



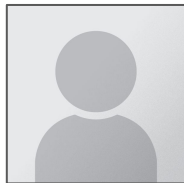
VA-Mobile Feature Support Demo/Review

Sprints 7 & 8
January 10, 2025

VA-MFS Team



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VAPO



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COR



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Ryan Thurwell
VA Design Lead



Rachel Han
VA Product

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.

Product | VA-MFS Sprint 7 Accomplishments

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

Sprint 7 The MFS team further matures by taking on the Flagship Mobile Epics and understanding that work.

Work Completed in Sprint 7

- [Design System](#) Component work:
 - 2024 MFS Discovery: Review current Detox/e2e testing process [#148](#)
- Accessibility General work:
 - 2024 Q4 MFS: Accessibility Tools / Engineering [#113](#)
- Onboarding
 - Kim McCaskill- VA Platform Onboarding [#24](#)

Product | VA-MFS Sprint 7 Accomplishments

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

Sprint 7 accomplishments (*continued*) Work started and carried over into Sprint 8 due to the holidays

In-Progress:

- BUG - Sev 3 - Android (maybe all) - "claims history" text not wrapping, infringing on "VA" header space [#10241](#)
- BUG - sev-3 - Android - TalkBack: Unable to use tap to focus on snackbar if other focusable content is behind snackbar [#5055](#)

Peer Review:

- Global Snackbar Implementation [#9630](#) (in PR review with Core Mobile Team)
- BUG - Sev-3 - The notification onboarding screen does not appear in the onboarding flow after hitting reset first time login in the dev menu [#10134](#)
- Incorporate new Loading Component into the App - Global [#8936](#)
- BUG - Sev-3 - In-App Feedback: Phone number, SSN, Email are not properly recognized if they end in punctuation [#10354](#)

Ready to Deploy: 1/22/2025

- BUG - sev-3 - All - Typo in share app message [#10275](#)
- BUG - sev-2 - iOS - Some assistive tech can't get 'into'/'onto' screens where the only actionable items are initially offscreen [#9461](#)

Sprint 7

Jennifer | Product

Discipline (Product)

Explanation of the work: Reformatting Epics for OCTO DE board

- **The problem:** There is a new accepted format for all Epics, so that they may provide the same information across the OCTO DE board. Our Epics, as currently written, did not adhere to the new format.
- **Why is this a problem:** We want to be communicating as much information about our work and status of that work as possible to our Product Owners. Embracing this format for our team's Epics is an easy way to communicate that information.
- **Solution:** Re-format and re-write all Epics to adhere to the preferred OCTO DE board format.



Jennifer | Product

2024 Design System Component Replacement #77

[Edit](#)[New issue](#)[Open](#)[Epic](#)[8 / 12](#)

jennb33 opened on Nov 13 · edited by jennb33

Edits · ⋮

Problem to be solved

In order to provide look and feel continuity on the VA Mobile App, and future Mobile Developments, we need to ensure that Design Systems components are all in place in the current app code components, including Snackbar, Semantic Color tokens, spacing tokens, icons, and loading elements. This will provide a consistent experience for the users. Once they have been implemented and tested, as a cross-team effort by the Flagship Mobile and MFS teams, they will be released in accordance to VA standards.

Definition of done

Outstanding Design System components have been implemented into the Mobile app and are complete, tested and launched.

[Product Outline](delete this text and paste the product outline link here inside the parentheses) - TO COME

Monthly updates:

Date	Responsible team	Task	Status	Notes
December 2024	Flagship Mobile & MFS	Level-set meeting held on 12/6/2024 with Flagship team. Meeting notes here	Complete	
	MFS	December 2024 work includes: Prioritizing components for work; Global Snackbar Implementation; Implement New Loading Component; Update Semantic Color Tokens; Implement updated Semantic Color Tokens; Implement Design System Checkboxes	In Progress	

Assignees



No one - [Assign yourself](#)

Labels



[2024](#) [Design System](#) [crew-sitewide](#)
[engineering](#) [epic](#) [roadmap-DMC](#)
[team-MFS](#)

Type



[Epic](#)

Projects



Mobile Feature Support

Status [Current Epics](#)



