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| **1.CUSTOMER SEGMENT**  Who is your customer?  i.e., working parents of 0-5 you. Kids  Parents are the customer | **6. CUSTOMER CONSTRAINTS**  What constraints prevent your customers from taking action or limit their choices  of solutions? i.e., spending power, budget, no cash, network connection, available devices.  For predictive analytics to make the most impact on child protection practice and outcomes, it must embrace established criteria of validity, equity, reliability, and usefulness. | **5. AVAILABLE SOLUTIONS**  Which solutions are available to the customers when they face the problem  or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e., pen and paper  The most important reason for monitoring each child's development is to determine whether a child's development is on track. Looking for developmental milestones is important to understanding each child's development and behaviour. | |
| **2. JOBS-TO-BE-DONE / PROBLEMS**  Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.  Overparenting tends to deprive children of bad and negative experiences, which are crucial to a child’s emotional growth. One form of overparenting is excessive monitoring. | **9. PROBLEM ROOT CAUSE**  What is the real reason that this problem exists? What is the back  It’s exactly what it sounds like—an exercise to determine the root cause for a failure or issue, so that the solution is based on the true problem, not just addressing the symptoms. | **7. BEHAVIOUR**  What does your customer do to address the problem and get the job done?  When children have frequent emotional outbursts, it can be a sign that they haven’t yet developed the skills they need to cope with feelings like frustration, anxiety and anger. Handling big emotions in a healthy, mature way requires a variety of skills, including. | |
| **3. TRIGGERS**  What triggers customers to act?  i.e., seeing their neighbour installing solar panels, reading about a more efﬁcient solution in the news.  It’s not the situation or the feeling that’s the problem; it’s how kids think about these things and what they say to themselves that causes problems. trigger | **10. YOUR SOLUTION**  If you are working on an existing business, write down your current solution ﬁrst, ﬁll in the canvas, and check how much it ﬁts reality.  If you are working on a new business proposition, then keep it blank until you ﬁll in the canvas and come up with a solution that ﬁts within customer limitations, solves a problem and matches customer behaviour.   * The most important reason for monitoring each child's development is to determine whether a child's development is on track. Looking for developmental milestones is important to understanding each child's development and behaviour. | 1. **CHANNELS of BEHAVIOUR**   **ONLINE**  What kind of actions do customers take online? Extract online channels from #7  **OFFLINE**  What kind of actions do customers take ofﬂine? Extract ofﬂine channels from #7 and use them for customer development. Understanding how children perceive and interact with the point of sale has been the focus of various studies in the past decade. It is well documented that children have preferences in terms of shopping destinations | |
| **4. EMOTIONS: BEFORE / AFTER**  How do customers feel when they face a problem or a job and afterwards?  i.e., lost, insecure > conﬁdent, in control - use it in your communication strategy & design.  BEFORE: Divergent thinking is a style of thinking that generates a range of alternative solutions or ideas to a problem that has multiple answers.  AFTER: Feeling protective of your child is often manifested in the form of ‘motherly’ instincts. The feeling of protecting and wanting the best for your children is the ultimate parenting goal. | | |

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