



TechniCity Final Project 2014



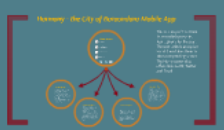
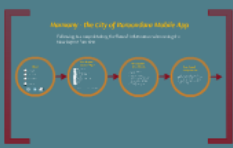
Topic

The objective of this project is to investigate the opportunity to implement a mobile app for residents to facilitate the connection with their local government for better service. The project is a solution of finding solutions to local government issues. The main goal is to provide a better service to the community through a mobile app.

The challenge of this project is to create a user-friendly and easy-to-use mobile app that can be used by all residents, regardless of their technical skills or access to a smartphone.

Issue

The issue is that the current mobile app is not user-friendly and does not provide the necessary information to the community. The app is difficult to navigate and the information is not up-to-date. The community needs a better mobile app that is easy to use and provides the necessary information.



Who

The project is a collaboration between the City of Melbourne and the TechniCity team. The City of Melbourne is the client and the TechniCity team is the developer. The project is a joint effort to create a better mobile app for the community.

Final Product



The City of Melbourne Mobile App is a platform that allows residents to access various services and information. The app is available on both iOS and Android devices. The app provides a user-friendly interface and easy access to the necessary information.

How - Design

The design of the mobile app is user-centered and focuses on providing a seamless user experience. The app is designed to be easy to navigate and provides clear instructions for using the various features. The design is also visually appealing and consistent with the City of Melbourne branding.

How - Development

The mobile app was developed using a cross-platform development framework, which allows for a single codebase to be used for both iOS and Android. This approach ensures that the app is consistent across both platforms and reduces development time and cost.

By: Eartha Barclay, Melbourne, Australia

design by bar study for prezi



Topic

The objective of this project is to investigate the opportunity to implement a mobile app for residents to flag issues in the community with their local government for action. These could include issues of safety (potholes) or beautification (graffiti); they could be personal problems (car parked illegally over a driveway) or impact the greater community (dumped rubbish).

The intangible objective of this project is how we can use technology to develop positive relationships between residents and their local government, allowing for a greater sense of community and shared vision.

What

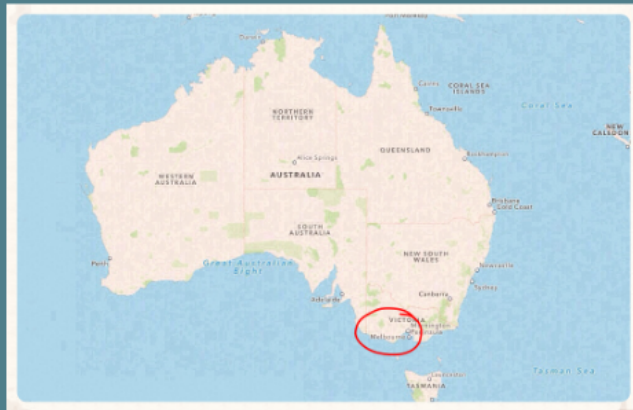
There were a number of things I learnt by undertaking this project. Firstly, coming from a non-technical background, everything surrounding the development of the app itself was new. All aspects needed to be considered from useability, functionality and interface with the City's existing systems.

The other challenge for me was interacting with the City. Coming from a non-bureaucratic background, it was enlightening to see how my local government operates and its openness (or not) to new ideas. As stated in my project proposal, one of the greatest challenges in dealing with the City is getting past the Gateholders answering phones and emails. At times it was challenging to even know who I should speak to let alone actually talk to them.

The best learning though, was that the residents I spoke to supported the concept, and gave valuable insight into building a useful tool for the people.

Where

This project is being undertaken in Melbourne, Australia. Melbourne (with a population of approx 4.2 million people) is divided into Local Government Areas (LGA's), typically made up of 6 - 12 suburbs. My LGA is the City of Boroondara, which also refers to itself as “The City of Harmony”. There are approximately 168,000 residents living in this typically middle-class area.



Melbourne, Australia google.maps.com



boroondara.vic.gov.au

Who

This project required input from two key groups of stakeholders. The first, were the residents - were they interested in this tool? Would they really use it, and how? What did they want to see included in the app?

The second was The City of Boroondara itself. No matter what the demand for such a service, it would be worthless if the City didn't support its implementation. Input was sought from Corporate Services who manage “information technology - computing and communication systems”, and Communications & Engagement - responsible for “online communications” plus “communications consultation, engagement & research”.



How - Data Analysis

The data acquisition and analysis process was an encouraging part of this project. Like any new idea, it is difficult to anticipate how it will be received by the target market. Having seen the benefits of such a tool for the City of Boston, I was confident that this idea could be used anywhere in the world. I was particularly enthusiastic about the idea of technology bringing the people and the City together. But was this a realistic expectation for my City?

