

Innovative. Open. Agile.

TechFlow, Inc. Response to
Request for Quotation (RFQ)
4QTFHS150004
Agile Delivery Services (ADS I)

Project Charter

July 7th, 2015



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1.0 Project Information

Project Name	Drug and Risk Information (DARI)
Customer	General Services Administration (GSA) Office of Integrated Technology Services (ITS) and 18F
Charge Activity	Bid and Proposal (B&P)
Sponsor	TechFlow
Government Program Manager	N/A
Government Project Manager	N/A
TechFlow Division Director	Mike Harp
TechFlow Product Manager	Aristo Mitchell

2.0 Background

The Drug and Risk Information (DARI) project provides the most current information about drugs, both over-the-counter and prescription. This allows a consumer to make timely and informed decisions such as use or purchase of a drug. The TechFlow application, in support of the U.S. Food and Drug Administration (FDA) strategic initiative (Approved Risk Evaluation and Mitigations Strategies), is designed to provide health professionals and consumers the ability to view the labeling information without having to acquire the drug.

3.0 Requirements

The TechFlow application supports the FDA strategic initiative (Approved Risk Evaluation and Mitigations Strategies) by providing a solution that a consumer, health and legal professionals can use to search and display FDA information on-demand through the internet and mobile devices.

4.0 Scope

In 2014 the FDA Risk Evaluation Team established the scope for the DARI project as the review of drug labeling information. This scope is focused on developing a website with a user-friendly interface that will allow searching of label data from the FDA database. The website will also incorporate adverse events that have been reported to the FDA. The scope is limited to the user-interface design and the process to which the data will be pulled through the available FDA API. The TechFlow application will include the following functionality:

- Search that returns label information, adverse events, and graphical representation of adverse events.
- FDA API Error Handling
- Auto-Complete of Search Results
- Google Analytics

5.0 Vision Statement

For:	General consumers, healthcare and legal professionals.
Who	Are seeking readily available and searchable FDA data available through the Internet and mobile devices.
The:	Drug and Risk Information
Is an:	Initiative to build a search driven user interface using FDA data provided through a FDA API. This website will allow the user to obtain detailed information on any drug in FDA's database.
That:	Provides users with searchable FDA data through an intuitive user interface.
Unlike	The current situation which does not allow users to access FDA data through an effective search method to view pertinent drug information.
Our Product:	<ul style="list-style-type: none"> • Connects to the FDA drug data • Pulls from FDA data based on the search results • Presents the data to the user in a clear, concise and easy-to-use interface
This supports	FDA mission to efficiently provide current, relevant drug safety information to general consumers, healthcare and legal professionals.

6.0 Project Team

TechFlow assembled a multidisciplinary team that collaborated to deliver a working DARI prototype. Our team includes the labor categories from the Development Pool labor categories to design and develop the prototype. Our corporate Division Director, Michael Harp, assigned one leader (i.e., Aristo Mitchell – Product Manager) to deliver the product. Mr. Harp also participated in sprint reviews and retrospectives.

Name	Role / Labor Category	Responsibilities
Aristo Mitchell	Product Manager	<p>Assigned as the leader and has authority, responsibility and is accountable for the quality of the product submitted.</p> <ul style="list-style-type: none"> • Lead one or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs • Gather user requirements based on an understanding of diverse audience groups • Define and obtain stakeholder buy-in for product definition and delivery approach • Create effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way

Name	Role / Labor Category	Responsibilities
		<ul style="list-style-type: none"> • Interpret user research in order to make the correct product decisions, noting that users do not always know what they want • Continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services • Underpin the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data • Communicate credibly with a wide range of digital delivery disciplines and talent
David Anderson	Technical Architect	<p>Architecting the overall system, by using prototyping and proof of concepts, which may include:</p> <ul style="list-style-type: none"> • Modern programming languages (e.g., Ruby, Python, Node.js) and web frameworks (e.g., Django, Rails) • Modern front-end web programming techniques (e.g., HTML5, CSS3, RESTful APIs) and frameworks (e.g., Twitter Bootstrap, jQuery) • Relational databases (e.g., PostgreSQL), and “NoSQL” databases (e.g., Cassandra, MongoDB) • Automated configuration management (e.g., Chef, Puppet, Ansible, Salt), • Continuous integration/deployment, and continuous monitoring solutions • Use of version control systems, specifically Git and GitHub • Ensuring strategic alignment of technical design and architecture to meet business growth and direction, and stay on top of emerging technologies • Decomposing business and system architecture to support clean-interface multi-team development • Developing product roadmaps, backlogs, and measurable success criteria, and writing user stories (i.e., can establish a path to delivery for breaking down stories) • Clearly communicates and works with stakeholders at every category level
Elijah Miller	Interaction Designer/ User Researcher/ Usability Tester	<p>Conduct stakeholder interviews, user requirements analysis, task analysis, conceptual modeling, information architecture, interaction design, and usability testing</p> <ul style="list-style-type: none"> • Design and specify user interfaces and information architecture

