

CalSAWS BenefitsCal
(Portal/Mobile) Weekly Status
Report

Reporting Period: April 26, 2021 to May 2, 2021

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1.0 Statewide Portal/Mobile Project (BenefitsCal)

1.1 Highlights of the Reporting Period

Project Management

- ▶ Submitted the Final Work Products for General System Design (GSD) Part II Test Cases on 04/26/21.
- ▶ Completed the first draft of the Maintenance & Operations (M&O) Plan DDED.

Requirements and Design

- ▶ Updated the text within the General System Design (GSD) deliverables to incorporate the approved reading level changes in preparation for translation.
- ▶ Conducted visual QA of the Homepage and Customer Dashboard.
- ▶ Attended a meeting with the GetCalFresh team on 04/30/21 to discuss BenefitsCal features.
- ▶ Met with the Consortium Workgroup on 04/28/21 to confirm the approved forms for Support Requests on 04/28/21. An action item was assigned to confirm which state forms BenefitsCal should use and send over any forms not available on the CDSS website by Monday, 05/03/21.

User Centered Design (UCD)

- ▶ Previewed the CX Measurement Plan with the Consortium to collect feedback and make updates prior to submission on 05/03/21.
- ▶ Finalized the CX Measurement Plan for the draft submission on 05/03/21.
- ▶ Facilitated a UCD monthly meeting with advocates, where the UCD, UX, Communications, and Training teams presented materials on 04/29/21.
- ▶ Compiled research for a second set (of two sets) of insights and quotes for the BenefitsCal roadshow materials.
- ▶ Prepared data request files, in collaboration with the Functional Team, to collect CX baseline data from the portals and SAWS systems.
- ▶ Collaborated with the Design and Functional Teams to identify follow-up questions around Release 4.0 requirements to prepare for Release 4.0 UCD Discovery research.

Development

- ▶ **For Increment 2**, developed 43 tasks of the 55 remaining tasks.
 - Increment 2 development is off schedule by 12 tasks.
 - Document Center and Document Upload development is off schedule due to pandemic related impacts to the team, as well as a technical challenge with implementation of the virus scan within the DMS upload. Tasks will not be marked complete until the Virus Scan is complete; however, they will be delivered for System Test in the interim to begin on schedule.
 - **Impact:** This will not impact the start of the subsequent System Test activities. System Test for Increment 2 began on schedule.
- ▶ **Recovery Plan:** The teams will develop the remaining document center widgets in the next week 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.

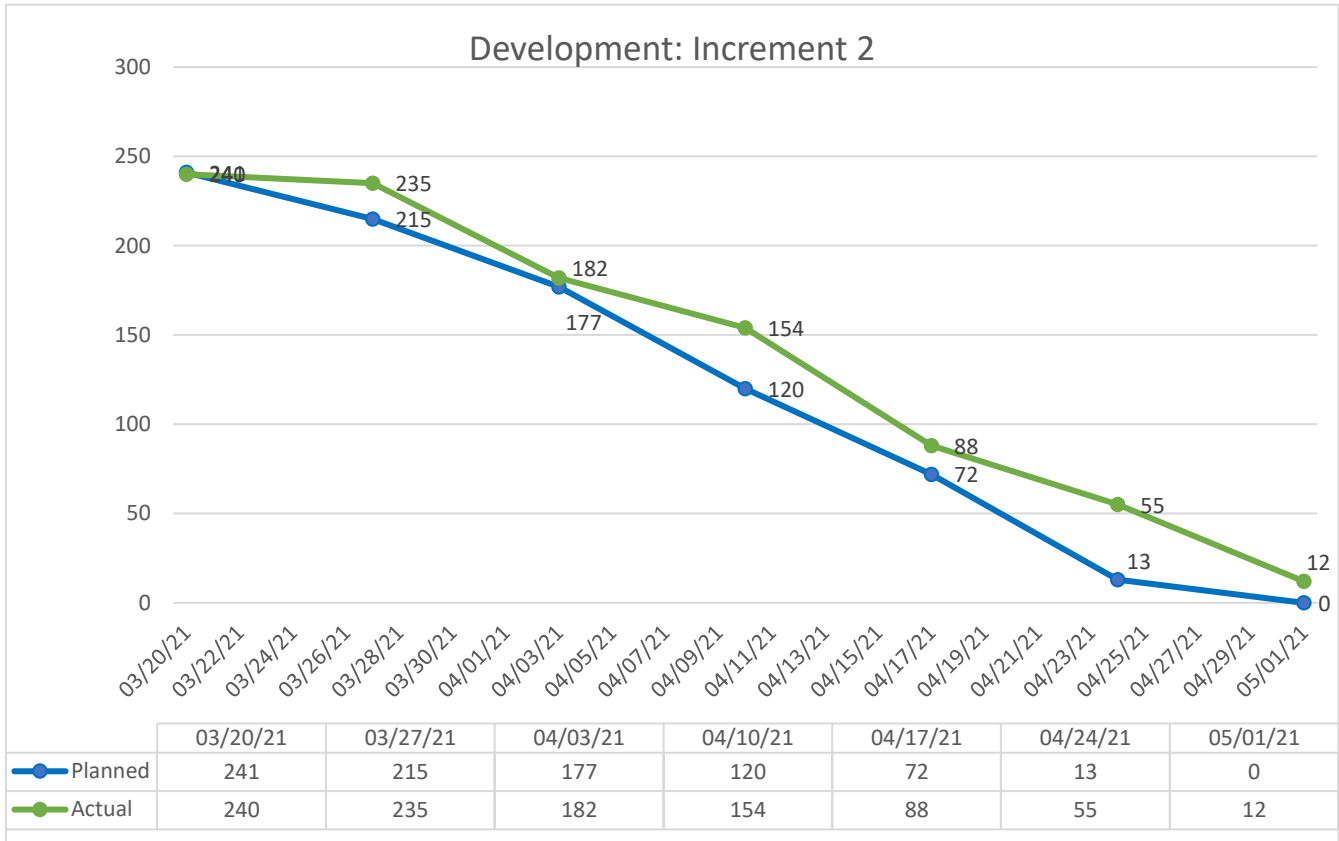


Figure 1.1-1 – Increment 2 Development Burndown

- ▶ For Increment 3, developed 0 tasks.
 - Increment 3 development burndown is awaiting confirmation of a few widgets (including the consolidation of Renewal designs), and the estimates will be available by 05/05/21. The rationalization of the design may result in a decreased overall effort. An updated burndown chart will be available in next week's report.
 - Given that the development widgets are not marked as complete until the related unit test processes are completed, no development widgets are reflected as complete last week (the first week of the increment).

