CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: March 15, 2021 to March 21, 2021

Table of Contents

1.0   Statewide Portal/Mobile Project (BenefitsCal)

1.1.   Highlights of the Reporting Period

Project Management
► Submitted the draft Work Product for System Test Cases – General System Design (GSD) Part 2 on 03/15/21.
► Requested BAFO estimates from third-party ADA vendors.
► Responded to two SCERFRA requests.

Requirements and Design
► Resolved the comments for GSD Part 2 and the Requirements Traceability Matrix (RTM) Final Deliverables (FDEL) and obtained formal deliverable approval.
► Reviewed 84% of the Test Coverage Documents (32/38) – On Track.
► Reviewed 60% Test Case Documents (51/84) – On Track.
► Facilitated meetings with two (2) Americans with Disabilities Act (ADA) vendors.

User Centered Design (UCD)
► Conducted eight (8) interviews/focus groups with a total of four (4) customers, two (2) assisters, five (5) case workers, and five (5) Call Center Staff the week of 03/15/21 to collect data related to Release 3.0 and Release 4.0.
► Coordinated recruitment of customers, Community Based Organizations (CBOs), and county staff for participation in research activities for the week of 03/22/21.
► Completed the Usability Testing Round 3 report; including UCD insights.
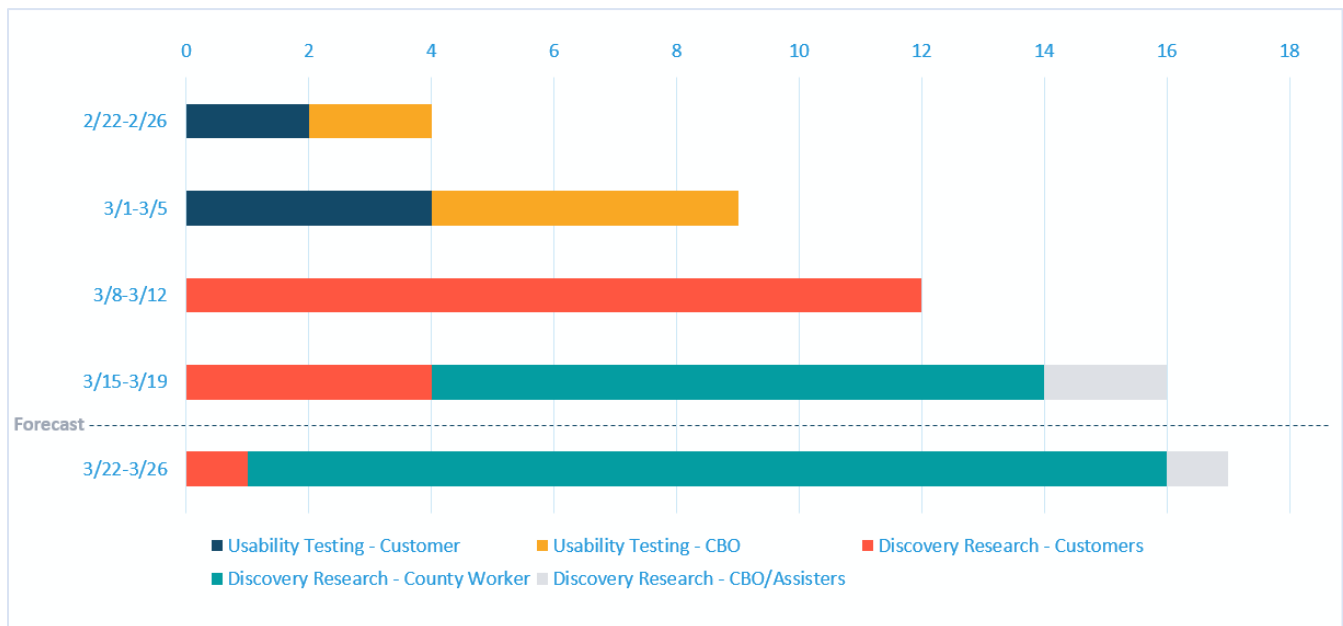► Met with Consortium and QA on 03/19/21 to share Usability Testing Round 3 results.

Figure 1.1-1 – UCD Stakeholder Engagement

Development
► Delivered AFB: Your Info to System Test (ST) on 03/15/21.
► Delivered AFB: Jobs and Expenses to System Test (ST) on 03/22/21.
► AFB: Household is under burning by 24 widgets – these will be recovered by 03/24/21.

