

Sprint 5 Demo

Tuesday, June 28th, 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

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



Shashank Khandelwal
Rockville, MD
Tech Lead



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

ENGINEERING



Jeff Scheire
MO Studio



Marcy Jacobs
McKinsey & Co



Kevin London
Frog Design



Will Reynolds
SERVE Advisory



Ben Morris
Pluribus Digital



Travis Hoffmann
MO Studio

Executive team

WELCOME TO THE SPRINT 5 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:

06-28 Sprint 5 Demo

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



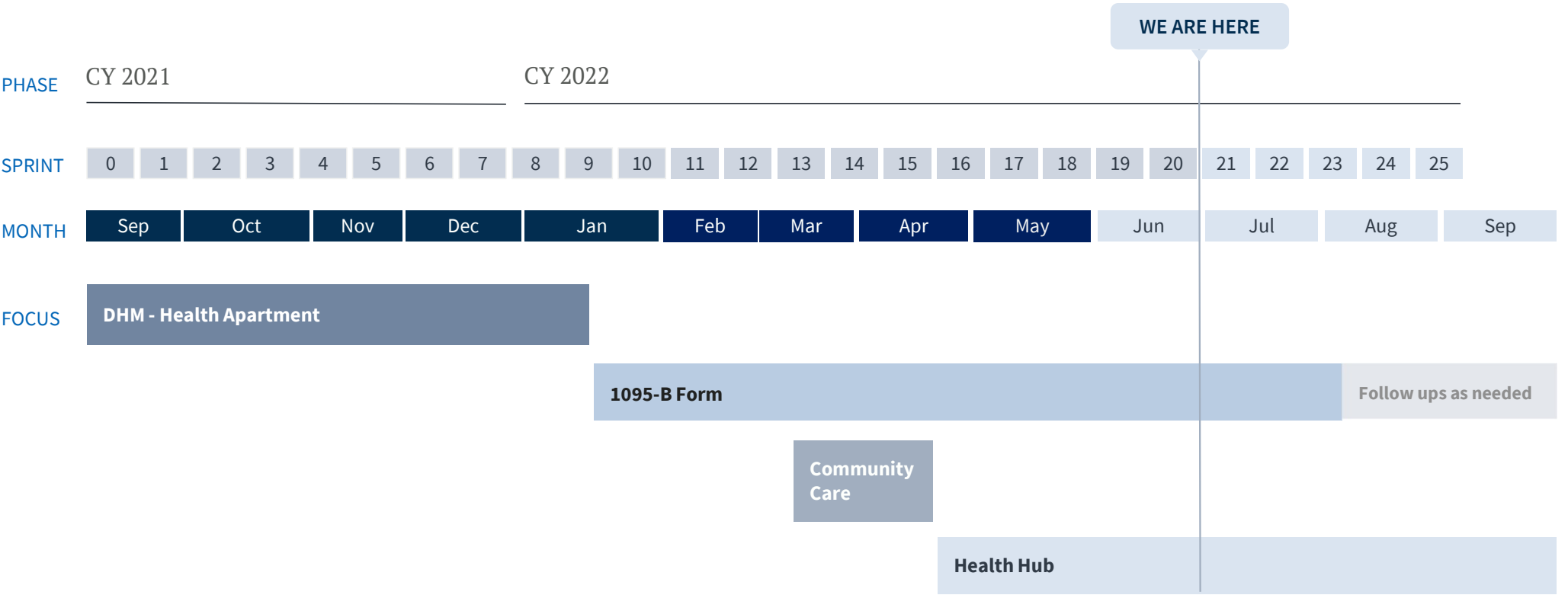
- 2 To get feedback and insights early and often



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



CEDAR TO1 Overview



Agenda

Sprint Goal:

For sprint 5 for Health Hub we focused initial synthesis of Veteran usability of IA hypotheses and expanded caregiver participation, made prototypes of possible IA's representing hypotheses.

On 1095-B we conducted accessibility testing and discovery with MVP, conducted legal research on opt-in requirements and collaboratively designed opt-in, planned for notifications, and presented product updates and designs to HEC Business owner for approval.

