

## Background

This research plan is the first step towards addressing four known problems with [va.gov](https://va.gov)'s current processes, information architecture, orgs and content management system:

- Veterans can not find the tools and services they need online
- Users are confused by the disjointed navigation between sites
- VA web sites are designed for the Administrations, not users
- Cross-administration governance of [VA.gov](https://va.gov) is *complicated*

Through discovery, we'll validate the above problems and likely uncover new ones.

## Goals

- Understand end-to-end **workflows of content-creators** as they update and/or create new content for [va.gov](https://va.gov).
- Understand the current process of **governing content** (to help inform permissions, sequential workflows, etc.)
- Uncover a wide breadth of potential user-types/roles of the [va.gov](https://va.gov) content management system
- Understand goals and pain points of these users
- Understand integrations and constraints of existing VA systems.
- Prioritize pain points within the following lenses:
  - the veterans experience
  - content author's experience
  - system-administrator's experience
  - VA agency's experience with cross-administrative authorship and governance
  - business units?
- Map the paths an appeal can take through BVA, including significant edge cases.
- Produce a list of less frequent edge cases and constraints they impose.

## Business Value

- Understanding the breadth of systems, processes, painpoints will help us prioritize what to build and how to build it.

## **Timeline of Research**

9:30-9:40 am: [Stakeholder Interview Questions](#) + [Stakeholder Transcript/Notes](#)

10:00 - 10:15 am: [User interview Questions](#) + [User Transcript/Notes](#)

Design decisions