

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: April 5, 2021 – April 18, 2021

Table of Contents

1.0	Executive Summary	3
1.1	CalSAWS Project Status Dashboard	3
1.2	Highlights from the Reporting Period	4
2.0	Project Management	4
2.1	Project Deliverables Summary	4
2.2	Highlights for the Reporting Period	5
2.3	CRFI/CIT Communications Status	6
2.4	SCIRFRA/SCERFRA/SIRFRA/SARRA Information	7
2.5	Deviation from Plan/Adjustments	9
3.0	Management and Operations (M&O)	10
3.1	Service Management	10
3.1.1	Help Desk Metrics	12
3.2	Production Defects Backlog	13
3.2.1	Production Defect Fix – Release Schedule	14
3.3	Technology Operations	16
3.3.1	SLA Outcomes (Met/Missed) (C-IV/CalSAWS)	17
3.4	IVR Bots Enhancements Pilot for San Bernardino County	17
3.5	Deviation from Plan/Adjustments	17
4.0	Application Development	17
4.1	Priority Release Summary	17
4.2	Design Status	20
4.3	Build Status	21
4.4	Release Management	21
4.4.1	Release Test Summary	21
4.4.2	Automated Regression Test (ART) Coverage	22
4.5	Training Material Updates	23
4.6	Deviation from Plan/Adjustments	23
5.0	Quality Assurance	23
5.1	Key Activities	23
5.2	Ongoing QA Activities	25
5.3	Deviation from Plan/Adjustments	26
6.0	Regional Updates	26
7.0	Appendices	26

CalSAWS – California Statewide Automated Welfare System







M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021




Contractor Project Director: Seth Richman

1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

TOPIC	C-IV SYSTEM	CalSAWS System	Highlights
Availability			<p><u>C-IV System:</u> The C-IV System did not experience any unplanned outages</p> <p><u>CalSAWS System:</u> The CalSAWS System did not experience any unplanned outages</p>
Defects			<p><u>C-IV System:</u> There are 27 active Production defects</p> <p><u>CalSAWS System:</u> There are 145 active Production defects</p>
Incidents			<p><u>C-IV System:</u> The C-IV System did not experience any incidents</p> <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> (CALSAWS BROADCAST #2021-067): During nightly batch processing on April 1, 2021, the WTW/REP Activity Report Dashboard failed to update with the March data. Defect # CA-227065 was created to address this issue. WTW/REP Activity Report Dashboard were refreshed with March data on April 9, 2021 by 6:00 a.m.

Legend	
	On Track
	At Risk
	Not on track/Monitor

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman





1.2 Highlights from the Reporting Period

- ▶ C-IV System:
 - The CalSAWS Team did not deploy any C-IV Major Releases to C-IV Production
 - The CalSAWS Team successfully deployed C-IV Minor Release(s) 21.04.06, 21.04.08, 21.04.14, 21.04.16, and 21.04.17 to C-IV Production
- ▶ CalSAWS System:
 - The CalSAWS Team did not deploy any CalSAWS Major Release to CalSAWS Production
 - The CalSAWS Team successfully deployed CalSAWS Minor Releases 21.04.05 CalSAWS Production
- ▶ Planned Outages:
 - Scheduled C-IV System Outage:
 - The C-IV System will be unavailable on May 2, 2021 due to Supercluster patching in the Production Data Center
 - Scheduled CalSAWS System Outage:
 - CalSAWS System Maintenance – on April 7, 2021 from 8:00 p.m. until 9:00 p.m. During this period, users connecting to the CalSAWS application may have experienced intermittent connectivity issues
 - CalSAWS System Maintenance – on, April 8, 2021 from 8:00 p.m. until 10:00 p.m. During this period, users connecting to the CalSAWS application may have experienced intermittent connectivity issues
 - Scheduled External System Outage:
 - None for this reporting period

2.0 Project Management

2.1 Project Deliverables Summary


Table 2.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

Del #	Deliverable Name	Team	Status [1]	Status
1.2.1	M&O Services Plan - Security Management Plan	Technical		Open items in the SSP are being addressed with Consortium. This plan will be submitted on a separate schedule from the rest of DEL 1.2.1
1.2.1	M&O Services Plan	PMO, Technical, Application Development		Deliverable owners continue to make updates for plans to prepare for the first round of submissions in April 2021
1.2.1	M&E Services Plan	PMO, Application Development, Training		Deliverable owners are making updates in preparation for submission at the end of April 2021
14.2	Transition Plan Update (2021)	PMO, Technical, Production Operations		Planning for the 14.2 Transition Plan Update (2021) Deliverable update will occur in parallel with the Gainwell Master Implementation Plan in April. Deliverable submission is in June 2021

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

Del #	Deliverable Name	Team	Status [1]	Status
15.1.1	Ongoing Specialized Training Reports Q1 (2021)	Training		Consortium review and Accenture response complete; submitted for approval and WAC signature on April 16, 2021

2.2 Highlights for the Reporting Period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued performing contract management activities for the C-IV and LRS Amended Restated and Revised LRS Agreement
 - LRS Amendment No. 25 and C-IV Amendment No. 113
 - Received the JPA Board of Directors' approval for LRS Amendment No. 25 and C-IV Amendment No. 113 on April 16, 2021. These amendments incorporate the Consortium's CDSS and DHCS Privacy and Security Agreements (PSAs), User Security and Acceptable Use Policy, CalSAWS Information Security Policy, CalSAWS Privacy and Security Awareness Training, and CalSAWS Vendor Breach and Security Notification Process into the respective base contracts
 - LRS Change Notice No. 9
 - Received the JPA Board of Directors' approval for LRS Change Notice No. 9 on April 16, 2021, which leverages use of unallocated funds under the LRS Agreement for additional LRS M&E Services for State Fiscal Year 2020/21
 - C-IV Amendment No. 114
 - Received the JPA Board of Directors' approval for C-IV Amendment No. 114 on April 16, 2021, which reflects the final allocations for the Application Maintenance Services, Production Operations, and Equipment and Software line items for State Fiscal Year 2020/21
 - Contract management transition activities in preparation of the start of CalSAWS M&O post C-IV cutover and retirement of the C-IV contract:
 - Continued developing changes to CalSAWS Exhibit X to incorporate Proquire as a party, to support the Consortium's purchase of equipment and software for CalSAWS M&O. This contract amendment is targeted for approval by the JPA Board of Directors in May or June 2021
 - Continued developing changes to CalSAWS Exhibit X to remove scope associated with central print services. This contract amendment is targeted for approval by the JPA Board of Directors in May or June 2021
 - Continued assessing C-IV subcontracts to transition applicable services to CalSAWS Exhibit X
 - Continued ongoing transitioning new performance requirements for CalSAWS M&O into the existing performance management process for monitoring and reporting
 - Tracking of County Purchases:
 - Reference Appendix C for detailed tracking of County Purchases

