



An Agile Approach to Providing Product Solutions In A Post COVID-19 World

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Overview

1. What Is Agile and Why
Should I Care?

2. How the COVID Response
Further Identified the Need for
Agile Development of IIS
Products

3. What Does This Look Like in
Practice, What Is Different, and
How Am I Involved?

4. How Can I Help Drive Change
Forward?

5. Questions
and Open Discussion

Economist and futurists predict that
by the year 2050, **infections
diseases will be the number one
killer in the world**, surpassing heart
disease. The enemies are stealthy
viruses, bacteria, fungi and
parasites. **They are caught, they are
spread, and they evolve.**

~ Texas Biomedical Research Institute



2015



**We must not
only keep-up
but get ahead!**



The Progression of IIS Development



Steps Towards Unification



Product Suite



Platform



Bringing It All
Together Seamlessly

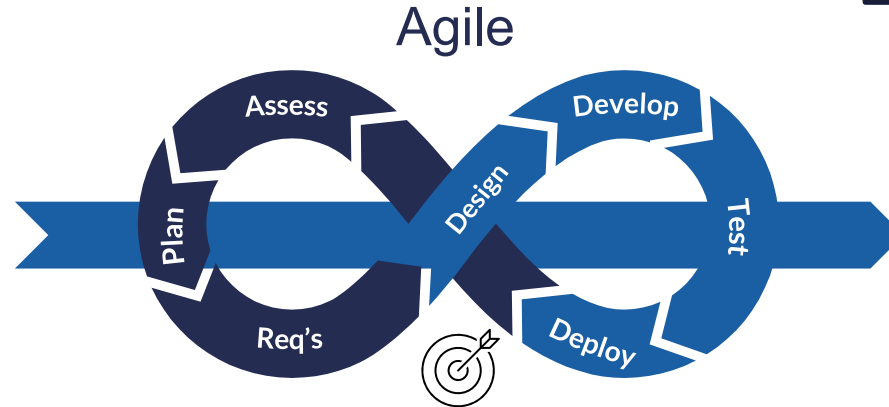
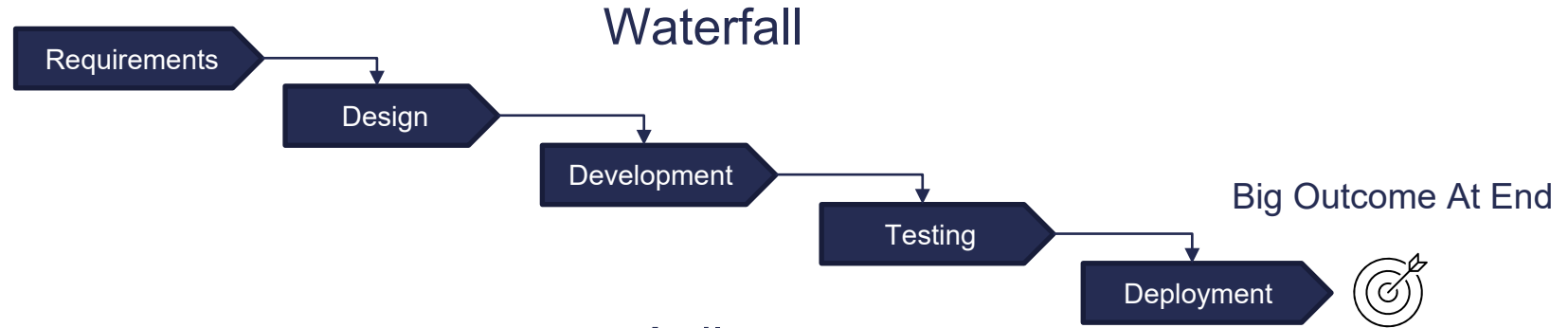
What Is Agile?

