PRESENTER: Things for your computer speakers-- please be sure your speaker volume is up. Also, please note that your lines are muted during the presentation. But if you're experiencing any technical difficulties, the chat function is available to you at the bottom left of your screen. If you have any technical concerns or questions you'd like to ask during the webinar, please do so by selecting Send to Presenters from the drop down Chat menu in the chat box at the bottom left of your screen.

We do want your feedback today, so please participate in polls as they appear on the screen. We will not be using the notes or video conferencing function, so please do not touch the Cam or Notes buttons at the top of your screen. Also, please do not turn on your webcams.

To respect everyone's schedules, we'll keep this moving so the session ends on time. If you have any questions for Mary Lou, our presenter, please use the chat feature as we discussed on the bottom left hand side of the screen to submit your questions. We'll try to get to as many as possible, but if we don't get to yours, we will send out an email following this webinar with all relevant answers.

Also, just for everyone's awareness, we also Chris Collins-Wooley on the line. He is a Technical Writer for VA's Office of Informatics and Analytics, and he will also be available in addition to Mary Lou to help answer any of your questions that may come up.

So you know, this webinar is being recorded for those unable to attend today. As a reminder, if you'd like to download this presentation, please click on the link provided in the chat function. And also for all of our Twitter users, please use the hashtag #VAMobileHealth if you want to continue today's conversation on Twitter.

And with that, I'll now turn this over to Mary Lou Glazer. She is the Change Manager for VA's Office of Informatics and Analytics. Today she'll be discussing VA mobile app development and the app project life cycle. Mary Lou, over to you.

MARY LOU GLAZER:	OK, thank you. Can everybody hear me OK?
PRESENTER:	Mary Lou, if you could speak up just a bit, that would be great.
MARY LOU GLAZER:	Sure, sure. How about that? OK, we actually will just begin. The Department of Veterans Affairs is dedicated to being a transformational leader in the 21st century health care delivery. To underscore our commitment, VA has established a multifaceted program charged with developing web and mobile health applications for Veterans, caregivers, and VA app teams.
	The VA mobile app project life cycle relies on widespread coordination, continuous project tracking, and detailed documentation by developers, managers, business owners, compliance bodies, and other stakeholders. These activities take place in the VA's mobile application environment, an online management system with user friendly tools that promote collaboration and allow for ongoing project monitoring.
	Today we're going to walk through the seven stages of the VA mobile application life cycle. They are planning, development, compliance, pre-production simulation, IOC field testing, release, and sustainment. We will get familiar with its key component, JIRA, a tracking system that captures and organizes issues, assigns work, and follows team activity, and Confluence, the Confluence wiki space, which we will describe how to maintain project documentation.
	OK, so we have a poll question right now. We're going to ask you, why are you joining today's session? Please select the best answer that describes you. Are you a VA employee or contractor who develops apps? Are you a mobile developer outside the VA, a VA employee interested in learning about apps, or an IT professional outside the VA?
PRESENTER:	Great, it looks like we have a lot of VA employees here today. That's great.
MARY LOU GLAZER:	OK, great, mostly VA employees. Terrific, all right, we're going to continue now. All right, next slide-- planning, the first stage of VA's development life cycle. It begins with defining a need and ends with governing board approval. The three stages in

planning are discovery, request, and project initiation. We're going to go over all three of these right now.

If you were planning on entering an app request, discovery is the first component. There are several items you will want to think about during this discovery phase. First, you'll want to identify a need. Will this app improve VA related job performance or patient health outcomes?

It's noted that patient health outcomes are directly affected when the patient is involved in their own health care, and mobile applications are one way for a patient to be involved in their own health care. Does this app already exist? Compare your idea to VA approved apps. There may be an opportunity for a collaboration. We are working on a public facing link that will include a list of apps in our intake planning stage, our development stage, and will also include apps that are already VA grounded.

Gather the details required to make the request. Decide which platform or platforms best suit satisfying the app's job. Research funding and resource possibility-- if you or your organization can provide funding or people to develop or sustain the app, gather this information. If you have no resources, VA may be able to provide them if we approve your app request.

After discovery, you should be ready to submit a request, which is our second stage in the planning stage. The mobile app request is made by completing one of the web forms on the WMS initiation page. Before you begin, summarize your idea and gather documentation to support your app request.