Name	Role / Labor Category	Responsibilities
		<ul style="list-style-type: none"> • Lead participatory and iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery • Produce user requirements specifications & experience goals, personas, storyboards, scenarios, flowcharts, design prototypes, and design specifications • Effectively communicate research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually • Plan and facilitate collaborative critiques and analysis & synthesis working sessions • Work closely with visual designers and development teams to ensure that customer goals are met and design specifications are delivered upon • Designs and develops primarily internet/web pages and applications • Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing • Researches user needs as well as potential system enhancements • Has familiarity to, or may actually: code, test, debug documents, and implement web applications using a variety of platforms • Planning, recruiting, and facilitating the usability testing of a system • Analyzing and synthesizing the results of usability testing in order to provide recommendations for change to a system • May create such artifacts as Usability Testing Plan, Testing Scripts, and Usability Testing
Hung Chau	Visual Designer	<ul style="list-style-type: none"> • Oversees all visual design efforts • Guides, mentors, and coaches team members while leading projects to successful completion • Develops and maintains relationships with key peers in Marketing, Branding, UX leaders, IT leaders, and others to identify and plan creative solutions • Manages external service resources and budgets for visual design

Name	Role / Labor Category	Responsibilities
		<ul style="list-style-type: none"> • Develops, maintains, and ensures compliance of application release management, outage management and change control processes and standards • Defines, creates, communicates, and manages resource plans and other required project documentation such as style guides and provides updates as necessary
Andriano Romero	Writer/ Content Designer/ Content Strategist	<ul style="list-style-type: none"> • Improves content creation efforts by helping to lead the research & development of interactive and experiential storytelling for projects • Advise how to improve the ongoing iteration of content models • Collaborate with designers and other content strategists to improve how the effectiveness of digital, print, and other content is measured • Develop and maintain appropriate voice for produced content • Advise how to streamline content production and management solutions and processes, based on user research • Assign, edit, and produce content for products, services, and various projects • Plan and facilitate content strategy workshops and brainstorming sessions on developing content and content services (including API development) • Collaborate closely with developers and designers to create, test, and deploy effective content marketing experiences using the Agile method of software development • Offer educated recommendations on how to deliver a consistent, sustainable and standards-driven execution of content strategy across products, services, and projects • Collaborate with content managers, writers, information architects, interaction designers, developers, and content creators of all types • Participate, as needed, on an Agile software development scrum teams
Kirby Domingo	Front End Web Developer	Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap)

Name	Role / Labor Category	Responsibilities
		<ul style="list-style-type: none"> JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3) Consuming RESTful APIs Using and working in team environments that use agile methodologies (e.g., Scrum, Lean) Use of version control systems, specifically Git and GitHub Ensuring Section 508 Compliance Quickly researching and learning new programming tools and techniques Using and working with open source solutions and community Creating web layouts from static images Creating views and templates in full-stack frameworks like Rails, Express, or Django
David Anderson	Backend Web Developer	<p>Web development using open-source web programming languages (e.g., Ruby, Python) and frameworks (e.g., Django, Rails)</p> <ul style="list-style-type: none"> Developing and consuming web-based, RESTful APIs Using and working in team environments that use agile methodologies (e.g., Scrum, Lean) Authoring developer-friendly documentation (e.g., API documentation, deployment operations) Use of Test-Driven Development Approach Use of version control systems, specifically Git and GitHub Quickly researching and learning new programming tools and techniques Relational and non-relational database systems Scalable search technology (e.g. Elastic Search, Solr) Handling large data sets and scaling their handling and storage Using and working with open source solutions and community Communicating technical concepts to a non-technical audience
Danny McAllaster	DevOps Engineer	Deploying and configuring services using infrastructure as a service providers (e.g., Amazon Web Services,

Name	Role / Labor Category	Responsibilities
		<p>Microsoft Azure, Google Compute Engine, RackSpace/OpenStack)</p> <ul style="list-style-type: none"> • Configuring and managing Linux-based servers to serve a dynamic website • Debugging cluster-based computing architectures • Using scripting or basic programming skills to solve problems • Installation and management of open source monitoring and configuration management tools (e.g., Puppet, Chef, Ansible, Salt) • Architecture for continuous integration and deployment, and continuous monitoring • Containerization technologies (e.g., LXC, Docker, Rocket)
John Bassford	Security Engineer	<p>Performing security audits, risk analysis, application-level vulnerability testing, and security code reviews</p> <ul style="list-style-type: none"> • Develop and implement technical solutions to help mitigate security vulnerabilities • Conduct research to identify new attack vectors
Cathy Artigues	Delivery Manager	<p>Deliver projects and products using the appropriate agile project management methodology, learning & iterating frequently</p> <ul style="list-style-type: none"> • Work with the Product Manager to define the roadmap for any given product and translate this into user stories • Lead the collaborative, dynamic planning process -- prioritizing the work that needs to be done against the capacity and capability of the team • Matrix-managing a multi-disciplinary team • Ensure all products are built to an appropriate level of quality for the stage (alpha/beta/production) • Actively and openly share knowledge of best practices
Elijah Miller	Agile Coach	<ul style="list-style-type: none"> • Embed an agile culture using techniques from a wide range of agile and lean methodologies and frameworks, but be methodology agnostic • Help to create an open and trust-based environment, which enables a focus on delivery and facilitates continuous improvement • Assess the culture of a team or organization and delivery processes in place to identify

