Sprint 6 Demo

Tuesday, April 19th, 2022

VA | U.S. Department of Veterans Affairs

MOVE

Get to know the team

Frog Design staff
roll off, Friday 4/22:
Kit, James, Grace

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
Chicago, IL
Principal Design Director

Carl Dickerson
Atlanta, GA
Content Strategist and Plain Language Content Creator

Carolyn Williams
Chicago, IL
Experience Designer

Teagan Stephenson
Ft. Lauderdale, FL
Full Stack Engineer

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 6 DEMO

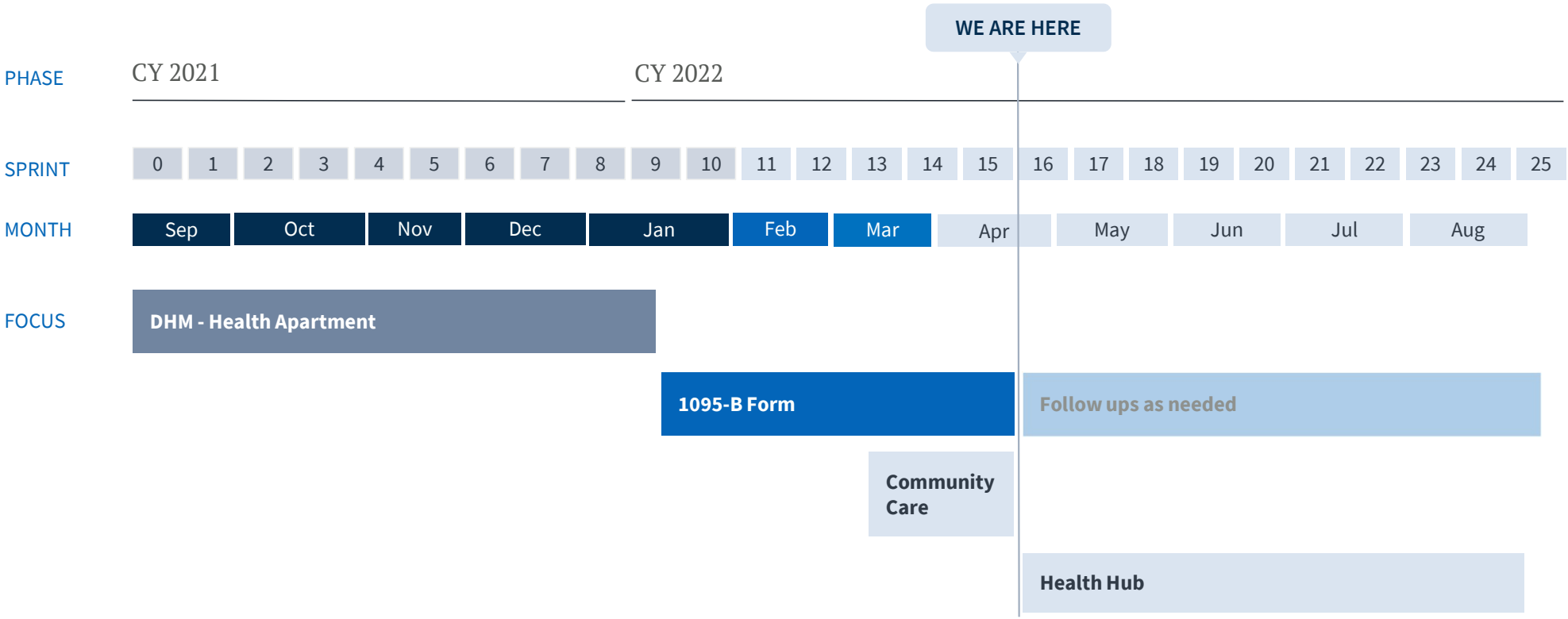
At the end of each sprint on Tuesdays, the team will run sprint reviews to showcase the sprint's work for approval. The purpose of this meeting is:

1. To demo the accomplishments or functionality that was built over the past sprint

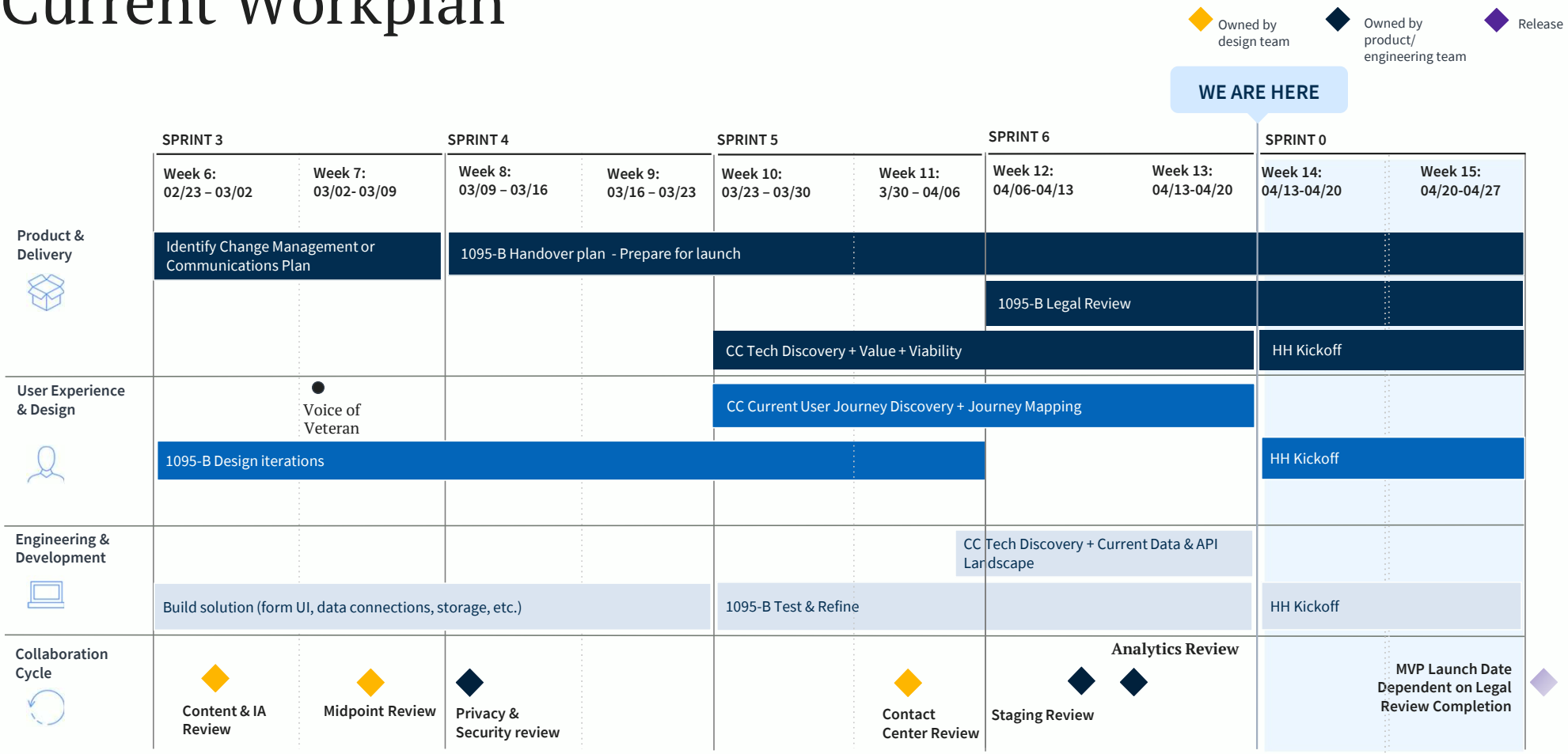
2. To get feedback and insights early and often