HEALTH HUB

A. IA tree test synthesis – Veterans'

1095-B

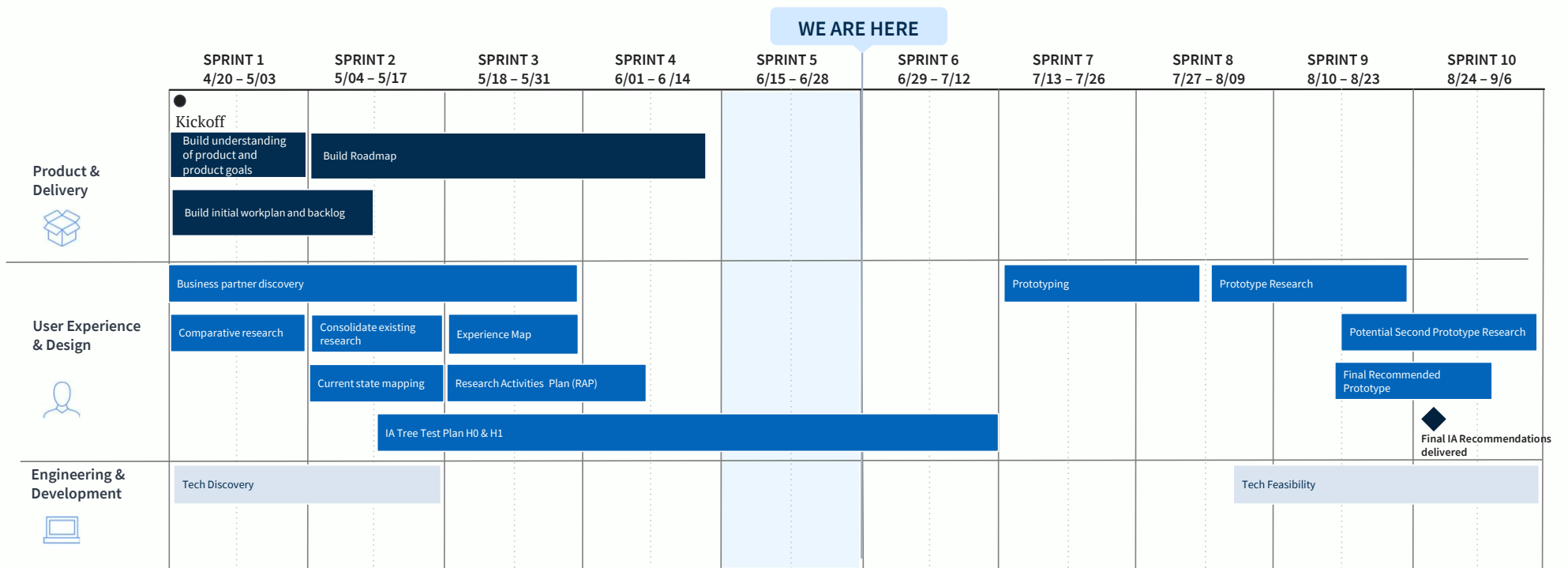
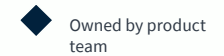
- A. Solution for MVP 508 accessibility -mockups / text
- B. Designed opt-in element for approval by Business Owner - sketch
- C. Preparation of HEC legal review- notification build

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 5 DEMO

Health Hub

Health Hub Workplan v4



A

IA tree test synthesis – Veterans’ initial findings

[User Story](#): Continue to monitor IA treejack test
[User Story](#): Submit for additional caregiver cohorts
[User Story](#): Conduct research synthesis—Veterans

Initial findings

- Hypothesis 1 performed better on “get” tasks
- Hypothesis 0 performed better on “manage” tasks
- For participants without VA health care, Hypothesis 1 performed better
- For both hypothesis, Task 9 had the highest success rate
- Task 5 had the lowest success rate for both hypotheses

Health Hub IA Tree Test (Veterans)

