


Scenario

By Adam Howes

Persona

Name	Simon Says	
Age	29	
Occupation	IT Technician at the University of Brighton	
Place of residence	Brighton	
Family Members	None	
Technical Skills	A hard working technician with almost 10 years experience in IT Management. Also has some skill in programming.	
Personality	<ul style="list-style-type: none">● Great memory retention● Good focus on the task at hand● Good communication skills	
What Does He need from the system	<ul style="list-style-type: none">● Should be accessible on the university tech support computers● Needs to be able to manage other users accounts	

Scenario

Simon gets into his office at 8am, logs on his computer and checks his emails, he notices that a new teacher at the university will be arriving today, he creates a new user; entering the teachers username and creating a random password for the teacher, once this is done he sends an email to the new teacher with the details of his new account.

Later that day Simon get's another email telling him that it's a teacher's last day working at the university, so he searches for the teacher's account and using the administrator tools in the program he deletes that user from the program.