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

2.3 CRFI/CIT Communications Status

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

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0078-21	CalSAWS Primary Point of Contacts and the Public	Informational	April 5, 2021	Jennifer Smith	Holly Murphy
0079-21	Posted Lists for CA-226705 CIV-108799 - Premium to Share of Cost Benefit Protection during Batch	Informational	April 5, 2021	Nina Butler	Maggie Orozco-Vega
0080-21	ServiceNow Fulfiller Training Session	Informational	April 5, 2021	John Hill	Kristina Carter
0081-21	1st Quarter CalSAWS DD&I County Support Staff Report	Informational	April 6, 2021 Revised April 8, 2021	Stacey Drohan	Tracy Berhel
0084-21	CalSAWS OCAT Coordinator List	Informational	April 6, 2021	Gingko Luna	Loan Vo
0085-21	SCR CA 225692 / CIV 108674; COVID Good Cause CW and TANF Time On Aid	Informational	April 6, 2021	Gingko Luna	Fredrick Gains
0087-21	Retiring C-IV E-mail Addresses for Service Request Questions or Concerns``	Informational	April 12, 2021	Ada Rocha	Chris Paige
0090-21	CalFresh Individuals with Substantial Lottery and Gambling Winnings	Informational	April 13, 2021 Revised April 14, 2021	Caroline Bui	Binh Tran
0091-21	SCR CIV 107763; Create Case Data Removal Functionality	Informational	April 14, 2021	Henry Arcangel	Nichole Nava
0092-21	CalSAWS SFY 20-21 Second Quarter County Share Adjustment	Informational	April 14, 2021	Tina Weinmeister, and Stacey Drohan	Diana Lam, and Britt Carlsen
0093-21	County Special Encrypted E-mails	Informational	April 15, 2021	Michele Peterson	Karen Rapponotti
0094-21	CA-226091 List of Active Cases with Certain Income Types	Informational	April 15, 2021	Binh Tran, Caroline Bui, Ignacio Lazaro, Nina Butler, and Maureen Votta	Sarah Cox, Michelle Ramos, Laura Ould, and Elisa Miller
0095-21	CA-226328 CIV-108752 List of CW Denial Cases Fail for Applicant Test	Informational	April 15, 2021	Binh Tran	Sarah Cox

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

► CITs for the reporting period ending April 18, 2021

The following tables outline CalSAWS Requests for Information (CRFIs) sent for the reporting period

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-016	OCAT Coordinator List County Contacts	March 5, 2021	Closed	April 9, 2021	Gingko Luna
21-020	CA-213675 DDID 347 - Migrate Rush Warrant Functionality and Warrant Print Stocks to CalSAWS - Phase 2	March 26, 2021	Open	April 23, 2021	Sheryl Eppler
21-023	SCR CA-222369 Update Batch jobs for Foster Care program when NMD turns 21	April 7, 2021	Open	April 22, 2021	Ignacio Lázaro

► No CRFIs for the reporting period ending April 18, 2021

Table 2.3-3 – Overdue CRFIs

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

► No Overdue CRFIs for the reporting period ending April 18, 2021

2.4 SCIRFRA/SCERFRA/SIRFRA/SARRA Information

► The following tables outline current CalSAWS SAWS Communication Information Request for Research and Analysis (SCIRFRA), SAWS Cost Estimation Request for Research and Analysis (SCERFRA), SAWS Information Request for Research and Analysis (SIRFRA), and SAWS Advocates Request for Research and Analysis (SARRA)

Table 2.4-1 – Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

Status	Total
Reopened	1
Rejected	1
Assigned	6
Completed	431
Duplicate	15
Withdrawn	19
Pending Clarification	2
Total	475

Note: SCIRFRA/SCERFRA/SIRFRA/SARRA requests from November 2018 through the end of the reporting period

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

Table 2.4-2 – Details of SCIRFRA/SCERFRA/SIRFRA/SARRA Data Received

ID	Description	Status	Due Date	Response Date	Notes
SIRFRA 3614	3614 - CalWORKS and CalFresh EID Research	Completed	February 8, 2021	April 6, 2021	
SIRFRA 3623	3623 - SNB/TNB Churn Data	Completed	March 26, 2021	March 25, 2021	
SIRFRA 1128	1128 - AB 470 Impacted Populations	Completed	April 6, 2021	April 6, 2021	
SIRFRA 3633	3633 - CalFresh Data Request – Total Seniors Receiving Minimum Benefits	Completed	April 6, 2021	April 7, 2021	
SIRFRA 1133	1133 - AB 65 Cost Estimate	Withdrawn	April 8, 2021		
SCERFRA 21-516	21-516 - Stat 47 and Consortia Changes for FNS Final Rule Compliance	Completed	April 9, 2021	April 9, 2021	
SCERFRA 21-520	21-520 CalFresh Elderly and Disabled Compromise Policy: Follow-up	Completed	April 9, 2021	April 9, 2021	
SCERFRA 20-525	20-525 - CalFresh 1 Year Lookback from Overissuance Discovery	Completed	April 9, 2021	April 9, 2021	
SIRFRA 3636	SIRFRA 3636 - PACF Breakout Request March 2021	Completed	April 15, 2021	April 15, 2021	
SCERFRA 21-518	SCERFRA: 21-518 - SB 65 - Maternal Care Services	Completed	April 16, 2021	April 16, 2021	
SCERFRA 21-510	21-510 - Treatment of Supplemental Security Income (SSI) Suspense Status in CalWORKs	Completed	April 16, 2021	April 16, 2021	
SIRFRA 3639	3639 - CAPI Recipient Information for GSG Implementation	Assigned	April 16, 2021		
SIRFRA 3629	3629 Stage One Child Care Home Provider Data	Completed	April 20, 2021	April 19, 2021	
SIRFRA 1122	1122 - AB 470 Implementation Costs	Reopened	April 23, 2021		
SIRFRA 3635	3635 - Restaurant Meals Program Data Request	Assigned	April 23, 2021		
SCERFRA 21-522	21-522 -SB 364 - Pupil Meals: Free School Meals for All Act of 2021	Pending Clarification	April 27, 2021		

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

ID	Description	Status	Due Date	Response Date	Notes
SCERFRA 21-515	21-515 - SB 464 - California Food Assistance Program: Eligibility	Pending Clarification	April 30, 2021		
SIRFRA 3634	3634 - CalFresh Overissuance Metrics	Completed	April 30, 2021	April 12, 2021	
SIRFRA 1134	1134 - RMR Data Quality	Assigned	April 30, 2021		
SIRFRA 3101	3101- SNAP Application Data Request October – December 2020 Data	Assigned	May 3, 2021		
SIRFRA 3640	3640 - Tax ID and Contact Information for child care providers	Assigned	May 12, 2021		
SIRFRA 3637	3637 -Stage One Child Care Home Provider Data	Assigned	May 20, 2021		

