

# Sprint 4 Demo

Tuesday, June 14th, 2022

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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



**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

06-14 Sprint 4 Demo

## 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

Introduction 2

WELCOME TO THE SPRINT 4 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



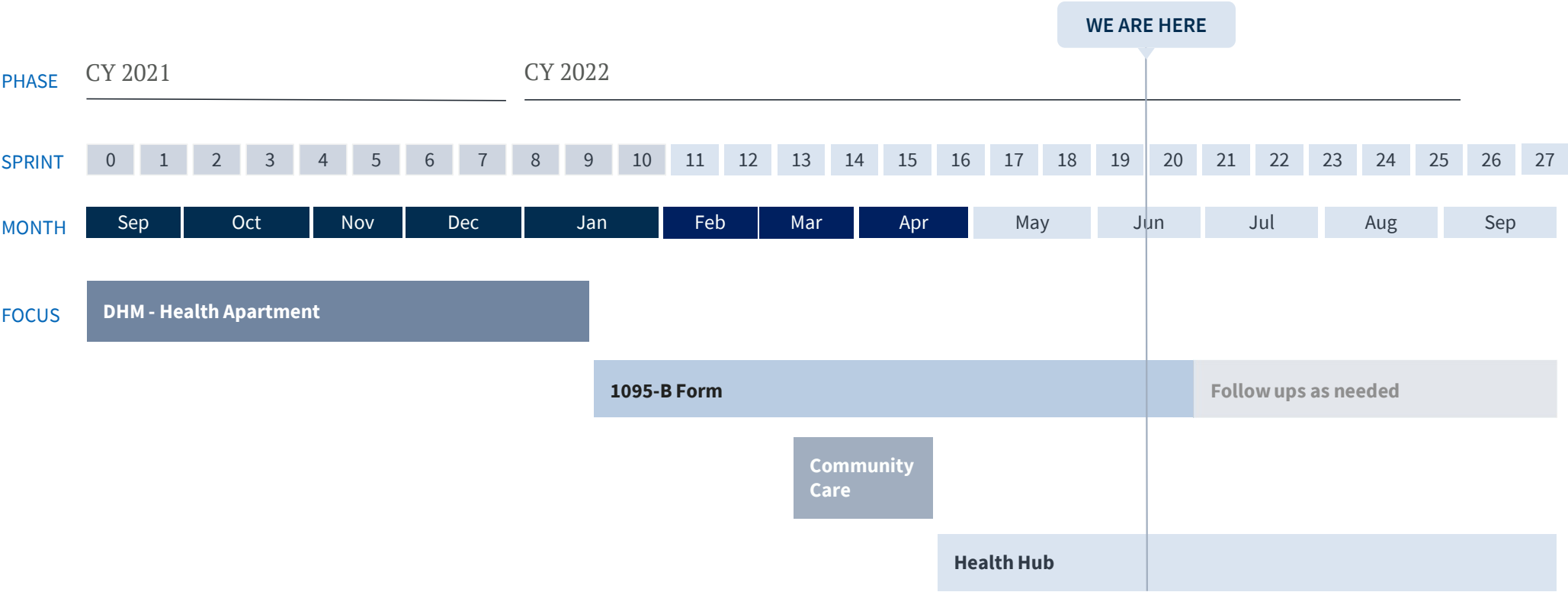
**2** To get feedback and insights early and often



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



# CEDAR TO1 Overview



# Agenda

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## Sprint Goal:

For sprint 4 we focused on launching our first round of IA testing, creation of prototypes, draft protocol for future testing, and began work on 1095-B opt-in to digital retrieval feature.

## HEALTH HUB

- A. IA tree test status
- B. Wireframe prototypes
- C. Research goal and questions for next phase

## 1095-B

- A. Designed post-MVP opt-in element
  - B. 1095-B MVP blocker updates
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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 4 DEMO

