

REQUIREMENT ELICITATION AND ANALYSIS

Project Name: SheSecure

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OVERVIEW

Our proposed system, **SheSecure**, aims to address the pressing need for reliable safety assistance by introducing an innovative mobile application. In today's fast-paced world, women often face challenges in swiftly accessing trustworthy safety resources, leading to concerns and uncertainty. Our objective is to bridge this gap by leveraging advanced technology to create a user-friendly platform that offers immediate assistance and personalized safety guidance.

MAIN OBJECTIVES AND GOALS

- 1. Enhancing Accessibility:** SheSecure will offer women instant access to safety resources and assistance anytime, anywhere, breaking down barriers to vital safety information.
- 2. Improving User Experience:** By employing intuitive interfaces and clear communication, SheSecure will engage users effectively, ensuring a seamless and user-friendly experience.
- 3. Ensuring Accuracy:** Through integration with reliable safety databases and resources, SheSecure will provide precise and up-to-date information, empowering women to make informed decisions about their safety.
- 4. Promoting Engagement:** SheSecure will encourage active participation through interactive features such as safety tips, emergency alerts, and community support, fostering a proactive approach to personal safety.
- 5. Facilitating Continuous Learning:** SheSecure will continuously evolve based on user feedback and interactions, enhancing its effectiveness and adapting to changing safety needs over time.

KEY STAKEHOLDERS

- 1. Users:** Women of all ages seeking safety guidance and assistance, including those experiencing immediate danger, caregivers supporting others, and individuals passionate about advocating for women's safety.

2. **Safety Professionals:** Advocates, counselors, and safety experts who utilize SheSecure to offer tailored support, resources, and guidance to women facing various safety challenges.
3. **Safety Organizations:** Non-profit organizations, shelters, and community groups integrating SheSecure into their initiatives to bolster support services, streamline safety protocols, and extend outreach efforts to vulnerable women.
4. **Researchers and Educators:** Professionals specializing in women's safety research and education, leveraging SheSecure for studying safety trends, developing educational materials, and promoting effective safety strategies.
5. **Software Developers and Engineers:** The dedicated team responsible for designing, building, and maintaining SheSecure's technological infrastructure to ensure its reliability, functionality, and security in providing safety solutions.
6. **Women's Safety Administrators and Managers:** Leaders overseeing the integration and deployment of SheSecure within organizations and communities, aligning its features with safety objectives and addressing specific safety concerns unique to each context.
7. **Technical Support and Maintenance Teams:** Experts offering ongoing technical assistance, troubleshooting, and maintenance services to guarantee SheSecure's reliability, security, and optimal performance throughout its deployment and usage.

CURRENT PROCESSES, WORKFLOWS AND PAIN POINTS

Reliability of Information: The abundance of safety-related information available across various channels can often be unreliable or inconsistent, leading to uncertainty and anxiety among users of sheSecure. Ensuring the accuracy and credibility of safety tips, alerts, and resources remains a significant challenge for our platform.

Limited Safety Literacy: Many individuals, particularly those in vulnerable situations, may lack sufficient knowledge about safety protocols, risk assessment, and self-defense techniques. This limited safety literacy hampers their ability to effectively navigate potentially dangerous scenarios and access appropriate support through sheSecure. Bridging this gap in safety knowledge is essential to empower users and enhance their safety awareness.

Language Barriers: Language diversity poses a notable obstacle for users of sheSecure, particularly those who are not proficient in the primary language used within the platform.

Overcoming language barriers is crucial to ensuring that safety information, tips, and resources are accessible to all users, irrespective of their linguistic background. Implementing multilingual support and translation features can facilitate better communication and engagement with a diverse user base.

Privacy Concerns: Users of sheSecure may express concerns about the privacy and security of their personal safety-related information shared on the platform. Addressing these privacy concerns is vital to instill trust and confidence among users. Implementing robust data protection measures, such as end-to-end encryption and strict privacy policies, is essential to safeguarding user data and ensuring confidentiality. Additionally, providing clear information about data handling practices and offering users control over their privacy settings can help alleviate privacy-related apprehensions

INITIAL HYPOTHESIS ON MAIN FEATURES/MODULES

Safety Checkpoint: The app features a safety checkpoint module where users can input their current location and receive safety alerts and recommendations based on real-time data and user-reported incidents in their vicinity. This feature aims to provide users with immediate guidance on navigating potentially unsafe areas and situations.

