

KAISER PERMANENTE

Managing Product Development

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Test Plan

Create a test plan to validate everything is built to spec and working correctly

Test Cases: Functional Requirements(what?)

Feature	Steps	Expected Behavior	Priority
Nutrition tracking	<ol style="list-style-type: none">1. Open Kaiser Permanente App2. Login with your hospital ID credentials.3. Navigate to the Nutrition section.4. Book a nutrition plan.5. Confirm if the content given correlates to plan chosen.	<p>The user should see booked nutrition plan. Content displayed should correlate with the plan.</p> <p>The user should also be able to book nutritionist/dietician appointment and track calories.</p>	1
Physical fitness tracking	<ol style="list-style-type: none">1. Login with your hospital ID2. Navigate to the Fitness section.3. Choose a fitness track.4. Book calendar for specific time slots for consistency	<p>User should be able to view the physical fitness plans they have booked. The user should also be able to efficiently book physical fitness options and track activity.</p> <p>The user should also relate their displayed content with the selected plan.</p>	2

Test Cases: Functional Requirements(what?)

Feature	Steps	Expected Behavior	Priority
Data analytics/reports	<ol style="list-style-type: none">1. Login to KP app using your hospital ID.2. Navigate to the Data analytics and Reports Section.3. Filter the type of analytics you want to see from your data to get a plan.4. Save your filters and add an email to receive the periodic reports and nuggets.	User should get meaningful data analytics representation. They should also get tailored emails periodically.	3
Bad habits to avoid	<ol style="list-style-type: none">1. Login to KP app using your hospital ID.2. Navigate to bad habits sections.3. Check the bad habits content. Click specific habit.4. Add filters on what habits you are interested in learning more.	Clicking on specific bad habit should reveal more information on it like why it's a bad habit? What are the risks/dangers associated with?	4

Test Cases: Functional Requirements(what?)

Feature	Steps	Expected Behavior	Priority
Health History	<ol style="list-style-type: none">1. Login to KP app using hospital ID.2. Landing page should have health records history.3. Filter the records with date and symptoms.4. Click view record to reveal further health details.5. Click book appointment tab to book session.	<p>The user should view health history. Clicking view details should reveal further information on symptoms, drugs administered and what could have been prevented.</p> <p>The user should also get email confirmation on booking a session.</p>	5

Test Cases: Non-functional Requirements(how?)

Requirement	Steps to reproduce	Priority
Performance and Scalability	<ol style="list-style-type: none">1. Increase the packet sizes and number of requests to 1000 per second.2. Observe the response time.3. Reduce the number of packets and observe response time.	1
Availability and Reliability	<ol style="list-style-type: none">1. Login and book the services outside office hours.2. Check confirmation notifications via emails.3. Do they go through? Is there some delay? Is the data correctly represented?	3
Security	<ol style="list-style-type: none">1. Login to KP app backend.2. Check user information, are they encrypted?3. Can you access the system without authentication? Is the user information exposed?	2

Dogfood Survey

Create a dogfood survey to get insight from real world usage

Dogfood Survey



Dogfood [survey](#)

Prioritize

Issues come up. Keep the team focused on the things that matter the most

Fire Drills

Scenario	Who	Communication Method	Key Messages
QA finished testing and reported that 3 test cases failed	Engineers	Email	We need to discuss why the tests failed and how to resolve it.
An engineer is ready to start working on the next feature, but doesn't have the mocks for it	UI/UX	Instant messaging	Because the UX team is becoming a blocker for next feature development
Support flagged that many users are unable to sign in to their accounts	Engineer lead	Ping	Signing in is critical, this could be a solution problem that needs restructuring as uses can only only interact with the system once logged in.
Dogfood survey results are in and dogfooders are not excited about recommending the product	QA , Product team and Research team	Meeting	We need to examine the dogfooders results and work out a solution.
Legal informed you about a new law going into effect that will require you to add new privacy controls before you can launch	Legal ,Lawyers and Leadership	Docs or Meeting	Legal has passed a change in privacy control, this is more of a decision. We need to schedule a meeting to discuss how to put hte controls.
A new PM just joined your team and is interested in learning about your work	Product Manager	Email	The new pm can mirror and learn from the current project.

