# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period:  July 26, 2021 to August 1, 2021**

## Table of Contents

# 1.0    Project Management

## 1.1    Highlights of the Reporting Period

► Submitted the Requirements Traceability Matrix (RTM): Updates 3 – Conclusion of Testing Draft Deliverable (DDEL) on 07/30/21.

# 2.0    Application Development and Test

## 2.1    Requirements and Design

### 2.1.1    Highlights of the Reporting Period – Requirements and Design

► Submitted the RTM: Updates 3 – Conclusion of Testing DDEL on 07/30/21.
► Monitored and triaged the UAT, Independent Testing, and Increment 3 defects.
► Updated the General System Design (GSD) Deliverable for the Medi-Cal Renewal flow based on feedback from the Consortium.
► Presented an end-to-end demonstration of the Report a Change, EBT, Message Center, and Application Status flows in the Customer Dashboard during the Self Service Portal Committee meeting on 07/27/21.
► Presented a demonstration of the Community Based Organization (CBO) Dashboard and CBO Application flows to the prime sub-contractors for the California Department of Social Services (CDSS) on 07/27/21.
► Conducted two-hour (2-hour) moderated usability testing sessions for the Apply for Benefits flow with two (2) customer users and one (1) CBO user.

### 2.1.2    Activities for the Next Reporting Period – Requirements and Design

► Provide resolutions for the 131 rejected comments received for the Maintenance and Operations (M&O) Plan Final Deliverable (FDEL).
► Continue triaging the Independent Testing and UAT defects.
► Create a consolidated list of missing translations for Release 1.0.
► Send the translation file to the translation vendor (Hummble) for the Medi-Cal Renewal flow.
► Explore the functionality of the Qlik tool for the ad hoc reporting requirements for Release 3.0.
► Update the RTM in Jira with the revised release dates for Release 3.0.
► Conduct the 10 usability testing sessions planned for the week of 08/02/21.

## 2.2    User Centered Design (UCD)

### 2.2.1    Highlights of the Reporting Period – UCD

► Conducted two-hour (2-hour) moderated usability testing sessions with one (1) customer and one (1) assister.
► Requested review and feedback from the Advocates on three (3) customer-facing surveys. No feedback was provided.
► Facilitated a discovery session with 2-1-1 on 07/29/21 to learn about CBO's needs for reporting and BenefitsCal outreach.
► Drafted unmoderated usability testing materials for internal review by 07/30/21.
► Updated the County Staff Survey based on feedback from the Consortium Leadership.

► Conducted recruitment activities and scheduled a customer for usability testing during the week of 08/02/21.

### 2.2.2   Activities for the Next Reporting Period – UCD

► Conduct two-hour (2-hour) moderated usability testing sessions with four (4) customers and two (2) Assisters.
► Collaborate with the CalSAWS Report Development Team to design the Customer Experience (CX) Measurement dashboard for program data.
► Collaborate with the BenefitsCal Development Team to design the Medallia dashboard.
► Coordinate with the BenefitsCal Testing Team to plan for Medallia testing by 08/27/21.

| 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.<br>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.<br>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.<br><br>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 22 development tasks of the 29 planned. The team is behind by seven (7) tasks – All related to MC210 / MC216 / MC217 API integration. Targeted for completion by 08/06/21.
► **For Release 1.2**: Completed six (6) development tasks of the seven (7) planned. The team is behind by one (1) task. Targeted for completion by 08/06/21.
► **Overall,** the development schedule is off by eight (8) development tasks.

