



VA-Mobile Feature Support Demo/Review

Sprint 12

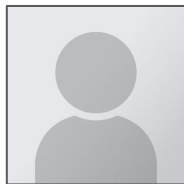
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The demo/review recording can be accessed [here](#)

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.

Product | VA-MFS Sprint 12 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 11 roll-over

- Design Systems: Incorporate Icon Component into the Flagship App [#86](#) (Completed)
- Pre-Need Burial: Preliminary Designs - View submission [#99](#) (Completed)
- SPIKE: Investigate e2e testing failures [#153](#) (Completed)
- Debt Services: Research: Submit objectives to OCTO team leads for review [#213](#) (Completed)
- Pre-Need Burial: Preliminary designs - Submit form [#218](#) (Completed)
- 2.45.0 Release prep for 3/5/2025 deployment [#230](#) (Completed)
- SPIKE: Investigate 3rd party response error differences between vets-api and mobile-api [#238](#) (Completed)
- SPIKE: Investigate MHV Datadog Errors [#246](#) (Completed)
- BUG - Sev-3 - All - Fix logic in the home screen/and or update messages UI when /v0/messaging/health/folders/0/messages is down [#10104](#) (Completed)

Added to the Sprint Post-Planning

- Sync with IIR Team re: Logging and Monitoring [#251](#) (This ticket is In Progress. It was pulled into the sprint as Flexible Scope and will roll to Sprint 13)
- Implement Catch-All Error Message [#259](#) (This ticket is In Progress. It was pulled into the sprint as Flexible Scope and will roll to Sprint 13)
- Verify medical records changes [#270](#) (Completed)
- Fix macOS label resolving to machine that doesn't exist [#271](#) (Completed)
- Product brief updates [#273](#) (Completed)
- Investigate How the experience will work or change for previous versions [#278](#) (Completed)
- Console Warnings Annoying in Local Development: [#281](#) (This ticket is In Progress. It was pulled into the sprint as Flexible Scope and will roll to Sprint 13)
- Pre-need Burial: P1 Interview: [#285](#) (Completed)
- Pre-need Burial: P2 Interview: [#297](#) (Completed)

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Removed from the Sprint Post-Planning

- BUG - sev-3 - Android - Still receiving push on android after logging out: [#9782](#) (This ticket was removed from the sprint and added to the Core Mobile Team backlog)
- BUG - sev-3 - All - If app user opens SSO webview, and stays logged in past website session expiration, SSO no longer works: [#9833](#) (This ticket was removed from the sprint and added to the Core Mobile Team backlog)

Work completed in Sprint 12

Product Completed

- Sync with Flagship Mobile Team re: Release Process Handoff [#261](#)
- Sync with Flagship Mobile Team re: Certificate Renewals [#262](#)
- Re-Kickoff Pre-Need Burial [#263](#)
- Re-Kickoff Debt Services [#264](#)
- MFS Team Readme Updates [#265](#)
- Clean Up Templates [#268](#)

UX Completed

- Pre-need Burial: Research: Kickoff call with Perigean [#241](#)
- Pre-need Burial: Research: Test run with team member [#242](#)
- Comparison of Veteran Status Card Designs [#256](#)
- Create New Template for UX Tickets [#266](#)

Product | VA-MFS Sprint 12 Status of Work

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

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Work completed in Sprint 12 (*Continued*)

Engineering Completed

- Spike: Mobile Analytics and Logging [#250](#)
- Establish Connection to VSHE API [#253](#)
- Front-End Documentation Review [#255](#)
- Create New Template for Engineering Tickets [#267](#)
- Analysis and Handoff of Mobile Release Costs [#269](#)
- BUG - sev-3 - All - Messaging push notification deeplinking persists through logout [#9612](#)
- BUG - sev-3 - Android - Push notifications tapped on when H&B app in foreground, do not disappear from device list of notifications [#9783](#)

