Proposal to the Office of Systems Integration (OSI)

Request for Information (RFI) #75001

For
Agile Development Pre-Qualified (ADPQ) Vendor Pool

User Personas

June 3, 2016

Strategy! Innovation! Transformation!

Revision History

Version	Date	Description of Updates	Author
DRAFT	05/20/2016	Created the Initial Version	xFusion
1.0	06/03/2016	Updated for review comments	xFusion

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1 Introduction

The user persona development is a part of the design process that identifies and prioritizes the roles and user characteristics for the SafeKids system. Once the user personas are defined, then the team starts the design and development based on the user personas.

The application development team interacts with the users and also assumes ceratin characteristics whenever necessary. Through open discussion, research and observation, we identified goals, motivations, and contextual influences that drove the development user stories to support the profiles. Based on this information, we formulated one user persona to represent the biological parent.

2 User Persona Detals

2.1 Biological Parent

Parent Name: Piotr Palacz
Parent Age: 42
Parent Technology: Desktop, Laptop, mobile devices (mobile phones and tablets)
Pain Points:

- *How can I better track my child and what is happening to him?*
- *Can I lookup for Foster Care facilities in my zip code and request for my child(ren) to be placed in a facility that is nearest to my home?*
- *Can I communicate safely with the case worker assigned to my child(ren)?*
- *Can I communicate safely with the foster care facility where my child(ren) is/are living?*

NOTE: Please note that Piotr Palacz is not a Biological Parent of a Foster Child in real life. He assumed the role of the Biological Parent of a Foster Child for this prototype purpose.