



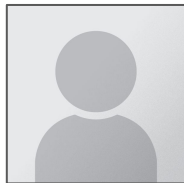
# VA-Mobile Feature Support Demo/Review

Sprint 4  
November 15, 2024

# VA-MFS Team



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# OCTO 2024 Objectives (from Charles's presso)



Objectives	2024 Key Results
O1: Our digital experiences are the best way to access VA health care and benefits.	<ol style="list-style-type: none"><li>1. CSAT for our web products have increased by 5 points.</li><li>2. Number of transactions processed using our products have increased by 25%.</li><li>3. All new products have a faster transaction time than those they replaced.</li><li>4. No transactions accepted by our products have a fatal error.</li></ol>
O2: Our platforms are the best way to deliver products at VA.	<ol style="list-style-type: none"><li>1. Our platforms hit the "elite" level (as defined by DORA) on Deployment Frequency, Lead Time for Changes, Change Failure Rate, and Time to Restore Service.</li><li>2. Our platforms measure and improve the satisfaction of their internal users.</li><li>3. Our platforms power twice as many interactions compared to last year.</li><li>4. Access reviews of all systems administered by OCTO are completed every 90 days</li></ol>
O3: Our people are empowered with the knowledge and resources they need to make	<ol style="list-style-type: none"><li>1. Our team health survey indicates that more than 75% feel they are having a high impact on our mission.</li><li>2. Our team health survey indicates that less than 25% feel high stress.</li><li>3. Common processes, tools and decisions are documented and easily</li></ol>

# Product | VA-MFS Sprint 4 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 4** Deeper dive into Flagship Mobile's established procedures, research and documentation. The outputs from all of the research that was done in Sprint 4 is being used in Sprint 5 to begin to build our roadmap, taking into consideration the requirements of the VAPO and any constraints that are discovered during the discovery process. Our two final new engineers began onboarding the second week of Sprint 4.

- Engineers begin Unit Test work from Flagship Mobile's "Best First Tickets"
  - Updating App Unit Tests to use i18n Translations - Home (1) [#49](#)
  - Updating App Unit Tests to use i18n Translations - Home (2) [#50](#)
  - Updating App Unit Tests to use i18n Translations - Home (3) [#51](#) (dup of 9994 from mobile board)
  - Updating App Unit Tests to use i18n Translations - Home (4) [#52](#)
- Engineering Technical Audit for Pre-Need Burial Service [#81](#)
- Discovery work:
  - Review and Implement GitHub policy [#37](#)
  - UX analysis of Web current state [#39](#)
  - UX review of current environment [#59](#)
  - UX walkthrough of Flagship product with OCTO VAPOs [#64](#)

# Product | VA-MFS Sprint 4 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 4** (continued)

- Product work:
  - Create Mission Statement [#61](#)
  - Create Project Charter [#62](#)
- Research work:
  - Review Reddit for feedback on current app [#67](#)
- Onboarding tasks:
  - Emily DeWan Mobile Onboarding [#60](#)
  - Matt Guest Platform Onboarding [#69](#)

# Mobile Discovery

# Jennifer | Discovery

## Discipline (Product)

**Explanation of the work:** We made a deeper dive into the current state of the Flagship Mobile Product in order to better understand what has happened and so that we can better align the stakeholder's requirements with the future work.

- **The problem:** Understanding the current state of the Flagship Mobile MVP product
- **Why is this a problem:** We can't go anywhere until we understand where this product has been.
- **Solution:** Reviewed Reddit to get a better understanding of the triumphs and opportunities as communicated by the end users of the product. Collected this information into a [single document](#) where these outcomes can be weighed and prioritized.





# Discovery Findings...thus far

## Reddit research about Veterans

11/6/2024

### NEGATIVE

- "I've stopped using the VA for most health care because at age 67 I have options through Medicare." ([source](#))
- Trying to register for a new account via DMDC but when I am answering the questions I get a 'fail' even before I get to answer all personal identifying questions. I heard three strikes and you get locked out for good. ([source](#))
- VA App Messaging ([source](#))
- VA App/Website always down for maintenance ([source](#))
- Drop in rating a bug in the app? ([source](#))
- Checked the the VA app this morning, and it was reduced from 90 to 70 with no warning. ([source](#)) NOTE: the comments here; they discuss dependents not being updated after 6 months, complains about the frequent maintenance
- New message on app this morning ([source](#)). NOTE: If a Veteran user doesn't know if a notification is positive or negative for their status, how can these notifications be better delivered? It causes anxiety in the users, who may already have a trigger issue.
- Why does the VA app not update ([source](#)). NOTE: looks like this is frustration around having disparate information between the VA.gov site and the app, and differences again from when a user calls VA Help.

