CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: July 12, 2021 to July 18, 2021

07/21/21

Table of Contents

1.0   Project Management

1.1   Highlights of the Reporting Period

► Addressed comments received for the Monthly Status Report – June and Monthly Work Plan – June Final Deliverables (FDELs).

► Developed a vacation and coverage calendar for the upcoming Memorial Day holiday.

2.0   Application Development and Test

2.1   Requirements and Design

2.1.1   Highlights of the Reporting Period – Requirements and Design

► Monitored and triaged the UAT, Independent Testing, and Increment 3 defects.

► Sent the additional translations for Release 1.0 to the translation vendor (Hummble) on 07/14/21.

► Began to address comments received for the M&O Plan DDEL.

2.1.2   Activities for the Next Reporting Period – Requirements and Design

► Resolve the comments received for the DDEL 09 - M&O Plan and prepare to submit the FDEL.

► Continue to monitor and triage the User Acceptance Test (UAT), Independent Testing, and Increment 3 defects.

► Review the Interview Nudge redesign with the LA County workgroup for feedback.

► Explore the functionality of the Qlik tool for ad hoc reporting requirements for Release 3.0.

► Update the Requirements Traceability Matrix (RTM) in Jira with the revised release dates for Release 3.0.

2.2   User Centered Design (UCD)

2.2.1   Highlights of the Reporting Period – UCD

► Prepared materials for the UCD Monthly meeting and sent materials to the Advocate leadership team on 07/16/21.

► Drafted the Round 5 Usability Testing Guide.

► Conducted recruitment activities to start scheduling customers for usability testing during the week of 07/19/21.

► Collaborated with the Training team to outline the BenefitsCal demonstration for California Department of Social Services' (CDSS) primary contractors scheduled for 07/28/21.

► Updated the CX County Staff Survey on 07/16/21 based on feedback from the Consortium and conducted testing of the County Staff Survey, confirmed the estimated time to complete the survey is between 10 and 15 minutes.

2.2.2   Activities for the Next Reporting Period – UCD

► Facilitate a survey review session on 07/21/21 with the Consortium to review four (4) CX customer-facing surveys.

► Share the CX surveys with the BenefitsCal workgroup for additional input by 07/23/21.

► Facilitate the UCD Monthly meeting with the Advocates on 07/22/21.

► Facilitate a preparation session with the CDSS to review materials for the BenefitsCal demonstration scheduled for 07/28/21.

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	08/13/21 – 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 1.1:** Completed 72 development tasks of the 51 planned. The team remains 21 development tasks ahead of schedule.
► **For Release 1.2**: The Periodic Report Integration Test is in progress and will complete by 07/31/21.
► **Defect Resolution**: Resolved 253 defects last week. The team is targeting to resolve six (6) Sev1/2 defects by 07/22/21 to support System Test Exit.
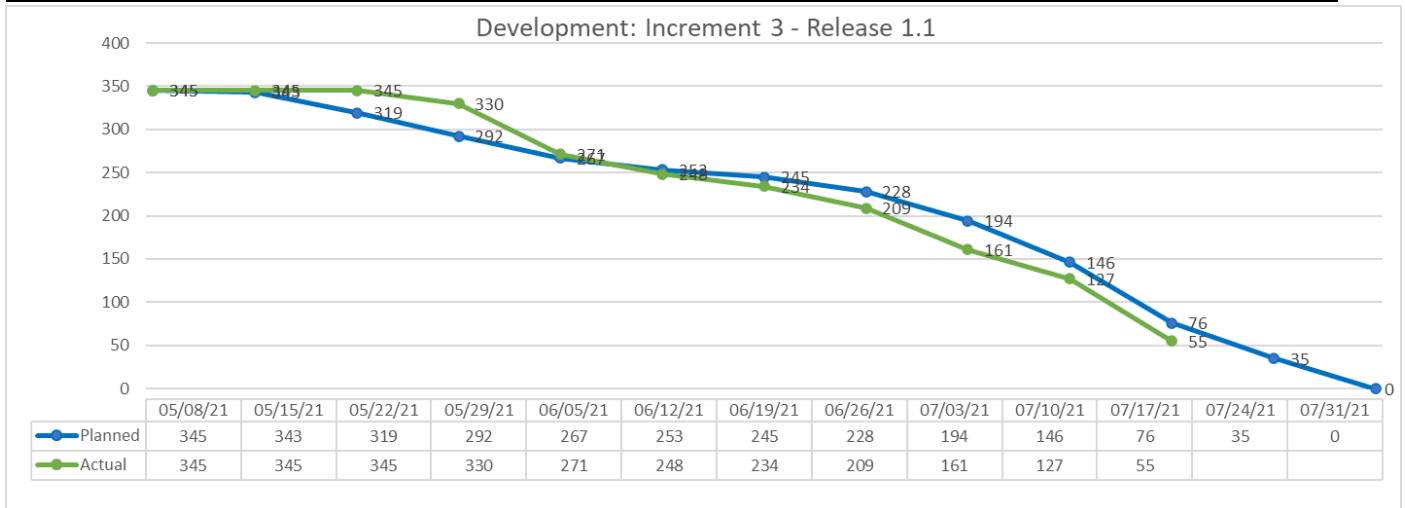
Figure 2.3-1 – Development: Release 1.1

