



Vets.gov Project Charter and Memorandum of Understanding (MOU)

Facilities Locator Tool

Updated 02/01/2016

Table of Contents

Authorization	3
1 Document Purpose.....	4
2 Vision and Goals	4
3 Product Team	4
4 Product Feature Enhancements - Summary	6
5 Product Feature Enhancements - Detail	6
5.1 Data Service	6
5.2 Minimum Viable Product (MVP).....	7
6 Project Milestones & Key Activities.....	7
7 Resources	8
8 Software Change Management.....	8
9 Assumptions and Constraints.....	10
10 Vets.gov Product Methodology	10

Authorization

This signed document authorizes the vets.gov Service and **Facilities Locator Tool** product feature enhancement.

VA Business Owner: Dat Tran,
VA Product Coordinator: Dat Tran, Principal Deputy Assistant Secretary for Policy and Planning

Dat Tran

VA Product Coordinator Name

VA Product Coordinator Signature

Date

Rick Lee

Vets.gov Product Lead Name

Kelly O'Connor

Vets.gov Program Manager (K. O'Connor) Signature

2.1.16

Date

1 Document Purpose

This purpose of this document is to define product feature enhancement goals, scope, milestones, and roles for the facilities locator redesign and redevelopment as a component of vets.gov.

The period of performance is November 12, 2015 – April 29, 2016. Content updates and feature enhancements will continue throughout 2016 and beyond with new charters to define future enhancements.

2 Vision and Goals

The vision for vets.gov is to provide Veterans, their families, and their caregivers with a single, cloud-based, and easy-to-use platform where they can access the benefits and services they have earned. Veteran user research and feedback drives the design and development of all content and features on vets.gov.

To this end, the current VA facilities locator will be redesigned and enhanced to be a service and facility locator for Veterans.

The integrated product team will work collaboratively, per the roles and responsibilities defined below, to deliver the best products and information to Veterans based on their needs and preferences.

3 Product Team

Role	Names	Responsibilities
Vets.gov Team Members	R. Lee – Product and Design Lead / Primary Point of Contact (POC) K. O'Connor – Project Support Molly Blake - Content Lead Alex Yale-Loehr– Lead Developer	Product management <ul style="list-style-type: none">Clearly define project goals, scope, roles, and milestones at project kickoff.Manage product activitiesEnsure compliance with vets.gov Playbook standards, product development methodology, and requirementsManage stakeholder communications Content Concurrence <ul style="list-style-type: none">Provide content writing, editorial, and plain language expertise and guidanceManage the content concurrence process Design, develop, test, and deploy <ul style="list-style-type: none">Design and develop new pages and features

Role	Names	Responsibilities
		<ul style="list-style-type: none"> • Conduct user research to inform design • Review data structure and make recommendations • Manage deployment in coordination with VA Facility Locator Team and VA Office of Information Technology (OIT)
VA Business Owner	Dat Tran	<ul style="list-style-type: none"> • Commit VA resources to the project • Provide guidance and decision-making • Accept the final product • Serve as the primary point of contact (POC) • Work with the vets.gov team to define detailed business, technical, and data requirements • Manage communications and change management activities • Coordinate external communications / media relations with the Office of the Secretary (Martin Taylor) • Coordinate with other VA stakeholders (business and technical) as needed
VA Data Owner(s)	Dat Tran Linda Heeg-Krause Kirsten Aghen Tanya Kotar	<ul style="list-style-type: none"> • Manage current data source • Work with vets.gov team to develop and implement long-term data service solution • Provide required data that is accurate, cleansed and production-ready • Ensure data quality
VA Subject Matter Experts (SMEs)	Amber Schleuning Alfred Ozanian Kathleen Lysell Harold Kudler David Carroll Megan Moloney Baligh Yehia Regan Crump Dat Tran Linda Heeg-Krause Tanya Kotar Kirsten Aghen Patricia Vandenberg Stacey Campbell Kevin Reid	<ul style="list-style-type: none"> • Provide business, technical, and data requirements • Work collaboratively with vets.gov team throughout the project
VA Geospatial BSL Team	Mike Villeneuve James Shute	<ul style="list-style-type: none"> • Establishing and configuring CDW repository to serve as data source for FL
VA Web Comms Lead	Jennifer Heiland-Ludke (VHA) Jennifer Rudisill (VBA) Mike Nacincik (NCA)	<ul style="list-style-type: none"> • Leads coordination of content concurrence • Participate in IPT meetings • Assist with coordination of redirects prior to launch of new content and / or features

