Sprint 10 Demo

Wednesday, September 7th , 2022

VA | U.S. Department of Veterans Affairs

MOVE

Get to know the team

Core team

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1095-B Product only

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SERVE Advisory

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WELCOME TO THE SPRINT 10 DEMO

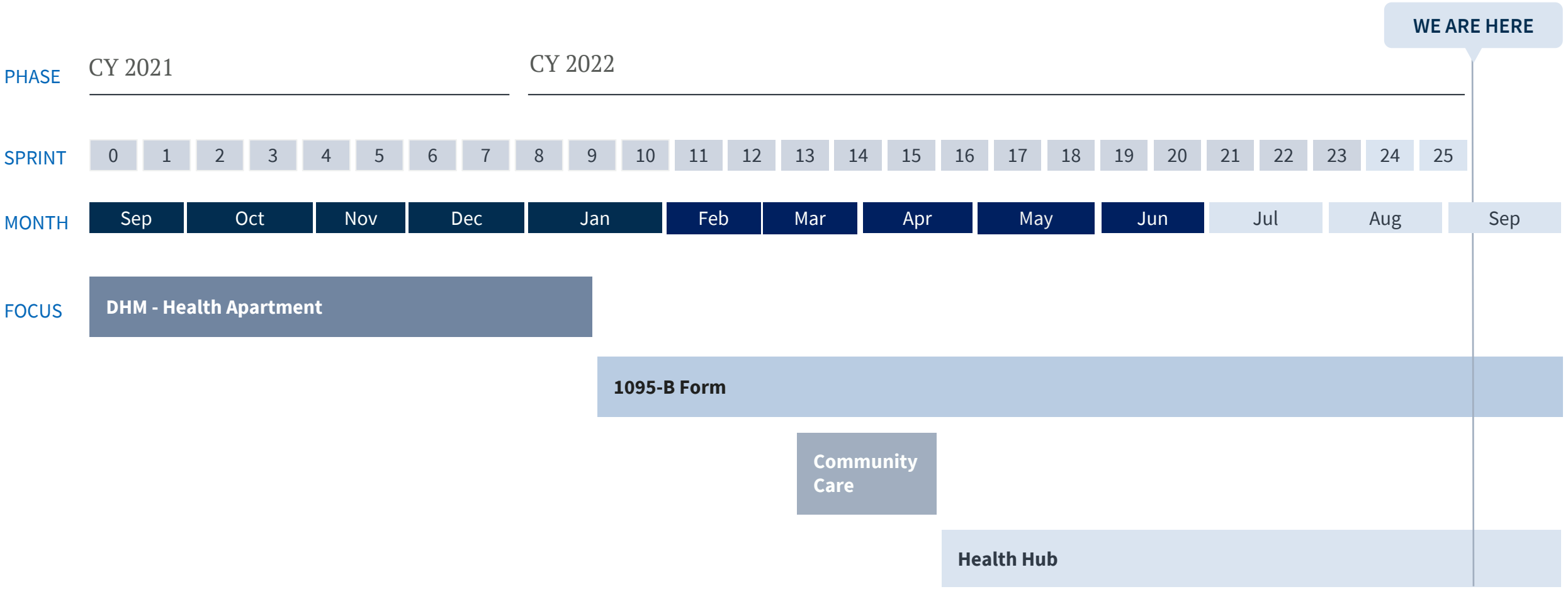
At the end of each sprint on Tuesdays, the team will run sprint reviews to showcase the sprint's work for approval. The purpose of this meeting is:

1. To demo the accomplishments or functionality that was built over the past sprint

2. To get feedback and insights early and often

3. To create transparency for anyone interested on the product and progress

CEDAR TO1 Overview



Agenda

Sprint Goal:

For sprint 10 we focused on preparing for transfer of 1095-B work to the new team via staging review, testing / updates, documentation and discussions; and conducting Health Hub moderated studies and performing synthesis of findings.

HEALTH HUB

A. Data gathering
B. Research synthesis

1095-B

A. Staging review
B. Testing approach and progress for 1095-B
C. Other updates

POST-MVP OPT-IN AND TURNOVER PLAN

A. Transition of ownership

We welcome all feedback! Feedback will be collectively reviewed and prioritized appropriately based on where it stacks against other stories in the backlog as well as technical feasibility.

