PROJECT REQUIREMENTS

Team Members
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Team Number
22

Team TA
Saba Kiaei

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Personas

John Doe
- Male, 36
- Works as a receptionist at iCare
- Files accurate refugee information into computer system
- Works in standard office environment at front desk
- Computer literate on Linux/Mac/Windows machines and has received work place training for using computers and printers
- Confirms forms are filled accurately and correctly before entering the data into database system's front end through the workplace computers
- Displays positive attitudes towards new and existing technologies

Jen Hensworth
- Female, 47
- Works as a settlement Worker for iCare
- Associates recommended service providers to refugees
- Works in standard office environment
- Skills include providing professional attitude and experiences in coordinating the right services for refugees
- Possesses basic desktop computer skills exclusively to Windows machines (Word, Excel, email) and has no intricate knowledge on computers
- Laggard at changing technologies, reluctant to try new things

Terry Sanders
- Male, 32
- Works for various organizations through provisioning of services
- Works in office environment but sometimes may travel to different facilities
- Experienced with basic computer interactions, SQL operations, and file/project management in Linux and Windows machines
- Currently uses workplace provided computers and personal smartphone
- Possesses neutral attitudes towards technologies and change

Julie Rosemary
- Female, 38
- Works for the government for auditing and supplying funding
- Works in high security offices
- Has 8 years of auditing experiences and is proficient at data organization on standard Windows machines
- Currently using a Windows workplace desktop, printer and telephone
- Sceptical to changes in technology but otherwise poses a neutral attitude towards existing technologies

Sean Parker
- Male, 30
- Works as a systems administrator for iCare
- Works in offices and server rooms
- Performs regular maintenance and updates and changes to office equipment
- Has 10 years of IT experiences and has thorough knowledge of computer sciences
- Currently uses a desktop, laptop and smartphone to perform regular duties
- Poses positive attitudes towards new and existing technologies

User Stories

1. As Sean Parker, administrator of the iCare system, I want to be able to create and manage accounts for different organizations so that only authorized users may access sensitive information.

2. As Sean Parker, administrator of the iCare system, I want to be able to change the fields (add/remove/modify) of the iCare templates to better reflect future changes through the inclusion/exclusion of organizations.

3. As John Doe, a receptionist working at iCare, I want to be able to fill in a client's information electronically through text boxes and radio buttons for appropriate fields to accurately represent my client's information.

4. As Jen Hensworth, a settlement worker working at iCare, I want to be able to review the information provided by a client in a standardized entry so that I may properly refer them to the appropriate organization that specialize in providing the services they require.

5. As Jen Hensworth, a settlement worker working at iCare, I want to upload monthly cumulative data anonymously so protect the privacy and values of our clients.

6. As John Doe, a receptionist working at iCare, I want the software to check for obvious errors and warn me (likely prevent upload) if there is missing/invalid information so that bad information is never uploaded to the system.

7. As John Doe, a receptionist working at iCare, I want to be able to modify, or delete a client's personal data entry in the event a mistake was made or a client desires to withdraw their application respectively.

8. As Terry Sanders, working as a service provider of [Place Holder] organization, I want to be able to view the information relevant to our organization so we may better prepare necessary provisions for clients at our facilities.

9. As Terry Sanders, working as a service provider of [Place Holder] organization, I want to be able to filter the iCare templates for clients by attributes who are requesting for our services before possibly saving into a separate document so we may easily view specialized information relevant to our organization's specific services.

10. As Terry Sanders, working as a service provider of [Place Holder] organization, I want to be able to save frequently used queries onto my account so that my job can be performed expediently without unnecessary manual repetition.

11. As Julie Rosemary, funding auditor for the Canadian government, I want to be able to separate the monthly iCare templates by organization into

separate files to summarize their information and make better informed decisions about each of their progress and their funding necessities.

12. As Julie Rosemary, funding auditor for the Canadian government, I want to be able to download (excel) the templates collected at the end of every month so that I can best provide a funding estimate and run an analytical analysis pertaining to each month.

13. As Terry Sanders, working as a service provider of [Place Holder] organization, I want to be able to copy/download (excel format) and edit the iCare template's relevant information to better reflect any changes with the client and our organization's procedures.

14. As Sean Parker, administrator of the iCare system, I want to be able to monitor the system for excessive traffic and performance metrics to know if the system is functional and what operations are being performed most frequently.

15. As Sean Parker, administrator of the iCare system, I want to be able to run and export (excel) custom analytics on the data to find trends in frequently recurring events.

16. As John Doe, a receptionist working at iCare, I want access to help documentation on this system, (perhaps help button) so I do not have to fully remember all the details of the software's operations to perform my duties.