

T & E Deliverable Information		
Document Title	Day in the Life Persona Template	
Purpose/Goal	Create an interview format to learn about each role and how they interact with the current technology so that we can better understand how IGNITE Mod will impact their role.	
Intended Audience	End users and leaders at all levels who will be impacted by IGNITE Mod	
Learning Objective(s)	xx	
Delivery Method	ILT <input type="checkbox"/> VILT <input type="checkbox"/> Hybrid <input type="checkbox"/> Other <input type="checkbox"/> Describe: Interview	
Decision Framework		
Recommend	Angela Virtudazo	
Agree/Align	xx	
Perform	xx	
Input	xx	
Decide	xx	
Iterations (add rows as needed)		
First Draft:	xx/xx/xxxx	xx
Edited:		
Peer Reviewed:		
Approved:		

Day in the Life Persona Template

Header Section

Role Title: Click or tap here to enter text.

Department: Click or tap here to enter text.

Experience Level: Entry (0-2 years) Mid-level (3-7 years) Senior (8+ years)

Years in Current Role: Click or tap here to enter text.

Technical Proficiency: Beginner Intermediate Advanced Expert

Primary Work Location: On-site Hybrid

Team Size: Click or tap here to enter text.

Interview Tips

Before the Interview:

- Review the person's role and responsibilities
- Prepare specific examples relevant to their job function
- Set up in their normal work environment if possible

During the Interview:

- Ask for specific examples rather than general statements
- Use follow-up questions like "Can you tell me more about that?" or "What happened next?"
- Observe their actual workspace and current system setup
- Take notes on their emotional reactions and body language

After the Interview:

- Complete the template within 24 hours while details are fresh
- Validate key points with the interviewee if needed
- Look for patterns across similar roles

Interview Guide Questions

Opening Questions

1. Can you walk me through what a typical day looks like for you?
Click or tap here to enter text.
2. What does your role involve, and how long have you been doing this work?
Click or tap here to enter text.
3. How would you describe your comfort level with technology in general?
Click or tap here to enter text.

Current System Usage

4. Which mainframe applications do you use regularly, and what do you use each one for?
Click or tap here to enter text.
5. Can you show me how you typically complete [specific task] in the current system?
Click or tap here to enter text.
6. What parts of the current system work really well for you?
Click or tap here to enter text.
7. What frustrates you most about the current system?
Click or tap here to enter text.
8. Tell me about a time when the system was down - how did that impact your work?
Click or tap here to enter text.
9. Are there any workarounds you've developed to get things done?
Click or tap here to enter text.

Daily Workflow

10. What's the first thing you do when you start work each day?
Click or tap here to enter text.
11. Walk me through your busiest time of day - what's happening then?
Click or tap here to enter text.
12. Who do you typically interact with during your workday?
Click or tap here to enter text.
13. What information do you need to get your job done, and where does it come from?
Click or tap here to enter text.
14. How do you prioritize your tasks when you have multiple deadlines?
Click or tap here to enter text.
15. What happens at the end of your day - any specific wrap-up activities?
Click or tap here to enter text.

Collaboration and Communication

16. Who depends on the work you do in the system?
Click or tap here to enter text.
17. When you need help with something, who do you usually ask?
Click or tap here to enter text.
18. How do you typically communicate with your team/other departments?
Click or tap here to enter text.

19. Tell me about a time when you had to coordinate with others to complete a task.
Click or tap here to enter text.

Decision Making

20. What decisions can you make on your own versus what needs approval?
Click or tap here to enter text.
21. When you're unsure about something, how do you typically get clarification?
Click or tap here to enter text.
22. Can you give me an example of a recent decision you had to make at work?
Click or tap here to enter text.

Learning and Change

23. Tell me about the last time you had to learn a new system or process at work.
Click or tap here to enter text.
24. What's your preferred way to learn new technology?
Click or tap here to enter text.
25. When you're stuck on something technical, what do you do?
Click or tap here to enter text.
26. How do you feel about the upcoming migration to the cloud system?
Click or tap here to enter text.
27. What concerns you most about this change?
Click or tap here to enter text.
28. What are you hoping will be better with the new system?
Click or tap here to enter text.

Success and Goals

29. How do you know when you've had a successful day at work?
Click or tap here to enter text.
30. What would make the new system successful from your perspective?
Click or tap here to enter text.
31. If you could change anything about how technology supports your work, what would it be?
Click or tap here to enter text.
32. What advice would you give to the team designing the new system?
Click or tap here to enter text.

Closing Questions

33. Is there anything about your daily work that we haven't talked about?
Click or tap here to enter text.
34. What questions do you have about the migration?
Click or tap here to enter text.
35. Is there anything else you think would be important for the team to know?
Click or tap here to enter text.

