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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**  *Basic, read news website, WeiXin*  **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**  Touch screen, smart phone  **How will this person use the web site?**  *Read info, submit info,*  **Key tasks**   1. **Find case** 2. **Trace work** 3. **Get work case report** |
| **Alena** Age: 35 Role: Customer   **Goals and motivations**   1. Alena submit case requirement in system 2. Alena trace case in system 3. Alena pay for case   **Lifestyle** *1. Normal life*  **Nature of work**   1. Alena use system to find worker to help her in daily life   **Experience and training**   1. Alena should not need to train for using system   **Environment**   1. At home with PC, 2. On Road with smart phone, |  |  | **IT skill level**  *Basic, read news website, WeiXin*  **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**  laptop, smart phone  **How will this person use the web site?**  *Read info, submit info,*  **Key tasks**   1. **Submit case** 2. **Trace case** 3. **Pay for case** |