VA Microtask_Lessons Learned__Meeting Notes__08.02.18

Team -

Meeting scheduled to discuss lessons learned and perform a brief retrospective on this microtasker.

Let me know if there are any questions prior to the meeting. Thank you.

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From the PPT (initial thoughts)

- Research & Analysis Process (primary areas of Lessons Learned)
  - Evangelism
  - Authorization (I.e. Whitelisting/Blacklisting)
  - Maximizing Developer Experience
  - Enterprise Architecture
  - CI/DC Support & Documentation in a Federated Environment
- Performing the Microtask Work
  - Create a mini IMS containing a start date, milestones and end date.
  - When cold calling for information make sure the vendor understands that it is not a sales inquiry
  - Follow the questionnaire questions flow more closely (aids in better note taking)
  - Record ALL interview calls for reference back, as needed.
  - Maintain a focus on specific research elements related to APIs (such as DEV versus Governance). Smart for VA to take that approach in doling out Microtaskers.
- Recommendations for Additional Microtask Work Areas
  - I.e. API Risks & Security, Performance Metrics, Enhancements, etc.

PPT 'Speaker Notes' section: We identified usable lessons learned in the areas of evangelism, authorization (whitelisting/blacklisting), maximizing developer experience, enterprise architecture, CI/DC support and documentation in a federated environment, among others.

*Per our proposal: Sprint Retrospective - Separate from presenting our research and analysis, we'll also conduct a one-hour Sprint Retrospective with VA where we will critique our efforts and provide VA with lessons learned that may be applied to further research and Microtaskings.

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Attendees:

- Courtney Bethea
- Bret Meyer
- Joe Cosentino
- Shane Johnson
- Thomas Holliday
- Nolan Ventre
- Mike Salvaggio
- Saul Rojas

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Focus of this session: Process of working the microtask.

NOTES:
- Responding to the microtask. Good to respond in a public forum through the draft RFI process.
    - Good thing to having sharing online (including others that responded to the microtask; seeing things out on GitHub shared).
    - DRAFT PWS in a public forum was a step forward with the microtask process.
- Collaborative approach, flexibility for interactions, as well as timeframe for deliverables (putting quality over rigid timeframes)
    - Period of performance is 2-4 weeks (helpful time frame).
- Maximized the value of each call with the interviewees; opportunity to do things better (I.e. get interview questions to those being interviewed ahead of time to aid in the call structure and interview process).
- Establish expectations for follow-up at the end of each call.
    - Were the subject matter experts knowledgeable? Ready to share data?
        - Yes. Had some really great calls. Lots of experience out there in both the private and public sectors.
        - Glad to hear that we were able to contact some of the 'heavy hitters' in this API space.
- Was the 4 week window long enough?
    - Yes. Flexibility is key. Ran into some vacation time at the beginning.
    - Our approach to the micro task was focused, but definitely not dedicated resources.
- Difficult to respond to other available microtasks while working on the current microtask.
    - Resource constraints; dollar constraints. Difficult to perform work on multiple microtasks at the same time. Challenge of the microtask model.
    - Should add more time to respond to the microtask RFIs (14 days versus 7 days)? Yes, would be good.
    - OK. Change we will see coming is adding more pages allowed for the response.
        - We think that a 1-2 page limit is good for something this size.
        - This is different than larger proposals that would require more pages and content.

- - - Encourage folks to respond in 1-2 pages (target); up to 5 pages acceptable.
- It is possible that the VA might keep seeing the same organizations responding to these microtasks over time (could be good, could be challenging, or could be neutral). Might want to proactively address this through the RFI process in some fashion (like encouraging new entries while maintaining connections with those that have already contributed to the API Platform/microtask activities).
- Would the VA be interested in reaching out directly to POCs that we contacted?
  - Would start with us as the warm follow-up to get more data.
- Level of effort of the total team combined. Was $10K enough to cover the time we put into it?
  - It sounds like it is ok to follow-up with the government and say that we can do 'x' amount of work for the $10K.
  - We want to provide a quality product; time and resource constraints factor into that equation.
  - Overall, we will be on the edge of that dollar amount for time and effort expended.
- Team working on the microtask is key (I.e. an experience team is key). IMS would be good to have listing out milestone dates (etc) to help keep things on track. Our team worked well together.
  - Standard format that the microtask RFIs/PWSs have; keeping things streamlined and lightweight/Agile.
  - Might be beneficial to have more ready made templates for the microtask work (thinking in terms of doing more of these in the future; having a standard schedule template, questionnaire format, meeting notes format, etc).
- Appreciated the nimbleness and flexibility, and the streamlined nature of the process (including the RFI/proposal process, the open door policy to ask questions of the government, the flexible time frame offered for working on and completion of the deliverables). Truly, an Agile approach.
- Courtney is the POC for micro-purchases (90% of them). Open to receiving more feedback from us in the future (related to the microtask proposal process, etc).
- Like kickoff meeting format (I.e. focus on us as the vendor; forum for us to ask our initial questions, get good direction at the onset, level set expectations, etc).
- Various initiatives had multiple winners. Reminder that others are utilizing GitHub for their deliverable uploads (as directed). So, everything uploaded to GitHub is visible
- Great working on this microtask in support of the veterans
- API Evangelism was mentioned a couple of time. Important element to keep in mind and promote in this work area.
- API Platform/Lighthouse Platform = RFI at a grander scale is out there
  - Question: Sprezzatura is closely tracking this one; A lot DEV work and API Governance blended together in there; Will there be two separate RFIs for each piece, or kept in this combined form (Product and Services type piece). Directed us back to the contracting office to ask this formal question
- Courtney works for the API Executive Director (Drew Myklegard)

- Next steps:
  - Courtney to send Thomas the GitHub link again [Received].
  - There are billing instructions out there (?); will go and look after the call.
  - Thomas to follow-up with Joe and the team regarding deliverables completion, uploading to GitHub, and any remaining follow-up items like getting ou invoice over to the government for processing and payment

*Call ended at 1400 (on time)