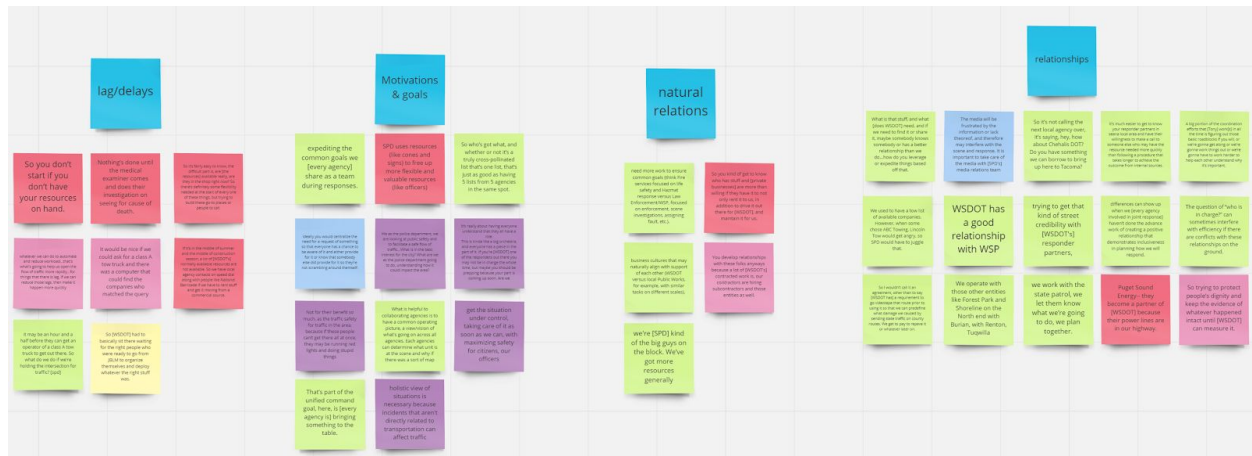


Milestone 3: Progress Summary

Team Powerhouse
HCDE 418

Our initial project scope centered around discovering and mobilizing resources. Our starting “How Might We” question was “how might we enable discovery and use of cross-agency and private resources to efficiently mobilize resources as part of a dynamic plan”. Based on that question, we developed **five research themes** to focus on during interviews: resources in general, jurisdiction, interagency collaboration, communication, and decision making. All of our questions in interviews centered around how resources could apply to those areas.

We interviewed Captain O’Donnell from SPD and Tony Leingang from WSDOT. Our interviews provided us with a wealth of information, which we analyzed this past week. For both interviews, each of us bolded quotes that stood out as important. From there, we highlighted these quotes in different colors corresponding to the research theme they best fit. Then we copied each quote into Miro on a sticky note colored corresponding to the research theme. Once all the quotes were organized in Miro, we made an **affinity diagram** to group quotes with similar sentiments. Here is a small snippet of our affinity diagram:



We then went through as a team, discussing and pulling key **research insights** using each grouping. From there, we narrowed down our insights to the five most salient points:

- Resource sourcing is iterative, based on past experiences, and builds collective knowledge that better informs future response plans
- Delays can occur when determining whether resources are available and when getting resources to the scene (personnel, traffic control equipment)

- Shared goals and understanding of the situation allows agencies to respond individually but work together smoothly to clear an incident
- Positive relationships help expedite response resolution and leveraging them is often more efficient than following procedures
- Varying levels of expertise impact knowledge about available resources and their use

Through compiling these research insights, we noticed that the current process of finding and mobilizing resources has various **pain points**:

- Although a responder may know which resources are at their disposal, it's uncertain whether these resources are currently available
- Jurisdiction conflicts can complicate relationships, resource sharing, and incident management
- Newer officers and employees lack knowledge about available resources that is usually obtained through experience
- Waiting on some resources can bottleneck the response, delaying activity until that resource arrives
- Lack of shared situational awareness between agencies can cause delays in receiving resources and conflict during incident response

From these pain points we made the following **design requirements**. Through the VCC, the system must:

- Reduce effects of bottlenecking and mobilization lag
- Inventory resources so responders know what is available for use and how to access it
- Aid inexperienced users while not inhibiting experienced users
- Respect jurisdiction complexities while building/facilitating compromises for collaboration
- Increase situational awareness about the need, use, and deployment of interagency resources
- Allow for iterative growth of collective resource knowledge
- Maintain positive relationships between agencies

Based on these points, we decided to narrow our project scope to center on some of the largest pain points. We redefined our “How Might We” to the following question:

How might we build a shared awareness of resource availability and use in order to reduce lag during an incident?

Our **high level goals** are to reduce lag and build a shared awareness about resources. Our granular goals are making stakeholders aware of what resources are available, what resources are en route to the scene, and which resources are already on the scene. After seeing the **CAD wireframes** in class on Thursday, our intention is to design an interface that fits with that system, potentially under the ‘collaboration’ tab or a new tab. However, as we move into **ideation** (the upcoming phase of our project) we plan on producing divergent ideas to explore the full range of solutions to this challenge. After ideating, we will converge on a solution as a team. Once we’ve chosen a concrete direction, we will be moving into more granular design phases, such as beginning to create wireframes.