Emile

60 y.o. administrative officer

designers Italia
dalla parte dei cittadini

DIGITAL TOOLS

[Which is or are the reference digital platform?]

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ACTIVITIES

Emile is an administrative officer at the Canadian School of Milan. He works all day in an office where he manages the school administrative affairs. The exact tasks he does depend on the time of the year. For example, at the beginning of the year, he is the one registering the students in the school system. Most of his work is now on computer since the school has gone digital a few years ago.

GOALS AND DESIRES

Emile would like to improve his life by spending less time frustrated by computers at work. He wants more time to focus on other school problems than understanding how the school digital system works.

NEEDS

Emile needs an easy-to-use admnistrative tool. He wants something efficient and intuitive. Moreover, Emile's vision is decreasing with the age and he doesn't want a surcharged interface.

OBSTACLES AND FRUSTRATIONS

The current web application for the school is old and not easy to use. It wasn't designed for non-developers and it's sometimes unreliable. Emile now spends more time doing the tasks on computer than when the school was using paper folders and archives.