Milestone



No milestone

Relationships



None yet

Development



[Create a branch](#) for this issue or link a pull

Jennifer | Product

Headlines

VA Stakeholders	Title	Role	Email
Jeff Barnes	Digital Experience Portfolio	Product Owner	jeffrey.barnes4@va.gov
Rachel Han	Digital Experiences Portfolio	Product Owner	RachelXiaolu.Han@va.gov
Ryan Thurlwell	Mobile	Design Lead	ryan.thurlwell@va.gov
Don McCaughey	Mobile	Tech Lead	Donald.McCaughey@va.gov

OCTO lead

Jeff Barnes, Digital Experience Portfolio, Product Owner

Is this initiative tracked to an upcoming event or congressional deadline?

No

Details

Which OCTO team should do this? When might they have time to do this?

Currently this is a cross-team effort, for the Flagship Mobile team, who began the work, and the Mobile Feature Support team, who is assisting with the work. Work is currently in flight, with an anticipated completion date of Spring, 2025 (*date is to be confirmed once the entire scope of work is understood*)

Which OCTO or portfolio priority does this work support?

- Objective 2: Our platforms are the best way to deliver products at VA.

What is the user impact and scale of impact?

Due to accessibility needs, Veteran users, particularly those with impairments, will find the consistency of the implemented components more settling, especially as new products are created using the same components.

What's the long-term plan for managing this effort?

As Design System components are updated, it will be necessary to implement those updates.

What funding/contract support would this need?

What else do we need to know in order to decide if/when we can do this work?

High Level User Story/ies

As the consumers of the VA Mobile App,
We need to not feel confused, overwhelmed, disjointed, or frustrated when using the VA Mobile App,
So that our use of the product is sustained and we are happy with the services provided.

Hypothesis or Bet

If we know what DS components have yet to be implemented **then** we can plan to integrate the outstanding DS components into the Mobile product.

Current state as of 11/3/2024: Inbound direction from FMA - Alex to Review and curate
Here is the current [Design Systems Storybook](#) document, identifying standards for products.

Desired Outcomes

There is a list of the outstanding Design System components that are yet to be implemented that has been prioritized, ticketed and scheduled.

Take into consideration Accessibility/QA needs as well as Product, Technical, and Design requirements.

Reference links:

Product brief: To come

Natasha/Emily | Discovery

Discipline (UX)

Pre-need burials: Research plan

Worked on research plan structure

- Background
- Hypotheses
- Recruitment ideas
- Conversation guide
- Tying to OCTO priorities
- Logistics

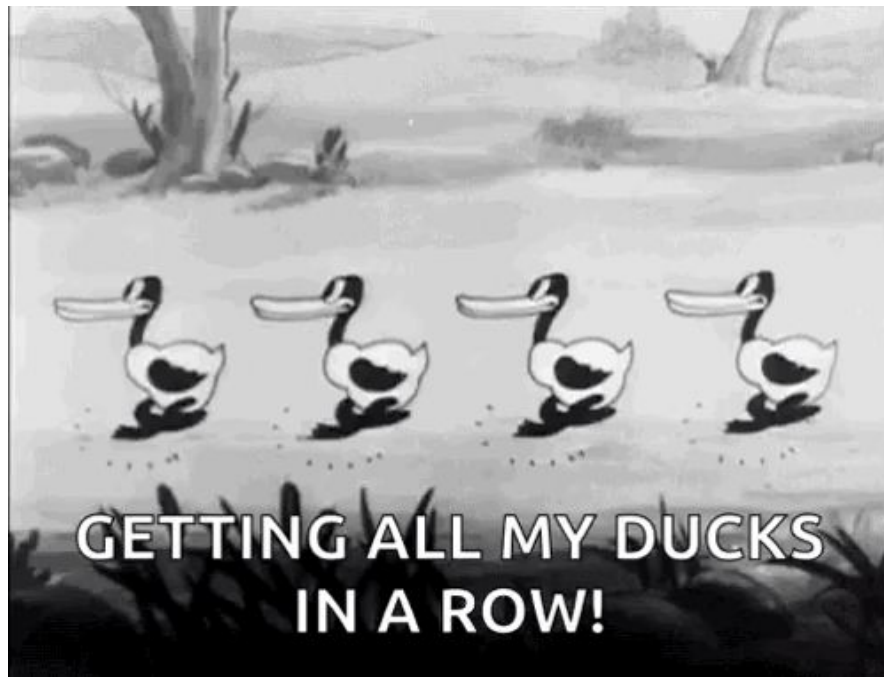


Natasha/Emily | Discovery

Discipline (UX)

