Bert Vaner

age : 35 - 45

Job : Business Analyst

Status : contractor

I spend a lot of time trying to organize team without any informations concerning release. I need a tool to manage that for me !

Biography

Bert is in charge of functional needs. He also organize iterations, morning meetings and sprint debriefing.

He has worked for the project for 2 years. Previously in a team of 2 BAs, he is now alone as his coworker quitted his job.

 Each week, he looks in JIRA and GITHUB for finished features and send a mail to the team. He can also be a support team leader.

Goals

- Manage sprint iterations
- Ease his own work
- Make the team really agile

Frustrations

- Don't have informations regarding sprint
- Have to do a lot of work manually

Phil Mach

age : 40- 50

Job : Chapter manager

Status : Employee

I manage several agile teams, and hardly knows who is in charge of the release, or who is in charge of the support...

Biography

Phil is in charge of the team management. He manage several teams (known as Chapters), working on different projects joined together in a product interation.

He have to ensure that Agile@Scale principles are respected.

He is a former software engineer who have been promoted to management.

Goals

- Manage and organize his teams
- Have a good insight of project advancement
- Make the team agile@Scale

Frustrations

- Don't have enough time to check project advancement

Jay Devoe

age : 35 - 55

Job : Senior software engineer

Status : Employee

I want to have a precise insight of the release process : who is in charge, which step are we in, is everything fine or not?

Biography

Jay is a senior software engineer working in the society for many years. He acts like a fireman on urging topics, and doesn't code that much anymore.

He is the one the team relies on when a problem occurs, or when difficulties are encountered regarding release.

Goals

- Develop features
- Know who take cares of the release and the support team
- Spend less time debbuging team members work

Frustrations

- Is always bothered by other problems than his own features
- Is called at the last moment to release or support when anyone else has been selected

Terry Valliantown

age : 25-35

Job : Junior software engineer

Status : Intern

I want to have a precise insight of the release process : who is in charge, which step are we in, is everything fine or not?

Biography

Terry is in an internship in the company. He is here to learn development and project management, such as releases, technical architecture.

He wants to join the support team to improve his skills.

Goals

- Learn
- Try everything new

Frustrations

- Is left alone as teammates don't have time to spend with him
- Want to be an help to the team rather than a problem

Andy Youzer

age : 50 - 60

Job : Audit inspector

Status : Employee

When I use an application, I want to be sure that there is well organized support in case oof emergency

Biography

Andy work in the audit service. He is the final user of an application currently in development by the team.

He works in the company since 10 years at least, and have seen a lot of new softwares.

As it's a new software, he needs to learn how to use it and is afraid not to have enough support.

Goals

- Don't waste his time learning a new software
- Have needed informations quickly

Frustrations

- Have to learn to use an new software
- Is not sure to have a good support in case of problem