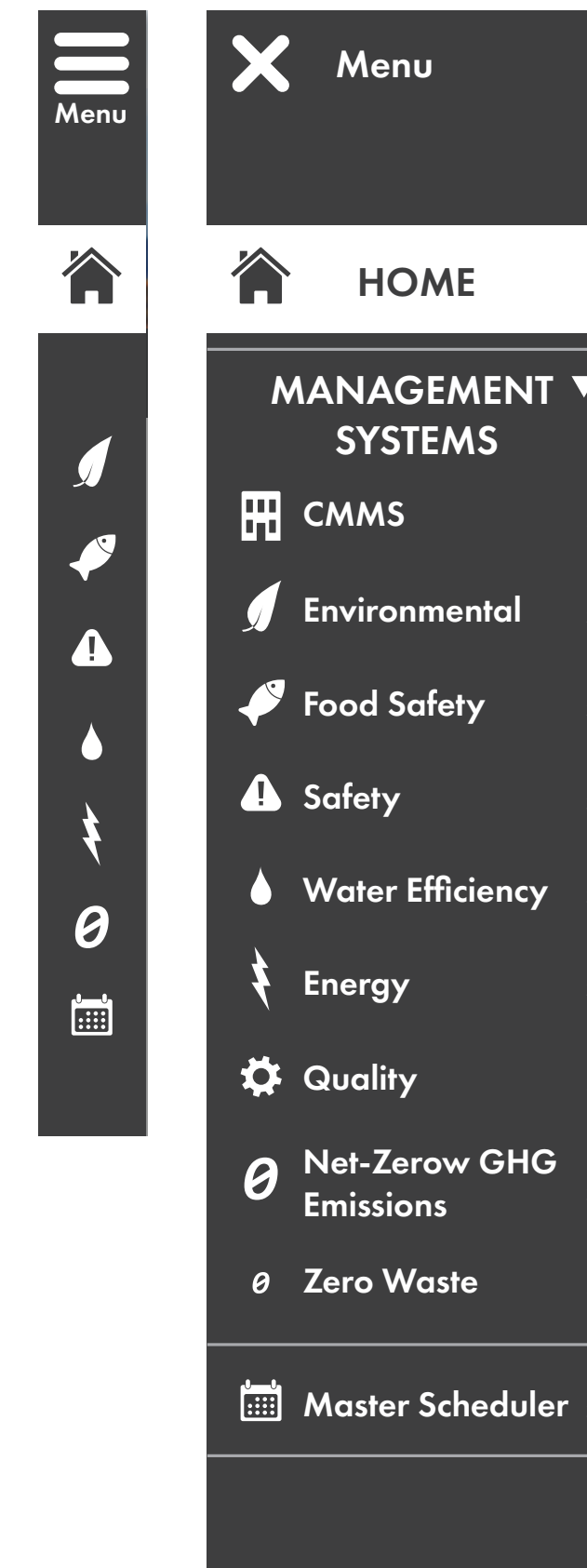
### Environmental Performance ▶

- 3 Dashboard Task **Environmental**
- 1 Dashboard Task **Water Efficiency**
- 1 Dashboard Task **Quality**

