



U.S. DIGITAL SERVICE

State of New Jersey
Department of Human Services

OneApp Refresh

U.S. DIGITAL SERVICE // SAFETY NET TEAM // JULY 2020

Shared Goals & Priorities

- Works on all browsers and mobile responsive
- Easier to use and understand
- Build on prior learnings from GetCalFresh
- Improve completion rate
- Welcoming, friendly experience
- Deliver within resource constraints
- Don't break anything, ensure maintainability



Our Approach

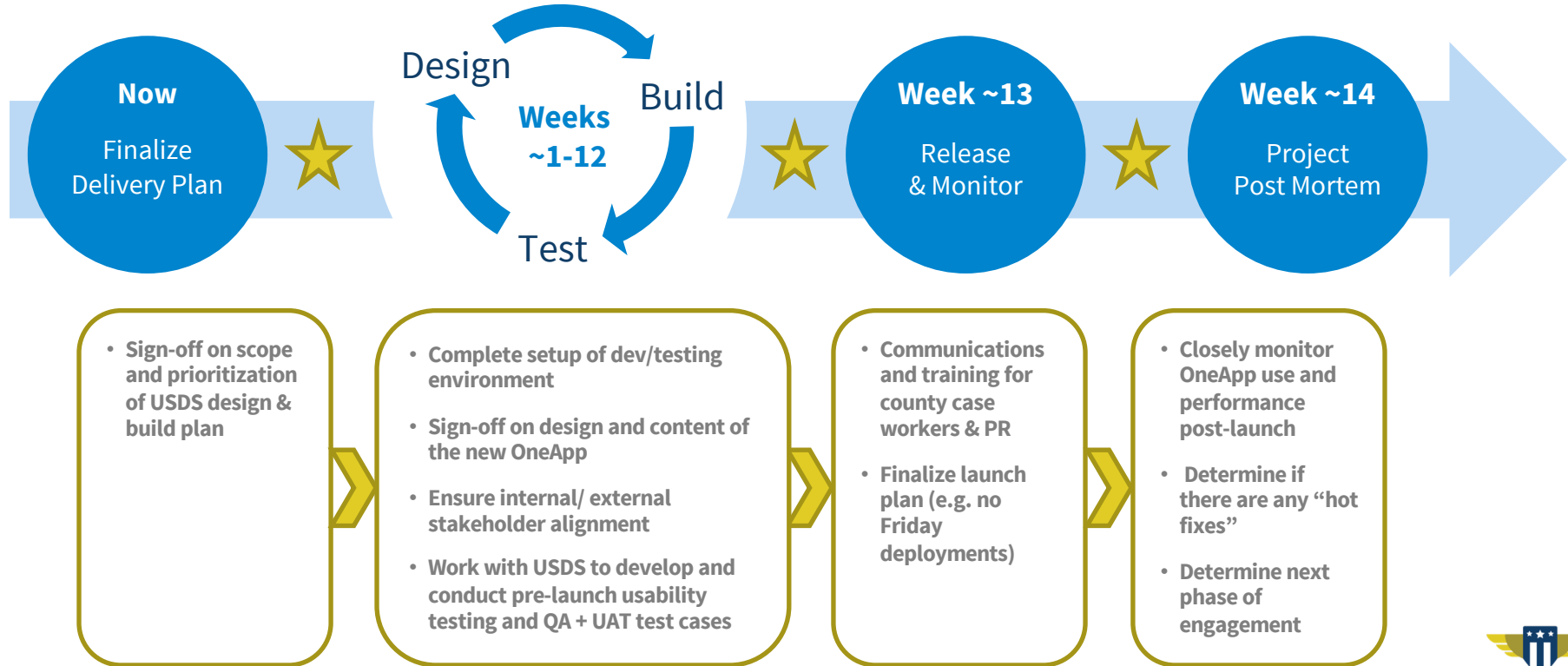
An iterative approach where we make small changes and stage the application as we go

- **Design / Usability:** Updates to the user interface, use plain language for content, application flow would remain the same
- **Technology:** Preserve existing ASP.net code with minor changes, presentation remains intertwined with application logic, support mobile usage and across browsers
- **Training:** Work with NJ dev team on knowledge transfer



NEW JERSEY ONE-APP REFRESH

Project Timeline



NEW JERSEY ONE-APP REFRESH

Design>Build>Test Process

- Design and prototype OneApp screens on a page-by-page basis
- Pull in content designer and plain language experts as needed
- Review and gather feedback from NJ DHS Team and case workers
- Conduct usability testing using the invision prototype (or pages in staging)
- Develop pages based on finalized prototypes, partnering with NJ Dev Team (Carmen, etc) on coding edits and modifications
- QA/UAT testing from NJ DHS Team and case workers
- Push changes to staging iteratively to prep for next release



Next Steps

- Obtain access to a development environment
- Conduct usability testing using the invision prototype
- Continue to check-in on design updates and dev work



Questions?



Discovery: Our Findings

- OneApp is built in a legacy and unsupported .NET framework.
- The front-end is written in ASPX using the AJAX Toolkit for the majority of the interface and the back-end is written in C#.
- There is a mix of business and presentation logic in the system, with a significant portion of application logic contained within database functions and procedures.

Component	Count
C# Files	183
JavaScript Files	54
Database Connections	254
Select Statements	89
Insert Statements	15
Update Statements	315
Delete Statements	66

