**Proposal**

**Our Interpretation of the Problem**

We believe the user needs a replacement for the current mock phone call used to educate children. The phone call educates children about dialing 911, speaking with an operator, providing information about the presence of a fire, and providing their address to the operator. The current system, while easy to implement, is dated and does not translate to children effectively. But, updating to a smartphone removes the ability to call 911 without the call being routed to an actual 911 operator, rather than the firefighter operating the exercise. Currently, whether a push-button phone or a smartphone is used for the exercise, the learning opportunity is impacted. Either the lack of relatability offered by the old device or the inability to provide an as-close-as-possible to reality experience with the smartphone damages the experience. Can we create a mobile application that will provide a realistic phone call experience that includes:

* The ability to dial 911
* Ensure the call goes to another smartphone used by the mock 911 operator
* Provide a familiar UI that is similar to the one encountered when dialing a call on a smartphone
* Improves the learning experience by integrating learning prompts into the application
* Remains simplistic, something virtuous of the current implementation

**Our Thoughts on the User**

The solution that we are developing affects three key groups, the teacher running the exercise, the child being taught, and Candace and other members of the public education division. While we want to develop a solution that is painless to transition to, easy to teach, and enjoyable to use for our north star customer, which are the children. Effective education requires multiple enforcers to solidify learning. Our solution should not only allow the RFPS to use newer technology but also provide new ways of improving the learning gained from the exercise.

**Our Vision**

We think the optimal solution is to create a system that replaces the push-button phone with a smartphone, but doesn’t impact the process. To do this we will create an app that will work on a mobile smartphone without requiring a hardware change to the device. The app will be installed on two smartphones and provide an alternative method of communication to the traditional phone call. The app will also have an interface designed to mimic the interfaces used on popular smartphones for making phone calls. We want the app to feel like a real phone call. Avoiding confusion as to why the app they are using looks nothing like the one they are familiar with is a top priority for our design.

**Rationale**

Providing an accurate simulation of modern smartphone user interfaces allows the application’s users to familiarize themselves with devices they most likely already have available at home. This increases the chances of a child to be able to know exactly what to do in dire situations without any confusions.

**Assumptions**

The assumptions with this application is that the device will be running on current popular smartphone devices such as IOS and Android.There needs to be two of these devices for application to work. These devices need some type of network connectivity to effectively communicate with one another such as WiFi or Bluetooth.

**Constraints**

Some of the potential constraints to be aware of are that kids will be the ones using it, while adults will be the ones operating the app, so it needs to be kept simple for both parties use. Additionally, we have a vast range of potential software options, we just need to decide on what to use.