

LOGIN.GOV ADOPTION TEAM

Sprint 9 demo

Wednesday, December 21, 2022

VA



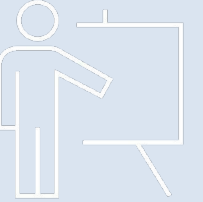
U.S. Department
of Veterans Affairs



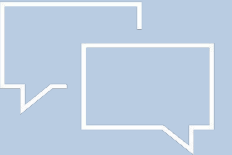
At the end of each sprint on Wednesday, the team will run sprint reviews to showcase the sprint's work for approval.

The purpose of this meeting is:

- 1 To demo the accomplishments or functionality that was accomplished 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



The team

Core team



Jay Tanner
Program and
Delivery Manager



Elizabeth Koch
Product Owner,
Key Personnel



Steve Dickson
Engineering Lead,
Key Personnel



Tyler Gindraux
Sr. UX Researcher,
Key Personnel



Ksenia Coulter
Sr. Frontend
Engineer



Carl Dickerson
Content
Strategist



***Anthony
Levin-Decanini**
Sr. Product Manager



****Carolyn Williams**
Sr. Product Designer

Executive team



Jeff Scheire
MO Studio



Michael (Porta) Antiporta
Product & Delivery, MO Studio

**Joining in December*

***Joining in January*

Today's agenda

- 5 min** Program update
- 5 min** [Migration Roadmap](#)
- 5 min** [Implementation backlog](#)
- 5 min** [Product documentation](#)
- 5 min** Next steps

Areas of focus



**Legacy
credential
migration**

Priority

**Login.gov
proactive
adoption**

**In-person
support**

**Non-Veteran
user roles**

What our Sprint 9 goals were:

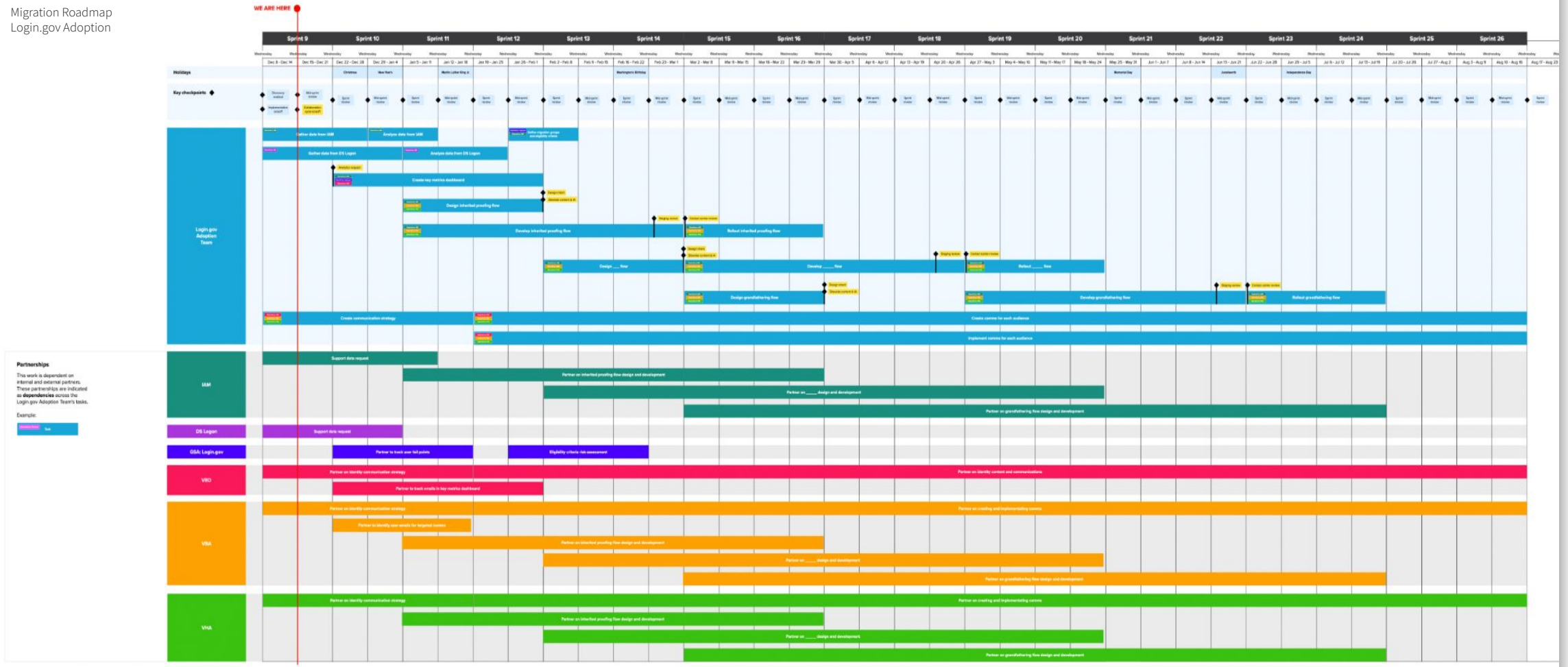
- ✓ Implementation Kickoff in D.C.
- ✓ Completed Implementation Kickoff synthesis
- ✓ Drafted and shared [Migration Roadmap](#)
- ✓ Drafted Implementation Plan (version 1.0)
- ✓ Started discovery on Communication Strategy with VEO
- 🚧 Onboarding new personnel
- ✓ Presented discovery at VA Platforms Design, Content and Research call
- ✓ Presented discovery at VA Identity Working group meeting
- ✓ Drafted Implementation Product Backlog