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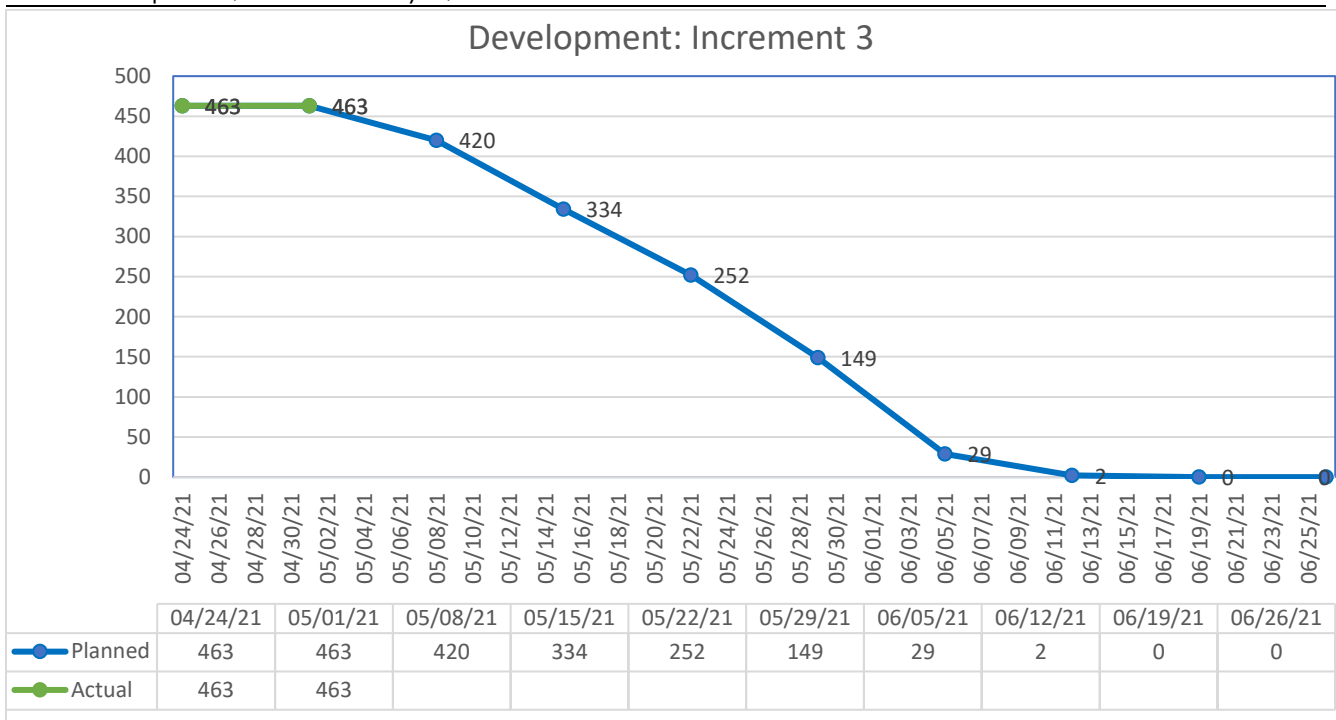


Figure 1.1-2 – Increment 3 Development Burndown

System Test Case Design

- ▶ Responded to 42 of the 42 comments received for the Conversion Test Cases and ADA Checklist Draft Work Product.

System Test Execution

- ▶ Conducted a weekly test planning meeting on 04/27/21 with the Consortium and QA Teams to provide Increment 2: Cycle 1 updates.
- ▶ Conducted Partner Interface Test meetings with CalSAWS and ForgeRock on 04/28/21 and 04/30/21 to walk through the identified partner defects and the sent data setup/staging request.
- ▶ Conducted an interface comment resolution meeting with the Consortium and the QA Teams on 04/28/21 to walk through the interface testing guideline document.
- ▶ Conducted a meeting with CalSAWS on 04/29/21 to align the Partner Interface testing dates. This meeting resulted in an agreement on testing dates per API for the APIs in scope for Increment 2; the Portal API Inventory has been updated to reflect these dates.
- ▶ Executed 50 of 40 planned test cases for Increment 2, Cycle 1.

User Acceptance Test Planning

- ▶ Participated in User Acceptance Test (UAT) meetings on 04/26/21 and 04/28/21 with the Consortium and provided updates to the integrated UAT approach and discussed BenefitsCal UAT environment availability.

