

Agent 24880 aka Shinning fly

Profile	Security agent
Gender	Male
Age	45
Occupation	Head of Security



Character

Intelligent, Punctual, Fast Thinker, Straight Forward, Dominant.

Description

Shinning fly is an experienced security agent. He is confident with his planning capabilities to ensure his client arrives at the destination in a safe way. For James speed is important, he needs to take decisions on the spot without endangering the client or his colleagues. As the head of security he wants to know the exact location of his client and team at any moment.

GPS usage:

James wants to:

- Plan the safest way(s) to the destination
- Plan multiple escape routes in advance
- To choose a new escape route on the spot
- Know the exact location of the pope and his team
- Have an immediate overview of the current location

Pain points:

- Speed: Decisions need to be taken on the spot
- Trustworthiness : The security team takes Life altering decisions and they need a tool they can depend on.

Quotes:

“ My only concern is to get the client at his destination in a safe manner ”

“ In case of trouble I need to evacuate fast without creating a fuss. Panic is the last thing I need. ”

Blue Max Wade (BMW)

Profile	Technical
Gender	Male
Age	35
Occupation	Chief – Maintenance



Character

Intelligent, Passionate, Technical, Practical

Description

Blue Max Wade is a car fanatic. His passion is mechanics and electronics. It has driven him to start his own car company. He is that kind of guy that wants to understand how things work.

Thanks to his experience he is now in charge of the maintenance team and responsible for the complete car park. He is the SPOC for all maintenance issues and has a big influence in all the contracts concerning electronics.

GPS usage:

Blue Max Wade wants to:

- Be able to operate two day long (battery) under any weather circumstance and for any climate in the world (rain, tempest, hurricane, tsunami, sunny weather, desert extreme conditions, ...)
- In case of failure, the system should be able to perform 'auto-diagnostic' and pinpoint the subpart that isn't working properly
- In case of failure, it must be able to 'fix' easily in less than 5 minutes by doing standard exchange of the machine subpart that isn't working properly
- No automatic software updates, unless approved by the QA Team

Pain points:

- Does not like to read the users manual
- Hates closed black-box stuffs where he cannot put his nose in

Quotes:

" If I don't know how it works, I don't want to use it'

" Problems with a product are realistic, if they only exist for a short time"

Will Power

Profile	Technical
Gender	Male
Age	35
Occupation	Main driver



Character

Reliable, Respectful, Efficient, Patient, Elegant, a real "go-getter", accurate

Description

Will is an experienced car driver. His dream was to be a race car driver. Due to lack of sponsoring he only raced in the amateur level. He was known for his competitive nature. Since the non existence of a social life he decided to place himself full in service for the pope as his personal driver. He challenged himself to know as many roads by heart. He has a clean bill concerning traffic violations and believes in "being a gentleman on the road"

GPS usage:

Will wants to:

- Be able to drive on roads where he can drive slowly and without endangering the public wanting to see the pope
- Know exactly how much time the trip is going to take.
- Visualize the route in advance
- Be able to change the route to his knowledge, for example include specific parts of a town.
- Be able to drive comfortably from one destination to another (no dirt tracks)
- To be in constant contact with security

Pain points:

- Has not a lot of confidence in the existing maps for GPS systems

Quotes:

" Sometimes a car is just screaming for pedal to the metal"

" No way a machine knows the routes better than me "

Pi. Po. Paf

Profile	Fundamentalist
Gender	Male
Age	Unknown
Occupation	Terrorist



Character

Aggressive, Planner, Efficient, Exposable, Conservative

Description

Pi. Po. is only known by his pseudonym. Not a lot information is known about him, some say he is even not human.

As far as the intelligence services believe he is behind different attacks against different religious leaders.

The one thing that is known about him is his tendency to explode easily when it comes down to religious discussions.