When you're gathering your thoughts and ideas and all the documentation, there are some things you'll want to consider. You will want to list the app's functional requirements. The better you define your deliverables now, the less trial and error occur during the development and release part of the process. We suggest you break down the deliverables into their discrete tasks. Break down what you want the app to do and how you want the app to perform.

For example, there may be an education part of the app, and then there might be a part that requires patient input. Gather the pertinent documents that you might want to attach to the request form, such as PMAS [INAUDIBLE], design documents, sustainment plans, or if you have any preliminary compliance reviews.

Think of a name for the app. Choose a name that is brief and explicit. Your request submission will use the name during the entire processing. There will be a description field requiring you to identify the job for which the app is a tool.

It will require you to identify the app's primary function. What jobs must it perform? And if you have a BRD, you'll want to attach that to the request form. Identify your subject matter experts if you know them, you business owner if you know him or her, and identify the sustainment resources if you or your organization can provide them. The web form will also cover questions regarding PHI, PII, who the business sponsor office is, who or what the intended audience is. Some of these questions can be answered after the app request is made.

After summarizing your ideas, you are ready to submit your request by completing one of the web forms on the WMS initiation page. The link is available on mobilehealth.va.gov/initiation. Which form you use depends on whether you plan to help develop the app yourself, or if you or your organization can contribute resources towards its development.

Let's review the different types of requests on the initiation page. There are only three different types of app requests. One is have the VA build an app. Choose this request if the requester has no funding or resources to build an app.

Second, have VA review a developed app. Choose this request type if the requester has already developed an app and wants to make it an official VA app. Third, register a funded VA app project. Choose this request type if the requester has a contract or fund and has resources to build a mobile app using the VA mobile app processes and policies.

There are two other web forms on the initiation page that we do use in web and

mobile solutions. One is the user registration form. Use this form if you want to join an existing MAE development project. Examples of applicants include business owners, developers, project managers.

And second, request the VA mobile app environment, or the MAE. This is a request to development and test environments of the MAE and/or if your app requires connectivity to a VA network. You might use this request for a new wiki page, a new stash code repository, or a new FishEye installation. But don't use this form if you already have JIRA access and simply want permission to access the project. That's what you'll ask the PM for.

Once you've submitted your request, we move into the initiation phase, the third and final phase in planning. It starts off with a screening and pre-governance prep. For the screening, VA's web and mobile solutions team screens the initial request to ensure it is legitimate. If the initial request fails screening, WMS closes the request and notifies the requester. If the request passes screening, someone WMS will contact you to review the request and explain the web and mobile applications approval process.

If the requester has funds and resources to build the app, we're going to want to know a little bit more about the app request. The requester completes the business sponsor agreement, and the document clearly defines the expectations of the app, identifies the business sponsor, and defines a sustainment plan. WMS reviews the business sponsor agreement and solicits any missing information from the requester.

Let's talk about the app approval process. While we continue to prepare for the governance board, we are still in the pre-governance prep stage of the process. Before the request goes before the governance board, a mobile application management team, MAMT, reviews the request for its more technical elements and seeks to have any remaining questions answered by the requester.

In preparing for a presentation to the MAMT, the requester will need to answer a few specific questions. They are-- who is the business sponsor? When identifying a

business sponsor or owner, determine if someone within the VA can represent the app during development. Second, does this app align with the VA mission strategic plan? We would need a complete description, including requirements of the app. Most of our app requests are from VHA. In this case, you will want to think about VA's strategic goals.

What is a sustainment commitment? Every VA app is required to have a sustainment plan that outlines how the app will be maintained and how users will be supported. For those of you asking for WMS funding, you'll need to determine if the proposed app qualifies for medical care funding. The FDA definition is on the PowerPoint slide attached.

Processes and policies are changing and improving all the time. We now have established an architectural review team. The VAMF architecture review team will review design proposals of the application to include usage of VAMF services and to ensure that the technology fits with the overall VA strategy.

Up until now, we've been working in the pre-governance prep part of the process. With the business sponsor agreement and the four questions completed, and the MAMT technical review and approval complete, we now move into the governance board approval part of the process. At this point, the request is put before the Mobile Applications Governance Board. A decision whether to move forward in the process is made, and if the stakeholder is not present, they will be notified at this point.