Debt services

- Set meeting with Denise Coveyduc to review current debt experience.
- Reviewed product line from Debt Resolution Team:
 - Medical Device Reordering Tool (mDOT)
 - Debt Portal / Debt Letters
 - Financial Status Report (FSR)
 - Medical Copays (MCP)
 - Combined Debt Portal (CDP)
 - Combined Financial Status Report (cFSR)
 - Streamlined Waiver (SW)
- Worked on reviewing the existing research for debt services.

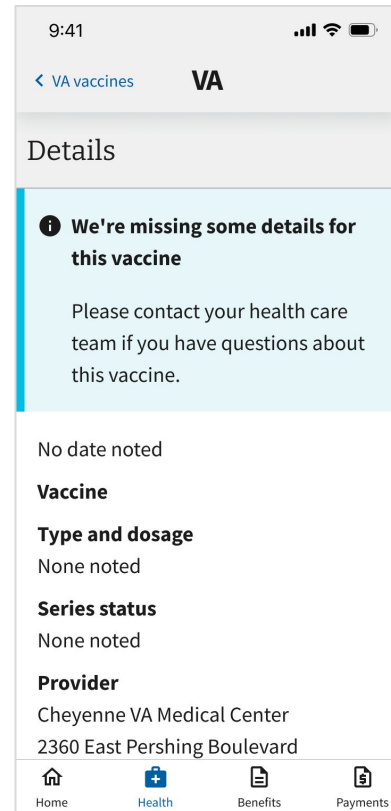
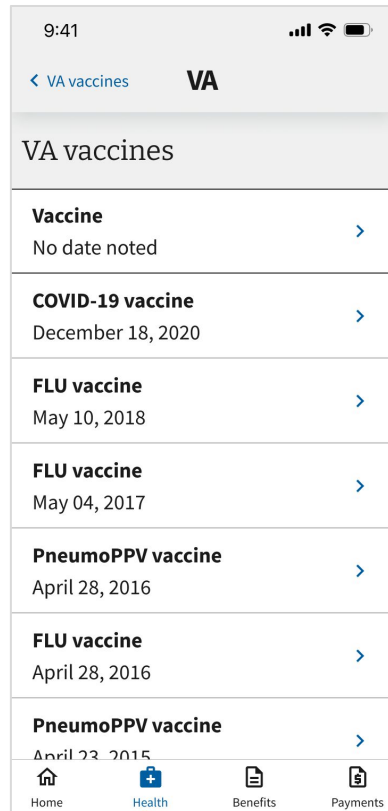


Natasha/Emily | Discovery

Discipline (UX)

Design system updates and bugs

- Spent time reviewing the existing mobile app files in Figma to understand how their files are structured and to become familiar with existing patterns.
- Began gathering resources for semantic color tokens and variables in Figma.
- Mocked up an empty state for vaccines in the app when the name of the vaccine, date, and type/dosage are blank to support engineering for a bug ticket.



Engineering | Implementation

Discipline (Engineering)

Explanation of the work: Incorporate the Design System Loading component into the VA Mobile App.

- **The problem:** The current release of the VA Mobile App uses a non-standardized Loading component.
- **Why is this a problem:** The VA Mobile App should use components from the Design System Library to provide a consistent user experience.
- **Solution:** We have completed the implementation in the app and are waiting for a Design System Library issue to be fixed before deploying.

LOADING...



Engineering | Discovery

Discipline (Engineering)

Explanation of the work: Review the current detox/e2e testing process.

- **The problem:** As engineers make modifications to the app, we need to understand how to run/modify detox/e2e tests to verify the quality of our work.
- **Why is this a problem:** The app is heavily reliant on automated tests to ensure quality.
- **Solution:** We have set up our systems to run these tests and can now execute them for both Android and iOS.



