



CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: August 9, 2021 to
August 15, 2021**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 18, 2021

Period: August 9, 2021 to August 15, 2021

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Received final approval for the following deliverables on 08/13/21:
 - Monthly Status Report – July 2021 Final Deliverable (FDEL).
 - Maintenance and Operations (M&O) Plan FDEL.
- ▶ Completed the Greenlight Deck and the Monthly IT Report on 08/11/21.

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 UAT and Independent Testing defects.
- ▶ Addressed comments received for DEL 4.03: Requirements Traceability Matrix (RTM): Update 3.
- ▶ Began research and discovery for the R3 ad hoc reporting requirements, to understand the intent and need".
- ▶ Completed Design Session 1 for Release 3.0 to cover the ABAWD requirements and review current process of ABAWD exemption reporting with the Consortium Workgroup on 08/12/21.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Continue triage for Independent Testing and UAT defects.
- ▶ Review the ad hoc reporting feature for Release 3.0 on 08/17/21.
- ▶ Demo Announcements, Help Center, and Admin features during the Regional Meeting Touchpoint #4 for Regions 3, 4, 5, and 6.
- ▶ Facilitate Design Session 2 for Release 3.0 ABAWD requirements on 08/17/21.
- ▶ Facilitate the Release 3.0 Discovery Session with the County Representatives on the ABAWD and IRT requirements
- ▶ User Center Design (UCD), Design, and Functional teams will collaborate on ABAWD and IRT screen designs to present at the design meetings on 08/17/21 and 08/19/21.

2.2 User Centered Design (UCD)

2.2.1 Highlights of the Reporting Period – UCD

- ▶ Conducted two-hour moderated usability testing sessions with four (4) customers.
- ▶ Facilitated a BenefitsCal demo with the Advocate Community on 08/09/21 and prepared follow-up materials to address all outstanding questions from the meeting.
- ▶ Drafted a usability testing interview guide for Round 5.2 which includes testing of the Customer Dashboard to start testing on 08/16/21.
- ▶ Consolidated feedback on the CalSAWS Information Transmittal (CIT) and County Staff Survey received from the CIT review process during the week of 08/09/21.
- ▶ Sent recruitment emails and scheduled a customer for usability testing during the week of 08/16/21.

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2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Conduct moderated usability testing sessions with four (4) customers.
- ▶ Send the County Staff Survey via CIT for final distribution during the week of 08/16/21.

CR ID	Request	Date Requested	Date Needed	Status
CIV-109031	C4Yourself Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	09/15/21 – for information 01/01/19 through 12/31/19. 09/30/21 – for 07/01/21 through 09/30/21.	In progress
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	10/29/21 – 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	10/29/21 – 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 1.2:** Completed. The one (1) remaining development task is complete.
- ▶ **For Release 1.0:** Resolved defects in alignment with the upcoming UAT exit and Release 1.0 go live.

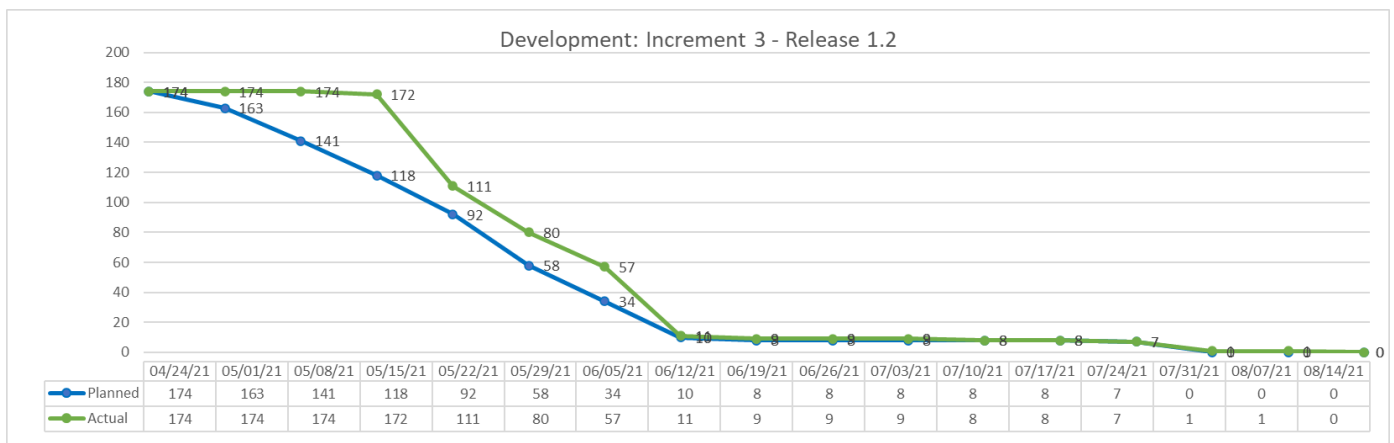


Figure 2.3-1 – Development: Release 1.2

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2.3.2 Activities for the Next Reporting Period – Development

- ▶ Resolve defects to support Release 1.0 UAT exit on 09/03/21.
- ▶ Resolve defects related to Release 1.1 and Release 1.2 test case execution.

