

Who We Are

We are a team with responsibilities across VA.gov, including public-facing content, benefit hubs, global menu, onsite search, and Find a VA Form experience.

Current Focus	Next 6-8 Weeks
<p>Goals: Increase the use of self-service tools and decrease the time users spend waiting for an outcome</p> <ul style="list-style-type: none">• 2 initiatives close to launch: MVP version of Find a VA Form Search experience, and Yellow Ribbon Participating Schools (also MVP).• Content team: engaged in a tiered approach to rewriting, redirecting, and (in some cases) retiring content.• Board Appeals Options Clarification• Support: coronavirus chatbot & FAQs, Static 686 page, Caregivers' 10-10CG Form work continues	<ul style="list-style-type: none">• (starting now) Update benefit hubs content to enforce a maximum of three "levels" of content• Implement 'left nav' to benefits pages• (tech discovery) Find a VA Form - Form Details Landing pages• (starting now) Process to allow stakeholders to easily update Rates info throughout various pages• DEPO percolating: Interim step towards templating benefit hubs, onsite search 2.0 <p>Concerns Critical initiatives or support items that can delay our planned projects.</p>

Impact to Other Teams

Will continue our support for other teams' initiatives. No "breaking changes" anticipated with our current initiatives.