# **Welcome back AJ, a debrief**

***Goal***: Debrief AJ on the team happenings, successes, process changes/updates, in-flight work and upcoming endeavors.

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## **Team Updates**

## **Status**

* **Erik** left Ad Hoc on Friday, 12/3
  + Provided feedback that he felt many times that the Engineers were left out of conversations and decisions that would have benefited from their perspective, knowledge and experience.
* **Zach** (Profile team) left GCIO on Friday, 12/10
  + He has a farm & wanted to do that full time!
* **Tressa** left VSA on Friday, 1/14
  + She went to another project re: Forest Service team
  + **Update**: Tressa left Adhoc on 3/9
* **Tom** Harrison, New BE for Profile team, joined on 12/10
  + Will be BE for My VA team as well.
  + See Lihan’s update below
* **Adam Whitlock**, FE from Content Localization team
  + Joined Profile team during the end of 2021
* **Angela Agosto** - Designer, joined Ad Hoc and our team on 1/31
  + Jumped right in, doing so great!
* **Marci** - Left GCIO on Friday, 4/1
  + **Joined Adhoc** on Monday, 4/4!
* **Sharon Kasimow** - New GCIO PM for Profile team on 4/4
  + Replacing Marci
* **Lihan -** Moving from My VA to 10-10 team (formerly Caregivers)
  + Tom Harrison, BE for Profile, will support both teams since there isn’t much on My VA side.
    - **Don't forget to add Tom to team routines**
  + We haven’t had much for Lihan to do really, he has been assisting other teams most of the time.
* **AE/VSA**
  + Transition documents had to be created, even though we were staying - Links at the bottom of this document

## [**#31611 My VA Enhancements - Benefit payments & debts section**](https://github.com/department-of-veterans-affairs/va.gov-team/issues/31611)

### **Current status**

* GH label: my-va-dashboard
* A new “Benefit payments & debts” section is being added - [Project Folder](https://github.com/department-of-veterans-affairs/va.gov-team/tree/master/products/identity-personalization/my-va/payment-history)
* The new section outlines
  + # of outstanding debts owed by user to VA
    - Manage your VA debt link
  + Recent Payment amount, deposit or check details
    - Date
    - Payment type (ex: Pension, Education, Compensation, etc)
    - View your payment history link
  + Manage your direct deposit link
* Notes:
  + Whole Bp&d section will not display if user has never received a payment from VA
  + If user has no outstanding debts, we will display a message “Your VA debt balance is $0”
    - In this case, we will display a “Learn about VA debt” link, along with the Direct Deposit link
  + If user has ever received a payment from VA, but has not received anything in over 30 days, we will display a message “You haven’t received any payments in more than 30 days.”
    - In this case, we will display a View your payment history link, along with the Direct Deposit link
  + [#38858](https://github.com/department-of-veterans-affairs/va.gov-team/issues/38858) - Additional analytics added to track API success and fail calls for Disability rating, next appt, and recent payment.
  + QA was delayed about 3 weeks due to the Payment History not loading properly. GBS was the dependency, and couldn’t initially understand why it was a big deal.
    - Resolution: Restart server “sharecb8”
      * That loaded the payment histories again, but the date was missing from the most recent payment. So we couldn't pull it in.
    - Resolution: after about a week, BGS restarted the connection between the Database and the Web Service - The JNDI.
      * This worked! I saved that info for future reference..
  + Staging review went well with 8 minor tickets (no MUST DO tickets)
    - 7 of the 8 tickets may be resolved by 2 other tickets
      * Adding Alt text to alert box icons
      * Adding copay information to the section, potentially redesign/adding more details (see copay notes below)
    - The remaining ticket is for IOS screenreader issues that is being worked on in Sprint 71 (4/6-4/19)
  + **We are currently in UAT phase, all other work has been completed** (see [Collab Cycle checklist](https://github.com/department-of-veterans-affairs/va.gov-team/issues/33299) for links, tickets and notes from each review touchpoint)
* **RE: Adding Copays to this section**
  + In March, it was determined that we should add details about copays in this section as well.
    - The Debt Res team is combining the VA Debt and Copays info onto one Debt Portal
    - We are combining research efforts and coordinating the launch to go at the same time for a cohesive experience
      * Our redesign (See note below for Version 2) will need to have its own research, perhaps combined with updates to other sections.
    - This will get released after the Bp&d work
    - Now that additional designs are being explored as a ***Version 2*** of the Bp&d section, this has become a bit bigger than originally thought.
    - Samara will want this to go through the Collab Cycle process after next week’s regroup
  + Side note about this Version 2 redesign, it may resolve 3 of 8 Staging Review tickets for the initial Bp&d section.

