VA-Mobile Feature Support Demo/Review
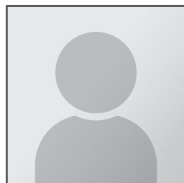
Sprints 5 & 6
December 13, 2024

VA-MFS Team

Jeff Barnes
VAPO

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Program Manager

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Product Lead (IIR)

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Lead Engineer

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Senior Mobile Engineer

Emily DeWan
UX Researcher

Natasha Huckleberry
UX Designer

Kim McCaskill
Mobile Engineer

Matt Guest
Mobile Engineer

Michael Harmer
Backend Engineer

Don McCaughey
VA Engineer Lead

Ryan Thurwell
VA Design Lead

Rachel Han
VA Product

OCTO 2024 Objectives (from Charles's presso)

Quack! Quack!

Objectives	2024 Key Results
O1: Our digital experiences are the best way to access VA health care and benefits.	1. CSAT for our web products have increased by 5 points. 2. Number of transactions processed using our products have increased by 25%. 3. All new products have a faster transaction time than those they replaced. 4. No transactions accepted by our products have a fatal error.
O2: Our platforms are the best way to deliver products at VA.	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. 2. Our platforms measure and improve the satisfaction of their internal users. 3. Our platforms power twice as many interactions compared to last year. 4. Access reviews of all systems administered by OCTO are completed every 90 days
O3: Our people are empowered with the knowledge and resources they need to make	1. Our team health survey indicates that more than 75% feel they are having a high impact on our mission. 2. Our team health survey indicates that less than 25% feel high stress. 3. Common processes, tools and decisions are documented and easily

Product | VA-MFS Sprint 5 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 5 pivoted to more heads-down work, as the team completed onboarding our three newest engineers and our roadmap filled out with a little more detail based on research. The work outlined for the Sprint is below:
- Matt Guest Onboarding tickets (Engineer):
  - VA Onboarding [#71](#71)
  - VA Mobile Onboarding [#73](#73)
- Michael Harmer Onboarding tickets (Engineer):
  - Platform Onboarding [#70](#70)
  - VA Onboarding [#72](#72)
- [Design System Epic](#) Work:
  - Design Systems: Incorporate Design System SnackBar Component into the Flagship App [#87](#87)

Product | VA-MFS Sprint 5 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 5 plan (continued)
- Pre-Needs Burial Claim Epic Work:
    - Pre-Needs Burial SPIKE ticket - engineering #82
    - Pre-Needs Burial SPIKE ticket - UX #91
- Initiative Discovery
    - Review social media apps for Flagship Mobile feedback that will inform future sprint work #68
    - Review Reddit and find feedback that will help build future sprint work #92

Work pulled in early from **Sprint 6** (in-progress)
- Pre-Needs Burial Claim Epic
    - *2024 Q4 Pre-Need Burial Claims: Complete existing research review #96 (UX)*
    - *2024 Q4 Pre-Need Burial Claims: confirm research objectives #107 (UX)*

Mobile Discovery - Sprint 6

Discipline (Product)

Explanation of the work: Product Briefs for all Epics

- **The problem:** We were lacking the holistic understanding of the work that will be inherited by the MFS team, because there were no product briefs or design documents for these objectives.
- **Why is this a problem:** MFS team requires understanding of the product that either exists in the current mobile environment or is to be developed in that space.
- **Solution:** Created Product Briefs for Veteran Status Card, Pre-Needs Burial Claims, and Debt Services for reference by all stakeholders.

WE'LL DOCUMENT IT

Discovery Findings...thus far

Veterans Status Card Product Brief

Executive Summary

The Innovate, Iterate and Run (IIR) has, up to now, been managing the Veteran Status Card on VA.gov and has been working with the Flagship Mobile team to bring the Mobile app up to establish Feature Affinity between the web and Mobile products. The Mobile Features Support (MFS) team will be responsible for some of the other elements necessary to elevate the current product and make it easier for Veterans to access their information quickly and securely.