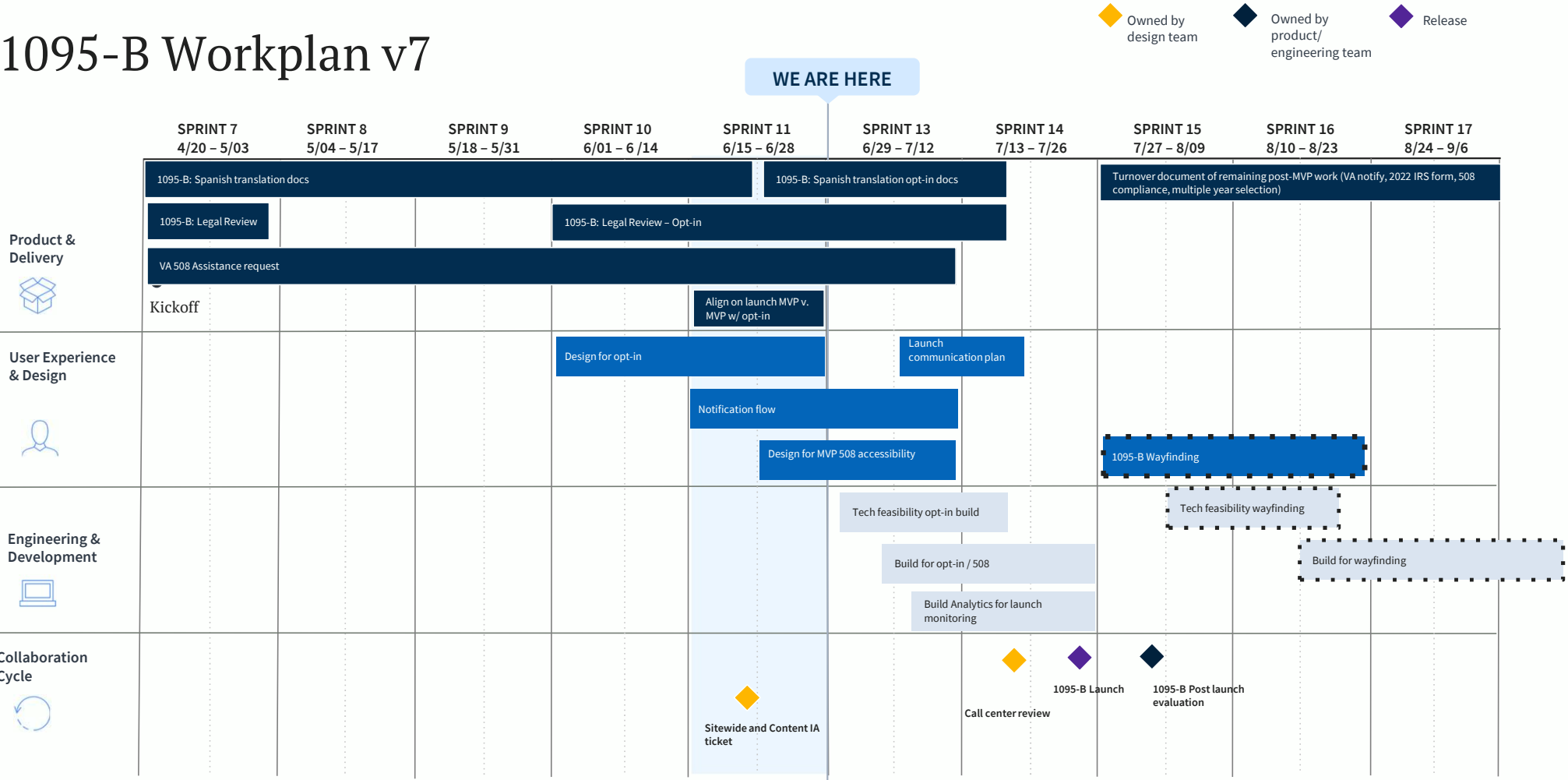
final # of participants		151		# of AT users							0	# of no shows							3
Category	%	Target	Study	1	2	3	4	5	6	7	8	9	10	11	12	13	14		
Age 55-64+	50.00%	76	78	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cognitive Disability	50.00%	76	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mobile user	50.00%	76	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural	25.00%	38	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No degree	25.00%	38	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other than honorable	21.00%	32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Immigrant origin	17.00%	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Women	10.00%	16	74	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Expat (living abroad)	0.40%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Race	Based on VA's projected statistics																		
Black	15.00%	23	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hispanic	12.00%	19	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biracial	3.90%	6	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Asian	3.00%	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Native	0.30%	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LGBTQ+	LGBTQ+ Veterans are 5 times as likely to have PTSD																		
Gay, lesbian, or bisexual	--%	1	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Transgender	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonbinary, gender fluid, gen	--%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

[Link](#)

SPRINT 5 DEMO

1095-B Status Update

1095-B Workplan v7



A

508 Accessibility Analysis

[User Story](#): Trial run populated IRS 1095-B from widget w/ screen reader

[User Story](#): PM to f/u on VA 508 accessibility support ticket

[User Story](#): Conduct discovery into alternate forms of IRS 1095-B

Team reviewed populated 1095-B document with screen reader technology:

- Blank PDF from IRS - Passed
- Flat data - Failed
- Non-flatten data - Failed
- Form without privacy data - TBD

Options to investigate:

- Use text version of 1095-B (discussion on next page)



