



TEAM X-CEL - PERSONAS v0

10.15.2018

D H A R M I K S H A H
C A L E B C H E N
A L I Z A L A U
B Y R O N L E U N G
R A L P H M A A M A R I



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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. Sara Clark

- Female
- 30-year-old
- Works in the IT area of TEQ, with and around computers daily
- Skills in computer software diagnostics, communication, data analysis, and problem-solving
- Very familiar with technologies and very interested in using them
- Current technologies used are SQL, Oracle DB, and other query languages
- Responsibilities are to help management and other areas with technical questions/problems about platforms they use
- Will assist the project staff of TEQ in formulating queries that are trickier than basic queries

3. 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