2.4 System Test Execution

2.4.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Release 1.0:** Test case status below:
 - **Cross-Browser:** 1,992 of 1,992 executed (1,978 passed).
 - **Cross-Device:** 1,992 of 1,992 executed (1,921 passed).
 - **ADA:** 741 of 763 executed (522 passed).
 - **Multi-Lingual:** 3,960 of 5,478 executed. (3,664 passed)
- ▶ **Release 1.1:** Executed 11 of the 10 planned (CF 37 & MC) test cases, ahead of schedule.
- ▶ **Release 1.2:** Executed 61 of the 35 planned (SAR 7).
- ▶ Conducted a weekly System Test status call on 08/11/21 and participated in Independent Test status meeting on 08/12/21 to provide support on test execution.
- ▶ Conducted the weekly test planning meeting on 08/10/21 and the Partner Interface Test meetings with the CalSAWS and ForgeRock teams on 08/05/21, 08/11/21, 08/12/21, and 08/13/21 to walk through the ETA for identified partner defects and data setup and staging requests.
- ▶ Addressed the comments received for DEL 04.03: Requirements Traceability Matrix (RTM): Update 3 related to test case traceability.

System Test Release 1.0: Overall

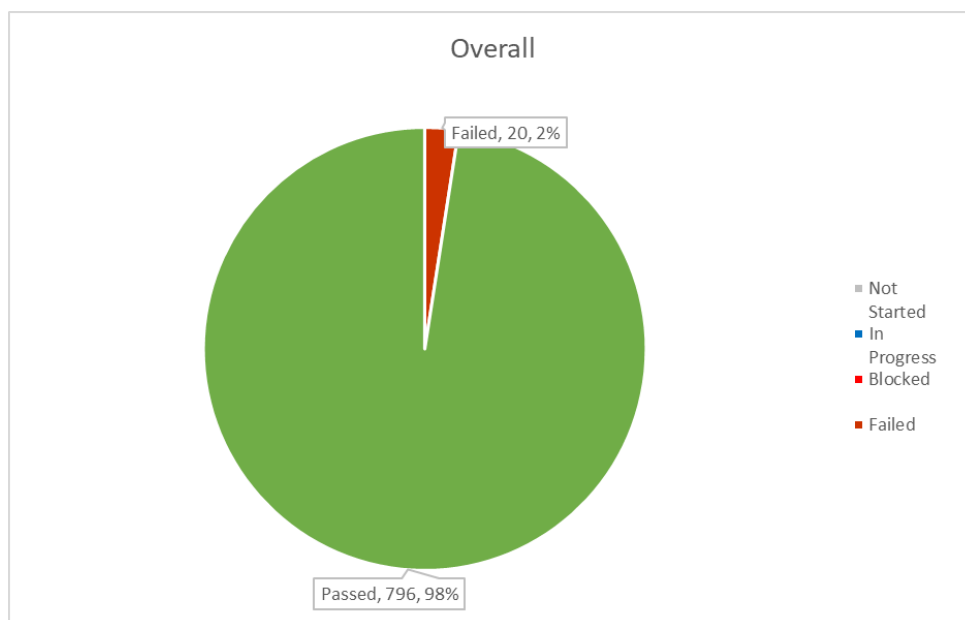


Figure 2.4-1 – System Test Execution Status: Release 1.0

The 20 failed test cases are related to the following:

- ▶ 14 eNOAs test cases related to Qlik Reports.
- ▶ Four (4) test cases on Cancel Appointments.
- ▶ Two (2) test cases on Login Qlik Reports.

