

# VETERAN SERVICES PLATFORM (VSP)

**MISSION, OBJECTIVES, ROADMAP, and OKRs**

*\* This document is intended to change over time as we learn from user testing and validate / invalidated the hypotheses herein. This version is as of July 22, 2019.*

# VSP MISSION + VISION



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# **NORTH STAR**

Enable VA to build digital tools at scale that improve Veterans' lives.

# **MISSION**

Provide teams across VA with the support, documentation, and tools necessary to create online experiences enabling Veterans (and their families) to easily access their VA benefits all in one place.

## VSP 2019 OBJECTIVES

*Priorities to guide VSP progress as we build and iterate on tools and processes. To be revisited on a quarterly basis.*

1. **Reliability:** ensure VA.gov is a reliable site for Veterans (and their families) to use.

2. **Human-centered-ness:** incentivize high quality, holistic VFS UX, and product decisions based on user research / data.

3. **Agility:** incentivize VFS Teams to build performant applications in an agile way.

4. **Ownership:** ensure long-term VA ownership of, maintenance of, and iteration on VFSs.

5. **Self-service:** ensure VSP scalability through increased self-service tooling and documentation.

## BETS

*Specific approach to the strategy behind the major areas of focus that will help us validate whether VSP progress is on the right path.*

**Onboarding:** onboarding must focus on capacity building and expectation-setting for VFS Teams to be successful

**Lights on:** none of our other work matters if we don't "keep the lights on."

**Support:** support must be highly available and collaborative for VFS Teams to be successful in the short term.

**VSP Rules of Engagement (ROE):** we do everything organically today, but we can't learn and improve on VSP protocols if we don't have our approaches defined and documented.

**"Portal":** self-service can't work if we don't have an easily navigable place w/strong UX for VFS Teams to find all the information they need.

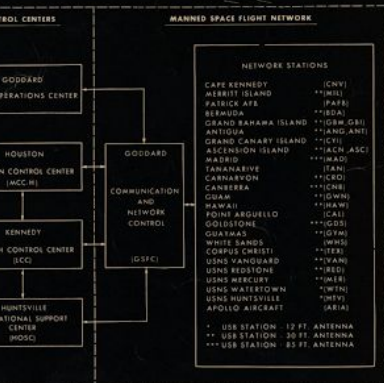
**Data:** it is rare that people will proactively hunt for data, so making product health and performance data unavoidable and automated is how we can empower teams to make the best decisions.

**Code Isolation:** in order for VFS Teams to safely launch w/agility at scale, there must be sufficient isolation between apps in the code base.

**Automated tests:** in order for VFS Teams to build at scale and avoid gate-post bottlenecks, there must be lean automation to check for easy, objective best practices iteratively.

THIS CHART HAS BEEN PURPOSELY DRAWN OUT OF SCALE  
TO BETTER ILLUSTRATE THE MAJOR EVENTS OF THE MISSION

# HOW WE GET THERE



LAUNCH  
RF LINES

NAVIGATION SIGHTINGS

ELAPSED MISSION TIME SHOWN AS  
( HOURS : MINUTES : SECONDS )

**ABBREVIATIONS AND ACRONYMS**

AISFP	- APOLLO LUNAR SURFACE EXPERIMENT PACKAGE	ODOP	- OFFSET DOPPLER
CM	- COMMAND MODULE	RCS	- REACTION CONTROL SYSTEM
CSM	- COMMAND AND SERVICE MODULE	RF	- RADIO FREQUENCY
GOS	- GROUND OPERATIONAL SUPPORT SYSTEMS	S/C	- SPACECRAFT
IM	- INSTRUMENT UNIT	SM	- SERVICE MODULE
LM	- LUNAR MODULE	USB	- UNITED STATES NAVAL SHIP
MCC-H	- MISSION CONTROL CENTER: HOUSTON	VHF	- VERY HIGH FREQUENCY
MSN	- MAINED SPACEFLIGHT NETWORK		
N.M.	- NAUTICAL MILE		



BROKEN TRAJECTORY LINES INDICATE  
LOSS OF EARTH COMMUNICATIONS

APOLLO MAINED LUNAR LANDING  
LAST MISSION PROFILE

NASA  
OFFICE MAINED  
SPACE FLIGHT

08:00:00 - 08:00:00 08:00:00 - 08:00:00 08:00:00 - 08:00:00

## VSP OBJECTIVES 2019

Reliability



Human-centered-ness



Agility



Ownership



Self-service



## CURRENT INITIATIVES

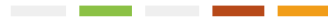
Status quo support for all functional areas



Onboarding MVP



Product Health MVP + Product KPIs



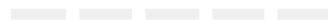
Triage / Tier 2+3 process improvements



Public repo w/usability-focused IA



CMS incorporation



Code isolation iteration



Automated testing iteration



Operations tech debt



Feature flag iteration



## LIKELY NEXT INITIATIVES

**[WIP - pending DSVa review]**

VSP outreach / comms campaigns

Beta / usage analytics launch process automation

SLA establishment

Handbook / process iteration

vets-api iteration

Consolidated, seamless VSP UX

Specific trainings for key-success areas (beta release strategy, setting success metrics, etc)

## POTENTIAL FUTURE INITIATIVES

**[WIP - pending DSVa review]**

Expand target user group to non [VA.gov](#) VFS teams (like MHV)

Incentivize star private sector companies to want to build VFSS

Automate critical PR merge criteria

Incorporate Veteran outcome metrics into automated reports for VA product/business owners

[VA.gov](#) "playground" for safe, live user testing

Support multiple tech languages

Wizard-like (codecademy-like) experience that teaches you as you go.

