



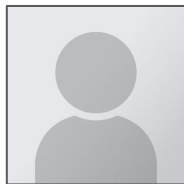
VA-Mobile Feature Support Demo/Review

Sprint 10
February 10, 2025

VA-MFS Team



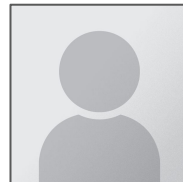
Jeff Barnes
VAPO



Mary Rodriguez
COR



Parker Baranowski
Program Manager



Sourcing
Product Manager



Jason DeHaan
Delivery Manager



Alex Teal
Lead Engineer



Dave Formanek
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

OCTO Mission:

Our mission is to improve Veterans' lives with better software.

2025 OCTO Objectives	Key Results
O1: VA's digital experiences are the easiest and most efficient way to access VA health care and benefits.	<ul style="list-style-type: none">1.1 Improve satisfaction with our web and mobile products by 5 points.1.2 We have reduced the total time Veterans spend waiting for a response from our digital experiences by 50%, towards a goal of less than 4 seconds per transaction.1.3 100% of transactions received via our digital experiences are either processed correctly or we have notified the user of an error.
O2: OCTO's platforms are the fastest, most efficient, and most secure way to deliver products at VA.	<ul style="list-style-type: none">2.1 100% of authentications to our systems and tools (both Veteran-facing and internal) occur using a secure credential.2.2 We have reduced the total error rates in our platforms by 50% compared to Q4 2024, towards a goal less than 1% per endpoint.2.3 100% of VA employees have access to a valuable Generative AI tool to help with their work.2.4 Each of our platforms* and tools increase the number of non-OCTO built capabilities or non-OCTO users by 50%. (*excluding mobile)
O3: OCTO teammates are empowered with the knowledge and resources they need to make sustained impact.	<ul style="list-style-type: none">3.1 Team members reporting more than a reasonable amount of stress is 5 points lower for each quarter in 2025 than it was in the corresponding quarter in 2024.3.2 Every OCTO Portfolio identifies 2 or more strategic decisions per quarter that would benefit the larger OCTO team, and documents them publicly in a shared location.3.3 75% or more team members are confident they have the knowledge needed to make effective decisions.
O4: OCTO positively influences VA's ability to deliver software products and services faster, safer, and with higher quality.	<ul style="list-style-type: none">4.1 OCTO has delivered at least 10 impactful artifacts or learning activities (e.g., trainings, guides, COP meetings) focused on improving delivery practices that achieve an NPS score of 30 or higher from the target OIT delivery staff.4.2 OCTO has helped resolve/support at least 10 significant engineering issues or products outside our portfolio.4.3 Five or more non-OCTO teams have used SPRUCE to deliver high quality software.

Product | VA-MFS Sprint 10 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 9 roll-over

- Pre-Need Burial Claim: Preliminary Mockup Designs [#99](#)
 - Meeting set up with Pre-needs burial Team 2/11
- Pre-Need Burial: Research: Create prototypes for user interviews [#195](#)
 - Received feedback from Ryan, working to incorporate that into the updates
- UX SPIKE: Claim contextualization for pre-need claims [#211](#) (Completed)

Product Completed

- SPIKE: Product Discovery on Veteran Status Card [#163](#)
 - Outcomes of this Spike will help inform UX and Engineering on the work that will need to be done on this objective.

UX Completed

- Discovery & Research: Debt Services: Summarize past research [#185](#)

Engineering Completed

- Pre-Need Burial: Confirm API status with Pre-Need team [#181](#)
- SPIKE: Engineering - Secure Messaging familiarization [#160](#)
- Breakout PR's pending from previous Core Mobile Team [#206](#) (new work pulled into Sprint after start)
- SPIKE: Discovery on Push Notifications [#201](#)

Product | VA-MFS Sprint 10 Accomplishments

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Work completed in Sprint 10 *(continued)*

Externally Blocked

- BUG - sev-2 - [iOS/Android/All] - Increase in session refresh error rates (which forces users to re-authenticate) [#9615](#)
 - Unable to reproduce error on Android emulator despite following repro steps. Might need to test on physical Android device.

