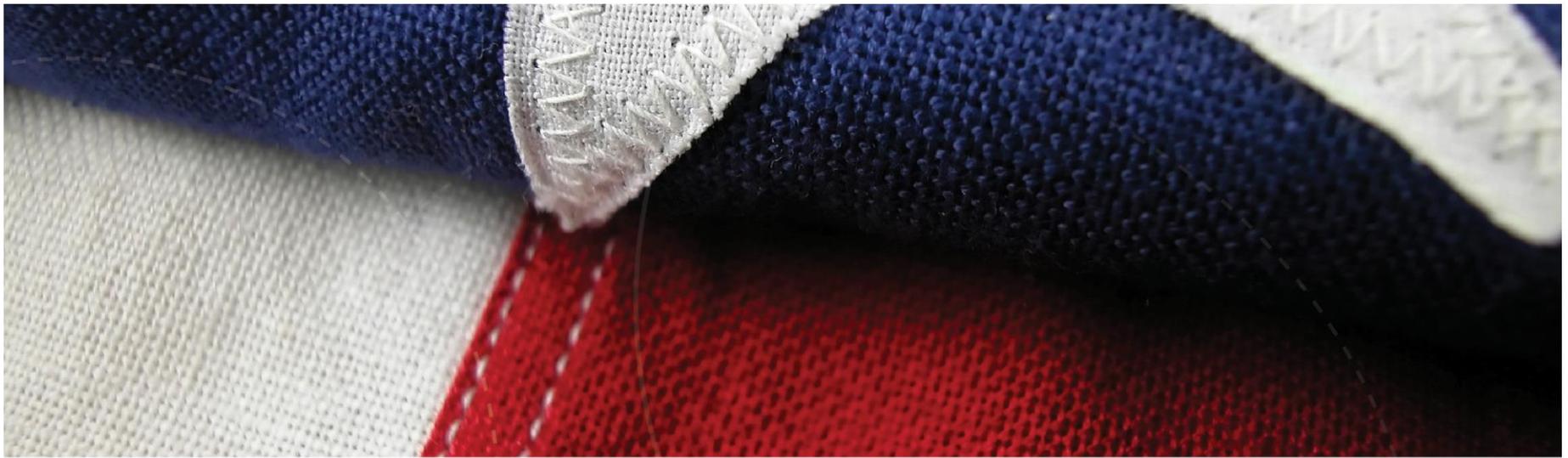# Thank you for joining, we will begin shortly.
Please dial in using VANTS line 58203#

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MAP2 Contract Mobile Application Lifecycle
Business Owner Orientation
Eric Kettler, Lifecycle Coordinator

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

November 2014

Veterans Health Administration

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HEALTH CARE

Veterans Health Administration

The Business Owner will work with multiple teams throughout the process.

POC	Responsibility
Project Manager (PM)	The Project Manager supports the Business Owner during all phases of the app lifecycle process. The PM works closely with the BO during requirements gathering, monitors development by organizing the project kick off meeting, and attending meetings with the BO during the lifecycle of the project.
Subject Matter Expert (SME)	The Business Owner is responsible for identifying and assigning a SME(s) for their app. The BO and SME(s) are responsible for documenting the requirements with the PM and Development Team in the form of Epics, User Stories, and Acceptance Criteria. The BO also attends planning sessions, sprint reviews, and prioritizes the product backlog.
Contracted Development Team	The developer is responsible for creating epics and user story backlogs, defining data types and sources, and adhering to the PMAS requirements. The developer conducts the sprint review, and makes changes to the app as requested. They also work with compliance bodies to ensure the app achieves national release within the period of performance.
Government PM	The Government PM is responsible for assigning all resources needed to manage the app. Upon completion, the Government PM submits the app for national release.

The team will use the following 6 phased approach to accomplish critical tasks.

