

Sprint 7 Demo

Tuesday, July 26th , 2022

VA



U.S. Department
of Veterans Affairs

MOVE

Get to know the team

Core team

PRODUCT



Munish Sikka
Washington DC
Product Lead



Tami Corson
North Carolina
Clinical SME / Scrum



Dan Smith
Charleston, SC
QA Engineer / 508
Specialist



Shashank Khandelwal
Rockville, MD
Tech Lead

DESIGN



Thomas McCue
Oak Park, IL
Principal Designer
Director



Carl Dickerson
Atlanta, GA
Content Strategist
and Plain Language
Content Creator



Carolyn Williams
Chicago, IL
Experience Designer



Teagan Stephenson
Ft. Lauderdale, FL
Full Stack Engineer
1095-B Product Only

07-26 Sprint 7 Demo

Executive team



Jeff Scheire
MO Studio



Marcy Jacobs
McKinsey & Co



Kevin London
Frog Design



Will Reynolds
SERVE Advisory



Ben Morris
Pluribus Digital



Jeanette Cantrell
MO Studio

Introduction 2

WELCOME TO THE SPRINT 7 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:

07-26 Sprint 7 Demo

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



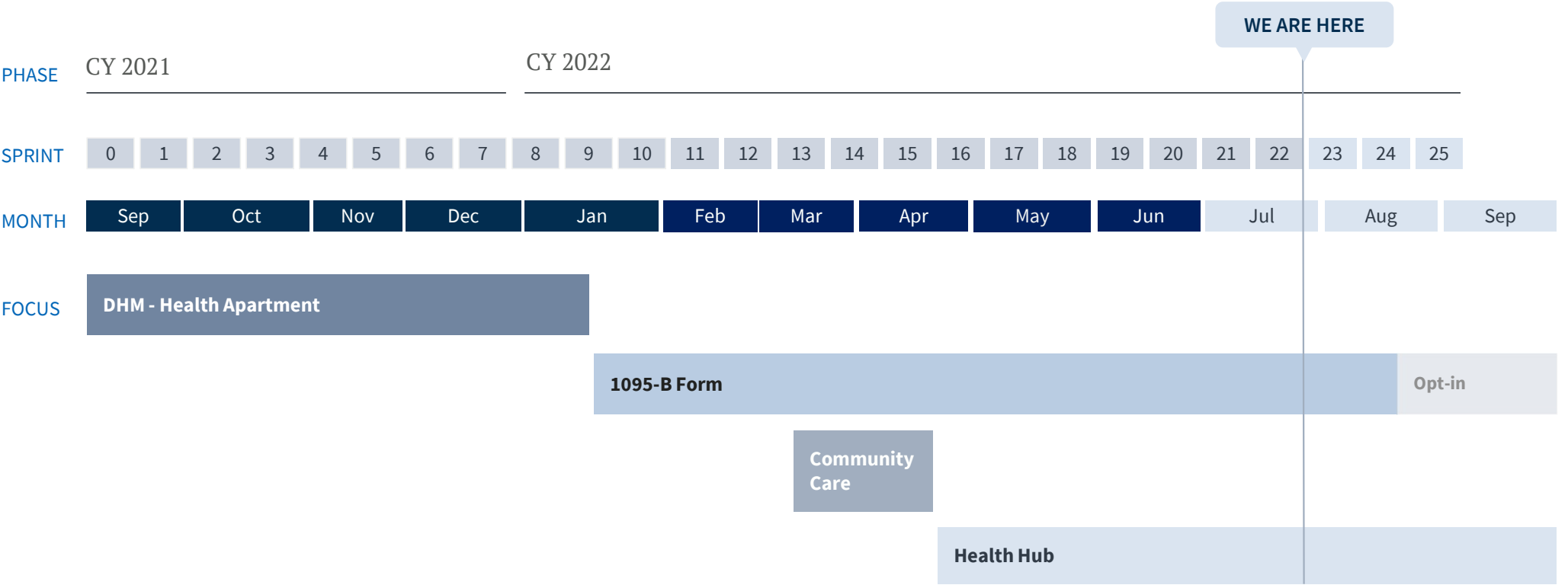
- 2 To get feedback and insights early and often



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



CEDAR TO1 Overview



Agenda

Sprint Goal:

For sprint 7 we focused on refining research IA tree test synthesis, creating mobile designs of 1095-B, building the react widget for accessible MVP, and initiating collaboration toward getting our product into staging.

