



Story

Recently Peru suffered a flooding emergency, "Sedapal" is the Utility Services company in the capital Lima and had to close the water reception doors because of the muddy water and other objects that comes from the "Rimac" river, so the water treatment plant "La Atarjea" could not produce drinking water in this emergency cases.

The Sedapal Emergency Operational Committee has the responsibility to manage the water delivery in this emergency cases via tanker trucks that get groundwater and take it to the water reservoirs distributed across the city.

This application will measure the purity and amount of water in every water reservoirs and according to the demand, necessity and priority of water consumption, the application will set the best delivery route to the drivers of the tanker trucks and in conjunction with the emergency committee managers can take better decisions to bring water to the most needed neighborhoods.

Persona



Jeronimo

Sedapal Emergency Committee Manager

I would like to get the best delivery routes to make better decisions to help the tanker truck drivers to provide water in cases of emergencies

About

- 45 Years old , 15 Years of experience in Sedapal
- I make the decisions in regard of the delivery of water to the population in cases of emergency
- Work with the tanker truck drivers and personnel of Emergency committee

Responsibilities

- Plan delivery routes for tanker truck drivers to bring water in cases of emergency
- Manage the filling of water reservoirs
- Hire tanker truck drivers
- Check the purity of the water in water reservoirs.

Needs

- I need to know the which water wells are filled up with water
- I need to know the quality of the water
- I need work with tanker truck drivers more efficiently
- I need to set the priorities to deliver water

Main Goals

- Get the most amount of neighborhoods supplied with water in case of emergency
- Have the water reservoirs with the most pure water
- **Distribute water in short times**
- Decide what zones has priorities to receive water in case of emergency

Pain Points

- Can't get real time information from water reservoirs
- Can't get information of the locations of the tanker truck drivers
- **Need to establish the best route for the water delivery**
- **Need information about the neighborhood to set the priority of water delivery**

Point of View

As a Sedapal Emergency Committee Manager

I need a way to establish the best delivery route for the tanker truck drivers can provide water into water reservoirs

so that the neighborhoods can have access to drinking water in case of emergency.



UX Journey




<p>ACTIONS</p>	<ul style="list-style-type: none"> -Get in touch with the emergency committee -Get Information about the water reservoirs 	<ul style="list-style-type: none"> -Contact the district mayors to get information about priorities -Plan the water delivery route for the tanker truck drivers. 	<ul style="list-style-type: none"> -Meet the the tanker truck drivers to explain the delivery routes -Check if the tanker trucks were filled with water 	<ul style="list-style-type: none"> -Call the drivers to monitor the delivery of water. 	<ul style="list-style-type: none"> -Confirm with the district mayors if the water reservoirs were filled. 	<ul style="list-style-type: none"> -Report to the committee the status of the water deliveries.
<p>MINDSET</p>	<ul style="list-style-type: none"> -Oh no an emergency! -People can get affected if don't get water 	<ul style="list-style-type: none"> -I don't know if the water wells have enough water and it is pure -Have I took the best decision? 	<ul style="list-style-type: none"> -There is a lot of tanker truck drivers -It takes a long time to get information of each tanker truck. 	<ul style="list-style-type: none"> -Drivers don't get my calls 	<ul style="list-style-type: none"> -There is a lot of complains - The neighborhoods don't have water 	<ul style="list-style-type: none"> -It takes too long to make the reports
<p>FEELING</p>						
<p>TOUCH POINTS</p>	<ul style="list-style-type: none"> -Sedapal Committee room -Water wells month report status -Emergency report 	<ul style="list-style-type: none"> -District Mayors -Telephone -Delivery route document 	<ul style="list-style-type: none"> -Drivers -Tanker trucks -Delivery route document 	<ul style="list-style-type: none"> -Drivers -Telephone -Water Delivery Status Report 	<ul style="list-style-type: none"> -District Mayors -Telephone -Water reservoirs month report status 	<ul style="list-style-type: none"> -Water Delivery Status Report -Power Point Presentation