Once the app request is approved by the governance board, it moves into the approved app pool. This is more or less a pool or a pick list of approved apps. If resources are available from the mobile app development teams to support the requests, the app may be selected for internal development through OIT. If not, web and mobile solutions may pursue funding a request with an external contract. The majority of the apps are contracted. These apps get put into PMAS increments and are scheduled out about a year in advance.

PRESENTER: So we're going to take just a very brief break here to remind folks that if you have

any questions for Mary Lou or for Chris, please don't hesitate to type them into the chat box at the bottom left of the screen. And we'll give everyone just about 30 seconds or so to ask any questions they want to, and then Mary Lou will jump back in. OK, Mary Lou, so it looks like we have a question from Mike in VG from Ann Arbor-- is that MAE a software development tool/library?

MARY LOU GLAZER: There are tools in the environment that, once you have an approved app, you can use. You can use JIRA, which we're going to be talking about in a moment, the Confluence wiki, Dash, FishEye. And if we don't answer your questions in the next part of the presentation, let us know.

PRESENTER: OK, we have one more question that's come in, Mary Lou, from Richard in Saint Peter's, Missouri. What are intellectual property protections for external projects submitted for VA approval?

MARY LOU GLAZER: I'll actually have to-- we'll have to note that one, and we'll get back on that and some of the other questions that I see that are here. But also I want to note that Chris Collins-Wooley has posted a link in the chat that describes some of the tools in our environment or our MAE.

CHRIS COLLINS-WOOLEY: I can address the intellectual property that each app that we publish has an included EULA, if that's what you're asking. We have a EULA that we've developed just for this purpose.

MARY LOU GLAZER: OK, thank you. We have noted the other questions, and if we don't get to them, we'll surely respond by email. And we'll just go to the next slide. Thank you.

Let's take a break from the project life cycle. So where is all this information tracked? JIRA is a project tracking tool owned by Atlassian, a privately held company founded in 2002. JIRA is based on issues, and issues are organized into projects containing components and versions. In web and mobile solutions, we use JIRA for managing our intake requests and our app projects as they go through the project life cycle. Remember, prior to the approved JIRA project, the request issue is in the intake phase.

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Think of the JIRA project as a basket or a container. Each app request begins as an issue. As an app request is approved by our governance board and selected to build, the request is moved over from intake to a JIRA project. The JIRA project contains a variety of issues, including the original request, compliance issues, bugs, tasks, risks, et cetera.

The requester becomes the designated administrator, and he or she receives the email stating that they are responsible for providing access to members of the team as needed. Examples of users needing access would include developers, business owners, compliance staff, other reviewers, such as [? VFD ?]. And once the PM is assinged-- the project manager-- then they take over as the administrator of the project.

So this is the main page or summary page. I want to call your attention to a few of the features on this page. First, let's take a look at the top. You'll see that the project name, the project key, and the project lead are listed there.

I want to focus on the project key for a minute-- in this case, VKWA. When a project is created in JIRA, it is assigned an identifier or key. The project key is the only true way to identify an app. App names sometimes change, or apps may be grouped together due to phases, or improvements, or other reasons. The project key is the one true way you'll know for sure you are correctly identifying the right app project. For example, SQ is for a Stay Quit app, and DMA for Diabetes Mobile Application.

OK, so let's navigate back to the JIRA summary project page and switch gears a little bit. We've become familiar with the JIRA project page. Now let's click on the wiki link and take a closer look at the wiki page.

We are now on the Vet Kiosk Wiki App cover page. Again, I know this is small. You don't need to read all the detail. I just want you to get familiar with the look of this page. [INAUDIBLE] from Wikipedia, and a wiki is a web application that allows people to add, modify, delete content in collaboration with other team members. All project content should be kept in the project wiki.

Once you have your main JIRA account and have been given access by the project manager, you will have access to this content. The project wiki cover page starts with a listing of key staff members and a project summary that is populated by the project manager. The cover page also displays tables that show pertinent dates related to PMAS, compliance, risks, and the project life cycle.

On the left side of the page, we'll see a menu of options we can navigate to. These are child pages that have been set up. We're on the summary page right now, but you can select child pages entitled Content Papers, Meeting Minutes. There's the PMAS, and an Overview, and et cetera.

