What’s New User Interface

Step 3 Implementation Plan

[Epic 4313](https://app.zenhub.com/workspaces/va-mobile-epics-636d76f8c818bf0010e50a41/issues/department-of-veterans-affairs/va-mobile-app/4313)

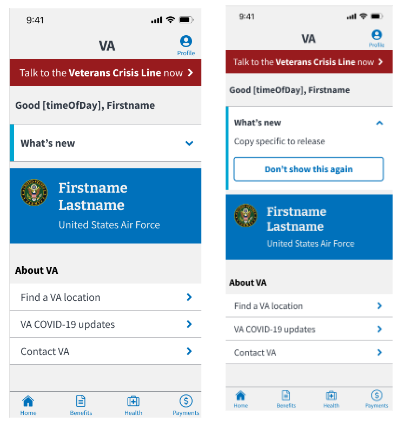
## Goal

Proactively make Veterans aware of new features and changes in the VA Health and Benefits app. Currently Veterans are not showcased what changes were made in the app after a new version or feature is released. This will make Veterans aware faster and believe it will drive adoption and engagement within the app.

Currently, the only area that has information on new content or changes to the app is in the What’s New section in the Apple / Android App Store.

What’s New UI will use an existing component to show the Veteran upon successful login informing them the App had changes / new features. User will click the component to expand the box to see the copy written for that release. Veterans will also see a do not show again button which upon clicking will never see the What’s New UI associated with that specific release.

## Design, Research, & Content

Design, research and content of this project has been completed and consolidated in to the following documents: 

* [Product Canvas](https://docs.google.com/presentation/d/1prv80llooWqePfLBMkA2TJlBAV4Ce_qo_ybnCh0Z2fs/edit#slide=id.g156967b1894_0_0)
* [Sprint 0 Product Brief](https://docs.google.com/document/d/1h3Yigd3Hgj8pH9atDWlxiDAjTyCWR9t6BNoxHfHhcac/edit#heading=h.mnq6vtjqteg4)

Zero dependencies on functionality, data, or other needs from teams outside the mobile app team.

What's New UI will appear when there is a copy associated with the release the Veteran is on of the VA Health and Benefits App.

The Veteran will see the What’s New UI toward the top of the app, upon successful login. The Veteran can click the What’s New alert in which they will be taken to an expandable component with more information.

Veterans have the option to dismiss the What’s New full panel in which the What’s new UI will continue to appear. Another option is to click a button indicating not to show the user again, which would not show the What’s New UI for that release again. To use a button to determine not to show the message again vs systematic rules was influenced by accessibilities needs in which we need to be clear to low / blink Veteran users when the UI will go away.

For the content of What’s New UI, only copy will be available in V1 so no images or videos and will only allow sentences within the component being used. The content for What’s New UI is dependent and associated with a specific release version. This enables the usage of What’s New UI to only be used for specified releases. For example, if the release is just for general changes and bug fixes, then the What’s New UI is not needed as it does not communicate any relevant information to the Veteran. The decision of using What’s New UI and content will require a change to the Release Process by adding a step to create relevant copy on what is included in the new release.

For V1, What’s New UI will be displayed for all VA Health and Benefit App users and regardless if the copy is related to a service they have accessible to them.

In the event that the Veteran user is eligible to see the Encourage Update UI and the What’s New UI, the Veteran user will only see Encourage Update UI. Purpose is to keep the focus on encouraging an app update to get the most out of the mobile app.

## Process

**Technical Approach**

Changes will be global within the VA Health and Benefits app. What’s New will be added at the component level to improve ease of implementation, testing, and future expansion. We will be using a feature flag for this feature.

**Out of Scope**

* A/B Testing
* Ability to see past release information
* Other What’s New communications/notifications
* Images / short videos
* Onboarding user into the app / feature
* New component creation

**QA Strategy**

Testing will include at least the following:

* Validate What’s New UI content appears in mobile as expected
* Verify What’s New UI remains after user selects Close button
* Verify What’s New UI disappears after user selects do not show me again
* Validate What’s New UI content does not appear on an app version not associated with Whats’ New
* Validate data is being stored and tracking appropriately

The user story for QA Test Plan can be found [here](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4564).

**UAT Plan**

Because we are not testing any Veteran-specific data that we are unable to access with test users, we are not planning formal UAT for this feature. If we find any areas during implementation that we see as particularly risky, we will plan extra testing in that area.

