

VA IDENTITY PRODUCT

# Sprint 1 Demo

Thursday, September 1, 2022



U.S. Department  
of Veterans Affairs



# Get to know the team

## Executive team



**Jeff Scheire**  
MO Studio



**Travis Hoffman**  
MO Studio



**Kevin London**  
Frog Design

## Core team, design research



**Kit Casey**  
Design Director



**Samara Watkiss**  
Assoc. Design  
Director



**Pablo Cruz**  
Sr. Product  
Manager



**Mike Prusaitis**  
Assoc. Director,  
Program Management



**Steve Dickson**  
Engineering Lead,  
Key Personnel



**Bri Mazzio**  
Sr Interaction  
Designer



**Marissa Klein**  
Sr. Strategist



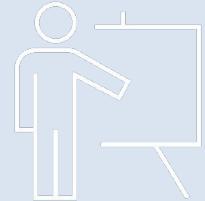
**Paul Knipper**  
Visual Designer

Random 4th: What's the last thing you repaired or installed?

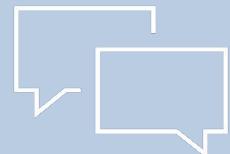
At the end of each sprint on Wednesday, the team will run sprint reviews to showcase the sprint's work for approval.

The purpose of this meeting is:

**1** To demo the accomplishments or functionality that was built over the past sprint



**2** To get feedback and insights early and often



**3** To create transparency for anyone interested on the product and progress



# Agenda

## Sprint Goal:

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For sprint 1, our aim was to kick-off the larger program initiative, onboard the Discovery team, begin background checks, define a mid-level plan for the next 7 sprints, and prepare to kick-off the design research phase as we move into Sprint 2.

5 min	Team introductions
2 min	Sprint accomplishments
3 min	Our understanding
30 min	Focus, priorities, success
10 min	Our approach
10 min	Questions

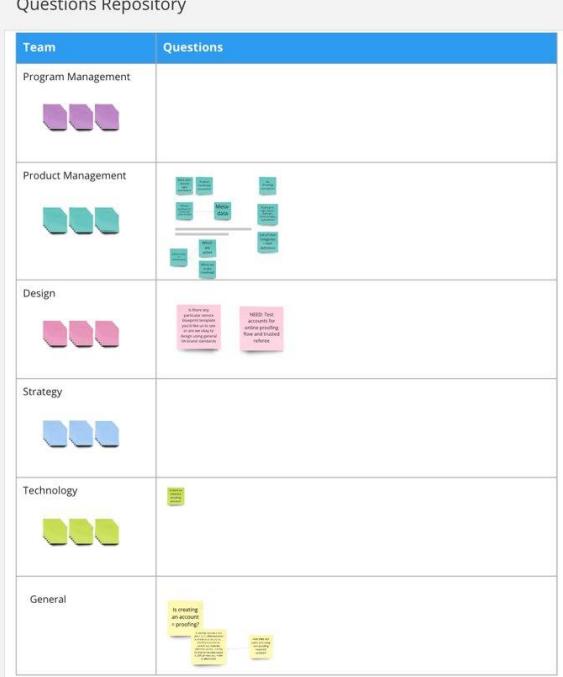
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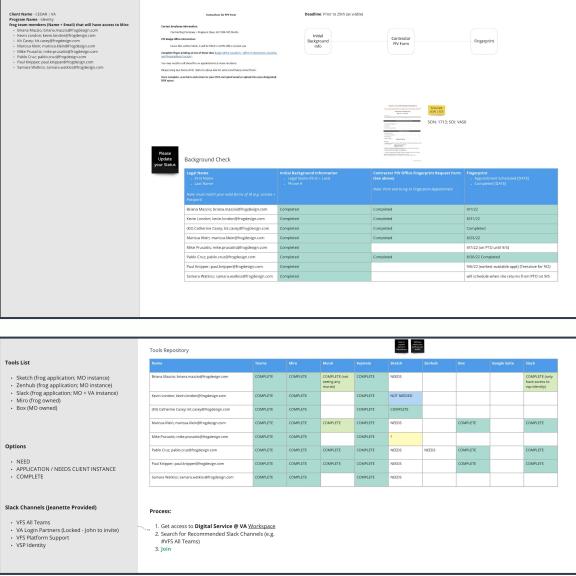
SPRINT 1