Background and Rationale

In the current VA Mobile app, Health and Benefits have been the focus. Now, the VA is expanding both their anchor Mobile product and VA.gov to include IRR's newly designed Veterans Status Card product. Usability testing is currently scheduled for the first 2 weeks of December, where MFS will be present to observe. As it is currently scheduled, the mid-point review after usability testing will be close to the final designs. IIR will be developing before collaboration cycle approval, and all of the new work will be behind a feature flag, the MFS team may decide to emulate this approach with their work.

There are several elements to this entire piece of work, including a Mobile App Feature Affinity Initiative, changing the API from VA VProfile to Veteran Service History & API, and implementing Error/Ineligibility Messaging.

Goals and Objectives

(Adapted from IIR's Affinity Product Brief)

Business Problem:
- Users have different experiences and different information between the web and mobile app.
- Mobile app users don't understand why they don't have access or can't access their Proof of Status (no error/ineligibility messaging).
- VA Stakeholders (Melissa Rebstock) will not have a strong case to ask for legislative changes to card requirements if Vet Status does not contain an ID number that is not a SSN (adding the DoD ID).

Goals:
- Mobile app users can see their DoD ID number on their Proof of Status.
- Mobile app users who are ineligible for Proof of Status know why they are ineligible.

- Mobile app users who can't access their Proof of Status know why they can't access their information.
- Increase the number of Veterans that can view their Proof of Status (this will require an API change).
- Feature affinity between web and mobile app experiences.

Scope

The scope of work for the MFS team is defined as follows:
- Making the API Change from VA VProfile to Veteran Service History & API
- Implement existing design for Error/Ineligibility Messaging

Key Deliverables

1. API change for Mobile app:
   a. Tickets from IIR
   b. Discovery work
   c. Mobile app FE - changing APIs from VA VProfile to Veteran Service History & API
   d. Testing as necessary
   e. NOTE: This work is currently blocked by IIR finishing BE API work
2. Mobile App Affinity Work
   a. DOB - completed by Flagship Mobile team
   b. DoD ID - loosely scheduled for Flagship Mobile team's Sprint 111 (November 20 - December 3, 2024)
   c. Merging? Testing? What else needs to happen?
3. Error/Ineligibility Messaging:
   a. Tickets from IIR
   b. Discovery work
   c. UX to review new designs from IIR team (designs have been approved by VAPO)
   d. NOTE: This work is currently blocked by IIR finishing BE API work

Timeline and Milestones

Things to consider:
- Are there any hard and fast deadlines for completing the discovery work? Limit discovery to ½ sprint if possible, so that some work can also get accomplished in the same sprint.
- Tentative schedule:
  - Discovery Prep
    -
  - Discovery (ideally 1-2 weeks):
    - UX:

- User Research:
  - Are there issues with current research? Is there anything significant that is missing, or should be added for best practices?
- Implementation
  - Based on the work as outlined above, document work to be completed to implement the work.
- Accessibility
  - What current accessibility tools and processes can be adopted from the IIR team?
- Testing
  - What do we need to stand up for testing?
  - What are current QA processes that can be adopted from the IIR team?
- Complete & Readout:

Resource Requirements

Role	Resource	Contact
VA OCTO PO	Jeff Barnes	jeffrey.barnes4@va.gov
VA OCTO Technical Lead	Don McCaughey	Donald.McCaughey@va.gov
VA OCTO UX Lead	Ryan Thurlwell	ryan.thurlwell@va.gov
Oddball Program Manager	Emily Allan	emily@oddball.io
Oddball Product Lead	Pete Egan	pete.egan@oddball.io
Oddball Product Manager	Jennifer Brown	jennifer.brown@oddball.io
Oddball Technical Lead	Alex Teal	alex.teal@oddball.io
Oddball UX Lead	Natasha Huckleberry	natasha.huckleberry@oddball.io
Oddball Research Lead	Emily DeWan	emily.dewan@oddball.io

Dependencies and Assumptions

- (Dependency) In order to complete the API change work, the IIR team has to complete the BE API work that is a blocker.
- (Dependency) In order to complete the Error/Ineligibility Messaging, the IIR team has to complete the BE API work that is a blocker.