System Test Increment 1: Overall

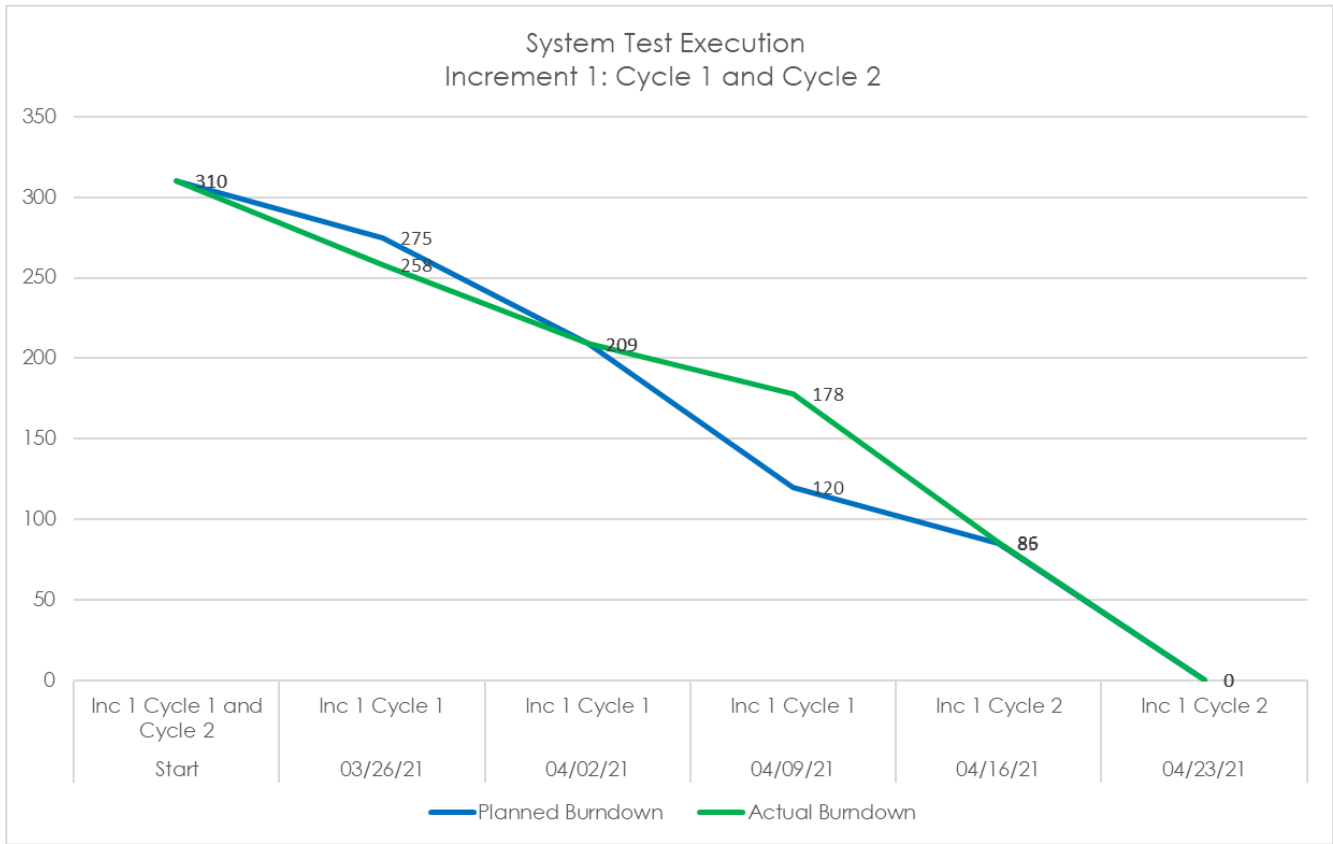


Figure 1.1-3 – System Test Execution Burndown: Increment 1 Overall

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Target (+/- from previous week)	100%	100%	190 test cases
Actual (+/- from previous week)	100% (+ 4%)	100% (+ 4%)	190 Test Cases
<i>System Test Complete Date: 07/16/21</i>			

Figure 1.1-4 – System Test Pass Rate: Increment 1 Overall

System Test Increment 1: Cycle 2

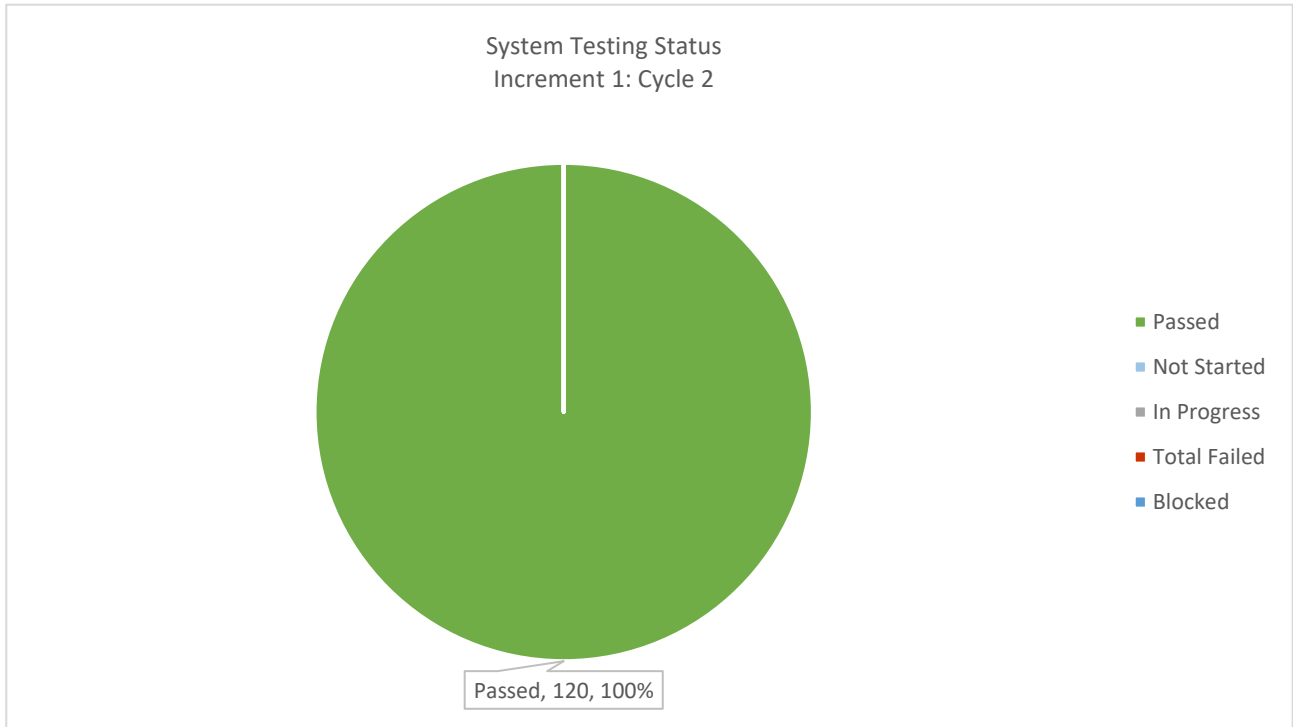


Figure 1.1-5 – System Test Execution Status: Increment 1, Cycle 2

System Test Pass Rate (of executed test cases)	All	Excl Sev-4	Test Case Execution
			Target (+/- from previous week)
Actual (+/- from previous week)	100% (+7%)	100% (+7%)	120 test cases
<i>System Test Complete Date: 07/16/21</i>			

