

THE DEFINITION OF VISION

At Cigna, the Agile vision describes the future state of the solution that is being developed. It features customer and stakeholder acceptance criteria, as well as the methodology and measures to meet them.

Click each icon to learn more about Cigna's vision.



**WORK, LOOK,
AND FEEL**



THE SCOPE



GOAL DEFINING

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THE SCOPE



GOAL DEFINING

The vision describes how an experience or product should work, look, and feel.

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THE SCOPE



GOAL DEFINING

A vision should be clearly defined, like a User Story. But it encompasses a much broader scope. For example, it gives a comprehensive description of an experience between Cigna and the stakeholder, not just a single stakeholder need.

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THE SCOPE



GOAL DEFINING

The vision defines the goals of the company for the particular experience or product.

THE ROADMAP

Every vision needs a roadmap that details how that vision will be achieved. A roadmap is an intended schedule of events and milestones over a timeline. It covers planned or upcoming Program Increments (PIs) and offers visibility into deliverables for the next few PIs.

Click each pin to find out more about the roadmap.



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EVOLUTION

The roadmap evolves over time due to:

- Shifting business priorities, customer needs, and external factors
- Incorporation of feedback from stakeholders
- Becoming more detailed as a milestone gets closer

OBJECTIVE

EVOLUTION

ISTICS

THE ROADMAP

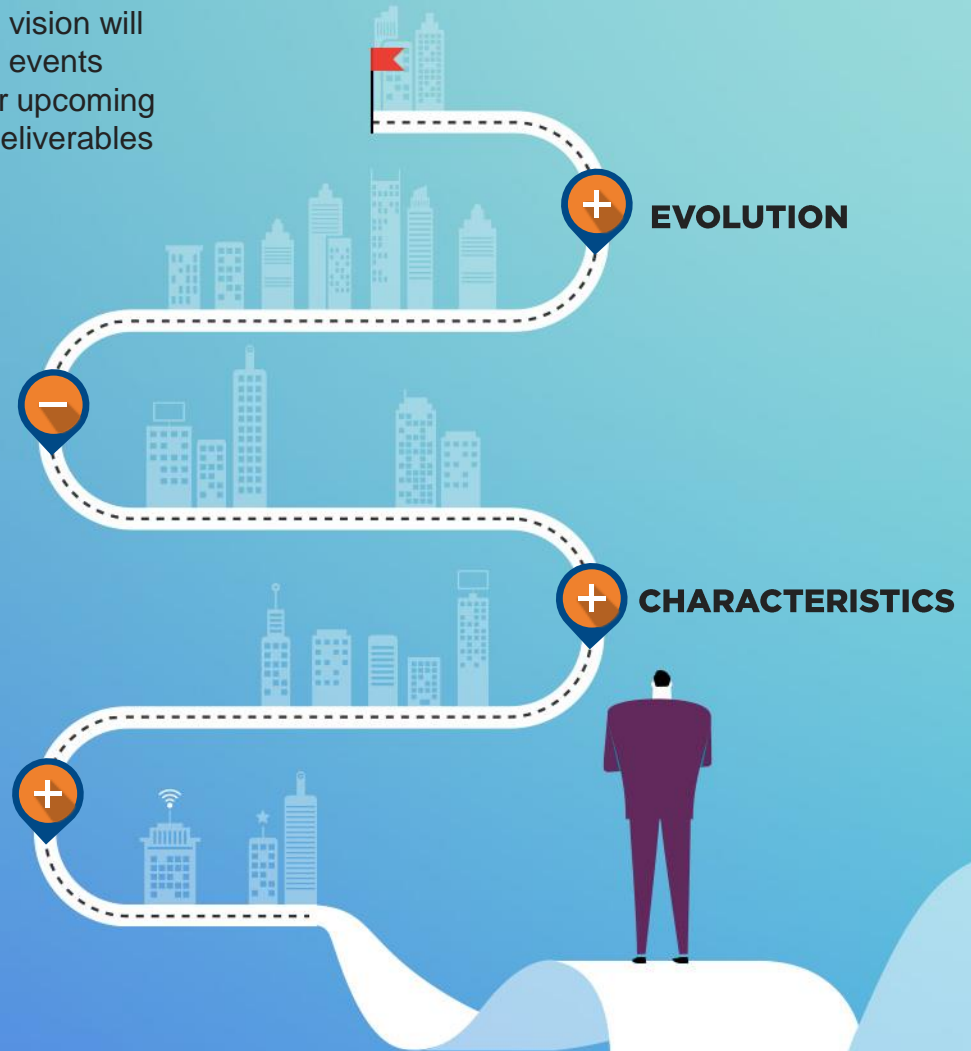
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COMMUNICATION

