

THE NEXT 30,60 & 90 DAYS

Day 1

Get smart

By Day 30

Establish vision & roadmap

Kick-off MVP Build

Use vision and roadmap to kick-off the MVP development

What clients can expect as they begin their relationship with the Mobility team.

This is a sample of a mobile kick-off and is subject to change from client to client.

KICK-OFF

Week1

Business and Customer Experience Deep Dive

- Request/review research/materials
- Request business, legal and medical requirements
- Review current user experience & communication touch-points
- Identify KPIs

Technical Deep Dive

- Begin tech audit: systems, data, environments and integration points
- Understand communication systems

- Understand current vendors
- Financial system and process review

Financials

- MSA development
- Resource allocations
- SOW Creation
- Budget Alignment

Team Building

- Broader Partnership engagement
- Identify ways of working

OUR FIRST 30 DAYS

Week 2

Customer Experience Deep Dive

- Begin synthesis of materials
- Conduct competitor research
- Conduct stakeholder interviews
 - Collaborate with MLR team on requirements
- Conduct story mapping exercise
- Conduct primary research (if needed)

Technical Discovery

- Complete audits
- Begin to synthesize audit findings
- Create system and architecture diagrams for app/middle tier
- Create vendor shortlist

- Prioritize user stories for MVP

Technical Discovery

- Complete system and architecture diagrams
- Create technology vision
- Contact vendors RFI

Week 4

Customer Experience Roadmap

- Complete roadmap and mobile app vision. Includes MVP recommendation and prioritized user stories with LOE

Technical Discovery

- Complete technology vision including tech stack, environments and architecture
- Prepare to kick-off sprint activities

Week 3

Customer Experience Vision

- Begin building vision and roadmap
- Create high-level user flow/wireframes and user stories

OUTCOMES FROM DISCOVERY

Customer Experience Discovery Summary

- Summary of research, findings and recommendations
- Vision + Roadmap of mobile experience and middle tier.
- MVP phase 1 user stories and backlog

Technical Discovery Summary

- Summary of audits, environments, systems and our recommendations.
- Technology Vision for experience for MVP and beyond.

