

Deliverable 1: Problem definition, requirements, & framing

Problem definition: (Primary) As the technology found in the average household advances, fewer and fewer children understand how to use touch-tone phones.

(Secondary) The program can only reach the children at school for one day, so there is no guarantee that the information is being reinforced after the program activities end.

Project Vision: Create a way of simulating a 911 phone call for demonstration purposes, and an easily accessible and friendly source of knowledge for the children to remain familiar with the information from the program.

Project Rationale: Fires are by and large mostly preventable; by aiding programs that educate on fire, and fire safety to reach further, and educate more efficiently the number of unnecessary catastrophes can be reduced.

Stakeholders: Regina Fire & Protective Services (RFPS), Children, Parents and other fire safety programs.

Assumptions: Users have access to a phone, users speak English. RFPS has access to two phones so they can make use of the app, technologies are available.

Constraints: Time, knowledge/experience on app development, methods of communicating with children

High-level customer needs/requirements:

- Customer needs a way of demonstrating a 911 phone call

- Customer needs a way to educate kids about fire