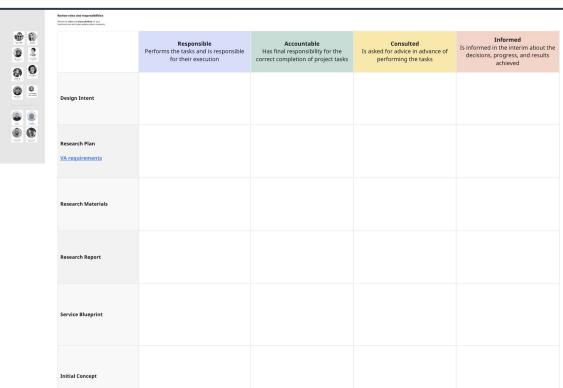
# Accomplishments

# Sprint 1 accomplishments

- ✓ Onboarding team members
- ✓ Program kick-off
- ✓ Mid-level plan for Discovery
- ✓ Begin introductions
- ✓ Begin setting up program level structure and meetings across working teams
- ✓ Prepare for team RACI

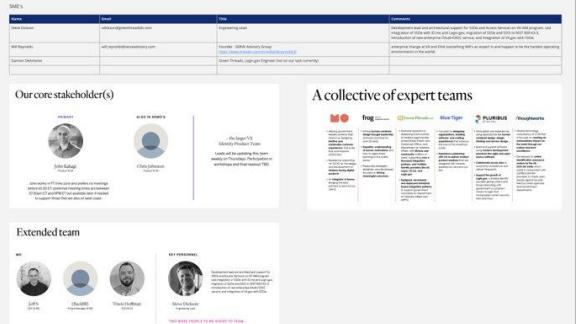






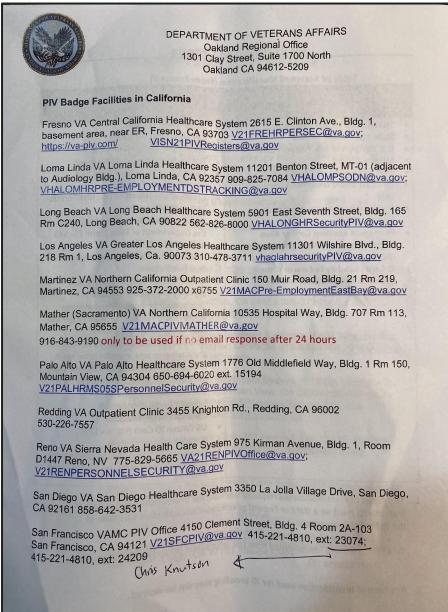




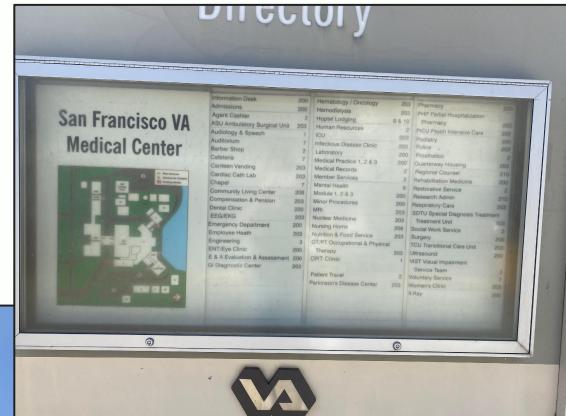


# Collecting in-person research through our onboarding

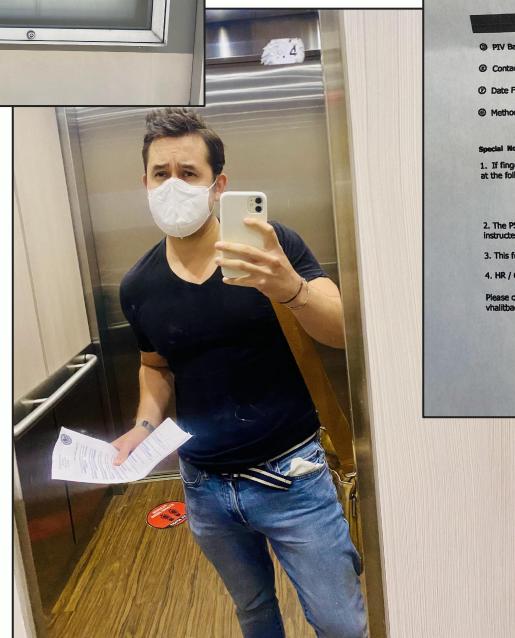
## OUTREACH



## DIRECTORY



## FINDING THE ROOM



## OUTCOME

**CONTRACTOR / EMPLOYEE PIV Office FINGERPRINT Request FORM**

\*\* If using the Personnel Security Adjudication Center (PSAC) to adjudicate your VA Contractor or Employee's Special Agreement Check (SAC) Fingerprints, this form should be taken to the fingerprinting appointment to ensure correct SON / SOI is used\*\*

