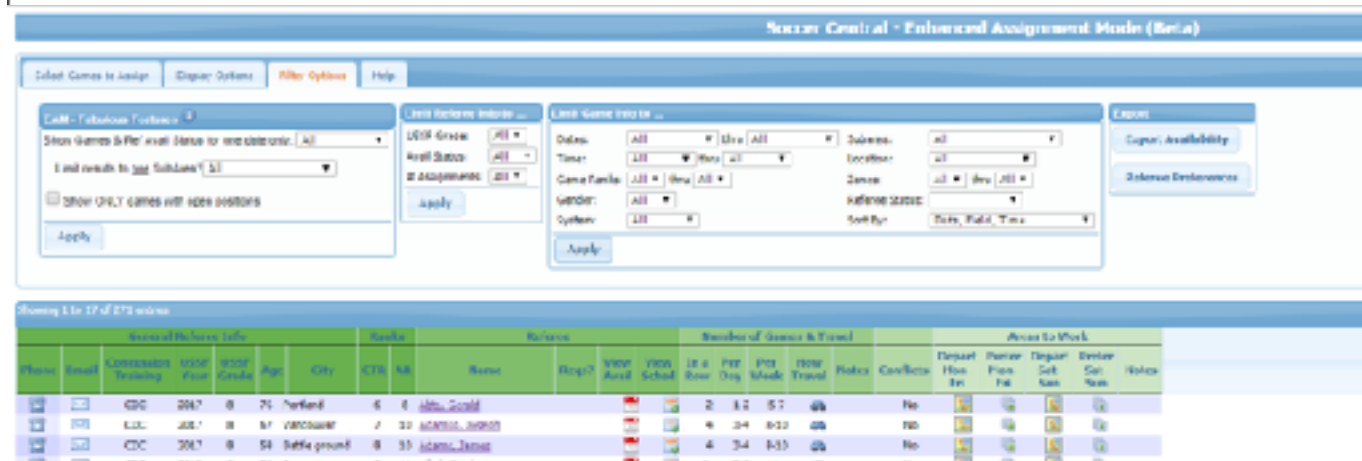
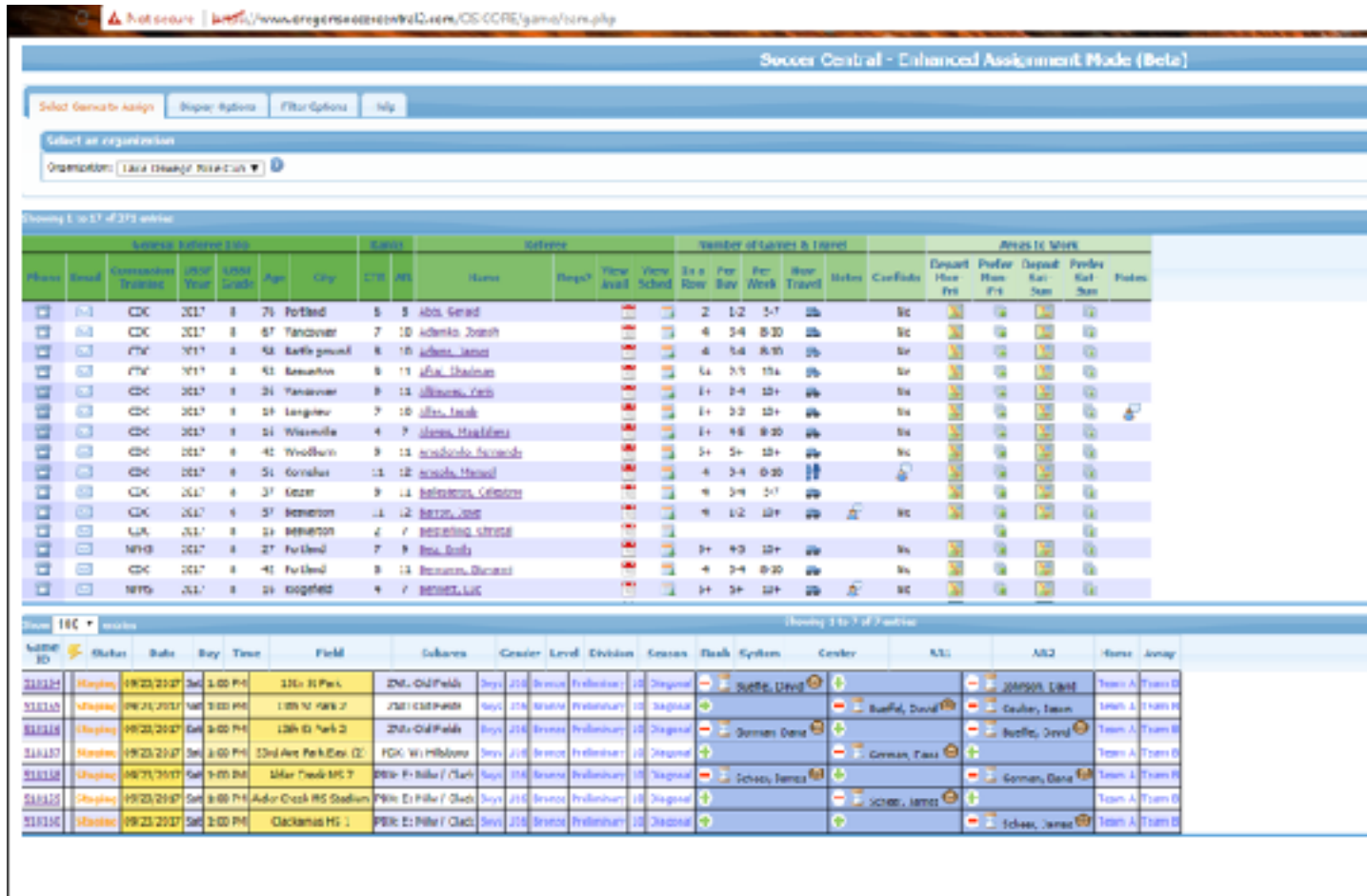