HEALTH HUB

A. Research synthesis

1095-B

A. Mobile designs

B. Build hybrid react widget

C. Collaboration cycle: Contact center review

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.

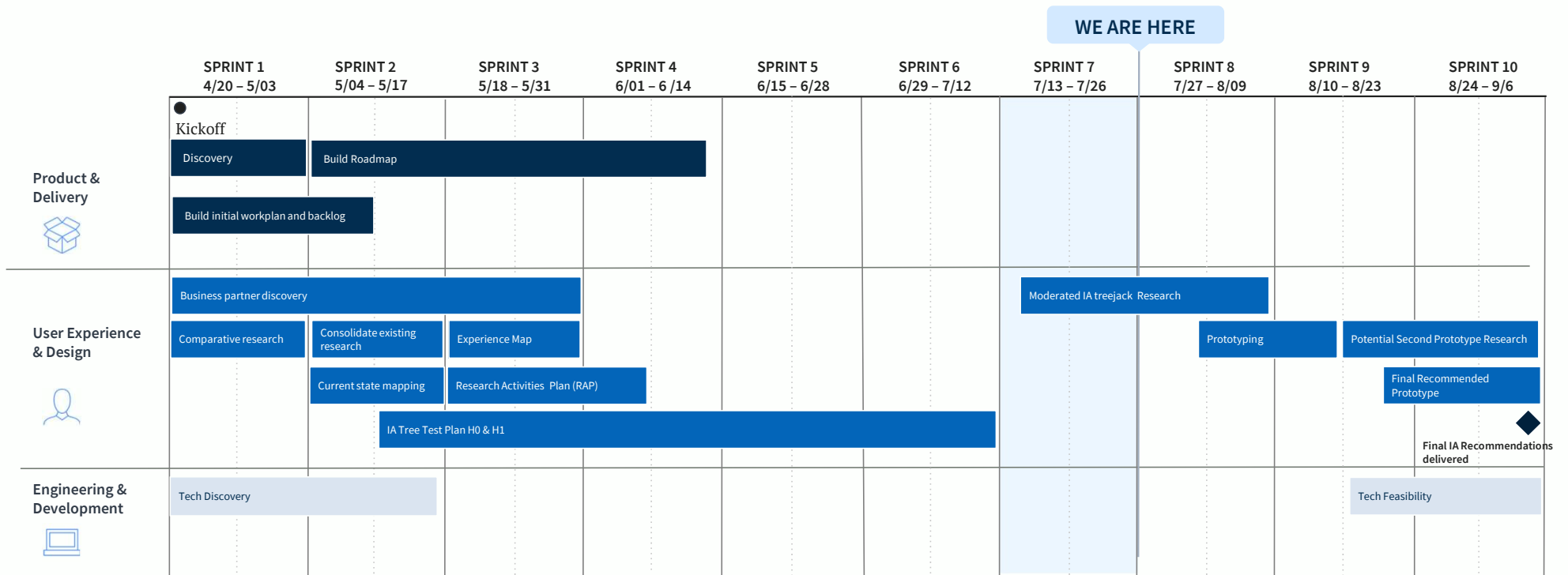
SPRINT 7 DEMO

Health Hub

Health Hub Workplan v7

Owned by design team

Owned by product team





Research synthesis

[User Story](#): Prep for review of research #1 with VFS-IA specialist

Key findings

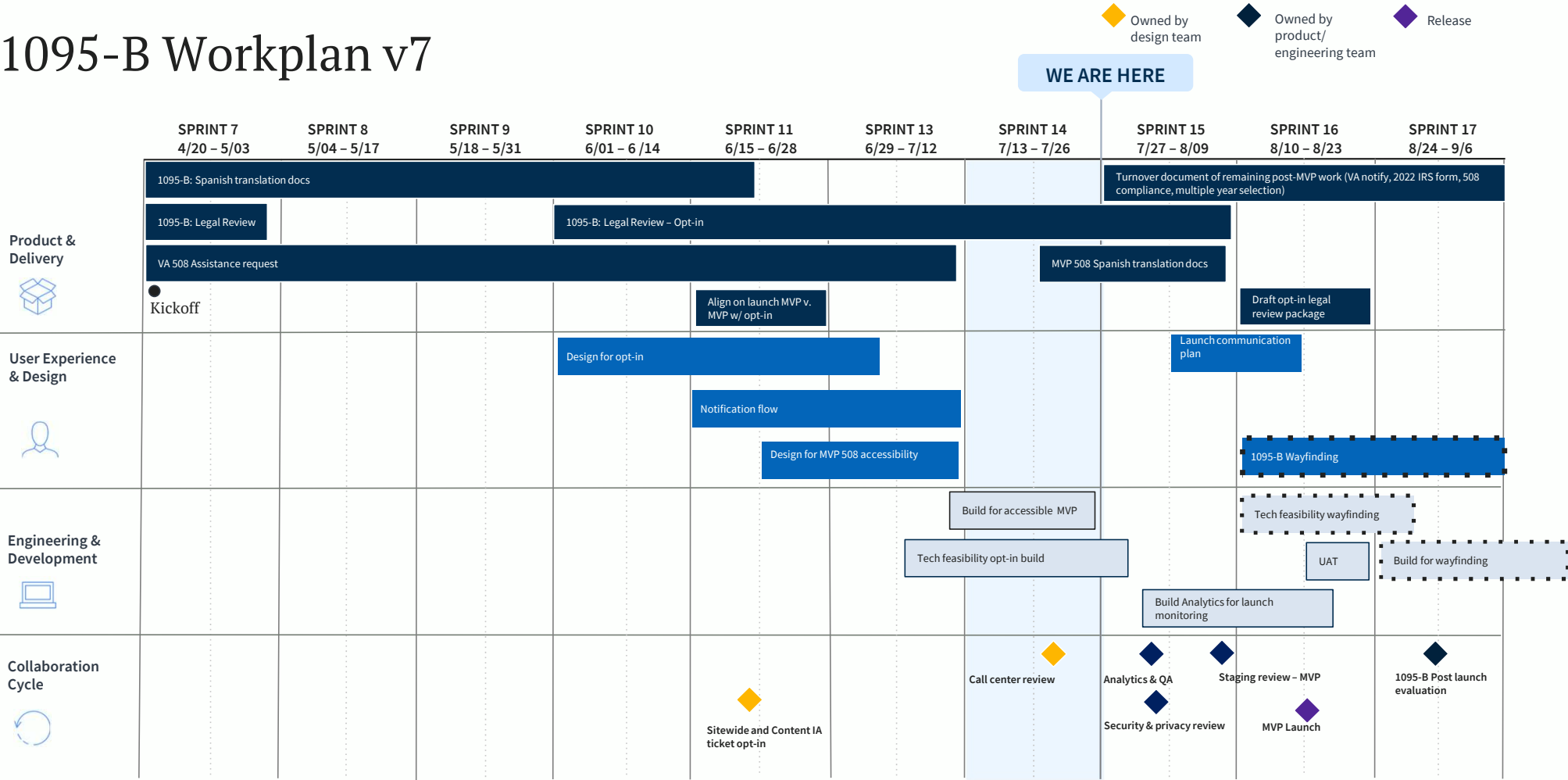
- Compared to Baseline, H0 had $\geq 10\%$ better direct success on 6 of the 11 tasks*.
- Compared to Baseline, H1 had $\geq 10\%$ better direct success on 4 of the 11 tasks*.
- Comparing H0 and H1, H0 had $\geq 10\%$ better direct success on 7 of 11 tasks*.
- For Veterans without health care, H0 had $\geq 10\%$ better direct success on 7 of the 11* tasks, both when comparing to Baseline and H1.
- For caregivers and family members, H0 had $\geq 10\%$ better direct success on 6 of the 10** tasks when compared to H1.
- For Veterans, the highest performing tasks were task 8 (bill pay) for Hypothesis 0 and task 9 (prescriptions) for Hypothesis 1.
- For Veterans, the lowest performing tasks, with high directness were task X (H0) and task X (H1).