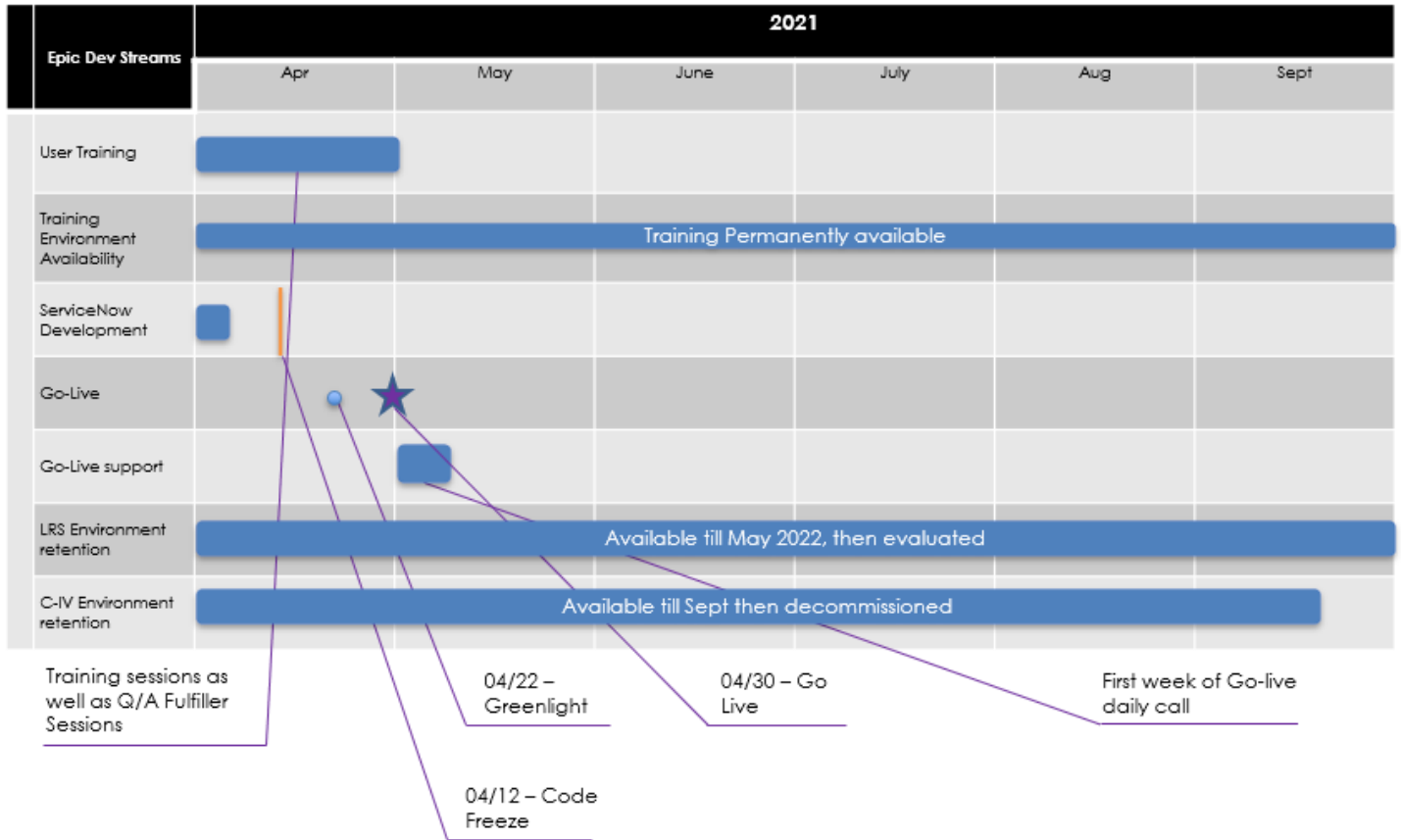
2.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

3.0 Management and Operations (M&O)

3.1 Service Management

Figure 3.1-1 ServiceNow Migration Timeline



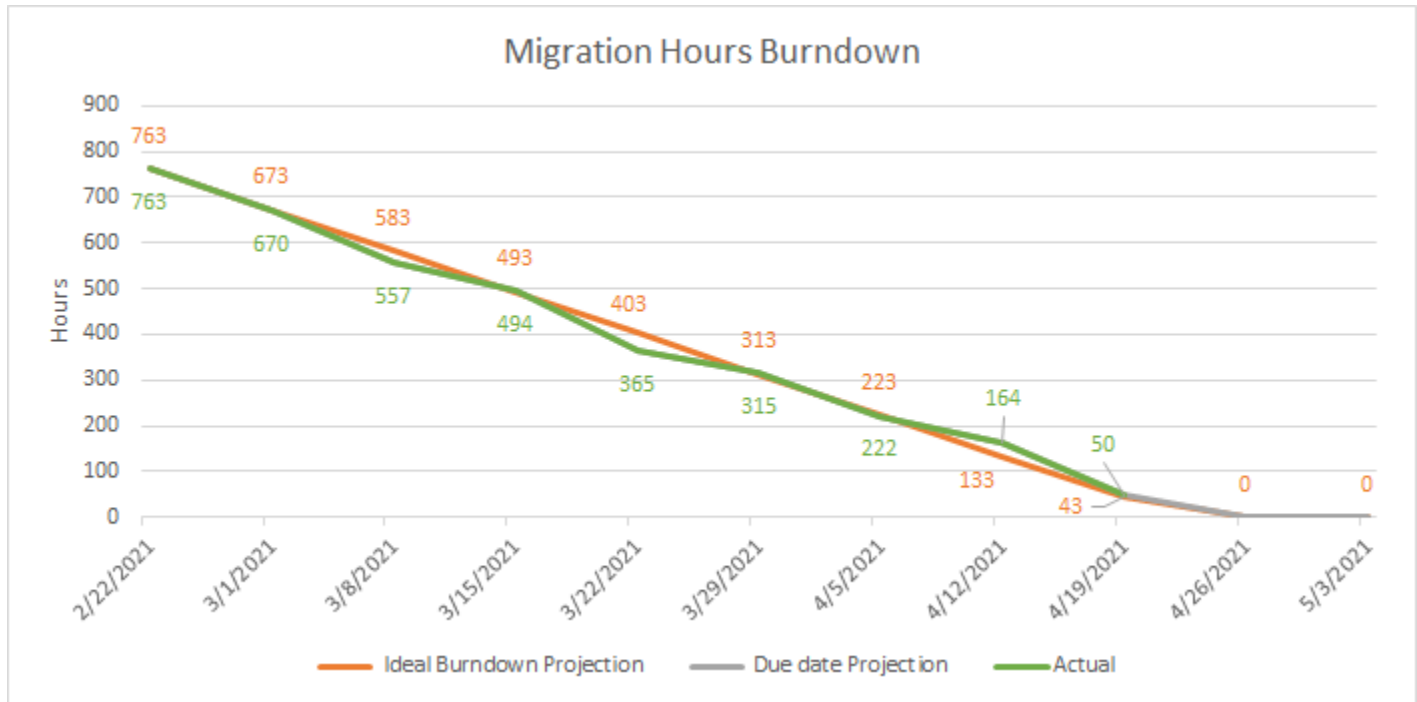
The two-axis burndown chart below represents the amount of current total hours associated to all new and remaining stories associated to the ServiceNow migration and each of the remaining weeks before the go-live date. The **Ideal Burndown Projection** is based on a percentage of hours completed per week while the **Due Date Projection** is based on what is associated to the sprints

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

Figure 3.1-3 ServiceNow Burndown Chart



The Service Management team was notified that Riverside County and San Bernardino County had questions regarding process coverage. The ServiceNow team created multiple Q&A sessions to respond to questions that any groups may have about processes associated to the work. The sessions were recorded, and the attendance and questions will be made available within the Knowledge base. Riverside County and San Bernardino County had specific representation and had questions addressed

Training Session	Date	Time
County Q&A	April 14, 2021	10 a.m. – 12 p.m.
County Q&A	April 15, 2021	10 a.m. – 12 p.m.
County Q&A	April 16, 2021	10 a.m. – 12 p.m.
Gainwell & Tier 3	April 14, 2021	2 p.m. – 4 p.m.
Project wide	April 15, 2021	4 p.m. – 5 p.m.
Consortium Q&A	April 20, 2021	10 a.m. – 11 a.m.
Consortium Q&A	April 22, 2021	10 a.m. – 11 a.m.
Gainwell Q&A	April 8, 2021	11 a.m. – 12 p.m.
Tier 3 Q&A	April 19, 2021	3 p.m. – 4:30 p.m.
Tier 3 Q&A	April 21, 2021	3 p.m. – 4:30 p.m.

