SAIDI: GCGO(week 5)

1-my chosen GCGO (by week 4):
My chosen GCGO is Infrastructure, and the identified problem in my community is that a website for essential public services is not loading properly or is poorly designed. It reveals gaps in digital infrastructure that prevent many people, especially those in underserved communities from accessing vital services online.

2-The specific aspect I focused on is:
Among the two aspects I identified, the one I found most intriguing is that the website often doesn't load or crashes because it's poorly built or the servers are slow.

3-Explain my reasoning:
I chose this aspect because when a website does not function or load correctly, it becomes a major barrier for users trying to access essential services. Such technical problems can cause stress, waste time, and stop people from completing important actions,especially those in communities where digital skills or support are limited. solving this issue could significantly improve accessibility and make online services more reliable for everyone.