Name	Role / Labor Category	Responsibilities
		<p>improvements and facilitate these improvements with the right type of support</p> <ul style="list-style-type: none"> • Showcase relevant tools and techniques such as coaching, advising, workshops, and mentoring • Engage with stakeholders at all levels of the organization • Develop clear lines of escalation, in agreement with senior managers • Ensure any stakeholder can easily find an accurate and current project or program status, without disruption to delivery • Work effectively with other suppliers and agencies • Apply best tools and techniques to: team roles, behaviors, structure and culture, agile ceremonies and practices, knowledge transfer and sharing, program management, cross team coordination, and overall governance of digital service delivery • Ensure key metrics and requirements that support the team and delivery are well defined and maintained • Equip staff with the ability to coach others
Anthony Kimpo	Business Analyst	<p>Support agencies by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk</p> <ul style="list-style-type: none"> • Work closely with the Product Manager to define a product approach to meet the specified user need • Define skill requirements and map internal, agency, and external (partners/specialist contractors) resources • Work with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for on-going costs • Analyze and map the risks of this product approach and propose mitigation solutions • Define how the predicted user and financial benefit can be realized, and how channel shift will be measured • Make a recommendation for action

Name	Role / Labor Category	Responsibilities
Ehsan Jahromi	Digital Performance Analyst	<ul style="list-style-type: none"> Support the Product Manager to make sure their service meets performance requirements Communicate service performance against key indicators to internal and external stakeholders Ensure high-quality analysis of agency transaction data Support the procurement of the necessary digital platforms to support automated and real-time collection and presentation of data Share examples of best practice in digital performance management across government Identify delivery obstacles to improving transactional performance in agencies and Working with teams to overcome those obstacles
ITS	Project Sponsor / Product Owner GSA Stakeholder	<ul style="list-style-type: none"> Attend Release Planning Attend User Story Reviews Approve Non-Functional User Stories Attend Sprint Reviews Attend Sprint Retrospectives
18F	Business Line Sponsor / Product Owner GSA Stakeholder	<ul style="list-style-type: none"> Attend Release Planning Attend User Story Reviews Approve Non-Functional User Stories Attend Sprint Planning Attend Sprint Reviews Attend Sprint Retrospectives Coordinate UAT Participants
18F	Business Line SMEs GSA Stakeholders	<ul style="list-style-type: none"> Attend User Story Reviews Approval Functional User Stories Attend Backlog Grooming Sessions Attend Sprint Reviews Attend Sprint Retrospectives Attend UATs
Other	Stakeholders	<ul style="list-style-type: none"> Attend Sprint Reviews Attend Sprint Retrospectives

7.0 User Stories

The user stories titles below constitute what was developed as well as the remaining stories in the back log.

User Story Title	Story Point Estimation
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Search Returns Label Info	13 points
Disclaimer	3 points
FDA API Error Handling (Non-Functional)	5 points
Docker Container (Non-Functional)	3 points
The 3 user stories above constitute the MVP.	
Search Returns Adverse Events	8 points
Search Returns Graphical Representation	8 points
Add Links to Footer	1 point
Auto-Complete	8 points
Google Analytics (Non-Functional)	5 points
The 5 user stories above constitute the next product increment.	
Expand Search capabilities (including fuzzy search)	Not Estimated
Expand Search Parameters	Not Estimated
Results Filter	Not Estimated
Label Info UI Cleanup	Not Estimated
508 Compliance (Non-Functional)	Not Estimated
Additional Google Analytics Metrics (Non-Functional)	Not Estimated
Additional Docker Container Configurations (Non-Functional)	Not Estimated
Auto-Complete Suggestions Not Receiving Search Results - defect	Not Estimated
The 7 user stories & 1 defect above constitute the remaining product backlog.	

8.0 Sprint Length

This project will execute 2 sprints. The first and second sprint are 4 days each for a total of 8 days. We conducted one release to production at the end of the second sprint.

9.0 Project Budget

Reference TechFlow's response to Attachment C – Price Quote Sheet.

10.0 Project Assumptions and Constraints

10.1 Assumptions

- The project will only use data provided by the FDA.

- The project output should not be incompatible with Section 508 requirements.

10.2 Constraints

We have not identified any constraints for this project.