



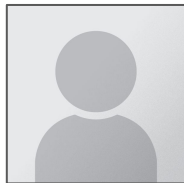
VA-Mobile Feature Support Demo/Review

Sprint 1-3
November 1, 2024

VA-MFS Team



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VAPO



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COR



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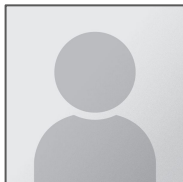
Emily DeWan
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Backend Engineer



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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">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.	<ol style="list-style-type: none">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	<ol style="list-style-type: none">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 1 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 1 Dedicated to Contract and Program Kick-off + establishing work spaces across VA landscape as well as onboarding!

- Schedule, prepared, and held Contract Kickoff with VA Stakeholders and Oddball [#3](#)
- Schedule, prepared, and held Program Kickoff with current staff [#4](#)
- Invoice Schedule Review with COR and VAPO [#44](#)

Additional items worked during Sprint 1

- [Created Program Onboarding Tracker](#)
- Set up Sharepoint VA folder to house Program Deliverables
- Created all program folders
- Started onboarding staff to Platform Orientation Sessions, VA Onboarding
- Kicked off our Standups
- Created [Github Repository](#) + [Project space in Github](#)
 - Created initial tickets for team to capture onboarding activities

Product | VA-MFS Sprint 2 Accomplishments

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data

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Sprint 2 Dedicated to setting up and establishing some team process, syncs, cadence, and level setting

Completed items

- Set up our Demo cadence, templates, [Demo Github repo](#) for posterity [#21](#)
- Scheduled Core Program Syncs [#20](#)
- Platform Orientation Completed
 - Natasha Huckleberry (UX) [#8](#)
 - Jennifer Brown (Product) [#23](#)
- VA Onboarding (Paperwork, TMS trainings, SAC Adjudication, Github + DSVA Access)
 - Alex Teal- Engineer [#12](#)
 - Dave Formanek- Engineer [#9](#)
 - Natasha Huckleberry [#13](#)
 - Jennifer Brown [#45](#)
- Platform Orientation In-progress (not yet completed for Engineers as they need PIV to access VA systems for elevated permissions)
 - Dave Formanek [#5](#)
 - Alex Teal [#7](#)

Product | VA-MFS Sprint 3 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 3 Continue Onboarding + Review Mobile onboarding procedures and documentation, Discovery

- New VFS Team Onboarding [#34](#)
- VA Tool Review & Guidance (Cheat sheet) [#35](#)
- VA Onboarding- Emily Dewan (UX) [#19](#)
- Incident Response Communication Playbook MVP [#33](#)
- VA Mobile Stakeholder Sync- Defining work for MFS [#46](#)
- VA Mobile Onboarding
 - Jennifer [#31](#)
 - Natasha [#29](#)

Work started in Sprint 3 and will continue into Sprint 4

- VA Mobile Space Review- Discovery [#17](#)
- VA Mobile Onboarding
 - Alex [#28](#)
 - Dave [#27](#)

Mobile Discovery

Em | Mobile Discovery

Discipline (All)

Explanation of the work:

- **The ~~problem~~ Opportunity:** We are a relatively new team in the VA ecosystem, which means that processes, documentation, and other aspects are all unfamiliar to us.
- **Why is this a ~~problem~~ Opportunity:** We don't view this as a problem; rather, it's a natural part of building a new team!
- **Solution:** Our team is dedicating significant time to reviewing the current landscape of the VA Mobile space with fresh perspectives. We are capturing our findings to help navigate our work more efficiently and provide suggestions for improvements.



Jennifer | Discovery

Discipline (Product)

Explanation of the work: We performed extensive research into the existing Flagship repo to contextualize what has happened with this product to get to the current state.

- **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:** Lots of reviews of the MVP documentation, including product, UX and engineering tickets, GitHub documentation, and strategic planning to produce a [rough discovery document](#).



