IOT SLM - SURFACE LEVEL MONITOR
PROTOTYPE CHALLENGE

PLEASE VISIT https://youtu.be/VBrge28NVoE TO KNOW THE HISTORY.

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Persona

ELIAS
SLM Analyst

“I like to help people democratizing the use of technology”

About
• 26, single, iOS & Android developer, 1 month of SLM Analyst.
• Be the person who monitors the possible risks that could arise and give timely notice to the search and rescue teams.
• I like to innovate and propose new functionalities to the SLM Development Team.

Responsibilities
• I am responsible for analyzing the large volumes of information coming from SLM monitors.
• Generate new software and hardware requirements for the development team to improve SLM functionality.
• Decide the level of emergency that is being presented.

Main Goals
• Reduce by 95% the dangers associated with the appearance of sinkholes.
• Have at least one emergency unit within 5 minutes of the incident.
• Reduce data usage costs of 3g and 4g networks used by sensors.

Needs
• Display on the same screen the location of the emergency and how many people are in danger.
• Have knowledge of the infrastructure of services (natural gas, water, electricity) that are close to the emergency zone.
• Have the capacity to inform both the emergency teams and the population of the risk situation that is being presented.
• Take control of sensor maintenance, lifetime remaining, suppliers, prices.

Pain Points
• Costs for data transmission through networks 3g / 4g.
• Large volumes of information generated by sensors need the use of leading technology to be managed.
• Need to send alerts to governments and private companies with rescue teams.
• Time required to replace sensors that are out of service.
Point of View

As a SLM Analyst I need a way to know how many people live near the zone of emergency so that I can decide the total number of emergency teams to be deployed in the area.

As a SLM Analyst I need a way to have knowledge of the services infrastructure (natural gas, water, electricity) so that I can minimize the external risks that can be triggered by this emergency.

As a SLM Analyst I need a way to warn the rescue teams and the population about the incident in progress so that we can give efficient and fast support.

As a SLM Analyst I need a way to keep monitoring equipment running 24/7 throughout the year so that people can be certain that they will be alerted to any eventuality.
## User Experience Journey

### ACTIONS

- Walking the dog
- Go to the gym
- Go to work
- Read email
- Logon to SLM.
- Review SLM status
- The alarm is active
- Send emergency alerts
- Check security cameras
- Emergency teams arrive at the site
- No victims
- Close red code
- Store lessons learned
- Send report of the day to the team.
- Go home

### MINDSET

- “Good morning my good friend Chato!”
- “I’ll invite Elena to go dancing tonight 😊”
- “Here comes the bus”
- “Now I go on time to work”
- “I have a lot of spam in my mail”
- “Working time 😋”
- “Let’s check how my sensors are”
- “OMG! An alarm has been activated!”
- “I hope it is far from my family”
- “I need to get help from the rescue teams.”
- “From the camera people look calm 😊”
- “Finally, the experts arrived!”
- “It has been a heavy day”
- “I like my job”
- “I need to send alerts faster in the next event”
- “I’ll send the summary of the day to the team”
- “I’ll take a bath and I’ll take Elena to dance”
- “Goodnight 😊”

### FEELING

- 😊
- 😞

### TOUCH POINTS

- Chato the dog
- Elena “the beautiful gym girl”
- Bus Driver
- Laptop
- SLM Page Admin
- SLM Sensors
- SMS Alerts
- Emergency teams
- Chief
- Teammates
- Cameras
- Emergency teams
- Laptop
- Emergency Teams
- Chief
- Teammates
- Bus Driver
- “Chato” the dog
Prototype

Visit the next link for view the prototype on BUILD: https://goo.gl/RUpZad