Offer PDF and text options

- Have IRS build 1095-B HTML
- Fix privacy data, if issue, and continue with 1095-B as built

```
Department of the Treasury
Internal Revenue Service
OMB No. 1545-2252
560118

Form 1095-B
2021
Health Coverage

-- VOID
-- CORRECTED

Do not attach to your tax return. Keep for your records.
Go to www.irs.gov/Form1095B for instructions and the latest information.

Part I Responsible Individual

1 Name of responsible individual-First name, middle name, last name ----
2 Social security number (SSN) or other TIN ----
3 Date of birth (if SSN or other TIN is not available) ----
4 Street address (including apartment no.) ----
5 City or town ----
6 State or province ----
7 Country and ZIP or foreign postal code ----
8 Enter letter identifying Origin of the Health Coverage (see instructions for codes): ----
9 Reserved shaded

Part II Information About Certain Employer-Sponsored Coverage (see instructions)

10 Employer name ----
11 Employer identification number (EIN) ----
12 Street address (including room or suite no.) ----
13 City or town ----
14 State or province ----
15 Country and ZIP or foreign postal code ----

Part III Issuer or Other Coverage Provider (see instructions)

16 Name ----
17 Employer identification number (EIN) ----
18 Contact telephone number ----
19 Street address (including room or suite no.) ----
20 City or town ----
21 State or province ----
22 Country and ZIP or foreign postal code ----

Part IV Covered Individuals (Enter the information for each covered individual.)

23
(a) Name of covered individual(s) First name, middle initial, last name ----
(b) SSN or other TIN ----
(c) DOB (if SSN or other TIN is not available) ----
(d) Covered all 12 months --
(e) Months of coverage
-- Jan
```

[1095-B Text version](#)

A

Solutions for MVP 508 accessibility

User Story: Create mock-ups of potential 508 solutions using various combinations of text / PDF for review w/ VA-PO

Options to solve for PDF inaccessibility:

1. Change output of widget to text version only and amend content to express that output of current widget would be text version of 1095-B
1. Expand current widget with second primary button and content for downloading text version of 1095-B
1. Build a second widget / content for sight deficient to upload text version of 1095-B

06-28 Sprint 5 Demo

Download your IRS 1095-B tax form

Download your 1095-B IRS tax form to show proof that you had VA health coverage in the most recent tax year.

Related to: Health care
Document last updated: November 5, 2021

[Download your 1095-B tax form \(text file\)](#)

Note: Text files are an acceptable IRS form for providing your tax information and can be opened or read by any program that reads text, including word processing programs, screen enlargers, refreshable Brailled displays and screen reading software.

Download your IRS 1095-B tax form

Download your 1095-B IRS tax form to show proof that you had VA health coverage in the most recent tax year.

Related to: Health care
Document last updated: November 5, 2021

[Download your 1095-B tax form \(PDF\)](#)

To open your form, you'll need the latest version of [Adobe Acrobat Reader](#). It's free to download.

Using a screen reader or experiencing difficulties with PDF? Download the text only version of this form. Text files are an acceptable IRS alternative for providing your tax information and can be opened or read by any program that reads text, including word processing programs, screen enlargers, refreshable Brailled displays and screen reading software.

[Download your 1095-B tax form \(text file\)](#)

1

Download your IRS 1095-B tax form

Download your 1095-B IRS tax form to show proof that you had VA health coverage in the most recent tax year.

Related to: Health care
Document last updated: November 5, 2021

[Download your 1095-B tax form \(text file\)](#)

[Download your 1095-B tax form \(PDF\)](#)

Note: Text files are an assistive technology-friendly IRS alternative for providing your tax information and can be opened or read by any program that reads text, including word processing programs, screen enlargers, refreshable Brailled displays and screen reading software.

To open the PDF version of this form, you'll need the latest version of [Adobe Acrobat Reader](#). It's free to download.

3

[1095-B Sketch file](#)

