



Team Delta Doge

Deliverable # 2: Project Requirements, Personas
October 15 2018
Version # 0
Team Members: Jacqueline Chan, Suxin Hong,
James Nicol, Xinrui Tong, Alexandru Andros

Table of Contents

Personas – Version # 0.....	3
------------------------------------	----------

Personas – Version # 0

Adam DeRozan
Role: Agency Clerk
60-year-old male
Works at an Agency that provides services and support for newcomers/immigrants
Likes routine, predictability, and being on time
Speaks English and Spanish
Currently uses iCare templates to input their client's data
Is Overworked, and does a lot of repetitive data entry
Able to use iCare templates well, but he wants a new solution that does not add any time or complexity
Not technically savvy, uses the computer for basic purposes like excel and word, and has an ipad
He is grateful to use new technology/applications if it makes a positive difference in his data entry work
Estimates that he sees at least 20-25 families a day on average
Bob Smith
Role: TEQ Data Analyst
40-year-old male
Works at TEQ to coordinate and support the activities of agencies that support newcomers
Is detail oriented, and works at a fast pace
Has many projects, is very busy, and overworked
Speaks English and Arabic
Runs simple reports based on data collected from multiple sources - (using Microsoft products)
Is tired of the current, complicated user interface of the current applications at work - (managing Microsoft emails that receives excel files from clients)
Wants a new solution that will not add time or complexity, and at the same time, make it easier for organizations to collaboratively share data with TEQ
Not technologically advanced, can use computer for Microsoft products
Is willing to try a new system/application with guidance
Wants premade report templates and the ability to create new ones
Want the ability to visualize the reports as well as just plain data
Wants to be able to email the report files (PDF CSV)