THE DATA OWNER

Name: Yolanda Sargent   **Age:** 34   **Occupation:** Lead Accountant, GS-14 Veterans Benefits Admin., VA   **Location:** Washington, D.C.

Yolanda was recently promoted to Lead Accountant after being a staff accountant for 6 years. Her boyfriend is a Veteran and she is proud to play a role in serving Vets.

In her spare time, she enjoys cooking and entertaining. She also serves as a mentor for kids at a youth program in Montgomery County.

> " *I need a painless way to upload my data, correct errors, and submit with confidence.* "

Goals & Tasks

- Validate and submit monthly uploads to USASpending on time

- If errors are found, return them to appropriate staff accountant(s) for correction and resubmit corrected records

- View submission status and history; ensure agency performs well, and see that program spending matches what was authorized

Attitudes & Motivations

- Wants to make sure agency is compliant with DATA Act

- Wants to guard the reputation of her agency

- Feels reporting is burdensome. Wants to see less redundancy and time spent reporting

Pain Points

- Non-technical: managing multiple stakeholder relationships; antiquated systems

Skills

Financial
Technological

Tools

Computer   Windows + Laptop + Monitor

Phone   BlackBerry

Browser   Chrome   e⁹

Software   Excel   Hyperion

Design Implications

- Clean, uncluttered interface

- Clear and detailed error identification

- Inline help