

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

Donald Duck, UTSC

- Male, aged 25, Canadian
- Tech savvy, UTSC IT Specialist:
 - Adept at programming languages such as Python and Java

- Help TEQ users deal with technical issues

User Stories

1. As Alice (TEQ), I want to create an account for a new partner agency, so that they can access the system.
2. As Alice (TEQ), I want the system to automatically send login information to the contact information to a newly created account so they can log in.
3. As Bob (Agency Employee), I should be able to change my system password, so that I have a password that is easier for me to remember.
4. As Bob (Agency Employee), I would like to upload different iCare templates in the form of .xlsx files with data in them that I've gathered throughout the month to the system so the system can keep track of the data for me.
5. As Alice (TEQ), I would like to execute an SQL query so that I can generate a report.
6. As Alice (TEQ), I would like to generate a report comparing two or more specific fields in the iCare templates. The data in the report should be the aggregated data from all agencies.
7. As Alice (TEQ), I would like to generate and export a report in .csv file format.
8. As Alice (TEQ), I would like to generate and export a report in .pdf file format.
9. As Alice (TEQ), I would like to upload new types of iCare templates in the form of an .xlsx file, so that any new types of services can be recorded.
10. As Alice (TEQ), I would like to add columns/attributes to existing iCare templates in the system, so that new fields can be accounted for.
11. As Alice (TEQ), I would like to remove columns/attributes from existing iCare templates in the system, so that unnecessary fields can be disregarded.
12. As Mary (Agency Employee), when I upload iCare templates filled with data, I would like the system to check and tell me exactly which row and column contains bad data that I need to fix before uploading.
13. As Donald (UTSC), I would like to create accounts for TEQ employees so that those employees can use the system.