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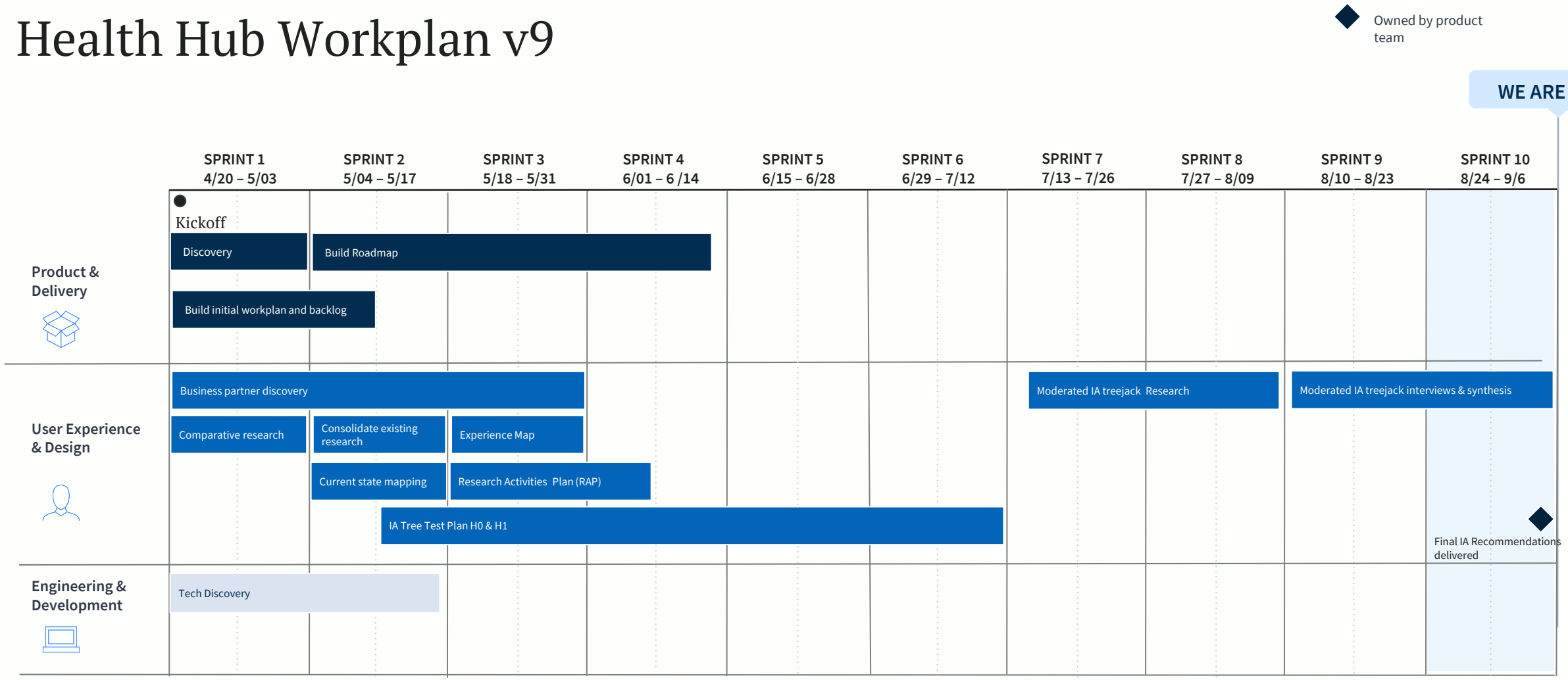
Health Hub

Health Hub Workplan v9



Moderated Tree Test Study: Data Gathering

- 10 Veteran moderated studies were completed this sprint, bringing the total number of participants for the study to 22*.
- Veterans were separated into 4 cohorts to test our hypotheses
  - Cohort 1: H0, Veterans with health care
  - Cohort 2: H1, Veterans with health care
  - Cohort 3: H0, Veterans without health care
  - Cohort 4: H1, Veterans without health care

Cohort	Sprint 10 Studies	Total Studies
Cohort 1 Hypothesis 0 - Veterans with health care	1	6
Cohort 2 Hypothesis 1 - Veterans with health care	1	6
Cohort 3 Hypothesis 0 - Veterans eligible without health care	4	5
Cohort 4 Hypothesis 1 - Veterans eligible without health care	4*	5*

*Participant 46 did not meet requirements for study.

B

Moderated Tree Test Study: Synthesis

A complete synthesis can be found in the findings document referenced in the link below. It contains background and details on the following **key findings:**

- Mission-critical content would benefit from multiple paths, elevation in the IA, and more direct navigation access/availability
- While “My Health” provided an intuitive go-to location for “Manage” tasks, it was often not considered for “Get” content and tasks
- Labeling and taxonomy bear improvement; Clear, concise language and familiar keywords
- Mental Health should be easier to find with fewer steps to in navigation
- Copay, Travel pay, and other financial content and tools could benefit from better organization, labeling, and definition

> So my health is everything that has to do with you? "Yes."

> "The way I am looking at my health is if I am already enrolled."

