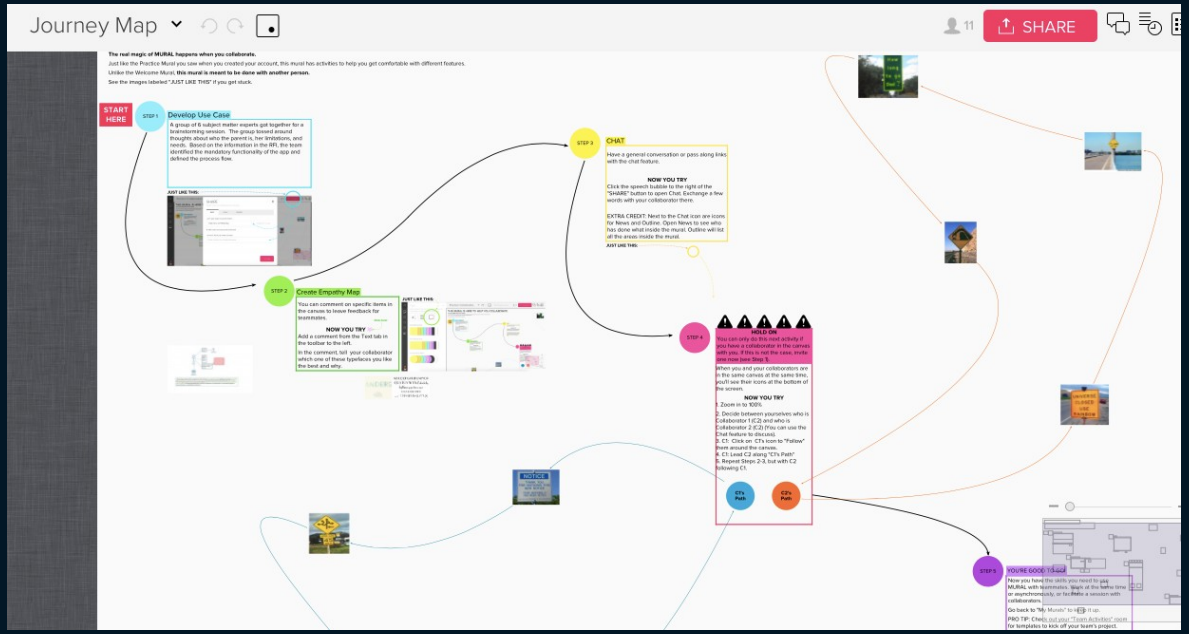
CHHS Agile Development Pre-Qualified (ADPQ) Vendor Pool RFI #75001

Expert Services – The Story of Molly's mom Rachel

IBM| June 2016

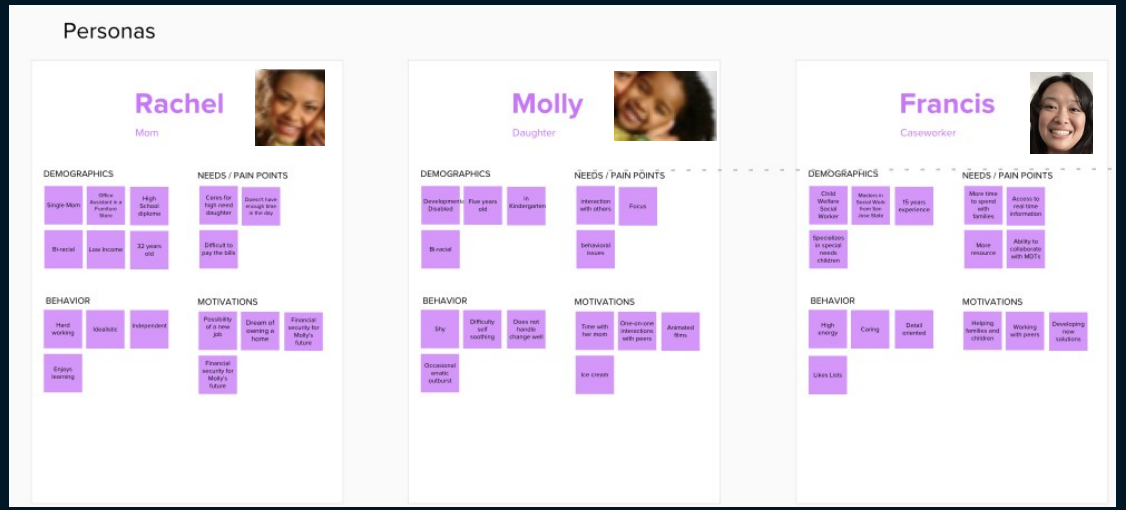
Using an agile approach to create a prototype using the digital services playbook