► Fixed ten (10) prioritized SIT defects for Apply for Benefits (AFB) – Your Information targeted for SIT execution starting 03/22/21.
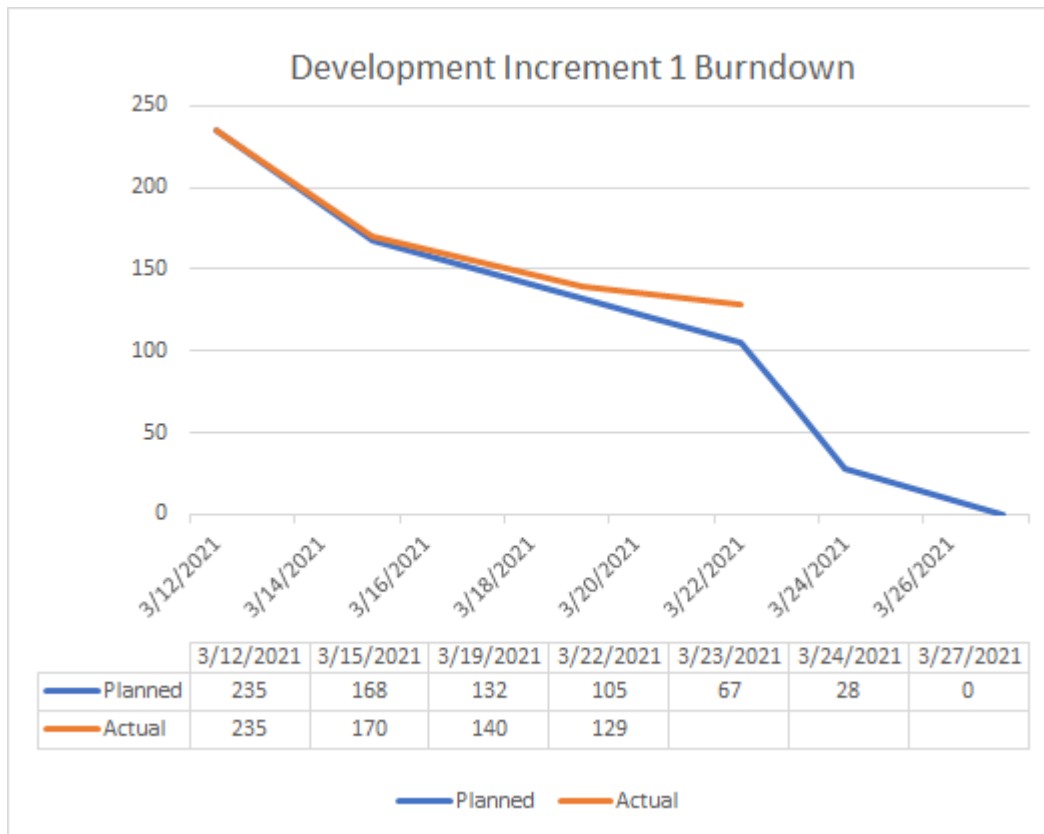

