

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: July 5, 2021 to July 11, 2021

07/14/21

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 14, 2021

Period: July 5, 2021 to July 11, 2021

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Submitted the following Deliverables on 07/08/21:
 - Monthly Status Report – June 2021.
 - Monthly Work Plan – June 2021.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ Completed a walkthrough of the Maintenance and Operations (M&O) Plan Draft Deliverable (DDEL) on 07/06/21 for the Deliverable reviewers.
- ▶ Reviewed the Quick Guides (QGs) Training materials.
- ▶ Monitored and triaged the User Acceptance Test (UAT), Independent Testing, and Increment 3 System Test defects.
- ▶ Sent the Recertification for CalFresh Benefits (CF37) Eligibility Status Report (SAR7) to the translation vendor (Humble) for translation.
- ▶ Redesigned the Interview Nudge feature based on feedback from the LA County Workgroup.
- ▶ Completed the General System Design (GSD) deliverables updates for the Medical Renewal flow.
- ▶ Facilitated a discussion with the CalSAWS and Consortium teams on the current Voter Registration functionality.
- ▶ Planned the proposed timeline for the Release 3.0 requirements with Accenture partner.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Address comments received for the M&O Plan DDEL.
- ▶ Continue to support the development of the Training materials.
- ▶ Review the Interview Nudge feature redesign with the LA County Workgroup for feedback.
- ▶ Facilitate a design session for the Medi-Cal Renewal form with the Consortium team.
- ▶ Update the GSD deliverables to align with the Interview Nudge feature design.
- ▶ Begin the analysis of the requirements for Release 3.0 items.

2.2 User Centered Design (UCD)

2.2.1 Highlights of the Reporting Period – UCD

- ▶ Collaborated with the BenefitsCal Design and Communication Teams on 07/07/21 to present BenefitsCal and the Community Based Organization (CBO) functionality to the six (6) primary contractors for the California Department of Social Services (CDSS).
- ▶ Received feedback from the Consortium on the Customer Experience (CX) Measurement County Staff survey and identified the next steps to revise and then share the survey with the BenefitsCal Workgroup by 07/16/21.
- ▶ Drafted email communications for the Customer UCD recruitment activities.
- ▶ Collaborated with BenefitsCal Design Team to create instruction guides and set up Loop11 for Round 5.0 Usability Testing to start on 07/26/21.

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2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Prepare the materials for the UCD monthly meeting by 07/16/21 for review by the CDSS and Department of Health Care Services (DHCS).
- ▶ Conduct recruitment activities in order to start scheduling customers for usability testing during the week of 07/19/21.

CR ID	Request	Date Requested	Date Needed	Status
CIV-109031	C4Yourself Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	08/13/21 – for information 01/01/19 through 12/31/19 09/30/21 – for 07/01/21 through 09/30/21	Open
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	08/13/21 – for information 01/01/19 through 12/31/19 11/19/21 – for data from 08/16/21 to 11/19/21	Open
N/A	MyBCW Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	8/13/2021 – for info 01/01/19 through 12/31/19 Note: MyBCW data is purged after one (1) year, but old reports are still accessible. The Team is looking into what data is available from CalWIN.	Open

Table 2.2-1 – Data Requests for CX Measurement

2.3 Development

2.3.1 Highlights of the Reporting Period – Development

- ▶ **For Release 1.0, Increment 3:** Completed the three (3) remaining backlogged tasks.
- ▶ **For Release 1.1:** Completed 34 development tasks of the 15 planned. The team remains 21 development tasks ahead of schedule.
- ▶ **For Release 1.2:** No planned activity.
- ▶ **Defect Resolution:** The team is targeting to resolve 45 Sev1/2 defects by 07/16/21 to support System Test Exit (14 defects include partner dependencies). 134 defects resolved last week.