Added to the Sprint Post-Planning (continuation of work into Sprint 11)

- Spike: Engineering discovery for Release [#197](#) (in-progress)
- Cut Release Branch [#208](#) (in-progress)
- QA review on closed Core Mobile tickets that were previously closed [#215](#) (in-progress)

Peer Review

- HIGH PRIORITY: PCIU Replacement Step 5d: Initialize Contact Information V2 for mobile requests (Mobile Team testing) [#97889](#)
- BUG - SEV 2 Mobile App - Not being able to see claims and unavailability error message [#172](#)
- 2025 MFS SPIKE: UX: Review Home screen and Messages UI behavior when down, to triage #10104 [#157](#)
 - Posted for CAIA review 2/6

Product | VA-MFS Sprint 10 Status of Work

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

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Sprint 10 Continuation of Work

QA

- DS - Add useMemo and useCallback to useSnackbar hook [#603](#)
- BUG - Sev-3 - All - Alert component has duplicate heading accessibility roles when not expandable [#620](#)
- BUG - sev-3 - All - Rows in simple list component are now (mostly) too tall [#10253](#)
- DS- Improve LoadingIndicator Animation Loop and Cleanup [#618](#)
- BUG - Sev-3 - iOS - VoiceOver not announcing role of SegmentedControl component [#619](#)
- BUG - Sev-3 - In-App Feedback: Phone number, SSN, Email are not properly recognized if they end in punctuation [#10354](#)
- BUG - Sev 3 - Android (maybe all) - "claims history" text not wrapping, infringing on "VA" header space [#10241](#)
- 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-2 - iOS - Some assistive tech can't get 'into'/'onto' screens where the only actionable items are initially offscreen [#9461](#)

Ready to Deploy

- BUG - sev-3 - All - Typo in share app message [#10275](#)
- BUG - sev-3 - All - Improve UI for when elements missing in Vaccine list & details [#7508](#)
- QA work that is currently in DEV branch [#204](#)

Natasha/Emily | Debt Services

Discipline (UX)

Debt services

- Reviewed previous research projects completed by Denise Coveyduc's team and wrote summary
- Created list of items to explore in future research
 - It's possible that not all items will be in scope; to be determined as we work on research objectives



Natasha/Emily | Pre-Need Burial

Discipline (UX)

Pre-need burial

- Worked on research plan details
- Created prototype
 - Only a few screens are included
 - Purpose is to facilitate conversation, not usability testing
- Reviewed prototype and discussion guide with Ryan
- Worked on preliminary designs for pre-need burial within the app
- Looked into more context for claims
- Will be meeting with Catherine Hughes to discuss the project and research plans



Natasha/Emily | All the things!

Discipline (UX)

Secure messaging

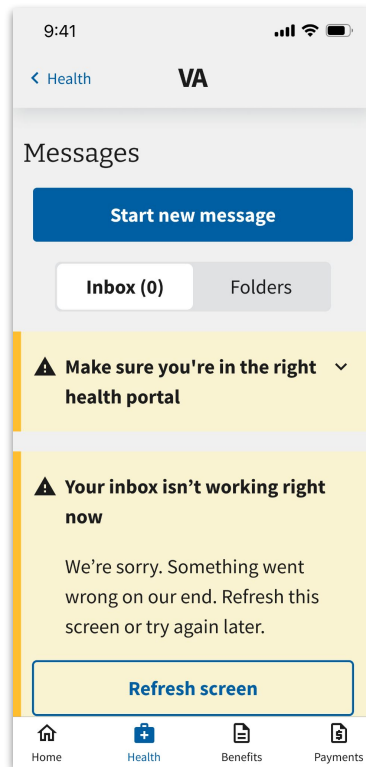
- Continued looking into secure messaging
- Got clarification on messaging for a new warning that appears when `/v0/messaging/health/folders/0/messages` is down

