



Michele

Age: 32
Status: Single
Education: Bachelors Degree in Zenidian
Occupation: Network Analyst at Big Government Intelligence Agency (BGIA)

Personality: Determined, diligent, analytical/data driven, responsible, adaptive, versatile, Type A.

Skills: (Pros) High level intelligence, analytical skills, ensuring compliance with policies, identifying patterns, conducting research, insights of complex data, decision making, problem-solving.
(Cons) Global telecommunications and not detail-oriented.

Motivations: As a network analyst for BGIA, I find motivation in the pursuit of career advancements. Each day presents a new challenge, and I also find incentive in discovering new evidence, as well as in better communication. The energy and thrill of piecing together data drive my passion for the work. Additionally, I find motivation through trust within the workspace. With each experience, I undergo personal growth and validation, reinforcing my dedication to continuous learning and improvement. Confidence in my workflow allows me to approach each task with precision and clarity, knowing that my contributions make a meaningful impact in the field.

Pain Points: Documentation, compliance, policy concentration, staying up to date with trends, speed of work, lack of experience, lack of formal training.
Goals: Contribution to an analyst team, collaboration, expanding proper documentation, ensuring compliance, understanding of data.

Stage

Tasks

(Overview of the Processes)

Technology

Goals

Feelings

- Satisfied
- Neutral
- Troubled

Data Flow

- Task
- Collab
- Findings
- Processes
- Non Compliance
- Query

Pain Points

9am

10am

11am

12pm

1pm

2pm

3pm

4pm

5pm

6pm

Review + Emails + Assignments

Craft + Execute Queries

Analyze Results

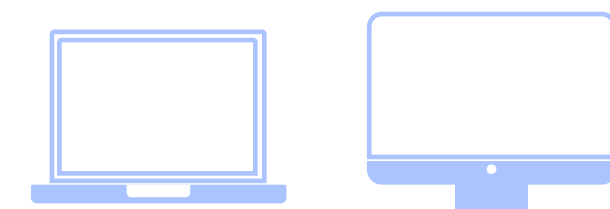
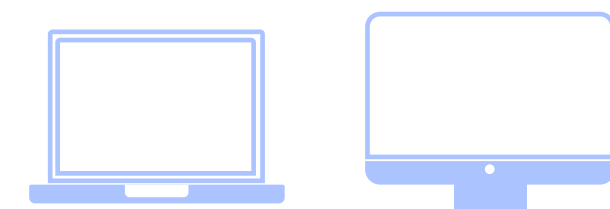
Document and Share Results

- Logs into the System
- Checks Emails and notifications
- Organizes Information from different sources
- Review Assignments
- Look-up tasks
- Prioritises info

- Opens into a authorized dataset
- Reviews Tradecraft
- Checks for required compliance
- Starts a specific query
- Meanwhile,
 - Checks to do list
 - Plans Documentation

- Gets Results
- Clean the data
- Find amplifying information on results
- Visualise patterns in data
- Contextualize information
- Investigate possible gaps

- Summarize findings
- Contextualise results into easy to understand formats
- Document in different places and formats
- Shares documentation across teams (analysts, leadership etc)
- Prepare for next day



