

developer.va.gov- Phase 4b 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 4b] of Onboarding your API to the Lighthouse Public Platform

- This entire session should take 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. 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 Prod environment?
 - b. Are you familiar with the Onboarding Mural board?
 - c. How is the Mural board working for your team?
3. How long was your team's API in the Sandbox environment before you started moving to the Production environment?
 - a. Why was there time between? What issues were you trying to resolve?

Onboarding Phase 4b 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.

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

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

Regarding work to add the Production 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?

Production Testing

Regarding the work to test your API in the Production 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 Production?
 - 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, another 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 Production 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?

Other/ Next Steps

- 1. Are you monitoring your API's performance?
 - a. If yes, how?
- 2. Is your team going to develop another API to publish on Lighthouse?
 - a. Why/ Why not?

Retrospective/Reflection on Onboarding

For the following questions, please reflect on your overall experience with Onboarding your team's API to the Lighthouse Public Platform.

- 1. In 1-2 words, how would you describe your overall experience of Onboarding your team's API to Lighthouse?
- 2. How did your experience with Onboarding to Lighthouse Public Platform compare to onboarding an API to other platforms?
- 3. Were there any parts of the Lighthouse onboarding process that stood out to you?
 - a. Were there any parts that stood out to you as working well? What are they?
 - b. Were there any parts that stood out to you because they caused confusion/frustration? What are they?
- 4. If you had a magic wand and could create your ideal onboarding experience to Lighthouse, what would that look like?

Cassowary's Support

1. In what ways did Cassowary support your team during Onboarding?
2. On a scale from 1 to 5, how satisfied or unsatisfied were you with the support you received from Cassowary?
 - a. 5 is Very Satisfied, 1 is Very unsatisfied.
 - b. Explain/ Tell me more.
3. Can you describe a time when you were struggling during Onboarding and how you eventually overcame the challenge?
4. What, if anything, would have improved your experience?
 - a. How would you like to be supported when you are onboarding your API to Lighthouse?

Interactions with Cassowary

1. How did you normally interact with Cassowary (Slack, standing mtgs, stand up, jira tickets, etc.)?
 - a. If Slack:
 - i. Which channels do you typically use for this process? Why those?
 - ii. How did you feel about communicating with Cassowary through Slack?
 - b. If standing meetings:
 - i. How did you feel about these standing meetings with Cassowary?
 - ii. Did you find the meetings helpful? Why or why not?
 - c. If you were to Onboard another API to Lighthouse, how would you want to communicate with Cassowary?
2. On a scale from 1 to 5, how satisfied or unsatisfied were you with the interactions you had with Cassowary?
 - a. 5 is Very Satisfied, 1 is Very unsatisfied.
 - b. Explain/ Tell me more.
3. Were there any interactions with Cassowary that stood out as working well for you? What were they?
4. Did you encounter any problems when interacting with Cassowary? What were they?
 - a. How did you address those problems?
 - b. Were these problems resolved? If yes, how were they resolved?
5. What, if anything, would have improved interactions with Cassowary?

Lighthouse/Cassowary Resources

1. How often did you refer to Public Platform resources throughout Onboarding?
 - a. API Onboarding Process Mural Board?
 - b. VA API Standards site?
 - c. Lighthouse Guide for Public-facing VA APIs site?
 - d. Kickoff meeting slides?
 - e. Slack messages? (e.g., with meeting summaries and/or links to resources)
 - f. What other Lighthouse/ Public Platform resources did you use during Onboarding?
2. Did you have any issues accessing these resources? Describe.
3. On a scale from 1 to 5, how easy or difficult was it to find the information you needed? (5 is Very Easy, 1 is Very Difficult)
 - a. Describe a time when you could easily find the information you needed in the resources.
 - b. Were you ever unable to find the information you needed? What information were you looking for?

- c. Which resource(s) did you find most helpful? Why?
 - d. Which resource(s) did you find least helpful? Why?
4. If you were to Onboard another API to Lighthouse, what other resources would you want to be available to you? Or what would you want improved?

Closing and Thank You

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!