Case Study: Game Assign

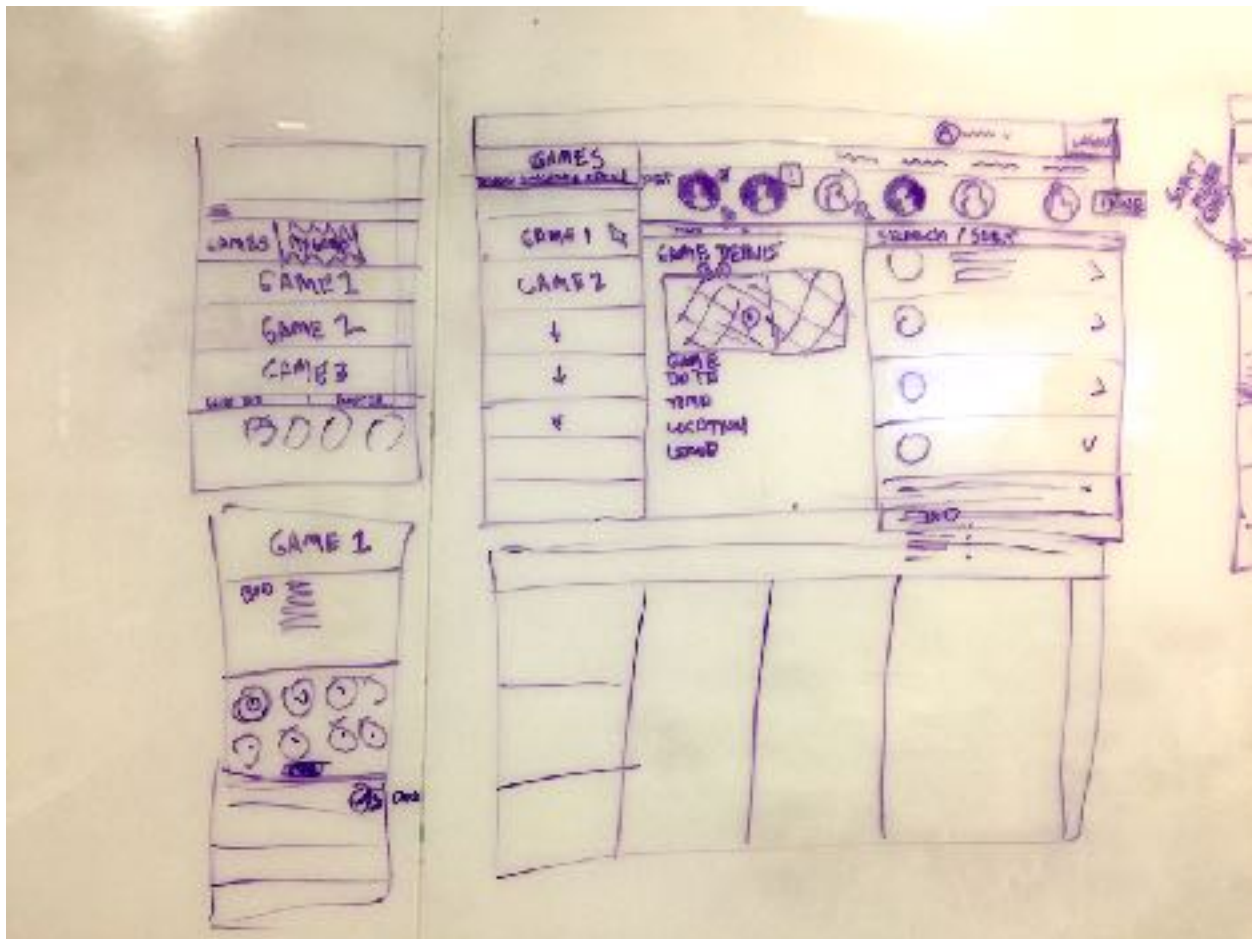
The assignment was to complete a major redesign of an existing web app for assigning and reviewing sports game officials. The current state when Blue Star Sports took it on was very backward, more like a dated spreadsheet but even harder on the eyes. It completely lacked intuitiveness, requiring the user to jump back and forth between screens in order to assign officials to games. The screenshots below show the state of the software before work began.

