

developer.va.gov- Phase 1 Provider Onboarding: Feedback Interview

VA Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 2900-0770, and it expires 11/30/2026. Public reporting burden for this collection of information is estimated to average 60 minutes per respondent, per year, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate and any other aspect of this collection of information, including suggestions for reducing the burden, to VA Reports Clearance Officer at VACOPaperworkReduAct@va.gov. Please refer to OMB Control No. 2900-0770 in any correspondence. Do not send your completed VA Form to this email address.

Privacy Notice: VA's Lighthouse Developer Experience is seeking to create a screen, audio and/or visual recording of your feedback on your experience with our products and services. You are not required to be recorded and if you choose to be recorded, you can decide the type of recording you want to be captured. Nothing about how you access our products and services will change if you decide not to be recorded. We will use the recordings to confirm that we have accurately captured your **anonymized feedback** which will be used to improve our products and services. This collection of information is authorized by Executive Order 14058 on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government.

Introduction (2 minutes) *Enable Captions*

Thanks for joining me today! My name is [Interviewer's Name] and I am a researcher on the VA Lighthouse program. [I also have some colleagues on the line observing and taking notes.]

Today, [we/ I] would like to learn about your experiences with [Phase 1] of Onboarding your API to the Lighthouse Public Platform.

- This entire session should take about 45-60 minutes. I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
- If there are any questions that you prefer not to answer for any reason, that is no problem.
- If for any reason and at any time you want to stop the session, please let me know.
- In this session, [we/ I] want to hear your honest opinions. We won't be offended by anything you want to share. The purpose of this call is to improve the process of making APIs publicly available on Lighthouse!

[Seek informed consent]

- Do you have any questions about what the study will entail or how the information you share will be used?
- Do you consent to participate in this study, and have the information you share used in the ways I previously described?

[Privacy notice for video, audio, and screen recording]

- We'd like to create a video and audio recording of your feedback today. You are not required to be recorded and choosing not to will not impact your participation today or any future use of our products.
- This collection of information is authorized by Executive Order 14058 on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government.
- We use the recordings to accurately capture your feedback which will be used to improve our products and services. They will be deleted immediately after our notes are captured.
- [CONSENT] Are you comfortable if I record my screen and audio as we talk today?

[Start recording]

Okay, I've started recording. I want to confirm again, are you comfortable if I record my screen and audio as we talk today?

Warm Up Questions (5 Minutes)

1. Tell me about your team?
 - a. How many people and what are their roles?
 - b. Is your team part of VA Lighthouse?
 - c. If not, what VA Program is your team a part of?
2. How many members of your team, if any, have written and delivered an API before, prior to this current API you are Onboarding? (as a team and individually).
 - a. If so, what type of API? (Public-facing or private?)
 - b. How big was your team?
 - c. What are your experiences with moving through multiple environments before going to production? (e.g., Dev, Staging, Sandbox)?
3. Which Lighthouse APIs are you in the process of onboarding and how is that experience going so far?
4. Do you know what all of the Onboarding tasks or processes are for Lighthouse APIs?
 - a. Where is your team at in the Onboarding process?
 - b. How did you know when you completed all of your expected tasks to get your API set up in the Dev environment?
 - c. Are you familiar with the Onboarding Mural board?
 - d. How is the Mural board working for your team?

Onboarding Engagement and Kickoff (4 Minutes)

1. How far along in developing your API were you when you first communicated with the Lighthouse Engagement team?
 - a. How were you originally connected with the Lighthouse Engagement team?
 - i. [If reached out] What encouraged you to reach out?
 - b. Did you meet with them?
 - c. What was the meeting like?
 - d. What did you learn? Anything new or surprising?
 - e. How did you know what was expected of your team next?
 - i. Were the expectations clear of what your team needed to do next?
 - ii. How did it compare to past experiences with onboarding an API?
2. [If Kickoff meeting is not mentioned above] At what point was it determined that your team and the Lighthouse Engagement team would have a Kickoff meeting?
 - a. What was the meeting like?
 - b. What did you learn? Anything new or surprising?
 - c. How did you know what was expected of your team next?
 - i. Were the expectations clear of what your team needed to do next?
 - ii. How did it compare to past experiences with onboarding an API?

Onboarding Phase 1 Tasks (35 min)

Now, [we/ I] would like to ask you some questions about specific Onboarding tasks your team has completed or may be in the process of completing.

