

**ShipIT, An Interoffice Shipping Application**CS633 Software Quality, Testing and Security Management  
**Personas—Version 2.0**  
Term Project; Module 2 Deliverables  
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# *2. Personas*

# *2.1 Persona#1: SHIPPER & RECEIVER*

[](http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&ved=0ahUKEwjDxIHshdnRAhWGNSYKHQUlBrMQjRwIBw&url=http://www.sevenlakes.com/customer.php&psig=AFQjCNHCsNUv4xZYFKSqFLDbmhSGRjNrbw&ust=1485287621800173)

Sr. Financial Analyst [Digital image], 2017

**Dan Cummings**

**Male, 40 years old.**

**Background:** Dan is a Sr. Financial Analyst that works in the Finance Department of BigCorp. He is responsible for supporting the comptroller on month end financial reporting activities and assisting with tasks related to auditing other departments in the organization.

**Scenarios:** The comptroller asks Dan to complete an audit scorecard for the month end reporting. This tasks requires to send a formal physical letter to each head of the departments and have it returned signed. Dan recalls that recently a new application has been developed at BigCorp that allows him to prepare and request a shipment. Using this application Dan can request a shipment of the mail/parcel, and track the item.

**Goals:**

* To create/cancel/edit a shipment request
* To track shipment

**Ideal Features:**

* Ability to receive email notification once the status of shipment has changed
* Ability to see in one screen a list of shipments created and their statuses
* Ability to print confirmation of receipt

# *2.2 Persona#2: Receiver*

[](http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwjgx47QjdnRAhXEKiYKHVt3BTwQjRwIBw&url=http://setxfoodbank.org/staff-and-board/&bvm=bv.144686652,d.eWE&psig=AFQjCNEnaSVJoXuWT7K1XXAi8DfSOSrLnQ&ust=1485289728809987)

Data Entry Clerk [Digital image], 2017

**Teresa Portman**

**Female, 50 years old.**

**Background:** Teresa was hired temporarily by BigCorp to assist the Finance Department with data entry tasks. She has been assigned to a project that requires data entry into excel for further statistical analysis.

**Scenarios:** The controller explains to Teresa her functions on how she will be recording data into specific format in an Excel spreadsheet. The data does not currently exist in an electronic format and therefore Teresa will receive physical invoices from the Accounts Payable Department recurrently. Teresa is instructed that using the ShipIT Application she will be able to check the status of the mail to be sent from the Accounts Payable Department and print confirmations of shipments received.

**Goals:**

* To track shipment

**Ideal Features:**

* Ability to receive email notification once the status of shipment has changed
* Ability to see in one screen a list of shipments created and their statuses
* Ability to print confirmation of receipt

# *2.3 Persona#3: Interoffice Courier*

[](http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&ved=0ahUKEwj0mJ_ajtnRAhUKSSYKHQBhCB4QjRwIBw&url=http://www.expeditedcouriergroup.com/mail--interoffice---bank-deliveries.html&bvm=bv.144686652,d.eWE&psig=AFQjCNHzPveRmL8a17a1JrJAneiR1g_M3g&ust=1485290006495608)

Interoffice Courier [Digital image], 2017

**John Armstrong**

**Male, 22 years old.**

**Background:** John works for the supplier courier that has the current contract with BigCorp to provide the interoffice shipping. John is responsible for picking up the mail/parcel and delivering the items to the desired internal destination.

**Scenarios:** John daily picks-up and delivers internal mail/parcel within BigCorp. He reviews daily the ShipIT application to organize his route based on the location of the departments. Using the application John reviews a list of items that currently have a tracking number assigned and the appropriate status for pick up. Once John picks up the mail/parcel he can mark the item as “Picked-up” and in the same way once he completes the delivery he can mark it as “Delivered”.

**Goals:**

* To obtain information to organize shipment routes
* To track shipment
* To confirm pick-up and delivery of shipments

**Ideal Features:**

* Ability to receive email notification once the status of shipment is ready for pick-up
* Ability to see in one screen a list of shipments created, their statuses and locations
* Ability to confirm shipment has been picked-up
* Ability to confirm shipment has been delivered

# *2.4 Persona#4: Shipping Manager/ADMIN*

[](http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwimuo3WldnRAhWKTCYKHcXQCksQjRwIBw&url=http://abcotechnology.edu/programs/network-administrator-systems-engineer/&bvm=bv.144686652,d.eWE&psig=AFQjCNHdZKHuW6Fv1LxLWbVtcZMwc7KZkw&ust=1485291843277955)

Admin [Digital image], 2017

**Dayne Bratsman**

**Male, 35 years old.**

**Background:** Dayne is the admin of ShipIT the new software application developed by BigCorp to provide the interoffice shipping. Dayne is also the admin for other tools in the company like SharePoint sites and he works directly with HR to obtain the data of employees.

**Scenarios:** Dayne receives communication that several employees have been recently hired by BigCorp and that these individuals need to be granted access to the ShipIT application. Using the new application Dayne can add the employees, give them a ShipIT id number, identify their department and define their roles in the system.

**Goals:**

* To add/remove/edit employees and their roles
* To add/remove/edit couriers

**Ideal Features:**

* Ability to have integration with the HR database to obtain employee information
* Ability to allow employees to sign-in to application using the company email and same password utilized for company network.

# *References*

Sr. Financial Analyst [Digital image]. (2017, January). Retrieved from http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&ved=0ahUKEwjDxIHshdnRAhWGNSYKHQUlBrMQjRwIBw&url=http%3A%2F%2Fwww.sevenlakes.com%2Fcustomer.php&psig=AFQjCNHCsNUv4xZYFKSqFLDbmhSGRjNrbw&ust=1485287621800173

Data Entry Clerk [Digital image]. (2017, January). Retrieved from http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwjgx47QjdnRAhXEKiYKHVt3BTwQjRwIBw&url=http%3A%2F%2Fsetxfoodbank.org%2Fstaff-and-board%2F&bvm=bv.144686652,d.eWE&psig=AFQjCNEnaSVJoXuWT7K1XXAi8DfSOSrLnQ&ust=1485289728809987

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Admin [Digital image]. (2017, January). Retrieved from http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwimuo3WldnRAhWKTCYKHcXQCksQjRwIBw&url=http%3A%2F%2Fabcotechnology.edu%2Fprograms%2Fnetwork-administrator-systems-engineer%2F&bvm=bv.144686652,d.eWE&psig=AFQjCNHdZKHuW6Fv1LxLWbVtcZMwc7KZkw&ust=1485291843277955