Product | VA-MFSIMH Sprint 8 Goals

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

Sprint 8: The team will be highly focused on the entire Mobile experience, as the backup team while new Core Mobile contract is in review. Beginning to develop research plan for Debt Services, roadmap and updated user flow for Pre-Needs Burial, and ensuring that our back-end developer is familiar with VA APIs before API work comes to our team.

- [Pre-Needs Burial Claim Epic](#) Work:
 - 2024 Q4 Pre-Need Burial Claims: Research plan to validate assumptions [#97](#)
 - 2024 Q4 MFS Pre-Needs Burial: API work [#116](#)
- [Design System Epic](#) Work:
 - Design System: Discovery on LOE to incorporate new Loading Component into the App [#84](#)
 - Design Systems: Incorporate Icon Component into the Flagship App [#86](#)
- [Debt Services Epic](#) Work:
 - 2024 Q4 Discovery & Research: Debt Services: Financial Management Experience information gathering [#101](#) (*rolled from Sprint 7*)
 - 2024 Q4 Discovery & Research: Debt Services: Previous Research Review [#102](#) (*rolled from Sprint 7*)
- Engineering General Work:
 - Test Rail investigation [#147](#)

Product | VA-MFSIMH Sprint 8 Goals

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

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Sprint 8 plan (*continued*)

- [BlueSky design vision:](#)
 - 2024 Q4 BlueSky design vision work [#117](#)
- [Bug Squashing:](#)
 - BUG - sev-3 - All - Improve UI for when elements missing in Vaccine list & details [#7508](#)
 - BUG - sev-3 - All - No veteran will ever see the "enroll in VA healthcare" banner [#8672](#)
- General work:
 - 2024 MFS Discovery: Engineering audit current CI/CD code [#149](#)

Product | VA-MFSIMH Sprint 8 Goals

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

Sprint 8 plan (*continued*)

Tickets rolled to Sprint 8 due to the holiday:

- BUG - Sev 3 - Android (maybe all) - "claims history" text not wrapping, infringing on "VA" header space [#10241](#)
- BUG - sev-3 - Android - TalkBack: Unable to use tap to focus on snackbar if other focusable content is behind snackbar [#5055](#)
- Global Snackbar Implementation [#9630](#)
- Incorporate new Loading Component into the App - Global [#8936](#)
- BUG - Sev-3 - In-App Feedback: Phone number, SSN, Email are not properly recognized if they end in punctuation [#10354](#) (*in PR review*)
- BUG - Sev-3 - The notification onboarding screen does not appear in the onboarding flow after hitting reset first time login in the dev menu [#10134](#) (*Ready to deploy; this will go out with next release on 1/22/2025*)
- BUG - sev-2 - iOS - Some assistive tech can't get 'into/'onto' screens where the only actionable items are initially offscreen [#9461](#) (*Ready to deploy; this will go out with next release on 1/22/2025*)
- BUG - sev-3 - All - Typo in share app message [#10275](#) (*Ready to deploy; this will go out with next release on 1/22/2025*)

Sprint 8

Product | VA-MFS Sprint 8 Accomplishments

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

Sprint 8 Completed work:

- [Pre-Needs Burial Claim Epic](#) Work:
 - 2024 Q4 Pre-Need Burial Claims: Research plan to validate assumptions [#97](#)
 - 2024 Q4 MFS Pre-Needs Burial: API work [#116](#)
- [Design System Epic](#) Work:
 - Design System: Discovery on LOE to incorporate new Loading Component into the App [#84](#)
 - 2025 MFS Discovery - Establish LOE to invest in fixing the DS Code in the library repo [#152](#) *(added post-planning)*
- [Debt Services Epic](#) Work:
 - 2024 Q4 Discovery & Research: Debt Services: Financial Management Experience information gathering [#101](#) *(rolled from Sprint 7)*
 - 2024 Q4 Discovery & Research: Debt Services: Previous Research Review [#102](#) *(rolled from Sprint 7)*