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

Roadmap overview



Current Workplan



*Does not show post-MVP Validate phase meetings in Collaboration Cycle, such as Full Accessibility Audit and Post-Launch Check In

Agenda

Sprint Goal: For sprint 6 we focused on getting the 1095-B launch-ready and continuing our discovery into the Community Care technology landscape.

1 **DESIGN**

A. Updated designs and content to reflect the ability to change one's address for 1095-Bc
B. Aligned CC landscape with tech

2 **TECH**

A. Completed 1095-B build
B. Technical deep dive on community care
C. Updated Mural with CC technology system touchpoints

3 **PRODUCT**

A. Completed Staging review for 1095-B
B. Deep dive on CC VHIE (Veterans Health Information Exchange)
C. Deep dive on CC VDIF EP (Veterans Data Integration & Federation Enterprise Platform)

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.

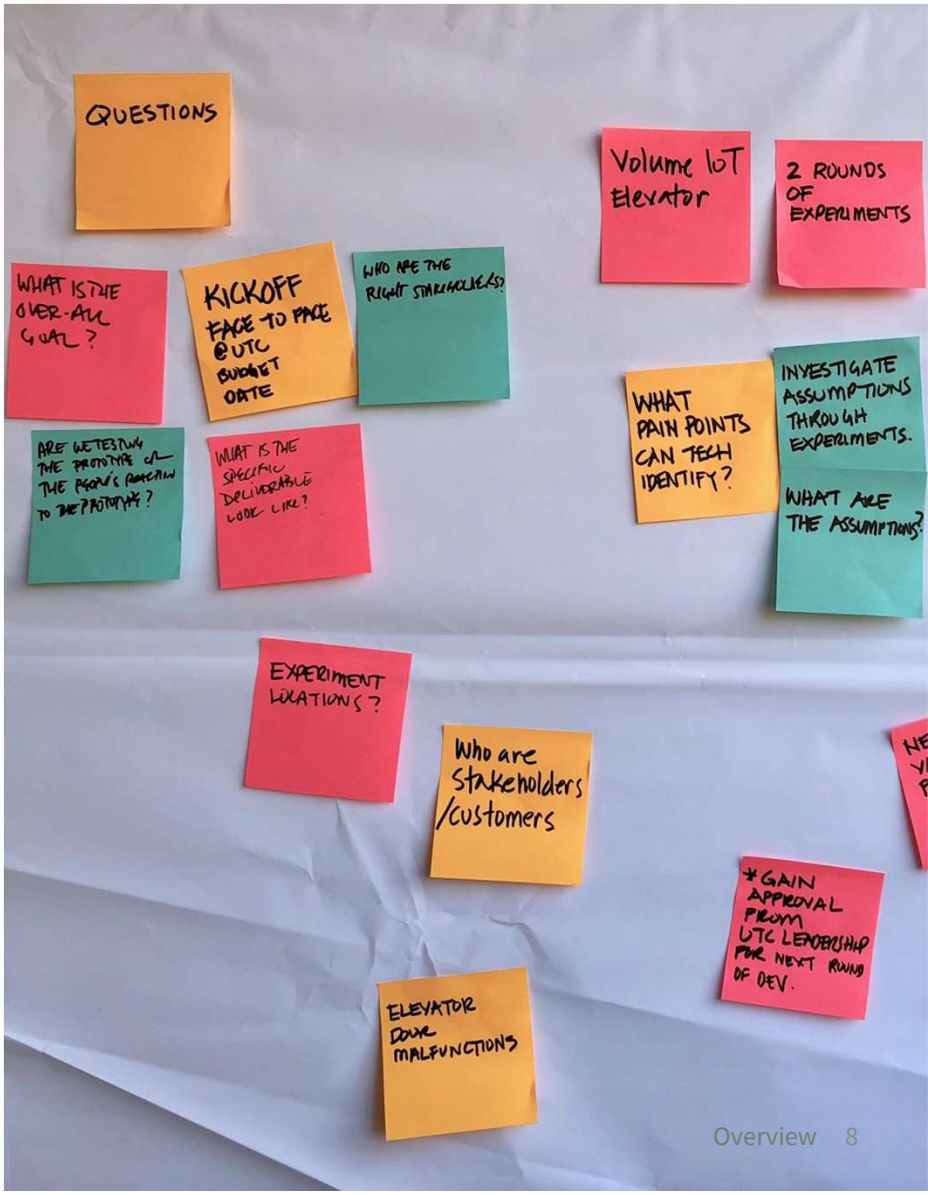
SPRINT 6 DEMO

1095-B Overview

OVERVIEW

Project objectives

Digitize 1095-B form on VA.gov so Veterans can easily access the form and download the form for their records.

