

Sprint 3 Demo

Tuesday, May 31st, 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
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Product Manager



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North Carolina
Clinical SME / Scrum



Shashank Khandelwal
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DESIGN



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Principal Designer
Director



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Content Strategist
and Plain Language
Content Creator



Carolyn Williams
Chicago, IL
Experience Designer

05-31 Sprint 3 Demo

Executive team

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

Introduction 2

WELCOME TO THE SPRINT 3 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



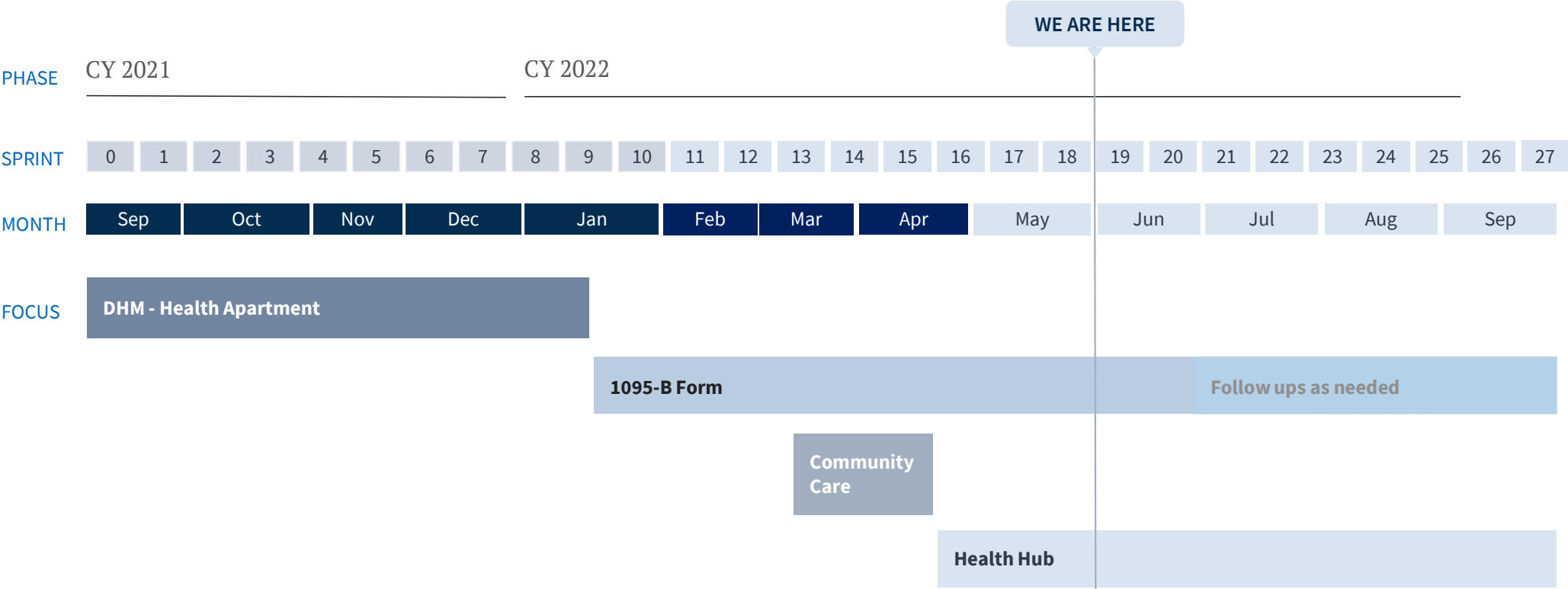
2 To get feedback and insights early and often



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



CEDAR TO1 Overview



Agenda

Sprint Goal:

For sprint 3 we focused on initiating our first round of research on IA, Veteran experience map, laid the foundation for a second round of research, and explored requirements for launch of 1095-B

HEALTH HUB

- A. Finalized and submitted research plan
- B. Prepared and pilot tested IA treejack test
- C. Iterated experience map
- D. Preparations for future research