- **Cause:** Teams exchanged application program interface (API) payloads on 7/28/21 and 07/30/21 and information is currently being reviewed/analyzed.
- **Impact:** No impact for Release 1.1 UAT. System test has started the MC Renewal component testing and will start on E2E (where API integration is needed) next week.
- **Recovery Plan:** Additional time is allocated to clear out the backlog.
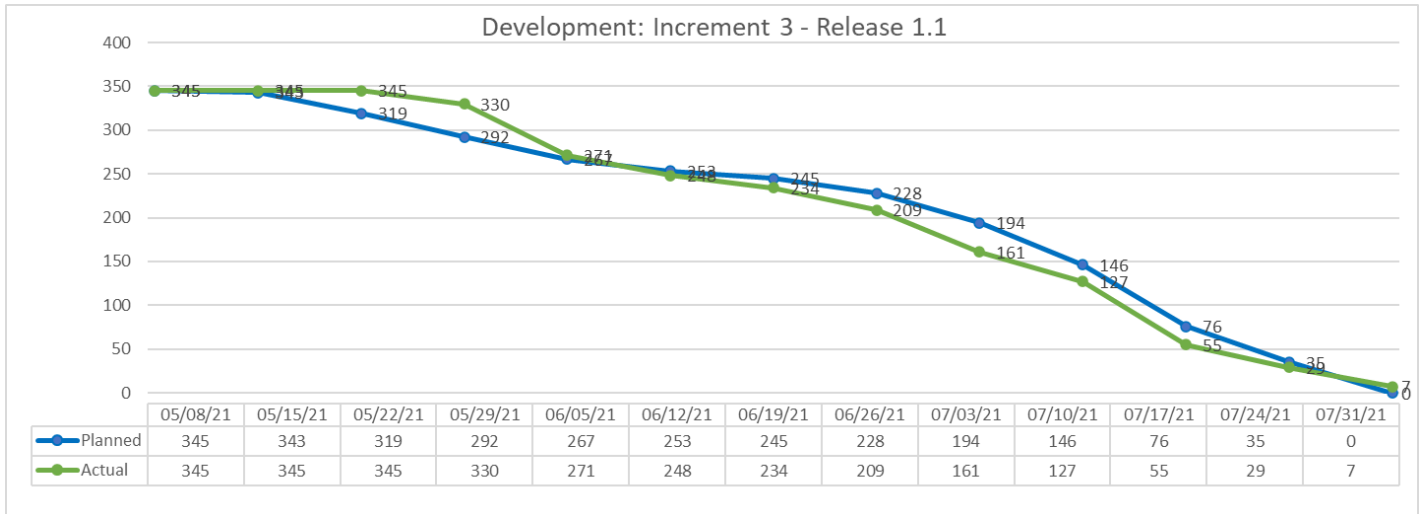


**Figure 2.3-1 – Development: Release 1.1**

| | 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 | 29 | 7 |
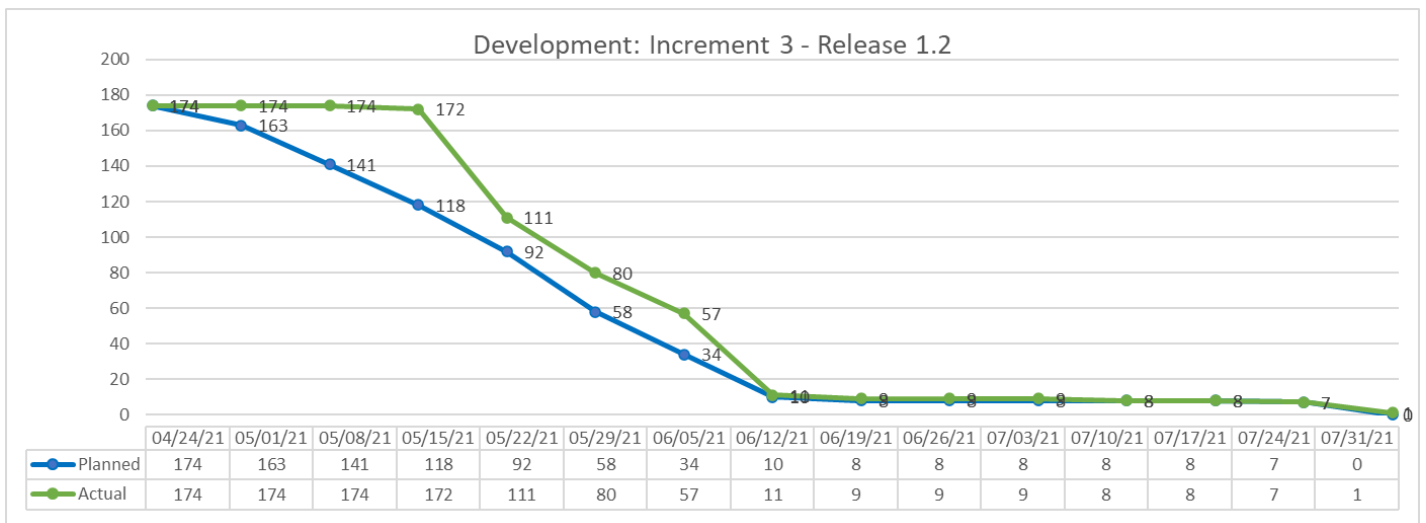


**Figure 2.3-2 – Development: Release 1.2**

| | 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 | 7 | 1 |

### 2.3.2   Activities for the Next Reporting Period – Development

► **Release 1.1:** Execute the seven (7) backlog tasks for Release 1.1.
► **Release 1.2:** Execute the one (1) backlog task for Release 1.2.
► Monitor the Release 1.0 performance optimization items.
► Provide UAT support for Release1.0, System Test support for Release1.0. (remaining defects,) and System Test support for Release1.1.