Figure 1.1-2 – Development Burndown

Testing

► System Test resumed on 03/22/21. Sprint Zero System Test completed (from 03/01/21 through 03/19/21).
► Regular System Test status reporting will resume within the 03/29/21 weekly status report.
► Conducted a test planning meeting on 03/16/21 to walk through the revised test case delivery timelines and provided review guidelines to the workgroup for GSD Part 2 Test Case Review.
► Participated in the UAT kick-off meeting on 03/18/21 to assist Consortium and QA to onboard C-IV UAT testers, and to review the integrated UAT approach timeline.
► Conducted the end-to-end meeting on 03/18/21 with CalSAWS to review the end-to-end scenario queries.
► Updated the end-to-end test scenarios and test cases: 91 out of 91 planned, submission 03/22/21.
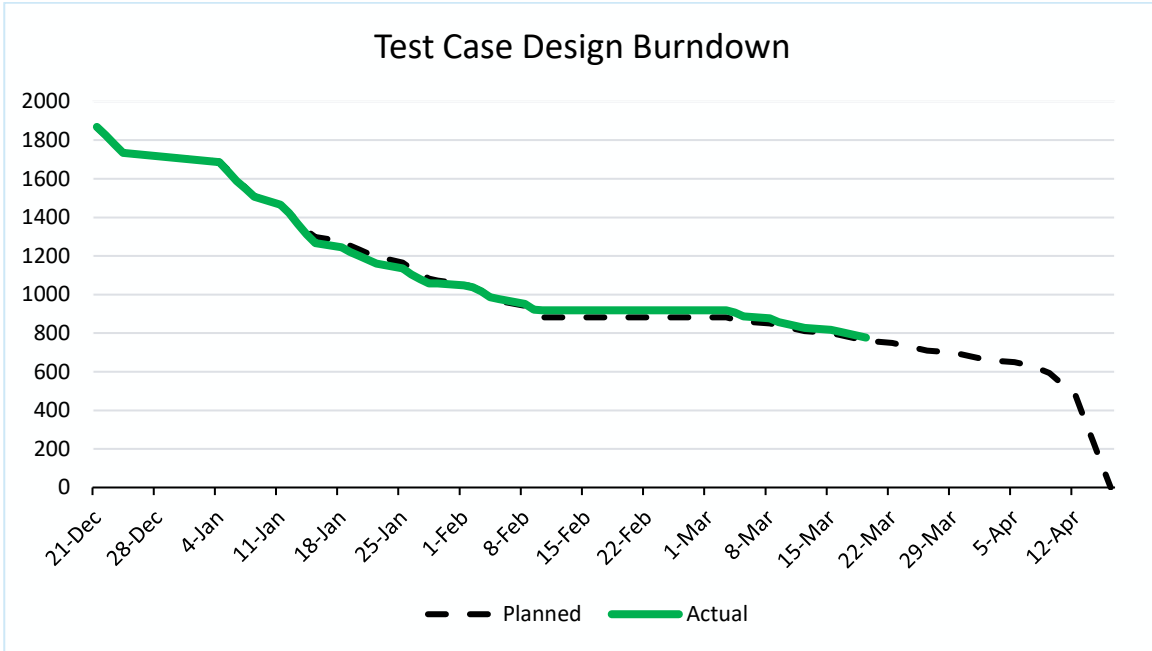► Completed writing interface test cases: 30 complete of the remaining 30 planned.

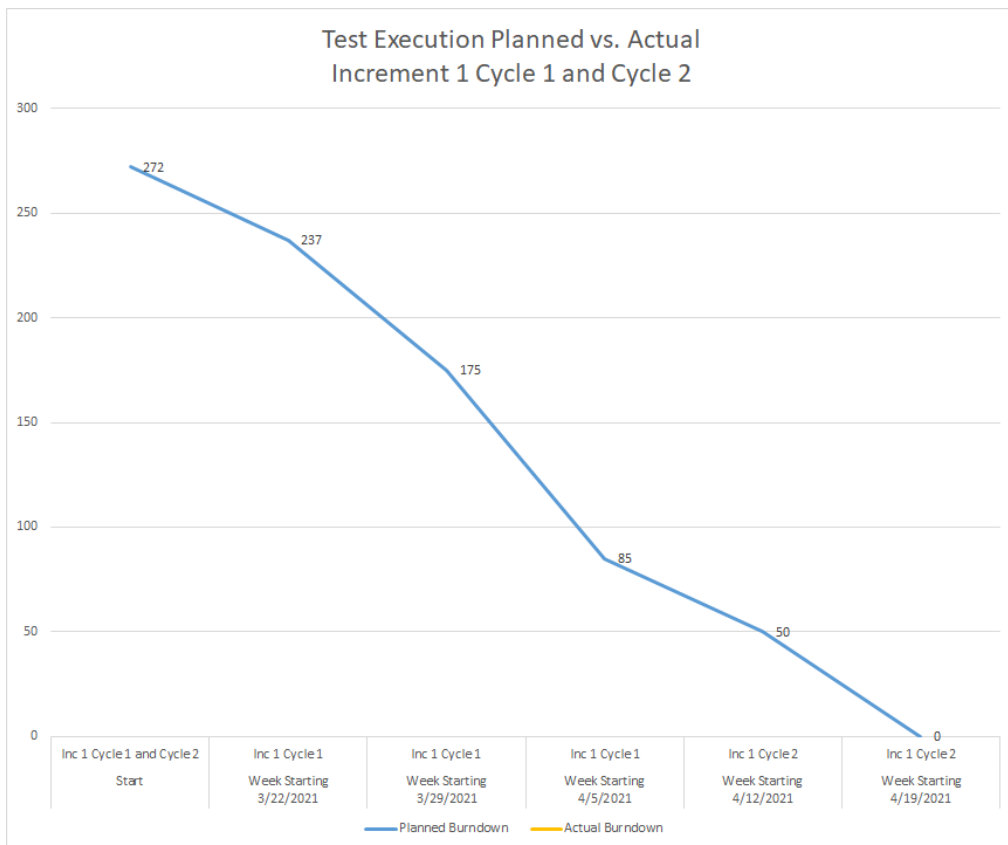**Figure 1.1-3 – Test Case Design Burndown**

