Personas

## Public User

A public user is a person who visits the website and searches for loans and grants information. This user has not shared any personal information within the website and may or may not visit the website frequently.

## Registered User

A registered user is a person who performs searches for loans and grants information and, in addition, he/she has created a personal account within the website. By having an account, the registered user can see his/her search history, perform advanced searches and save his/her favorite search results.

## Super User

A super user is a person who manages the website. He/she is involved with the website configuration, user design, content and more. A super user has all administrative rights on the website. There may be more than one super user.

## Support User

A support user is a person who responds to customer issues, questions and requests. He/she can assist with troubleshooting and resolving any issues related to the website. The support user has some administrative rights in order to assist customers with creating and maintaining their accounts, retrieving search history, etc.

## Web API

The Web API is a system that feeds data to the website. All loans and grants information will be retrieved from it. For the initial setup of the website the WEB API will be SBA Web API. However, in the future development of the website, there may be other Web APIs that may be used.

Personas RASCI

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **User Story** | | **Public User** | **Registered User** | | **Support User** | **Super User** | **SBA API** |
| Register for an account | | R | R | | S | I | S |
| Logs into an account | | R | R | | S | I | S |
| Troubleshoots | | I | I | | R | C | S |
| Search for loans/grants | | R | R | | S | C | S |
| Save to Favorites | | R | R | | S | C | S |
| Review Search History | | R | R | | S | C | S |
| Share Search Results | | R | R | | S | C | S |
|  | |  |  | |  |  |  |
|  | |  |  | |  |  |  |
|  | |  |  | |  |  |  |
| **R=Responsible** | Owns the task | | |
| **A=Accountable** | Whoever responsible accounts to | | |
| **S=Supporting** | Supports the task | | |
| **C=Consulted** | Has the capability to complete the task | | |
| **I=Informed** | Must be notified of the results | | |