Sprint 2 Demo

Tuesday, May 17th, 2022

VA | U.S. Department of Veterans Affairs

MOVE

Get to know the team

Core team

PRODUCT

Munish Sikka
Washington DC
Product Lead

Jordan White
Dallas, TX
Product Manager

Tami Corson
North Carolina
Clinical SME / Scrum

ENGINEERING

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

Executive team

Jeff Scheire
MO Studio

Marcy Jacobs
McKinsey & Co

Kevin London
Frog Design

Will Reynolds
SERVE Advisory

Ben Morris
Pluribus Digital

Travis Hoffmann
MO Studio

WELCOME TO THE SPRINT 1 DEMO

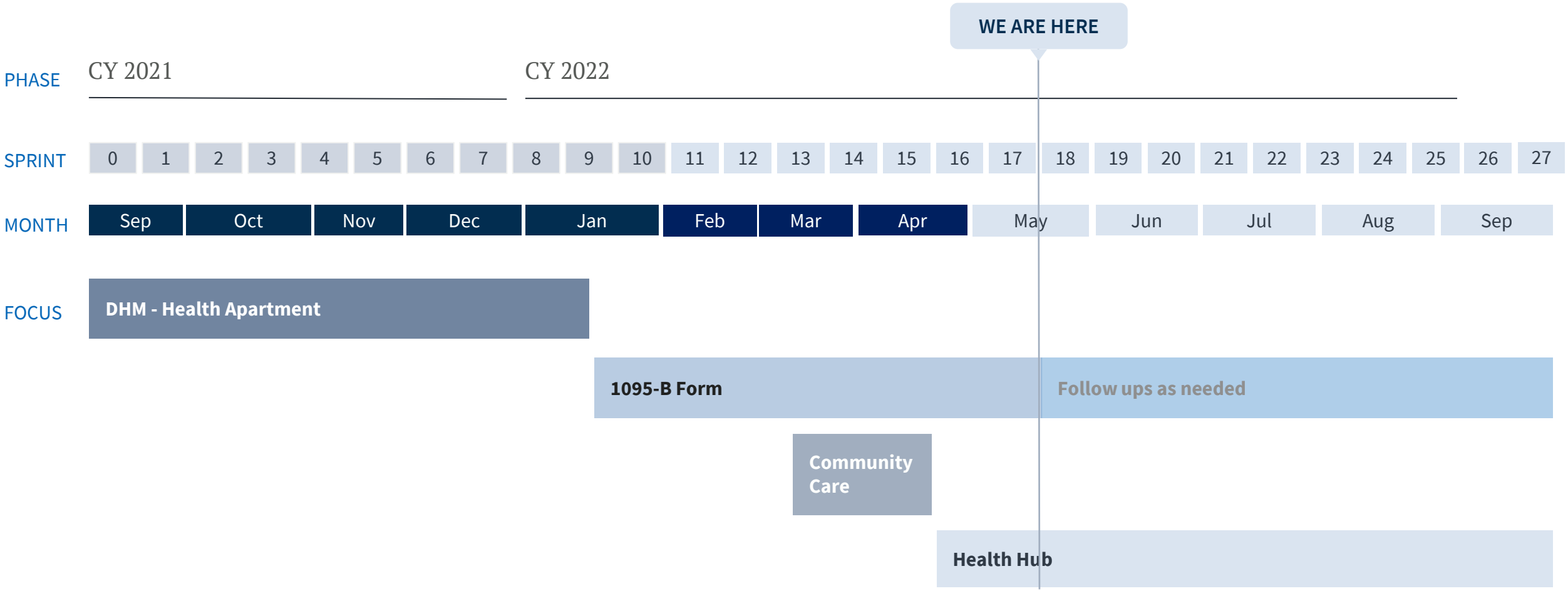
At the end of each sprint on Tuesdays, the team will run sprint reviews to showcase the sprint's work for approval. The purpose of this meeting is:

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 2 we focused on structuring our IA tree tests, continuing and synthesizing our findings from business partner interviews, and thinking about future research activities

HEALTH HUB

A. Draft of research activities plan
B. Business partner discovery and synthesis
C. Experience map skeleton
D. Draft research plan for IA Tree Test

