ENSE 471

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The JRS

Raymond Knorr, Jaskirat Josan, Samuel Iregbu

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Problem Definition

**Problem Definition:**

The Regina Fire and Protective Services have been giving a demonstration to kindergarten to grade three students in Regina elementary schools every three years. The firefighters have been using standard landline phones to give demonstrations, and kids no longer know how to use them, making the presentations less effective. Even after demonstrations are over, the kids don’t have an opportunity to practice answering the questions a 911 operator could ask. However, sending papers home with kids does not do a very good job of educating parents about fire safety.

**Project Vision:**

Create an application that will allow kids to practice having a conversation with a 911 operator in school demonstrations with phone interfaces they are familiar with. Allow the same app to be able to translate learned information to the parents at home and enable children and parents to practice the information at their own time and will.

**Rationale:**

Fire safety is very important for kids to learn, as the information that they learn can and will save lives when fires happen in the kid’s homes. Kids are capable of doing all the steps necessary to escape a fire safely if they know what to do. Giving kids a meaningful demonstration and then allowing them to take the information home to their parents will help them make the right choices if they are ever in a fire emergency.

**Stakeholders:**

Stakeholders in the project would include anyone that does/will have any vested interest in the project or outcome at any point in the development of the project. These people would include The JRS, Tim, Candace, Regina Fire and Protective Services (including all firefighters and workers), the U of R Software Engineering program.

**North Star Customer:**

The app intends to help the children practice making phone calls to 911. Therefore, the north star customer is the students in kindergarten to grade three. The app should be built with their tastes, abilities, and knowledge level in mind.

**Assumptions:**

* The application should run on both Android and IOS with a focus on IOS
* Kids/parents will have modern cell phones (like Android or Apple)
* Firefighters will have several equipped smartphones to use in demonstrations with the kids. Only one phone will be needed per conversation between firefighter and kid.

