# Kim

## Role:
**Knowledge Article Author**

## Technology:
- **Work Desktop**
- **iPhone**
- **iPad**

## Background

Kim has been working with the Department of Technology for almost a decade now and is responsible for optimizing and transforming the processes, information, application systems and technologies into an efficient and integrated environment, supportive of the execution of business strategy.

## Pain Points

a) Need to bother my colleagues for information about existing processes

b) Difficult to get information on a timely manner

c) Do not have a system to share knowledge that I have learnt during my tenure

## Goals

a) To be able to create a new Knowledge Article and classify it into category and sub-category

b) To be able to save the Article in draft state until complete and ready for submission

c) To be able to include keywords as Article Tags for easy search

d) To be able to get an article from its draft state and update the Article

e) To be able to submit the article for review to the designated Approver

## Needs

a) Desktop accessibility

b) Email notification when my Article is approved/published

c) Able to see feedback/comments on the Article

# Ben

**Role:**
**Knowledge Article Approver**

**Technology:**
- **Work Desktop**
- **iPhone**
- **Apple Watch**

## Background

Ben is the chief of the Enterprise Architecture Branch at California Department of Technology and is responsible for establishing technology strategy and enterprise architecture practice at CDT that can be leveraged by other departments across the state of California.

## Pain Points

a) Do not have a system to document, store and manage the technology and architecture knowledge base that can be shared with various users within CDT and other departments
b) No process to validate the authenticity, accuracy and completeness of the information being shared

## Goals

a) To be able to view and take action on the article submitted for my review/approval
b) To be able to make changes/update the Article that is submitted for my review
e) To be able to approve the Article and publish it

## Needs

a) Mobile and desktop accessibility
b) Email notification when an Article is submitted for my Review
c) Role-based secure access to the portal by login
d) Reminders in case an article has been lying in the review bin for a certain number of days

# John

**Role:**
Knowledge Article Viewer

**Technology:**
- **Work Desktop**
- **iPhone**

## Background

John has been working with the Department of Health Care Services and other State Agencies for a decade and half now and is responsible for ensuring all aspects of projects (Business, Information, Technical and Application Architecture) align to the stated direction of the agency's Strategy.

## Pain Points

a) Need to bother my colleagues for information about existing processes
b) Need to conduct knowledge transfer sessions for new employees each time – no standard knowledge hub to access all information at a go

## Goals

a) To be able to search an Article by its content, title or keyword
b) To be able to search an Article by its classification – category/sub-category/author
d) To be able to view the rating corresponding to each Article
e) To be able to look up all Articles published within a particular time period

## Needs

a) Mobile accessibility
b) Able to see feedback/comments on the Article