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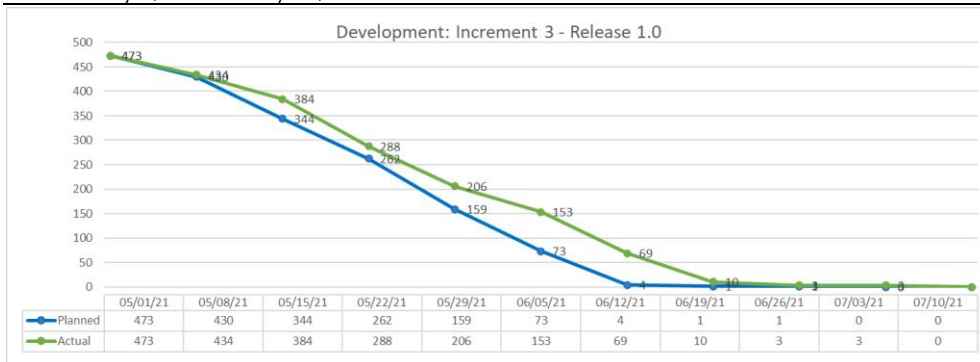


Figure 2.3-1 – Development: Release 1.0 – Increment 3

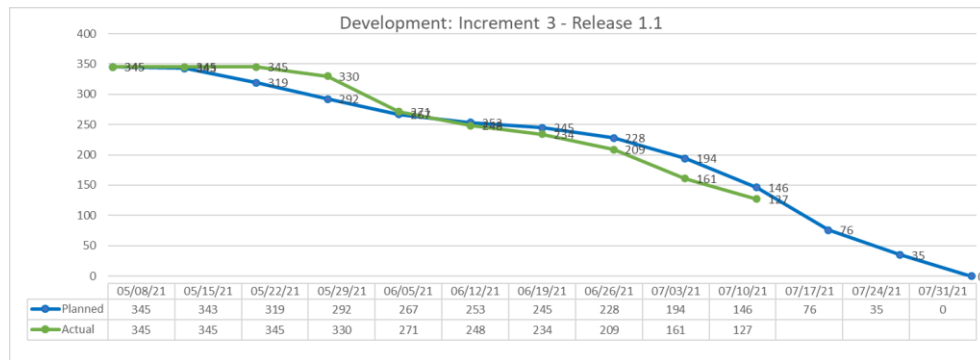


Figure 2.3-2 – Development: Release 1.1

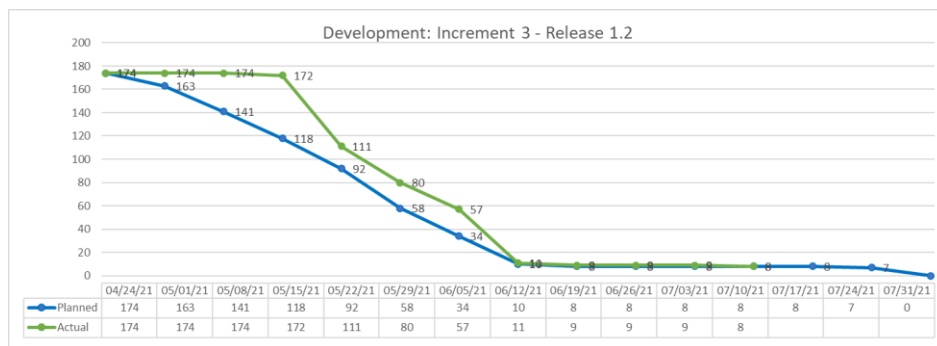


Figure 2.3-3 – Development: Release 1.2

- ▶ Integration in progress – no activities.
- ▶ Eight (8) tasks remaining related to: Periodic Report API and Integration.

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2.3.2 Activities for the Next Reporting Period – Development

- ▶ Monitor the Release 1.0 performance optimization items, the static application security testing (SAST)/dynamic application security testing (DAST) items, the multi-lingual updates, and the accessibility checks; to be completed by 07/17/21.
- ▶ Provide UAT support for Increment 2 and System Test support for Increment 3.
- ▶ Develop the 49 planned Release 1.1 tasks for the week.