Prototype

1. Launch Page:


Emergency Cases Water Delivery

 4 NOTIFICATION Delivery Routes Delivery in Progress	 15 NOTIFICATION Tanker Trucks Empty Tanker Truck	 2 NOTIFICATION Water Wells Impure water well
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2. Delivery Route Page

Delivery Routes

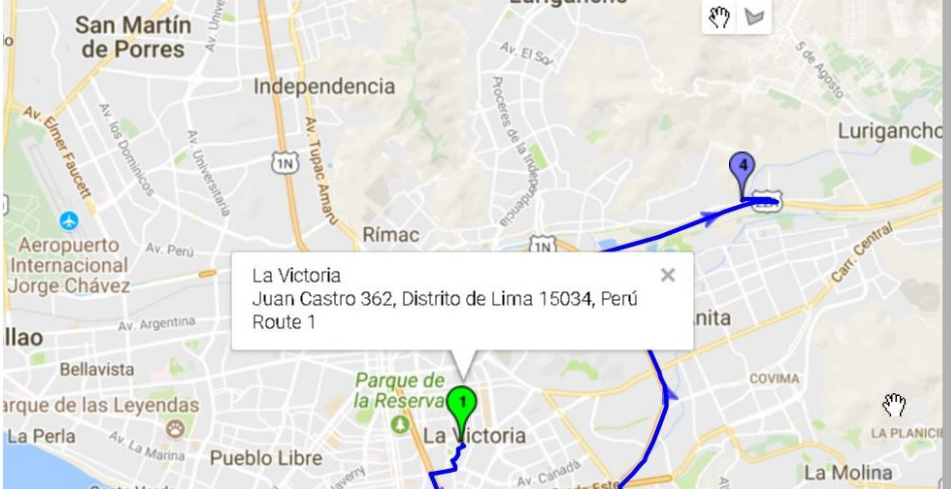
Delivery Routes Today

In progress **1** 
Jul 20, 2017 13:00:00

Notifications (1)
Tanker Truck stopped

Jul 15, 2017
[See All](#)

Planned Routes Emergency Lima



3. Water Reservoir Page



WWLLV001- La victoria

Water Level
50 %
 5 mins ago



Notifications (2)
 WWLLV001 does has less than 80% of water
 WWLLV001 has one request of priority

Jul 20, 2017
 Jul 20, 20017
[See All](#)

Juan Castro 362 - La Victoria
 - Lima

La victoria ● Mapped

Geo-Match

Connected

Below threshold

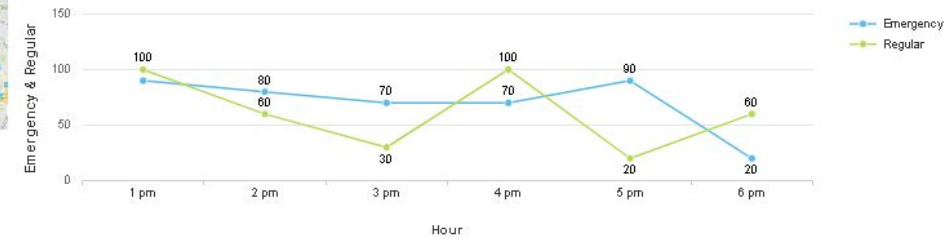
District Mayor
 Pedro Navaja

Notify



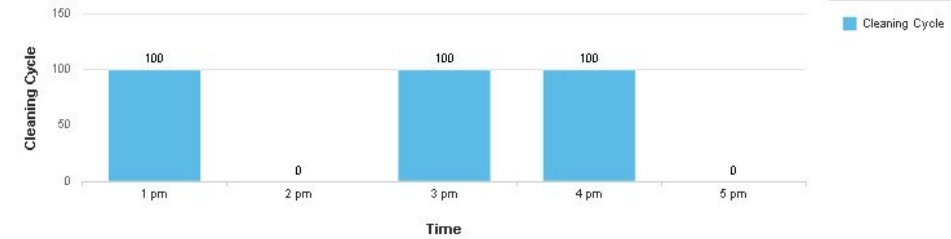
Water Consumption in Litres

Hourly



Cleaning Cycles

Hourly



4. Tanker Truck Page