Figure 1.1-4 – Increment 1 System Test Burndown

Security

► Conducted a follow-up working session on 03/18/21 with the ForgeRock, Consortium, and Legacy teams to align on the user conversion activities, test environments, test data, and testing dates. This resulted in buy-in, and alignment of stakeholders involved on the planned user conversion activities.
► Conducted a working session with the CalSAWS Security team on 03/19/21 to review the SSP Control responses for the following four (4) security domains.
    1) Maintenance (MA).
    2) Media Protection (MP).
    3) Physical and Environmental Protection (PE).
    4) Planning (PL).
► Executed the security testing of the application source code and continued analysis of the security scan reports to identify potential vulnerabilities.

Cloud Infrastructure

► Completed template updates to build reporting RDS databases in UAT and Production environments as requested by the DevOps team.
► Held the weekly meeting with the Consortium Security team to review CloudCheckr items and to address any new findings on 03/15/21.
► Held meeting with Consortium and Accenture to discuss connectivity between the reporting databased and Qlik on 03/17/21.

Communications Strategy

► Completed the Stakeholder Analysis sheet.
► Completed a second draft of the Communications Inventory.
► Met with Eden White to review future digital campaign strategy on 03/18/21 and set first draft for awareness, education, adoption, and support campaigns.
► Completed a draft of the Communications Strategy work product and reviewed with a small audience for early feedback.
► Conducted Communications Strategy dry run to gain feedback on 03/19/21.
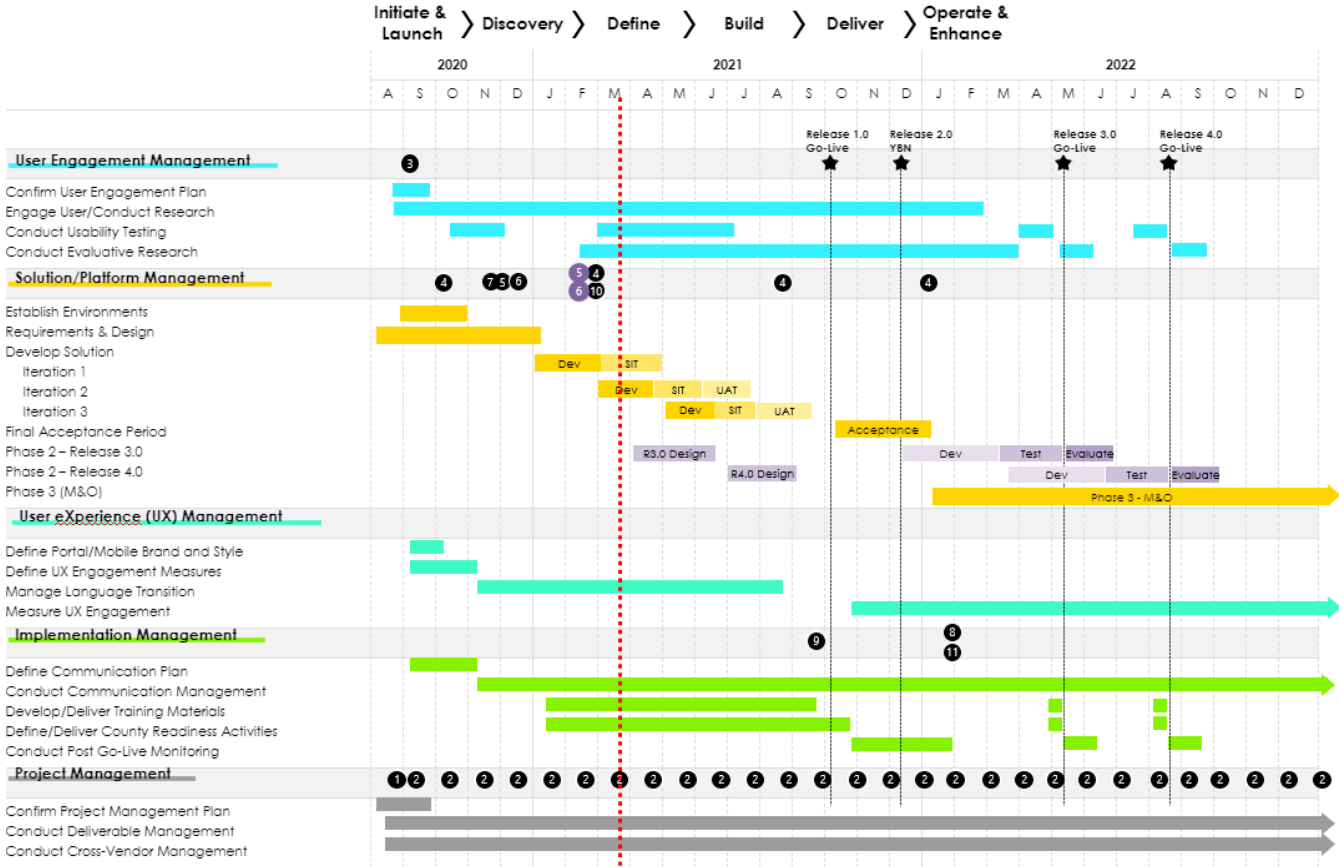
Project Timeline

