CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

UX Team Info-Sharing Meeting

Maky Afework &
Carol Kramme
PM3

5/24/2018

Agenda

- Introductions
- ISG Strategy - PI 3 HCD Objectives
- Discussion Topics
- Challenges/Blockers
- Collaboration Opportunities
- June Meeting
- Conclusion

Your Hosts & Introductions

(Our aspirational mug shots…)

Maky Afework
PM3 Senior UX Designer

Carol Kramme
PM3 Senior UX Designer

ISG Strategy: PI3 Planning

ISG Playbook PI 3 Planning held on May 8-9, 2018

- During PI2, focus was ISG facing toward achieving strategies that supported the program.
- Considerable traction has been made, and we now need to take an external view and look to support CCSQ at large:

1. Adoption
- Compliment the CCSQ Front Office Scorecard Metrics
- Support our sister groups toward the adoption of agile
- Influence without being directive

2. Cost Savings, Cost Avoidance, and Burden Reduction
- Target: Achieve $5M in savings/avoidance
- Incentivize contractors
- Reduce Service Desk Support
- Formulate concrete plans for moving to the Cloud and away from Oracle – Discussions with LOB's and Focus on TRAPP
- Establishing an ISG owner for Burden Reduction

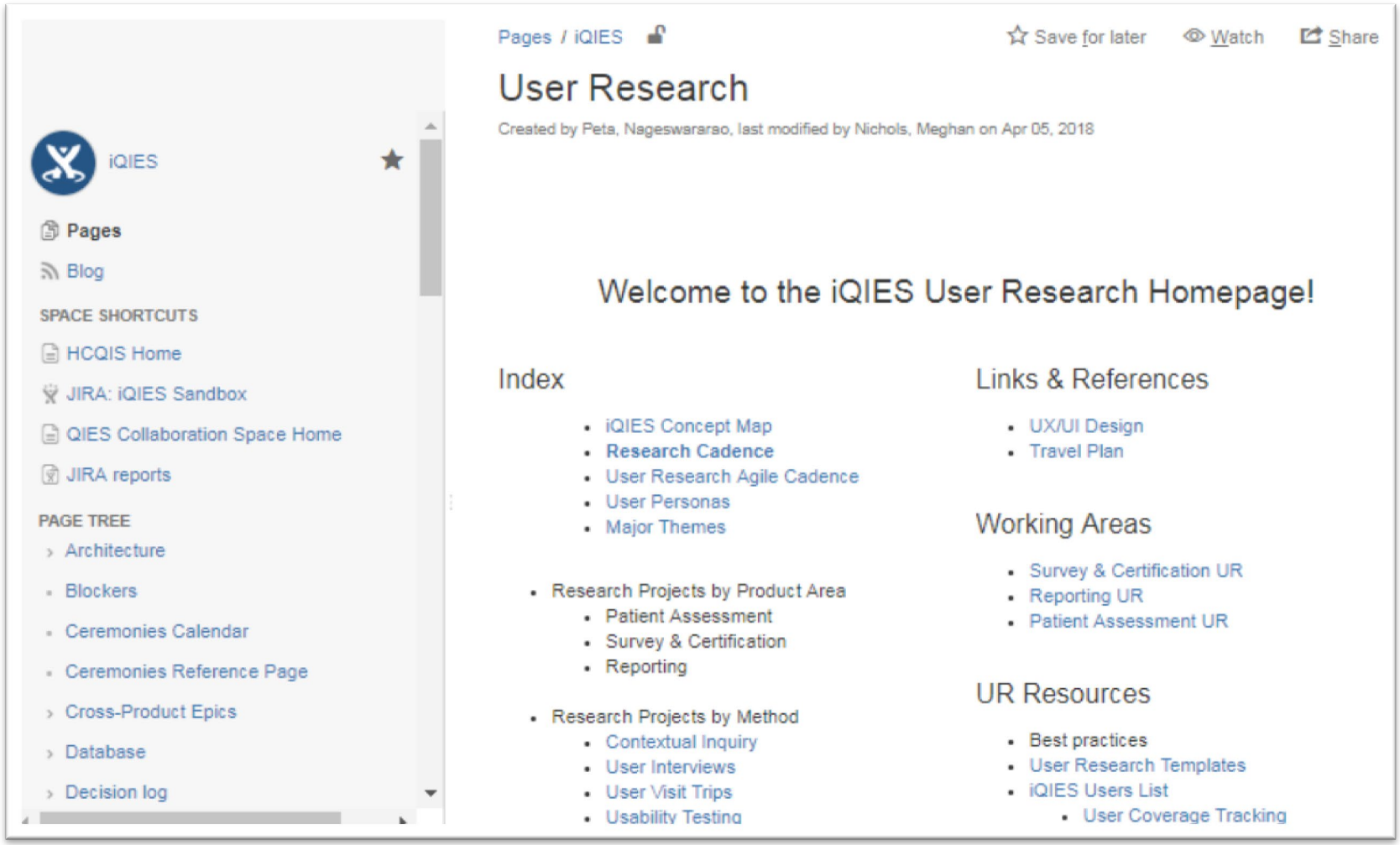
3. Indirect Support
- Adopt and socialize method for reporting Agile activities in PMT
- Influence agile acquisition
- Influence XLC Refinement

