

THEME:

A3:

Online Lottery

TEAM:

Team i

AUTHOR:

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PROBLEM STATEMENT What problem do we need to solve for customers and users (either internal or external)?

Provide a service to buy local lottery tickets online.

CONSTRAINTS What existing user workflows and technical constraints should we consider to design a solution?

- Local government's permission and collaboration.

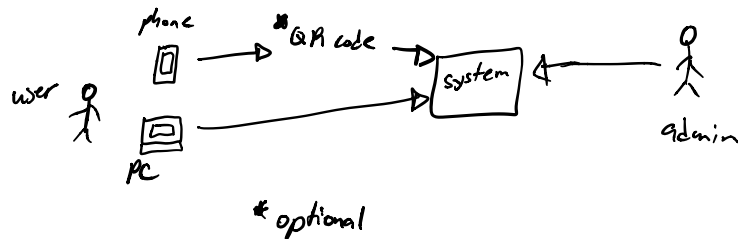
TARGET USERS Which personas (and editions) are feeling pain now? What job are they hiring us to do?

Consumer (player), distributors
Online service to help PR's government save money and resources.

Analyze the cause

COST OF DELAY What is the opportunity cost if we don't solve this problem? How can we measure success?

- Why PR's lottery system needs this?
The lottery system has taken a hit due to the pandemic.
- Why has the lottery taken a hit?
Social distancing and curfews made that people would not buy tickets.
- Why can't people buy tickets?
Only in some establishments can be bought.
- Why are tickets available only in some establishments?
There is no other option.

NEW USER EXPERIENCE How will the interface (web, mobile, API) and user workflow change?**VALIDATION & MEASUREMENT PLAN** How do we make sure that we solved the problem?

- The user can buy a ticket of his/her's choice of PR's local lottery system.
- The administrator can schedule announcements.
- The admin. can create, edit, delete services.
- The user can view owned tickets.