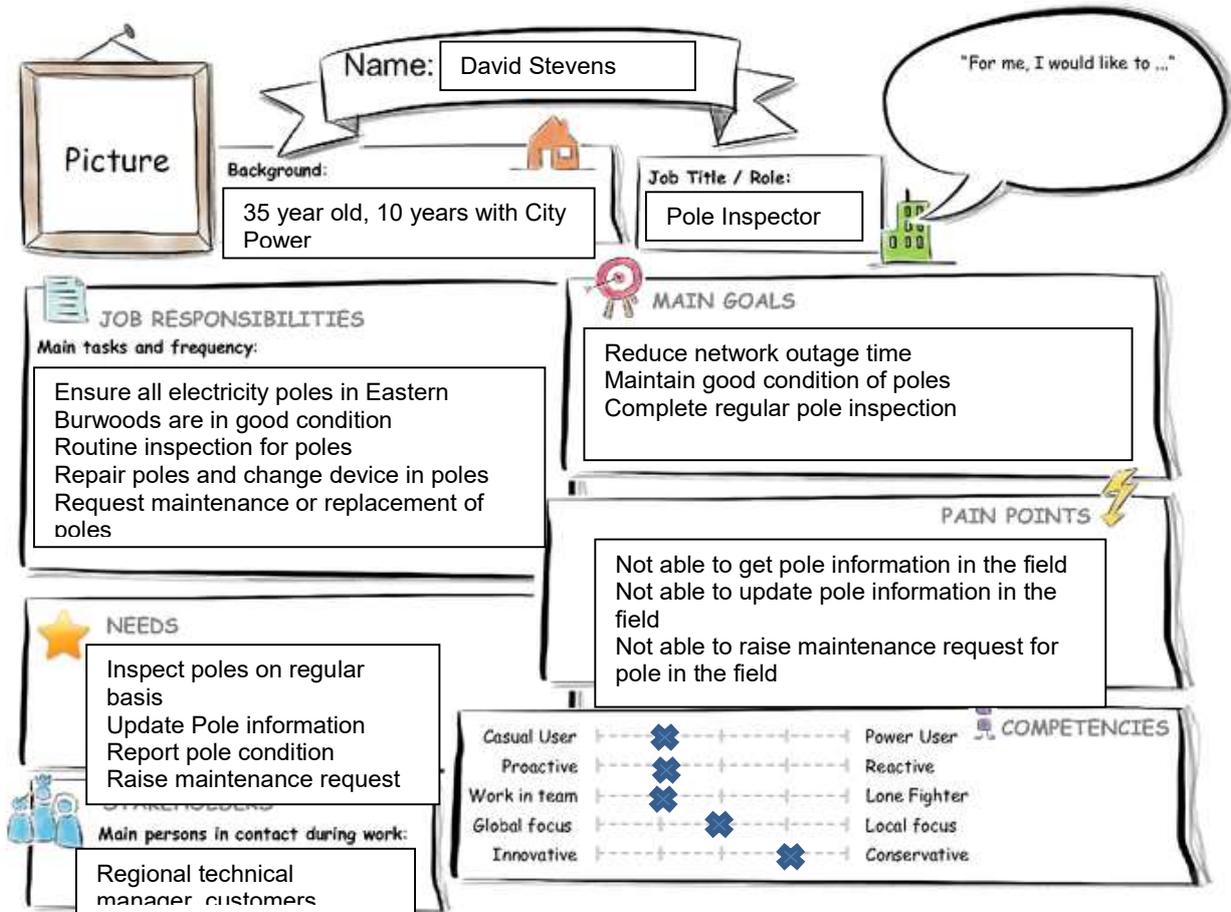

1. Story:

David Stevens is a pole inspector at City Power Electricity Company. His daily work is to inspect electricity poles in Eastern Burwoods area. Every Morning inspection planners dispatch pole inspection list to him. The pole inspection list contains the address of each pole to be inspect. Based on the inspection List, David drives company car to finish inspection task.

During the inspection, he check the condition of these poles, update poles information. If he find a pole data is missed in the pole information database, he will raise a request to maintain the pole mast data. He also need to fill out the form to collect the pole information. If he find a maintenance service need be taken for a pole, he will raise a maintenance request to work center.

David Stevens need a mobility App to assist him to finish the pole inspection job. He also need the mobility App can connect to City Power SAP system and exchange the data with SAP system.