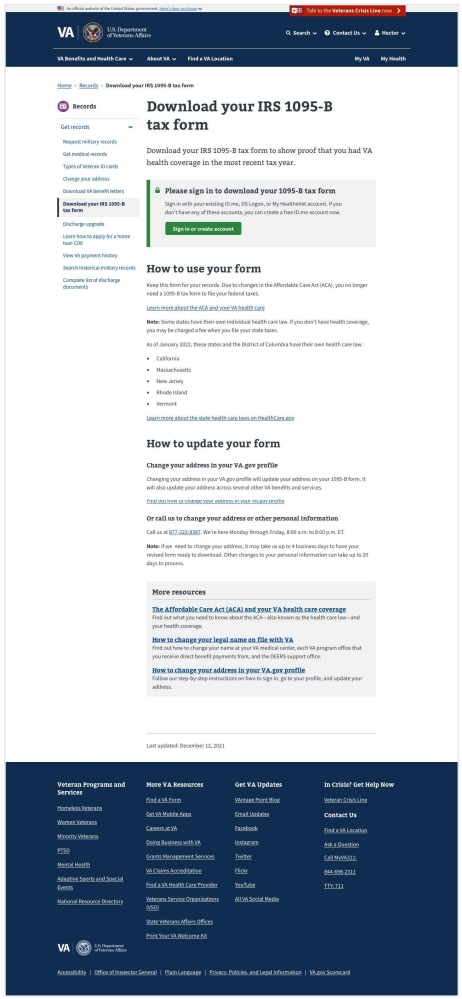


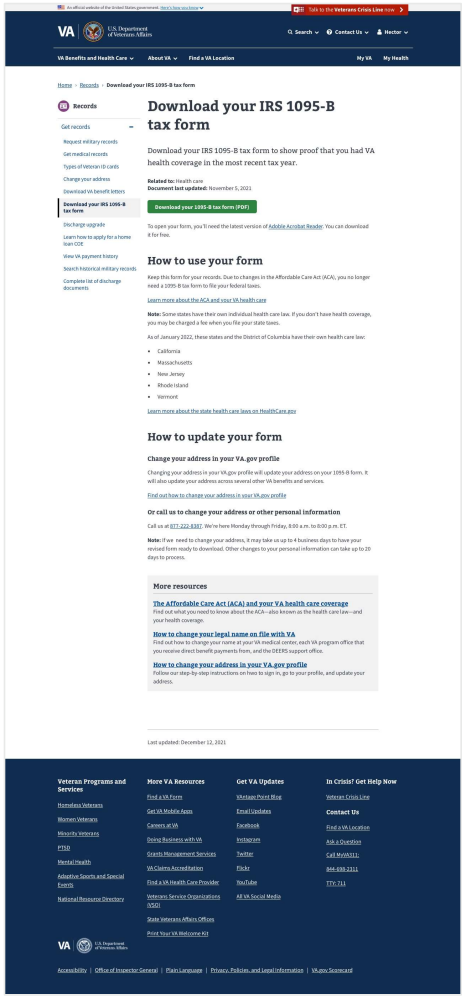
1 DESIGN 2 TECH

We got the 1096-B launch-ready (and approved!)

User Story: Conduct design QA of coded designs
User Story: Iterate designs from staging review feedback
User Story: Collaboration cycle: staging review
User Story: Make updates to code based on feedback from VA GitHub review for staging

- Went through Staging Review on April 12 and were cleared for launch. Accessibility and UAT will happen post-launch
- Coordinated content feedback tickets with sitewide team





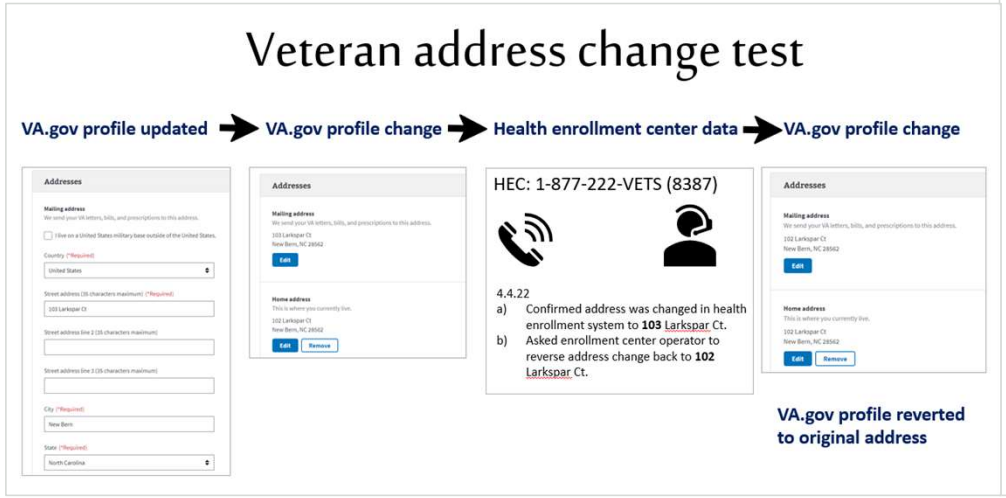
GitHub Link

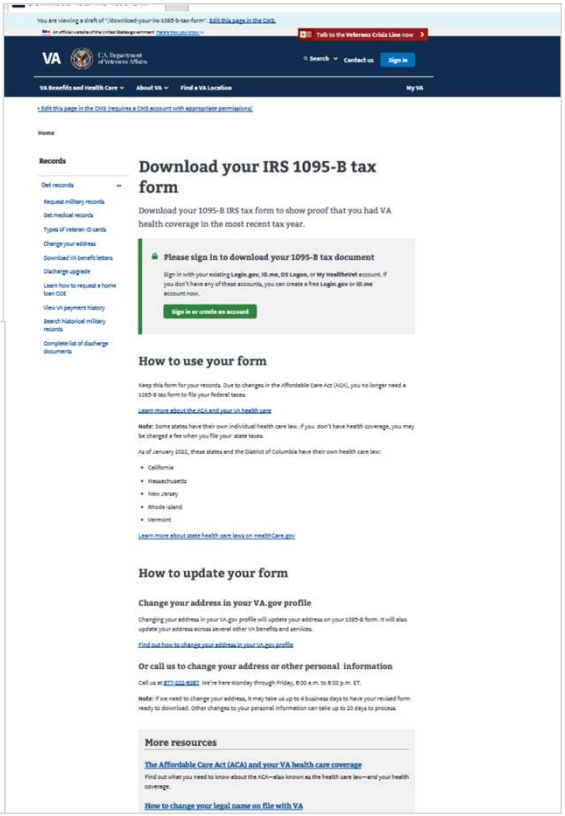
1 DESIGN 3 PRODUCT

We validated that an updated address reflected in both VA Profile and the HEC, and iterated our designs to match

User Story: Update materials for HEC and contact center to reflect address change using VA profile
User Story: Iterate designs to include content and address change by sitewide
User Story: Address change option built into landing page
User Story: Verify enrollment system address can be updated from profile

- Confirmed that if a Veteran updates their address in VA profile, it's reflected in the HEC enrollment system, and vice versa
- If a Veteran updates their address on profile, they still must wait up to four days to receive a corrected 1095-B
- Communicated changes to sitewide team