## 2.4 System Test Execution

### 2.4.1 Highlights of the Reporting Period – System Test Execution

► **Increment 3, Cycle 1 and Cycle 2:** Executed 29 of the 49 planned test cases.
► **ADA and Cross-Browser Testing:** Executed 600 of the 600 planned test cases for the Code Drop 2 functionality.
► **Release 1.1**: Executed 35 of the 17 planned (CF 37) test cases.
► Conducted daily System Test status calls to provide updates on test execution and defects.
► Participated in Independent Test status meetings on 07/27/21 and 07/29/21 with the QA teams to provide support on test execution and to receive updates.
► Conducted the weekly test planning meeting on 07/27/21 and the Partner Interface Test meetings with the CalSAWS and ForgeRock teams on 07/28/21, 07/29/21, and 07/30/21 to walk through the ETA for identified partner defects and data setup and staging requests.
► Submitted the RTM: Updates 3 – Conclusion of Testing DDEL.

**System Test: Increment 3**
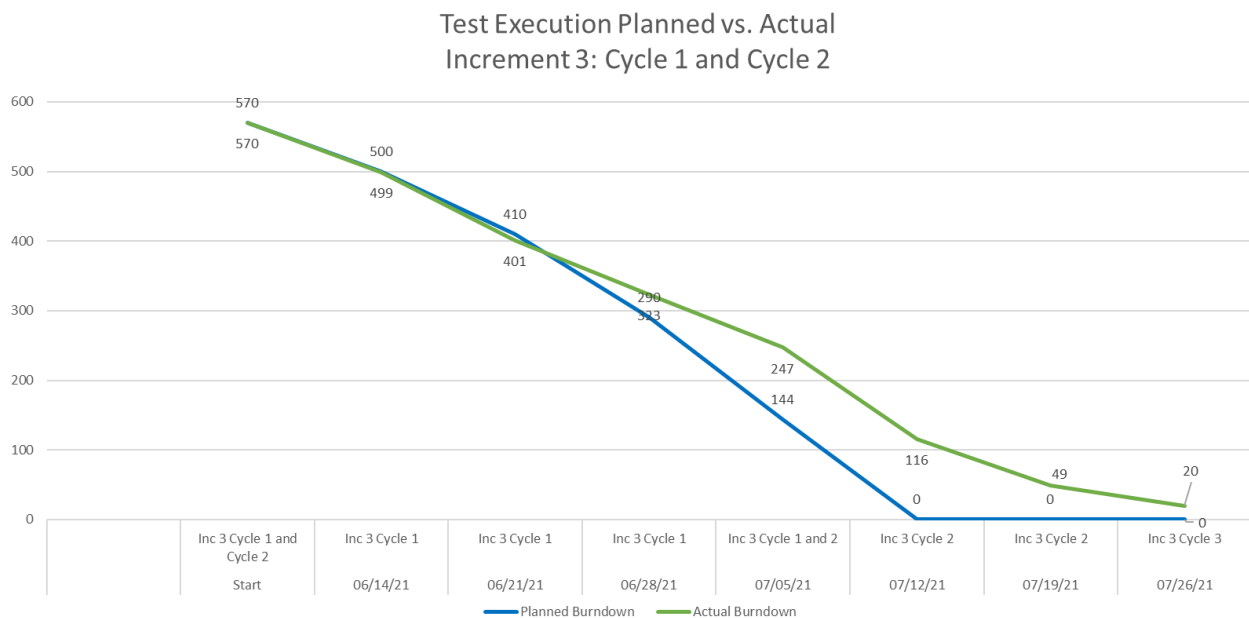


**Figure 2.4-1 – System Test Execution Burndown: Increment 3 – Release 1.0**

► Overall, the Increment 3 test activities are behind schedule by 20 test cases and plan to recover by 08/06/21.
  o **Cause**:
    ▪ 20 test cases related to the eNOA report were delayed because of the availability of eNOA cases.
  o **Impact:** UAT will have to re-sequence the eNOA report test cases and execute them during the week of 08/09/21.
  o **Recovery Plan:**
    ▪ The BenefitsCal team will execute the eNOA test case this week.

