



DEPARTMENT OF VETERANS AFFAIRS (DVA)
OFFICE OF INFORMATION AND TECHNOLOGY (OIT)
BENEFITS, APPEALS, MEMORIALS (BAM)

BENEFITS INTEGRATED PLATFORM

*SCO & CT116 Iterative
Solution*

Build & Test Checkpoint

NOVEMBER 2019

AGENDA

SCO

- MVP SERVICE
- BUGS & USABILITY ISSUES
- METRICS
- DOCUMENTATION
- POST LAUNCH STRATEGY
- PRIORITIZED BACKLOG
- PRE-LAUNCH ACTIVITIES

CT116 ITERATIVE SOLUTION (PROGRAM DATA)

- BUGS & USABILITY ISSUES
- METRICS
- DOCUMENTATION
- POST LAUNCH STRATEGY
- PRIORITIZED BACKLOG
- PRE-LAUNCH ACTIVITIES

SCHOOL CERTIFYING OFFICIAL WEBPAGE MIGRATION

MVP SERVICE

- **DOES THE MVP SERVICE MEET THE BASIC NEEDS OF YOUR USERS?**
 - Yes, the MVP service provides a streamlined, consolidated view for school certifying officials and administrators to access necessary resource links and documents to complete required training and certification.
- **DOES IT WORK CORRECTLY IN THE PRODUCTION ENVIRONMENT AT SCALE AND INCLUDING ALL INTEGRATIONS?**
 - MVP service is targeted for production deployment by December 1st, 2019. no integrations will be required for this launch.
- **ARE THE RIGHT POLICIES OR PROCESSES IN PLACE TO SUPPORT THE MVP WHEN IT LAUNCHES?**
 - A user guide as well as training that instructs education service how to manage content on the school administrators page without development team intervention will be provided the first week in December 2019.

BUGS & USABILITY ISSUES

BUGS

- SCO: Update invalid links on the page to behave correctly.#19988
- SCO: Update SCO page url#19967
- SCO: Duplicate lines in staging for "See full list of conferences and events | training webinars" #19947

BUGS & USABILITY ISSUES

USABILITY ISSUES

- Determined URL and breadcrumb for page
- Increased uniformity of links location inside / outside accordions
- Improved the organization of content and links within several accordions to facilitate information finding
- Added "Last updated" to claims processing times to improve transparency
- Drafted Guide for Content Creators to author content that aligns with SCO page strategy
- Drafted comprehensive Guide for Content Editors to manage and upload content to SCO page

BUGS & USABILITY ISSUES

USABILITY ISSUES – 508

- SCO - Axe check failure: Heading levels should only increase by one #19968
- SCO - Axe check failure: and must only directly contain , <script> or <template> elements #19963
- SCO - Axe check failure: id attribute value must be unique #19966
- SCO - Accessibility: Latest announcements from VA section has two links with no discernible text #19972
- IE11 - Add tabindex="-1" to "On This Page" headings so they will function properly #3580

SUCCESS METRICS

METRICS TO MEASURE THE SUCCESS OF THE SERVICE

- Increasing number of users visiting **Resources for schools** page
- On site usage of SCO Handbook
 - Increasing page views
 - Increasing time on page
- Increasing completion of required training before annual deadline
- Increasing participation in VA hosted webinars
- Anecdotal reports of user satisfaction
 - Ease of use
 - Content freshness
 - Content relevance

Full analytics request (in progress)

#3055 Submitted 11/1/19 (on staging, awaiting Analytics team QA)

DOCUMENTATION

DOCUMENTATION OF THE USER RESEARCH AND TESTING IN THE *BUILD AND TEST* PHASE

- User research was not conducted during this phase
- User acceptance testing was conducted by education service (11/15)

POST LAUNCH STRATEGY

A PROPOSED PLAN FOR HOW YOU'LL IMPROVE THE SERVICE AFTER YOU LAUNCH IT — HOW YOU'LL MONITOR, EVALUATE, USER RESEARCH/TEST, AND BUILD FROM YOUR BACKLOG

- PROPOSED TASKS
 - Establish analytics baseline
 - Evaluate performance against baseline
 - Monitor performance
 - Address Post MVP with any "Nice to Have" Enhancements
 - Develop Learn & Improve Plan

PRIORITIZED BACKLOG

- **SCO REQUIREMENTS BACKLOG**
 - Announcements section
 - Update announcements header to match style patterns
 - Update announcement links to use newly created anchor links
 - Update VA-ONCE information section
 - Update text under launch VA-ONCE to include the 22-6553d form
 - Update link text for "Certification for distance hours at an extension campus" to accurately reflect linked document
 - Update "Colmery extension campus update webinar" link text "Colmery extension campus update webinar slides"
 - Move "non-traditional schools" ahead of other 2 sub groupings
 - Policies and procedures section
 - Update and reorder GI bill benefits and programs section links
 - Update and reorder tuition and housing section links
 - Update payment and debt section links
 - Make WEAMS / WEAMS public (Essentials accordion) link text consistent on the page

