

We are prototyping the landing page after signing in to My Service Canada Account (MISCA) where users can see and manage their existing benefits regardless of which software application handles the benefit (legacy or new tool, Curam).

Study and Program pages, users can easily identify and complete tasks relevant to them and their current situation with an integrated user experience.

- People returning to My Service Canada Account manage their benefit
- People helping others manage benefits in My Service Canada Account

What the service team is doing well 🍌

- Kudos to the team! The standards are hard to meet and it's great to see so much good work and effort.

### What the service team should explore next

- What are the services privacy and security considerations and what are the user needs related to them?
- How might the team provide a dignified user experience if users are not able to use the service?
- How might we measure success of the service? How might we measure the client experience?
- How might the team do targeted testing with specific user groups to identify edge needs and barriers to adoption?
- How might the team de-risk deployment of systems, with releases (e.g. ability to turn on and off features) so it's not tied to the tech process?
- What does an engaged, up-to-date, public, roadmap for your stakeholders look like? Can they largely self-serve? How?
- What should be the team's defined tracking for beta?
- How might we shorten feedback loops as much as possible so the team and partners are reviewing the most updated version?
- What does it mean to test beta build at production to build a more robust system going forward?
- Who are the champions (active/inactive or otherwise) you need for beta build?