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CMPT370 - Deliverable 1

Persona: System Administrator

AlanAdministrator, IT Professional
30, Single

Goals/Needs:
- AlanAdministrator needs to manage the database of employee information
- He requires access to all the necessary tools to perform his tasks efficiently
- He wants to alleviate the burden of tedious administrative tasks on the managerial staff of the company
- He wants to be able to automate simple repetitive tasks
- He needs to be notified promptly when a manager or employee submits a ticket

Motivations:
- Alan is motivated to make his life easier by making the lives of his bosses easier
- Since his tasks need to be completed quickly and may come at any time of day, he is motivated to have efficient solutions

Frustrations:
- Alan is annoyed when users constantly come to him with the same menial tasks
- Alan thinks some administrative tasks are simple enough that employees should be able to do it themselves

Technical Usage/Proficiency:
- Alan is the most technically proficient person in the company and has spent most of his adult life fixing technical problems for his co-workers

Epic:
As AlanAdministrator I want to be able to efficiently manage databases in the system so that employees and management can focus on work/tasks more directly related to the business.

As AlanAdministrator I want to complete simple administrative tasks quickly and efficiently so that employees and managers using the system do not experience a loss in productivity.

User Stories:
1. As AlanAdministrator I want to manage employee information/permissions so that unauthorized users cannot access sensitive information.
2. As AlanAdministrator I want to be able to add/remove and edit database entries so that employee information is responsibly managed.
3. As AlanAdministrator I want users to be able easily contact me with issues so that I can resolve them quickly.

4. As AlanAdministrator I want users' issues to be ordered in terms of importance so that users and manager problems are resolved in a timely manner.

Acceptance Tests:
- User Story 1
    - test that an employee can access information they have permission to
    - test that an employee can't access information they don't have permission to
    - test that a manager can access information they have permission to
    - test that a manager can't access information they don't have permission to
- User Story 2
    - test that Alan is able to add an entry to a database
    - test that Alan is able to remove an entry from a database
    - test that Alan is able to edit a database entry
- User Story 3
    - test that managers are able to post an administrative ticket
    - test that users are able to post tickets
    - test that Alan can browse user tickets
- User Story 4
    - test that tickets are put in the queue in order
    - test that urgent tickets are put ahead of normal tickets
    - test that tickets can be removed from the queue upon completion