Safety Resources Hub: A comprehensive database of safety resources, including contact information for local authorities, helplines, and support organizations, as well as information on self-defense techniques, legal rights, and safety tips tailored to various scenarios. This module serves as a valuable resource for users seeking assistance and information related to their safety.

Personalized Safety Plans: The app offers personalized safety plans tailored to each user's individual profile and safety concerns. Users can input relevant information such as their daily routines, travel routes, and emergency contacts to receive customized safety recommendations and action plans designed to address their specific needs and vulnerabilities.

Privacy and Security Measures: SheSecure prioritizes the protection of user data and privacy through robust encryption protocols, secure data storage practices, and compliance with relevant privacy regulations. Users have control over their privacy settings and can choose the level of information they share with the app.

Continuous Improvement Mechanisms: The app incorporates mechanisms for collecting user feedback, incident reports, and data analytics to continuously enhance its effectiveness and

user experience. This feedback loop enables the app to adapt to evolving safety needs and trends, improving its ability to provide timely and relevant assistance to users.

Emergency Response and Crisis Support: SheSecure includes an emergency response and crisis support module that provides users with guidance and resources for managing medical emergencies, safety threats, and crisis situations. Users can access emergency contact numbers, safety tips, and step-by-step instructions for responding to urgent situations effectively.

Safety Education and Awareness: The app features a dedicated module for safety education and awareness, offering informative content on various safety topics, risk mitigation strategies, and preventive measures. This module aims to empower users with the knowledge and skills needed to make informed decisions about their safety and well-being.

USER ROLES AND SCENARIOS

1. **User:** Individuals seeking safety guidance and assistance, including those in potentially vulnerable situations, caregivers/family members, and advocates for women's safety:

i. Individuals in Potentially Vulnerable Situations:

- **Safety Checkpoint:** Users in unsafe environments or situations can utilize the app to assess their safety status, receive immediate safety alerts, and access resources for navigating to safer locations.

- **Emergency Assistance:** Users facing immediate safety threats can seek guidance on how to respond to emergencies, including accessing emergency contacts and initiating calls for help.

- **Safety Tips and Resources:** Users can access a wealth of safety information and resources tailored to various scenarios, such as domestic violence, harassment, and public safety concerns.

ii. Caregivers/Family Members:

- **Supportive Information:** Caregivers seeking information on safety protocols and resources to better support their loved ones in vulnerable situations.

- Emergency Response Guidance: Caregivers encountering safety emergencies with their loved ones can use the app to receive immediate assistance and guidance on how to respond effectively.

iii. Advocates for Women's Safety:

- Safety Education and Advocacy: Individuals interested in promoting women's safety can access educational materials, advocacy resources, and opportunities to support initiatives aimed at enhancing safety for women in their communities.

2. Safety Professionals:

- Safety Support: Advocates, counselors, and safety experts can use SheSecure to provide personalized support, resources, and guidance to women in potentially unsafe situations.

- Safety Education: Professionals dedicated to women's safety can leverage the app to disseminate safety education materials, conduct workshops, and promote awareness campaigns on safety issues affecting women.

3. Safety Organizations:

- Safety Outreach and Support: Non-profit organizations, shelters, and community groups can integrate SheSecure into their services to enhance outreach efforts, provide support services, and streamline safety protocols for women in need.

- Crisis Intervention: Organizations specializing in crisis intervention and support can utilize the app to connect with women in crisis situations, offer immediate assistance, and facilitate access to shelter and resources.

4. Researchers and Educators:

- Safety Research: Researchers focused on women's safety can utilize SheSecure to collect data, conduct surveys, and analyze trends related to safety concerns, risk factors, and protective measures.

- Educational Outreach: Educators and trainers can incorporate SheSecure into safety workshops, seminars, and educational programs to empower women with knowledge and skills for enhancing their safety and well-being.