1095-B

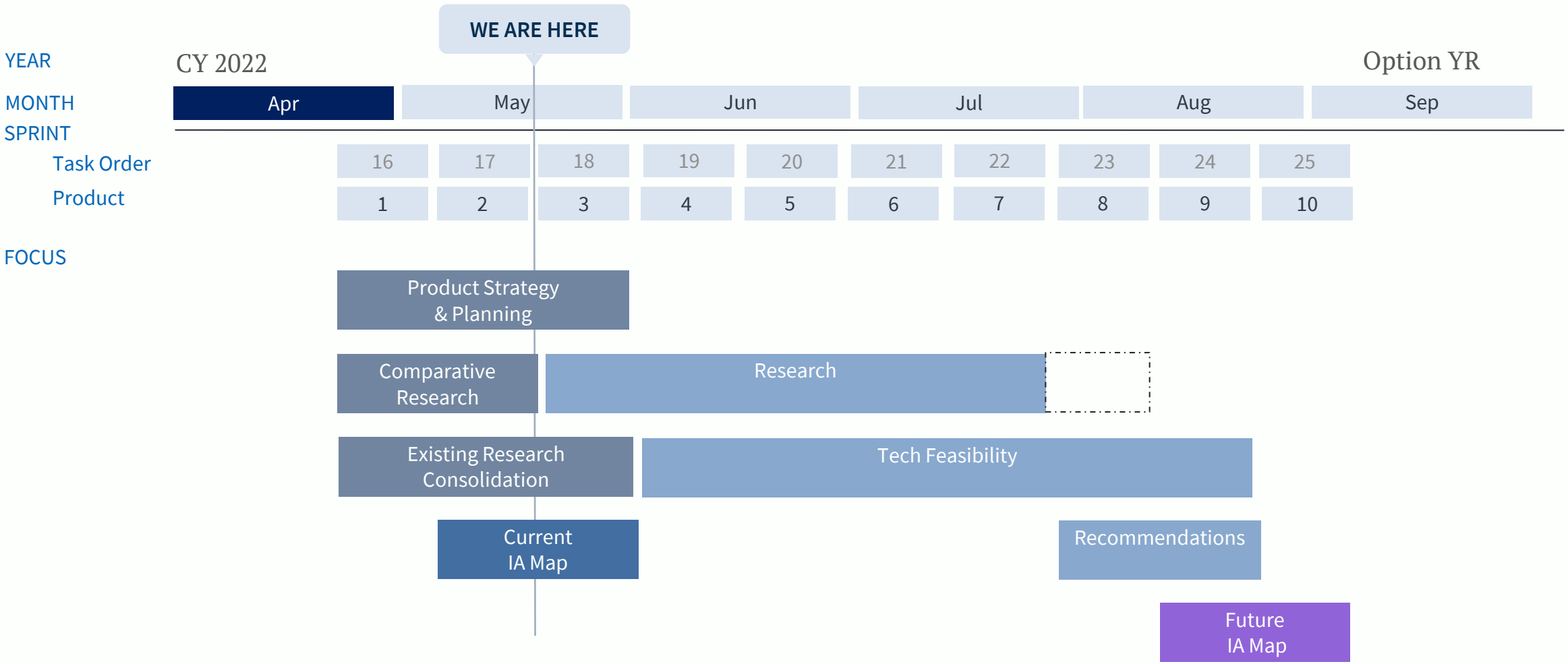
A. Updates on 1095-B

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.

