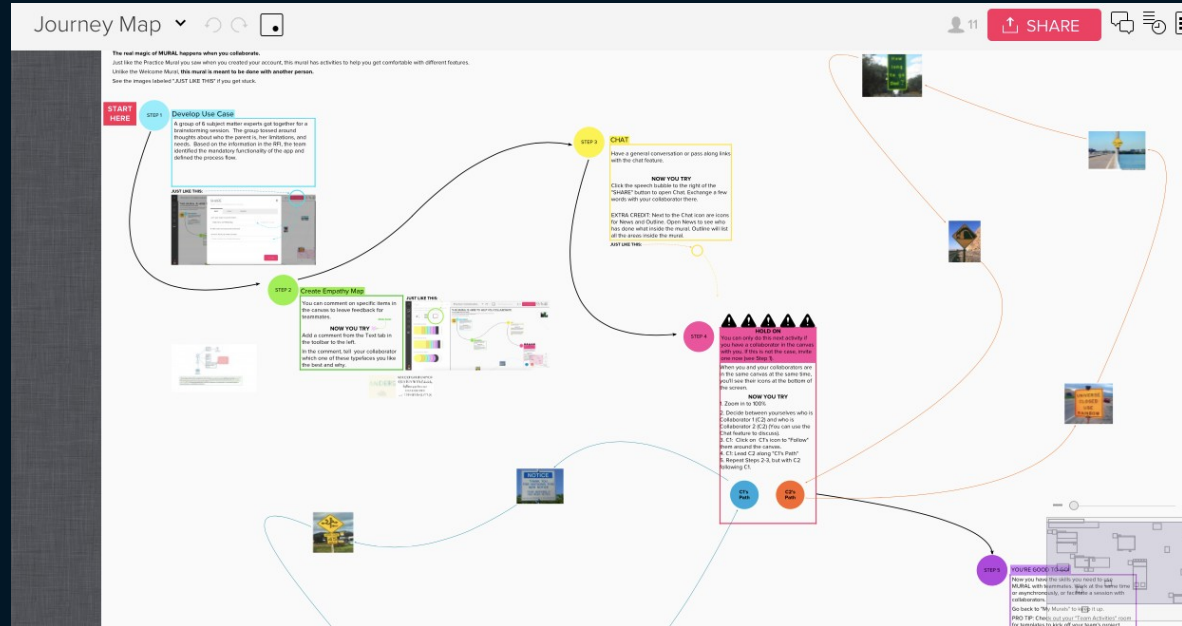CHHS Agile Development
Pre-Qualified (ADPQ) Vendor Pool
RFI #75001

Expert Services
- The Story of Molly's Mom Rachel

Using an agile approach to create a prototype using the digital services playbook

- The Problem

- Our Approach

- Solution

- Tools

We created a narrative of the major personas involved in our story – meet Molly, her mom Rachel and their case worker Francis

- Molly is the daughter of Rachel; she has some learning problems

- Rachel is Molly's mom, she cares for Molly but it can be hard to make ends meet while giving Molly the time she needs