2. Persona

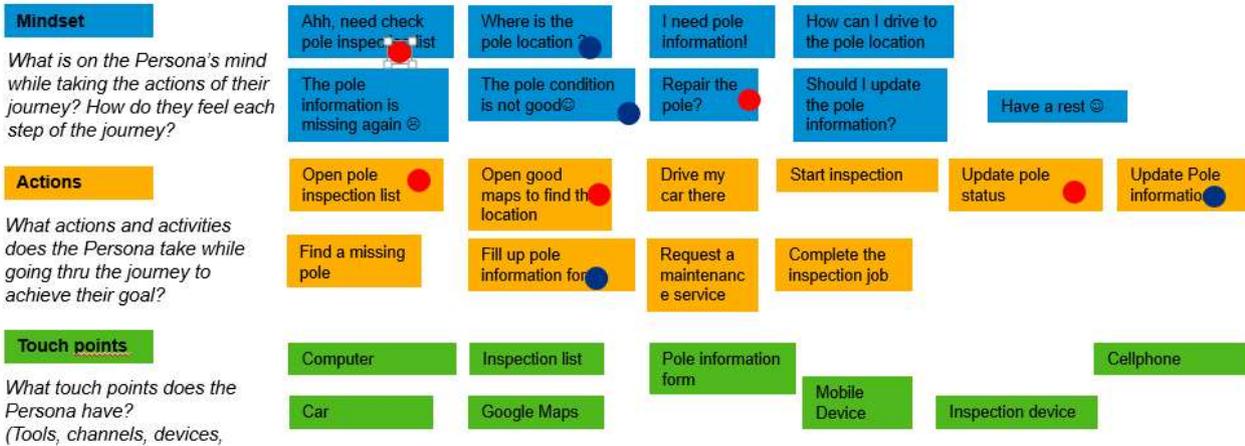


3. User experience journey

User Experience Journey 3

Current User Experience Journey

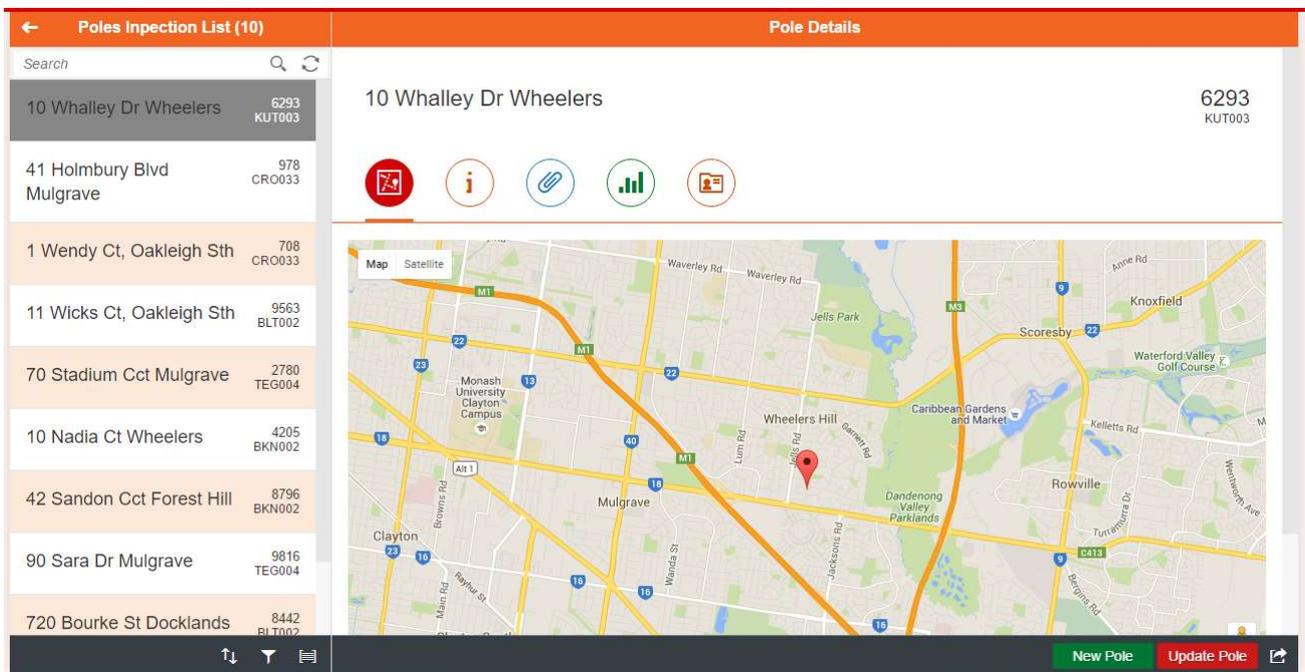
Duration of the Journey: 20 min



4 Point of view

David Stevens, an electricity pole inspector, need a mobile APP with integration with Google Maps and SAP ERP system so that he can find the pole location immediately, update pole information, maintain poles.