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

System Test Increment 2

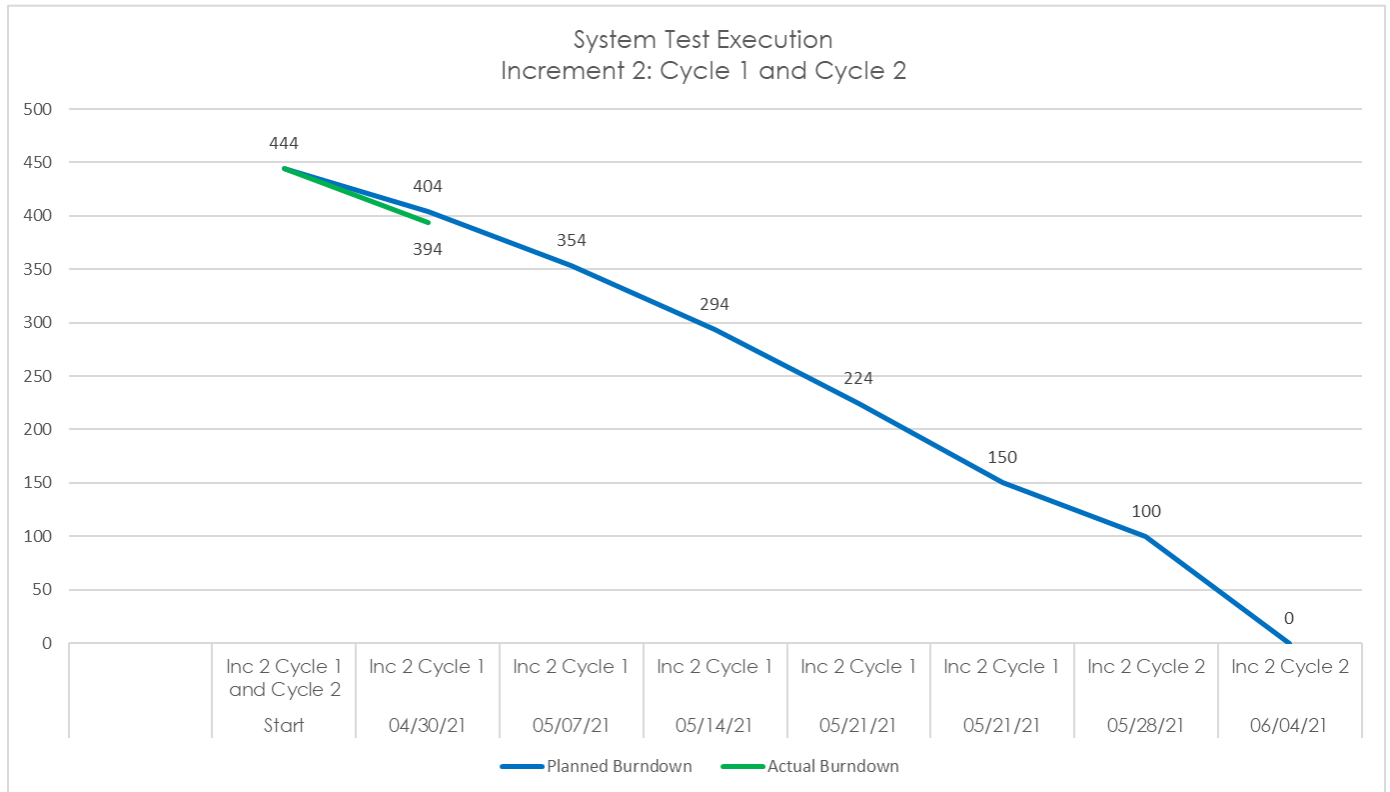


Figure 1.1-7 – System Test Execution Burndown: Increment 2

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	60%	60%	444 Test Cases Total
Actual (+/- from previous week)	68% (First week)	68% (First week)	50 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 1.1-8 –System Test Pass Rate: Increment 2

Partner	2-Med	3-Low	4-Cosmetic	Total
ForgeRock	4	4	0	8
CalSAWS	2	2	0	4
BenefitsCal	5	3	4	12