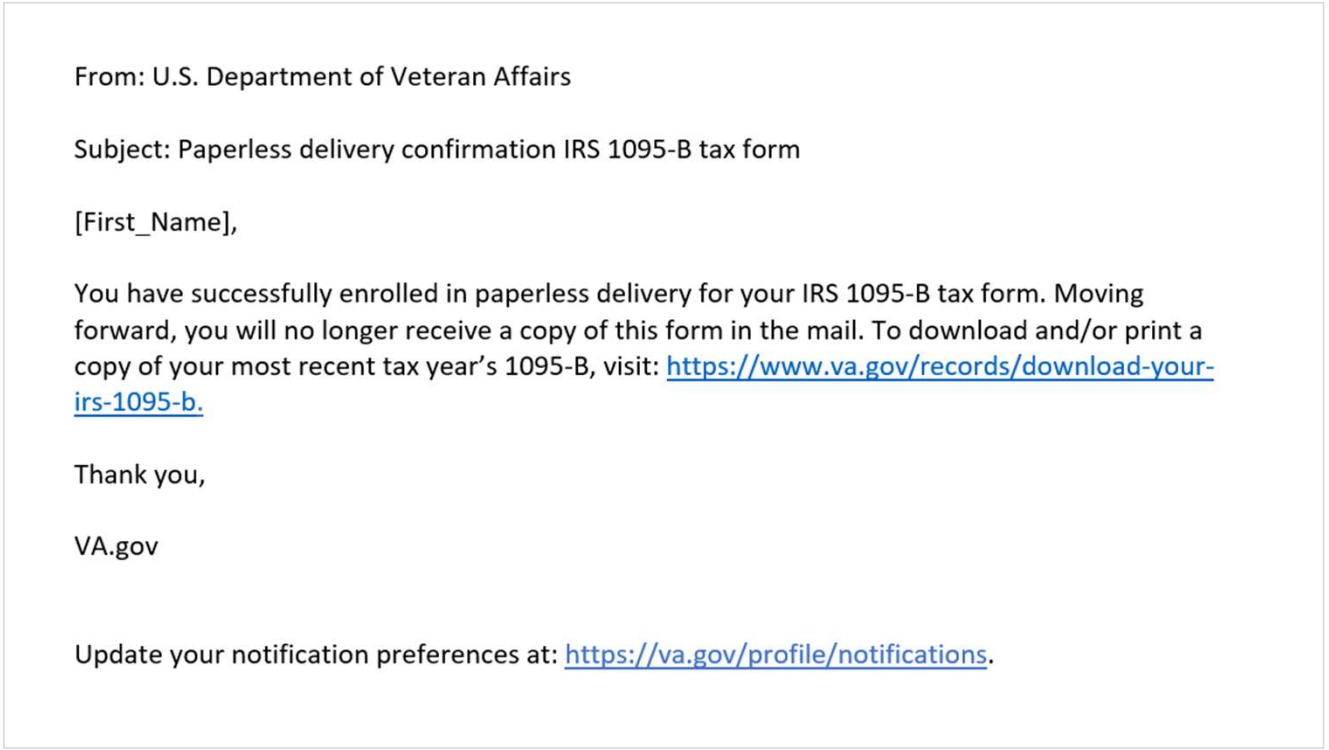


Link

1 DESIGN

We drafted a final confirmation notification for a Veteran who opts-in to digital delivery

User Story: As a Veteran, I want to be informed that my 1095-B will only be delivered digitally when I opt-in to digital delivery



From: U.S. Department of Veteran Affairs

Subject: Paperless delivery confirmation IRS 1095-B tax form

[First_Name],

You have successfully enrolled in paperless delivery for your IRS 1095-B tax form. Moving forward, you will no longer receive a copy of this form in the mail. To download and/or print a copy of your most recent tax year's 1095-B, visit: https://www.va.gov/records/download-your-irs-1095-b.

Thank you,

VA.gov

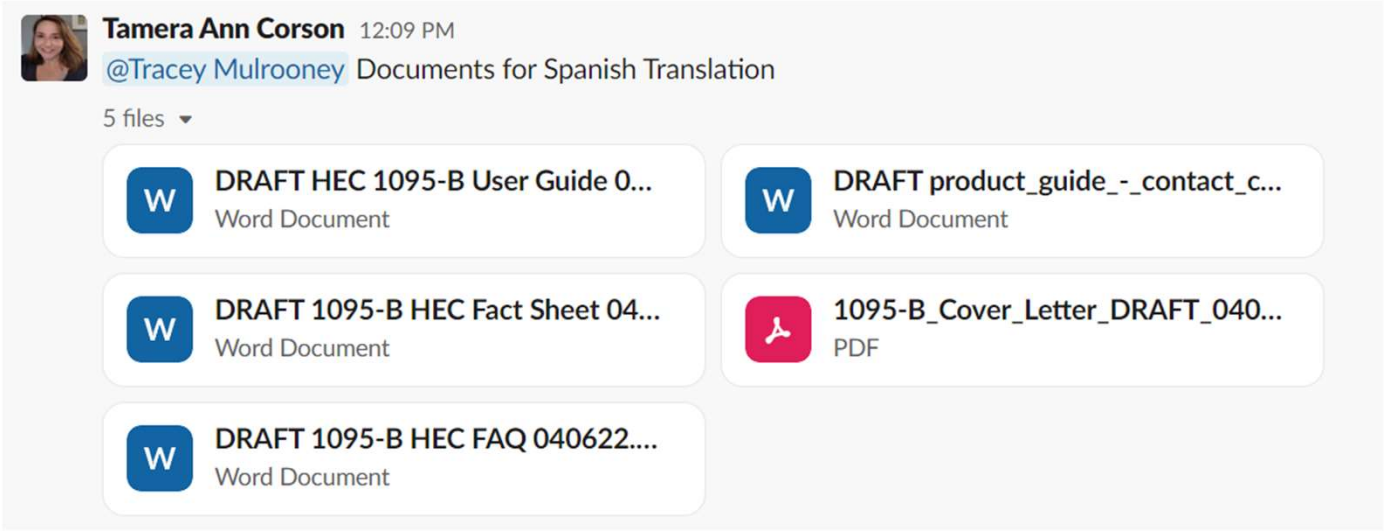
Update your notification preferences at: https://va.gov/profile/notifications.

Link

3 PRODUCT

We started the process of getting all required 1095-B documents translated into Spanish

User Story: Understand what is needed to translate HEC documents into Spanish and the impact on timeline

