

## Version 0

### Personas

#### **Bob Build**, Agency Employee

- Male, aged 45, Canada
- Agency worker for an Employment Service agency
- Poor technical skills:
  - Minimum excel knowledge (can fill in sheets, baseline understanding of excel capabilities)
- Adequate experience using computers
- Works in an office with an assigned computer
- Slow to learn new things:
  - Would like an automatic and seamless way to upload user data
- New to concepts of using iCARE templates and would appreciate a simple GUI with a low learning curve

#### **Mary Jane**, Agency Employee

- Female, 35, Canadian
- Agency worker for a Mental Health services agency
- Adequate technical skills:
  - Has a good understanding of files and formats
  - Knows how to upload files to a program, and convert information from one file type to another
- Enjoys using technology to simplify her day to day tasks
- Works in an office with an assigned computer
- Quick to learn and has an open mind about new technologies
- Experienced with iCare templates

#### **Alice Wonderland**, TEQLIP Administrative Employee

- Female, aged 30, Canadian
- Administers data for partner agencies
- Interact with partnered agencies to maintain good relationships and a conflict-free environment
- Works in an office with an assigned computer
- Good computer skills:
  - Understanding of files and file formats
- Good with SQL queries
- Deals with a lot of data aggregation requests from Agencies

#### **Charlie Coco**, TEQLIP Employee

- Male, aged 44, Canadian
- Generates reports for partner agencies
- Works in an office with an assigned computer
- Not very technical, technical skills are lacking

- Often requires the use of buttons to generate reports
- No knowledge of SQL queries

## Changelog

14/10/2018

- initial version

03/11/2018

- add Charlie who will be representing a TEQLIP employee with not much technical skills
- remove Donald because a UTSC user is no longer needed