1095-B

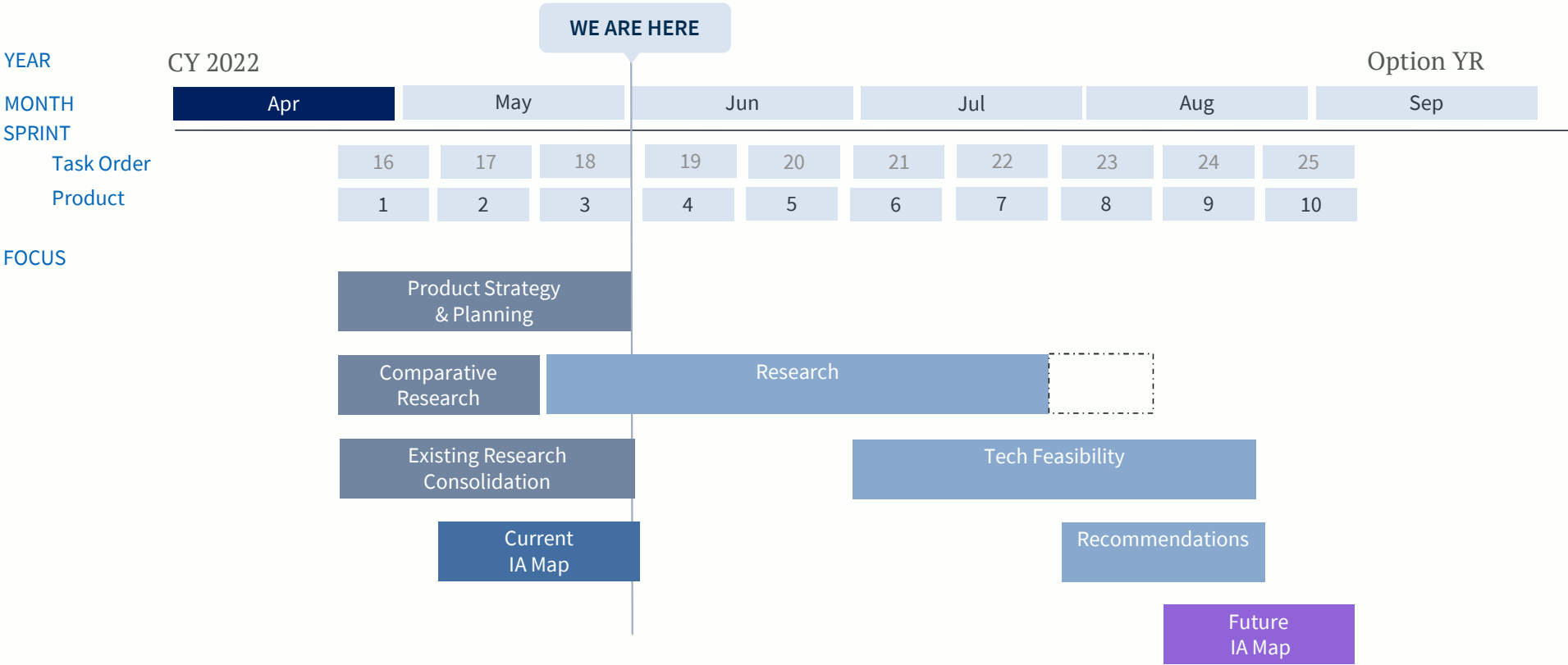
- A. Monitored 1095-B Blockers
 - B. Explored requirements for launch once unblocked
-

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.

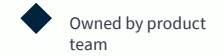
SPRINT 3 DEMO

Health Hub

Health Hub Strategic Roadmap v1



Health Hub Workplan v2



A

We finalized the trees and tasks for our treejack test

[User Story](#): Iterate and finalize IA trees w/ Hlt-Apt team

[User Story](#): Iterate on IA treejack task list

[User Story](#): Design and build IA treejack tests in Optimal Workshop

[User Story](#): Iterate research plan to include links to appropriate test on instruction emails

[User Story](#): Submit research plan #1

[User Story](#): Conduct pilot testing

- 12 tasks for Veterans
- 11 tasks for Caregivers and family members

Task 1 of 12

[Skip this task](#)

You want to find out the costs for VA health care services.

Home

VA benefits and health care

My Health

Copay bills and travel pay

View VA copay rates

← I'd find it here

[Research plan & IA trees](#)

B

We identified the data that would validate our hypotheses

[User Story](#): Identify criteria for hypothesis validation

Overall Success: The Success score refers to the percentage of participants who selected a correct answer, regardless of whether or not they had to jump around the tree a few times before doing so.