# Health Hub

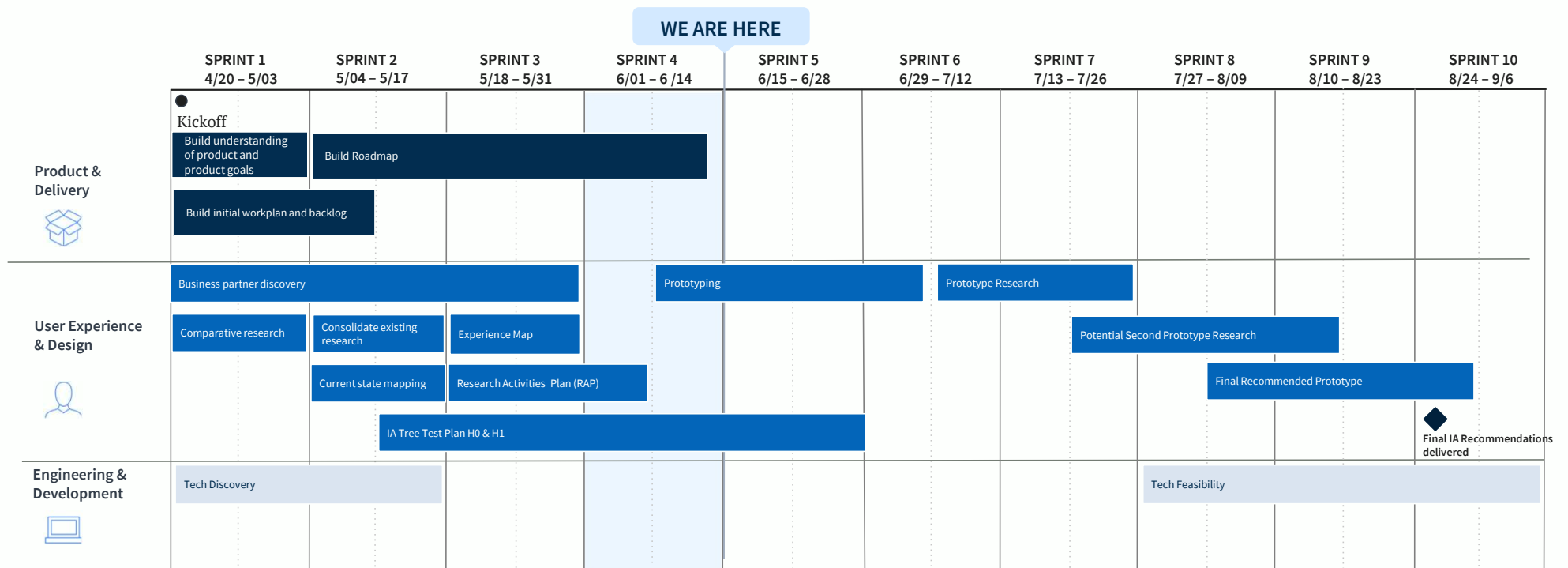
# Health Hub Workplan v4



Owned by design team



Owned by product team



A

# We launched our research on IA hypotheses with Veterans

[User Story](#): Iterate on research plan #1 based on VA feedback  
[User Story](#): Monitor IA treejack test (#1)

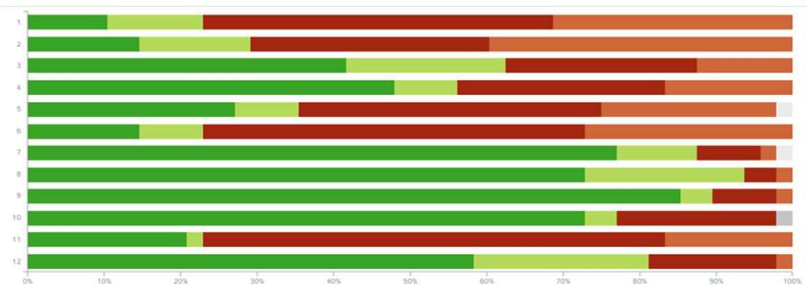
## Research plan #1 approved

- Perigean began recruiting
- Tests opened to participants

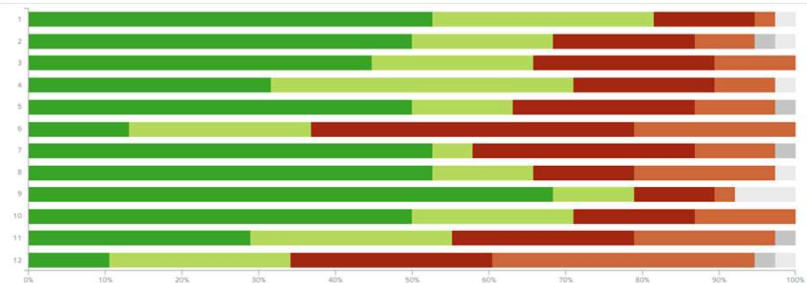
## Participant statistics

- Veteran H0
  - 44 completed
- Veteran H1
  - 33 completed
- Veteran Baseline
  - 37 completed
- Caregiver H0
  - 4 completed
- Caregiver H1
  - 2 completed
- Caregiver Baseline
  - 1 completed

