Submission Experience User Story Map

TLDR

Submission Experience improves the Veteran experience of claim submission by addressing system errors, confusion, missing information, and cognitive load that doesn't meet the level of quality Veterans deserve. This feature begins at the point when the Veteran clicks "submit" on a disability benefits application on va.gov and ending when the claim is established in VBMS and all initial doc uploads succeed or the submission process fails.
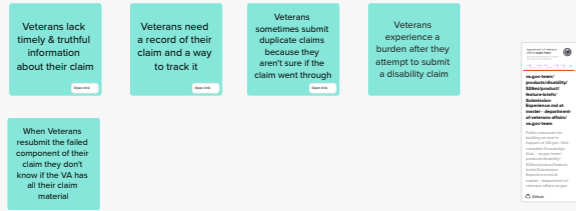
What is the problem we're solving?
1. Veterans lack timely and truthful information about their claim
2. Some Veterans don't have a "receipt" of what they submitted
3. Some Veterans can't track the status of their claim, so they can't get updated information
4. Veterans experience a burden after they attempt to submit a disability claim, in terms of:
5. When Veterans resubmit the failed component of their claim they don't know if the VA has all their claim material
6. Veterans sometimes submit duplicate claims because Veterans aren't sure if the claim went through

Proposed Solution

We aim to give Veterans more clarity on the status and outcome of their claim submissions, with a means of tracking their claim status that is timely and intuitive This proposal breaks down the work of Submission Experience into focused and strategic groupings to improve delivery. Each grouping is tied to a problem statement (see above).

Logic for prioritization is based on research findings and a balance of Veteran desirability, technical feasibility, and business viability.
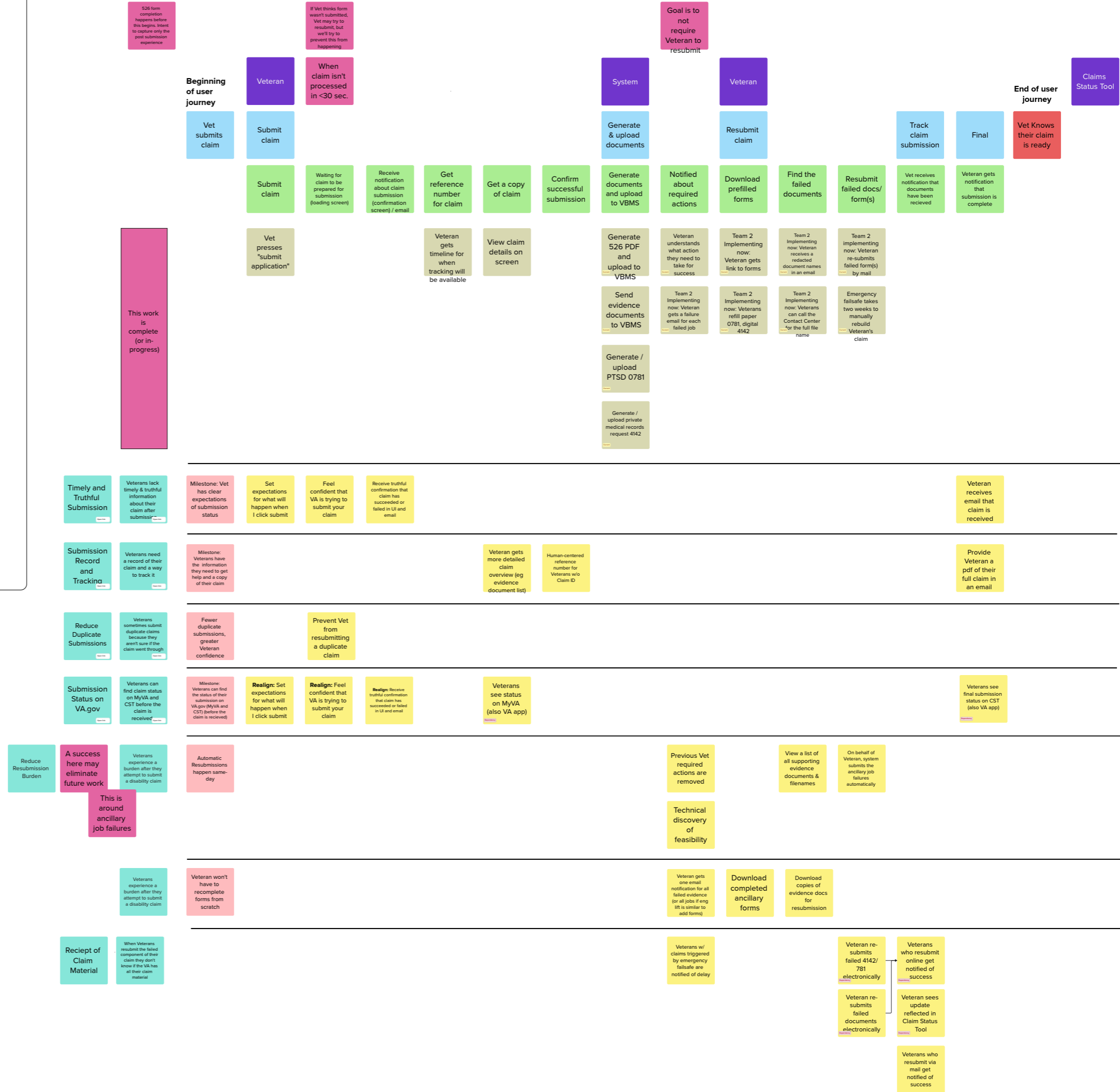
- Veterans lack timely & truthful information about their claim
- Veterans need a record of their claim and a way to track it
- Veterans sometimes submit duplicate claims because they aren't sure if the claim went through
- Veterans experience a burden after they attempt to submit a disability claim
- When Veterans resubmit the failed component of their claim they don't know if the VA has all their claim material

