Pre-onsite discovery plan

Before a SNAP rapid response on-site technical assistance visit from the US Digital Service (USDS), we will perform several weeks of discovery and planning activities to make sure we can hit the ground running during our time together on-site.

During the onsite, we will want a cross-functional group to be present and would like to ensure availability of:
- State leadership (SNAP Director, Deputies, Policy Lead, Technical Lead, Operations Lead, Customer Support Lead, Communications Lead)
- Eligibility worker subject matter experts (e.g. EWs and Managers)
- Policy subject matter experts
- Technical subject matter experts (e.g. Hands-on-keyboard technical experts including software engineers and data scientists, in-house or from vendor teams)
- Customer support experts (e.g. call center leads)

We will involve many of these individuals in the preparation activities, but will also want to kick-off the project with as many of them as can attend a remote kick-off session (see below regarding scheduling).

Preparation will happen via several workstreams:
- Determining what **data** is available and analyzing it to help drive prioritization and measure potential impact
- Gathering user-centered **design** feedback to understand pain points and bottlenecks
- Understanding how **engineering** changes are made to the implicated systems as context for our recommendations and when we get to the implementation phase
- Moving forward with the **logistics** of gathering together in person during the onsite

Below are the initial preparation tasks to begin the discovery and onsite preparation. Discovery is iterative and therefore initial sessions will lead to more sessions which we will schedule as needed during the 2 weeks prior to the onsite.

Need	Description	Week Before Onsite
Data		
Contact	One or more contacts that can help with pulling data	-3
Documents	Any pre-existing data reports that may provide insight into: • timeliness of your apps, expedited apps and recerts • the current state of applications/recerts in your backlog	-3

	• breakdown of reasons why applications/recerts are pending	
Meeting	Data deep dive (1 hr)	-2
Engineering		
Contact	One or more vendor or in-house tech team contacts	-3
Contact	A contact that can provide context on the change management process for the eligibility system and/or public-facing portal	-1
Design		
Contact	Warm introduction to 5 eligibility workers that could be remotely shadowed	-3
Contact	Introduction to a mail room SME	-3
Documents	Eligibility system manual and/or eligibility manual	-3
Meeting	Process mapping session with an eligibility supervisor (1 hr) to map the steps in the application lifecycle	-2
Meeting	In-person shadowing session with an eligibility worker Monday morning of the onsite (2 hr)	0
Logistics		
Contact	Someone responsible for calendaring meetings with USDS and the state team	-3
Info	Provide location of onsite to enable travel booking	-3
Meeting	Coordinate in-person travel for any onsite attendees as needed	-3
Meeting	Kickoff meeting (90 min) to align on north star goals and review the structure of the engagement, with all who will be attending the onsite	-2
Meeting	Schedule holds for the onsite week (10-12p, 1-3p on M-Th for all attendees and 10-12p on F with just leadership team)	0