Overall Directness: The Directness score is the percentage of participants who did not backtrack at all when selecting an answer, whether their answer was correct or incorrect. It attempts to measure how *certain* participants were in selecting their answer, though it's important to not assume too much about what the participants were thinking.

Time Taken: The time taken score is a box plot of the recorded task completion times. Participants who took longer than 100 seconds to complete a task are excluded.

Optimal Workshop also provides a weighted average of the squares (2) of success and directness that favors success over directness. This is a number that we will record, but its usefulness to our study is not determined yet.



We thought about the questions the treejack test wouldn't answer

[User Story](#): Define next research phase w/ Veterans

[User Story](#): Draft research plan #2

- What are the most difficult aspects of learning about, applying for, getting started with, and managing health care benefits online?
- What information do Veterans need to repeatedly find or refer to when managing their care?

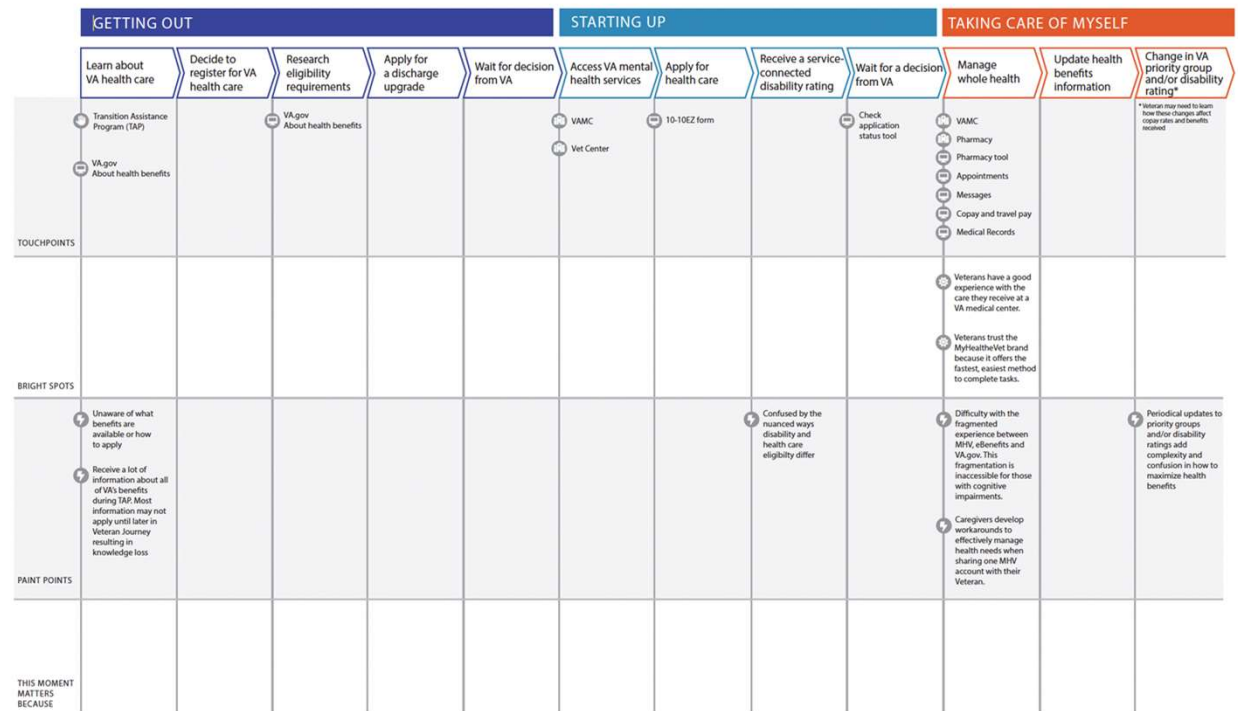
[Draft of Research Plan #2](#)