Find valuable information

Setting up queries efficiently

Communication between teams

Protecting sensitive information

Impact + contribution

Intellectual stimulation

Sense of responsibility

Global Impact

Understanding different tools

Ensure safety/ patriotism

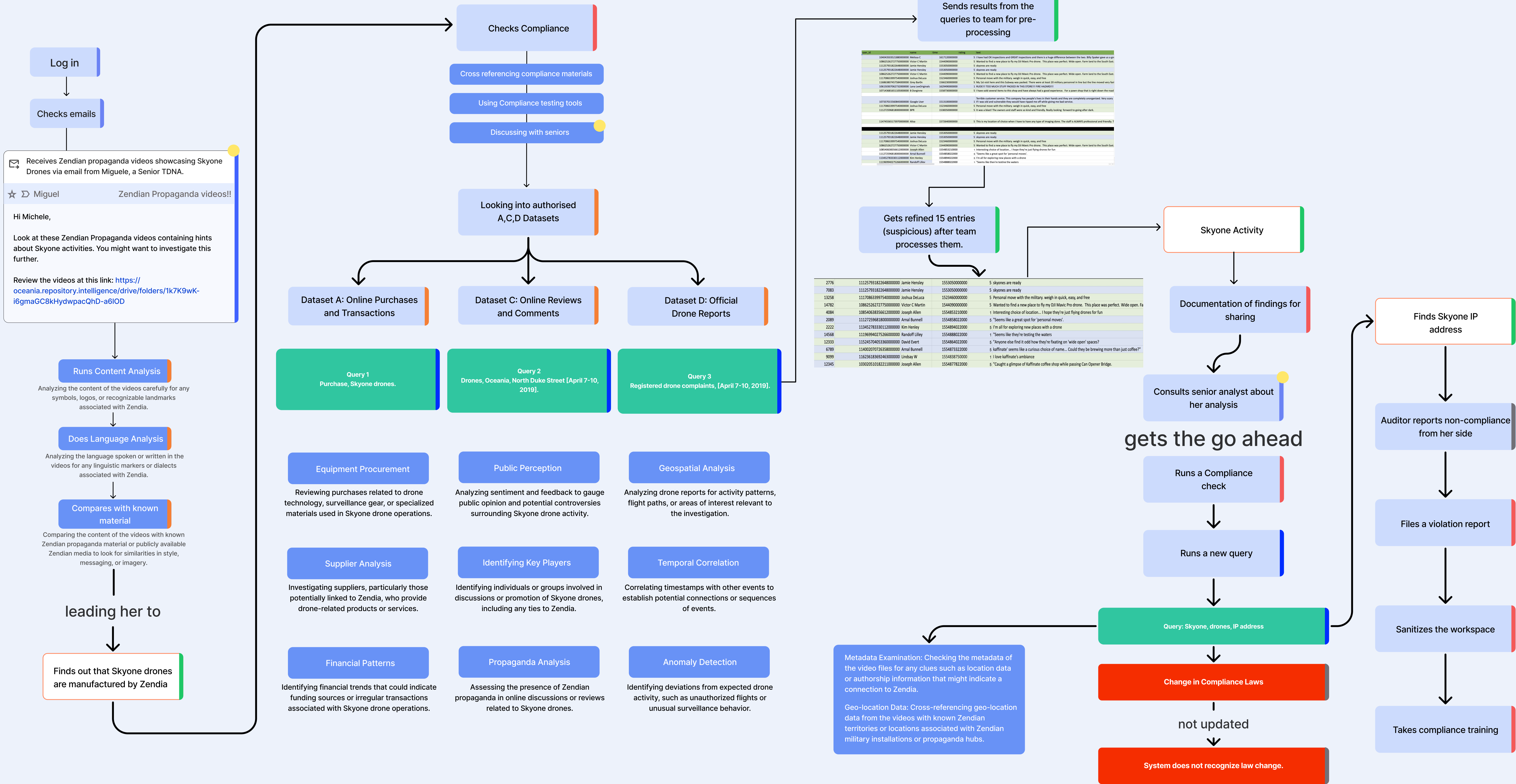
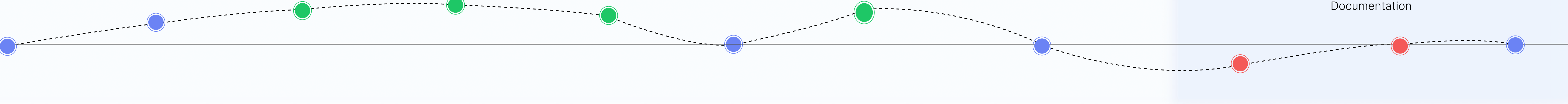
Learning from peers (collaboration)

Public service

Fulfillment/ self-satisfaction/ self-growth as an analyst.

Staying compliant to regulatory policies.

The thrill



Multiple sources of information
Loss of Data
Confusing comprehension of task

Prioritizing task (based on quality of data)
Communicating - timeline of replies

Limited access to data-bases

Have to be very precise with query.
Cannot think out of the box/ have to be overly cautious.

Organizing data
Documenting process and results
Documenting readable/ understandable formats.

Communicating - timeline of replies
Tradecraft is old/outdated
Software limitations/tools
Software/ tool updates - changing laws.
Multiple tools to navigate through.
Changing tools + rules + procedure.

Complexity of paperwork.
Time consuming
Recalling all details of documenting
Accountability at every step - leads to being overly cautious.
Risk of errors
Time consuming