PERSONA MATRIX

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Executive | | | Corporate Officer /  Clinical Admin | Corporate Mobile | | | | Clinical Clinic | Clinic Mobile | Support Worker |
| User Description | Highly Mobile user who tends to travel between WHT and community or non-trust sites and home | | | User spends majority of the time in the same office with limited travel | Highly mobile user who tends to be mobile between the hospital locations and home | | Highly mobile user who tends to travel between the hospital and other trust or non-trust locations and home | | User spends majority of time in the hospital and some travel in the community | User is highly mobile and travels to clinics, patient homes and a range of care meetings | User based mostly in a fixed location, large amount of time spent on the phone |
| Example role | Director, Manager, Team Leader | | | Medical Secretary, Receptionist | Director, Manager, Team Leader | | | | Pharmacist, Clinician, Matron | District Nurse, Health Visitor, School Nurses | Receptionist, Service Desk, Service Centre |
| Client Device | Virtual Desktop | and/or | Laptop | Virtual Desktop | Virtual Desktop | and/or | | Laptop | Virtual Desktop | Laptop | Virtual Desktop |
| Tablet | | | Tablet | | | | Tablet |
| Desk Phone | Direct dial telephone number | | | Internal extension telephone number | Direct dial telephone number | | | | Direct dial telephone number | Direct dial telephone number | Internal extension telephone number |
| Manager / PA configuration (Optional) | | | Virtual telephone | Virtual telephone | | | | Virtual telephone | Virtual telephone | Virtual telephone |
| Mobile Device | Smart phone data sim | | | No Mobile | Smart phone data sim | | | | Voice / Text mobile (if required) | Smart phone data sim | No mobile |
| Printing | Managed print service manager / PA configuration (Optional) | | | Managed print service | Managed print service | | | | Managed print service | Managed print service | Managed print service |
| Office 365 | Office 365 Licence  E5 / E3 | | | Office 365 Licence  E3 / E1 | Office 365 Licence  E1 / E3 | | | | Office 365 Licence  E1 | Office 365 Licence  E1 | Office 365 Licence  E1 |