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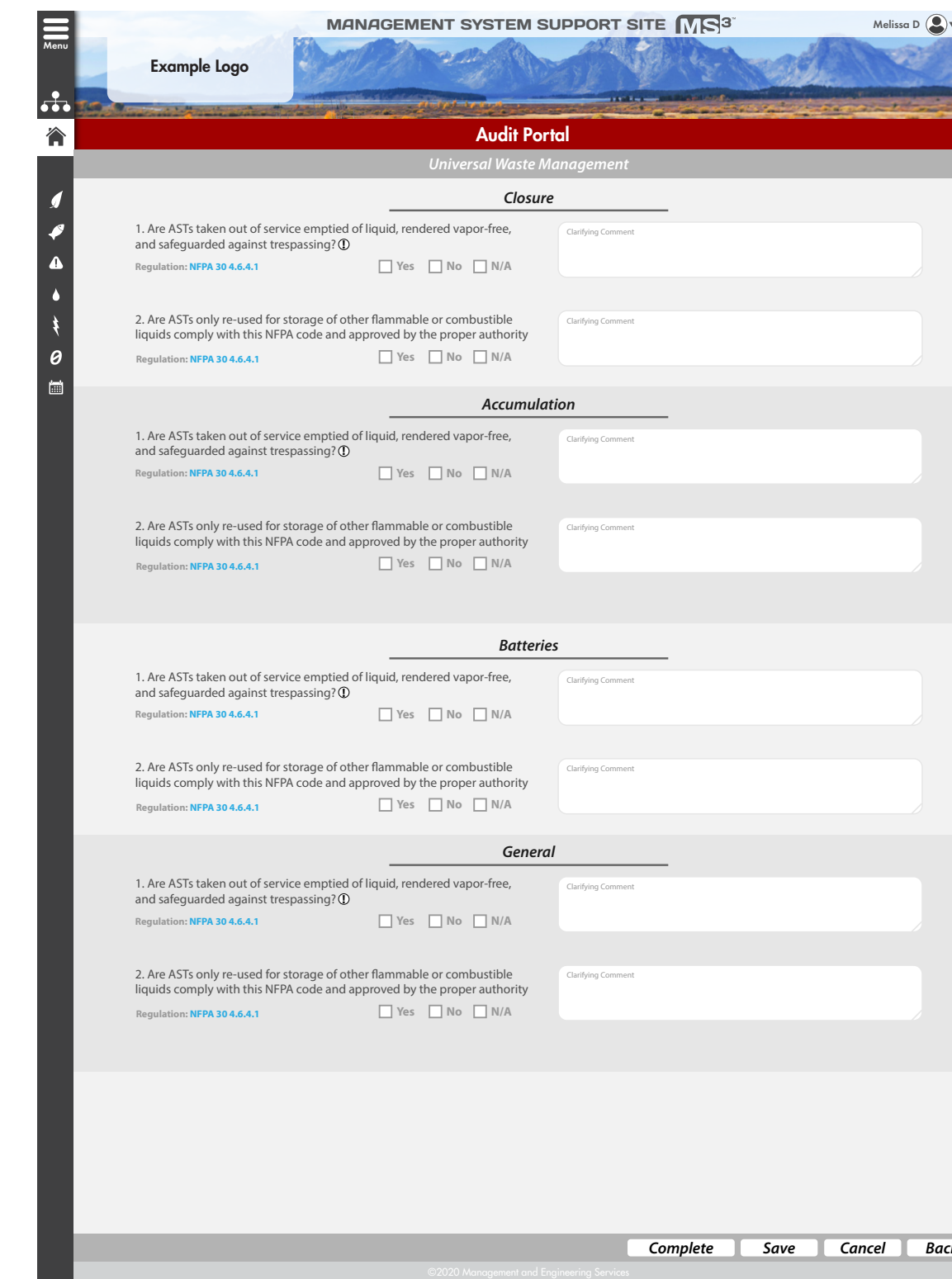
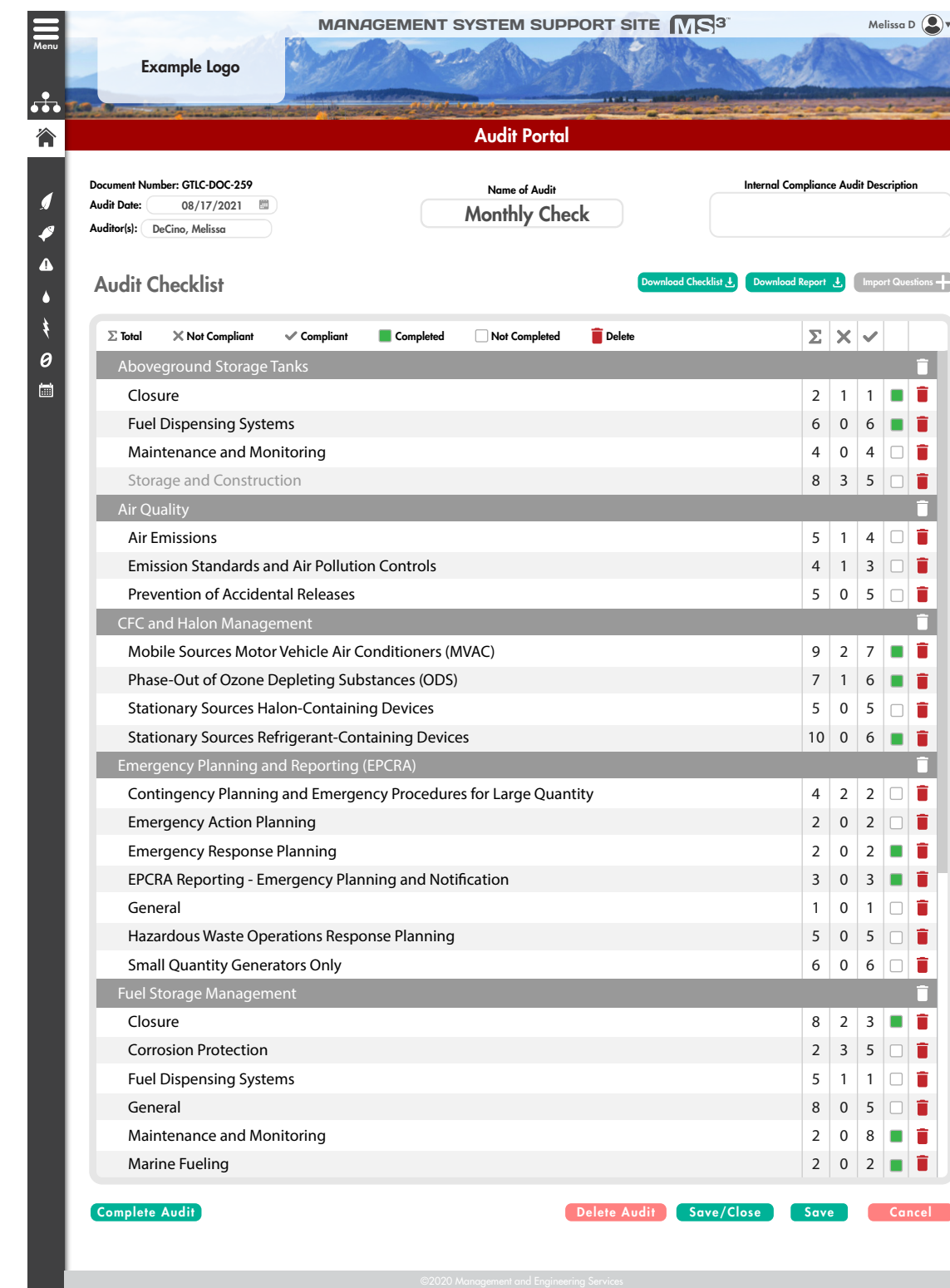
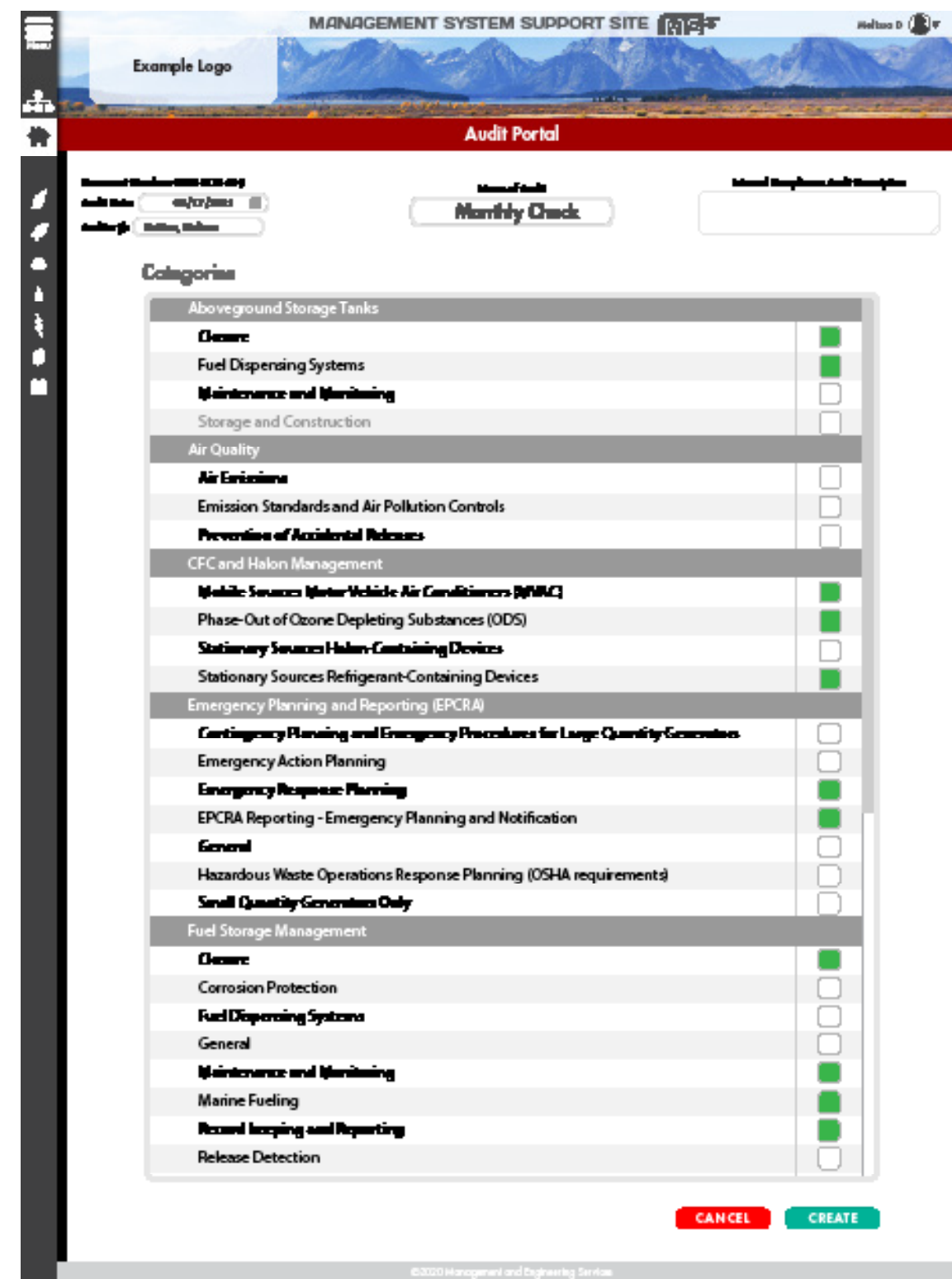
# Dashboard (Facility Menu)