Legend

- **Impacted Stakeholder** (orange)
- **Helpful context** (pink)
- **Persona (human or system)** (purple)
- **High level tasks users can do** (blue)
- **Steps users go through to complete the activity above** (green)
- **Completed Work (User Stories)** (tan)

Release boundary

- Epic tied to feature brief problem statements (blue)
- Hypothesis (Milestone) (pink)
- Discrete interactions to complete the step above (User Stories) (yellow)

What is a user story map?

A lean UX-mapping method that uses sticky notes and sketches to outline the interactions that the team expects users to go through to complete their goals in a digital product.

Story maps are intended to spark collaboration and conversation while providing teams with the bigger picture of how the digital product flows and fits together.

A user-story map depicts 3 types of actions at different granularity: activities (the most general actions), steps, and details (the most specific actions). User activities and steps display horizontally across the top of the map, and the details stack vertically underneath their respective steps in priority order.

Once created, teams will maintain and refer back to their story map over time; they add to it, modify it to reflect the actual state of the product, and use it to guide what to work on and release in subsequent sprints.

Story maps are best constructed by small teams with representatives from product, UX, development, and QA working collaboratively to discuss and shape the product plan.

Submission Experience User Story Map — full story map board with the following sticky-note content:

Helpful context (pink):
- 526 form completion happens before this begins. Intent to capture only the post submission experience
- If Vet thinks form wasn't submitted, Vet may try to resubmit, but we'll try to prevent this from happening
- When claim isn't processed in <30 sec.
- Failure path
- Goal is to not require Veteran to resubmit

Beginning of user journey

Personas (purple): Veteran · System · Veteran · Claims Status Tool

End of user journey

High level tasks (blue):
- Vet submits claim
- Submit claim
- Generate & upload documents
- Resubmit claim
- Track claim submission
- Final
- Vet Knows their claim is ready