5. Software Developers and Engineers:

- System Development: Developers are responsible for designing, developing, and maintaining SheSecure's technology platform to ensure its reliability, functionality, and security.

- **Integration with External Systems:** Developers collaborate with safety organizations and service providers to integrate SheSecure with existing safety networks, emergency response systems, and community resources.

6. Safety Administrators and Managers:

- **Deployment and Implementation:** Administrators oversee the deployment of SheSecure within organizations and communities, ensuring alignment with safety objectives and addressing specific safety concerns.

- **Performance Monitoring:** Managers track key performance indicators (KPIs) to assess SheSecure's impact on safety outcomes and identify areas for improvement in service delivery and user experience.

7. Technical Support and Maintenance Teams:

- **User Assistance:** Support teams provide technical assistance and troubleshooting guidance to users experiencing issues with SheSecure, ensuring a seamless user experience.

- **Bug Fixing and Security Management:** Maintenance teams identify and resolve software bugs, performance issues, and security vulnerabilities to maintain the app's reliability, functionality, and data security.

QUESTIONNAIRE

USER GOALS:

1. Have you ever found yourself requiring assistance in any or multiple of the following scenarios?

- ☐ You're in a situation where you feel unsafe and need immediate help.
- ☐ You're walking alone at night and want to ensure your safety.
- ☐ You're in an unfamiliar area and want to find the safest route home.
- ☐ You're experiencing harassment or feeling threatened and need guidance.
- ☐ Others: Please specify _____.

2. Do you think having access to safety features like emergency alerts, location tracking, and safety tips would be helpful in ensuring your well-being?

- ☐ Yes
- ☐ No
- ☐ Maybe

CURRENT CHALLENGES:

3. Do you often feel concerned about your safety when traveling alone or in unfamiliar surroundings?

- ☐ Yes
- ☐ No

4. Have you ever struggled to find reliable information or resources related to women's safety online?

- ☐ Yes
- ☐ No

5. Would you say that accessing immediate assistance or safety resources during an emergency is a challenge you've faced in the past?

- ☐ Yes
- ☐ No

EXPECTED FUNCTIONALITY:

6. How essential do you think the following features are for improving women's safety and security in everyday life? (Rate on a scale of 1-10)

- Emergency alert system: _____
- Safe route planning: _____

- Access to safety tips and resources: _____
- Connection with nearby emergency services: _____
- Ability to share your location with trusted contacts: _____
- Multi-language support: _____
- 24/7 availability for accessing safety information and assistance: _____

7. Can you describe any concerns or preferences you have regarding the performance or responsiveness of SheSecure's features?

INTERFACE EXPECTATIONS:

8. Would you prefer a user interface that is intuitive and easy to navigate, even in stressful situations?

- ☐ Yes
- ☐ No
- ☐ Maybe

9. Should SheSecure offer features like voice commands or gestures for easier interaction, especially in emergency situations?

- ☐ Yes
- ☐ No
- ☐ Maybe

10. How important is it for the user interface of SheSecure to be visually appealing and user-friendly? (Rate on a scale of 1-10)

PRIVACY AND SECURITY:

11. Should SheSecure allow users to control the sharing of their location and safety status with trusted contacts or authorities?

- ☐ Yes
- ☐ No

12. Would you expect SheSecure to implement robust security measures to protect your personal data and ensure confidentiality?

- ☐ Yes
- ☐ No

13. (Optional) Are there any specific security features or protocols you would like to see implemented in SheSecure to enhance your trust and confidence in the app?

SURVEY METHOD

We plan to utilize two primary survey modes:

1. Online Forms: These will be distributed across various channels, including social media platforms, community forums, and relevant online groups.

2. In-person Interviews: These will be conducted at community events, women's safety workshops, or gatherings where potential SheSecure users are likely to be present.

By employing both online surveys and in-person interviews, SheSecure aims to gather comprehensive feedback from its target audience. This approach ensures a thorough understanding of user needs and preferences, facilitating the development of an app that effectively addresses safety concerns and provides valuable features and functionalities.