	05/08/21	05/15/21	05/22/21	05/29/21	06/05/21	06/12/21	06/19/21	06/26/21	07/03/21	07/10/21	07/17/21	07/24/21	07/31/21
Planned	345	343	319	292	267	253	245	228	194	146	76	35	0
Actual	345	345	345	330	271	248	234	209	161	127	55		
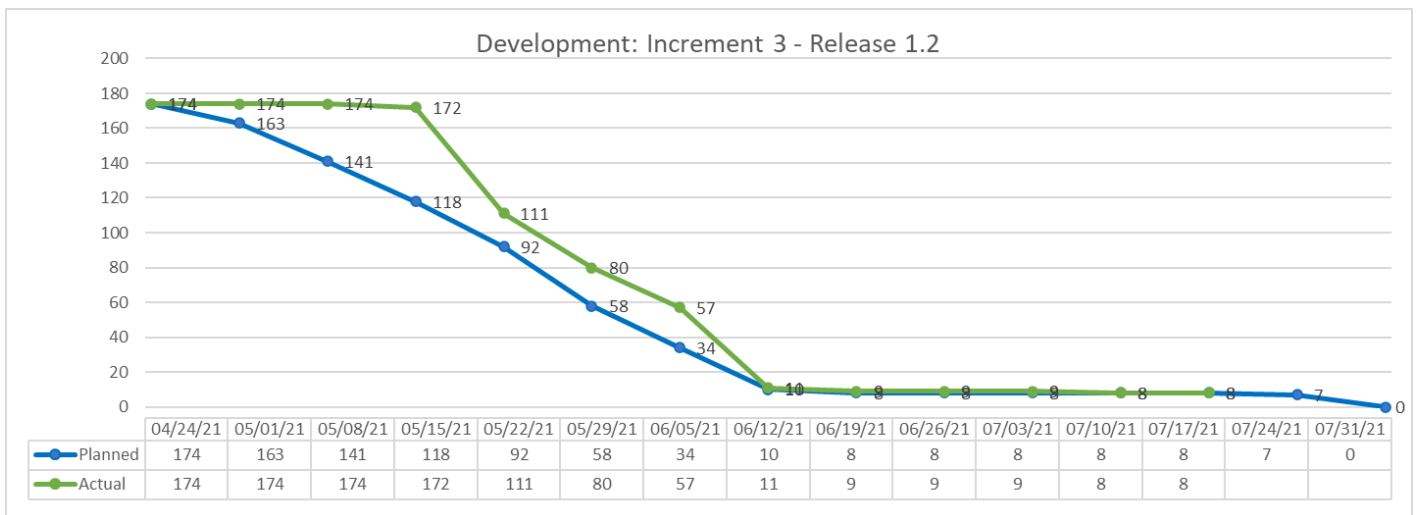
Figure 2.3-2 – Development: Release 1.2

