**Self-Service Research Plan**

**Goals**

1. Are there urgent items that need to be fixed i.e. initial error message when you log in and aren’t assigned to a service?
2. Medium-term are there areas that we can strive to improve - i.e. template creation/editing process?
3. What insights can we gain to inform the future product roadmap i.e providing more information about the service/its member?

**Preliminary Research Questions**

1. What was the login experience like?
2. Were you able to figure out Prod vs. staging?
3. Once you were logged in - did you know what to do?
4. Is the naming clear? Are there any points of confusion or friction when navigating around the tabs and headings?
5. How hard / easy to create a template?
6. Was it easy to understand the template key when creating a notification? Was it helpful? Was there anything that could have been useful to have quick access to in that key?
7. Have logged in UI post creating a template?
8. How helpful are template analytics? Are there other desired template analytics we should consider integrating?
9. What do you wish the UI did that it doesn't?

**Future testing**

* Intake form usability interviews
* Card sorting exercises around naming and information architecture
* User testing the send test functionality and
* Send test flow clarity

**User List & Use Cases**

Veronica Henry

vhenry@governmentcio.com

<https://app.zenhub.com/workspaces/vanotify-business-intake-board-606cc5c49392c900162c3971/issues/department-of-veterans-affairs/va.gov-team/30005>

Umer Hasimi \*have to confirm he created the template or if it was someone else on their team

[Umer.hashimi@va.gov](mailto:Umer.hashimi@va.gov)

<https://app.zenhub.com/workspaces/vanotify-business-intake-board-606cc5c49392c900162c3971/issues/department-of-veterans-affairs/va.gov-team/31896>

Kelly Lein \*Bev made the original template

kelly.lein@va.gov

<https://app.zenhub.com/workspaces/vanotify-business-intake-board-606cc5c49392c900162c3971/issues/department-of-veterans-affairs/va.gov-team/26830>

Danielle Thierry

[Danielle.Thierry@va.gov](mailto:Danielle.Thierry@va.gov)