GPS usage:

Pi.Po will try to:

- Gain access to the planning module to plan his attacks
- Alter the route in his benefit
- Receive information about the most visited locations
- Follow the pope on his journeys

Pain points:

- Has not a lot of technical skills himself but has a lot of supporters who might help him
- Has not a lot of patience

Quotes:

“ Religion does not exist”

“ I will do everything for people to see the true face of religion”

Eco Locco

Profile Economist

Gender Male

Age 60

Occupation Treasury Vatican City



Character

Capitalist, Intelligent, Autistic, Detailed, Extravagant,

Description

Eco is well known in the liberal social groups as a sound investor. His large experience in law helps him to ensure the safety of his investments. He is known as an extravagant person who values money the most. As the person responsible for the Vatican treasury he always seeks for the best return on investment. Without his approval nothing is bought or paid.

Activities:

Eco will ensure that:

- There is a good balance between cost and quality
- Wants to see different options and their cost in order to make a correct decision
- Does not like to spend a lot of money on maintenance
- He delivers the funds necessary for the new pope mobile and GPS system
- He will make the final decision on the maintenance budget

Pain points:

- Do not like risky investment where cost control is missing
- Better fixed price investment than time & material.

Quotes:

“Expensive does not always mean quality”

“Over budget is not a word in my dictionary”

Pope Franciscus 1st

Profile	Religious
Gender	Male
Age	77
Occupation	Pope



Character

Calm, Humble, Altruist, Peaceful

Description

Pope Franciscus is 77 years. He is the leader of the worldwide Catholic Church and the head of state of Vatican City. He is considered as the unifier of God as he represents the whole Catholic Church.

GPS usage:

The pope will not directly use the GPS system himself. His main concern is his believers, he leaves the practical details to his team.

Pain points:

Impossible, the Pope has no pain points!

Quotes:

"I like it when someone tells me 'I don't agree'. That's a true collaborator. When they say 'Oh, how great, how great, how great,' that's not useful."

Paul Control

Profile	Project Manager
Gender	Male
Age	45
Occupation	Management



Character

Organised, Good communicator, Critical-thinker, Proactive, Problem solver

Description

Paul Control has more than 10 years experience in managing complex project. He is very organised and detail-oriented. Paul is known to be an easy going person who is very efficient at his job. His communication skills will facilitate the communication between the different teams.

Activities:

- Manage and track issues and risks through the project completion
- Managing the cost and resources to remain his budget
- Define deadlines and milestone dates and set project schedule
- Know the clients and their restrictions and environment.

Pain points:

- Dealing with all the different stakeholder
- Manage the task between teams

Quotes:

“No one can whistle a symphony. It takes a whole orchestra”

“No matter how good the team or how efficient the methodology, if we’re not solving the right problem, the project fails.”

Baby Dev

Profile	Developer
Gender	Male
Age	3
Occupation	Development team



Character

Innovative thinker, Creative, Cute

Description

From the moment Baby Dev was born he started with developing. In his first year, he developed a mobile application called "OopsyPoopsy". An application that warn parents when to change the diaper. A sensor in the diaper detects when the baby has peed or pooped and sends a signal to the application installed on the smartphone of the parents. Baby Dev is very talent and it is said that he is the future Bill Gates. We can expect a lot of him in the future.

Activities:

- Developing
- Testing and debugging

Pain points:

- Baby Dev is stubborn and does what he wants.

Quotes:

" Oopsy, I had a poopsy "