Prioritize

Scenario	Priority Ranked	Rationale
QA finished testing and reported that 3 test cases failed	2	<ul style="list-style-type: none">• High priority of P0.• We cannot launch the product if our tests are failing, this will provide a bad user experience.
An engineer is ready to start working on the next feature, but doesn't have the mocks for it	3	<ul style="list-style-type: none">• Medium priority of P1• We can only build a new feature once the previous feature is working as expected.• The UX team has to design the roadmaps and UI for the feature so that the engineers can start building it.
Support flagged that many users are unable to sign in to their accounts	1	<ul style="list-style-type: none">• High priority of P0.• The users need to sign in to use the app features, without it the users can't use the features.
Dogfood survey results are in and dogfooders are not excited about recommending the product	5	<ul style="list-style-type: none">• Medium priority of P1• The features that failed the tests have to be rethought and restructured to suit the user needs meaning we'll undergo some discussions.
Legal informed you about a new law going into effect that will require you to add new privacy controls before you can launch	4	<ul style="list-style-type: none">• Medium priority of P1• We need to work with different teams to implement the controls, design how to implement them and tradeoffs.
A new PM just joined your team and is interested in learning about your work	6	<ul style="list-style-type: none">• Medium priority of P0• Learning is continuous, the project needs to be delivered on time. The new pm can learn by mirroring the current project.

Go No Go

Run a go / no go meeting to decide if the product is ready to launch, and communicate out any risks and mitigations in place

Kaiser Permanente App

Kaiser Permanente aims to decrease spending on conditions like type 2 diabetes rather than treatment. We are aiming to partner for wider geographical reach, partner with wearable device manufacturers, provide users with tailored data and analytics among others.

Key Features:

- Nutrition content advise
- Booking a doctor's appointment
- Physical activities guide
- Bad habits to avoid

Nutrition content advise

Status

Ready to Launch

Testing:

- All test cases passed

Dogfood:

- Positive feedback from dogfooders

Production Readiness:

- A user is able to get correctly represented nutrition content, the content loads fast (less than one second preferably) and ability to track calories consumed.

Open Issues / Risk:

- Ability to keep the content up to date while ensuring fast page loading.

Mitigations:

- Ensure there is a team to look at content update and maintenance in the app, a content portal can work for this.
- Ensure the server resources are optimized to ensure fast system performance.

Booking a doctor's appointment

Status

Some Risk

Testing:

- One test case failed- a confirmation email was not sent to the user and the doctor as expected.

Dogfood:

- Dogfooders ran into issues related to the failed test case above

Production Readiness:

- 95% of the users are able to book an appointment end to end.
- A user is able to review their health records.

Open Issues / Risk:

- A doctor may not be ready to see a patient on the appointed date as there was no confirmation calendar and slot booking via email.

Mitigations:

- Ensure a seamless doctor's appointment process through efficient event triggers and calendar booking.

Physical activities guide

Status

Ready to Launch

Testing:

- All test cases passed

Dogfood:

- A third of dogfooders ran into issues
 - They were not able to easily navigate to correct physical content that suit different age groups.

Production Readiness:

- The ability to track physical activities regardless of age group.

Open Issues / Risk:

- How we categorize the physical activities clearly for different age groups is not easy t navigate.

Mitigations:

- Work out a matrix to ensure that the representation is easy and seamless for a user to navigate it based on user age groups.

Recommendation: [Launch]

- The first version of the product has features completely built and tested, we are at 90% complete now.
- Two of the three features passed all the test cases. In one of the features, a few users had challenges booking a doctor's appointment, they couldn't get a confirmation email of successful booking. This however can be worked out before the launch as the critical features nutrition and physical activities guide passed the tests.
- Potential risks have been identified, prioritized and responsible teams identified, this shall be handled promptly. Mitigations for these risks have also been documented.

Invitation: Go / No Go Launch Meeting

To:

- Engineering Lead
- Design Lead
- Product management
- Sales and Marketing lead
- UX Lead
- Management stakeholders
- QA lead
- PM team
- Product Owner

Message:

Dear all,

I am beyond excited for the effort and achievements you have all put in to Kaiser Permanente new app, currently 90% done.

We are excited to review Kaiser Permanente product for preventive healthcare rather than treatment of preventable diseases like type 2 diabetes.

We have successfully built and tested three features: booking a doctor's appointment, nutrition and physical activities guide. The team has really been instrumental in driving and achieving this.

We have a few identified failed tests and risks identified. These have been already prioritized, teams to handle have been identified and mitigations have been worked out. Key priority is to ensure the users can login seamlessly so they can enjoy the app features.

We are looking to launch Kaiser Permanente's app for our users in the next three weeks. Onwards and upwards team!

Once again, thanks and see you in the meeting!

Responding to Feedback

Your director:

This all looks really promising! Can we launch two weeks earlier than originally planned?

Your response:

- I really appreciate your support and the nod to launch! We shall work with the marketing team to evangelize the product and provide how to videos for our users.
- We are excited to go ahead with the launch! We shall make improvements on a rolling basis for the pending issues and any upcoming challenges.
- We shall keep a track of the user issues and bugs to be restructured and resolved as they come up.
- We shall conduct user education to ensure the users are apprised with the process of the new product.