

STEP 1:

Actor analysis

**Emergency response
system**

Case: emergency response system

This case is about the preparation for a major emergency situation, like an earthquake or a flood.

Some of the actors have suggested to use an emergency response system.

The first step is to identify the actors and their problem statements, to get a broad overview of the problem.

Identify the actors involved

- Emergency services
- Citizens
- ERS management
- Ministry of Security and Justice
- Communication network moderator
- Communication office of coordinating Mayor
- Etc.

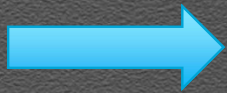
What other actors can you think of?

Problem statement of emergency services

Wish: protect the public in an emergency situation



Dilemma: safety of emergency workers



Problem statement:

How to protect the public,
while ensuring the safety of emergency workers?

Problem statement of Citizens

Wish: be safe in emergency situation



Dilemma: no harm to property



Problem statement:

How can I ensure my own safety,
while protecting my own property?

Problem statement of ERS management

Wish: smooth functioning of ERS



Dilemma: capacity of system is limited



Problem statement:

How to ensure smooth functioning of the ERS,
while the information traffic load during emergency is
extremely high?

Problem statement of ministry of Security and Justice

Wish: safety of the citizens in a crisis situation



Dilemma: limited budget



Problem statement:

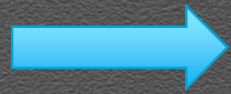
How to ensure safety of the citizens during a crisis situation, while keeping the cost low?

Problem statement of communication network moderator

Wish: high quality of the provided service



Dilemma: high profit



Problem statement:

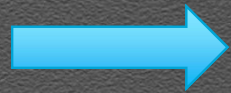
How to ensure high quality of service,
while maintaining high profits?

Problem statement of communication office of coordinating Mayor in safety region

Wish: keep emergency services informed



Dilemma: overload of information



Problem statement:

How to keep all emergency services informed,
without overloading them with information?