- Sometimes Rachel needs some help, and an easy way to get these services

- Francis is an expert, she can provide services at the right time; she just needs to know when this is
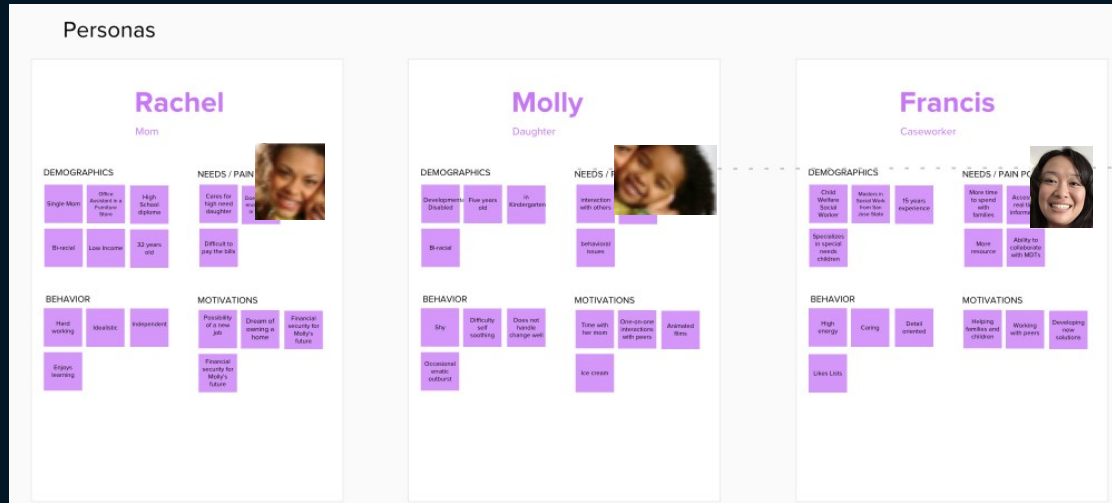
Molly's mother has a lot on her mind, and she needs help with special services
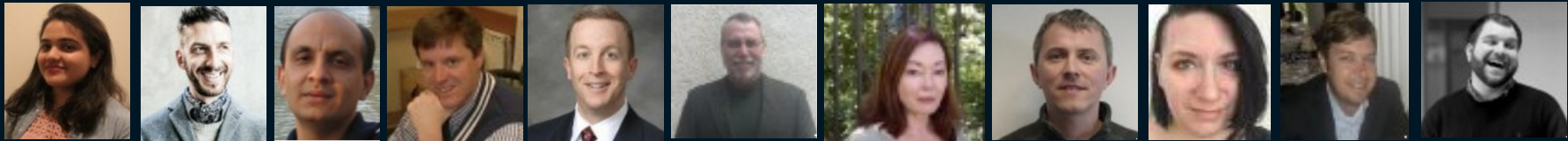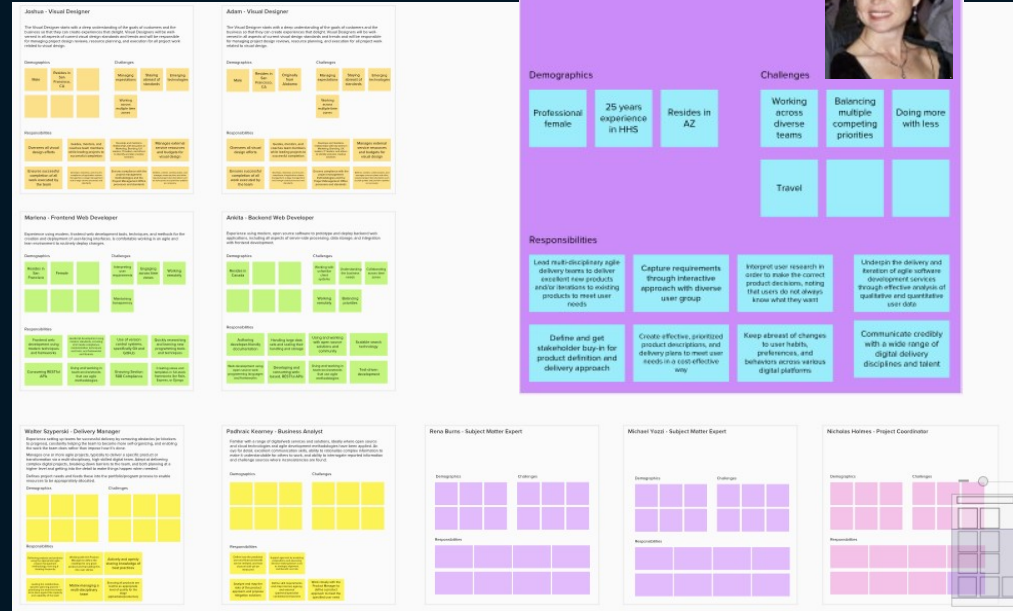
We designed a simple solution with a context diagram as a working hypothesis
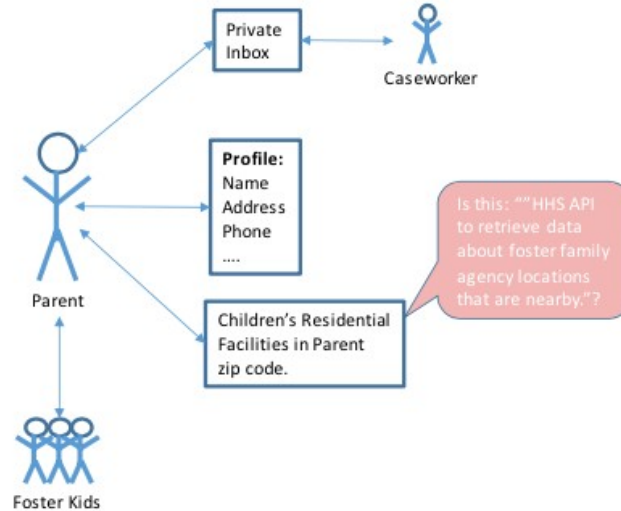
Using a team of experts we continued to refine our hypothesis with our Leader