C

We continued to evolve our experience map based on research and discovery

User Story: Iterate on Veteran experience map

VA HEALTH BENEFITS EXPERIENCE JOURNEY MAP



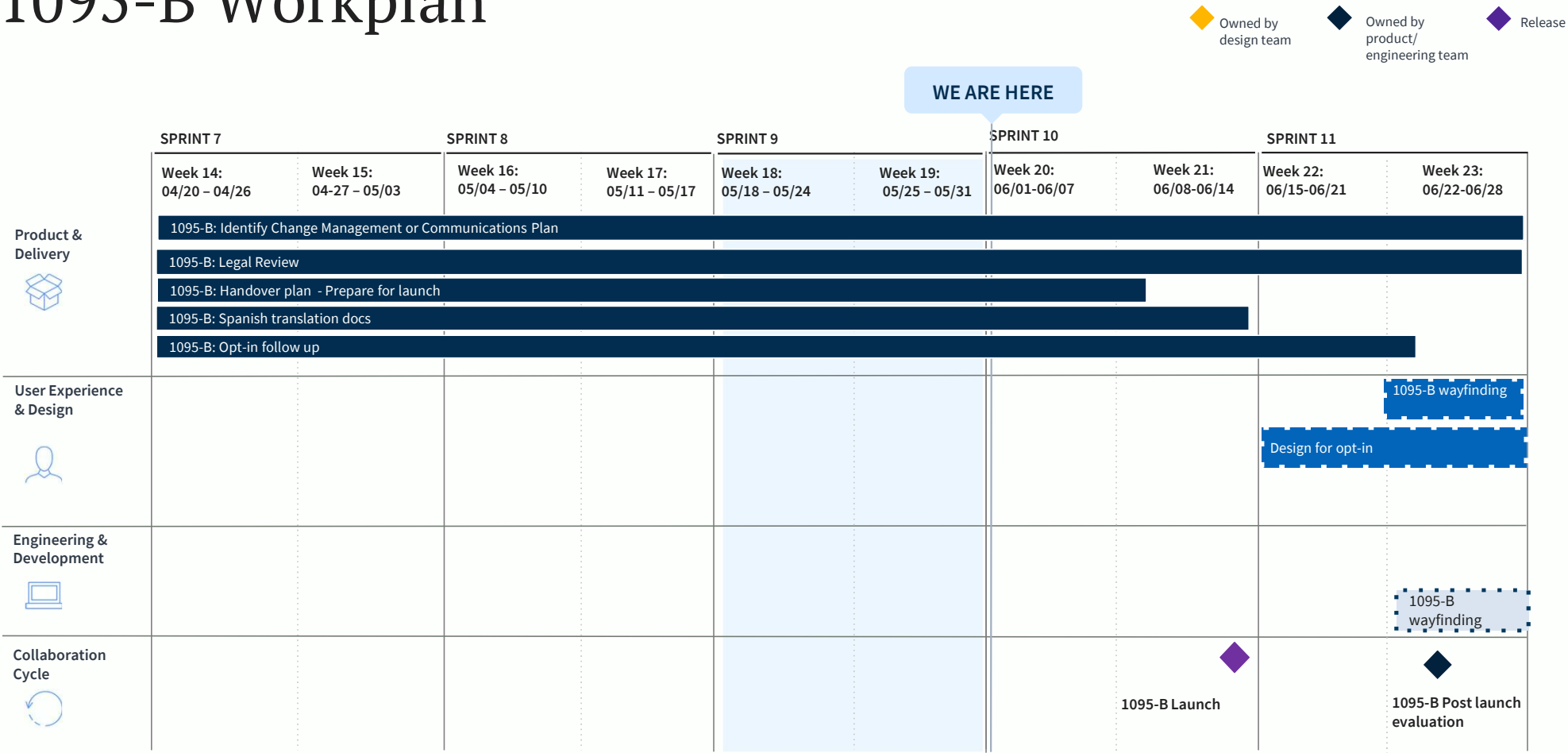
Experience Map

Health Hub 12



SPRINT 3 DEMO

1095-B Status Update

1095-B Workplan



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 in 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		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 June	None
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 opt-in is done Update draft communications and announcement plans, based on when opt-in will be launched 	June - July	HEC and Profiles commitment to building opt-in
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 3 DEMO