Figure 1.1-9 – System Test Partner Defects

System Test Increment 2: Cycle 1

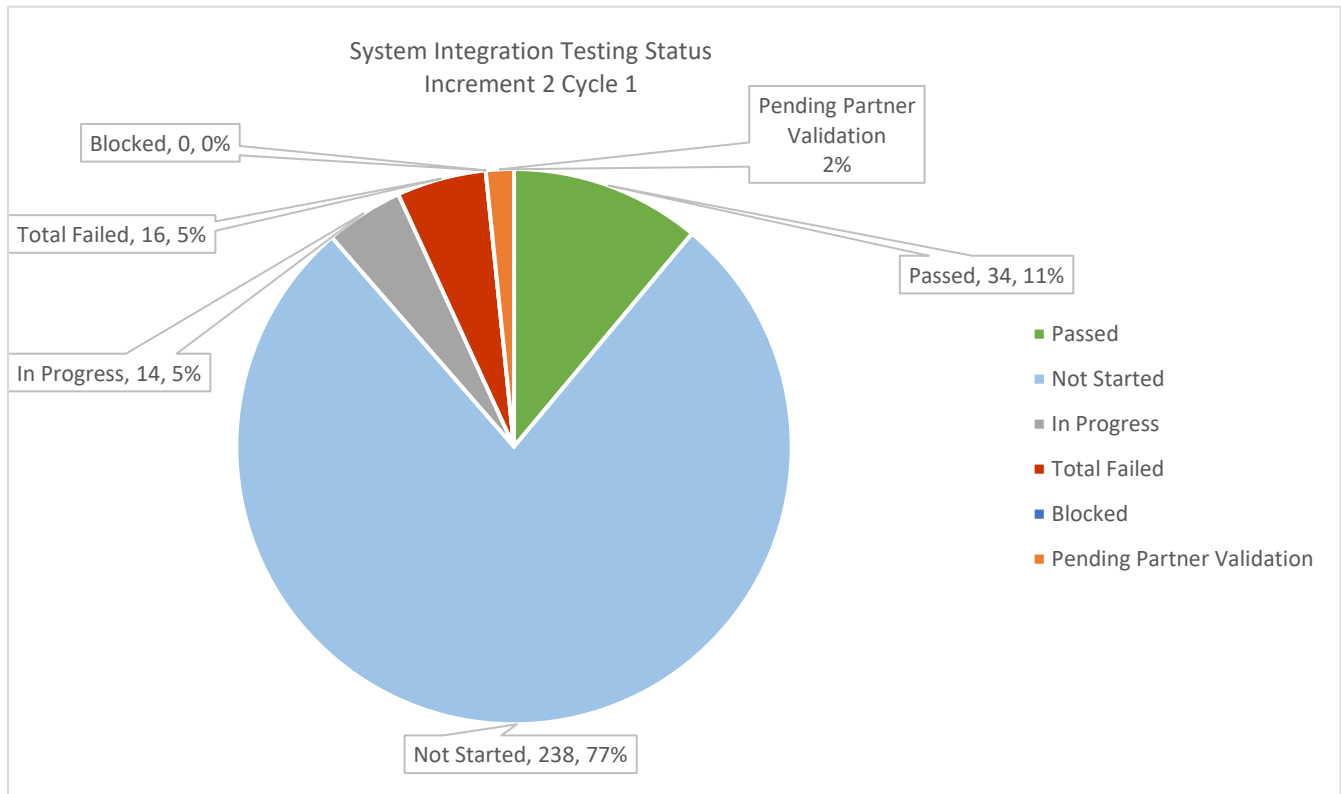


Figure 1.1-10 – System Test Execution Status: Increment 2: Cycle 1

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	60%	60%	294 Test Cases Total
Actual (+/- from previous week)	68% (First week)	68% (First week)	50 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 1.1-11 – System Test Pass Rate: Increment 2: Cycle 1

Security: Technical System Design

- ▶ Conducted sessions on 04/28/21 and 04/30/21 with the BenefitsCal Development and Testing Teams to review updates and defects for the interface test cases related to the Login and Create Account API testing. The test cases are now approved and additional feedback was recorded.
- ▶ Conducted a working session with the BenefitsCal Development and Testing Teams on 04/30/21 to discuss security concerns around changing the MFA reset code from six (6) to eight (8) digits. The change was approved after the security concerns were addressed.

Security: System Security Plan (SSP) and Security Scans

- ▶ Conducted working sessions with the CalSAWS Security Team on 04/28/21 and 04/30/21 to review the feedback for the Contingency Planning Control Domain section of the BenefitsCal SSP.

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- ▶ Addressed the feedback received from the CalSAWS Security Team and the BenefitsCal QA Team for the BenefitsCal SSP.

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

- ▶ Facilitated the weekly meeting with Consortium Security Team to review the CloudCheckr findings on 04/26/21.
- ▶ Resolved the Cross-Origin Resource Sharing (CORS) issues in the SIT2 and INT2 environments on 04/30/21.
- ▶ Completed a first draft on 04/30/21 of a configuration management spreadsheet to track environment variables and APIs across all environments.
- ▶ Provisioned Route53 on 04/28/21 to support custom DNS names for CloudFront and the API gateways.
- ▶ Updated the idle connection timeout in the RDS database to resolve an issue with connections being held open preventing additional connections.
- ▶ Developed a roles matrix on 04/27/21 to outline permissions required for the AWS IAM roles throughout the environment.
- ▶ Facilitated a meeting with AWS to discuss monitoring considerations for performance testing on 04/29/21.

Communications Strategy

- ▶ Incorporated comments received for the Pre Go-Live communications.
- ▶ Incorporated comments received for the Awareness Toolkit.
- ▶ Incorporated comments for the Social Media Toolkit.
- ▶ Submitted an exception request to AWS Pinpoint to increase email volume in order to send the emails required.
- ▶ Facilitated a meeting with Anna Chia on 04/27/21 to elicit more feedback on the Pre Go-Live communications.
- ▶ Conducted a meeting with volunteers from the SSP Committee to review the Pre Go-Live communications and the Awareness Toolkit on 04/28/21.
- ▶ Presented the Communications Strategy and Pre Go-Live communications for review at a monthly advocates meeting on 04/29/21.

