

CalSAWS BenefitsCal
(Portal/Mobile) Weekly Status
Report

Reporting Period: April 19, 2021 to April 25, 2021

Table of Contents

1.0	Statewide Portal/Mobile Project (BenefitsCal)	3
1.1.	Highlights of the Reporting Period	3
1.2.	Project Deliverable Summary	13
1.3.	Project Risks and Issues	14
1.4.	CRFI/CIT Communications Information	15
1.5.	Activities for the Next Reporting Period	15
1.6.	Deviations from Plan/Adjustments	17

1.0 Statewide Portal/Mobile Project (BenefitsCal)

1.1 Highlights of the Reporting Period

Project Management

- ▶ Submitted the Draft Work Products for Conversion + ADA Scenario and Test Case Review.
- ▶ Submitted the Final Work Products for Interface Scenario and Test Case Review.
- ▶ Presented a BenefitsCal update at a Region 6 project update on 04/21/21.
- ▶ Produced the Operational Readiness Monthly Report for April 2021 for CIT distribution.

Requirements and Design

- ▶ Supported development activities and provided design clarifications to the development team.
- ▶ Conducted two (2) design sessions with the Consortium Workgroup to review Support Request requirements and designs concepts on 04/20/21 and 04/22/21.
- ▶ Presented the BenefitsCal overview and key features during the LA County UAT Kick-Off meeting on 04/19/21.
- ▶ Assisted with the development of the BenefitsCal marketing website to add partner logos and incorporate feedback received during the Communication meeting held with the Consortium Workgroup on 04/19/21.
- ▶ Completed the first draft of the Maintenance & Operations (M&O) DDED on 04/23/21.

User Centered Design (UCD)

- ▶ Finalized the Customer Mindsets to inform a user-centered approach to the Release 3.0 and Release 4.0 requirements.
- ▶ Presented the Customer Mindsets during the design session on 04/20/21.
- ▶ Updated the Customer Experience (CX) Measurement Plan with an outlined phased approach to data analysis: work to be completed by October (to monitor the September release), and beyond.
- ▶ Prepared materials for the Monthly Advocate meeting and sent to CDSS, DHCS, and Consortium leaders to review and provide feedback by 04/27/21.
- ▶ Compiled research insights and quotes for the BenefitsCal road show materials. The road show materials are targeted to complete on 04/30/21.

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

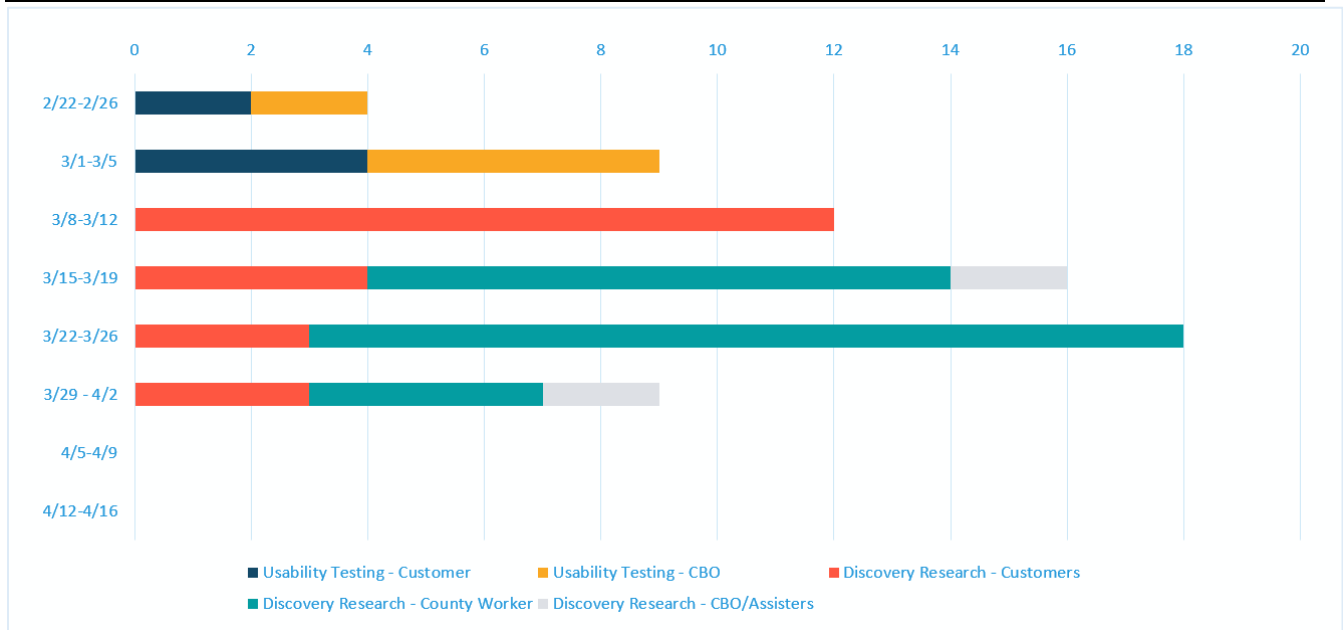


Figure 1.1-1 – UCD Stakeholder Engagement

Development

- ▶ For Increment 2, developed 40 tasks of the 59 planned tasks last week.
 - Increment 2 development is off schedule by 33 tasks.
 - Integration of App Transfer due to inconsistencies in payload transfer results,
 - Document Center due to pandemic related impacts to the team, and
 - Dashboards.
 - **Impact:** This will not impact the start of the subsequent System Test activities. System Test for Increment 2 will begin on schedule.