- The Problem
- Our Approach
- Solution
- Tools



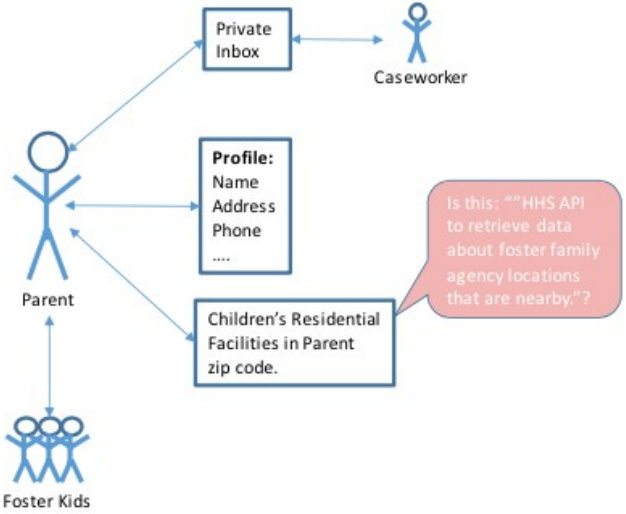
We created a narrative of the major personas involved in our story – meet Molly, her mom Rachel and their case worker Francis

- Molly is the daughter of Rachel; she has some learning problems
- Rachel is Molly's mom, she cares for Molly but it can be hard to make ends meet while giving Molly the time she needs
- Sometimes Rachel needs some help, and an easy way to get these services
- Francis is an expert, she can provide services at the right time; she just needs to know when this is



Molly’s mother has a lot on her mind, and she needs help with special services

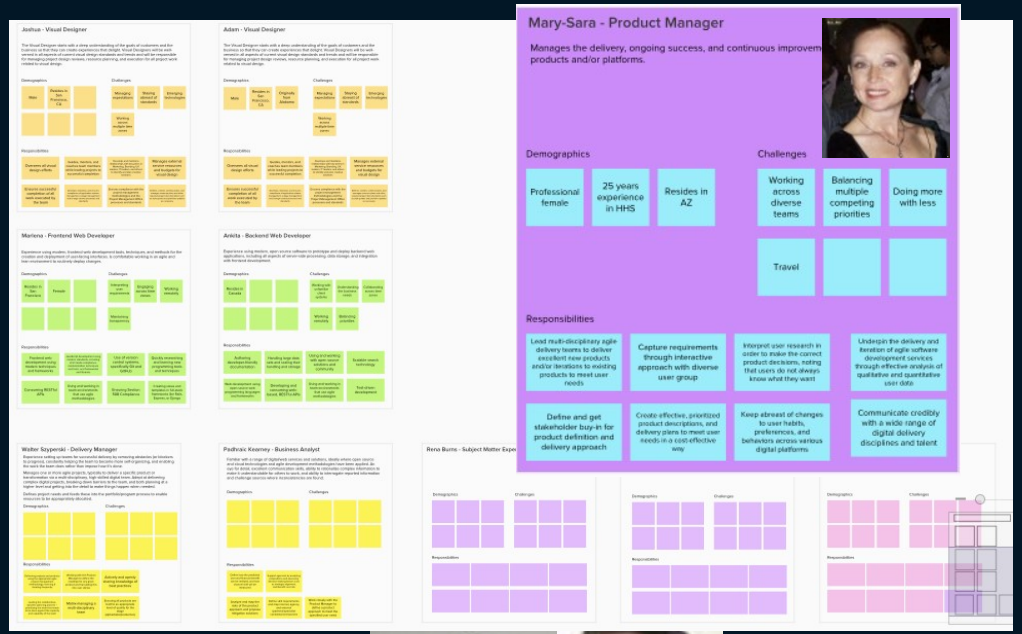
We designed a simple solution with a context diagram as a working hypothesis