By giving the user the option to select which standars are pinned for quick access, it helps improve the day to day workflow without requiring the menu to be opened.



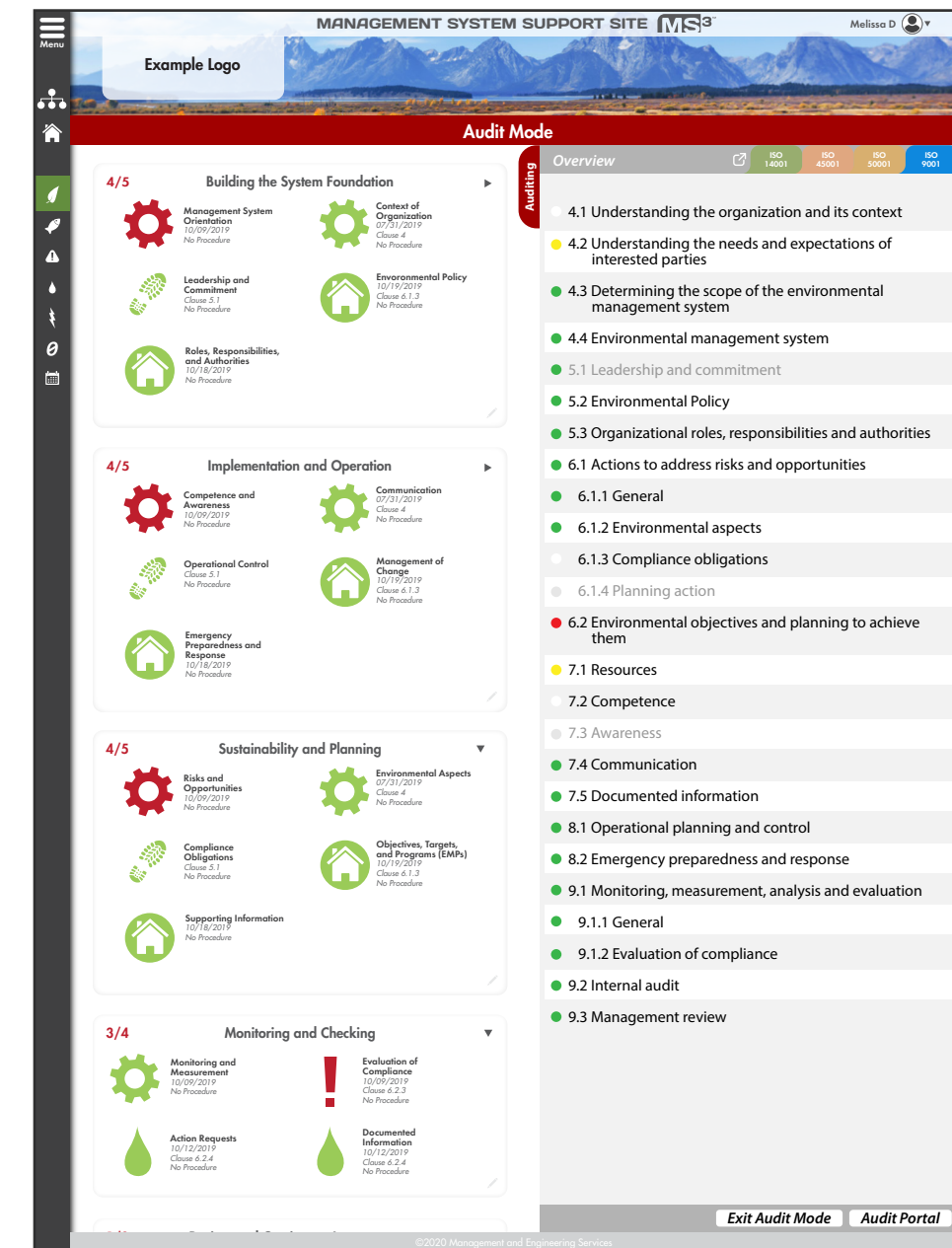
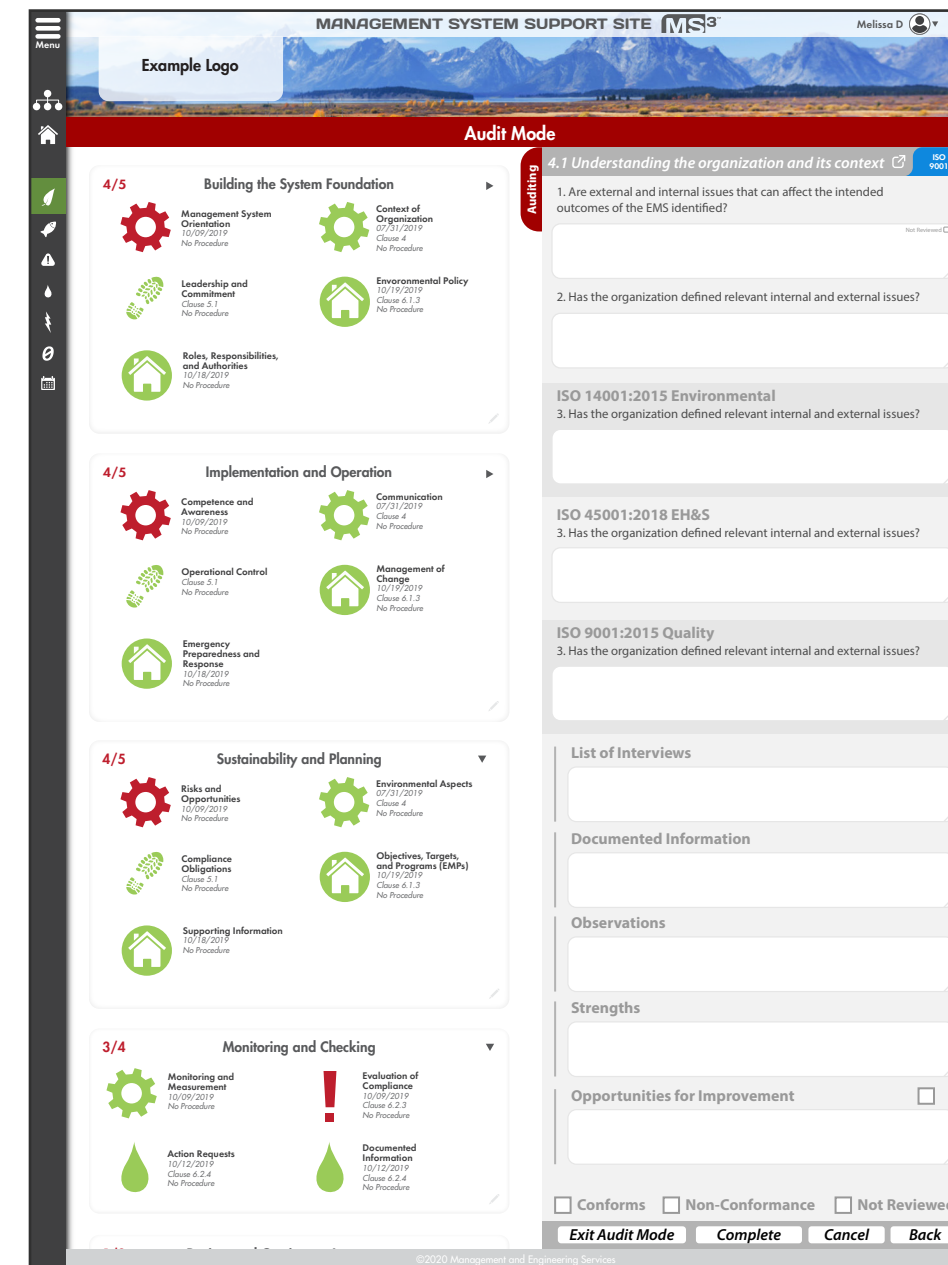
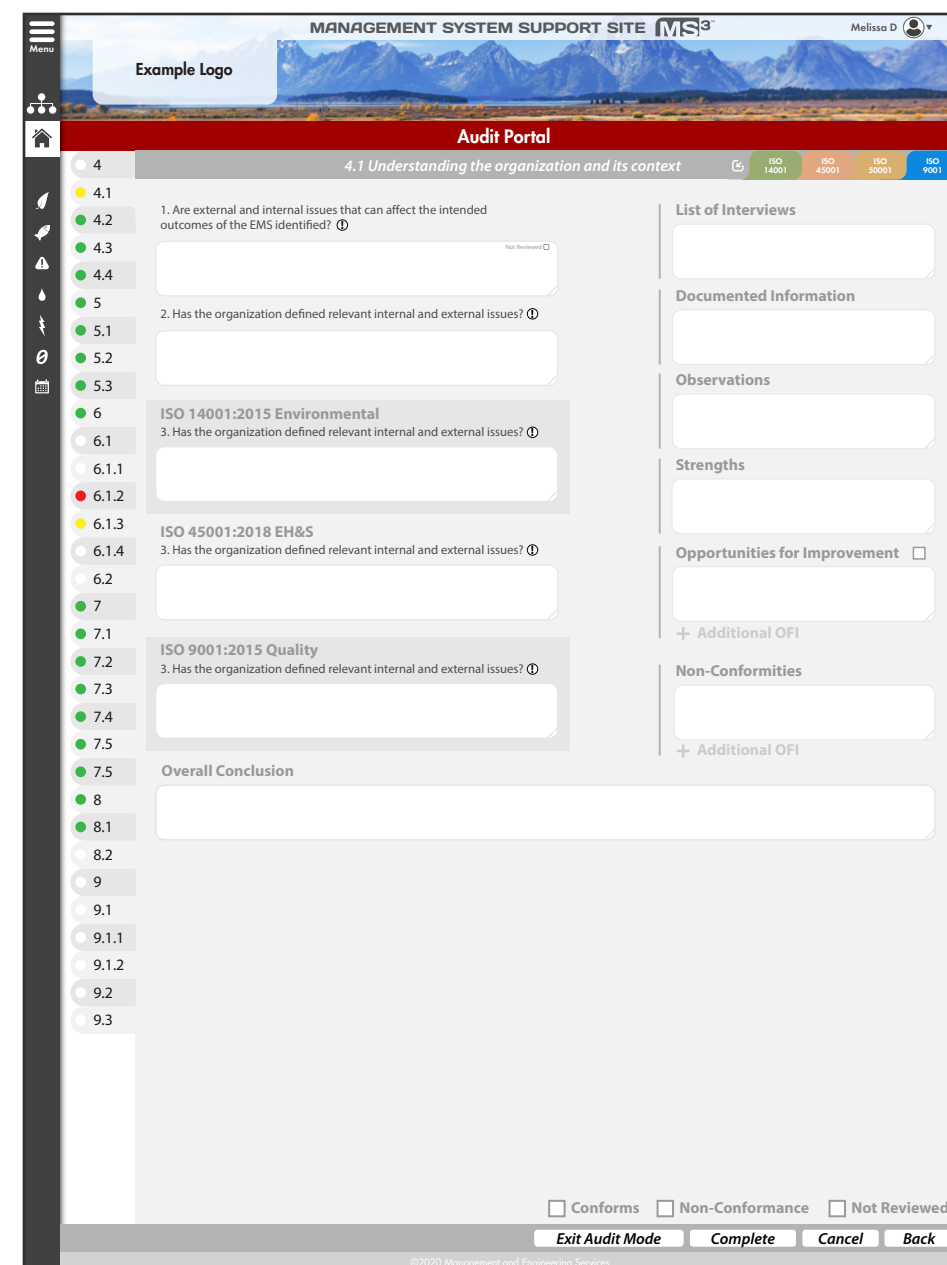