2.4 System Test Execution

2.4.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Increment 3 Cycle 1 and Cycle 2:** Executed 76 of 179 planned test cases.
- ▶ **Safari browser:** Executed 100 of 100 planned test cases.
- ▶ **Cross Device test cases:** Executed 100 of 100 planned.
- ▶ **Language test cases:** Executed 612 of 612 planned Russian and Vietnamese.
- ▶ Conducted daily System Test status calls to provide updates on test execution and defects.
- ▶ Participated in independent test status meetings on 07/14/21 and 07/16/21 with the QA teams to provide support on test execution and receive updates.
- ▶ Conducted the weekly test planning meeting on 07/13/21 and 07/14/21, and Partner Interface Test meetings with the CalSAWS and ForgeRock teams on 07/14/21, 07/15/21, and 07/16/21 to walk through the ETA for partner defects identified and data set up / staging requests.

System Test: Increment 3

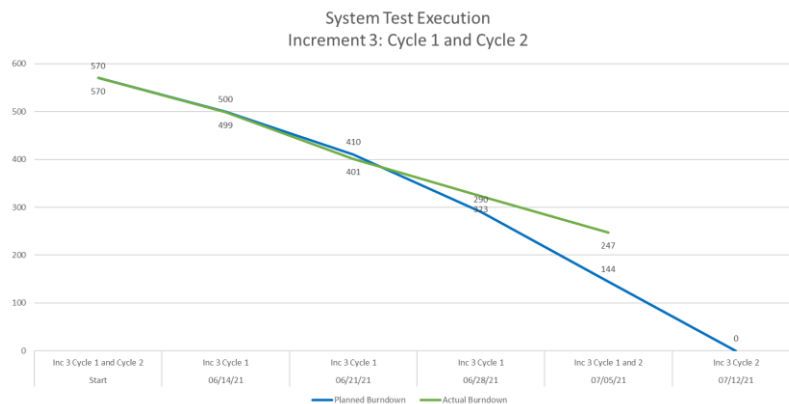


Figure 2.4-1 – System Test Execution Burndown: Increment 3 – Release 1.0

- ▶ Overall, the Increment 3 test activities are behind schedule by approximately 100 test cases and plan to recover by 07/16/21.
 - **Cause:**
 - 83 test cases related to Qlik reports are dependent on System Test access to Qlik. Some reports development work is delay. Access was requested on 07/09/21, however, the team is still not able to access it and working with partner to resolve.

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- 10 test cases related to converted data setup by CalSAWS. Data setup was requested on 07/05/21 and is in progress.
- 10 test cases are blocked related to a Notices PDF issue (resolved as of 07/13/21) and the availability of the Appointment API (design change requested, both CalSAWS and BenefitsCal are estimating LOE to update).
- **Impact:** The BenefitsCal team will work with the Consortium UAT team to resequencing test cases as needed. There is no impact to UAT code Drop 2 Week 1 test case execution within the current UAT plan.
- **Recovery Plan:**
 - The BenefitsCal system test team will execute 83 Qlik report related test cases when access to the Qlik tool is provided. The plan is to complete them at the end of next week by 07/23/21.
 - The 10 test cases related to Converted Data are awaiting CalSAWS data set up. A follow email was sent on 07/13/21.
 - The four (4) test cases related to Notices PDF issues are available for retest by 07/13/21 and the team plans to complete them by 07/16/21.
 - The six (6) Appointment API issues require a design change and enhancement. CalSAWS is checking the feasibility to go back to the original design, and the BenefitsCal team is estimating the level of effort to modify the Appointment API.

Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	2	3	1	6
CalSAWS	0	5	2	0	7
FIS	0	0	0	0	0
BenefitsCal	0	0	0	0	0
TOTAL	0	7	5	1	14

Figure 2.4-2 – System Test Partner Defects

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System Test Increment 3: Cycle 1

