

Name	Type	Original function	Current/future function (if different)	Data owner	Data sources	Compensation	Data processing	Start date	End date
App Store Connect	Data collection	Collects analytics data, release processes, user/test management from App Store. Data can be volatile - can wait 4-7 days after month close for		Connected Care	App Store	\$99/year for developer accounts. I think VA pays	N/A	7/1/2021	present
Data Dog	Data collection	Track contact info, monitor error rates, more accurate on error count and latency compared to Firebase. Logs pushed by the API to ID whats	Pull into CXI data warehouse	OCTO	Mobile API errors	no data - OCTO pays	N/A	7/1/2021	present
Firebase	Data collection	Pulls data from mobile app for Android, iOS, and web. Exports data to Google Analytics. Useful for quick counts. Events do not always log the same day they actually occur; this can be due to internet connection issue on the app users' device as well as Firebase server processes.		VAHB Mobile Platform team	Mobile app	Free tier	N/A	7/1/2021	present
Google Analytics	Data collection	Pulls same data as Firebase. Firebase exports the data to Google Analytics instantaneously (no lag time). Allows for more customized reporting. Data can be volatile - can wait 4-7 days after month close for data to settle.		OCTO	Firebase	no data - OCTO pays	N/A	7/1/2021	present
CXI Data Warehouse	Data processing	To be used in place of Big Query; to power PowerBI dashboard	To be built out	VES	Google Analytics, Data Dog, (tbd) Firebase, Google Play Console, Google Play, App Store Connect, App Store	no data - OCTO pays	Automated	N/A	N/A
Feedback Hub	Data reporting	Collects data from Reddit, Appstore and Google Play. Conduct queries based on key words or		VAHB Mobile Platform team	Reddit, App Store, Google Play	Heroku hosting - no data - OCTO pays	Automated	2/15/2024	present
GitHub In-app Survey	Data reporting	Contains findings from the in-app survey.	Deprecate after PowerBI dashboard	VAHB Mobile Platform team	In-app survey	Included with Github costs	Manual	7/15/2025	7/26/2025
GitHub Monthly Report	Data reporting	Manual pull of monthly Mobile metrics from multiple data sources.	Replacing Looker for the timebeing, until PowerBI up and running. Deprecate after PowerBI dashboard developed.	VAHB Mobile Platform team	Appstore, Google Play, Firebase, Google Analytics	no data - OCTO pays for the Org	Manual	2/1/2025	6/30/2025
PowerBI	Data reporting	Mobile platform users frequently utilize the dashboard for metrics gathering and reporting. Chosen instead of Domo due to cost.	To be built out	VAHB Mobile Platform team	CXI data warehouse	no data - OCTO pays	Automated	3/16/2021	present
App Store	User facing tool	Collects iOS app store reviews submitted by Apple App users.		Connected Care	User reviews	no data - I think VA pays	N/A	7/1/2021	present
Google Play	User facing tool	Collects Google Play app reviews submitted by Google app users.		Connected Care	User reviews	no data - I think VA pays	N/A	7/1/2021	present
In-app survey feedback	User facing tool	Survey lives in app. Data goes into Google Analytics and is manually pulled monthly into GitHub. Not used often unless there is a specific request.		VAHB Mobile Platform team	In-app survey	no data - OCTO pays	N/A	7/1/2023	present
Login issue survey	User facing tool	Not yet implemented - working on it now.		VAHB Mobile Platform team	Under development	no data - OCTO pays	N/A	N/A	N/A
Reddit	User facing tool	Content from /r/VeteransBenefits and /r/Veterans. Sent to Feedback Hub.		Reddit	/r/VeteransBenefits, /r/Veteran	Free tier because research purposes	N/A	2/1/2024	present
Rx survey	User facing tool	Survey lives in app. If users actively engage with the Rx feature, the survey will appear. Higher responses compared to "in-app survey" due to prompting. Survey questions are not specific to Rx, but the survey itself is only presented to users engaging with Rx. Data now available in Google		VAHB Mobile Platform team	Rx survey	no data - OCTO pays	N/A	4/1/2025	present
VA Flagship Mobile Inbox	User facing tool	One-way message feature for users to send feedback / questions to the inbox		VAHB Mobile Platform team	User email messages	no data - VA pays for outlook	N/A	7/1/2021	present
VA APIs	Other	72+ APIs; all experiences rely on APIs to provide personalized information, since app is an authenticated experience.		Largely owned by external teams (outside of mobile and product teams)		AWZ hosting, no data - OCTO pays	N/A	7/1/2021	present
Sentry	Data collection	Collects error logs from VA Mobile APIs.	Deprecated. Use Data Dog instead.				N/A		

Big Query	Data processing	Pulls in data from Google Analytics	Deprecated		Google Analytics		Automated		
Looker Studio Dashboard	Data reporting	Pulls in data monthly/manually from App Store, Google Play, App Store Connect, and Google Play Console into Google Sheets, then into the dashboard. Pulls in Firebase data via Big Query.	Broken - The VA: Health and Benefits mobile app's analytics dashboard has been non-functional since the new contract started (2025). It is contractor-owned and is now unable to be fixed. Deprecated.		Firebase, Big Query, Google Sheets, Appstore, Google Play, App Store Connect, Google Play Console		Automated		
SharePoint Rx Survey Report	Data reporting	Rx survey reporting is outputted via manual monthly data pull.	Deprecated? Cannot locate.		Rx survey	no data - OCTO pays	Manual		