**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% | 810 Test Cases |
| **Actual** (+/- from previous week) | 97% (+4) | 97% (+4) | 790 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 | 4 | 2 | 3 | *9* |
| **CalSAWS** | 0 | 5 | 6 | 0 | *11* |
| **FIS** | 0 | 0 | 0 | 0 | *0* |
| **BenefitsCal** | 0 | 0 | 0 | 0 | *0* |
| *TOTAL* | *0* | *9* | *8* | *3* | *20* |

**Figure 2.4-4 – System Test Partner Defects**

**Figure 2.4-5 – System Test Execution Burndown: Release 1.1**

► 117 unique test cases planned for Cycle 1.
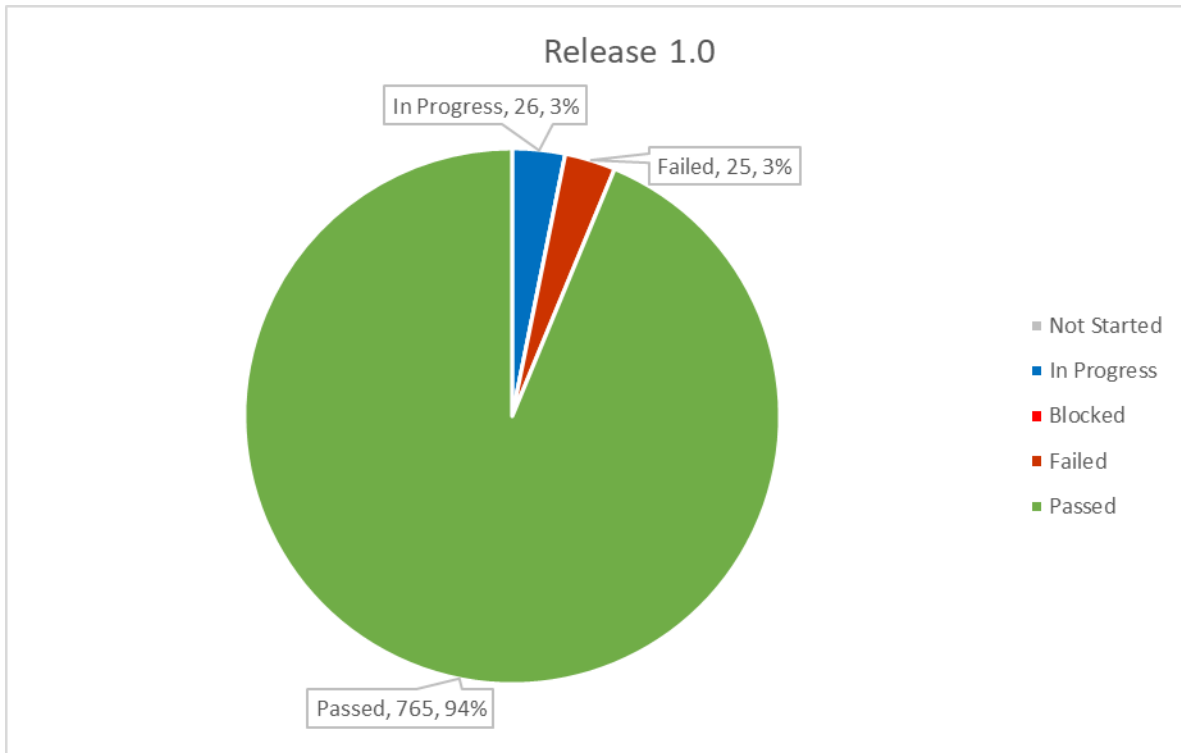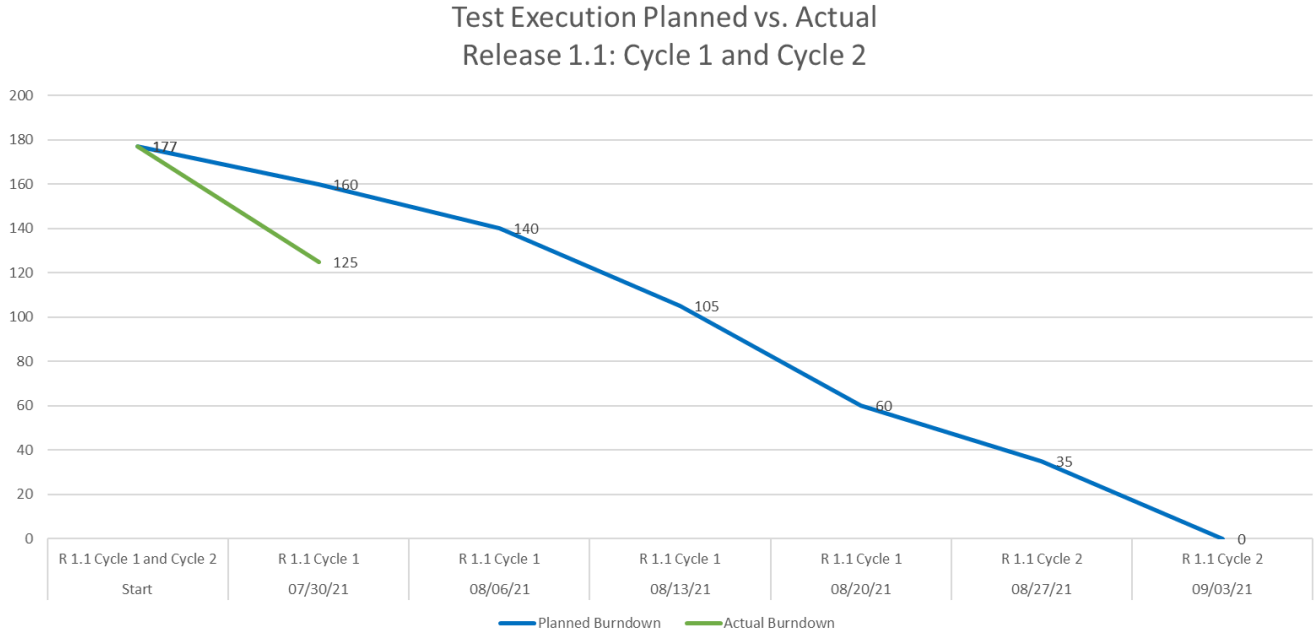► 60 test cases planned for Cycle 2.