Recovery Plan: The teams will develop additional widgets in the next two weeks to recover the schedule, including weekend work. Additionally, there are daily end of day touchpoints to adjust in real-time where there are pandemic impacts to the team. There are no planned delays to the Increment 2 delivery date; however, daily status reviews are in progress and we will notify of any changes.

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

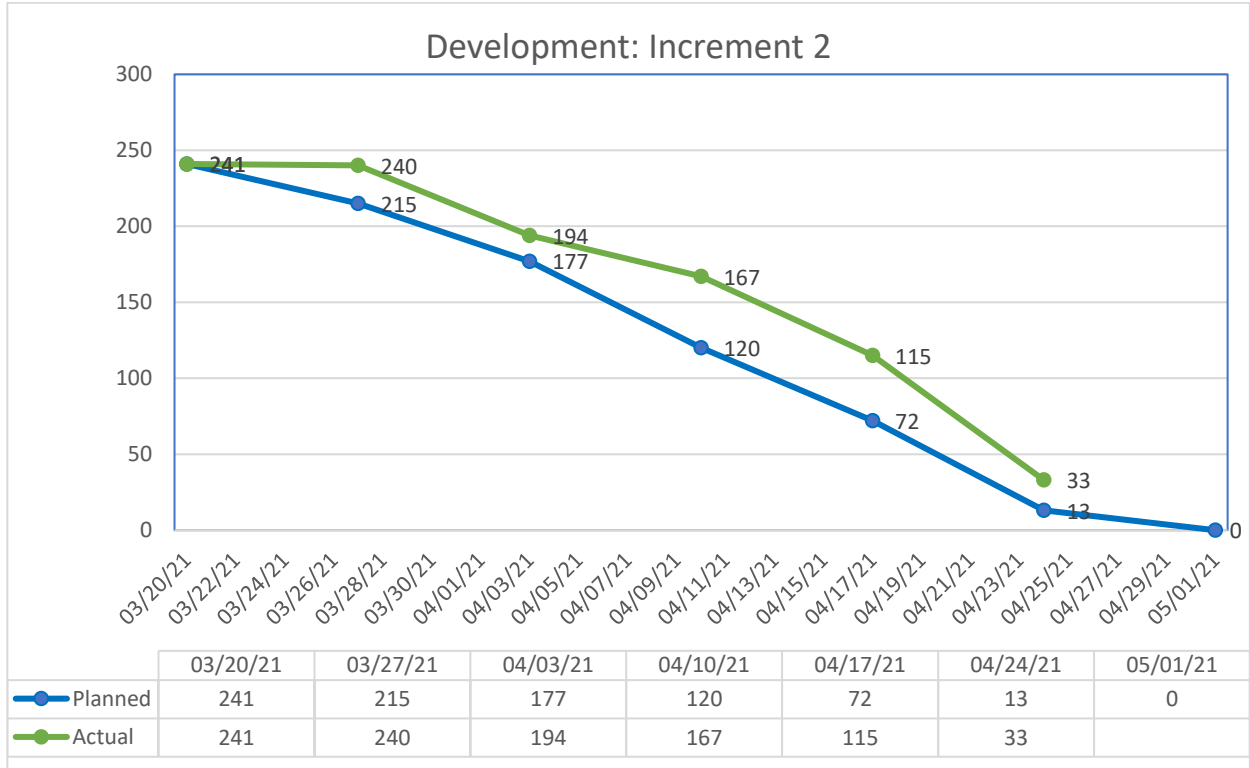


Figure 1.1-2 – Increment 2 Development Burndown

Test Case Design

- ▶ Conducted the weekly test planning meeting on 04/20/21 with the Consortium and QA Teams to provide Cycle 1 updates and discuss automation updates and remediation plans for low pass percentage.
- ▶ Continue to conduct daily system test status update for the week of 04/19/21 through 04/23/21.
- ▶ Participated in a User Acceptance Test (UAT) meeting on 04/21/21 with the Consortium. And provided updates to the integrated UAT approach and discussed BenefitsCal UAT functionalities.
- ▶ Conducted a BenefitsCal JIRA X-Ray training on 04/22/21 with the Consortium and QA Teams to assist the UAT testers and coordinators.
- ▶ Responded to 238 of the 238 comments received on the GSD Part 2 Test Cases Draft Work Product.