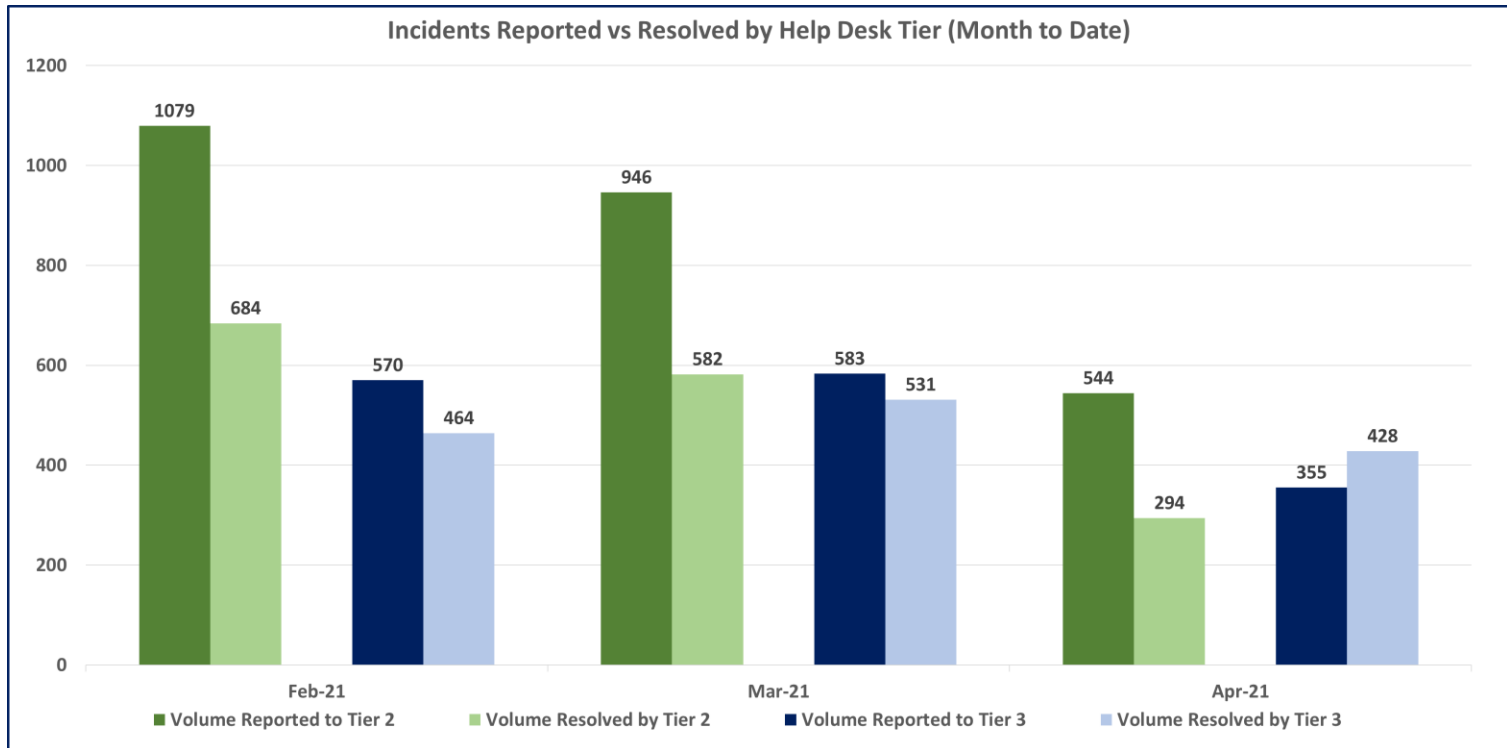
CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

3.1.1 Help Desk Metrics

Figure 3.1-3 – Incidents Reported vs. Resolved by Help Desk Tier (CalSAWS)



Note: Data presents cumulative Incidents as "Month-to-Date"

Table 3.1-4 – Incidents by Status Reason and Age

Status-Status Reason	1 - 5 Days	6 - 10 Days	11 - 15 Days	16 - 30 Days	1 - 2 Months	2 - 6 Months	6+ Months	# of Incidents
Tier 2 - Pending Diagnosis & Diagnosed	52	24	23	31	60	53	78	321
Tier 3 - Pending Diagnosis								
New	1	0	0	0	0	0	0	1
In Progress	10	1	1	1	0	0	0	13
	11	1	1	1	0	0	0	14
Tier 3 - Diagnosed								
Pending System Change Request	0	1	0	3	0	5	104	113
Pending Defect Fix	4	8	13	25	24	24	6	104
Pending Client Action Required	1	1	4	1	1	2	17	27
Pending External Agency Ticket	0	0	0	0	0	0	0	0
	5	10	17	29	25	31	127	244
Tier 3 - Resolved or Closed								
Resolved	32	51	105	59	37	36	1	321
Closed	0	0	0	136	468	1833	21504	23941
	32	51	105	195	505	1869	21505	24262
Total Incident Count (Tier 2 + Tier 3)	100	86	146	256	590	1953	21710	24841

► There are 69 defects related to On-Hold – Pending Defect Fix Incidents

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

Table 3.1-5 – Status Reason Definitions

Status	Definition
New	The starting status for all Incidents
In Progress	The Incident is being actively investigated
On Hold – Pending Client Action Required	The Incident requires additional details from the Incident Initiator
On Hold – Pending External Agency Ticket	The Incident requires support from an agency external to project (e.g., CalHEERS System/Project or interface partner)
On Hold – Pending Defect Fix	The Incident is pending deployment of a Defect Fix to Production prior to resolution
On Hold – Pending System Change Request	The Incident is pending deployment of a SCR to Production prior to resolution

Table 3.1-6 – Resolved Incidents by Resolution Category (Three-Month Rolling Average)