Oddball

- (Assumption) That the Mobile App Affinity work will be completed, tested, and approved for deployment.
- (Assumption) That the IIR PM will supply tickets necessary for the MFS team to complete the API change work and the Error/Ineligibility messaging objective.
- (Dependency) That the IIR PM will set up a handoff meeting with the MFS team the first week of December, and that meeting will cover:
  - Vet Status as a product - first week of December
    - Login on staging
    - Login on demo mobile app
    - Follow up meeting to talk about imminent work regarding Feature Affinity Initiative

Risks and Mitigation Strategies

- The MFS team is still contextualizing everything from the IIR and Flagship Mobile teams, so some discovery may be required after the work has been handed off.

Key Stakeholders

- VA OCTO CTO: Christopher Johnson
- VA OCTO business owner: Jeff Barnes
- VA OCTO Technical Lead: Don McCaughey
- VA OCTO UX Lead: Ryan Thurlwell
- Oddball Program Manager: Emily Allan
- Oddball Product Lead: Peter Egan
- Oddball IIR Product Manager: Megan Commons
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Communication Plan

All information will be communicated via the OCTO Slack channel mobile-feature-support-private.

- Stand-Ups (oddball resources): Held Monday, Tuesday, Wednesday and Thursday from 11:00 - 11:30 am eastern.
- Weekly Engineering sync: Held weekly on Thursdays from 11:30-11:55am eastern.
- Weekly UX sync: Held weekly on Thursdays from 3:30-3:55am eastern.
-

Oddball | oddball.io

Oddball

Launch Plan

Outline the strategy for launching the initiative, including: target launch date and any phased releases, marketing and promotion strategies, user training or onboarding plans, customer support readiness, monitoring and gathering user feedback post-launch.

Success Criteria

-

Conclusion

- Lessons learned (about the discovery process)
- Links to key documents (discovery readout, charter, etc.)

Outstanding Questions:

-

Glossary

OCTO: Office of the Chief Technology Officer
QA: Quality Assurance
VA: Veteran's Administration
UX: User Experience

Name	What is it for?	Who is it for?	How do they get it?
Veteran Status Card	Card that proves a person is a Veteran JUST so they can get discounts. Does not replace any other card. Different from VIC because no application process.	Veterans who served active duty, Reserves, National Guard (including Coast Guard) AND had honorable or general discharge. Same as VIC.	Login to VA.gov > profile > military information
Veteran ID Card (VIC)	Photo ID card that proves a person is a Veteran JUST so they can get discounts. Does not replace any other card.	Veterans who served active duty, Reserves, National Guard (including Coast Guard) AND had honorable or general	Apply online. Physical cards were discontinued in 2022. Only digital cards now. Manually emailed to Veterans.

Oddball | oddball.io

Oddball

		discharge. Same as Vet Status.	
VA Health Identification Card (VHIC)	It's a health care card, just like insurance cards. Used to check into appts at VA medical centers. Can also be used for discounts.	Veterans who are currently receiving healthcare through the VA have this card. Do family members have their own cards?	Apply online. Physical card only - have to enroll in VA health care then they have to request their card.
*DoD ID	Two types (CAC & Uniformed Service ID). Main purpose is for it to get folks access to services at military bases. It's the only card that can do that. Can also be used for discounts.	Veterans who are retired from the military, on active duty, or are in the national guard, reserve, selected reserves, or inactive ready reserve. Persons must be a sponsor or have a sponsor (for dependents).	Fill out a physical form and submit it digitally.
*Common Access Card (CAC)	Same as above.	Must be a sponsor.	Same as above.
*Uniformed Service ID Card	Same as above.	Must have a sponsor.	Same as above.
State-issued driver's license or ID with a Veterans designation	Can get discounts. Anything else this designation does?	Veterans, usually regardless of discharge status. That's why it's different from Vet Status or VIC.	Eligibility defined by each state. Have to apply at the DMV.
Review Letter "Benefits Summary"	??	Disabled Veterans	

Oddball | oddball.io

Jennifer | Discovery

Discipline (Product)

Explanation of the work: Understanding BlueSky initiative

- **The problem:** The OCTO UX Lead has new ideas on design development with his BlueSky initiative.
- **Why is this a problem:** It's more of an opportunity to collaborate with OCTO and other VFS teams to implement this idea.
- **Solution:** Huddle with OCTO UX Lead and other interested teams to understand BlueSky vision.