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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)	98% (+2)	98% (+2)	816 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 2.4-2 – Pass Rate: Release 1.0

Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	9	1	2	10
CalSAWS	0	1	5	0	6
FIS	0	0	0	0	0
BenefitsCal	0	2	0	0	2
TOTAL	0	10	6	2	18 <i>(-13 from last week)</i>

Figure 2.4-3 – System Test Partner Defects, Release 1.0

Test Execution Planned vs. Actual
Release 1.1: Cycle 1 and Cycle 2

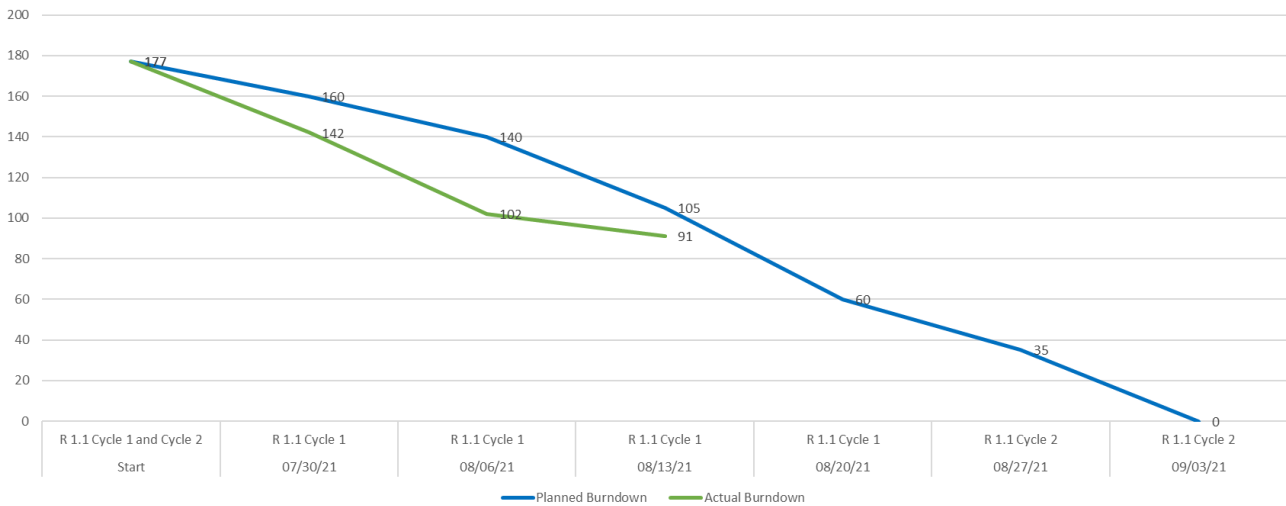


Figure 2.4-4 – System Test Execution Burndown: Release 1.1

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System Integration Testing Status
Release 1.1: Cycle 1

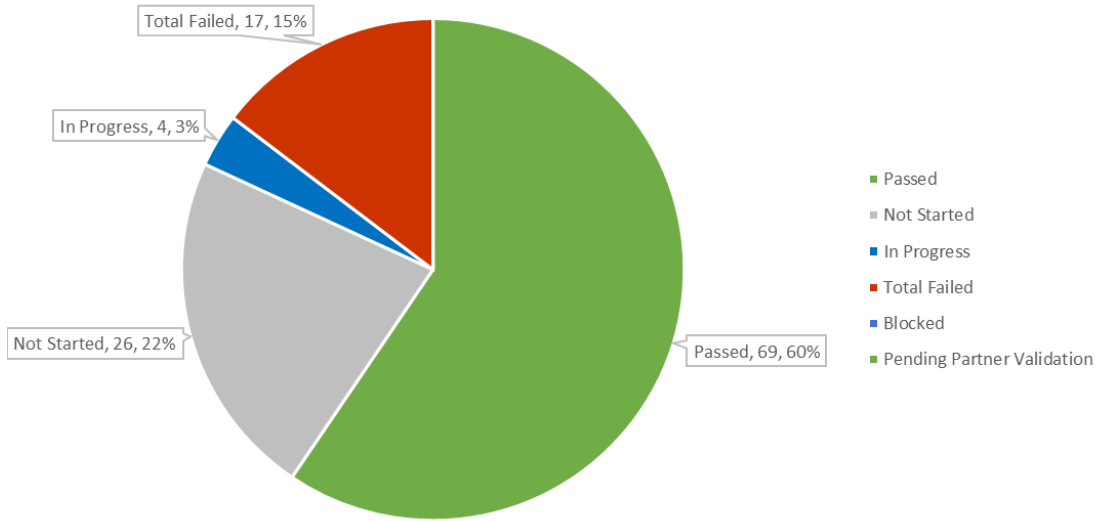


Figure 2.4-5 – System Test Execution Status: Release 1.1

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	60%	60%	72 Test Cases
Actual (+/- from previous week)	80% (+7)	80% (+7)	86 Test Cases Executed
<i>System Test Complete Date: 09/03/21</i>			

