Problem Definition-updated (Group E)

1. Problem definition

The fire-safety public education program by Regina Fire and Protective Services (RFPS) for elementary school has become obsolete and needed some update or change in order to cope up with the current technology and communication tools, such as line phone training system.

2. Project vision

Designing an interactive application for early child, which teaches them to learn various surviving skills in case of fire, such as calling 911, getting away from smoke, evacuating the place and other escape procedures for their survival.

3. Rationale

Whenever a fire happens, it is disastrous to the community and to the people. The most important part of it is survival especially for the children who are capable to learn surviving techniques. Teaching them to learn essential survival skills in case of fire will enable them to respond appropriately in a fire emergency.

4. Stakeholders  
 + Stakeholders: City council, Mayor, and city manager

+ Customer: Elementary school teachers and staff, kids, firefighters, and RFPS itself

5. North Star Customer

Since we are designing a fire survival app by focusing on children from kindergarten to grade three, our north star customer is the children.

6. Assumptions

From kindergarten to elementary school kids does not know how to get their location information when they are in emergency situations. They are not familiar with any kind of formal training related to fire-escape procedure.

7. Constraints

Since this application is mainly focused on kids aged (5-11),

Therefore, we have to dive deeper to know the psychology of kids and their behaviour in order to develop a good conceptual model of the application which is both understandable and communicable by kids. A good communication is the key to good conceptual model.

8. Customer eco-system map(s)

Communities

Children(5-11)

Teachers &  
Staff

Parents

City Council, Mayor and City Managers

RFPS

Mentors

Developers

9. High-level customer needs/requirements

For the application we are designing for kids, it’s primary feature should be understandability. Kids should be able to use and understand its functions easily even when they are in case of an emergency. Also, it should have a visually appealing signifier for them to guide on how to use it (usability). Usability is a key to a good design (which is very important in a real case of emergency.

* It should simulate the real world(North American Fire Safety requirements) – does not need to be fun, well simulate emergency situations
* Must simulate real smartphone – physically, functionally the same
* French mode – good to have
* Children can push the numbers on the interface correctly.