Natasha/Emily | Discovery

Discipline (UX)

Pre-need burials: discovery + planning

- Reviewed product briefs and scoured Github for relevant information, began reviewing existing research and files, and compiled our questions
- Drafted the following tickets:
  - Complete existing research review
  - Research plan to validate assumptions and coordination with Perigean
  - Sitemap placement
 - Preliminary designs

Look for clues

Review of Research

- Assumption: [from Product Brief] *Veterans want and find value in just finding, tracking and getting their status of already submitted Form-40-10007 (Application for Pre-need Determination of Eligibility for Burial in a VA National Cemetery) in the VA flagship app.*
  - Is there research supporting this?
  - Can we validate this?
- Questions
  - What information is a Veteran looking for?
  - What are they doing with this information?
  - How do they need to access information?
  - Was PDF uploading issue solved?
  - Has form been tested with users of assistive technology? (assuming mobile form will be similar to web form)
  - Will address validation be used? (was research project done on this?)
- Assumption: [from Product Brief] *No new notifications will be built, as of 2017, all notifications from pre-needs go to the Veteran via paper mail*
  - Why is this only being sent via paper mail? Is it a legal reason?
  - What if they lose the letter? Is it available to download from their VA.gov account?
  - Given the feedback we've seen about wanting to be notified about claims statuses, are Veterans going to be okay with only finding out about this in the mail?
- Opportunity and impact: [from Product Brief] *30% Submission Success Rate between 2020 - 2022 (falls in the middle compared to other Va.Gov benefit forms).*
  - If users start a pre-need burial claim on VA.gov, does it show as started somewhere within the UI with a way for them to finish it? – Assuming yes, but need to test this
  - Could we surface if a pre-need burial claim has been *started* but has not yet been submitted? Thinking we could link to VA.gov if we're not building this process in the app
- User goal [from Pre need README-2023.md]: Received an eligibility determination within 45 days.
  - What is the current eligibility determination timeframe?

Current process for Veterans

Pulled from Mobile Product Brief

Requesting a pre-need decision letter

1. Find out if you are eligible.
2. Choose the VA national cemetery where you'd prefer to be buried.
3. Gather the supporting documents and information you'll need to fill out the application.
4. Be sure to fill out an application for each person requesting a pre-need eligibility determination.
5. Submit application
   - Per Figma for VA.gov, there's a success message design for submission that may differ from what's currently built (need to verify).
     i. **"You've submitted your application**
        You'll receive a confirmation email shortly. We'll let you know by mail or phone if we need more details."
   - Does the email confirmation contain how long they can expect it to take to get a decision?
6. Claim reviewed by VA
7. Claim closed
   - **If they qualify:** Veteran will receive a pre-need decision letter, benefits information sheet, brochure, and copy of supporting documents submitted
   - **If they do not qualify:** Veteran will receive a denial letter with an explanation and information on their rights to appeal or request another review and how to proceed Form
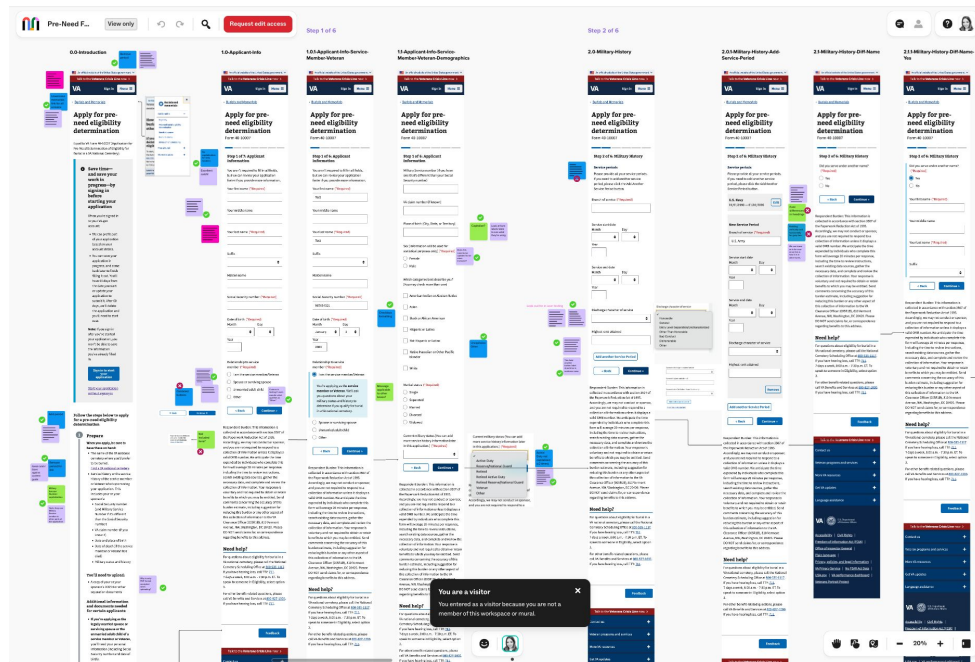
Natasha/Emily | Discovery

