



Net New Nancy

Motivations

I'm working on a new program for government that deals with some pretty sensitive information. I want to ensure our privacy considerations are handled responsibly.

Disposition

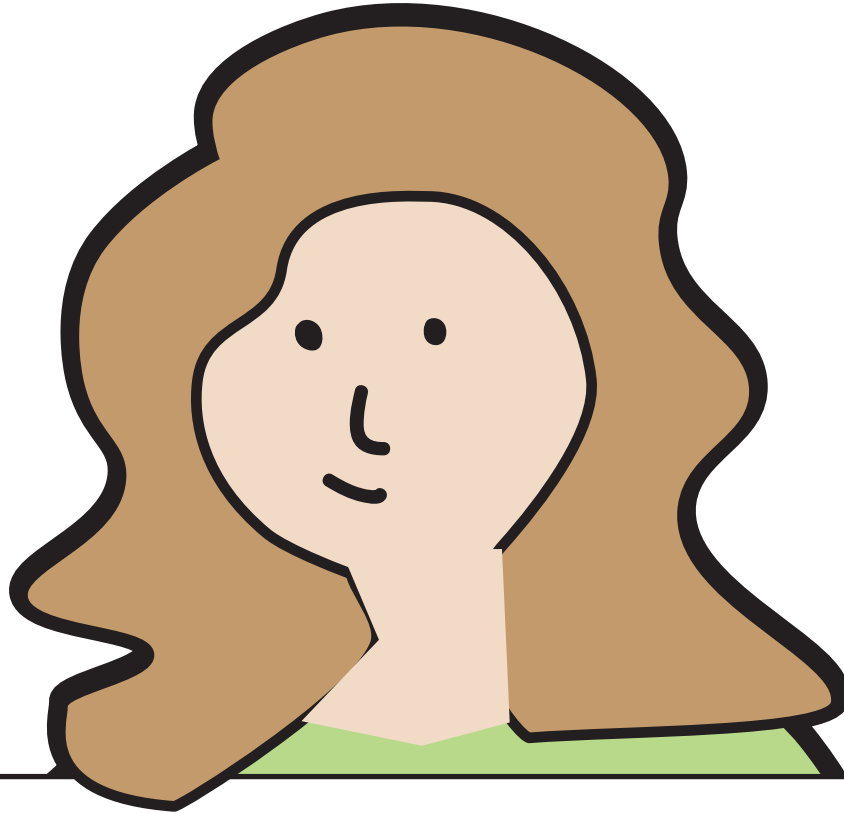
First time leading a project — “The first time I saw the template I was completely overwhelmed that I would have to create it.”

Expectations

To have assistance; to address privacy adequately and efficiently addressed within the context of the project.

Pain points

I can't tell what to expect, what the process will look like, or how long it will take?



Rushed and Unaware Ruth

Motivations

My team is adding a new data collection point to our program so we can save resources. I want to get my PIA signed off as soon as possible.

Disposition

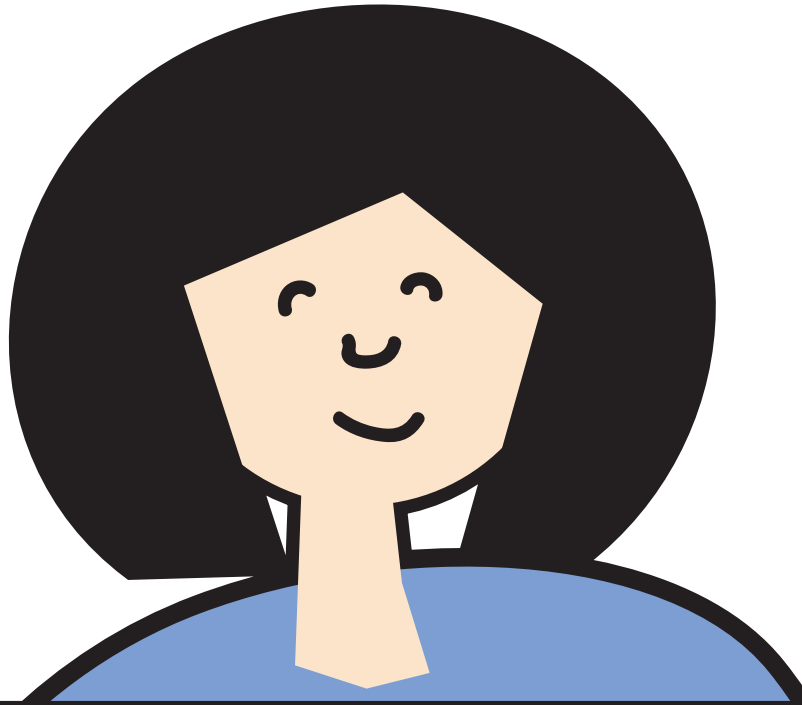
Experienced with PIAs — “I’ve done a good handful of PIAs over the course of my career.”

