

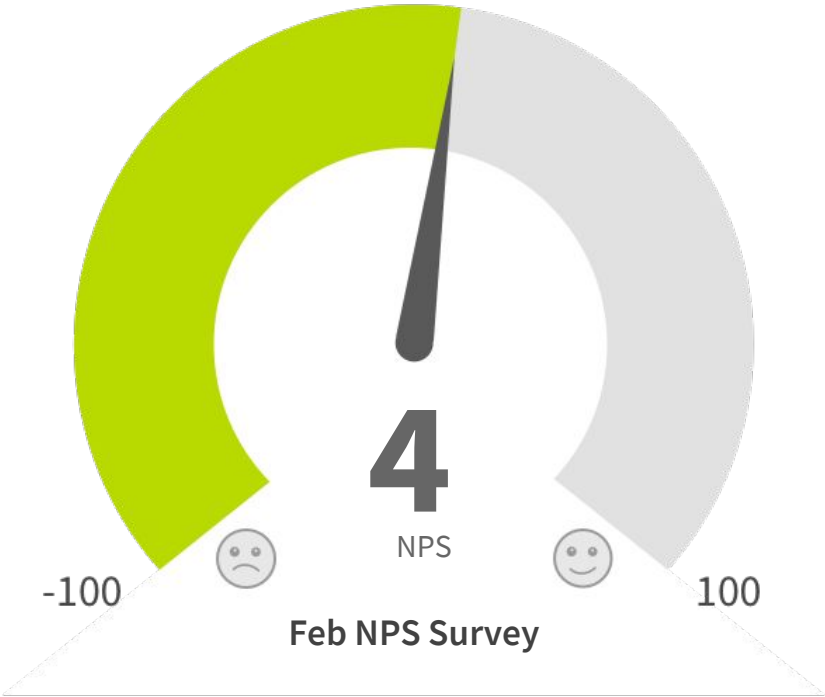
VSP Monthly Customer Feedback Rollup

February 2020

Net Promoter Score

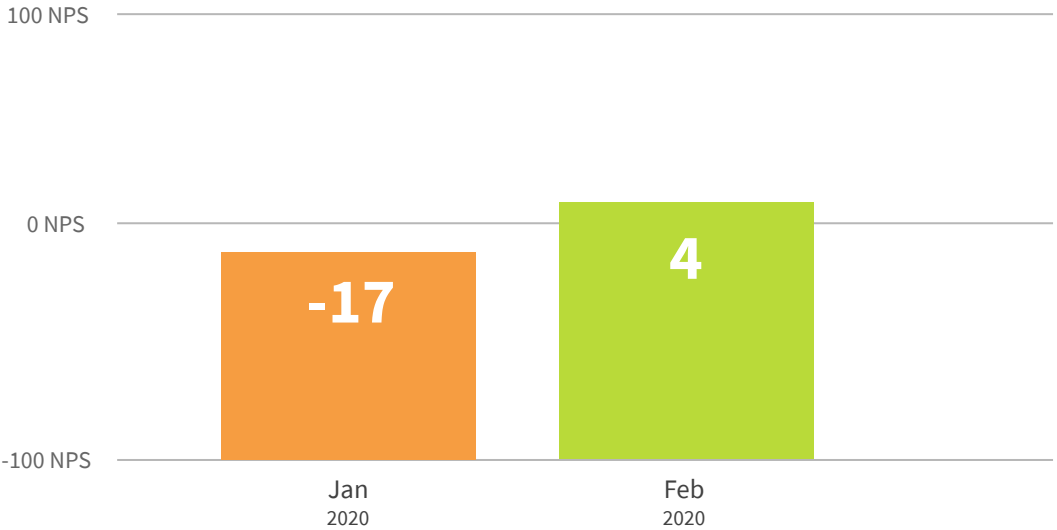
25 responses
(out of ~100 VFS team members)