> “Labels were not my favorite, some drop downs were detailed enough to figure it out but also comes from experience working in MHV, but if I was clueless I would be totally confused"

> "In my mind I'm looking for a mental health tab"

Research synthesis deck

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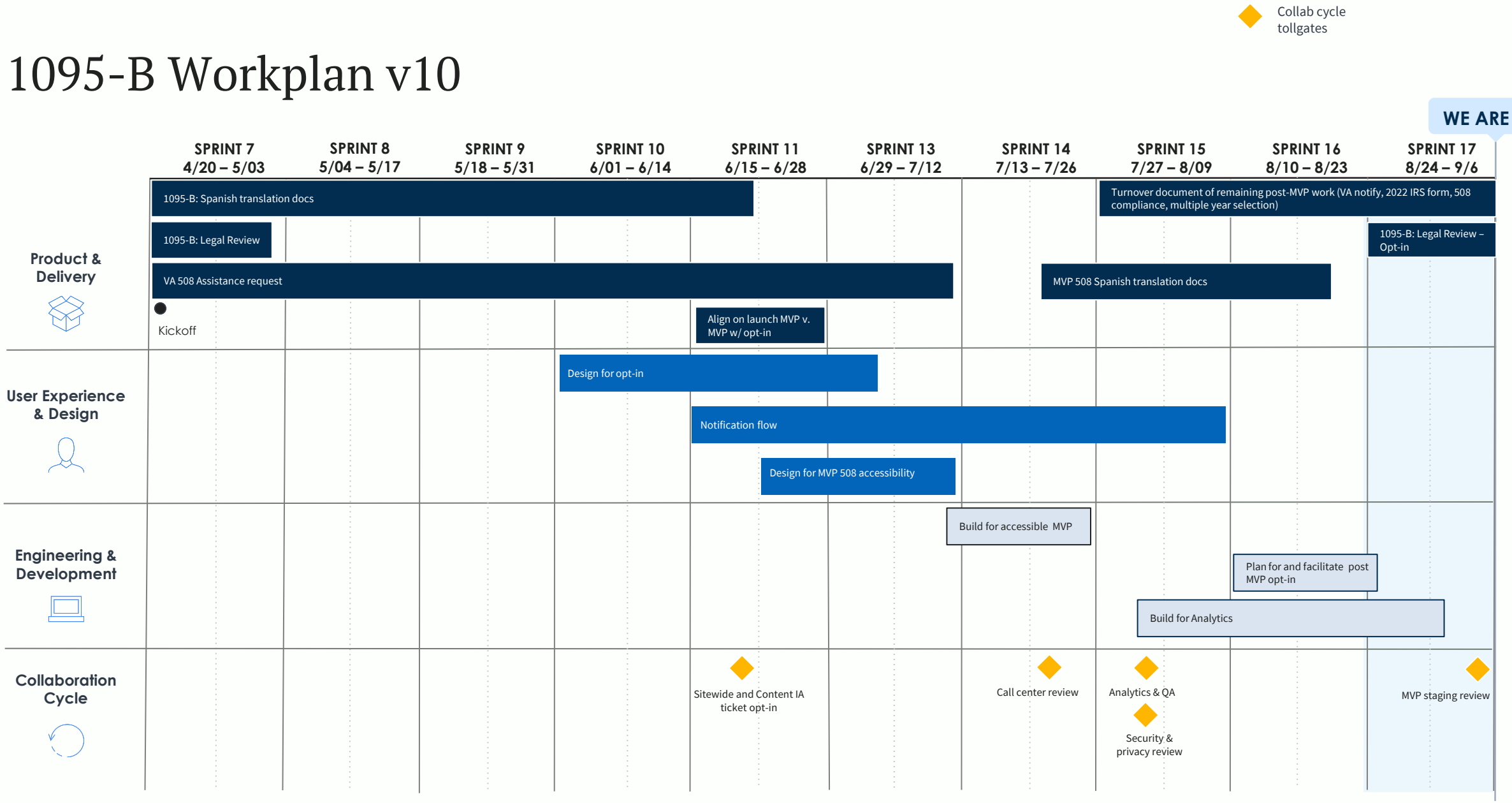
1095-B

1095-B Workplan v10



Staging review

Four minor (non-blocking) issues were identified during staging review

Finding	Status
[Assistive tech and device support] Alert and status messages aren't announced without receiving focus. (11.22.1)	In progress
[Link and button labels] Your content doesn't use correct and consistent labels across links, entry points, navigation components, and H1s. (08.02.1)	The design file is incorrect, but the text on the mobile and desktop versions of the code matches.
[Components and pattern standards] Design components or patterns don't align with Design System guidelines. (04.07.1)	The design file is incorrect, but the code is implemented correctly. Ticket is closed.
[Content organization] Your page doesn't follow heading hierarchy. Headings aren't properly nested, and headings and/or labels aren't relevant to the page. (02.04.1)	In progress

B

Testing approach and progress for 1095-B

Testing the 2021 data load

- We've read approximately half the 16 1095-B data files with no further data-related errors. Fixes include:
  - Allowing most data to be empty including first name, last name, city, country
  - Allowing 'null' string in the data

