**In-Person Identity Proofing Discovery Sprint**

**Overview:**VA provides in person assistance for the MHV login process via MHV Coordinators (MHV-C’s) at VA Medical Centers (166 Nationwide) and VA Community-Based Outpatient Clinics (CBOCs - 1,053 Nationwide). These MHV-C resources are available to assist Veterans creating a MHV account, upgrading to the premium account and navigating/utilizing specific MHV features/services.

**Vision:** Mitigate risk by creating an ongoing relationship with MHV Coordinator leadership and an empathetic relationship with MHV-C’s to support logon and ultimately Vets migrating to Vets.gov

**Proposed Project: MHV-C In-Person Identity Proofing Discovery Sprint**

* 3 to 4 week discovery/field research sprint
* Team members will visit VAMCs & CBOC’s that represent a mix of size & demographics

**Goals: In-Person Identity Proofing Service Design & Delivery**

* Understand the end-to-end experience of in-person identity proofing for the Veteran and inform the veteran customer experience
  + Location of MHV-C’s in facility
  + Layout
    - Validating technical assumptions
  + Staffing
  + Security practices
  + Forms needed by VA
* Training
  + Identify training needs to scale capability
  + Identify Call Center escalation paths
  + Ongoing training methodology
  + Create a MHV Coordinator Toolkit?
* Relationship building + empathy for MHV coordinators
* Future feature prioritization & identification

**Ideal Outcomes from this Research project & overall KPI’s:**

* 100%+ of MHV users are able to identity proof
* Identify steps/recommendations to proof of any outlier groups (homeless Vets etc…)
* Marketing plan/change management strategy for MHV accounts
* Journey map of the user experience of in-person identity proofing
* Process flows // maps of facilities
* Set of recommendations for training for MHV coordinators, corresponding escalation paths for the Call Center

**Proposed Timeline:**

* Approvals & outreach to Susan Haidary ASAP to identify sites we visit & how many?
  + MAB suggests 4 to 6
* Pitch materials created w/o 1/2/2017
  + Refine marketing language, etc. by Jan 6th
* Stakeholder kick-off: w/o January 2nd
  + Stakeholder kick-off/pitch with Theresa
* Travel: w/o January 16th
  + Start to kick off in South Carolina with Susan Haidary
* Debrief Phase 1 w/o Jan 23rd
* Travel: w/o January 30th
* Debrief & wrap-up w/o Feb 6th

**Needs:**

* DSVA Needs to show up with collateral/leave-behind materials
* Reach out to VE to see if they’ve done any work around this
* Identify Team
* Name Project

**Team:**

* 1 Project Manager to coordinate logistics and scheduling, create 1-pagers/collateral materials, manage all the deliverables for this work
* 1 Program Manager/project lead: Clare
* 1 Research lead: Mary Ann
* 3 to 4 Design/Product
* PT: Product Manager
* PT: 1 to 2 Engineers

**Ideas/Questions:**

* Video/photo of the actual facilities
  + Can a designer sketch out facilities while they are there?
* Larger potential: best practices for in-person verification to scale across USDS\*\*

# ID.me Assumptions and Questions for My HealtheVet in-person Discovery work

## Technical Assumptions

* Access for both parties (user and My HealtheVet Administrator) to have access to a computer and reliable external Internet.
* MHV Administrators will have access to an administrative portal with a higher application level of access than general applicants to approve/confirm identities.
* User will have access to the MHV portal after their identity has been proofed

### Technical Questions

* What are the critical features for minimum viable product rollout?
* Are there any firewalls or internal issues that might affect the user experience?
* Do VA coordinators have VA issued mobile devices?

## Non-Technical Assumptions

* Privacy will be physically maintained through the in-person proofing event via privacy screens and separate user and MHV Administrator sessions.
* Applicable training and resources will be made available to the MHV administrators and users.
* The user will have prior notice of process and required documentation (e.g. Driver’s License) they will need to supply to the MHV Administrator

### Non-Technical Questions

* Are there any policy changes/constraints that would need to be overcome for VA Employees to access ID.me?
* What is the target demographic profile of veterans that utilize in-person VA resources?