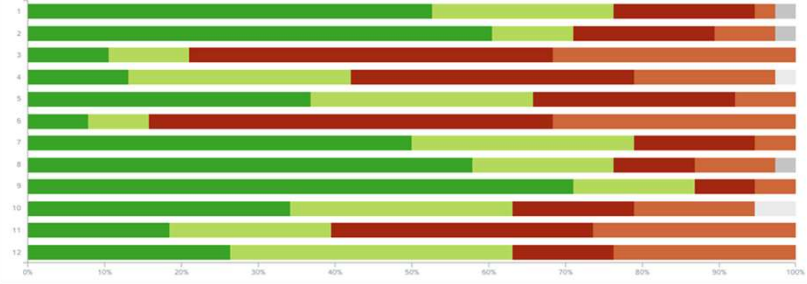
Veteran H0



Veteran H1



Veteran Baseline



[Research plan #1](#)



# We began developing testing protocol for next research phase

[User Story](#): Draft testing protocol for qualitative research on hypotheses

[User Story](#): Begin design for low fidelity prototype IA H1

[User Story](#): Begin design for low fidelity prototype IA H0

## Research goal

- Use prototypes to test placement of and navigation to 'My Health' on VA.gov with Veterans and caregivers.

## Research questions

- Can Veterans find where to complete 'manage' and 'get' tasks starting from VA.gov?
- Can Veterans navigate to the information or task they need when they land on a page from search (or a link they have)?

