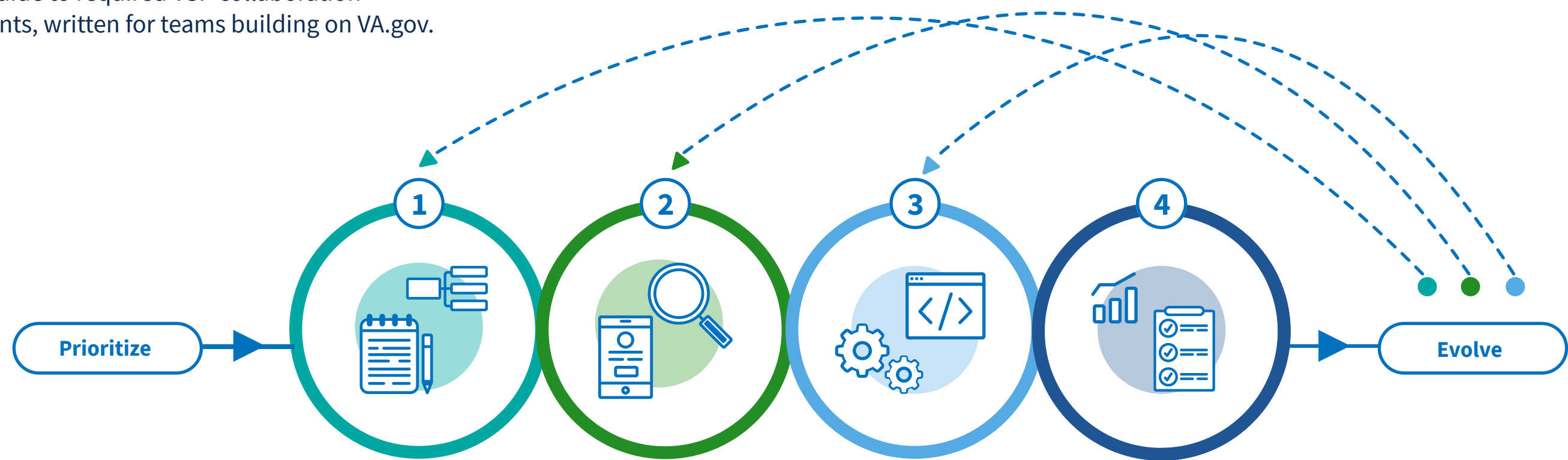


VSP Collaboration Cycle

A guide to required VSP collaboration points, written for teams building on VA.gov.



1. Define

2. Discover

3. Build

4. Validate

Project Kickoff

Start off by introducing your team and VSP to your new work initiative. Discuss existing solutions in the problem space, align team member expectations, and collaborate with VSP to identify any areas that may need additional support.

Format: 30-minute meeting

- **Timing:** When you understand the problem you're trying to solve
- **Request process:** VFS Product Manager uses **Project Kickoff** template

Design Intent Collaboration

Present a draft of your ideas to design experts. Learn about existing design components and research findings relevant to the problem space. Discuss accessibility considerations with accessibility experts.

Format: 30-minute meeting

- **Timing:** When brainstorming and drafting your solution approach
- **Request process:** VFS Designer or Product Manager uses **Design Intent Collaboration** template

Usability Testing Prep

Meet with VSP practice area reviewers to confirm that your prototypes or mockups are consistent with existing patterns and standards. Get feedback and ensure that your product is ready for successful usability testing.

Format: 30-minute meeting

- **Timing:** Before you start to schedule usability sessions
- **Request process:** VFS Product Manager uses **Usability Testing Prep** template

Research Plan Review

Get approval from DEPO's research expert on your research plan and script. Begin recruitment of Veterans for research.

Format: Asynchronous collaboration

- **Timing:** A week before you plan to conduct Veteran research (during Discover or any other phase)
- **Request process:** VFS Designer or Product Manager messages Lauren Alexanderson (@Lalexanderson) your research plan and script

Information Architecture (IA) Request

Collaborate with VSP's Information Architect to finalize your URL and other key details before developing in staging.

Format: Asynchronous collaboration

- **Timing:** After usability testing when you're ready to build in staging
- **Request process:** VFS Product Manager uses **IA Request** template

Analytics Request

Begin setup of Google Tag Manager and ForeSee so we can understand how Veterans are using VA.gov.

Format: Varies

- **Timing:** After you have defined your KPIs and you're ready for analytics implementation guidance before you build
- **Request process:** VFS Product Manager uses **Analytics Implementation and QA Request** template for Google Tag Manager implementation. Slack #vfs-analytics for ForeSee setup.

Contact Center Review

Ensure that VA call center representatives are prepared to help Veterans troubleshoot VA.gov.

Format: Asynchronous collaboration

- **Timing:** 4 weeks prior to launch for a brand new service or 2 weeks prior to launch for a new feature in an existing service
- **Request process:** VFS Product Manager follows instructions on request-contact-center-review page in va.gov-team GitHub repository

Staging Review

Get feedback on your completed build before rolling out to users.

Format: 30-minute meeting

- **Timing:** Before you begin rollout, allowing enough time to implement feedback
- **Request process:** VFS Product Manager uses **Staging Review** template

Privacy and Security Review

Ensure your feature meets VSP's privacy and security standards.

Format: 60-minute meeting

- **Timing:** Before you begin rollout, allowing enough time to implement feedback
- **Request process:** VFS Lead Engineer or Product Manager uses **Privacy and Security Review** template

Full Accessibility and 508 Office Audit

Accessibility experts complete a full accessibility audit and coordinate with the VA's 508 office for feedback and approval.

Format: Asynchronous collaboration

- **Timing:** When you have begun rollout
- **Request process:** VFS Product Manager uses **Full Accessibility & 508 Office Audit** template

Post-launch Check-in

Now that you've released your product and gathered some initial KPI data, evaluate your success and begin your plan for iteration.

Format: Asynchronous collaboration

- **Timing:** One month after "Go Live"
- **Request process:** VFS Product Manager links to your completed Release Plan in Slack #vfs-all-teams and tags @AndreaHewitt