Discovery Findings...thus far

Date captured	Who found it	Department relevance (Product, UX, Eng, OCTO)	What is it?	Where was it found? (include hotlink)	How could MFS leverage this?	What potential problem does it solve?	Reviewed with Em/Pete (when & who); (include feedback)
Example: 10/16/2024	Example: Natasha Huckleberry	UX -	Example: While doing some poking around on the mobile documentation, I found this and thought it could be helpful.	Example: Demo mode from mobile	Example: We could follow these demo mode settings	Example: We won't have to create a new process, we can leverage and tweak this	

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10/16/2024	Natasha Huckleberry	Research -	While looking at the va-mobile-app repo, I found a separate documentation site for the mobile app.	VA mobile documentation and design system	We could use these to better understand what the AdHoc team did for the mobile app. Figma links point to files owned by AdHoc.	There are sections for each subject area on the team, so it may be valuable to more than just design.	Each team member has either completed their Mobile onboarding tickets or close to wrapping up! Great find!
10/22/2024	Jennifer Brown	Product -	While reviewing the Mobile Product documentation, I found their roadmap which has nothing identified <u>past July 2022</u> .	Strategic Roadmap Outcomes Roadmap (Dec 2021)	If this was updated, we could understand what efforts have been completed by MF and this could more easily provide a high-level plan for our work.	Understanding what has been approved and <u>completed</u> , and be able to figure out how to leverage that work. We need to understand what has <u>been</u> completed by MF before we can plan our work.	I know our team is working to build out our roadmap and we should make sure to cross-collab with Mobile Platform so our efforts are working in tandem
10/22/2024	Natasha Huckleberry	Research -	There's a recorded Q&A session in the Mobile & Web Collaboration	Q&A session about collaboration (Passcode:)	If anyone is reading through the documentation on		Excellent Find!

Discovery Findings...thus far

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				Q@0*L6V)	Contributing and has questions, some answers may be in there		
10/22/2024	Jennifer Brown	Product -	Is there an overall status available for all current Mobile objectives?	Last meeting notes (from July 2024) are here . Anything more updated?	By understanding where FS Mobile is now will help us plan where to go as we proceed.	Planning for work	I suggest we work with the Mobile Platform team to verify these objectives are still valid. (with Kelly Lein, Adhoc)
10/22/2024	Jennifer Brown	Product -	Single-purpose vs multi-purpose apps research	VA Mobile App Strategy: What are the considerations between building a single-purpose vs. a multi-purpose app?	Good background/ research on how to determine what the app should do.	Just good background to have.	Emily DeWan flagging this for something you can review!
10/22/2024	Jennifer Brown	Product -	Challenges - user retention and task completion are documented for 2024.	Global Team Operational Plan - 1st half of 2024	Helpful to know what the current tool's challenges are so that we can identify possible solutions for overall challenges of user retention and task completion	How to be more successful with the current state of the Mobile app, given these challenges. Emily DeWan: you may find this interesting. Also: Natasha Huckleberry this document discusses	Wondering if we can get insights into task abandonment - where in each task does someone stop their journey. Seems like login is the first barrier. Beyond that, there's some uncertainty about WHAT the

Discovery Findings...thus far

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						<p>the beginning stages of the Design System (by the Platform team), it was rolled out in 2023 and the Mobile team has implemented one.</p> <p>Alex Teal it looks like a major blocker for user interaction and retention could be the Login.</p>	mobile app allows folks to accomplish.
10/22/2024	Jennifer Brown	Research -	Research for user retention	2023-07 Mobile App retention research findings	Reviewing this research will help inform how MFS can strategize on how to solve the user retention issue.	<p>Although outdated, this could give our research a leg-up.</p> <p>FYI Emily DeWan</p>	Agreed. I am curious to know what issues persist from 2023 and now. Emily DeWan
10/22/2024	Jennifer Brown	Product -	Alignment from Mobile objectives to OCTO OKRs	2024 Calendar Year Mobile	MFS can review this document and compare to what was completed, while planning for future work.	Strategy/planning	
10/22/2024	Jennifer Brown	Product -	Mobile Kickoff Template	Mobile Kickoff template	Tweak template for our own kickoff needs.	Documentation	
10/22/2024	Jennifer Brown	Product -	Proposal for standing up a Content Management System for Mobile app	Content Management System for Mobile (proposal)	In case we are ever asked for it, research was done on standing up a Content Management System for just the Mobile app.	We can leverage and update this research if the need for a Content Management System comes up again.	INTERESTING! And we should follow closely + ask for updates as this unfolds.
10/23/2024	Natasha	Product -	A full sitemap/user flow of the mobile app	Sitemap/flow in Figjam - everyone should be able to	See what's done, planned, and on hold	Better understand what exists, is planned, or is on hold	