System Test Increment 1: Overall

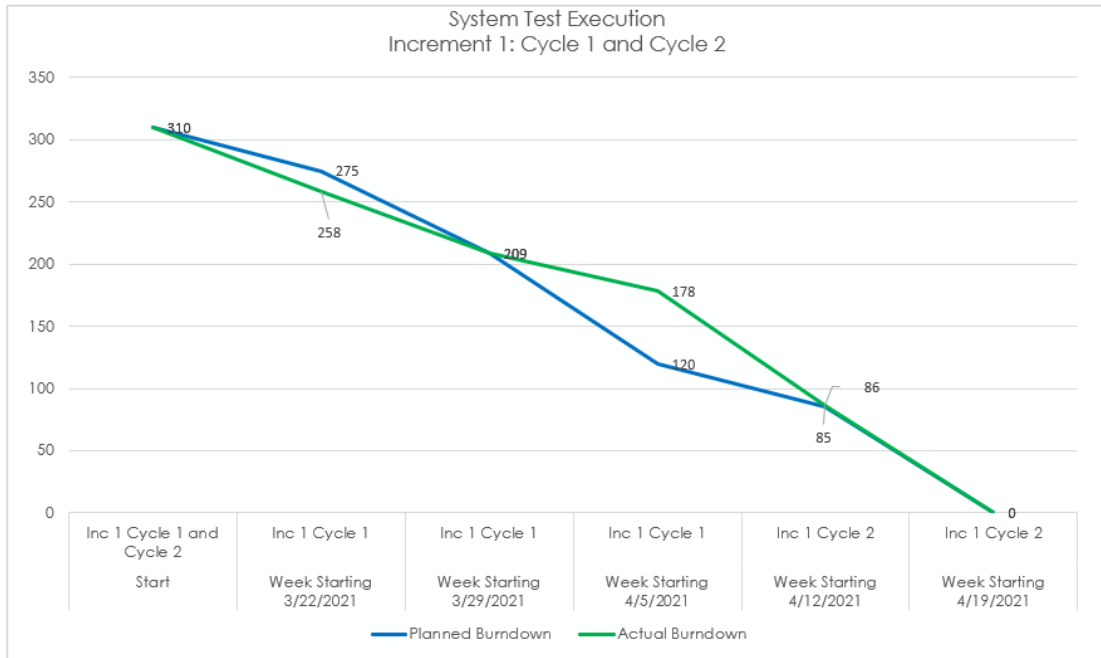


Figure 1.1-3 – System Test Execution Burndown – Increment 1 Overall

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Actual (+/- from previous week)	96% (+ 34%)	96% (+ 27%)	190 Test Cases
System Test Complete Date: 07/16/21			

Figure 1.1-4 – System Test Execution Status – Increment 1 Overall

System Test Increment 1: Cycle 2

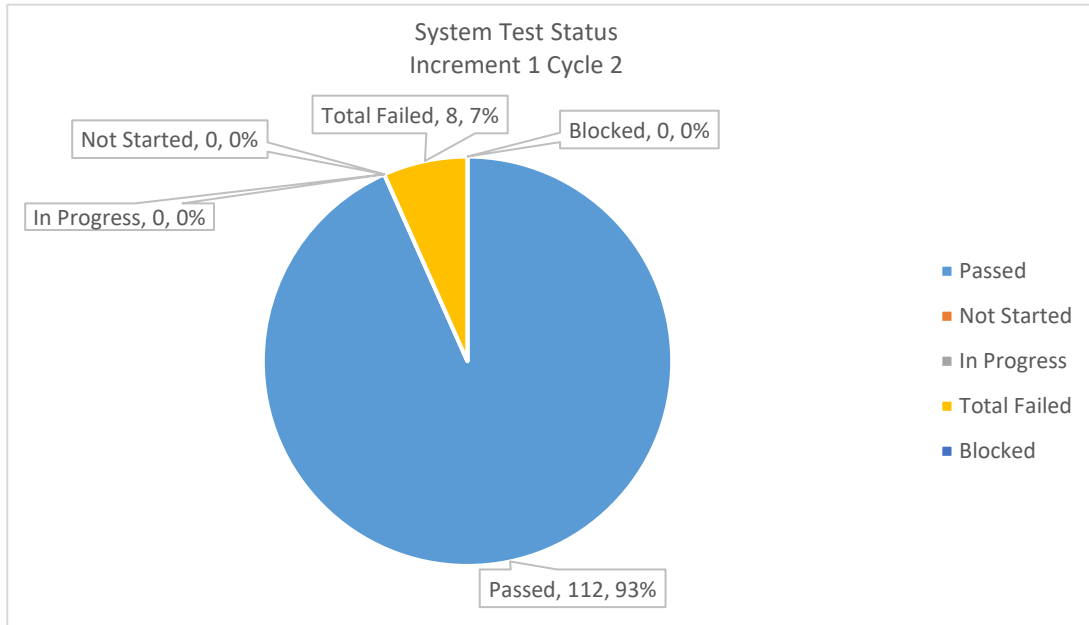


Figure 1.1-5 – System Test Execution Status: Increment 1, Cycle 2

System Test Pass Rate (of executed test cases)	All	Excl Sev-4	Test Case Execution
Target (+/- from previous week)	90% (NC)	90% (NC)	120 test cases
Actual (+/- from previous week)	93% (+2%)	93% (+2%)	120 test cases
System Test Complete Date: 07/16/21			

Figure 1.1-6 – System Test Pass Rate, Increment 1, Cycle 2

System Test Increment 2

- ▶ System Test of Increment 2 will begin on 04/26/2.