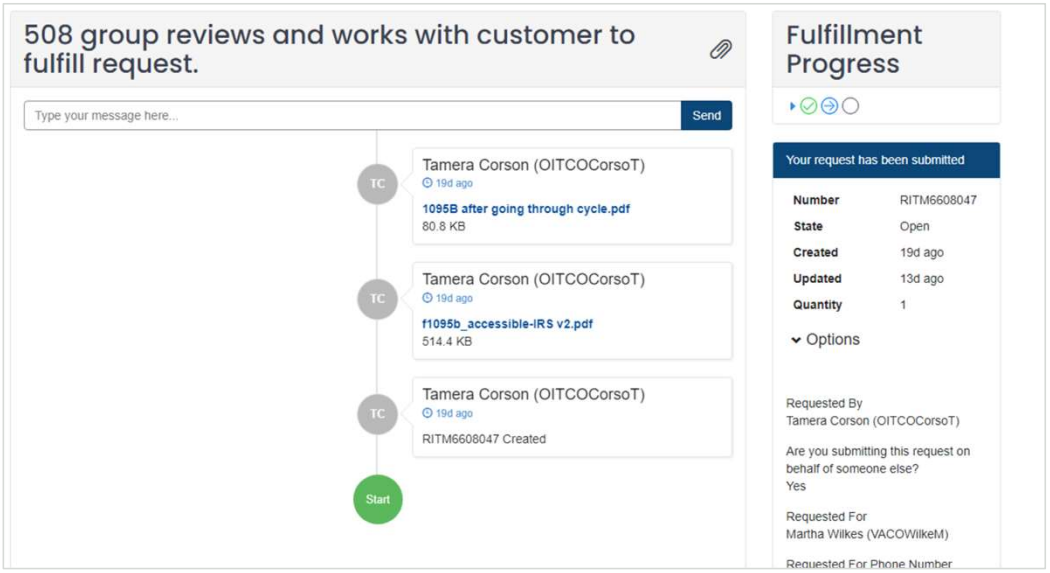


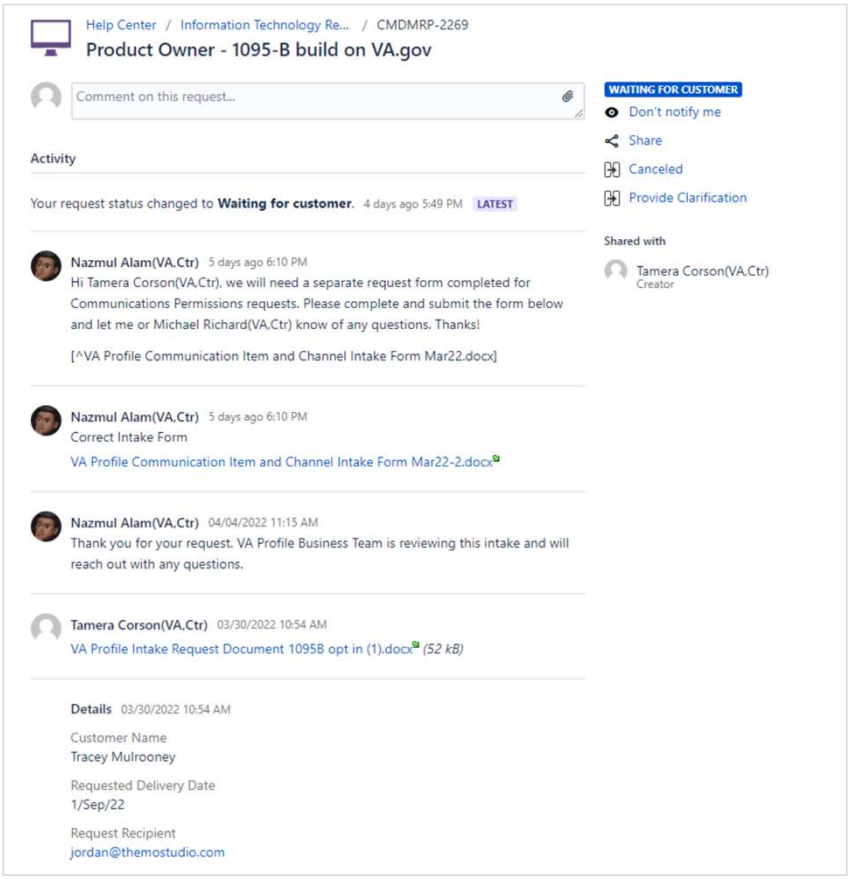
Transmittal link

3 PRODUCT

Follow up on outstanding external tickets for 508 assistance and VA Profile Opt-in

User Story: PM team to f/u on VA 508 accessibility ticket
User Story: PM team to f/u on VA notify ticket for opt-in





508 Ticket & VA Profile opt-in ticket

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	🔴	Team is awaiting further word on legal review after follow up from Chris Johnson
Frontend re-design by sitewide content team	Danielle Theirry, Sitewide Content Team	▪ Sitewide Content has redesigned our front-end designs when building it in Drupal to comply with Drupal standards ▪ 1095-B team to handoff the download button in widget to Sitewide content, then Sitewide content team will pull in the widget to the front end and own the full front end ▪ Sitewide Content to own and manage any changes on the front end as part of their timeline ▪ Sitewide Content to define launch date, since they own front end	Sprint 4 – 3/15/22	🟢	Team passed the following Collaboration Cycle milestones, with our version of designs: ▪ Midpoint Review on 3/04/22 ▪ Content & IA Review on 3/09/22 (finalized URL)
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

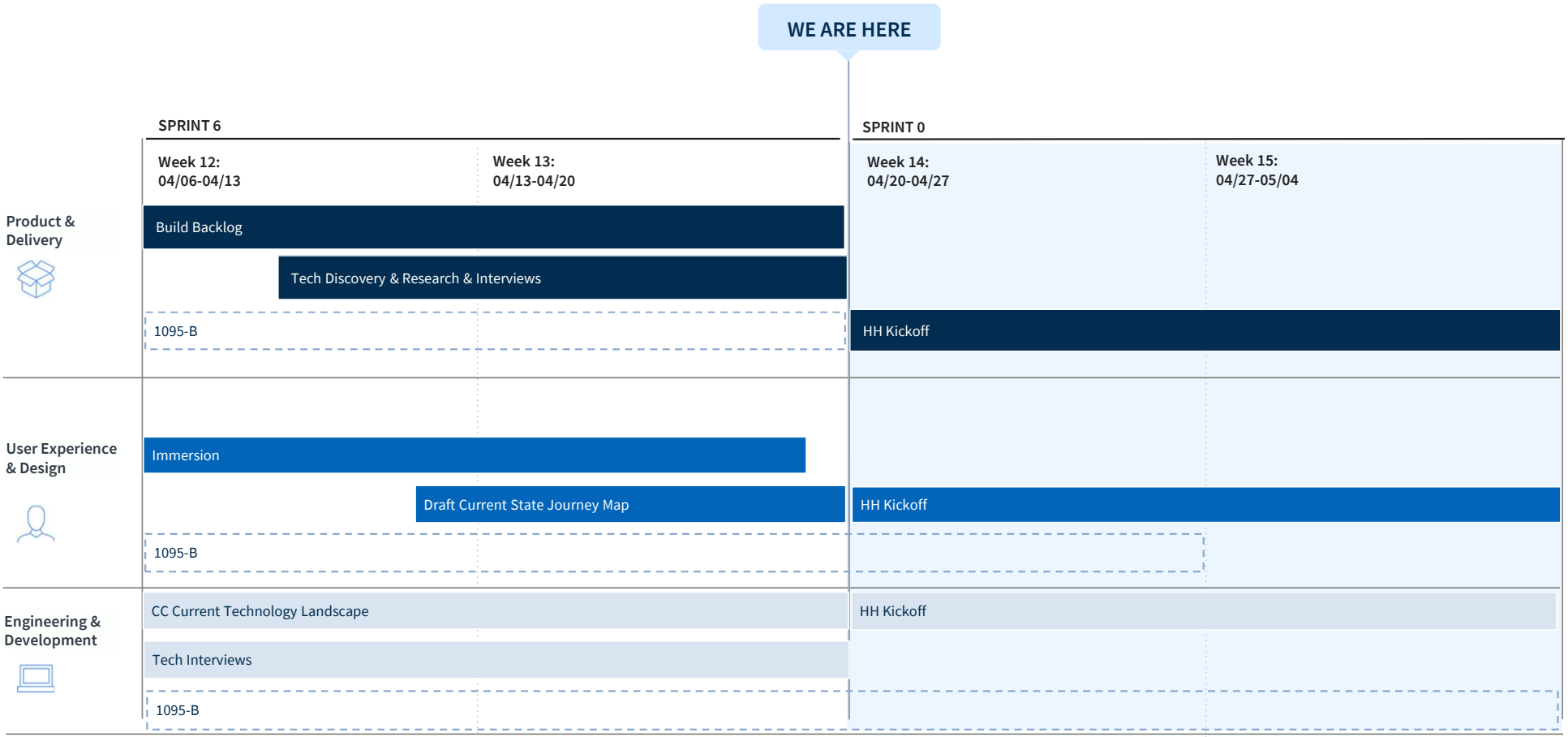
1095-B Remaining actions, with external dependencies

