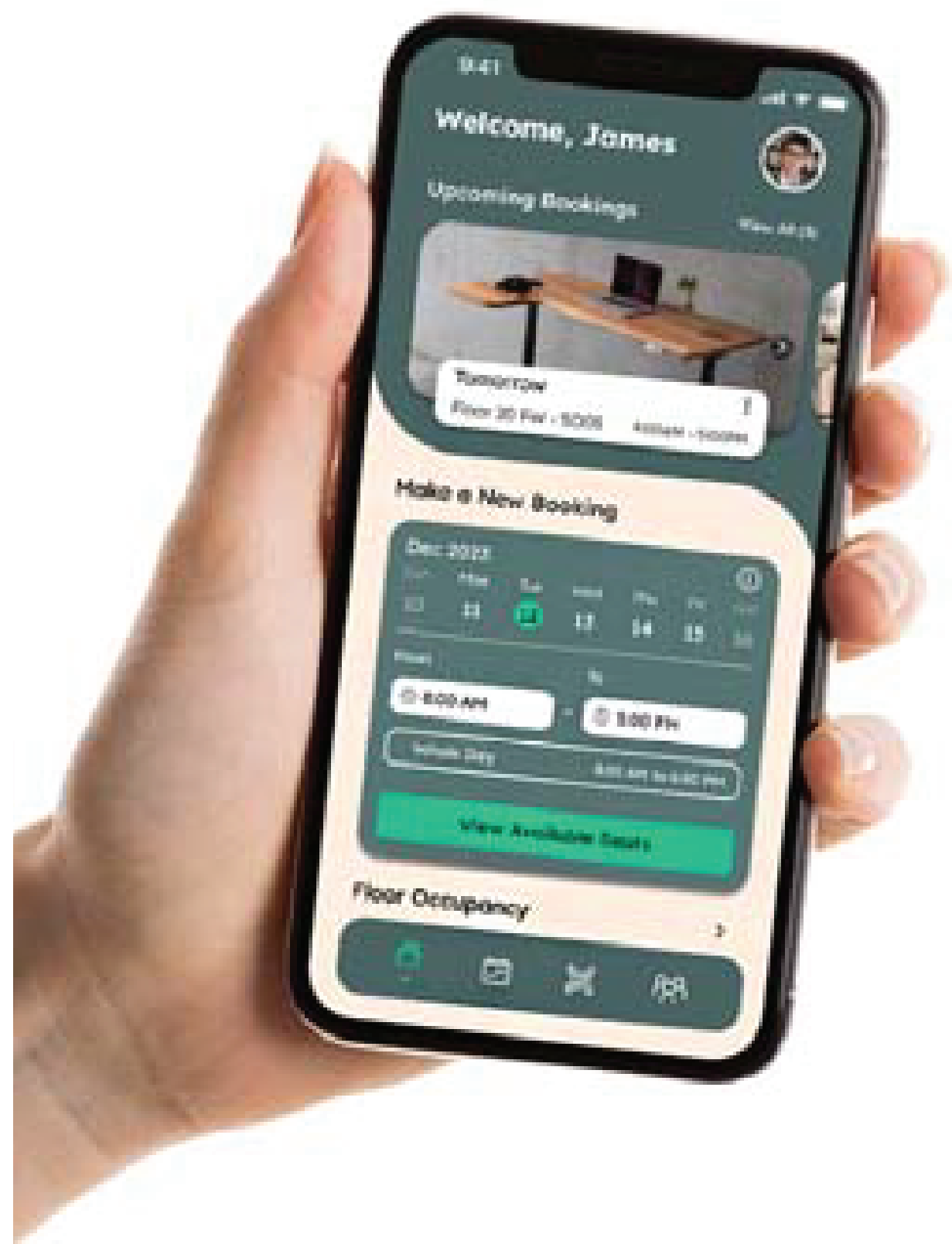# HOT DESKING BOOKING MOBILE APPLICATION DESIGN

INTRODUCTION

This project aims to address the issues of hot desking by designing a hot desking booking app to enhance user experience (UX).

METHODOLOGY

The Double Diamond model consists of four stages which alternate between converging & diverging perspectives, where we explore and solve the problem with an open mindset before zooming in on the ideal solution and product.