Testing loaded data using the API

- We were able to use the browser console to successfully test with one Veteran from VA
- User was able to download text and PDF versions of their 1095-B and verify that the data was correct 🎉

Testing the 1095-B page + React widget in staging

- The #sitewide-public-website team's work is done
- Staging URL*: https://www.staging.va.gov/download-your-irs-1095-b-tax-form

* The sitewide-public build didn't complete this morning

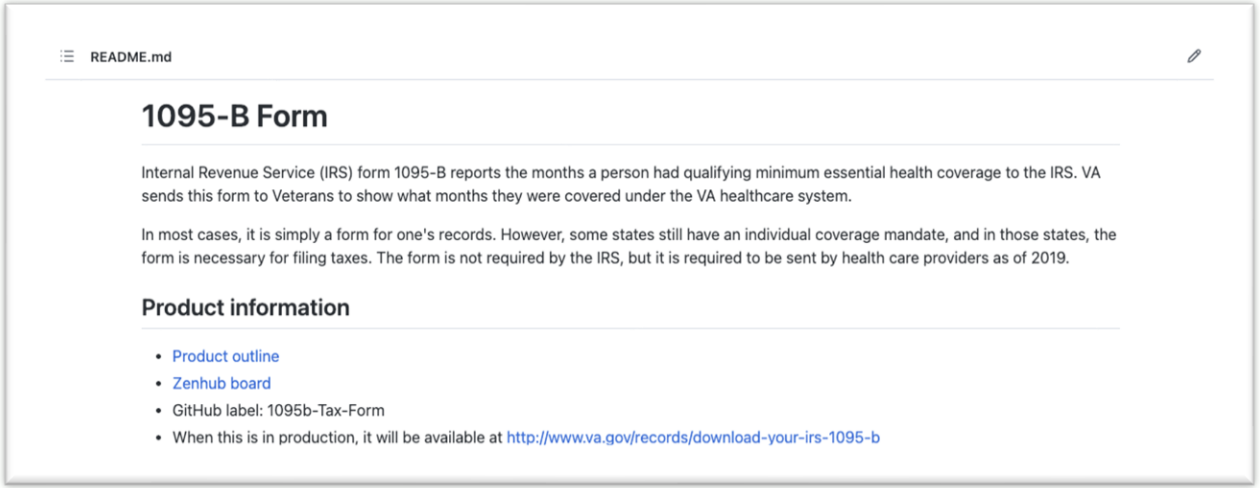
Other updates

Transition

- Met with Mark Dewey to chat about the status of 1095-B and answer any questions

Documentation updates

- Restructured the product README file to follow the product roadmap and there be easier to read
- The 1095-B form format may change annually. We documented how to handle annual changes.
- Created documentation on how to test the API using the browser console



E

Our remaining steps 1095-B MVP (1 of 2)

- Delayed
- In progress
- Completed
- Not started

STEP	OWNED BY	ACTION NEEDED	DATE ENTERED	STATUS	NOTES
Contact center review	1095-B / Contact center	Artifacts to be quality reviewed by Contact center staff	22-Jul-22	Completed	Closed 8/9/22
Analytics implementation	1095-B / Analytics	Ticket completion and alignment on KPIs	27-Jul-22	Completed	Google analytics is sufficient, if board desired, place ticket after launch per Michelle Dooley on ticket #44810
Privacy, security, and infrastructure review	1095-B / Security	Ticket completion and all 9 artifacts attached	27-Jul-22	Completed	Closed 8/11/22
		Product outline	27-Jul-22	Completed	Completed 8/4/22
		Release plan	27-Jul-22	Completed	Completed 8/5/22
		Incident response plan (IRP) / Playbook	27-Jul-22	Completed	Completed 8/9/22
		Architecture diagram	27-Jul-22	Completed	Completed 8/9/22
		Sequencing diagram	27-Jul-22	Completed	Completed 8/9/22
		Data Flow diagram	27-Jul-22	Completed	Completed 8/8/22
		API Endpoint document (located in IRP)	27-Jul-22	Completed	Complete 8/19/22
		Accessibility file	27-Jul-22	In progress	5 out of 6 tests complete; Axe scan to be done once in staging environment
Resolve transport script / bucket	1095-B / HEC	Reopen bucket ticket (GitHub #38079) and ensure Joshua (HEC) has access to appropriate buckets to fill transport script	9-Aug-22	Completed	Completed 8/20/22

Our remaining steps 1095-B MVP (1 of 2)