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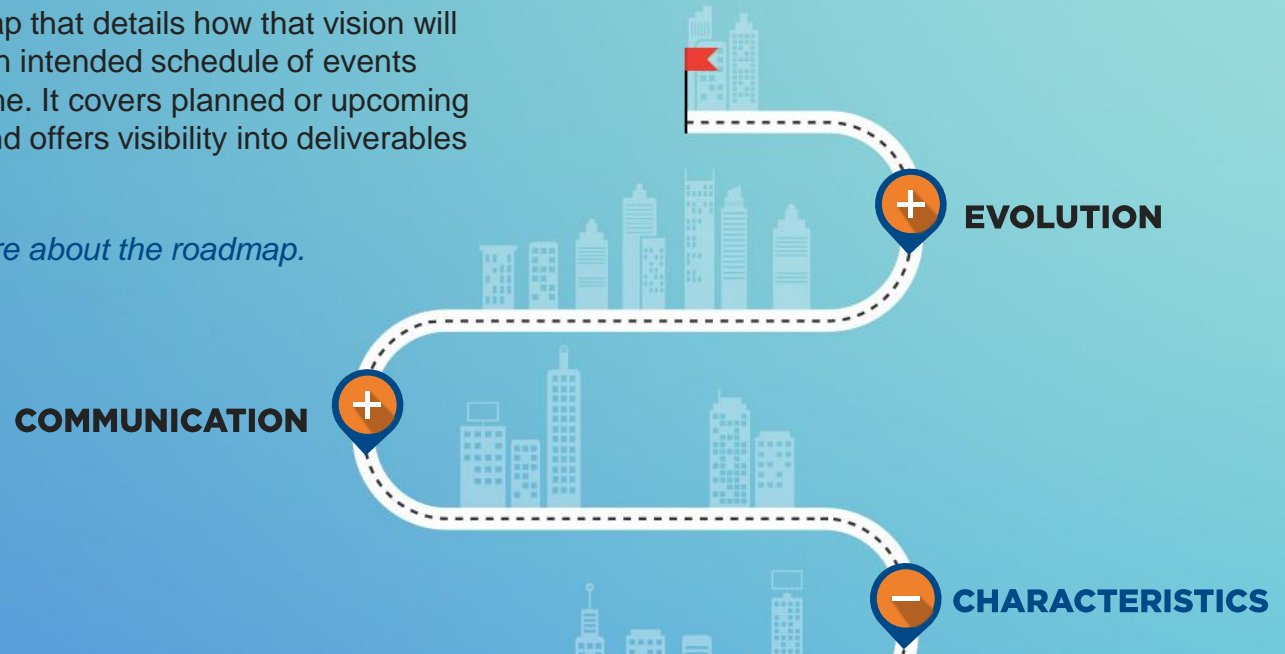
The roadmap should facilitate dialog and collaboration between the Stakeholder Owner, IT Stakeholder Owner, Experience Group Owner, Experience Owners, Business Resources, APOs, and Teams.



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OB

CHARACTERISTICS

Each milestone should include:

- Criteria that is broad enough that it can be broken down into smaller pieces, but also specific enough so it can be measured
- Program Epics for the next 1–2 Program Increments, if they are short in duration

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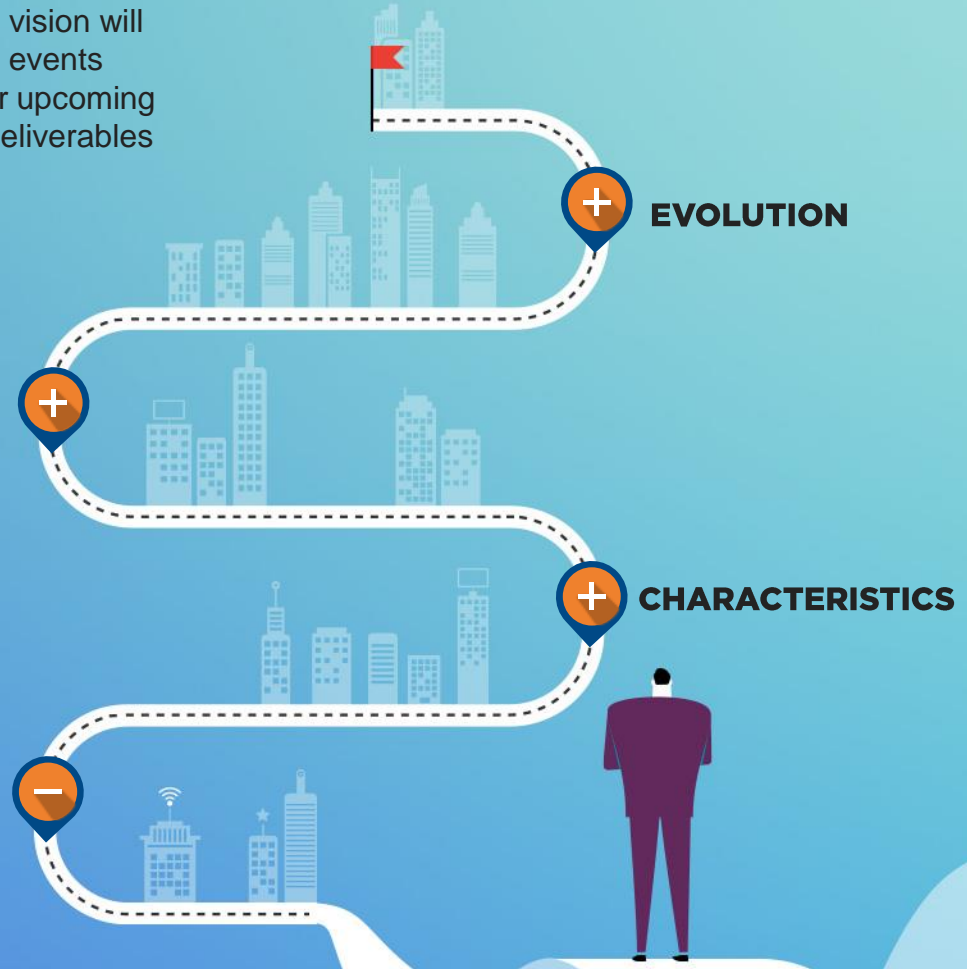
EVOLUTION

