Bjorn (DevOps):

Bjorn is a 25 y.o. freshman who has finished his master degree in IT not a long time ago. He specializes in cloud engineering, devops, automation of an infrastructure and similar related topics to system administration. He expects to receive a full access to an AWS infrastructure with root privileges so he has full control. He expects to be in charge of the controlling the whole infrastructure. His tasks include: escalating privileges among software engineers and financial department, managing of policies, network administration.

James (software engineer):

James is a 23 y.o. software engineer/web developer. He just finished university and he knows how to do nice simple tidy websites and even more. He expects that he will make his website and after talking to DevOps, they will deploy it for him and it will be hosted somewhere. He does not care about where it will be hosted nor what is the infrastructure. He just wants website to run smoothly, without crashes, 24/7/365.

Adriana (finance manager):

Adriana is a 30 y.o. finance manager. She is very strict with money and she cares about efficiency of spent money. She is not that good with you with IT as James or Bjorn, however she knows her tools and her job pretty well. She wants to have access to billings of environments and monitor them.