

THE "DEVELOPER'S HELP DESK" BOOT CAMP

STARTED IN 2018, WILL CONTINUE FOR AT LEAST THE NEXT TWO YEARS (2019-2020)

- This boot camp is designed to help credit union project managers be the general contractor to drive their ideas all the way to solutions
 - In the spirit of Junior Achievement, it takes a community to build a solution
- In 2018 we looked for 6 participants, got 3, and 1 made it all the way to the finish line

2018 DHD BOOT CAMP PROJECT: MEV FOR MOP

- Add member eligibility verification into the MOP workflow
- Upload documents for proof of eligibility

**If we're right about DIT vs. DIY,
this Boot Camp might go on for
another 10 years**

MEV FOR MOP

Custom online form inserted into the MOP workflow for member eligibility

Upload a PDF or image

Opens the CU's website or PDF

If step is skipped, flow switches to MAP for CU approval

Verify successful upload

Once a document is uploaded, the normal MOP flow resumes

WHAT DO WE ALL GET FROM THE DHD BOOT CAMP PROJECT?

IMPROVE SOMETHING NOW, AND BUILD A REPEATABLE PROCESS FOR THE FUTURE

The Big Picture: Get to the Future Faster

- Create a laboratory to encourage CU project manager wannabes to act sooner rather than later
- Refine CU*Answers' response to custom requests and build a better assembly line for project success
- Create an opportunity for more than one way or one team to interact and build solutions

A Bit Closer to Home: A Better MOP in 2019

This project will yield a new capability in MOP to:

- Receive images (driver's licenses, etc.)
- Collect signatures
- Prompt members to fill out additional forms during the MOP process

We hope you will bring an idea to the DHD Boot Camp next year