- Experienced case workers
- Potential end users
- Designers
- Technical resources
- Account team

This is Expert Services – designed to help Rachel take care of Molly

- Rachel can log in

- Her information is prepopulated

- But she can make edits if needed
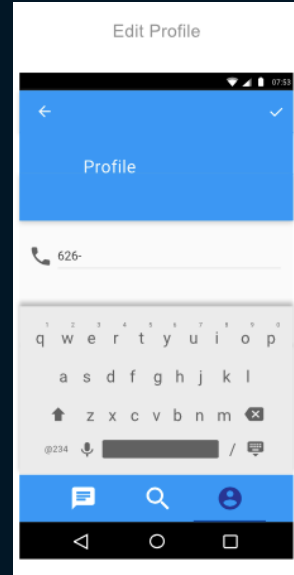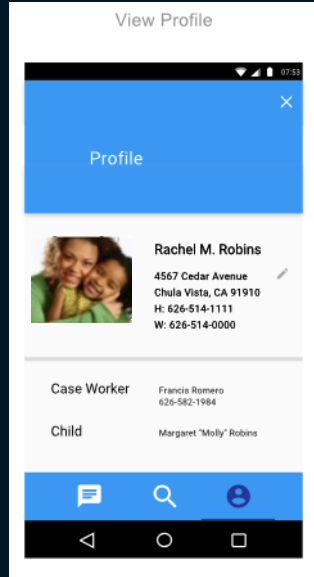
When Rachel needs a little extra support she can use Expert Services

- She can search for different kinds of help for Molly

- Based on her zip code

- Or the kind of services she needs today
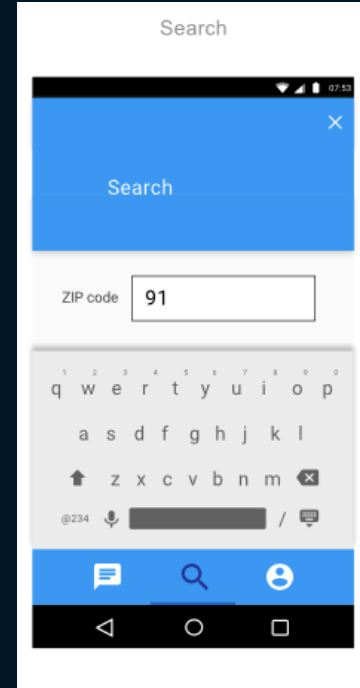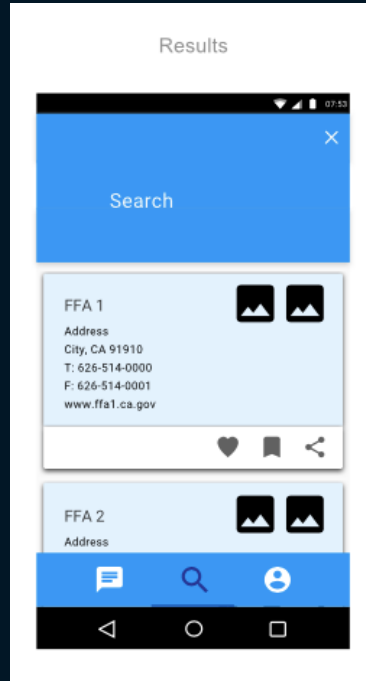
Once Rachel has found someone, she can communicate directly with them

- Rachel can explain what she needs

- Provide additional information

- Or confirm details

- And check updates from Francis

In the future…Expert Services will give Rachel even more options

- MVP allows us to get end-user experience quickly

- Optional functionality for the future - Roadmap allow us to iterate and improve