- Delayed
- In progress
- Completed
- Not started

STEP	OWNED BY	ACTION NEEDED	DATE ENTERED	STATUS	NOTES
Scenario testing of loaded product	1095-B	Complete scenario testing and PR's for loaded product to include updating any deprecated design components and other staging tests	17-Aug -22	In progress	Sprint 9/10
Staging review	1095-B / Collab Cycle teams	Complete product ticket with documented previous collab cycle steps initiated and under async review. Platform notified of status 4 business days prior to meeting in order to review all artifacts and post recommendations.	13-Jul -22	Completed	Completed 06-Sep-22
In staging testing	1095-B/Public websites	Build method to conduct usability testing of react widget on static Drupal page with authentication dependent data. Commence internal testing with VFS Veterans with PIV and VA.gov Veteran credentials	21-Aug-22	Completed	Staging URL: https://staging.va.gov/download-your-irs-1095-b-tax-form

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Path to Task Order close-out

CEDAR TO1 closeout (1 of 2) v1

- Delayed
- In progress
- Completed
- Not started

STEP	OWNED BY / TURNOVER TO	ACTION NEEDED	COMPLETED	STATUS	NOTES
Completion of HH research #1 w/ caregivers	HealthHub / Mikki	Amend research plan to initiate final unmoderated testing of remaining caregivers	9-Aug-22		
		Submit research plan for recruitment by Perigean	9-Aug-22		
		Put research plan, guide, data sets, and synthesis in GitHub HH repo turnover README	23-Aug-22		
Completion of HH research #2 – Moderated tree test	HealthHub / Mikki	Submit research #2 to Mikki for feedback and approval	8-Aug-22		
		Submit research #2 to oCTO for approval and recruitment (Must request Perigean note taker service)	9-Aug-22		
		Conduct pilot testing	11-Aug-22		
		Conduct moderated testing of trees	6-Sep-22		
		Synthesis research findings and make recommendation if able	6-Sep-22		
		Put research plan, guide, data sets, Perigean notes, synthesis, recommendations (if able) in GitHub HH repo turnover read.me.	7-Sep-22		
HH Turnover document	HealthHub / Mikki & Tracey	Turnover document (include links to discovery, all research documents, and recommended next steps. Place in Health Hub turnover read.me file. Send link to Mikki Northius & Tracey Mulrooney for review / edits	7-Sep-22		

CEDAR TO1 closeout (2 of 2)

- Delayed
- In progress
- Completed
- Not started

STEP	OWNED BY / TURNOVER TO	ACTION NEEDED	COMPLETED	STATUS	NOTES
HEC requirements ticket	1095-B / HEC	Provide business requirements for Tarsha (HEC) to submit ticket	13-Aug-22		
Analytics	1095-B	Implement analytics in pre-staging and provide implementation monitoring status / turnover	01-Sep-22		Initiated sprint 8, DOMO de-prioritized by Platform analytics; GA has all points, if report board is required, please submit request after launch
HEC written approval	HEC / 1095-B	Obtain and upload into product repo written approval of MVP design and content prior to launch (Due 21-Aug-22 to avoid shifting timeline)			Communication required between HEC and VA-PO [Launch blocking dependency]
Research plan - Moderated UAT	1095-B	Create research plan, and conversation guide for moderated UAT for approval of VA research team and submission to Perigean for recruitment. Placed in repo for utilization by next team	30-Aug-22		
HEC Spanish translated documents	1095-B	Monitor status of 1095-B translation of HEC documents from State Department via Sitewide (Randi Hecht) and turn over to business owner (Tarsha Tremble)	22-Aug-22		
1095-B Turnover document (MVP and Opt-in)	1095-B / Tracey & Health Apps team	Turnover document (include links to discovery, research documents, collaboration cycle product documents, Opt-in build plan, and recommended next steps with owners timelines. Place in GitHub README turnover document. Send link to VA-PO for review.	07-Sep-22		
Turnover meeting	1095-B / Health Apps	Tracey will arrange a 30-minute meeting with Health Apps team to review product 9 and a 60-minute meeting to review turnover README document and plan for next steps. Additionally, team will be available for asynchronous questions after initial meeting.	01-Sep-22		

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1095-B Product Turnover

Next steps for new team v3 (1 of 3)

- Delayed
- In progress
- Completed
- Not started

STEP	OWNED BY	ACTION NEEDED	COMPLETED	STATUS	NOTES
Staging review	1095-B / Collab Cycle teams	Complete product ticket with documented previous collab cycle steps initiated and under async review. Platform notified of status 4 business days prior to meeting in order to review all artifacts and post recommendations.		In progress	Staging review conducted on 06-Sep-2022 with four issues that are non-launch blocking (with one already closed)
Research plan - Moderated UAT	1095-B / Perigean / VA Research	Create research plan, and conversation guide for moderated UAT for approval of VA research team and submission to Perigean for recruitment.		In progress	Draft README, routing dependent on dates determined by new team
Moderated UAT	1095-B	Moderated usability testing with Veteran's recruited through Perigean. TBD. Record findings in product release plan		Not started	
HEC written approval	HEC / 1095-B	Obtain and upload into product repo written approval of MVP design and content prior to launch		Not started	[Launch blocking dependency] Presentation to Mr. Echols conducted 9/16/2022. Communication between HEC and VA-PO required for approval
Staged Rollout	1095-B	Roll out of product on VA.gov will be staged and include feature toggle. Canary test 25% TBD; Stage B 50% TBD. Incident response plan will be followed if product fails to perform as desired.		Not started	
Analytics reporting	1095-B	GA covers page, if report page requested, submit ticket with Platform analytics after launch		Not started	
Go Live	1095-B	Official go-live		Not started	