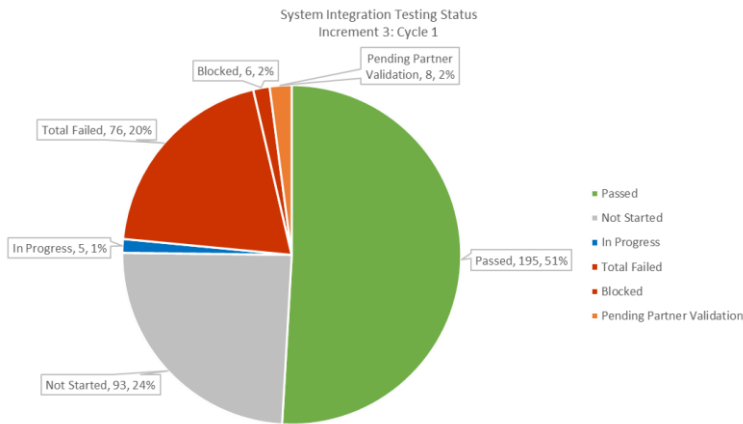


Figure 2.4-3 – System Test Execution Status: Increment 3: Cycle 1

System Test Executed Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	60%	60%	386 Test Cases
Actual (+/- from previous week)	72% (+4%)	72% (+4%)	271 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 2.4-4 – Pass Rate: Increment 3: Cycle 1

System Test Increment 3: Cycle 2

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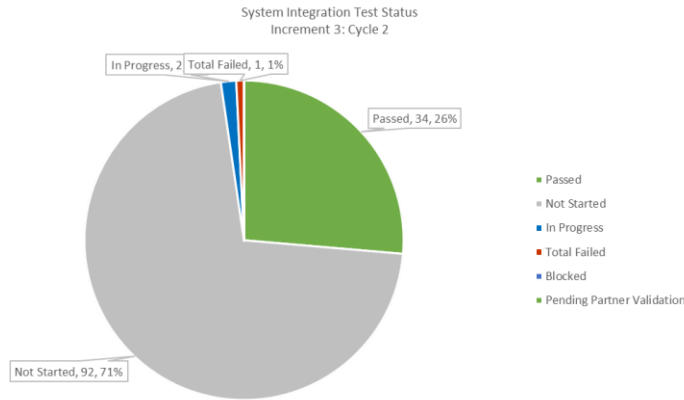


Figure 2.4-5 – System Test Execution Status: Increment 3: Cycle 2

System Test Executed Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	184 Test Cases
Actual (+/- from previous week)	97% (New this week)	97% (New this week)	35 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 2.4-6 – Pass Rate: Increment 3: Cycle 2

2.4.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Complete System Test execution for Increment 3 Cycle 2. Execution of 100 test cases is planned.
- ▶ Continue System Test Execution for Increment 2, Cycle 2. Re-execution of 14 failed test cases is planned.
- ▶ Continue automation execution of language and cross-device test cases. Approximately 75 screens are planned for execution.
- ▶ Conduct daily and weekly test status calls to provide updates on test execution and defects, to coordinate across partners.

2.5 User Acceptance Test (UAT) Planning

2.5.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Participated in User Acceptance Test (UAT) daily tester meetings to provide the Consortium with BenefitsCal Functional support in UAT.
- ▶ Provided UAT with Code Drop 2 sequencing.

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2.5.2 Activities for the Next Reporting Period – User Acceptance Test Planning

- ▶ Continue to support user acceptance test activities.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Met with the CalSAWS and ForgeRock teams for Cycle 2 planning.
- ▶ Completed testing of the Relational Database Service (RDS) proxy changes in the PERF environment.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Continue Performance Test case scripting for Cycle 3.
- ▶ Smoke test the performance test environment connectivity with the CalSAWS and ForgeRock teams.
- ▶ Continue isolated performance testing of BenefitsCal.

	Start Date	End Date	Test Cases
Cycle 2	07/19/21	07/30/21	22 of 22 test cases drafted, complete
Cycle 3	08/09/21	08/20/21	2 of 20 test cases drafted, in progress.

Figure 3.2-1 – Performance Test Cycles and Test Case Status

4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

- ▶ No activities for the reporting period.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Load the converted user extract from the C4Y system shared by ForgeRock into the BenefitsCal database.

