

VA



U.S. Department
of Veterans Affairs

Platform Satisfaction Survey

Q2 2020

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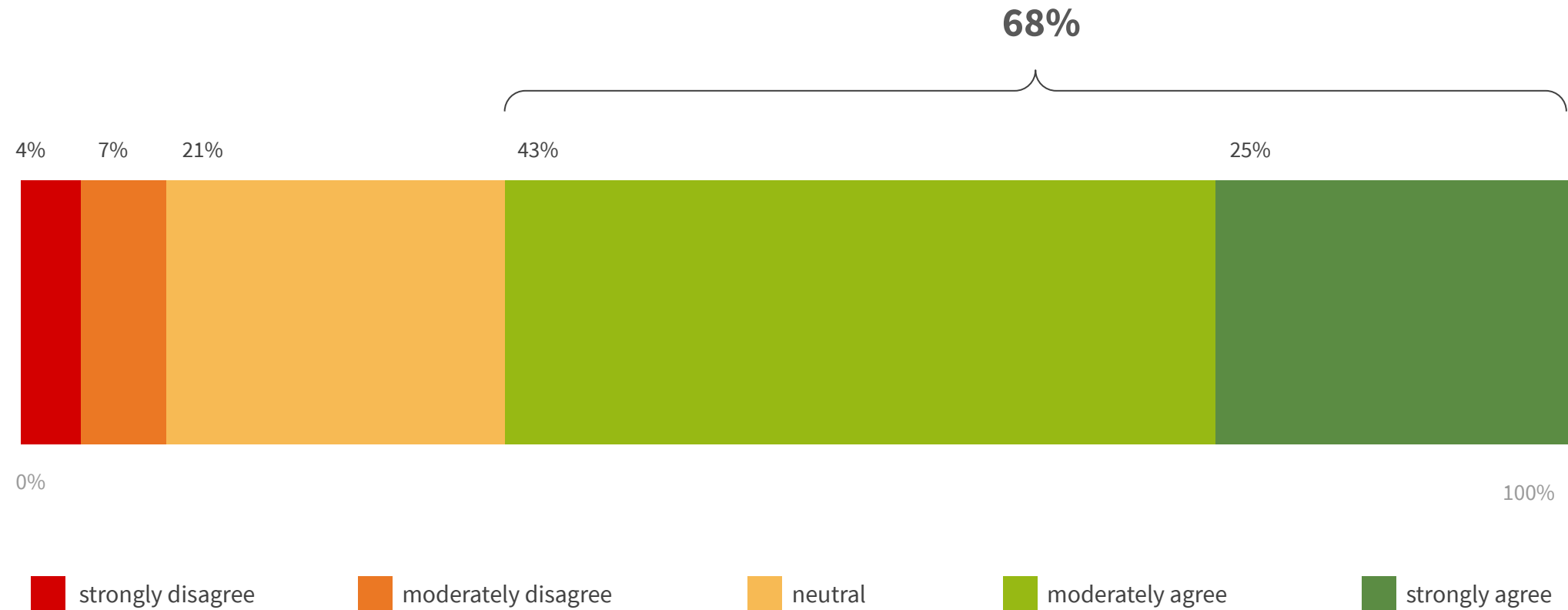
Customer Satisfaction Survey

28 responses (out of 117 participants)

Satisfaction Survey

How much do you agree with the following statement?

The Platform team helps me build quality experiences for Veterans on VA.gov.