OVERALL SCORE

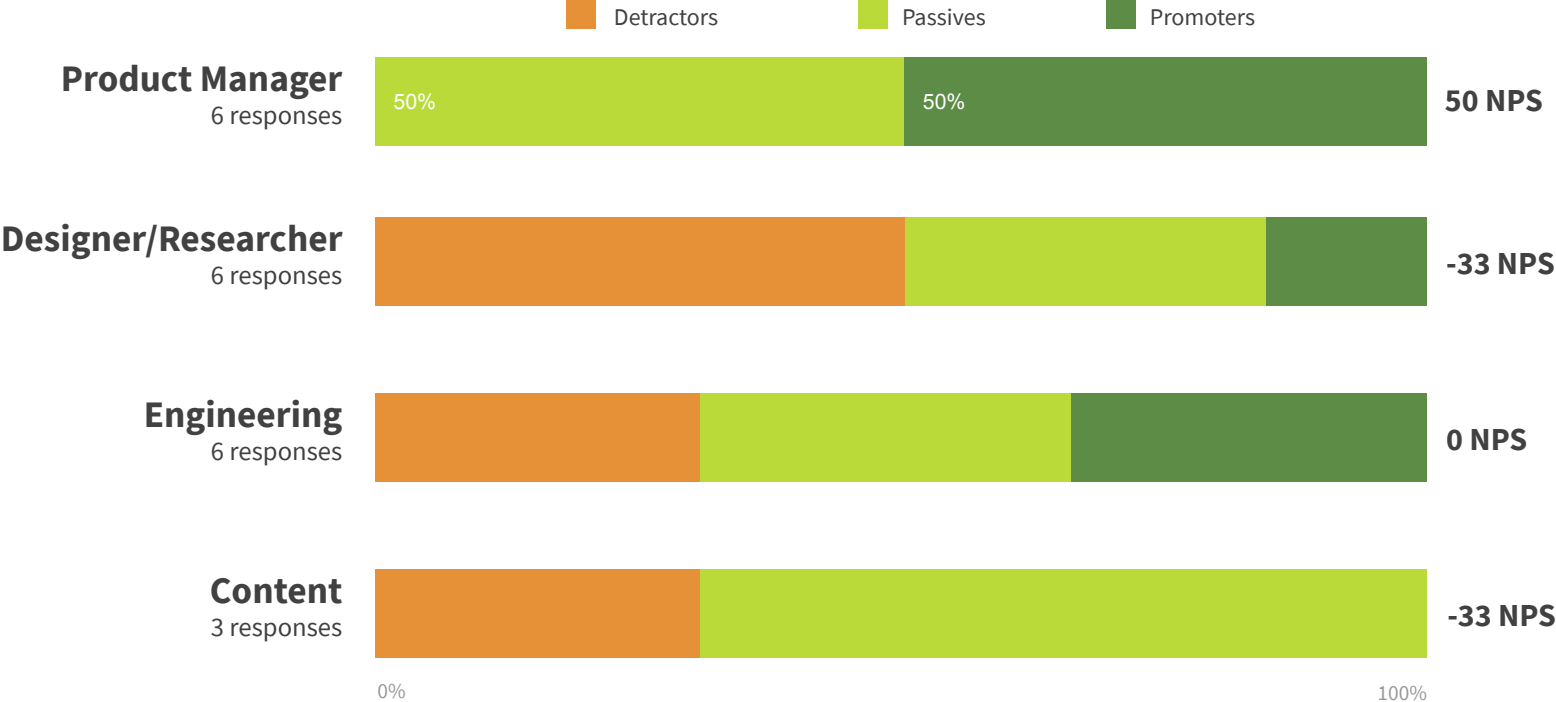


Detractors	Passives	Promoters
28%	40%	32%

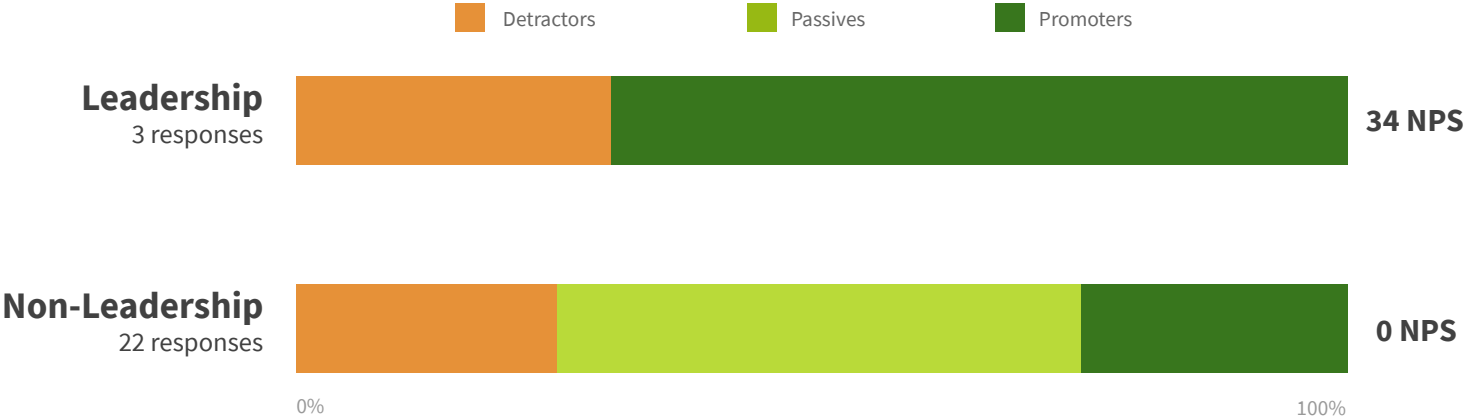
OVERALL SCORE



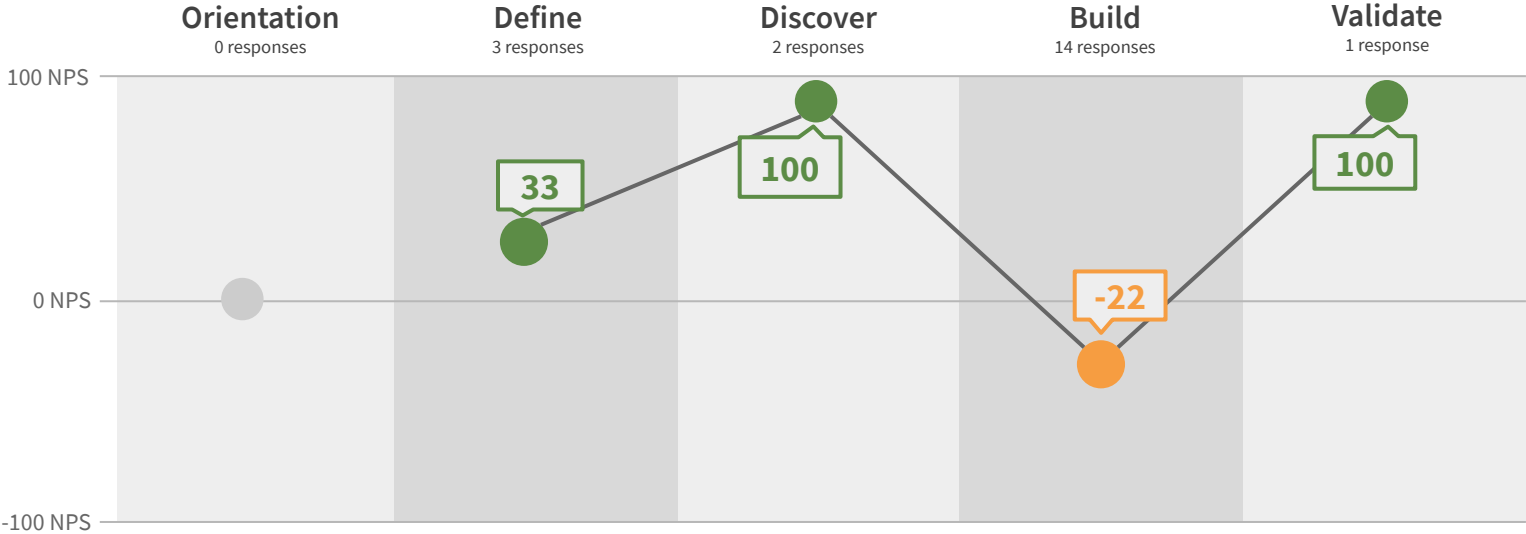
SCORE PER ROLE



SCORE PER ROLE



SCORE PER STAGE OF DEVELOPMENT



**Progress made since
last month**

NPS score

JANUARY

Theme 1

Some people feel engineering documentation can be improved

[Link to raw data](#)

Solution in progress

Content team is updating developer documentation.

NPS score

JANUARY

Theme 2

Some people feel the code review process is frustrating

[Link to raw data](#)

Solution in progress

FE Tools team is enabling VFS teams to do their own code reviews.

NPS score

JANUARY

Theme 3

Some people are feeling frustrated by the build, release, deploy process

[Link to raw data](#)

Solution in progress

Tools and Ops teams are gathering feedback to identify and prioritize improvements to current processes and tools.

What we've heard this month

NPS score

Theme 1

The platform and VSP teams are received positively

[Link to raw data](#)

NPS score - Theme 1

“Everyone has been extremely helpful and responsive. ”

- *VFS Designer*

“It’s a good platform and group of colleagues is great.”

- *VFS Copy Editor/Copy Writer*