Steps (green):
- Submit claim
- Waiting for claim to be prepared for submission (loading screen)
- Receive notification about claim submission (loading screen)
- Get reference number for claim
- Get a copy of claim
- Confirm successful submission
- Generate documents and upload to VBMS
- Notified about required actions
- Download prefilled forms
- Find the failed documents
- Resubmit failed docs/form(s)
- Vet receives notification that documents have been recieved
- Veteran gets notification that submission is complete

This work is complete (or in-progress) (pink tall note)

User Stories (tan):
- Vet presses "submit application"
- Vet gets timeline for when tracking will be available
- View claim details on screen
- Generate 526 PDF and upload to VBMS
- Send evidence documents to VBMS
- Generate / upload PTSD 0781
- Generate / upload private medical records request 4142
- Veteran understands what action they need to take for success
- Team 2 Implementing now: Veteran gets link to forms
- Team 2 Implementing now: Veteran gets a failure email for each failed job
- Team 2 Implementing now: Veteran receives link to forms
- Team 2 Implementing now: Veteran refill paper 0781, digital 4142
- Team 2 implementing now: Veterans call the Contact Center for the full file name
- Team 2 Implementing now: Veteran receives a redacted document names in an email
- Team 2 implementing now: Veteran re-submits failed form(s) by mail
- Emergency failsafe takes two weeks to manually rebuild Veteran's claim

Epics (blue, left column of swimlanes):
- Timely and Truthful Submission
- Submission Record and Tracking
- Reduce Duplicate Submissions
- Submission Status on VA.gov
- Reduce Resubmission Burden
- Reciept of Claim Material

A success here may eliminate future work (pink) / This is around ancillary job failures (purple)

Swimlane: Timely and Truthful Submission
- Veterans lack timely & truthful information about their claim after submission
- Milestone: Vet has clear expectations of submission status
- Set expectations for what will happen when I click submit
- Feel confident that VA is trying to submit your claim
- Receive truthful confirmation that claim has succeeded or failed in UI and email
- Veteran receives email that claim is received

Swimlane: Submission Record and Tracking
- Veterans need a record of their claim and a way to track it
- Milestone: Veterans have the information they need to get help and a copy of their claim
- Veteran gets more detailed claim overview (eg evidence document list)
- Human-centered reference number for Veterans w/o Claim ID
- Provide Veteran a pdf of their full claim in an email

Swimlane: Reduce Duplicate Submissions
- Veterans sometimes submit duplicate claims because they aren't sure if the claim went through
- Fewer duplicate submissions, greater Veteran confidence
- Prevent Vet from resubmitting a duplicate claim

Swimlane: Submission Status on VA.gov
- Veterans can find claim status on MyVA and CST before the claim is received
- Milestone: Veterans can find the status of their submission on VA.gov (MyVA and CST) before the claim is received)
- Realign: Set expectations for what will happen when I click submit
- Realign: Feel confident that VA is trying to submit your claim
- Realign: Receive truthful confirmation that claim has succeeded or failed in UI and email
- Veterans see status on MyVA (also VA app)
- Veterans see final submission status on CST (also VA app)

Swimlane: Reduce Resubmission Burden
- Veterans experience a burden after they attempt to submit a disability claim
- Automatic Resubmissions happen same-day
- Previous Vet required actions are removed
- Technical discovery of feasibility
- View a list of all supporting evidence documents & filenames
- On behalf of Veteran, system submits the ancillary job failures automatically

Swimlane: Reciept of Claim Material
- Veterans experience a burden after they attempt to submit a disability claim
- Veteran won't have to recomplete forms from scratch
- Veteran gets one email notification for all failed evidence (or all jobs if eng lift is similar to add forms)
- Download completed ancillary forms
- Download copies of evidence docs for resubmission
- When Veterans resubmit the failed component of their claim they don't know if the VA has all their claim material
- Veterans w/ claims triggered by emergency failsafe are notified of delay
- Veteran re-submits failed 4142/ 781 electronically
- Veteran re-submits failed documents electronically
- Veterans who resubmit online get notified of success
- Veteran sees update reflected in Claim Status Tool
- Veterans who resubmit via mail get notified of success