**Personnel Security Adjudication Center**  
SON: ASN# / SOI: VASO  
(Son: 1713+00)

Purpose of Form:  
This PIV Office Fingerprint Form was created to assist Human Resources (HR) / Contracting Officer Representatives (CORs) with providing their contractors / employees the PSAC's SON / SOI in obtaining fingerprinting services from VA Facilities nationwide.

**CONTRACTOR / EMPLOYEE INFORMATION (PLEASE PRINT)**

① Full Legal Name (First Middle Last): Pablo S Cruz Pou

② SSN Last Four: 0761

③ Contractor Company (If Applicable): Magnum Opus, LLC DBA MO Studio

**PIV Badge Office INFORMATION**

④ PIV Badge Office Location: SFVAMC   
X-23074 (415) 221-4810  
⑤ Contact Number (If Applicable): X-23074  
⑥ Date Fingerprinted: 8/30/2022  
⑦ Method of Fingerprinting: Electronically / Manually Christopher, Knutson  @ VA.gov

**Special Notes:**

- If fingerprints are manually taken, please ensure the FD-258 Fingerprint Card is used and mailed directly to the PSAC at the following address:  
Personnel Security Adjudication Center  
2200 Port Roots Dr Bldg 152  
North Little Rock, AR 72114
- The PSAC is not involved with PIV appointments or issuance of PIV cards. Contractors / Employees should be instructed to contact their local PIV Badge Office for PIV appointments.
- This form is NOT required to be uploaded to the PSAC's Resource Site.
- HR / CORs are required to submit a SAC Request Form to the PSAC's Resource Site if PSAC's SON / SOI is used.

Please contact the PSAC Help Desk at 501-257-4469 or 257-4490 or by email at [backgroundinvestigations@va.gov](mailto:backgroundinvestigations@va.gov) if you have questions on the background investigation process.

Revised Form February 20, 2020

THE ASK

# Our understanding

# Mission and objectives

## Mission

The CEDAR IDIQ will connect VA employees with industry partners to deliver high-quality, digital products following modern best practices to improve service delivery to Veterans.

## Objectives

- Give VA streamlined access to a small group of exceptional companies that specialize in agile software development and user-centered design
- Create a contract mechanism that incentivizes VA employees and contractors to deliver rapidly following private sector best practices
- Promote the principles of Agile and DevOps culture in VA
- Support VA's digital modernization strategy to solve tough technology challenges facing VA

# Product vision

## VISION

- One sign-on to access all products and services.
- Veteran choice of “public” or “private” credential option for VA.gov

## HOW

- Use human-centered design to consolidate ways to sign on to VA.gov
- Migrate users to their choice of Login.gov and ID.me; robust, compliant credential solutions

## WHY

- Users are frustrated and confused because they must go to multiple websites for benefits
- Multiple ways to sign on adds to the confusion
- Current sign on options have usability, security, and compliance issues

## TO ACHIEVE THIS, WE NEED TO DELIVER ON...

### Simplicity

Veterans need a simple way to access all VA sites

### Guidance

Veterans need efficient customer service

### Trust

Veterans believe there is an inherent risk to submitting sensitive information via the internet

### Continuous discovery and Veteran feedback

Taking time to continually test and validate through prototyping

### Adherence to standards

Compliance with standards such as NIST 800-63-3

## DEFINITION

Focus, priorities,  
success

# Areas of focus

- |   |   |
|---|---|
| <ol style="list-style-type: none"><li>1. Define Non-Veteran user roles (e.g., <i>dependents, beneficiary, caregiver, delegate, VSO representatives, claim agents and attorneys, fiduciary, Power of Attorney (POA), 3rd-party organizations that receive payments</i>)</li><br/><li>2. MHV Coordinators in person proofing (and remote video)</li><br/><li>3. Inherited Proofing/Migrate users in Premium status</li><br/><li>4. Update Transition Assistance Program (TAP) Curriculum to remove DS Logon and include Login.gov</li><br/><li>5. Email/comms outreach for DS Logon MFA rollout</li></ol> | <p>Priorities</p>  <ul style="list-style-type: none"><li>• Discussion</li><li>• Early questions</li><li>• Identify business owners</li><li>• Priorities</li><li>• Success criteria</li></ul> |
|---|---|