[Deck](#)

SPRINT 7 DEMO

1095-B

1095-B Workplan v7



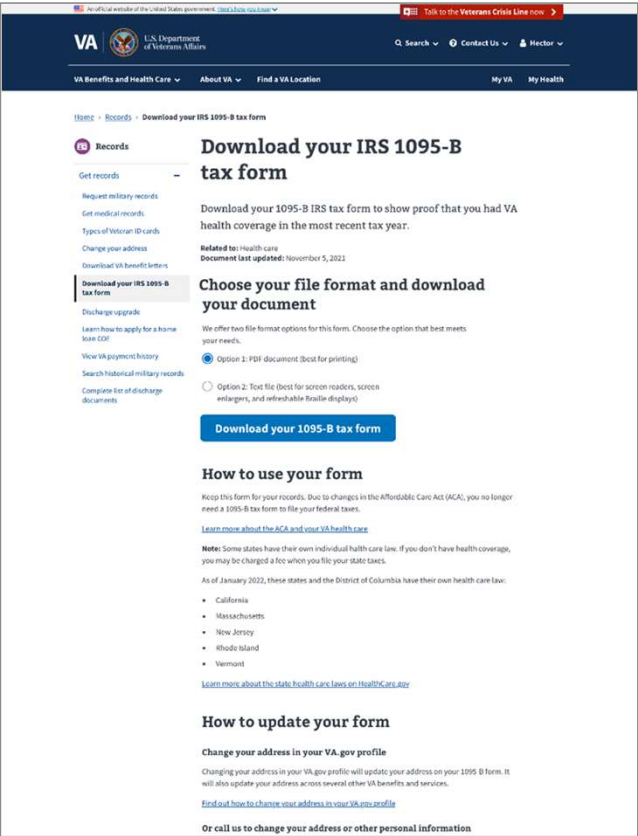
A

Mobile

User Story: Version hybrid design for mobile

Design update: Mobile screens for “hybrid” form download page

- Screens for mobile for both MVP and Opt-in Hybrid model complete



Mobile auth / unauth design

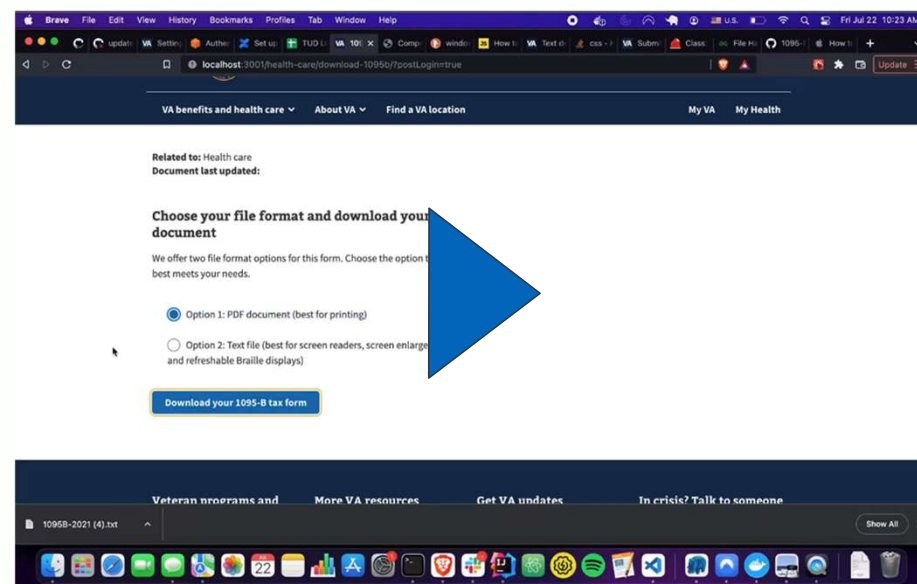
B

Build

- [User Story](#): Ensure text version of 1095-B passes accessibility test
- [User Story](#): Backend: Build 1095-B text version
- [User Story](#): Build 1095-B frontend with Text / PDF download options
- [User Story](#): QA frontend content on build
- [User Story](#): Write backend API test

PDF and text version development is complete.

We'll now go through testing, documentation, and other reviews for release.



