

Problem
Reducing garbage
overflow and saving a
lot of money

Steps
What steps does the person do to achieve
specific requirements?

Interactions
What interactions do they have in
work steps during the way?
• People (Who is the user, how is the
• Place (Where is the user?)
• Things (What objects participate
physical objects in each interaction?)

Goals & motivations
What goals does the person have?
primary goals or subgoals?
Primary goal: "to stop the waste, to
secondary goal: "to save the money"

Positive moments
What steps does the person enjoy
the most? What makes the
experience enjoyable or exciting?

Negative moments
What steps does the person dislike
the most? What makes the
experience difficult or boring?

Areas of opportunity
What steps does the person find
difficult? What steps do not work?
What can be improved?

Enter
How does the person
interact with the system
when they enter?

Enter
What steps
register in the app
register in the app?

Engage
How does the person
interact with the system
when they engage?

Exit
What does the
person do when they
exit the system?

Extend
What steps does the
person do when they
extend the system?

Open the
application

User register in
the application

User can check
garbage level

Notify to
user and
collected

It will avoid
overflow of
waste

Register in
application

Enter
details
about area

Garbage
level

Can view
the level of
garbage

Avoid
overflow
of waste

It help to
people

Help to
location
send

Monitor
the level
of waste

It notify
the level
to sender

Help to
view
App

Easy to
notify

Avoid waste
overflow

Avoid
unhealthy
environment

Can view
garbage
level

Send the
notification
about
garbage

Network
issue

Sometime
didn't notify
the user

Sometime get
wrong garbage
level

Need too
much of
cost

Maintenance
cost

User can
easily view

Using in a
cleaning
department

Garbage bin
location
must sent

Easily to
use

It can be
using
easily