

Exercise: Design Techniques & Processes

ACME Water managers rely on 3rd party contractors to support their SCADA infrastructure, but worried about disgruntled insiders wishing to cause harm.

Conduct user research on instrumentation engineers and create a persona (Victor) that characterises archetypical behaviour of such engineers. You should also summarise their security and trust expectations.

Tasks

1. Elicit factoids from the data sources below.

Source	URL
Meet the SCADA engineer who stops your bag getting lost at the airport	https://bit.ly/34bys10
How to become a SCADA Technician	https://bit.ly/34aWTLX
Day in the Life of a Controls Engineer	https://bit.ly/2Pr58An
A day in the life of a process controls engineer? (reddit thread)	https://bit.ly/2Zx8t4B
Day in the Life of a Instrument Technician	https://bit.ly/2MLxRgW
A day in the life of an Instrumentation and Controls Engineer	https://bit.ly/2MLIXUn
A Day in the Life of an Instrument and Electrical Technician	https://bit.ly/2zyfXpy
How is the typical day of an Instrumentation Engineer ?	https://bit.ly/2ZE8uDP
Day in the Life: Controls Engineer (reddit thread)	https://bit.ly/2ZFZLNk

2. Affinity diagram the factoids collected.
3. Create persona characteristics from each group of factoids.
4. Draft a persona description (Victor) of an instrument engineer that incorporates these characteristics.
5. Summarise Victor's security and trust expectations.