


Personas

Version Control

Version	Date	Update notes
v1	06 Apr 2021	<ul style="list-style-type: none">Added two personas based on the Goal Model v3
v2 (Current)	18 Apr 2021	<ul style="list-style-type: none">Modified Personas based on team discussion in previous week as well as updated client requirements.

Business Analyst



Insightful

Meticulous

Systematic

Goals

- Use the results of available predictors to extract knowledge and gain more insight into business processes.
- View prediction results in the form of a well-organized dashboard.
- Have the ability to generate predictions for the remaining time as well as categorical labels.
- Create or train a new predictor and store it in the system for future use.

Frustrations

- Having a brittle system that is not able to handle the processing of large volumes of data.
- Predictions dashboard is confusing and knowledge extraction is not direct and efficient.
- Not being able to tweak training parameters for new predictors.

Bio

Kevin is a Business Analyst, working for an organization using Apomore predictive monitoring. He hopes to use a service that will help him gain information relating to business processes by analyzing available event logs. The information gained will help him formulate business strategies for his organization going forward.

He wishes that the user interface is smooth, and has a well-structured dashboard. He expects the performance of the system to be stable for both training and prediction.

Motivation

Accuracy

Efficiency

Robustness

Performance

Technology

Data Manipulation

Predictive Algorithms

Tabular Data Processing

"Turn data into information and information into insight."

Name: Kevin Jackson
Age: 31
Work: Business Analyst
Family: Married
Location: Melbourne, VIC
Character: Resourceful

Personality

Introvert

Extrovert

Thinking

Feeling

Sensing

Intuition

Judging

Perceiving

Operations Manager



"The rate at which organizations learn may soon become the only sustainable source of competitive advantage."

Name: Elena Smith

Age: 42

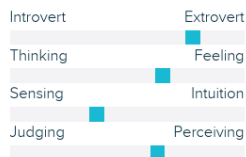
Work: Operations Manager

Family: Married

Location: Adelaide, SA

Character: Efficient

Personality



Adaptable

Disciplined

Methodical

Goals

- Create new monitors from already existing predictors within the system.
- Facilitate prediction generation by uploading event logs to the created monitors.
- Have a seamless and easy to use user interface.
- Export predictions in the format required.

Frustrations

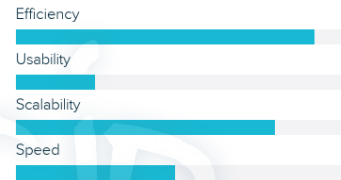
- Data mismatch and format issues relating to schema of predictors.
- Scalability issues of the system in terms of handling large volume of event logs to be trained or predicted upon.
- Low usability and consistency of the user interface

Bio

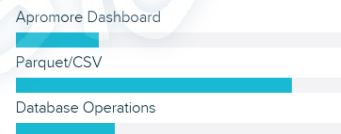
Elena is an Operations Manager, working for an organization using Apromore predictive monitoring. She hopes that the system is user friendly and helps her to optimize the process of uploading and exporting prediction files.

She hopes that the service is highly scalable and supports large volumes of event log data. She hopes the experience of creating new monitors is simple and requires minimal manual intervention to streamline the process.

Motivation



Technology



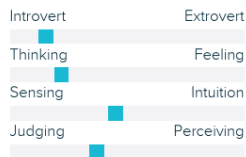
Data Scientist



"You can have data without information, but you cannot have information without data."

Name: Mark Chapman
Age: 27
Work: Data Scientist
Family: Engaged
Location: Melbourne, VIC
Character: Contemplative

Personality



Observant

Insightful

Sophisticated

Goals

- Be enabled to read performance characteristics of predictors to evaluate their performance.
- Have the ability to check parameters like mean error and F-score, to determine the degree of confidence of a predictor.
- Modify predictor settings to retrain and optimize performance parameters.

Frustrations

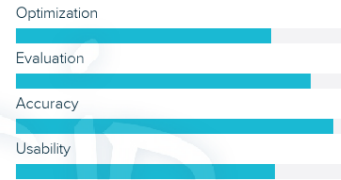
- Not being able to view figures relevant in assessing predictor performance.
- Errors in the formulation, calculation, or consistency of parameter values.
- Complicated user interface.

Bio

Mark is a Data Analyst, working for an organization using Apromore predictive monitoring. He hopes that the software will assist him in evaluating the performance of predictors created. He hopes to be able to offer tweaks or suggestions to optimize predictor performance, based on the derived evaluation

He wishes that all the required performance parameters are present and correctly formulated. He expects the system to display accuracy and consistency while calculating the values of the parameters.

Motivation



Technology