# Materials received to-date

APRIL 2022

## Identity MHV Inherited Eligible Users Study readout

This research will inform design, content, and functionality changes needed to address any pain points within the flow of the inherited proofing process and to potentially uncover accessibility needs on VA.gov. **Recommendations:** Additional support for iOS/macOS, education for VA advocates & social workers, video-tutorials/FAQs.

JAN 2022

## Identity Sign-in Accessibility Study readout

To discover issues or pain points when using a screen reader (and other assistive technology) to login using the sign-in modal on VA.gov.

**Recommendations:** Reduce page content, improve navigation, find solution for Caregivers/Family to securely sign in w/o sharing PII, integrate assistive tech.

NOV 2021

## User Roles research findings

Three primary non-Veteran user groups: Beneficiaries, Caregivers, Delegates. **Recommendation:** Conduct additional research to identify use cases, tasks, and outcomes for each of these non-Veteran user groups.

OCT 2021

## Identity VA.gov Sign In Modal readout

To understand how the addition of Login.gov and other design modifications to the VA.gov sign-in modal will impact a user's ability to sign in; understand what information Veterans, find the most important or least important in a sign in option; understand which type of credential provider would users prefer, given the choice of government-created or private sector. **Recommendation:** Look to simplify CSP buttons, share ranking attributes to guide communications around changes to providers

SEPT 2021

## Identity Authentication Discovery readout

To understand the potential impact of sunsetting providers such as MHV and DS Logon. **Recommendation:** Use sentiment around other providers and account creation process to build case Login.gov is most secure provider

DEC 2015

## Credentials Final Readout Master No PII

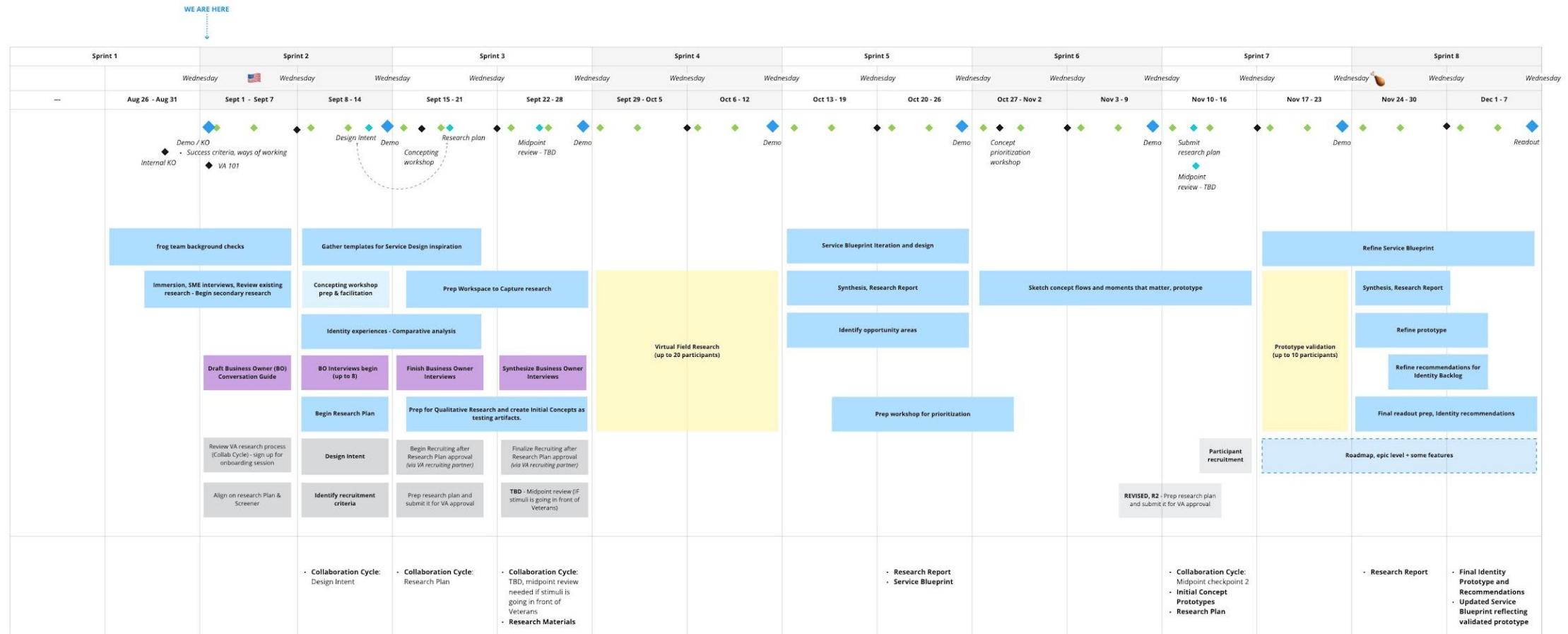
To understand how users currently log in to VA.gov and why they use one credential over the other (MHV, DS Logon, and ID.Me)

