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|  | **Proposal to the**  **Office of Systems Integration (OSI)**  **Request for Information (RFI) #75001**  **For**  **Agile Development Pre-Qualified (ADPQ) Venfor Pool**  **User Personas**  **June 3rd , 2016** |

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*Strategy! Innovation! Transformstion!*

Revision History

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| --- | --- | --- | --- |
| Version | Date | Description of Updates | Author |
| 1 | 06/03/2016 | Created the Initial Verson | xFusion |
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# 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 product development team interacts with the users and also assumes ceratin characteristics whenever necessary. Through open discussion, observation, and research of the FDA data we identified goals, motivations, contextual influences, that drove the development user stories to support the profiles. Based on all this information we formulated one user persona to represent the parent.

# User Persona Detals

## Parent

Parent Name: Prasad Kumaran

Parent Age: 42

Parent Technology: Desktop, Laptop, mobile device, 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 zipcode and request for my child(ren) to be placed in a facility that is near to my home?
* Can I communicate safely with the case worker assigned to my child(ren)?
* Can I communicate safely with the facilty where my child(ren) are?