



VA-Mobile Feature Support Demo/Review

Sprint 17

May 19, 2025

The recording of the demo can be accessed [here](#).

VA-MFS Team



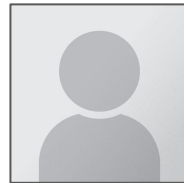
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OCTO Mission:

Our mission is to improve Veterans' lives with better software.

2025 OCTO Objectives	Key Results
O1: VA's digital experiences are the easiest and most efficient way to access VA health care and benefits.	<ul style="list-style-type: none">1.1 Improve satisfaction with our web and mobile products by 5 points.1.2 We have reduced the total time Veterans spend waiting for a response from our digital experiences by 50%, towards a goal of less than 4 seconds per transaction.1.3 100% of transactions received via our digital experiences are either processed correctly or we have notified the user of an error.
O2: OCTO's platforms are the fastest, most efficient, and most secure way to deliver products at VA.	<ul style="list-style-type: none">2.1 100% of authentications to our systems and tools (both Veteran-facing and internal) occur using a secure credential.2.2 We have reduced the total error rates in our platforms by 50% compared to Q4 2024, towards a goal less than 1% per endpoint.2.3 100% of VA employees have access to a valuable Generative AI tool to help with their work.2.4 Each of our platforms* and tools increase the number of non-OCTO built capabilities or non-OCTO users by 50%. (*excluding mobile)
O3: OCTO teammates are empowered with the knowledge and resources they need to make sustained impact.	<ul style="list-style-type: none">3.1 Team members reporting more than a reasonable amount of stress is 5 points lower for each quarter in 2025 than it was in the corresponding quarter in 2024.3.2 Every OCTO Portfolio identifies 2 or more strategic decisions per quarter that would benefit the larger OCTO team, and documents them publicly in a shared location.3.3 75% or more team members are confident they have the knowledge needed to make effective decisions.
O4: OCTO positively influences VA's ability to deliver software products and services faster, safer, and with higher quality.	<ul style="list-style-type: none">4.1 OCTO has delivered at least 10 impactful artifacts or learning activities (e.g., trainings, guides, COP meetings) focused on improving delivery practices that achieve an NPS score of 30 or higher from the target OIT delivery staff.4.2 OCTO has helped resolve/support at least 10 significant engineering issues or products outside our portfolio.4.3 Five or more non-OCTO teams have used SPRUCE to deliver high quality software.

Sprint 17 Ticket Changes

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data

Our Mission: Continuously deliver high-quality digital experiences for the benefit of all Veterans and their families

Rollover from Sprint 16

- None!

Added to the Sprint Post-Planning

- [457](#): [BE] Veteran Status Card alert updates (In Peer Review)

The below VSC web tickets were marked Out of Scope due to new design needs and an additional user scenario. They've been moved to the Backlog for a future sprint.

- [426](#): Unit Test Coverage (Staging Review Artifacts)
- [425](#): E2E Tests (Staging Review Artifacts)
- [1581](#): [FE] Veteran Status Card accessibility and mobile checkup
- [446](#): Product QA: VSC Redesign (Web)
- [447](#): UX QA: VSC Redesign (Web)

Sprint 17 Completed Tickets

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data

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Product Completed

- [449](#): Kick off the Collab Cycle (Product ticket)
- [396](#): Create Public Repository Request Issue

UX Completed

- [227](#): Low-fi designs
- [359](#): Pre-need Burial: Research: Share research findings with stakeholders (meeting)
- [226](#): User flows and sitemap placement
- [450](#): Divide research into individual studies
- [461](#): Finalize research goals + questions v2

Sprint 17 Completed Tickets Cont.

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data

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Engineering Completed

- [1580](#): Veteran Status Card alert updates
- [444](#): SPIKE: Linking Veterans to VA.gov Debt Portal from Mobile app
- [1577](#): Link from Profile to Veteran Status Card
- [443](#): Feedback Button
- [445](#): Thresholds percentage for VSC alerts
- [448](#): Analytics Setup: VSC Error Messaging

Continuation of Work into Sprint 18

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data

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Peer Review

- [457](#): [BE] Veteran Status Card alert updates (In Peer Review)

Natalie | Product Updates

Overpayment and Copayment Debts

- Submitted the kickoff ticket for the Collaboration Cycle for the initiative of allowing Veterans to view Overpayment and Copayment Debts on the app.
 - Next: PO Sync scheduled for 5/20!
 - After: Design Intent (TBD)
- Product sync with the Financial Management team and made the following decisions for the MVP:
 - Release Copayments at the same time as Overpayments
 - Plan to include Copayment statements
 - Aligned on the user scenarios

MFS Roadmap

- Developed a roadmap and currently working to finalize with the team
 - Plan to review in 6/2 Sprint Demo



Natasha/Emily | Debt Portal: Copays and Overpayments

Discipline (UX)

Research Plan: Key Developments

- Research scope
 - Shifted from broad initiative to usability testing of MVP designs
- Advanced research plan
 - Expected outcomes
 - Business goals + Veteran journey
 - Research methodologies




Dave | Veteran Status Card - Alert Updates

Discipline (Engineering)

Explanation of the work:

- **Preamble:** We needed to understand how to implement and update the alerts that can show on the new Veteran Status Card page.
- **Work:** [Spike 1580](#)
- **Solution:**
 - Did a technical deep dive on existing alerts and logic to understand the updates needed.
 - Had several meetings with IIR to discuss implementation details.
 - Produced an engineering research document discussing the API's, data and logic needed to implement the alert updates.