Product | VA-MFS Sprint 8 Accomplishments

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

Sprint 8 *(continued)*

- General work:
 - 2024 MFS Discovery: Engineering audit current CI/CD code [#149](#)
 - 2024 Q4 MFS: Accessibility Tools / UX [#114](#) *(moved up from Sprint 9 to Sprint 8)*
 - Test Rail investigation [#147](#)
- [BlueSky design vision](#):
 - 2024 Q4 BlueSky design vision work [#117](#)
- [Bug Squashing](#):
 - BUG - Sev-3 - iOS - VoiceOver not announcing role of component [#10185](#)

Product | VA-MFS Sprint 8 Accomplishments

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

Sprint 8 (*continued*)

In Progress (will roll to Sprint 9)

- Global SnackBar Implementation [#9630](#)
- BUG - sev-3 - Android - TalkBack: Unable to use tap to focus on snackbar if other focusable content is behind snackbar [#5055](#)
- BUG - sev-3 - All - No veteran will ever see the "enroll in VA healthcare" banner [#8672](#)
- Design Systems: Incorporate Icon Component into the Flagship App [#86](#)
- Incorporate new Loading Component into the App - Global [#8936](#)

Peer Review:

- DS - Add useMemo and useCallback to useSnackBar hook [#603](#) (*added post-planning*)
- BUG - sev-3 - All - Improve UI for when elements missing in Vaccine list & details [#7508](#)
- BUG - Sev-3 - In-App Feedback: Phone number, SSN, Email are not properly recognized if they end in punctuation [#10354](#)
- BUG - Sev 3 - Android (maybe all) - "claims history" text not wrapping, infringing on "VA" header space [#10241](#)

Product | VA-MFS Sprint 8 Accomplishments

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

Sprint 8 (*continued*)

Ready to Deploy: 1/22/2025

- BUG - sev-3 - All - Typo in share app message [#10275](#) (*Next release on 1/22/2025*)
- BUG - sev-2 - iOS - Some assistive tech can't get 'into'/'onto' screens where the only actionable items are initially offscreen [#9461](#) (*Next release on 1/22/2025*)
- BUG - Sev-3 - The notification onboarding screen does not appear in the onboarding flow after hitting reset first time login in the dev menu [#10134](#) (*Next release on 1/22/2025*)

Jennifer | Product

Discipline (Product)

Explanation of the work: Determining best path(s) forward while Core Mobile contract is in renewal.

- **The problem:** The Core Mobile contract expired on 12/16/2024, and the MFS team became the only functioning mobile team, until the new contract is awarded.
- **Why is this a problem:** This was a known unknown that came to fruition right before the holiday break. Mobile users deserve continuity in service.
- **Solution:** Level set communications as best as possible, both internally and with external teams and OCTO leadership, in order to keep the work progressing forward.



Natasha/Emily | Discovery

Discipline (UX)

Pre-need burials: Research plan

Worked on research plan details

- Worked through recruitment questions at Research Ops office hours.
- Developed conversation guide.



Natasha/Emily | Discovery

Discipline (UX)

Debt services

- Confirmed questions and topics for Denise.
- Met with Denise Coveyduc to review current debt experience.
- Reviewed all existing research for debt services.



Natasha/Emily | Discovery

Discipline (UX)

Accessibility

- Gathering accessibility resources so that everyone can gain a solid understanding of what should be considered during research and design.
- Learning how to use built-in screen reader tools for testing designs.
- Exploring certifications to make recommendations on what we might want to pursue.



