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# **Week 8 Milestone Worksheet**

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# **SECTION A: User Journey Map**

**Step 1: User Needs & Pain Points**

What are your users’ needs and pain points that your solution can address? State at least 6 pain points.

A good example of a pain point statement is, *"My user needs a way to stop their knees from bleeding."* A bad example is, *"My user needs a bandaid."*

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| **Step 1: Pain Points** |
| 1. **My user needs a way to confirm whether government-funded infrastructure projects in their community have been completed or abandoned.** 2. **My user needs a way to access reliable, real-time information on public projects without having to navigate complex or obscure government systems.** 3. **My user needs a way to report or flag public infrastructure issues when they see them on the ground.** 4. **My user needs a way to trust that the information they are viewing about a project is accurate and not manipulated.** 5. **My user needs a way to participate in civic monitoring even in areas with poor internet access.** 6. **My user needs a way to feel empowered and heard in the oversight of how public funds are being used in their community.** |

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**Step 2: KPIs**

Please list **at least 3 KPIs for your solution** to achieve in the **next 3 months** (if you were to get funding).

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| **Step 2: KPIs** |
| 1. **Achieve 5,000+ user-submitted and geotagged public project entries, with at least 30% verified by MDAs (Ministries, Departments, and Agencies).** 2. **Launch the SMS-based reporting system and record at least 1,000 unique rural user interactions within 3 months.** 3. **Reach 10,000+ active users, with 60%+ returning users and 1,000+ user contributions with "trusted reporter" status or credibility badges.** |

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**Step 3: Constraints**

Consider the following for your solution, and **write 1 - 2 sentences for each question.**

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| **Step 3: Constraints** |
| **A. Name at least 1 potential ethical concern for your solution.** *(That is, in what way might your solution cause harm?)*   * One potential ethical concern is misuse of the platform for spreading false information or politically motivated project updates, which could damage reputations or disrupt community trust.   **B. What is 1 strategy you could use to mitigate this ethical concern?**   * To mitigate this, we will implement a verification layer—including “Verified by MDA” tags, trusted reporter badges, user credibility scores, and moderation by community admins or AI filters to flag suspicious entries.   **C. What is one constraint or dependency** *(a condition or situation that your solution will rely on) that your solution has?*   * ProcureMap relies on stable internet connectivity and smartphone access for users to upload geotagged project updates and interact with the platform effectively.   **D. What is one strategy you could use to make this less of a concern?**   * To address this, we will develop a lightweight SMS-based version of ProcureMap that allows users in low-connectivity or rural areas to submit and receive project updates via basic mobile phones.   **E. What is 1 assumption you’ve made about your solution or your target users?**   * We assume that citizens care enough about public project transparency to take time to report and track infrastructure developments in their communities, even without immediate personal benefit. |



**Please go back to Savanna and continue with your learning content. You will be prompted on when to return to complete Section B.**



# **SECTION B: Your Pitch**

**Step 4: Slide Deck**

Please share the URL of your team’s slide deck here. IMPORTANT: Please make sure the URL works and is visible to anyone with the link.

**Make sure your slide deck meets all requirements** in the *Team Online Activity: Create Your Pitch Slide Deck* on Savanna.

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| **Step 4: Slide Deck URL** |
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**Step 5: Video**

Please upload your video to YouTube *(you can choose to make it unlisted, but make sure it’s not private.)* Share the URL of your video here. **Make sure your video meets all requirements in *Team Online Activity: Create Your Video***on Canvas.

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| **Step 5: Video URL** |
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**Step 6: Reflection**

Please share a reflection on your team experience this past month.

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| **Step 6: Reflection on Team Projects** |
| 1. **What was the best thing about working in a team during Month 2?**   The best part was the diversity of perspectives and skillsets. Each member brought unique insights that enriched the solution. Collaborating helped refine our idea faster and more creatively than working alone.   1. **What was the worst thing about working in a team during Month 2?**   One challenge was coordinating schedules and maintaining consistent communication, especially when some members were more available than others.   1. **Please share 1 thing you learned about yourself or about teamwork as a result of participating in your team project.**   I learned that clear role distribution and proactive communication are essential to avoid duplication of effort and to keep momentum in team-based projects.   1. **We know that learning to work as part of a team is a highly valued skill. How could we make Team Projects an even better experience for this course's learners?**   It would help to have structured check-ins or mini-deadlines built into the project timeline to ensure consistent progress and accountability across teams.   1. **Please rate the following statement on a scale of 1 to 4: I have more confidence in my ability to work as part of a professional team as a result of my experience with this team project.** *(1= Strongly disagree, 4=Strongly Agree)*   4 – Strongly Agree: I have more confidence in my ability to collaborate professionally and contribute effectively within a team setting.   1. **Is there anything else you’d like to share about how things went this month with your team?**   Overall, this month’s team experience was both challenging and rewarding. It pushed us to balance empathy with efficiency, and it reinforced the value of collective problem-solving in tackling real-world issues. |

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**Once you have completed this worksheet:**

1. Export/convert to .pdf.
2. Rename it per the instructions.
3. Upload to Savanna as your Milestone 8 Submission.
4. **Celebrate a job well done!**

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