Figure 1.1-5 – Project Timeline Chart

Project Action Items – Overdue

► This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
	There are no overdue action items.		

Table 1.1-1 – Overdue Action Items

1.2.   Project Deliverable Summary

Deliverable Activity is summarized within the tables below.

Deliverable Status by Submission

		Complete		Coming Soon		
DEL ID	**Deliverable Name**	**DDED**	**FDED**	**DDEL**	**FDEL**	**Final Approval**
1	Work Plan Initial	08/17/20	08/25/20	08/28/20	09/10/20	09/17/20
2	Monthly Status Reports	08/19/20	08/31/20	09/04/20	09/21/20	09/28/20
3	User Centered Design (UCD) Plan	08/19/20	08/31/20	09/04/20	09/28/20	10/05/20
4	Requirements Traceability Matrix (RTM)	09/02/20	09/15/20	09/25/20	10/16/20	10/23/20
4.1	Requirements Traceability Matrix – Update 1	N/A	N/A	11/02/20	11/19/20	11/30/20
4.2	Requirements Traceability Matrix – Update 2	N/A	N/A	02/05/21	03/01/21	03/10/21
4.3	Requirements Traceability Matrix – Update 3	N/A	N/A	07/31/21	08/17/21	08/26/21
4.4	Requirements Traceability Matrix – Update 4	N/A	N/A	01/14/22	02/22/22	02/11/22
5	General Systems Design	09/18/20	10/02/20	12/01/20	12/30/20	01/11/21
5.1	General Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
6	Technical Systems Design	09/18/20	10/02/20	12/18/20	01/20/21	01/29/21
6.1	Technical Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
7	Master Test Plan	10/19/20	11/02/20	11/13/20	12/08/20	12/17/20
8	Implement. Complete Report & Final Acceptance	09/30/20	10/12/20	01/04/22	01/19/22	01/26/22
9	M&O Plan	05/03/21	05/17/21	07/01/21	07/23/21	08/03/21
10	Mobile App General and Technical Systems Design	10/16/20	10/28/20	12/18/20	01/20/21	01/29/21
11	Mobile App Implementation Complete Report	09/30/20	10/12/20	01/04/22	01/26/22	02/04/22

Table 1.2-1 – Deliverable Status for Current Reporting Period

Overall Deliverable Status

DEL #	DELIVERABLE NAME	STATUS	Next Deadline
01.06	Monthly Workplan: March 2021	On-track	03/12/21 FDEL Approval
02.06	Monthly Status Report: March 2021	On-track	03/12/21 FDEL Approval
03	User Centered Design (UCD) Plan	Complete	
04.02	Requirements Traceability Matrix	Complete	
05	General System Design	Complete	
05.01	General System Design Part 2	Complete	
06	Technical System Design	Complete	
06.01	Technical System Design Part 2	Complete	
07	Master Test Plan	Complete	
08	Implementation Complete	On-track	01/04/22 DDEL Submission Due
09	M&O Plan	On-track	03/12/21 DDED Submission Due
10	Mobile App GSD/TSD	Complete	
11	Mobile Implementation Complete	On-track	01/04/22 DDEL Submission Due