Efforts have been created to aid the user in adding content to the wiki. If we click on the Create button at the top of the page-- and I know it's hard, because you're just following my screen. But a pop up box will open with several templates. Users are able to upload and import the available templates as child pages.

From this screen, you can then scroll down to the correct templates. There are templates for all the PMAS documents, including requirement specification, systems design documents. There are also templates for V&V testing, intake forms, and many of the compliance form templates, such as privacy, security, and 508.

PRESENTER: So it looks like, Mary Lou and Chris, we had another question that popped up via the chat window, which, Chris, you responded to. I don't know if we want to elaborate at that at all, or if anyone has any additional questions before we keep moving on.

CHRIS COLLINS-WOOLEY: I don't have a copy of-- I have just a draft of the MAE in our wiki system. I don't have a publishable draft I can send you at the moment, but we do have one. And all the apps that have moved into release include a version that's authored for their app. So I can't answer that question at the moment, but we'll get back to you.

You can email one of us, and we'll get a copy of the EULA to you. It's a version, I believe-- or an equivalent tool is in the MAE. If you have a MAE account for JIRA, you can view the environment and the tools firsthand.

PRESENTER: And just a note for Mike in VG, we do have your email addresses, so if you want us to send that to you directly, we'd be happy to do so. And keep the great questions coming. If anyone else has any additional ones, please send them through the chat feature. Otherwise Mary Lou, we'll keep going.

MARY LOU GLAZER: So just a quick overview on how to search JIRA if you're not familiar with it. There are at least three methods to searching JIRA. There's a quick search, a basic search, and an advanced search. The quick search is the fastest way to define search criteria. However, it is less precise than the other search methods for complex queries.

The quick search is a powerful tool which will search across issues in their fields in addition to comments. The trouble with this is that it's like searching Google. You'll receive too many hits, including open and closed issues, issue types including risks and bugs, and everything that touches the key word that you have entered.

You can, however, place an issue key into this box, and it will bring up just that one issue. Here, you can see that the key WMSIN-1048 brings up one issue. In this case, it's a request for a women's health diary phase two application-- very specific.

The basic search-- and this is the one that I use and I recommend you using-- provides a user friendly interface that lets you define complex queries without needing to know how to use the JIRA query language. Once you create a basic search, you can then switch to advance to view the JQL behind the search, sort of looking behind the curtain. To do a basic search, you're going to click on Issues. And you can see that on the screen, the Issues drop down menu at the top of the screen. And then select Search for Issues.

This will bring up the Basic Search bar. You'll notice several drop down menus that allow you to narrow your search. Use the Type drop down menu and choose the issue type Original Request to search for a project. Remember, the project is a basket, so you have to pick the original request one issue. It's sort of like a cover page.

If it is not among the choices, simply start typing original request. You can also use the drop down choice called More to choose any of the fields in any of the issues to limit your search. Examples include apps that will collect Veteran entered data or apps that contain a EULA.

I might search for a group of projects in a contract or all the projects that have a particular project manager. I might even search for all the request type issues that have business requirements documents completed. In these circumstances, I would still filter it by the issue type Original Request first.

I just want you to note that we are working hard to use the system to its best advantage, and it is important for the project manager to keep the original request up to date so that these searches report correctly. OK, to switch from basic to advanced, just click the Basic or Advanced link next to the search criteria. JQL language is used for the advanced search feature.

Once you've searched for an issue in JIRA just like we did, you can save that search as a filter to use later. Filters help you keep track of your projects and issues, such as bugs and compliance. You would create a filter the same way you search for an issue. Here, what you can do with JIRA filters, you can share an email search result. You can create a list of favorite filters.

You can have the search results emailed to you according to a preferred schedule-- I do that to remind me to send out reports-- view and export the search results in various formats, such as Excel-- they can export to Excel-- display the search results in other report formats, and display them in a dashboard gadget. If you have saved a search previously as a filter and you want to run it again, you can.

Here's a question that comes up often. As a project manager, can I see all the projects I oversee and their statuses? Well, absolutely. We can create a filter for that. But before you create the filter, you'll want to search to see if other ones exist. We're going to create the project manager search and save it as a filter. To create the filter in the basic search, select the Issues button, and the drop down menu will appear again, and choose that Search for Issues.