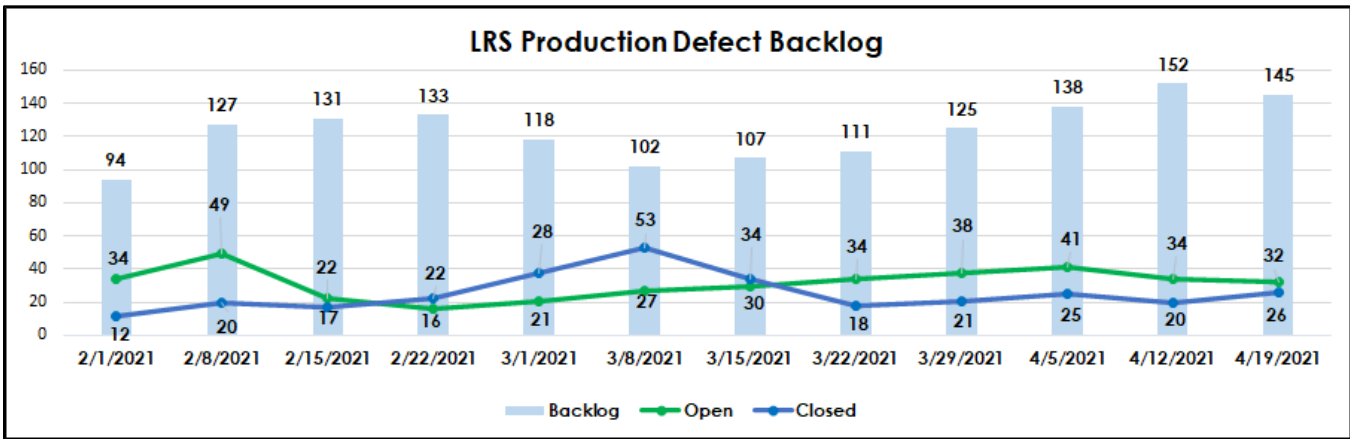
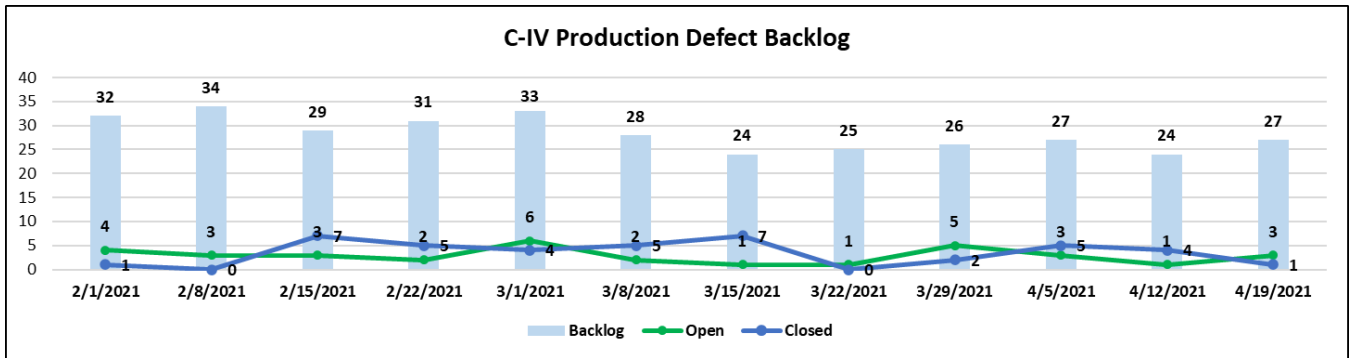
Resolution Category	Incident Count	% of Total
How To - Steps to Proceed Provided	870	26%
Not a System Error - With Explanation	735	22%
CalHEERS Issue Resolved	659	19%
Unable to Recreate Issue	380	11%
Defect Fixed	329	10%
LMS Access Request	204	6%
Duplicate Incident	59	2%
Answer Provided	41	1%
Issue Resolved	41	1%
Customer Requested Closure	29	1%
Other	52	2%
Total	3399	100%

Note: Due to rounding, the above “Percent of Total” may not equal 100%

3.2 Production Defects Backlog

The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

Figure 3.2-1 – Production Defects Backlog Weekly Trend



3.2.1 Production Defect Fix – Release Schedule Production Defect Fix – Release Schedule

The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (20.01, 20.02, etc.). The status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of the releases

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

Table 3.2-2 – Production Defect Fix – Release Schedule

C-IV Production Defect Count by Release					
Count of Defects	Release				
Priority/Status	21.03	21.05	21.07	TBD	Grand Total
High	2	1			3
In Progress		1			1
Closed	2				2
Medium	12	7	1	12	32
New		1		6	7
In Progress		3	1	6	10
Closed	12	3			15
Low	2			7	9
New				4	4
In Progress				3	3
Closed	2				2
Grand Total	16	8	1	19	44

CalSAWS Production Defect Count by Release					
Count of Defects	Release				
Severity	21.03	21.05	21.07	TBD	Grand Total
2-Normal/Medium	25	19		10	54
New		2			2
In Progress	1	11		9	21
Closed	24	6		1	31
3-Normal/Low	122	110	2	12	246
New		1		5	6
In Progress	11	91	2	7	111
Closed	111	18			129
4-Cosmetic	8	5			13
In Progress		4			4
Closed	8	1			9
Grand Total	155	134	2	22	313

Note: Data Change Requests (DCRs) have been excluded from the above reporting because they follow a separate deployment process

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

3.3 Technology Operations

The CalSAWS Technology team provides technical infrastructure support for the deployment of system changes and system maintenance activities in accordance with the CalSAWS Change Control Process. Technical infrastructure support activities include configuration and setup of development and non-Production environments for work items, infrastructure (middleware and database)/architecture changes, promotion of application builds through the development stages, and deployment of application builds into the C-IV and CalSAWS Production environments

C-IV Management and Operations

- ▶ Extranet Enablement
 - Overall progress of 88% (113 of 128) sites successfully piloted with Extranet
 - PoP Sites dependent on County IT Staff: Reminded Counties during latest TPOC meeting
- ▶ Switch Automation
 - Switch Refresh completed for 52% of sites (256 of 582 switches)
 - 65 of 121 sites fully migrated to new infrastructure
 - 33 sites partially migrated (Core switch refresh only)
 - ▶ Completed first batch of switch procurement (100 Switches), awaiting delivery (ETA April 20, 2021)
 - ▶ Second batch of switch hardware procurement in progress (250 Switches)

Table 3.3-2 – C-IV Upcoming Maintenance

Scheduled Date	Activity Description
May 2, 2021	Production Data Center Supercluster patching

Table 3.3-3 – C-IV Incident Follow-up Summary

Ticket ID	Description	Impact Date/ Time	Impact	Resolution
None				

CalSAWS Management and Operations

- ▶ Continued to monitor video conferencing solution infrastructure

Table 3.3-4 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
April 19, 2021	Scale Online Performance environment on AWS Application Development Account

Table 3.3-5 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

3.3.1 SLA Outcomes (Met/Missed) (C-IV/CalSAWS)

- ▶ The C-IV System met all SLAs within the reporting period
- ▶ The CalSAWS System did not meet SLA for Off Prime EDBC of 95% on the following dates:
 - April 5, 2021 - 4 out of 71 transactions were > 5 sec, yielding 94.37%
 - April 6, 2021 – 10 out of 133 transactions were > 5 sec, yielding 92.48%
 - April 9, 2021 – 3 out 59 transactions were > 5 sec, yielding 94.92%
 - April 15, 2021 – 5 out 134 transactions were > 5 sec, yielding 94.02%

3.4 IVR Bots Enhancements Pilot for San Bernardino County

- ▶ Finished build activities for the Authentication Bot
- ▶ Finalized Authentication Bot reports
- ▶ Continued executing test scripts for the Authentication Bot
- ▶ Completed rollback strategy for authentication bots
- ▶ Scheduled Greenlight Meeting with San Bernardino
- ▶ Continued build activities for the Welcome Bot
- ▶ Continued creating test scripts for Welcome Bot

3.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

4.0 Application Development

4.1 Priority Release Summary

This section outlines the scope of defect fixes included in each Ad-Hoc priority release deployed in this reporting period

- ▶ The C-IV System had five priority releases:
 - The C-IV 21.04.06 Minor Release was successfully deployed on April 6, 2021
 - Two SCRs were deployed in the areas of Batch Ops and Online
 - The C-IV 21.04.08 Minor Release was successfully deployed on April 8, 2021
 - Three SCRs and two defects were deployed in the areas of Contact Center, Fiscal, and Tech Arch
 - The C-IV 21.04.14 Minor Release was successfully deployed on April 14, 2021
 - Two SCRs were deployed in the areas of Contact Center and Eligibility
 - The C-IV 21.04.16 Minor Release was successfully deployed on April 16, 2021
 - One SCR was deployed in the area of Fiscal
 - The C-IV 21.04.17 Minor Release was successfully deployed on April 17, 2021
 - One SCR was deployed in the area of Fiscal
- ▶ The CalSAWS System had nine priority releases:
 - The CalSAWS 21.04.05 Minor Release was successfully deployed on April 5, 2021
 - One SCR was deployed in the area CalHEERs
 - Two defects were deployed in the area of Batch/Interfaces
 - Eleven defects were deployed in the area of Analytics.
 - The CalSAWS 21.04.06 Minor Release was successfully deployed on April 6, 2021
 - Two SCRs were deployed in the area Batch Operations.
 - Six defects were deployed in the area of Analytics.
 - The CalSAWS 21.04.07 Minor Release was successfully deployed on April 7, 2021
 - Four defects were deployed in the area of Analytics.

