



THIERRY'S MINIONS/TEAM25
DELIVERABLE 5

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Personas & User Stories v. 3

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0 v.3 Changelog

Changes From V2:

- Added user story about reports for age distribution and child minding, as the client has expressed that these are examples of reports they are looking to be able to create. (User story 7)
- Added user story about fixing conflicting data that is uploaded to the system. The client needs the ability to fix data that is uploaded that conflicts with data that is already in the system. (User story 8)
- Added user story about creating reports that are based on trends. The client not only wants the ability to generate statistic based reports, but also the ability to create reports dealing with trends, in order to help make predictions and see patterns. (User story 9)

1 Personas

1.1 John Doe

- 43 year old male working as a administrator at the City of Toronto Newcomer Office, which is a partner of Toronto East Quadrant Local Immigration Partnership.
- Owns an iPhone 6, able to use it competently.
- good understanding of how to use Excel, csv files and upload data to their current system.
- Likes things to be done straight forward.
- Work environment is busy and chaotic, not a lot of time to learn a whole new system.
- Cares about the people his agency is trying to help.
- Wants to reduce the amount of people who “fall through the cracks”.
- Would appreciate a system that helps support the activities of his agency but only if it is quick and easy to learn.

1.2 Mike Douglas, low-level TEQ User

- 25 year old male, working at TEQ as an assistant analyst.

- Graduated from utsc management co-op program.
- This is his first job out of University.
- Has excellent communication skills.
- Owns a windows laptop and an iPhone.
- Experience using Excel, and working with large amounts of data.
- Not an avid technology user. Uses technology to help him troubleshoot issues that he runs into while working.
- Has a cubicle at TEQ since he's still a junior position.
- A lot of his time is spent going over excel docs sent in from the partner agencies and fixing any mistakes.
- Duties include communicating with the partner agencies of TEQ.

1.3 Jane Smith, mid-level TEQ User

- 35 year old female, working at TEQ as an intermediate analyst.
- Deals with different organizations on a regular basis.
- Hard working, detail oriented, organized, good interpersonal skills.
- Able to troubleshoot issues herself using internet.
- Her work environment is not busy, she has time and is willing to learn how to use new applications to improve her work at TEQ.
- Hates the current system of gathering information from all the agencies because everything needs to be done manually.
- Knows that there are things she is not tracking because the current system is not well-enough integrated/doesn't allow for that.
- The more they can track the more detailed they can make the semi-annual Scarborough Newcomer Settlement Needs and Trends Report so agencies can better meet the changing needs of newcomers.

1.4 Thomas Turing, high-level TEQ User

- 38 year old male, working at TEQ as the system administrator.
- At TEQ he is responsible for maintaining their systems and keeping them running.

- Has experience as a with software development.
- Worked as a software developer earlier in his career.
- Knows how to program in Java, C# and Javascript.
- Knows how to create and work with relational databases, can write advanced SQL queries.
- Owns a Personal computer and Laptop, both running on Linux OS distributions.
- He has his own office at TEQ so his work environment is quiet. Has time to delve into code and understand complex systems.
- Dislikes how information that agencies provide are not always in standardized formats.
- Likes technology and learning how systems work.

1.5 Lily Model

- 21 year old female, student at UTSC, working as a business analyst at the UTSC co-op office.
- Is a statistics student and understands how to perform complicated data analysis.
- Has an iPhone, Laptop, writes custom software to personalize her laptop.
- Her work environment is fast paced, wants it to be easy and effortless to extract data from the system to analyze.
- Has some software development experience, wants to be able to read the source code and monitor database performance.
- Will be a UTSC project staff on the system.

2 User Stories

2.2 Excel File Uploading

“As John, an admin at one of the partners of TEQ, I want to upload iCare files as **excel documents**, so that it is available to TEQ for analysis.”

2.3 Normalizing Data

“As Thomas, a high-level TEQ user, I want the data uploaded to be normalized so that all the data formats are consistent and easier to search.”

2.4 Organization Upload Tracking

“As Mike, a TEQ user, I want to be able to see the last time an organization has uploaded data so I can remind organizations to upload their data if they forget.”

2.5 Generating Reports

“As Jane, a TEQ user, I want to be able to take all the data uploaded from the Organizations and aggregate this information into a report.”

2.6 Mid-level Query Customization

“As Jane, a mid-level TEQ user, I want to be able to query data based on different fields the system has, so that we can present different information for different audiences.”

2.7 Population Age Distribution and Child Minding Report

“As Jane, a TEQ user, I want to be able to find statistics on the age distribution and child minding services of people who are enrolled in different services on a Population Report, so that I can see the general trend of population and need of child minding of the newcomers to Toronto.”

2.8 Conflicting Data

“As Jane, a TEQ user, I want to be able to see and fix any conflicting data uploaded between different people, so that we do not have duplicated or incorrect data in our system.”

2.9 Trend Reports

“As Jane, a TEQ user, I would like to be able to see some important trends in the data for a template, so that we can use this information to make predictions and look at patterns in our data.”

2.10 Modifying Templates

“As Jane, a TEQ user, I want to be able to modify existing iCare templates, so that we can comply with regulations set by the government.”

2.11 Manual Data Validation

“As Mike, a TEQ user, I want to be notified when we receive a template that has invalid data for any row that must be manually changed, so that the data can be fixed.”

2.12 High-level Query Customization

“As Thomas, a high-level TEQ user, I want to be able to write and run customized queries so that I can generate reports on specific information from the data collected.”

2.13 CSV File Uploading

“As John, an admin at one of the partners of TEQ, I want to upload iCare files as **CSV files**, so that it is available to TEQ for analysis.”

2.14 Accounts

“As Jane, a TEQ user, I want to be able to create accounts for the organizations incase a new organization joins the Toronto East Quadrant Local Immigration Partnership.”

2.15 Password Reset

“As John, an admin at one of the partners of TEQ and a user of the system, I want to be able to reset my password so I can set it to something only I know.”

2.16 UTSC Data Analysis

“As Lily, a member of the UTSC project staff, I want to be able to view all the raw data inside the application that has been collected from the agencies so that I can perform data analysis”

2.17 UTSC Raw Data Excel Exporting

As Lily, a member of the UTSC project staff, I want to be able to export all the raw data (that has been collected from the agencies) as excel files that so that I can perform data analysis.