Sprint Deliverables

Sprint 3 Deliverables – Health Hub

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Research	#41538 Iterate and finalize IA trees w/ Hlt-Apt team	5	Thomas	<ul style="list-style-type: none"> IA trees (Base, H0, H1) 	5/26/22	✓
Research	#41540 Design and build IA treejack tests in Optimal Workshop	5	Carolyn	<ul style="list-style-type: none"> Veteran baseline Veteran H0 Veteran H1 Caregiver baseline Caregiver H0 Caregiver H1 	5/26/22	✓
Research	#41542 Iterate research plan to include links to appropriate tests on instruction emails	2	Jordan	<ul style="list-style-type: none"> Research plan #1 	5/27/22	✓
Research	#41539 Submit research plan #1	1	Jordan	<ul style="list-style-type: none"> Recruitment plan Research plan #1 	5/26/22	✓
Research	#41600 Conduct pilot test	2	Carolyn	<ul style="list-style-type: none"> Pilot test H0 Pilot test H1 Pilot test Base 	5/27/22	✓
Research	#41599 Identify criteria for hypothesis validation	8	Munish	<ul style="list-style-type: none"> Research plan #1 	5/26/22	✓
Research	#41545 Iterate on Veteran experience map	3	Carolyn	<ul style="list-style-type: none"> Veteran experience map 	5/31/22	✓
Research	#41601 Define next research phase w/ Veterans	8	Jordan	<ul style="list-style-type: none"> Demo p. 11 	5/31/22	✓
Research	#41543 Draft research plan #2	5	Thomas Jordan Munish	<ul style="list-style-type: none"> Research plan #2 	5/31/22	✓
Research	#41949 Iterate on IA treejack test task list	3	Carl	<ul style="list-style-type: none"> Task lists & path goals Research plan #1 	5/26/22	✓
Research	#41948 Business partner discovery #3	1	Thomas	<ul style="list-style-type: none"> Lauren 5/26 	5/26/22	✓

Sprint 3 Deliverables – 1095-B

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	0	Tami	▪ 1095-B updates	5/31/22	✓
Product	#39723 PM team to f/u on VA Notify ticket for opt-in	1	Tami	▪ #CMDMRP-2269 ▪ 1095-B updates	5/26/22	✓
Product	#39722 PM to f/u on VA 508 accessibility support ticket	1	Tami	▪ YourIT # RITM6608047 ▪ 1095-B updates	5/26/22	✓
Product	#38351 Collaboration cycle: Staging review [1095-B]	0	Jordan	▪ Ticket	5/31/22	✓
Tech	#36175 Collaboration cycle: Analytics implementation [1095-B]	0	Teagan Shashank	▪ Ticket	5/31/22	✓
Tech	#38387 1095-B Team staging review accessibility checklist	2	Teagan Shashank	▪ Ticket	5/31/22	✓
Tech	#41559 1095-B Launch discovery	3	Jordan Teagan	▪ N/A	5/31/22	✓

SPRINT 3 DEMO

Preview of Sprint 4

Sprint 4 of Health Hub will focus on

Next sprint demo: June 14th

*Stories subject to change during
Sprint planning

HEALTH HUB

- A. Starting Treejack Testing
- B. Brainstorm next steps post-tree-tests
- C. Test response monitoring
- D. Draft low fidelity prototypes for qualitative research
- E. Roadmap detail resolution

1095-B







- A. Build opt-in design element on 1095-B page
 - B. Dark launch (pending 508 resolution)
 - C. UAT
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SPRINT 3 DEMO

Appendix



Munish to review and update

Project risks and mitigation strategies (1 of 2)

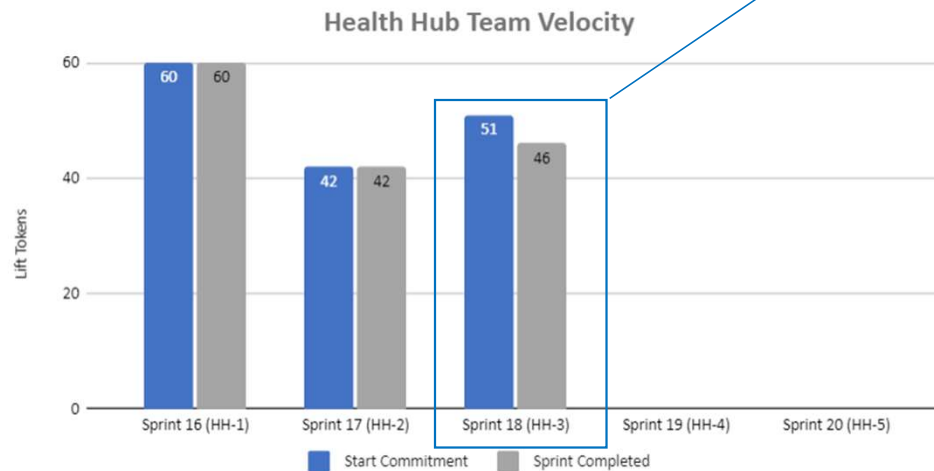
RISK AND IMPACT	MITIGATION STRATEGY	DATE		STATUS	NOTES
		ENTERED	CLOSED		
IRS stakeholder is outside of VA ecosystem. Building without guidance or legal review regarding compliance with IRS regulation could result in risk.	Conduct research on available information surrounding current IRS 1095-B tax form 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)

