



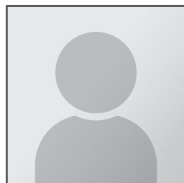
VA-Mobile Feature Support Demo/Review

Sprint 11
February 24, 2025

VA-MFS Team



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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 11 Accomplishments

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

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Sprint 10 roll-over

- Pre-Need Burial: Preliminary Designs - View submission [#99](#) (In progress, this ticket will roll to Sprint 12, additional exploration is needed to wrap up this ticket)
- Pre-Need Burial: Research: Create prototypes for user interviews [#195](#) (Completed)
- PCIU Replacement Step 5d: Initialize Contact Information V2 for mobile requests (Mobile Team testing) [#97889](#) (Completed)
- BUG - SEV 2 Mobile App - Not being able to see claims and unavailability error message [#172](#) (Completed)
- BUG - sev-2 - [iOS/Android/All] - Increase in session refresh error rates (which forces users to re-authenticate) [#9615](#) (Completed)
- SPIKE: Engineering discovery for Release [#197](#) (Completed)
- Cut Release branch [#208](#) (Completed)
- UX SPIKE: Claim contextualization for pre-need burial claims [#211](#) (Completed)

Added to the Sprint Post-Planning

- Review PR 10040 changes for 9615 [#239](#) (Completed)
- SPIKE: Investigate 3rd party response error differences between vets-api and mobile-api [#238](#) (Blocked, expected to roll to Sprint 12 as progress is blocked pending a sync with the Identity team)
- Document work done for the EO Emergency Release [#237](#) (Completed)
- SPIKE: Investigate e2e testing failures [#153](#) (In progress, expected to roll to Sprint 12 because the EO release (228) was a higher priority)
- SPIKE: Investigate MHV Datadog Errors [#246](#) (In progress, expected to roll to Sprint 12 as this work is dependent upon work being completed by the Identity team)
- Pre-Need Burial: Sitemap placement [#98](#) (Completed)
- Review medical records changes: [#249](#) (Completed)
- Pre-need Burial: Research: Create ticket for Shane + add to research-ops channel [#225](#) (Completed)

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Work completed in Sprint 11 (*Continued*)

Product Completed

- Veteran Status Card Handoff from IIR to MFS [#209](#)
- Gather Existing Pre-Need Burial UX Documentation in a Centralized Location [#173](#)

UX Completed

- SPIKE: UX discovery for Release [#199](#)
- Pre-need Burial: Research: Complete Research Plan in Google Docs [#219](#)
- Pre-need Burial: Research: Complete Discussion Guide in Google Docs [#220](#)
- Pre-need Burial: Research: Request feedback from local team [#221](#)
- Pre-need Burial: Research: Convert Google Doc into GitHub markdown (after 1 day) [#222](#)
- Pre-need Burial: Research: Share among team for feedback (OCTO Slack) [#223](#)
- Pre-need Burial: Research: Complete Research Folder in GitHub [#224](#)
- Debt Services: Research: Draft initial objectives [#210](#)
- Debt Services: Research: Submit objectives to internal team for review [#212](#)

Product | VA-MFS Sprint 11 Accomplishments

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Work completed in Sprint 11 *(continued)*

Engineering Completed

- 2.44.0 Release prep for 2/12/2025 deployment [#228](#)
- 2.46.0 Release Notes documentation for 2/19/2025 deployment [#231](#)
- 2.46.0 Release Images for 2/19/2025 deployment [#232](#)
- SPIKE: Engineering discovery for Design Systems/Semantic Color token [#194](#)
- Upgrade Design System to current version [#192](#)
- Veteran Status Card: Review Core Mobile tickets for updated code [#207](#)
- QA the work that is currently in the DEV branch [#204](#)
- BUG - Sev 3 - iOS - Alert component heading not announced with VoiceOver [#630](#)
- BUG - Sev 3 - All - Alert icon is misaligned vertically when no header is specified [#632](#)