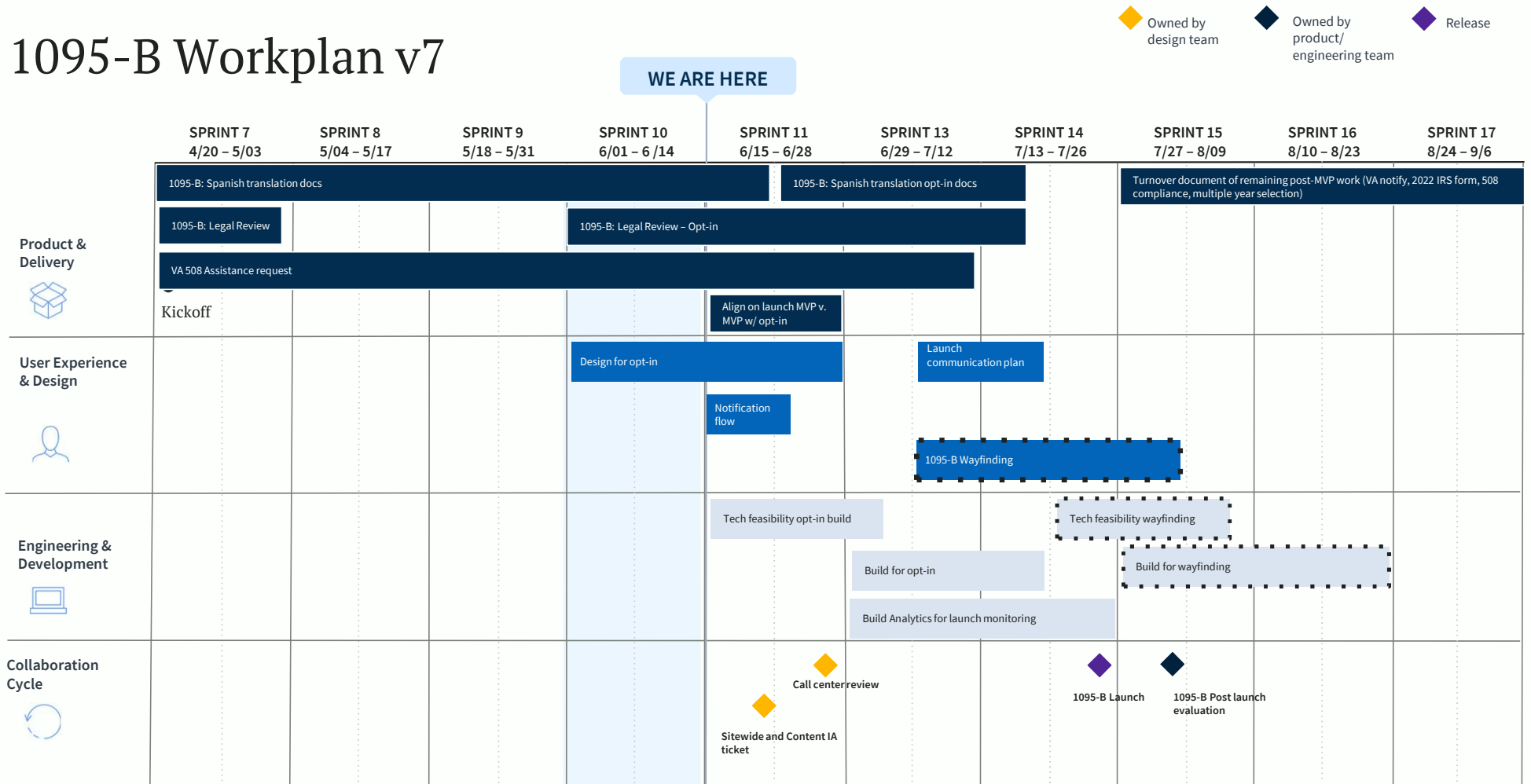


[Sketch link](#) & [working research plan](#)

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# 1095-B Status Update

# 1095-B Workplan v7



A

# Design for opt-in to paperless delivery only of 1095-B

[User Story](#): Align on opt-in scope / plan

[User Story](#): Submit sitewide and content IA ticket for opt-in designs

[User Story](#): Draft opt-in design element prototypes for 1095-B page

[User Story](#): Iterate on call center documents to include drafted opt-in designs and content

[User Story](#): Iterate on HEC documents with draft opt-in content

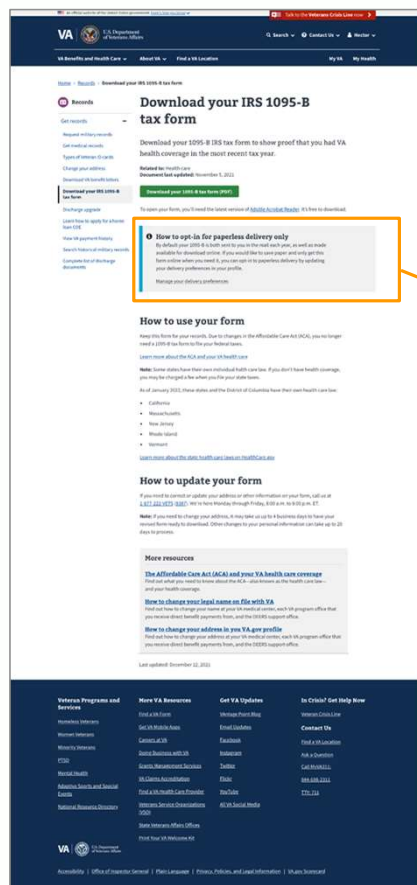
## Requirements:

- Provide communication and path to user profile allowing users to opt-in for digital form retrieval only

## Design Considerations:

- Plain language instructions
- Clearly define the “what for” of this information
- Placed near digital download button to reinforce association with form retrieval function
- Component selection that frames and highlights without distracting

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## Option 1

**Go Paperless: Opt-in to paperless delivery only**  
Choose how you want to receive this form. By default it is both mailed to you and available for online download. You can help reduce paper waste by opting in to paperless delivery.

[Paperless settings](#)

## Option 2

### How to opt-in for paperless delivery only

By default your 1095-B is both sent to you in the mail each year, as well as made available for download online. If you would like to save paper and only get this form online when you need it, you can opt-in to paperless delivery by updating your delivery preferences in your profile.

