CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: August 16, 2021 to August 22, 2021

08/25/21

Table of Contents

1.0 Project Management 2
1.1 Highlights of the Reporting Period 2
2.0 Application Development and Test 2
2.1 Requirements and Design 2
2.1.1 Highlights of the Reporting Period – Requirements and Design. 2
2.1.2 Activities for the Next Reporting Period – Requirements and Design 2
2.2 User Centered Design (UCD) 2
2.2.1 Highlights of the Reporting Period – UCD 2
2.2.2 Activities for the Next Reporting Period – UCD 2
2.3 Development 3
2.3.1 Highlights of the Reporting Period – Development 3
2.3.2 Activities for the Next Reporting Period – Development 3
2.4 System Test Execution 4
2.4.1 Highlights of the Reporting Period – System Test Execution 4
2.4.2 Activities for the Next Reporting Period – System Test Execution 9
2.5 User Acceptance Test (UAT) Planning 9
2.5.1 Highlights of the Reporting Period – User Acceptance Test Planning 9
2.5.2 Activities for the Next Reporting Period – User Acceptance Test Planning 9
3.0 Performance Test 9
3.1 Highlights of the Reporting Period – Performance Test 9
3.2 Activities for the Next Reporting Period – Performance Test 9
4.0 Security 10
4.1 User Conversion 10
4.1.1 Highlights of the Reporting Period – User Conversion Testing 10
4.1.2 Activities for the Next Reporting Period – User Conversion Testing 10
4.2 Security Testing 10
4.2.1 Highlights of the Reporting Period – Security Testing 10
4.2.2 Activities for the Next Reporting Period – Security Testing 11
5.0 Communications 11
5.1 Highlights of the Reporting Period 11
5.2 Activities for the Next Reporting Period 11
6.0 Training 13
6.1 Highlights of the Reporting Period 13
6.2 Activities for the Next Reporting Period 13
7.0 Appendices 15

1.0 Project Management

1.1 Highlights of the Reporting Period

- Submitted the Final Deliverable (FDEL) for 04.03: Requirements Traceability Matrix (RTM): Update 3 on 08/17/21.
- Completed the Greenlight Deck Report on 08/18/21.

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.
- Conducted design sessions for Release 3.0 requirements on 08/17/21 (Able Bodied Adults Without Dependents (ABAWD) Exemption) and 08/19/21 (Ad Hoc Reporting).

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- Continue to triage for Independent testing and UAT defects.
- Conduct the first design session on 08/25/21 for the Release 3.0 ABAWD hours and Income Reporting Threshold (IRT) reminder requirements.
- Coordinate with the Consortium to obtain approval for the language translations by 08/24/21.
- Update the General System Design (GSD) documents for Release 3.0.

2.2 User Centered Design (UCD)

2.2.1 Highlights of the Reporting Period – UCD

- Conducted a two-hour moderated usability testing session with one (1) customer on 08/19/21.
- Updated the County Staff Survey and CalSAWS Information Transmittal (CIT) materials based on feedback received through the CIT review process. Sent the CIT for final distribution on 08/20/21.
- Distributed unmoderated usability testing materials to 45 Assisters/Advocates on 08/17/21.
- Configured the Medallia Health Check and Text Analytic dashboard pages and finalized the translation configuration for the 12 threshold languages on 08/20/21.
- Conducted recruitment activities and scheduled a customer for usability testing during the week of 08/23/21.

2.2.2 Activities for the Next Reporting Period – UCD

- Conduct moderated usability testing sessions with four (4) customers.
- Facilitate the UCD Monthly meeting scheduled for 08/26/21.
- Analyze usability testing findings and develop recommendations.
- Provide analysis and recommendations for improvement of the CalSAWS text messages and eNOAs (related to BenefitsCal) to the Consortium on 08/23/21.

