**User Personas and User Stories Catalog**

**5.1 User Personas**

| **Persona Name** | **Description** | **Key Goals** | **Challenges** |
| --- | --- | --- | --- |
| Field Officer Fiona | Works in remote locations, collects data on the ground. | Submit timely resource requests, work offline. | Poor internet connectivity, complex UI. |
| Operations Manager Omar | Oversees multiple field teams, monitors resource allocation. | View consolidated dashboards, generate reports. | Information delays, fragmented data sources. |
| IT Support Ian | Provides technical support and system maintenance. | Ensure system stability, manage integrations. | Lack of documentation, legacy systems. |

**5.2 User Stories**

| **ID** | **As a...** | **I want to...** | **So that...** | **Priority** |
| --- | --- | --- | --- | --- |
| US1 | Field Officer | enter beneficiary data offline | I can work in areas with no internet | High |
| US2 | Operations Manager | generate real-time operational reports | I can make informed decisions quickly | High |
| US3 | IT Support | monitor system logs and user activities | I can ensure security and troubleshoot issues | Medium |
| US4 | Donor Agency Rep | access transparent financial and operational reports | I can verify appropriate use of funds | High |