Daily Timeline

Morning (8:00 AM—12:00 PM)

Time Block: Click or tap here to enter text.

Primary Tasks: Click or tap here to enter text.

Systems Accessed: Click or tap here to enter text.
People Interacted With: Click or tap here to enter text.
Pain Points/Challenges: Click or tap here to enter text.

Time Block: Click or tap here to enter text.
Primary Tasks: Click or tap here to enter text.
Systems Accessed: Click or tap here to enter text.
People Interacted With: Click or tap here to enter text.
Pain Points/Challenges: Click or tap here to enter text.

Afternoon (12:00 PM—5:00 PM)

Time Block: Click or tap here to enter text.
Primary Tasks: Click or tap here to enter text.
Systems Accessed: Click or tap here to enter text.
People Interacted With: Click or tap here to enter text.
Pain Points/Challenges: Click or tap here to enter text.

Time Block: Click or tap here to enter text.
Primary Tasks: Click or tap here to enter text.
Systems Accessed: Click or tap here to enter text.
People Interacted With: Click or tap here to enter text.
Pain Points/Challenges: Click or tap here to enter text.

End of Day (5:00 PM+)

Wrap-up Activities: Click or tap here to enter text.
Information Handoffs: Click or tap here to enter text.
Tomorrow's Preparation: Click or tap here to enter text.

Persona Overview

Brief Character Summary (2-3 sentences capturing their professional identity and relationship with technology): Click or tap here to enter text.

Key Personality Traits:

- Technology Adoption Style: Early Adopter Cautious Evaluator Reluctant User Requires Significant Support
- Work Style: Detail-oriented Big Picture Collaborative Independent Process-driven Flexible
- Communication Preference: Face-to-face Email Chat/IM Phone Documentation

Goals and Motivations

Professional Objectives: Click or tap here to enter text.
Personal Motivations: Click or tap here to enter text.
Definition of Success: Click or tap here to enter text.

Career Aspirations: Click or tap here to enter text.

Current Technology Interaction

Primary Mainframe Applications Used:

- Application 1: Click or tap here to enter text. (Frequency: Click or tap here to enter text.)
- Application 2: Click or tap here to enter text. (Frequency: Click or tap here to enter text.)
- Application 3: Click or tap here to enter text. (Frequency: Click or tap here to enter text.)

Level of System Dependency: Critical – Can't work without it High – Major impact if unavailable Moderate – Some workarounds exist Low – Minimal impact

Favorite System Features: Click or tap here to enter text.

Current Pain Points: Click or tap here to enter text.

Workarounds Currently Used: Click or tap here to enter text.

Collaboration Patterns

Regular Collaborators:

- Internal Team: Click or tap here to enter text.
- Other Departments: Click or tap here to enter text.
- External Partners: Click or tap here to enter text.

Information Flow:

- **Receives information from:** Click or tap here to enter text.
- **Provides information to:** Click or tap here to enter text.
- **Reporting relationships:** Click or tap here to enter text.

Communication Methods:

- **Formal processes:** Click or tap here to enter text.
 - **Informal networks:** Click or tap here to enter text.
 - **Preferred communication style:** Click or tap here to enter text.
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Decision-Making Authority

Independent Decisions: Click or tap here to enter text.

Requires Approval: Click or tap here to enter text.

Information Gathering Process: Click or tap here to enter text.

Influence Level: High – Others seek their input Moderate – Input valued within team Low – Primarily follows direction

Technology Comfort Zone

Current Technical Skills:

- **Mainframe proficiency:** Expert Advanced Intermediate Basic
- **General computer skills:** Expert Advanced Intermediate Basic
- **Learning new software:** Very comfortable Somewhat comfortable Needs guidance Requires significant support

Learning Preferences:

- **Preferred training method:** Hands-on practice Documentation Video tutorials Instructor-led Peer learning
- **Support needs:** Minimal Occasional check-ins Regular guidance Constant support

Past Technology Changes: Click or tap here to enter text.

Help-Seeking Behavior: Click or tap here to enter text.

Change Concerns and Opportunities

Specific Migration Worries: Click or tap here to enter text.

Potential Resistance Points: Click or tap here to enter text.

Anticipated Benefits: Click or tap here to enter text.

Change Readiness: Excited Cautiously optimistic Neutral Concerned Resistant

Success Metrics

Quantitative Measures: Click or tap here to enter text.

Qualitative Improvements: Click or tap here to enter text.

Must-Have Features: Click or tap here to enter text.

Nice-to-Have Enhancements: Click or tap here to enter text.