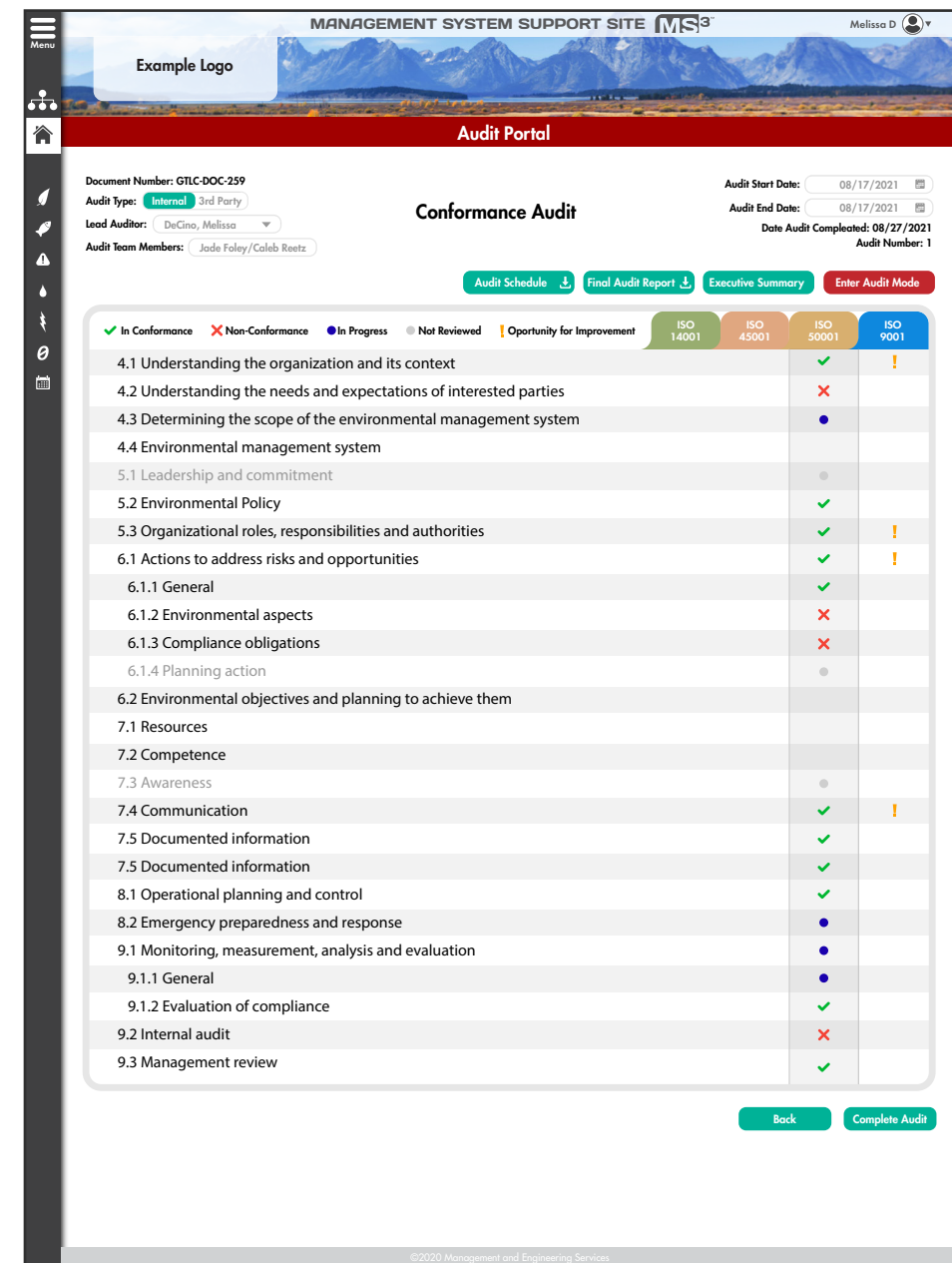
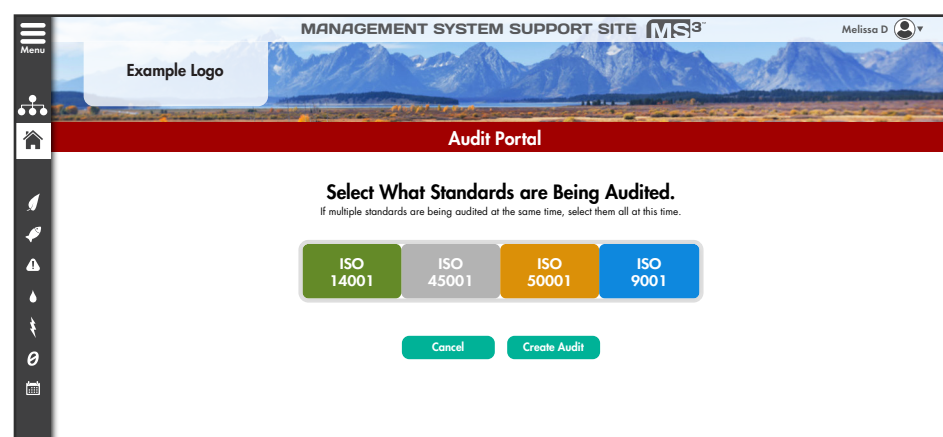
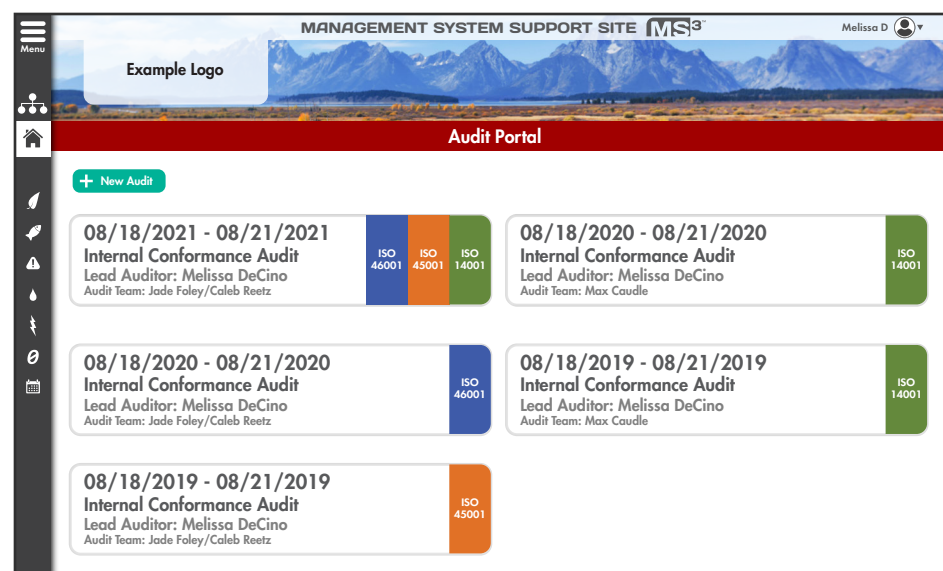
# Compliance Audit (Self)

