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| --- | --- | --- | --- |
| **Grace** Age: 50 Role: Worker   **Goals and motivations**   1. Grace use System to find the case that she could do 2. Grace use System to trace her working for one case 3. Grace use System to get her worked case report 4. Grace use System to trace her training and skill 5. Grace use System to trace her Love-Group meeting   **Lifestyle** *1. Normal life*  **Nature of work**   1. Grace work on case to earn money for family 2. Grace will take part in training to make progress 3. Grace will find help from Love company   **Experience and training**   1. Grace take part in Love Company training for use system 2. Grace take part in skill training from Love Company   **Environment**   1. At Case-Center with touch screen 2. At home with PC, 3. On Road with smart phone, |  |  | **IT skill level**  *(eg advanced, intermediate, basic, average weekly hours web use, favourite web sites/mobile apps, use of other Warwick IT systems)*  **Attitude towards technology**  🞏 Great – it’s easy to use and saves me time 🞏 I like it but it often falls short 🞏 I don’t like it but I have to use it  **IT equipment**  *(eg desktop, laptop, mobile device, tablet, printer, networked, wireless)*  **How will this person use the web site?**  *(eg upload documents, access information, register modules, book events, download handbook, frequently, infrequently, access from campus, from home, laptop, mobile device)*  **Key tasks**  *(eg top three tasks this person needs to do)* |