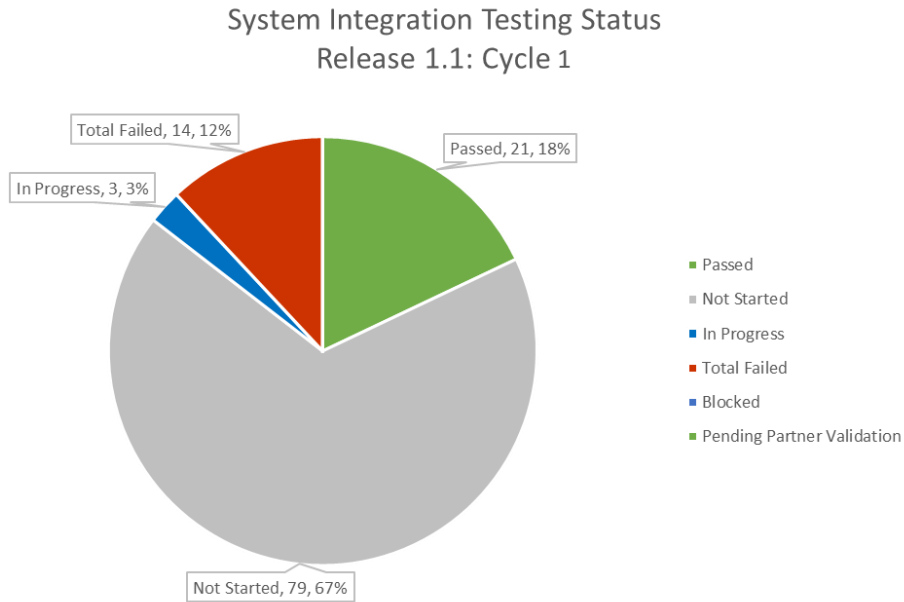**Figure 2.4-6 – System Test Execution Status: Release 1.1**

| System Test Executed Pass Rate (of executed) | All | Excl Sev-4 | Test Case Execution |
|---|---|---|---|
| **Planned** (+/- from previous week) | **60%** | **60%** | **17 Test Cases** |

| System Test Executed Pass Rate (of executed) | All | Excl Sev-4 | Test Case Execution |
|---|---|---|---|
| **Actual** (+/- from previous week) | **60%** (new this week) | **60%** (new this week) | **35 Test Cases Executed** |
| *System Test Complete Date: 09/03/21* | | | |

**Figure 2.4-7 – Pass Rate: Release 1.1**

### 2.4.2 Activities for the Next Reporting Period – System Test Execution

► Conduct daily System Test status calls to provide updates on test execution and defects.
► Continue System Test execution for Increment 3, Cycles 1 and 2. The execution of the 20 pending test cases related to eNOA are planned.
► Continue the automation test execution of ADA, Browser, Language, and Device test cases. Approximately 200 screens are planned.
► Address any comments for the RTM: Updates – Conclusion of Testing DDEL.

## 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 support for Code Drop 2 Week 3 functionality.
► Conducted a CBO account setup call with UAT on 07/30/21 to walkthrough and Demo end to end process of creating a CBO manager.

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

► Conduct a Test Planning meeting on 08/04/21 to provide UAT, Release 1.1, Automation and Increment 3 (1.0) test execution updates.
► Continue to support the Consortium to assist UAT.
► Support Independent test and UAT test execution.

