
Dave Scott
City of Ottawa Councillor

Scenario 1

Summary	Tasks	Context of Use
Dave is a City of Ottawa Councillor, responsible for helping maintain the city. He would like to monitor what issues have been requested by citizens, what requests has been completed and how long it was taken to be completed. He believes that this will help with better communication between the community and councillors.	<p>Dave arrives at his office and prepares himself for his day at work.</p> <p>Using his iPhone, he opens the dashboard for Smart City.</p> <p>The app opens to a map, displaying where issues are being reported around the city.</p> <p>He begins to verify that each task located on the map is being completed in a reasonable time.</p> <p>Dave notices that not all of the tasks are being completed on time.</p> <p>Feeling frustrated, he contacts service centers in the city to follow up on these issues.</p> <p>He logs out of the dashboard.</p>	From his office in city hall, Dave accesses the dashboard for Smart City.

Tony Cole
Service Worker for the City of Ottawa

Scenario 2

Summary	Tasks	Context of Use
Tony is a service worker for the City of Ottawa, responsible for maintaining municipal roads. He wants a tool that would help him organize his assigned jobs and update the status of each one.	<p>Tony arrives at the service centre to pick up the tools needed to work.</p> <p>Turning his work phone on, he opens the worker's end of the Smart City app.</p> <p>He navigates to the schedule tab, displaying the jobs in his area.</p> <p>Navigating to the first job, detailed information for the request is shown.</p> <p>He drives to the job site.</p> <p>He begins to work and updates the status of the request to: In Process.</p> <p>Once completed, he updates the status to: Solved.</p>	Using the worker side of the Smart City app, Tony checks his assigned work.

Joseph William
Senior

Scenario 3

Summary	Tasks	Context of Use
Joseph has previously sent a request through the Smart City app, concerning a man-hole cover missing on his street. He would like to verify the status of his request.	<p>Using his smartphone, Joseph opens the Smart City app.</p> <p>He navigates to the Requests tab, displaying the request he had submitted.</p> <p>He notices that the status has changed to: In Process.</p> <p>He taps on his request to view detail information on the status.</p>	Using the user side of the Smart City app, Joseph checks the status of his request.

Lisa Harris
Adult

Scenario 4

Summary	Tasks	Context of Use
After a massive snow storm, Lisa finds that the snow in front of her house is not removed on time. She wants to use an app that would help her make a service request to the city.	<p>Using her smartphone, Lisa opens the Smart City app.</p> <p>She navigates to the Service tab. Navigating to the Snow Removal category, she taps on New Service Request.</p> <p>She takes a picture of the snow in front of her house, adds a caption and description.</p> <p>She navigates to the submit button.</p> <p>Her request is now pending and waiting to be reviewed.</p>	Using the user side of the Smart City app, Lisa makes a request.

Monica Kimber
Young Adult

Scenario 5

Summary	Tasks	Context of Use
Monica is a motivated student, who drives to school. Every morning on her street, she hits a massive pothole. She uses the Smart City app to issue a complaint about the road conditions.	<p>Using her smartphone, Monica opens the Smart City app.</p> <p>She navigates to the Camera tab. She takes a picture of the pothole on her street.</p> <p>Following, she adds a caption, description and selects a department to send her request to.</p> <p>She navigates to the submit button.</p> <p>Her request is now pending and waiting to be reviewed.</p>	Using the user side of the Smart City app, Monica makes a complaint about road conditions.