[Manage your delivery preferences](#)

[1095-B Sketch file](#)

1095-B 12



## We continued to monitor blockers to launching 1095-B

[User Story](#): PM to f/u w/ VA-PO on HEC documents being translated into Spanish

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

[User Story](#): Submit and f/u on VA 508 exception request

[User Story](#): Collaboration cycle: Staging review [1095-B]

[User Story](#): User acceptance criteria (UAT) 1095-B

[User Story](#): Collaboration cycle: Analytics implementation [1095-B]

[User Story](#): 1095-B Team staging review accessibility checklist

[User Story](#): PM team to f/u on VA Notify ticket for opt-in

### Opt-in:




- Need to work out broader flow around email & SMS notifications (like update address)
- Lo-Fi flow visuals
- Discuss with VA Notify

### MVP Blockers:

- Accessibility exception request denied by VA 508 office
- Spanish translation of MVP HEC documents

[1095-B updates 6.14.2022](#)

# 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"><li>Business Owner is seeking a POC with the Office of General Counsel to understand requirements for legal review and timeline</li></ul>	Sprint 3 - 3/2/22		MVP is approved, opt-in is still under review
PDF Accessibility	Tarsha Tremble (Business Owner)	<ul style="list-style-type: none"><li>Team received PDF from IRS, but PDF is still not accessible once it is populated with data</li></ul>	Sprint 3 – 3/3/22		Team is awaiting exception approval from VA 508 office (submitted 6/9)
Spanish Translation	Tarsha Tremble (Business Owner)	<ul style="list-style-type: none"><li>Follow up with content finalization and translation progress</li></ul>	Sprint 10 – 6/14/22		June 16 expected date

# 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"> <li>Work with tech to create a vets-website release</li> </ul>	End of June	508 Exception request
UAT	Product & Tech	<ul style="list-style-type: none"> <li>Follow Collaboration Cycle guidelines for UAT</li> <li>Identify Veterans within VA to conduct UAT, send access, and follow up to ensure testing complete</li> </ul>	TBD	Product dark launched
1095-B Opt-in	Product	<ul style="list-style-type: none"> <li>Follow up with HEC and Profiles team to ensure 1095-B opt-in is done</li> <li>Follow up with Notifications team to ensure related SMS &amp; e-mail notification flow is optimal</li> <li>Update draft communications and announcement plans, based on when opt-in will be launched</li> </ul>	June - July	HEC and Profiles commitment to building opt-in
Legal Review	Product	<ul style="list-style-type: none"> <li>Work with Tarsha to complete legal review for Opt-In</li> </ul>	June – Aug	POC name from Tarsha
Post Launch Check- In	Product	<ul style="list-style-type: none"> <li>Complete Collaboration Cycle milestone to KPIs post launch</li> </ul>	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"> <li>Work with IA team to have other identified pages within VA.gov (e.g., ACA page) link to the 1095-B page</li> <li>Work with IA team to have 1095-B page added to navigation and be found in VA.gov search</li> </ul>	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"> <li>Align on who will own 1095-B long term, including updating the PDF template each year</li> </ul>	May or later	Product complete and launched in production
Communications to announce launch	Product & Design	<ul style="list-style-type: none"> <li>Work with Tarsha and HEC team to refine drafted communications and align on plan and timeline to announce 1095-B launch to Veterans</li> <li>Work with VA Notify team to build and launch communications on their platform</li> </ul>	October - December 2022	Product launched in prod; aligned on communication plan with Tarsha/Tracey

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# Sprint Deliverables



# Sprint 4 Deliverables – Health Hub

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Research	<a href="#">#42129</a> Iterate on research plan #1 based on VA feedback	1	Carolyn Jordan	▪ <a href="#">Research plan#1</a>	6/06/22	✓
Research	<a href="#">#40689</a> Monitor IA treejack test (#1)	3	Carl Carolyn	▪ Demo deck p. 8	6/14/2022	✓
Research	<a href="#">#42123</a> Draft testing protocol for qualitative research on hypothesis	5	Thomas	▪ <a href="#">Qualitative protocol - draft</a> ▪ <a href="#">Design review #2 deck</a>	6/09/2022	✓
Research	<a href="#">#42072</a> Begin design for low fidelity prototype IA H1	5	Carolyn	▪ <a href="#">Working sketch</a>	6/14/2022	✓
Research	<a href="#">#42073</a> Begin design for low fidelity prototype IA H0	8	Carolyn	▪ <a href="#">Working sketch</a>	6/14/2022	✓
Program	<a href="#">#42565</a> Offboarding of [Jordan S. White]	3	Tami Jordan	▪ <a href="#">Ticket</a>	6/09/2022	✓