Expectations

To have a quick turn-around and sensible risk mitigations, to have a process that is proportional to the sensitivity of my project.

Pain points

The process feels long and drawn out. Everything except for the PIA is ready.



Copying Kat

Motivations

I want to help my program use industry best practice methods and approaches. A lot of these methods and approaches are ones that other teams in government have used.

Disposition

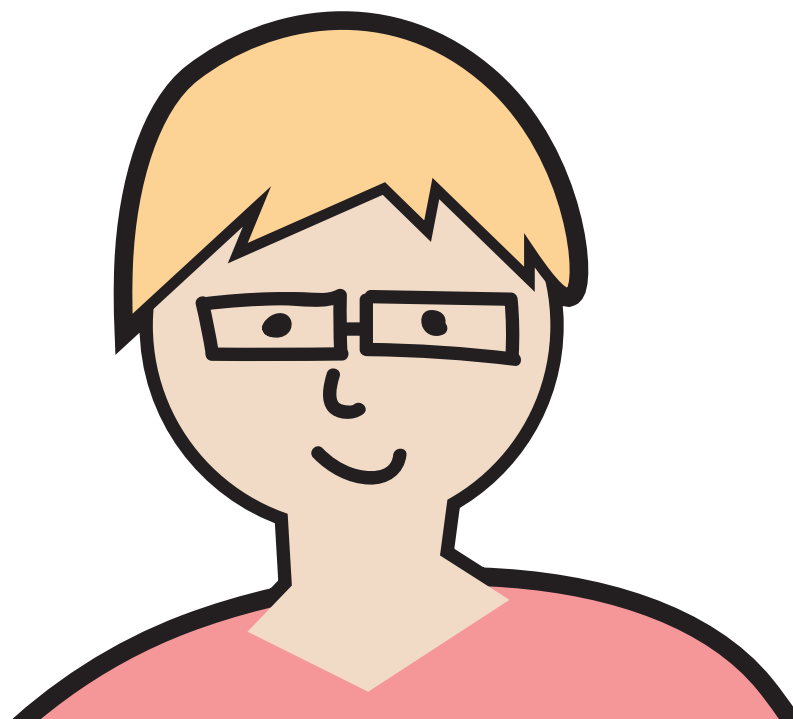
Inexperienced with PIAs — “I get the concept of a PIA, but I’m not sure why so much time and resources are necessary.”

Expectations

To leverage past work done in other areas.

Pain points

Different interpretations from experts in different ministries.



Tool-request Tom

Motivations

I'm looking for a tool that can help my team work more efficiently. I want to know if it's appropriate to use this given tool and if not which tools I can use.

Disposition

PIA Aware — "I've done a good handful of PIAs over the course of my career."

Expectations

To quickly learn if a tool is compliant and if there are any restrictions for its use. If the tool is not compliant is there another tool that is pre-approved.

Pain points

Each PIA on a tool is really extensive and time consuming. There is no easy way to identify alternative tools.