	04/24/21	05/01/21	05/08/21	05/15/21	05/22/21	05/29/21	06/05/21	06/12/21	06/19/21	06/26/21	07/03/21	07/10/21	07/17/21	07/24/21	07/31/21
Planned	174	163	141	118	92	58	34	10	8	8	8	8	8	7	0
Actual	174	174	174	172	111	80	57	11	9	9	9	8	8		

2.3.2 Activities for the Next Reporting Period – Development

► **Release 1.1:** Execute the 20 planned tasks for Release 1.1.
► **Release 1.2:** Execute the one (1) planned task for Release 1.2.
► Monitor the Performance Test results and System Test Exit items targeted for 07/23/21.
► Provide UAT support for Code Drop 2.

2.4 System Test Execution

2.4.1 Highlights of the Reporting Period – System Test Execution

► **Increment 3 Cycle 1 and Cycle 2:** Executed 131 of the 164 planned test cases.
► **Safari browser:** Executed 100 of the 100 planned test cases.
► **Cross Device test cases:** Executed 120 of the 120 planned test cases.
► **Language test cases:** Executed 612 of the 612 Your Information and Household language test cases for all languages in scope for Release 1.0.
► 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 weekly test planning meetings 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 and staging requests.
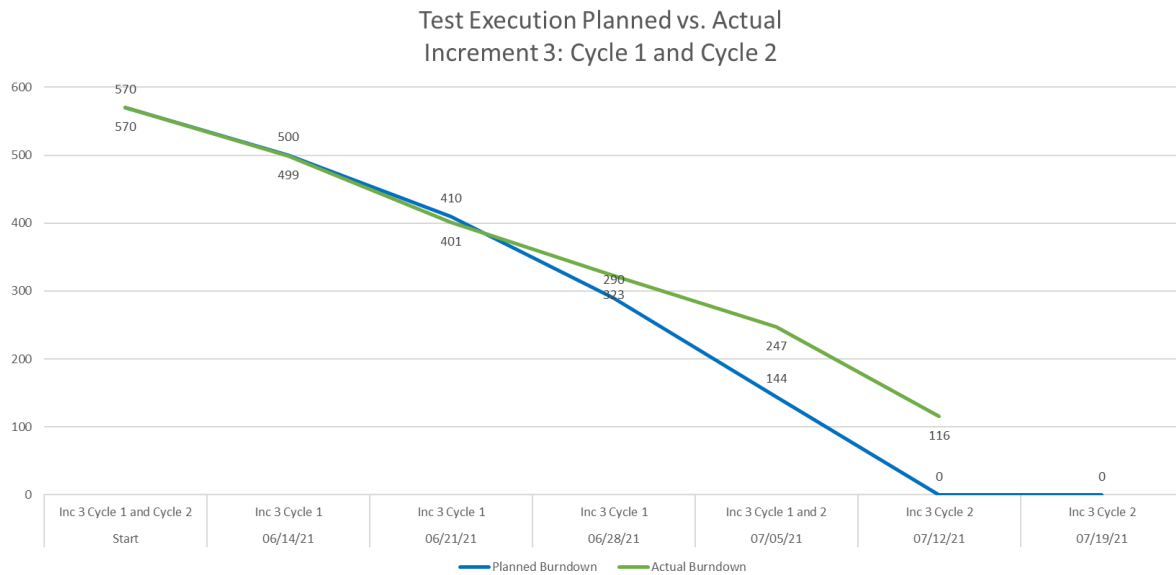
System Test: Increment 3

