**Define Point of View**

The two methods we will be using to define point of view are:

1. User Persona
2. Refining Problem Statement

**User Persona**

We have developed four user personas as as displayed below.

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|  | **Name: HALIMA**  **Age: 25**  **Occupation: Undergraduate**  **Sex: Female**  **Tribe: Hausa** |
| Halima is a third-year student at the Ahmad’s Bello University, Zaria, Kaduna state. She is studying Electrical and Computer Engineering and lives in the campus dormitory.  She has a great interest in technology and is looking forward to graduating and getting a job in one of the top IT firms.  She is very sociable and is always connected to the internet via her mobile phone.  She has been searching for a side hustle that she can combine with her studies on Google. On one of her searches, she came across our ad and learnt that she can register and apply for online courses at discounted rate and afterwards, she will be able to get a job placement.  She is very happy! This is a great opportunity for her as she will be able to gain job experience that will boost her CV even while she is still in school. | |

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|  | **Name: NDUBUISI**  **Age: 40**  **Occupation: Software Engineer**  **Sex: Male**  **Tribe: Igbo** |
| Ndubuisi studied Computer science at the University of Lagos. During his days as a student, he was into “lovescam” on the internet. He was aware that this is a form of cybercrime but he had no choice back then as he needed to make ends meet (his father was a farmer in the village, his mum was a house wife, and he is the first child with 8 siblings).  He is a graduate now and has acquired coding skills to become a software engineer. He is no longer into “lovescam” but he has a wealth of experience and knowledge about how the act and some other cyber criminal activities are perpetrated. But he is ashamed and reserved about sharing this experience with anyone.  He recently found out about our online platform in one of the social media ads. He got to know that he can actually share his experiences anonymously on the platform to enlighten people and in turn he will also be able to learn about emerging trends in cybercrime from stories shared by other people on the platform.  He is glad as this is exactly what he has always wanted! This will give him the opportunity to contribute in his own little way to fighting cybercrime and at least appease his conscience. | |

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|  | **Name: DUPE**  **Age: 32**  **Occupation: Entrepreneur**  **Sex: Female**  **Tribe: Yoruba** |
| Dupe is a graduate from the University of Ibadan. She lives in Lagos and worked at a computer firm owned by a family friend after graduation.  Though her salary was modest, she worked hard and spent little (saving most of her earnings). After 7 years at the firm, she left with her savings and with the support from family, she started her own spa and saloon business.  She is a very busy lady with little or no time for social activities. As a result, she is still unmarried and does not have a lot of friends. She runs her business all by herself. Even though the business makes a decent return, the economy has really been biting hard because she now has to spend most of her profits on diesel purchase to keep her lights on.  She recently started thinking about engaging in a remote side hustle that will give her the opportunity to still run her business while generating the extra income to keep things afloat and if possible, expand the venture.  She does not mind acquiring a tech skill as she knows that it is in demand and she will be able to work remotely. But she is faced with the challenge of paying the exorbitant fee that most of the academy’s charge.  On one of her searches online for remote jobs; she saw our ad about our online platform that offers discounted rate and some free packages for tech skill acquisition.  She is overly joyous and feels her prayer has finally been answered! If she is lucky, she may even get a scholarship and acquire a tech skill free of charge and still get the unbelievable opportunity of job placement after the training. | |

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|  | **Name: TERFA**  **Age: 18**  **Occupation: Secondary School Leaver**  **Sex: Male**  **Tribe: TIV** |
| Terfa just sat for his SSCE and has registered to write JAMB. He is currently living with his parents at Gboko in Benue state. He has a smartphone and has access to the internet. He has a lot of time on his hands but his movements are monitored by his parents, so he does not go out much.  He has lots of friends and they all communicate using social media platforms.  His parents enrolled him in a computer school to learn Computer Appreciation. He is excited about this and has already made lots of friends at the computer center. Some of his friends are talking about how one can make money online (cybercrime). He does not know what cybercrime is and because of that, he is considering joining his friends to make money online also.  However, the instructor at the computer school told them about our platform during one of their classes; he explained the benefits and encouraged everyone to register on platform.  It was after he registered and surfed the cybercrime section that he got to realize the dangers of what his friends are doing.  Now that he is aware, he has vowed not to engage in such activity but to instead channel his tech enthusiasm towards acquiring skills that will enable him excel at the university. | |

**Refining Problem Statement**

As a non-governmental organization committed to combating cybercrime, we want to develop an online platform that will provide skill acquisition, job placement opportunities and information about cybercrime to Nigerian youths so that they can be gainfully employed and stay away from cybercrime.

**Point of View Statement**

1. **We met lots of Nigerian youths.**
2. **We were surprised to notice that:**

* some of them are not aware that cybercrime is a punishable offense
* most of them who are aware of the consequences of cybercrime still perpetrate the act because they complain that there are no job opportunities and they feel like they have no other option
* they feel that cybercrime is the only way that they can get rich quick to be able to survive the present tough economy
* they are not afraid to engage in cybercrime because they believe that the cybersecurity officials are corrupt and they can always sort themselves out (bribe) even if they are caught

1. **We wonder if this means that:**

* they will stay away from cybercrime if they are given other options to earn decent income
* they will not engage in cybercrime if they realize that they will be publicly punished when they are caught

1. **It will be game-changing to:**

* provide an engaging, supportive, and informative digital environment that will steer youth away from the allure of cybercrimes and towards a path of responsible digital citizenship and productive futures