Data was acquired primarily through an informal discussion process. As a resident myself, I drafted some questions and spent time talking to various representative groups from across the City. These included mothers from school and kinder, students from the local university, some of the aging population (mostly neighbours), a few local small business owners, and random individuals at the local library and shopping centres.

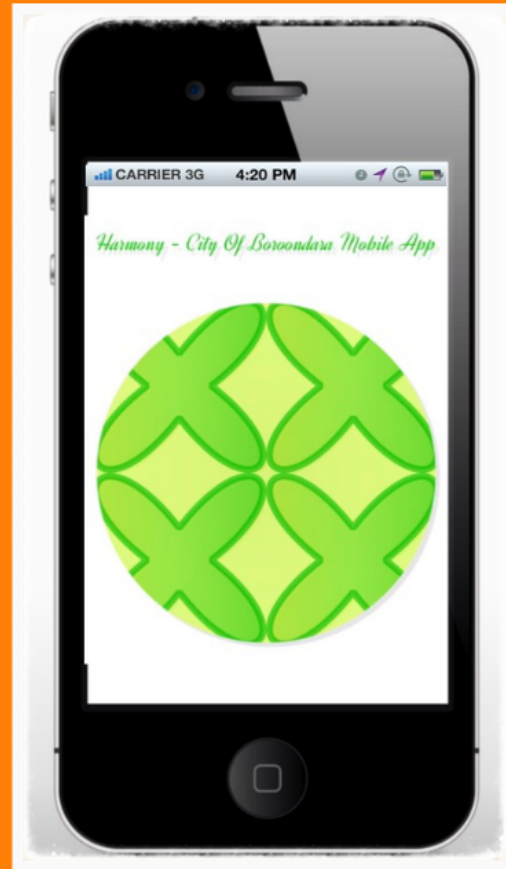
Questions were both closed (yes/no answers) and open ended (in their own words). I then collated and reviewed the information, and used this as the basis for developing and mapping the app - as can be seen in the Final Product.

How - Design

Key design elements for the project required investigation into the development of a mobile app that integrates into the City of Boroondara's existing communication networks for real time action. Fortunately, the City of Boroondara already have systems in place that allow residents to interact via the web, Facebook and Twitter, so the foundation is set for implementing a mobile application.

Furthermore, there was the need to develop the flow of the app - what would the home screen look like? How would it flow into the various options for users so it is quick and easy to use as an on-the-spot application? This required a mapping process, which will be presented next as part of the final product.