# 3.0 Performance Test

## 3.1 Highlights of the Reporting Period – Performance Test

► Completed integrated performance testing on 07/26/21–07/29/21 for Cycle 2 (ForgeRock and CalSAWS).

## 3.2 Activities for the Next Reporting Period – Performance Test

► Continue performance test scripting for Cycle 3.
► Execute internal performance testing to validate BenefitsCal performance fixes and prepare for Cycle 3 execution.
► Complete Cycle 3 integrated performance testing scheduled for 08/10/21–08/12/21 and 08/17/21–08/19/21.

|  | 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 | Six (6) of the 20 test cases drafted, in progress. Four (4) 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
► No reported activities.

### 4.1.2   Activities for the Next Reporting Period – User Conversion Testing
► No planned activities.

## 4.2   Security Technical System Design

### 4.2.1   Highlights of the Reporting Period – Technical System Design
► Worked with the ForgeRock team to remediate priority defects as part of the daily reoccurring meeting to expedite solutions to problems faced during UAT Drop 2.
► Addressed feedback received for the security sections of the M&O Plan FDEL. This resulted in the comments being brought to closure.

### 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 FDEL.

## 4.3   Security Testing

### 4.3.1   Highlights of the Reporting Period – Security Testing
► Executed the weekly static application security testing (SAST) of the application source code and shared the analysis of the security scan reports with the BenefitsCal Development Team for remediation on 07/27/21.
► Continued the execution of the dynamic application security testing (DAST) manual scenarios for the functionalities to be deployed as part of UAT Drop 2.
► Supported SIEMBA on the independent security testing. Reviewed potential security findings identified during the security testing on 07/28/21 and 07/30/21.

### 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 defects in JIRA for tracking purposes (weekly recurring activity).

► Continue DAST for the BenefitsCal functionalities that are pending testing due to known issues.  Retest any defects related to DAST testing that are fixed.
► Support independent security testing conducted by SIEMBA.

# 5.0 Communications

## 5.1 Highlights of the Reporting Period
► Sent "C4Y New Benefits System (2)" to customers through AWS on 07/30/21.
► Updated the BenefitsCal.com Marketing Site for "C4Y New Benefits System (2)" with translations on 07/30/21.
► Created a social media calendar for the social media campaign planning and coordination with the Department of Health Care Services (DHCS), CDSS, and others on 07/30/21.
► Drafted the CIT BenefitsCal CBO go-live communications submitted for review on 07/28/21.
► Drafted the CIT County Social Media and Website Update submitted for review on 07/28/21.
► Drafted the CIT C4Y Physical Letter for C4Y customers to be sent by Counties on 07/30/21.
► Met with Riverside County on 07/27/21 to coordinate on social media, website updates, and a customer-facing video Riverside is producing.

## 5.2 Activities for the Next Reporting Period
► Report results of the C4Y New Benefits System (2) email communication to the Consortium on 08/06/21.
► Post on social media (Facebook/Twitter) on 08/03/21 and 08/05/21 about Medi-Cal, CalFresh, and the BenefitsCal marketing website.
► Receive approval and send CIT for the BenefitsCal CBO go-live communications on 08/04/21.
► Receive approval and send CIT for the County Social Media and Website Update on 08/03/21.
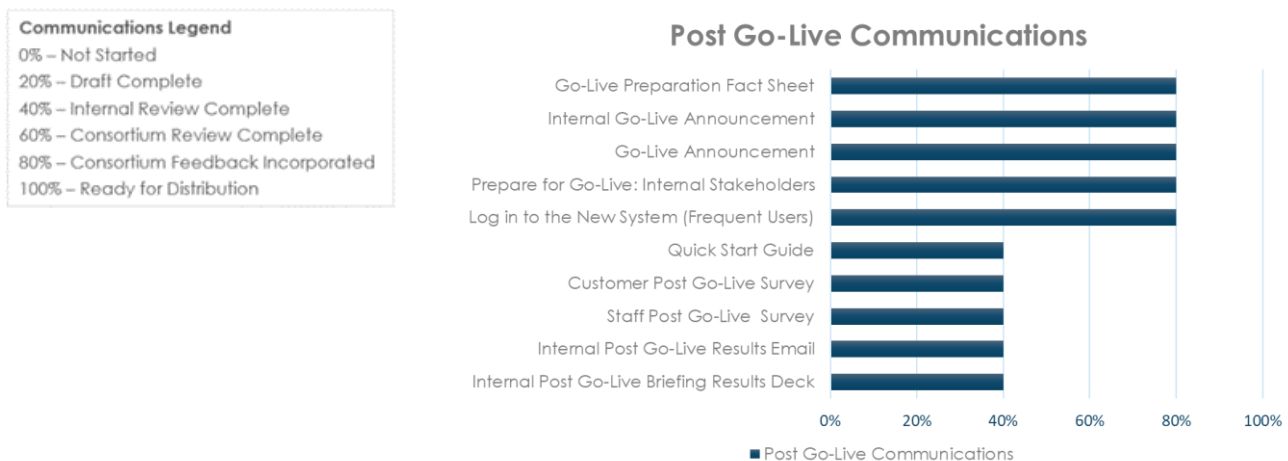► Receive approval and send CIT for the Physical Letter on 08/06/21.