Figure 2.4-6 – Pass Rate: Release 1.1

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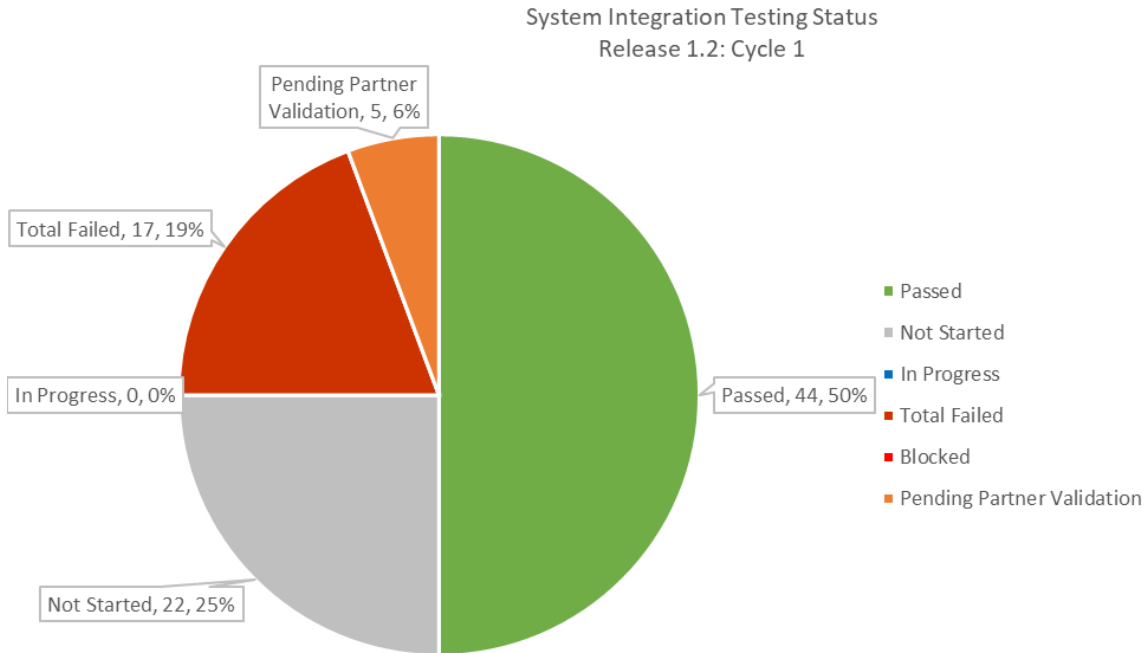


Figure 2.4-7 – System Test Execution Status: Release 1.2

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	60%	60%	35 Test Cases
Actual (+/- from previous week)	72% (New this week)	72% (New this week)	61 Test Cases Executed
<i>System Test Complete Date: 09/03/21</i>			

Figure 2.4-8 – Pass Rate: Release 1.2

2.4.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Conduct System Test status calls on 08/18/21 to provide updates on test execution and defects.
- ▶ Address any comments received for DEL 4.03: Requirements Traceability Matrix (RTM): Update 3.
- ▶ Participate in Independent touchpoint calls on 08/19/21 to triage and work through testing issues.
- ▶ Continue automation execution the of ADA, Browser, Language, and Device test cases. There are approximately 100 screens planned for execution.
- ▶ Support Independent test and UAT execution.
- ▶ Continue System Test execution for Release 1.1 – Execute 30 test cases.
- ▶ Continue System Test execution for Release 1.2 – Execute 20 test cases.

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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 support to the Consortium on BenefitsCal functions.
- ▶ 57 items are in “Recommended for Closure” and need UAT to review and confirm.
- ▶ 32 items are in “Need more information” and need additional details to confirm whether there is a system issue.
- ▶ 42 items are in UAT and ready for retest.

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

- ▶ Support the Consortium to complete UAT: first execution is scheduled to complete on 08/20/21, and UAT exit scheduled for 09/03/21.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Completed week 1 of 2 of execution of Performance Test for cycle 3. Completed CW Redetermination and TNB4 test scripts for Cycle 3 execution. Two defects identified to date.
- ▶ Loaded data into ForgeRock and BenefitsCal along with Performance Test script recording to evaluate the performance of the First Time Login test case.
- ▶ Added Code for America to Cycle 3 Performance Testing, to execute 08/18/21 (one day).
- ▶ Setup data for Case Linking (Case Detail, TNB4, CW Redetermination, Notices) and First Time Login.
- ▶ Completed CW Redetermination and TNB4 test scripts for Cycle 3 execution.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Complete week 2 of 2 of the Performance Test Cycle 3 (08/17/21–08/19/21).
- ▶ Execute performance test with FIS for EBT scheduled for 08/20/21 (one day).
- ▶ Execute performance test with CFA for GCF integration scheduled for 08/18/21 (one day).

