

VA - Mobile Feature Support

Sprint Report and Demo | Sprint 19: 6/2/2025 - 6/13/2025

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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

- Support the web VSC redesign by compiling the necessary staging review artifacts to support this effort in the collaboration cycle, so that Veterans have a positive experience when this feature is live.
- To provide Veterans with ease of access to their Veteran Status Card, the team will continue to investigate the technical parameters and industry-standard settings of a digital wallet feature to understand any design limitations associated with this feature.
- Deliver a faster and more efficient user experience for Veterans and improve device performance, the team will investigate the sort function on the frontend and identify the sort function within the app, so that this functionality can eventually be implemented on the backend.
- Create designs, continue research preparation, and attend the Design Intent meeting to support the effort to allow Veterans to view Benefit Overpayment and Medical Copayment Debts in the mobile app.
- Conduct a general comparative analysis to understand industry standards and practices regarding the terminology used for payments and finances, so that we can provide clarity for Veterans when they access their debts on the app.



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Key Wins

- Completed development and internal QA testing on the web VSC redesign and compiled the required staging review artifacts to support the IIR team for the upcoming Staging Review.
- Investigated the technical parameters and industry-standard settings of a digital wallet feature for the Veteran Status Card to understand any design limitations associated with this feature.
- Investigated the sort function on the frontend and within the app.
- Continued designs/research preparation and attended the Design Intent meeting for the Copays and Overpayment Debts work.
- Completed the comparative analysis surrounding terminology used for payments and finances.



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Presentations



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Presentations

- **Dave:**
 - VSC Web Staging Review Artifacts
- **Dave:**
 - Identify Sort Function Within The App
- **Emily:**
 - Copays and Overpayment Debts Comparative Analysis
- **Natasha:**
 - Copays and Overpayment Debts Designs

Dave | VSC Web Staging Review Artifacts

Work completed:

- Staging URLs
- TestRail Experience
- Test Plan
- Regression Test Plan
- Coverage for References
- Summary (Defects)
- E2E Tests
- Unit Tests
- Endpoint Monitoring
- Logging Silent Failures

The screenshot displays a web application interface for reviewing staging artifacts. The top section shows a code editor with a file named 'veteran-status / v2-IRR / redesign-staging-review-artifacts.md'. Below the code editor, there is a section titled 'Veteran Status Card Redesign Staging Review Artifacts' which lists staging URLs and test users & scenarios. The TestRail integration is visible on the right, showing a 'Veteran Status Staging Review' test plan with a 94% pass rate (30 Passed, 0 Blocked, 0 Retest, 2 Failed). The TestRail interface also includes a sidebar with navigation options like Project Overview, To-Do, Test Cases, Test Runs & Results, Milestones, Status, Activity, Progress, Defects, and Reports.

Staging URLs

- <https://staging.va.gov/profile>
 - Includes a new Veteran Status Card profile link
- <https://staging.va.gov/profile/military-information>
 - Removes the "Proof of Veteran Status" section
 - Adds "Access your Veteran Status Card" link
- <https://staging.va.gov/profile/veteran-status-card>
 - The new Veteran Status Card page
 - Includes a "Frequently asked questions" section
 - Includes a "Print your Veteran Status Card" link

Test Users & Scenarios

- LOA3 user that is eligible for the Veteran Status Card
- LOA3 user that is not eligible for the Veteran Status Card
- error message - vets.gov/users-32@gmail.com
- LOA3 user who we need more information from to error message "There's a problem with your document"
- LOA3 user who is eligible for the Veteran Status Card

TestRail Integration

Veteran Status Staging Review

30 Passed (24% set to Passed)
0 Blocked (0% set to Blocked)
0 Retest (0% set to Retest)
2 Failed (6% set to Failed)

94% passed
0 / 32 untested (0%)

Test Runs

Test Plan	By	Date	Progress	Percentage
Veteran Status Regression Test Plan	Alex T.	6/6/2025	<div></div>	92%
Veteran Status Test Plan	Alex T.	6/6/2025	<div></div>	95%

Dave | Spike: Identify Sort Functions Within the App

Work completed:

- Examined the Mobile app code base for endpoint results that are sorted on the frontend
- Determined which endpoints could implement sorting on the backend, thus relieving the frontend from having to do the work
- Documented findings so we can implement sorting on the backend in the future

Modules & Endpoints That Could Benefit Using Backend Sorting

Below is a list of modules that perform sorting on the frontend in the mobile app AND have a corresponding endpoint that could be enhanced to return sorted data.

