

VA - Mobile Feature Support

Sprint Report and Demo | Sprint 20: 6/16/2025 - 6/27/2025

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Agenda

1. Sprint Overview
2. Presentations
3. Up Next
4. Feedback
5. Planned and Completed Tickets
6. Team Information



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Sprint Overview

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Sprint Focus

- Continue to support the web VSC redesign work by completing the staging review touchpoint and addressing any issues that could be launch blocking. Prepare and be ready to submit PSIRR artifacts so that Veterans have a positive experience when this feature is live.
- To provide Veterans with a faster and more efficient user experience and improve device performance, the team will begin taking initial steps to implement the sort function on the backend, so that this functionality can eventually be implemented on the frontend.
- Work to support the effort to allow Veterans to view Benefit Overpayment Debts and Medical Copays in the mobile app. The team will continue to design the prototype and get feedback on the prototype. We will also prepare for usability testing by completing the research plan and getting feedback.



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Key Wins

- For the web VSC redesign, completed staging review, addressed test coverage and UX fixes, and submitted PSIRR artifacts.
- Opened a PR to implement the sort function on the backend.
- For Benefit Overpayment Debts and Medical Copays, we continued work on the conversation guide and research plan. Met with the content team to understand the necessary content changes. Updated designs and prototype post–design intent and shared the prototype for feedback.



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Presentations



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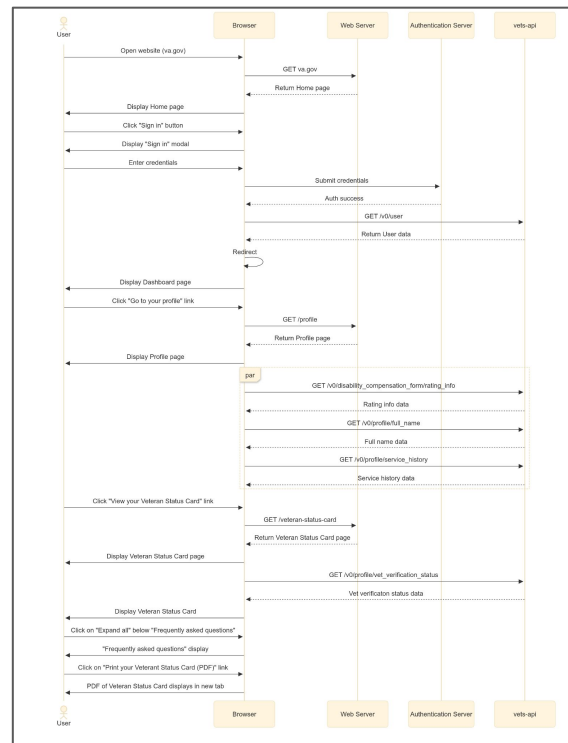
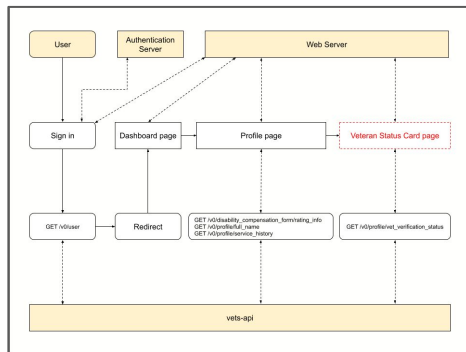
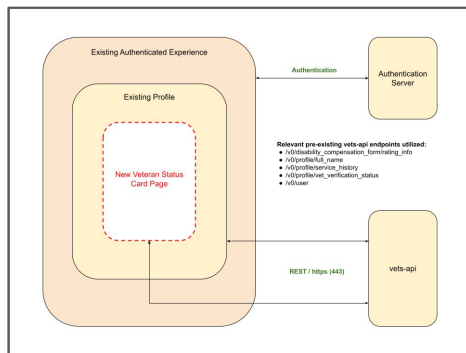
Presentations

- **Dave:**
 - VSC on Web
 - Collab cycle touchpoints: Staging Review and PSIRR artifacts
- **Matt/Dave:**
 - VSC on Web
 - UX fixes before going live
- **Emily/Natasha**
 - Benefit Overpayment Debts and Medical Copays Research and Design updates
 - Research plan
 - Conversation guide
 - Design and prototype updates

Dave | VSC Redesign: Staging Review and PSIRR

Accomplishments:

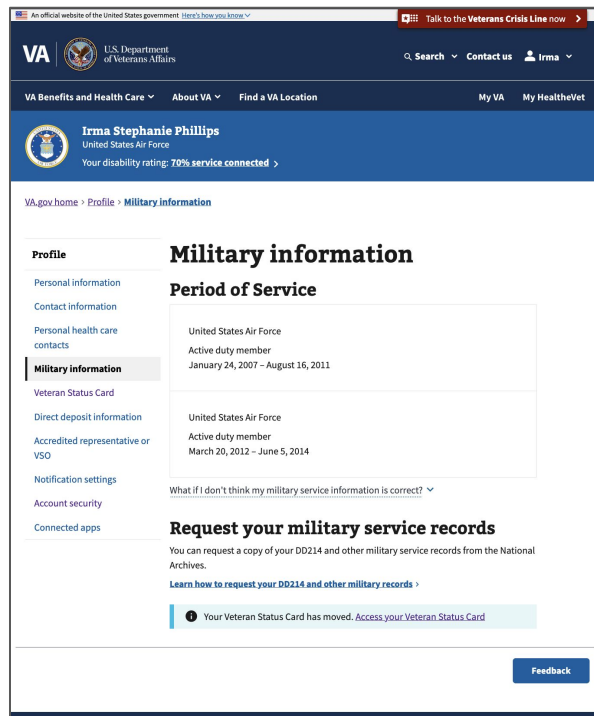
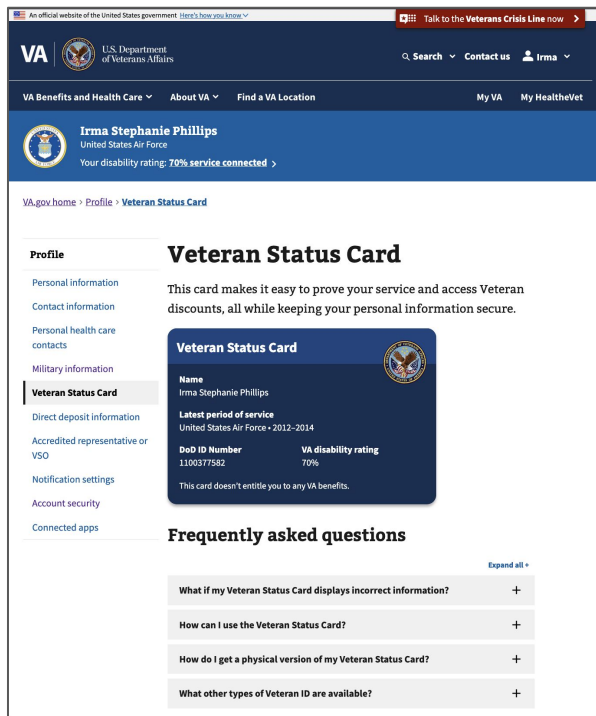
- Successful staging review meeting
 - Test coverage feedback
 - UX feedback
- PSIRR submitted
 - Architecture diagram
 - Sequence diagram
 - Data flow diagram
 - API endpoint documentation
 - Product outline, release plan, etc. (Thanks Natalie!)



Dave/Matt | VSC & Military Information UX Updates

Accomplishments:

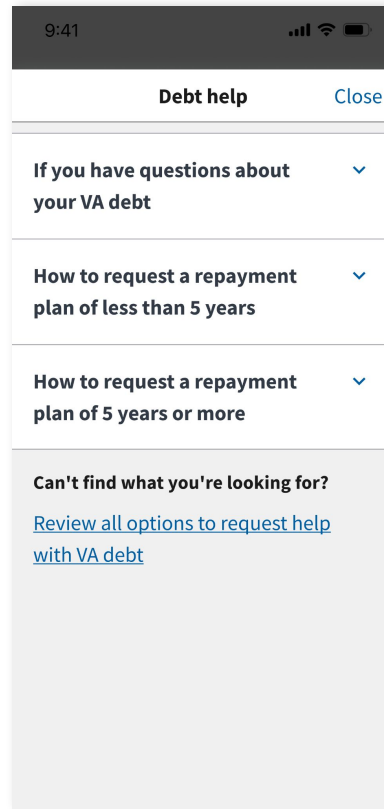
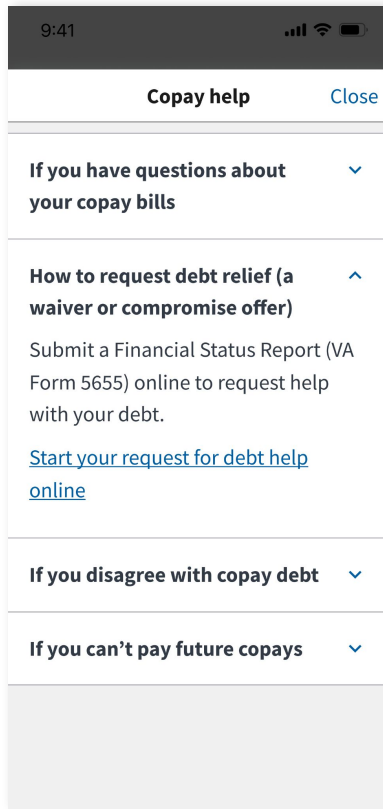
- Fixed heading styling
- Fixed intro paragraph styling
- Fixed PDF font styling
- Modified logic to show 0% disability rating
- Modified FAQ contents based on feedback
- Modified logic to remove physical card FAQ when error/warning
- Modified Military Information page to use slim alert for link to VSC page
- Modified VSC card HTML elements to improve VoiceOver accessibility
- Updated unit tests to meet branch coverage requirements