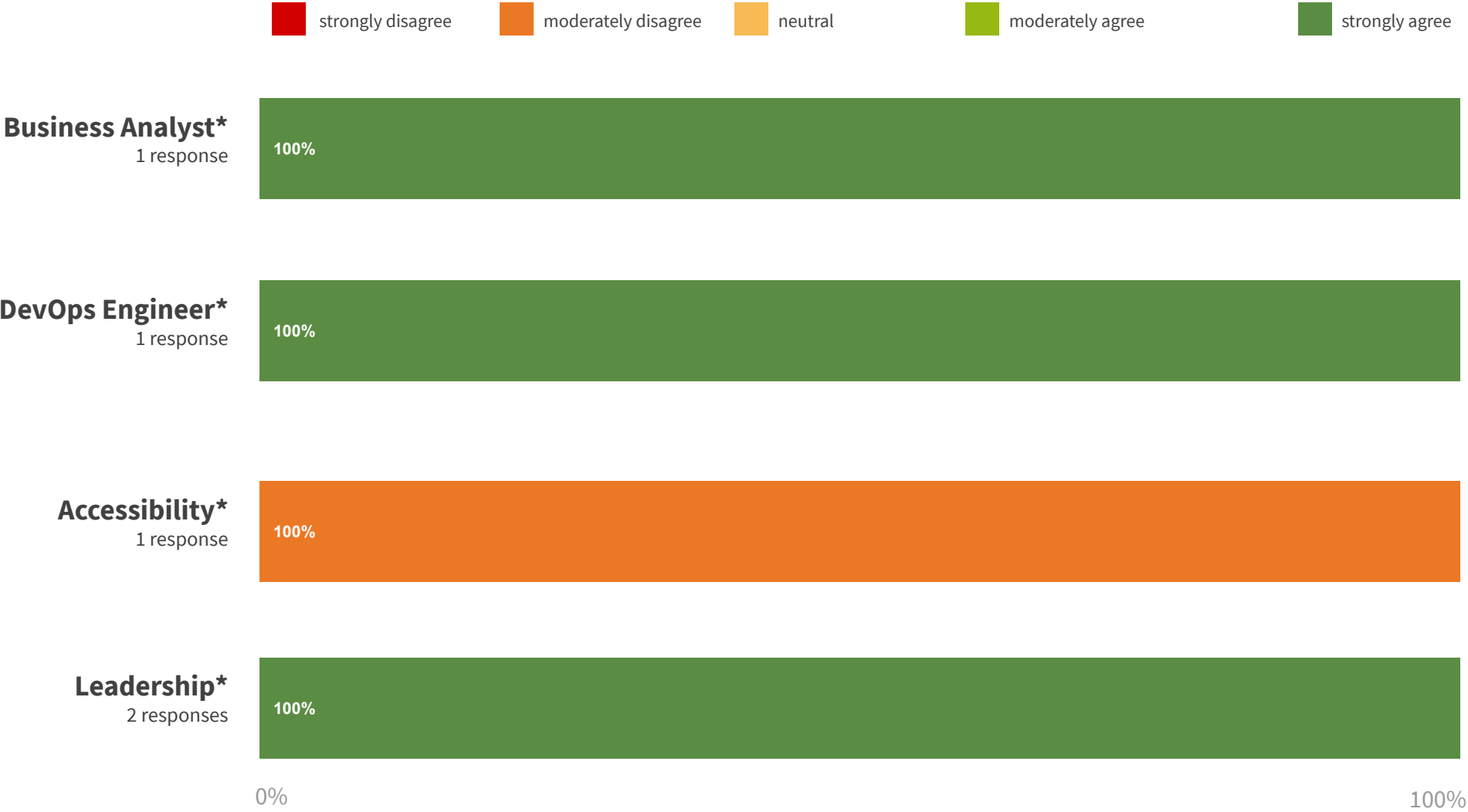


Rating per Role



0% 100%

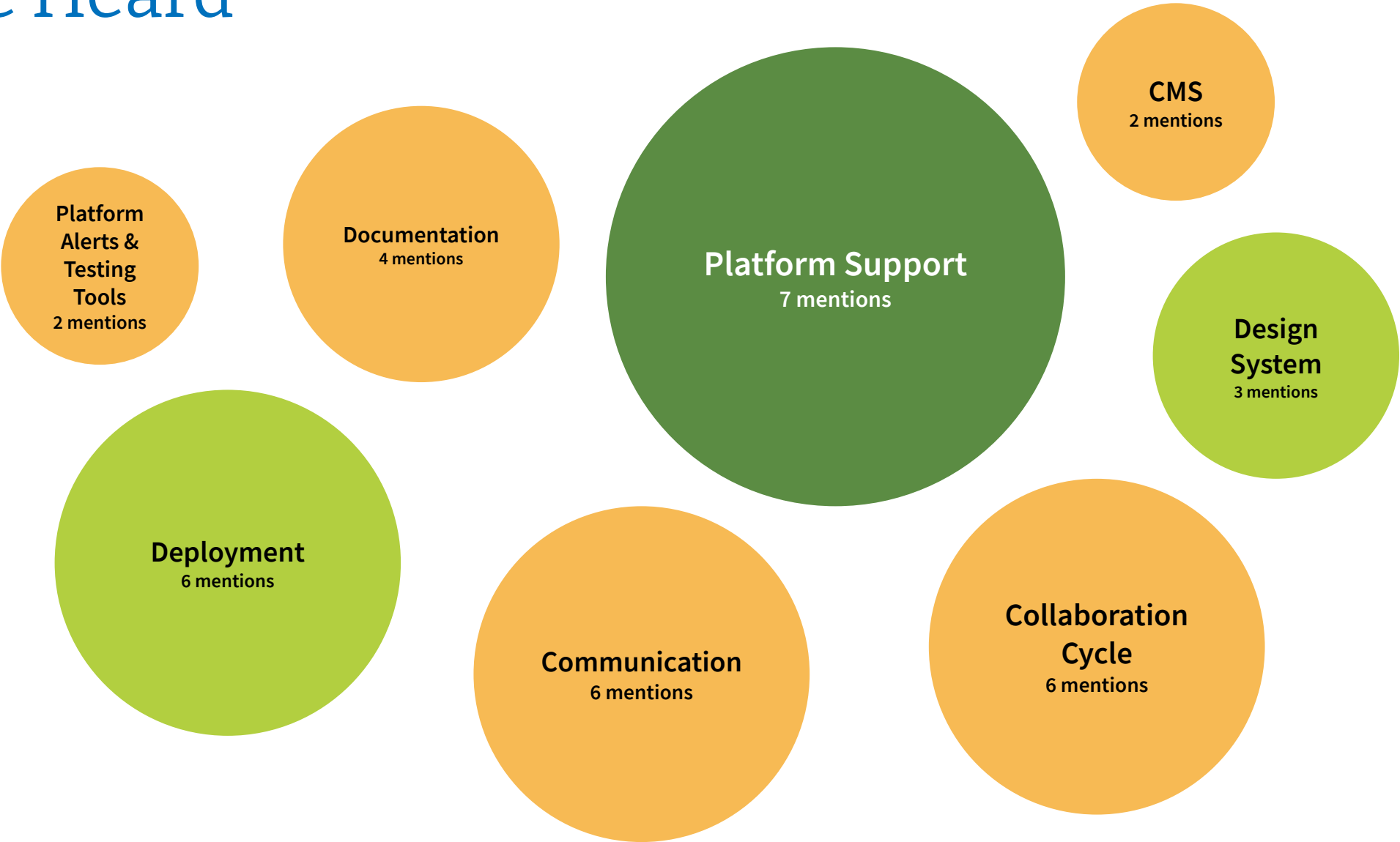
Rating per Role



What We Heard

Themes We Heard

- Going well
- Getting there
- Can be improved



Platform Support

What's going well?

“Front end platform support has always been extremely helpful.”

- *Front End Engineer #2*

“Responsiveness and Knowledge! <3”

- *Back End Engineer #1*

“I’ve not submitted much code but the code I have submitted got great ideas/feedback. It was clear there was great attention to detail”

- *Back End Engineer #3*

“Great one on one support from VSP team. Very responsive in #vfs-platform-support.”

- *VFS Leadership #1*

“Code reviews”

- *Back End Engineer #7*

What can be improved?

“Provide guidance on how/where to create issues so that they get attention, instead of asking in #vfs-platform-support”

- *VFS Leadership #1*

“I don’t understand what the proper ‘etiquette’ is for requesting a review... I’d like to be able to just know the procedure and when it’s proper to be the squeaky wheel.”

- *Back End Engineer #3*

Release and Deploy

What's going well?