MODULE	ENDPOINT	NOT
AllergyListScreen.tsx	https://department-of-veterans-affairs.github.io/va-mobile-app/api/#operation/list_allergy_intolerances	User filter
Folders.tsx	https://department-of-veterans-affairs.github.io/va-mobile-app/api/#/paths/~1v0~1messaging~1health~1folders/get	User user Sma data be w
ViewMessageScreen.tsx	https://department-of-veterans-affairs.github.io/va-mobile-app/api/#/paths/~1v1~1messaging~1health~1messages~1%7Bid%7D~1thread/get	User thre
VaccineListScreen.tsx	https://department-of-veterans-affairs.github.io/va-mobile-app/api/#/paths/~1v1~1health~1immunizations/get	User filter
getLetterBeneficiaryData.tsx	https://department-of-veterans-affairs.github.io/va-mobile-app/api/#/paths/~1v0~1letters~1beneficiary/get	Call
getClaimsAndAppeals.tsx	https://department-of-veterans-affairs.github.io/va-mobile-app/api/#/paths/~1v0~1claims-and-appeals-overview/get	See sort
getLetters.tsx	https://department-of-veterans-affairs.github.io/va-mobile-app/api/#/paths/~1v0~1letters/get	Call
personalInformation.tsx	https://department-of-veterans-affairs.github.io/va-mobile-app/api/#/paths/~1v0~1user~1addresses~1validate/post	Call
payments.tsx	https://department-of-veterans-affairs.github.io/va-mobile-app/api/#/paths/~1v0~1payment-history/get	Call

Emily | Copays and Overpayment Debts Comparative Analysis

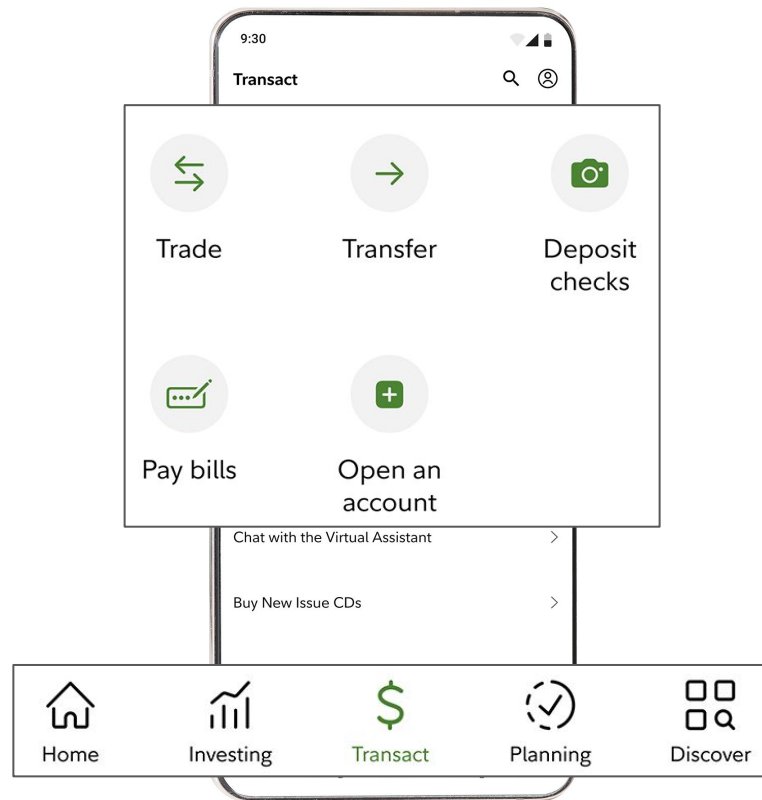
Explored naming conventions of payment and debt categories of 25+ apps across banking, insurance, and government.

Industry standard is to organize by user activity, not group “money in” and “money out” together. Task-based categories such as:

- Pay Bills, View Deposits, Manage Claims, Transfers

A few outliers group multiple activities

- Transact (trade, transfer, deposit, pay bills, open account)
 - Fidelity Investments [pictured]
- Transfer & Pay (transfers, payments & bills, deposits)
 - US Bank, Truist



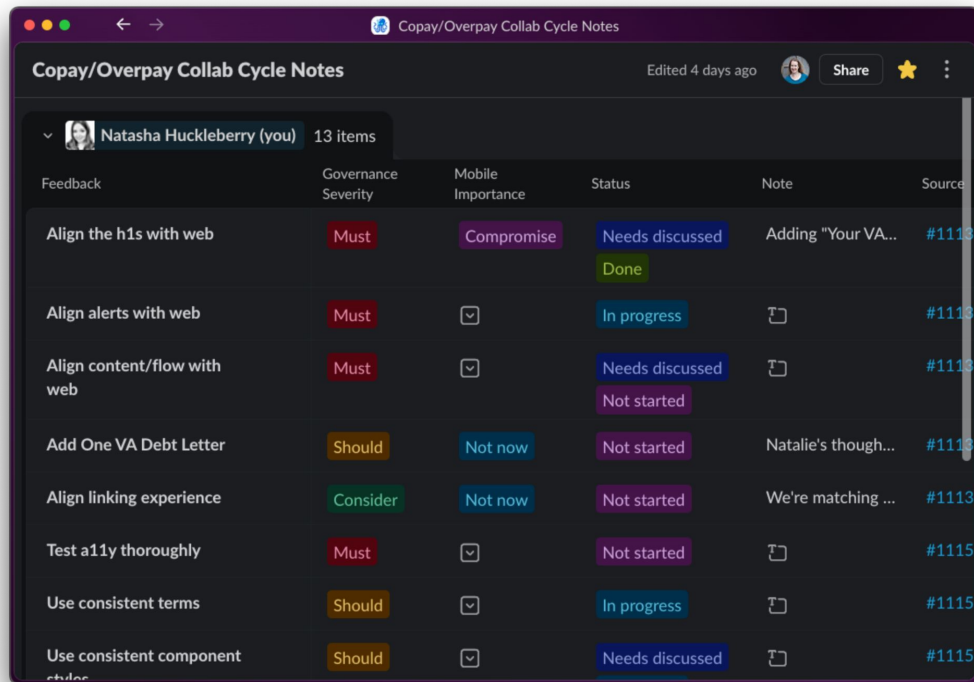
Natasha | Copays and Overpayment Debts Designs