### **Strategy**

For discussion/possible forward path - [Exploratory designs](https://www.sketch.com/s/418ca6f6-cc24-4496-82aa-9deda03b08f6)

* Include home loan debt
* Make available for Survivors and/or Caregivers

## [**#30611 On-site Notifications**](https://github.com/department-of-veterans-affairs/va.gov-team/issues/30611)

### **Current status**

* GH label: onsite-notifications
* Sprint 61/62 - Pivoted work on MVP, after Samara re-assessed project
* [On-site Notification MVP](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/notifications/vagov-notifications/mvp/README.md) - A single, actionable Debt notification with no personalized info (something like “You have a new debt. Manage your VA debt”) with link to the debt page
* For Analytics, we will track the link-clicks of course, but you may want to consider tracking the ‘dismiss’ clicks too. See how many users close the notification, might tell us that it isn’t a helpful feature after all.. Who knows.
* Initiative delayed due to VA Notify having contracting issues
  + This happened right after you left, we found out on 11/30 that the VA Notify team contract expired and they could not engage at the time.
  + 1/10 - Touched base with VA Notify, and discussed technical details
    - However, it seems the contracting issues are persisting, and priorities competing.
    - I captured some [**meeting notes**](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/notifications/vagov-notifications/mvp/product/Mtg%20Notes%201-10-21%20-%20VA%20Notify-AE%20My%20VA%20-%20Bi-weekly%20Sync.md)
  + Contract was transferred to Oddball, and VA Notify team is all new (with the exception of Beverly and Paras)
  + 2/15 - talked with the new teammates, and they had good questions! Next call is 3/15 where I am hoping we can get on their prioritized work for March.
  + 3/15 - [Meeting Notes](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/notifications/vagov-notifications/mvp/product/Mtg%20Notes%203-15-22:%20VA%20Notify-AE%20Biweekly%20Sync.md). Looks like the VA Notify team will research our API details and hopefully start work in First of April!
  + 3/29 - [Meeting notes](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/notifications/vagov-notifications/mvp/product/Mtg%20Notes%203-29-22:%20VA%20Notify%20%26%20AE%20bi-weekly%20sync.md). VA Notify team should be able to start the work soon. They expect to know the timeline/effort in about a week. (I will touch base with Melanie Jones-PM next week).
  + Next meeting - 4/13
* Invitees:
  + Tom Harrison
  + Angela Agosto
  + elissa.folk@oddball.io \*
  + ian@docme360.com \*
  + ian@oddball.io \*
  + jacob@docme360.com \*
  + jesse.anderson@oddball.io \*
  + kyle.macmillan@oddball.io \*
  + Liz Lantz
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  + Taylor Mitchell \*

### **Strategy**

For discussion/possible forward path - [Exploratory designs](https://www.sketch.com/s/418ca6f6-cc24-4496-82aa-9deda03b08f6)

* Additional notifications
* Move in-line section notifications to the top of the page (i.e. Health care unread messages)
* Notification hub
* Personalized info in the notification
* Direct link to perform the action
  + Rather than to another page to perform action

## [**#39141 Health Care updates to add new facilities to Cerner**](https://github.com/department-of-veterans-affairs/va.gov-team/issues/39141)