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Communications Legend

0% – Not Started

20% – Draft Complete

40% – Internal Review Complete

60% – Consortium Review Complete

80% – Consortium Feedback Incorporated

100% – Ready for Distribution

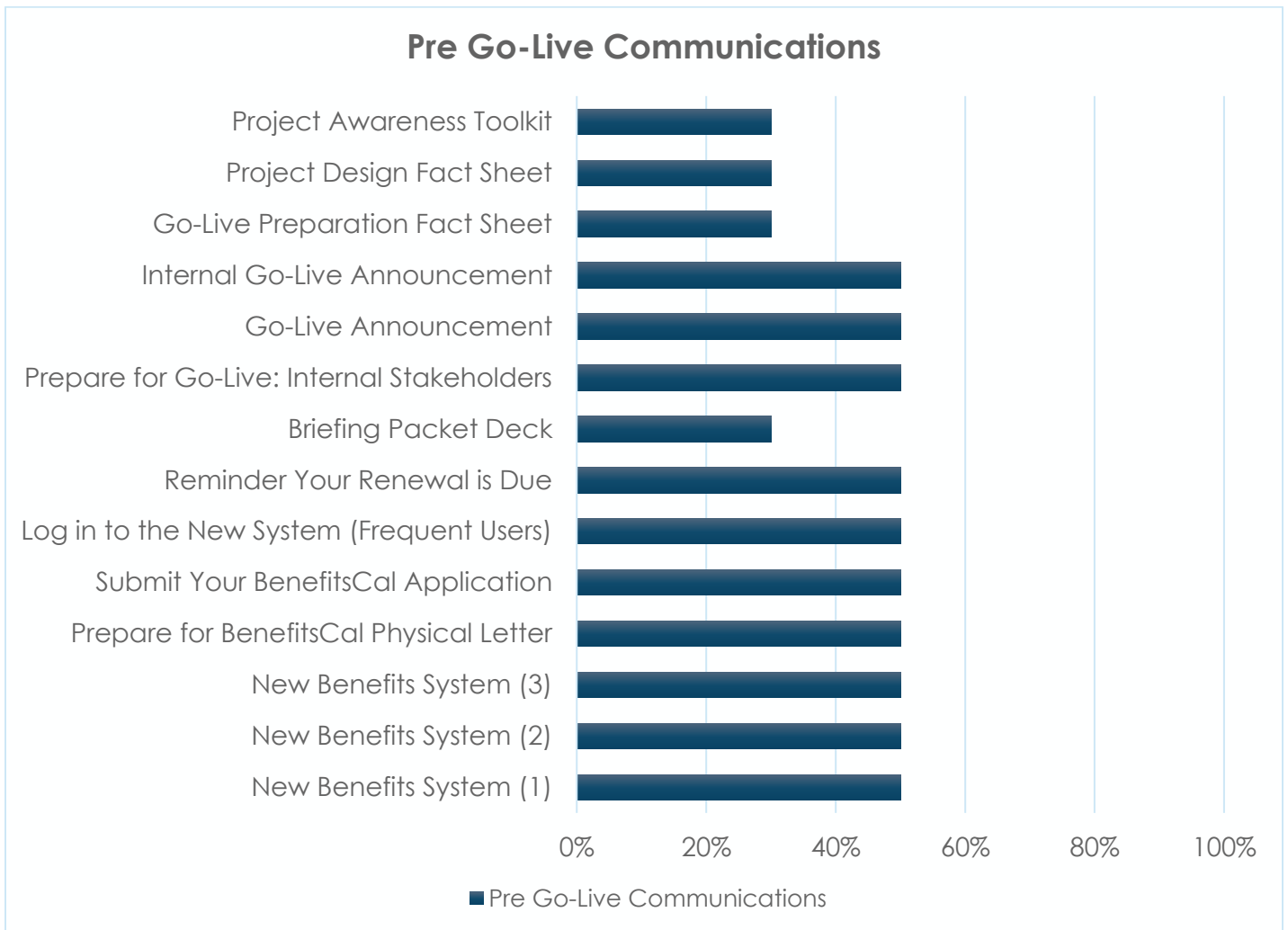


Figure 1.1-12 – Communications: Pre Go-Live

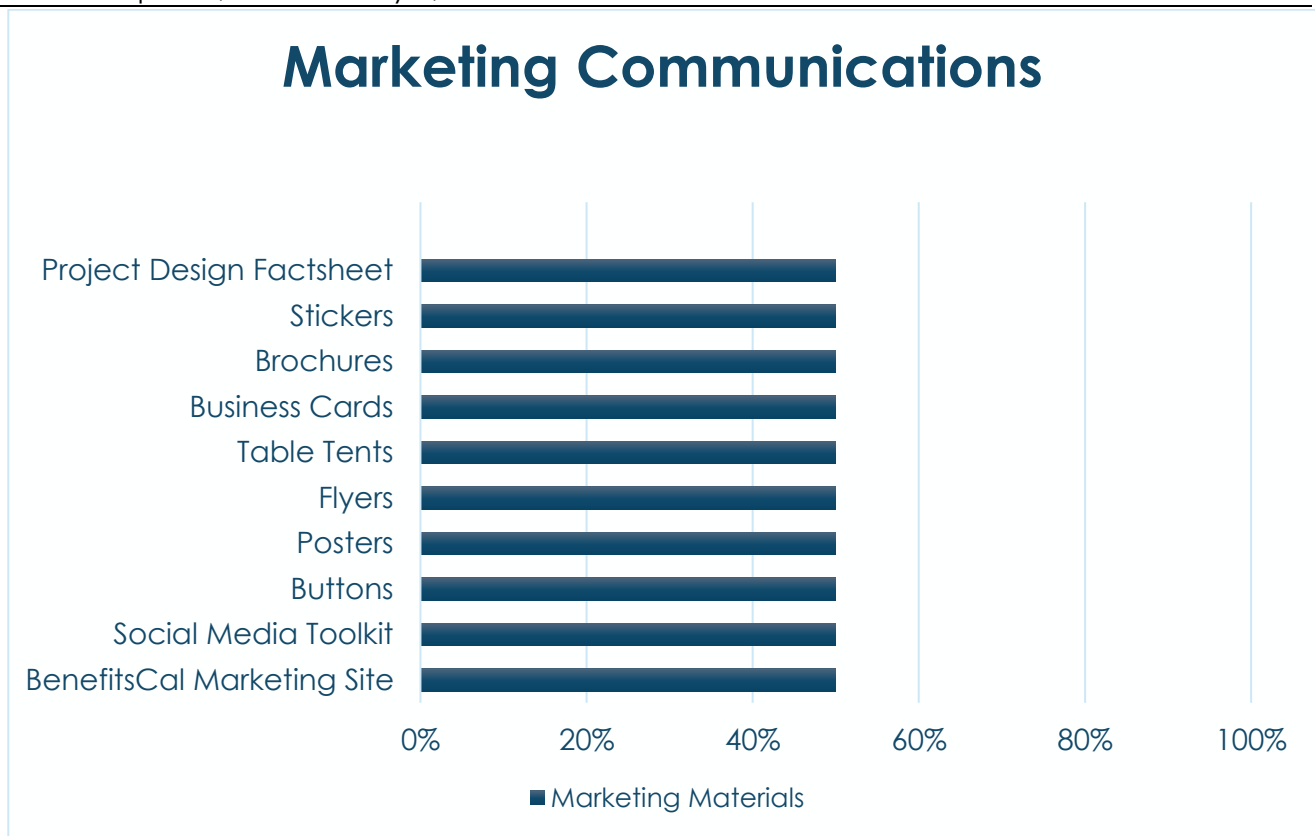


Figure 1.1-13 – Communications: Marketing

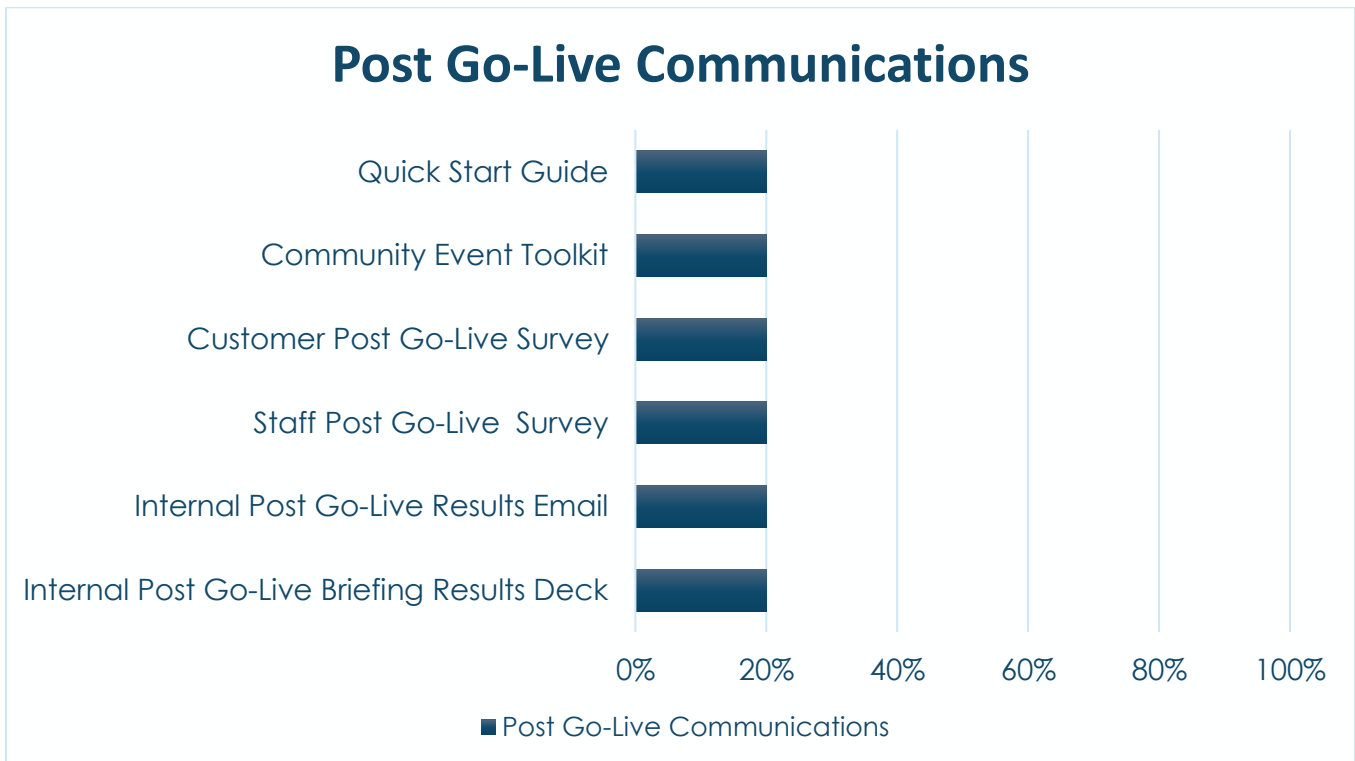


Figure 1.1-14 – Communications: Post Go-Live

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Training

- ▶ Conducted a training discovery exercise at the Self-Service Portal Committee meeting on 04/27/21.
- ▶ Participated in the Implementation Coordination planning meeting on 04/28/21 and identified upcoming meetings where BenefitsCal Roadshow materials could be presented.
- ▶ Participated in the CalSAWS Release Communications planning meeting on 04/29/21.
- ▶ Presented the training discovery to the advocates at the BenefitsCal UCD meeting on 04/29/21.
- ▶ Finalized the BenefitsCal Roadshow presentation on 04/29/21.
- ▶ Met with the Imaging Committee on 04/30/21 to prepare for a BenefitsCal document upload demo at an upcoming session.

