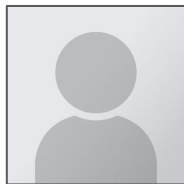# VA-Mobile Feature Support Demo/Review

Sprint 9
January 24, 2025

VA-MFS Team

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VAPO

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COR

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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.	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.	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.	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.	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 9 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 This Sprint continued to focus on new product development, with input from OCTO PO's, as well as ongoing existing bug squashing in an effort to get bug numbers down to the Technical PO's ideal amount (<35 registered bugs).

Work Completed in Sprint 9
Sprint 9 roll-over
- 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.

Product Completed Accomplishments:
- SPIKE: Product Discovery on Secure Messaging #158
  - Outcomes of this Spike will help inform Engineering on a potential Bug #7037. Findings will be posted in #7037
- SPIKE: Product Discovery on SSO information #161
  - Outcomes of this Spike will help inform Engineering on a potential Bug #9833. Findings will be posted in Engineering Spike #162
- SPIKE: Product discovery for Release #198

Product | VA-MFS Sprint 9 Accomplishments

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Work completed in Sprint 9 (*continued*)

UX Sprint Completed Accomplishments:
- 2024 Q4 Pre-Need Burial Claims: Research plan - approval #164
- 2025 MFS Debt Services: Research plan development #170
- 2024 Q4 Pre-Need Burial Claims: Research plan #97

Engineering Sprint Completed Accomplishments:
- SPIKE: SSO Discovery/Research #162
  - Once Engineers complete the Discovery/Research on SSO, we can pivot to see if we can tackle #9833 in Sprint 10 or 11.
- QA Testing: Some assistive tech can't get 'into'/'onto' screens where the only actionable items are initially offscreen #150
- 2025 MFS SPIKE: Engineering discovery for Detox and a11y devices #190
- BUG - Sev-3 - iOS - VoiceOver not announcing role of component #10185
- SPIKE: BUG - sev-3 - All - Claims: 'info needed' #184
- Discovery: API shadowing #108
- 2025 MFS SPIKE: Engineering discovery for Detox and a11y devices #190 (added post-planning)
- SPIKE: BUG - sev-3 - All - Claims: 'info needed' #184

Product | VA-MFS Sprint 9 Accomplishments

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Work completed in Sprint 9 (*continued*)

Closed as not able to reproduce error after Engineers investigated

- BUG - sev-3 - Android - SSO occasionally flaky; cannot pin down 9832
- BUG - sev-3 - Android - ~10 seconds of non-responsiveness at app startup (sometimes) #9557
- BUG - sev-3- Android -intermittent sign-in errors "challenge code/code in state not valid" #9738

Peer Review

- HIGH PRIORITY: PCIU Replacement Step 5d: Initialize Contact Information V2 for mobile requests (Mobile Team testing) #97889
- BUG - sev-3 - All - Rows in simple list component are now (mostly) too tall #10253
- BUG - Sev-3 - iOS - VoiceOver not announcing role of SegmentedControl component #619
- DS- Improve LoadingIndicator Animation Loop and Cleanup #618
- BUG - Sev-3 - In-App Feedback: Phone number, SSN, Email are not properly recognized if they end in punctuation #10354

Product | VA-MFS Sprint 9 Accomplishments

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Work completed in Sprint 9 (*continued*)

QA

- 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
- BUG - sev-3 - All - Improve UI for when elements missing in Vaccine list & details #7508
- DS - Add useMemo and useCallback to useSnackbar hook #603
- BUG - Sev-3 - All - Alert component has duplicate heading accessibility roles when not expandable #620

Jennifer | Product

Discipline (Product)

Explanation of the work: Onboarding Delivery Manager and reviewing/reassigning team duties.

- **The** ~~problem~~ **opportunity:** We welcomed Jason DeHaan to the team as the Delivery Manager. His enthusiasm has already leveled-up our team.
- **Why is this** ~~a problem~~ **an opportunity:** Since our inception, the MFS team Product Manager has been straddling both the Product work and adapting the organizational processes set by the Core Mobile team to our team's needs. Jason's addition will help by taking over Agile Ceremonies and the daily needs of the team, while Jennifer will focus solely on what is needed from the Product POV.
- **Solution:** 🎉 Please welcome Jason to the team!

Jennifer | Product

Discipline (Product)

Explanation of the work: The team has requested more SPIKE tickets for Product, UX and Engineering, to gather evidence about the Core Mobile team processes and goals.