Test Execution Planned vs. Actual
Increment 3: Cycle 1 and Cycle 2

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

► Overall, the Increment 3 test activities are behind schedule by 116 test cases and plan to recover by 07/23/21.
  o **Cause**:
    ▪ 83 test cases related to Qlik reports are planned to be tested the week of 07/19/21 – 07/23/21. Qlik reports access was resolved on 07/16/21.
    ▪ 14 test cases are blocked for Appointments due to API code changes not available from an interfacing partners.
    11 test cases are awaiting additional data set up within CalSAWS in order to execute.
    ▪ Eight (8) are awaiting Partner validation in order to mark as passed/closed.
  o **Impact:** There is no impact to UAT code Drop 2 Week 1 test case execution within the current UAT plan. The BenefitsCal team will work with the Consortium UAT team to resequencing test cases as needed.
  o **Recovery Plan:**
    ▪ The BenefitsCal system test team will execute the 83 Qlik report related test cases by 07/23/21.
    ▪ The 14 test cases related to Appointments are expected to be made available to the BenefitsCal system test team by the CalSAWS development team by 07/19/21 and would be executed by 07/23/21.
    ▪ The CalSAWS team confirmed that the data setup required to execute 11 test cases will be ready by 07/21/21, and the BenefitsCal team can retest by 07/23/21.

- ▪ The eight (8) test cases that are awaiting Partner validation were received on 07/16/21 from the Partner and re-evaluation is in progress and expected to be executed by 07/23/21.

System Test Release 1.0: Overall
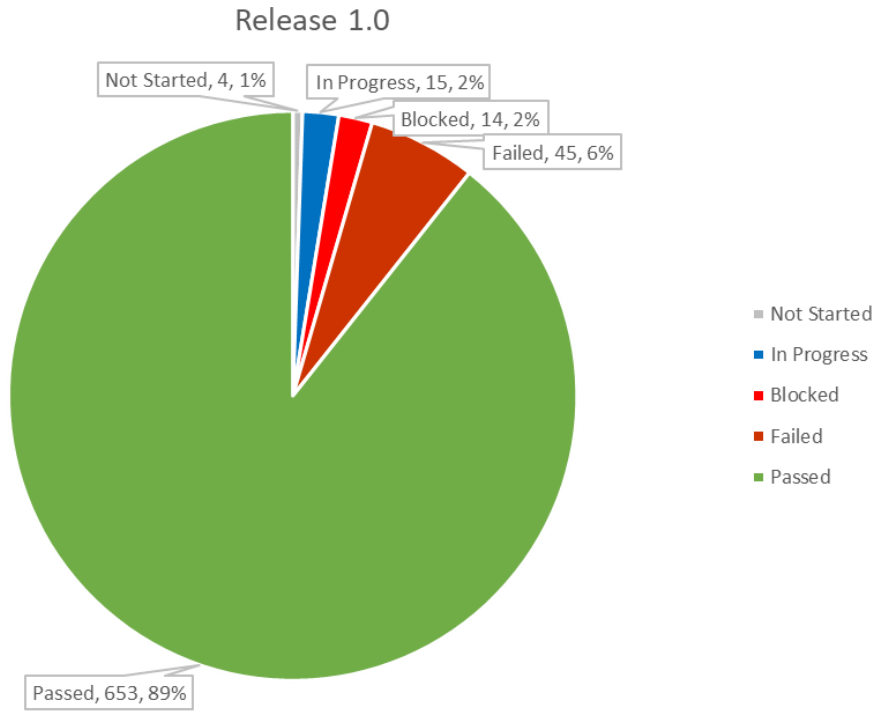
Figure 2.4-2 – System Test Execution Status: Release 1.0

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	**90%**	**90%**	**816 Test Cases**
Actual (+/- from previous week)	**93%** (New this week)	**93%** (New this week)	**700 Test Cases Executed**
System Test Complete Date: 07/16/21			

Figure 2.4-3 – Pass Rate: Release 1.0

Partner	1-High	2-Med	3-Low	4-Cosmetic	*TOTAL*
ForgeRock	0	1	4	2	*7*
CalSAWS	0	5	3	0	*8*
FIS	0	0	0	0	*0*
BenefitsCal	0	0	0	0	*0*
TOTAL	*0*	*6*	*7*	*2*	*13*