Next steps for new team v3 (2 of 3)

- Delayed
- In progress
- Completed
- Not started

STEP	OWNED BY	ACTION NEEDED	COMPLETED	STATUS	NOTES
Post launch review (1 week)	Health Apps	Complete post launch assessment in product release plan. Due 12-Sep-22			
Post launch review (1 month)	Health Apps	Complete post launch assessment in product release plan. Due 5-Oct-22			
Opt-in legal review	Health Apps MyVA OGC	Put together a legal package (product outline, static page opt-in designs / content, MyVA opt-in designs / content) for review by OGC. Coordinated through HEC (Tarsha).			[Opt-in launch blocking dependency] Raun, Eric L. (OGC) <Eric.Raun@va.gov> Case# GCL 158655 Lawyer POC who reviewed MVP OGCHealthCareLawGroupAttorneys@va.gov General legal assistance email request line. Request submitted via email 9/5/2022
Wayfinding	Health Apps Sitewide	Submit intake ticket with sitewide with IA document, user path, and crosslinks to wayfinding to create wayfinding to 1095-B page. Takes 1-2 Sprints.			
Opt-in: Build 1095-B paperless preference on Veterans VA.gov profile page	MyVA	On the MyVA Veteran Profile preferences page, the user can opt-in to receive the 1095-B form digitally. This will start the data flow to stop the physical form from being mailed out to the user during tax season. ▪ It'll take about 8 sprints to do this work (3.5 months) ▪ The team started 8/2/2022			MyVA Veteran profile opt-in designs complete 16-Aug-22. Legal review document initiated. Additional work placed on hold by VA-PO 18-AUG-22
Opt-in: Storage of Veteran preferences for audit trail	VA Profile/ MyVA	This preference is consumed and stored. We'll also need an audit trail for when the preference is changed, in case VA gets audited by the IRS. Work in coord. w/ MyVA.			

Next steps for new team v3 (3 of 3)

STEP	OWNED BY	ACTION NEEDED	COMPLETED	STATUS	NOTES
Opt-in: Data push to ES	VA Profile	Interaction with enrollment services to synchronize the preference data. This will be implemented as a push notification fired on a per-veteran-per-profile change basis.			
Opt-in: Data synch with VA Profile	HEC- ES	Change a field in the 1095-B print file, synchronizing the preference data. Business requirements submitted 8/11/22. Requested delivery of work December 1, 2022.			HEC ES work deprioritized to Mar 2023
Opt-in: Link 1095-B page to Veterans profile	Health Apps Sitewide MyVA	Submit intake ticket with sitewide to build onto 1095-B Drupal page the opt-in design element (alert link) since opt-in element is the same in unauth and auth environment. opt-in designs			
Opt-in: Communications plan	Health Apps	Build a communications plan for opt-in to advertise service, tax season notification for those who have opt-in. Sample veteran communication used by eBenefits. Draft notifications here			
Removal of feature toggle code	Health Apps	Submit ticket to remove code for feature toggle on react widget after opt-in is built and functioning for 1 entire tax season			
Consider site enhancements	Health Apps	Build for multi-year retrieval (3yrs best practice) and then on-site digital correction of information			

Timing for opt-in collaboration / build to be monitored by New 1095-B team (aka Health Apps)

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Sprint Deliverables

Sprint 10 Deliverables (1 of 2)