Discovery Findings...thus far

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					view this			
	10/23/2024	Natasha	Research	A veteran journey map from platform onboarding	Veteran journey map	Better understand our users and why they might engage in va.gov or the app	Helps us understand our users	
	10/23/2024	Natasha	Product	A Value proposition Figjam that has stickies from past interviews, app reviews, and VA's marketing	Value proposition Figjam - you need view access to AdHoc's Figma instance to see it	Quickly glean some of the veteran POV from the stickies	Better understand the value we're delivering to veterans	Jennifer Brown let's ask the Mobile team if we can get view access to this for our team
+		Natasha	Research	Service blueprint in Github from 2020 with outstanding questions	Mobile app service blueprint in Figma - everyone should be able to view this	While likely outdated (Figma last updated in 2021), it could serve as a starting point for documenting new interactions or features	Reference	Wondering if it makes sense for all of us to collab on updating the Service Blueprint as a larger initiative
	10/25/2024	Jennifer Brown	General	Review the work plans of the Mobile team	Mobile Sprint board	General understanding of Mobile work schedule.	Improves alignment, although there are no details in the tickets.	
	10/29/2024	Natasha	UX	Service blueprint about using the mobile team's design system found while browsing AdHoc's Figma	Service blueprint	Another input for understanding how we fit (assuming it's not outdated)	Clarity on where our design files should live	
	10/30/2024	Natasha	General	A collection of reviews submitted through the app stores on Github	App store reviews	More data	Understand what veterans are saying about the app	App store reviews and Reddit are where the current team pulls feedback for consideration. There is potential to review call center data down the road for Mobile support.

Discovery Findings...thus far

Date captured	Who found it	Department relevance (<i>Product, UX, Eng, OCTO</i>)	What is it?	Where was it found? (<i>include hotlink</i>)	How could MFS leverage this?	What potential problem does it solve?	Reviewed with Em/Pete (<i>when & who</i>); (<i>include feedback</i>)
							Chante's team owns this.
10/31/2024	Natasha	General ▾	A bunch of research the mobile app team has done	Mobile app UX research	More background info	Better understand what's been done already	Emily DeWan noting this as it may strike your fancy! (I think you already started reviewing IIRC)
10/31/2024	Natasha	Research ▾	Instructions for how to conduct research with a version of the app that hasn't been released	Conducting remote User Research with a pre-release production app build & user credentials	Understand process for user research with the app	Emily DeWan Since we were both wondering how this would work 😊	
		Product ▾					

Jennifer | Discovery

Discipline (Product)

Explanation of the work: Crosswalking tickets from Flagship Mobile MVP to our boards in order to strategically plan and populate our Sprints.

- **The problem:** No work planned yet
- **Why is this a problem:** Because... we are here to make a difference and get some things done!
- **Solution:** We have a lovely series of tickets in the upcoming Sprints to begin work on.



Natasha/Emily | Discovery

Discipline (UX)

Explanation of the work: We deeply explored the Platform and Flagship mobile app documentation to begin understanding our users and what's been done on the app.