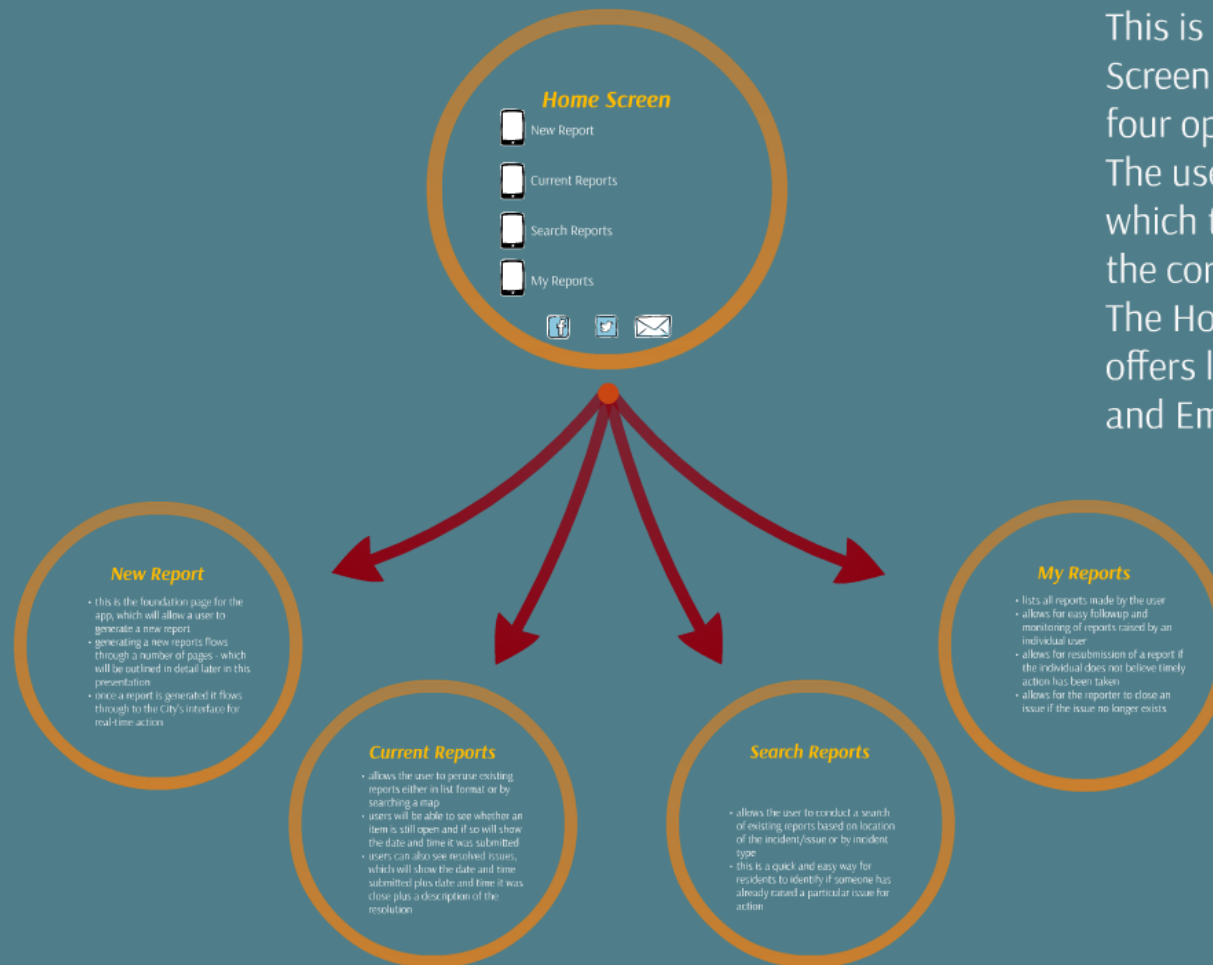
Final Product



Here it is...
Harmony - The City of Boroondara Mobile App. This is a prototype of what the loading screen and icon might look like. The following pages present a map of how the app screens will flow and interact with each other.



Harmony - the City of Boroondara Mobile App



This is a map of the Home Screen which presents four options for the user. The user selects an option which then takes them to the corresponding screen. The Home screen also offers links to FB, Twitter and Email

Home Screen



New Report



Current Reports



Search Reports



My Reports



New Report

- this is the foundation page for the app, which will allow a user to generate a new report
- generating a new reports flows through a number of pages - which will be outlined in detail later in this presentation
- once a report is generated it flows through to the City's interface for real-time action

Current Reports

- allows the user to peruse existing reports either in list format or by searching a map
- users will be able to see whether an item is still open and if so will show the date and time it was submitted
- users can also see resolved issues, which will show the date and time submitted plus date and time it was close plus a description of the resolution

Search Reports

- allows the user to conduct a search of existing reports based on location of the incident/issue or by incident type
- this is a quick and easy way for residents to identify if someone has already raised a particular issue for action

My Reports

- lists all reports made by the user
- allows for easy followup and monitoring of reports raised by an individual user
- allows for resubmission of a report if the individual does not believe timely action has been taken
- allows for the reporter to close an issue if the issue no longer exists

Harmony - the City of Boroondara Mobile App

Following is a map detailing the flow of information when using the New Report function



Home



New Report



Current Reports



Search Reports



My Reports



New Report - Incident Type

- ① Dumped Rubbish
- ② Graffiti
- ③ Road/footpath damage
- ④ Drain/pit problem
- ⑤ Streetlight
- ⑥ Trees/garden maintenance
- ⑦ Parking issues
- ⑧ Signage
- ⑨ Other

User selects from one of the above options

New Report - User Details

- Address of incident
- Suburb
- Description of incident
- User Details - will allow for anonymity if user does not wish to provide details (not shown publicly if provided)
- Upload a photo (optional)

New Report - Confirmation

"Thank you for your submission. This incident has been reported to the City of Boroondara for action. You can monitor the progress of this issue through the "My Reports" page."

Thank You



TechniCity Final Project 2014



Final Product

Horsham - The City of Horsham Mobile App
 This is a prototype of what the loading screen and can look like. The following pages present a rough of how the app screens will flow and interact with each other.



What
 The purpose of this project is to investigate the possibilities for developing a mobile app for residents to use in their communities with their local government and the various services they provide. The app will be used to provide information and services to residents and to help them understand the various services they provide. The app will be used to provide information and services to residents and to help them understand the various services they provide.



Why
 The reason for this project is to investigate the possibilities for developing a mobile app for residents to use in their communities with their local government and the various services they provide. The app will be used to provide information and services to residents and to help them understand the various services they provide.

How Design
 The design of the app is based on the principles of user-centered design. The app will be designed to be easy to use and to provide a good user experience. The app will be designed to be easy to use and to provide a good user experience.

How Data Source
 The data source for the app is based on the principles of user-centered design. The app will be designed to be easy to use and to provide a good user experience. The app will be designed to be easy to use and to provide a good user experience.



Topic

The objective of this project is to investigate the possibilities for developing a mobile app for residents to use in their communities with their local government and the various services they provide. The app will be used to provide information and services to residents and to help them understand the various services they provide.

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