Discipline (UX)

Debt Services: discovery + research

- Created 3 discovery tickets
    - Look at current experience of debt within VA.gov
    - Gather info on Financial Management Experience products
    - Review previous research

- Started ideas for research plan with potential research methods – *Project is dependent on BlueSky meeting, and full research plan to be written after this*
    - Competitive analysis
    - Website analytics
    - User interviews
    - Concept testing
    - Card sorting
    - Usability testing

Engineering | Discovery

Discipline (Engineering)

Explanation of the work: Incorporate the Design System Snackbar into the VA Mobile App

- **The problem:** The current release of the VA Mobile App uses an non-standardized Snackbar component.
- **Why is this a problem:** The VA Mobile App should use components from the Design System Library to provide a consistent user experience.
- **Solution:** We have understood the steps necessary to incorporate the Design System Snackbar and have begun making modifications to the VA Mobile App.

SO WHERE'S THE SNACK BAR?

Engineering | Discovery

Discipline (Engineering)

Explanation of the work: Update The styled-components library

- **The problem:** The styled components library is a major version behind (while the design system library is up to date).
- **Why is this a problem:** Maintaining parity with the latest dependencies is a best practice
- **Solution:** We've researched the updating and migrating process and carved out and begun to work through getting it done.

Michael | Discovery- APIs

Discipline (Engineering)

Explanation of the work: Researching Preneed Burials API

- **The problem:**
  - There are different behaviors between the normal API and mobile API
  - For example, web API will send an email on form submission, while mobile does not
  - Currently no way to view submissions through web or mobile
- **Why is this a problem:**
  - I would expect the mobile app to have the same features that the website has
  - I would expect that if I submit a form through the site, I should be able to view it later with status updates
- **Solution:**
  - Marry up the existing features from the web API into the mobile API
  - Investigate the capabilities of the external service to provide status updates on submissions

Product | VA-MFSIMH Sprint 6 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 6 begins real work, now that we have a completely onboarded team. We have received contextual information from OCTO Stakeholders, and have prioritized the work. We are ready to get going!

- Kim McCaskill Onboarding tickets (Engineer): (still waiting for SAC adjudication- not completed)
  - VA Onboarding #25
  - VA Platform Onboarding #24
  - VA Mobile Onboarding #32
- Engineering continued 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
- Establishing best practices
  - Accessibility Review Process #90
  - Review current Mobile QA process #94

