Support System Design

For digital aid product 121

INTRODUCTION

This graduation project is about digital product 121, developed by 510. Through 121, a person affected (PA) by a humanitarian disaster, can receive Cash Based Aid (CBA) and Information as Aid (IAA).

CBA is new form of aid, where the PA receives digital money instead of traditional in-kind aid such as food or water. In this way, aid can be deliverd faster, safer and more efficient.

PROBLEM

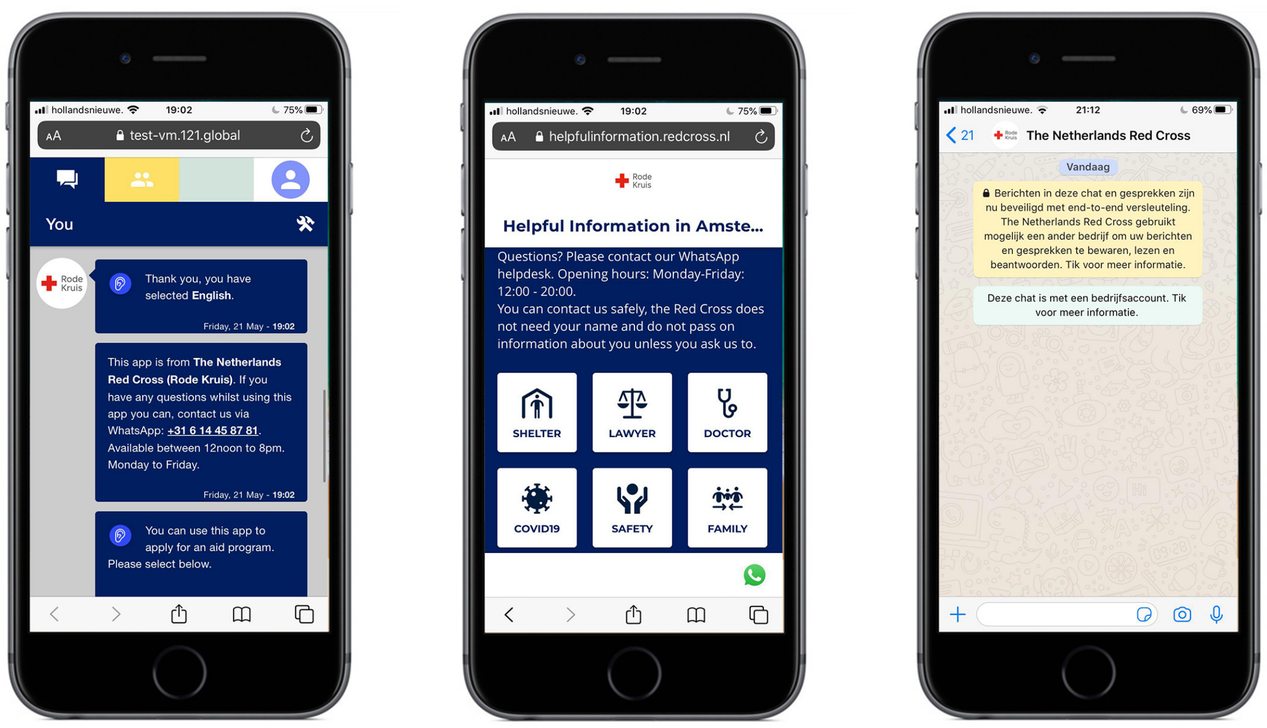
Ideally, the product can be used autonomously. Meaning that the PA can register, receive the aid, and use the digital money without additional support. However, research showed that often people cannot use the product autonomously and need additional support.

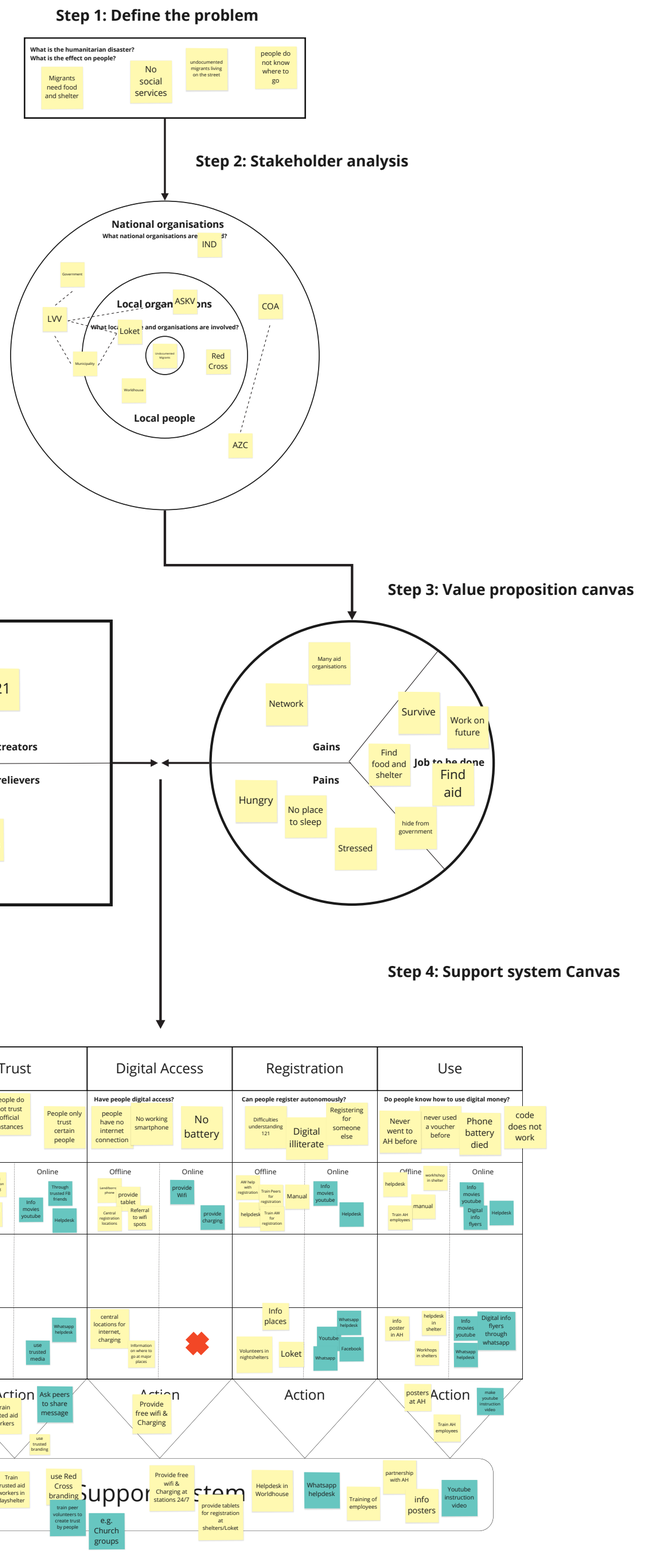
Therefore, an approach for support system design is needed.

SOLUTION

The final concept is a support system design approach consisting of four steps.

The approach is accompanied with templates and a support system design canvas. This canvas has been specifically designed to facilitate problem finding and solution generation for support system functionalities.





CONCLUSION

Through a creative session with 510's team members and external stakeholders, the canvas can be filled in and the support system functionalities defined. The last step, is implementing these functionalities in the further design of 121.

With a support system, more people are able to use 121 and receive the aid they need.

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