Deliverable 2: Project Requirements

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0.1 Personas

0.1.1 Organization user: Marge Sampson

- 45 years old, female

- Caucasian-Canadian

- College-level education

- Married, 2 kids

- Counsellor at Cliffcrest Employment Services, a TEQ-supported organization that provides employment services to immigrants

- Been working at the organization for around 5 years

- Can type fast and is a people person

- Helps immigrants find and secure jobs in their new home

- Registers new clients and runs regular sessions with them

- Collects client data and uploads it to the TEQ data platform for analysis

- Not very good with technology, struggles with using Excel, thinks technology is too complicated these days

- Has a Windows 7 desktop

- Works in a cubicle in an office environment

- Speaks only English

0.1.2 TEQ LIP project low level user: Carlos Rojas

- 34 years old, male

- Has a college education in management

- Works as a coordinator at Immigrant Services Association of Nova Scotia

- Manages day-to-day tasks at the organization

- Uploads data gathered by ISANS to the TEQ data platform

- Generates basic reports with pre existing queries and distributes them up the chain

- Is comfortable with technology

- Isn't very creative, but is very good at menial repetitive tasks

- Works in a shared office, does most of his work on a PC

- Knows how to use MS Office suite of products

- Has a difficulty learning new software, but gets good given some time

0.1.3 TEQ LIP project mid level user: Ritu Ganju

- 40 years old, female

- Strategist at Immigrant Womens Health Centre

- Has a BBA

- Works with data gathered by her organization to improve the services offered, and add more services that are in high demand

- Generates reports to present her findings to upper management

- Relatively comfortable with technology

- Knows some advanced Excel features, has used it before for analysis purposes

- Has never programmed but is good with numbers

0.1.4 TEQ LIP project high level user: Parker Kim

- 22 years old, male

- University student, Statistics and Business double major

- 2nd generation Korean-Canadian, parents immigrated to Canada

- Very kind person with a genuine desire to help new arrivals

- Speaks English and Korean fluently, knows some French

- Works part time as an analyst for the TEQ LIP project

- Responsible for gaining insight from partnering agencies' data and generating reports for use by TEQ

- Very good at using his knowledge of stats and CS to squeeze out as much as possible from datasets

- Power user, tech-savvy

- Experience with SQL, database management

- Quick thinker, good at math and stats

0.1.5 UTSC project staff: Jerome K. Williams

- 24 years old, male

- African-Canadian

- Speaks only English

- 4th year Management co-op student at UTSC

- Doing his co-op work term at TEQ

- Contributes to analysis of data from TEQ supported orgs

- Maintains TEQ data platform infrastructure and sometimes makes small adaptations

- Uses computers for personal use

- Knows how to use Microsoft Office, Excel, Word and PowerPoint

- Knows how to use current technology, but not good at coding

- Open to learning new technology and programs

- Uses Windows 10 laptop

0.2 User Stories

U1. As Marge (counsellor), I want to bulk upload multiple filled Excel templates to the TEQ data platform so that they can be analysed and used to improve immigrant services.

U2. As Marge (counsellor), I want to upload different types of templates at the same time so that I can minimize the time I spend uploading data.

U3. As Marge (counsellor), I want to be notified of any errors in the data that I am uploading so that I can quickly fix them to prevent incorrect conclusions.

U4. As Carlos (coordinator), I want to see all the pre-set queries that I can use, and some helpful info about each query so that I know what it does and what I can use it for.

U5. As Carlos (coordinator), I want to generate basic reports from ISANS data using pre-set queries so that ISANS and TEQ can view trends and improve their services.

U6. As Ritu (strategist), I want to create new queries that can be saved as pre-sets so that less experienced staff can still gain insight from data and generate reports.

U7. As Ritu, (strategist), I want to query data based on a list of customizable variables so that I can tailor my queries to the dataset.

U8. As Parker (analyst), I want direct access to the data without any abstractions so that I can do my analysis without the limitations and distractions imposed by pre-configured methods.

U9. As Parker (analyst), I want to compare the data gathered by the organizations with Census data on immigrants so that I can see trends in demographics, predict services that will be in high demand and help organizations meet unmet needs.

U10. As Parker (analyst), I want to examine the "life cycle" of a client in an organization so that I can track the progress of clients and better understand the reasons why some clients stop coming.

U11. As Jerome (co-op), I want to add new fields and their possible values to templates uploaded by the organisations, and make those fields available for analysis so that more data is available, improving the quality of insights.