VFS Check-In Experience Monthly Report

May 2022

Project Name: Veteran-Facing Services - Check-In Experience
Contract Start Date: September 8, 2021
Contract ID: 36C10B21D0006
Task Order: 36C10B21N00060001
Staffing Data: Team Roster
Backlog: Link to ZenHub Board
Planned Releases: Link to Github Page

Monthly Summary

The team's focus in the month of May was ensuring the Check-In Experience application rollout was successful, and application support was prioritized over feature development. The team started weekly developer support rotations to monitor and triage issues as they arose. User Experience research was conducted in remote sessions around telephone appointment check-in prototypes. Work also started on a better way to schedule test appointments in the Staging environment.
Four production releases were conducted during the month of May:
- On May 6, messaging was added to guide Veterans on where to go to update their check-in information if needed.
- On May 11, improvements to make the check-in flow smoother regardless of authentication status were released.
- On May 19, improvements to the appointment list were released to prevent Veterans from seeing an error on a late check-in.
- On May 25, improved error messaging was released to help Veterans better understand what exactly is happening instead of seeing a generic error message.

Updates/Accomplishments
Sprint 73

Dates: May 4-17
Points Completed: 57 (points include non-Agile Six Team Members)
Burndown Report: Link to burndown report

Goal: Enable Veterans the flexibility to prepare and check-in for planned healthcare services with VA that best suits their needs	
User Stories	**Notes**
#32782 [FE] Display Confirmation Page to User Who Visits Pre-Check-In Link after C	
#37986 [DUPLICATE][FE] Display Confirmation Page to User Who Visits Pre-Check-I	
#38346 [FE] Display Message when General Error Occurs during Pre-Check In	
#38679[BE] Use a custom cookie instead of Session to store the low auth jwt tok	
#38887 [UX] Update Release Artifacts	
#39270 Direct User how to Update their Contact, EC, and NOK Information	
#39273 [FE] Direct User How to Update their Contact, Emergency Contact, and Next	
#39303 [Design] Update Wireframes and Messaging for Messaging when Authentication Limit is Reached (before final attempt and at final attempt)	
#39520 Engineering Support for VISN Rollout - May 4 Sprint	
#39621 Create Performance Test Plan	
#39885 [FE] VA Text Input	
#39886 [FE] VA Alert	
#40174 [Design] Telephone Appt Prototype	
#40243 [SPIKE] Track down what CHIP work needs to be done for this ticket	
#40391 [BE] Deprecate check_in_experience_logging_enabled	
#40907 [BE] Parameter Store Configuration for Maximum Auth Limit	

#41105 [FE] Show generic error page when pre-checkin is attempted for a canceled appointment	

Sprint 74

Dates: May 18-31
Points Completed: 50 (points include non-Agile Six Team Members)
Burndown Report: Link to burndown report

Goal: Enable Veterans the flexibility to prepare and check-in for planned healthcare services with VA that best suits their needs	
User Stories	**Notes**
#35886 [Research] St. Louis Pilot Veteran & Staff Research Synthesis	
#38136 Update Error Messages	
#38483 St. Louis Research Trip	
#38570 [Research] Create Research Trip Report	
#38616 [FE] Update Error Messages Across Check-in & Pre-Check-in Apps to use standardized h1 tags	
#39696 [FE] Copy Spanish Text to JSON Files	
#40153 [Design] Review & Sync with Design System on New Multi-Language Toggle Component	
#40434 [Research] Conduct the Telephone Appointment Remote Study	
#40510 [BE] Add ability to return mock responses from LoROTA/CHIP services based on a feature flag	
#40510 [BE] Add ability to return mock responses from LoROTA/CHIP services based on a feature flag	
#40585 [FE] Move Sub-Message to Blue Box w/ Info Icon	
#40586 [FE] Add 3 Information Accordions to Expired Message Pages	
#40912 [Design] Brainstorm with Accessibility Team on new Translation DS Control	
#41088 [Design] Update Telephone Wireframes	
#41139 [FE] Display Different Message & Sub Message when Attempting to Pre-Check-in on Day of Appointment	

Upcoming Work

Providing support for the VISN rollouts
Bay Pines Research Study
Performance testing
Releasing Spanish translations