CCSQ PI 3 Objective

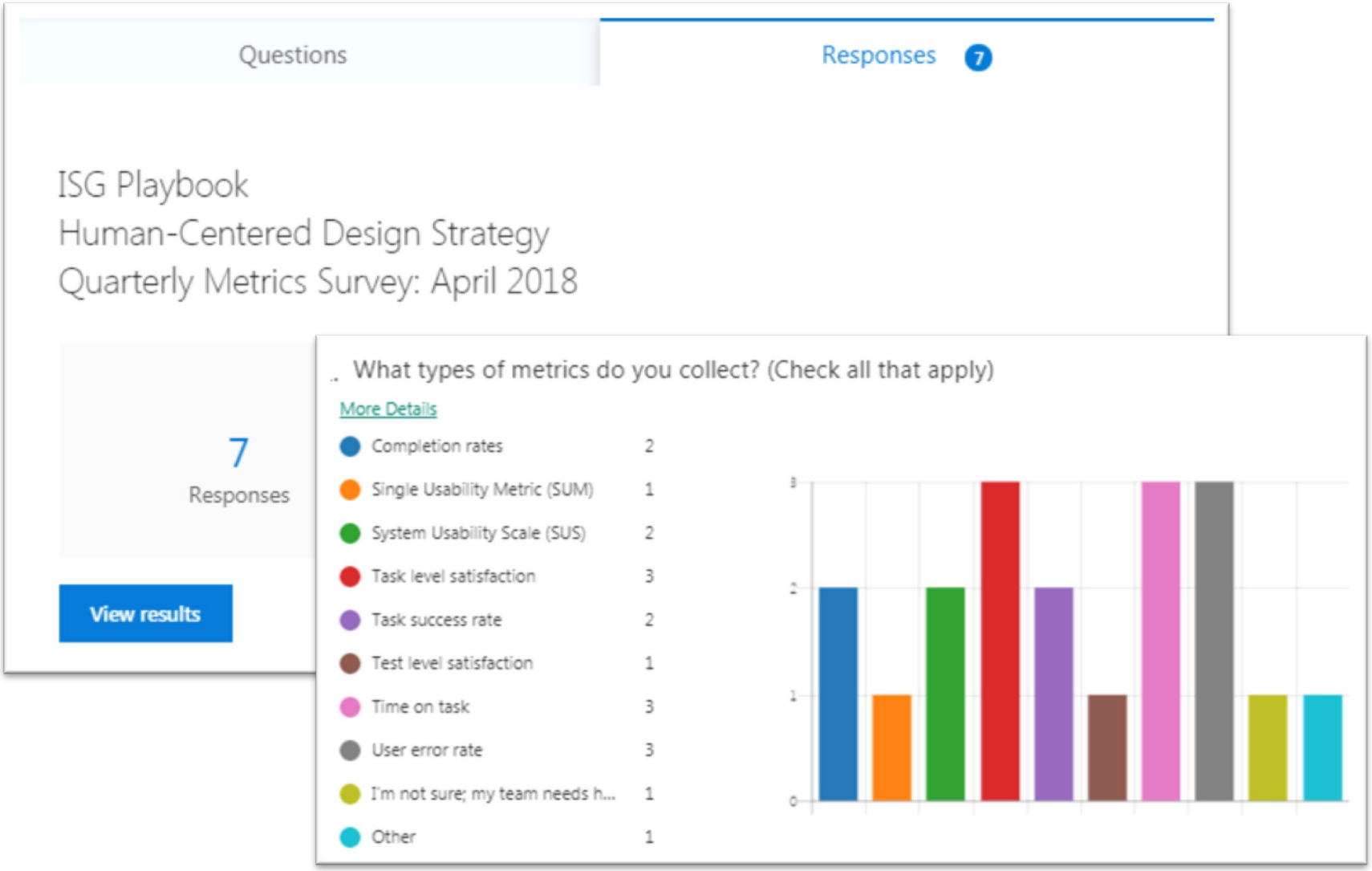
Use HCD Strategy:

- Storing research on Confluence
- Quarterly metrics survey
- CMS Design System
- UX Sharing Monthly meetings
- Our optional attendance at your PI planning

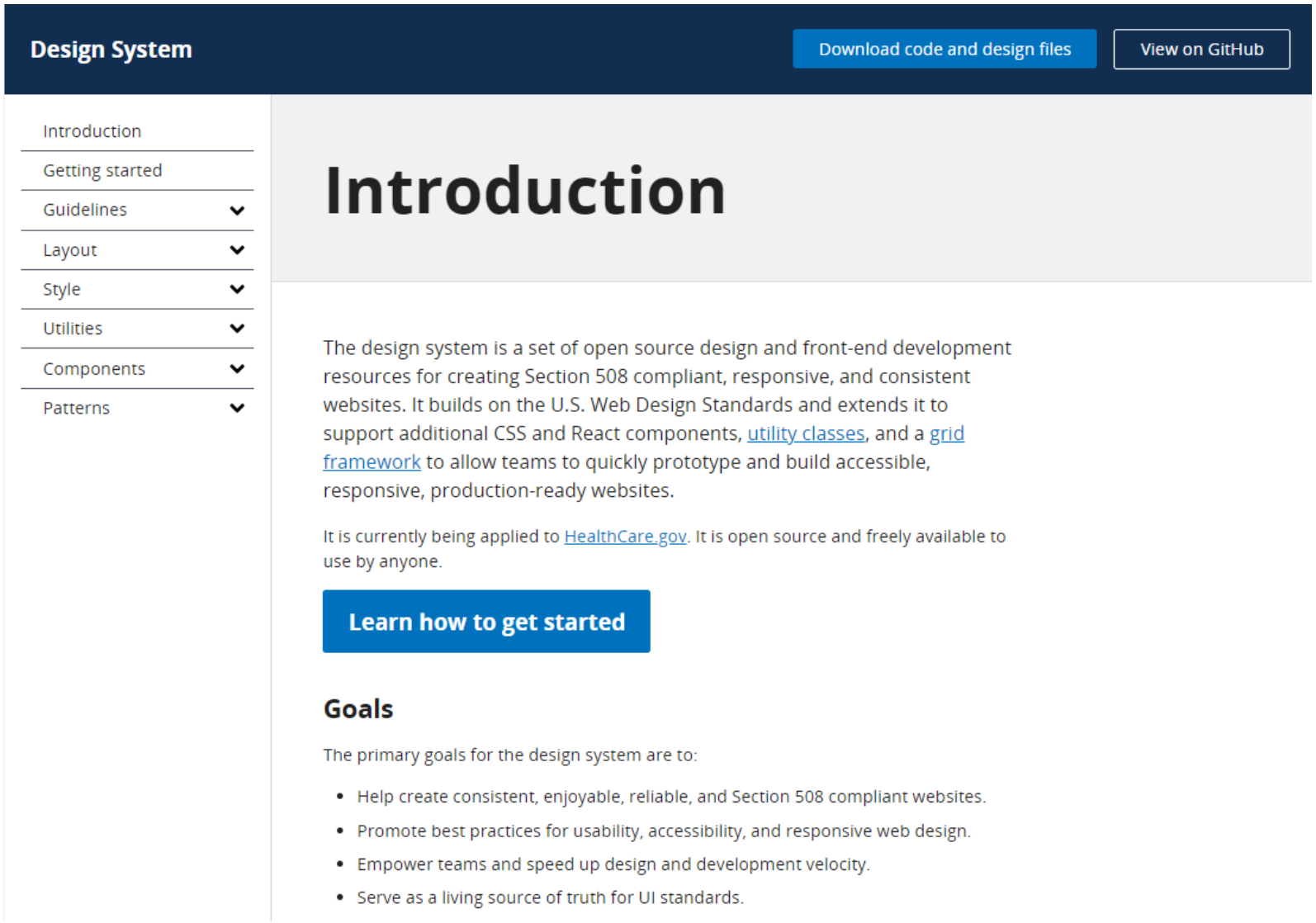
Storing User Research on Confluence



Quarterly Metrics Survey Results



Discussion: CMS Design System



Discussion: CMS Design System

Challenges Blockers

- Using de-identified data
- Availability of a suitable training environment
- Design or prototyping software issues
- Not having access to the right users