Table 1.2-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

			Complete		Coming Soon	

WP ID	Work Product Name	DWP	FWP	Final Approval	Track
12	**SIT Test Case Format and Sample**	01/12/21	01/25/21	02/01/21	Testing
13	**Environment Management Plan**	01/15/21	02/01/21	02/08/21	Dev/Ops
14	**Performance Testing Strategy**	01/15/21	02/01/21	02/08/21	Testing
15	**System Test Cases**				Testing
15.1	Component Batch 1	01/25/21	02/08/21		Testing
15.2	Component Batch 2	02/01/21	02/16/21		Testing
15.3	Component Batch 3	02/08/21	02/23/21		Testing
15.4	GSD Part II Test Case Updates	03/15/21	03/29/21		Testing
15.5	End to End Scenario Review	03/22/21	04/06/21	05/03/21	Testing
15.6	Interface Scenario and Test Case Review	04/05/21	04/19/21		Testing
15.7	GSD Part II Test Case Review (Addl. Component + End to End)	04/12/21	04/26/21		Testing
15.8	Conversion + ADA Scenario and Test Case Review	04/19/21	05/03/21		Testing
16	**Operational Readiness Checklist**	02/05/21	02/22/21		App/Dev
17	**System Security Management Plan**	05/03/21	05/24/21	05/28/21	Security
18	**Desktop to Wireframe Mapping**	02/05/21	03/01/21	03/10/21	Design
19	**Hi-fidelity Visual Comps**	02/05/21	03/01/21	03/10/21	Design
20	**Web Style Guide**	02/05/21	03/01/21	03/10/21	Design
21	**Communications Strategy**	03/26/21	04/09/21	04/21/21	Implement.

Table 1.2-3 – Upcoming Work Product Deadlines

1.3. Project Risks and Issues

ID	Title	Details	Status	Impact	Severity	Date Logged
01	Portal and CalSAWS Schedule Alignment	Changes are needed to the CalSAWS Interfaces (APIs) to interface with the new BenefitsCal system (Portal/Mobile project). 02/16/21 – The risk severity was reduced to medium in alignment with QA, Consortium, and project team assessments.	Open	High	Medium	10/09/20

1.4. CRFI/CIT Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
		No CITs submitted during the reporting period				

Table 1.4-1 – CITs

The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date
		No CRFIs submitted during the reporting period			

Table 1.4-2 – CRFIs

1.5. Activities for the Next Reporting Period

Requirements and Design
► Review six (6) test scenarios and 33 test cases by 03/31/21.
► Review the quotes received from ADA vendors.
► Start Release 3.0 design session prep activities based on discovery research.
► Complete BenefitsCal reading analysis.
► Meet with Los Angeles county to discuss real-time interview process.

User Centered Design
► Conduct seven plus (7+) interviews/focus groups.
► Document UCD research observations in order to begin data synthesis.
► Meet with internal Medallia subject matter expert (SME) to determine level of effort (LOE) and planning for configuration of the User Intercept Survey.

Development
► Developing Integrated Testing (IT) Part 2, starting 03/22/21.
► Driver stabilization across Expenses/HH/Assets/Other is in progress.
► 33 visual QA defects to be planned next week and planned for subsequent builds.
► Reports environment set-up – set up meeting for VPC Peering.

Testing
► Conduct the Test Planning meeting on 03/23/21 to provide Cycle 0 updates and discuss Cycle 1 reports.
► Continue to support Consortium to define integrated UAT approach and define tasks and timelines on 03/24/21.
► Conduct meeting with Consortium and QA to review samples of Unit Test exit and System Test (ST) entry criteria on 03/25/21.

► Begin writing the Interface API test cases – Approximately 30 planned
► Begin ST Execution for Increment 1 Cycle 1 – Approximately 48 test cases planned.
► Submit the end-to-end scenarios to Consortium for review on 03/22/21.

Security
► Continue working on the planned user conversion activities and BenefitsCal SSP development activities.
► Continue updating the BenefitsCal SSP control implementation details for three (3) security domains as planned.
► Conduct the working session scheduled on 03/26/21 with the CalSAWS Security Team to review the three security domain responses. The SSP Security Domain Controls are currently 65% complete with 11 of 17 finished.
► Review the identified vulnerabilities with the Development team and advise on the remediation activities to be performed. Log defects in JIRA for tracking purposes.

Cloud Infrastructure
► Work with the DevOps team to determine whether any additional CloudWatch dashboards will be required.
► Continue to assist the Security team with any questions that arise as part of the SSP creation process.
► Host meeting with AWS to discuss API configuration to properly handle authenticated versus non-authenticated users.

Communications Strategy
► Incorporate feedback for Communications Strategy from internal review.
► Refine communications key timing and messaging framework sheet.
► Start itemizing materials needed for every communications inventory item.

1.6. Deviations from Plan/Adjustments

► No deviations from the plan are noted.