CHARACTERISTICS

OBJECTIVE

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The roadmap details the high-level milestone (often used to track progress to a specific goal or event) plan over a period of several months. It is based on the vision as well as input from internal and external stakeholders.



TYPES OF VISION

Visions are classified into types, depending on how they are applied in the Cigna Agile framework.

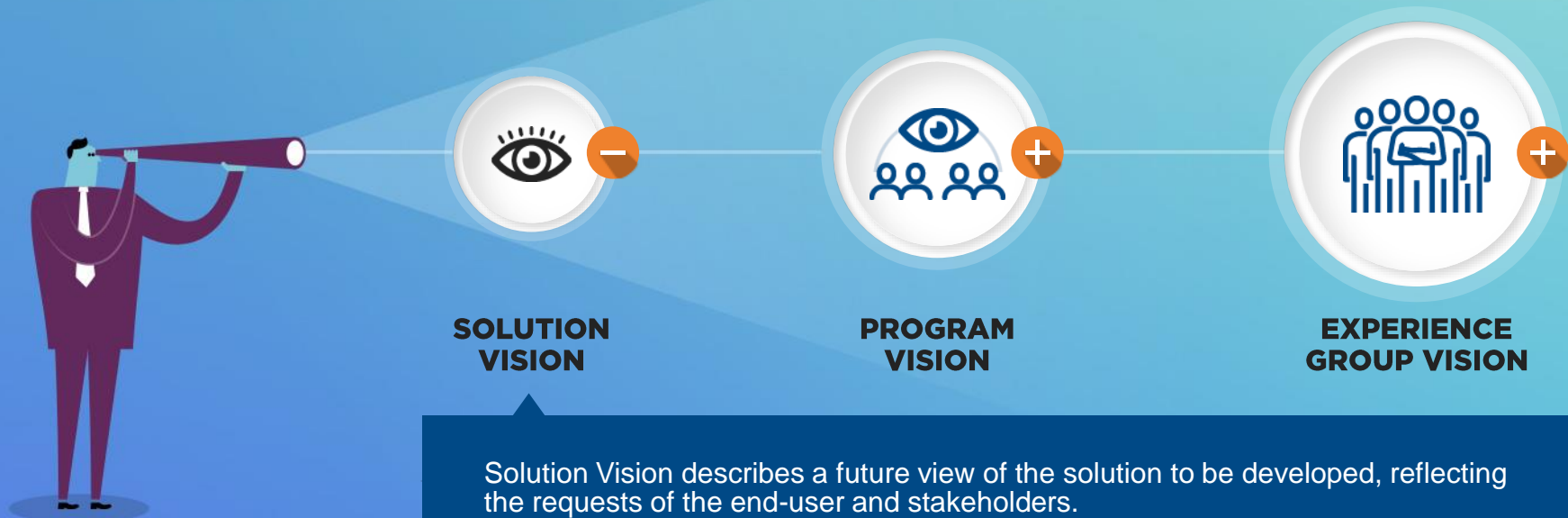
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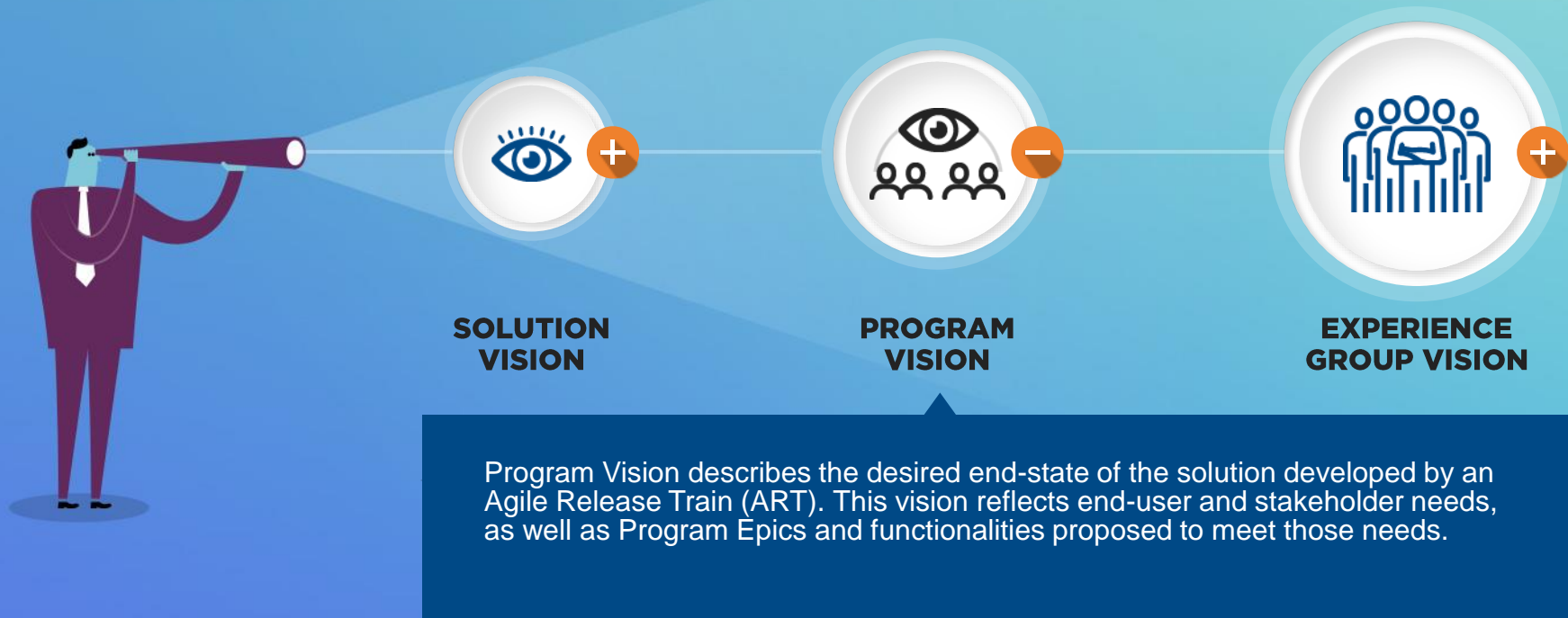
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SHARING THE VISION - WHEN AND HOW