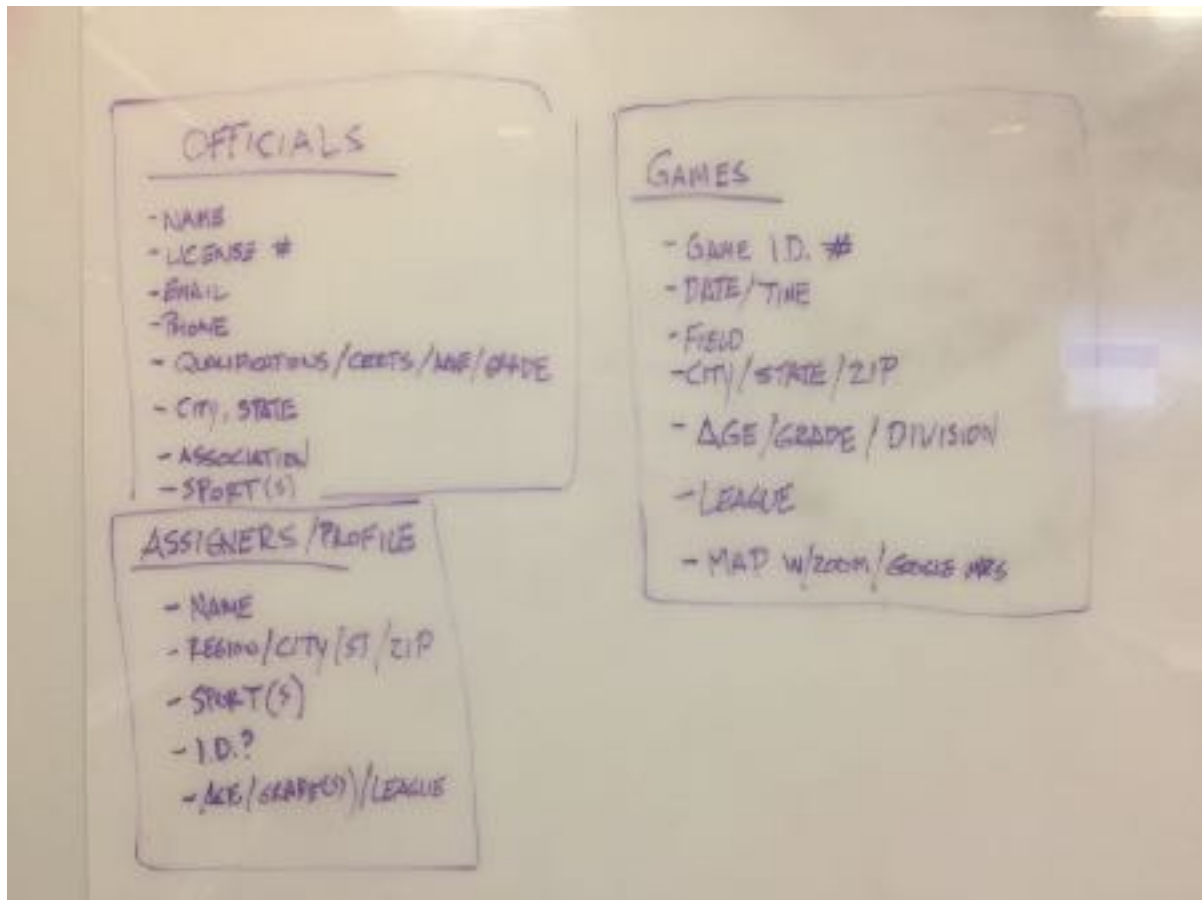