Migration roadmap

Migration roadmap

Migration Roadmap Login.gov Adoption



Dependencies, risks, blockers

Dependencies:

- DMDC for DS Logon inherited proofing evidence
- Login.gov defining eligibility criteria for inherited proofing
- IAM Grandfathering SR-3834 for binding accounts
- Working with VEO on communications strategy
- Perigean for research recruitment
- Collaboration Cycle
- MHV and eBenefits (and perhaps IAM) for implementing banners and entry points into grandfathering and inherited proofing flows

Risks:

- DS Logon inherited proofing evidence not received

Blockers:

- IAM Data of User accounts SR-3634
- Team ZenHub access



Implementation backlog

Our current backlog

The screenshot displays a Jira backlog for the "Login.gov-adoption Team". The interface includes a top navigation bar with filters for Repo, Label, Sprint, Assignee, Epic, Release, Estimate, Author, and Milestone. A search bar and a "New Issue" button are also present.

The backlog is organized into five main columns:

- Future Initiatives:** Contains 56 issues. Visible items include:
 - va.gov-team #50334: A/B test comms messaging to reach a variety of Veteran audiences. Includes a task to create a comprehensive and universal communication plan.
 - va.gov-team #50333: Direct, simple, educational messaging on why security is an evolving priority. Includes a task to create a comprehensive and universal communication plan.
 - va.gov-team #50328: Remote "trusted referee" proofing option. Includes a task for Login.gov enhancements to support Veteran adoption.
 - va.gov-team #50327: Chatbot intercept at moment of abandonment or repeated error states. Includes a task for Login.gov enhancements to support Veteran adoption.
- Epics:** Contains 13 issues. Visible items include:
 - va.gov-team #50658: Create login.gov adoption dashboard to track key metrics. Includes tasks for sprint planning and user migration.
 - va.gov-team #50341: Communication plan for DS Logon sunsetting. Includes a task for DS Logon sunset.
 - va.gov-team #51035: Implementation Roadmaps.
 - va.gov-team #50773: Collaboration Cycle for [Login.gov adoption team, DS Logon Inherited Proofing].
- Product Backlog:** Contains 24 issues. Visible items include:
 - va.gov-team #51039: Identify stakeholders (internal and external). Includes a task for communication plan.
 - va.gov-team #51040: Identify what each stakeholder needs to know. Includes a task for communication plan.
 - va.gov-team #51041: Identify touchpoints for each stakeholder. Includes a task for communication plan.
 - va.gov-team #51044: Implement tailored comms. Includes a task for communication plan.
 - va.gov-team #51019: Number of new accounts being created for all credentials. Includes a task to create login.gov adoption dashboard.
- Sprint Backlog:** Contains 8 issues. Visible items include:
 - va.gov-team #51082: Research read out for OCC. Includes labels for login.gov-adoption and research.
 - va.gov-team #50690: Research read out for login.gov - January 10, 2023. Includes labels for login.gov-adoption and research.
 - va.gov-team #51080: Develop communication strategy with VEO. Includes a task for communication plan.
 - va.gov-team #51043: Develop content for each audience. Includes a task for communication plan.
