TEAM X-CEL - PERSONAS v2

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D H A R M I K SHAH
C A L E B CHEN
B Y R O N LEUNG
R A L P H MAAMARI

TABLE OF CONTENTS

INTRODUCTION

This document will highlight the personas of this project which are a reflection of the future users of the system. We have been able to deliver to the following personas:

PERSONAS

1. Bob Smith

   ○ Male

   ○ 35-year-old

   ○ Works in the management project staff area of TEQ, in an office space

   ○ Responsibilities are to generate reports of participating organizations

   ○ Wants to be able to generate data based on queries (SQL or a specific type of language specifically for the application) from the report

   ○ Skills include basic-level SQL knowledge, ability to learn new query languages, good analyzer and problem solver

   ○ Current technology is not completely standardized, and cannot be effectively combined with the rest of the information for comprehensive analysis

   ○ Uses computer extensively daily for work

   ○ Favorable towards technology in general

   ○ Some educational background in computer science or business analysis

2. John Koke

- ○ 25-year-old

- ○ Works at one of the support agencies and has the role of template creation for its specific support program

- ○ Responsibility is to analyze newcomers that use the companies support program and generate an iCARE template to record this data

- ○ Works a fair amount of time with both computers and actual people

- ○ Currently, there is no standard for the types of templates to upload for analysis

- ○ New responsibility is to upload iCARE file using application for future analysis by TEQ

- ○ Very familiar with Excel and has good ability to survey people

- ○ Proficient in English

- ○ Excellent communication skills when talking to newcomers who might not be good with English

Changelog:

We decided to remove Sara as one of the personas because her actions were almost identical to Bob's. She is simply a advanced version of Bob, but implementing Bob's user stories would essentially implement Sara's as well. Thus, we did not see a need for her, as any story associated with her, is first and foremost, associated with Bob.