# Sprint 4 Deliverables – 1095-B

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Product	<a href="#">#40454</a> PM to f/u w/ VA-PO on HEC documents being translated into Spanish	0	Tami	• <a href="#">1095-B updates</a>	6/14/2022	✓
Product	<a href="#">#39722</a> PM to f/u on VA 508 accessibility support ticket	1	Tami	• <a href="#">YourIT # RITM6608047</a> • <a href="#">1095-B updates</a>	6/09/2022	✓
Product	<a href="#">#42660</a> Submit and f/u on VA 508 exception request	2	Tami	• <a href="#">YourIT #REQ7026762</a> • <a href="#">1095-B updates</a>	6/9/2022	✓
Product	<a href="#">#38351</a> Collaboration cycle: Staging review [1095-B]	0	Jordan	• <a href="#">Ticket</a>	6/14/2022	✓
Tech	<a href="#">#41560</a> User acceptance criteria (UAT) 1095-B	0	Teagan Shashank	• NR	6/14/2022	✓
Tech	<a href="#">#36175</a> Collaboration cycle: Analytics implementation [1095-B]	0	Teagan Shashank	• <a href="#">Ticket</a>	6/14/2022	✓
Tech	<a href="#">#38387</a> 1095-B Team staging review accessibility checklist	0	Teagan Shashank	• <a href="#">Ticket</a>	6/14/2022	✓
Product	<a href="#">#39723</a> PM team to f/u on VA Notify ticket for opt-in	1	Tami	• <a href="#">#CMDMRP-2269</a> • <a href="#">1095-B updates</a>	6/14/2022	✓
Product	<a href="#">#42125</a> Align on opt-in scope / plan	1	Jordan	• NR	6/6/2022	✓
Product	<a href="#">#42163</a> Submit sitewide and content IA ticket for opt-in designs	2	Tami	• <a href="#">Z#42694</a>	6/10/2022	✓
Design	<a href="#">#42102</a> Draft opt-in design element prototypes for 1095-B page	5	Thomas	• <a href="#">1095-B Design Sketch file(w Opt-in)</a> • <a href="#">Design review #2 deck</a>	6/09/2022	✓
Content	<a href="#">#42156</a> Iterate on call center documents to include drafted opt-in designs and content	5	Carl	• <a href="#">Product guide</a> • <a href="#">Paperless delivery notification</a>	6/14/2022	✓
Content	<a href="#">#42155</a> Iterate on HEC documents with draft opt-in content	2	Carl	• <a href="#">FAQ's</a> • <a href="#">Fact sheet</a> • <a href="#">User guide</a> • <a href="#">Cover letter</a>	6/14/2022	✓

SPRINT 4 DEMO

# Preview of Sprint 5

# Sprint 5 of Health Hub will focus on

Next sprint demo: June 28th

\*Stories subject to change during  
Sprint planning

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## HEALTH HUB

- A. IA Tree Test Monitoring
- B. IA Tree Test Synthesis







## 1095-B

- A. 1095-B Blockers
  - B. Opt-in component
    - Low fidelity options – visuals
    - Discuss with VA Notify team
    - Process map
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SPRINT 4 DEMO

# Appendix

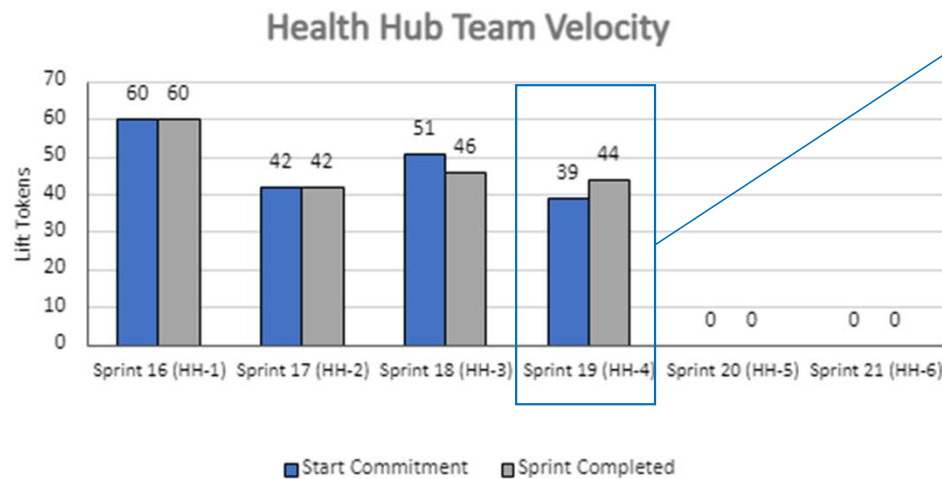
# Project risks and mitigation strategies (1 of 2)