DISCOVERY PLAN

# Our approach

# Our plan

(Don't worry, we'll make it bigger!)



# Sprint Schedule: Implementation

The chart displays a weekly sprint schedule from Thursday to Wednesday, with specific tasks assigned to each hour slot. The tasks are color-coded according to the legend:

- VA Meeting (Light Gray)
- With VA-PO and stakeholders (Dark Purple)
- With VA-PO (Light Blue)
- With core team only (Dark Blue)

**Legend:**

- VA Meeting
- With VA-PO and stakeholders
- With VA-PO
- With core team only

	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday
<b>09:00 – 10:00 AM</b>										
<b>10:00 – 11:00 AM</b>	PMO Sync	PMO Sync	PMO Sync	PMO Sync	PMO Sync	PMO Sync	PMO Sync	PMO Sync	PMO Sync	PMO Sync
	Daily Standup									
<b>11:00 – 12:00 AM</b>	Sprint Retro									Sprint Demo
<b>12:00 – 1:00 PM</b>	VA Team of Teams		Design Review		VA Team of Teams	Design Review		Demo prep		
<b>1:00 – 2:00 PM</b>			Backlog Grooming (Internal)		VA Design & Research Sync		Backlog Grooming (Internal)			
<b>2:00 – 3:00 PM</b>	VA Identity Working Group	Daily Standup	Daily Standup	Daily Standup	Daily Standup	Daily Standup	Daily Standup	Daily Standup	Daily Standup	Daily Standup
<b>3:00 – 4:00 PM</b>	Sprint Planning	PO Sync		PO Sync	PO Sync		PO Sync			
<b>4:00 – 5:00 PM</b>										

All times in ET

# Sprint Schedule: Design research

VA Meeting      With VA-PO      With core team only      MO/frog leads

Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday
10:00 – 11:00 AM	Daily Standup	Daily Standup	Daily Standup	Daily Standup	Daily Standup	Daily Standup	Daily Standup	Daily Standup	Daily Standup
11:00 – 12:00 AM	Confirm Sprint Goals								
12:00 – 1:00 PM	VA Team of Teams								
1:00 – 2:00 PM									
2:00 – 3:00 PM	VA Identity Working Group			PO / Core team Sync	VA Identity Working Group				Sprint Demo
3:00 – 4:00 PM		PO Sync w/ leads		PO Sync w/ leads		PO Sync w/ leads			PO Sync w/ leads
4:00 – 5:00 PM									
5:00 – 6:00 PM	PM connect	PM connect	PM connect	PM connect	PM connect	PM connect	PM connect	PM connect	PM connect

## NOTE

All times in ET

Ad hoc meetings such as workshops, interviews, and collaboration cycle touchpoints will be scheduled in advance but not recurring. Retros will take place after key milestones of work, e.g., business owner interviews, workshops, and initial field research.

# Methods of communications

How should the team plan to use these channels?

What is the preferred way to communicate?

- VFS All Teams
- VA Login Partners (Locked)
- VA Login Inherited Proofing
- VFS Platform Support
- VSP Identity



# Next steps

- Identify any additional business owners or SMEs related to focus areas
- Begin prepping conversation guides
- Schedule business owner interviews and recurring Discovery Phase meetings
- Collaboration Cycle:
  - Submit Collaboration Cycle Request
  - Prep Design Intent/Research Review

SPRINT 1 DEMO

# Questions?