PRE-LAUNCH ACTIVITIES

- Cross-browser QA Testing: Completed
- IA Review: In Progress
- Design QA: Completed
- Content QA: Completed
- Accessibility/508 Review: Completed
- Call Center Review: Completed
- Pre-Launch ATO: Completed
- Google Analytics: In Progress
- User Acceptance Testing: Completed
- Load Testing: N/A

COMPARISON TOOL SECTION 116 ITERATIVE SOLUTION (PROGRAM DATA)

THE SERVICE

- **DOES THE SERVICE MEET THE BASIC NEEDS OF YOUR USERS?**
 - Yes, the service provides the ability for veterans to review and compare VETTEC training providers and programs in the GI bill comparison tool.
- **DOES IT WORK CORRECTLY IN THE PRODUCTION ENVIRONMENT AT SCALE AND INCLUDING ALL INTEGRATIONS?**
 - Service is targeted for production deployment for UAT by December 1st, 2019.
 - No integrations were required for the launch of this service.
- **ARE THE RIGHT POLICIES OR PROCESSES IN PLACE TO SUPPORT THE SERVICE WHEN IT LAUNCHES?**
 - Education service will leverage current practices and patterns for managing data that is loaded into the comparison tool for Section 116.

BUGS & USABILITY ISSUES

BUGS

- CT116: Clicking the Search Results breadcrumb link on a VETTEC profile page returns you to the regular search results screen and returns all schools #19979
- CT 116: [Chrome & Safari] Link goes to next line when URL is too long #19959

BUGS & USABILITY ISSUES

USABILITY ISSUES – 508

- CT 116 - Comparison Tool VET TEC Profile: After changing the selected program on the profile page, the previously selected program is still read in the estimate your benefits box when using Chrome with NVDA #19948
- [COGNITION]: GIBCT Section 116 - Add screen reader only text for the benefit breakdowns by time #3537
- [ZOOM]: GIBCT Section 116 - Benefit amounts wrap to two lines when zoomed above 300% #3540
- CT: Search results for Vet Tec and Non-Vet Tec filter button decreases with width of 481 px #19990
- CT: "VET TEC training providers only" learn more link is offset with width of 481 px #19991
- [SCREENREADER] GIBCT Section 116 - Font Awesome icons need aria-hidden attribute #3571

BUGS & USABILITY ISSUES

USABILITY ISSUES

- CT116: Update UI Based on UX Team Feedback (Critical /High input) #19985

Search Results page

- Updated keyword search label: City, VET TEC program or provider
- Added "Learn more" to Preferred Providers filter
- Changed Length label from "weeks" to "hours"

Provider Profile page

- Updated program table display based on data available (Length = hours, Tuition = TBD)
- Updated "Your estimated benefits" based on data available (Tuition = TBD)
- Re-configured "Application process" content to improve readability
- Updated "Contact details" and display of School Certifying Officials based on data available

SUCCESS METRICS

METRICS TO MEASURE THE SUCCESS OF THE SERVICE

- Increasing the number of users clicking through to VET TEC Search Results page
- Users view Provider Profile page
- Users clicking through Provider Profile to
 - Apply for VET TEC
 - Visit Provider website

Full analytics request (in progress)

#3055, Submitted 11/1/19, awaiting merge request approval

DOCUMENTATION

DOCUMENTATION OF THE USER RESEARCH AND TESTING IN THE *BUILD AND TEST* PHASE

- User research was not conducted during this phase
- User acceptance testing was conducted by education service (11/18)

POST LAUNCH STRATEGY

A PROPOSED PLAN FOR HOW YOU'LL IMPROVE THE SERVICE AFTER YOU LAUNCH IT — HOW YOU'LL MONITOR, EVALUATE, USER RESEARCH/TEST, AND BUILD FROM YOUR BACKLOG

- PROPOSED TASKS
 - Establish analytics baseline
 - Evaluate performance against baseline
 - Monitor performance
 - Address UAT and DSVA Design/508 To-Do's, "Nice to Have" Enhancements
 - Develop Learn & Improve Plan
 - Work with EDU to determine the location of the SCO Contact Information in preparation of the 12/13 delivery of the WEAMs file.

PRIORITIZED BACKLOG

- **CT 116 REQUIREMENTS TRACKER**
 - Update VET TEC landing page "learn more" 5-year language because 1 year has passed and there are only 4 years left
 - Update program name length fields based on WEAMs data field length
 - Add provider filter checkbox list
 - Add publish processing logic to account for duplicate programs at a single provider
 - Address performance of file uploads in staging
 - Alter landing page sub-header to match styling patterns

PRE-LAUNCH ACTIVITIES

- Cross-browser QA Testing: Completed
- IA Review: N/A
- Design QA: Completed
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- Accessibility/508 Review: Completed
- Call Center Review: Completed
- Pre-Launch ATO: Completed
- Google Analytics: In Progress
- User Acceptance Testing: Completed
- Load Testing: Completed