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 4 accounted for 6 team members
- 44 total story points were completed; Team committed to 39 story points at beginning of the sprint.
  - 2 Stories added (5) off boarding Jordan and submitting sitewide / Content IA ticket
  - 4 stories blocked (0) pending IRS accessibility solution







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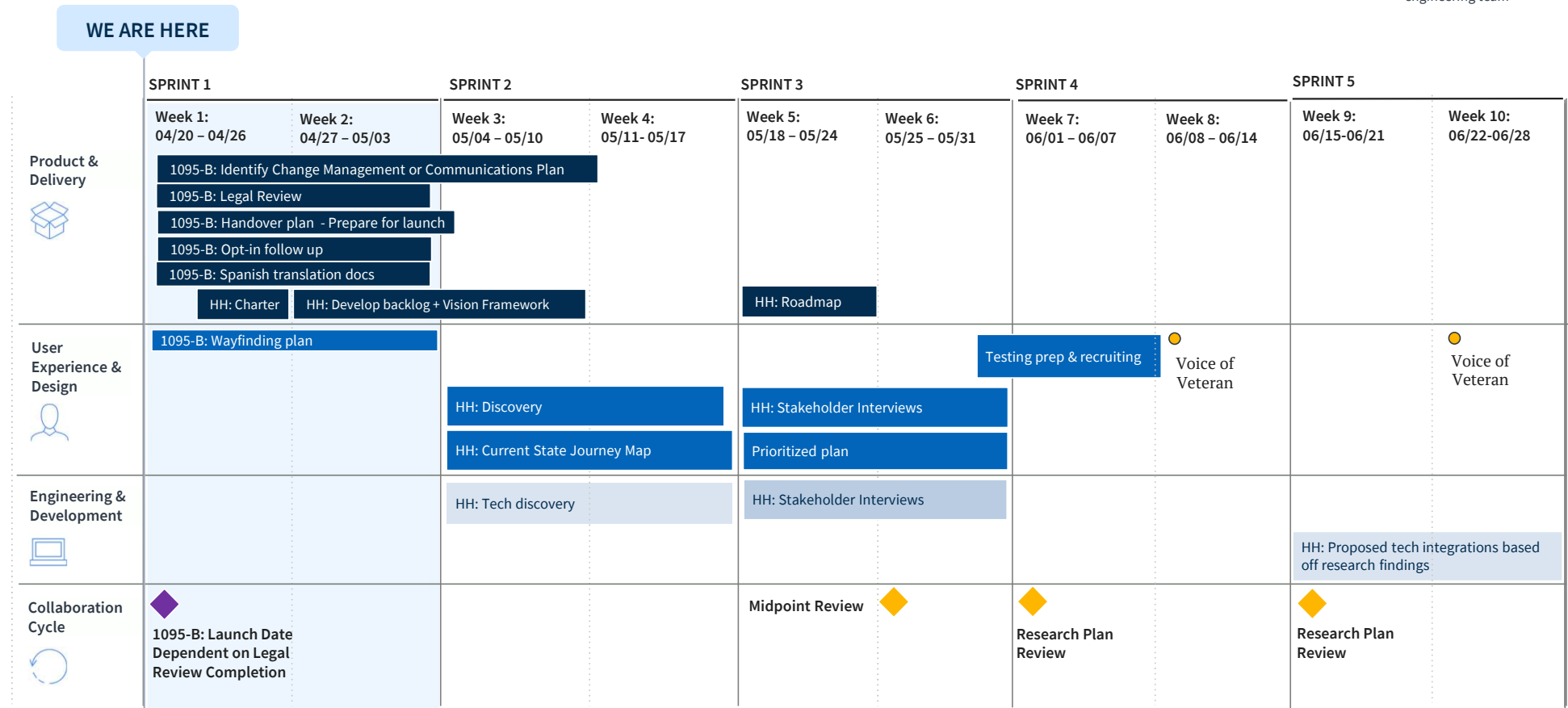
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# Sprint 1 will run April 20 to May 3<sup>rd</sup>

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