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

Custom online form inserted into the MOP workflow for member eligibility

MEV FOR MOP



















Proof of Eligibility

Before proceeding further we need to know how you are eligible for membership. You will be asked to select how you are eligible and then share a supporting document. Please note, inaccuracies can result in your membership being revoked.

Department of Labor Employee

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♦ ✓

(3)

For details on what is acceptable for proof of eligibility view the guidelines below.

Upload a PDF or image

Eligibility Guidelines

Upload your verification document below:

Verification Document:

mydoc.pdf | 104.22. KB | Remove

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Next

Skip This Step

• NEED HELP OR HAVE ANY OUES

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

Opens the

CU's website

or PDF

Your Summary

Please review your information and select 'Next' to continue.

Click any item below to change it.

Name & Address:

Sarah C Member 13 Lane Dr SE Grand Rapids, MI 49506 Kent County

Your Contact Info:

Primary Phone: 616-222-5555 Work Phone: 616-333-4444 Ext: 333 Other: 616-444-5555

Other Info:

Birthday: 02/12/1981 Gender: Female Mother's Smith Marital Status: Married

Identification & Citizenship

Drivers License: 55544433322 State Issued: MI U.S. Citizen: Yes SS#: 333-44-5555

Proof of Eligibility

Category: Department of Labor Employ... Verification document: mydoc.pdf

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0 0 0

Next

Verify successful upload

You're Almost There

Next, we need to verify your identity by asking you 5 questions. Don't worry, if you don't pass or wish to proceed with online ID verification, we are still happy to accept your application and one of our representatives will contact you to help complete your membership.

- ✓ ID Verification is Convenient
- ✓ Only 3-6 Questions
- Even if you don't pass, your application is still submitted

No, proceed wo

Yes, proceed with online ID verification

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