



VA-Mobile Feature Support Demo/Review

Sprint 13

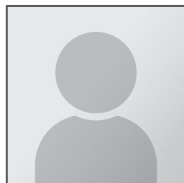
March 24, 2025

The demo/review recording can be accessed [here](#)

VA-MFS Team



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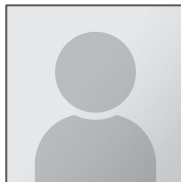
Kim McCaskill
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Matt Guest
Mobile Engineer



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Backend Engineer



TBD
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.

Sprint 13 Ticket Changes

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

Rollover from Sprint 12

- Debt Services: Research: Discuss Research Objectives with Web Feature Team [#214](#) (complete)
- Endpoint Configuration [#254](#) (complete)
- BUG - sev-3 - Android - TalkBack: Unable to use tap to focus on snackbar if other focusable content is behind snackbar [#5055](#) (complete)
- Incorporate new Loading Component into the App - Global [#8936](#) (complete)
- Global SnackBar Implementation [#9630](#) (complete)

Added to the Sprint Post-Planning

- Competitive Analysis of Grave Locator Apps (Engineering) [#293](#) (complete)
- Console Warnings Annoying in Local Development [#281](#) (complete)
- Bug - Veteran Reporting that the App Experience Varies by Device [#9893](#) (complete)
- Implement Catch-All Error Message [#259](#) (complete)
- Design Adjustments to Veteran Status Card [#341](#) (complete)
- Revisit .gitignore for certain workflows [MacOS] [#282](#) (complete)
- Pre-Need Burial: Complete Notes from Each Interview (Part 2) [#317](#) (complete)
- Spike: Investigating Prototype Options [#349](#) (complete)

Removed from the Sprint Post-Planning

- Continue form submission exploration [#319](#) (preliminary research indicates this work is likely not needed)

Sprint 13 Completed Tickets

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Product Completed

- Create Product Brief and epic for additional IIR work [#315](#)
- Additional Veteran Status Card Handoff from IIR to MFS [#316](#)
- Set up Ongoing Sync with Web Team Members [#276](#)

UX Completed

- Pre-need Burial: Interview: participant 3 [#301](#)
- Pre-need Burial: Interview: participant 4 [#302](#)
- Pre-need Burial: Interview: participant 5 [#303](#)
- Pre-need Burial: Interview: participant 6 [#304](#)
- Pre-need Burial: Interview: participant 7 [#305](#)
- Pre-need Burial: Interview: participant 8 [#306](#)
- Pre-need Burial: Interview: participant 9 [#307](#)
- Pre-need Burial: Interview: participant 10 [#308](#)
- Pre-need Burial: Interview: participant 11 [#309](#)
- Pre-need Burial: Interview: participant 12 [#310](#)
- Pre-need Burial: Interview: participant 13 [#311](#)
- Pre-need Burial: Interview: participant 14 [#312](#)
- Pre-need Burial: Interview: participant 15 [#313](#)
- Pre-need Burial: Complete notes from each interview (part 1) [#314](#)
- Continue form status exploration [#318](#)

Sprint 13 Completed Tickets Cont.

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Engineering Completed

- 2.46.0 Release Prep for 3/25/2025 Deployment [#287](#)
- Implement NOT_TITLE_38 Error Message [#257](#)
- Implement System Error/ERROR Message [#258](#)
- Enable All Users to View Veteran Status Card [#260](#)
- Spike: Options for Snapshot Data [#289](#)
- Sync with IIR Team re: Logging and Monitoring [#251](#)

Continuation of Work into Sprint 14

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Blocked

- none

Merged and Ready for QA

- none

Tickets in Release Candidate

- none

Parker | Product Updates

- **Releases:** Core mobile team release handoff is complete, they managed the 2.64 release
- **Veteran Status Card:** got handoff from IIR and created [product brief](#) for redesign implementation
- **Pre-Need Burial:** set up ongoing sync with web feature team