Munish to review and update

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 3 accounted for 7 team members
- 46 total story points were completed; Team committed to 51 story points at beginning of the sprint.
- 8 Stories represent 1095-B work (8 points) and of that, 7 stories (5 points) remain blocked / stalled related to Spanish translation and VA 508 office assistance request



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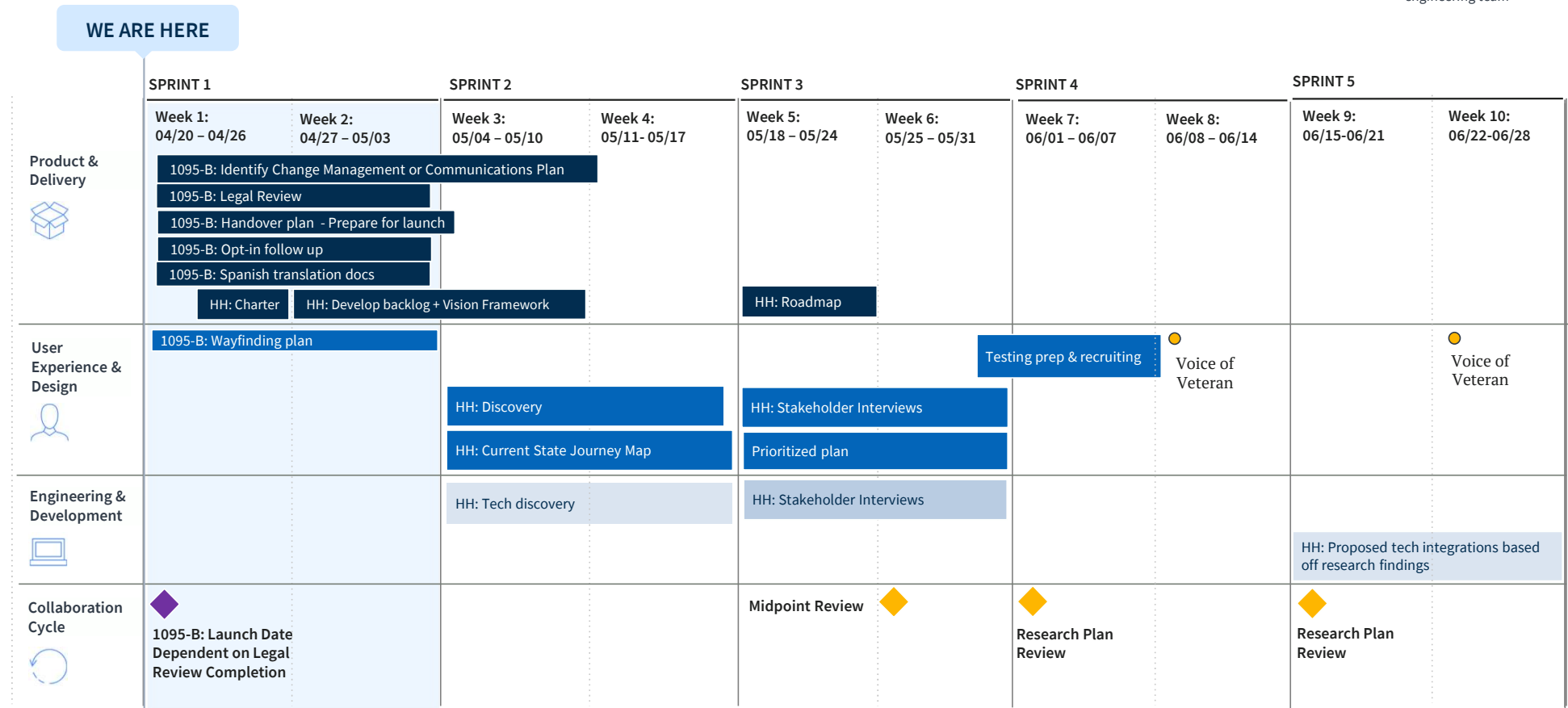
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Sprint 1 will run April 20 to May 3rd

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