

## Fire & Protective Services Problem Definition

### Problem Definition:

Fire and Protective Services' children education program uses touch tone phones that kids no longer know how to use, this hinders 911 call demonstrations. Information to parents is going home in letter format which is not as effective as desired.

### Project Vision:

Create a solution to allow kids to practice calling 911 to add to the education experience in a way that is familiar to them. Enhance fire education for kids, families and communities with new tools and solutions.

### Rationale:

Fire education is extremely important, kids, their families and the entire community benefit from fire prevention strategies and fire escape plans if fires happen. Fires are a tragedy and effective education, without barriers is important. By creating a solution, such as a phone app, to allow practice calling of 911, using a smartphone like what kids are used to, a barrier in education is removed. Improving communication between kids and their parents concerning fire education increases safety in the community.

### Stakeholders & North star customer:

The kids are the north star customer. The education for children is the driving force and accessibility and interaction being engaging and easy for children is the main goal. Fire and Protective Services is an important customer, the creation of fire education programming makes the solutions proposed especially helpful and important to future programming. The firefighters are important stakeholders as they are delivering the education. The students and Tim/the university have a stake in the project for education and experience as well as building ties with the community and supporting fire education.

### Assumptions:

Solutions (applications) will have to be able to run on both Apple and Android for easy use.

### Constraints:

Information has to be simple and direct for younger students.

Time constraints, short development time with busy schedules will constrain results.

Knowledge constraints, experimenting with potentially new technology will slow down development with learning time.

Privacy concerns in terms of using personal information, specifically the user's address, within in-app tests

### Customer needs/requirements:

New phone system

- utilizing smartphones and a system that is familiar to children.
- Simulates calling 911
- Practices memorization of address
- Provides a script to practice how a 911 call would go

### Customer ecosystem maps:

The customer ecosystem maps below show Fire & Protective Services connection to firefighters, children and community providing fire safety education programming and information for all connected parties. The direct connection allows for needs to be described to us (the developers) easily to meet the needs of all stakeholders.

