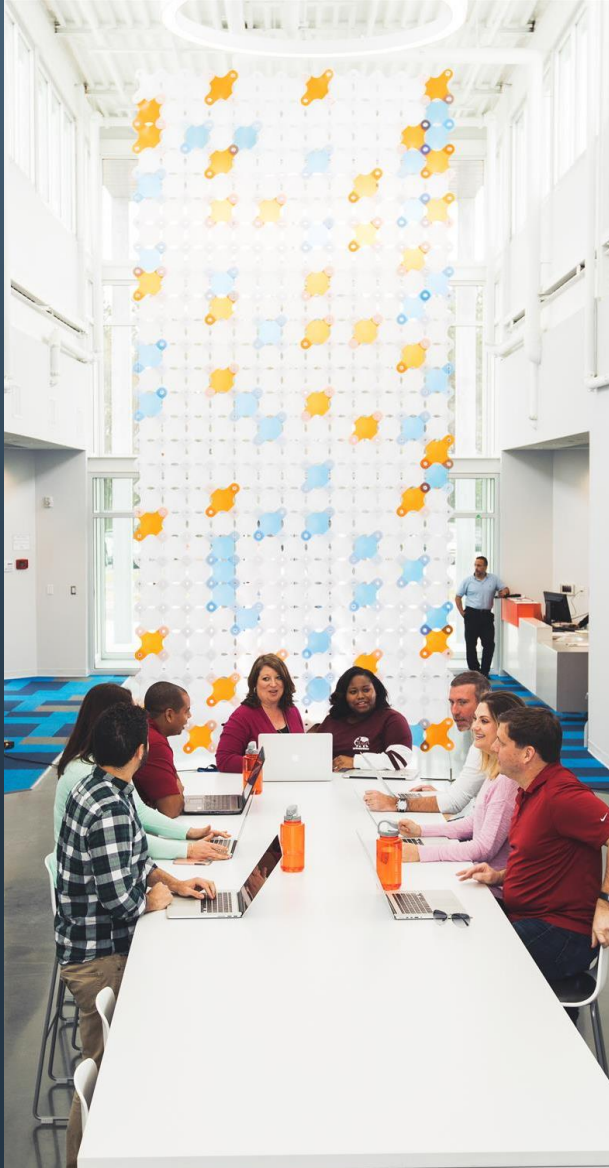


DEPARTMENT OF VETERANS AFFAIRS (DVA)  
OFFICE OF INFORMATION AND TECHNOLOGY (OIT)  
DIGITAL SERVICE AT VETERANS AFFAIRS (DSVA)

# *School Certifying Official Content Migration*

## *Discovery Checkpoint*

OCTOBER 2019



# DISCOVERY CHECKLIST

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- ✓ THE PROBLEM STATEMENT
- ✓ A DEFINITION OF OUR PRIMARY USERS
- ✓ A LIST OF SPECIFIC USER STORIES OUR SERVICE WILL ADDRESS
- ✓ FINDINGS FROM TECHNICAL DISCOVERY
- ✓ A LIST OF POLICY, TECHNICAL, OR OTHER BARRIERS THAT COULD MAKE IT DIFFICULT TO DELIVER OUR SERVICE (I.E., RISKS)
- ✓ FINDINGS FROM USER RESEARCH
- ✓ A TIMELINE AND PLAN FOR THE PROTOTYPE PHASE, INCLUDING ANY ADDITIONAL PEOPLE OR RESOURCES
- ✓ A LIST OF METRICS TO MEASURE THE SUCCESS OF THE SERVICE (AND HOW WE PLAN TO GET THOSE METRICS)

# PROBLEM STATEMENT

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**As a School Certifying Official (SCO), I want a one-stop shop for the resources I need to stay current in certifying military-connected students, solve complex certification challenges they may have, and assist them with other issues that they bring to me.**

**Getting up to speed as an SCO requires drawing knowledge from an array of sources.** Having access to the key resources in one location will save me time, help me complete that process more accurately, and will build confidence in my ability to support the military-connected students at my school.

**Once I've developed a foundational understanding of the certification process,** I can explore more of the rationale for changes, allowing me to provide more thorough, thoughtful responses to students and other school administrators.

# DEFINITION OF PRIMARY USERS

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**Primary Users:** School Certifying Officials who are looking for guidance, training and resources on certifying and supporting military-connected students.

**Secondary Users:** School administrators looking to support military-connected students across an array of tasks.

# USER STORIES THE SERVICE WILL ADDRESS

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- Setup new page architecture and supporting libraries
- Add header section and content
- Add announcements section and content
- Add SCO Resources section and content
- Add Training section and content
- Add events section and content
- Add additional topics section and content
- Add non-SCO resources section and content
- Add right pane content
- Add the ability to expire announcements
- Add the ability to expire events

# FINDINGS FROM TECHNICAL DISCOVERY

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- A file-based Team Site website can be created which will allow us to upload files through a browser-based file manager.
- This solution would be a VA-hosted directory that supports ASP ("Classic", not .NET) and ColdFusion. The VA-hosted directory should provide the ability to parse a text file (JSON or CSV) if we are not blocked from uploading them. Technical documentation we have reviewed does not cover technical limitations of the file-based Team Site website.
- Other than file upload, Team Site doesn't provide any functionality. As a result, no interactive features, including those specified in requirements, are supported. All functionality would have to be custom development.
- Regardless of the technical solution, a staging version of the site will be required to allow content editors to preview changes before they are deployed.

# POLICY, TECHNICAL, OR OTHER BARRIERS

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## A LIST OF POLICY, TECHNICAL, OR OTHER BARRIERS THAT COULD MAKE IT DIFFICULT TO DELIVER YOUR SERVICE (I.E., RISKS)

- External dependencies associated with standing up and deploying the Team Site-based Content Management System (CMS) solution could impact the delivery timeline.
- Lack of 'out of the box' CMS capabilities to meet certain requirements (e.g. auto-expiration of dynamic content) could introduce complexity that impacts either the delivery timeline or the proposed scope for MVP.

# FINDINGS FROM USER RESEARCH

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Discovery Research Readout

## School Resources Page Migration



VA | Vets.gov

10.3.19



## DISCOVERY READOUT ON GITHUB

<https://github.com/departments-of-veterans-affairs/va.gov-team/blob/master/products/office-administration/vba/sco-migration/research/SCO-Migration-Discovery-Readout-v1-20191003.pdf>



# TIMELINE AND PLAN FOR PROTOTYPE PHASE

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SCO Migration (SPRINT 31-32: Sept. 30 – Oct. 25)

Prototype activities to be completed:	
Identify Goals for Prototype Phase	Sprint 31
Plan & Conduct Design Sprints	Sprint 31 – 32
Document Findings	Sprint 33
Identify technology to support MVP	Sprint 31
Create timeline for Build & Test	Sprint 31

# SUCCESS METRICS

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## A LIST OF METRICS TO MEASURE THE SUCCESS OF THE SERVICE

### Starter Metrics

- Increased page views
- Increased time on page
- Anecdotal reporting of improved experience from SCOs
- Google returns page as top result

# PROTOTYPE SKETCH

## LINK TO PROTOTYPE

[HTTPS://BAHDIGITAL.INVISIONAPP.COM/SHARE/8TIABPGWDNC](https://BAHDIGITAL.INVISIONAPP.COM/SHARE/8TIABPGWDNC)