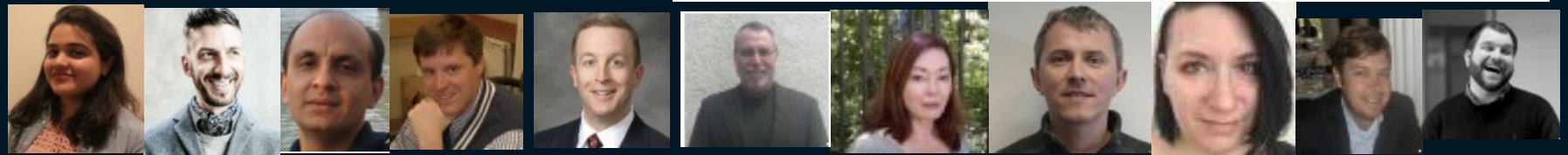


"The working prototype will be an application that will allow parents of foster kids to establish and manage their profile, and view children's residential facilities in their zip code, and communicate with the case worker via a private inbox. The working prototype will access open data through the HHS API to retrieve data about foster family agency locations that are nearby. The working prototype does not need to implement any authentication or authorization against an external directory or authentication mechanism."

Using a team of experts we continued to refine our hypothesis with our Leader

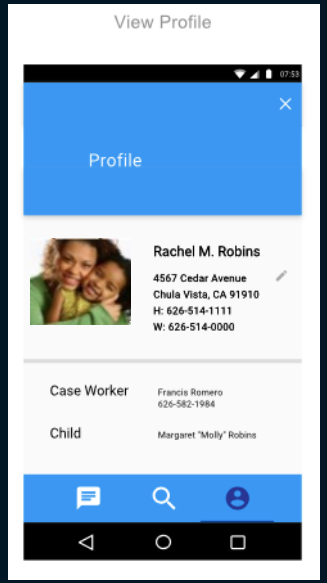
- Experienced case workers
- Potential end users
- Designers
- Technical resources
- Account team

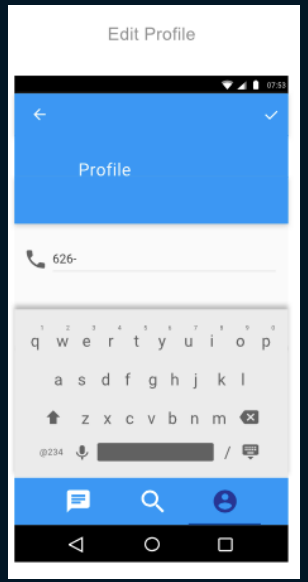




This is Expert Services – designed to help Rachel take care of Molly

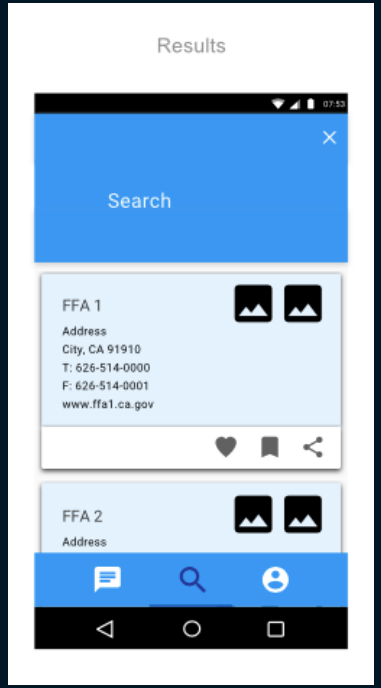
- Rachel can log in
- Her information is prepopulated
- But she can make edits if needed