Next, chose Original Request, issue type equals Original Request. And if you don't see it, just begin typing it. Remember, More is the drop down menu that displays all the fields that you can limit your results to further. Here we're going to use the More drop down and choose the field Project Manager Name. If it's not there, just start typing "project manager" in the More drop down text box.

Next, a text box will appear that will enable you to add the project manager's name. I'm going to type in Harold Bonds, one of our project managers. Next, just choose the Update button. And you'll see at the next slide this is a list of all of the projects. And the keys are on the left hand side that Harold Bonds is responsible for.

Go ahead and choose the Save As button. And next it's going to ask you on the next slide to name that filter. We're going to name it Harold Bonds Project Manager, and then just click Submit.

The last thing I want to talk to you about today related to JIRA specifically are the dashboards. The dashboard is a customizable page that shows a set of chosen filters. Examples of dashboards include dashboards for project managers that list the status of all their projects, compliance status for a variety of projects. You can set up a dashboard displaying a variety of information for just one project, and you can customize your dashboard using charts, gadgets, and widgets.

I'm not going to go into detail about dashboards today-- just to point out that you can save the already created filters to the dashboard in a variety of ways using the gadgets I just mentioned. And some of them are pie charts and two dimensional filters, which are my favorite.

So we've just finished walking through the planning stage of the app development process. We started touching the development phase, and we started looking at how to use the JIRA to track and manage your app as it goes through the life cycle from planning to release and sustainment. There's still a lot of ground to cover before the app is released.

So now I'm going to walk you through the remaining phases of the process, explain

why we have this new software development life cycle. The processes in this workflow are changing all the time, and we're applying it to the frontier app already in the pipeline. And we are constantly improving the workflow as we find best practices.

Populate the MAE JIRA project. To conform to VA requirements, the project team tracks every conceivable detail, including compliance requirements and documentation requirements in the MAE JIRA system. However, the JIRA tool also supports Agile development with the ability to document epics, features, user story, acceptance criteria, risks, tasks, bugs, and more.

At this point, the team should review the use of the tool and build out the project's Agile planning board. You'll want to align the business requirements with epics, new features, stories in the app's JIRA project, and add them to the project's backlogs. You'll want to divide the unit tests for new features and stories. You'll add the tasks to the JIRA Scrum board, identify any possible dependencies, and link the task for the given top level task. And last, assign the tasks to the [? sprint. ?]

During development, there are two important things that have to occur. You'll want to be coding to spec. Do your best. You can follow all the compliance body's review guidelines. You should run your code through the fortify scan.

In discussing developing an app, the development team conducts a series of Agile sprints to develop the app, and in each sprint, the developer codes the sprint's targeted story. The quality assurance engineers run the unit test. The team collaborates with compliance review bodies to avoid potential issues, and the team develops the documentation required by the PMAS system.

Remember, your project's wiki comes with instructions and templates for these documents, which the VA refers to as PMAS artifacts. The team ensures the app works with the VA mobile framework architecture and the MAE environment. If issues are found, the change request is submitted. See the changed control procedure on the MAE network for guidance if you have access. If not, we'll get it to you.

Once you're done with development, you move into compliance. There are 12 official compliance bodies. Compliance bodies review the app to ensure it meets VA software standards. These bodies ensure your app is safe, secure, and that privacy is protected. Most compliance review bodies are willing to conduct an informal review early in the planning or development.

There was a recent development that makes staying in compliance during development much simpler. OIUT has taken the compliance review reports coming back on the frontier projects and reverse engineered all the body's checklists into a set of enterprise non-functional requirements, or NFRs, and added them to the MAE JIRA projects as individual issues.

So now developers can look at each NFR and see if the app's code is going to pass review. This is a hugely significant step and should greatly improve the code quality coming out of the development stage. Compliance review stage begins when you hand off the code to V&V, Verification and Validation.

When the development team completes its sprint and stakeholders are satisfied with its functionality, the project manager notifies the product development office's V&V team that the app is ready to move into the next stage of the project life cycle. This workflow is the working draft of the PMAS V&V stage. The V&V team notifies the remaining compliance bodies of the app's status in the review process and provides their findings. While V&V coordinates reviews with the compliance body, the app's project manager is responsible for pushing the app through.