ITEM	WORK STREAM	ACTION NEEDED	TARGET COMPLETE DATE	PREREQUISITE
Tech refinements & testing	Tech	▪ Update backend and react widget as needed based on staging review and UAT feedback ▪ Build out and conduct testing	March – end of Sprint 5	Product complete in staging
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	March – April	Product must be complete in staging
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	March – April	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	April 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	April 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

SPRINT 6 DEMO

Community Care

Community Care focused workplan v2

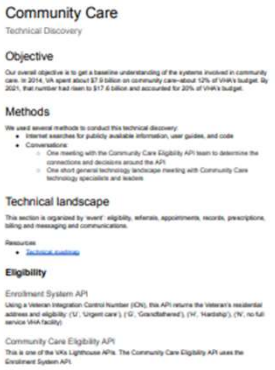


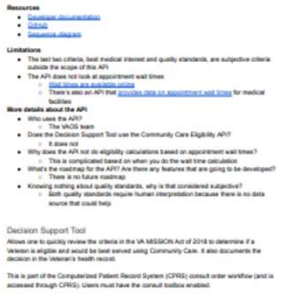
2 TECH

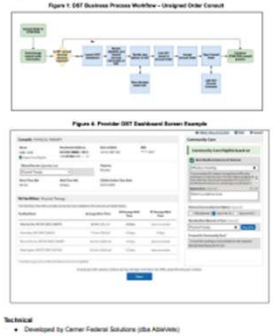
We conducted a high-level technical discovery into the systems that drive Community Care

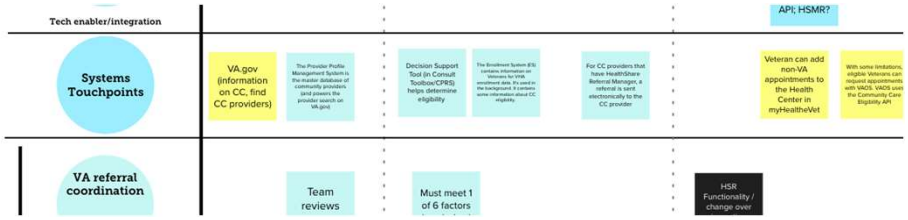
User Story: CC: Iterate journey map based on additional findings from discovery activities
User Story: CC: Deeper dive into technical discovery with business partners(s)
User Story: CC: Overlay tech finding(s) on journey map
User Story: CC: Draft high-level current state of data elements (system of records)

We built a catalog of the sy**ste**ms that are used in Community care, mostly using online publicly-available sources of information. We had a few conversations with other technology teams to validate and expand on information we'd found.


Community Care
Technical Discovery
Objective
Methods
Technical landscape
Eligibility
Enrollment System API
Community Care Eligibility API


Resources
Limitations
More details about the API
Decision Support Tool





Technical discovery document

Systems touchpoints are overlaid on the journey map

SPRINT 6 DEMO

Sprint Deliverables

Sprint 6 Deliverables 1095-B (1 of 2)

Teagan

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
Design	#38035 Conduct design QA of coded designs	1	James	▪ Sitewide production model ▪ Unauthenticated desktop (final) ▪ Unauthenticated mobile (final)	4/19/22	✓
Design	#39276 As a Veteran, I want to be informed that my 1095-B will only be delivered digitally when I opt-in to digital delivery	5	Carl	▪ Letter (final draft)	4/15/22	✓
Design	#39583 Update materials for HEC and Contact Center to reflect address change using VA profile	5	Carl	▪ 1095-B HEC user guide ▪ 1095-B HEC fact sheet ▪ 1095-B HEC FAQ ▪ Contact center product guide	4/15/22	✓
Design	#39581 Iterate designs to include content and address change widget by sitewide	5	Carl Grace	▪ Unauthenticated desktop (final) ▪ Unauthenticated mobile (final) ▪ Authenticated desktop (final) ▪ Authenticated mobile (final)	4/13/22	✓
Design	#37043 Iterate designs from staging review feedback	1	Grace	▪ Unauthenticated desktop (final) ▪ Unauthenticated mobile (final) ▪ Authenticated desktop (final) ▪ Authenticated mobile (final)	4/13/22	✓
Design	#40008 Platform orientation checklist [Carolyn Williams]	5	Carolyn	▪ Ticket	N/A	✓
Design	#40009 Platform orientation checklist [Thomas McCue}	5	Thomas	▪ Ticket	N/A	✓
Tech	#39769 Make updates to code based on feedback from VA GitHub review for staging	5	Teagan	▪ Ticket G#20208 ▪ Ticket G#9423 ▪ Ticket G#9430	4/15/22	✓
Tech	#39922 Platform orientation checklist [Shashank Khandelwal]	5	Shashank	▪ Ticket	N/A	✓

Sprint 6 Deliverables 1095-B (2 of 2)

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
PM	#38921 Verify enrollment system address can be updated from profile	2	Tami	▪ Test report ▪ Address Δ process	04/06/22	✓
PM	#38351 Collaboration cycle: Staging Review [1095-B]	0	Munish	▪ Ticket	04/15/22	✓
PM	#36175 Collaboration cycle: Analytics Implementation or QA Support for [1095-B]	0	Munish	▪ Ticket	04/15/22	✓
PM	#39582 Address change option built in landing page	1	Jordan	▪ Sitewide Ticket ▪ Prototype	04/15/22	✓
PM	#39515 Understand what is needed to translate HEC documents into Spanish and the impact on product timeline	3	Jordan	▪ Link to doc transmittal	04/15/22	✓
PM	#38144 Platform orientation [Munish Sikka]	5	Munish	▪ Ticket	N/A	✓
PM	#39723 PM team to f/u on VA notify ticket for opt-in	0	Jordan Tami	▪ Ticket CMDMRP-2269	N/A	✓
PM	#39722 PM team to f/u on 508 accessibility support ticket	0	Tami Jordan	▪ yourIT ticket	N/A	✓