Design system

- Met with Matt Dingee and the DS SMEs for clarity on approval process color token changes

Veteran status card

- Attended the midpoint review meeting to view IIR's proposed changes

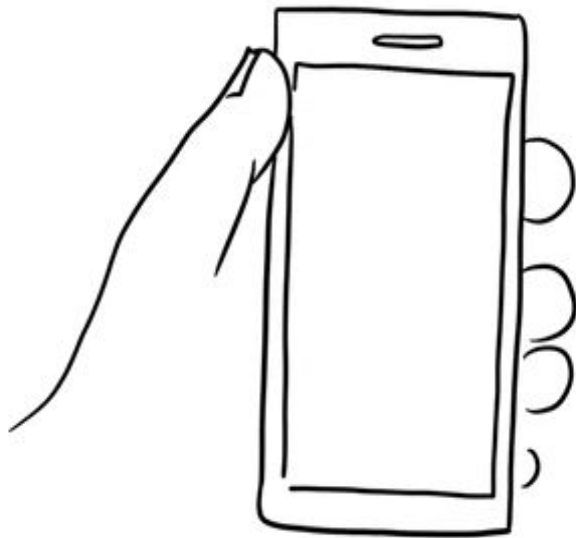


Engineering | Discovery- Push Notifications

Discipline (Engineering)

Explanation of the work: Understand how push notifications are implemented in the app and how to send test notifications.

- **The problem:** Engineers cannot work on issues related to push notifications without first understanding their implementation and how to send them.
- **Why is this a problem:** There are several issues related to push notifications we are planning to fix in an upcoming sprint.
- **Solution:** We did a deep dive on the client implementation and worked with the VA Notify team to acquire the credentials to send test notifications via Postman. Work was documented [here](#).

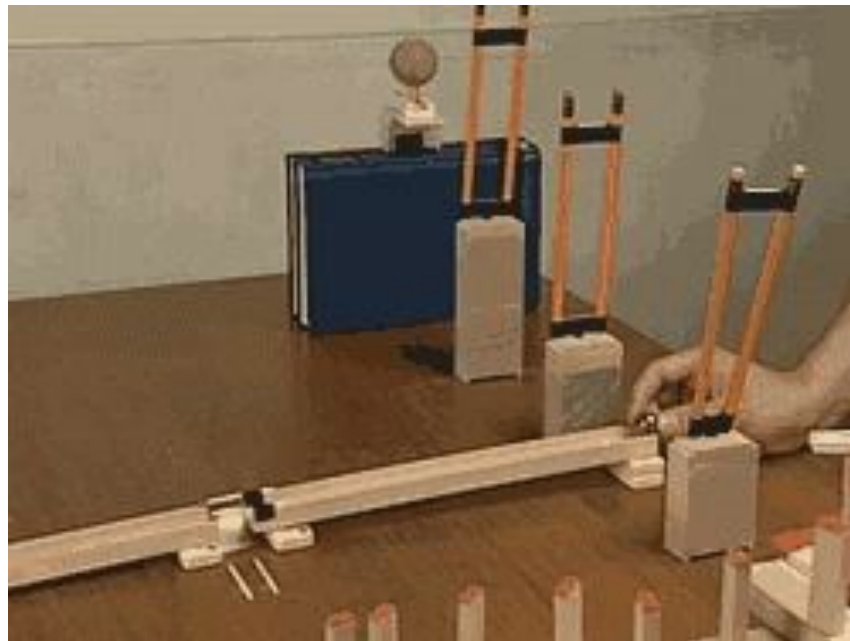


Engineering | Delivery

Discipline (Engineering)

Explanation of the work: In order to get our work out the door and in the users hands we need releases.

