Version 0

Personas

Bob Build, Agency Employee
- Male, aged 45, Canadia
- 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 and open mind about new technologies
- Experienced with iCare templates

Alice Wonderland, TEQLIP Administrative Employee
- Female, aged 30, Canadian
- Administrates 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

Changelog

14/10/2018

- initial version