Continuation of Work into Sprint 13

Blocked

- Debt Services: Research: Finalize objectives [#214](#) (This ticket will roll to Sprint 13. The team is in the process of scheduling a meeting with Denise Coveyduc and the Debt Services team)

Merged and Ready for QA

- Endpoint Configuration [#254](#) (This ticket will roll to Sprint 13. It was blocked by #253 which completed late in Sprint 12)

Tickets in Release Candidate

- BUG - sev-3 - Android - TalkBack: Unable to use tap to focus on snackbar if other focusable content is behind snackbar [#5055](#) (This ticket missed the release candidate cut date and will be released in Sprint 13)
- Incorporate new Loading Component into the App - Global [#8936](#) (This ticket missed the release candidate cut date and will be released in Sprint 13)
- Global SnackBar Implementation [#9630](#) (This ticket missed the release candidate cut date and will be released in Sprint 13)

- [Veteran Status Card](#) | **Objective 1** - The Veteran Status Card provides information about a Veteran's Status and is only accessible to eligible Veterans. Mobile app users do not know the Veteran Status Card exists in the mobile app if they are not eligible. The Iterate, Innovate, and Run (IIR) team managed the research and designs to allow ineligible Veterans to be presented with the Proof of Veteran Status button and understand why they are not eligible for this card. Our team is currently implementing the designs for this feature.
- [Pre-Need Burial](#) | **Objective 1** - Within the authenticated section of VA.gov, Veterans can learn what pre-need burial is and if they are eligible to be buried in a VA national cemetery, by completing form 40-10007. Eligibility decisions are currently sent via mail or phone, and no digital versions are accessible from Veterans' accounts. Our team is actively undergoing user research to understand if Veterans would like to see status updates on their application, have the decision letter available within their VA.gov account, and be able to share

Natasha/Emily | Pre-Need Burial

Discipline (UX)

Pre-Need Burial

- Had a kick-off call with Shannon from Perigean and prepped for interviews
- Perigean disappeared briefly, but they still got all sessions scheduled in the original planned time frame. 🎉
 - A huge thank you to everyone helping to have that contract reinstated!
- Conducted a pilot session with Kim and began sessions with Veterans
- Continued ideas for pre-need burials and forms within the app



Natasha/Emily | Debt Services & Tickets

Discipline (UX)

Debt Services

- Shared research objectives
- Will be meeting with Denise Coveyduc and team before finalizing objectives

Ticket templates

- Reviewed examples from past teams and Core Mobile
- Discussed what would be helpful to include in tickets and agreed on a new default template



Natasha/Emily | Veteran Status Card and Releases

Discipline (UX)

Veteran Status Card

- Compared updated designs to what are in production to verify changes needed
- Met with IIR and Core Mobile to discuss changes to the VSC following the midpoint review to prepare for the next handoff

Releases

- Completed UX QA for the release candidate which included Design System changes

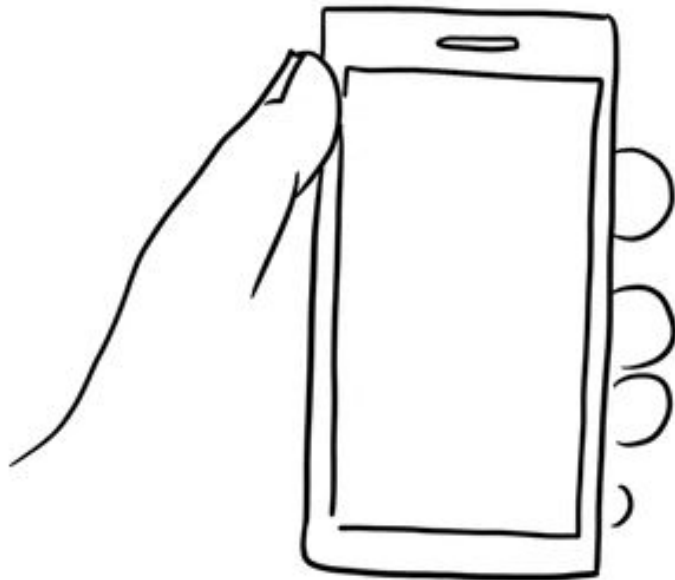


Engineering | Push Notifications

Discipline (Engineering)

Explanation of the work: Fixed issues related to push notifications in the app.