Project Initiation	Gathering Requirements	Development	Compliance & V&V Testing	Field Test	Release & Closeout
• Governance Board approval • Complete Business Sponsor Agreement (BSA)	• Complete requirements documentation (Business Requirements Document (BRD), Epics, User Stories, Acceptance Criteria and Prioritization) • Obtain release plan approval (Requires BO Signature – estimated to be complete within 90 days of contract start)	• Monthly sprint reviews • Monthly Mid -Sprint Reviews • Participate in app demos • Software Quality Assurance (SQA) • Backlog Grooming • SCRUM (Meetings) • Proactive compliance reviews ongoing throughout development cycle	• Business Owner User Acceptance Testing • Verification & Validation (V&V) • Final compliance review with compliance bodies • Issue/bug Remediation	• Final Product Concurrence • Initial Operating Capability (IOC)/Field testing	• National Release • Lessons Learned • Migrate App to Sustainment Contract

- Business Owner Responsibilities: Project Initiation

| Project Initiation | Gathering Requirements | Development | Compliance & V&V Testing | Field Test | Release & Closeout |

1. Identify SMEs that will assist with requirements and development activities.

2. Work with the PM to gather information about scope, schedule, risks, etc.

3. Provide input for the Business Sponsor Agreement (BSA)

4. Work with the PM to develop the Mobile Application Management Team (MAMT) and request document to receive approval from the MAGB to proceed with development

5. Attend Mobile Application Governance Board (MAGB) meetings and get approval

6. Sign Business Sponsor Agreement (BSA)

7. Lessons Learned from this phase

Key BO Responsibilities
Sign Business Sponsor Agreement

Time Commitment:
2-4 hours per week

- Business Owner Responsibilities: Gathering Requirements

| Project Initiation | **Gathering Requirements** | Development | Compliance & V&V Testing | Field Test | Release & Closeout |

1. Business Owner Orientation

2. Attend kick-off meeting

3. Participate in development of requirements

   - Epics

   - User Stories

   - Acceptance Criteria

   - Business Need

   - Prioritization

4. Approve /reject Increment Plan

5. Lessons Learned from this phase

Key BO Responsibilities
Approve Increment Plan

Time Commitment:
7-10 hours per week

- Business Owner: Development

Project Initiation	Gathering Requirements	Development	Compliance & V&V Testing	Field Test	Release & Closeout

1. Attend monthly sprint review meetings

    – (30 minutes for review/app demo)

2. Attend monthly mid-sprint planning meetings

    – (60 minutes)

3. Backlog Grooming meetings happen in the off-week from sprint review/demo and planning

    – (60 minutes)

4. Formally accept sprints

5. PM will engage Compliance Bodies and SQA for preliminary review and feedback in every sprint

6. Accept the functionality of the app for proceeding to V&V and final compliance review

7. Lessons Learned from this phase

Key BO Responsibilities
Sprint Acceptance and App Acceptance

Time Commitment:
3-5 hours per week

- Business Owner Responsibilities: Compliance

Project Initiation	Gathering Requirements	Development	Compliance & V&V Testing	Field Test	Release & Closeout

1. Complete Business Owner User Acceptance Testing (UAT) with the PM

2. PM/V&V team works with compliance bodies to prioritize and address bugs/issues

3. Reach bug remediation agreement amongst BO and Release Management Board (RMB)

4. Developers complete final remediation of issues agreed upon by BO/RMB

5. Test the final product

   • During testing, BO will demo the app along with the development lead, V&V team, and Compliance Bodies and provide input

6. Lessons Learned from this phase

> **Key BO Responsibilities**
> Sign concurrence form to document that the app can move to field testing
>
> *Time Commitment:*
> *2-4 hours per week*

- Business Owner Responsibilities: Testing

Project Initiation	Gathering Requirements	Development	Compliance & V&V Testing	Field Test	Release & Closeout

