

CSCC01 Deliverable 2

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0.1 Introduction

Following the advice from our TA last deliverable meeting, we updated the product backlog by adding names to the user stories, changing Ravjeet to be an admin rather than a student, and triaging the user stories.

0.2 Personas

0.2.1 Ravjeet

- 36-year-old Project Manager at an non-governmental organization
- University educated
- Fluent in English and Urdu
- Has a wife and 2 children that he enjoys spending time with
- Overworked, and as a result wants to get as much work done as possible
- Doesn't want to have to spend a long time figuring out how to do something
- Has little experience with technology
- Owns an iPhone that he uses for basic functionality such as call and text, as well as some apps that he is capable of downloading himself
- Has some experience using Excel, but only as much as is required for his job

0.2.2 Crystal Li

- 28 years old, female
- Has a diploma from Seneca College in the Social Service Worker - Immigrants and Refugees program
- Fluent in English and Cantonese
- Single
- Employed as a Social Service Worker at the TEQ LIP
- Job description includes communicating with different immigration support agencies and collecting information about their services
- Works at a office with a small team of employees and occasionally travels by herself to the locations of the different agencies
- Works on a desktop with internet access at the office, and on her laptop for when she travels
- Would like a system that organizes the quantitative information from the agencies, so that she can focus on getting information about the qualitative aspects
- Doesn't mind using technology as a tool for communication, but prefers talking on the phone or face to face
- Wants a system that is easy to set up and has a user friendly interface
- Basic computer skills, knows how to use Microsoft Word and Microsoft Excel

0.2.3 Sumit Kapil

- 30 years old, male
- Has a degree in Computer Science at the University of Toronto Scarborough Campus
- Fluent in English and Tamil
- Single
- Administrator at the University of Toronto Scarborough Campus
- Works primarily on a desktop and occasionally a laptop with internet access
- Works individually most of the time
- Wants to be able to have access to all data in the system so that he can report or fix any issues in the system
- Fairly comfortable with technology, knows a lot about servers and can develop in multiple programming languages

0.2.4 David Huang

- 25 years old, Male
- Has a diploma at Seneca College in Management
- Employed as a TEQ staff
- Fluent in English and Mandarin
- Single
- Has some knowledge about computers and has good skills in Excel
- Always bring his laptop to work and works overtime.
- Found out that some templates need some updating, more fields should be added into it
- Tired of writing reports semiannually
- Doesn't want to waste a lot of time to classify a variety of templates into different categories

0.3 User Stories

- As Sumit Kapal (a UTSC Staff), I would like to be able to create accounts for TEQ staff and organizations, so that they can access the system
- As Crystal Li (a TEQ staff), I want to be able to change limitations for the account, so that accounts that are used by administrators can have more permission over than others
- As Ravjeet (a organization member), I would like to be able to see if I have uploaded data or not
- As a Sumit Kapal (a UTSC Staff), I would like to be able to add different methods of graphical representations
- As a David Huang (a TEQ staff), I would like organizations to be able to upload their templates, but keep confidentiality from others, so that they do not violate the privacy of the people in the organization

- As a David Huang (a TEQ staff), I want to be able to add fields to templates, so that the same kind of templates can be used to gather more information
- As a Sumit Kapal (a UTSC Staff), I would like to be able to add different systematical checks before the data is sent to the government, so that the data can be more accurate
- As Crystal Li (a TEQ staff), I would like to run queries on collected data, so that I can save them for future use
- As David Huang (a TEQ Staff), I would like to be able to view reports by sections, so that I can focus on specific information within the report