Product | VA-MFS Sprint 11 Status of Work

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

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Continuation of Work into Sprint 12

Current Sprint

- Debt Services: Research: Submit objectives to OCTO team leads for review [#213](#) (Expected to roll to Sprint 12 to give enough time for internal team to review objectives and due to Pre-Need research having higher priority)
- 2.45.0 Release prep for 3/5/2025 deployment [#230](#) (Expected to roll to Sprint 12 to reflect new timing of release due to unexpected deploy of EO release on 2/12)

In Progress

- Pre-Need Burial: Preliminary designs - Submit form [#218](#) (Expected to roll to Sprint 12 due to Pre-Need research having higher priority and being started later in the sprint)
- BUG - sev-3 - All - If app user opens SSO webview, and stays logged in past website session expiration, SSO no longer works [#9833](#) (Expected to roll to Sprint 12 due to issue getting rid of cookies and no solution to solve it)

Peer Review

- 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](#) (Expected to roll to Sprint 12 following UX feedback and still needs final review/approval)

QA

- Design Systems: Incorporate Icon Component into the Flagship App [#86](#) (Expected to roll to Sprint 12 as the QA will be done prior to the upcoming release)

Parker | Veteran Status Card Handoff

Discipline (Product)

Veteran Status Card Handoff

- Problem to be solved: Mobile app users do not know the Veteran Status Card exists in the mobile app if they are not eligible. How might we ensure that mobile app users are aware of the Veteran Status Card, whether or not they are eligible, while also ensuring that ineligible users know where to go for additional support?
- Solution approach:
 - Integrate with VSHE API
 - Surface error messages using pre-approved designs/verbiage
 - Make visible to all app users
 - Logging/analytics research & pairing
 - Updated brief and epics



Natasha/Emily | Pre-need Burial

Discipline (UX)

Pre-need Burial

- Completed research plan and submitted to Shane for review + approval
- Met with VA.gov Memorials + Burials team for alignment on research, status tracking, and notifications
- Completed early sitemap ideas for pre-need burials and forms within the app
- Began preliminary designs for viewing a form submission and submitting a form for pre-need burials within the app



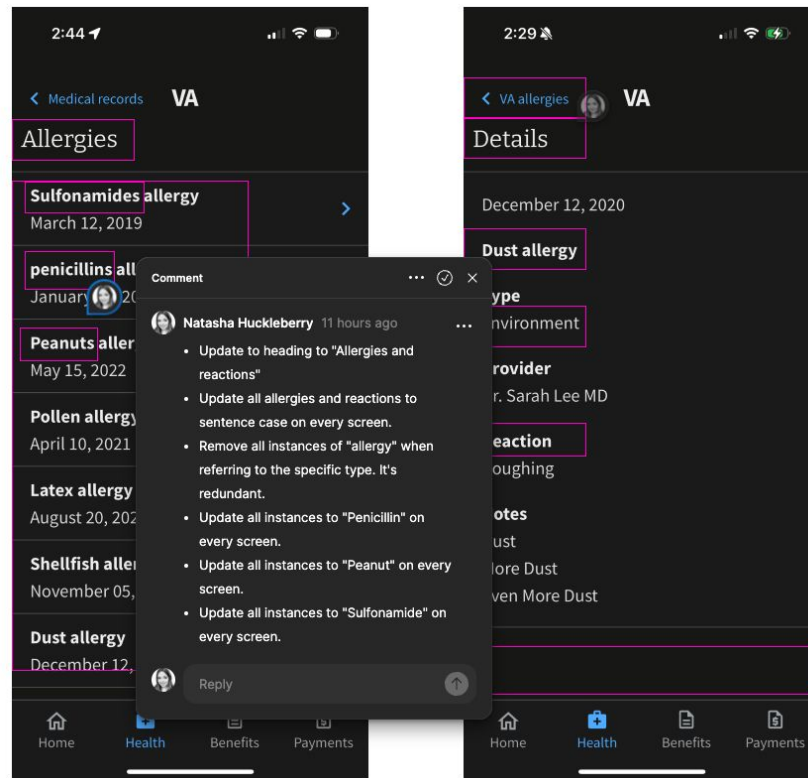
Natasha/Emily | Debt Services

Discipline (UX)

Debt Services

- Clarified scope of research
- First draft of research goals and questions





Engineering | Design System Library

Discipline (Engineering)

Explanation of the work: Incorporated the latest version of the Design System Library in the VAHB Mobile App.