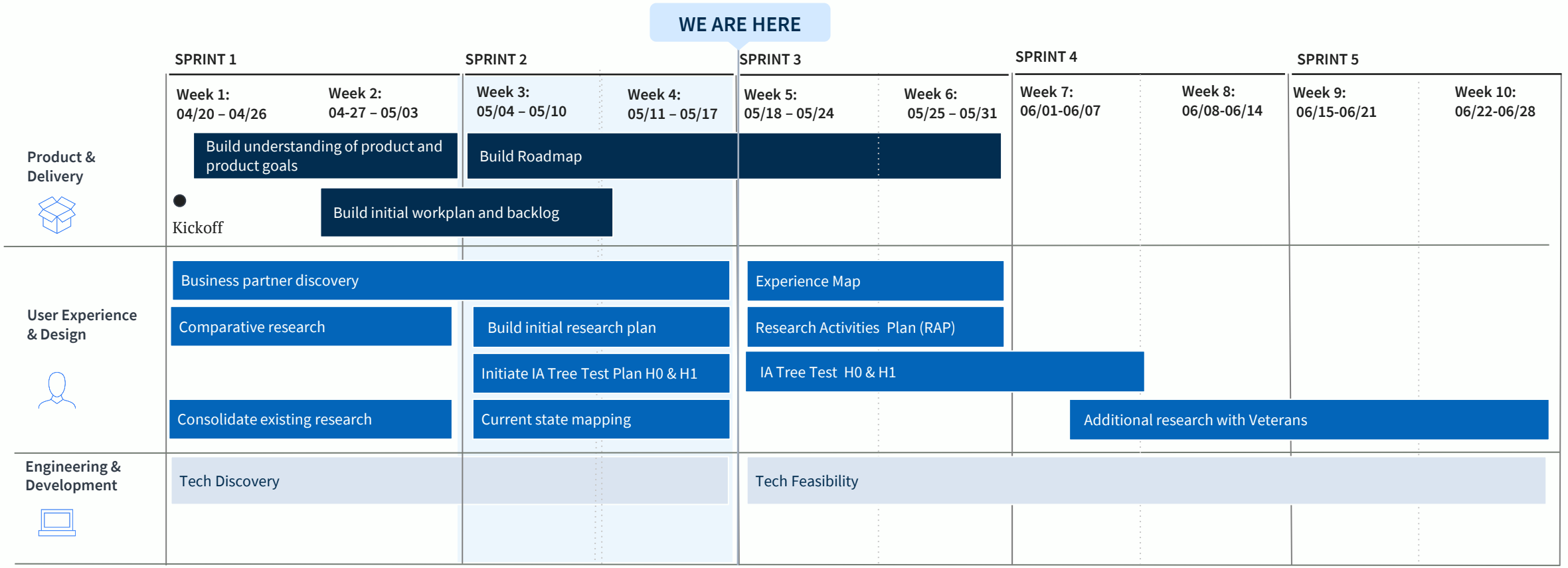
SPRINT 2 DEMO

Health Hub

Health Hub Strategic Roadmap v1



Health Hub Workplan v1



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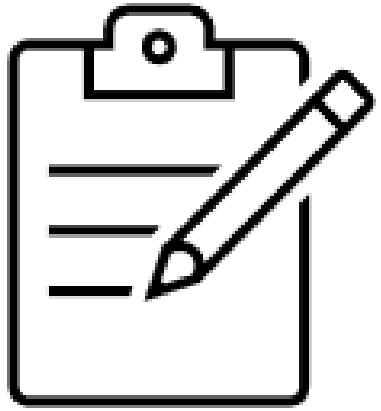
We planned out research activities

User Story: Draft Research Activities Plan (RAP)



Planned activities

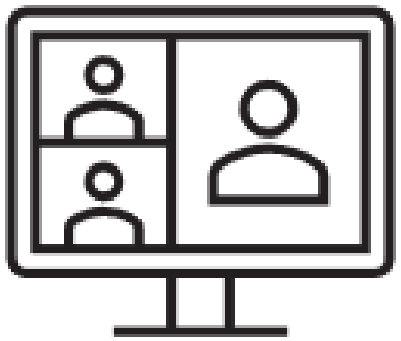
- Conduct interviews with business partners across OCTO to learn their perspectives and needs
- Create an experience map for Veterans initially based on secondary research, and later refined with primary research conducted with Veterans
- Conduct tree tests (to validate site map associated with hypotheses 0 and 1). If neither hypothesis emerges as a clear winner, we'll go back to the drawing board with a card sorting activity to inform a new IA
- Conduct interviews with Veterans and caregivers to understand their experiences, pain points, and moments of delight along their healthcare "journey."
- Create low-fidelity wireframes with navigation
  - Design studio with the broader team
  - Conduct usability tests with Veterans and caregivers
- Create higher fidelity prototypes to evaluate navigation, content, and design
  - Conduct usability tests with Veterans and caregivers
- Synthesize results and socialize

Research plan - draft

B

We listened to our business partners and this is what we heard.