When you pass compliance, your app moves into pre-production simulation state of the workflow. This is where you install the app in a simulated production environment and have the subject matter experts use it to ensure it still does its job that it's supposed to do.

After the pre-production simulation, the app moves to OIC field test stage. And this is like a beta. You put the app in the production environment and have target end users test it. Most apps won't require complete entry to exit IOC, but all apps require

a field test.

After field testing, your app is ready for release. But it doesn't end there. When you release your app, you implement your sustainment plan. You provide support and user feedback.

Next, there is lots more to learn about the project life cycle using JIRA and the project wiki. We also use wikis for further instruction and detail on policy that we've spoken about today and for collaboration as we move through the process. In addition, you'll want to look through the new developer portal, which contains much of what we talked about today. And that portal can be found at the mobilehealth.va.gov website. And it's on the PowerPoint if you download that, on the last page. Thank you.

PRESENTER: OK, great. Thanks, Mary Lou. I think at this point we're ready for the Q&A section of our presentation. Why don't we start with another question from Mike in VG about summarizing the compliance requirements. Chris, I saw that you just sent a link on that. Is there anything else we wanted to add on that note? Nope?

CHRIS COLLINS-WOOLEY: Yeah. Yeah, the first thing to do-- and this is probably the most important thing if you're developing a mobile app that you want the VA to publish-- is to first get as familiar as you can with all of the compliance review bodies. We have summaries that I'm going to pass the URL-- it's a public URL, so you can all see it. You don't need the secure socket layer there on that URL.

There's a lot of information there, certainly enough to introduce you to the compliance review stage. There are a dozen different bodies. Most of them are applicable to all applications. If your app does not touch VA networks or databases in any way, there's a reduced set of compliance reviews that you have to go through. Every app has to pass 508 via VA app. That's just the law.

MARY LOU GLAZER: All right. I don't know if there's any other questions that anybody else has today.

PRESENTER: Yes, if there are further questions, please go ahead and submit them via the chat

box in the left hand corner.

CHRIS COLLINS-WOOLEY: I'd like to elaborate a little bit on an earlier question, because I think this is really important what we're finding as we are reviewing apps-- is that the fortified code scan is the single biggest bottleneck right now in getting apps released. And it is typically caused-- I've been talking to the release people about this, because there's a tendency for developers to look at many of the results you get back from your fortified scan.

And you can run the fortify scan as soon as you get your app into the MAE. It's a public tool, so you could run it otherwise. But the important thing to know is that when the code review compliance body looks at your code, they do not assume that any flag that fortify raises is irrelevant. So you have to pay special attention to all of the results you get back on your scan, or you'll just run into the same problem once it goes into compliance review.

PRESENTER: And Chris and Mary Lou, we had an earlier question from [? Katelyn ?] about guidelines regarding usability testing. I don't know if we wanted to revisit that and explain a little bit further. Chris, I know you sent a link for more information on that as well.

CHRIS COLLINS-WOOLEY: Yeah, OK. Well, first of all, the human factors engineering department at the VA has two separate bodies that look at the app two different ways. The first is the interface design group, which makes sure that your app complies with many of the same elements that you would expect 508 to be looking at. But they also try to establish a standard look and feel for VA apps.

The other side is called user centered design. I sent a URL there that goes into more detail. They're much more of what you think of as being people that make sure that your app is working properly in terms of usability, being user friendly. They have extensive checklists. They revise them all the time to try to keep up with the technology and best practices.

We have a couple of hundred apps in our pipeline in the JIRA tracking system that

Mary Lou was describing. But they try their best-- user centered design tries their best-- to give you advice as early in your development stage as possible. If you can get-- there's contact information. Once you get into the MAE, you can find these people and set up a presentation of your app if you have demos or wireframes.

Any kind of preliminary work that you've done on its design-- the user centered design team will take a look at it and give you advice before you even start coding. I strongly recommend that you do that to reduce the amount of rework that you have to do later.

PRESENTER: Great, and it looks like we have another question from Mike in VG, this time about a process for both iOS and Android review and deployment. I don't know if Chris and Mary Lou want to address that.