- **The problem:** The DS Library needed updates to fix some issues and unblock the incorporation of various components in the app.
- **Why is this a problem:** Without these updates, progress on the DS Library and component updates in the app were stalled.
- **Solution:** We fixed several issues, added some enhancements, published a new version of the DS Library and incorporated it into the app.



Engineering | Release Process

Releases (Engineering)

Explanation of the work: Get releases happening again.

- **The problem:** With the lapse of the core mobile contract releases have been paused.
- **Why is this a problem:** Without releases going out we were unable to get our work in the hands of end users.
- **Solution:** We spent time to understand the existing release flow and modified it slightly. After that we were able to get our first release out the door (albeit a little faster than we originally planned for due to EO).
- **Notes:** While we followed the existing flow manually, now that things are re-enabled, we will allow the build automations to continue until further iterations happen with the new core mobile team.



Engineering | Design System Icon Update

Discipline (Engineering)

Explanation of the work:

- **The problem:** Design team created new icon library that is meant to replace the old VAlcon library the app uses.
- **Why is this a problem:** we want to make sure our design system is up-to-date using the latest design assets.
- **Solution:** Completely replaced all instances of VAlcon in the app and verified that the new icons are working as expected.



Sprint 12

Product | VA-MFSIMH Sprint 12 Goals

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

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Sprint 12:

Sprint Goals:

Our primary sprint goal is to keep the **release train** moving and prepare for the next release on March 5 ([230](#)) so that Veterans continue to receive the latest updates to and bug fixes for the mobile application; we will also be pairing with the Flagship Mobile team to prepare for **handoff** of the release process ([261](#)) and potential related cost-savings ([269](#)) to ensure that there are no interruptions in service when handoff does occur. The March 5 release will include all work completed and merged prior to February 25.

With mobile certifications set to expire in March and the recent awarding of the Flagship Mobile contract, we intend to transition the certification renewal work ([262](#)) to their team.

In addition we will take the first steps toward ensuring that all mobile app users know that the **Veteran Status Card** exists and, if they are not eligible for it, are provided with information why. This work includes an analytics spike ([250](#)), establishing a connection to the VSHE API ([253](#), [254](#)), and documentation ([255](#)) and design ([256](#)) reviews.

To ensure that Veterans receive the correct notifications from the app at the appropriate times, we will work through three **notifications bugs** ([9782](#), [9612](#), and [9783](#)). The work for these tickets leverages our previous notifications research and closes out our bug-bashing efforts, with the remaining bugs having been reassigned to the Flagship Mobile team.

Product | VA-MFSIMH Sprint 12 Goals

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Sprint 12:

Sprint Goals (*continued*):

We will also close out our Design Systems effort merging work completed ([9630](#), [5055](#), [8936](#)), and removing remaining Design Systems work from our board.

Finally, with Natalie coming on board, we will take time this sprint to begin **improving our processes** and setting her up for success to lead the remaining work for Pre-Need Burial and Debt Services, manage the work starting for Veteran Status Card, create an index to our work ([265](#)), and think ahead to potential future work. This will include improving whole-team workflows in Github Projects ([266](#), [267](#), [268](#)), and reviewing the current status of Pre-Need Burial ([263](#)) and Debt Services ([264](#)) work. The realignments for the latter two efforts will support the immediate next steps for UX in both areas; we expect that this will include carryover work from the current sprint, Perigean kickoff call ([241](#)), and team member testing ([242](#)); and finalizing objectives for Debt Services research ([214](#)).

Questions?