### **Current status**

* GH label: my-va-cerner-alert
* Epic and tickets created for the known roadmap of health care systems that are moving to Cerner
  + The Health Care systems have multiple facilities.
  + The Facility IDs share the number, with some having appended letters - i.e. ID 757, 757ga, 757ha, etc.
  + When we pull the facility ID, we would consider all facilities with the related number to be included in the Health Care system.
* Some facility IDs are not known at this time, should reach out to the #health-care-products-all-teams channel for these
* As of March 28, we are showing a static message to include 3 health care systems (Spokane, Walla Walla and Columbus)
  + We did not get enough lead time to decide on a good, scalable design/logic decision
* On Friday 3/25, it was discovered that the key-value pair “isCerner=true/false” is not reliable from #public-websites
  + We have reached out to them (David Conlon, Linda Li, Trent McDole) for info/assistance
  + Our follow-up [**Ticket #39218**](https://github.com/department-of-veterans-affairs/va.gov-team/issues/39218) and the [**Slack conversation**](https://docs.google.com/document/d/1SjynxNhxjm8RmJcSW7n0txA6LGGH8ErjFJBoNq801uQ/edit)
    - **Story short:** Public Websites team is changing the way they store and manage Cerner facilities in the codebase. They will coordinate with us for setup and testing to ensure we can pull the accurate data and use it in our alert. The alert will need to be revisited for FE coding and copy - hoping to go back to a dynamic alert to display the health system or facilities.
* Not big enough to require Collab Cycle or Project folder (yet)

## [**#38967 Audit of conditional states**](https://github.com/department-of-veterans-affairs/va.gov-team/issues/38967)

### **Current status**

* GH label: my-va-audit
* We do not currently have documentation that hold all “if/then” conditional states of each section on My VA.
* We created an epic for this audit
* There is a ticket for each section to be audited
* Not big enough to require Collab Cycle or Project folder (yet)

### **Strategy**

For discussion/possible forward path -

* Once the audit is complete, the team will need to discuss if/how we can simplify/reduce/remove the conditions to make the management of My VA easier for iterations to come.

## **Additional projects/features/information**

* **FYI** - during Design Intent for payment info section, they did not like that we wanted to add a yellow background and icon to the “# of outstanding debts” alert box or On-site notification alert box.
  + We submitted a proposal to the Experimental Design process, proposal ticket is [#606](https://github.com/department-of-veterans-affairs/vets-design-system-documentation/issues/606).
  + Our tickets are [#34047](https://github.com/department-of-veterans-affairs/va.gov-team/issues/34047), [#34095](https://github.com/department-of-veterans-affairs/va.gov-team/issues/34095), [#34467](https://github.com/department-of-veterans-affairs/va.gov-team/issues/34467).
  + Proposal review went ok, the Design System team seems to think it may be considered as a mod of existing alert style.
    - They are very interested in how our research sessions go
    - Research went ok, but the common feedback was that the alert did not call itself out enough.
    - We switched back to the regular warning style and will check that out in UAT.
    - More exploration being done by Angela on alert and error styles on My VA
* [#34548](https://github.com/department-of-veterans-affairs/va.gov-team/issues/34548) Revisit of “VA benefits you might be interested in” section
  + Reworded to “Explore VA benefits and health care”
  + All 3 info blocks show at all times, regardless of status, benefits, etc
  + This is in PRODUCTION
* [#35823](https://github.com/department-of-veterans-affairs/va.gov-team/issues/35823) Link for Request for travel reimbursement added to Health Care section
  + This is in PRODUCTION
* [#36076](https://github.com/department-of-veterans-affairs/va.gov-team/issues/36076) Text updated on the Health care - Unread Messages box
  + The text now reads “"You have n unread messages. [View your messages]."
  + The “View your messages” text is the link to the messaging page
  + [#38304](https://github.com/department-of-veterans-affairs/va.gov-team/issues/38304) Updated logic to show “Send a secure message to your health care team” when there are no unread messages **or** the user has not used the messaging system.
    - This eliminates the text saying “You have 0 messages. View your messages”
  + **These changes will be released with the Payment Info section**
* FYI - [Collab Cycle](https://depo-platform-documentation.scrollhelp.site/collaboration-cycle/Touchpoints.1768423528.html) has changed a little bit
  + Content/IA review and Research review are both new touchpoints
  + 508 Accessibility audit is no longer applicable, however there is still a process to inform 508 office of any known accessibility issues deployed into production.
* New [**TUD** (Test user database)](https://tud.vfs.va.gov/) has been created but you need to have SOCKS running to access it.
  + This is a dashboard that includes staging test users, credentials, whether someone is logged in with it, and attributes
  + The staging test user document in GH is still there. It is just getting harder to maintain all the diff places that there are users and credentials
  + Link to TUD - <https://tud.vfs.va.gov/>
  + About TUD - <https://depo-platform-documentation.scrollhelp.site/developer-docs/Using-the-Test-User-Dashboard.1910702416.html>
  + How to setup SOCKS (required to access TUD) - <https://depo-platform-documentation.scrollhelp.site/getting-started/Internal-tools-access-via-SOCKS-proxy.1821081710.html>
  + TUD Survey - <https://adhoc.optimalworkshop.com/questions/z2roj1vm>
* [#34250](https://github.com/department-of-veterans-affairs/va.gov-team/issues/34250) Per request from Jimmy MCConnell, Lihan reviewed all endpoints and confirm our (AE and Profile) ownership
* Created [My VA Opportunity Solution Tree](https://app.mural.co/t/vsa1228/m/vsa1228/1640796969974/c19e17764e91f7a0b36062518f83e7127c869595?sender=u5ad49c107baa41137f271007) for opportunities on future state of My VA
* Created a [User Journey](https://app.mural.co/t/vsa1228/m/vsa1228/1644512005686/87bb530334fc18cb35214a9e0fa5c35a7c24612c?sender=u5ad49c107baa41137f271007) to identify opportunities and assumptions for making My VA the logged-in Home page
* Tressa created [Exploratory designs](https://www.sketch.com/s/418ca6f6-cc24-4496-82aa-9deda03b08f6) for thoughts on how My VA might evolve with more information becoming available
  + Angela looked at these and we talked with Samara
  + Decision to wait until after My VA is redirected logged-in home page so we can get more data and analytics
* All the Collab Cycle tickets for each initiative are captured in the epics, as well as in the Checklist under the corresponding epic.
  + I linked to all artifacts in each checklist, so that you would have all the references you needed
    - [#33299 Checklist for Payment Info](https://github.com/department-of-veterans-affairs/va.gov-team/issues/33299)
    - [#32557 Checklist for Onsite Notifications](https://github.com/department-of-veterans-affairs/va.gov-team/issues/32557)