## TOOLS & IMPROVEMENTS ROADMAP

### NOW

### NEXT

### FUTURE

#### INITIATIVES

Code isolation iteration



[Monitor VA.gov with visual regression testing](#)

[Improve unit test coverage of vets-website](#)

[Research Environment management and isolated deployment](#)

[Documenting best engineering practices/standards](#)

Automated testing iteration



[Documenting process for creating new backend endpoints](#)

[Research API Documentation Tools](#)

[Extend e2e tests for 1990 to include login flow](#)

[Audit for Ruby performance and API improvements](#)

[Research Code generation vs. templates \(backend\)](#)

[Run e2e tests on staging, connected to live external services via 'vets-api'](#)

[Run e2e outside of the normal CI testing, on its own schedule](#)

[Automatically Create "VA" tickets when errors are detected from 3rd party services](#)



OPERATIONS  
ROADMAP

NOW

NEXT

FUTURE

INITIATIVES

Onboarding MVP



Improve Intake Process for  
New VA Backends

Simplify Access to Internal  
Developer Tooling

CMS Integration



Migrate CMS  
Infrastructure to  
VSP-Managed Services

Operations tech debt



Prometheus Debt Cleanup

Load Testing Framework for  
VSP

## TRIAGE ROADMAP

## NOW

## NEXT

## FUTURE

### INITIATIVES

Triage / Tier 2+3 process MVP



[Launch MVP triage process](#)

[Harden High Priority  
Elements of Triage MVP](#)

Monitoring + alerting iteration



[Sentry Tagging  
Standardization](#)

[Sentry Usability Updates](#)

[Improve Upstream Service  
Monitoring](#)

[Sentry Auto-Assignment  
Management](#)

Onboarding MVP



[Integrate Teams into  
Triage Tooling](#)

# PRODUCT SUPPORT ROADMAP

## NOW

## NEXT

## FUTURE

### INITIATIVES

Status quo support for all functional areas



Code Review Preparation (adjusting review groups)

CMS Migration Support

BAH Edu Support

Public repo w/usability-focused IA



[VSP Documentation Re-Organization - `vets.gov-team` to `va.gov-team`](#)

Onboarding MVP



[Update VFS Team Onboarding Documentation](#)

[Prepare to onboard our first VFS Team](#)

[Launch tooling and process documentation for new applications](#)

[Intake questions/process for evaluating teams before they even come to onboard](#)

ANALYTICS &  
INSIGHTS  
ROADMAP

NOW

NEXT

FUTURE

INITIATIVES

Product Health MVP

[Launch Analytics MVP](#)

Healthcare Analytics Dashboard

Burials and Memorials Analytics Dashboard

Identity Analytics Dashboard

Status quo support for all functional areas

[Analytics Requests](#)

[Analytics Research for Undiscovered Metrics](#)

[Set KPIs across Platform Teams](#)

[Analytics Implementation and Support](#)

[Call Center Issues MVP](#)