**Mitchell G Jenkins**
United States Air Force
Your disability rating: **40% service connected** >


[VA.gov home](#) > [Profile](#) > [Veteran Status Card](#)

Profile

- Personal information
- Contact information
- Personal health care contacts
- Military information
- Veteran Status Card**
- Direct deposit information
- Accredited representative or VSO
- Notification settings
- Account security
- Connected apps

Veteran Status Card

This card makes it easy to prove your service and access Veteran discounts, all while keeping your personal information secure.

 Our records show that you're not eligible for a Veteran status card. To get a Veteran status card, you must have received an honorable discharge for at least one period of service.

If you think your discharge status is incorrect, call the Defense Manpower Data Center at [800-538-9552](tel:800-538-9552) ([TTY: 711](tel:800-538-9552)). They're open Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

Frequently asked questions

[Expand all +](#)

- What if my Veteran Status Card displays incorrect information? +
- How can I use the Veteran Status Card? +
- How do I get a physical version of my Veteran Status Card? +
- What other types of Veteran ID are available? +

Alex | Veteran Status Card - Mobile Analytics

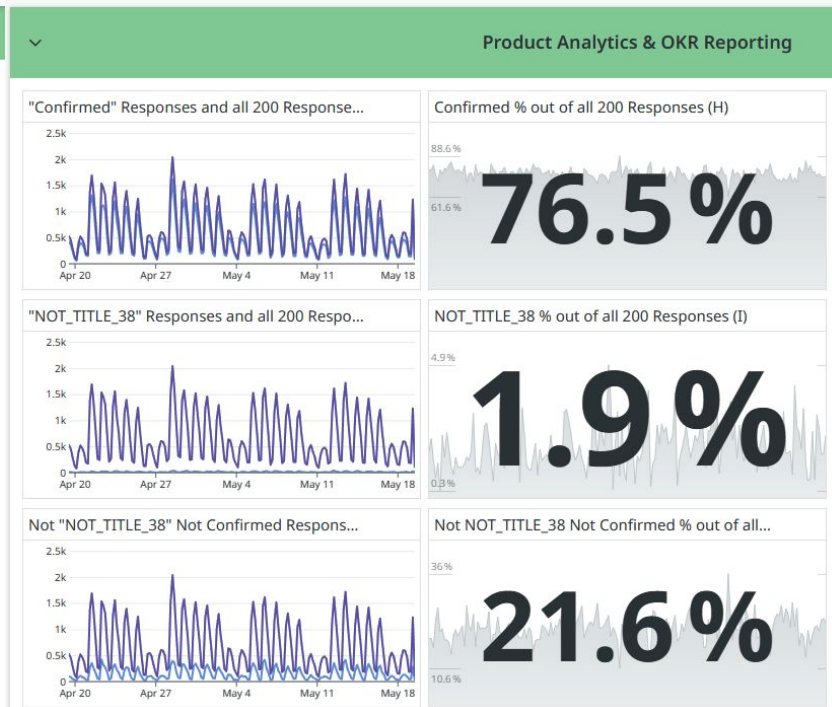
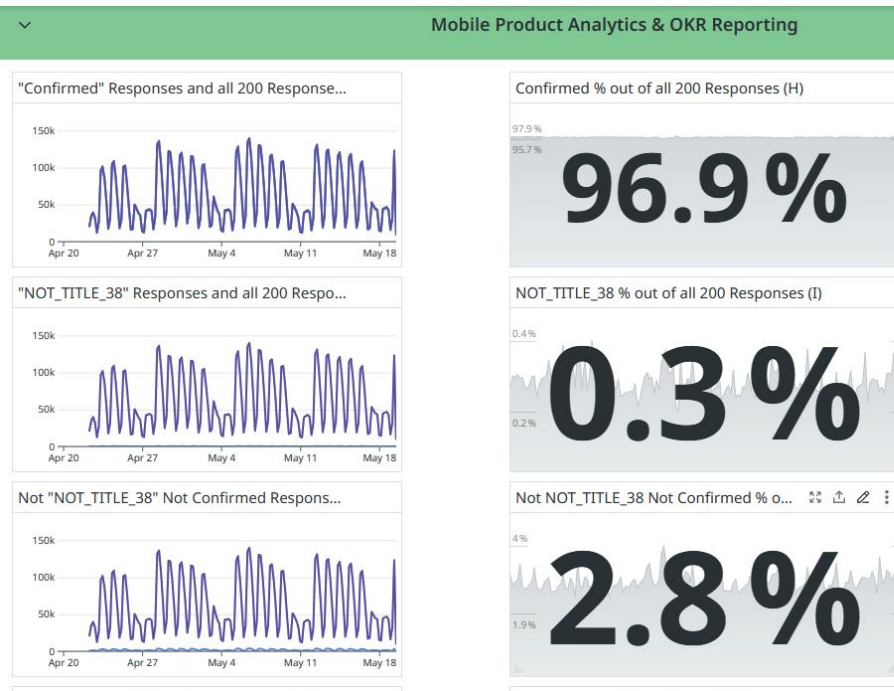
Discipline (Engineering)