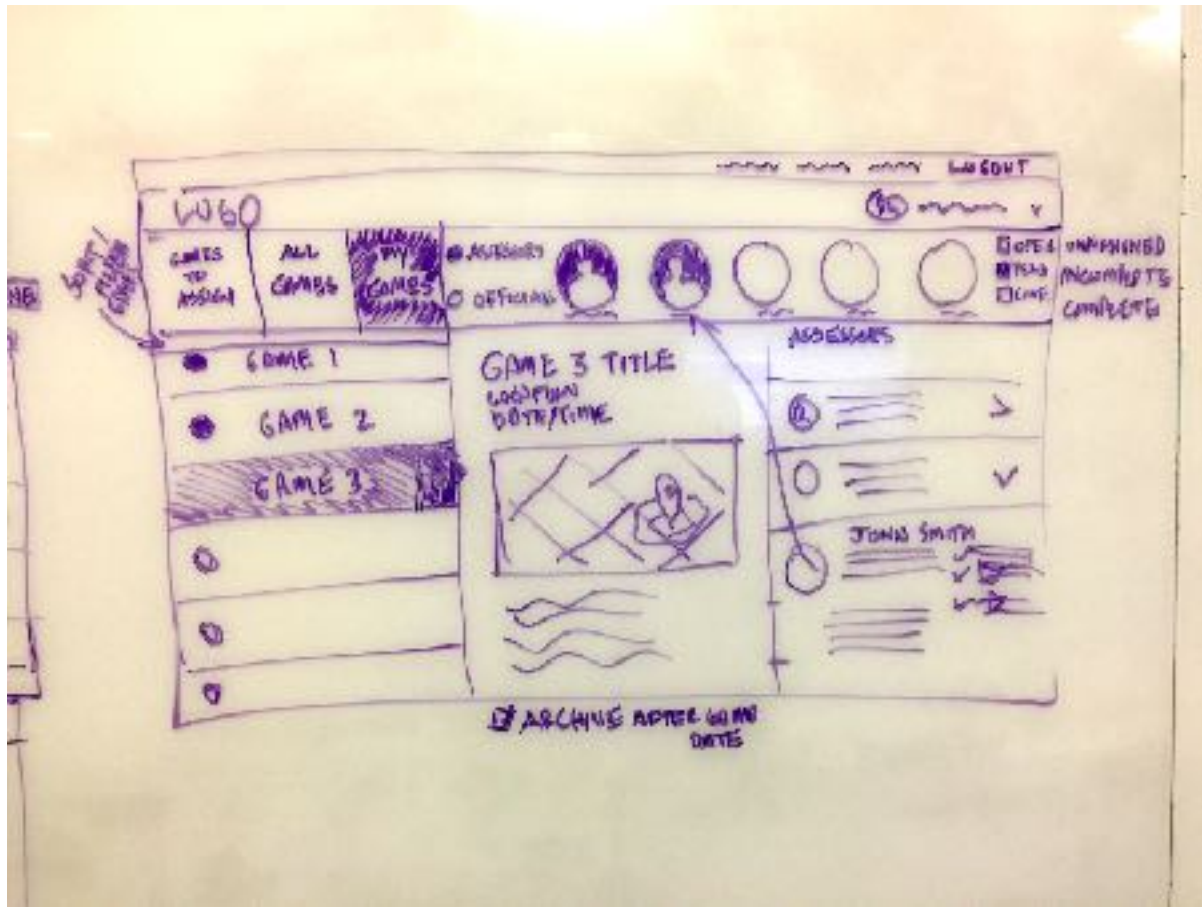