Project Timeline

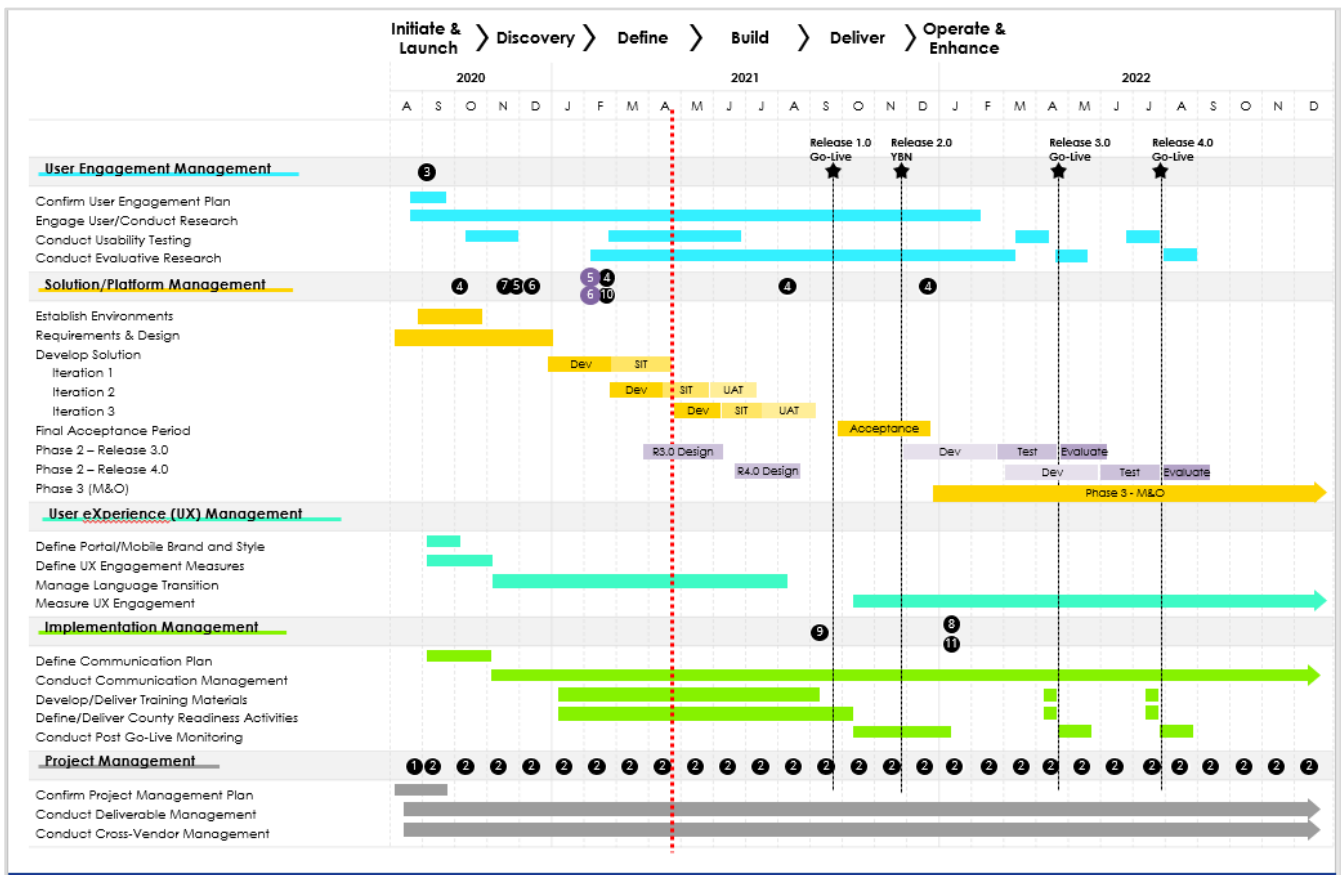


Figure 1.1-15 – Project Timeline Chart

Project Action Items – Overdue

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

ID	Description	Owner	Due Date
CSPM-10795	Office Mapping API is not returning hours of operation and programs in the response.	Howard Suksanti	04/30/21

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Table 1.1-1 – Overdue Action Items

1.2. Project Deliverable Summary

Deliverable activity is summarized within the tables below.

Deliverable Status by Submission

DEL ID	Deliverable Name	DDED	FDED	Complete		Coming Soon
				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

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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	
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	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 the QA, Consortium, and project team assessments. 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.	Open	High	Medium	10/09/20
03	COVID Impacts to Staffing	As of April 2021, the COVID pandemic has increased rapidly within India, thereby impacting India's team members' ability to deliver due to unplanned and sudden	Open	Med	Med	04/28/21

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ID	Title	Details	Status	Impact	Severity	Date Logged
		unavailability due to illness or the need for family support.				

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 Account Management screens by 05/07/21.
- ▶ Assist the development of the BenefitsCal Marketing website on 05/07/21.
- ▶ Update the Support Request designs after receiving policy clarifications assigned during the 04/20/21 Design Session. Targeting 04/30/21 for completing the updates.
- ▶ Analyze the requirements for Release 4.0 over the coming weeks – targeting 06/04/21.

User Centered Design

- ▶ Support the Design and Functional Teams with designing the Release 3.0 Support Requests.
- ▶ Obtain approval for the customer recruitment email communication from the Consortium Leads.
- ▶ Draft the Release 4.0 interview/focus group guides for customer, CBO, and County staff on 05/07/21.
- ▶ Preview the CX Measurement Plan with Iadira Morales and Ricardo Miranda on 05/04/21 to collect additional feedback.
- ▶ Present the CX Measurement Plan to the Consortium on 05/06/21.

Development

- ▶ Increment 2 – develop 12 widgets for Document Center/Upload.

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- ▶ Increment 3 – planned 86 widgets for week 05/08/21 and catch up on backlog until 06/07/21.

Testing

- ▶ Conduct a Test Planning meeting on 05/04/21 to provide Increment 2 test execution updates.
- ▶ Support the Consortium to define integrated UAT Approach and define tasks and timelines on 05/03/21 and 05/05/21.
- ▶ Continue SIT Execution for Increment 2 Cycle 1. Approximately 50 test cases are planned.

Test Case Design

- ▶ Submit the Conversion Test Cases and ADA checklist Final Work Product on 05/03/21.
- ▶ Resolve comments received for the Conversion Test Cases and ADA Checklist Final Work Product.
- ▶ Conduct an interface comment resolution meeting on 05/03/21 to gain alignment on the interface guideline document.

Security: Account Conversion

- ▶ Review the proposed approach for managing the CBO hierarchy within ForgeRock and BenefitsCal to be presented by the Accenture ForgeRock Team.
- ▶ Convert the CBO user data provided by the Counties into the template for the ForgeRock load after the determination of the approach to manage the CBO hierarchy in ForgeRock and BenefitsCal.

Security: SSP and Security Scans

- ▶ Provide a walkthrough of the BenefitsCal SSP work product with the CalSAWS QA Team and CalSAWS Security Team.
- ▶ Submit the BenefitsCal SSP Draft Work Product on 05/03/21 and address any feedback received.

Security Testing

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

Cloud Infrastructure

- ▶ Facilitate a weekly meeting with the Consortium Security Team to review the CloudCheckr findings on 05/03/2021.
- ▶ Complete TBCRs and design for the Disaster Recovery environment on 05/03/21.
- ▶ Create a presentation for the AWS X-Ray implementation on 05/04/21.
- ▶ Build additional dashboards on 05/06/21 to assist in performance testing.
- ▶ Present plan to consolidate API gateways on 05/03/21.
- ▶ Complete final draft of configuration management spreadsheet on 05/05/21.
- ▶ Create a plan to move variables into the pipeline for the DevOps pipelines to remove hardcoded variables on 05/07/21.

Communications Strategy

- ▶ Submit the Post Go-Live communications for review.
- ▶ Monitor AWS Pinpoint approval of the account and volume request.
- ▶ Test language translation capabilities through an example video on YouTube.

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- ▶ Gain insight into language translation capabilities on AWS Pinpoint.

Training

- ▶ Attend the CalSAWS Training Committee meeting 05/05/21.
- ▶ Draft the Monthly Operational Readiness report on 05/05/21.
- ▶ Draft the Monthly Implementation Readiness Checkpoint on 05/05/21.
- ▶ Create the Quick Reference Guide and storyboard for the Creating an Account module.

1.6. Deviations from Plan/Adjustments

- ▶ No deviations from the plan are noted.