developer.va.gov- Phase 3 Provider Onboarding: Feedback Interview

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Introduction *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 3]

- This entire session should take about 30 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. You can also request that I don't use portions of any of this 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.
- 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

1. Which Lighthouse API are you in the process of onboarding? (Verify API)
2. Where is your team at in the Onboarding process?
    a. How did you know when you completed all of your expected tasks related to the Staging environment and can move on to the Sandbox environment?
    b. Are you familiar with the Onboarding Mural board?
    c. How is the Mural board working for your team?
3. In your opinion, what is the purpose of going through the Staging environment when onboarding?
    a. Was there value or benefit to your team? If so, what is the value?

Onboarding Phase 3 Tasks

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.

Staging API Path (re Mapping)

Regarding the Staging API path:

1. Has your team made any changes to the API since testing in the Dev environment?
    a. **If No:** move to the next section (Staging OAS Documentation/Path).
    b. **If Yes:**
        i. Why were the change(s) made?
            1. E.g., business decision, or change to API team's understanding of Lighthouse standards/requirements.
        ii. How did you know the change(s) were needed?
        iii. What did you use to understand the endpoint and path standards or requirements?
            1. Were the requirements clear in [that resource]?
        iv. Did you have any questions when you were going through this process?
            1. How did you address those questions?
            2. Who did you reach out to when you encountered these questions? (e.g., Cassowary)
                a. Why/why not?
                b. What happened after you reached out to Cassowary?
        v. How would you describe your experience?
            1. Were there any parts that stood out to you as working well?
                a. What are they?
            2. Were there any parts of the process where you encountered problems?
                a. What were they?
            3. Were there any times you felt stuck or confused?
                a. Where?
            4. What would have made this a better experience?

Staging OAS Documentation/Path

Regarding the OAS documentation and Staging OAS path:

1. Did your team make any changes to the OAS documentation during this Staging phase?
    a. **If No:** move to the next section (Staging Health Check)
    b. **If Yes:**
        i. Why were the change(s) made?
            1. E.g., business decisions, or change to API team's understanding of Lighthouse standards/requirements.
        ii. How did you know the change(s) were needed?
        iii. What did you use to understand the Lighthouse standards or requirements that the OAS documentation had to meet?
            1. Were the requirements clear in [that resource]?
        iv. Did you have any questions when you were going through this process?
            1. How did you address those questions?
            2. Who did you reach out to when you encountered these questions? (e.g., Cassowary, UX)
                a. Why/why not?
                b. What happened after you reached out to Cassowary?
        v. How would you describe your experience making these changes and finalizing the Dev OAS documentation?
            1. Were there any parts that stood out to you as working well?
                a. What are they?
            2. Were there any parts of the process where you encountered problems?
                a. What were they?
            3. Were there any times you felt stuck or confused?
                a. Where?
            4. What would have made this a better experience?

Staging Health Check

Regarding work for Staging Health Check task:

1. How did you know what was expected of you?
    a. Were the expectations clear of what your team needed to do?
2. What did you use to understand the Staging Health Check standards or requirements?
    a. Were the standards/requirements clear in [that resource]?
3. 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?
4. 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?

c. Were there any times you felt stuck or confused?
   i. Where?
d. What would have made this a better experience?

Staging Testing

Regarding the work to test your API in the Staging environment:

1. How did you know what testing to perform?
   a. Was it clear what your team needed to do?
   b. Was it clear what your team needed to report to Cassowary?
2. What did you use to understand what testing to perform?
   a. Were the rules/requirements clear in [that resource]?
3. What were your goals for testing in Staging?
   a. Were you able to meet your testing goals? (e.g., end-to-end testing)
      i. Were you able to do all the testing that you wanted to do?
   b. Was there any testing that you wanted to do, but were not able to do? What?
      i. Why were you not able to do it?
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)?
5. Overall, how would you describe your experience with testing in the Staging environment?
   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?
   c. Were there any times you felt struck or confused?
      i. Where?
   d. What would have made this a better experience?

Other/ Next Steps

1. When your team completed testing and verified the API works as expected in the Staging environment, did your team feel ready to go to Sandbox and make your API available to consumers?
   a. Why or why not?
   b. What would help your team to feel ready?

Closing and Thank You

2. How would you like to be supported when you are onboarding your API to Lighthouse?
3. 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?

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- 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!