Discover · Define · Develop · Deliver
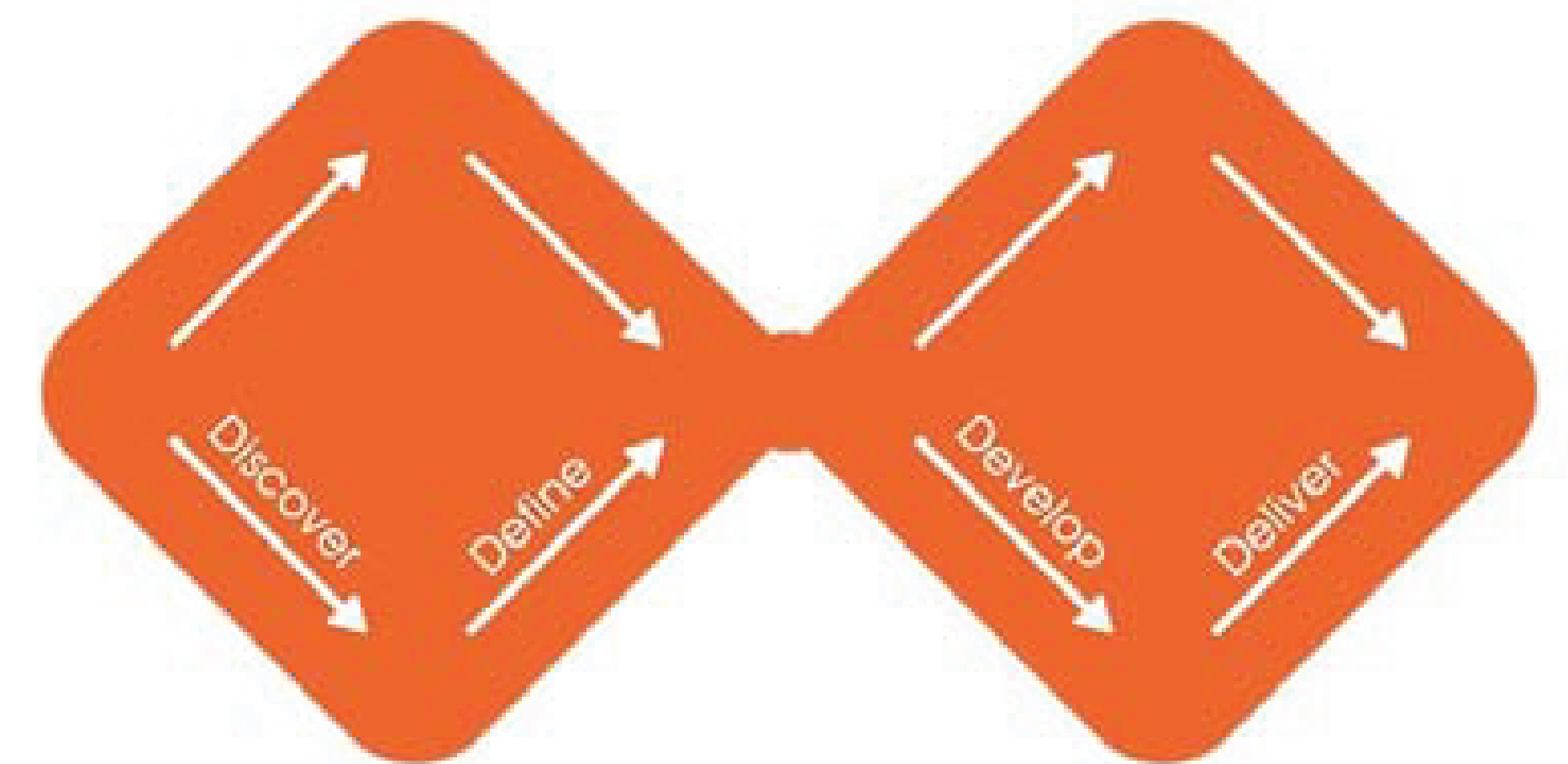
- Competitor Analysis
- Initial Assumptions & Hypothesis
- User Interviews
- Survey (by Strategic Plans)
- Observations
- Visoning with Strategic Plans

KEY FINDINGS

• Most users usually sit near their team
• Most users are frustrated with the processes brought by hot desking
• Occupancy of hot desking areas is lower than expected
• DSTA is at the point where new hires lack seats

CONCLUSION

App should enhance employees' hot desking experience & scale with the number of floors with hot desking

"How Might We" Statement

How might we design an app for employees that encourages collaboration, benefits their health & wellbeing and gives them a sense of belonging & purpose while equipping them with an easy to use app which will improve their hot desking experience, in an environment with social opportunities that will foster a supportive and smart office?

User Personas

Jacob Koh, 32 year old HR Manager
"Time is of the essence, every moment counts. Finishing my work as soon as possible is something I strive to achieve everyday!"