Natasha/Emily | Discovery

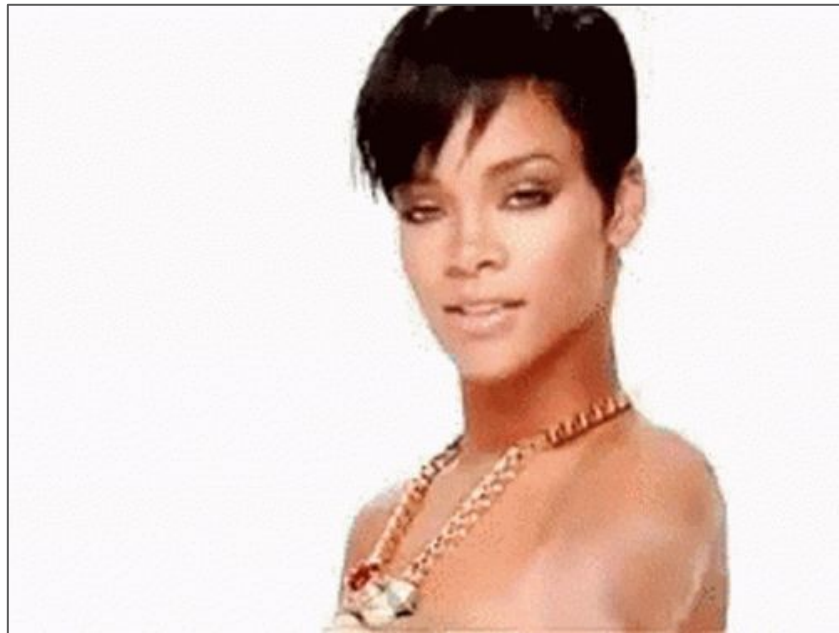
Discipline (UX)

Design system updates

- Started reviewing resources for tokens and variables to update semantic color and spacing tokens within Figma.
- Investigated the updates needed to incorporate the new checkbox tile variant for the design system.

Challenges

- The latest shipped designs and libraries for the core mobile team are scattered across close to a dozen files.



Natasha/Emily | Discovery

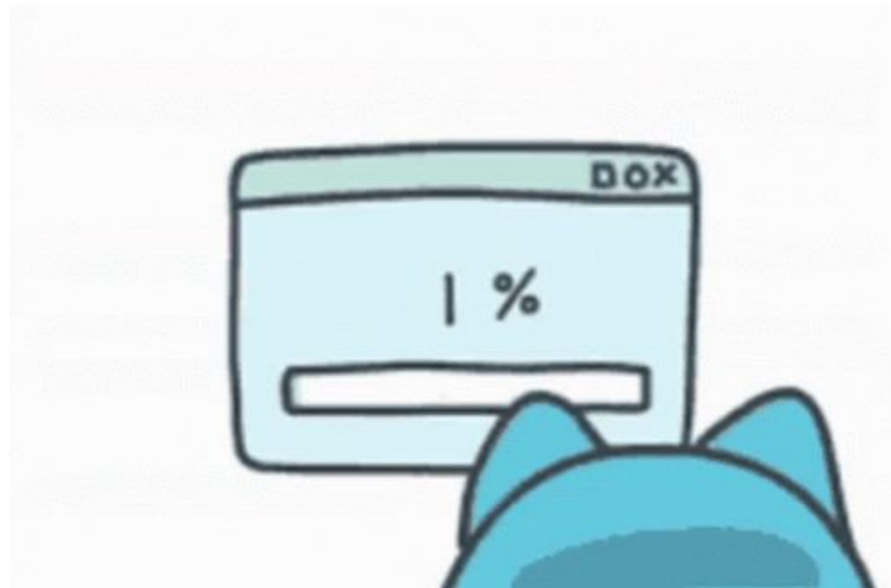
Discipline (UX)

Bugs regarding errors and conditional content

- Fix logic in the home screen/and or update messages UI when `/v0/messaging/health/folders/0/messages` is down.
- Oracle patients don't have loading or error information about the Cerner locations call.
- Error remediation: prohibit replying to messages when a care team is no longer associated with the user.

Challenges

- Screenshots in tickets aren't viewable.
- Lack of documentation about error messaging and conditional content.
- Not everything is in demo mode.



Engineering | Discovery

Discipline (Engineering)

Explanation of the work: Understand the process to modify and publish updates to the Design System Library.

- **The problem:** The DS Library is a major part of the VAHB app and requires engineering resources to maintain it. The Core Mobile contract expired on 12/16/2024 and the MFS team became the only functioning mobile team until the new contract is awarded.
- **Why is this a problem:** Various components of the Design System Library have issues that need to be resolved in order to successfully integrate them into the VAHB app.
- **Solution:** The MFS engineering team has gained write access to this DS Library repo and spent several days understanding/documenting the process to modify and publish updates.



LET'S

Engineering | Discovery

Discipline (Engineering)

Explanation of the work: Better understanding of the release process.

