STEP 1:
Actor analysis

Emergency response system

Case: emergency response system

This case is about the preparation for a major emergency situation, like an earthquake or a flood.

Some of the actors have suggested to use an emergency response system.

The first step is to identify the actors and their problem statements, to get a broad overview of the problem.

Identify the actors involved

- Emergency services
- Citizens
- ERS management
- Ministry of Security and Justice
- Communication network moderator
- Communication office of coordinating Mayor
- Etc.

What other actors can you think of?

Problem statement of emergency services

Goal: protect the public in an emergency situation
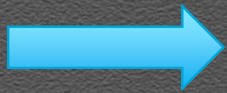
Dilemma: safety of emergency workers

Problem statement:

How to protect the public,
while ensuring the safety of emergency workers?

Problem statement of Citizens

Goal: be safe in emergency situation

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Dilemma: no harm to property
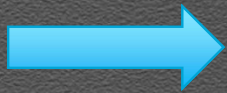
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Problem statement:

How can I ensure my own safety,
while protecting my own property?

Problem statement of ERS management

Goal: smooth functioning of ERS

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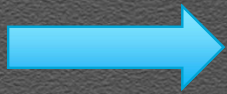Dilemma: capacity of system is limited

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Problem statement:

How to ensure smooth functioning of the ERS,
while the information traffic load during emergency is
extremely high?

Problem statement of ministry of Security and Justice

Goal: safety of the citizens in a crisis situation
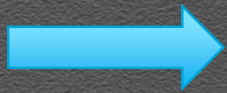
Dilemma: limited budget

Problem statement:

How to ensure safety of the citizens during a crisis situation, while keeping the cost low?

Problem statement of communication network moderator

Goal: high quality of the provided service

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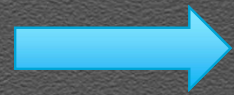Dilemma: high profit

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Problem statement:

How to ensure high quality of service,
while maintaining high profits?

Problem statement of communication office of coordinating Mayor in safety region

Goal: keep emergency services informed

Dilemma: overload of information

Problem statement:

How to keep all emergency services informed, without overloading them with information?