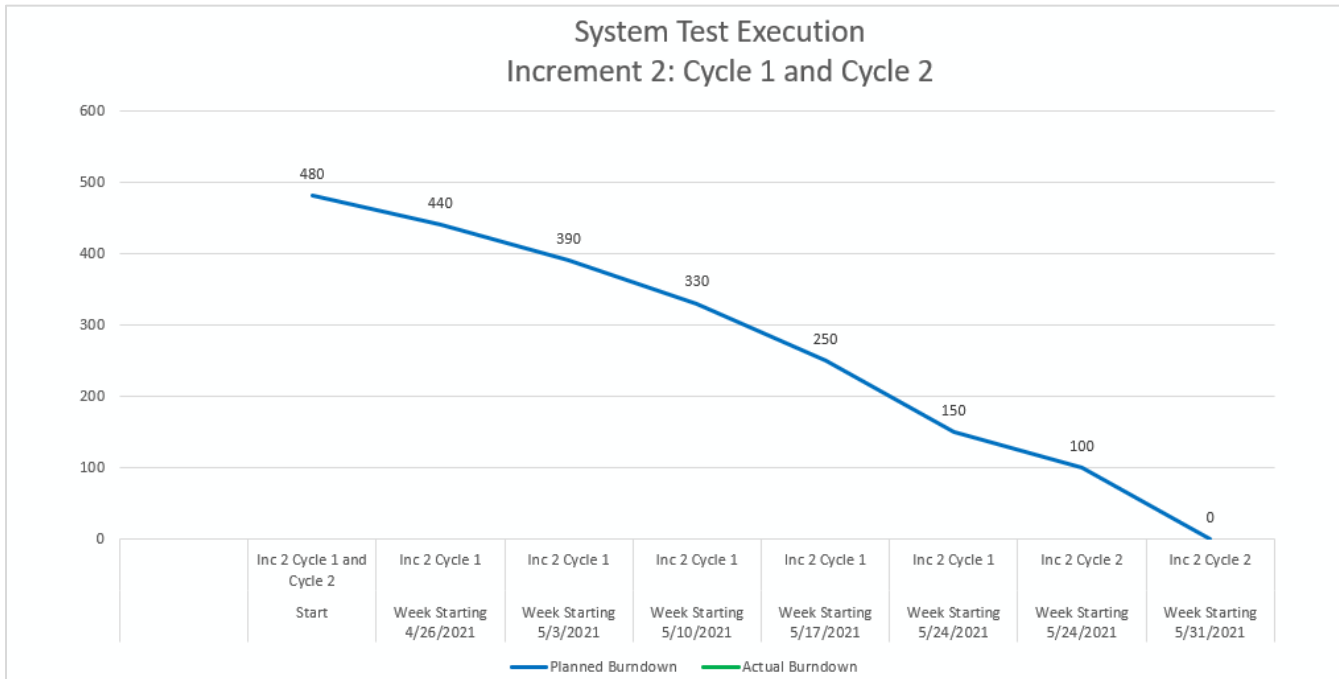


Figure 1.1-7 – System Test Execution Burndown – Increment 2

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	0%	0%	0 Test Cases
Actual (+/- from previous week)	0% (New this week)	0% (New this week)	0 Test Cases
<i>System Test Complete Date: 07/16/21</i>			

Figure 1.1-8 – System Test Execution Status – Increment 2

Security: Account Conversion

- ▶ Conducted a meeting on 04/19/21 and 04/22/21 with the CalSAWS Team, Accenture Legacy, ForgeRock, and BenefitsCal teams to align the teams' understanding on how to handle the CBO user hierarchies within ForgeRock and BenefitsCal. This resulted in the ForgeRock team determining a possible solution that they will deliberate internally and then present back to the teams next week.

Security: System Security Plan (SSP) and Security Scans

- ▶ Conducted a working session with the CalSAWS Security Team on 04/23/21 to review the feedback for the BenefitsCal SSP Contingency Planning control domain section.
- ▶ Addressed feedback received from the CalSAWS Security Team on the BenefitsCal SSP.

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

Security: Testing

- ▶ Executed the weekly static application security testing of the application source code and shared the analysis of the security scan reports with the BenefitsCal Development Team for remediation.

Performance Test

- ▶ Performance test planning is in progress.

Cloud Infrastructure

- ▶ Supported the development team to provision dashboard services for lambdas and SQS.
- ▶ Built a code pipeline to automate the deployment of the BenefitsCal chatbot.
- ▶ Built the chat infrastructure components (AWS Lex, Cognito pool stack) using the serverless framework.
- ▶ Provided AWS console access support to the development team in a working session on 04/20/21.
- ▶ Built and deployed CloudFront for the chatbot using IAC from 04/19/21 to 04/21/21.
- ▶ Developed a plan with the developers for the deployment of resources for the chatbot infrastructure on 04/22/21.
- ▶ Facilitated an AWS Infrastructure Security – CloudCheckr meeting with the Consortium on 04/21/21.

Communications Strategy

- ▶ Drafted Post Go-Live email communications and began internal reviews, in preparation for submission the week of 04/26/21.
- ▶ Presented and submitted the Awareness Toolkit on 04/19/21.
- ▶ Submitted the Social Media Toolkit for review on 04/19/21.
- ▶ Researched options to allow users to select another language within an email.
- ▶ Researched options to translate content within YouTube.
- ▶ Created AWS Pinpoint account.
- ▶ Responded to comments received for the Communications Strategy Work Product.