Redesigning both the look and functionality of the Self Compliance Audit was done to aid in simplifying the user-flow and add additional support to guide them through the task.



# Compliance Audit (Internal)

This redesign focused on grouping like information together on the same screens and ensuring the auditor was able to accomplish their tasks in an efficient way.



# Work Order User-flow (Maintenance Tablet)

I was tasked with updating the tablet interface design to better facilitate the form-factor.



### LOGIN

Please enter your username and password then press the Sign-In button. Username and Password are case-sensitive.

Username

Password

[I forgot my password](#)

Portal Login

### Work Order Summary By Shop

Sort: Facility Shop Open Urgent Date Range: 01/01/2018 - 01/12/2021 Show: 100

Example Hospitality, LLC Plumbing Shop	Open	Urgent	166	0
Example Hospitality, LLC All Shops	Open	Urgent	10	0

### Mobile Work Order Manager - Plumbing Shop

Sort: Request Open/Close Asset Description Date Range: 01/01/2018 - 01/12/2021 Show: 100

Request Date	Open/Close	Asset	Description
60504 01/14/2020	0/0	Employee Showerhouse (YVS)	Routine (90 day response) Plumbing YVS Showerhouse: Please assess and repair the sink handle in the women's restroom.
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### Logs and Inspection

- Training
- Pest Management
- Initial Deferred Maintenance
- Stock
- Cyclic
- Refrigeration Leak Log
- Refrigeration Inspection
- Generators
- Grease Traps
- Pump Out
- Boilers
- Backflow Preventor

### Stock Inventory

Sort: SKU Location Bin Description Quality Show: 100

SKU	Location	Bin	Description	Quantity
SKU: 1-0005	Location: MAINT	Bin: COO-WALL	SHINGLES, SUGAR PINE SHAKE 32" -VENDOR ARMSTRONG SHAKE-	40
SKU: 1-0001	Location: MAINT	Bin: AD1-STG	Emergency Response Kits	2
SKU: 1-0005	Location: MAINT	Bin: COO-WALL	SHINGLES, SUGAR PINE SHAKE 32" -VENDOR ARMSTRONG SHAKE-	40
SKU: 1-0001	Location: MAINT	Bin: AD1-STG	Emergency Response Kits	2
SKU: 1-0005	Location: MAINT	Bin: COO-WALL	SHINGLES, SUGAR PINE SHAKE 32" -VENDOR ARMSTRONG SHAKE-	40
SKU: 1-0001	Location: MAINT	Bin: AD1-STG	Emergency Response Kits	2
SKU: 1-0005	Location: MAINT	Bin: COO-WALL	SHINGLES, SUGAR PINE SHAKE 32" -VENDOR ARMSTRONG SHAKE-	40
SKU: 1-0001	Location: MAINT	Bin: AD1-STG	Emergency Response Kits	2