Not only was the UI difficult to look at, the icons were numerous and confusing and overall there was just too much to consume. It was very hard to separate the signal from the noise. The primary activity is to match game officials to the games where openings exist.

I scheduled a meeting with a SME who explained the process of filling the open positions with appropriate and available officials. Among the considerations are the official's rank qualification, age group, distance to drive to game from location, and frequency of assignments. Ideally an assigner would be able to view the game information and the list of coaches and their information side by side. Then it can be easy to match the two and continue repeating the process until all games are assigned. With a glance the remaining openings or conflicts can be seen and remedied.

We met with the product manager and got further understanding of requirements and began sketching ideas on the whiteboard. We also kept in mind how this might be possible on smaller tablet and mobile screens - how to fit all of that information on a small screen in case there is a need to make changes while at a game or on the move. Below are the drawings that resulted.





The challenge was in simplifying the process while also providing access to all game details and all officials details, with search and filtering capabilities and selections possibly made through a drag and drop interface. How do we indicate schedule conflicts? Urgent unfilled assignments? Assignments that have not been confirmed as accepted?

Sketching, sketching, and more sketching. Then moving on to comping it in Sketch app. Grayscale wireframes weren't practical as the color-coding was necessary to represent accepted, pending, and urgent assignments (traffic light red, green and orange) in explaining the effectiveness of the design.

I came up with the thought of organizing less needed details in expand/collapse panels below the game and officials list views. This eliminated much of the back and forth involved in viewing full information on each so user can stay on one screen. A number of filter choices were needed on both the game side and the officials side for further drill down of possible connections, so I reorganized those in a drop down panel, reducing the number of filters from 24 to 12. A landing page dashboard would indicate the number and type of tasks needing attention upon login. Depending on your credentials, you would see Referee, Assignor, and/or Assessor tasks. I created the following presentation for showing the approach and getting feedback.



This screenshot shows a web application interface for managing game assignments. At the top, there is a navigation bar with a 'Logo Here' placeholder, user information for 'David Smith', and a 'Logout' button. Below the navigation bar, the main content area is titled 'GAMES - ASSIGNMENT STATUS'. It features a horizontal filter bar with tabs for 'URGENT', 'ALL', 'UNASSIGNED', 'INCOMPLETE', and 'COMPLETE'. The 'ALL' tab is currently selected. Below the filter bar, there is a search bar and a 'Display Options' button. The main table lists several games, each with a row of colored icons representing different positions (BCF, AF1, AF2, AF3, ADR1, ADR2). A callout box with a green background and white text points to the 'COMPLETE' tab and the game rows, stating: 'View assignment status via color-coded tabs.' and 'View Officials and Game information side-by-side on one screen to ease the tasks of making and editing assignments.'

This screenshot shows the same web application interface as above, but with two callout boxes providing instructions on how to assign officials. The first callout box, with a green background and white text, points to the 'COMPLETE' tab and says: 'Select position to assign. Selection is indicated by glow or pulsing. Then select referee from list on the right.' The second callout box, also with a green background and white text, points to a specific game row and says: 'Select referee to assign. Selection is indicated by glow or color. Next assign ref by selecting position to be filled from games list on the left (Select in either direction)'. The 'COMPLETE' tab is selected, and the game list is visible. The 'GAME OFFICIALS' panel on the right shows a list of referees, including 'Lattie Parsons', 'Harry McDoanell', 'Jeremy Smith', 'Brandon Elliot', 'Aaron Johnson', 'Michael Smithson', 'Herbert Walsh', 'Mae Anderson', and 'Kellie Hawk'. The 'Harry McDoanell' referee is highlighted in blue in the list.

The screenshot shows a web application interface for 'GAMES - ASSIGNMENT STATUS'. At the top, there are navigation links for 'Link One', 'Link Two', and 'Link Three'. Below this is a header with a 'Logo Here' placeholder, a user profile for 'David Smith', and a 'Logout' button. The main content area is divided into two sections. The left section contains a table of game assignments with columns for 'URGENT', 'ALL', 'UNASSIGNED', 'INCOMPLETE', and 'COMPLETE'. A 'Filter' button is visible above the table. A 'Display Options' menu is open, showing a search bar and a list of checkboxes for various filters: Game Status, Division, Center, Area, Season, ARI, Sub Area, Break, ARS, Zone, Special, and Ath. A callout box with a green background and white text points to this menu, stating: 'Display Option's Filter reduced down to 12 from 24 since the most necessary are made default display on main view.' The right section is titled 'GAME OFFICIALS' and includes tabs for 'REFERRES' and 'ASSESSORS'. It features a search bar and a 'Filter' button. Below this, there is a list of officials with their names and roles, such as 'Jeremy Smith', 'Brandon Elliott', 'Jamin Jackson', 'Michael Griffiths', 'Herbert Walsh', 'Mae Anderson', and 'Kellie Hays'. Each official entry includes a dropdown arrow.

