

DTMO Path Analysis

On site project kickoff

August 14, 2018

Welcome

Activity	Time
Introductions, goals and details	10:00–10:30
DTMO Leadership briefing	10:30–10:45
Exercise 1: Mapping the problem	10:45–11:15
Exercise 2: Understanding the vision	11:15–12:00
Lunch (60 min)	12:00–13:00
Exercise 3: Measuring success	13:00–13:30
Exercise 4: Understanding risks	13:30–14:00
Break (15 min)	14:00–14:15
Moving forward	14:15–15:00
Adjournment	15:00

The Team

Eddie A Tejeda

18F Product Manager

eddie.tejeda@gsa.gov

Cordelia Yu

18F Content Strategist

cordelia@gsa.gov

Kathryn Connolly

18F Account Manager

kathryn@gsa.gov

ICEBREAKER

Introductions

1. Your name.
2. Your role.
3. One sentence for what you hope this project will deliver for you and DTMO.

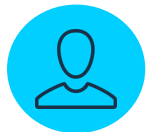


Background on ^{18}F

**We're government
employees that can
help you build, buy,
and share the best
digital government
services available.**



18F guiding principles



Use **human-centered design** to focus on software that meets actual people's needs



Structure contracts to **support modularity, lower costs, increase quality, and avoid vendor lock-in**



Ensure that **agile development methodologies** are employed to deliver working code sooner



Utilize **product thinking** to prioritize, focus work, and deliver demonstrable value



Leverage **open-source software**, and select modern tech stacks to ensure long-term sustainability

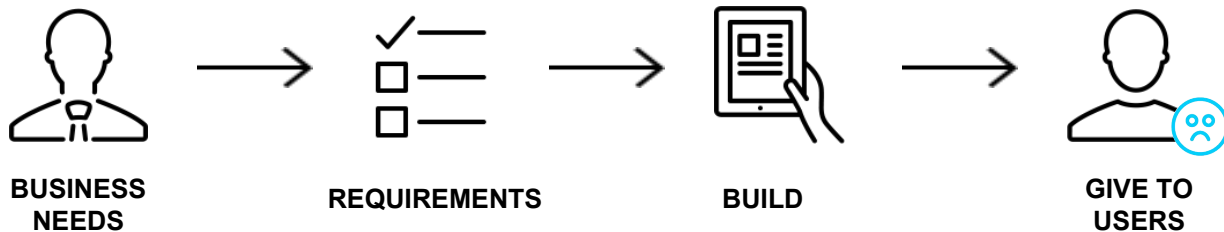


Communicate clearly about methods, lessons-learned, and recommendations

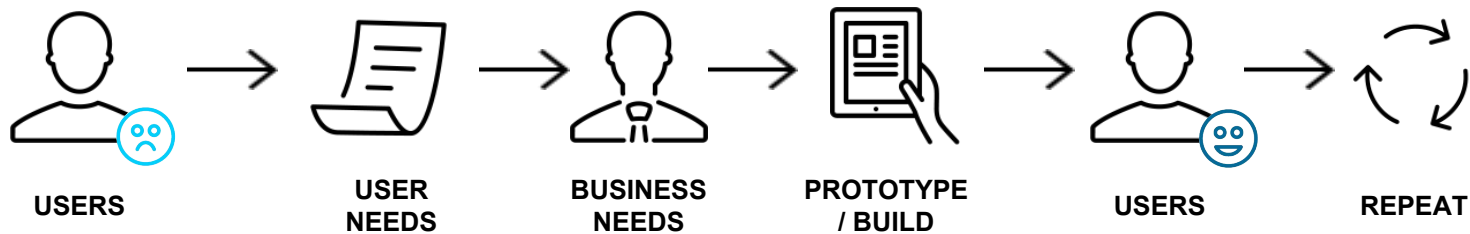


Human centered design

FROM



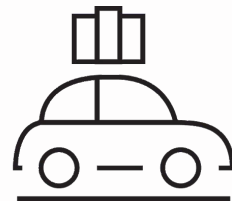
TO



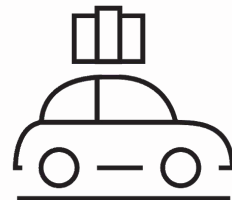
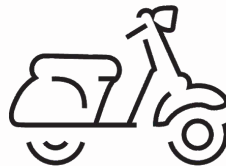