“Love seeing a platform with an amazing mission of helping veterans continue to evolve!”

- *VFS Front End Engineer*

“I like to use the platform tools provided because it makes the VA.gov applications more scalable, and easier to maintain which also makes my job easier.”

- *VFS Front End Engineer*

[Link to raw data](#)

NPS score

Theme 2

VFS Product Managers feel support has improved

[Link to raw data](#)

NPS score - Theme 2

“Recently, I've noticed a significant improvement in response time to requests for help. The team feels their needs are being heard and receiving attention now. ”

- *VFS Product Mgr*

“Organized, clear communication, support levels ”

- *VFS Product Mgr*

“Get a lot for free, easy to find support ”

- *VFS Product Mgr*

[Link to raw data](#)

NPS score

Theme 3

A complex tech stack leads to downstream support issues

[Link to raw data](#)

NPS score - Theme 3

“We seem to have made our stack overly complex when it does not need to be and then don't document those complexities or disseminate the information around those complexities.

This creates specific members of the team that you must go to in order to get an explanation of how these complexities work and this creates choke points and blocks productivity. These choke points are going to make it very, very difficult to scale as a team.”
- *VFS Front End Engineer*

“It takes a long time to get PRs through VSP review. The VSP workflow and tools slow down rather than accelerate development and are not well documented.

New features/change are only announced via Slack and I often see others devs trip over issues I or my team have run across already.”
- *VFS Back End Engineer*

[Link to raw data](#)

NPS score

Theme 4

Platform documentation is lacking

[Link to raw data](#)

NPS score - Theme 4

“As an engineering team grows the information concerning the stack they work on needs to be spread throughout the engineering organization to empower the engineers, I as an engineering should not have to track down one person in the entire organization to ask a question about something that can easily be documented in a simple, well organized fashion.”

- *VFS Front End Engineer*

“Platform stability not optimal; scarce, hidden, outdated, incomplete documentation.”

- *VFS Designer*

[Link to raw data](#)

NPS score

Next steps:

- Take a pulse again in March
- Follow up with VFS individuals who identified themselves
- Consult with VSP teams and DEPO to discuss findings and potential approaches to address pain points
- Integrate pain points into Service Blueprint for prioritization.