Name: James

Age: 30

Occupation: Laboratory Manager

Location Chester Parkgate Road

Bio: James works for the Department of Physical, Mathematical and Engineering Sciences, and is responsible for managing multiple labs across the various buildings/campuses. To make his job easier, he needs to have the ability to quickly view the status of all equipment within each lab, furthermore, he should also be able to add and update any required documentation involved with a piece of equipment (such as logbooks or risk assessment)

Goals:

* Efficiently manage all lab and equipment information
* Ensure documented material is kept up to date.
* Maintain accurate record and logs of repairs.

Possible Issues:

* Problems occur when ordering resources through the system.
* Issues with equipment are not being logged properly.
* Trouble navigating the system to find specific info.

Name: Whitney

Age: 25

Occupation: Administrative assistant

Location Chester Parkgate Road

Bio: Whitney is an administrative assistant for the Department of Physical, Mathematical and Engineering Sciences. She works within the department office and frequently receives requests from staff and students for new pieces of equipment. To make her job easier, there should be a system put into place where Whitney can easily submit and track multiple requests, she should also have the option to view the status of current requests as well as incoming deliveries.

Goals:

* Contact other staff members for collaboration.
* Submit and track multiple requests from students and staff.
* Report adverse events or order new resources as required.

Possible Issues:

* Limited collaboration methods to contact other staff members.
* Resource orders and adverse events are mismanaged.
* System fails to update when changes to equipment are made.

Bio: Tony is a lab technician for the Department of Physical, Mathematical and Engineering Sciences. His main responsibility is repair and maintain faulty equipment across the various engineering labs. Tony should be able to access the specification and manuals required for the machinery he is working on. Once the job is done, Tony should be able to create a log for any maintenance and fixes performed on a piece of equipment, this means if a similar problem we’re to occur in the future Tony can access the log files to reduce the time taken to repair a piece of equipment.

Goals:

* Repair and maintain equipment within all engineering labs.
* The ability to access required specifications and manuals.
* Create logs for completed maintenance repairs.

Possible Issues:

* The root cause for faulty equipment cannot be identified.
* Parts required to fix equipment might be out of stock.
* Increased pressure to deal with equipment issues.

Name: Tony

Age: 28

Occupation: Lab technician

Location Chester Parkgate Road

Bio: Anderson is a PHD engineering student at the university of Chester and frequently uses the current laboratory equipment to conduct research for his degree. Anderson needs to be able to find equipment manuals and specifications alongside having the ability to view lab timetables and reserve the equipment he needs.

Goals:

* Find the labs listed on their timetables.
* The ability to contact staff members for help.
* Request pieces of equipment for projects.

Possible Issues:

* Delays or issues with resource requests (depends on how requests are handled by staff)
* Confused as to where certain labs are.
* Lack of clarity within documented materials.

Name: Anderson

Age: 23

Occupation: PHD Student

Location Chester Parkgate Road