Figure 2.4-4 – System Test Partner Defects

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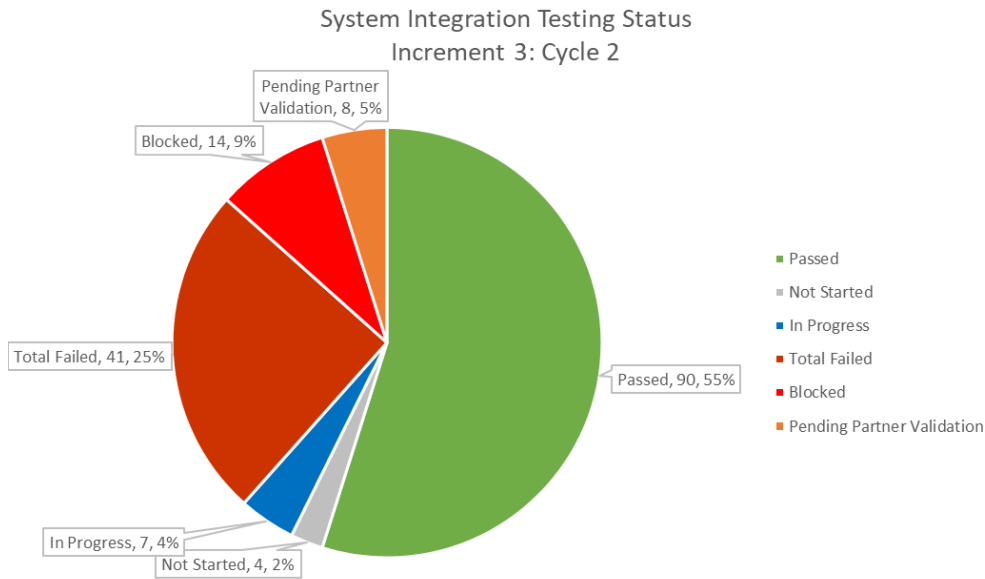
Figure 2.4-5 – System Test Execution Status: Increment 3: Cycle 2

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	164 Test Cases
Actual (+/- from previous week)	69%	69%	131 Test Cases Executed
System Test Complete Date: 07/16/21			

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

2.4.2   Activities for the Next Reporting Period – System Test Execution

► Re-execute 14 failed test cases from System Test Increment 2, Cycle 2.
► Continue System Test execution for Increment 3, Cycle 2. Execution of 83 reports test cases and 19 pending test cases is planned.
► Continue automation execution of language and cross-device test cases. Approximately 100 screens are planned for execution.
► Conduct daily and weekly test status calls to provide updates on test execution and defects and 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 UAT daily tester meetings to provide the Consortium with BenefitsCal functional support in UAT.
► Provided the UAT team with Code Drop 2 test case sequencing based on development team readiness.

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

► Continue to support UAT activities.

3.0   Performance Test

3.1   Highlights of the Reporting Period – Performance Test

► Completed smoke testing for the Performance Test Cycle 2 on 07/14/21.
► Resolved a 401-error issue with ForgeRock integration on 07/15/21, jointly with the ForgeRock team.
► Completed additional round of isolated Performance testing of 22 Cycle 2 test scenarios.

3.2   Activities for the Next Reporting Period – Performance Test

► Continue Performance test case scripting for Cycle 3.
► Perform Cycle 2 end-to-end execution with the CalSAWS (07/21/21) and ForgeRock (07/20/21) teams.

	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	4 of 20 test cases drafted, in progress. 2 completed last week.

