

developer.va.gov- Phase 4a 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 *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 4a]

- 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?

Great! Thank you.

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. Did your team go to Sandbox first and then to Prod, or did you move to Sandbox and Prod at the same time?
 - a. If just Sandbox first: Why? Why not both?

Onboarding Phase 4a 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.

ATO Compliance

Regarding ATO Compliance:

1. When did your team become aware that your API needed to be ATO compliant before going to Sandbox?
2. How did you learn that ATO compliance would be needed?
3. What were your expectations of the ATO compliance process, and how did it compare to your experience?
 - a. What, if anything, could Cassowary do to better inform or prepare you for the ATO compliance process?

Sandbox API Added to the StatusPage (LH API Teams Only)

If API Team is not from Lighthouse, move to next section (Sandbox Testing)

Regarding work to add the Sandbox API to the StatusPage:

1. How did you know what was expected of you?
 - a. Was it clear what your team needed to do?
 - b. What did you use to understand how to add your API to the StatusPage?
 - i. Were the steps/ requirements clear in [that resource]?
2. 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?
3. 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?

Sandbox Testing

Regarding the work to test your API in the Sandbox 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?
 - c. What did you use to understand what testing to perform?
 - i. Were the rules/ requirements clear in [that resource]?
2. What were your goals for testing in Sandbox?
 - 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?
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, other Lighthouse team)
 - i. Why/why not?
 - ii. What happened after you reached out to Cassowary (or another Lighthouse team)?
4. Overall, how would you describe your experience with testing in the Sandbox 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 stuck or confused?
 - i. Where?
 - d. What would have made this a better experience?

Release Notes

Regarding the work to test your API in the Sandbox Environment:

1. How did you know what was expected of you?
 - a. Was it clear what your team needed to do?
 - b. What did you use to understand the requirements?
 - i. Were the requirements clear in [that resource]?
2. 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, UX)
 - i. Why/why not?

- ii. What happened after you reached out to Cassowary?
3. 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?

Other/ Next Steps

1. Do you plan to make your API available in Prod? Why/ Why not?
 - a. When do you plan to start working on that?
2. How does your team feel about making your API available in the Production environment? Why?
 - a. What would help your team to feel ready/ more comfortable to move to the Prod environment?
3. Are you monitoring your API's performance?
 - a. If yes, how?

Closing and Thank You

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!