For Agile teams, PI Planning is a good time for leadership (Stakeholder Owners, Experience Group Owners, and Product Managers) to briefly communicate their vision with the teams. This will ensure that everyone not only hears the same vision but also has a collective sense of ownership.

FOR EXAMPLE, LEADERSHIP MAY COVER VISION IN THE CONTEXT OF:

- What are the experiences we're trying to improve?
- What value are we trying to create?
- What are the needs and desires of stakeholders?
- How do we articulate the purpose and connect the team to the customer?



An illustration on the left side of the slide shows four stylized business figures in a vertical stack. From bottom to top: a dark blue figure, a light blue figure, a dark blue figure, and a white figure. Each figure is standing on the shoulders of the one below, with their arms raised as if supporting the person above. A large black arrow points from the bottom left towards a target icon on the right. The target has concentric circles in white, blue, red, and yellow. The background is a gradient of blue.

SHARING THE VISION - WHY

Ensuring that the highest-priority work is incorporated into the roadmap requires not only decomposing a higher-level roadmap and/or Backlog, but also a test-and-learn Agile mindset.

The entire process functions through effective communication of shared visions with each Team Member, across all layers of the organization, and ensures collaboration at all stages and focus on a common goal.



ADDITIONAL RESOURCES

We have many resources available.

Click on the links below to learn more.

- [!\[\]\(750841ae7100dc832cb0a4b3af4492f3_img.jpg\) Program Vision](#)
- [!\[\]\(78e449f8a1164b81ecbd00cd97498e27_img.jpg\) Vision – Scaled Agile Framework](#)
- [!\[\]\(9931ff4a747d4e6edc8cfe9a6d936949_img.jpg\) Client Stakeholder – One Page Story](#)
- [!\[\]\(d06bd4b5386b5ebdee91452b0403e593_img.jpg\) Provider Stakeholder – One Page Story](#)