4.2 Security Technical System Design

4.2.1 Highlights of the Reporting Period – Technical System Design

- ▶ Met with the Consortium, the ForgeRock team, and the BenefitsCal Testing team on 07/06/21 and 07/08/21 to determine how the Testing team may acquire users suitable to meet all of their test cases. This resulted in the team scheduling time with the Consortium database team on 07/09/21 to organize the creation of suitable test users.
- ▶ Met with the Consortium, the BenefitsCal Development Team, and the ForgeRock team on 07/07/21 to check on any design changes coming from the CDSS requirements. This

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resulted in the teams taking these requirements back to determine any necessary changes with their group offline before reconvening.

- ▶ Met with the Consortium and the BenefitsCal Development and Database teams on 07/08/21 to discuss the effect of a one-to-many relationship discovered in YBN and how that will affect the account sync API. This resulted in the Database team conducting research and the teams scheduling to reconvene in two (2) weeks.

4.2.2 Activities for the Next Reporting Period – Security Technical System Design

- ▶ Address any feedback received for the security sections of the M&O Plan DDEL.

4.3 Security Testing

4.3.1 Highlights of the Reporting Period – Security Testing

- ▶ Executed the weekly SAST (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.
- ▶ Continued the execution of the DAST (Dynamic Application Security Testing) manual scenarios for the functionalities to be deployed as part of UAT Drop 2.
- ▶ Met with the SIEMBA INC team on 06/28/21 to understand the pre-requisites to start the independent security testing activities.

4.3.2 Activities for the Next Reporting Period – Security Testing

- ▶ After the validation of the identified SAST vulnerabilities, advise on the remediation activities to be performed by BenefitsCal Development Team. Log the defects in Jira for tracking purposes. (Weekly recurring activity).
- ▶ Continue DAST activities for the BenefitsCal functionalities that are ready for testing.
- ▶ Onboard the independent security testing team to CalSAWS.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ Reported the results of the “C4Y New Benefits System (1)” email to the Consortium on 07/07/21.
- ▶ Submitted the first text message to be sent to C4Y users on 08/20/21 to the Consortium on 07/07/21.
- ▶ Submitted the first push notification for decommissioning the C4Y application to the Consortium on 07/07/21.
- ▶ Met with the LA County communications team on 07/08/21 for marketing materials and communications plan sync to update the County website. Providing logo vector files to LA County for their use on 07/13/21.
- ▶ Created tracker for County, CDSS, and DHCS social media handles and websites. This inventory will be used to track whether counties, CDSS, and DHCS have updated their content to refer to BenefitsCal.com on 07/09/21.

5.2 Activities for the Next Reporting Period

- ▶ Obtain approval for the first text message for C4Y users on 07/12/21.
- ▶ Edit second draft of CBO Brochure on 07/14/21.

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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

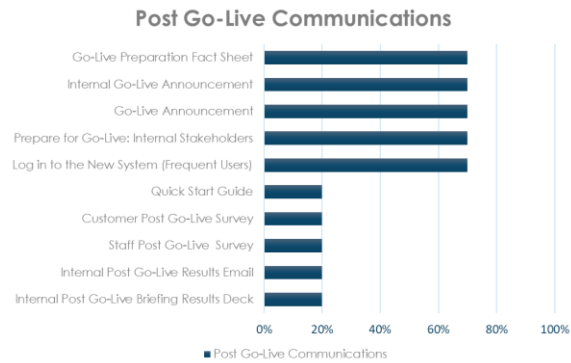


Figure 5.2-1 – Communications: Post Go-Live

YouTube				
Post	Views	Likes		Date Posted
Welcome to BenefitsCal		81		06/24/21
Journey to BenefitsCal		58		06/24/21
Facebook				
Post	Views	Likes	Link Clicks	Date Posted
Welcome to BenefitsCal		8	1	06/24/21
"It's Coming California!"		5	1	06/25/21
Twitter				
Post	Views	Likes	Link Clicks	Date Posted
Tweet #1		106	0	06/24/21
Tweet #2		19	0	06/25/21

