

Comments over Code (COC)



CSCC01

Team 18

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Persona 1.0

Andrew

- 45 years old, male
- Born and raised in Canada
- Studied Business and received his BBA at York University
- Reads and speaks fluent English and French, and can read and speak a bit of Spanish
- Strong technical skills. Proficient with Microsoft Office, and familiar with other modern technologies
- Knows how to use smart devices, and can Google for a solution if he is stuck
- Uses an iPhone 8 and a Lenovo laptop for personal use
- Works at TEQ as a general manager
- Usually works with paper and pen but has a computer available to use
- Usually prefers to do things by hand but does not mind if it can be done quicker with an application
- He hates that it is impossible to get all the statistics of the agencies and clients
- Responsible for discussing information, issues, and policies with top and bottom management, and helps lower management by providing guidance
- Some of his tasks include monitoring his employees, resolving issues with team members, and creating effective plans to achieve a certain goal

Bob

- 25 years old, male
- Born in Canada to Japanese heritage
- Studied Statistics at Queens University
- Fluent in English and Japanese
- Familiar with common electronic devices like Blu-Ray and remote controlled aircraft
- Uses an Android phone and has a desktop at home
- Eager to try new technologies and interesting applications
- Strong technical skills and highly proficient with computers
- Has programming experience in SQL, MATLAB, and R
- Works at a health service agency as a health statistics analyst where he uses a computer to upload, merge, and update client health information in a consistent manner

Christy

- 37 years old, female
- Born in Russia and immigrated to Canada 10 years ago
- Minimal English, fluent in Russian
- Uses an old Samsung phone
- Able to use the computer for basic tasks like online shopping, sending and receiving email, and browsing news sites
- Most of her activities involve internet browsers; she only has basic technical skills with office applications like Excel and Word
- Employee of an employment agency company for immigrants and refugees
- Her task is to search for jobs that are suitable for clients, which generally consists of interviewing clients in person, contacting their potential employers directly, and filling out associated paperwork
- Does not format her reports entirely consistently because she enters everything manually
- Doesn't mind learning to use new applications if they are easy to use and can work with the click of a few buttons

Dody

- 22 years old, female
- Italian international student with the co-op program at McMaster University
- Speaks English and Italian
- Owns an Iphone X and macbook
- Basic computer knowledge, but prefers using her smartphone and Ipad, which have touch screens
- Works at TEQ as a co-op student
- Has an old computer used for general tasks at work
- Helps to register clients through both electronic and paper forms and clean/aggregate information
- Feels that her work can be done easily with a suitable application

User Stories 1.0

Highest Priority

1. As Andrew, a manager, I want to be able to log into my account with a unique username and securely stored password so that I can privately access data related to my customers and employees.
2. As Bob, a general employee, I want to be able to log into my account with a unique username and securely stored password so that I can privately access data related to my customers and my work record.
3. As Dody, a general employee, I want to be able to log into my account with a unique username and securely stored password so that I can privately access data related to my work record.
4. As Bob, a general employee, I want to be able to upload an Excel file and have all data added to the new system with a consistent structure so that I don't need to manually update information piece by piece.
5. As Bob, a general employee, I want to be able to systematically update a customer's information so that I can keep it up to date.
6. As Christy, a general employee, I want to be able to see the data laid out clearly from the interface so that I don't need to check different places and figure out how everything is displayed.
7. As Andrew, a manager, I want to be able to sort the customers based on various parameters (common issues people face, how often people use a TEQ service, etc.) so that I can see who needs the most help, and make my team focus on the bigger issues rather than the smaller ones.
8. As Bob, a general employee, I want to be able to search for people I need from data using keywords so that I can get a job matched to them as soon as possible.
9. As Dody, a co-op student, I want to be able to run a filter that helps me clean all duplicate data so that I do not need to do it manually.

Medium Priority

10. As Bob, a general employee, I want to be able to filter and perform basic statistics operations on the data so that I can analyze the data through various angles.
11. As Bob, a general employee, I want to be able to create graphs based on existing information so that I can analyze the results. (For example, see how often a result is used).
12. As Dody, a co-op student, I want to be able to add new clients to the system directly so that I do not need to go through Excel files.

13. As Dody, a co-op student, I want to be able to merge records based on individual clients directly through the system so that I can get an overview of who is registered for what.
14. As Bob, a general employee, I want to be able to undo changes I made to the application so that I can avoid making unfixable mistakes (e.g. a version control system).

Low Priority

15. As Bob, a general employee, I want to be able to see if anyone has modified the data online to avoid false information that co-workers implement incorrectly by accident.
16. As Christy, a general employee, I want the system to be able to gracefully handle minor inconsistencies in formatting so that it is able to deal with my hand-made spreadsheets.
17. As Andrew, a manager, I want to be able to see which employees are helping someone or working on something, so that I tell my team to help/prioritize customers who have bigger issues.
18. As Andrew, a manager, I want to be able to see statistics remotely from my phone, so that I can check application statuses from different employees any time I want.
19. As Christy, a general employee, I want to be able to do my work through web browser so that I don't have to switch between different local platforms constantly.
20. As Dody, a co-op student, I want to be able to do some work on my Ipad so that I can finish jobs anywhere I want.
21. As Dody, a co-op student, I want to be able to send structured data tables through the system directly via email to my supervisor so that I don't need to modify my table in Excel.