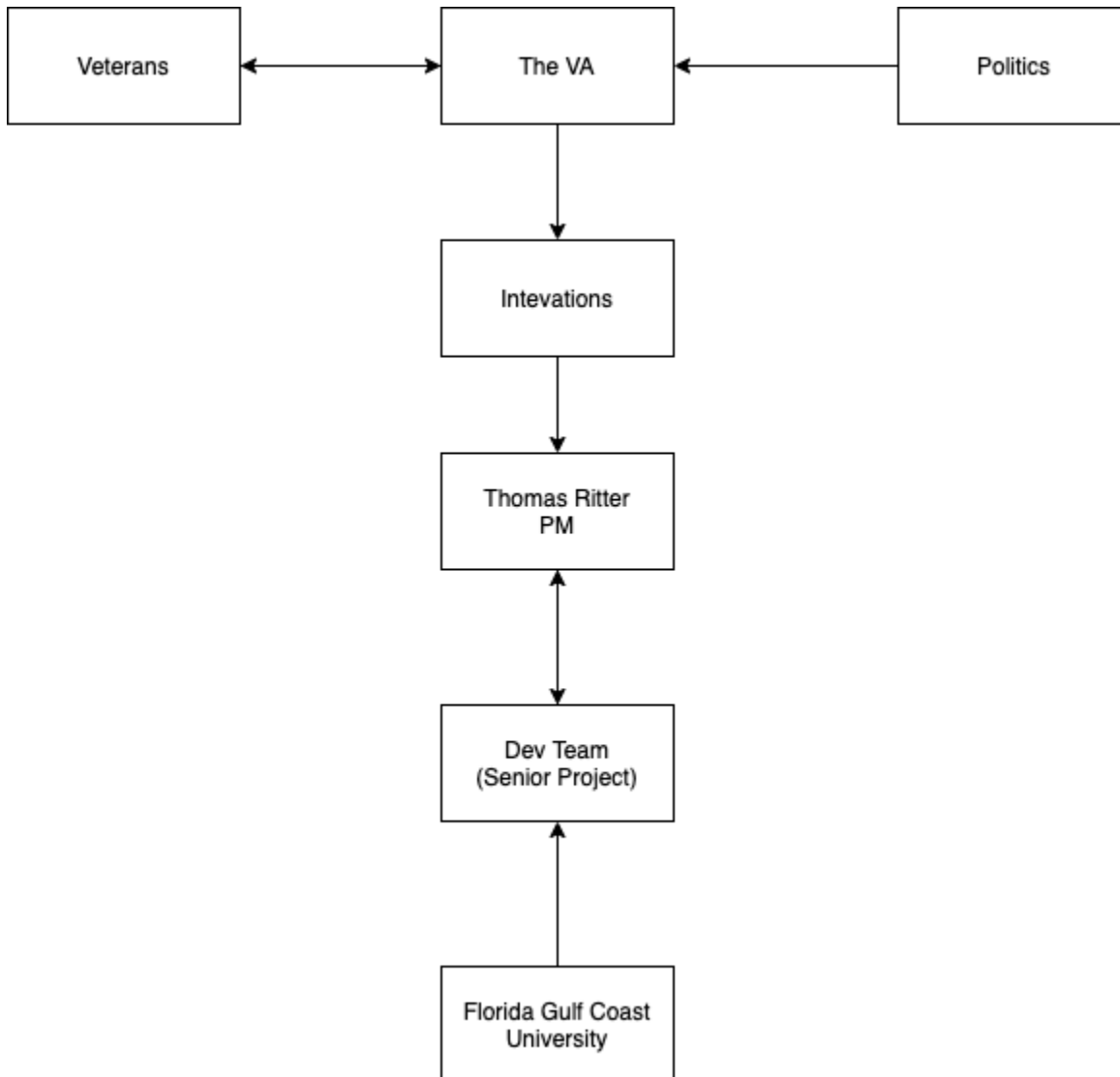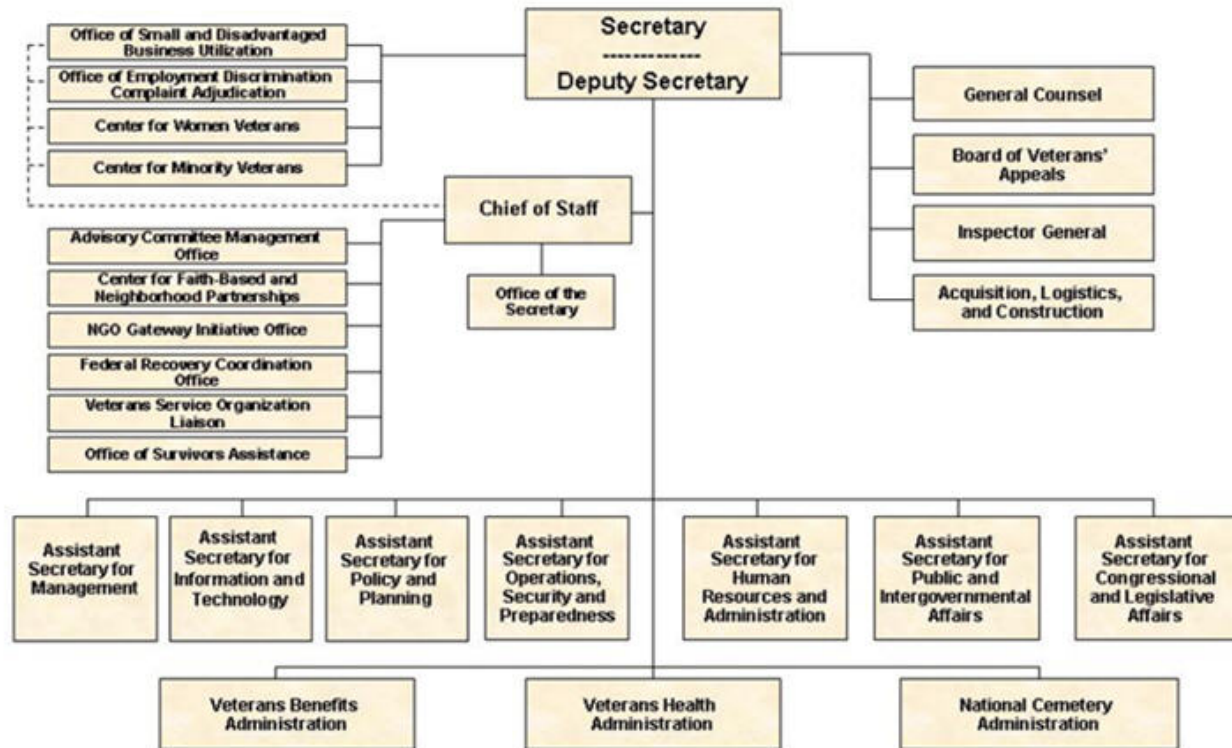# User Characteristics