**Figure 5.2-1 – Communications: Post Go-Live**

## Social Media Status

| YouTube | | | | |
|---|---|---|---|---|
| **Post** | **Views** | **Likes** | **Subscribers: 47** | **Date Posted** |
| Welcome to BenefitsCal | 1,193 | 16 | N/A | 06/24/21 |
| Journey to BenefitsCal | 230 | 1 | N/A | 06/24/21 |
| **Facebook** | | | | |
| **Post** | **Views** | **Likes** | **Link Clicks** | **Date Posted** |
| Facebook #3 | 93 | 2 | N/A | 07/23/21 |
| **Twitter** | | | | |
| **Post** | **Views** | **Likes** | **Link Clicks** | **Date Posted** |
| Twitter #3 | 521 | 2 | 20 | 07/23/21 |
| **Marketing Website** | | | | |
| **Website Views** | **SM Toolkit Downloads (total)** | **Factsheet Downloads** | **County Website Updates** | **Date Range** |
| 13,871 (week) 68k (total) | 887 | 247 (07/09/21) N/A | N/A | 07/24/21–07/30/21 |

**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% | 23.7% | 92,337 |
| C4Y New Benefits System (2) email | 417,882 | 389,643 | 94.7% | 21.1% | 82,409 |

**Figure 5.2-3 – Customer Engagement with Email**

# 6.0   Training

## 6.1   Highlights of the Reporting Period

► Facilitated the Self Service Portal Committee meeting on 07/27/21 by answering questions related to the CBO Dashboard, Apply for Benefits, Click to chat, and Appointments features.
► Presented the BenefitsCal Click to chat, and Appointment features at the CalFresh Outlook (CFO) Connect meeting on 07/28/21.
► Completed the How to Report a Change and Dashboard Overview videos.

## 6.2   Activities for the Next Reporting Period

► Create the CBO and Admin User Guides.
► Present at the Early Training Session: BenefitsCal scheduled for 08/06/21.
► Finalize the Apply for Benefits and Upload Document videos.

Training Videos Legend

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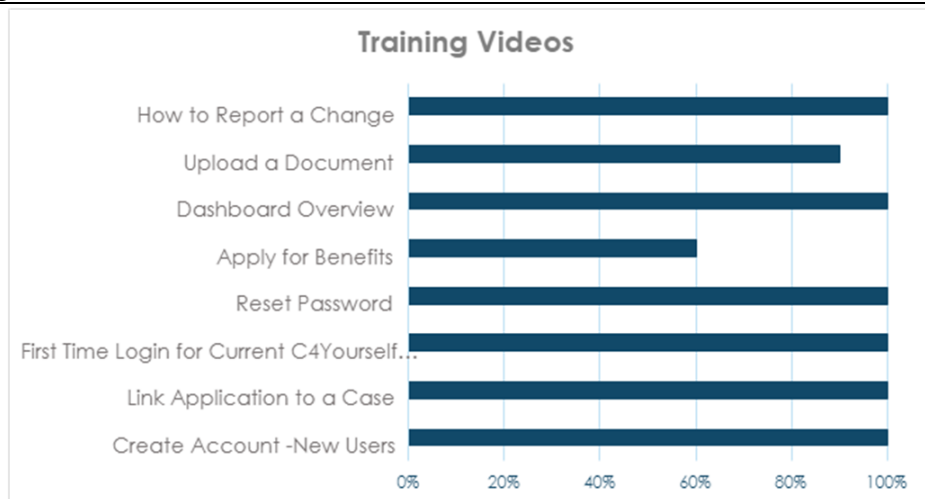100% – Internal Review & Final Edits Completed

**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 |
| 04.03 | Requirements Traceability Matrix – Update 3 | On-track | 08/17/21 FDEL 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 |

| DEL # | DELIVERABLE NAME | STATUS | Next Deadline |
|---|---|---|---|
| 11 | Mobile Implementation Complete Report | On-track | 01/04/22 DDEL Submission |