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

Communications Legend

0% – Not Started

20% – Draft Complete

40% – Internal Review Complete

60% – Consortium Review Complete

80% – Consortium Feedback Incorporated

100% – Ready for Distribution

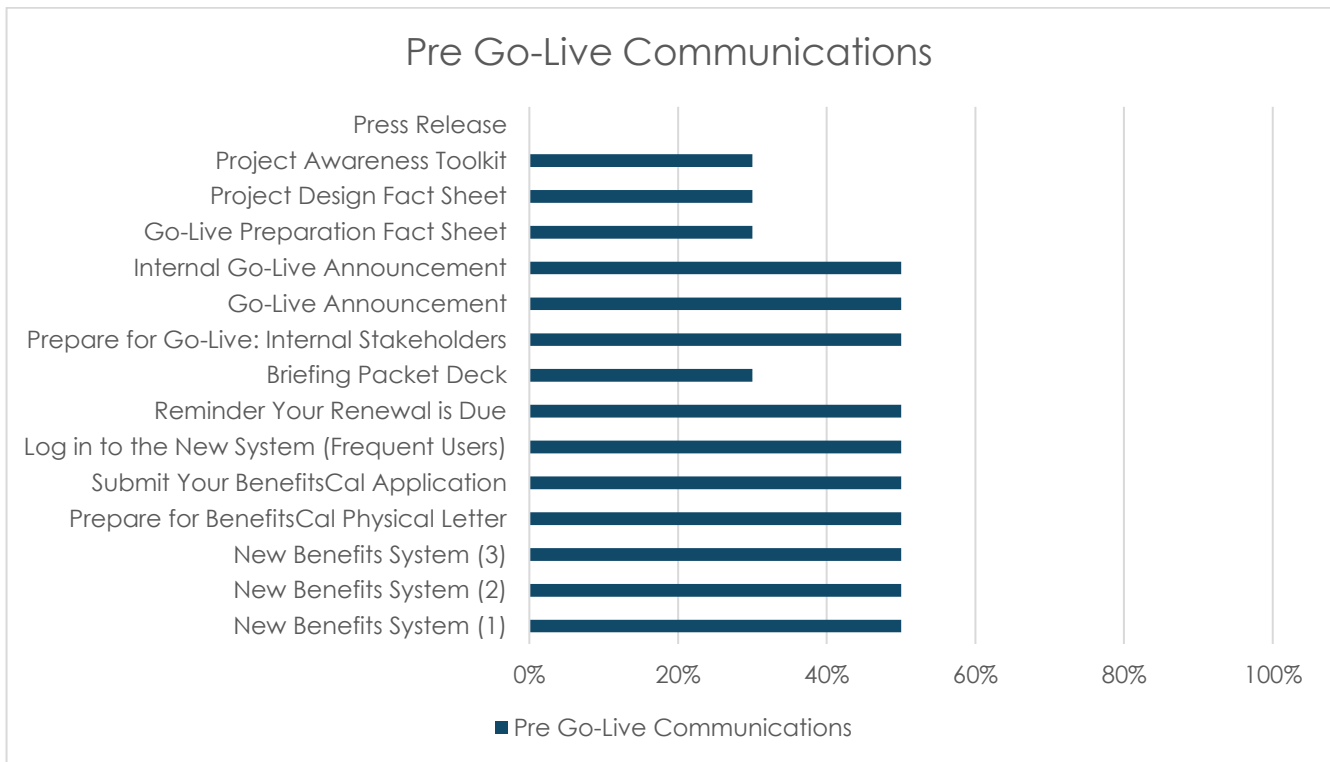


Figure 1.1-9 – Communications: Pre Go-Live

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

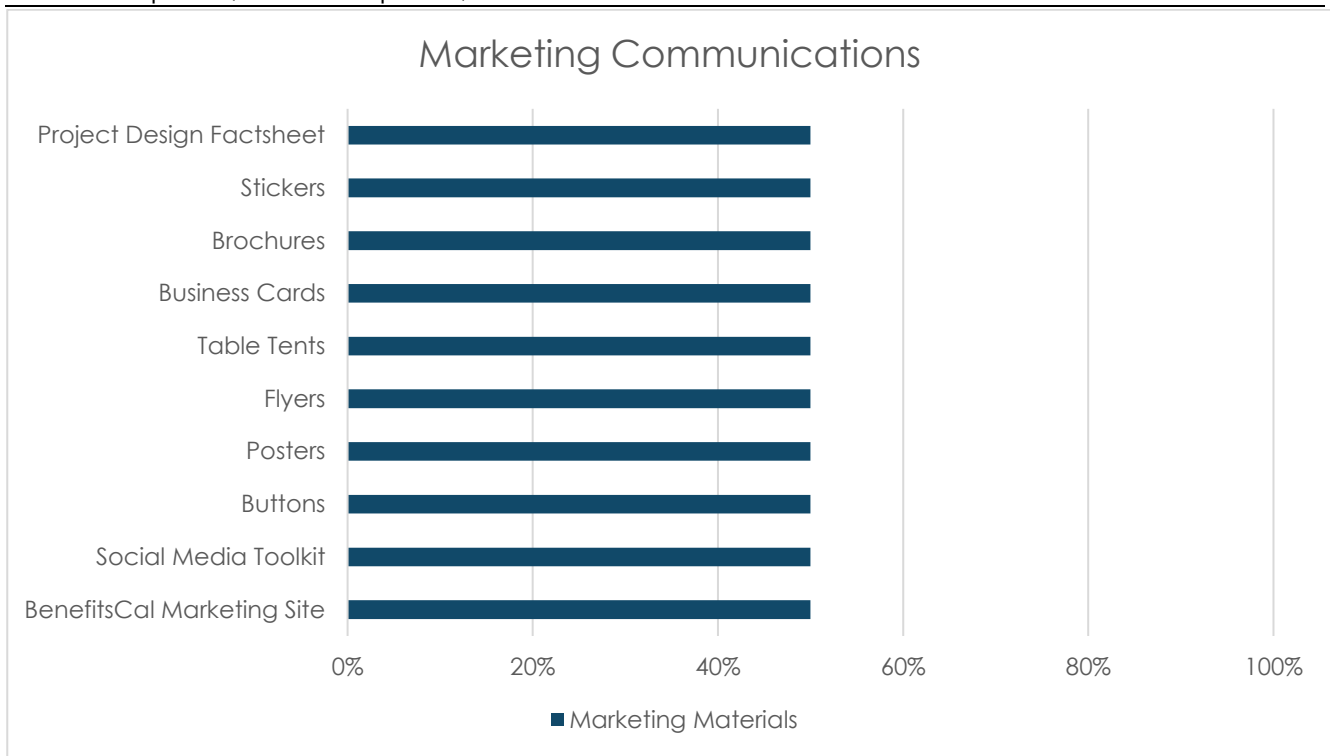


Figure 1.1-10 – Communications: Marketing

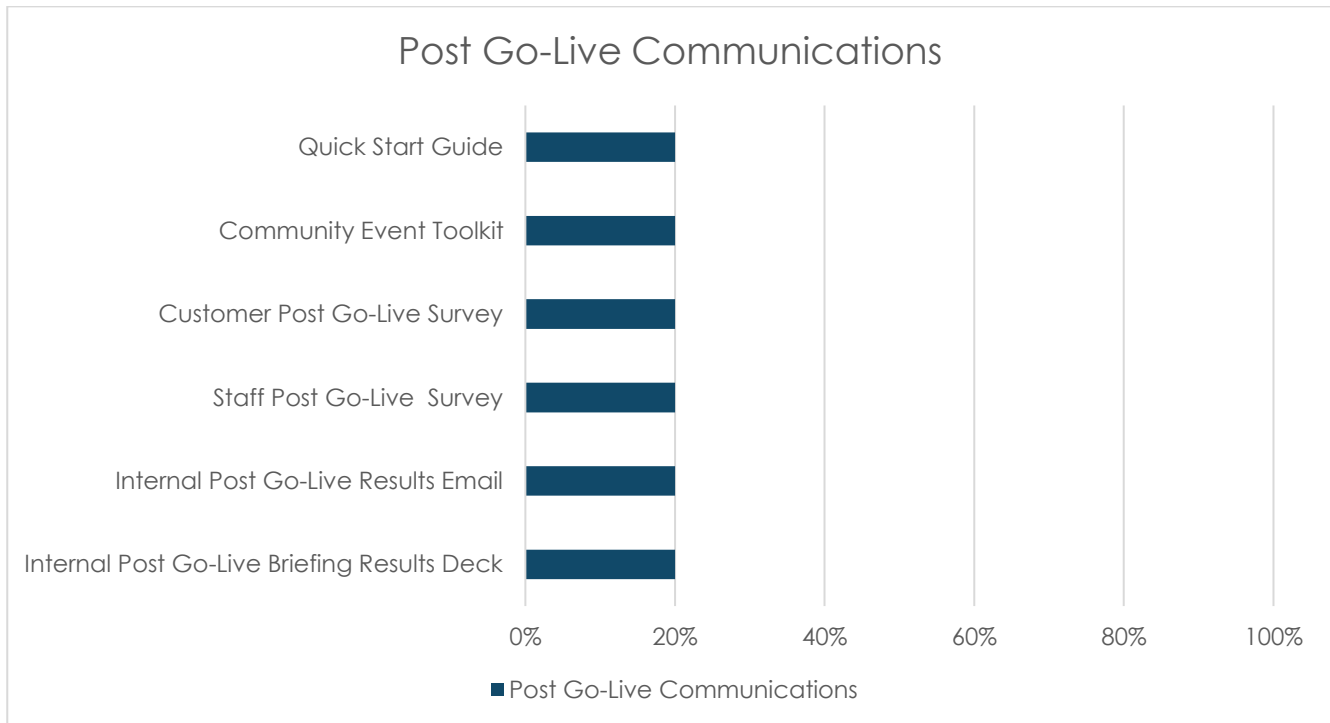


Figure 1.1-11 – Communications: Post Go-Live

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

Training

- ▶ Met with the functional team to understand the Dashboard, Apply, and Renewal functionalities in order to storyboard videos on 04/19/21 and 04/22/21.
- ▶ Created the BenefitsCal Roadshow presentation which will be used to demonstrate key BenefitsCal features and usability improvements for both customers and county staff.
- ▶ Finalized the Training Inventory based on feedback from the BenefitsCal Training Discovery sessions held on 04/22/21.
- ▶ Participated in the twice-monthly Implementation Readiness meeting on 04/21/21.
- ▶ Created a presentation to summarize the BenefitsCal Training Discovery insights.

