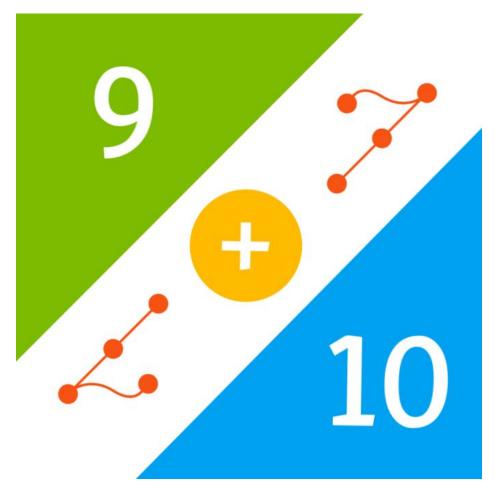# CSCC01 Introduction to Software Engineering

Project Deliverable 2 - Project Requirements

Team 9 + 10

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Personas

Harry

Male, 35 years old
- Employed by TEQ and responsible for Spanish client relations, checks emails often. Primarily works with Microsoft Excel at TEQ.
- Mostly on business trips and on-the-go interacting with clients. Uses small, portable laptop to perform basic tasks such as utilizing Microsoft Office.
- Speaks limited english, primary language: Spanish
- Not tech-savvy, comfortable with menial tasks using a computer such as checking emails, using Microsoft Office and browsing the file system.
- Prefers to work with applications featuring a simple UI that is easy to learn and use
- Adept at public speaking, excellent with Microsoft Excel.

Mark

Male, 40 years old
- Employed by TEQ as an entry-level software analyst. The majority of his job consists of sitting at his desk working with Excel spreadsheets. Mark often uses the internet to look-up VBA scripts (that he fully doesn't understand) to simplify some of his Excel work.
- Unilingual, only speaks English.
- Decent technological abilities, Mark is able to effectively use most software, especially the Microsoft Office Suite.
- Given his eagerness to learn more, Mark is familiarizing himself with datasets and data storage. He is able to filter and organize data in Excel, but writing SQL queries is too complicated for him at the moment.
- Strong willingness to take time and learn any applications that his manager requires him to.

Joanna

Female, 27 years old
- Joanna, 27-year-old female
- Full-time software analyst at the TEQ. She is looking to become a software engineer in the near future.
- Role often involves writing scripts (bash, SQL) to assist with data management in several internal applications at the TEQ. Most data is stored in Oracle databases. Often writes many database queries in a single day, but simplifies her tasks with some scripting.

- Rarely involved in client-facing, most instruction comes from internal meetings and emails.
- Often in the office for most of the day, works overtime to help with production issues or production releases.
- Given the nature of her work, she is developing skills in JavaScript and very proficient in shell scripting, SQL, and Oracle databases.
- Loves to learn new technologies. Given her intent to transition into a full-stack development position, she recently learned JavaScript so that she can create applications in NodeJS and React.

Alexandre

Male, 20 years old
- Proficient in English and French.
- Grew up in France, immigrated to Scarborough alongside immediate family when he was 11.
- Employee as a UTSC Management Co-op student working alongside the TEQ and CSCC01 students to complete his tasks.
- Strong connection to the task at hand as he wants to ensure immigrants like himself and his family are looked after.
- Can work with a computer well enough to navigate basic applications (i.e. understands the iCare template, how to maneuver software etc.)
- Has not previously been introduced to methods of data collection.

John

Male, 40 years old
- Canadian, he is fluent in both French and English.
- He is working as Data Analyst at Platinum Immigration Consultancy Services in a fast-paced environment.
- Compared to other workers in his department, he is considered by many as the most efficient worker.
- As a senior worker, he does not like new technology, but he is willing to learn a new application alongside some manual assistance.
- As part of his job, he is responsible for data entry and data analyzing.
- He has not had an enjoyable experience working with modern software, so he prefers to work with legacy user interfaces and systems.
- As an experienced worker, he is very familiar with iCare template.
- Many people in the office consider him a serious and generous old man.
- In term of his personality, he thinks of himself as a well-organized individual.
- He is proficient with Microsoft Office and prefers to work directly with data sets.
- Currently, he uploads the collective data set every month.
- He is using a Macbook for working.
- He is currently using IBM Cognos for data analytics.

User Stories

1. As Harry, a TEQ employee, I would like to be able to create accounts for agencies so that they can upload their data into the system.

2. As Harry, a TEQ employee, I would like to be able to add new iCare templates for the agencies so that they can use the template format to structure their data.

3. As Alexandre, a UTSC management student, or Harry, a TEQ employee, I would like to view the templates uploaded by TEQ so that I can gain insight about a specific template for a particular agency.

4. As Mark, a TEQ employee, I would like to be able to modify the current iCare templates so that agencies have the latest version of the iCare template.

5. As Harry, a TEQ employee, I would like the NARS template to be mandatory that the clients must upload with their information.

6. As John, a PICS employee, I want to log in with my own personal account, so that I can keep track of my uploaded templates and data history.

7. As John, a PICS employee, I want to select service templates provided by the agency, so that I can fill in my information for the service.

8. As John, a PICS employee, I want to download the iCare templates of the selected service, so that I can fill in the data using Microsoft excel manually.

9. As John, a PICS employee, I want to upload the iCare template for the selected service with my data filled in, so that the TEQ can use the data for report generation.

10. As John, a PICS employee, I want to view the existing data set of the selected service, so that I can review my information before the update operation.

11. As John, a PICS employee, I want to update the uploaded dataset directly through the software, so that I can adjust or clear some unnecessary data entries in a quick and efficient way.

12. As Alexandre, a UTSC Management student, or Harry, a TEQ employee, I would like to view all of the data entered for all services provided by various organizations.

13. As Joanna, a TEQ employee, I would like to be able to administer the database so that I can add, remove, or modify any data submitted by any organization.

14. As Mark, a TEQ employee, I want to be able to query data through parameters so that I can generate basic reports according to my requirements.

15. As Joanna, a TEQ employee, I would like to be able to write advanced queries using a querying language so that I can retrieve and format reports precisely according to my requirements.

16. As Mark, a TEQ employee, I want to be able to save queries so that I can reuse them when needed.

17. As Mark, a TEQ employee, I want to be able to select my saved queries from a dropdown so that I have easy access to them.

18. As Harry, a TEQ employee, I would like to generate reports from pre-defined query, so that I can view the trend analytics, demographics (such as origin, language and age group) and or any outliers on a report.

19. As Joanna, a TEQ employee, I would like to be able to revoke access from any organization so that if an organization were to no longer be affiliated with our initiative, they would no longer have access to the service.

20. As Joanna, a TEQ employee I would like to be able to archive an organization's data from previous months so that outdated information is not stored with the present information.

21. As Alexandre, a UTSC Management student, I would like to download the data set uploaded by the agencies so that I can keep a secondary copy.