1095-B 12

Opt-In Design Element

[User Story](#): Review new design component - opt-in {1095-b / VA Profile

[User Story](#): Iterate on opt-in designs based on feedback

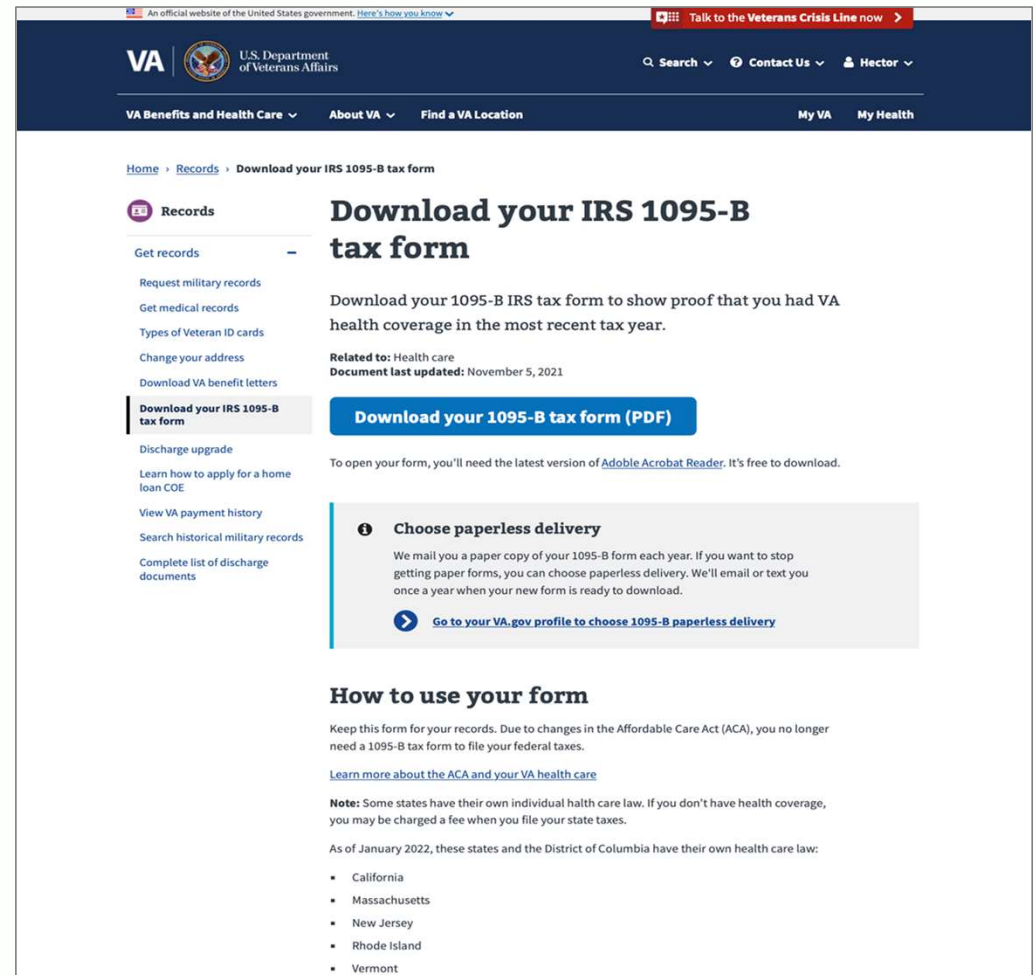
[User Story](#): Seek approval of final opt-in design from Business Owner

[User Story](#): Iterate on HEC documents to reflect approved opt-in design component

[User Story](#): Update call center documents to reflect approved opt-in design

Design Update

- Some minor edits to copy have been made
- “Information Alert Box” component deemed the appropriate component for use in this case.
- “Go Paperless....” copy determined to be effective and appropriate language.
- Placed immediately below document download element to reinforce association with that action



[View in Sketch](#)

Initial Announcement for Enrollment

User Story: Build process map for 1095-B opt-in notifications

User Story: Discover what is needed for opt-in legal review

Initial Notification:

- “Blast” email notification
- Manual trigger by 1095-B Team or HEC
- Manual trigger yet to be built
- Notification letter content created and build into VA Notify



Initial Announcement
Audience: All Veterans
Timing: Product launch late 2022
Trigger: Manual trigger

From: U.S. Department of Veteran Affairs

Subject: Your IRS 1095-B tax form is now available online

Dear [First_Name],

In an effort to reduce paper and provide more convenient options for Veterans to access documents, we have now made the IRS 1095-B tax form (proof of health coverage) available online. If you would like to opt-in to paperless delivery and no longer receive this form in the mail, please update your notification preferences in your profile at: <https://va.gov/profile/notifications>.

You can always visit <https://www.va.gov/records/download-your-irs-1095-b> to download and/or print a copy of your 1095-B for your tax records.

Thank you,

VA.gov

Yearly Automated Notification

Annual Notification:

- Selective email to those who have opted in to email notifications
- Trigger to be built by 1095-B team to fire when new tax template uploaded
- Notification letter content created and built into VA notify by 1095-B team



Yearly Automated Notification

Audience: Veterans who have selected paperless delivery

Timing: Triggered when 1095-B is available, late December/early January

From: U.S. Department of Veteran Affairs

Subject: **IMPORTANT** HEALTH COVERAGE TAX DOCUMENTS AVAILABLE

Dear [First_Name],

Your [year] IRS 1095-B tax form (proof of health coverage) is now available for download. If you would like a copy for your records, please visit:

<https://www.va.gov/records/download-your-irs-1095-b>.

