## **Overview**

*DGIB will update the online 1990 application to include instruction for and the options to apply for the Montgomery GI Bill Benefits (Chapters 30 & 1606)*

## **1. Problem Statement**

How might we provide a central location for Veterans to apply for all benefits (Ch30, 33, 1606) while keeping the online authenticated 1990 experience intuitive and straight-forward for applicants?

## **2. Desired User Outcomes**

* The DGIB 1990 authenticated experience allows eligible applicants to apply with pre-filled information and receive an immediate decision. Currently, this function is only available for Post-9/11 GI Bill applicants in the MVP release.
* We need to update the authenticated online 1990 to include Chapter 30 & 1606 so that more applicants can receive an immediate eligibility decision when applying.

## **3. Undesired User Outcomes**

## **4. Desired Business Outcomes**

* Reduced call center volume
* Higher 1990 application completion rate
* Higher satisfaction among students with their education benefit delivery

## **5. Undesired Business Outcomes**

## **Measuring Success**

### **1. Key Performance Indicators (KPIs)**

Quantitative Measures:

* Usage of Online 1990 New Experience: Compare the # of Chapter 30, 33, and 1606 applications submitted through DGIB compared to the # submitted through the manual online form
* Application Review Time: compare the average review time for Chapter 30, 33, and 1606 applications to the review times of the paper and manual online forms
* Automation: Compare # of applications automated (approved) to the amount off-ramped or denied immediately

Qualitative Measures:

* Reach out to the following users, inviting them to participate in a feedback session:
  + Users that have completed the DGIB application with an immediate approval
  + Users that have completed the DGIB application with an application under review
  + Users that have completed the DGIB application and were denied
* Host feedback sessions with open-ended, unstructured questions to gather feedback 1 on 1

#### **Baseline KPI Values**

* *Baseline values for those most critical metrics. These may come from other systems other than VA.gov e.g. eBenefits.*

### **Objectives and Key results (OKRs)**

*What are the measurable targets you're aiming for that delivers value for Veterans?*

* Objective:
  + Key result:
  + Key result:

## **Assumptions**

* *Include indication of which assumption you think is most risky. Your Solution Approach (next section) should describe how you'll validate that assumption w/your initial set of functionality*

## **Solution Approach**

* Including MGIB benefits after MVP launch was a business strategy to confirm that the authenticated experience was effective and impactful before extending to other benefit options.
* Our initial designs for the MGIB updates mirror the MVP applications’ so that the positive user experience will be consistent for Chapter 30 and 1606 applicants.
* After this iteration, we will look to include all benefits in the online authenticated 1990 – including TOE and FRY.
* We are open to VA.Gov feedback on design and output.

### **Initiatives**

## **Go-to-market Strategy**

* *How are Veterans and others using this product going to know it exists?*
* *What marketing, outreach, or communications are necessary for this product to be successful?*
* TBD

## **Launch Dates**

* *Target Launch Date*
  + TBD
* *Actual Launch Date*
  + TBD

## ***What date will you evaluate impact after launch?***

* Before, concurrent and after launch

## **Solution Narrative**

### **Current Status**

### **Key Decisions**

## **Screenshots**

### **Before**

### **After**

#### **Communications**

* To be updated after launch.

#### **Team Members**

Digital GI Bill Team; VBA

#### **Stakeholders**

Beneficiaries; VA; VBA