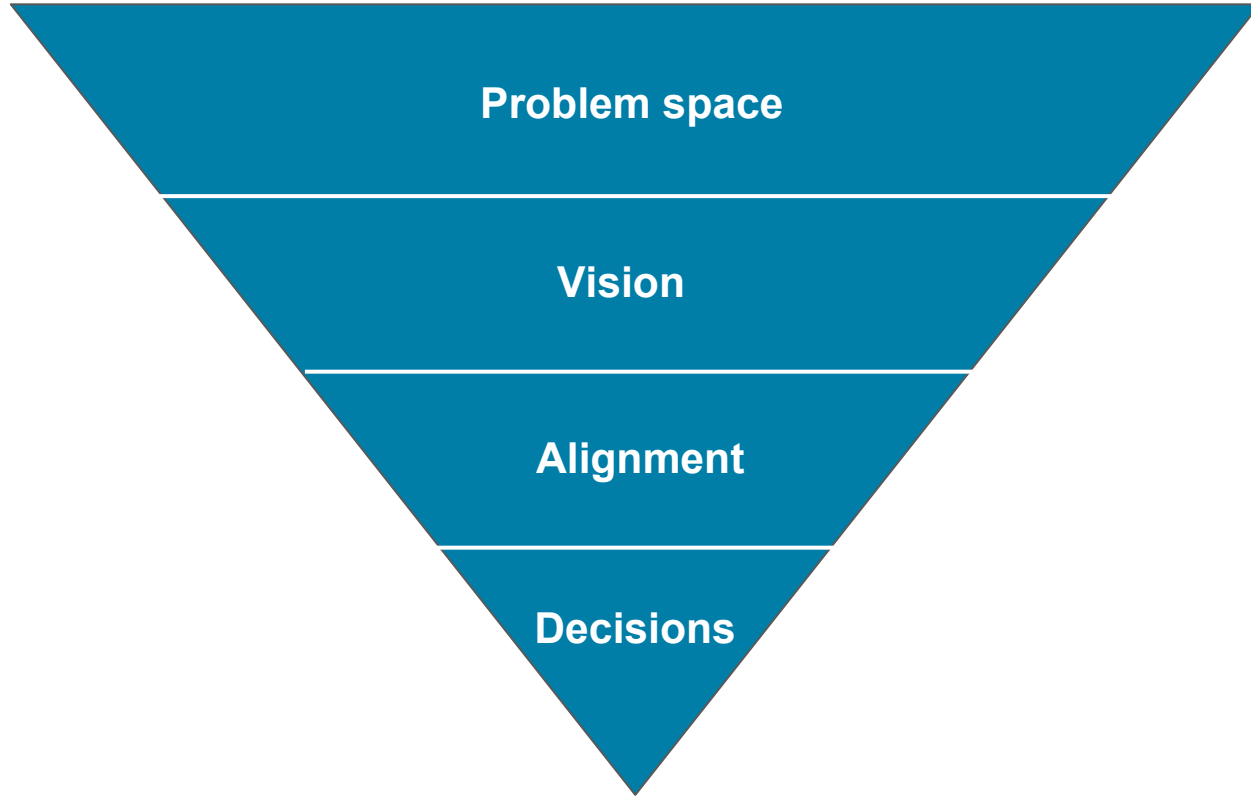
Agile: delivering value

FROM



TO





Engagement: Timeline

Week 1-2	Weeks 3-4	Weeks 5-6	Week 7-8
<ul style="list-style-type: none">• Background research• Phone introductions• Kickoff	<ul style="list-style-type: none">• Develop problem statement, vision, and approach• Research	<ul style="list-style-type: none">• Additional research• Additional analysis• Prototyping (as needed)	<ul style="list-style-type: none">• Synthesized findings, recommendations, and next steps• Final presentation

^ we are here

Goals for the day

Build alignment on our overall objectives, expectations, opportunities, limitations, and what we expect to deliver

Confirm timeline

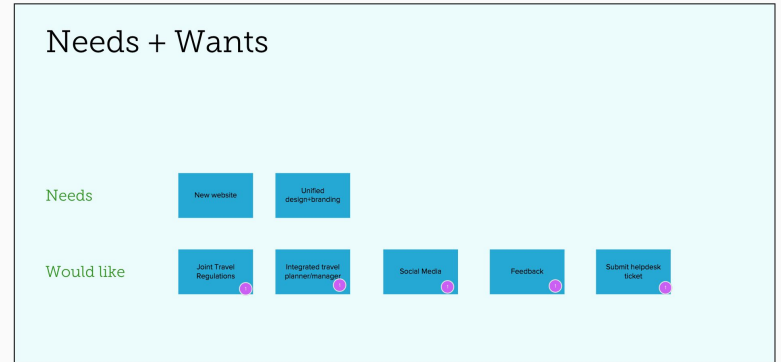
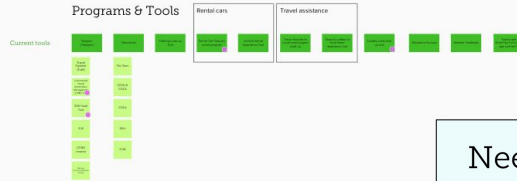
Develop a shared sense of our current state and future vision