5 Mockup Screen



Poles Inspection List (10)

Search

10 Whalley Dr Wheelers	6293 KUT003
41 Holmbury Blvd Mulgrave	978 CRO033
1 Wendy Ct, Oakleigh Sth	708 CRO033
11 Wicks Ct, Oakleigh Sth	9563 BLT002
70 Stadium Cct Mulgrave	2780 TEG004
10 Nadia Ct Wheelers	4205 BKN002
42 Sandon Cct Forest Hill	8796 BKN002
90 Sara Dr Mulgrave	9816 TEG004
720 Bourke St Docklands	8442 BLT002

Pole Details

10 Whalley Dr Wheelers 6293
KUT003

Pole ID: 6293

Pole Address: 10 Whalley Dr Wheelers

Feeder: KUT003

Voltage: 22kV

GPS Latitude: -37.9199178

GPS Longitude: 145.1896228

New Pole
Update Pole

Poles Inspection List (10)

Search

10 Whalley Dr Wheelers	6293 KUT003
41 Holmbury Blvd Mulgrave	978 CRO033
1 Wendy Ct, Oakleigh Sth	708 CRO033
11 Wicks Ct, Oakleigh Sth	9563 BLT002
70 Stadium Cct Mulgrave	2780 TEG004
10 Nadia Ct Wheelers	4205 BKN002
42 Sandon Cct Forest Hill	8796 BKN002
90 Sara Dr Mulgrave	9816 TEG004
720 Bourke St Docklands	8442 BLT002

Pole Details

10 Whalley Dr Wheelers 6293
KUT003

ID	File Name	File Type	
8797	Poles_Picture_20150412.jpg	Picture	
8796	CityPower_JSA.Docx	Word Doc	
8790	Cutting_job_picture_20110325.PDF	PDF File	
8754	Technical_network_picture_TBV012.jpg	Picture	

New Pole
Update Pole

Poles Inspection List (10)

Search

- 10 Whalley Dr Wheelers 6293 KUT003
- 41 Holmbury Blvd Mulgrave 978 CRO033
- 1 Wendy Ct, Oakleigh Sth 708 CRO033
- 11 Wicks Ct, Oakleigh Sth 9563 BLT002
- 70 Stadium Cct Mulgrave 2780 TEG004
- 10 Nadia Ct Wheelers 4205 BKN002
- 42 Sandon Cct Forest Hill 8796 BKN002
- 90 Sara Dr Mulgrave 9816 TEG004
- 720 Bourke St Docklands 8442 BLT002

Pole Details

10 Whalley Dr Wheelers

6293
KUT003

Year: 2016 Inspection Order Number

■ 8.00

Year	Inspection Order Number
2016	8.00
2015	2.00
2014	3.00
2013	8.00
2012	7.00
2011	4.00

↑ ↓ ↕

New Pole Update Pole

Poles Inspection List (10)

Search

- 10 Whalley Dr Wheelers 6293 KUT003
- 41 Holmbury Blvd Mulgrave 978 CRO033
- 1 Wendy Ct, Oakleigh Sth 708 CRO033
- 11 Wicks Ct, Oakleigh Sth 9563 BLT002
- 70 Stadium Cct Mulgrave 2780 TEG004
- 10 Nadia Ct Wheelers 4205 BKN002
- 42 Sandon Cct Forest Hill 8796 BKN002
- 90 Sara Dr Mulgrave 9816 TEG004
- 720 Bourke St Docklands 8442 BLT002

Pole Details

10 Whalley Dr Wheelers

6293
KUT003

Order No	Date/Time	Description	Inspector
75018797	20150914 12:00	Annual Inspection	David John
75017736	20130514 12:00	Monthly Inspection	David John
75034531	20151214 12:00	Emergency Inspection	Peter Sam

↑ ↓ ↕

New Pole Update Pole

Poles Inspection List (10) **New Pole**

Search

10 Whalley Dr Wheelers	6293 KUT003
41 Holmbury Blvd Mulgrave	978 CRO033
1 Wendy Ct, Oakleigh Sth	708 CRO033
11 Wicks Ct, Oakleigh Sth	9563 BLT002
70 Stadium Cct Mulgrave	2780 TEG004
10 Nadia Ct Wheelers	4205 BKN002
42 Sandon Cct Forest Hill	8796 BKN002
90 Sara Dr Mulgrave	9816 TEG004
720 Bourke St Docklands	8442 BLT002

Add New Pole

Pole ID:

Pole Description.:

Feeder:

Voltage:

GPS Latitude:

GPS Longitude:

Poles Inspection List (10) **Update Pole**

Search

10 Whalley Dr Wheelers	6293 KUT003
41 Holmbury Blvd Mulgrave	978 CRO033
1 Wendy Ct, Oakleigh Sth	708 CRO033
11 Wicks Ct, Oakleigh Sth	9563 BLT002
70 Stadium Cct Mulgrave	2780 TEG004
10 Nadia Ct Wheelers	4205 BKN002
42 Sandon Cct Forest Hill	8796 BKN002
90 Sara Dr Mulgrave	9816 TEG004
720 Bourke St Docklands	8442 BLT002

Update Pole

Pole ID:

Pole Description.:

Feeder:

Voltage:

GPS Latitude:

GPS Longitude:

Study link for Design Challenge

<https://standard.experiencesplash.com/home/projects/5808b65afac46fe20bac0821/research/participant/5fe439c6b8e444cc0bb17dc7>

Youtube Link for Develop Challenge

<https://youtu.be/8GBNDcy57ks>

Developed APP in SAP HANA Trial Cloud

<https://zinspectpole-p1941100862trial.dispatcher.hanatrial.ondemand.com>

