**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/2MLlXUn |
| 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 |

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