- **The problem:** Our new team came in without knowledge transfer from the Core Mobile team, which has been dissolved.
- **Why is this a problem:** We want to ensure that we understand the work, and that as we do it, it does not get sidetracked because of additional, unplanned work.
- **Solution:** Create 1-point SPIKE tickets to allow for discovery and information gathering so that the work can be completed as scheduled.
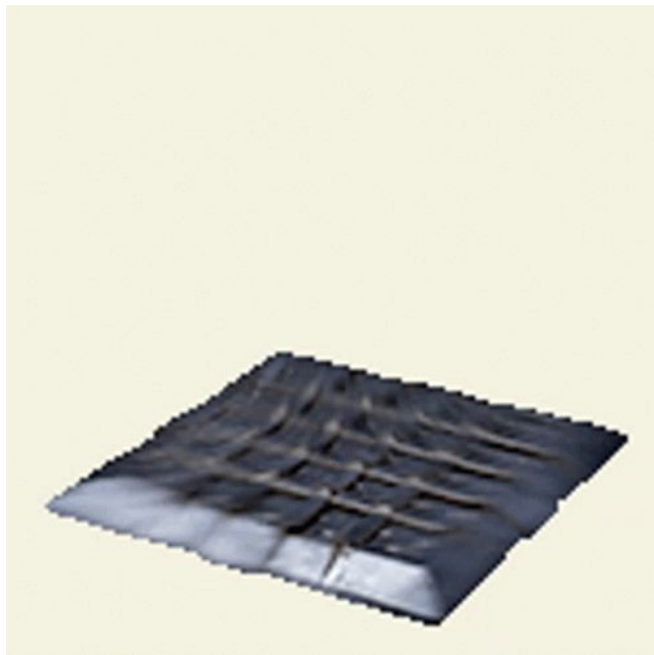
Natasha/Emily | Pre-Need Burial

Discipline (UX)

Pre-need burial: Research plan

Worked on research plan details
- Reviewed research plan with Ryan.
- Started creating prototype.

Natasha/Emily | Debt Services

Discipline (UX)

Debt services

- Reviewed current debt experience and previous work completed following meeting with Denise Coveyduc.
- Planned out work for future sprints.

Natasha/Emily | Design System

Discipline (UX)

Design system updates

- Mocked up updates to replace checkboxes within the app to a new recommended tile version.
- We discovered that VA.gov no longer asks for claim evaluation and instead asks users to submit the 5103 waiver indicating there's no more evidence to submit, so we briefly met with Julie Strothman to learn more about the change.
- Began watching and reading resources for updating tokens and variables in Figma for semantic color tokens and other upcoming Design system updates.

9:41

Back

- The payment amount
- Whether you get our help to gather evidence to support your claim
- The date benefits will begin if we approve your claim

Check the box to confirm the information is correct.

☐ **I have submitted all evidence that will support my claim and I'm not going to turn in any more information. I would like VA to make a decision on my claim based on the information already provided. (*Required)**

Submit claim evaluation

9:41

Cancel

Upload files

claims_file_document.pdf
0.04 MB

Document type (Required)

☑ This file I uploaded is evidence for this claim. (*Required)

Select a file

Natasha/Emily | Bugs

Discipline (UX)

Bugs

- Continued to investigate bugs involving error messages with secure messaging and Oracle patients.
- Paired with engineering to see screenshots missing from tickets and not viewable in demo mode.
- Kaitlin Fink provided some helpful answers and Figma links.

Engineering | Implementation

Discipline (Engineering)

Explanation of the work: Fix the broken iOS E2E build

- **The problem:** Upon investigating the state of affairs with the e2e test suite, we realized that the iOS builds themselves were broken and needed fixing.
- **Why is this a problem:** We can't evaluate the e2e suite holistically without having them running properly first
- **Solution:** We found that github updated their macOS based runners towards the beginning of the year which changed versions of critical pieces of the build process. We were able to instead install and specify different versions that were compatible with the build.

Engineering | Implementation

Discipline (Engineering)

Explanation of the work: Fixed issues and made enhancements to the Design System Library so we can incorporate the latest version into the VAHB app.