Role	Names	Responsibilities
Office of Secretary	Martin Taylor	<ul style="list-style-type: none"> Oversee branding and all external communications / media activities

4 Product Feature Enhancements - Summary

Prior to the development and design of the tool, the product team and VA stakeholders will define the data service requirements needed to provide the data inputs to the Facilities Locator tool.

The product team has identified requirements for Minimum Viable Product (MVP) to include the following:

- 1) Search for Facility by Location
 - a) Filter Location by Type
 - b) Filter Location by Service
- 2) Search for Service
 - a) Filter by Location
- 3) Display results within a defined radius or driving distance (values TBD)
- 4) Results will contain VA and Non-VA facilities
- 5) Render results in both a geo-located map view and in text based list view to include at a minimum:
 - a) Facility Name
 - b) Phone number
 - c) Hours of operation
 - d) Additional detail as available in data sets already being consumed to meet above requirements

Future feature enhancements that have been identified by the product team will require additional discovery following the completion of MVP (next phase of work):

- Provider Biographies
- Scheduling capabilities integrated with Facility Locator tool.
- Wait times
- Integration of other VA “locator” tools and services
- Alignment / integration of Medical Center and Regional Office content pages with Veteran services.
- VAMC Map Integration (Discovery Required)

5 Product Feature Enhancements - Detail

5.1 Data Service

The product team will work with the VA data team to determine the availability, format, sources and ownership of the data that will be rendered in the facilities locator.

Activities include the following:

- Define data ownership/availability for existing data sources including external data sources for non-VA facilities to be included.
- Conduct data modeling exercise
- Capture data requirements
- Capture data update frequency
- Identify data integration / interoperability requirements
- Define business rules
- Capture data maintenance policies and procedures to ensure tool sustainability.

5.2 Minimum Viable Product (MVP)

The development of the MVP for will be accomplished through the following workflow following the data service definition phase:

- Evaluate and determine no-cost/low-cost OTS GIS applications that will meet MVP and data requirements.
- Develop wireframe prototypes to describe product design, user experience and UI of facilities locator.
- Develop all application components.
- Integrate application with Vets.gov visual design standards.
- Veteran user research

Activities include the following:

- Due diligence for OTS solutions
- Application design
- Application development
- Data science, database development and/or API integration.
- Product design
- Define data update / maintenance processes and roles
- Interaction design
- Graphic design
- User research

6 Project Milestones & Key Activities

- Nov. 11, 2015 – Beta launch of vets.gov and beta Facilities Locator Tool

- Dec. 19, 2015 – Original signed product charter (previous version)
- Jan 29, 2016 - Draft Notional Taxonomy (delivered 1/29)
- Feb 4, 2016 – Revised signed product charter (this document)
- Feb 4, 2016 – Draft data service model for product team review (document)
- Feb 26, 2016 – Refined Data service model (document)
- Feb 26, 2016, - Deploy VA points of contact on current Facility Locator service
- Feb 26, 2016 – Service and Facility Locator Product Design Mockups (wire framed/prototyped)
- March 31, 2016 – Alpha prototype (front end only; no backend data)
- April 15 - 29, 2016 - Beta prototype (some back-end data integration; this depends on access to VA data. Legislative requirements may adversely impact the ability of this prototype to be deployed in a publically accessible environment)

7 Resources

Role	Capacity (Weekly)
Vets.gov Product Lead (R. Lee)	16 Hours
Vets.gov Data Scientist	6 Hours
Vets.gov Lead Developer	12 Hours
Vets.gov Other Resources*	Max of 10 hours total

*Additional vets.gov resources will be deployed to this project on an as needed basis, based on the scope of work defined in this document and the discretion of the Product Lead. These resources may include data strategist, content writers/editors, designers, testers, and developers.