This screenshot shows the same web application interface as the first one, but with the 'Display Options' filter menu expanded. The menu now includes additional options such as 'Date', 'Time', 'Season', 'Location', 'Event', and 'Team'. There are also dropdown menus for 'Date Range', 'Time Range', 'Event Type', and 'Team'. A 'Sort by' dropdown is set to 'Date Pick, Time'. A 'Filter' button is located at the bottom right of the menu. A callout box with a green background and white text points to the expanded menu, stating: 'View with Filter choices menu expanded.' The rest of the interface, including the game assignment table and the 'GAME OFFICIALS' list, remains the same as in the first screenshot.

GAMES - ASSIGNMENT STATUS

URGENT FULL UNASSIGNED INCOMPLETE COMPLETE

Filter Display Options Search

Game ID	Game Name	Date	Location	Officiating Staff	Actions
41939	MONROE COMPREHENSIVE HS - WEBB MERCER STADIUM	8/17 7:30pm (Wednesday)	Academy Field 6 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
44611	EAST - SOUTH	8/17 8:30pm (Wednesday)	Academy Field 4 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
44621	CAMBERLO HS - HARRIS HS	8/17 8:30pm (Wednesday)	Academy Field 6 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
44629	EAST vs. SOUTH	8/17 8:30pm (Wednesday)	Academy Field 4 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
44709	EAST vs. SOUTH	8/17 8:30pm (Wednesday)	Academy Field 4 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change

GAME OFFICIALS

REFEREES ASSESSORS

Filter Display Options

Official Name	Role	Rating	Actions
Estie Parsons	Referee (M - SFL)	5.0	View
Harry McDonnell	Referee (M - SFL)	4.0	View
Jeremy Smith	Referee (M - SFL)	4.0	View
Brandon Elliot	Referee (M - SFL)	5.0	View
Jarrah Johnson	Referee (M - SFL)	5.0	View
Michael Smithson	Referee (M - SFL)	5.0	View
Herbert Walsh	Referee (M - SFL)	5.0	View
Mae Anderson	Referee (M - SFL)	5.0	View
Kelley Hawk			View

GAMES - ASSIGNMENT STATUS

URGENT FULL UNASSIGNED INCOMPLETE COMPLETE

Filter Display Options Search

Game ID	Game Name	Date	Location	Officiating Staff	Actions
41939	MONROE COMPREHENSIVE HS - WEBB MERCER STADIUM	8/17 7:30pm (Wednesday)	Academy Field 6 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
44611	EAST - SOUTH	8/17 8:30pm (Wednesday)	Academy Field 4 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
44621	CAMBERLO HS - HARRIS HS	8/17 8:30pm (Wednesday)	Academy Field 6 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
44709	EAST vs. SOUTH	8/17 8:30pm (Wednesday)	Academy Field 4 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
44442	GENERAL WILLIAM MITCHELL - ARCADIA HIGH	8/17 8:30pm (Wednesday)	Academy Field 4 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
44611	EAST - SOUTH	8/17 8:30pm (Wednesday)	Academy Field 4 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
41939	MONROE COMPREHENSIVE HS - WEBB MERCER STADIUM	8/17 7:30pm (Wednesday)	Academy Field 6 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
44709	EAST vs. SOUTH	8/17 8:30pm (Wednesday)	Academy Field 4 - Canton, TX	BCF, AF1, AF2, AF3, ADR1, ADR2	Save, View, Unassign, Change
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GAME OFFICIALS

REFEREES ASSESSORS

Filter Display Options

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Harry McDonnell	Referee (M - SFL)	4.0	View
Jeremy Smith	Referee (M - SFL)	4.0	View
Brandon Elliot	Referee (M - SFL)	5.0	View
Jarrah Johnson	Referee (M - SFL)	5.0	View
Michael Smithson	Referee (M - SFL)	5.0	View
Herbert Walsh	Referee (M - SFL)	5.0	View
Mae Anderson	Referee (M - SFL)	5.0	View
Kelley Hawk			View

Referee Info

City	Contact	Availability	Contact
Orlando			

Areas To Work

District	Home	District	Field	Mileage
M-F	M-F	S-C	S-C	

Number of Games and Totes

Game	Per Day	Per Week	Per Season	Mileage
T	1-2	5-8		18

Further iterations refined it adding features such as an autosave selector and a row of color code disks below each of the officials to indicate at a glance how many games they are already assigned to so the assignments can be distributed more evenly instead of a few getting all of the games. It then went to UI, creating the following design. Because the company is juggling two dozen app redesigns and the urgency to ship, this project was then handed off to an outside agency to complete development.