Collaboration

LET'S DISCUSS / BRAINSTORM

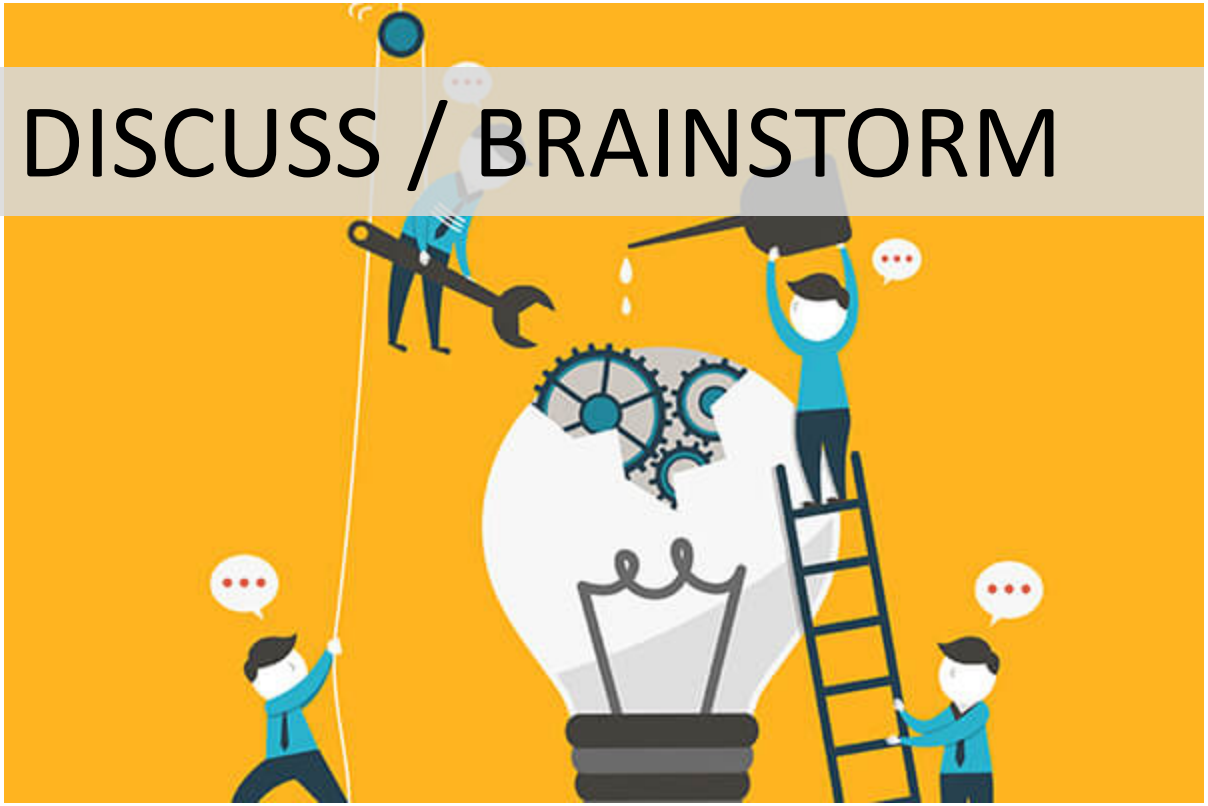
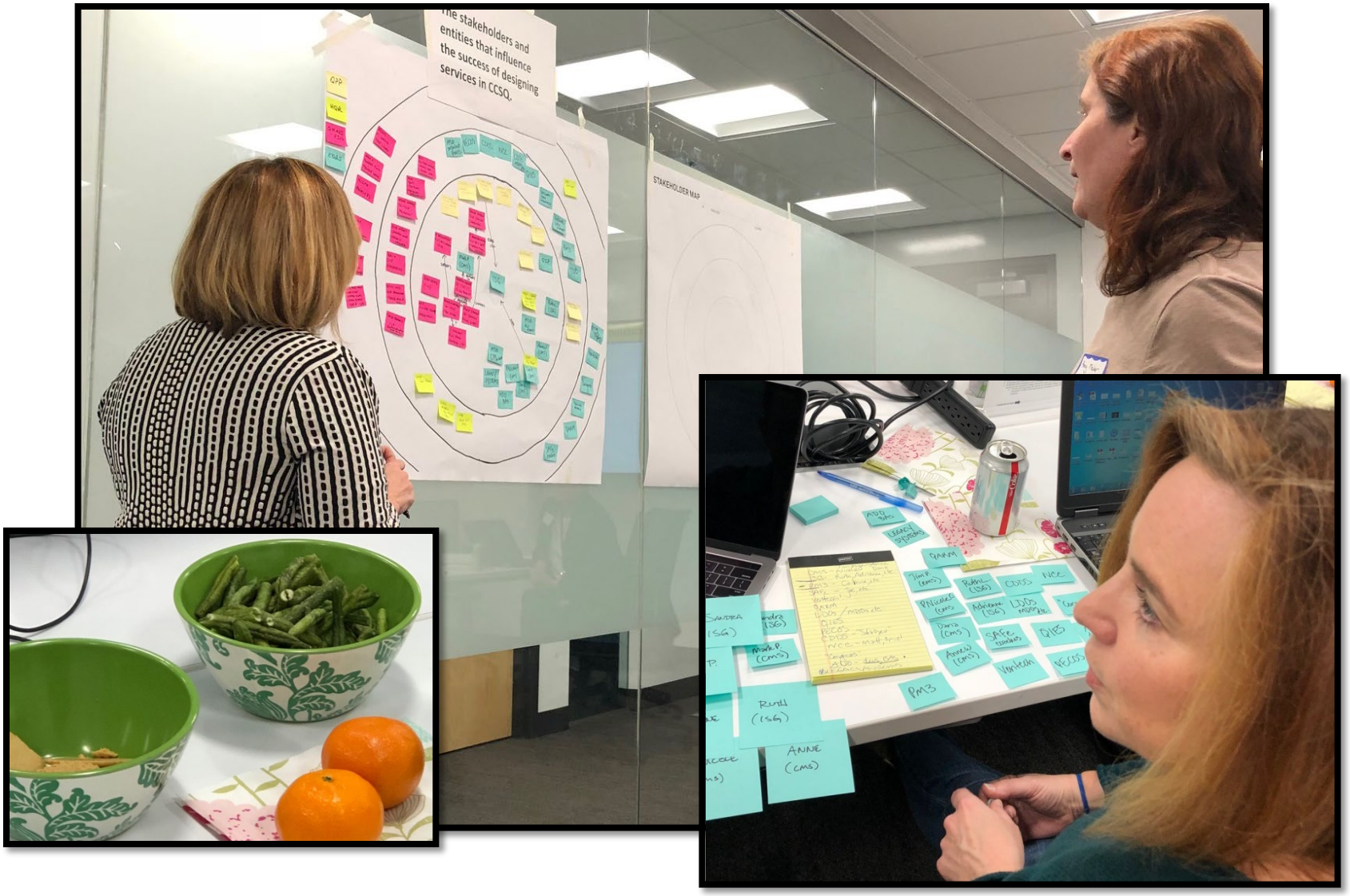


Image courtesy of the Association for Intelligent Information Management (AIIM), www.aiim.org

April 24th Stakeholder Mapping



June Meeting

- Regular time slot?
  - June 27th @ 11am (1 hour)
- Call for contributions/demos
  - UX research findings
  - UX Research Design artifacts (i.e., customer journey map, empathy map, etc.)
- Issues or Blockers?
- Other collaboration ideas

Thank you for attending

Thank you!

Please direct any ideas, questions or concerns to:

Maky Afework: Makeda.Afework@tantus.hcqis.org or
Carol Kramme: Carol.Kramme@tantus.hcqis.org