LOGIN.GOV ADOPTION TEAM

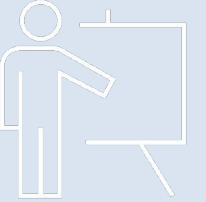# Sprint 10 Demo

Wednesday, January 4, 2023

VA | U.S. Department of Veterans Affairs

MOVE

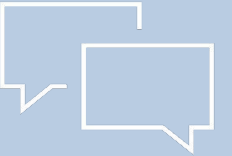# At the end of each sprint on Wednesday, the team will run sprint reviews to showcase the sprint's work for approval.

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

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

Steve Dickson
Engineering Lead,
Key Personnel

Tyler Gindraux
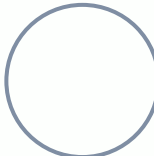Sr. UX Researcher,
Key Personnel

Carl Dickerson
Content
Strategist

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

Ksenia Coulter
Sr. Frontend
Engineer

Melissa Miller**
Full Stack
Engineer

Executive team

Jeff Scheire
MO Studio

Michael (Porta) Antiporta
Product & Delivery, MO Studio

***Joining later in January*

Today's agenda

5 min   Program update

20 min   Baseline data and grandfathering

20 min   Content strategy

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 10 goals were:

✅ Draft migration content strategy

✅ 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

Dependencies, risks, blockers

Dependencies:

- IAM grandfathering SR-3834 for binding accounts

- Partners on communications and content strategy

- MHV and eBenefits (and perhaps IAM) for implementing banners and entry points into grandfathering and inherited proofing flows

- DMDC for DS Logon inherited proofing evidence

- Login.gov defining eligibility criteria for inherited proofing

Risks:

- DS Logon inherited proofing evidence not received

Blockers:

- IAM Data of User accounts SR-3634

- Team ZenHub access

Baseline data and grandfathering

An update on baseline data

- We've requested data about **number of existing accounts by credential and migration segments**:

  - IAM accepted SR 3634 (November 29): Our request for IAM to help migration of DS Logon and MHV accounts to Login.gov
  - Joe Niquette (December 20): Pulling information from VA.gov repo. While this may be less accurate it will be more readily available, and can give us a general sense for tracking and reporting. Joe anticipates 2 weeks for delivering data (January 3).

- Identifying **baseline segments eligible for grandfathering** is dependent on the above data requests, too.

- We've updated key takeaways of **number of sign-ins by month** with December 2022 authentications (see next slide):

  - DS Logon (username/password) usage (excluding VA.gov), as a percentage of all authentications, has dropped by half to 10% of overall authentications since August 2022 - primarily due to eBenefits introducing alternate sign-in options
  - DS Logon via VA.gov has remained 12% of overall authentications over 2022
  - DS Logon (CAC) has remained 2% of overall authentications over 2022

We've updated baseline data with December 2022 authentications

| CSP Method	-Dec2022	-Nov2022	-Oct2022	-Sep2022	-Aug2022	-Jul2022	-Jun2022	-May2022	-Apr2022	-Mar2022	-Feb2022	-Jan2022	-Dec2021
CAC	143067	143377	141,635	170,836	222,159	169,996	173,120	197,039	185,770	225,480	218,217	242,480	230,736
DFAS	0	0	0	0	4	4	2	2	0	0	1	0	0
DSL	757,735	863,378	1,090,975	1,489,324	1,951,692	1,628,202	1,499,888	1,676,559	1,558,166	1,717,491	1,611,680	1,892,658	1,897,428
IDME	2,900,074	3,098,302	3,032,330	2,520,540	2,829,115	2,258,480	2,086,787	2,221,465	2,082,312	2,321,970	2,136,470	2,299,172	2,150,947
IDME_DSL	890,338	903,784	983,223	1,088,541	1,296,233	944,404	855,560	956,931	883,313	965,425	866,889	1,034,403	1,033,044
IDME_MHV	1,176,929	1,183,180	1,142,673	954,249	1,152,995	966,309	1,043,009	1,114,780	1,126,223	1,330,880	662,621	670,148	614,229
IDME_VETS	116,965	127,542	126,735	110,564	147,715	106,087	97,840	102,295	109,422	181,218	186,851	234,399	186,603
LOGINGOV	713,092	726,868	685,078	522,186	573,899	405,793	332,101	338,626	348,541	169,626	356	336	193
MHV	506,946	670,375	884,321	1,163,790	1,265,181	1,197,534	1,545,241	1,685,362	1,514,522	1,645,906	1,490,521	1,601,137	1,445,981
VACAC	42,949	45,541	45,454	43,888	49,718	38,379	39,933	44,678	42,982	46,679	40,889	43,716	40,801
VAPIV	97,167	104,855	109,348	120,440	115,916	89,326	86,806	85,412	76,915	80,956	84,131	90,460	80,423
Total	*7,345,262*	*7,867,202*	*8,241,772*	*8,184,358*	*9,604,627*	*7,804,514*	*7,760,287*	*8,423,149*	*7,928,166*	*8,685,631*	*7,298,626*	*8,108,909*	*7,680,385*
CSP Method %	-Dec2022	-Nov2022	-Oct2022	-Sep2022	-Aug2022	-Jul2022	-Jun2022	-May2022	-Apr2022	-Mar2022	-Feb2022	-Jan2022	-Dec2021
CAC	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%	3%	3%
DFAS	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DSL	10%	11%	13%	18%	20%	21%	19%	20%	20%	20%	22%	23%	25%
IDME	39%	39%	37%	31%	29%	29%	27%	26%	26%	27%	29%	28%	28%
IDME_DSL	12%	11%	12%	13%	13%	12%	11%	11%	11%	11%	12%	13%	13%
IDME_MHV	16%	15%	14%	12%	12%	12%	13%	13%	14%	15%	9%	8%	8%
IDME_VETS	2%	2%	2%	1%	2%	1%	1%	1%	1%	2%	3%	3%	2%
LOGINGOV	10%	9%	8%	6%	6%	5%	4%	4%	4%	2%	0%	0%	0%
MHV	7%	9%	11%	14%	13%	15%	20%	20%	19%	19%	20%	20%	19%
VACAC	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%
VAPIV	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Total	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*