### Refrigeration Leak Inspection

#### Quarterly Inspections

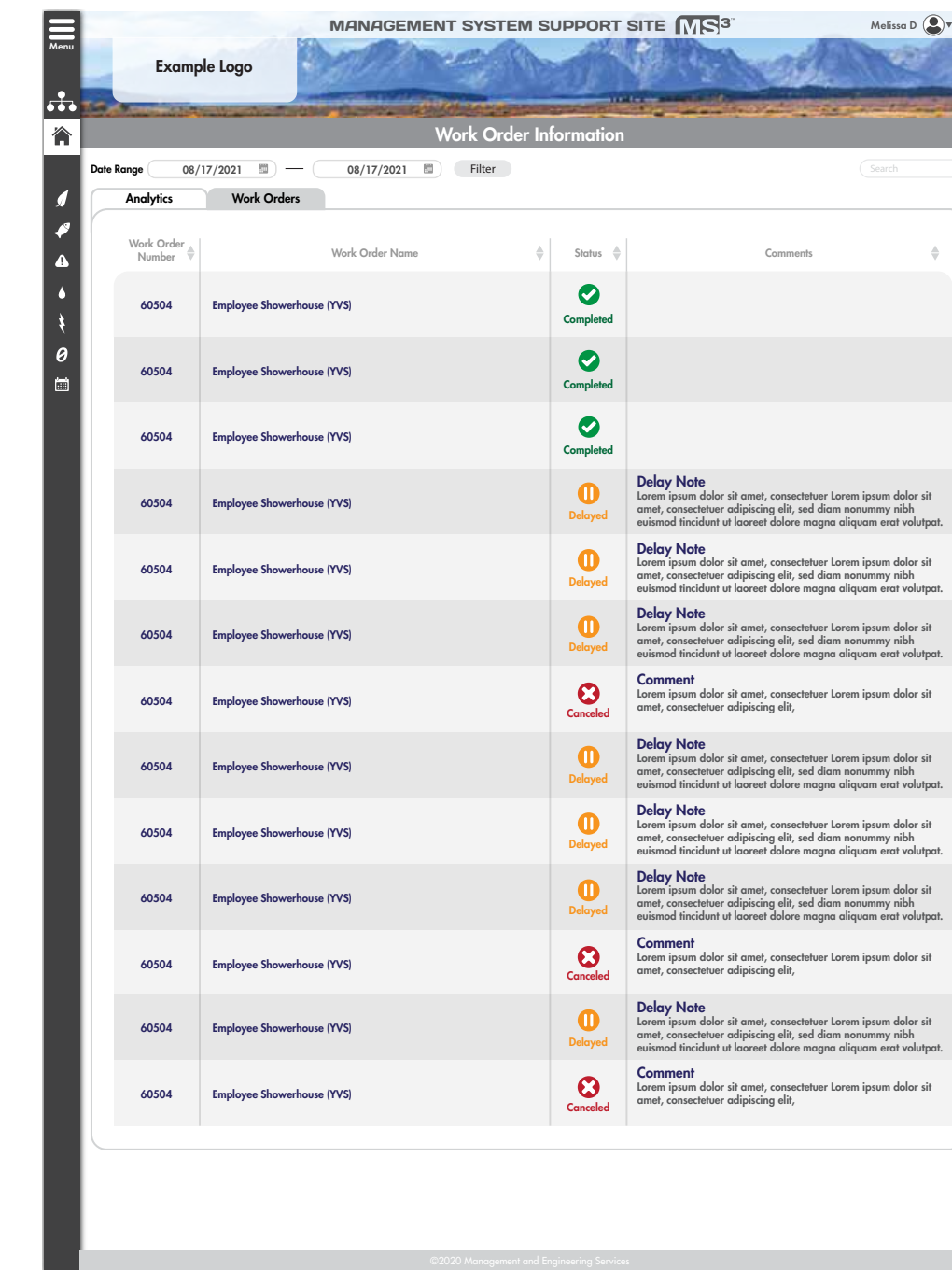
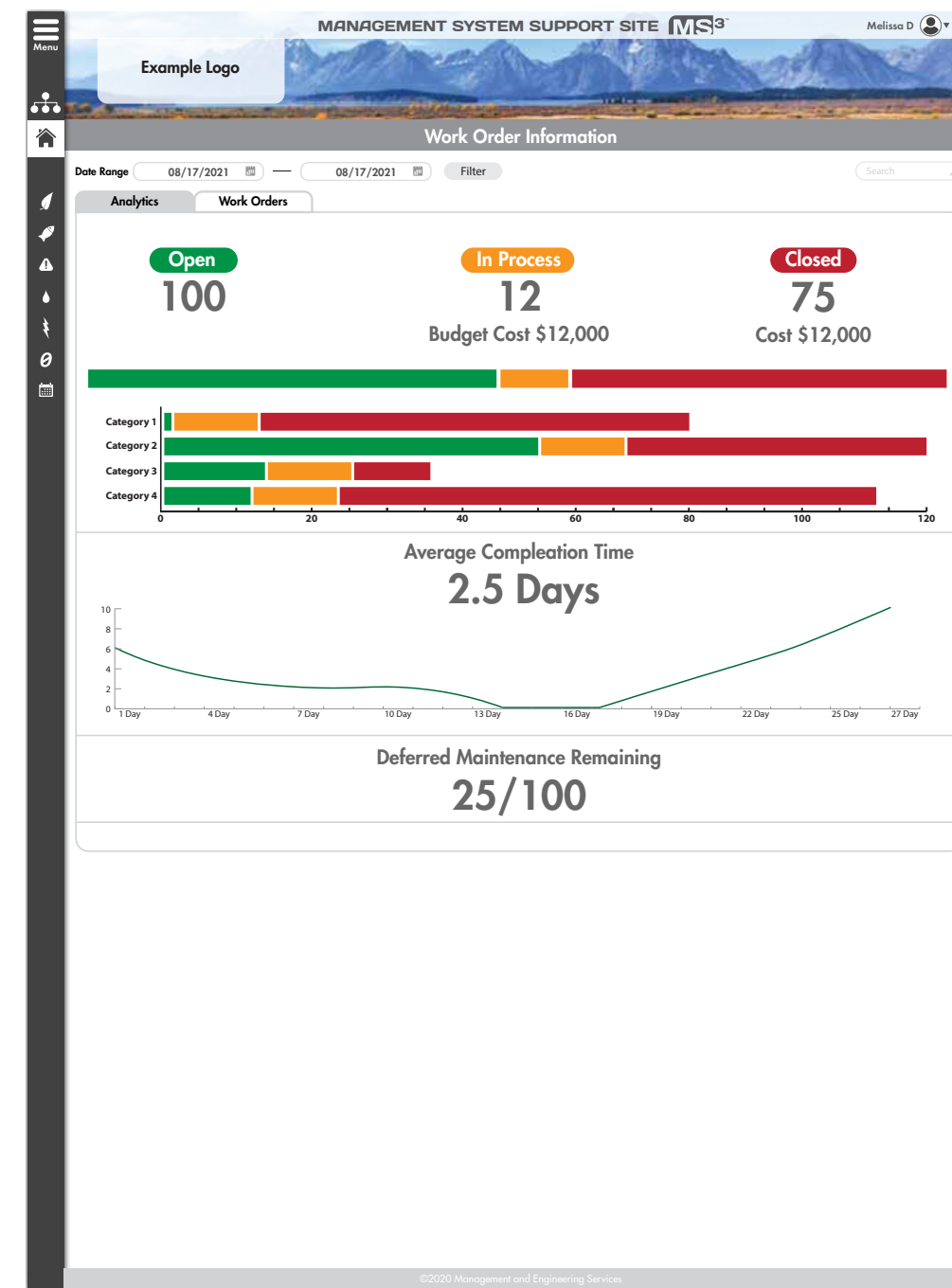
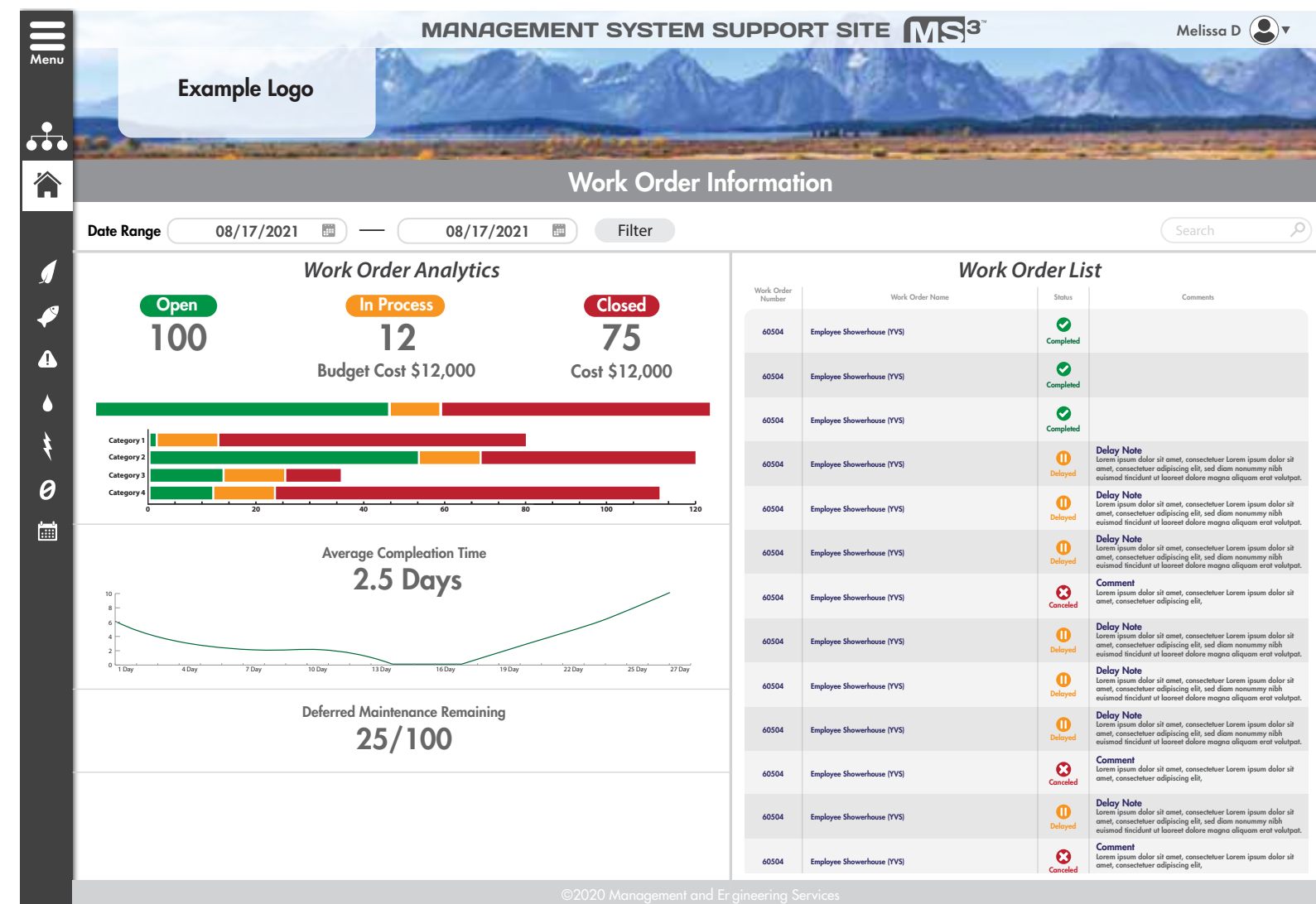
Refrigeration	Description	Area Location	Area Structure
E-x @mple	This is an example Description.	AD1-STG	2
E-x @mple	Another sample that I know nothing about	COO-CA	0
E-x @mple	Don't ask	COO-CA	84
E-x @mple	That Might work	COO-WALL	2