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

- The CalSAWS 21.04.08 Minor Release was successfully deployed on April 8, 2021
 - Four defects were deployed in the area of Analytics.
- The CalSAWS 21.04.09 Minor Release was successfully deployed on April 9, 2021
 - Five Defects were deployed in the areas Batch/Interfaces and Eligibility.
 - Four defects were deployed in the area of Analytics.
- The CalSAWS 21.04.12 Minor Release was successfully deployed on April 12, 2021
 - One SCR was deployed in the areas Eligibility.
 - Nine defects were deployed in the area of Analytics.
- The CalSAWS 21.04.13 Minor Release was successfully deployed on April 13, 2021
 - Five Defects were deployed in the areas Batch/Interfaces.
 - Three defects were deployed in the area of Analytics.
- The CalSAWS 21.04.14 Minor Release was successfully deployed on April 14, 2021
 - One SCR was deployed in the areas Eligibility.
 - Four defects were deployed in the area of Analytics.
- The CalSAWS 21.04.15 Minor Release was successfully deployed on April 15, 2021
 - Two SCRs were deployed in the areas Batch/Interfaces.
 - Four defects were deployed in the area of Analytics.
- The CalSAWS 21.04.16 Minor Release was successfully deployed on April 16, 2021
 - Four Defects were deployed in the areas Batch/Interfaces.
 - One SCR was deployed in the area of Analytics.
 - Two defects were deployed in the area of Analytics.
- The CalSAWS 21.04.17 Minor Release was successfully deployed on April 17, 2021
 - One SCR was deployed in the areas Fiscal.

Table 4.1-1 – C-IV & CalSAWS Upcoming Release

Release	Highlights
21.04.20	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ County List: Active Cases with Deemed Sponsor Property <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ None
21.04.19	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ None <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ Add New Forms CSF 179 based on Sacramento CDS 713 ▶ Add New Form based on San Luis Obispo DSS MC 432 ▶ Add New Form Board and Care Statement ▶ Add New Form based on CSF 80 ▶ Add New Form based on Santa Cruz WEL 5063 ▶ Add New Form based on Placer ALL 1377 – CSF 178 ▶ Add New Form based on CSF 23 ▶ Add New Form based on CSC 55 ▶ Add New Form based on Orange 742A ▶ API – Journal API ▶ API – Worker Schedule API
21.04.22	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ Create Authentication LEX Bot for San Bernardino IVR

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

Release	Highlights
	<p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ Implement Training Case Copy Multiplier Sprint 3 Features ▶ Update Recovery Account Detail page to allow all Recovery Account Reasons regardless of Program ▶ DDID 34 FDS: Task Mgt - Legacy Task Category ▶ Unsolicited DER fails processing when there is no EDR after the initial Referral ▶ Infant Supplemental Payment inside FC EDBC Showing Incorrect Amount
<p>21.04.29</p>	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ Custom Informational and Emergency Messages <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ BSCR to Turn off PB00Y916 in BatPerf ▶ CDMIS Writer BSCRs ▶ PB00F1733 Missing Predecessor ▶ PB00P350, PB19P401, PB19P402, PB19P403, PB19P406, PB19P408, PB19P404, PB19P409 java.nio.file.AccessDeniedException after multiple bean creation failures ▶ Add or update BSCRs from Batch Migration Phase 3 ▶ Add or Update BSCRs From Batch Migration Phase 5 ▶ Add or update BSCRs from Batch Migration Phase 2 ▶ Add or update BSCRs from Batch Migration Phase 4 ▶ PO27E829 Missing TEST property for OUTPUT_FILE_NAME ▶ PO19C1189 org.springframework.ws.client.WebServiceTransportException: Not Found [404] ▶ PB19C994 - Module ID for module 'org.civ.interfaces.ProcedureCallforDatafix' could not be retrieved from the BATCH_MODULE ▶ Create and Update BSCR's for Various Fiscal DDID's ▶ PB00A300 Access IncorrectResultSizeDataAccessException ▶ DDID 1791: C-IV Migration Batch Regression Test Support SCR ▶ POXXE901 Scheduling ▶ Scheduling Defect for PIXXE419, PIXXE421, PIXXE430 ▶ Batch perf CA-217173 Long running jobs JBxxR136 ▶ BatPerf Batch Regression B&I Long Running Jobs PB00C100 and PB00E151 ▶ Time Limit ABAWD Stat Sync Jobs PB00E307/PB00T621 Scheduling Conflicts
<p>21.04.30</p>	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ None <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ ForgeRock: Password Reset Bug
<p>21.05.15</p>	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ Issue April 2021 Disaster Supplement in accordance to HR 6201 Emergency Allotments <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ Issue April 2021 Disaster Supplement in accordance to HR 6201 Emergency Allotments
<p>21.05</p>	<ul style="list-style-type: none"> ▶ Release Date: May 24, 2021 <p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ Total SCRs: 4 Approved

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

Release	Highlights
	<ul style="list-style-type: none">▶ Release Webcast Date: TBD <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none">▶ Total SCRs: 96 Approved▶ Release Webcast Date: TBD
21.05.29	<p><u>C-IV System:</u></p> <ul style="list-style-type: none">▶ One-time Change to Advance Overdue Medi-Cal REs <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none">▶ One-time Change to Advance Overdue Medi-Cal REs
21.07	<ul style="list-style-type: none">▶ Release Date: July 26, 2021 <p><u>C-IV System:</u></p> <ul style="list-style-type: none">▶ Total SCRs: 2 Approved▶ Release Webcast Date: TBD <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none">▶ Total SCRs: 55 Approved▶ Release Webcast Date: TBD
21.11	<ul style="list-style-type: none">▶ Release Date: November 22, 2021 <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none">▶ Total SCRs: 12 Approved▶ Release Webcast Date: TBD