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

► Completed the conversion of the mock CBO user accounts required for the execution of the test cases related to CBO user conversion.
► Cleaned and formatted the CBO user extract and passed it to the ForgeRock team for CBO user conversion of Mock Run 3 with a successfully reported conversion of the CBO users on 07/15/21.
► Met with the CalSAWS and ForgeRock teams to troubleshoot a password issue for test converted users on 07/14/21 and 07/15/21. This resulted in the successful debugging of an error which would have impacted future loads.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

► Follow up on any findings following the user account bulk load, if necessary.

4.2 Security Technical System Design

4.2.1 Highlights of the Reporting Period – Technical System Design

► Met with the Business and ForgeRock teams on 07/14/21 and 07/16/21 to determine the process by which to assign the BenefitsCal Admin role to production users.
► Addressed feedback received for the security sections of the M&O Plan DDEL.

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

► Continue to 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

► Kicked off a daily call on 07/12/21 with the ForgeRock team to review outstanding defects. The call resulted in expedited resolution of various defects reported during testing.
► Conducted Confidential Information Management Plan (CIMP) training for the SIEMBA staff on 07/14/21 to ensure compliance for the third-party testers.

4.3.2 Activities for the Next Reporting Period – Security Testing

► After the validation of the identified vulnerabilities, advise on the remediation activities to be performed by the BenefitsCal Development Team. Log the defects in Jira for tracking purposes. (Weekly recurring activity).
► Continue Dynamic Application Security Testing (DAST) activities for the BenefitsCal functionalities that are ready for testing.
► Complete onboarding the independent security testing team to CalSAWS.
► Continue the execution of the DAST manual scenarios for the functionalities to be deployed as part of UAT Drop 2.

5.0 Communications

5.1 Highlights of the Reporting Period

► Requested approval for the text message to C4Y users and a push notification for C4Y mobile app users, scheduled for 08/23/21. Approval received and the messages are tracked with the following Change Requests (CRs): CIV-109078, CIV-109186, CA-230795, and CA-230792.
► Met with the Department of Health Care Services (DHCS) on 07/14/21 to coordinate an update to the DHCS website to point to Benefitcals.com and to coordinate social media campaign postings for August.
► Resolved the Twitter limited account issues.
► Met with the Consortium Technology Team on 07/16/21 to complete the last remaining steps of the domain transfer, to create the donotreply@benefitscal.com email address.

► Drafted a CIT to Counties to confirm that they have at least one browser installed on their staff machines (Chrome, Firefox, Safari) as BenefitsCal is not supported on Internet Explorer (and the IE browser is nearing end of life support from Microsoft).

5.2 Activities for the Next Reporting Period

► Meet with the Office of System Integration (OSI) on 07/19/21 to coordinate the website update and social media campaigns.
► Meet with the CDSS on 07/19/21 to coordinate the website update and social media campaigns.
► Submit the Go-Live Communications to the Consortium on 07/21/21 for review and approval.
► Set up the BenefitsCal Staples online store to sell marketing tools.
► Draft the marketing BenefitsCal language for "The Buzz" newsletter in August (Quarterly) and CalSAWS Connect (Monthly).
► Create materials for the All Hands meeting, dry run scheduled for 07/21/21.
► Post on social media (Twitter/Facebook) and coordinate with the CDSS, OSI, and DCHS to extend reach.

Communications Legend
0% – Not Started
20% – Draft Complete
40% – Internal Review Complete
60% – Consortium Review Complete
80% – Consortium Feedback Incorporated
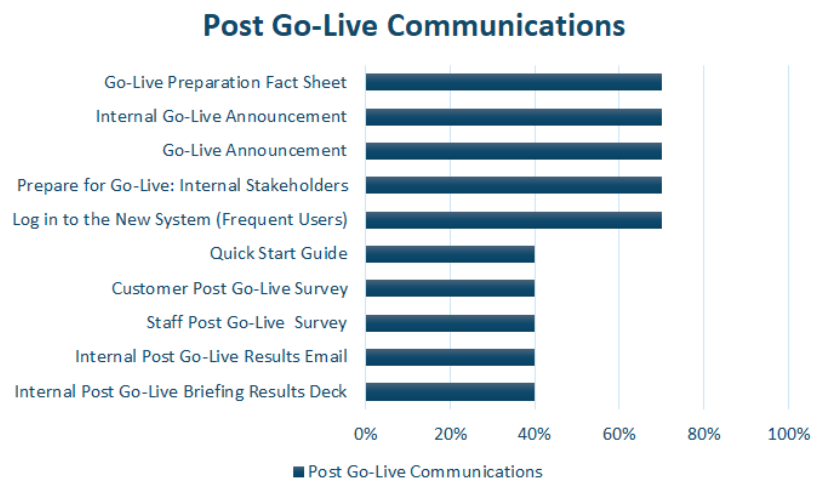100% – Ready for Distribution