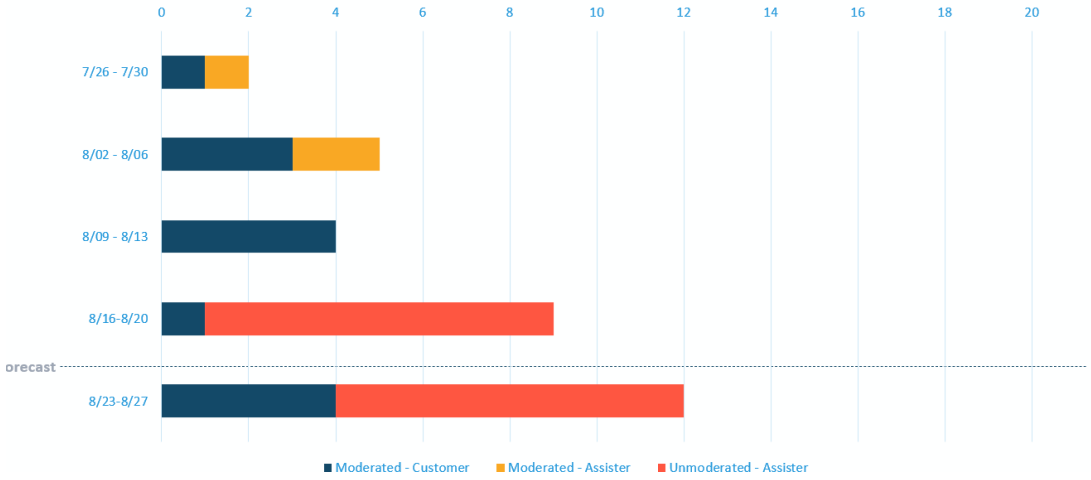


Figure 2.2-1 – UCD Stakeholder Engagement

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 2.2-2 – Data Requests for CX Measurement

2.3 Development

2.3.1 Highlights of the Reporting Period – Development

- **For Release 1.0, 1.1, 1.2:** Resolved defects based on planned build versions to System Testing/UAT.
- **For Release 1.0:** Resolved the remaining defects based on planned build versions to System Testing/UAT.

2.3.2 Activities for the Next Reporting Period – Development

- Monitor the Release 1.0 Performance Optimization items.
- Provide System Test support for Release 1.1 and 1.2 defect fixes and clear out defects as scheduled for Release 1.1 and 1.2 System Test exit.

- Provide UAT support for Release 1.0 and clear out defects as scheduled for Release 1.0 UAT exit.
- Provide System Test support for Release 1.1 and 1.2 defect fixes and clear out defects as scheduled for Release 1.1 and 1.2 System Test exit.

2.4 System Test Execution

2.4.1 Highlights of the Reporting Period – System Test Execution

- **Release 1.0:**
  - **Cross-Browser:** 1,992 of 1,992 executed (1,992 passed).
  - **Cross-Device:** 1,992 of 1,992 executed (1,979 passed).
  - **ADA:** 765 of 765 executed (709 passed).
  - **Multi-Lingual:** 5,456 of 5,478 executed (4,636 passed).
- **Release 1.1**: Executed 16 of the 31 planned test cases (CF 37 and MC). Execution off schedule by 15 defects.
  - **Cause:** Release 1.0 and 1.2 defect resolutions provided for retest. Team focused on retesting those items.
  - **Impact:** No impact is expected to overall R1.2 test execution timelines.
  - **Recovery Plan:** Team will work through the weekend to catch up on R1.1 execution.
- **Release 1.2:** Executed 1 of the 0 planned test cases (SAR 7), ahead of schedule.
- Conducted a weekly System Test status call on 08/18/21 and participated in an Independent Test status meeting on 08/19/21 to provide support on test execution.
- Conducted the weekly test planning meeting on 08/17/21 and the Partner Interface Test meetings with the CalSAWS and ForgeRock teams on 08/18/21, 08/19/21, and 08/20/21to walk through the ETA for the identified partner defects and the data setup and staging requests.
- Addressed the comments received for the Master Test Plan (MTP) version 4 Final Deliverable (FDEL).