- **The statement:** Releases have been paused since December.
- **Why:** With the previous team rolling off and our team being fresh it made sense to pause the releases. That's not the case anymore.
- **Solution:** We have kicked off the release process, cut a branch of the proposed changes, built a testable version that our team will be QAing the changes with. We also ensured that our team has the proper access inside of apple and google's ecosystem for receiving those test builds.



Engineering | VA Profile Migration

Discipline (Engineering)

Explanation of the work: As part of the effort to replace old versions of VA Profile, the mobile API needed updates to remove references to the older versions and replace with calls to the latest version.

- **The problem:** The original version of VA Profile (V1) will be deprecated soon, and calls to this original version will no longer work after the migration.
- **Why is this a problem:** The core API team is in the process of migrating all data from VA Profile V1, and as part of that process, mobile needs to use V2 calls before the migration occurs.
- **Solution:** All references to VA Profile V1 must be updated to V2 and all tests must be updated to reflect those changes.



Sprint 11

Product | VA-MFSIMH Sprint 11 Goals

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

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Sprint 11:

Product Sprint Goal(s):

We begin Sprint 11 focusing on product initiative work, including a Veteran Status Card handoff from the IIR team to MFS, specifically focusing on the Error Messaging and Feature Affinity implementation.

- Gather existing Pre-Need Burial UX documentation in a centralized location [#173](#)
- Veteran Status Card Handoff from IIR to MFS [#209](#)

UX Design Sprint Goal(s):

UX will be continuing work on pre-need burials, discovery for the release, and Design System, specifically on updating Semantic Color tokens.

- UX discovery for Release process [#199](#)
- Review Design Systems Semantic Color Tokens component requirements and create LOE for work [#166](#)
- Design Systems: Update Semantic Color Tokens in the Flagship App Figma (Navigation) [#85](#)
- Pre-Need Burial: Preliminary designs - Submit claim [#218](#)

Product | VA-MFSIMH Sprint 11 Goals

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Sprint 11 plan (*continued*)

UX Research Sprint Goal(s):

Overall priority is Pre-need Burial & Debt Services research. We have broken down the original work into smaller tickets to track our progress better.

- Pre-need Burial:
 - Complete Research Plan in Google Docs [#219](#)
 - Complete Discussion Guide in Google Docs [#220](#)
 - Research: Request feedback from local team [#221](#)
 - Research: Convert Google Doc into GitHub markdown (after 1 day) [#222](#)
 - Research: Share among team for feedback (OCTO Slack) [#223](#)
 - Research: Complete Research Folder in GitHub [#224](#)
- Debt Services:
 - Research: Draft initial objectives [#210](#)
 - Research: Submit objectives to internal team for review [#212](#)
 - Research: Submit objectives to OCTO team leads for review [#213](#)

Product | VA-MFSIMH Sprint 11 Goals

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Sprint 11 plan (*continued*)

Engineering Sprint Goal(s):

The next release is the focus for Sprint 11 (aiming for a 2/19/2025 release), and preparing for the next subsequent release that will go out approx 3/5/2025. Engineers will get the release branch cut and each ticket will get a QA review. Release notes will be documented and any additional images will be created for this release. Things like the Design Systems component implementation had stalled, but they are no longer blocked because access was granted to the Engineers, so the work will continue.

- Engineering: 2.46.0 Release prep for 2/19/2025 deployment [#228](#)
- Engineering: 2.46.0 Release Notes documentation for 2/19/2025 deployment [#231](#)
- Engineering: 2.46.0 Release Images for 2/19/2025 deployment [#232](#)
- Engineering: 2.47.0 Release prep for 3/5/2025 deployment [#230](#)
- SPIKE: Engineering discovery for Design Systems/Semantic Color token [#194](#)
- Upgrade Design System to current version [#192](#)
- Design Systems: Incorporate Icon Component into the Flagship App [#86](#)
- Veteran Status Card: Review Core Mobile tickets for updated code [#207](#)
- 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](#)
- BUG - sev-3 - All - If app user opens SSO webview, and stays logged in past website session expiration, SSO no longer works [#9833](#)

Questions?