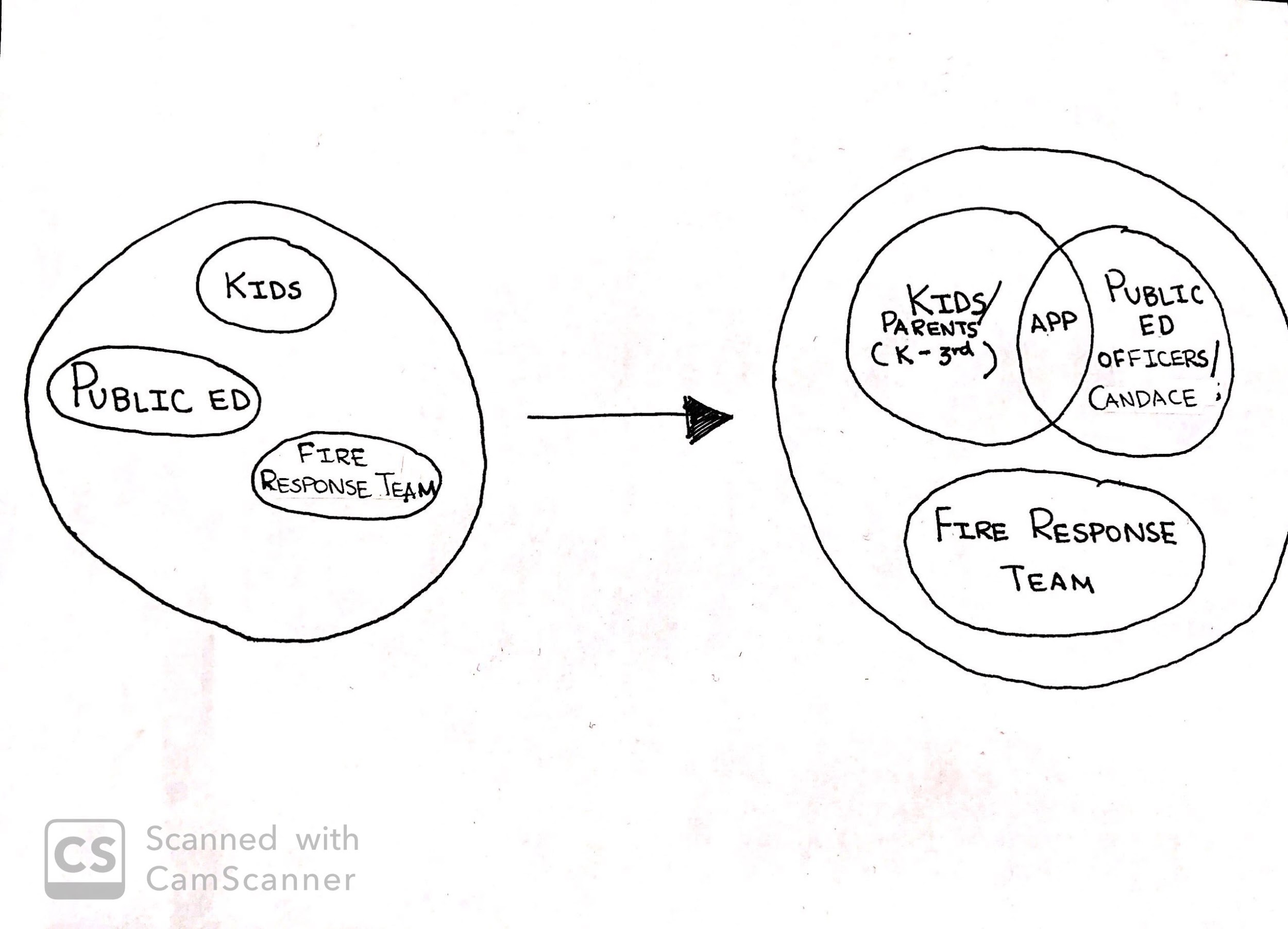
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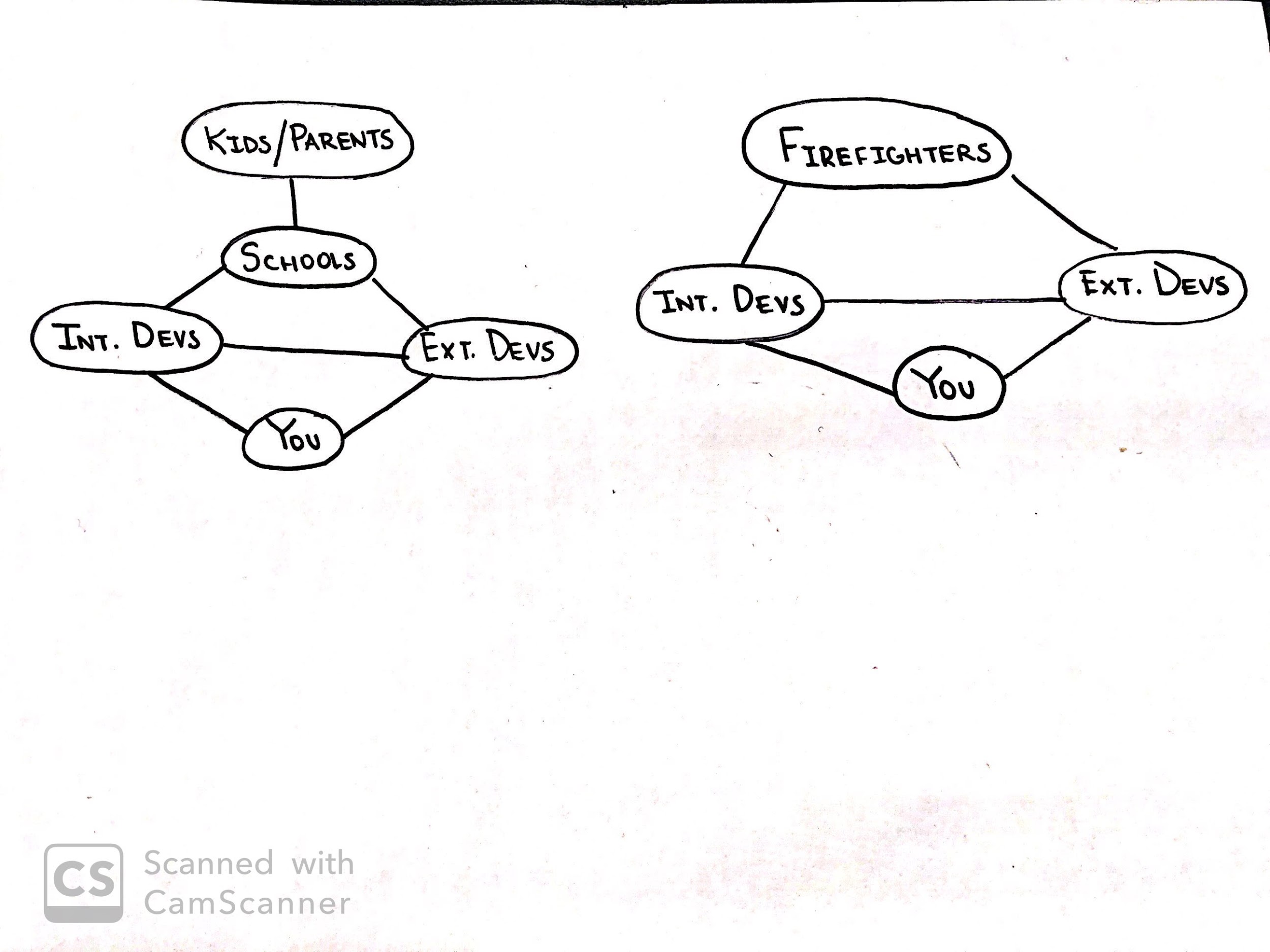
Constraints for us working on this project would be: time, we only have a couple of months to come up with something useful, and we are all in other classes and labs with similar time commitments; technology, none of us have worked on any mobile development before, so any software development time would need to include time spent learning relevant frameworks/toolkits. The quality of our final solution is a constraint. Good quality comes at the cost of time. We also need to produce a product that satisfies our north star customer.

**High-level customer needs/requirements:**

* A system to have children work with firemen in demonstrations that will simulate a 911 call for the kids. This app should resemble a phone app from the children’s side.
* This app must also be downloadable for parents to use at home. It should be enjoyable and functional enough that people will actually use it.

**Customer ecosystem maps:**

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