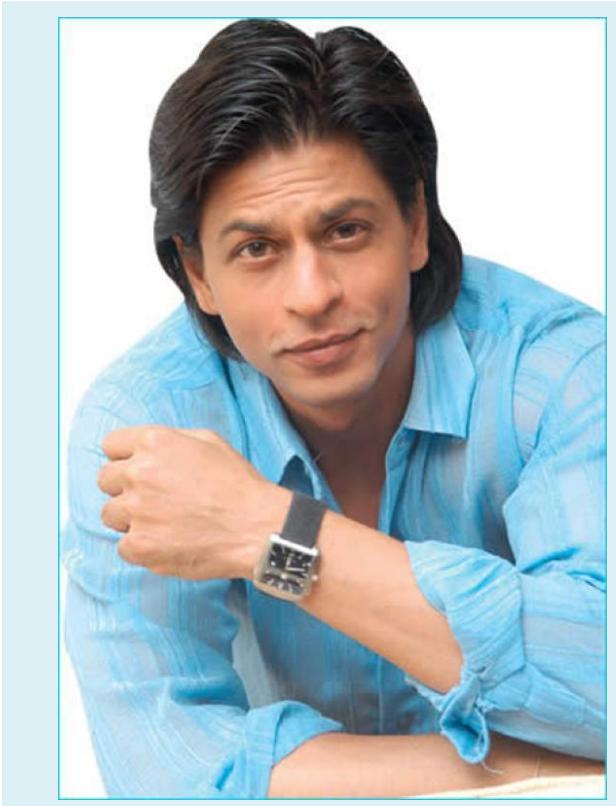
Shahrukh Khan

Profile Developer

Gender Male

Age 33

Occupation Development team



Character

Team Player, Analytical thinking, Enthusiastic, Flexible

Description

Shahrukh Khan is a software developer with 7 years of experience. He's working for an external contractor in India. He's passionate about new technologies, he likes to develop Android application and he already wrote a small GPS application.

Activities:

- Working closely with analysts,
- Write code from the specification
- Testing and debugging

Pain points:

- Not easy to communicate with the other teams
- Working in a different time zone than the client

Quotes:

"A good programmer is someone who always looks both ways before crossing a one-way street"

"Walking on water and developing software from a specification are easy if both are frozen"

"If at first you don't succeed, call it version 1.0"

Hannibal Tester

Profile	Tester
Gender	Male
Age	36
Occupation	Testing team



Character

Meticulous, Eye for detail, Intelligent, Good communicator

Description

Hannibal Tester is a tester with 10 years of experience. He's passionate about software testing. He created a blog and he's regularly invited as a speaker in many testing conferences. Being responsible of the testing and quality of the new Pope's GPS system . It's a big challenge that Hannibal is ready to take.

Activities:

- Analyse the requirements
- Prepare test data and test scenario's
- Execute test scenarios and document the results

Pain points:

- Working with external developer
- Requirements are not frozen

Quotes:

“If you don't care about quality, you can meet any other requirement”

“Discovering the unexpected is more important than knowing the truth”

“All code is guilty, until proven innocent”

Lincoln Lawyer

Profile	Lawyer
Gender	Male
Age	55
Occupation	Lawyer



Character

Intelligent, Fast Thinker, Straight forward, Communicator

Description

Lincoln Lawyer is a lawyer with 25 years of experience. He has an in depth knowledge of the international laws and specially around security matters. Working for the Pope is not an issue because Lincoln is used to work for great personalities.

Activities:

- Advise on legal issues
- Advise on government regulation
- Review contracts between other companies

Pain points:

- Complexity of the environment

Quotes:

"The power of the lawyer is in the uncertainty of the law"

Bee-Eye Jean

Profile	BI Leader
Gender	Male
Age	40
Occupation	Business Intelligence



Character

Intelligent, Good Communicator, Analysis thinking , Team player

Description

Bee-Eye Jean has a strong experience of several years as analyst-programmer. He knows exactly what kind of difficulties can be encountered by the different stakeholders of a project. His experience as analyst is very helpful to understand how to deal with the business.

Activities:

- Gathering requirements,
- Creation of design documents
- Performing impact analysis.
- Development of best practices and communicate to teams
- Organize and attend workshops

Pain points:

- Communication with off-shore team
- Difficulty to gather requirement

Quotes:

“ Without requirements, there is no way to validate a program design; that is, no way to logically connect the program to the customer’s desires ”