- Continuous Development
- Continuous Review
- Continuous Feedback
- Continuous Refinement
- Continuous Delivery
- Continuous Improvement

AGILE DEVELOPMENT



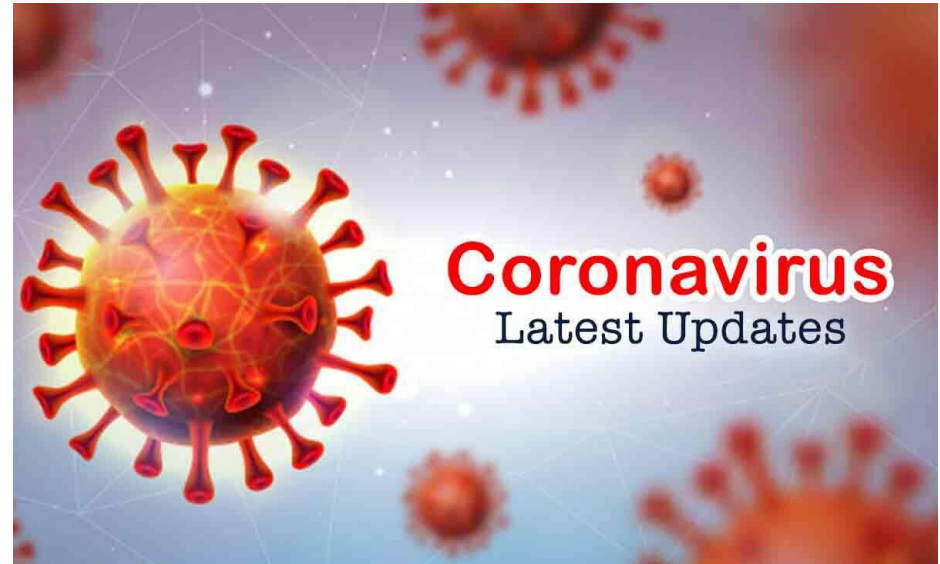
What Is The Difference?



How The COVID Response Further Identified The Need For Agile Development of IIS Products

Example: Adjustments Needed for Inventory alone as Information was Updated & Released:

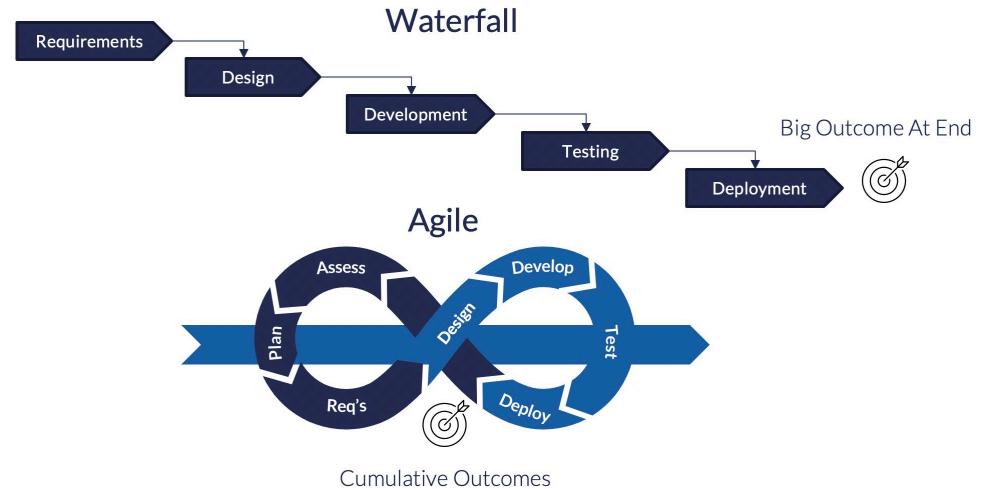
- Ordering - with identifiers (PINs) that would work for the Pandemic while not interfering with VFC needs
- Ultra Cold Storage Requirements for Pfizer
- VTrckS changes for COVID19 Ordering
- Changes in Packaging Quantities for Pfizer
- Ordering for Pfizer, Pfizer + Moderna, then Pfizer, Moderna + J&J



What Does This Look Like In Practice, What Is Different, And How Am I Involved?