User Story: Conduct business partner discovery, part 2
User Story: Synthesize business partner discovery (round 1 & 2)



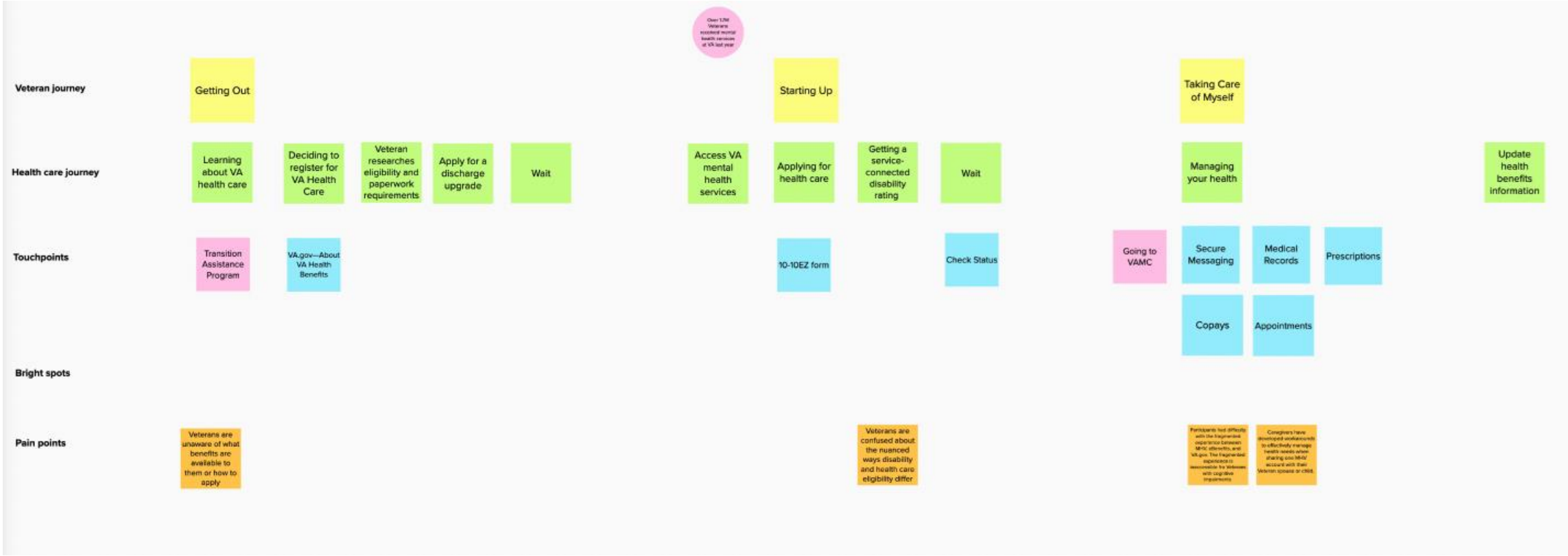
Findings

1. Veterans interact with health care differently than their other VA benefits.
2. Veterans view the VA as one singular entity; VA.gov should reflect that mental model.
3. There are a number of underserved audiences for VA benefits
4. The VA is unique in the range and combination of benefits it offers

Samara Strauss, Beth Potts, Mikki Northius, Jeff Barnes, & synthesis

We started an experience map skeleton

User Story: Draft current Experience Map (skeleton)



Experience map - draft

D

We built the tasks, trees and recruitment criteria for the IA Tree Test

User Story: Draft research plan (#1)
User Story: Draft task list for both hypotheses being tested (#1)
User Story: Develop IA Tree Test diagrams for both hypothesis (#1)

