

Team 5 - Deliverable 2.1

Chedy Sankar
Omar Chehab
Jacob McMorrow
Dayde Reid
Chengrong Zhang

06/10/2018

Personas - v0



Cover Page

Table of Contents

Cover Page	1
Table of Contents	2
Persona Types	3
The Toronto East Quadrant Local Immigration Partnership (TEQLIP) Users	3
Various Organizations	3
System Administrators	3
Personas	4
Albert Chiang	4
Cindy Cabrera	4
Leo Caruso	5
Gregory Petrov	5

Persona Types

The Toronto East Quadrant Local Immigration Partnership (TEQLIP) Users

At TEQLIP, these users will be doing all of the querying and report generation. These users will consist of people who are more experienced with their current system, which may be somewhat outdated. As they may be used to their system, they might not be able to learn too many new intricate features that can be implemented. On the flipside, some users would like advanced querying tools (similar to google searches advanced filters). Regardless, keeping usability/ease of use in mind is key.

Various Organizations

These 35-40 or so organizations will be inputting data into the system using iCare templates. They currently have their method of submitting data to the government, in a non-anonymous fashion (the data of each individual is kept as is). They demand that the data of their clients is kept anonymous, and will need to be able to submit their data to the system.

System Administrators

These people have to worry about maintaining the system, as well as making sure that any new user requirements/changes can be created, tested, and safely implemented. We also may have to help with users' questions about the system.

In rare cases, when the government releases or modifies iCare templates, a system administrator is in charge of defining the new template.

Personas

Persona 1: Albert Chiang

- 52-year-old analyst, male.
- Works at TEQLIP as a Project Manager.
- First language is Mandarin, but is also fluent in English
- Moved to Toronto recently with his wife from China to be closer to his only son, who just finished university there.
- Has taken two Statistics courses at University a long time ago.
- Can handle basic computer tasks like using excel and word to write reports, but often asks his son for help with more complicated things.
- Responsible for ensuring the success of several immigrant projects.
- With the software system, he wants to be able to:
 - browse immigrant data across many organizations.
 - create and view reports about immigrant data.

Persona 2: Cindy Cabrera

- 33-year-old analyst, female.
- Only speaks English.
- Was born and raised in Canada, but her parents immigrated here before she was born.
- Lives with her husband and their 8-year-old son.
- Works at TEQLIP as a Data Scientist, she is one of the original team members.
- Studied data science in college. Proficient with SQL for data aggregation.
- Several years of experience with software has made her quick to adapt to new software systems.
- She is responsible at TEQLIP for creating complicated SQL queries that will be used/viewed by Albert.

Persona 3: Leo Caruso

- 36-year-old secretary, male.
- Moved to Toronto from Italy several years ago, after marrying his girlfriend who lived here.
- Works at an immigrant organization dedicated to helping new immigrants adjust to Canada.
- Responsible for working directly with immigrants that are located in Toronto.
- Part of his job requires him to do data entry into the system from forms filled by immigrants that signed up to the organization he works at.
- Did not attend a post-secondary institution, he only graduated from high school.
- Has little technical skills, but is comfortable using computers and is willing to learn how to work with new software as long as it is easy to use.

Persona 4: Gregory Petrov

- 21-year-old computer science student, male.
- First language is Russian, also fluent in English.
- Moved to Toronto from Russia to study at UTSC.
- Hired by TEQLIP to work on the software project, based off of the work done by C01 students the prior year.
- Responsible for developing, deploying, maintaining the software system.
- He is also in charge of maintaining Organizations and Accounts in the system.
- Enjoys using computers and learning new things about them.
- Proficient with Java, Python, and SQL.
- Familiar with HTML, CSS, JavaScript.