Hone scope and determine a starting point from which we can produce the most value

Identify any other key questions, concerns, and next steps

What we've reviewed so far:

1. **Phone kickoff with team**
2. **DTMO Website Redesign - Functional POCs**
3. **DTMO Website Overview Document**
4. **DTMO Website Overview Presentation**
5. **Defense Travel Management Office FY 2017 – FY 2021 Strategic Plan**

DTMO programs, org
chart, and stakeholders

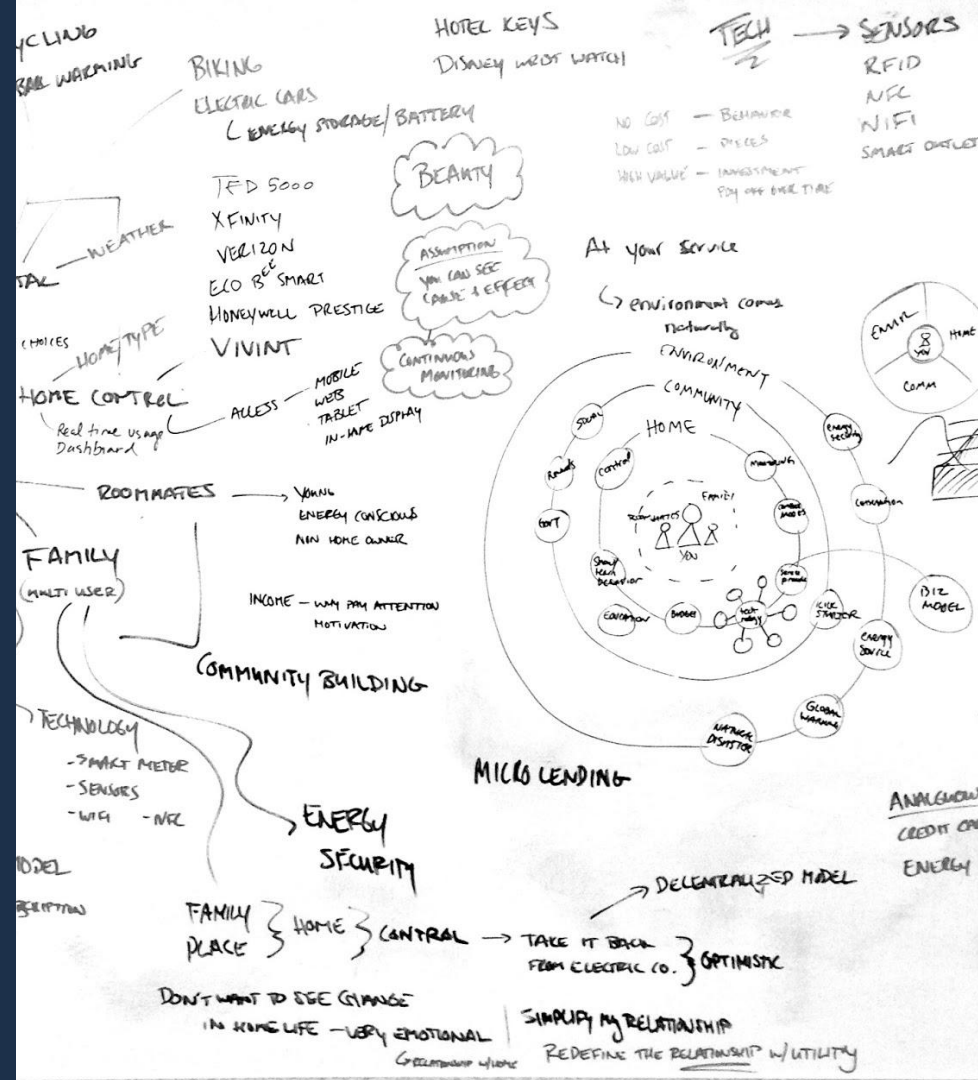
DTMO Executive Leadership briefing

PROBLEM SPACE

Starting with the problem

What problem are we trying to solve and who are we solving for?