Recommended Time Allocations:

Request Type (see Change Management)	% Allocation
Feature enhancements	75%
Other (minor enhancements, defects, break/fix)	25%

8 Software Change Management

The product team will conduct a weekly team meeting (TBD) to review and groom the backlog and review any issues.

Intake Process:

1. Request logged in GitHub issues by product team.
2. Vets.gov Product Lead triages request and applies category
3. Vets.gov team conducts feasibility evaluation to determine LOE estimate.
4. In weekly product team meeting, any requests that come in for the previous week are prioritized with stakeholder team, and scheduled (or backlogged) based on stakeholder prioritization and resource capacity/availability
5. Vets.gov Product Lead communicates scheduling/prioritization/dependencies back to stakeholders during or following product team meeting.

Issue Categorization:

1. Enhancements
 - a. Requests to add features/functionality not currently deployed.
 - b. Workflow:
 - i. Held in backlog
 - ii. Reviewed during weekly meeting
 - iii. Prioritized by stakeholders
 - iv. Scheduled by vets.gov team based on total prioritized workload and LOE
 - v. Backlogged enhancements will be reevaluated during backlog grooming sessions.
 - vi. Enhancements evaluated to be highest priority will be added to tasks queue for intake into the process workflow.
2. Defects
 - a. Requests to fix application defects that **are not impeding** the business's ability to serve its customers.
 - b. Workflow:
 - i. Held in current issues queue
 - ii. Reviewed during weekly meeting for prioritization.
 - iii. Fixes made in order of stakeholder priority based on LOE and availability of defect O&M hours allotted
3. Break/fix
 - a. Requests to fix application defects that **are** impeding the business's ability to serve its customers.
 - b. Workflow:
 - i. Held in current issues queue.
 - ii. Reviewed upon receipt of request to determine LOE.
 - iii. The intention of this categorization is to provide stakeholders with the ability to request urgent changes that are impacting the fulfillment of their mission in an immediate manner. VETS.GOV will immediately push these types of requests to the top of list of tasks to complete, however any break/fix requests will deplete time available for other prioritized tasks and may subsequently decrease velocity of other development areas.

9 Assumptions and Constraints

- a) Data updates are defined as additions or revisions to the records in the database, but not the database structure itself. Any design or layout implication to data updates is considered an enhancement and will be added to the backlog.
- b) VA data owner and others will be required to complete tasks in support of the data service.
- c) If the scope of the product feature enhancements described in this document require modification by the VA business owner, the dates and milestones are not valid and will also require update based on the changes.
- d) Any new features or enhancement requests that are identified during the project that are not relevant to the phase I MVP (defined above) will be added to the backlog for future enhancements to be addressed following completion of features defined in this document.
- e) The vets.gov team will maintain the product backlog and review with product team during working sessions.
- f) VA SMEs will have access to the GitHub repository upon request.
- g) The GitHub repository will be open repository (all vets.gov repositories will be open).
- h) The vets.gov team will work to make data updates as quickly as possible, but data updates may take up to 5 business days.
- i) The VA Business Owner / SMEs are responsible for ensuring that all legislative mandates and policy requirements are met.
- j) The **System of Record for Issue tracking is [GitHub Issues](#)**
 - o Permissions will be provided for Dat Tran.
 - o Additional permissions provided upon request
- k) All vets.gov products will adhere to USDS design standards and vets.gov Playbook requirements.
- l) The VA product team members will review alpha and beta prototypes and provide acceptance within five (5) business days.
- m) The Secretary has previously requested that management contact information be added to the facility locator; this information is *not* included in the scope for MVP. Dat Tran will communicate with the Secretary regarding this requirement and an alternative solution.
- n) Beta prototype may not include all MVP requirements; outstanding requirements will be addressed during the next phase of work.
- o) Charter will be updated for the next phase of work.

10 Vets.gov Product Methodology

Please refer to the vets.gov playbook (<http://department-of-veterans-affairs.github.io/test-site/playbook/product-methodology/>) that defines the product methodology, outputs, and roles in further detail. All vets.gov products will adhere to the standards and processes defined in the Playbook.