- User Journey Map
- User Stories & Prioritisation

As-Is User Journey Map - Jacob Koh

ARRIVAL	WORKING	LEAVING
1. Commuting on the bus	1. Needs to find his team member	1. Finish work & knock off early
2. Reaches DSTA, looks for an available standing desk	2. Discuss plans with his team member	2. Clear table
3. Walks to his locker & back to his desk	3. Continues with his work	3. Leave office

RESULTS

User Flows
Regular Booking
Fast Booking
Finding Neighbours
Finding Colleagues

Low-fidelity Prototype
Rough layout of user interface (UI) drawn on paper

Mid-fidelity Prototype
Clear layout of UI designed on Figma

Guerrilla Testing
2 participants from DH tested usability of the app in the mid-fi stage

High-fidelity Prototype v1
Detailed elements added to UI; improved design based on guerrilla testing feedback

Usability Testing (UT)
4 participants from DH given tasks to test the usability of the app in the hi-fi stage

Main Features:

• Book a seat in advance
• Scan to book
• See user's neighbours in future bookings
• See where user's colleagues are seated
• Filter function to book what the user likes
• View capacity of floors
• Seat recommendations

High-fidelity Prototype v2
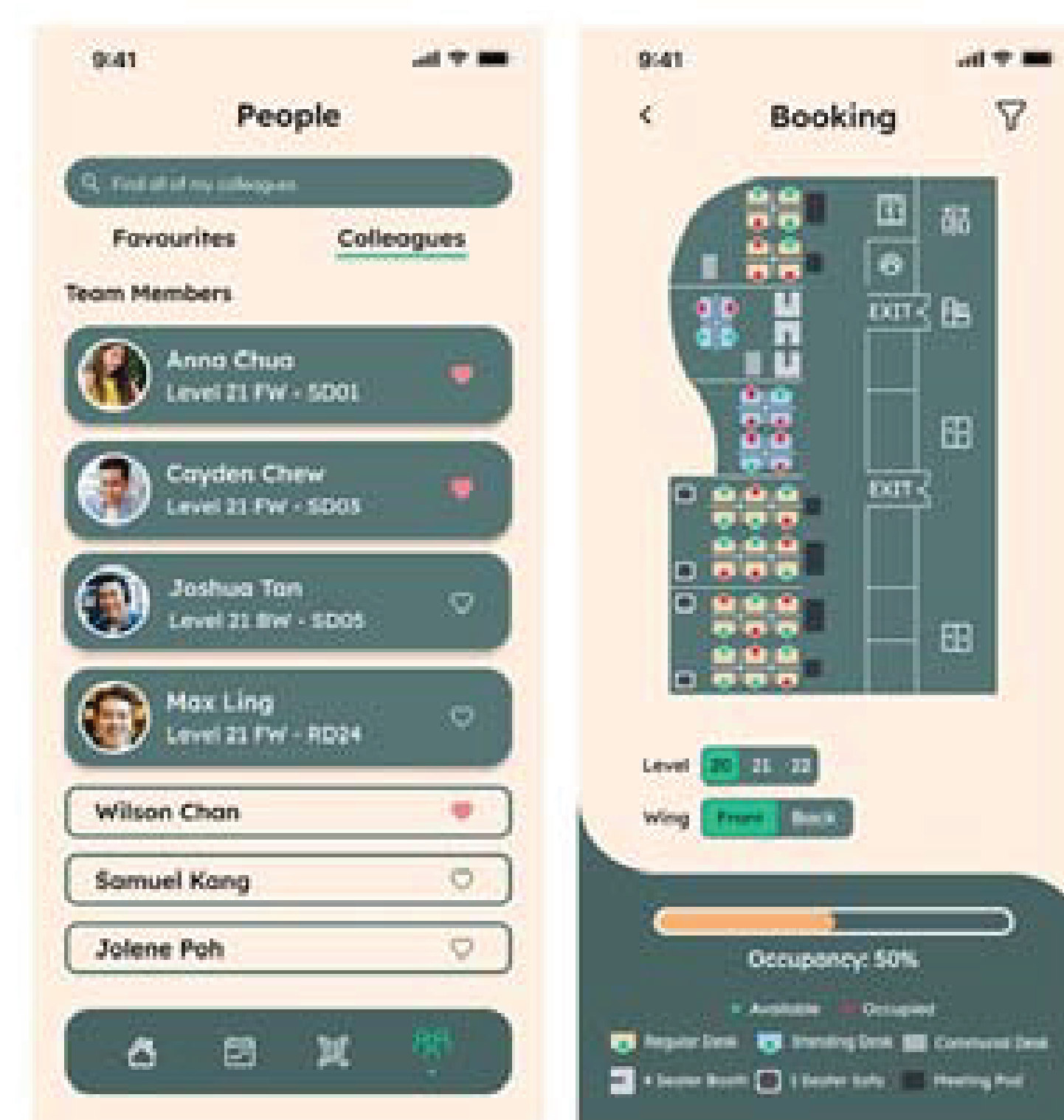
Scan to try!

People Page   Booking Page

Member:
Laurent Low Le Hong, Victoria School
Mentors:
Lee Kee An, Defence Science and Technology Agency
Goh Jun Rui, Defence Science and Technology Agency

YDSP Young Defence Scientists Programme

DSTA Defence Science & Technology Agency

DSO NATIONAL LABORATORIES