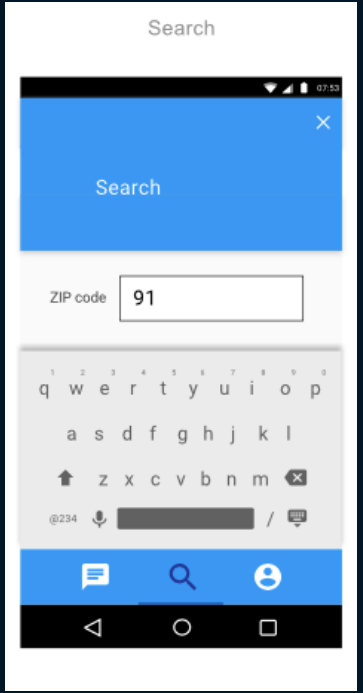




When Rachel needs a little extra support she can use Expert Services

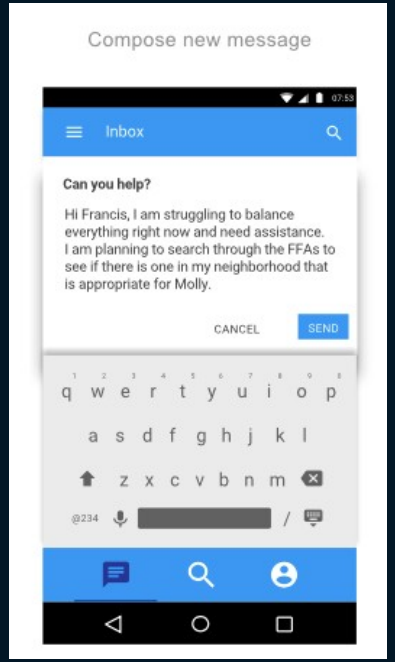
- She can search for different kinds of help for Molly
- Based on her zip code
- Or the kind of services she needs today

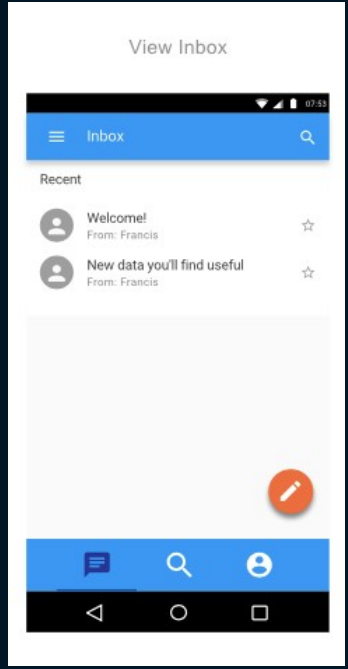




Once Rachel has found someone, she can talk directly to them

- Rachel can explain what she needs
- Provide additional information
- Or confirm details
- And check updates from Francis