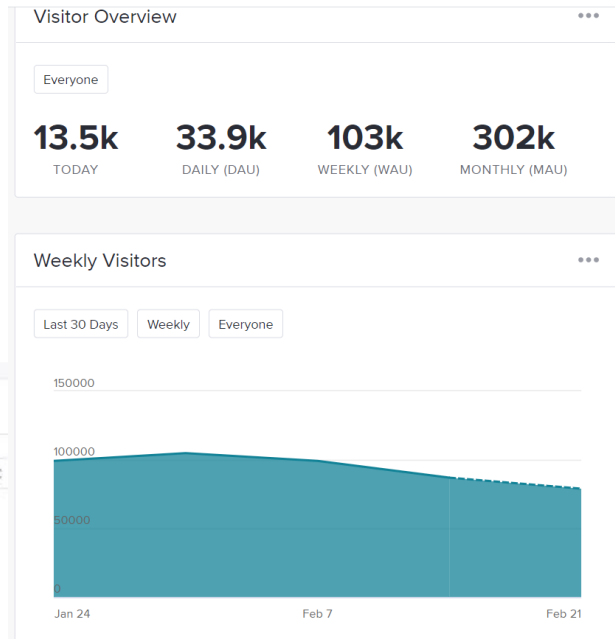
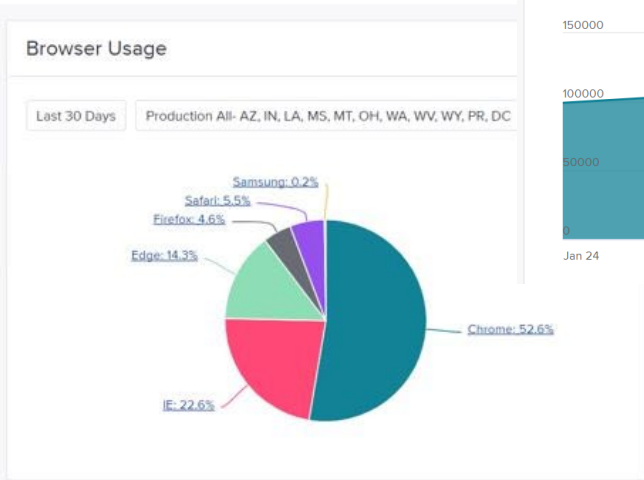
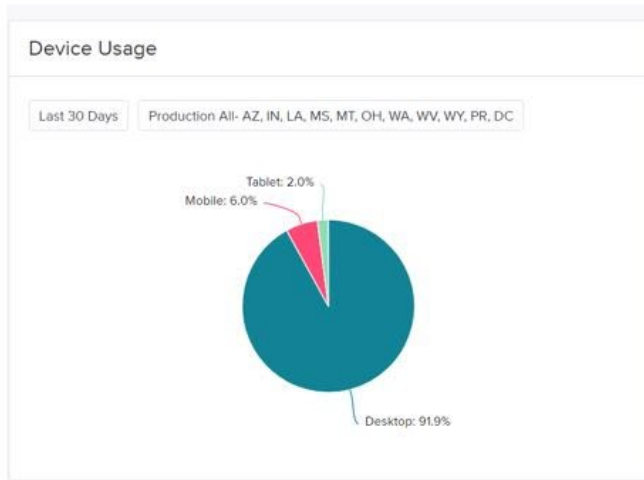
Process, Practice & Principles:

- Communication, Communication, Communication – with ALL user types
- Requirements Gathered Collectively
- Concept Designs, MockUps, Wireframes, Interactive Prototypes...
- Review and Iterations of Requirements & Designs
- Continuous Delivery of Incremental Value
- “Wash & Repeat”



Data-Backed Product Decisions

Device and Browser Usage for all states



Data-Backed Product Decisions

Pages

[Manage Pages In-App](#)

Your Pages

Untagged URLs

Filters:

Everyone

Last 7 Days (Feb 17, 2021 - Feb 23, 2021)

All Accounts

☆

Search

Q

...

Product Area	Name	Number of Visitors	Number of Page Views ↓	Avg Time Per Day
IWeb Patients-Vaccines	☆ Patient Search	41,562	1,931,443	15m 25s
IWeb Patients-Vaccines	☆ Patient Demographics	32,367	774,417	10m 57s
IWeb Patients-Vaccines	☆ Vaccine View / Add	22,655	659,961	15m 55s
IWeb Patients-Vaccines	☆ Add Administered Vaccine	9,745	393,618	22m 2s
IWeb Patients-Vaccines	☆ Select Lot on Add Administered Vaccine Detail	7,217	365,334	23m 40s
IWeb Patients-Vaccines	☆ Add Administered Vaccine Save Vaccination Detail	6,866	327,515	27m 47s
IWeb Patients-Vaccines	☆ Add Administered Vaccine Save VFC	5,899	259,806	28m 21s