Lets map the problem space.



Exercise 1

**On each sticky note:
What are your biggest pain
points?**

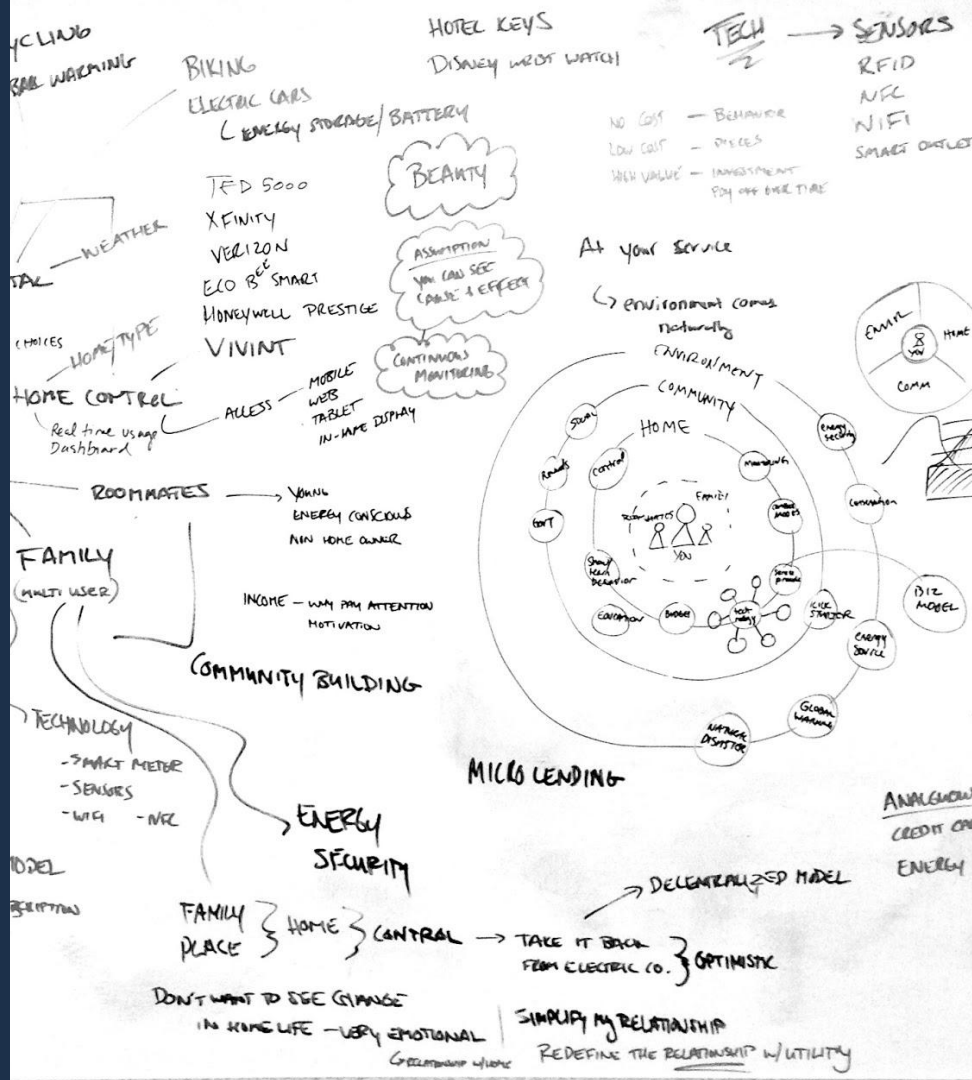
Exercise 1

Lets group into themes and discuss. Any pattern emerge?

The big picture

In your wildest dreams, what does success look like?

How can we help you chart a path to get there?



Exercise 2a

What are two biggest opportunities for improvement in DTMO?

