VA - Mobile Feature Support

Sprint Report and Demo | Sprint 30: 11/4/2025 - 11/17/2025

Agenda

1. Sprint Overview
2. Presentations
3. Up Next
4. Feedback
5. Planned and Completed Tickets
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Sprint Overview

Sprint Focus

Engineering:

- Begin engineering discovery to understand where PDFs exist on the mobile app, and how letters are being represented, so that Product can better define the scope of work for creating an accessible letter experience within the mobile app.
- Continue investigating the Service Summary Codes to understand how these would translate to allow a Veteran to receive a Veteran Status Card.

UX

- Prepare and conduct user interviews for One VA Debt Letter discovery research to determine whether this is valuable to Veterans.
- Continue exploring designs and user flows for the VHIC within the mobile app.

Key Wins

- VAHB release
- GHEC-US Risk Assessment - Mobile Feature Support
- Investigations around the Apple Wallet digital security and accessibility of PDFs

Presentations

Presentations

- Apple Wallet Data Refresh Security Implications (Dave)
- Understand Service Summary Codes (Dave)
- One VA Debt Letter Research (Emily)
- VHIC exploration (Natasha)

Dave | Spike: Apple Wallet Data Refresh Security Implications

What's the issue?
- Apple's normal pass update architecture requires unauthenticated access to the VA backend.

What's the solution?
- Make the VSC pass static so Apple Wallet cannot call our backend.
- Users will be able to update their VSC pass via a deep link to VAHB Mobile App and by tapping a refresh button.
- The app will request a new signed .pkpass from our backend and present it for replacement in Apple Wallet.
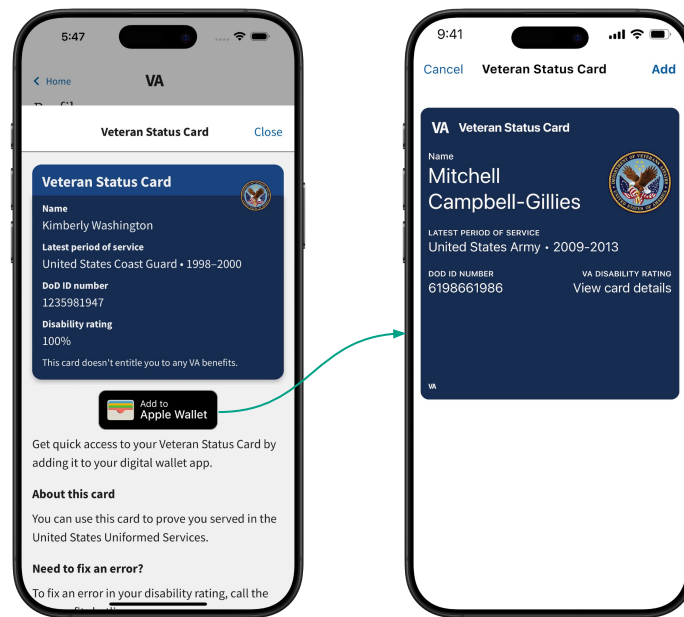
Dave | Spike: Understand Service Summary Codes (SSC)

What's the issue?
- We need to fully understand how we can make use of VA Profile Service Summary Codes for our VSC API refactor logic.

What progress did we make?
- Michelle created a flowchart which maps out the logic for each SSC, covering the majority of cases.
- Michelle discovered some discrepancies with the letter "U".
- Created additional tickets:
  - Letter "U" investigation
  - Error/warning messages for new logic

Service Quantity	Character of Discharge from DoD****							
	Honorable ('A', 'B','H', 'J')	COD Uncharacterized ('Y')	Other Than Honorable ('E')	Bad Conduct ('D')	Dishonorable ('F')	Dishonorable for VA purposes ('K')	COD is 'Z' or null	COD N/A
Has Service-Connected Disability***								
Active duty, meets minimum service, or Reserve or National Guard with any active-duty service	A1	A2*	A3	A4	A5	A5-		
Some active duty, but does not meet minimum service requirements and no service-connected disability	B1	B2**	B3	B4	B5	B5-		
National Guard with no federal active-duty, and no service- connected service disability; or Reserve with no active training and no service-connected disability	G1	G2	G3	G4	G5	N/A	U	
Reserves with active-duty training only, and no service-connected disability	R1	R2	R3	R4	R5	N/A		
Service length unknown	U							
EDIPI but no PNL								X
Currently Serving								D^
DoD or VA returned an erroneous or null value								VNA/DVN/ null

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Emily | One VA Debt Letter Research

Research sessions

- 6 sessions with Veterans completed
- 5 sessions scheduled for next sprint
- Initial observation: We are seeing a trend indicating Veterans do not see a need for the combined statement in the app.