Task examples

- You're thinking of signing up for VA health care and you want to know what benefits you are eligible for. Where would you find information on benefit eligibility? (G)
- You are caring for a Veteran whose disability status has changed (or they just got their rating). How do you find out how this impacts their benefits? (G)
- You woke up with a toothache and want to see a dentist. Where would you go to find out if you qualify for dental care? (M)
- You lost your job and you want to tell VA about your loss of income to see if you can pay less in copays. (M)

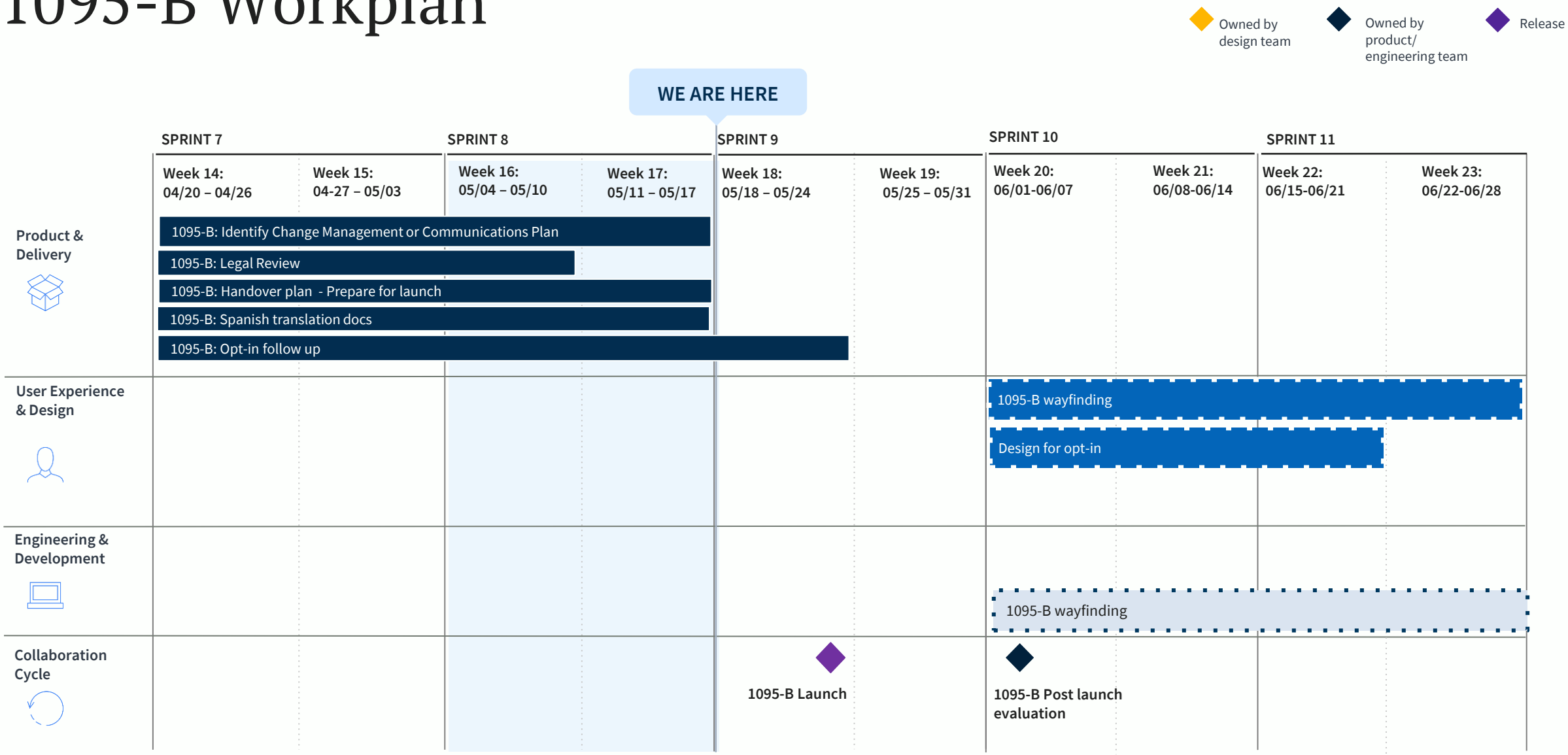
My Health			
	Pharmacy		
		Refill prescriptions	
		Add medications	
		Add allergies and adverse reactions	
		Glossary	
		How to use the pharmacy tool	
		Pharmacy FAQs	
	Appointments		
		Start scheduling	
		Manage appointments	
		View upcoming and past appointments	
		Check in for an appointment	
		How to use the appointments tool	
		Appointments FAQs	
	Messages		
		Compose	
		Drafts	
		Folders	
		Sent	
		Deleted	
		Search messages	
		How to use the Messages tool	
		Messages FAQ	
	Medical Records		