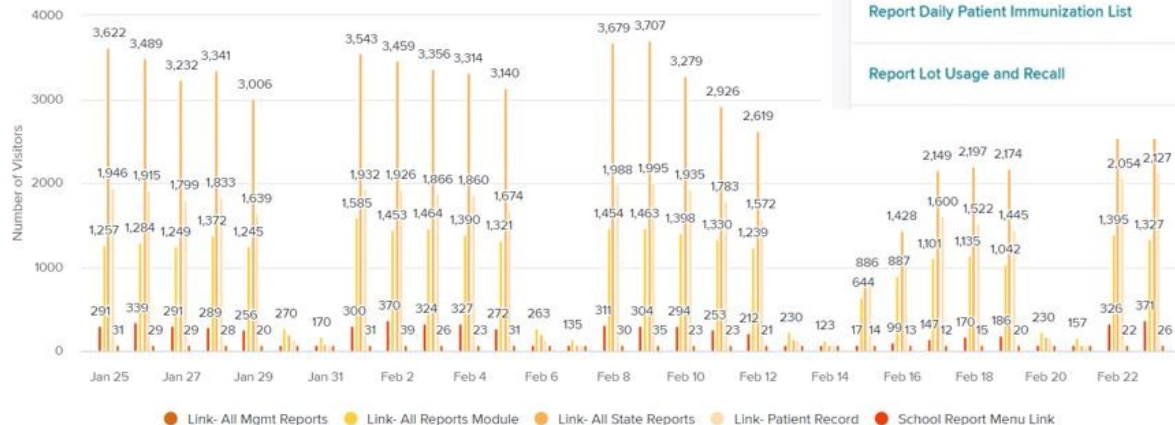
Data-Backed Product Decisions

Report Menu Button Trends per state

Reports Menu Use Trend in Production

Last 30 Days

Comparing Pages for Production All- AZ, IN, LA, MS, MT, OH, WA, WV, WY, PR, DC



Everyone

Last 7 Days

All Accounts






Pages (90)

Name	Visitors	Page Views
Report Patient Detail	1211	6219
School Report Menu Link	799	5484
Report Daily Patient Immunization List	852	3877
Report Lot Usage and Recall	738	3461

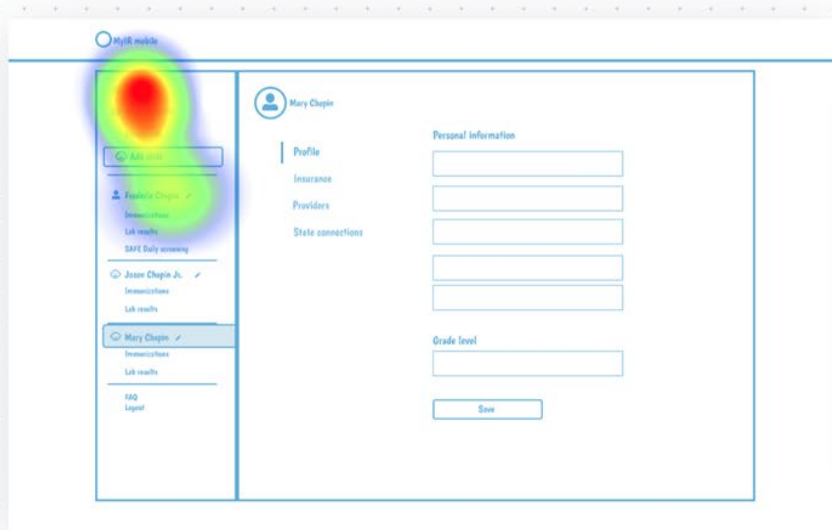
Product Decision Driven By Community Input

- Consortium based deepdive discussion to ensure that all requirements for new functionalities are comprehensive and complete.
- Use of Industry Standards and Documentation to Ensure both Compliance and Comprehensive Programmatic Needs are met. Ex: AIRA, MIROW, CDC & PHII Guidelines and Published Documentation
- Service Desk determinization of Prioritized Initiatives
- Rapid Prototype & User Experience Testing