Product | VA-MFSIMH Sprint 6 Goals

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data
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Sprint 6 plan (continued)
- Pre-Needs Burial work:
  - 2024 Q4 Pre-Need Burial Claims: Complete existing research review #96
  - 2024 Q4 Pre-Need Burial Claims: confirm research objectives #107
- Debt Services work:
  - 2024 Q4 Discovery & Research: Debt Services: Current Experience #100
- VA Mobile Landscape Review
  - MFS - API research (ENG) #112
- Design System Component work:
  - Design System Replacement - meeting with Flagship Mobile #79
  - Discovery: design components that need to be incorporated into the VAHB app #65
  - Update Styled Components Library #105
  - Incorporate new Loading Component into the App - Global #8936
  - Global SnackBar Implementation #9630
  - Implement Snackbar Component #106

Product | VA-MFSIMH Sprint 6 Goals

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data
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Sprint 6 plan (continued)
- MFS Competitive Analysis Commercial Space
    - MFS Comparison: Web Backend current state review: Eng analysis #38
- Q4 MFS Engineering Bug Squashing
    - BUG - Sev-3- All - Can still update mailing address in letters when the contact-info endpoint is blocked/down #10095 (blocked)

Mobile Discovery - Sprint 6

Product | VA-MFS Sprint 6 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 6 began UX and research validation of Flagship Mobile documentation, as well as the first Design System component implementation. The work completed in the Sprint is below:

- Kim McCaskill Onboarding tickets (Engineer): (SAC Adjudicated)
  - VA Onboarding #25
  - VA Mobile Onboarding #32
- Engineering continued 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 (*in PR review with Mobile Platform Team*)
  - 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
- Establishing best practices
  - Accessibility Review Process #90
  - Review current Mobile QA process #94

Product | VA-MFS Sprint 6 Accomplishments

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data
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Sprint 6 plan (continued)
- Pre-Needs Burial work:
  - 2024 Q4 Pre-Need Burial Claims: Complete existing research review #96
  - 2024 Q4 Pre-Need Burial Claims: Confirm research objectives #107
- Debt Services work:
  - 2024 Q4 Discovery & Research: Debt Services: Current Experience #100
- MFS Competitive Analysis Commercial Space
  - MFS Comparison: Web Backend current state review: Eng analysis #38
- Design System Component work:
  - Design System Replacement - meeting with Flagship Mobile [ENG/UX] #79
  - Discovery: design components that need to be incorporated into the VAHB app [UX] #65
  - Update Styled Components Library [ENG] #105
  - Implement Snackbar Component [ENG] #106
- VA Mobile Landscape Review
  - MFS - API research [ENG] #112

Discipline (Product)

Explanation of the work: Further working meetings with the Governance team to determine how the MFS team fits into Platform Governance's collaboration cycle.

- **The problem:** The MFS team wants to have a ground-floor understanding of the Collaboration Cycle, how our products fit into it, and what the best way to implement the required work from Governance.
- **Why is this a problem:** The MFS team wants to be sure that, as we begin to develop and release our own Mobile products, we understand what VA's overall requirements are for Mobile Collab Cycle and that we are meeting those expectations.
- **Solution:** Bi-weekly meetings with Governance to better understand current Collab Cycle requirements, and to plan for the updated requirements once Governance has thoroughly reviewed the current Flagship Mobile team's processes. Those updates are planned for January.

Discipline (UX)

Pre-need burials: Research plan

Worked on research objectives with the team
- Understand what prompts Veterans to think about their burial details so that we consider what information to provide to them.
- Understand how Veterans are learning about their burial benefits so we can consider where to provide information to them.
- Test the clarity of pre-need burial information on VA.gov.
- Understand the goals of Veterans for pre-need burial so we can determine what will be useful.

Natasha/Emily | Discovery

Discipline (UX)