[Jaws test](#), GitHub branch [FE](#) / [BE](#), [Widget demo video](#)

C

Collaboration cycle: Contact Center Review

[User Story](#): Build design prototype of hybrid MVP for demonstration

[User Story](#): Finalize call center documents and video with new designs for anticipation of contact center review

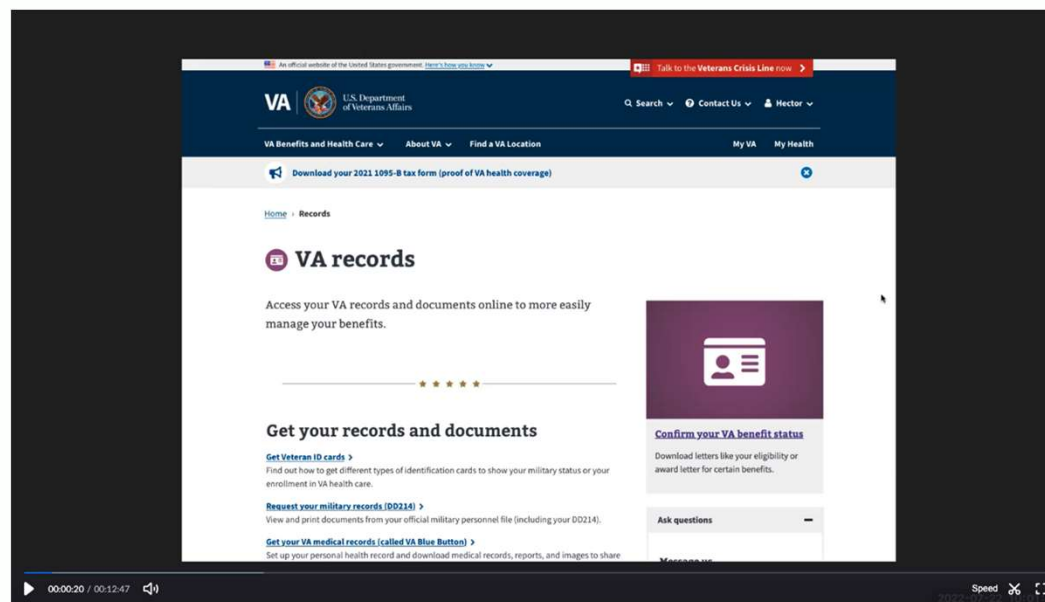
[User Story](#): Collaboration cycle: Contact center review

Product Guide for Contact Center Review has been revised and finalized

- Incorporates updated content for new hybrid design
- Prepared for translation & shared with business partners
- Prepared additional iterations for Post MVP opt-in functionality





New Product Video has been recorded and submitted

- Recorded using prototype that highlights new hybrid design
- Transcript of video created & uploaded



[Prototype](#), [product guide](#), [product video](#), [video transcript](#)

Blockers for 1095-B launch

BLOCKER	OWNED BY	ACTION NEEDED	DATE ENTERED	STATUS	NOTES
Legal Review Opt-in	Tarsha Tremble (Business Owner)	<ul style="list-style-type: none"> Business Owner is seeking a POC with the Office of General Counsel to understand requirements for legal review and timeline 	Sprint 3 - 3/2/22		MVP is approved, opt-in is still pending review
PDF Accessibility	Tarsha Tremble (Business Owner)	<ul style="list-style-type: none"> Team received PDF from IRS, but PDF is still not accessible once it is populated with data 	Sprint 3 – 3/3/22		Resolved, IRS txt version is acceptable format, passed internal 508 check 7/15
Translation Original MVP	Tarsha Tremble (Business Owner)	<ul style="list-style-type: none"> Follow up with translation progress of MVP materials 	Sprint 7 – 4/20/22		Resolved, no longer required r/t design change 7/12
Alignment Opt-in	Team	<ul style="list-style-type: none"> Meetings with VA Profile Frontend & Backend, VANotify 	Sprint 14 – 7/19/22		Opt-in flow for profile changes and notification flow is one meeting away from resolution

