Personas

Version: 1

Team Members:

- o Alexander Greff (greffal1) alex.greff@mail.utoronto.ca

- o Saad Syed Ali (alisaad2) saadsyed.ali@mail.utoronto.ca

- o Mohammed Osumah (osumahmo) mohammed.osumah@mail.utoronto.ca

- o Gyeongwon Choi (choigyeo) gyeongwon.choi@mail.utoronto.ca

Table of Contents

Persona 1 (P1): Careena Smith, Female, Age 54

Work Description

- Works with people in need of counselling, education and employment services.
- She is great at working with people but is not very computer savvy and has trouble learning complex systems.

Work Environment

- Works 9-5 as a front desk staff/receptionist at Family Services of Peel (one of the non-for-profits involved in using the system).

Skills

- She is great at working with people but is not very computer savvy and has trouble learning complex systems.

Technology Currently Used

- While working, she mainly only uses a computer to write emails or input data into an Excel sheet with the iCare template.

Attitude Towards Technology

- She does not really understand why the client information must be digitized and would personally prefer to just use pen and paper.

Persona 2 (P2): Richard Wong, Male, Age 35

<u>Work Description</u>
- Works for Catholic Crosscultural Services (CCS) as a Business Analyst.

<u>Work Environment</u>
- Works in a small cubicle but hopes to get promoted and receive his own desk. Believes that the services this project will help him towards his promotion.
- Responsible for generating reports from the system.

<u>Skills</u>
- Is an intermediate-level computer user and vaguely understands how databases work.

<u>Attitude Towards Technology</u>

- Enjoys using software but only if tools that he uses offer intuitive flexibility.
- Loves using Microsoft Excel for any data-related tasks. Believes it is the greatest invention after the wheel.

Persona 3 (P3): Daniel Savant, Male, Age 23

<u>Work Description</u>

- Backend systems administrator for Catholic Crosscultural Services (CCS)
- Young computer "whiz-kid" who enjoys tinkering with software
- Likes clean code that allows to him easily expand upon it, if needed
- Responsible for modifying and/or adding new features to the system

<u>Work Environment</u>

- Works 9-5 at a cubicle with a desktop with dual monitors, keyboard and a mouse.

<u>Skills</u>

- Java • Python • C • C# • SQL • JavaScript • HTML/CSS • PHP • SVN • Git

<u>Technology Currently Used</u>

- While working he uses a computer to modify and add new features to the system

<u>Attitude Towards Technology</u>

- Is very enthusiastic about technology and is always looking to learn new technology

Persona 4 (P4): Amelia Ereck, Female, Age 33

Work Description

- A staff member for The Toronto East Quadrant Local Immigration Partnership (TEQ)
- Married and has 2 children
- Responsible for managing and adding new iCare templates to the system
- Also responsible for managing user accounts and modifying permissions

Work Environment

- Works 9-5 at a cubicle with a desktop with dual monitors, keyboard and a mouse.

Skills

- Good basic computer skills able to compose and receive emails and use basic word processing programs
- Proficient in using spreadsheet programs like Microsoft Excel to create and manage templates for data related tasks.

Technology Currently Used

- While working she uses a computer to create templates and also to manage user accounts and modify permissions
- She uses her smartphone to check her email and texts

Attitude Towards Technology

- She is positive and open to learning new technologies

Persona 5 (P5): Dave Patel, Male, Age 20

Work Description

- An intern at The Toronto East Quadrant Local Immigration Partnership (TEQ)
- Responsible for inputting data into iCare files
- Responsible for transferring iCare files into the company's database

Work Environment

- Works 9-5 at a cubicle with a desktop with one monitor, keyboard and a mouse.

Skills

- Beginner to intermediate coding abilities in Java • Python • SQL • Git
- Great competence in handling Excel files and is learning how to work with iCare

Technology Currently Used

- Uses a computer to access Excel and iCare files to input data

Attitude Towards Technology

- Competent and comfortable with technology. Prefers computer work over face-to-face.