	Start Date	End Date	Scope	Test Cases Status	Execution Status
Cycle 1	05/31/21	06/11/21	Anonymous features	2 of 2 test scripts approved	100% Executed
Cycle 2	07/19/21	07/30/21	App, ForgeRock, Case Details	16 of 16 test scripts approved	100% Executed
Cycle 3	08/09/21	08/20/21	All R1.0 features (Including FIS/EBT)	15 of 15 test cases approved	50% Executed
Cycle 4	09/06/21	09/17/21	Release 1.1 (MC Pre-population, CF37)	0 of 5 test cases written	0% Executed

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	Start Date	End Date	Scope	Test Cases Status	Execution Status
Cycle 5	09/20/21	10/01/21	Release 1.2 (Periodic Reports)	0 of 1 test cases written	0% Executed

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

- ▶ Met with the Consortium Security and Business teams on 08/11/21 to discuss the phone number attribute requirement for CBO users. This resulted in an action item with the ForgeRock team to determine the feasibility of removing the phone numbers and including a work number.
- ▶ No planned activities.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ No planned activities.

4.2 Security Testing

4.2.1 Highlights of the Reporting Period – Security Testing

- ▶ Met with the ForgeRock team on 08/11/21 to discuss the CSPM-26389 defect and bring it to resolution. This resulted in defect logged for ForgeRock.
- ▶ Conducted working sessions with the ForgeRock team on 08/12/21 and 08/13/21 to remediate defects identified in the daily ForgeRock touchpoints that required larger meetings.
- ▶ 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 08/10/21.
- ▶ 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 08/11/21 and 08/13/21

4.2.2 Activities for the Next Reporting Period – Security Testing

- ▶ Provide Consortium Security Team a walkthrough of the independent security testing report from SIEMBA
- ▶ 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).
- ▶ Continue DAST for the BenefitsCal functionalities that are pending testing due to known issues. Retest any defects related to DAST testing that are fixed.
- ▶ Continue to coordinate resolutions with the ForgeRock Team on any identified BenefitsCal ForgeRock integration issues.

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- ▶ Begin updates of the BenefitsCal System Security Plan based on the latest implementation status.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ Finalized items for the BenefitsCal merchandise store on 08/11/21.
- ▶ Posted to social media promoting BenefitsCal.com specifically the ability to apply for CalWORKs and CalFresh. Shared with Department of Health Care Services (DHCS), California Department of Social Services (CDSS), and Riverside County on 08/10/21 and 8/12/21.
- ▶ Submitted three (3) CITs on 08/13/21 for BenefitsCal Store Awareness, BenefitsCal Store Go Live, and BenefitsCal Store Final Days.
- ▶ Submitted a CIT on 08/11/21 for BenefitsCal Compatible browsers.

5.2 Activities for the Next Reporting Period

- ▶ Draft and send for review a CIT about post go live communications on 08/24/21.
- ▶ Draft a CIT for the BenefitsCal Social Media Calendar for review on 08/17/21.
- ▶ Post content promoting BenefitsCal ability to apply for programs such as Medi-Cal, and the ability for customers to upload documents with their mobile phones on social media (Facebook/Twitter) on 08/17/21 and 08/19/21.
- ▶ Coordinate with CalSAWS to send push notification and text message to C4Yourself app users about app decommissioning and BenefitsCal go live on 08/23.