1095-B Remaining actions, with external dependencies

ITEM	WORK STREAM	ACTION NEEDED	TARGET COMPLETE DATE	PREREQUISITE
Launch	Product & Tech	<ul style="list-style-type: none"> Work with tech to create a vets-website release 	Aug	Hybrid MVP build for accessibility
UAT	Product & Tech	<ul style="list-style-type: none"> Follow Collaboration Cycle guidelines for UAT Identify Veterans within VA to conduct UAT, send access, and follow up to ensure testing complete 	Aug	MVP dark launch
1095-B Opt-in	Product	<ul style="list-style-type: none"> Follow up with HEC and Profiles team to ensure 1095-B opt-in is done Follow up with Notifications team to ensure related SMS & e-mail notification flow is optimal Internal testing of text version of 1095-B Update draft communications and announcement plans, based on when opt-in will be launched 	Oct	Ongoing collaboration meetings to align responsibilities and timeline
Notification Triggers	Design & Tech	<ul style="list-style-type: none"> Notification letters approved by legal Build triggers for opt-in, opt-out, annual update 	Sep / Oct	Legal review
Legal Review	Product	<ul style="list-style-type: none"> Work with Tarsha to complete legal review for Opt-In 	Oct / Nov	POC name from Tarsha. Legal package submitted by team and VA profile
Post MVP Launch Check- In	Product	<ul style="list-style-type: none"> Complete Collaboration Cycle milestone to KPIs post launch 	TBD (One month after launch and announcement)	Product launched in prod
Links from VA.gov pages to 1095-B (wayfinding)	Product & Design	<ul style="list-style-type: none"> Work with IA team to have other identified pages within VA.gov (e.g., ACA page) link to the 1095-B page Work with IA team to have 1095-B page added to navigation and be found in VA.gov search 	Aug / Sep	Product launched in prod; aligned on comm plan with Tarsha, Tracey
1095-B update strategy	Product	<ul style="list-style-type: none"> Align on who will own 1095-B long term, including updating the PDF template each year 	Sept	Product complete and launched in production
Communications to announce launch	Product & Design	<ul style="list-style-type: none"> Work with Tarsha and HEC team to refine drafted communications and align on plan and timeline to announce 1095-B launch to Veterans Work with VA Notify team to build and launch communications on their platform 	Aug	Product launched in prod; aligned on communication plan with Tarsha/Tracey

SPRINT 7 DEMO

Sprint Deliverables

Sprint 7 Deliverables Health Hub

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Research	#44325 Prep for review of research #1 with VFS-IA [Mikki]	2	Carolyn Shashank	<ul style="list-style-type: none">Design review deckFeedback	7/21/2022	✓
Research	#44323 Finalize research plan #2 – Moderated testing of trees	5	Carolyn	<ul style="list-style-type: none">Research plan #2	7/26/2022	✓
Research	#44324 Finalize conversation guide for research plan #2 – moderated testing of trees	3	Carl	<ul style="list-style-type: none">Conversation guide	7/26/2022	✓

Sprint 7 Deliverables 1095-B

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Design	#44274 Version hybrid design for mobile	2	Thomas Carl	<ul style="list-style-type: none"> • Mobile MVP auth • Mobile MVP unauth 	7/21/2022	✓
Design	#44273 Build design prototype of hybrid MVP for demonstration	2	Thomas Carl	<ul style="list-style-type: none"> • Prototype 	7/21/2022	✓
Content	#39516 Finalize HEC documents for translation w/ hybrid designs and content	3	Carl	<ul style="list-style-type: none"> • User guide • FAQ's • Cover letter • Fact sheet 	7/26/2022	✓
Accessible	#43653 Ensure text version of 1095-B passes accessibility test	5	Teagan Shashank Tami	<ul style="list-style-type: none"> • Screen read txt ver 	7/12/2022	✓
Tech	#44288 Backend: Build 1095-B Text version	8	Teagan Shashank	<ul style="list-style-type: none"> • Demonstration video • GitHub branch - BE 	7/26/2022	✓
Tech	#43596 Build 1095-B front end with Test/PDF download options	5	Teagan Shashank	<ul style="list-style-type: none"> • Demonstration video • GitHub branch - FE 	7/26/2022	✓
Content	#44602 QA front end content on build	1	Carl	<ul style="list-style-type: none"> • NR 	7/12/2022	✓
Collab	#44263 Collaboration cycle: Kickoff	2	Tami	<ul style="list-style-type: none"> • GitHub ticket #44401 • Updated product outline • Approved designs 	7/14/2022	✓
Collab	#44576 Discovery on design review requirements for collaboration cycle	1	Tami	<ul style="list-style-type: none"> • DSVA Slack 	7/19/2022	✓
Tech	#44271 Meet w/ Analytics team	1	Munish Shashank	<ul style="list-style-type: none"> • DSVA Slack 	7/19/2022	✓