Figure 5.2-1 – Communications: Post Go-Live

Social Media Status

YouTube				
Post	Views	Likes	Subscribers: 39	Date Posted
Welcome to BenefitsCal	983	16		06/24/21
Journey to BenefitsCal	160	1		06/24/21
Facebook				
Post	Views	Likes	Link Clicks	Date Posted
Welcome to BenefitsCal	33	1	1	06/24/21
"It's Coming California!"	38	1	0	06/25/21
Twitter				
Post	Views	Likes	Link Clicks	Date Posted
Tweet #1	106	0	3	06/24/21
Tweet #2	19	0	3	06/25/21
Marketing Website				
Website Views	SM Toolkit Downloads	Factsheet Downloads	County Website Updates	Date Posted
9.13k	547	247	N/A	07/09/21

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%	22.5%	87,669

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

6.0   Training

6.1   Highlights of the Reporting Period

► Participated in Early Training Open Office Sessions on 07/13/21 and 07/16/21.
► Completed two (2) videos on 07/16/21, Link a Case and Reset Password.
► Addressed all remaining comments received for the 17 Quick Guides (QGs), as of 07/16/21.

6.2   Activities for the Next Reporting Period

► Conduct an Early Training Open Office Session on 07/23/21.
► Host a training planning session on 07/20/21 to understand the training needs of the County support desks as well as the technical Tier 1 and Tier 2 support teams.

► Create training videos for Apply for Benefits, Upload a Document, How to Report a Change, and Opt in to Electronic Notices.

Training Videos Legend

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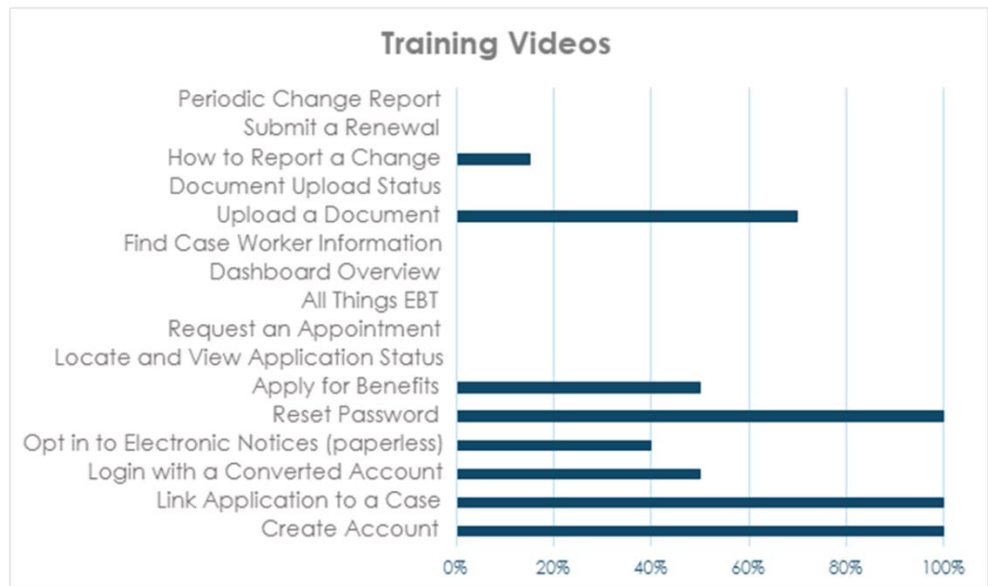100% – Internal Review & Final Edits Completed