- **The problem:** Lack of understanding of the release process including CI/CD and TestRail.
- **Why is this a problem:** Without a deeper understanding of these systems and how they're implemented, it's tougher for us to participate in the release process.
- **Solution:** Got access to TestRail and reviewed previous release cycles as well as the documented tests. Dug through previous runs of github actions as well as the code behind them to understand what, where and how they're being utilized.



Product | VA-MFS Sprint 9 Goals

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

Sprint 9 This Sprint will continue to focus on new product development, with instructions from OCTO POs, as well as ongoing existing bug squashing in the effort to get bug numbers down to the Technical PO's ideal amount (<35 registered bugs)

Sprint 8 roll-over as expected due to the holidays

- Global SnackBar Implementation [#9630](#)
- BUG - sev-3 - Android - TalkBack: Unable to use tap to focus on snackbar if other focusable content is behind snackbar [#5055](#)
- BUG - sev-3 - All - No veteran will ever see the "enroll in VA healthcare" banner [#8672](#)
- Design Systems: Incorporate Icon Component into the Flagship App [#86](#)
- Incorporate new Loading Component into the App - Global [#8936](#)
- BUG - Sev 3 - Android (maybe all) - "claims history" text not wrapping, infringing on "VA" header space [#10241](#)

Product | VA-MFS Sprint 9 Goals

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

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Sprint 9 plan (continued)

Product Sprint Goal(s): Familiarize ourselves with Secure Messaging as well as SSO workflows so that we can inform Engineering and UX on future Bug tickets to work.

- SPIKE: Product Discovery on Secure Messaging [#158](#)
 - Outcomes of this Spike will help inform Engineering on a potential Bug #7037. Findings will be posted in #7037
- SPIKE: Product Discovery on SSO information [#161](#)
 - Outcomes of this Spike will help inform Engineering on a potential Bug #9833. Findings will be posted in Engineering Spike #162
- SPIKE: Product Discovery on VSC [#158](#)
 - Outcomes of this Spike will help with the transition from the IIR team to MFS, to continue the work on VSC product

UX Sprint Goal(s): Engineering is currently addressing several bugs while navigating unfamiliar territory. The UX team, in collaboration with Product, will proactively gather information from a design and research perspective to better inform the next steps for the engineers. This process will also help UX gain a clearer understanding of the VA landscape across VA.gov.

- Update Figma to reflect Design System spacing token component in the App [#155](#)
- SPIKE: Review Home screen and Messages UI behavior when down to triage #10104 [#157](#)
 - Natasha will sync with Engineer who will work [#10104](#) once research Spike is completed to discuss the next steps/revisions to Eng ticket.
- SPIKE: Review Design Systems Checkbox component requirements and create LOE for work [#154](#)
 - Natasha will sync with Engineer who will work [#89](#) once spike is completed to determine the next steps/revisions to Eng. ticket
- SPIKE: UX Discovery on Secure Messaging [#159](#)
 - Outcomes of this Spike will help inform Engineering on a potential Bug #7037 Findings will be posted in #7037

Product | VA-MFS Sprint 9 Goals

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

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Sprint 9 plan (continued)

Engineering Sprint Goal(s): We will continue to address bugs and familiarize ourselves with the mobile landscape. The engineering team will also conduct an SSO Spike to better support future listed bugs from a global perspective.

- HIGH PRIORITY: PCIU Replacement Step 5d: Initialize Contact Information V2 for mobile requests (Mobile Team testing) [#97889](#)
- BUG - sev-3- Android -intermittent sign-in errors "challenge code/code in state not valid" [#9738](#)
 - Seeing as this is intermittent, the ask here is that one of our Android user Engineers sign in each day for 10 working days to see if we can replicate this error. If we cannot replicate it at any point during those 10 days, we will leave a note in the ticket and close it out.
- SPIKE: SSO Discovery/Research [#162](#)
 - Once Engineers complete the Discovery/Research on SSO, we can pivot to seeing if we can tackle [#9833](#) in Sprint 10 or 11.
- QA Testing: Some assistive tech can't get 'into'/'onto' screens where the only actionable items are initially offscreen [#150](#)
- Discovery: API shadowing [#108](#)