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 came 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

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

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

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.
<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>MINDSET</th>
<th>FEELING</th>
<th>TOUCH POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Get in touch with the emergency committee</td>
<td>-Oh no an emergency!</td>
<td>-Sedapal Committee room</td>
<td>-District Mayors telephone</td>
</tr>
<tr>
<td>-Get Information about the water reservoirs</td>
<td>-People can get affected if don't get water</td>
<td>-Water wells month report status</td>
<td>-District Mayors telephone</td>
</tr>
<tr>
<td>-Contact the district mayors to get information about priorities</td>
<td>-I don't know if the water wells have enough water and it is pure</td>
<td>-Emergency report</td>
<td>-Drivers</td>
</tr>
<tr>
<td>-Plan the water delivery route for the tanker truck drivers.</td>
<td>-Have I took the best decision?</td>
<td></td>
<td>-Tanker trucks</td>
</tr>
<tr>
<td>-Meet the the tanker truck drivers to explain the delivery routes</td>
<td>-There is a lot of tanker truck drivers</td>
<td></td>
<td>-Delivery route document</td>
</tr>
<tr>
<td>-Check if the tanker trucks were filled with water</td>
<td>-It takes a long time to get information of each tanker truck.</td>
<td></td>
<td>-Delivery route document</td>
</tr>
<tr>
<td>-Call the drivers to monitor the delivery of water.</td>
<td>-Drivers don't get my calls</td>
<td></td>
<td>-Drivers</td>
</tr>
<tr>
<td>-Confirm with the district mayors if the water reservoirs were filled.</td>
<td>-There is a lot of complains - The neighborhoods don't have water</td>
<td></td>
<td>-Water Delivery Status Report</td>
</tr>
<tr>
<td>-Report to the committee the status of the water deliveries.</td>
<td>-It takes too long to make the reports</td>
<td></td>
<td>-Water reservoirs month report status</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>-Power Point Presentation</td>
</tr>
</tbody>
</table>
Prototype

1. Launch Page:

2. Delivery Route Page
3. Water Reservoir Page

WWLLV001- La vitoria

Water Level
50%
5 min ago

Notifications (2)
WWLLV001 does not have less than 80% of water
WWLLV001 has one request of priority

Jul 20, 2017
Jul 20, 2017
See All

La vitoria • Mapped

District Mayor
Piedra Nava

Water Consumption in Litres

Hourly

Emergency
Regular

Cleaning Cycles

Hourly

Cleaning Cycle
4. Tanker Truck Page

Tanker Truck, 34,447 liters

Turbidity
10 NTU
Jul 20, 2017 15:03:03

Notifications (1)
Poor Quality water
Jun 29, 2017
See All

Water Level

Avg quality (in NTU)

Hour

Liters

Hour