

## LHDI - CODE VA Tenant Template Validation

**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](mailto: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

Thanks for joining us today! My name is [Interviewer's Name] and I also have some colleagues on the line observing and taking notes. Today we'll take roughly 60 minutes to talk about best practices you use to build on LHDI and get your feedback on some templates and demo apps that could potentially make the process smoother.

Before we start, a few things I want to mention:

- In this session, we want to hear your honest opinions. We are not testing your ability or judging your process. If you find roadblocks, we want to know what would make your life easier. We just want to improve these tools to better meet Developer's needs. I will not be offended by any opinions you express, and I welcome your feedback.
- If there are any questions that you prefer not to answer for any reason, that is no problem. You can also request that I don't use portions or any of your interview, after we are done with the session.
- If for any reason and at any time you want to stop the session, please let me know. You will not be penalized in any way if we need to stop.
- All of the information that you share will be anonymized after this session. We will never share your name.

### 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 anonymized 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]

## Golden Path Discussion

I would love to start by understanding the practices you followed when building on LHDI.

- When you were first starting to build on LHDI, how did you go about determining which tools or dev processes you would use to build your app/API?
  - What guidance did you receive from LHDI (about tools or processes)?
    - To what extent were you able to follow that guidance?
      - Why?
  - When did it make the most sense to rely on your own expertise vs LHDI guidance?
    - Why?
  - How did your expertise/process differ from the guidance LHDI provided?
  - In what areas would you have appreciated more guidance?
    - Why?
- Have there been times when you haven't used the LHDI suggested tools or processes for getting to production?
  - Why did you choose a different path in those situations?
  - What did you do instead?
  - What support did you seek out in those situations?
  - How was the support you received?
    - What kind of guidance or support were you expecting?
    - Anything surprising or different from what you expected?
  - What would have made things easier?
- When have you been able to easily use the LHDI-suggested practices/tools? Why?
- Are there situations where you felt the LHDI documentation was not sufficient in helping you solve a problem?
  - What happened?
  - What would have helped in those situations?
    - Why?

## Template Discussion

- Have you ever used software dev templates on other dev platforms?
  - If so, why?
    - How was that experience?
  - If not, how do you understand their purpose?
- Have you used any of the templates available on code.va?
  - If so, for what?
  - Were you able to accomplish what you intended with them?
    - If so, what made that possible?
    - If not, what got in your way?

- Let's take a look at some of the templates on code.va. (Direct users to templates page).
  - Take a moment to look through them and let me know what your first impressions are?
  - Do any seem useful to you?
    - Why or why not?
  - What kinds of templates would you like to see?
    - Why?
  - What questions do you have about the templates?
  - What information would you like to see about the templates?
  - How would you approach using them currently?
- When do you think templates could be the most useful for you?
  - Why?

## **Demo App Discussion**

- Have you used demo/sample apps on other portals? Why?
  - What do you understand their purpose to be?
  - What were they like?
    - Can you describe features that stood out to you?
- When do you think sample apps could be the most useful for you?

## **Comparing Solutions**

- What problems do you think are best solved by a template?
  - A demo app?
  - Documentation?
  - Why?
- When do you prefer one over the other?

## **Thank You and End**

- Is there anything about templates or demo apps that I didn't ask you about that you think is important for my team to know?
- Well, we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Developers.
- Thank you so much again and enjoy the rest of your day!