4.2 Design Status

- ▶ Continued design on SCR CA-48513 to Change EDBC logic to auto-test for 4M when youth 18 years or older exits FC
- ▶ Continued design on SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
- ▶ Continued design on SCR CA-217062 for Enhancements to Revised Medi-Cal Hierarchy in MAGI-only mode and Negative Action
- ▶ Continued design on SCR CA-209721 to Add NOAs and Forms for Electronic Theft
- ▶ Continued design on SCR CA-214165 for Phase 3 of ACL 11-80 to add CalWORKs new and revised Overpayment Notice of Action Messages
- ▶ Continued design on SCR CA-217869 to Modify CalSAWS lobby applications to work with the new Self-Service Portal
- ▶ Continued design on SCR CA-56887 for Phase III-B- Change CalFresh NOAs to include the name of the individuals on change and denial NOAs
- ▶ Continued design on SCR CA-211719 for ACL 20-97 Safe Drinking Water Pilot
- ▶ Continued design on SCR CA-226064 for Additional CalSAWS Automated Tasks (Outside of DDID 1629 inventory)
- ▶ Began design on SCR CA-217944 for ACL 20-113 / 20-120 - CW 60 MTC and WTW 24 MTC
- ▶ Began design on SCR CA-203208 to Send MEDS Non-Extended Aid Codes For Foster Care & Kin-GAP Infants

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

4.3 Build Status

- ▶ Continued build for 21.01 and 21.02 priority releases, 21.03 and 21.05 approved SCRs

Table 4.3-1 – C-IV & CalSAWS Build Status

Release	Highlights
21.04.05	Deployed CA-224583 - American Rescue Plan - New Administration 2021 Changes (APTC Cliff Changes)
21.04.06	Deployed CA-226943 - SCR - Update the FTP Password for the MEDS Interface Batch Jobs Deployed CA-226941/CIV-107206 - SCR - Update the FTP Password for the FIS EBT Batch Jobs
21.04.12	Deployed CA-226091 - County List: Active Cases with certain Income Types
21.04.14	Deployed CA-226328/CIV-108752 - List of CalWORKs Denied Cases With PUC Income That Failed Applicant Test
21.04.15	Deployed CA-227190 - Event Streaming: Enabling Event Streaming implementation for MEDS HI37 Transactions Deployed CA-227170 - Event Streaming: Enabling Event Streaming implementation for MEDS EW05 Transactions
21.04.16	Deployed CIV-105493 - Synchronize WIS and C-IV Tax Intercept Balances 2021
21.04.17	Deployed CA-225817/CIV-108690 - Issue March 2021 Disaster Supplement in accordance to HR 6201 Emergency Allotments
21.05	Continued development activities for 21.05 code changes
21.07	Continued development activities for 21.07 code changes

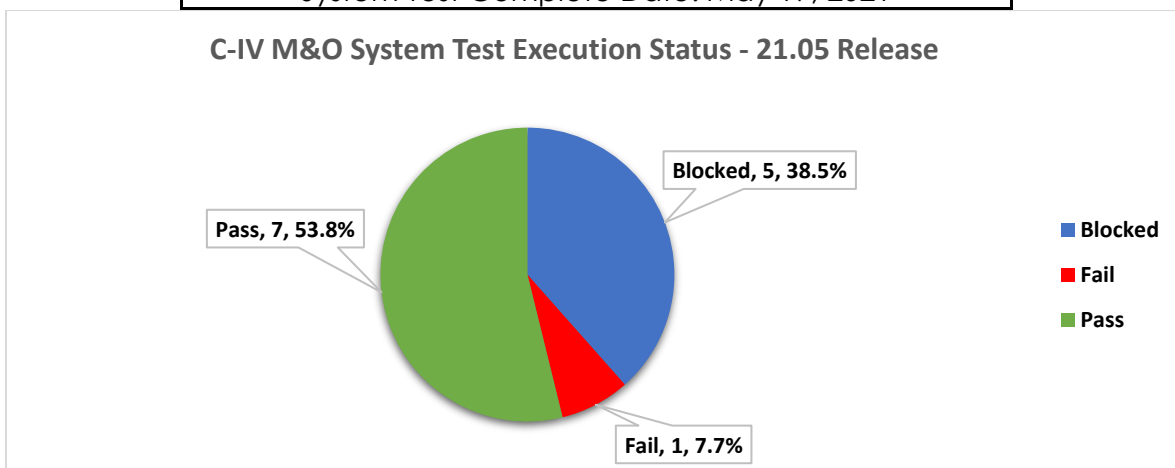
4.4 Release Management

4.4.1 Release Test Summary

- ▶ Continued test execution for Release 21.05

Table 4.4-2 – C-IV System SCR Test Status

Pass Rate Target as of April 16, 2021	38%
Pass Rate Actual as of April 16, 2021	54%
System Test Complete Date: May 19, 2021	



Note: Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

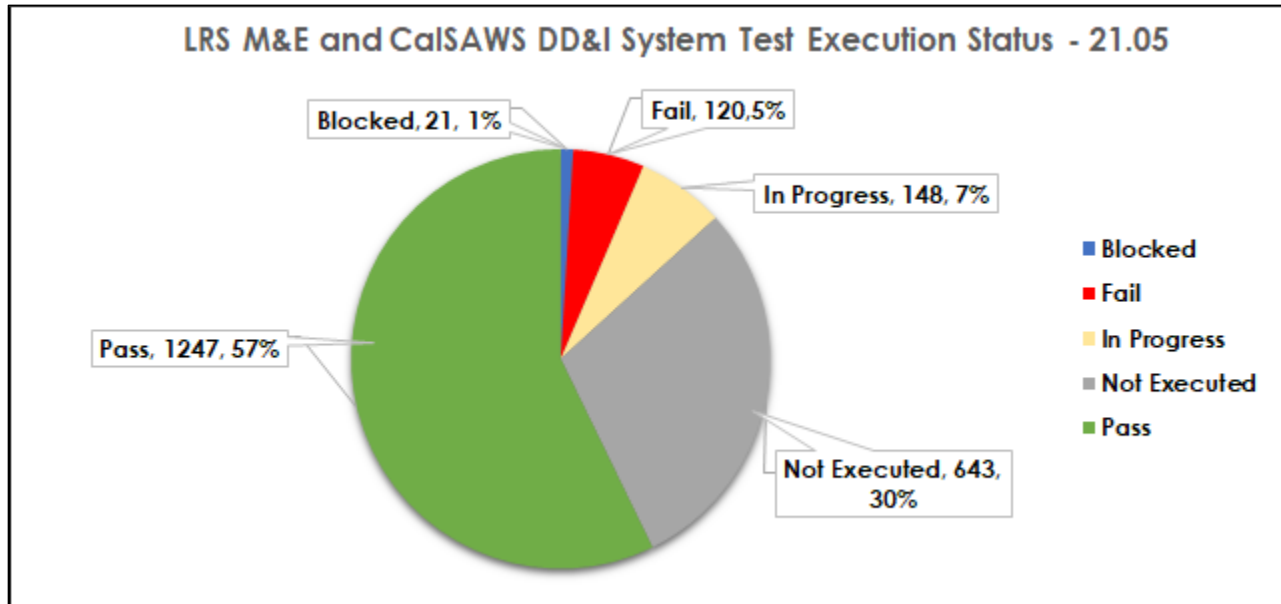
CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

Table 4.4-4 – CalSAWS System SCR Test Status

Pass Rate Target as of April 16, 2021	38%
Pass Rate Actual as of April 16, 2021	57%
System Test Complete Date: May 19, 2021	



Note: Test script counts are subject to change as test scripts are added or removed throughout the execution phase

► The above chart is cumulative of CalSAWS M&E and CalSAWS DD&I SCRs System Test Execution

