

Kevin | Approver

Arlington,
VA

Dev Manager at
Deloitte Digital



“ I usually know what's best for my counselees, but sometimes I need help making that call. ”

Main Goal

Kevin wants to have confidence in his request decisions and serve the needs of his counselees.

Value Drivers

Transparency

Learning

Tailored process

Easy access

Insight into budget

Scenario

Kevin has six counselees, many of whom have requested trainings or conferences over the last year. He typically reaches out to anyone who puts in a request if they haven't already discussed it with him. Kevin isn't always sure whether or not he should approve a request, especially when it comes to the budget; he's not sure the predicted expenses are even accurate. He also doesn't know where or to whom the request goes after he approves it.

Needs

Support

Kevin needs to be able to help his counselees through the process and be able to point them towards appropriate resources.

Transparency

Kevin needs to know what factors matter when approving a request.

Frustrations

Visibility

Kevin is tired of answering the same questions about the portal; he wishes his counselees knew how to find the answers on their own.

Core Traits

Tech-Fluent

Kevin makes sure to stay informed about the latest tech trends and best practices.

Detail-oriented

Kevin wants to know everything when making a decision.

Leader

Kevin's colleagues often look to him when seeking advice.