### POSITIVE

- New Update to the Health and Benefits App ([source](#))
- Helpful, veteran-recommended non-VA Flagship Mobile sites ([source](#))
- Update to the VA app is pretty cool (with the exception of displaying the amount of the payment as soon as the user logs in) ([source 1](#), [source 2](#))
- VA App Claims update ([source](#))
- Compensation Claim and happy with App ([source](#))
- Update to the VA app is pretty cool ([source](#)) - read the comments in particular

### MIXED BAG REVIEW

- VA now has an app... ([source](#))
- VA app addition ([source](#)) NOTE: This post addresses more about the time a review takes, and it could be worth reviewing from a refreshed notifications perspective.

### LOGIN-RELATED ISSUES

- Can't login using Android ([source](#))
- VA App is now literally unusable ([source](#))
- VA App not working ([source](#))

- 
- 
- Resetting 2FA issues ([source](#))
  - Issues with DS/Login and setting 2FA ([source](#))
  - VA App New Phone ([source](#))
  - VA App not allowing logins ([source](#))

### CLAIMS-RELATED ISSUES

- VA New app not properly working ([source](#))
- Vissue with Claims when it is selected in the app ([source](#))
- Can't see claim in app ([source](#))
- Claim is not updating ([source](#))

### APPOINTMENTS

- VA-app health appointments gone ([source](#))



# Discovery Findings...thus far

## APPOINTMENTS

- VA-app health appointments gone ([source](#))

## POSSIBLE NEW PRODUCTS

- Please support the VA Tracker App ([source](#))
  - NOTE: This is a 3rd party app that everyone loves. Could we analyze it and see if we can make it BETTER?
- The VA App is unhealthy ([source](#))
  - NOTE: this is someone asking for actual notifications so that they don't continue to check status. TL;dr: they have OCD now checking the app
  - Another request for push notifications ([source](#)). NOTE: The app currently has a method to push notifications, but it sounds like the users might want notifications similar to sticky apps.
  - How can we alleviate the stress that this post brings to light? ([source](#)). NOTE: This is a very common theme in Reddit. It is understood that the decisions are nothing MFS can improve on, but more timely notifications could be helpful.
- Check the VA app this morning, was reduced from 90 to 70 with no warning. ([source](#))
  - NOTE: someone in the comments mentioned the desire for more information on supplemental claims

## OTHER SOURCES:

- Other mobile apps for veterans ([source](#))



# Jennifer | Discovery

## Discipline (Product)

**Explanation of the work:** Creating product standards for the team, including a Project Charter and Mission Statement.

- **The problem:** In order to be successful, we have to have guidance and standards in place for the team.
- **Why is this a problem:** It won't be; establishing these norms will head off and solve most issues that could happen without these norms.
- **Solution:** Product Charter and Mission Statement drafts, with more foundational documentation to come.



# Natasha/Emily | Discovery

## Discipline (UX)

**Explanation of the work:** A review of health care benefits on VA.gov to begin understanding what currently exists for benefits and how Veterans access these on the website.

- **The problem:** Understanding the current state of VA.gov health and benefits
- **Why is this a problem:** We first need to understand what's been done in order to make meaningful contributions.
- **Solution:** Track down test user credentials and explore the products. Finding the right test users was time-consuming, so we [documented this](#) for future reference. We've also compiled our [findings from our exploration](#).



# Natasha/Emily UX | Discovery

## Some highlights

- Many different sign-on methods and accounts are mentioned and used for VA products, which was confusing.
- When signed into staging and viewing details about many benefits, it looked like the test users needed to create an MHV account even though they had one (instead of linking to that feature).
- MHV on VA.gov doesn't show whether the account is Basic/Premium like the old version.
- Ran into issues multiple times trying to schedule an appointment. Once I was able to, it was very straightforward. I expect to do this on the app (on hold).
- Getting VA medical records (VA Blue Button) looked like it's in progress for MHV on VA.gov.
- VA debt and copays are paid through different sites ([pay.gov](https://pay.gov) and [pay.va.gov](https://pay.va.gov))
- Making sense of claims and different decision reviews is a lot to wrap your head around.

### Use our tool to send secure messages

 Please create a My HealtheVet account to send secure messages

You'll need to create a My HealtheVet account to send secure messages online. This account is cost-free.

If you already have a My HealtheVet account, then sign in again with your My HealtheVet account.

Create your free account

[Sign out](#)

VA



Home

Personal Information

Welcome, Allan (Premium P)

Account last accessed: 12 Nov 2024 @

REQUEST AN APPOINTMENT

**When would you like an appointment?** (\*Required)

You can select up to 3 preferred timeframes. We'll schedule your appointment or call to schedule with you.