Research plan #1, IA Tree diagrams, recruitment

SPRINT 2 DEMO

1095-B Status Update

1095-B Workplan



1 PRODUCT

We continued to monitor 1095-B developments leading to launch and post-MVP build

User Story: PM team to f/u on VA 508 accessibility ticket
User Story: PM team to f/u on VA profile ticket for opt-in
User Story: PM team to f/u on HEC legal review - Closed 5.10.22
User Story: PM team to f/u on documents for Spanish translation
User Story: Collaboration cycle: Staging review
User Story: 1095-B Team staging review accessibility checklist
User Story: Collaboration cycle: Analytics implementation

Updates on launch and opt-in blockers:

- **Approved for launch** (5.10.22)
- VA Profile ticket transitioned to Barbara Flowers for scheduling (5.10.22)
- VA 508 office had passed ticket to Mr. Sheehan for guidance (4.26.22); no reply / action 2 months
  Do we just move on to VA 508 waiver request?
- Awaiting Spanish translation; need clarity on if we should wait for opt-in to be built for translation - Carl (5.17.22)

508 Ticket , VA Profile opt-in ticket, 1095-B updates

Blockers for 1095-B launch

BLOCKER	OWNED BY	ACTION NEEDED	DATE ENTERED	STATUS	NOTES
Legal review	Tarsha Tremble (Business Owner)	▪ 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 in review
PDF Accessibility	Tarsha Tremble (Business Owner)	• Team received PDF from IRS, but PDF is still not accessible once it is populated with data	Sprint 3 – 3/3/22		Team is awaiting further word from 508 office

1095-B Remaining actions, with external dependencies

ITEM	WORK STREAM	ACTION NEEDED	TARGET COMPLETE DATE	PREREQUISITE
Launch	Product & Tech	Work with tech to create a vets-website release	End of May	None
UAT	Product & Tech	▪ 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	▪ Follow up with HEC and Profiles team to ensure opt-in is done ▪ Update draft communications and announcement plans, based on when opt-in will be launched	April - May	HEC and Profiles commitment to building opt-in
Legal Review	Product	▪ Work with Tarsha to complete legal review for Opt-In	March – May	POC name from Tarsha
Post Launch Check- In	Product	▪ 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	▪ 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	May or later	Product launched in prod; aligned on comm plan with Tarsha, Tracey
1095-B update strategy	Product	▪ 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	▪ 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	Product launched in prod; aligned on communication plan with Tarsha/Tracey

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Sprint Deliverables

Sprint 2 Deliverables – Health Hub

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Research	#40688 Draft Research Activities Plan (d-Rap)	3	Thomas	▪ Research activities plan	5/17/22	✓
Research	#40903 Draft research plan (#1)	8	Thomas	▪ Research plan (#1) ▪ Recruitment by cohort	5/13/22	✓
Research	#40904 Draft Task list for both hypotheses being tested (#1)	5	Thomas Carl	▪ Research plan (#1)	5/13/22	✓
Research	#40905 Develop IA Tree Test diagrams (#1)	8	Thomas	▪ IA Tree (H0, H1)	5/13/22	✓
Research	#40901 Draft current Experience Map (skeleton)	5	Shashank	▪ Demo deck p. 11	5/17/22	✓
Research	#40610 Conduct business partner discovery, part 2	5	Carolyn	▪ Samara Strauss ▪ Mikki Northius ▪ Beth Potts ▪ Jeff Barnes	5/12/22	✓
Research	#40906 Synthesize business partner discovery (round 1 & 2)	8	Carolyn	▪ Bus partner discovery synthesis	5/17/22	✓