Deep-Dive for User Experience Assessments

	 Session-1 userestingva 32-Female 80k-99k no children Windows/Chrome 1536*864	 Session-2 Stout2009 39-Female 100k-124k no children Windows/Chrome 1366 x 768	 Session-3 xsunshinex 29-Female 60k-79k no children Windows/Chrome 1504 x 1003	 Session-4 Cougar8 45-Male 125k-149k No Children Windows/Chrome 536 x 864	 Session-5 cals 28-female 125k-149k No Children Macintosh/Chrome 1440 x 900	General observation
"Register a new account"	4 stars (no comments why is 4 stars no 5)	5 stars	4 stars	easily completed	liked there are steppers so be able to know how much time it's gonna take. 4 stars	Main app screen loading takes too much time to load
"Please view your immunization record"	4 stars (no comments why is 4 stars no 5)	4 stars She has complained a bit about that she can see immunization records only as pdf	5 stars Confusion over "immun. record" vs "imm. needs"	easily completed. liked that the record is PDF 5 stars	easily completed 5 stars	even if the child's record not found, they are added to the profile. However, you need to refresh the page to see on the left. This causes confusion.
"Add a dependent's immunization records to your account"	couldn't complete it. She didn't understand that she needs to enter the code. She is not supposed to enter the code during the test? 2 stars	2 stars Couldn't complete it.	5 stars (Anna notes - I am not sure if she completed the test. She has added a new child I am not sure if it's the same like " add a dependent's immunizations records to your account")	(Finding the "Add a child" button) "very simple, straight forward". On the add a child screen, "there could be "ADD" button next to FIND IMMUNIZATION RECORD" --I liked the chat option 3 stars just because he not sure if he completed the task	easily completed 3 stars - (just because she was not sure if he she completed the task)	Webpage: They usually scroll down and click the register now button, not the one in the Navigation bar.
	couldn't complete			easily completed	easily	some confusion about if she completed the task or not...maybe we should

Rapid Prototype User Experience Testing



Screen metrics

Average metrics recorded for this screen

 MISCLICK  TIME SPENT  TESTERS
66.7% **7.78s** **4**

Click areas

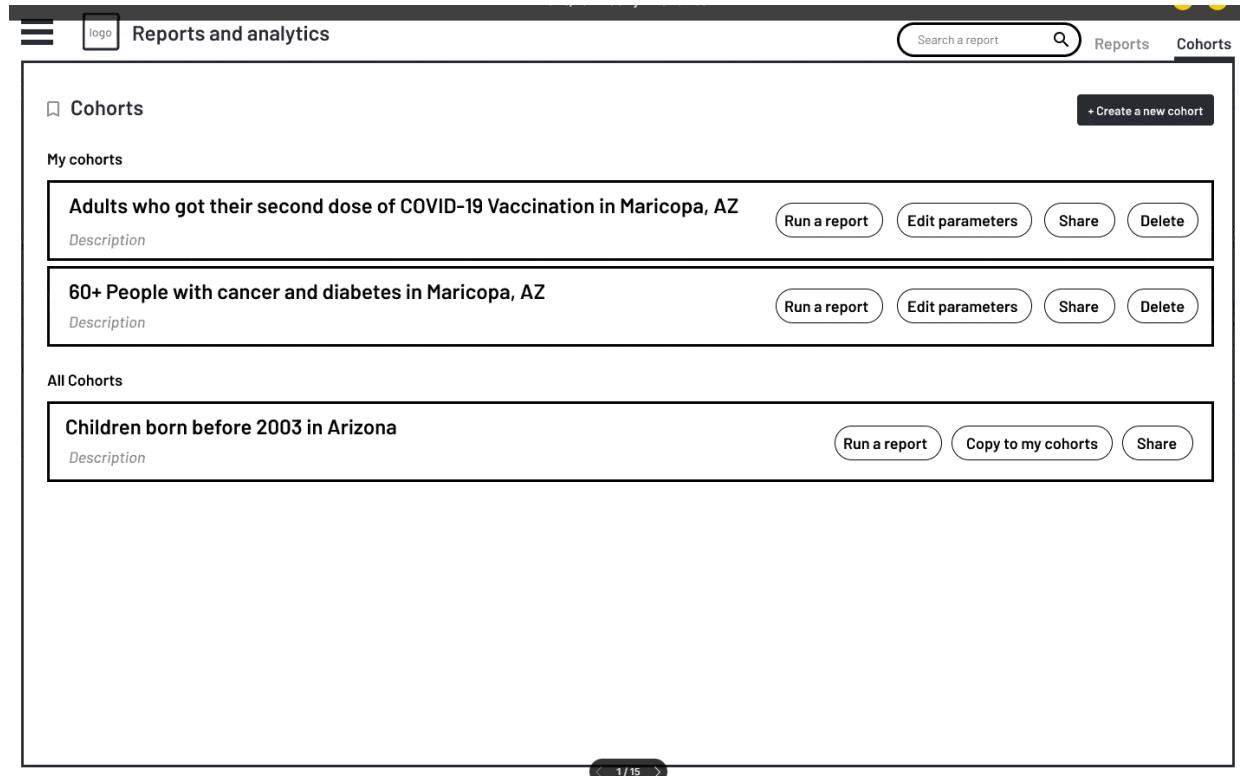
View all clicks, misclicks and clicks order by tester.