Sprint 6 Deliverables Community Care

EPIC	STORY	ESTIMATE	ASSIGNED	OUTPUT	REVIEWED W/ VA-PO	SPRINT TEAM GOAL COMPLETED?
P	#39657 CC: Iterate journey map based on additional findings from discovery activities	8	James Grace Teagan	▪ Journey map	4/19/22	✓
D	#40069 CC: Overlay tech findings on journey map	2	Shashank	▪ Journey map v3	4/19/22	✓
D	#39656 CC: Draft high-level current state of data elements (systems of record)	13	Shashank Teagan	▪ Technical discovery	4/19/22	✓
D	#39658 CC: Deeper dive into technical discovery with business partner(s)	13	Shashank Teagan	▪ Notes from mtg w/ George et. al. ▪ Notes from mtg w/ Daniel	4/19/22	✓

SPRINT 6 DEMO

Preview of Sprint 1

Sprint 1 of Health Hub will focus on

Next sprint demo: May 3rd

*Stories subject to change during Sprint planning

1 PRODUCT

A. Initial discovery
B. Vision framework formulation
C. Business partners identification

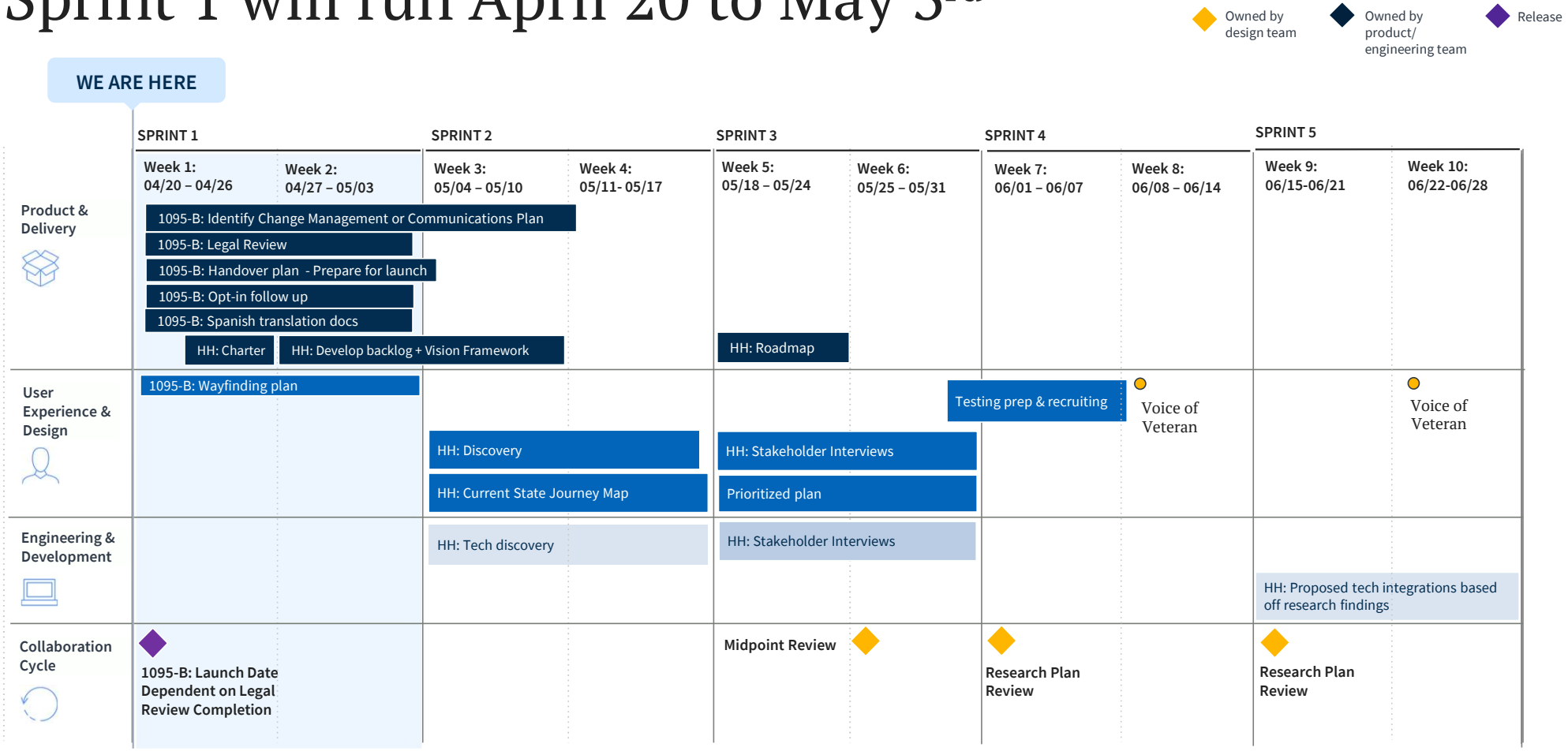
2 DESIGN

A. Conduct initial discovery of current state of health products on VA.gov
B. Create list of potential business partners for discovery

3 TECH

A. Conduct initial tech discovery of current health products on VA.gov
B. Map out high-level data flows through current state
C. Create list of potential business partners for discovery

Sprint 1 will run April 20 to May 3rd

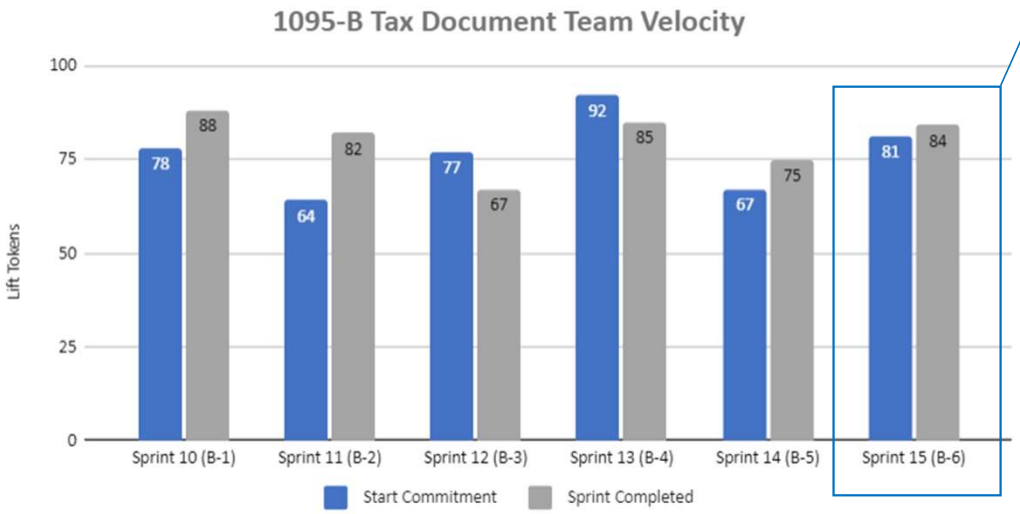


*Does not show post-MVP Validate phase meetings in Collaboration Cycle, such as Full Accessibility Audit and Post-Launch Check In; Contact Center Review adjusted to 3 weeks before launch as approved by Jason Woodman