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<div><input type="checkbox"/> A.M. Before noon</div> <div><input checked="" type="checkbox"/> P.M. Noon or later</div>				
25	26	27	28	29

# Natasha/Emily UX | Discovery

## Researching on Reddit

### Purpose

- Finding feedback on the app
- Understanding a Veteran's journey as it relates to activities in the app.

### Common themes

- Claim filing process is exhausting, frustration, and anxiety-inducing
  - Unknown time frame on each step
  - Very little detail on current state
  - Unsure what they should be doing (if anything)
  - Often no active communication when something changes
- Knowing their disability rating is very important
  - Concerning if it changes or that info disappears

### Helpful wikis

- [Filing a disability claim](#)
- [Permanent + Total](#) (P&T: disabled)
- [Total Disability Individual Unemployability](#) (TDIU/IU)
- [VA math](#) (including bilateral factor)

### Subreddits

- [VeteransBenefits](#) (very helpful knowledge base)
- [Veterans](#) (more general discussions)
- [VeteransWaitingRoom](#) (claims frustrations)
- [VeteransSuccess](#) (claims success stories)



# Alex/Dave | Discovery

## Discipline (Engineering)

**Explanation of the work:** Updating existing tests to use i18n calls instead of hard coded strings.

- **The problem:** New developers to the mobile project need to understand the code review process.
- **Why is this a problem:** The mobile ecosystem is highly standardized because of app store release process constraints; therefore, we must have a crystal clear understanding of how to contribute code to the mobile app code base without introducing issues.
- **Solution:** Begin by adding tests to work through the process in a low risk environment.





# Alex/Dave | Discovery

## Discipline (Engineering)

**Explanation of the work:** Design system component evaluation

- **The problem:** There are many places within the codebase where design system components have not been implemented.
- **Why is this a problem:** Not standardizing components can lead to a poor user experience because of lack congruence in application look and feel.
- **Solution:** Determine path forward to begin implementing design system components into the mobile app codebase by identifying which components our team should begin with first.





# Alex/Dave | Discovery

## Discipline (Engineering)

### Explanation of the work: Initial technical evaluation of Pre-Need Burial

- **The problem:** As MFS begins work on the Pre-Need Burial product it is important that we have a clear picture of the technical landscape of the product.
- **Why is this a problem:** Because this product exists, knowing exactly what is and is not available will be crucial to deciding the technical approach to the work and next steps.
- **Solution:** Review codebase; audit available APIs; create plan for next steps.



# Product | VA-MFSIMH Sprint 5 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 5** continues to pivot as the team completes onboarding our three newest engineers and our roadmap becomes more clearly defined based on the research from Sprint 4. Here is a list of the tickets that are currently scheduled for Sprint 5.

- Kim McCaskill Onboarding tickets (Engineer):
  - VA Onboarding [#25](#)
  - VA Platform Onboarding [#24](#)
  - VA Mobile Onboarding [#32](#)
- Matt Guest Onboarding tickets (Engineer):
  - Platform Onboarding [#69](#)
  - VA Onboarding [#71](#)
  - VA Mobile Onboarding [#73](#)
- Michael Harmer Onboarding tickets (Engineer):
  - Platform Onboarding [#70](#)
  - VA Onboarding [#72](#)

# Product | VA-MFSIMH Sprint 5 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 5 plan (continued)

- Engineering will continue with Unit Tests (“Best First Tickets”) from Flagship Mobile
  - Updating App Unit Tests to use i18n Translations - Home (5) [#53](#)
  - Updating App Unit Tests to use i18n Translations - Home (6) [#54](#)
  - Updating App Unit Tests to use i18n Translations - Home (7) [#55](#)
  - Updating App Unit Tests to use i18n Translations - Payments (1) [#56](#)
  - Updating App Unit Tests to use i18n Translations - Payments (2) [#57](#)
  - Updating App Unit Tests to use i18n Translations - Login [#58](#)
- [Design System Epic](#) Work:
  - UX Discovery on design components that need to be incorporated into the Flagship Mobile App [#65](#)
  - Design System Replacement - meeting with Flagship Mobile [#79](#)
  - Design Systems: Incorporate Design System SnackBar Component into the Flagship App [#87](#)
  - Design Systems: Accessibility Review Process [#90](#)
- [Pre-Needs Burial Claim Epic](#) Work:
  - Pre-Needs Burial SPIKE ticket - engineering [#82](#)
  - Pre-Needs Burial SPIKE ticket - UX [#91](#)