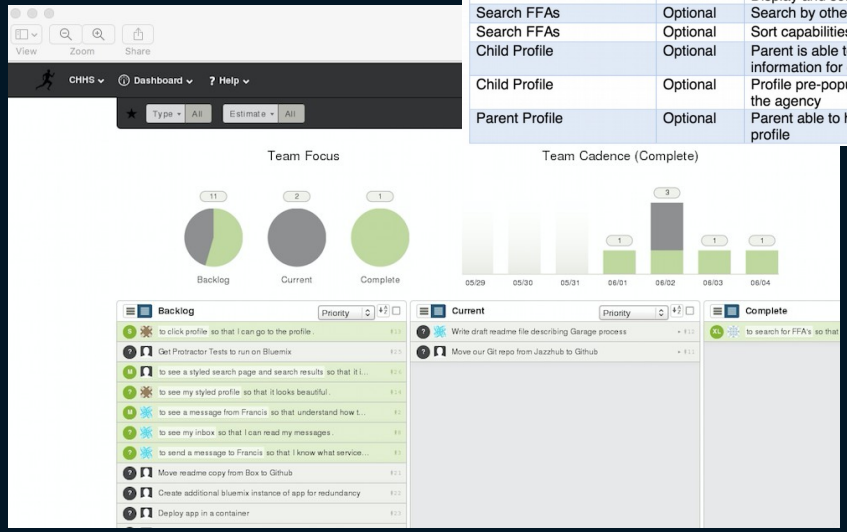




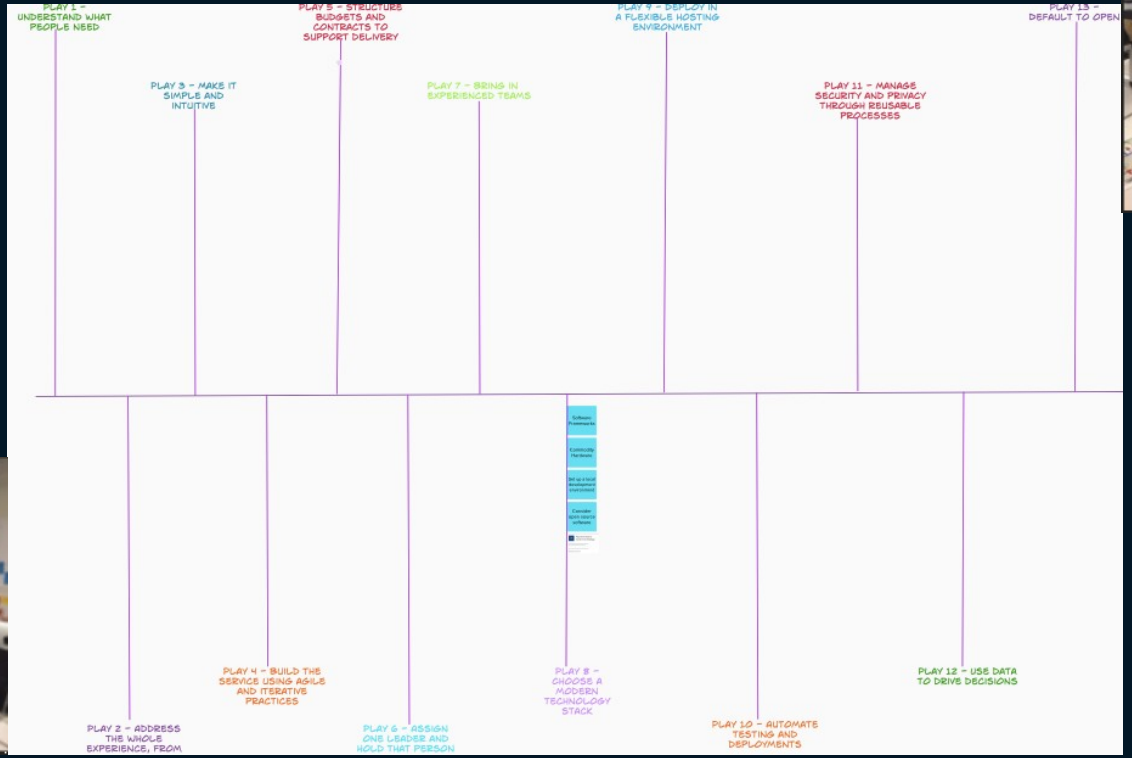
In the future…Expert Services will give Rachel even more options

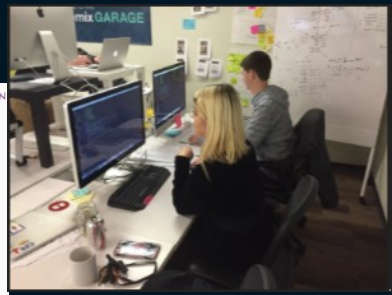
- MVP allows us to get end-user experience quickly
- Optional functionality for the future Roadmap allow us to iterate and improve
- Additional search capability
- New profiles and interactions

Functionality	Status	Assumptions
Parent Profile	Mandatory	Agency sets up profile in advance
Parent Profile	Mandatory	Parent is able to update profile
Messaging Inbox	Mandatory	Ability for parent to view list of messages (no need for pagination) and to submit new message. Hard code demo data to contain caseworker replies, or caseworker messages.
Search FFAs	Mandatory	Enter zip code into a search field, system displays a (non-paginated) list of "children's residential facilities"/"foster family agencies". Display and search on same screen.
Search FFAs	Optional	Search by other criteria
Search FFAs	Optional	Sort capabilities for Search list
Child Profile	Optional	Parent is able to add children and information for each child
Child Profile	Optional	Profile pre-populated with information from the agency
Parent Profile	Optional	Parent able to have a second parent profile