## **Team docs**

* **ToT slides** are now submitted in #team-of-teams-slide-collection channel
* [Retro Boards](https://docs.google.com/presentation/d/1x5PbRdSaIxqXyuv6qSgILalgS6gKWMfAh6bb3VMUMyQ/edit#slide=id.g10b7a3fd1ac_0_0) (Slide deck with all boards)
* [Sprint Report - Internal sheet](https://docs.google.com/spreadsheets/d/1ncWKCNacKUC1bqKZ8-aNtzV8UEv_063vpgOxSUsOr3s/edit#gid=700462138) (your document shared with me)
  + Sprint reports are now due on Tuesday afternoons
  + You must have a clear explanation of why planned work was not completed
  + Do not include unplanned work that was not completed
* [ToT slides](https://drive.google.com/drive/folders/1TspT__FCQg--w8Cls4E-Q358yf5LfqYq?usp=sharing)
  + Upload slides in **#team-of-teams-slide-collection** channel
* [Sprint Tickets](https://github.com/department-of-veterans-affairs/va.gov-team/issues?q=is%3Aepic+%22authenticated+experience%3A+sprint%22+) and [Milestones](https://github.com/department-of-veterans-affairs/va.gov-team/milestones)
  + Sprints & Milestones created up to Sprint 73 (5/4-5/17)
* **A new location for Demos & Sprint Reports has yet to be created and communicated**
* Tressa created [My-VA-Tressa Notes document](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/my-va/product/my-va-tressa-notes.md)
  + Rough outline of what exists on My VA (up to January 2022)
* Transition documents created (referenced in Team Updates above)
  + [Team transition](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/my-va/Authenticated%20Experience_My%20VA%20-%20Team%20README.md)
  + [My VA Product](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/my-va/Authenticated%20Experience%20-%20My%20VA%20UX%20research%20and%20design%20hub.md)
  + [My VA redesign](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/my-va/2.0-redesign/My%20VA%20redesign%20-%20UX%20research%20and%20design%20hub.md)
  + [Payment Info](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/my-va/payment-history/My%20VA_Payment%20Information%20Payment%20Information%20-%20-%20UX%20research%20and%20design%20hub.md)
  + [Onsite Notifications](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/identity-personalization/notifications/vagov-notifications/mvp/My%20VA_On-site%20Notifications%20-%20UX%20research%20and%20design%20hub.md)