



## **Team Delta Doge**

**Deliverable # 2: Project Requirements, Personas**  
**October 15 2018**  
**Version # 0**  
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## Personas – Version # 0

<b>Adam DeRozan</b>
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

  

<b>Bob Smith</b>
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)

## Personas – Version # 1

<b>Adam DeRozan</b>
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
Sometimes new services are offered and needs to create forms for these new services to keep track
<b>Bob Smith</b>
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)
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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)

<b>Bobbafet Hunter</b>
Role: ICare system owner
45-year-old male
Works at TEQ and manages the ICare system
10 years experience working in IT, extremely tech savvy
Needs to manage level of access between ICare users to make some users that generate report do not accidentally view sensitive information
Sometimes new services needs reports, meaning he needs to update the forms the ICare system can automate.
Wants to be able to add the new forms easily to the existing ICare system without modifying source code
Wants to be able to change existing tables to match form changes

## Change Log:

Modified Adam to include new client requirement of potential new forms instead of default forms. The previous Adam persona didn't deal with this client requirement; therefore, the persona change was needed to match the new requirement.

Added Bobbafet persona, then ICare system owner, because of the new client requirement specified user access restriction, not all users can see everything, but the existing personas shouldn't have this requirement as they only work for the ICare system or input data into it. Thus, a new persona, Bobbafet, was needed. Similarly a new client requirement was needed for customizable forms, therefore we have included that as well in Bobbafets persona, as again both Bob and Adam didn't really fit into that new client need.