**1. What needs to happen from now to the end of 2025 to reach the goal of sharing a prototype of the Insight Engine?**

#### ****Key Steps:****

1. **Define the Prototype Scope:**
   * Clearly outline the core features of the Insight Engine (e.g., reviewing research studies, locating reports, uncovering trends, etc.).
   * Prioritize functionality based on user needs, starting with the top tasks identified in the survey.
2. **Data Integration and Preparation:**
   * Ensure data streams (CSAT scores, survey results, VSignals, App store comments, and ratings) are integrated into the system.
   * Clean, structure, and annotate data to make it suitable for AI-driven insights.
3. **Develop Core Capabilities:**
   * Implement and refine RAG (Retrieval-Augmented Generation) for top-priority tasks like:
     + Reviewing previous research for relevant findings.
     + Locating research reports on specific topics.
     + Summarizing findings.
   * Build modular support for additional features such as trend analysis, gap identification, and compliance checks with VADS design rules.
4. **Conduct Iterative Prototyping:**
   * Build an initial prototype by mid-2025 with basic functionality.
   * Engage the design community for feedback through usability testing and focus groups.
5. **Expand and Enhance:**
   * Incorporate feedback to refine and expand features.
   * Add capabilities like:
     + Uploading user data to uncover patterns and themes.
     + Suggesting adjacent topics (e.g., "508 compliance" vs. "accessibility").
     + Providing references for specific text queries on VA.gov.
6. **User Training and Documentation:**
   * Create user guides and training materials for the design community.
   * Conduct workshops or webinars on using the Insight Engine.
7. **Testing and Finalization:**
   * Perform comprehensive testing (functional, user experience, and performance) to ensure reliability.
   * Prepare a polished version for sharing by the end of 2025.

### ****2. Is a good frequency of check-ins important?****

#### **Yes**

* **Check-in Cadence:**
  + Bi-weekly check-ins for progress updates, blockers, and alignment.
  + Monthly deeper reviews for feature demonstrations and strategic discussions.

### ****3. How can we work together effectively?****

1. **Engaging the Design Community:**
   * Regularly engage the design community for feedback to align with their needs and expectations.
   * Host ideation sessions to uncover innovative use cases for the Insight Engine.
2. **Cross-Functional Coordination:**
   * Work closely with stakeholders like Mike Land to align on data streams and ensure relevance to their work.
   * Maintain open channels of communication for quick decision-making.
3. **Flexible Experimentation:**
   * Encourage prompt experimentation to refine the AI model’s performance.
   * Share findings from prompt experiments and iterate based on feedback.

### ****4. Is experimenting with prompts helpful support?****

#### ****Yes, Prompt Experimentation is Critical. Also, the support is needed to collect diverse set of prompt from various kind of user.****

* **Why It Helps:**
  + Fine-tunes the AI's ability to retrieve relevant insights.
  + Identifies gaps or inaccuracies in current data or model behavior.
  + Encourages users to understand AI capabilities and constraints.
* **Suggested Approach:**
  + Conduct workshops for stakeholders to explore prompt crafting.
  + Test prompts with various scenarios (e.g., summarizing research, identifying trends).
  + Share a prompt repository with examples and results for common use cases.

Emphasizing prompt collection and classification enhance understanding of how users interact with the AI, help design better prompts for specific roles, and optimize responses for their needs.

### ****Proposed Process for Prompt Collection and Optimization****

#### ****1. Define Goals for Prompt Understanding****

* **Objective:** Tailor prompts for better outcomes by understanding:
  + The types of prompts used by different roles.
  + How priorities vary across tasks (e.g., research support, analysis, trend identification).
  + Specific language or phrasing that yields optimal results.

#### ****2. Classify Prompts into Categories****

* **Key Prompt Types:**
  + **Research Support:** Prompts focused on summarizing, reviewing, or locating studies.
  + **Analysis:** Prompts aimed at uncovering trends, gaps, or themes.
  + **General Findings:** Broad queries like identifying patterns or compliance issues.
  + **Task-Specific Queries:** Role-driven prompts (e.g., accessibility checks, VA.gov references).

#### ****3. Collect Prompt Examples****

* Engage users to provide real-world prompt examples based on their roles and tasks.
  + **Survey or Form Submission:** Distribute a structured survey or form for users to submit prompts they use or wish to use.
  + **Workshops or Focus Groups:** Conduct sessions to brainstorm and simulate prompt crafting for specific scenarios.
  + **Live Testing:** Invite users to interact with the prototype and observe their natural language inputs.

#### ****4. Analyze and Prioritize Prompts****

* **Criteria for Prioritization:**
  + Frequency of use (how often a task is performed).
  + Impact on workflows (how critical the task is to their work).
  + Difficulty for users to perform without AI assistance.
* Use a scoring matrix to rank prompts for development focus.

#### ****5. Refine and Test Prompts****

* Experiment with variations of collected prompts to improve AI response quality.
* Create a repository of "optimized prompts" for each role and task.
* Regularly update this repository as user needs evolve or AI capabilities improve.

#### ****6. Develop Role-Specific Prompt Guidelines****

* Provide clear, role-based instructions or templates for crafting effective prompts.
* Example: A designer might use “Summarize findings on [topic] related to accessibility standards on VA.gov.”

#### ****7. Feedback Loop for Continuous Improvement****

* Implement a feedback mechanism to collect insights on prompt performance.
  + Use feedback forms or in-app feedback options after prompts are used.
  + Regular check-ins with stakeholders to refine and expand the prompt collection