

Deliverable 2: Project Requirements

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1 Personas

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

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

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

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

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
- 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

2 User Stories

2.1 U1

As Marge (Secretary), I want to input data collected from immigrant interviews into a spreadsheet and upload it to a database so that it could be queried later and reports can be generated by CCS.

2.2 U2

As Marge (Secretary), I want to upload different types of templates to the system so that different types of data can be queried later by the CCS.

2.3 U3

As Marge (Secretary), I want to see the different types of templates available and their respective purposes so that I can choose the appropriate template to given my data.

2.4 U4

As Parker (CCS), I want to generate reports of different organizations so that I can easily read information that will allow me to analyze and find trends in client needs.

2.5 U5

As Parker (CCS), I want to edit data inputted into the system so that I can fix errors in the data.

2.6 U6

As Parker (CCS), I want to privatize client information (i.e. remove client identifiers) so that the organizations will feel comfortable giving their information.

2.7 U7

As Parker (CCS), I want to add and remove new fields to the database, so that we can always have the most relevant data in our database.

2.8 U8

As Jerome (UTSC), I want to aggregate data from different organizations so that I can generate general reports for a set of organizations.

2.9 U9

As Jerome (UTSC), I want to make data corrections to entries with incorrect data or discrepancies so that the information from the database is correct and reliable.

2.10 U10

As Jerome (UTSC), I want to aggregate data from different organizations so that I can generate general reports for a set of organizations.

2.11 U11

As Parker (CCS), I want to add and remove new templates for organizations to follow, so that we can ensure organizations are inputting data that is relevant to us.