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

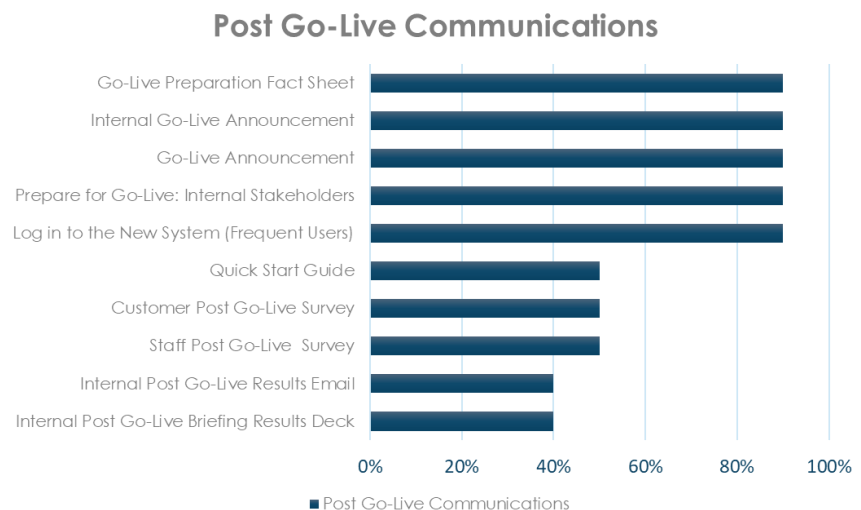


Figure 5.2-1 – Communications: Post Go-Live

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YouTube				
Post	Views	Likes	Subscribers: 77	Date Posted
Welcome to BenefitsCal	1,324	18	N/A	06/24/21
Journey to BenefitsCal	1,139	23	N/A	06/24/21
Facebook				
Post	Views	Likes	Link Clicks	Date Posted
Facebook #5	132	3	N/A	08/10/21
Facebook #6	6	1	N/A	08/12/21
Twitter				
Post	Views	Likes/Retweets	Link Clicks	Date Posted
Twitter #6	32	2/0	4	08/12/21
Twitter #5	496	4/6	7	08/10/21
Marketing Website				
Website Views	SM Toolkit Downloads (total)	Factsheet Downloads	County Website Updates	Date Range
18,247 (week) 76k (total)	887	247 (07/09/21) N/A	N/A	08/05/21-08/13/21

YouTube				
Post	Views	Likes	Subscribers: 77	Date Posted
Welcome to BenefitsCal	1,324	18	N/A	06/24/21
Journey to BenefitsCal	1,139	23	N/A	06/24/21
Facebook				
Post	Views	Likes	Link Clicks	Date Posted
Facebook #3	33	1	1	06/24/21
Facebook #2	38	1	0	06/25/21
Facebook #3	93	2	N/A	07/23/21
Facebook #4	121	4	N/A	08/03/21
Facebook #5	132	3	N/A	08/10/21
Facebook #6	6	1	N/A	08/12/21
Twitter				
Post	Views	Likes/Retweets	Link Clicks	Date Posted
Tweet #1	106	0	3	06/24/21
Tweet #2	19	0	3	06/25/21
Twitter #3	521	2/2	20	07/23/21
Twitter #4	417	2/2	13	08/03/21
Twitter #6	32	2/0	4	08/12/21
Twitter #5	496	4/6	7	08/10/21
Marketing Website				
Website Views	SM Toolkit Downloads (total)	Factsheet Downloads	County Website Updates	Date Range
18,247 (week) 76k (total)	887	247 (07/09/21) N/A	N/A	08/05/21-08/13/21

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	396,010	94.7%	24.8%	98,171

Figure 5.2-3 – Customer Engagement With Email

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6.0 Training

6.1 Highlights of the Reporting Period

- ▶ Facilitated a demo of the Application features within the Advocate Monthly meeting on 08/09/21.
- ▶ Supported questions during the Early Training Session on 08/10/21 and 08/13/21.
- ▶ Completed the BenefitsCal Admin Reference Guide on 08/10/21.

6.2 Activities for the Next Reporting Period

- ▶ Present at the Early Training Session: BenefitsCal and support questions during the questions/answers session that follows on 08/20/21.
- ▶ Complete two newly requested items: the Admin Portal and CBO Quick Guides.
- ▶ Present a demo of the Admin features at the Region 3 Touchpoint scheduled for 08/16/21.
- ▶ Present a demo of the Admin features at the Region 5 Touchpoint scheduled for 08/17/21.
- ▶ Present at the Training Coordination CBO Account Creation meeting scheduled for 08/17/21.