Debt services

- Reviewed the current flow on VA Staging
- Requesting access to VA's Mural instance
- Anxiously awaiting Blue Sky presentation
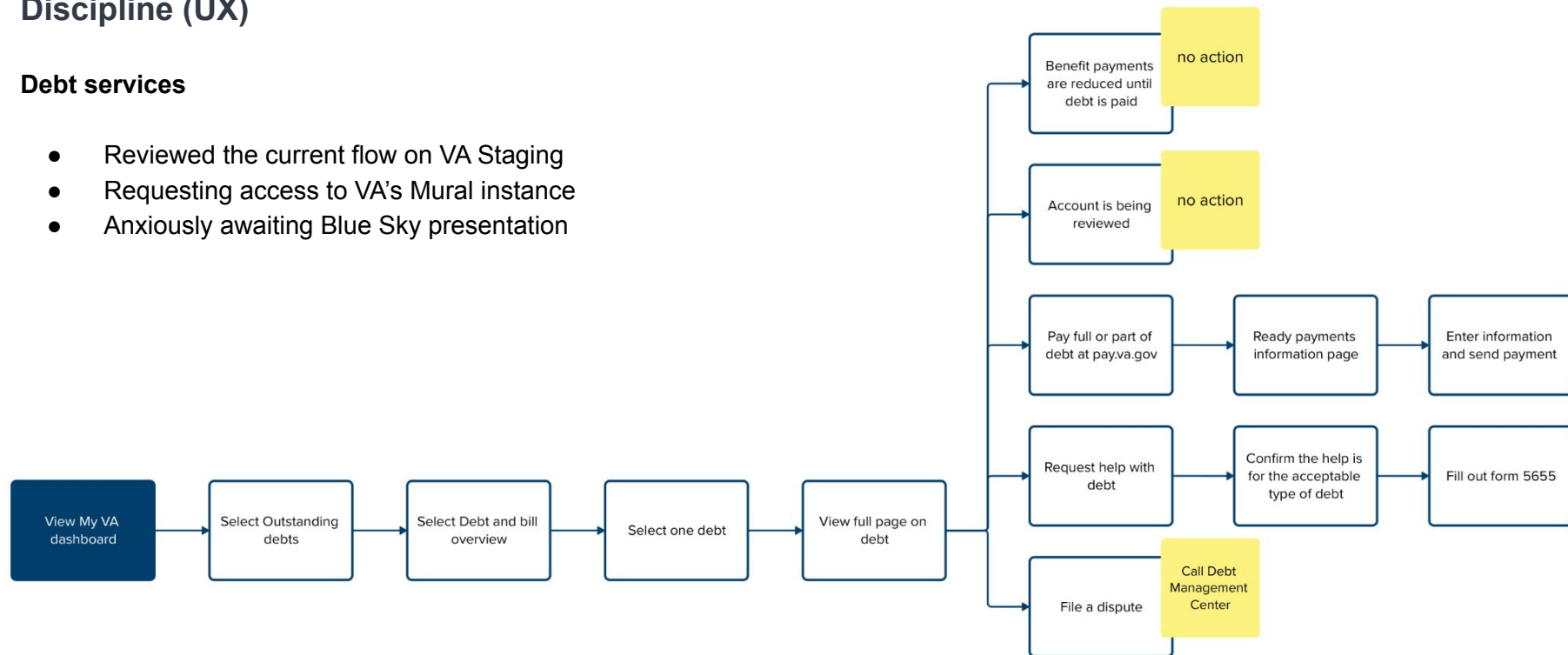
Natasha/Emily | Discovery

Discipline (UX)

Design system updates

- Natasha met with Jessica Woodin from the Mobile Design System Team to learn about UX work needed for the Design System
- Updated the mobile components containing icons in the Flagship Mobile shipped files and worked on gathering designs for relevant screens for engineering
- Working through gradually updating semantic color tokens since the VA.gov Figma instance doesn't have branching
- Tracked down correct snackbar placement when the main navigation isn't present

Engineering | Discovery

Discipline (Engineering)

Explanation of the work: Incorporate the Design System Snackbar into the VA Mobile App

- **The problem:** The current release of the VA Mobile App uses an non-standardized Snackbar component.
- **Why is this a problem:** The VA Mobile App should use components from the Design System Library to provide a consistent user experience.
- **Solution:** We have completed incorporation of the Design System Snackbar and it is in peer review.

SO WHERE'S THE SNACK BAR?