Using the digital play book as our guide we created the solution for Rachel

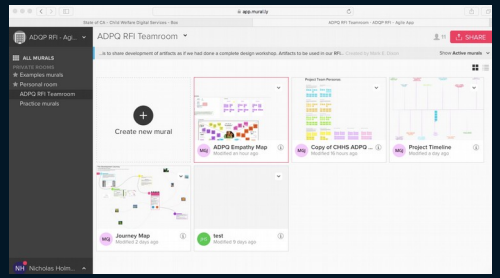


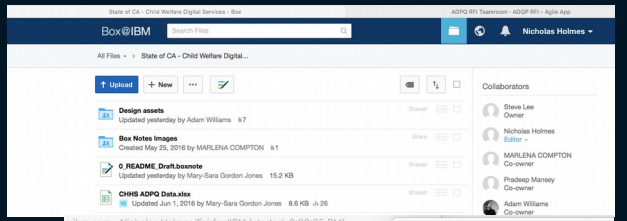


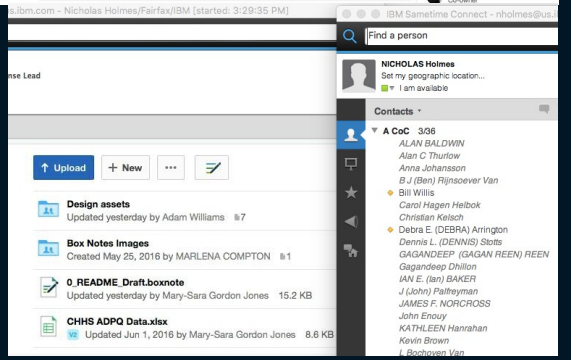
Challenges we encountered

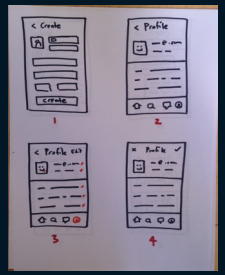
- Choosing a flexible and scalable software stack from all the available tools
- Identifying which of the great hosting models with available security should be used
- Containing the scope with a minimum viable product – but we will have a future roadmap of improvements

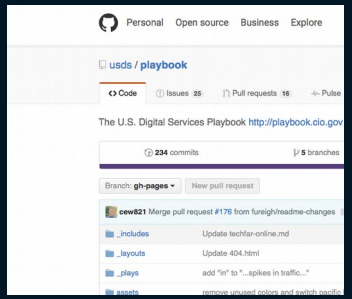
How we worked – collaboration tools helped run our project virtually

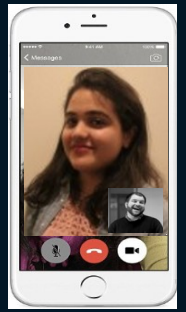












Our Collobration Tool Box:

- Sprint.ly
- Mural
- FaceTime
- Sametime
- Sametime Connect
- Slack
- Connections

We defaulted to a mix of tools for development, presentation and collaboration

DevOps tools:

- Angular.js -- javascript web framework
- Angular Materials -- front-end framework
- Jasmine -- BDD unit testing
- Protractor -- Webtier integration testing
- Bluemix (IBM's Cloud Foundry)
- DevOps Services Pipeline for CI
- Moqups.com

Project tools:

- Webstorm IDE -- Code editor
- Screenhero -- Remote pairing
- Slack -- chat
- Sprint.ly -- XP Backlog management

From Personas and Pain Points to MVPs; iterative design thinking guided our project

Personas

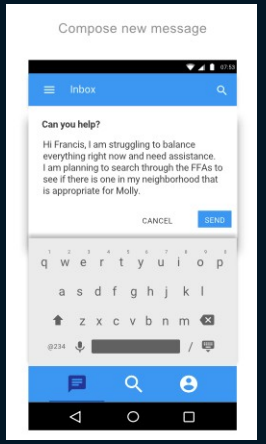
Empathy Map

iX Design

Blue Mix Garage

Agile Build

Default to Open



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