1. The BO and the PM plan the IOC/Field Test

   - Identify locations and users

   - Develop testing instructions

   - Develop feedback survey

   - Distribute mobile devices (if necessary)

2. Work with the PM and MHED to conduct field test with actual users in the production environment

3. Document and prioritize findings

4. Lessons Learned from this phase

> **Key BO Responsibilities**
> Plan and participate in Field Test
>
> *Time Commitment:*
> *4-6 hours per week*

- Business Owner Responsibilities: Release & Closeout

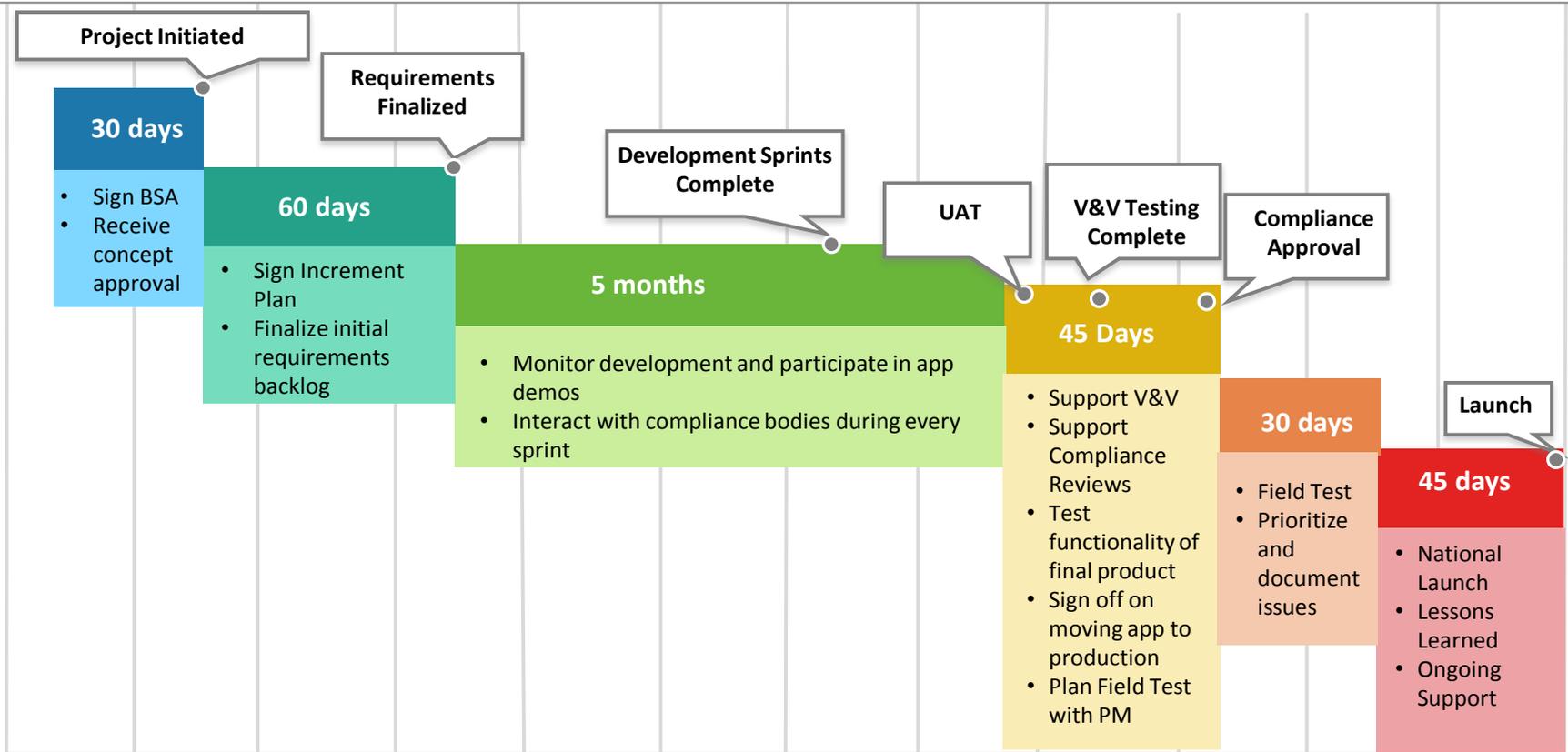| Project Initiation	Gathering Requirements	Development	Compliance & V&V Testing	Field Test	Release & Closeout