Sprint 7 Deliverables 1095-B

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Content	#44266 Finalize call center documents and video with new designs for anticipation of contact center review	5	Carl	<ul style="list-style-type: none"> Product guide - MVP Product video - MVP Product video transcript - MVP 	7/26/2022	✓
Collab	#44593 Collaboration cycle: Contact center review [MOVE – 1095-B hybrid MVP for accessibility]	1	Carl	<ul style="list-style-type: none"> Ticket 	7/26/2022	✓
Opt-in	#43821 1095-B engineering document “How it works”	5	Shashank	<ul style="list-style-type: none"> 1095-B MVP document 	7/20/2022	✓
Opt-in	#44293 Align on opt-in build with VA Profile BE/FE and VA Notify teams	3	Munish Tami Shashank	<ul style="list-style-type: none"> 6/17 Zoom video 6/23 Zoom video 7/19 Zoom video 	7/20/2022	✓
Tech	#44657 Write backend API tests	3	Teagan	<ul style="list-style-type: none"> NR 	7/26/2022	✓

SPRINT 7 DEMO

Preview of Sprint 8

Sprint 8 will focus on

Next sprint demo: Aug 9th

*Stories subject to change during sprint planning

HEALTH HUB

- A. Moderated research recruitment
- B. Research pilot testing






1095-B

- A. Collaboration cycle: Privacy and security review
 - B. Collaboration cycle: Analytics implementation and QA
 - C. Post-MVP Opt-in coordination / alignment plan
 - D. Staging 508 compliance review
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SPRINT 7 DEMO

Appendix

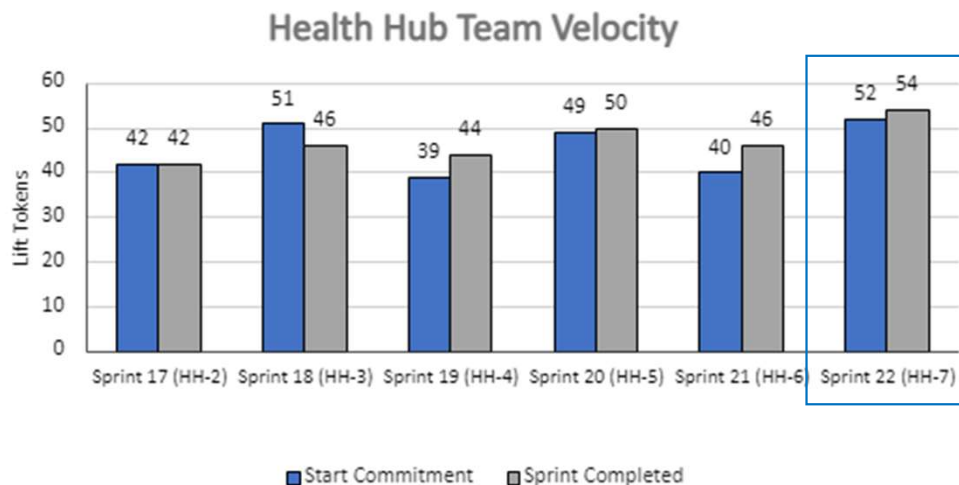
Project risks and mitigation strategies (1 of 2)

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			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			Post-MVP enhancement blocker

Health Hub Team velocity



Velocity details

- Velocity estimated in story points, using Fibonacci
- Velocity in Sprint 7 accounted for 7 team members
- 54 total story points were completed; Team committed to 52 story points at beginning of the sprint.
- 3 Stories added (2 points) to account for added collaboration cycle: contact center review and work pulled forward due to early build; QA for front end content and build back end API tests.
- 1 story blocked (3 points) pending collaborative action plan w/ VA Profile FE/BE and VA Notify for opt-in build