 - va.gov-team #51048: Draft journey maps for awareness content. Includes a task for communication plan.
- In Progress:** Contains 14 issues. Visible items include:
 - va.gov-team #50899: Offboarding Discovery Team. Includes tasks for sprint planning.
 - va.gov-team #50891: Offboarding of [Kevin London]. Includes labels for Offboarding, analytics-insights, login.gov-adoption, and operations.
 - va.gov-team #50892: Offboarding of [Briana Mazzio]. Includes labels for Offboarding, analytics-insights, login.gov-adoption, and operations.
 - va.gov-team #50893: Offboarding of [Samara Watkiss]. Includes labels for Offboarding, analytics-insights, login.gov-adoption, and operations.
 - va.gov-team #50894: Offboarding of [Marissa Klein]. Includes labels for Offboarding, analytics-insights, login.gov-adoption, and operations.

On the right side, there are additional columns for "Review/QA" and "Done", both showing 0 issues and 0 points.



Product documentation

Where we're documenting

The screenshot shows a GitHub repository for the 'department-of-veterans-affairs / va.gov-team'. The repository is public and has 155 watchers, 145 forks, and 218 stars. The main navigation bar includes links to Code, Issues (5k+), Pull requests (103), Zenhub, Discussions, Actions, Projects (38), Security, and Insights. The current view is the 'login.gov-adoption' directory on the 'master' branch. The directory listing shows several files and folders, including 'meeting notes', 'onboarding', 'presentations', 'products', 'research', 'roadmap', 'README.md', and 'team-charter.md'. The 'README.md' file is selected, and its content is displayed below. The README content includes a title 'Login.gov Adoption at a glance', a section 'Where to find us' with links to GitHub and Slack, and a section 'General team overview'.

department-of-veterans-affairs / va.gov-team Public

Edit Pins Watch 155 Fork 145 Star 218

<> Code Issues 5k+ Pull requests 103 Zenhub Discussions Actions Projects 38 Security Insights

master va.gov-team / products / login.gov-adoption / Go to file Add file ...

elizabethkochBT Update README.md af97b96 20 hours ago History

File/Folder	Description	Last Updated
meeting notes	Update and rename Login.gov blog with VEO.md to 30 November 2022 - Ne...	3 weeks ago
onboarding	Update welcome to the team.md	last week
presentations	Delete README.md	last week
products	Update README.md	20 hours ago
research	Update login.gov adoption discovery research findings.md	last week
roadmap	Update README.md	2 weeks ago
README.md	Update README.md	2 weeks ago
team-charter.md	Update team-charter.md	2 weeks ago

README.md

Login.gov Adoption at a glance

Where to find us

- GitHub Label: login.gov-adoption
- DSVA Slack: #va-identity-product-team

General team overview



Next steps

Sprint 10 goals

- Develop communication strategy with VEO, MHV, & eBen
- Draft journey maps for awareness content
- Prepare discovery presentation for Login.gov
- Prepare discovery presentation for OCC
- Gather data to provide a baseline of DS Logon and develop metrics to measure against
- Define a migration plan and dates to inform internal stakeholders of approaches



Holidays and (hopefully) rest!



Any questions?

VA



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