Data Admin

The Data Admin is an individual who works at the California Department of Technology and is responsible for publishing IT product and service information. For the purpose of our prototype we have also associated the activities of tracking, analyzing and visualizing order data with this user.

Jobs

1. Support State Agency Requesters in their hardware/software/service acquisition
   a. Accurately represent the products and services available to State Agencies
   b. Display product and service options in a readable and appealing way
2. Describe purchasing trends
   a. Report on trends based on a variety of questions
3. Improve web experience
   a. Report on user behavior & website performance

Pains

1. Takes too long to make updates in system
2. Available styling options don't meet what they may have in mind (or what their customer desires)
3. Vendor information doesn't align with CMS fields
   a. Vendor goods have too many or too few fields when compared with CMS
4. Billing requires manual work
5. Challenging to gather informative reports
   a. Unable to improve vendor negotiations by providing informed order predictions
   b. Can't easily provide reports for executive summaries
6. Many customers, no customer service/support staff

Gains

1. Changes need to meet my local approval protocol
2. Let me publish changes as quickly as possible
3. Billing and reporting are push-button
4. The insights I share are valuable
5. Customer think the content is appealing
6. Reports should look visually appealing