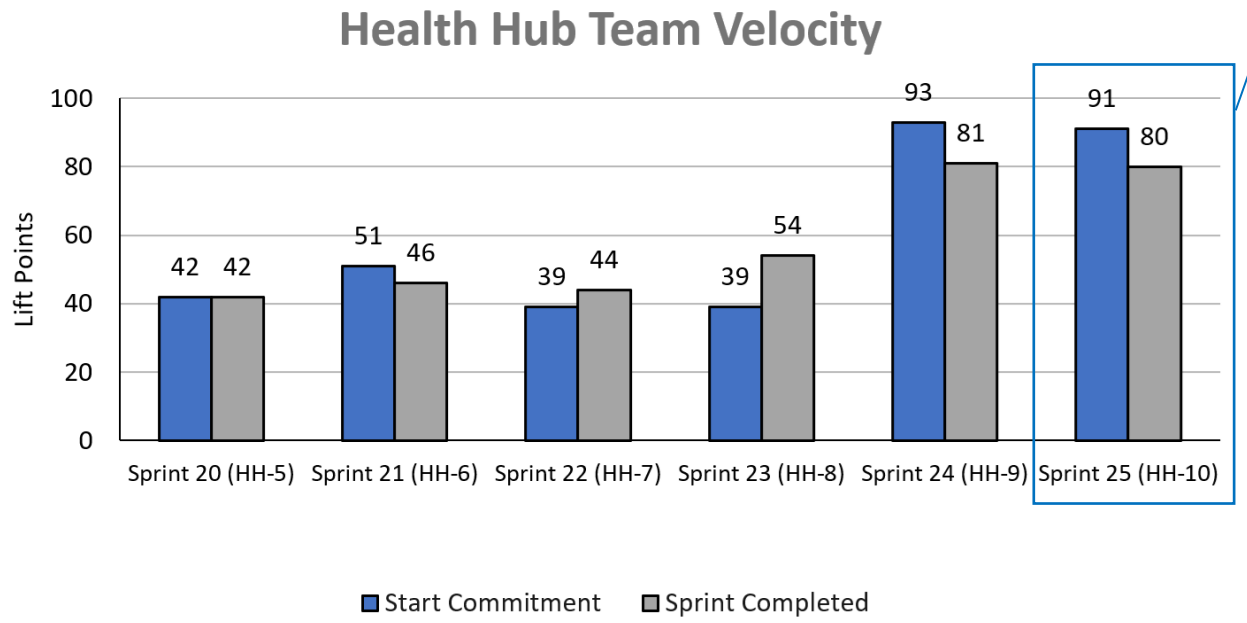
EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Research	#46157 Continue moderated testing of IA trees	3	Carl Deb	. Transcription	9/07/2022	✓
Research	#46158 Synthesis research findings	8	Deb	. Research synthesis	9/07/2022	✓
Research	#46159 Presentation and deck of research synthesis (#2) using VA format	5	Deb Carolyn	. Research synthesis	9/07/2022	✓
Transition	#45592 Finalize transition of product ownership document: HH	3	Thomas	. README doc in GitHub	9/07/2022	✓
Transition	#45593 Hold transition of ownership meeting w/ Mikki Northius	3	Thomas	. N/A	9/07/2022	✓
Design	#46363 Update documents w/ new Drupal content for address change 1095-B	3	Thomas Carl Tami	. MVP designs 8.1.22	9/07/2022	✓
Collab	#46185 Update product guide w/ new toggle message 1095-B	3	Carl	. Toggle design	9/07/2022	✓
Collab	#44810 Collaboration cycle: Analytics implementation	0	Shashank	. Ticket	9/07/2022	✓
Collab	#44401 Collaboration cycle: Staging review	0	Jeanette	. Ticket	9/07/2022	✓
Analytics	#45846 Analytics KPI dashboard request for 1095-B	1	Shashank	. Ticket	9/07/2022	✓
Staging	#46636 Assistive tech and device support: Alert and status messages aren't announced without receiving focus	2	Teagan	. Ticket	9/07/2022	✓
Staging	#46637 Link and button: Your content does not use correct and consistent labels across links, entry points, navigation components and H1's	2	Carl	. Ticket	9/07/2022	✓
Staging	#46638 Components and pattern standards: Design components or patterns don't align with design system guidelines	2	Shashank	. Ticket	9/07/2022	✓
Staging	#46639 Content organization: Page doesn't follow heading hierarchy. Headings not properly nested; headings or labels aren't relevant to page	2	Teagan	. Ticket	9/07/2022	✓

Sprint 10 Deliverables (2 of 2)

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
1095-B	#46181 Ensure we have a successful data load of the 2021 data (S3 bucket - > database)	8	Teagan	. N/A	9/07/2022	✓
1095-B	#46209 Finalize conversation guide for moderated UAT	5	Carl Shashank	. UAT conversation guide	9/07/2022	✓
1095-B	#46205 ES automated data loads into our S-3 bucket	3	Teagan	. N/A	9/07/2022	✓
1095-B	#46220 Test success and error states	5	Shashank Teagan	. N/A	9/07/2022	✓
1095-B	#46206 Test corrected form functionality	2	Shashank Teagan	. N/A	9/07/2022	✓
1095-B	#46210 Document change of tax-year steps to include scenario if IRS template changes	3	Shashank Teagan	. N/A	9/07/2022	✓
1095-B	#46211 Document required logs and how to view them	2	Teagan	. N/A	9/07/2022	✓
1095-B	#46212 Discovery – Print file retention strategy	1	Teagan	. N/A	9/07/2022	✓
1095-B	#46213 Discovery – What happens to 2021 data when 2022 data is loaded	1	Teagan	. N/A	9/07/2022	✓
Opt-in	#46165 Legal review package	3	Tami	. Legal review package - draft	9/07/2022	✓
Opt-in	#45532 PM team to monitor for HEC approval of MVP and opt-in designs	0	Tami	. N/A	9/07/2022	✓
Transition	#46162 Document everything for transition of ownership: 1095-B	5	Shashank Tami	. 1095-B Readme doc	9/07/2022	✓
Transition	#45502 30-minute product brief, new team	5	Jeanette Shashank Carl	. Video of meeting info	9/07/2022	✓