“Review instance improvement have helped with feature testing prior to putting them on staging.”

- *Back End Engineer #6*

“Code reviews are going well.”

- *Back End Engineer #7*

“I love the automated checks and product owner empowerment to approve and merge PRs in vets-website”

- *Front End Engineer #3*

“Site is up, deploys are dependable, lots of the drudgery work is abstracted away from product teams, always get quick responses in platform-support.”

- *Product Manager #1*

What can be improved?

“There should be a way to push code to staging.va.gov before merging to master. Because of this, we have tons of logic in the code to prevent incomplete features from running in production.”

- *Front End Engineer #1*

“Clarify & unify CI/CD pipeline(s)”

- *VFS Leadership #1*

Design System

What's going well?

“The platform team has helped streamline some processes that were previously very messy. There's also been a lot of work to streamline the style guide as well.”

- *Designer #1*

“Formation and the forms library are being reviewed, and outstanding accessibility issues are getting attention in the coming weeks. Thank you!”

- *Accessibility #1*

What can be improved?

“Availability of reusable components, published in Formation could be improved.”

- *VFS Leadership #1*

“There’s still a lot of work that needs to be done to have things consistent from a design perspective. There’s some confusion/unneeded stress with the platform reviews.”

- *Designer #1*

Collaboration Cycle

What can be improved?

“The timing of security review for new products could be improved.”

- *Back End Engineer #7*

“The collab cycle feels very gated and anti-agile. It’s difficult to remember all the ‘to-do’s’ and to decipher between what’s ‘required’ vs. what’s ‘suggested’. ”

- *Product Manager #2*

“It seems as though there could be a lot of duplication of effort. I wonder if Product Owners collaborate enough to leverage more of each other’s initiatives? ”

- *Designer #2*

Documentation

What can be improved?

“It’s painful to find documentation and moving the documentation somewhere new will only increase the pain of broken links.”

- *Back End Engineer #2*

“I know it is difficult to keep so much up to date, but seems like there is a good bit of out of date docs, for example around SOCKS set up”

- *Front End Engineer #2*

VSP <-> VFS Communication

What can be improved?

“Most VSP engineers don’t build on the platform so they don’t understand the pain points. It’d be nice if we could find regular time to talk together. I’d love to see some sort of rotation where VSP engineers paired with VSA engineers to understand recurring pain points.”

- *Back End Engineer #2*

“I think there could be more interaction with the platform team... we really don’t get a sense for who is on the team or have any communication with them other than through GitHub or public slack channels, which isn’t very personal.”

- *Back End Engineer #4*

“[New BE Engineer] I want to have a good relationship with the VSP team and feel comfortable collaborating and knowing boundaries.”

- *Back End Engineer #3*

What can be improved? (continued)

“Want visibility into global changes that may impact individual product teams.”

- *Front End Engineer #2*

“I’d be interested in seeing an actionable follow up plan presented on these surveys. Maybe dropped in #vfs-platform-support or #vfs-all-teams that summarizes “hey these were the trends or themes we noticed from this survey, and here are the things we’re gonna do to take action on those things.”

- *Front End Engineer #2*

“Provide guidance on how/where to create issues so that they get attention, instead of asking in #vfs-platform-support”

- *Leadership #1*

Update on Q1 Pain Points

Q1 FEEDBACK

Q1 Feedback Theme	Q2 Feedback
Platform release and deploy processes can be frustrating.	<ul style="list-style-type: none">• Improvements to review instances and code reviews received positive feedback from VFS Engineers.• Some respondents said CI/CD processes should be improved.
VFS teams would benefit from clearer communication of platform standards.	<ul style="list-style-type: none">• Some respondents said communication of platform standards and changes should be improved.
Platform documentation should be improved.	<ul style="list-style-type: none">• Some respondents said findability is a pain point.
The Design System and Forms Library should be improved.	<ul style="list-style-type: none">• Respondents look forward to further improvements.

Next Steps

- Share high-level results with VFS teams.
- Follow up with VFS individuals who identified themselves.
- Discuss with VSP teams and DEPO potential approaches to investigate pain points.