No
selected
areas

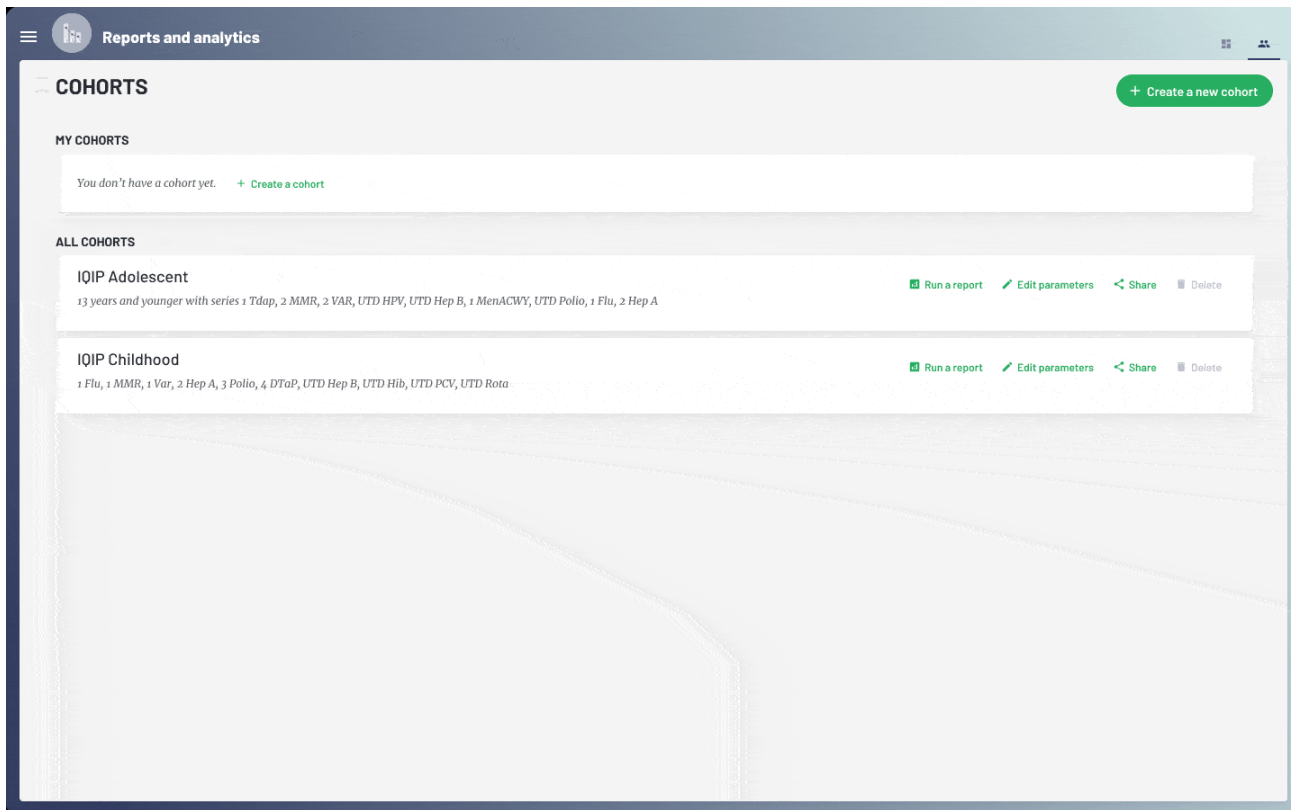


There's currently no selected click area on this screen. Click & drag on a screen to create one.

Interactive Wireframes



Interactive Wireframes



Roll-Out Strategy

- Build this new world in parallel with the legacy system
- Roll out feature by feature
- Establish a continuous feedback loop for new features and capability
- Avoid a big bang of switching from old to new system
- Utilize the modern UX/UI Platform

How Can I Help Drive this Change Forward?

- Advocate for Agile & Iterative Processes
- Encourage Engagement from All User Types
- Be a Trailblazer for the future of Public Health
- Be Tenacious and Continue to Pursue Agile Development until it becomes the New Norm



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only keep-up
but get ahead!**



Questions & Open Discussion