#### Yearly Inspections

Refrigeration	Description	Area Location	Area Structure
E-x @mple	This is an example Description.	AD1-STG	2
E-x @mple	Another sample that I know nothing about	COO-CA	0
E-x @mple	Can't pay attention.	COO-CA	84
E-x @mple	That Might work	COO-WALL	2

# Work Order User-flow (Admin)

This Admin portal was a concept I designed to give relevant information on work orders at a quick glance. It was designed to allow for quick lookup and filtering for all work-orders. As part of the design, The screen aspect ratio was considered and content is responsive to optimize the space.



# Work Order User-flow (Submitting)

I was tasked with designing the work order work-flow. The main thing I focused on was to ensure the user was both updated and had a way to check in on there work orders without needing to setup an account. I worked with the developer on a secure way to implement a email verification method and update process.

Submit Work Request

MS<sup>3</sup> MANAGEMENT SYSTEM SUPPORT SITE

Email Address:

CC Email:

Requester Name:

Phone Number:  (NO DASHES)

Type of Request:  Real Property  Personal Property

Location Occupied:  N/A  YES  NO

Pets at Location:  N/A  YES  NO

Location:  (Call by Key)

Personal Property:  (000110 - Free Load Washer)

Description:

If you have any questions contact the maintenance department at yosemitemaintenance@arsmark.com or call (209) 372-1415

Powered by: iXES

Work Order Lookup

MS<sup>3</sup> MANAGEMENT SYSTEM SUPPORT SITE

Email:

Work Order Lookup

MS<sup>3</sup> MANAGEMENT SYSTEM SUPPORT SITE

Verification Number:

MS<sup>3</sup> MANAGEMENT SYSTEM SUPPORT SITE

Your Email Verification Code:

**468124**

If you have any questions contact the maintenance department at yosemitemaintenance@arsmark.com or call (209) 372-1415

Powered by: iXES

Work Order Lookup

MS<sup>3</sup> MANAGEMENT SYSTEM SUPPORT SITE

JohnDoe@example.com

Filter | Sort | Date Range: 06/17/2021 - 06/17/2021

Work Order Number	Work Order Name	Status	Comments
60504	Employee Showerhouse (YVS)	Completed	
60504	Employee Showerhouse (YVS)	Completed	
60504	Employee Showerhouse (YVS)	Completed	
60504	Employee Showerhouse (YVS)	Delayed	Delay Note Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.
60504	Employee Showerhouse (YVS)	Delayed	Delay Note Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.
60504	Employee Showerhouse (YVS)	Delayed	Delay Note Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.
60504	Employee Showerhouse (YVS)	Cancelled	Comment Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.
60504	Employee Showerhouse (YVS)	Delayed	Delay Note Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.
60504	Employee Showerhouse (YVS)	Delayed	Delay Note Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.
60504	Employee Showerhouse (YVS)	Cancelled	Comment Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.
60504	Employee Showerhouse (YVS)	Delayed	Delay Note Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.
60504	Employee Showerhouse (YVS)	Cancelled	Comment Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.

If you have any questions contact the maintenance department at yosemitemaintenance@arsmark.com or call (209) 372-1415

Powered by: iXES

MS<sup>3</sup> MANAGEMENT SYSTEM SUPPORT SITE

The status has changed on the following work order:

**COMPLETED**

Test Contract Requirement

If you have any questions contact the maintenance department at yosemitemaintenance@arsmark.com or call (209) 372-1415

Powered by: iXES

Work Order Lookup

MS<sup>3</sup> MANAGEMENT SYSTEM SUPPORT SITE

JohnDoe@example.com

**COMPLETED**

**Burst Pipe in Lounge**

Work Order Number: 11208874  
Date Work Order Created: 03/05/2021  
Submission Date: 12/12/2021

Description:  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam

Comments:  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam

Delay Notes:  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam

If you have any questions contact the maintenance department at yosemitemaintenance@arsmark.com or call (209) 372-1415

Powered by: iXES

# Going Forward

- Takeaway
- Next Steps



# Takeaways

## Impact

These design helps create an improved user-flow and provide a basis for the software moving forward.

## What I Learned

By working on this project, it was a great exercise in laying out a lot of data and features in a cohesive way. I was able to gain experience in working with a developer after the designs to help bring them to reality.

# Let's Connect!

If you liked what you saw, ask to see more of my work.

Caleb Reetz: [CalebReetz@gmail.com](mailto:CalebReetz@gmail.com) 720-749-0669