Sprint 2 Deliverables – 1095-B

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Product	#40455 PM team to f/u on HEC legal review	0	Tami	▪ 1095-B updates	5/17/22	✓
Product	#40454 PM to f/u w/ VA-PO on HEC documents being translated into Spanish	0	Tami	▪ 1095-B updates	5/17/22	✓
Product	#39723 PM team to f/u on VA Notify ticket for opt-in	1	Tami	▪ #CMDMRP-2269 ▪ 1095-B updates	5/17/22	✓
Product	#39722 PM to f/u on VA 508 accessibility support ticket	1	Tami	▪ YourIT # RITM6608047 ▪ 1095-B updates	5/17/22	✓
Product	#38351 Collaboration cycle: Staging review [1095-B]	0	Jordan	▪ Ticket	5/17/22	✓
Tech	#36175 Collaboration cycle: Analytics implementation [1095-B]	0	Teagan Shashank	▪ Ticket	5/17/22	✓
Tech	#38387 1095-B Team staging review accessibility checklist	0	Teagan Shashank	▪ Ticket	5/17/22	✓

SPRINT 2 DEMO

Preview of Sprint 3

Sprint 3 of Health Hub will focus on

Next sprint demo: May 31st

*Stories subject to change during Sprint planning

HEALTH HUB

A. Finalize research plan
B. Prepare and execute IA tree test
C. Iterate experience map
D. Preparations for future research

1095-B

A. Dark launch of 1095-B
B. UAT

SPRINT 2 DEMO

Appendix

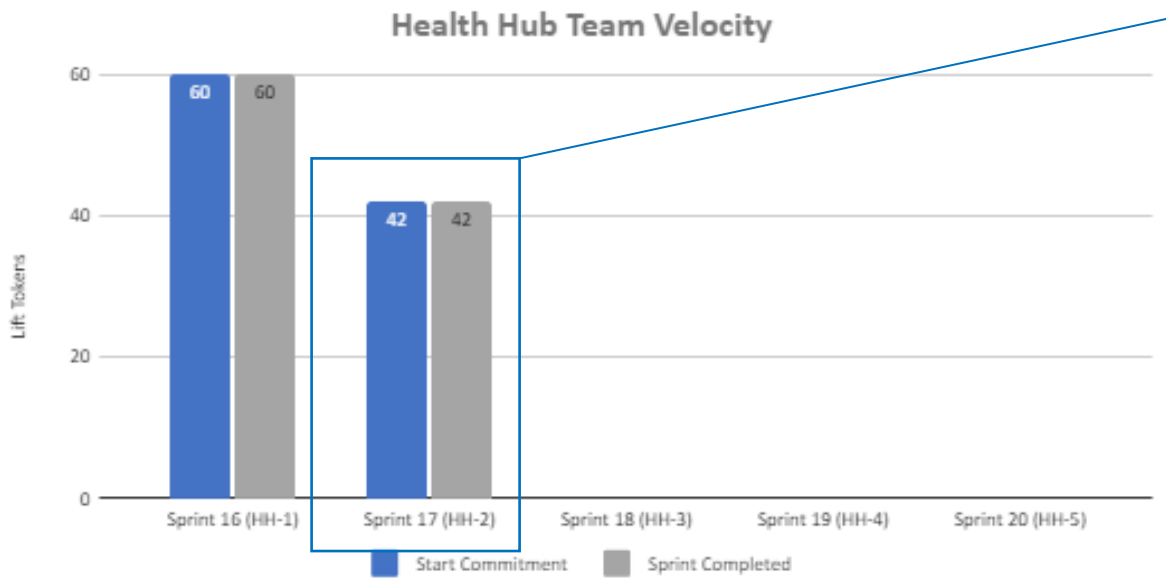
Project risks and mitigation strategies (1 of 2)

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		🔴	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			Awaiting version of 'manage' tree that we can incorporate into research trees in order to move forward with research plan

