

Collaboration Cycle v1

Final Insights

Gathered research

VFS Research

- 8 directed interview inquiring about:
 - General experience with new Collaboration Cycle
 - Specific Collaboration Points
 - Collaboration Point Tracker
- Qualitative survey

See Readout

DEPO Workshops

3 workshops
See Mural

VSP Workshops

- 1 reviewer retro
- 5 workshops

See Readout

Final Insights

How we went about it

- **Combined** feedback from VFS, VSP and DEPO
- Grouped all feedback into themes
- Looked at those themes through the lens of DEPOs strategy for 2020
- Wrote questions asking **how might we** solve those pain points
- Prioritized those questions to start finding opportunities for solutions

Aligning with DEPO

DEPO Strategy for 2020

Make the VA.gov platform scalable and get serious about VA.gov product quality

To make the VA.gov Platform more scalable

How might we...

- make running tests for 508 and QA easier, automated or self-serve?
- adapt the collaboration cycle process for projects of different sizes?
- make collaboration cycle process more self-serve?

To get serious about VA.gov product quality

How might we...

- encourage teams to follow the process by adapting it to projects of different sizes?
- better communicate the intent of each collaboration point and reduce confusion?
- integrate QA and Accessibility into the collaboration cycle?
- get buy-in from DEPO team leads on iterative collaboration cycle planning?
- fit collaboration points into VA's processes and standards (i.e. recruiting usability test participants, meeting pre-set deadlines)?

Next Steps

- Begin solutioning and ensuring that we can satisfy our "How might we's" with Q4 planning
- Drafting product outlines for those solutions
- Determine how to measure success

Discussion



Thank you.

Appendix

Organizational tension and lack of clarity of roles

- "Definitely have felt tension with VSA teams more than any other team, which feels strange because they were so involved with building the process. Wondering how we can build good-will with them."
- Anonymous
- "Does VSP have the final call? Does VSA? Are these entities on equal footing?"
- Anonymous
- "Tension (with VSA) felt in meetings and other channels (ex: VSA teams taking content feedback when they've already written things."
- Anonymous

Timing Issues

Timing Issues

- General timing
- Content & IA timing
- Engineering touchpoints
- Big review meeting timing
- "We might want to consider moving the "review" meeting to after the product team has reviewed the tickets and can address some of the bigger recommendations [in the meeting]."
- Anonymous
- "Accessibility feedback is often pretty technical and having a VFS dev there could be beneficial."
- Anonymous
- "The Design practice meetings are great. Before designers were getting random feedback from different people."
- Designer
- "Our tech lead thinks VSP has been reasonable in removing unnecessary steps. Feels like a lot more meetings but there are short, concise."
- Designer

Documentation doesn't account for all scenarios and edge cases

- One-size-doesn't fit a
- How do we grand ex and what are except

Documentation doesn't account for all scenarios and edge cases

- "Think QA was done better before. Seems like it's not called out in the same way."
- Product Manager
- "QA is so disconnected from the cycle. People don't know what to do w/ QA"
- Designer
- "Wasn't clear who needed to write Testrail test cases."
- Product Manager

Did we prematurely ask for a 508 spot check? Did we ask for accessibility too soon?

- DEPO, Collaboration Cycle v1 Research

Tracking and accountability

Tracking and accountability

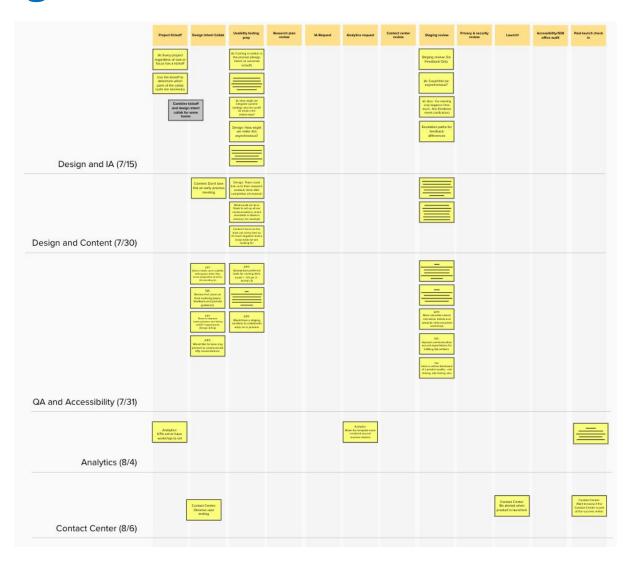
- What exceptions have granted
- When are products launching?
- Follow up with collab feedback
- "The reviewers don't always align. There'll be conflicting feedback in the tickets."
- VSA Lead
- "There is a missing linkage between cycle and value to vets. If we see that we can prioritize appropriately and communicate to stakeholders."
- DEPO
- "I have come away from feedback sessions overwhelmed due to all of the voices in a short 30 minute period."
- Anonymous
- "My team feels exhausted and intimidated by it. It feels like all of vsp is management with so many voices and rules that it stifles our inspiration."
- Anonymous

Scalability problems

Scalability problems

- Too many meetings
- Missing topics and piec from the collab cycle
- the more we do the hea gets
- "My DEPO has concerns about how this can impact time of deliver. Feels process and meeting heavy. Not agile. Do more asynchronously."
- Product Manager
- "Hard to do rapid iteration, making small changes, getting feedback. Scheduling of meetings feels the most burdensome"
- DEPO Lead
- "[The experience] feels like a one-size-fits-all that doesn't in fact fit all situations or product types."
- Anonymous
- "It's really confusing and we inevitably miss something which frustrates VSP and makes our team feel bad"
- Anonymous
- "I've really struggled with it because it seems inflexible, confusing, and not supportive."
- Anonymous

Final Insights



How might we...

- Adapt the process for projects of different sizes?
- Provide more early guidance to developers?
- Standardize when and how we provide Accessibility feedback?
- Coordinate with DEPO team leads on V2 planning?
- Further explore pain points around timing reviews to align with teams' release plans?