**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?

**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. Expectations of titles
5. How hard / easy to create a template?
6. How helpful was the template key when notification?
7. Have logged in UI post creating a template?
8. How helpful are template analytics or not
9. What did you like / what hate?
10. What do you wish the UI did that it doesn't?

**User List & Use Cases**

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<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

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

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

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