Engineering | Discovery

Discipline (Engineering)

Explanation of the work: Incorporate the Design System Loading component into the VA Mobile App

- **The problem:** The current release of the VA Mobile App uses an non-standardized Loading component.
- **Why is this a problem:** The VA Mobile App should use components from the Design System Library to provide a consistent user experience.
- **Solution:** We have completed the discovery phase and will begin implementation in the next sprint.
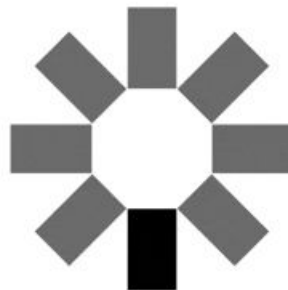
Engineering | Implementation

Discipline (Engineering)

Explanation of the work: Update The styled-components library

- **The problem:** The styled components library is a major version behind.
- **Why is this a problem:** Maintaining parity with the latest dependencies is a best practice.
- **Solution:** We implemented the migration steps to incorporate the latest version. After the code was posted for review a good amount of discussion was had and ultimately the work got shelved, but it sparked better collaboration.

Discipline (Engineering)

Explanation of the work: Comparison of the APIs
- **The problem:**
  - There are different behaviors between the normal API and mobile API
  - For example (In preneeds), the web API will send an email on form submission, while mobile does not
- **Why is this a problem:**
  - I would expect the mobile app to have the same features that the website has
- **Solution:**
  - Compare and contrast the normal API against the mobile API

Summary	
Total Relevant Routes	262
Routes with Mobile Match	40
% of Matching Routes	15.3%

Discipline (Engineering)

Explanation of the work: Completion of onboarding and good first issues

- **The shoutout:**
  - Matt and Kim both completed their onboarding, "good first issues", and have moved onto bug work
- **Why is this a big deal:**
  - We've now ramped up to be ready to go with whatever we can take on

Product | VA-MFSIMH Sprint 7 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 7 In Sprint 7, the MFS team further matures by taking on the Flagship Mobile Epics and understanding that work. Here is a list of the tickets that are currently scheduled for Sprint 7.

- Pre-Needs Burial work:
  - 2024 Q4 Pre-Need Burial Claims: Research plan to validate assumptions #97
  - 2024 Q4 MFS Pre-Needs Burial: API work #116
- Debt Services work:
  - 2024 Q4 Discovery & Research: Debt Services: Financial Management Experience information gathering #101
  - 2024 Q4 Discovery & Research: Debt Services: Previous Research Review #102
- Design System Component work:
  - Design Systems: Update Semantic Color Tokens in the Flagship App #85
  - Incorporate new Loading Component into the App - Global #8936
  - Global SnackBar Implementation #9630 (in PR review with Flagship Mobile Team)
- BlueSky design vision:
  - 2024 Q4 BlueSky design vision work #117

Product | VA-MFSIMH Sprint 7 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 7 plan (continued)

- Q4 MFS Engineering Bug Squashing
  - BUG - sev-3 - Android - TalkBack: Unable to use tap to focus on snackbar if other focusable content is behind snackbar #5055
  - BUG - sev-3 - All - Improve UI for when elements missing in Vaccine list & details #7508
  - BUG - sev-2 - iOS - Some assistive tech can't get 'into'/'onto' screens where the only actionable items are initially offscreen #9461
  - BUG - Sev-3 - The notification onboarding screen does not appear in the onboarding flow after hitting reset first time login in the dev menu #10134
  - BUG - Sev 3 - Android (maybe all) - "claims history" text not wrapping, infringing on "VA" header space #10241
  - 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
  - Design System: Discovery on LOE to incorporate new Loading Component into the App #84
  - BUG - sev-3 - All - Claims: 'info needed' label persists until logout for claims with decision requested/5103 submitted #9902 (blocked)
  - BUG - sev-3 - All - Typo in share app message #10275

Product | VA-MFSIMH Sprint 7 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 7 plan (continued)
- Engineering General work:
  - Discovery: API shadowing #108
  - Test Rail investigation #147
- Accessibility General work:
  - 2024 Q4 MFS: Accessibility Tools / UX #114
  - 2024 Q4 MFS: Accessibility Tools / Engineering #113
- Onboarding
  - VA Platform Onboarding #24 (*ticket is blocked pending OCTO Slack access and rolled from Sprint 6*)