Figure 5.2-2 – Social Media Tracker

Post	Messages Attempted	Messages Delivered	Delivery Rate	Email Open Rate	Emails Opened
C4Y New Benefits System (1) email	417,882	389,643	93.2%	18.8%	73,252

Figure 5.2-3 – Customer Engagement with Email

Date	Website Views	SM Toolkit Downloads	Factsheet Downloads	County Website Updates
07/09/21	9.13k	547	247	N/A

Figure 5.2-4 – Marketing Website Stats

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6.0 Training

6.1 Highlights of the Reporting Period

- ▶ Facilitate BenefitsCal Virtual Early training prep meeting 07/07/21 and 07/08/21.
- ▶ Completed BenefitsCal Create an Account training video.
- ▶ Facilitated BenefitsCal Virtual Early Training meeting 07/09/21.
- ▶ Participated in Early Training Open Office Session 07/09/21.

6.2 Activities for the Next Reporting Period

- ▶ Continue development of the training videos.
- ▶ Prepare for the next live training on 07/23/21.

Training Videos Legend
0% – Not Started
25% – Storyboard Completed
50% – Video Clickthrough Recorded
75% – Recorded Audio Added
100% – Internal Review & Final Edits Completed

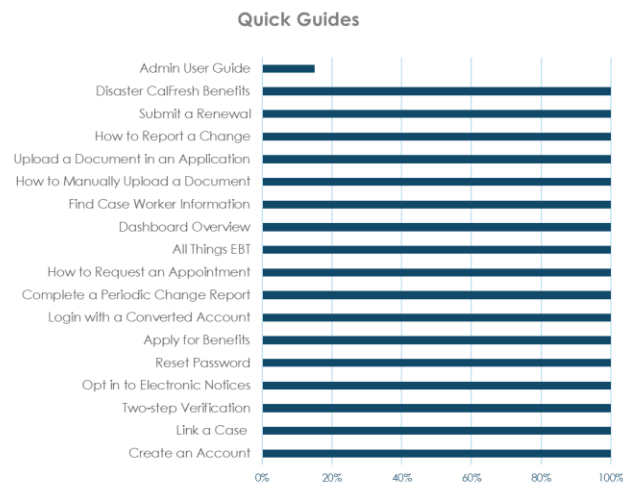


Figure 6.2-1 – Training Quick Start Guides

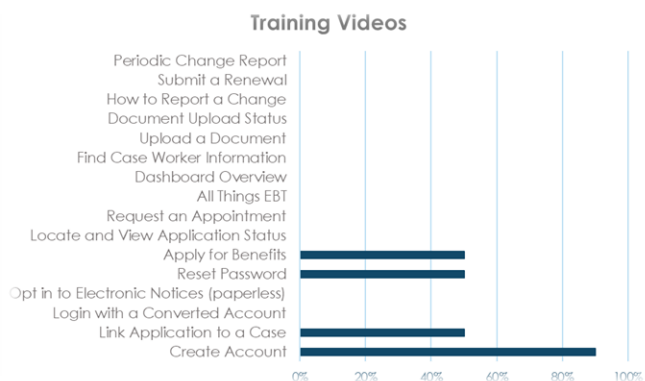


Figure 6.2-2 – Training Videos

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7.0 Appendices

► Appendix A – Deliverable Summary

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	07/30/21	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	Maintenance & Operations (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 7.0-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	DELIVERABLE NAME	STATUS	Next Deadline
01.11	Monthly Work Plan: July 2021	On-track	08/05/21 FDEL Submission
02.11	Monthly Status Report: July 2021	On-track	08/05/21 FDEL Submission
09	Maintenance & Operations (M&O) Plan FDEL	On-track	07/23/21 FDEL Submission
04.03	Requirements Traceability Matrix – Update 3	On-track	07/30/21 DDEL Submission
04.04	Requirements Traceability Matrix – Update 4	On-track	01/14/22 DDEL Submission
08	Implementation Complete Report	On-track	01/04/22 DDEL Submission
11	Mobile Implementation Complete Report	On-track	01/04/22 DDEL Submission