Thank you,
VA.gov

Opt-In & Opt-Out Notifications

Initial Notification for Opt-In:

Paperless Confirmation

Audience: Veterans who have updated their 1095-B delivery preferences

Trigger: Triggered by change of 1095-B preference

V1: For Veterans going paperless

From: U.S. Department of Veteran Affairs

Subject: Paperless delivery confirmation IRS 1095-B tax form

[First_Name],

You have successfully enrolled in paperless delivery for your IRS 1095-B tax form.

Moving forward, you will no longer receive a copy of this form in the mail. To download and/or print a copy of your most recent tax year's 1095-B, visit:

<https://www.va.gov/records/download-your-irs-1095-b>

Thank you,

VA.gov

Update your notification preferences at: <https://va.gov/profile/notifications>.

Notification for Opt-Out:

V2: For Veterans changing preference back to mail & digital

From: U.S. Department of Veteran Affairs

Subject: You have successfully updated your 1095-B preferences

[First_Name],

You have successfully updated your IRS 1095-B tax form delivery preferences. Our records show that, moving forward you would like to receive this form in the mail. As forms have already been mailed for this tax season, your changes will take effect for next year. If you need a copy of your 1095-B mailed to you immediately, please contact the Enrollment Center at 1-877-222-VETS (8387).

To download and/or print a copy of your most recent tax year's 1095-B, visit:





<https://www.va.gov/records/download-your-irs-1095-b>

Thank you,

VA.gov

Update your notification preferences at: <https://va.gov/profile/notifications>.

Blockers for 1095-B launch

BLOCKER	OWNED BY	ACTION NEEDED	DATE ENTERED	STATUS	NOTES
Legal Review	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		Exception request denied, still awaiting assistance
Spanish Translation	Tarsha Tremble (Business Owner)	<ul style="list-style-type: none"> Follow up with translation progress of MVP materials 	Sprint 7 – 4/20/22		June 29 expected date
Spanish Translation	Tarsha Tremble (Business Owner)	<ul style="list-style-type: none"> Follow up with translation progress of opt-in materials 	Sprint 11 – 6/14/22		TBD

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 	End of June	VA 508 solution assistance
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 	TBD	Product dark launched
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 Update draft communications and announcement plans, based on when opt-in will be launched 	June - July	HEC and Profiles commitment to building opt-in
Notification Triggers	Design & Tech	<ul style="list-style-type: none"> Notification letters approved by legal Build triggers for opt-in, opt-out, annual update 	July	Legal review
Legal Review	Product	<ul style="list-style-type: none"> Work with Tarsha to complete legal review for Opt-In 	June – Aug	POC name from Tarsha
Post 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	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 	June or later	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 	May or later	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 	October - December 2022	Product launched in prod; aligned on communication plan with Tarsha/Tracey

SPRINT 5 DEMO

Sprint Deliverables

Sprint 5 Deliverables – Health Hub

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Research	#42887 Submit for additional caregiver cohorts with VA research & Perigean	2	Carolyn Tami	. Additional cohort recruitment	6/17/22	✓
Research	#42799 Continue to monitor IA teejack test (#1)	2	Carolyn	. NR	6/28/2022	✓
Research	#42886 Conduct research synthesis – Veterans (#1)	13	Carolyn Shashank	. Design review deck . Synthesis document	6/23/2022	✓

Sprint 5 Deliverables – 1095-B (1 of 2)

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Product	#40454 PM to f/u w/ VA-PO on HEC documents being translated into Spanish	1	Tami	. NR	6/28/2022	✓
Product	#39722 PM to f/u on VA 508 accessibility support ticket	1	Tami	. YourIT # RITM6608047	6/28/2022	✓
Product	#38351 Collaboration cycle: Staging review [1095-B]	0	Munish	. Ticket	6/28/2022	✓
Product	#39723 PM team to f/u on VA Notify ticket for opt-in	1	Tami	. #CMDMRP-2269	6/28/2022	✓
Product	#42861 Seek approval of final designs from Tarsha at HEC	2	Munish	. Business owner brief	6/27/2022	✓
Tech	#41560 User acceptance criteria (UAT) 1095-B	0	Teagan Shashank	. NR	6/28/2022	✓
Tech	#36175 Collaboration cycle: Analytics implementation [1095-B]	0	Teagan Shashank	. Ticket	6/28/2022	✓
Tech	#38387 1095-B Team staging review accessibility checklist	0	Teagan Shashank	. Ticket	6/28/2022	✓
Tech	#42974 Trial run populated IRS 1095-B form through widget with screen reader	2	Teagan Tami	. Notes from test in ticket	6/27/2022	✓
Research	#42889 Iterate on opt-in designs based on feedback	3	Thomas	. Sketch designs . Design review deck	6/24/2022	✓
Design	#42892 Iterate on HEC documents to reflect opt-in design component	2	Carl	. FAQ's . Fact sheet . User guide . Cover letter	6/28/2022	✓
Product	#42888 Discovery as to what is needed for opt-in legal review	1	Munish	. NR	6/28/2022	✓