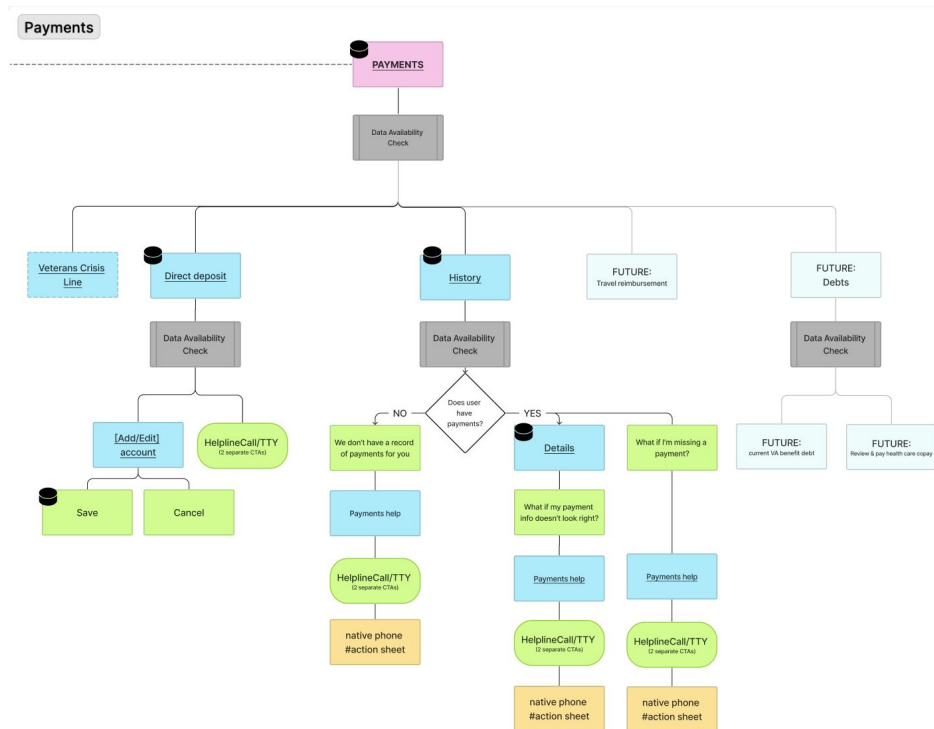
- **The problem:** A lack of understanding of the current state of the product and our users
- **Why is this a problem:** Without a clear picture, we risk missing important details and unknowns.
- **Solution:** We reviewed design, research, product, and accessibility documentation on the platform site, GitHub, and VA Mobile Docs site and also walked through the demo mode of the app, which led to some interesting nuggets we're excited to explore further.



Natasha/Emily | Discovery

Some helpful information we've found

- **Veteran journey maps and personas**
- **Design files including the full sitemap/user flow in Figjam**
- **Research including mobile user retention findings**
 - Login posed a significant pain point for 8 out of the 17 Veterans we talked to.
 - Veteran expectations of what they thought they could do in the app was often inaccurate. Some Veterans conflated the flagship app's features with other features available in VA.gov or MyHealtheVet.
 - Veterans engaged with the Health and Benefits mobile app at intermittent times. There's not always a clear "stopping" point, especially if they used the app for the thing they wanted it for.



Alex/Dave | Discovery

Discipline (Engineering)

Explanation of the work: Completed mobile onboarding and development environment setup.

- **The problem:** New developers need to understand development best practices and install various tools to begin working on the VA Mobile source code.
- **Why is this a problem:** Without this knowledge and/or setting up our development environments, we cannot begin contributing code changes.
- **Solution:** We have completed mobile onboarding and set up our development environments according to the existing mobile team's documentation.