<div align="center">Table 7.0-2 – Upcoming Deliverable Deadlines</div>

**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 |

<div align="center">Table 7.0-3 – Upcoming Work Product Deadlines</div>

► 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 | Open | Medium | Medium | 10/09/20 |

| ID | Title | Details | Status | Impact | Severity | Date Logged |
|----|-------|---------|--------|--------|----------|-------------|
| | | 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. | | | | |
| 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 users who opt in to receive texts. | 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 texts. | 07/07/21 | Open | 10/29/21 |

**Table 7.0-6 – CalSAWS CR**

► Appendix C – Project Work Plan Reports

**Project Timeline**
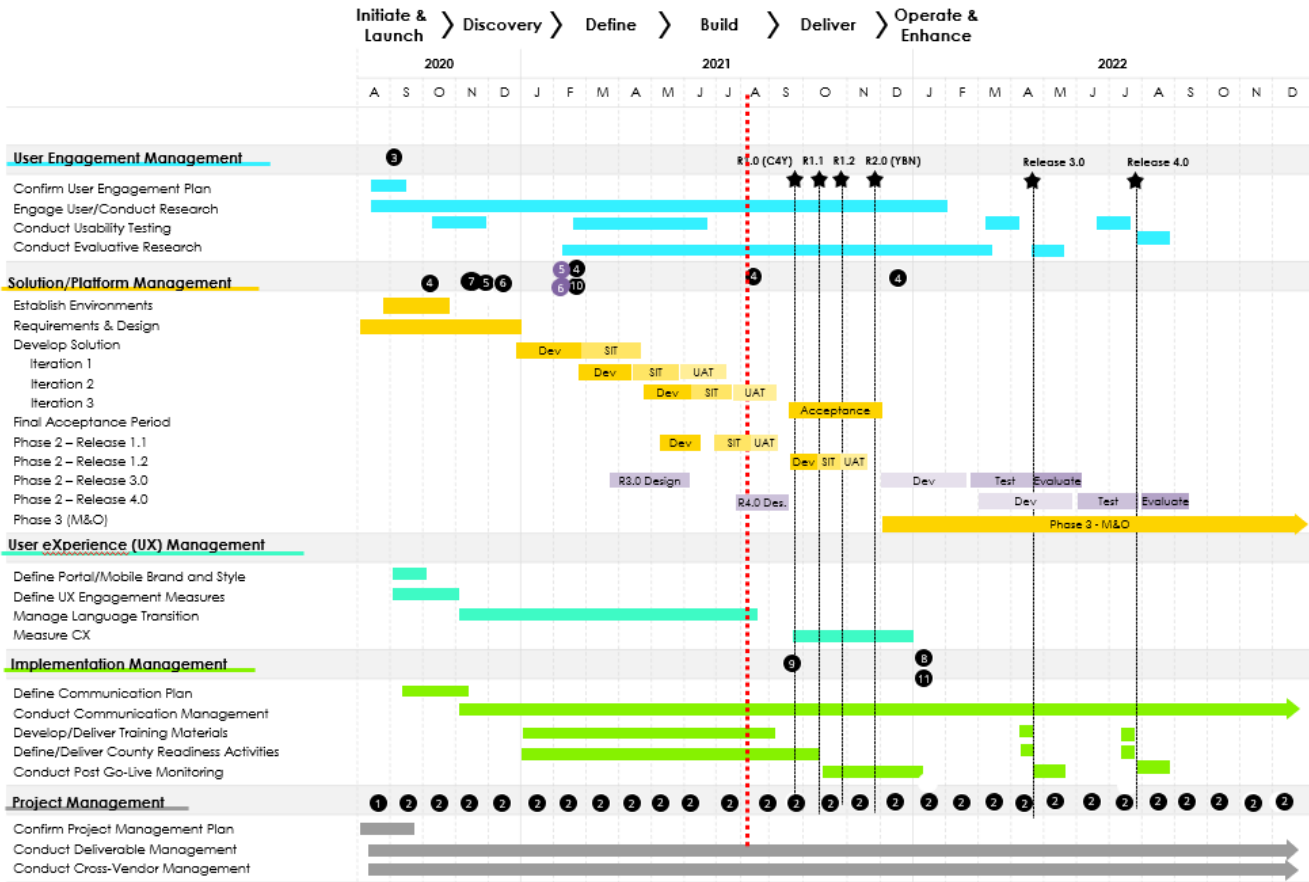


**Project Action Items – Overdue**

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

| ID | Description | Owner | Due Date |
|---|---|---|---|
| | No overdue action item submitted during the reporting period. | | |

**Table 7.0-7 – Overdue Action Items**