Sprint 5 Deliverables – 1095-B (2 of 2)

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Content	#38709 Update call center documents to reflect approved opt-in design component and flow	3	Carl	· Product guide	6/28/2022	✓
Design	#42890 Build process map for 1095-B notifications	8	Shashank Carl	· Notifications process mural	6/23/2022	✓
Design	#42694 Review design component – Opt-in [1095-B / VA Profile]	3	Thomas Carl Shashank	· Opt-in sketch design · Design review deck	6/24/2022	✓
Design	#43487 Create mock-ups of potential 508 solutions using various combinations of text / PDF for review by VA-PO	5	Thomas Carl	· Mock-up sketch file · Business owner brief	6/27/2022	✓
Design	#43486 Conduct discovery into alternate forms of 1095-B w/ IRS	1	Shashank	· Business owner brief · Text version	6/27/2022	✓

SPRINT 5 DEMO

Preview of Sprint 6

Sprint 6 of Health Hub will focus on

Next sprint demo: June 28th

*Stories subject to change during
Sprint planning

HEALTH HUB

- A. IA treetest final synthesis - caregivers and Veterans'
- B. Determine research next steps
- C. Plan prototype research







1095-B

- A. Collaboration Cycle
 - B. Build for triggers
 - C. Design and build MVP accessibility
 - D. Notifications approved through Privacy office
-



SPRINT 5 DEMO

Appendix

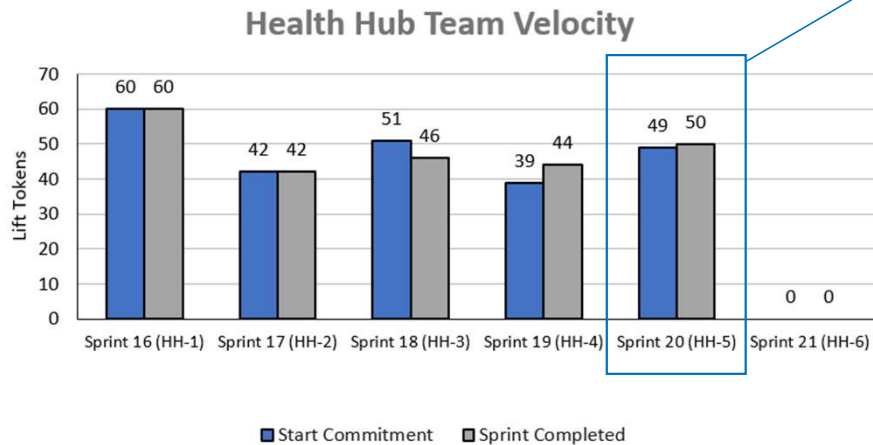
Project risks and mitigation strategies (1 of 2)

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
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

Project risks and mitigation strategies (2 of 2)

RISK AND IMPACT	MITIGATION STRATEGY	DATE		STATUS	NOTES
		ENTERED	CLOSED		
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	5/17/22		Post-MVP enhancement blocker

Health Hub Team velocity



Velocity details

- Velocity estimated in story points, using Fibonacci
- Velocity in Sprint 5 accounted for 7 team members
- 50 total story points were completed; Team committed to 49 story points at beginning of the sprint.
- 2 Stories added (6) mock-ups of text / PDF concepts for accessibility of MVP
- 4 stories blocked (0) pending IRS accessibility solution
- 1 story blocked (5) prototyping hypothesis pending analysis and synthesis of caregiver cohort in IA treejack testing



Lorem

User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem

Lorem

- Lorem
- Lorem
- Lorem

Lorem

- Lorem
- Lorem



Lorem

User Story: Lorem
 User Story: Lorem
 User Story: Lorem
 User Story: Lorem
 User Story: Lorem

