

Collaboration Cycle Synthesis: Custom Tracks

January 19, 2021

VSP Product Support Team

Introduction

Problem Statement | Goals | Hypothesis

Introduction | Problem Statement

Our current Collaboration Cycle is not scalable, is one-size-fits-all and difficult for VFS teams to use.

Introduction | Hypothesis

If we create tracks for the VSP Collaboration Cycle based on project/team characteristics, then VFS teams will encounter less barriers to launch and VSP teams will be able to provide appropriate levels of support across all VFS teams as additional projects/teams come onto the platform.

Introduction | Discovery Goals

- Find out how we can make the cycle scalable
- Try to address the VFS team pain points
- Make the process easier for VFS teams
- Simplify the process for VSP and VFS teams

Discovery

Pain Points | User Research

Pain Points

Pain Point	Persona	Severity	Will be Improved by the Solution Approach
Process is complex, confusing and frustrating	VFS	High	x
VSP feedback is not cohesive, consistent or actionable	VFS	High	x
The platform's role isn't clear	VSP,VFS	High	x
Developers/Engineers aren't getting early feedback	VFS	High	x
It's unclear what the expectations are of VFS teams for the Staging Review	VSP, VFS	High	x
Small changes are hard to move through the Collaboration Cycle	VFS, VSP	High	x
VFS teams are unclear what projects require Collaboration Cycle	VFS	High	x
It's confusing to understand what artifacts are needed when	VFS	High	x
Process feels waterfall-ish (and makes it hard to time review appropriately)	VFS, VSP	High	x

Solution v1

Methodology

- Create a list of questions to ask to determine which touchpoints are necessary
- Pilot questions with upcoming project kickoffs
 - 2 Project kickoffs
- [Custom Tracks Flow Chart December 10, 2020](#)

Solution v1

Findings

- The custom track the questions produced was not a close match to what the custom track the team recommended
- Some questions about design were too similar
- Question about “size of project” is ambiguous
- We were not sure if asking questions around the touch points was correct
- People seemed to struggle with understanding some questions
- We don’t want to give people an “out” from using the Collaboration Cycle
- [Mural board with notes from pilot questions](#)

Solution v2

Methodology

- Remove duplicate questions
- Center the questions around artifacts instead of touch points
- Rewrite unclear questions
- Pilot questions with upcoming project kickoffs
 - 2 Project kickoffs
- [Custom Tracks Flow Chart January 5, 2021](#)

Solution v2

Findings

- The custom track the questions produced was almost an exact match to the custom track the team recommended
- This was much better than Solution v1
- The question about new vs iteration needs to be more clear
- We still need to provide some examples to help with clarity of some questions
- [Mural board with notes from pilot questions](#)

Solution v3

Methodology

- Clarified analytics questions
- Removed the contact center question (we realized previous questions were answering that for us)
- Combined Project Kickoff and Design Intent
- Added analytics question to track 5
- This solution will be part of our release plan
- [Custom Tracks Flow Chart January 18, 2021](#)

Next Steps

Next Steps

- Finalize what will be in the release
- Plan our documentation updates
- Establish a way to measure our KPIs

Next Steps

Key Performance Indicators

- 50% of initiatives have leaner paths through the Collaboration Cycle*
 - we do not want this to encourage us to put people on leaner paths unnecessarily
- 75% favorability of teams via Zoom survey at Staging Review

Summary

Summary | Appendix

Summary

The biggest obstacles to a successful Collaboration Cycle are **scalability** and **ease of use** for both VFS and VSP teams. The biggest pain points preventing are **one-size-fits all** and **too many meetings**.

In order to support the Collaboration Cycle we need to **make it scalable** and allow for **custom tracks**.

To do this we will need to ask questions to VFS teams that will create the custom tracks without our help.

Summary | Appendix

- [Mural board of Collaboration Cycle Solutions](#)
- [Mural board with notes from pilot questions](#)
- [Custom Tracks Flow Chart December 10, 2020](#)
- [Custom Tracks Flow Chart January 5, 2021](#)
- [Custom Tracks Flow Chart January 18, 2021](#)
- [Ideation Workshop](#)