1. Work with the PM to establish plans for national rollout

2. Based on findings, determine if the app will be released nationally

3. Create and share lessons learned

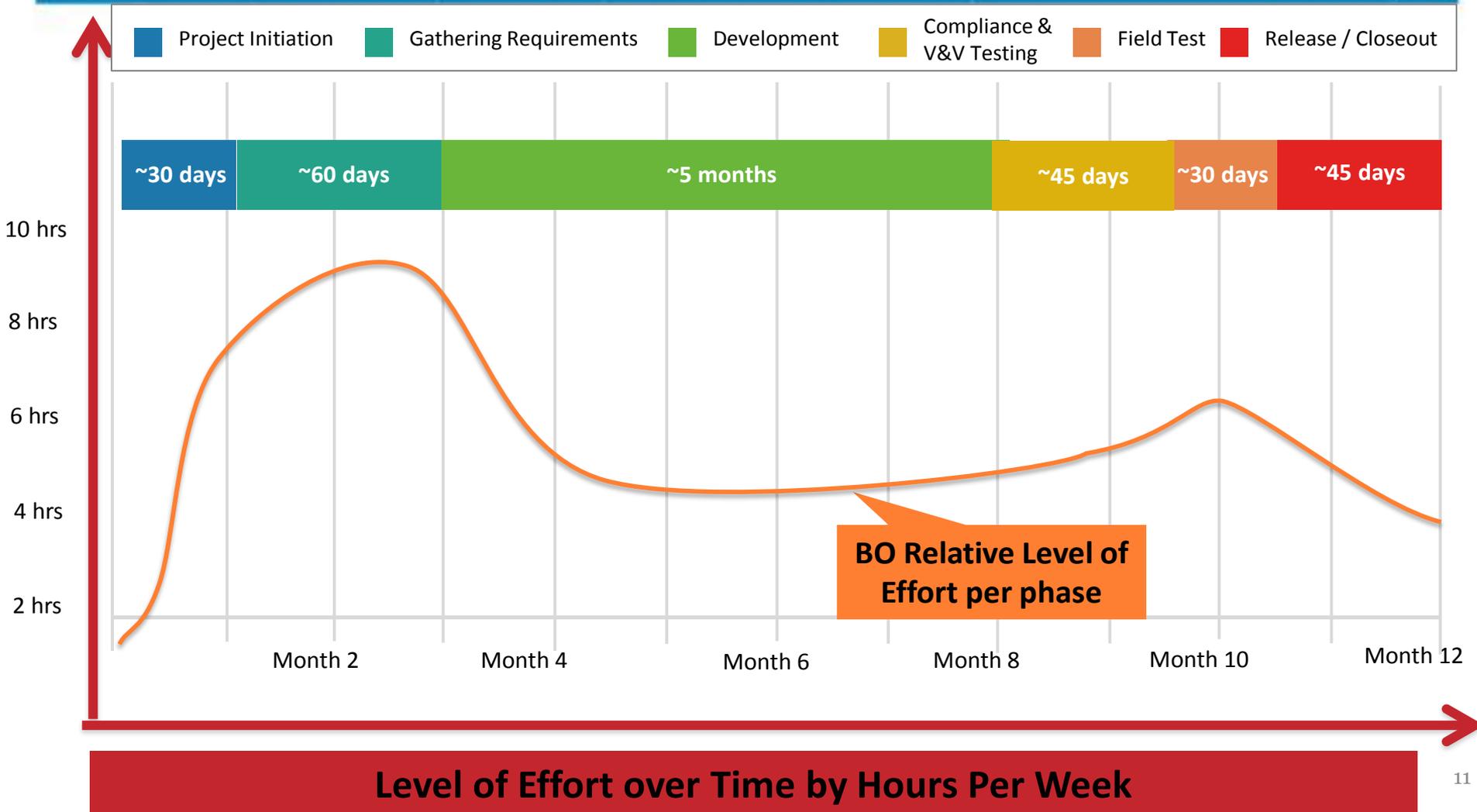4. Prepare for ongoing support

Key BO Responsibilities
Plan and approve national rollout

Time Commitment:
2-4 hours per week

For planning purposes, you can assume that the App will take one year from initiation to release

Legend:
- Project Initiation
- Gathering Requirements
- Development
- Compliance & V&V Testing
- Field Test
- Release / Closeout

Project Initiated

30 days
- Sign BSA
- Receive concept approval

Requirements Finalized

60 days
- Sign Increment Plan
- Finalize initial requirements backlog

Development Sprints Complete

5 months
- Monitor development and participate in app demos
- Interact with compliance bodies during every sprint

UAT

V&V Testing Complete

Compliance Approval

45 Days
- Support V&V
- Support Compliance Reviews
- Test functionality of final product
- Sign off on moving app to production
- Plan Field Test with PM

30 days
- Field Test
- Prioritize and document issues

Launch

45 days
- National Launch
- Lessons Learned
- Ongoing Support

The estimated level of effort for the Business Owner is highest during months 2, 3, and 10, but active participation is needed for the length of the project

Project Initiation | Gathering Requirements | Development | Compliance & V&V Testing | Field Test | Release / Closeout

~30 days | ~60 days | ~5 months | ~45 days | ~30 days | ~45 days

10 hrs
8 hrs
6 hrs
4 hrs
2 hrs

Month 2 | Month 4 | Month 6 | Month 8 | Month 10 | Month 12

BO Relative Level of Effort per phase

Level of Effort over Time by Hours Per Week

11

VA Mobile Health utilizes the Agile Development project management methodology

Agile Development Overview

- BO provides input for a basic requirements document
  - Defines Epics, User Stories, Acceptance Criteria and Priorities