Appendix

Health Hub team velocity



Velocity details

- Velocity estimated in story points, using Fibonacci
- Velocity in Sprint 10 accounted for 9 team members
- 80 total story points were completed; Team committed to 91 story points at beginning of the sprint.
  - 4 Stories (19 points) were blocked and deferred to the new team awaiting built of staging solution.
  - 4 Stories (8 points) were added related to correction of staging review findings

Project risks and mitigation strategies (1 of 2)

RISK AND IMPACT	MITIGATION STRATEGY	DATE		STATUS	NOTES
		ENTERED	CLOSED		
IRS stakeholder is outside of VA ecosystem. Building without guidance or legal review regarding compliance with IRS regulation could result in risk.	Conduct research on available information surrounding current IRS 1095-B tax form regulations. Seek legal review through VA resources as directed by VA-PO and Business Owner	1/20/22	2/11/22	●	VA Business Owner clarified that IRS review is not needed
Team had previously confirmed with Business Owner that legal review was not needed. Business Owner clarified that legal review would be needed as of March 2nd	Business Owner is seeking a POC with the Office of General Counsel to understand what is needed and potential launch impact	3/2/22	5/17/22	●	Launch blocker
Data requires storage in a S3 bucket that the enrollment system can have access to in production; process to create the staging and production bucket does not have a clear timeline. Without the S3 bucket in prod with enrollment system access, product cannot be built in prod	Daily follow-ups with Jesse House and Mike Chelan (infrastructure team)	3/1/22	3/24/22	●	S3 bucket now in place. Risk resolved.
Business owner raised User Acceptance Testing should be done with HEC Call Center	Requested Business Owner to schedule UAT with required individuals for mid-March and book as early as possible	3/2/22	3/25/22	●	Business owner confirmed that UAT can be done through Collaboration Cycle and does not have to be done with HEC team
Feedback from Content and IA Review has taken over a week to come in; feedback is changing our proposal for the H1 and delaying confirmation of where the 1095-B landing page should live, which in turn delays our ability to complete the front end (top nav and side nav bars)	Design team pushing on IA team to confirm final answer of where 1095-B landing page should live and what the H1 header title should be	03/04/22	3/8/22	●	URL confirmed 3/7 EOD; IA review now closed

Project risks and mitigation strategies (2 of 2)

RISK AND IMPACT	MITIGATION STRATEGY	DATE		STATUS	NOTES
		ENTERED	CLOSED		
Designs were approved as part of Midpoint Review. Afterwards, Sitewide Content stated they would need to build our front end in Drupal and change our designs, impacting our in-flight build.	Design team met with Sitewide Content to align on redesigned front end. Tech working with Sitewide Content to send over our dynamic widget to be pulled into their static front end. Sitewide Content now owns the front end build.	3/10/22	4/12/22		Launch date dependent on Sitewide Content ability to launch front end
HH Tree Test design held up due to new information from Meg, Danielle and Mikki.	VA and MO team could work in collaborative sessions so that work is not duplicated, and we can arrive at a test design that works by the end of Sprint 3	5/16/22	5/26/22		Awaiting version of 'manage' tree that we can incorporate into research trees in order to move forward with research plan
HEC Legal review required for 1095-B Opt-in	Opt-in is being built by VA Profile team	3/2/22	6/11/22		Post-MVP enhancement blocker
Perigean recruitment / no-shows for HH moderated research could delay synthesis by end of PP	Constant communication with Perigean customer service and rapid reschedule.	8/22/22	9/6/22		Met the 5 participants per cohort goal but one participant technically didn't meet the study requirements; study closed.
Edge case discovery with newly accessed ES data could delay product readiness for staging review	Ongoing debugging of file upload failures	8/22/22	9/6/22		Staging Review successfully conducted on 9/6/22; all edge cases have been addressed based on processed data.
New process being developed for in staging testing of Drupal page with widget by public websites, will delay staging review	Ongoing monitor of public-websites fix while conducting maximum product testing outside of staging to prevent delays once in staging	8/23/22			To be tested on 9/7.
Product turnover risk mid-staging review which could result in poor transference of backend information due to inability to query documents, code, research	Reached out to VA-PO to request right-left seat of engineer team. Platform team notified of transfer of ownership.	8/23/22			Conducted multiple sessions with Health Apps team; Readme documentation is thorough.