



Team Delta Doge

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

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| 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 |

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| 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) |

Personas – Version # 0

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| Adam DeRozan |
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| 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 |
| Bob Smith |
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| Bobbafet Hunter |
| 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.