

# ALX Foundations: Milestone 10 Worksheet

## SECTION A: User Journey Map

### Step 1: User Needs & Pain Points

What are your users' needs and pain points that your solution can address? State at least 6 pain points.

A good example of a pain point statement: "My user needs a way to stop their knees from bleeding." A bad example of a pain point statement: "My user needs a bandaid."

#### Step 1: Pain Points

1. My user needs piped water in their house.
2. My user needs their water infrastructure to be regularly maintained by certified experts.
3. My user needs an affordable payment plan for their water bills.
4. My user needs a way to manage and store information concerning their water infrastructure to stay on top of everything.
5. My user needs a way to report any issues they are facing regarding their water infrastructure.
6. My user needs a way to contact credible plumbing experts with any and all concerns regarding their water infrastructure.

### Step 2: KPIs

Please list at least 3 KPIs for your solution to achieve in the next 3 months (if you were to get funding).

#### Step 2: KPIs

1. 100 people without water infrastructure would get piped water in their homes.
2. 100 water companies/businesses would onboard to manage their customer base.

3.150 people with unreliable / faulty water infrastructure would reach out to certified plumbers to get the issues sorted out.

### Step 3: Constraints

Consider the following for your solution, and write 1 - 2 sentences for each question.

#### Step 3: Constraints

**A. Name at least 1 potential ethical concern for your solution. (That is, in what way might your solution cause harm?)**

Inadequately certified plumbers and sleazy business persons would take advantage of unsuspecting consumers and/or supply incorrect information.

**B. What is 1 strategy you could use to mitigate this ethical concern?**

Requiring all plumbers to present proof of education.

Allowing users to report any suspicious / corrupt individuals on the forum.

**C. What is one constraint or dependency (a condition or situation that your solution will rely on) that your solution has?**

The solution relies on the internet.

**D. What is one strategy you could use to make this less of a concern?**

Making a simpler version of the solution available to the public via USSD codes supported by sim cards.

**E. What is 1 assumption you've made about your solution or your target users?**

The target users live in close proximity to a water vendor who is willing and able to join the app.



**Please go back to Canvas and continue with your learning content.  
You will be prompted on when to return to complete Section B.**

## SECTION B: Your Pitch

### Step 4: Slide Deck

Please share the URL of your team's slide deck here. IMPORTANT: Please make sure the URL works and is visible to anyone with the link.

**Make sure your slide deck meets all requirements** in the *Team Online Activity: Create Your Pitch Slide Deck* on Canvas.

#### Step 4: Slide Deck URL

 Final Week 10 City Starz Slide Submission.pptx

### Steps 5: Video

Please upload your video to youtube (you can choose to make it unlisted, but make sure it's not private.) Share the URL of your video here. **Make sure your video meets all requirements in Team Online Activity: Create Your Video** on Canvas.

#### Step 5: Video URL

[https://youtu.be/0\\_sHASMNIzw](https://youtu.be/0_sHASMNIzw)

### Step 6: Reflection

Please share a reflection on your team experience this past month.

#### Step 6: Reflection on Team Projects

**A. What was the best thing about working in a team during Month 2?**

Getting in some experience working in tech-like teams.

**B. What was the worst thing about working in a team during Month 2?**

How difficult it was working around everyone's schedule.

**C. Please share 1 thing you learned about yourself or about teamwork as a result**

of participating in your team project.

I rather enjoy working in teams

- D. At ALX we know that learning to work as part of a team is a highly valued skill. How could we at ALX make Team Projects an even better experience for learners?**

Perhaps adding a mentor to every group to coach members.

- E. Please rate the following statement on a scale of 1 to 4: I have more confidence in my ability to work as part of a professional team as a result of my experience with this team project. (1= Strongly disagree, 4=Strongly Agree)**

**4**

- F. Is there anything else you'd like to share about how things went this month with your team?**

**No.**