Exercise 2b

**What are two biggest
opportunities for improvement in
your work?**

Exercise 2

Dot voting and discuss

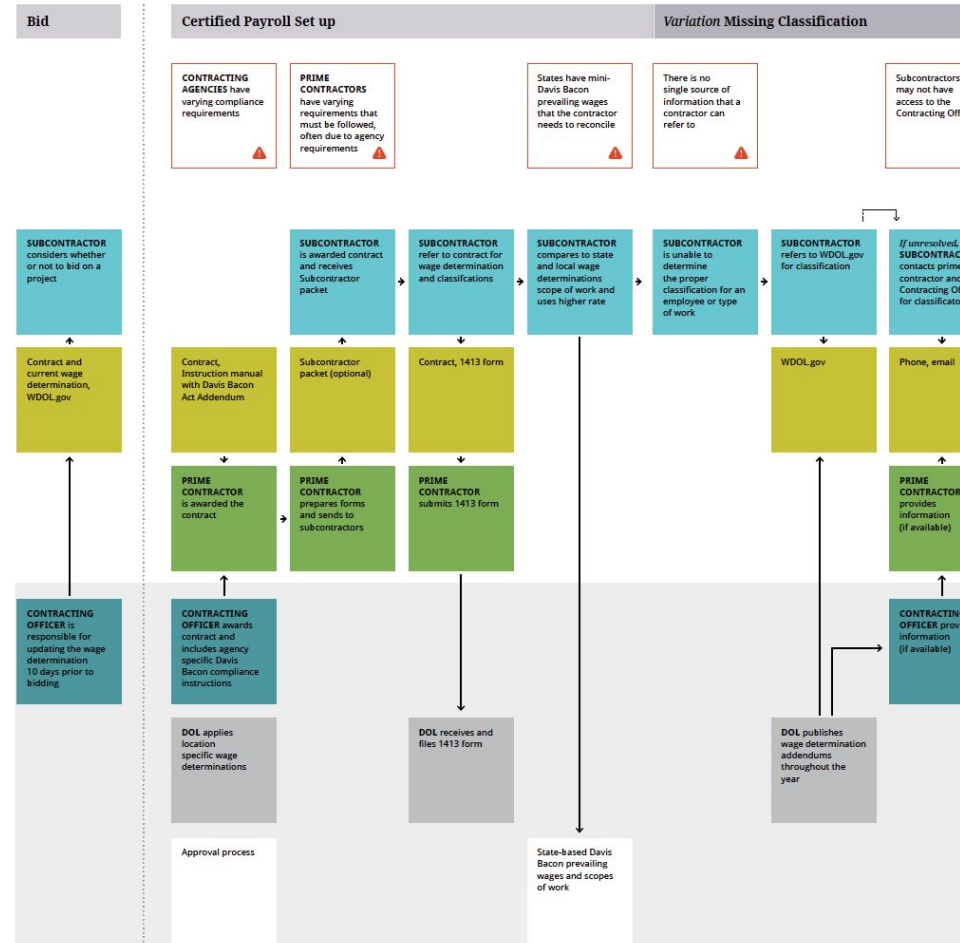
Lunch

12:00-13:00

SUCCESS

Measuring success

What signals let us know we're headed down the right path?



Exercise 3

What signals let us know we're headed down the right path?

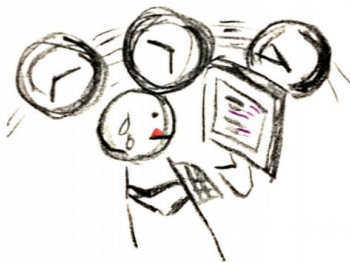
RISKS

Managing risks

Lets surface the risks in this engagement and the project as a whole.

USER ARCHETYPE

The clock racer



USER ARCHETYPE

The clock racer

WHO THEY ARE

This unfortunate soul has been given way too much work to do in too little time.

WHY THEY'RE USING THE STANDARDS

They want to be able to stand up quick prototypes and sites with minimal fuss. They choose resources that allow them to get up and running quickly and they don't want to have to read a lot of documentation to be able to do it.

CONCERNS & CHALLENGES

They are more likely to choose a tool they are already familiar with than to experiment with an unfamiliar resource. If getting started is too confusing or takes too long, they will choose a different resource. Copy-paste is their M.O.

Exercise 4

What are the risks we'll be glad we took into account at the end of this engagement?

Break

15 minutes

Moving forward

- What we heard today
- What to expect
- Our approach
- Communication plan



Next Steps

Next week:

- Summarize and report our findings
- Conduct internal team interviews
- Propose problem statements and vision for rest of engagement
- Set up weekly Monday check-ins

Upcoming:

- Map internal processes - What are the opportunities and potential roadblocks
- User Interviews - What are the common user journeys?
- Technical assessment - what does your future team look like?

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Communication plan

- **Daily:** Our daily standups will be available in the Slack channel.
- **Weekly:** Weekly updates on to discuss progress and raise any questions.
- **Wrap-up:** We will present our findings and recommendations in a final report and discuss next steps.

Thank you!