

Problem Statement:

The biggest barrier for people with disability is how society disables them. Stereotyping, stigma, and discrimination are challenges people with disability face every day. Much of the disabled community faces exclusion from parts of society other people take for granted. Negative attitudes held by the families of the disabled, and often the disabled themselves, hinder disabled persons from taking an active part in the family, community or workforce. Differently-abled people face discrimination in everyday life. According to studies, PWDs often have lower education accomplishments, poorer health conditions, higher poverty rates and less economic engagement than people without disabilities. They are disabled not only by their bodies but by society as well. Persons with disabilities lack access to employment opportunities and even if they are able to get employment they face problems such as reasonable accommodation at work, accessible public transportation to get them to work and back and discrimination and ignorance about their potential at work. There are many challenges that a person with disabilities has to go through to secure employment and keep it. In some cases, you might find that people with disabilities are paid less than their non-disabled counterparts. In other cases, you'll find them being

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	customer	convey a message	mis-interpreted	software bug	stuck
PS-2	customer	talk	battery-dead	hardware fault	lost & helpless