

2021

# Hawai'i Annual Code Challenge (HACC)

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| <b>Challenge Title</b>   | Pet Pickup Notification   |
| <b>Department / Organization</b>   | Agriculture/Animal Quarantine   |
| <b>Subject Matter Contact</b>  | Christina Nordell   |
| <b>SME Phone &amp; Email</b>   |   |
| <b>The Challenge</b>   |   |
| <b>Describe situation to be solved</b>   | Looking for a solution to assist with heavy traffic and long lines waiting to pick up incoming animals. Public has to stand outside and anytime after 12:30 PM, the sun is on them with no shade.   |
| <b>Preconditions</b><br><i>(How does it work now)</i>  | 1. Owners stand outside the door around the intercom, in the sun, to hear their last name called in order to pick up pets. Intercom was never meant to be used in this way. Alternative is to attempt to call owners' phones, which they don't always answer. |
| <b>Assumptions/Issues</b><br><i>(list any conditions that could impact the solution)</i>                                   | 1. Archaic wiring.  |
| <b>Current Approach</b><br><i>(how is situation currently being handled)</i>   | 1. Currently attempting to use the intercom system out in the sun.  |
| <b>Users</b><br><i>(Who would use the application - employees or constituents or both? How many users would there be?)</i> | 1. Employees and pet owners   |
| <b>Business Rules</b>  |   |

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| <b>Special Requirements</b>  |  |
| <b>Technical Platforms</b><br><i>(in use or desired to be used)</i>    | Maybe some sort of web app if available.   |
| <b>Data set to be used or collected</b>                                |  |
| <b>Data set calculations or reporting needs</b>                        |  |
| <b>Solution Road Map</b>   |  |
| <b>Basic Flow</b><br><i>(steps of user action/system response)</i>     | <ol style="list-style-type: none"> <li>1. Owner receives code when they turn in pet</li> <li>2. Owner texts their code / phone number to a number for notification that they've arrived.</li> <li>3. Owner receives text message notifying them that their pets are ready for pick up or any other delays, etc.</li> </ol> |
| <b>Goal of Solution</b>  | To prevent spread of COVID due to small waiting area, easier notification to pet owners.   |
| <b>Business Value</b><br><i>(potential financial or time savings)</i>  |  |
| <b>Success Scenario</b><br><i>(how you know a solution is working)</i> | Ability to notify and communicate with pet owners for ease of pet pickup.  |
| <b>To be completed by the HACC Planning Committee</b>                  |  |
| <b>Community/Industry Data Available</b>                               |  |
| <b>Potential Community/Industry Co-Sponsors</b>                        |  |