CSCC01 Deliverable 2

Mohammad Moustafa, Anh Le, Xingyuan Zhu, Brian Liao, Gabrian Mak

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0.1 Introduction

In this deliverable we have used the information obtained from the client office hours to compile a list of personas that we think are appropriate for the project. We have also begun creating user stories for the project, which we will continue to add to as the need arises.

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

- 21 years old, male
- Currently working on his Computer Science degree at the University of Toronto Scarborough Campus
- Fluent in English and Tamil
- Single
- CSCC01 Student at UTSC
- Works primarily on his laptop either at home or on campus with internet access
- Works in a team with 4 other students
- Wants to be able to have access to all data in the system so he and his team have the information to design and develop a program that will fit the clients needs
- Fairly comfortable with technology, knows how to develop in multiple programming languages and use a variety of software tools

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 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 a UTSC Staff, I would like to be able to add different methods of graphical representations
- As 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 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 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 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 an organization, I would like to be able to see if I have uploaded data or not

- As a TEQ staff, I would like to run queries on collected data, so that I can save them for future use

- As 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