

OVERTHEMOON / ReqWorks 

# ReqWorks User Personas

Created by Laura Semesky

Last updated May 05, 2019 by Uyen Ho

|              | Persona A   | Persona B   | Persona C   | Persona D  | Persona E  |
|--------------|---|---|---|--|--|
| <b>Name</b>  | Tina  | Casey   | Melissa   | Elizabeth and Lauren   | Casey  |
| <b>Role</b>  | Project Lead (PL)   | Program Manager (PM) / Mission Approver   | Business Financial Manager (BFM)  | Contract Managers  | Mission Approver (MA)  |
| <b>Wants</b> | "I wish the requisition process was like the 'Go Me' (webpage) and walked me through the process based on things I have entered". | "Frequently communicating with Business Financial Managers helps avoid things falling through the cracks."                                      | "Access to real-time data helps me prioritize my daily tasks and enhance my ability to communicate with confidence."  | "Having no breaks on service and keeping everything running smoothly is our main goal".                                    | "Approving familiar requisitions leaves me feeling assured, I've completed my job with certainty."                                 |
| <b>Goals</b> | To receive status updates on requisitions more frequently and to gain access to contract renewal dates.                           | To access requisitions in a single location, ensuring all information is up-to-date for accurate reporting to both leadership and project leads | To gather and enter information into CMIS with accuracy, track requisitions with ease, and access real-time reports ensuring customers have what they need when they need it. | To acquire a hassle-free way to view and confirm each attachment and a universal approach to track and communicate errors. | To verify the funding is align to the correct budget centers and to quickly contact the most recent points of contacts when needed |

|                     | Persona A   | Persona B   | Persona C   | Persona D  | Persona E  |
|---------------------|---|---|---|--|--|
| <b>Frustrations</b> | <ul style="list-style-type: none"> <li>Completing lengthy forms</li> <li>Lengthy wait times for form approvals</li> <li>Inquiring and searching for requisition statuses</li> </ul>           | <ul style="list-style-type: none"> <li>Verifying a requisition status is difficult</li> <li>Doesn't receive a system notifications when contracts are awarded</li> <li>Searching for the most recent points of contacts throughout the requisition's life-span</li> </ul> | <ul style="list-style-type: none"> <li>Gathering and entering data from various apps is time-consuming and error-prone</li> <li>Scanning through search results in CMIS is cumbersome</li> <li>Waiting to retrieve reporting data from apps with slow lag times</li> <li>CMIS lacks instructions to prevent errors</li> <li>CMIS and FACTS don't communicate resulting in unreliable data for future use</li> </ul> | <ul style="list-style-type: none"> <li>Lacks a trustworthy means to view attachments</li> <li>A missing back button on some pages within CMIS causes work to be lost</li> <li>Unable to modify Contract Managers, therefore new Contract Managers don't have access and control</li> <li>Remembering to add the Contract Manager's name to delivery plans for accurate invoice processing</li> </ul> | <ul style="list-style-type: none"> <li>Uncoordinated system emails and access to requisitions prevents timely approvals</li> <li>Beyond confirming the budget center, perceives the rest of the information displayed as useless</li> <li>Extra time spent searching the CORP tool for the most recent points of contacts</li> </ul> |
| <b>Usage</b>        | During the requisition process for software, the Project Leads interfaces with more than 6 environments.  | During the requisition process the Project Managers interfaces within 5 environments.   | During the requisition process Business Financial Managers interfaces with more than 7 environments.  | During the requisition process, the Contract Managers interfaces within at least 1 environments.   | During the requisition process, the Mission Approvers interfaces within 3 environments.  |
| <b>Time Spent</b>   | <p>6/15 Average Time<br/>7/15 Extra Time<br/>2/15 Redundant Time</p> <p>For a software requisition, the Program Leads performs at least 15 macro-level tasks and many micro-interactions.</p> | <p>6/12 Average Time<br/>2/12 Extra Time<br/>4/12 Redundant Time</p> <p>For one requisition, the Program Managers performs no less than 12 macro-level tasks and many micro-interactions.</p>   | <p>5/11 Average Time<br/>4/11 Extra Time<br/>2/11 Redundant Time</p> <p>For one requisition, the Program Managers performs no less than 11 macro-level tasks and many micro-interactions.</p>   | <p>2/5 Average Time<br/>2/5 Extra Time<br/>1/5 Redundant Time</p> <p>For one requisition, the Contract Managers performs at least 4 macro-level tasks and many micro-interactions.</p>   | <p>3/9 Average Time<br/>4/9 Extra Time<br/>2/9 Redundant Time</p> <p>For one requisition, the Mission Approvers performs at least 9 macro-level tasks and many micro-interactions.</p>   |

 Like Be the first to like this

No labels 