Natasha/Emily | Pre-Need Burial

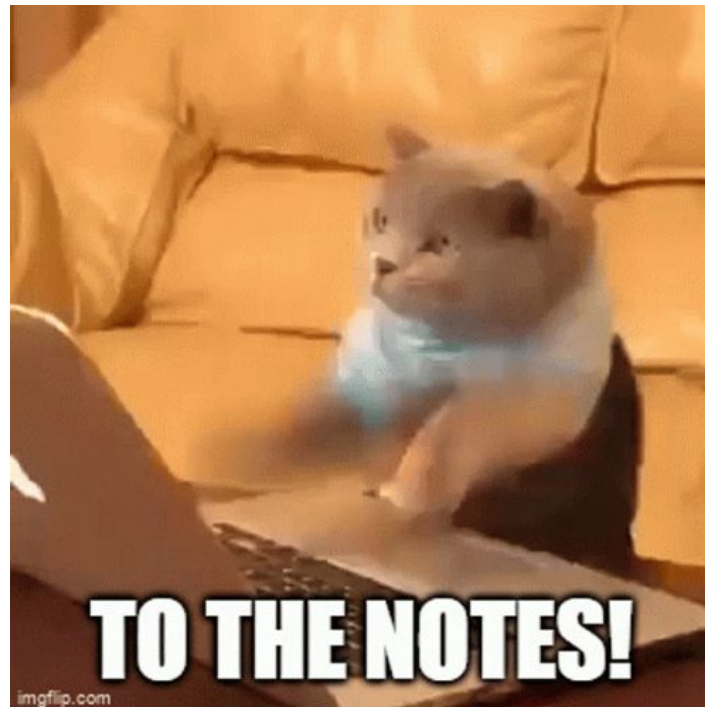
Discipline (UX)

Pre-Need Burial research and ideation

- Wrapped up interviews with Veterans – 13 total 🎉
- Worked on final notes for interviews
- Continued exploring ideas for surfacing form statuses within the app

Next up: Synthesis – but here's a sneak peek:

- Many participants were unfamiliar with the pre-need burial benefit or what it entailed
- There was some confusion about the wording of eligibility for burial benefits
- Almost everyone felt the uploading of documents through the phone would be simple, though would still choose to fill out the form on a computer
- “Oh, I love this app. I love this app.” - P12



Natasha/Emily | Debt Services & Veteran Status Card

Discipline (UX)

Debt Services

- Had a great meeting with the Financial Management Team to discuss our questions and their past research
- Shared our research objectives for approval

Veteran Status Card

- Worked with IIR and Core Mobile to get designs ready for engineering
- Attended ADE office hours for accessibility questions
 - Started exploring the Testing - VADS iOS Annotation Kit



Engineering (Matt & Kim) | Veteran Status Warnings

Discipline (Engineering)

Explanation of the work: Updated the Veteran Status screen to show new warnings based on a new VSHE endpoint (Title 38 eligibility).

- **The problem:** Previously, users without recognized service history or Title 38 eligibility had no clear warnings or next steps.
- **Why is this a problem:** Lacked clarity for ineligible or missing service-record scenarios.
- **Solution:**
 - [258](#), [259](#) - **New Warnings & Error States** for scenarios like “Not Title 38,” “Needs More Research,” etc.
 - [260](#) - **Increased Visibility** so all users can attempt to view their status, then see warnings if ineligible.



Engineering | Grave Locator (Data)

Discipline (Engineering)

Explanation of the work: Research options for publicly available data of Veteran gravesites.

- **The problem:** Understanding our options for gravesite data.
- **Why is this a problem:** Without Veteran gravesite data, it is impossible to build a grave locator app.
- **Solution:**
 - [Spike 289](#): We found a public dataset from the National Cemetery Administration (NCA) that includes API access to Veteran gravesites, including names, birth/death dates, branch of service and cemetery location.



Engineering | Grave Locator (Apps)

Discipline (Engineering)

Explanation of the work: Competitive analysis of grave locator apps from an engineering perspective.

- **The problem:** Understanding the currently available grave locator apps.
- **Why is this a problem:** Without this knowledge, engineering cannot provide guidance on how we might build or own grave locator app.
- **Solution:**
 - [293](#): We evaluated several different solutions in both the private and public sectors and documented our findings on the pros/cons of each solution.
 - The combined solutions by [ANC Explorer](#) and [Veteran Legacy Memorial \(VLM\)](#) website provided the best implementations.

