

**Webinar: Strengthening the Public Health System for Maintaining
Essential Health Services during the COVID-19 Pandemic
Remaining Questions & Answers**

From Tony to Dr. Neal Lesh,

Question: Upon releasing the new app, you will receive feedbacks from the users. How do you decide whether revising the APP according user's feedback?

Answer: As a side note, in COVID, one of the challenges was getting all the feedback that we usually do during app design. We had to make apps faster than we usually do, and it was harder to work with users. When we did get feedback, we would have to balance new requests against maintaining a simple design, and the need to prioritize stability. So in each case, there is some judgement about whether the request is a "must have" or "nice to have". Some feedback is just a clear improvement so those can be easily incorporated. Others provide insight into the program that we did not originally have. Other feedback can be good but something we have to put on future roadmap.