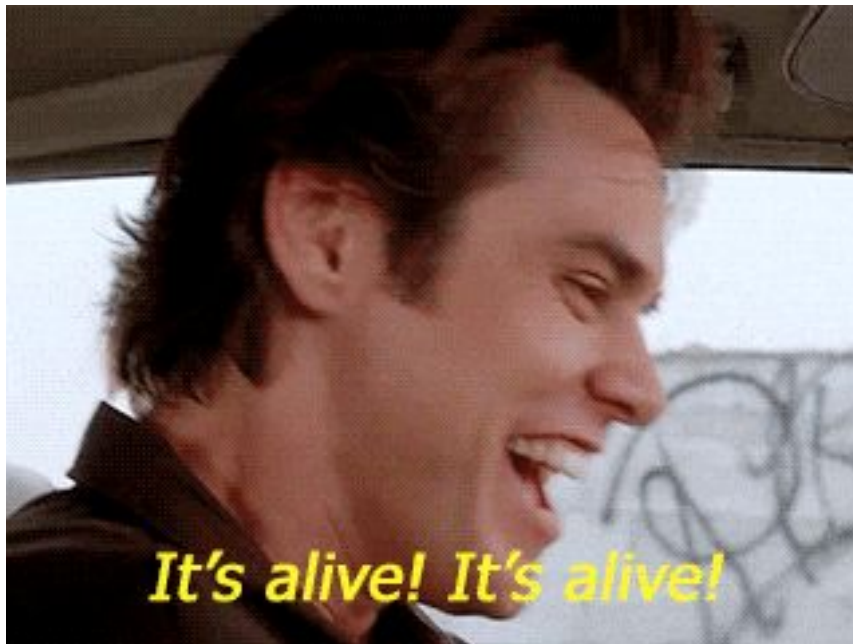


Alex/Dave | Discovery

Discipline (Engineering)

Explanation of the work: Developers have successfully compiled the source code and run the VA Mobile app locally, plus understand how to run unit and end-to-end (E2E) tests.

- **The problem:** Developers need to be able to change code locally and write appropriate tests to ensure quality.
- **Why is this a problem:** Without this ability, it's impossible to make code contributions nor do it in a reliable manner.
- **Solution:** Following the existing team's setup guide and a little self discovery, we are now in position to modify code and test it locally.



Alex/Dave | Discovery

Discipline (Engineering)

Explanation of the work: Developers are ramping up on understanding the code base, including: architecture, state management and how resources are utilized.

- **The problem:** Developers need a basic understanding of how the code is structured so they can effectively make improvements to the VA Mobile application.
- **Why is this a problem:** Without this knowledge, developers will struggle to be efficient and/or may provide implementations that are inconsistent with the current solution.
- **Solution:** We are rolling up our sleeves and studying the code base and the numerous libraries/packages that are utilized.



Product | VA-MFSIMH Sprint 4 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 4 intends to pivot from onboarding to deeper discovery, planning, and research. Some new resources will be onboarding. Here is a list of the tickets that are currently scheduled for Sprint 4.

- New VFS Team Onboarding [#34](#)
- VA Tool Review & Guidance (Cheat sheet) [#35](#)
- VA Onboarding
 - Emily Dewan (UX) [#19](#)
 - Kim McCaskill (Eng) [#25](#)
- VA Mobile Onboarding
 - Emily DeWan (UX) [#60](#)
 - Kim McCaskill (Eng) [#32](#)
 - Complete VA Mobile Onboarding as team gets PIV cards
- Platform Onboarding
 - Kim McCaskill (Eng) [#24](#)
 - Wrap up VFS Platform Onboarding tasks as team gets PIV cards

Product | VA-MFSIMH Sprint 4 Goals

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Sprint 4 plan (con't)

- New VFS Team Onboarding (EPIC) [#34](#)
- VA Tool Review & Guidance (Cheat sheet) [#35](#)
- VA Mobile Space review [#17](#)
- GitHub Policy update [#37](#)
- Web Current State review and Analysis, UX perspective [#39](#)
- UX Review of Current Environment [#59](#)
- Begin Unit tests of Flagship Mobile code
 - Updating App Unit Test to use i18n Translations (Home): [#49](#), [#50](#), [#51](#), [#52](#), [#53](#)
- Create Mission Statement ([#61](#)) and begin Product Charter ([#62](#))