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Sprint __ Deliverables – __

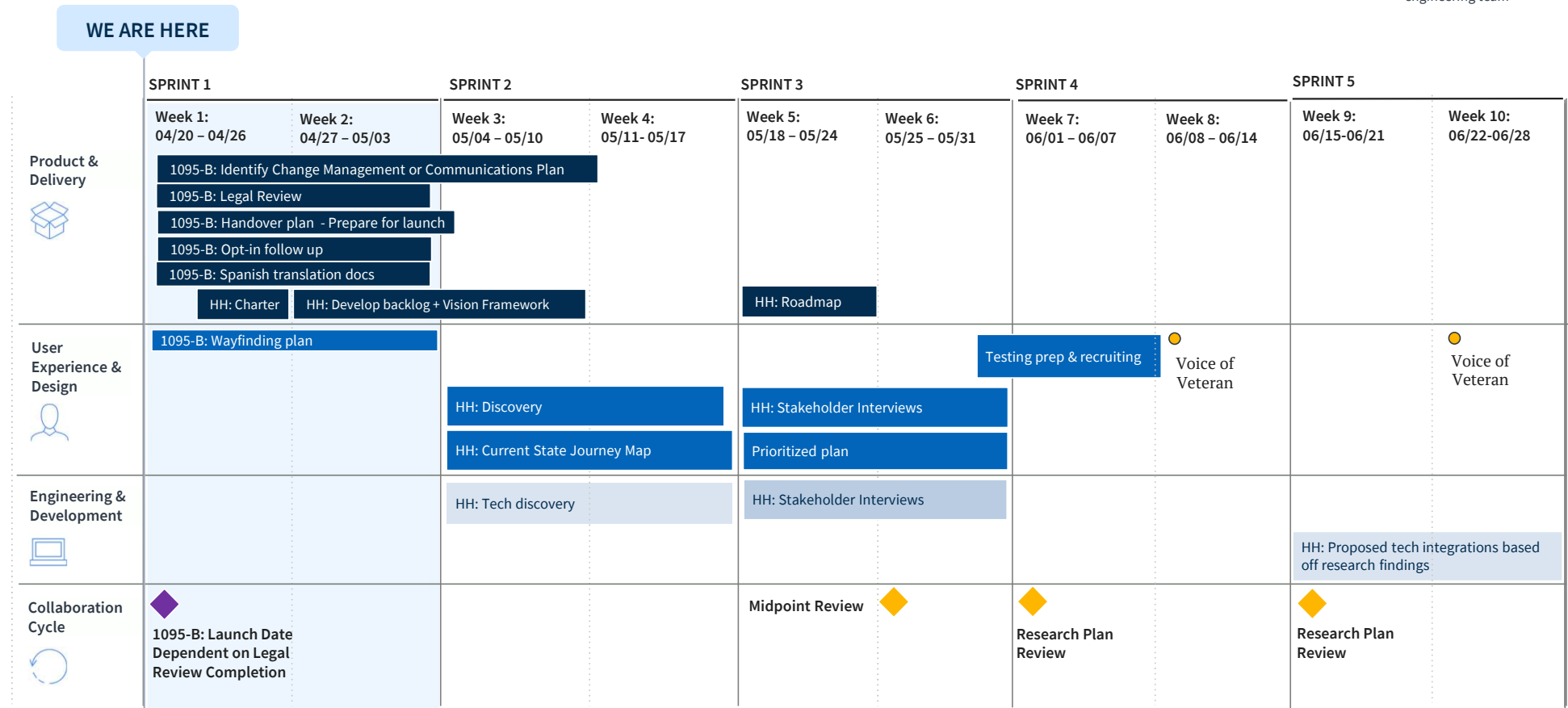
EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
R	#40000 Lorem	0	C	<ul style="list-style-type: none"> . Lorem . Lorem . Lorem . Lorem . Lorem 	7/12/2022	✓
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07-12 Sprint 6 Demo				<ul style="list-style-type: none"> . Lorem . Lorem . Lorem . Lorem . Lorem 	Sprint 5 Deliverables 30	

Sprint 1 will run April 20 to May 3rd

Owned by design team

Owned by product/
engineering team

Release



*Does not show post-MVP Validate phase meetings in Collaboration Cycle, such as Full Accessibility Audit and Post-Launch Check In; Contact Center Review adjusted to 3 weeks before launch as approved by Jason Woodman