System Test Release 1.0

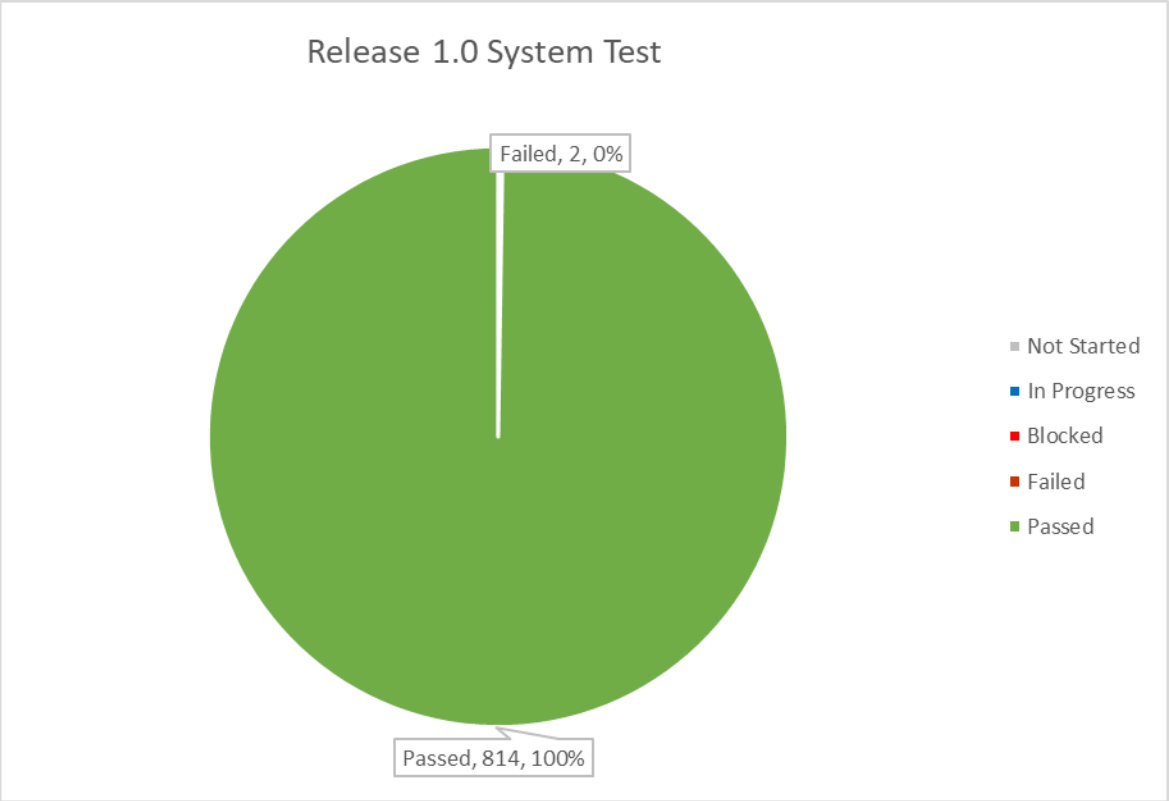


Figure 2.4-1 – System Test Execution Status: Release 1.0

- All defects associated to the two (2) failed test cases (above) are closed awaiting retest, as of 08/20/21.

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)	**99.9%** (+2)	**99.9%** (+2)	**816 Test Cases Executed**
System Test Complete Date: 07/16/21			

Figure 2.4-2 – Pass Rate: Release 1.0

Partner	1-High	2-Med	3-Low	4-Cosmetic	*TOTAL*
ForgeRock	0	4	2	0	***6***
CalSAWS	0	5	12	0	***17***
FIS	0	0	0	0	***0***
BenefitsCal	0	2	3	0	***5***

Partner	1-High	2-Med	3-Low	4-Cosmetic	*TOTAL*
TOTAL	*0*	*10*	6	2	***28*** ***(+10 from last week)***

