IMAGINE IOT
PROTOTYPE CHALLENGE
SUMMARY

Field officer responsible for non-food item (NFI) distribution in the emergency location need solution to monitor NFI distribution in real time to ensure immediate and effective response.

STORYLINE

Our organization is responsible to provide humanitarian assistance in crisis area such as part of Haiti which was violently struck by hurricane Matthew with 750,000 people in urgent need for humanitarian assistance. The field officer responsible for non-food items distribution requires real time information on NFI stock, location of distribution and distribution fleet movement.

With the above information field officer can proactively act on alternate distribution in case of obstacle faced by distribution fleet and also capability to effectively distribute the NFI to the people in urgent need.
Persona

Tom
Field Officer

In emergency situation, I want to have the capability to efficiently distribute non-food items (blankets, tents, etc.) to those who are in need.

About
- 35 years, single, have been in the humanitarian field for almost 7 years.
- In humanitarian relief agency, effectively distribute the NFI is important
- Dynamic person and always looking forward for improvement
- Closely work with warehouse manager and distribution fleet controller

Responsibilities
- I’m responsible on organizing the effective and efficient distribution of NFI
- I often directly supervise NFI distribution to the beneficiaries to capture and understand real need on location
- I’m also responsible in organizing the NFI package.

Main Goals
- Effective and efficient NFI distribution
- Ensure the required items are distributed to the people in need

Needs
- Solution to monitor NFI movement
- Solution to monitor warehouse stock
- Solution to receive update from the field on obstacle and need
- Solution to provide daily status update and send it to chief of mission

Pain Points
- Inability to proactively act in case of obstacle in the distribution fleet
- No visibility on real time warehouse stock items
- No visibility on location / movement of NFI item
- Spend too much time to prepare daily report for chief of mission
Point of View (PoV)

Point of View

As a field officer in humanitarian agency

I need a way to efficiently distribute Non-Food Item package

so that those items reach the right beneficiary at the right time.
# Journey

## ACTIONS

- Check daily update on emergency situation
- Check existing capacity (NFI stock, fleet, staffs, contractors, etc.)
- Read and acknowledge humanitarian assistance requests
- Coordination with chief of mission and different stakeholders (security, government institution, beneficiary representative, staffs, contractors, etc.) on the distribution plan execution
- Execute and monitor NFI distribution
- Plan for next distribution activity
- Provide daily update report for chief of mission

## MINDSET

- Which emergency location should we prioritize?
- Do we have sufficient capacity to do the humanitarian assistance
- Identify potential location for distribution
- Security concern reaching the location?
- What possible obstacle we need to take into account when we distribute NFI
- In case obstacle faced by distribution fleet, what option we can execute
- Contact local stakeholders and coordinate option
- Better deviate to different location?
- Locations and NFI packages are identified.
- Capacity (warehouse stock items, staffs, contractors, etc.) assessment
- Plan for distribution
- Todays work done! What for tomorrow?

## FEELING

![Smiley](image)

- Electronic mail
- Warehouse management application (ERP)
- Financial application (ERP)
- Project system
- Cables from HQ

![Sad](image)

- Security report and weather report
- Briefing from Chief of mission
- Meeting with security, government institution, beneficiary representative, staffs, contractors, etc.

![Neutral](image)

- Mobile device / tablet
- Meeting
- Computer/Laptop
- Phone / Satellite Phone
- HandiTalkie
- Computer to access Warehouse management application, Financial application and Project System (ERP)

## TOUCH POINTS
Published prototype (BUILD)
https://standard.build.me/api/projects/56b403a44f8ff7250cd0c009/prototype/snapshot/latest/index.html#/14773108351563297_S10

Note:
- Truck is equipped with GPS
- In Fleet availability function, selecting “Radio ID” allows officer to call the driver
- In Fleet status functionality, officer can monitor the fleet movement in real time (ETA) to destination. This will allow officer to see if there’s obstacle experienced by the fleet.