CHRIS COLLINS-WOOLEY: We are promoting HTML5, as a matter of fact. But yes, we accommodate both types, both platforms. We try to stay up to date on the iOS and Android releases, and we test specifically for them.

PRESENTER: OK, and we had a follow up question from [? Katelyn ?] about usability. She asked, can we also do usability tests on would be users?

CHRIS COLLINS-WOOLEY: Oh, absolutely, absolutely. I don't know that you can establish a formal usability test with the VA's HFE teams. But of course, especially if you have the resources to do that testing yourself, that's something that any well designed app would hope to be doing.

There is a field test phase at the end of development that most apps could benefit from. Some of them have to do it, some don't. This is determined by the governance board. But yeah, if you want to set up a real usability test, and learn from it, and redesign, you would want to be doing that as early in development as you could.

PRESENTER: OK, great. And then we also had a follow up question from Mike in VG on the topic of HTML5. Do you have a similar process for mobile web apps as opposed to native apps?

CHRIS COLLINS-WOOLEY: Yeah, there's really no-- we're using the same OINT. And VHA are looking at web apps with the same processes right now. We haven't really forked a difference in how we're reviewing those apps. So yeah, you could use-- web apps could conceivably go through the same process at this point.

PRESENTER: OK, great. And it looks like Richard had some questions about the NA requirements of getting into that. Can you expand upon that, Chris or Mary Lou?

MARY LOU GLAZER: He says that he's familiar with fortify high critical must be addressed. Medium, low-- often not relevant, some even artifacts of Microsoft form generation requirements to get into the MAE. Do you want to address that, or should we get back to Richard on that?

CHRIS COLLINS-WOOLEY: I'm sorry. I couldn't quite make that out. And I don't see it here on the chat.

PRESENTER: Richard, could you type in your question one more time for us? And in the meantime, if anyone else has additional questions, please feel free to type them in now.

CHRIS COLLINS-WOOLEY: Incidentally, Jenkins-- we use Jenkins, which supports subversion, to answer one of the early questions. And I'm checking on the main right now.

PRESENTER: So Chris, Richard just asked, what are the requirements to get access to the MAE?

CHRIS COLLINS-WOOLEY: Well, you need to have an approved app, an app that you've requested a project for. If you are an app developer associated with an app that's already been approved or is in the pipeline to be approved, you can apply for an MAE account, and it will go before a management team to ensure that you have some association with the VA or an ongoing app in development. And then you can get your account, and then you can see all of the JIRA projects inside the system, as well all of the detailed documentation.

You apply for an account from mobilehealth.va.gov/initiation. It's the work request

page Mary Lou showed you earlier. I believe it's the last panel in that long middle column.

PRESENTER: OK, great. Chris, we had one additional question come through that asked if you could please clarify the relationship between the business owner and project manager in the development process.

CHRIS COLLINS-WOOLEY: Sure.

MARY LOU GLAZER: The project manager is responsible for moving the app through the entire process, though the compliance, and pushing it through the whole process. The business owner-- and I stand corrected, Chris, if you want to jump in. The business owner or business sponsor is someone in the VA that has high enough responsibility within the service that can make decisions about the app throughout development, make sure that it's aligned with what the request was initially, and would be responsible through sustainment as well, I believe.

CHRIS COLLINS-WOOLEY: Yeah, right now we have employed many project managers to assist the business owners with the project side of moving the apps along the pipeline. Typically, your business owner is the stakeholder who hopes to use the app. They can be one in the same person, conceivably.

PRESENTER: OK, great. Well I think that is it in terms of the questions we've received. It's last call if anyone has any last minute questions they'd like to ask. OK, well I wanted to thank everyone again for joining us today. If we didn't get to any of your questions, please bear with us, and we'll follow up with you after today's webinar to try to get all of the answers that you need for your projects.

Before you leave today, we would like your feedback on today's session and any topics you'd like to hear about from us in the future. So please just take a few brief minutes to fill out the survey at the link shown on the screen. As a reminder, you can download the slides from today's presentation from the link we provided in the chat function. And we'll also be sharing this, as well as a link to a recording of the

presentation, via email. And thanks again, everyone, for joining, and we hope to see you again next time.

MARY LOU GLAZER: Thank you.