CONTENT & IA  
SUPPORT  
ROADMAP

NOW

NEXT

FUTURE

INITIATIVES

Status quo support for all functional areas



Content & IA support requests

Content & IA reviews

CMS template reviews + IA

Content & IA support requests

Content & IA reviews

Content & IA best practices / ROE

Content & IA support requests

Content & IA reviews

Public repo w/usability-focused IA



va.gov-team repo IA and migration

“Portal” concept – i.e. one place for VFS teams to easily find what they need

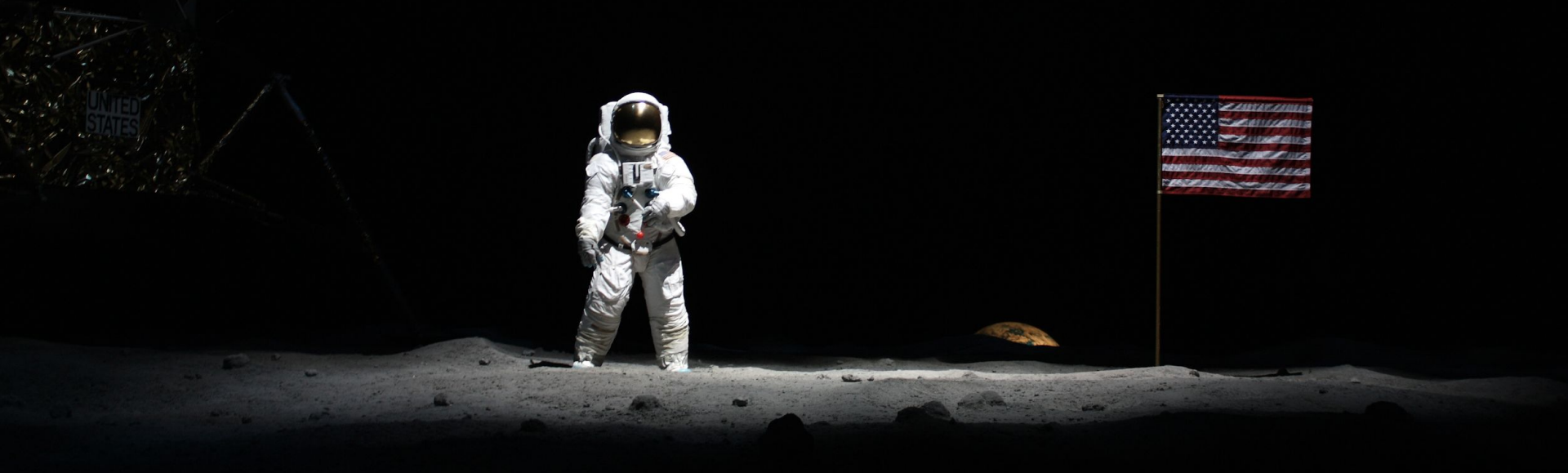
VA.gov pattern consistency audit

Approach for better team-wide access to Veteran User Research

XML sitemap recommendations for SEO

React page URL restructuring (to follow WBC structure)

# MEASURING VSP SUCCESS



## MEASURING VSP SUCCESS

01. **Reliability**: ensure VA.gov is a reliable site for Veterans (and their families) to use.



**99.9% of user requests complete successfully (uptime)**

Q2 2019:

Believe this is close, but need better instrumentation to be sure.



**90% of user requests are served in <100 ms (latency)**

Q2 2019:

Believe this is close, but need better instrumentation to be sure.



**90% of WBC-based page loads occur in <5s**

Q2 2019:

<5s is currently 89% ([GA](#)), found by adding up bucket percentages above 5s



**100% of incidents remediated within 7 days**

Q2 2019:

This is an estimate, no hard data easily collectible.

*\* recommend tracking as DSVa-owned KR*



**100% of apps deployed had < 20% system error rates (i.e. non-user-error submission failure) in beta production testing.**


Q2 2019:

Haven't had new apps deployed yet w/tracked health metrics.

## MEASURING VSP SUCCESS

O2. **Human-centered-ness:** incentivize high quality, holistic VFS UX, and product decisions based on user research / data.

*\* recommend tracking  
as DSVa-owned KR*



**KPI setting protocol exists through VSP and 100% of new VFS Apps have well defined and tracked KPIs.**

Q2 2019:

Protocol not yet established.



**100% of VA.gov products are included in the Product Health solution and it is distributed weekly**

Q2 2019:

So far, only Edu and a start to Claims.

*\* recommend tracking  
as DSVa-owned KR*



**Teams report on their products' performance during Team of Teams, end-of-sprint demos, or other venues**

Q2 2019:

We need to provide a super brief template / framework / sample and collab w/DSVA to get it added to the meeting.



## MEASURING VSP SUCCESS

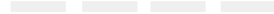
O3. **Agility**: incentivize VFS Teams to build performant applications in an agile way.



**> 4 new major pieces of functionality have been launched on VSP**

Q2 2019:


?



**65% VFS Teams respond with avg positive sentiment (via survey)**

Q2 2019:

Don't have a survey yet



**Code deployed to production daily, with <2% of deployments failing or requiring manual intervention**

Q2 2019:

Believe this is close, but need better instrumentation to be sure.



**90% of builds take < XX minutes to complete**

Q2 2019:

Believe this is going well, but need better instrumentation to be able to set baseline and track over time.



**80% of first round manual reviews by VSP team are completed under 2 business days from when the request is made**

Q2 2019:

Need to make this explicit, so we find out when we're missing the mark bc folks pipe up about it.

## MEASURING VSP SUCCESS

O4. **Ownership:** ensure long-term VA ownership of, maintenance of, and iteration on VFSs.




**All VA.gov products have a DEPO / DSVA lead and VA business owner**

Q2 2019:

We've assigned one, not sure if they'll accept, or how much that matters.


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**Any VA.gov product w/sub-par health metrics is on the VA.gov roadmap for iteration**

Q2 2019:

Need to establish what "sub-par" means, and need VA.gov to have a roadmap.



## MEASURING VSP SUCCESS

O5. **Self-service**: ensure VSP scalability through increased self-service tooling and documentation.



**All new VFS applications are built using example app / SDK**

Q2 2019:


SDK doesn't exist yet, so 0.



**Test coverage: XX% of code is covered by unit tests**

Q2 2019:


Believe this is going well, but need better instrumentation to be able to set baseline and track over time.



**Test coverage: all new VFS apps have e2e tests exercising critical user journeys**

Q2 2019:

Need to enforce critical user journeys first.



FIN