4.4.2 Automated Regression Test (ART) Coverage

Table 4.4-3 – CalSAWS ART Coverage

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	% Vol.	Distinct	% Coverage
1	15	51,181,727	51.24%	15	100.00%
2	76	28,707,588	28.74%	73	94.74%
3	94	9,982,568	9.99%	83	89.10%
4	303	7,762,486	7.77%	202	74.66%
5	2198	2,246,126	2.25%	383	31.54%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data as of March 30, 2021. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 520 end-to-end Automated Regression Test scripts

Note: The ART coverage statistics for March 2021 did not contain the MAGI-specific transactions that are triggered during integrated testing with the CalHEERS. No integrated testing with the CalHEERS system occurred during the month of March 2021: Integrated testing of the 21.02 release completed prior to February 12, 2021, and integrated testing of the 21.06 release will commence on April 19, 2021

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

4.5 Training Material Updates

- ▶ R21.05 Training SCRs are currently in System Test

Table 4.5-1 – Upcoming Training Activities

Training Activity	Date
21.03 LMS Lite Deployment	March 22, 2021-Completed
21.03 CalSAWS Training Environment Deployment	March 26, 2021-Completed

4.6 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Quality Assurance

5.1 Key Activities

Table 5.1-1 – QA Activities (by Team)

QA Team	Description	Status	Project
Project Management	Submission of LRS Change Notice 3 to allocate funds for testing staff augmentation support for Consortium review	In Progress	CalSAWS
	Submission of updated C-IV and LRS amendments to meet Consortium Privacy and Security Agreement requirements for Consortium review	In Progress	CalSAWS
Application Maintenance	Release 21.03 Minor Version Validation and Independent Test	In Progress	CalSAWS Rancho Cordova
	Release 21.05 Fix Version Validation	In Progress	CalSAWS Rancho Cordova
	Release 21.03 Minor Version Validation and Independent Test	In Progress	CalSAWS Norwalk
	Release 21.05 Fix Version Validation and Independent Test	In Progress	CalSAWS Norwalk
Technical	Participation in Ad Hoc Reporting Migration planning	In Progress	CalSAWS
	Monitoring Consortium-wide switch replacement project	In Progress	CalSAWS
	Monitoring Consortium-wide SD WAN implementation	In Progress	CalSAWS
	Monitoring Consortium / County Site relocations / Moves	In Progress	CalSAWS
	Participated in the Service Now Migration Meetings	In Progress	CalSAWS
	Participating in the DDC/PDC CO Meetings	In Progress	CalSAWS
	Participate in C-IV Security/Patching planning	In Progress	CalSAWS
	Participate CSC Support Activities	In Progress	CalSAWS
	Participate in IVR Deployment / Support Activities	In Progress	CalSAWS
	Participate in the LDS Data Extraction Project	In Progress	CalSAWS

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

QA Team	Description	Status	Project
	Participate in County Laptop Specifications and Selection	In Progress	CalSAWS
	Service Now / Root Cause Analysis integration	In Progress	CalSAWS
	Participation in Root Cause Analysis Trend Analysis	In Progress	CalSAWS
	Participate in all C-IV County CO reviews	In Progress	CalSAWS
	Participation in C-IV Security Remediation Efforts	In Progress	CalSAWS
	Participate in CalSAWS Security Operations Discussion	In Progress	CalSAWS
	Participate in Analytics Migration	In Progress	CalSAWS
	Participate in Batch Regression Status	In Progress	CalSAWS

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

5.2 Ongoing QA Activities

Table 5.2-1 – QA Review Statistics

North QA Release Management/Test Statistics														
Release	Independent Test SCRs Completed		Independent Test SCRs In Progress		Independent Test SCRs Pending	Joint Test SCRs Completed	Joint Test SCRs In Progress	Joint Test SCRs Pending	*QA Review Only SCRs Completed		*QA Review Only SCRs In Progress		*QA Review Only SCRs Pending	# QA Defects
	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# SCRs	# SCRs	# SCRs	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	
21.03 Minor Version	4	5	0	0	1	0	0	0	3	23	0	0	3	0
21.05 Fix Version	0	0	0	0	1	0	0	0	1	1	0	0	0	0
Total	4	5	0	0	2	0	0	0	4	24	0	0	3	0

Note: Previously reported # of Test Steps, now reporting # of Test Cases. Therefore, this change results in reporting a lower number of items. Joint Test case counts are not reported since Accenture reports statistics for all Joint Test SCRs

South QA Release Management/Test Statistics														
Release	Independent Test SCRs Completed		Independent Test SCRs In Progress		Independent Test SCRs Pending	Joint Test SCRs Completed	Joint Test SCRs In Progress	Joint Test SCRs Pending	*QA Review Only SCRs Completed		*QA Review Only SCRs In Progress		*QA Review Only SCRs Pending	# QA Defects
	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# SCRs	# SCRs	# SCRs	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	
21.03 Minor Version	1	7	0	0	0	0	0	0	13	13	1	0	15	0
21.05 Fix Version	2	25	10	205	1	0	0	0	8	8	1	1	6	38
Total	3	32	10	205	1	0	0	0	21	21	2	1	21	38

Note: *QA reviews include regression, training WBTs, and Job Aids

- Note: Any issues identified during the review of a Job Aid are updated directly in the Job Aid document stored in SharePoint and an email is sent to Job Aid Training developer informing them of the availability of the updated Job Aid
- Note: Any issues identified during the review of a WBT are recorded on a Comment Log and the log is sent to the WBT Training developer via email

Table 5.2-2 – Recurring Activities

Recurring Activities/Work Products		
QA Team	Description	Project
Project Management	QA Project Monthly Status Report	CalSAWS
Technical	Monthly Performance Report and Interactive Performance Charts	CalSAWS
	Bi-Monthly Project Integrated Readiness Meetings	CalSAWS
	Monthly Enhancement Warranty Assessment	CalSAWS
	Root Cause Analysis assessment and tracking	CalSAWS
	Monthly Review of SLA Compliance	CalSAWS
	Bi-Monthly review of technical maintenance activities	CalSAWS
	Batch Regression Status Check	CalSAWS
	Analytics Performance and Scalability	CalSAWS
	Analytics Weekly Roundup Status updates and Analysis	CalSAWS
	Bi-Monthly Review of Security Operations and activities	CalSAWS

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 5, 2021 – April 18, 2021

Contractor Project Director: Seth Richman

Recurring Activities/Work Products		
QA Team	Description	Project
Application Maintenance	Weekly review of DBCRs and CTCRs for production integrity	CalSAWS Rancho Cordova
	Bi-Weekly review of SCRs and Content Revisions for SCRB meeting, submit comments, and recommended updates in advance of the meeting	CalSAWS Rancho Cordova
	Participate in weekly test meetings	CalSAWS Rancho Cordova
	Participate in weekly test meetings	CalSAWS Norwalk
	Participate in weekly Defect meeting	CalSAWS Norwalk
	Execute Independent testing	CalSAWS Norwalk
	Validate Training Jobs Aids (JA) and Web Based Training (WBTs)	CalSAWS Norwalk

5.3 Deviation from Plan/Adjustments

- ▶ None for the reporting period

6.0 Regional Updates

- ▶ Monthly regional updates will be included in the Bi-Weekly Status Report for the period ending May 3, 2021

7.0 Appendices

- Appendix A – ME Requests and SCR Status
- Appendix B – CalSAWS Print Calendar
- Appendix C – County Purchases Status Report
- Appendix D – C-IV System IVR Report
- Appendix E – COVID SCRs