Figure 6.2-1 – Training Videos

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

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	
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	05/11/21
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	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	Medium	Medium	10/09/20
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 Application baseline data for BenefitsCal CX Measurement.	05/20/21	Open	08/13/21 and 09/30/21
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
CIV-109078	CIV	Decommission C4Y and push notifications.	07/07/21	Open	08/23/21
CIV-109186	CIV	Text to C4 and C4Y uses who opt in to receive text.	07/07/21	Open	08/23/21
CA-230795	CalSAWS	Decommission YBN and push notifications.	07/07/21	Open	10/29/21
CA-230792	CalSAWS	Text to CalSAWS (LA County only) and YBN users who opt in to receive text.	07/07/21	Open	10/29/21

Table 7.0-6 – CalSAWS CR

► Appendix C – Project Work Plan Reports

Project Timeline
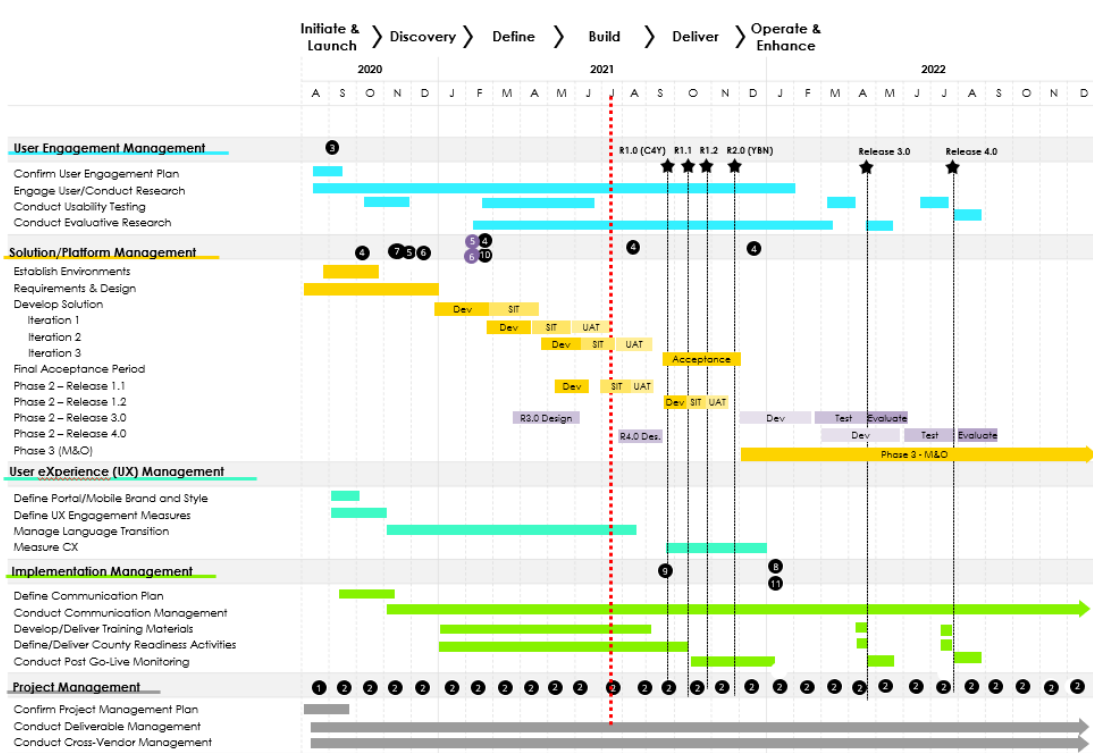
Project Action Items – Overdue

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

ID	Description	Owner	Due Date
	No overdue action items for this reporting period.		

Table 7.0-7 – Overdue Action Items