VA-Mobile Feature Support Demo/Review

Sprint 14
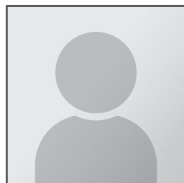
April 7, 2025

The demo/review recording can be accessed here

VA-MFS Team

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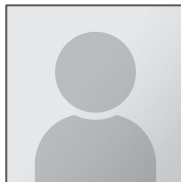
TBD
VA Engineer Lead

Ryan Thurwell
VA Design Lead

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.	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.	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.	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.	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 14 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 13
- None

Added to the Sprint Post-Planning
- [284](#) Investigate multiTap v. tap in loginToDemoMode (complete)
- [338](#) Zoom considerations: iOS (Peer Review, expected to roll to Sprint 15 because the work has not been reviewed yet)
- [339](#) Zoom considerations: Android (Peer Review, expected to roll to Sprint 15 because the work has not been reviewed yet)
- [340](#) Screen Orientation (complete)
- [363](#) Wrap up GSL Current State (complete)
- [367](#) Spike: Research how to get local environments prepared to implement web work (complete)
- [368](#) Pre-need Burial: Research: Review and clean transcripts (complete)

Removed from the Sprint Post-Planning
- [352](#) Analytics Research for VLM (Removed from sprint as this ticket is no longer needed since we are wrapping up the GSL work in its current state)

Sprint 14 Completed Tickets

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data
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Product Completed
- [252](#) Define and Document KPIs

UX Completed
- [354](#) Tag Notes by Category to Find Patterns
- [353](#) Finalize Research Objectives
- [356](#) Create First Draft of Research Readout
- [355](#) Identify Key Themes from Categorized Notes

Sprint 14 Completed Tickets Cont.

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data
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Engineering Completed
- 345 Add Low Traffic Monitor
- 346 Add High Error Monitor
- 351 Stakeholder Testing - Surfacing
- 336 Redesign and Content Updates
- 337 Additional Content Updates
- 344 Add Differentiation for Mobile App: statsd
- 343 Add Differentiation for Mobile App Call Logging
- 280 Spike: Android Vibrations Improvements
- 247 Spike: Research Better Workflow for Github Action Changes in va-mobile-library

Continuation of Work into Sprint 15

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In Progress
- [361](#) Pre-Release Veteran Status Card Error Flow/Surfacing (Expected to roll to Sprint 15 as the work this ticket is tracking has not been merged yet and a release date has not been confirmed)

Natalie | Product Updates

Veteran Status Card

- Met with IIR Product Manager to understand the scope of the work and changes being implemented on the web
- Kickoff call with the MFS team to align on the problem being solved, designs, and breakdown of engineering work
- Continue to update IIR on this effort

Future Work

- Conducting preliminary intake of the new work (OneVA Debt Letter, Return to Active Duty, Form Status)
- Continue to have conversations to understand the scope of the work

Veteran Status Card

Name
Mitchell Campbell-Gillies

Latest period of service
United States Army • 2009-2013

DoD ID number   **VA disability rating**
6198661986   70%

This card doesn't entitle you to any VA benefits.

Natasha/Emily | Pre-Need Burial

Discipline (UX)

Pre-Need Burial

- Tagged interview notes to find patterns
- Identified key themes from categorized notes
- Began the research readout
- Reviewed and cleaned transcripts for PII/PHI
- Began uploading research artifacts to GitHub
- Had our first sync with the Pre-Need Burial Team

Natasha/Emily | Veteran Status Card

Discipline (UX)

Veteran Status Card

- Reviewed IIR's web designs for Veteran Status Card, staging.va.gov, and the VADS in preparation for our team to start work
- Met with IIR and Profile to discuss potential changes for Veteran Status Card placement within the Profile Hub on VA.gov

Engineering (Matt & Kim) | Veteran Status Redesign

Discipline (Engineering)

Explanation of the work: Redesigned the look of the Veteran Status Card to align with new Figma designs.
Link to Video

- **The problem:** Simplified data shown to users so large component was no longer necessary. Condensed critical info into more compact design. Needs to mesh with new warnings we added.
- **Why is this a problem:** Also, updating VSC on web and need a consistent look.
- **Solution:**
  - 336, 337, 340: Involved updating the look of the VSC and ensuring it looks good on portrait or landscape.
  - 338, 339: Improving zoom for VSC

Discipline (Engineering)

Explanation of the work: Set up logging differentiation and traffic monitors for VSC Error Improvements

- **The problem:** Mobile utilizes shared services with platform and the logging gets all grouped together
- **Why is this a problem:** We want to be able to accurately track what is happening on Mobile vs Web
- **Solution:** Extended the base classes and utilized our own statsD keys so that our logging will appear in datadog separately and can be tracked.

Engineering | Web Development Setup

Discipline (Engineering)

Explanation of the work: Research setting up our environments for VA.gov web development.

- **The problem:** Engineers are new to VA.gov web development and we need to understand how to prep our environments to contribute in this area.
- **Why is this a problem:** Our team will be making updates to the Veteran Status Card on VA.gov in upcoming sprints.
- **Solution:** Spike 367
  - Studied the VA.gov frontend documentation
  - Successfully set up a single system for frontend development
  - Documented all findings so other developers can ramp up quickly

Sprint 15

Sprint 15 Goals

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- Ensure that the VSC error messaging and proof of status button for ineligible Veterans is approved and merged to release on 4/22.
- Start the stakeholder testing for the mobile VSC redesign work.
- All MFS engineers have successfully set up their environment to develop on VA.gov, allowing the team to positively impact Veterans accessing benefits through the web.
- Ease the burden for Veterans by beginning the implementation of IIR's industry-standard redesign on VA.gov.
- Create a research readout for Pre-Need Burial and submit it to the MFS team for internal review so that we understand how this effort can best support Veterans.
- Develop a Debt Services Product Brief to ensure that research efforts can begin promptly and then team is aligned on how this effort can support Veterans.

Sprint 15 Committed Work

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Veteran Status Card: Surfacing for All Users
- 379 Release VSC error messaging to the VA Mobile App

Veteran Status Card: Implement Redesign (Mobile)
- 350 Stakeholder Testing

Veteran Status: Creating New Home in Profile on VA.gov
- 373 Set up local environments to implement web work (Alex)
- 374 Set up local environments to implement web work (Matt)
- 375 Set up local environments to implement web work (Kim)
- 1569 [BE] Veteran Status Stage 1 Feature Flag
- 1570 [FE] Veteran Status Stage 1 Feature Flag
- 370 Review the Staging Review platform documentation (Dave)
- 369 Review the Staging Review platform documentation (Alex)
- 378 Review the Staging Review platform documentation (Natalie)
- 372 Review the Staging Review platform documentation (Matt)
- 371 Review the Staging Review platform documentation (Kim)

Sprint 15 Committed Work

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Show Veterans Pre-Need Burial Claim Status
- 357 Pre-need Burial: Research: Submit research readout to internal team for review
- 358 Pre-need Burial: Research: Add research findings to GitHub
- 360 Pre-need Burial: Research: Finalize GitHub presence from project

Debt Services: Discovery & Research
- 274 Product Brief Updates
- 244 Debt Services: Research: Research goals

Questions?