- **The problem:** Several issues in the DS Library were blocking us from incorporating the latest version into the VAHB app.
- **Why is this a problem:** The VAHB app depends on the DS Library to implement various UI components.
- **Solution:** We resolved the following issues:
  - #603: Add useMemo and useCallback to useSnackbar hook
  - #618: Improve LoadingIndicator Animation Loop and Cleanup
  - #619: VoiceOver not announcing role of SegmentedControl component
  - #620: Alert component has duplicate heading accessibility roles when not expandable

Bug #416

Bug #417

Bug #418

Bug #419

Sprint 10

Product | VA-MFSIMH Sprint 10 Goals

Our Vision: Every Veteran is guaranteed access to self-service benefits and accurate data
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Sprint 10: Sprint 10 presents the opportunity for a deeper dive into new initiative work, and to get all moving pieces (for example, the Design System work) through the development process and into Peer Review. We will continue to stand up SPIKE tickets as needed for further research into the work before undertaking the actual ticket. Research is strongly proceeding forward with Pre-Need Burial and Debt Services prototypes. UX continues understanding of the Design System component work, and Engineering is pushing on with Design System components as well as understanding the requirements for SSO and Secure Messaging. Due to the cancellation of the 1/22/2025 scheduled delivery, the PR and Ready to deploy tickets will also roll over to Sprint 10, with the understanding that they will be ready to go on 2/5/2025.

Sprint 9 tickets rolling to Sprint 10:
- 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.

Product Sprint Goal(s): While adding the Delivery Manager to our team during Sprint 9, it was determined that not only will responsibilities shift; there was also a noticeable shift to actual product work, rather than just maintaining the daily operations of the team. Sprint 10's work will continue to evolve to more Product focus and less operational duties.
- SPIKE: Product Discovery on Veteran Status Card #163

Product | VA-MFSIMH Sprint 10 Goals

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Sprint 10 plan (*continued*)

UX Sprint Goal(s): The UX team is continuing to review the Design Systems components work, via Spike tickets, prior to the work moving to the Engineering team. Product is continuing to assist by reviewing and gathering any existing requirements from the Core Mobile team's GitHub repo.
- 2024 Q4 Pre-Need Burial Claim: Preliminary Mockup Designs #99
- 2025 Discovery & Research: Debt Services: Summarize past research #185
- 2025 MFS: Pre-Need Burial: Research: Create prototypes for user interviews #195
- UX SPIKE: Claim contextualization for pre-need claims #211

Engineering Sprint Goal(s): The goal of Sprint 10 is to get all moving pieces (for example, the Design System work) through the development process and into Peer Review.
- 2025 MFS SPIKE: Engineering - Secure Messaging familiarization #160
- 2025 MFS - Release: Cut Release branch #208
- 2025 MFS: QA the work that is currently in the DEV branch #204
- 2025 MFS SPIKE: Engineering discovery for push notifications #201
- 2025 MFS: Spike: Break out PRs pending from the Core Mobile team #206
- 2025 MFS: Pre-Need Burial: Confirm API status with Pre-Need team #181
- 2025 MFS - Do an QA review on closed Mobile tickets that are ready to merge #215

Product | VA-MFSIMH Sprint 10 Goals

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Sprint 10 plan (*continued*)

Engineering work (continued)

Blocked
- BUG - sev-2 - [iOS/Android/All] - Increase in session refresh error rates (which forces users to re-authenticate) [#9615](#)
  - Blocked pending the Design Systems Upgrade, planned to complete in Sprint 11
- BUG - sev-3 - Android - TalkBack: Unable to use tap to focus on snackbar if other focusable content is behind snackbar [#5055](#)
  - Blocked pending the Design Systems Upgrade, planned to complete in Sprint 11

Peer Review:
- 2025 MFS SPIKE: UX: Review Home screen and Messages UI behavior when down, to triage #10104 [#157](#)
- 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](#)

Product | VA-MFSIMH Sprint 10 Goals

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Sprint 10 plan (*continued*)

QA:

- BUG - sev-3 - All - Rows in simple list component are now (mostly) too tall [#10253](#10253)
- BUG - Sev 3 - Android (maybe all) - "claims history" text not wrapping, infringing on "VA" header space [#10241](#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](#10134)
- BUG - sev-2 - iOS - Some assistive tech can't get 'into'/'onto' screens where the only actionable items are initially offscreen [#9461](#9461)
- DS - Add useMemo and useCallback to useSnackbar hook [#603](#603)
- DS- Improve LoadingIndicator Animation Loop and Cleanup [#618](#618)
- BUG - Sev-3 - iOS - VoiceOver not announcing role of SegmentedControl component [#619](#619)
- BUG - Sev-3 - All - Alert component has duplicate heading accessibility roles when not expandable [#620](#620)
- BUG - Sev-3 - In-App Feedback: Phone number, SSN, Email are not properly recognized if they end in punctuation [#10354](#10354)

Ready to Deploy
- BUG - sev-3 - All - Typo in share app message [#10275](#10275)
- BUG - sev-3 - All - Improve UI for when elements missing in Vaccine list & details [#7508](#7508)

Questions?