Task 1: API Name and Namespace

Regarding the work to create, submit, and get approval for your API's name and namespace.

1. How would you describe your experience?
 - a. Were there any parts that stood out to you as working well?
 - i. What are they?
 - b. Were there any parts of the process where you encountered problems?
 - i. What were they?
2. How did you know what was expected of you?
 - a. Were the expectations clear of what your team needed to do?
3. What did you use to understand the API naming and namespace requirements?
 - a. Were the requirements clear in [that resource]?
4. Did you have any questions when you were going through this process?
 - a. How did you address those questions?
 - b. Who did you reach out to when you encountered these questions? (e.g., UX or Cassowary)
 - i. Why/why not?
 - ii. What happened after you reached out to them (e.g., UX or Cassowary)?

Task 2: OpenAPI Specification (OAS) Documentation

Regarding the work to create, submit, and get approval for your OAS documentation (and Dev OAS path).

1. How would you describe your experience?
 - a. Were there any parts that stood out to you as working well?
 - i. What are they?
 - b. Were there any parts of the process where you encountered problems?
 - c. What were they?
2. How did you know what was expected of you?
 - a. Were the expectations clear of what your team needed to do?
3. What did you use to understand the OpenAPI documentation requirements?
 - a. Were the requirements clear in [that resource]?
4. Did you have any questions when you were going through this process?
 - a. How did you address those questions?
 - b. Who did you reach out to when you encountered these questions? (e.g., Cassowary)
 - i. Why/why not?
 - ii. What happened after you reached out to Cassowary?

Task 3: Dev Health Check

Regarding the work to create, submit, and get approval for your Dev Health Check path.

1. How would you describe your experience?
 - a. Were there any parts that stood out to you as working well?
 - i. What are they?
 - b. Were there any parts of the process where you encountered problems?
 - i. What were they?
2. How did you know what was expected of you?

- a. Were the expectations clear of what your team needed to do?
3. What did you use to understand the Health Check requirements?
 - a. Were the requirements clear in [that resource]?
4. Did you have any questions when you were going through this process?
 - a. How did you address those questions?
 - b. Who did you reach out to when you encountered these questions? (e.g., Cassowary)
 - i. Why/why not?
 - ii. What happened after you reached out to Cassowary?

Task 4: Dev API Mappings/Paths

Regarding the work to create, submit, and get approval for your Dev API path(s).

1. How would you describe your experience?
 - a. Were there any parts that stood out to you as working well?
 - i. What are they?
 - b. Were there any parts of the process where you encountered problems?
 - i. What were they?
2. How did you know what was expected of you?
 - a. Were the expectations clear of what your team needed to do?
3. What did you use to understand the endpoint / mapping requirements?
 - a. Were the requirements clear in [that resource]?
4. Did you have any questions when you were going through this process?
 - a. How did you address those questions?
 - b. Who did you reach out to when you encountered these questions? (e.g., Cassowary)
 - i. Why/why not?
 - ii. What happened after you reached out to Cassowary?

Task 5: Auth Method

Regarding the work to identify and get approval for your authorization method.

1. How would you describe your experience?
 - a. Were there any parts that stood out to you as working well?
 - i. What are they?
 - b. Were there any parts of the process where you encountered problems?
 - i. What were they?
2. How did you know what was expected of you?
 - a. Were the expectations clear of what your team needed to do?
3. What did you use to understand which auth method you should use?
 - a. Were the rules/ requirements clear in [that resource]?
4. Did you have any questions when you were going through this process?
 - a. How did you address those questions?
 - b. Who did you reach out to when you encountered these questions? (e.g., Cassowary, another Lighthouse team)
 - i. Why/why not?
 - ii. What happened after you reached out to Cassowary (or another Lighthouse team)?

Closing and Thank You (5 minutes)

1. How would you like to be supported when you are onboarding your API to Lighthouse?
2. If you had a magic wand and could create your ideal onboarding experience to Lighthouse, what would that look like?

These are all the questions I had for you today.

- Is there anything we didn't cover that you'd like to add?
- Do you have any questions for me?

I really appreciate you taking the time to share your work and thoughts with me today. The information you've shared is so helpful.

If I have any follow up questions, is it okay if we reach out to you via email or Slack?

Well, thank you so much again, and enjoy the rest of your day!