Governor's Portal "Personas"

One of the tools being developed by FirstNet aims to anticipate the information needs and user experience of the various stakeholders that will visit the access-controlled Governor's Portal. This "side" of the portal will contain the detail to enable the Governor to make an informed decision when reviewing the FirstNet State Plan. Public safety entities and other FirstNet end users interested in the details of FirstNet services can access the necessary information on the "open" side of the portal, which will not be access-controlled.

To make navigation of the State Plan easier for those who will play a role in the ultimate decision process, FirstNet has identified a series of "Personas," or profiles of the types of users that will read the State Plan. These users are expected to provide feedback to the decision maker of each state and territory regarding whether to adopt the FirstNet plan or assume responsibility for a state-deployed RAN.

These users, who will range from Governors' staff members to Chief Information Officers, each have unique perspectives and focus areas in navigating the plan to access the information most relevant to them. For example, a State CIO may focus on the technical and security elements of the plan, whereas a State Budget Officer may concentrate on financial information.

Personas have been identified for a range of anticipated portal users, including, but not limited to:

- **SPOC/Governance Body**
- **Governor**
- **Governor's Staff** (Chief of Staff, Policy Advisors, etc.)
- **State Chief Operations/Budget Officer**
- **State Chief Information Officer** (CIO)
- **State Legal Counsel** (Attorney General)
- **State Officials – Other** (Head/Directors of State Agencies)
- **Local Executives** (Police and Fire Chiefs, Mayors, Public Safety Leaders, etc.)
- **Technical/Security Reviewer** (Public Safety technical experts, consultants, etc.)
- **Tribal Leader**