CSCC01 User Stories and Personas

Team Name: Ctrl-Alt-Elite
Team Number: 11
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Table of Contents

Personas

Settlement Officer - John Smith
- John Smith is a 35-year old man working for the Agincourt Community Services for 5 years, who was recently promoted to Settlement Officer. He has a family of two kids and loves spending time with his wife and children. However, due to work pressure, he cannot spend enough time with his family.
- He validates the form before sending it to TEQ and spends long periods of time making sure there are no errors or spelling mistakes.
- John is responsible for fixing any mistakes TEQ might find and send it back to them. He gets frustrated about taking long periods of time looking and fixing small errors for numerous templates.
- As a Settlement Officer, it is his responsibility to make sure that all the new immigrants and refugees get the services they need. However, it is difficult to spot the areas that need improvement and which services are helping the most.
- John does not want the reports sent out to other agencies to contain information that can be traced back to his agency or clients.

TEQ Representative - Martha Stewart
- Martha Stewart is a 42 year-old woman who represents TEQ board when meeting agencies.
- Every year, she receives the reports produced by iCare with a summary of the information they gather from different agencies across Canada even though TEQ is focused only on a certain region of Ontario.
- She is tech-savvy but not good doing queries to the database, she feels more comfortable filtering and sorting in excel.
- TEQ, similar to other agencies, collects their client's information. Martha is responsible of recording it and filling up the iCare templates with the proper details.
- She has to submit client information physically in this modern age of computers that is taking a lot of her time amongst other responsibilities as a TEQ representative.
- Martha is looking forward to new technology to automate some of her work.

TEQ Data Analyst - Matt Damon
- Matt Damon is a 24 year-old data analyst who is a recently Statistics and City Studies graduate.
- During his studies, he had the opportunity to combine both of his majors and do research about immigration services in the region.
- Matt uses all the custom charts and reports to try to understand the areas of improvement and where government funding is needed the most.
- Despite of being skilled at SQL, managing the data on hard copies and customizing reports on a monthly basis takes large amount of effort, even though most of the reports are exactly the same for every term.
- Matt is allowed to take his laptop home, however, he is not allowed to take the documents and reports from the office.

User Stories

1. As Matt, a TEQ data analyst, I want to be able to add new templates to the system based on any updates on templates from iCare.
2. As John, a settlement officer, I would like to upload templates to the system.
3. As John, a settlement officer, I would like to upload user data in Microsoft Excel or CSV files.
4. As Martha, a TEQ representative, I need to be able to create accounts for agencies and my coworkers.
5. As Martha, a TEQ representative, I need to submit my agency's templates as a regular settlement officer.
6. As Martha, a TEQ representative, I need to be able to view the data sent by the agencies for inaccuracies or invalid entries.
7. As Martha, a TEQ representative, I need to generate custom reports with the data.
8. As Matt, a TEQ data analyst, I need to run SQL queries to generate reports on the data.
9. As John, a settlement officer, I would like the application to automatically fix formatting errors for my templates such as missing spaces in cells.
10. As Martha, a TEQ representative, I would like the application to point out errors in the data it cannot resolve.
11. As Martha, a TEQ representative, I would like to filter and sort the reports I make.
12. As Matt, a TEQ data analyst, I also need to get some standard reports such as summaries and trend reports without doing any filtering or SQL queries.