Training Videos Legend

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

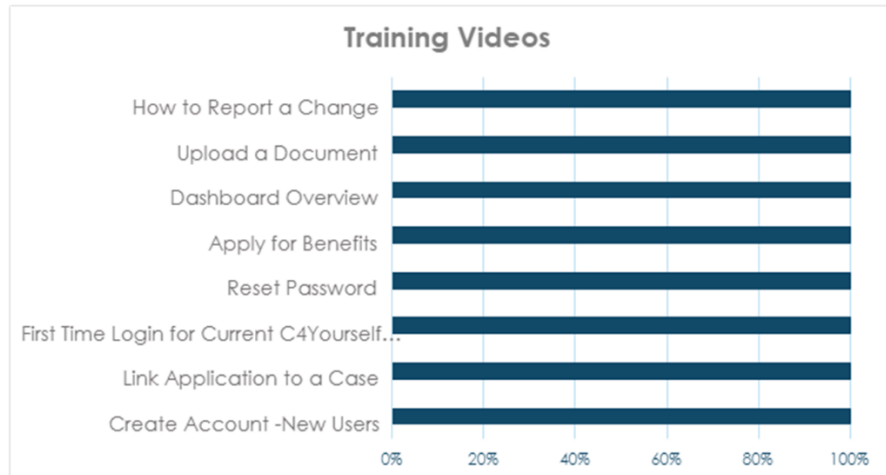


Figure 6.2-1 – Training Videos

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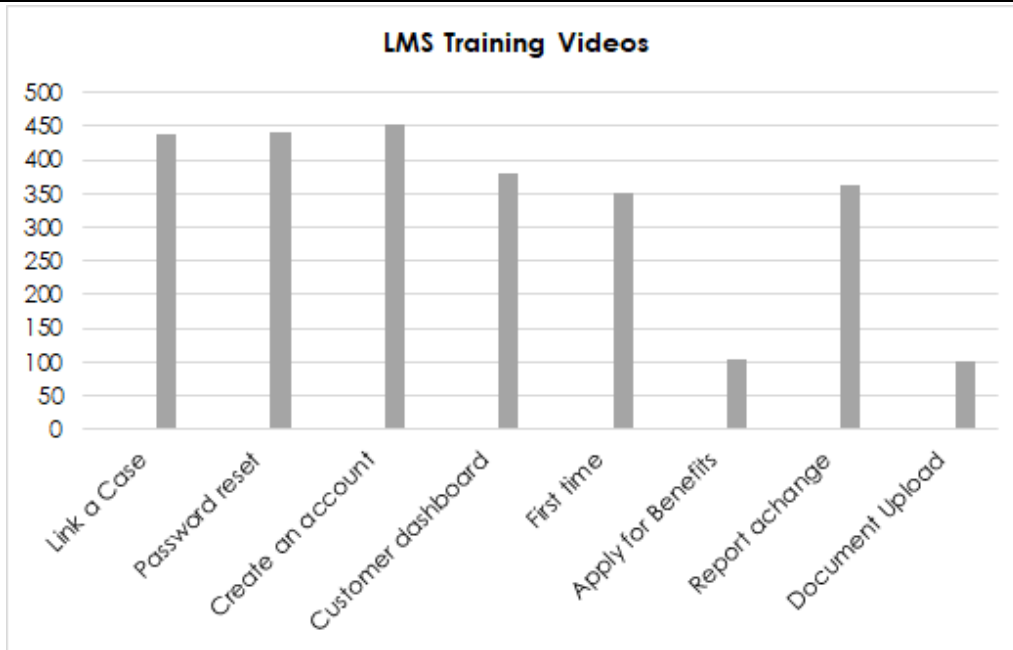


Figure 6.2-2 –Training Video Views (within LMS)

Data not available – LMS fix expected by 08/30/21.

Figure 6.2-3 –Quick Guide Views (within LMS)

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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
5.1	General Systems Design – Update 3	N/A	N/A	N/A	08/10/21	09/01/21
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	08/16/21 FDEL Approval
02.11	Monthly Status Report: July 2021	On-track	08/16/21 FDEL Approval
05.01	General System Design – Update 3	On-track	08/10/21 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
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, August 18, 2021

Period: August 9, 2021 to August 15, 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
251	Language Translation Testing and Updates may not complete timely	The CalSAWS Consortium is responsible for the testing and validation of the translated text to display within the BenefitsCal application. If testing does not complete by 08/24/21, there is a risk that the project may not be able to update the translated languages for Release 1.0.	Open	Low	Low	08/16/21

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
CIT 0155-21	PPOC.40; Consortium.Regional Managers.All; Consortium.SectionDirectors;	BenefitsCal Awareness Toolkit	BenefitsCal (Self Service Portal)	06/24/21	Matthew Spurrier	Jennifer Hobbs
CIT 0157-21	PPOC.39; Consortium.Regional Managers.All; Consortium.SectionDirectors;	BenefitsCal Customer/CBO Pre Go Live Communications	BenefitsCal (Self Service Portal)	06/29/21	Matthew Spurrier	Jennifer Hobbs

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 18, 2021

Period: August 9, 2021 to August 15, 2021

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
CIT 0162-21	PPOC.All; Consortium.Regional Managers.All; Consortium.SectionDi rectors;	BenefitsCal Marketing Website	BenefitsCal (Self Service Portal)	06/29/21	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Customer. CBO Communica tions Go Live	BenefitsCal (Self Service Portal)	N/A	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Physical Letter	BenefitsCal (Self Service Portal)	N/A	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Social Media & Website Update	BenefitsCal (Self Service Portal)	N/A	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Store	BenefitsCal (Self Service Portal)	N/A	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Store Go Live	BenefitsCal (Self Service Portal)	N/A	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Store Final Days	BenefitsCal (Self Service Portal)	N/A	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Post Go Live Communica tion	BenefitsCal (Self Service Portal)	N/A	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Compatible Browsers	BenefitsCal (Self Service Portal)	N/A	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Social Media Calendar	BenefitsCal (Self Service Portal)	N/A	Matthew Spurrier	Jennifer Hobbs