- Additional search capability

- New profiles and interactions

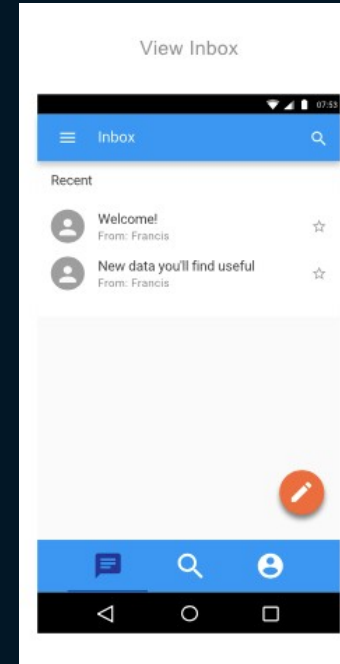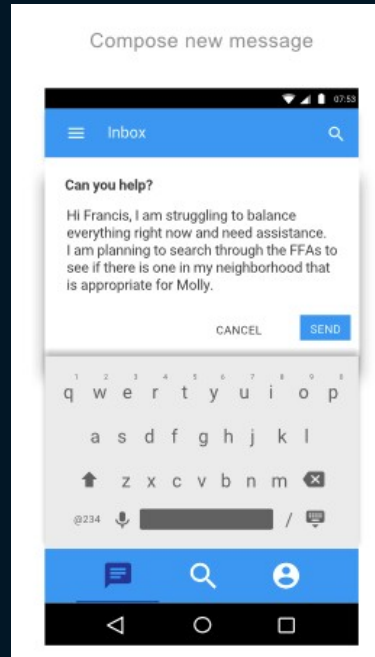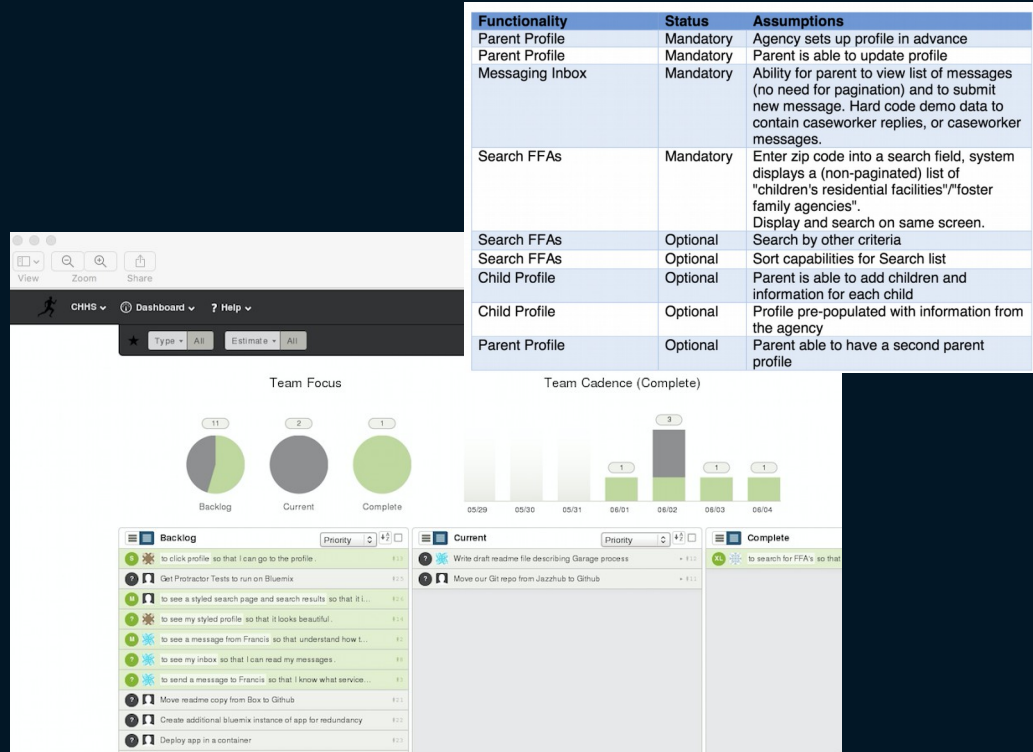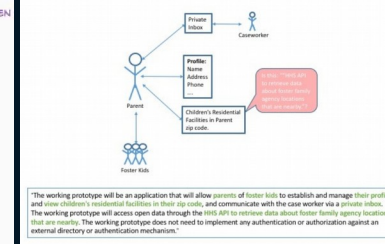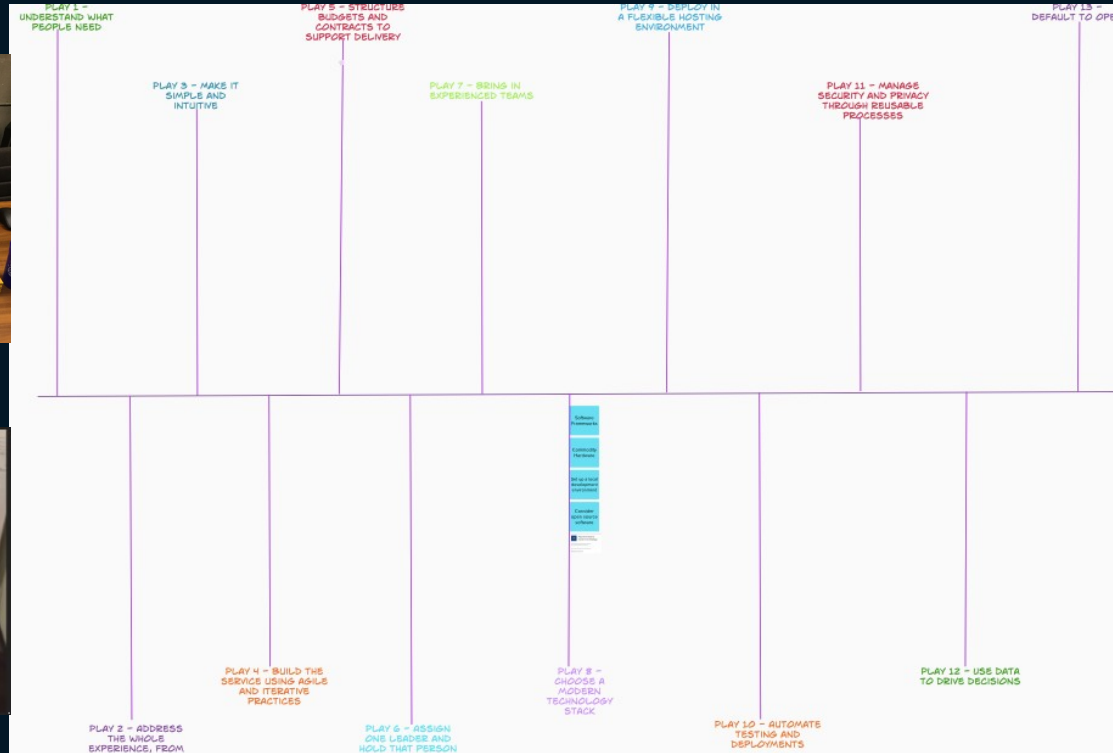| Functionality	Status	Assumptions
Parent Profile	Mandatory	Agency sets up profile in advance
Parent Profile	Mandatory	Parent is able to update profile
Messaging Inbox	Mandatory	Ability for parent to view list of messages (no need for pagination) and to submit new message. Hard code demo data to contain caseworker replies, or caseworker messages.
Search FFAs	Mandatory	Enter zip code into a search field, system displays a (non-paginated) list of "children's residential facilities"/"foster family agencies". Display and search on same screen.
Search FFAs	Optional	Search by other criteria
Search FFAs	Optional	Sort capabilities for Search list
Child Profile	Optional	Parent is able to add children and information for each child
Child Profile	Optional	Profile pre-populated with information from the agency
Parent Profile	Optional	Parent able to have a second parent profile