Table 7.0-2 – 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	03/02/21
17	System Security Plan (SSP)	05/03/21	05/17/21	06/01/21
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	06/01/21

Table 7.0-3 – Upcoming Work Product Deadlines

► Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Severity	Date Logged
235	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	Medium	Medium	10/09/20

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 14, 2021

Period: July 5, 2021 to July 11, 2021

ID	Title	Details	Status	Impact	Severity	Date Logged
243	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 unavailability due to illness or the need for family support.	Open	Medium	Medium	04/28/21
246	Perceived Gap in Functionality	Perceived gap in functionality with GetCalFresh may impact adoption and migration schedule of BenefitsCal (Risk 246).	Open	Medium	Medium	05/10/21
247	BenefitsCal changes identified after 06/14/21 may not be addressed	Changes to BenefitsCal requested after 06/14/21 may not be addressed, given the schedule and timeline remaining. These changes can be considered for prioritization for a future release. (Risk 247).	Open	Medium	Medium	06/11/21

CRFI/CIT/CalSAWS CR 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 7.0-4 – 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 7.0-5 – CRFIs

The following table outlines CalSAWS Change Request sent for the reporting period.

CR ID	To	Subject	Date Created	Status	Date Needed by
CIV-109031	CalSAWS	C4Yourself Case and	05/20/21	Open	08/13/21 and 09/30/21

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 14, 2021

Period: July 5, 2021 to July 11, 2021

CR ID	To	Subject	Date Created	Status	Date Needed by
		Application baseline data for BenefitsCal CX Measurement.			
CA-228953	CalSAWS	YBN Case and Application baseline data BenefitsCal CX Measurement.	05/20/21	Open	08/13/21 and 11/19/21
N/A	CalWIN	MyBCW Case and Application baseline data for BenefitsCal CX Measurement.	05/20/21	Open	08/13/21

Table 7.0-6 – CalSAWS CR

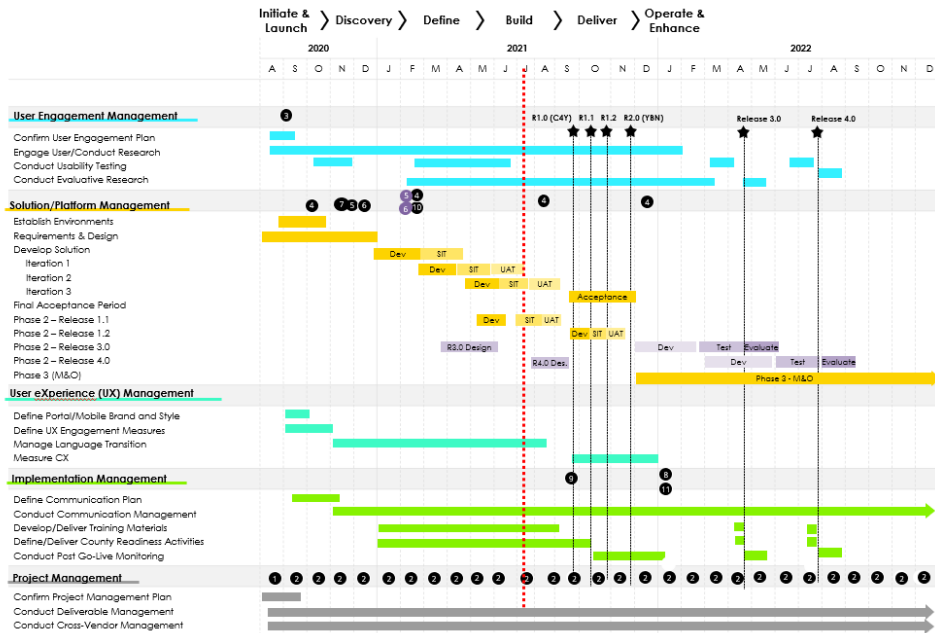
► Appendix C – Project Work Plan Reports

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 14, 2021

Period: July 5, 2021 to July 11, 2021

Project Timeline



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 during this reporting period.		

Table 7.0-7 – Overdue Action Items