**Timeline/Resources**

| **Ticket Estimates** | (X points) |
| --- | --- |
| **Resources Needed** | FE, UX, QA, Copy |
| **Est # of Sprints** | 1 for FE |
| **External Team Impacted** | No |
| **Risks** | * Navigation Redesign * Testing strategy * Bugs / findings while implementing |

**Tickets**

| **Ticket Name** | **Team** | **Ticket Number** |
| --- | --- | --- |
| Epic | Ad Hoc | [4313](https://app.zenhub.com/workspaces/va-mobile-epics-636d76f8c818bf0010e50a41/issues/department-of-veterans-affairs/va-mobile-app/4313) |
| What's New UI (WNUI) | FE | [4561](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4561) |
| Whats New UI UX Work | UX (Lauren) | [4611](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4611) |
| Whats New UX Copy | UX (Misty) | [Figma](https://www.figma.com/file/LKmqgew3L2nSBl0qF6YOwI/%F0%9F%94%8D-Home2.0---Working---VAMobile?node-id=308%3A1938&t=hi91OU8ePHCygrjl-0) |
| WNUI Copy Management | FE, UX | [4562](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4562) |
| Prioritize Encourage Update over WNUI | FE | [4623](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4623) |
| Data Tracking | FE | [4563](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4563) |
| QA test Plan | QA | [4564](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4563) |
| Release Procedure Update | Product | [4565](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4565) |
| Pre-Launch Procedures | Product | [4566](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4566) |

**Data Tracking and Monitoring**

Currently there is no tracking or monitoring for What’s New UI as the functionality does not exist. Further there isn’t a current baseline or other similar data to be used to help further define V1.

Given this, we will be adding data monitoring to V1 in order to create a baseline and establish data to help support future endeavors and discussions.

Data that will be tracked:

* How many Veterans clicked the What's New UI alert to access the full panel to see more information for a release
  + WhatsNew\_MoreInfo
* How many Veterans in the What's New UI Panel clicked Close button for a release
  + WhatsNew\_Close
* How many Veterans in the What’s New UI Panel clicked do not show me again for a release
  + WhatsNew\_DontShowAgain

[**Pre-Launch Activities**](https://github.com/department-of-veterans-affairs/va-mobile-app/issues/4527)

**App Store Updates**

Update the What's New section to include information on this feature. App’s description or images will not be impacted. This [user story](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4566) will track this work.

**Call Center Documentation**

Call Center documentation will be updated once closer to completion of the feature. This [user story](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4566) will track this work.

**Release Notes**

Release Notes will be written once closer to completion of the feature. This [user story](https://app.zenhub.com/workspaces/va-mobile-blue-team-63483d4e9ff9282a04fef8a3/issues/gh/department-of-veterans-affairs/va-mobile-app/4566) will track this work.

**Post Launch**

Verify data tracking is working successfully in production. Additionally track and review metrics for haptics use in order to plot future enhancements. Review App Store reviews for references to haptics.

Review expanding haptics and overlapping with data in order to prioritize future enhancements.

**Stakeholders**

* VA Mobile POs - Chris Johnston & Rachel Han
  + This feature involves changes to in-app functionality only so external groups should not need to be notified, apart from updating the [VA App Store](https://mobile.va.gov/app/va-health-and-benefits) content and updating Call Centers.
* Ad Hoc Contacts
  + UX - Lauren Russell
  + Copy - Misty Milliron-Grant
  + PM - Adam Bischoff

**Questions**

* Will the What’s New functionality appear for every release?
  + We have the ability to determine when and what to show for What’s New. This means that its not required for every release to use What’s New functionality. It should only be used for when its relevant and impactful. Example if the release contains items not pertinent to the Veteran user, Whats New functionality will not appear.
* What happens if Veteran is eligible for both Encourage Update and What’s New
  + UI logic will be added to only display Encourage Update to drive a single call to action for the user and reduce confusion with thinking if What’s New is related to the changes made if they update their app from Encourage Update

## Step 3 Gate Review

Once the implementation of this feature is mostly complete, we will have the Step 3 Gate Review to discuss moving to Step 4 (Launch). During that review we will do the following:

* Review any bugs that we will launch with
* Review phased release plan
* Review success measures and monitoring plan