Project Timeline

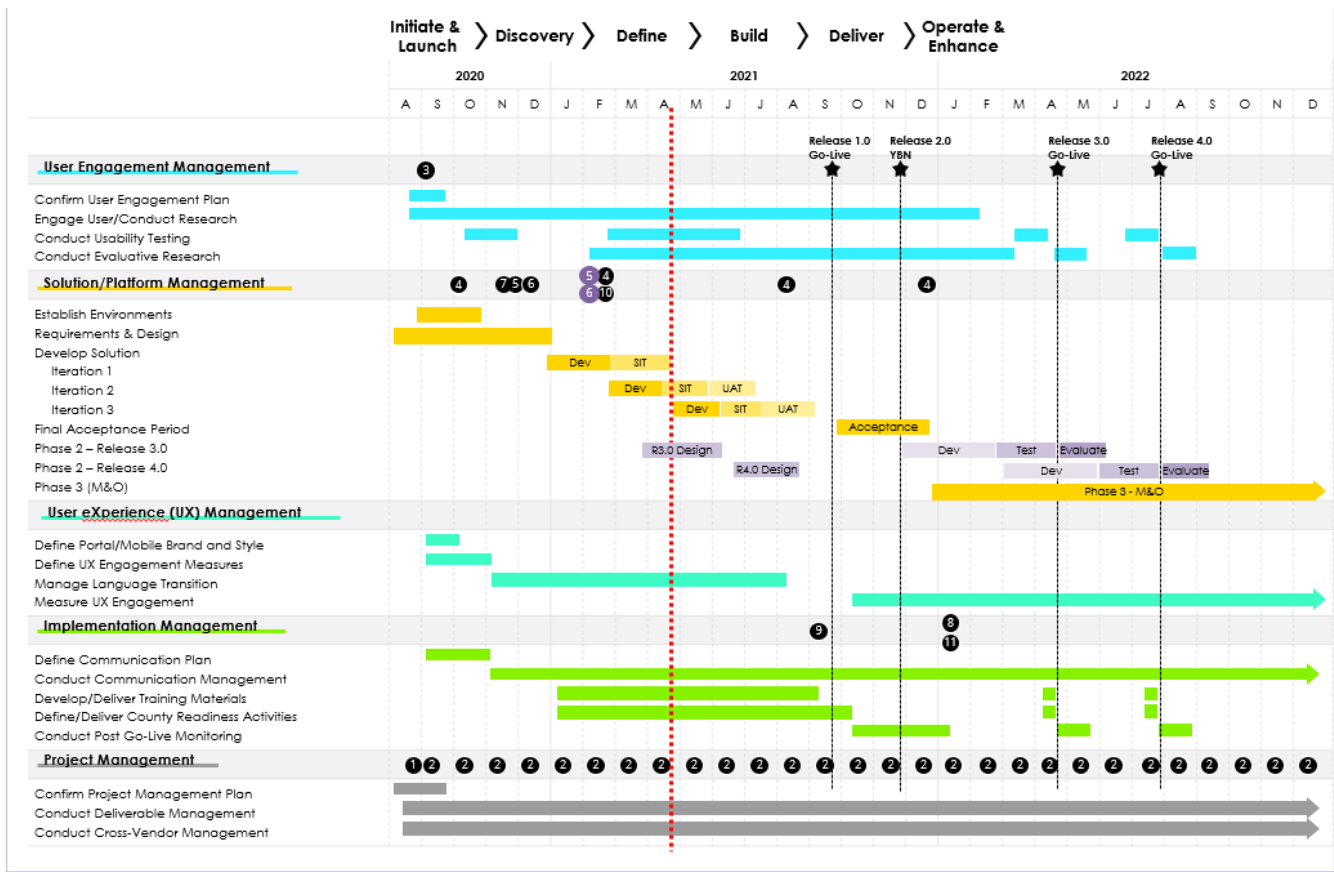


Figure 1.1-12 – Project Timeline Chart

Project Action Items – Overdue

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

ID	Description	Owner	Due Date
	No overdue action item submitted during this reporting period.		

Table 1.1-1 – Overdue Action Items

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

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

Upcoming Deliverable Deadlines

DEL #	DELIVERABLE NAME	STATUS	Next Deadline
01.08	Monthly Workplan: May 2021	On-track	05/05/21 FDEL Submission
02.08	Monthly Status Report: May 2021	On-track	05/05/21 FDEL Submission
04.03	Requirements Traceability Matrix – Update 3	On-track	07/31/21 DDEL Submission
04.04	Requirements Traceability Matrix – Update 4	On-track	01/14/22 DDEL Submission
08	Implementation Complete	On-track	01/04/22 DDEL Submission
09	M&O Plan	On-track	05/03/21 DDED Submission
11	Mobile Implementation Complete	On-track	01/04/22 DDEL Submission

Table 1.2-2 – Upcoming Deliverable Deadlines

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

Work Product Status by Submission

		Complete	Coming Soon	
ID	Work Product Name	DWP	FWP	Final Approval
12	SIT Test Case Format and Sample	01/12/21	01/25/21	02/01/21
13	Environment Management Plan	01/15/21	02/01/21	02/08/21
14	Performance Testing Strategy	01/15/21	02/01/21	02/08/21
15	System Test Cases			
15.1	Component Batch 1	01/25/21	02/08/21	05/11/21
15.2	Component Batch 2	02/01/21	02/16/21	
15.3	Component Batch 3	02/08/21	02/23/21	
15.4	GSD Part II Test Case Updates	03/15/21	03/29/21	
15.5	End to End Scenarios	03/22/21	04/06/21	
15.6	Interface Scenarios and Test Cases	04/05/21	04/19/21	
15.7	GSD Part II Test Cases (Addl. Component + E2E)	04/12/21	04/26/21	
15.8	Conversion + ADA Scenarios	04/19/21	05/03/21	
16	Operational Readiness Report	02/05/21	02/22/21	03/02/21
17	System Security Plan	05/03/21	05/17/21	05/25/21
18	Desktop to Wireframe Mapping	02/05/21	03/01/21	03/10/21
19	High-Fidelity Visual Comps	02/05/21	03/01/21	03/10/21
20	Web Style Guide	02/05/21	03/01/21	03/10/21
21	Communications Strategy	03/26/21	04/12/21	04/21/21
22	Customer Experience Measurement Plan	05/03/21	05/17/21	05/25/21

