User Personas

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Network Outage Coordination and Automated Notification System

These fictional people represent project roles. Their portraits are AI-generated and are consistent with the illustrated storyboards. They are not interview participants or evidence of completed testing.



Jordan Reed

Network engineer | Network admin login

Context: Creates outage requests and checks their impact. Represents specialist users like me.

Goal: See the full affected branch and notify the right sites.

Difficulty: Downstream nodes are easy to miss; outage labels can be unclear.

What the system needs: A separate account, engineer home screen, selectable node map, direct/downstream labels, UTC guidance, recipient review, and request history.



Aisha Grant

Designated approver | Approver login

Context: Reviews planned work through her own approval queue.

Goal: Decide using the full node/service impact, schedule, and urgency.

Difficulty: A submitted or urgent request may be mistaken for approved work.

What the system needs: A separate account, saved impact map/list, clear approve/reject actions, decision comments, and an approval gate before customer release.

Supporting and site-contact roles



Daniel Brooks

Internal operations | Update recipient

Context: Coordinates the work using simulated submission and decision updates.

Goal: Know what is waiting, approved, or rejected and which sites depend on it.

Difficulty: Missing scope or status updates make coordination harder.

What the system needs: Internal updates with selected and downstream nodes, affected services, UTC windows, and decision status. No extra public login role is added for him.



Elena Torres

Customer site contact | Site-contact login

Context: Signs in to see notices for assigned Site Alpha only.

Goal: Understand approved service interruptions and plan around them.

Difficulty: Unapproved work or another site's information can cause confusion.

What the system needs: A separate account, verified site access, approved-notice home screen, clear impact and UTC times, and no access to pending or rejected requests.

A designated account/setup manager can approve role and site assignments and maintain the fictional network. That trusted setup permission is separate from outage approval. I will perform setup and test the three login roles myself.