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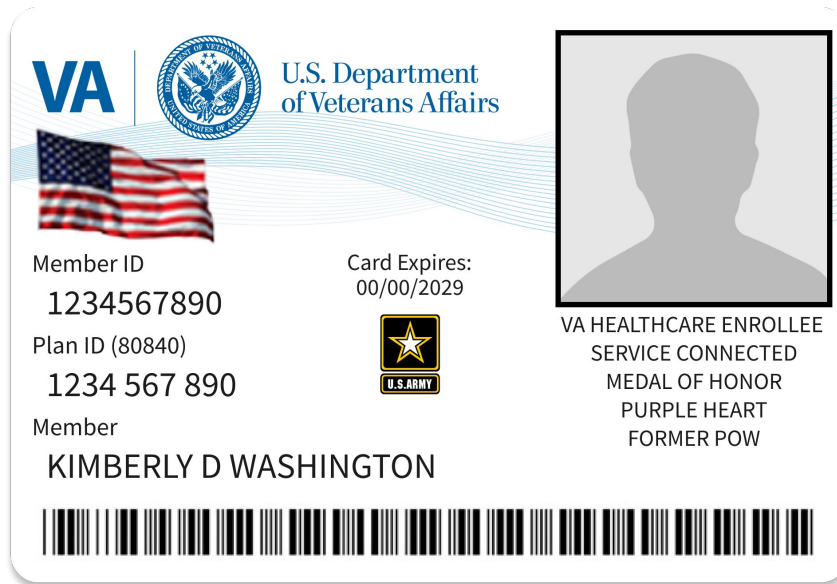# Natasha | VHIC exploration

VHIC exploration
- Placement within Home, Profile, and Health
- Requirements state it should match the physical card

Options
- Alternate card view (like Veteran Status Card) that appears vertically until rotated
- Match physical card with option to view details in a drawer

Next steps
- Discuss options with engineers, Ryan, and ADE

Up Next

Next Sprint Focus - Sprint 31

- Start the development of the shared service for the Veteran Status Card, which will eventually allow one spot to be updated for changes to the web and mobile.
- Wrap up One VA Debt Letter discovery research sessions and start to synthesize findings to determine whether this is valuable to Veterans
- Mock up outstanding digital wallet user flows and share with engineers so we can understand if the designs are technically feasible.
- Product and UX teams internally review the current VHIC wireframes and user flows, providing feedback to identify any additional design effort required.

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Noted Risks and Dependencies

- External team PR reviews may take longer than expected and are outside of our control.

Feedback

Feedback

Thoughts? Questions? New directions?

Planned and Completed Tickets

Planned Tickets

- 962: Research Session Prep
- 963: Conduct research study session (1 of 2)
- 935: Explore designs of the VHIC within the mobile app
- 936: Placement of the VHIC within the app
- 864: Spike: PDFs on VAHB
- 865: Spike: How are letters represented on VAHB
- 866: Spike: File formats for screen readers Continue investigating the Service
- 959: Understanding the SSC
- 967: Review and monitor BE tickets (code freeze)
- 968: 11/18 VAHB release: review and monitor
- 969: Review and monitor code freeze tickets for a subsequent VAHB release
- 965: Analytics Sync: Overpay/Copay

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Completed Tickets

- 864: Spike: PDFs on VAHB
- 865: Spike: How are letters represented on VAHB
- 866 Spike: File formats for screen readers
- 921 Solidify wallet app not downloaded and updating pass:
- 935: Explore designs of the VHIC within the mobile app
- 936: Placement of the VHIC
- 943: GHEC-US Risk Assessment - Mobile Feature Support (MFS)
- 962: Research Session Prep
- 963: Conduct research study session (1 of 2)
- 866: Spike: File formats for screen readers Continue investigating the Service
- 959: Understanding the SSC

- 967: Review and monitor BE tickets (code freeze)
- 968: 11/18 VAHB release: review and monitor
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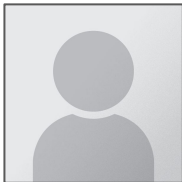# Incomplete Tickets

- None!

Team Information

MFS Team

Michelle Middaugh
VA PO

Ryan Thurlwell
VA Design Lead

Mary Rodriguez
COR

Parker Baranowski
Program Manager

Natalie Gibbons
Product Manager

Emily Goodrich
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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

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Resources

- OCTO Slack: #mobile-feature-support-public
- GitHub: va-mobile-feature-support
- Roadmap: Mural
- GitHub Project Board: Mobile Feature Support
- Demo Recording:

Thank You!