Health Hub Team velocity



Velocity details

- Velocity estimated in story points, using Fibonacci
- Velocity in Sprint 2 accounted for 7 team members; one less than prior sprint
- 42 total story points were completed; Team committed to 42 story points at beginning of the sprint.
  - 7 Stories represent 1095-B work (0 points) and remain stalled related to HEC legal review, Spanish translation, Opt-in function request, and VA 508 office assistance request

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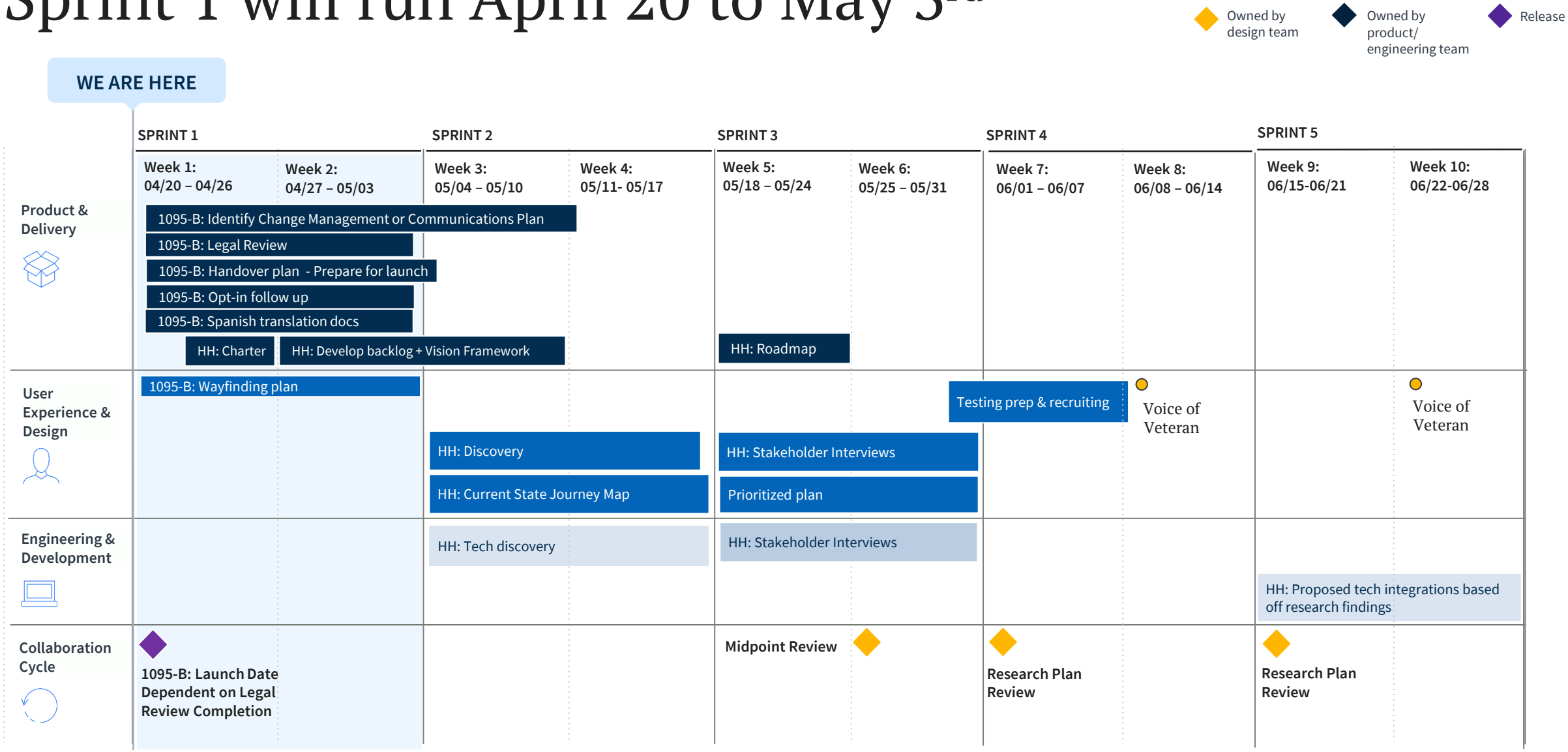
Sprint 1 will run April 20 to May 3rd



*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