Stakeholders

- Intevations - The company behind the development of the system
    - They will have the final say on what is and isn't implemented
- Thomas Ritter - Employed by Intevations
    - Project manager/sponsor for this project
- The VA - Entity interested in utilizing the system
    - They are the ones the system will be pitched to.
- VA employees - The user of the system
    - The system should suit their needs and current workflows, since they will be the ones to use the system the most
- Veteran - Beneficiary from the system
    - The system will, ultimately, benefit them. It is important to consider what types of resume's they will want.
- Dev Team
    - Senior FGCU Software Engineering students. The project will be built around their school schedules and course requirements.
- FGCU
    - Decide the course work and requirements for a senior project

Org Chart from Intevations POV

ORG Chart VA

DEPARTMENT OF VETERANS AFFAIRS

Secretary

Deputy Secretary

Office of Small and Disadvantaged Business Utilization
Office of Employment Discrimination Complaint Adjudication
Center for Women Veterans
Center for Minority Veterans

Advisory Committee Management Office
Center for Faith-Based and Neighborhood Partnerships
NGO Gateway Initiative Office
Federal Recovery Coordination Office
Veterans Service Organization Liaison
Office of Survivors Assistance

Chief of Staff

Office of the Secretary

General Counsel
Board of Veterans' Appeals
Inspector General
Acquisition, Logistics, and Construction

Assistant Secretary for Management
Assistant Secretary for Information and Technology
Assistant Secretary for Policy and Planning
Assistant Secretary for Operations, Security and Preparedness
Assistant Secretary for Human Resources and Administration
Assistant Secretary for Public and Intergovernmental Affairs
Assistant Secretary for Congressional and Legislative Affairs

Veterans Benefits Administration
Veterans Health Administration
National Cemetery Administration

_____ Direct Report   _ _ _ _ _ _ Coordination

June 2009

50 in

User Characteristics

- End-User
  - Most common user. They have access to run job analysis and restricted access to veteran analysis, dependent on level of classification.
- Super-User
  - They will have regular trainings on how the system operates and will be the in house support for any issues.
- Administrator
  - They all the same access as the end-user plus oversight and override privileges. Appropriate clearance still needed to access some veterans military history.
- Veteran
  - They are the recipient of the generated resume. The system should benefit them the most.

All of these do not require a high level of technical skills. It would be greatly beneficial if super-users had higher than average technical competency, but not required.

Elicitation Plan

Interview Questions

- What do you find most frustrating about your current workflow?
- What do you think could be improved on with the current workflow?
- What are the biggest challenges in your role?
- What changes are occurring that may impact this project?
- Who can I ask to learn more about this?
- Is there any other way to accomplish this?
- What will happen if we choose to not implement this requirement?
- How will this requirement help the business become more efficient?

- What else should I have asked?
- What should we do so that this particular issue does not happen in the future?

Prototypes

The first prototype will be a wireframe of a the two reports and the resume. No functionality, just a layout that can be critiqued. After that a mock up will be made, with more design and ui elements. After that is approved a prototype that will demonstrate how it will function will be made. All of this will be made with Adobe XD.

User Stories

Take all the business requirements, rules, and data collected from interviews with the stakeholders. Parse that information down into user stories. Ensure the suer stories do not conflict, and get approval from the client.