

# Persona

Hans Stromer

## DESCRIPTION

E. Stromer is working as an electrician. She works on site and out of her car.

## PERSONALITY / TECHNICAL SKILLS

Dutiful yet somewhat impatient, E. Stromer is of a curious nature and has an interested in new technologies.

## SZENARIO

During construction a surprise data cable has surfaced behind a wall panel. Stalling the work risks falling behind the timeline. Consultation with the planner as well as the designated network specialized is required.

## MAIN GOAL

Inquire necessary information based on available information. Give clearest possible picture of situation for precise and fast resolution.

## SUB GOAL

Minimize effort and time required to contact necessary experts and get written confirmation of required action.

## GAINS

A short turnaround on the query will ensure a timely and smooth operation. Describing the situation and acting on any inquiries is less cumbersome with the headset.

## PAINS

Network connection at the site is poor. Additional tool to carry must be worth the effort. Setup must be frictionless for time is valuable. Glasses should have charge or must be easy to charge quickly (5min).

# Persona

## Eric Planer

### DESCRIPTION

S. Planer ist an electrical planner working in construction. He works partly out of his office and partly on site.

### PERSONALITY / TECHNICAL SKILLS

Reliable and precise yet somewhat socially awkward. Planer has been doing his job from a time where computers were a superfluous luxury. He tries to stay up to date with IT-technologies but struggles from time to time.

### SZENARIO

S. Planer ist an electrical planner working in construction. Mid inspection and approval of a new laboratory room is coming up. The stakeholders cannot all attend the inspection in person.

### MAIN GOAL

Give stakeholders a complete impression of the state of the site, so they can evaluate the progress effectively.

### SUB GOAL

Get confirmation on finished construction from electrician before inspection. Document site while leading the inspection, taking notes and referencing documents.

### GAINS

Gain site approval from stakeholders independent of whether their schedules line up for in-person meeting. Keep hands free to take notes and handle documents.

### PAINS

Carry additional tool. Introduce foreign workflow with uncertain reliability to stakeholders.

# Persona

Karla Urlaub

## DESCRIPTION

K. Urlaub is an engineer in charge of big server-infrastructure. She has a substitution while on holiday, but this person cannot be reached at the moment.

## PERSONALITY / TECHNICAL SKILLS

Highly ambitious and strict about a clear life/work-balance. Technically highly skilled.

## SZENARIO

K. Urlaub is the only person who can get critical infrastructure back online. However K. Urlaub ist on holiday at the beach and has only her phone with her. She has access to the internet at a beachside bar.

## MAIN GOAL

Get an overview of the situation as precise and as quickly as possible.

## SUB GOAL

Be able to tackle situation from phone. Tackle situation without family becoming aware of K. Urlaub working while on holiday.

## GAINS

Awareness of complicated problem that requires simultaneous manipulation of the installation in order for it to be solved.

## PAINS

Gaining situational awareness over small phone screen is suboptimal.