Explanation of the work:

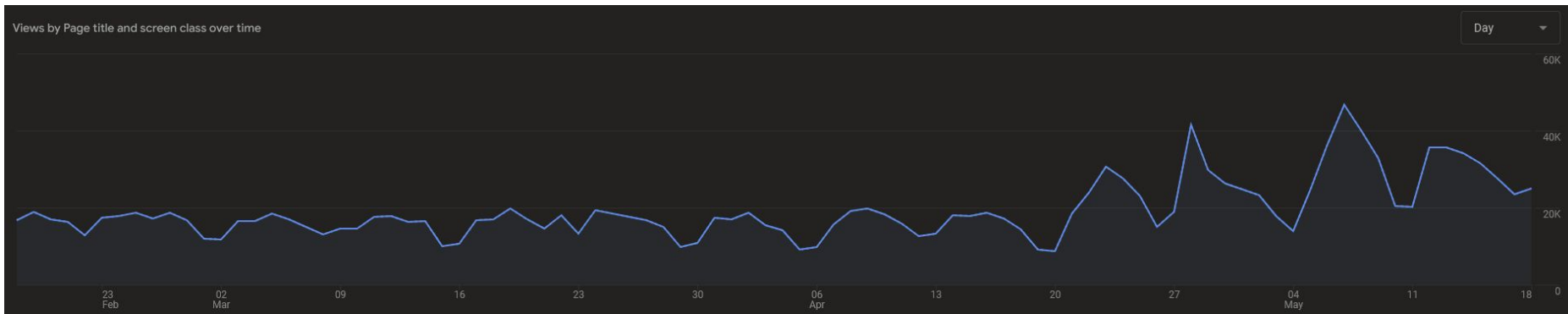
- In order to monitor the success of our changes on mobile Veteran Status card we needed to leverage the tracking that we built into the backend and front end.
- We've seen a large amount of traffic and success and definitely wanted to bring some visibility to that.



Alex | Veteran Status Card - Mobile Analytics



Alex | Veteran Status Card - Mobile Analytics



Sprint 18

Sprint 18 Proposed Goals

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data

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- Continue development for the web VSC redesign for the additional user scenario and support this initiative through the collaboration cycle. The team will continue to document artifacts necessary for staging and review so that Veterans have a positive experience when this feature is live.
- To provide Veterans with ease of access to their Veteran Status Card, we aim to investigate the technical parameters and industry-standard settings of a digital wallet feature to understand any design limitations associated with this feature.
- Finalize the research questions, and begin creating the research conversation guide and designs that will allow Veterans to view Benefit Overpayment and Medical Copayment Debts in the mobile app.
- Prep the artifacts necessary for the Design Intent.
- To support the VA's commitment to open source, transparency, collaboration, and knowledge sharing, we will work to gain approval on the public repository request issue as well as make our project instance public.

Sprint 18 Committed Work

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VSC: Creating New Home In Profile on VA.gov

- [457](#): [BE] Veteran Status Card alert updates
- [426](#): Unit Test Coverage (Staging Review Artifacts)
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- [1581](#): [FE] Veteran Status Card accessibility and mobile checkup
- [446](#): Product QA: VSC Redesign (Web)
- [447](#): UX QA: VSC Redesign (Web)
- [478](#): [FE] Implementation of Veteran Status Card alert updates
- [441](#): Release Notes: VSC redesign (Web)
- [479](#): [BE] SPIKE investigation of a singular endpoint for Veteran Status

VSC: Creating New Home In Profile on [VA.gov](#)

- [415](#): SPIKE: Settings for wallet feature

Overpayment and Copayment Debts

- [482](#): Continue flows/designs
- [486](#): SPIKE: Sync with Jon B on SSO Mechanism and Present Findings to Team
- [462](#): Finalize research goals + questions
- [468](#): Determine recruitment + screeners
- [404](#): Write interview section of conversation guide

Sprint 18 Committed Work

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Overpayment and Copayment Debts - Design Intent

- [464](#): Design Intent: Overpayment and Copayment Debts

Public GitHub Repo/Project Instance

- [485](#): Obtain COR Approval and Finalize Public Repository Request
- [397](#): Make the Repo Public
- [398](#): Change the MFS GitHub Project instance to Public

Technical Debt

- [490](#): [BE] SPIKE: Investigate the Vet Status Card alert spikes

Questions?