	Scenario	Expectations
	Structural Health Monitoring System for Metro Rail Networks.	• Real-time issue detection and alerts. • Easy-to-navigate dashboard. • Reduced maintenance costs and increased safety.

	Phase 1	**Phase 2**	**Phase 3**	**Phase 4**
Actions	**Awareness** • Identify need for monitoring due to safety concerns or incidents. • Research available monitoring solutions. • Consult with other metro networks for recommendations.	**consideration** • Review different solutions for cost, compatibility, and features. Conduct pilot testing with shortlisted systems.	**Acquisition** • Finalize the purchase and integrate with existing infrastructure. • Train staff to use the system and dashboard.	**Usage and support** • Regularly monitor dashboard for structural health data. • Take action based on alerts (schedule maintenance). • Reach out to support when needed for troubleshooting.
Pains	**Awareness** • High maintenance costs without visibility into structural issues. • Uncertainty about the effectiveness of monitoring technologies.	**consideration** • Difficult to evaluate ROI for monitoring systems. • Technical compatibility concerns with existing infrastructure.	**Acquisition** • installation complexities and potential downtime. • Training staff on new technologies and processes.	**Usage and support** • Alerts may require quick action; response timing is critical. • Potential issues with system reliability or data inaccuracies.
Feelings	• concerned about current safety and maintence practices. • curious about potential solutions	• Unceratain about choosing the right solution. • Hopeful after positive pilot results	• slight anxiety over intergration challenges. • Relief after successful installation and training.	• Netural when monitoring data regularly. • Occasionally stressed when critical alerts appear.
Opportunities	**Awareness** • Opportunity to address safety concerns before issues arise. • Improve brand image as a safe and reliable metro network.	**Consideration** • Select a cost-effective and high-quality solution for the long term. • Build partnerships with technology providers for better support.	**Acquisition** • Optimize training to reduce transition times. • Ensure system setup for seamless, real-time data flow.	**Usage and support** • Continuously improve system based on user feedback. • Leverage data for predictive maintenance and further cost savings.