- **The problem:** Users experienced flaky behavior with push notifications in different scenarios.
- **Why is this a problem:** This led to errant navigation and notifications that would stick around after tapping on them.
- **Solution:**
 - Fixed [9612](#): Deep links persisting after logging out.
 - Fixed [9783](#): Dismissal of foreground notifications.
 - Triaged [9782](#): Receiving notifications after user logs out.



Engineering | E2E + Release

Discipline (Engineering)

Explanation of the work: Multiple E2E related things + our second release

- **The problem:** E2E was suffering from a deprecation from github and a flakey test
- **Why is this a problem:** E2E tests couldn't run and when they did iOS was consistently failing.
- **Solution:**
 - Updated the runners to use more specific labeling (fixing the deprecated label)
 - Fixed the iOS specific E2E test.
 - Optimized our release process and procedures



Sprint 13

Product | VA-MFSIMH Sprint 13 Goals

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

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Sprint 13:

Sprint Goals:

- Allowing ineligible Veterans to access the Veteran Status Card within the mobile app, so that they understand why they are not eligible and where to go for additional support.
- We will keep the release train moving as the Mobile Flagship team continues to onboard into the VA system so that Veterans will not experience any disruptions with this app.
- Conducting user interviews with Veterans so our research team can understand if adding this feature to the mobile app will make it easier for Veterans to know about pre-need burial information and access it.
- Start to brainstorm and explore the engineering approach to understand how the Gravesite Locator could be incorporated into the Mobile App.

Product | VA-MFSIMH Sprint 13 Goals

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Sprint 13:

Committed Work:

- Mobile Releases
 - 2.46.0 Release Prep for 3/25/2025 Deployment [#287](#)
- Veteran Status Card:
 - Implement NOT_TITLE_38 Error Message [#257](#)
 - Implement System Error/ERROR Message [#258](#)
 - Enable All Users to View Veteran Status Card [#260](#)
 - Create Product Brief and epic for additional IIR work [#315](#)
 - Additional Veteran Status Card Handoff from IIR to MFS [#316](#)
- Pre-need Burial
 - Set up Ongoing Sync with Web Team Members [#276](#)
 - Pre-need Burial: Interview: participant 3 [#301](#)
 - Pre-need Burial: Interview: participant 4 [#302](#)
 - Pre-need Burial: Interview: participant 5 [#303](#)
 - Pre-need Burial: Interview: participant 6 [#304](#)
 - Pre-need Burial: Interview: participant 7 [#305](#)
 - Pre-need Burial: Interview: participant 8 [#306](#)
 - Pre-need Burial: Interview: participant 9 [#307](#)
 - Pre-need Burial: Interview: participant 10 [#308](#)
 - Pre-need Burial: Interview: participant 11 [#309](#)
 - Pre-need Burial: Interview: participant 12 [#310](#)
 - Pre-need Burial: Interview: participant 13 [#311](#)

Product | VA-MFSIMH Sprint 13 Goals

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Sprint 13:

Committed Work (*Continued*):

- Pre-need Burial
 - Pre-need Burial: Interview: participant 14 [#312](#)
 - Pre-need Burial: Interview: participant 15 [#313](#)
 - Pre-need Burial: Complete notes from each interview (part 1) [#314](#)
 - Continue form status exploration [#318](#)
 - Continue form submission exploration [#319](#)
- Gravesite Locator
 - Spike: Options for Snapshot Data [#289](#)

Questions?