Using the digital play book as our guide we created the solution for Rachel
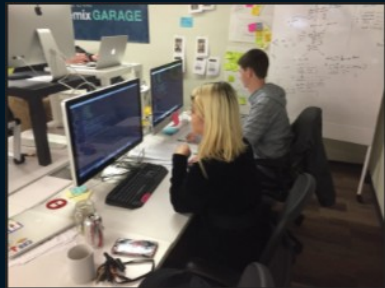
What challenges did we encounter

- Choosing a flexible and scalable software stack from all the available tools

- Identifying which of the great hosting models with available security should be used

- Containing the scope with a minimum viable product – but we will have a future roadmap of improvements

How we worked – collaboration tools helped run our project virtually
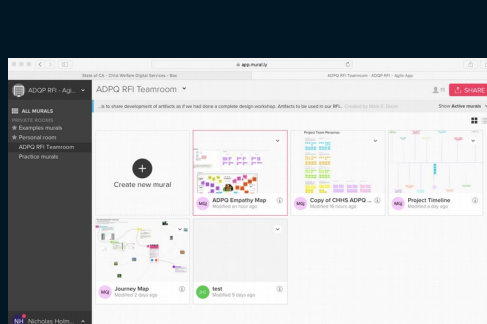
Play 1 - Understand what people need

Play 3 - Make it simple and intuitive

Play 5 - Structure budgets and contracts to support delivery

Play 7 - Bring in experienced teams

Play 9 - Deploy in a flexible hosting environment

Play 11 - Manage security and privacy through reusable processes

Play 13 - Default to open

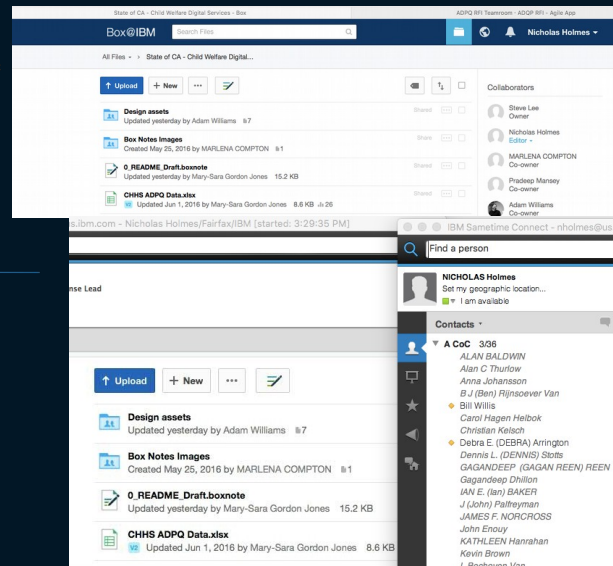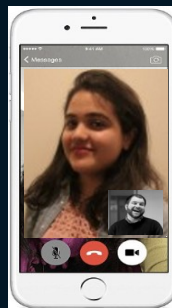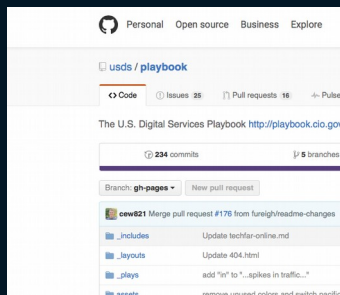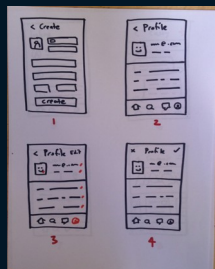Play 2 - Address the whole experience, from start to finish

Play 4 - Build the service using agile and iterative practices

Play 6 - Assign one leader and hold that person accountable

Play 8 - Choose a modern technology stack

Play 10 - Automate testing and deployments

Play 12 - Use data to drive decisions

Our Collobration Tool Box:

Sprint.ly

Mural

FaceTime

Sametime

Sametime Connect

Slack

Connections

We defaulted to a mix of open source and IBM tools for development, presentation and collaboration

App tooling:

- Angular.js -- javascript web framework
- Angular Materials -- front-end framework
- Jasmine -- BDD unit testing
- Protractor -- Webtier integration testing
- Bluemix (IBM's Cloud Foundry)
- DevOps Services Pipeline for CI
- Moqups.com

Project tools:

- Webstorm IDE -- Code editor
- Screenhero -- Remote pairing
- Slack -- chat
- Sprint.ly -- XP Backlog management

From Personas and Pain Points to MVPs; iterative design thinking guided our project

Personas

Empathy Map

iX Design

Blue Mix Garage

Agile Build

Default to Open

MURAL

Compose new message

Inbox

Can you help?

Hi Francis, I am struggling to balance everything right now and need assistance. I am planning to search through the FFAs to see if there is one in my neighborhood that is appropriate for Molly.

CANCEL   SEND