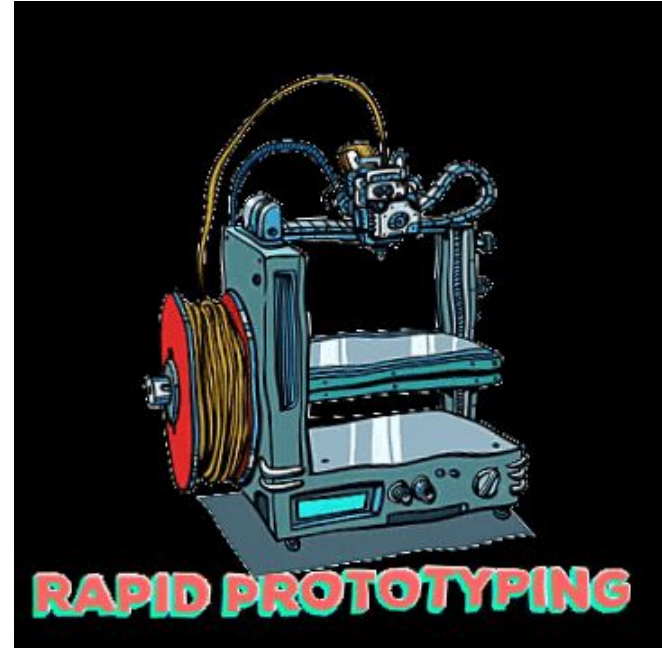


Engineering | Grave Locator (Prototype)

Discipline (Engineering)

Explanation of the work: Explore the engineering effort required to build a grave locator app and implement a prototype.

- **The problem:** Understanding the technical efforts required to implement a grave locator app.
- **Why is this a problem:** Without this knowledge, engineering is unable to fully evaluate the components needed and the implementation details for building or own grave locator app.
- **Solution:**
 - [Spike 349](#): We implemented a prototype gravesite locator feature into the VAHB app, documented our findings and potential next steps.



Sprint 14

Sprint 14 Goals

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

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- Ensuring that the Veteran Status Card is always available to Veterans by implementing logging and monitoring related to the error message surfacing work from Sprint 13.
- Easing the burden of Veterans accessing the Veteran Status Card by implementing IIR's industry-standard redesign.
- Synthesizing the outcome of user interviews completed in the last sprint for Pre-Need Burial so that we can determine how to best support the needs of Veterans on the mobile app for this product.
- Finalize research objectives for Debt Services in preparation for conducting user interviews with Veterans so our research team can understand the needs of Veterans on the mobile app as related to Debt Services.
- Receive handoff of the Digital Wallet work from IIR (initial product discussion scheduled for 4/1)
- Continue brainstorming and exploring the engineering approach for the Gravesite Locator, adding in UX analysis as available, to ensure that if we build something in this space it is valuable to Veterans.

Sprint 14 Committed Work

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Veteran Status Card Surfacing

- [351](#) Stakeholder Testing - Surfacing
- [361](#) Pre-Release Veteran Status Card Error Flow/Surfacing
- [343](#) Add Differentiation for Mobile App Call Logging
- [344](#) Add Differentiation for Mobile App: statsd
- [345](#) Add Low Traffic Monitor
- [346](#) Add High Error Monitor
- [252](#) Define and Document KPIs

Veteran Status Card Redesign

- [336](#) Redesign and Content Updates
- [337](#) Additional Content Updates

Pre-Need Burial

- [354](#) Tag Notes by Category to Find Patterns
- [355](#) Identify Key Themes from Categorized Notes
- [356](#) Create First Draft of Research Readout

Sprint 14 Committed Work

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Debt Services

- [353](#) Finalize Research Objectives

Gravesite Locator

- [352](#) Analytics Research for VLM

Bugs/Tech Debt

- [280](#) Spike: Android Vibrations Improvements
- [247](#) Spike: Research Better Workflow for Github Action Changes in va-mobile-library

Questions?