



\n - Newline

Team 19

*Personas Version 0*

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## Personas

### Organizations' Staff

#### Anna

- 22 years old, female.
- Attending undergraduate school.
- Have been volunteering for 4 months at the organization.
- Familiar with current iCare template in use and excel.
- Use Chrome to access the internet.
- Familiar with both hand-held devices and computers.
- Desire to learn new things and ability to learn it quickly.
- Has basic programming skills.
- Her task is to fill the iCare template with the client information.
- Works onsite on her personal Windows laptop.
- Often struggles to find the frequency of visits of the immigrants from the large sets of data.

#### Marcus

- 55 years old, male.
- Has been a full time employee at the organization for the past 10 years.
- Has basic knowledge of Excel.
- Works onsite using Windows computer provided by the organization.
- His task is to fill the iCare template with the client information.
- Uses default browsers (Internet Explorer).
- Only uses phone for text and calls and is very slow with using a computer.
- Desire to learn however, takes time to get used to it.
- Often have problems organizing the same immigrants' data.

## TEQ Staff

### Bob

- 60 years old, male
- Retired, has been volunteering at TEQ for 5 years.
- Worked at a restaurant as a chef.
- Has very basic knowledge of computers but has never used a smart device.
- Works onsite, mostly assisting with community events, rarely computer related activities.
- Has basic knowledge of Microsoft.
- Remembers simple instructions and can follow them extremely well.
- Doesn't adapt to change easily.
- Dislike the application that seems complex.
- Works on generating reports and uploads the clients' data to the system.
- Hard to keep track of the previously generated reports.

### Hank

- 26 years old, male.
- Has been working at TEQ for 2 years.
- Has some idea of iCare templates, but not very familiar with it.
- Has basic skills in excel, creating functions and select fields.
- Works on generating reports based on the required variables.
- Proficient at using computers and hand-held devices.
- Disconnects from internet frequently due to long travel time.
- Prefer to see changes in real time.
- Have to input the same queries manually every time which becomes a little annoying at times.

### Kara

- 30 years old, female.
- Has been working at TEQ for 10 years.
- Keeps herself updated with trending technologies.
- Works onsite on a Linux Operating System provided by the organization
- Has a good understanding of the iCare templates.
- Worked at a small firm as a data analyst before joining TEQ.
- Has some programming skills gained from working with SQL and Python.
- Very busy person, taking several iterations before finishing a task.
- Modifies the iCare template in the database to add more fields which can be used to query data.

### Jeffery

- 35 years old, male.
- New hire at TEQ.
- Works with different organizations, dealing with administration work and issues for the application.
- Not very convenient to keep track of the existing organizations which adds up to more work.

- Passes issues to technical team for fixing.
- Uses technology for basic daily tasks such as messaging or browsing the web.
- Very busy, has to deal with issues as quickly as possible.
- Good with administration using excel and word, but never used an administration tool system.

## UTSC Staff

### Connor

- 20 years old, male
- Second year statistics specialist student.
- Intermediate skills of Python, R, SQL, Java.
- Attended a few hackathons.
- Have worked mostly with data.
- Uses Firefox on ubuntu from school computers, sometimes onsite using their own personal computers.
- Enjoys data analysis and learning how to properly structure data.
- Enjoys learning about new technology and always uses them when possible.
- Perform analysis on the reports generated by TEQ.
- Cannot obtain the correct statistics though since the data is not clean and contains duplicate information for the same client.