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	<p>Changes are needed to the CalSAWS Interfaces (APIs) to interface with the new BenefitsCal system (Portal/Mobile project).</p> <p>02/16/21 – The risk severity was reduced to medium in alignment with the QA, Consortium, and project team assessments.</p> <p>03/26/21 – The risk was expanded to include the schedule challenges with the QA test: the QA team will gain access on 05/31/21, two weeks prior to UAT, and will test in a rolling two-week schedule ahead of UAT activities.</p>	Open	High	Medium	10/09/20

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

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

- ▶ Conduct a visual QA of the BenefitsCal implementation by 04/30/21
- ▶ Update the Support Request designs by 04/30/21 based on policy clarifications received during the 04/20/21 design session.
- ▶ Submit the draft of the Maintenance & Operations DDED on 04/28/21
- ▶ Analyze requirements for Release 4.0 by 05/07/21.
- ▶ Update the text within the General System Design (GSD) deliverables to incorporate the approved reading level changes by 04/30/21 in preparation for translation.
- ▶ Finalize the CX Measurement Data Requests by 04/30/21. The next step will include a meeting with CalSAWS.

User Centered Design

- ▶ Schedule and facilitate an additional meeting with the Welfare to Work (WtW) specialists to discuss key questions related to Support Request for Release 3.0 requirements, targeting 04/30/21.
- ▶ Submit the CX Measurement Plan to internal PMO for review prior to client submission on 05/03/21.
- ▶ Facilitate a UCD monthly meeting with Advocates on 04/29/21.
- ▶ Preview the CX Measurement Plan Work Product with the Consortium on 04/29/21.
- ▶ Prepare final data request files to collect CX baseline data from portals and SAWS systems by 04/30/21.

Development

- ▶ Increment 2 – develop 33 widgets for delivery to System Test by 05/03/21.

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

- ▶ Increment 3 – analyze design and close gaps with the functional team in preparation for Increment 3 start date of 04/26/21.

Testing

- ▶ Conduct a test planning meeting on 04/27/21 to provide Increment 1 execution updates and the Increment 2 test execution plan.
- ▶ Support the Consortium UAT activities weekly meeting on 04/28/21.
- ▶ Resolve comments received for the GSD Part 2 test cases.
- ▶ Address comments received for the Conversion Test Case and ADA Checklist Draft Work Products.
- ▶ Re-execute the System Test for eight (8) failed test cases for Increment 1, Cycle 2.
- ▶ Execute the System Test for approximately 40 test cases for Increment 2, Cycle 1.

Test Case Design

- ▶ Submit the GSD Part 2 Test Cases Final Work Product on 04/26/21.

Security: Account Conversion

- ▶ Review the approach for managing CBO hierarchy within ForgeRock and BenefitsCal.
- ▶ Convert the CBO user data provided by the counties into the template for ForgeRock load after the determination of the approach to manage CBO hierarchy in ForgeRock and BenefitsCal concluded.

Security: SSP and Security Scans

- ▶ Conduct the working sessions scheduled on 04/30/21 to review the CalSAWS Security Team feedback on the BenefitsCal SSP and address feedback comments.

Security Testing

- ▶ Post the validation of the vulnerabilities identified, advise on the remediation activities to be performed by BenefitsCal Development Team. Log defects in JIRA for tracking purposes. (Weekly recurring activity).

Cloud Infrastructure

- ▶ Facilitate a weekly meeting with the Consortium Security Team on the 04/26/21 to review CloudCheckr findings.
- ▶ Complete TBCRs and design for the DR environment on 04/28/21.
- ▶ Assist the chatbot team with chatbot builds on 04/30/21.
- ▶ Create a plan on 04/28/21 for AWS X-Ray implementation.
- ▶ Build additional dashboards on 04/30/21 to assist in performance testing.
- ▶ Develop a plan on 04/29/21 to consolidate the API gateways within the DEV environments.

Communications Strategy

- ▶ Submit the Post Go-Live communications for review on 04/27/21.
- ▶ Incorporate comments received for the Pre-Go Live communications.
- ▶ Incorporate comments received for the Awareness Toolkit.
- ▶ Incorporate comments received for the Social Media Toolkit.
- ▶ Monitor AWS Pinpoint approval of the account and volume request.

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, April 21, 2021

Period: April 19, 2021 to April 25, 2021

Training

- ▶ Finalize the BenefitsCal Roadshow presentation which will be used to demonstrate key BenefitsCal features and usability improvements for both customers and county staff.
- ▶ Present questions for Discovery for the Advocates at the BenefitsCal UCD meeting on 04/29/21.
- ▶ Research YouTube capabilities around multiple language functionalities on 04/26/21.
- ▶ Create storyboards for videos to be developed for BenefitsCal training.

1.6. Deviations from Plan/Adjustments

- ▶ No deviations from the plan are noted.