SPRINT 6 DEMO

Appendix

1095-B Team velocity



Velocity details

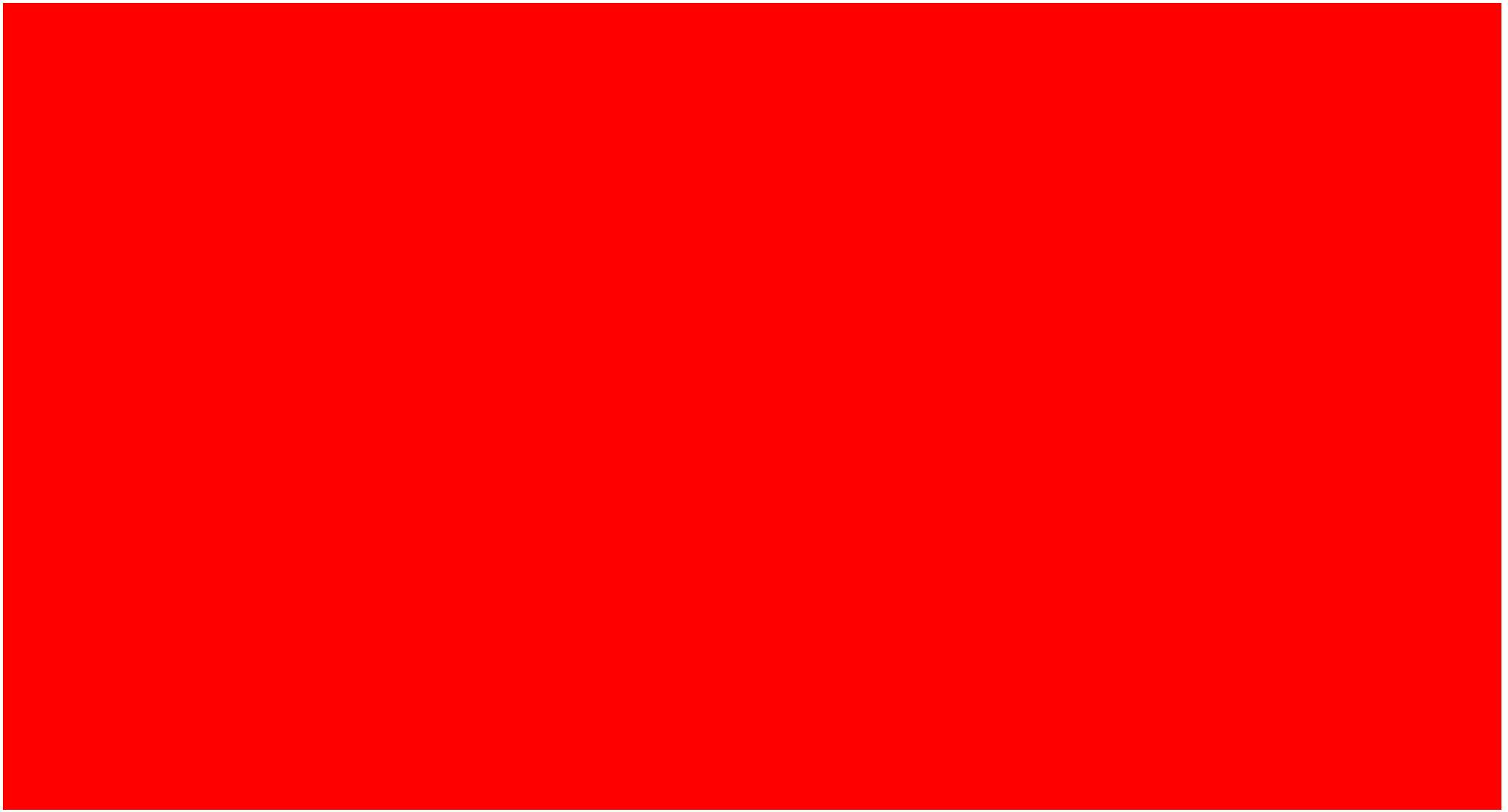
- Velocity estimated in story points, using Fibonacci
- Velocity in Sprint 6 accounted for 11 team members
- 84 total story points were completed; Team committed to 81 story points at beginning of the sprint, 11 were blocked, 3 removed, and 17 additional story points added.
  - 11 story point blocked due to a)inability to test accessibility in staging environment, must complete during dark launch b) outstanding assistance request ticket with VA 508 office; adding to next sprint unless further blocked by legal review
  - 3 story points were removed due to inability to conduct discovery with care navigators.
  - 17 story points were added due to onboarding 3 new team members (15) and midcycle addition of combining tech discovery with design discovery on journey map (2).
  - All collaboration cycle events and follow up on tickets submitted in prior sprint were not assigned story points

Project risks and mitigation strategies

Munish to update

Submitted as part of the Monthly Report for March

RISK AND IMPACT	MITIGATION STRATEGY	DATE ENTERED	DATE CLOSED	STATUS	NOTES
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



2 TECH

Lorem

User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem

Lorem

- Lorem
- Lorem
- Lorem

Lorem

- Lorem
- Lorem

Link

2 TECH

Lorem

User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem

Lorem

- Lorem
- Lorem
- Lorem

Lorem

- Lorem
- Lorem

Link

2 TECH

Lorem

User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem

Lorem

- Lorem
- Lorem
- Lorem

Lorem

- Lorem
- Lorem

Link

3 PRODUCT

Lorem

User Story: Lorem
User Story: Lorem
User Story: Lorem
User Story: Lorem

Lorem

- Lorem
- Lorem
- Lorem

Lorem

- Lorem
- Lorem

Link

3 PRODUCT

Lorem

User Story: Lorem
User Story: Lorem

Link

3 PRODUCT

Lorem

User Story: Lorem
User Story: Lorem

Link

1 DESIGN

Lorem

User Story: Lorem
User Story: Lorem

Lorem

- Lorem
  - Lorem
  - Lorem
- Lorem
  - Lorem
  - Lorem
  - Lorem

Lorem

- Lorem
  - Lorem
  - Lorem

Link