Lorem

- Lorem
- Lorem
- Lorem

Lorem

- Lorem
- Lorem



m

User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem

Lorem

- Lorem
- Lorem
- Lorem

Lorem

- Lorem
- Lorem

Lorem

User Story: Lorem

User Story: Lorem

- Lorem
- Lorem



Lorem

User Story: Lorem

User Story: Lorem

- Lorem
- Lorem

Lorem

User Story: Lorem

User Story: Lorem

- Lorem
- Lorem

Lorem

User Story: Lorem

User Story: Lorem

- Lorem
- Lorem

Lorem

User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem

Lorem

- Lorem
- Lorem
- Lorem

Lorem

- Lorem
- Lorem

Lorem

User Story: Lorem

User Story: Lorem

- Lorem
- Lorem

Lorem

User Story: Lorem

User Story: Lorem

- Lorem
- Lorem

Lorem

User Story: Lorem

User Story: Lorem

- Lorem
- Lorem



Lorem

User Story: Lorem
 User Story: Lorem
 User Story: Lorem
 User Story: Lorem
 User Story: Lorem

Lorem

- Lorem
- Lorem
- Lorem

Lorem

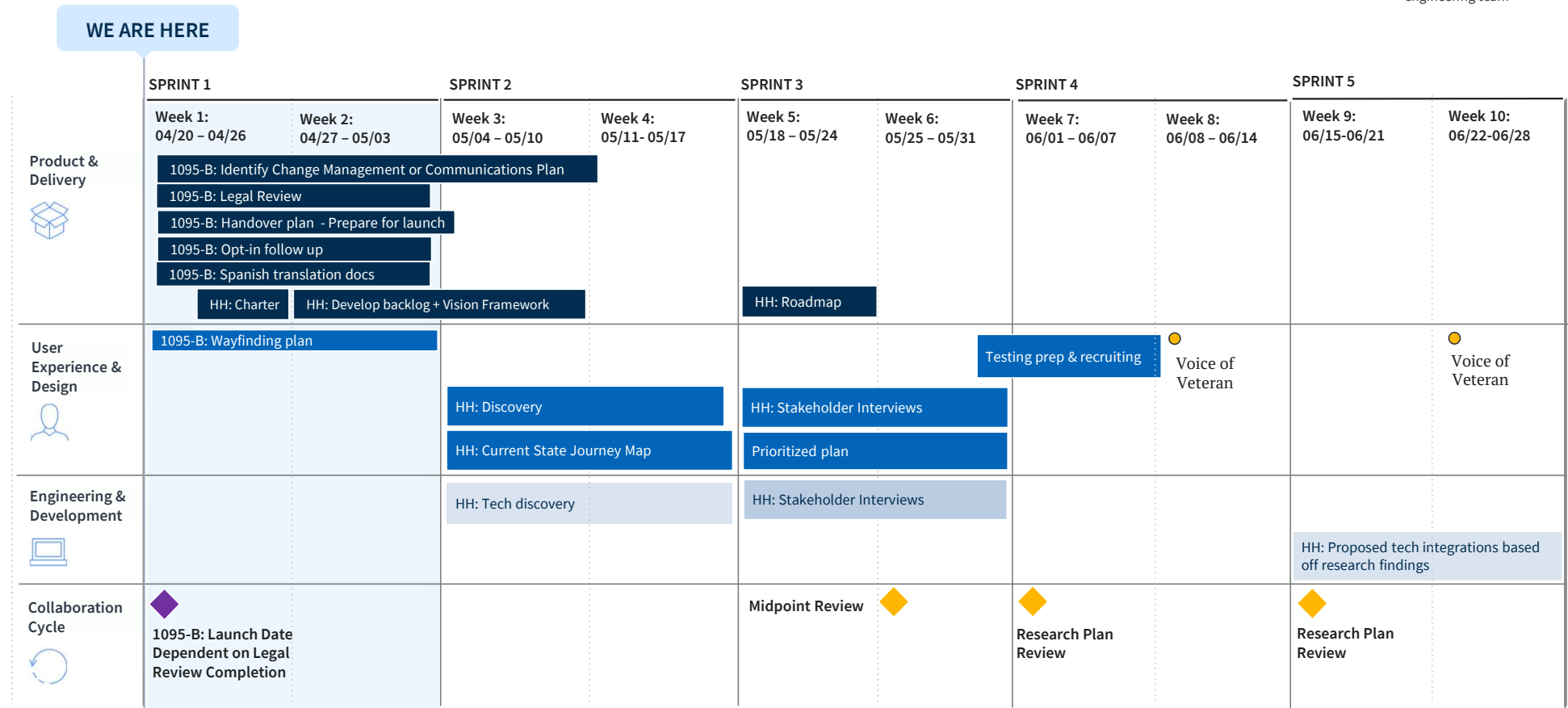
- Lorem
- Lorem

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