We've kicked off the design and build
of a grandfathered approach

Technical solution

- IAM team accepted SR 3834 to support solution architecture and implementation of grandfathering with IAM dependencies

- Solution architecture

  - Technical constraints will inform service design, for example, requiring users to log in with their DS Logon account prior to initiating a grandfathering flow

  - High-level design flow will define integrations for coordinating development across organizational boundaries

Design

- Started sketching user flows and will further define next sprint

- Drafted a content strategy to share with partners
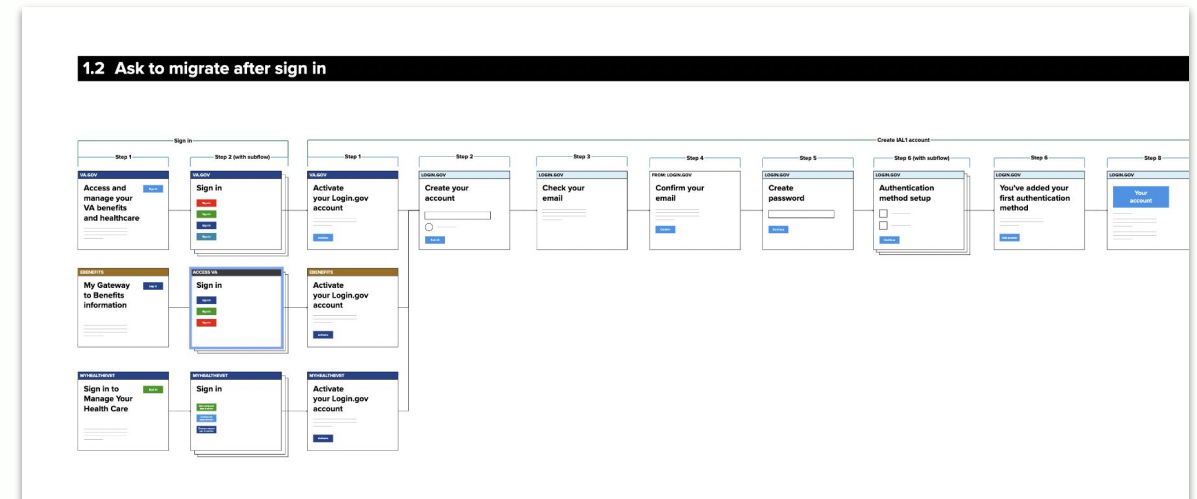
Migration options and decision points

<u>Close to a decision</u>: We will likely prioritize grandfathering over inherited proofing for DS Logon, because:

- Inherited proofing requires ID proofing evidence data from DoD, but the ID proofing evidence data linked to DS Logon accounts is not available.

- Inherited proofing may be possible for some subsets of data, for example, DS Logon accounts where Veterans used their CAC card to authenticate, but these are only about 5% of DS Logon authentications.

- We recommend prioritizing one approach (either grandfathering or inherited proofing) due to financial and time constraints.

- Inherited proofing will require a risk assessment from Login.gov, and it's not clear how long that would take or what it will entail.

- Too many approaches could be overwhelming for Veterans from a usability and design perspective.

<u>Need to decide</u>: When to roll out grandfathering, based on:

- September 30, 2023 DS Logon sunset deadline.

- Gathering of baseline data of eligible accounts from IAM and VA.gov.

- High rate of organic Login.gov (IAL2) adoption based on initial communications may influence decision to delay rollout.

- Implementation of grandfathering, based on design, build and dependencies on partners.

- Stakeholder awareness, support and feedback.

Content strategy

We've drafted a high-level content strategy

🔗 **Let's take a closer look in Mural**

	January	February	March	April	May	June	July
Goal	Veterans are aware of Login.gov						
	Veterans understand how to set up Login.gov						
		Veterans are aware of changing security requirements					
Audience	▢ ▢	▢	▢ ▢		▢ ▢ ▢ ▢		▢
User story	▢ ▢	▢	▢ ▢		▢ ▢ ▢ ▢		▢
Channel	▢ ▢	▢	▢ ▢ ▢ ▢		▢ ▢ ▢ ▢ ▢		▢

Presentations for Login.gov and OCC

We're presenting to Login.gov and OCC this month

LOGIN.GOV ADOPTION TEAM • OCC • JANUARY 12, 2023

Discovery research with Veterans to understand how we drive adoption of safer, more secure sign-in options

VA | U.S. Department of Veterans Affairs

MOVE

VA • LOGIN.GOV • JANUARY 10, 2023

Discovery research to understand how adoption of safer, sign-in options

VA | U.S. Department of Veterans Affairs

MOVE

John: Is there anything you'd like us to cover in more (or less) detail when we present to either partner?

Next steps

Sprint 11 goals

- Create and introduce milestones across grandfathering roadmap

- Continue sketching design of grandfathered user flows

- Get feedback on content strategy from VEO, MHV, eBen

- Present to Login.gov

- Present to OCC

Questions?

VA | U.S. Department of Veterans Affairs

Appendix

Migration roadmap

Our current backlog

Product documentation