UX | Overpayment and Copay Research & Designs

Accomplishments:

- Research plan updates
- Conversation guide updates
- Content updates
- Component updates
- [Prototype](#) adjustments



Up Next

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Next Sprint Focus

- In order to launch the web VSC redesign the team will address any questions from the governance team regarding the PSIRR. In addition, MFS will release this feature according to the release plan and plan to go live with this feature by July 11th.
- To provide Veterans with a faster and more efficient user experience and improve device performance, the team will implement the sort function on the backend and start the implementation on the frontend.
- To create mobile analytics that will track the number of claim letter downloads, the team will investigate and develop documentation about Datadog and Google Analytics.
- Continue to support the effort to allow Veterans to view Benefit Overpayment Debts and Medical Copays in the mobile app. The UX team will have a completed prototype that is ready for usability testing. We will also complete the research review ticket necessary for the collaboration cycle, which will kick off scheduling usability tests.

Noted Risks and Dependencies

- Alex and Kim will be supporting VA Chatbot during sprint 20, so we will have limited team availability.
- External team PR reviews may take longer than expected and are outside of our control.



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Feedback



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Feedback

Thoughts? Questions? New directions?

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Planned and Completed Tickets

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Planned Tickets

- [406](#): Write tasks section of conversation guide
- [410](#): Submit prototype for feedback
- [495](#): Privacy, security, infrastructure readiness review (PSIRR): VSC Web Redesign
- [496](#): [Product] PSIRR: VSC web redesign
- [509](#): Complete Research Plan in GitHub
- [510](#): Complete Conversation Guide in GitHub
- [511](#): Feedback on Research Plan
- [513](#): BE: Implement sort function within the app
- [514](#): Meet with content team
- [515](#): Post-design intent adjustments to designs
- [516](#): Post-design intent adjustments to prototype



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Completed Tickets

- [406](#): Write tasks section of conversation guide
- [410](#): Submit prototype for feedback
- [495](#): Privacy, security, infrastructure readiness review (PSIRR): VSC Web Redesign
- [496](#): [Product] PSIRR: VSC web redesign
- [509](#): Complete Research Plan in GitHub
- [510](#): Complete Conversation Guide in GitHub
- [511](#): Feedback on Research Plan
- [513](#): BE: Implement sort function within the app
- [514](#): Meet with content team
- [515](#): Post-design intent adjustments to designs
- [516](#): Post-design intent adjustments to prototype
- [518](#): Fix intro paragraph styling on VSC page
- [519](#): Fix Veteran Status Card heading styling
- [520](#): PDF Shows incorrect font
- [521](#): Viewing a 0% Disability Rating on VSC
- [522](#): VoiceOver updates: Veteran Status Card
- [523](#): H1 Styling
- [531](#): UX fixes for VSC redesign



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Incomplete Tickets

- None!



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Team Information

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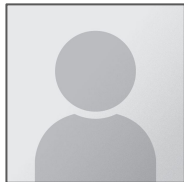
Team



Michelle Middaugh
VA PO



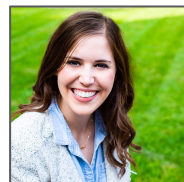
Ryan Thurlwell
VA Design Lead



Mary Rodriguez
COR



Parker Baranowski
Program Manager



Natalie Gibbons
Product Manager



Jason DeHaan
Delivery Manager



Emily DeWan
UX Researcher



Natasha Huckleberry
UX Designer



Alex Teal
Lead Engineer



Dave Formanek
Sr Mobile Engineer



Kim McCaskill
Mobile Engineer



Matt Guest
Mobile Engineer



Michael Harmer
Backend Engineer

Resources

- OCTO Slack: [#mobile-feature-support-public](#)
- GitHub: [va-mobile-feature-support](#)
- Roadmap: [Mural](#)
- GitHub Project Board: [Mobile Feature Support](#)
- Demo Recording: [Link](#)



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Thank You!

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