- Software development team begins development based on requirements
- BO attends sprint meetings to review recently completed work
- BO must provide input and accept work on an ongoing basis
- Since the BO has been involved throughout development, there is minimal risk of the final product not meeting business owner expectations

Agile Development – Meeting Descriptions

Meeting	Description
Sprint Planning	• The team will agree on which user stories can be completed in one sprint (4 weeks) • Conducted at the beginning of each sprint cycle and includes the entire project team • Decompose the highest prioritized user stories from the product backlog and assign/update story points • Identify/review Acceptance Criteria for each use story
Daily Scrum Meeting	• Communicate status, commit work for the day, and report and roadblocks or obstacles • 15-30 minute meting per day • Team shares successes and communicates potential risks
Sprint Review	• Demonstrate functionality that was developed, tested and documented during the sprint (every 4 weeks) • Conducted at the end of each sprint • All artifacts will be checked into the Atlassian tools within the MAE
Backlog Grooming	• Prepares the product backlog for sprint planning meetings (every 4 weeks) • Responsible for adding new user stories and epics, pulling stories from existing epics, and estimating effort for existing stories • Ensures that the backlog is ready for the sprint planning meeting
Sprint Retrospective	• Discuss what went well during the sprint and identify process improvements that can be implemented during the next sprint to allow the team to improve • Includes reviewing project metrics captured to track, manage, and analyze progress and to communicate findings to the VA Project Team to address any areas that need critical focus

Questions?

What future topics would you like to discuss?
Let us know by answering our survey below:

https://www.surveymonkey.com/r/7LYJ533

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