Table 7.0-4 – CITs

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 18, 2021

Period: August 9, 2021 to August 15, 2021

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	In progress	09/15/21 and 09/30/21
CA-228953	CalSAWS	YBN Case and Application baseline data BenefitsCal CX Measurement.	05/20/21	Open	10/29/21 and 11/19/21
N/A	CalWIN	MyBCW Case and Application baseline data for BenefitsCal CX Measurement.	05/20/21	Open	10/29/21
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

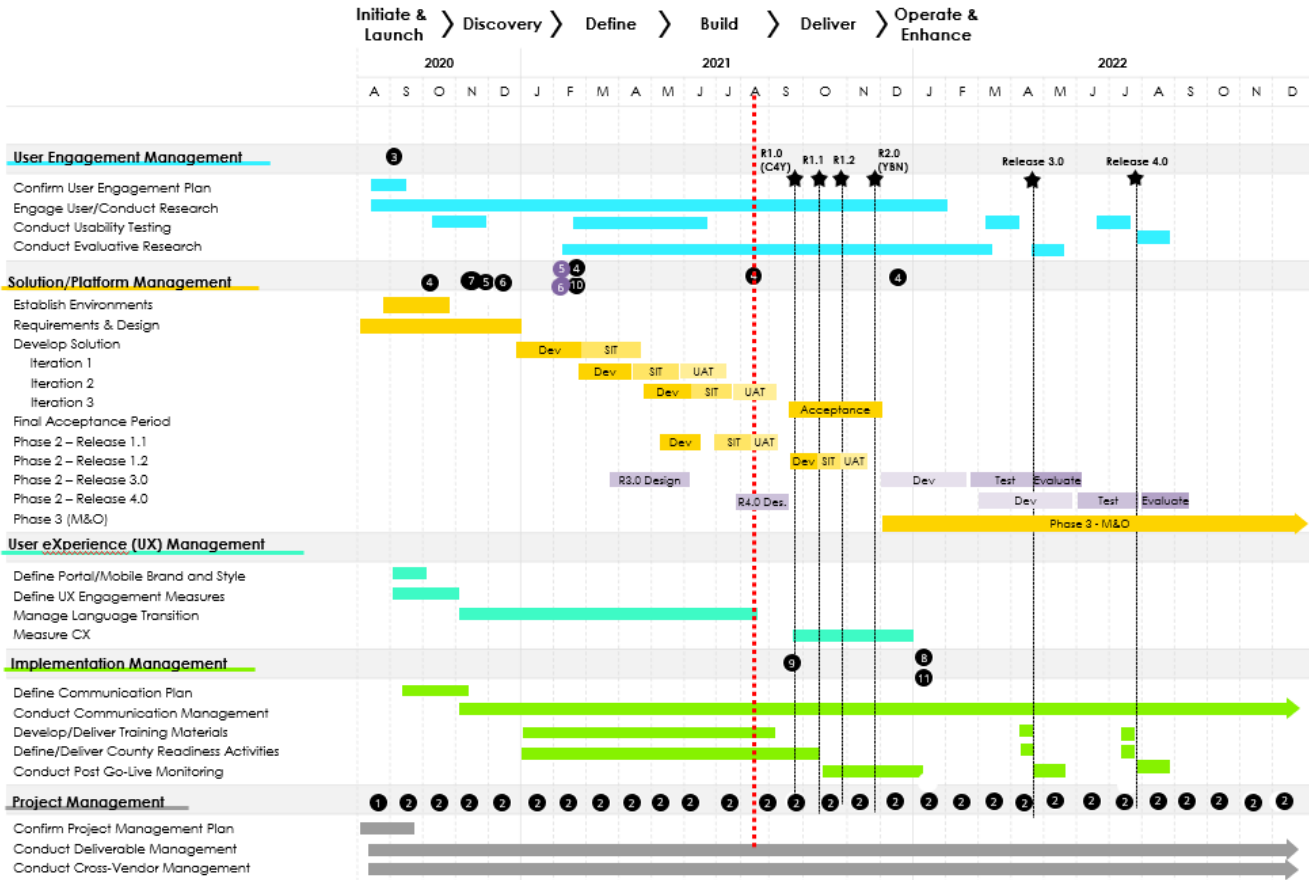
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 18, 2021

Period: August 9, 2021 to August 15, 2021

► 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