Work completed:

- Got feedback on progress from FM Team
- Attended Design Intent and organized feedback in a [canvas in OCTO Slack](#) (pictured on right)
- Iterated on the designs and prototype based on feedback

Next steps:

- Meet with Content Team
- Discuss component usage with Core Mobile
- Iterate on and finish the prototype



The screenshot shows a Notion table titled "Copay/Overpay Collab Cycle Notes". The table has six columns: Feedback, Governance Severity, Mobile Importance, Status, Note, and Source. It lists 13 items, each with a specific task, its severity/importance, current status, and a reference link.

Feedback	Governance Severity	Mobile Importance	Status	Note	Source
Align the h1s with web	Must	Compromise	Needs discussed Done	Adding "Your VA..."	#1113
Align alerts with web	Must	<input checked="" type="checkbox"/>	In progress		#1113
Align content/flow with web	Must	<input checked="" type="checkbox"/>	Needs discussed Not started		#1113
Add One VA Debt Letter	Should	Not now	Not started	Natalie's though...	#1113
Align linking experience	Consider	Not now	Not started	We're matching ...	#1113
Test a11y thoroughly	Must	<input checked="" type="checkbox"/>	Not started		#1115
Use consistent terms	Should	<input checked="" type="checkbox"/>	In progress		#1115
Use consistent component	Should	<input checked="" type="checkbox"/>	Needs discussed		#1115

Up Next

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Next 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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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

- [408](#): Define requirements for prototype
- [409](#): Build prototype
- [414](#): SPIKE: Technical Parameter for UI Designs
- [419](#): Staging URL (Staging Review Artifacts)
- [420](#): Test Users & Scenarios (Staging Review Artifacts)
- [421](#): Regression Test Plan (Staging Review Artifacts)
- [422](#): Test Plan (Staging Review Artifacts)
- [423](#): Coverage for Readiness (Staging Review Artifacts)
- [424](#): Summary (Defects) Reports (Staging Review Artifacts)
- [427](#): Endpoint Monitoring (Staging Review Artifacts)
- [428](#): Logging Silent Failures (Staging Review Artifacts)
- [484](#): Comparative Analysis for section label
- [493](#): Spike: Identify sort function within the app
- [500](#): Refine flows/designs



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Completed Tickets

- [408](#): Define requirements for prototype
- [409](#): Build prototype
- [414](#): SPIKE: Technical Parameter for UI Designs
- [419](#): Staging URL (Staging Review Artifacts)
- [420](#): Test Users & Scenarios (Staging Review Artifacts)
- [421](#): Regression Test Plan (Staging Review Artifacts)
- [422](#): Test Plan (Staging Review Artifacts)
- [423](#): Coverage for Readiness (Staging Review Artifacts)
- [424](#): Summary (Defects) Reports (Staging Review Artifacts)
- [427](#): Endpoint Monitoring (Staging Review Artifacts)
- [428](#): Logging Silent Failures (Staging Review Artifacts)
- [484](#): Comparative Analysis for section label
- [493](#): Spike: Identify sort function within the app
- [500](#): Refine flows/designs
- [502](#): Review and Merge PR for E2E tests (Staging Review Artifacts)
- [503](#): [Product] VSC QA Testing
- [504](#): [UX] VSC QA Testing
- [505](#): Review and Merge PR for continuation of [FE] Implementation of Veteran Status Card alert updates
- [507](#): Review and Merge PR for continuation of [BE] Veteran Status Card alert updates



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Incomplete Tickets

- None!



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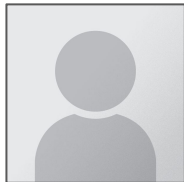
Team



Michelle Middaugh
VA PO



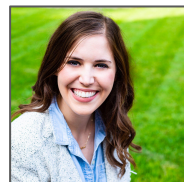
Ryan Thurlwell
VA Design Lead



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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