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

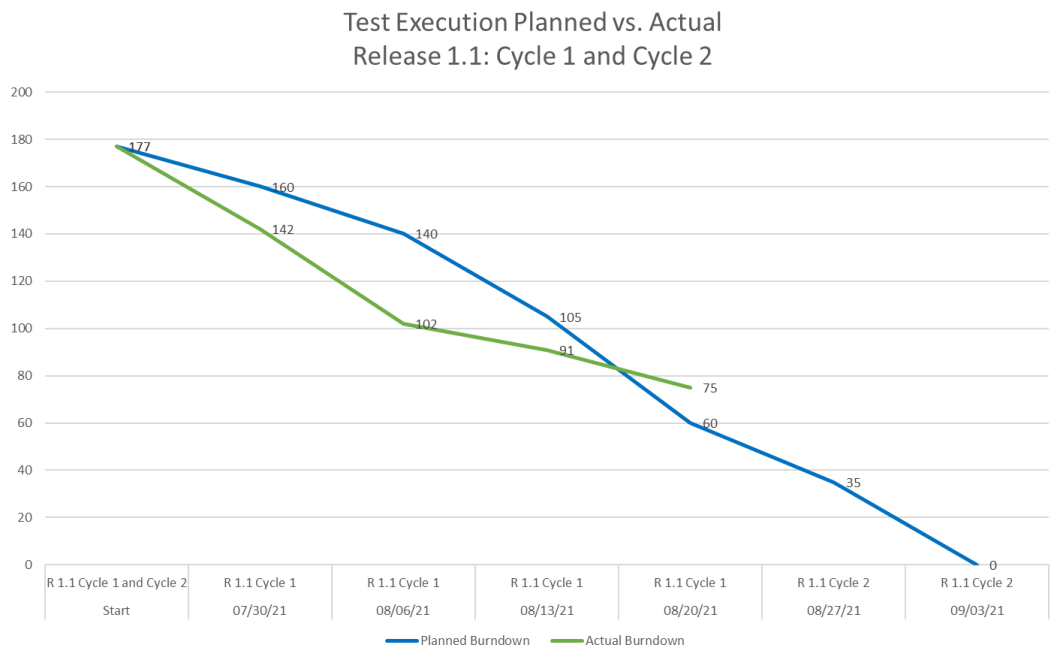


Figure 2.4-4 – System Test Execution Burndown: Release 1.1

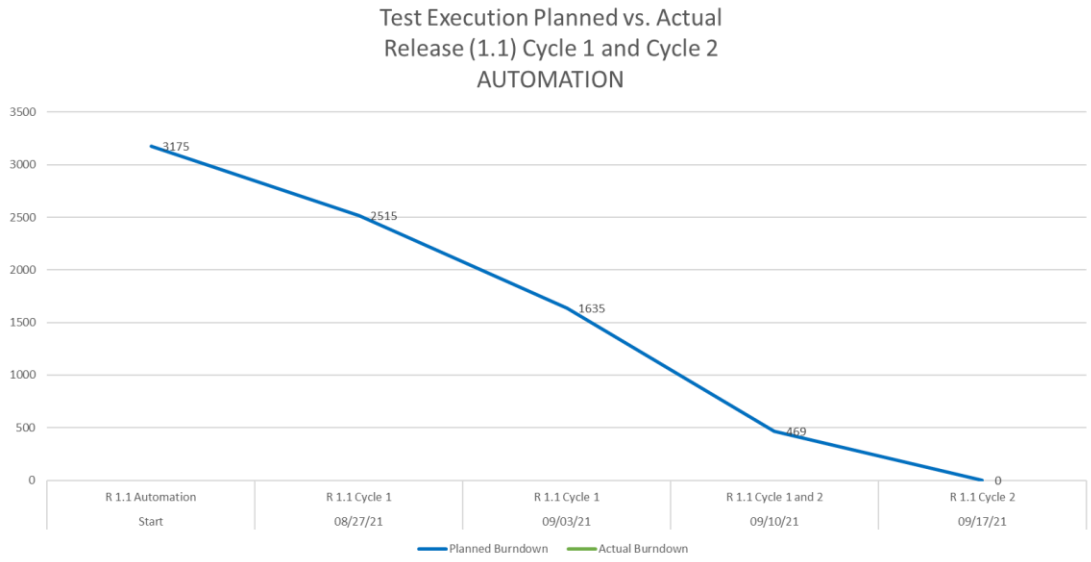


Figure 2.4-5 – System Test Execution Burndown: Release 1.1 – ADA, Language, Device, Browser

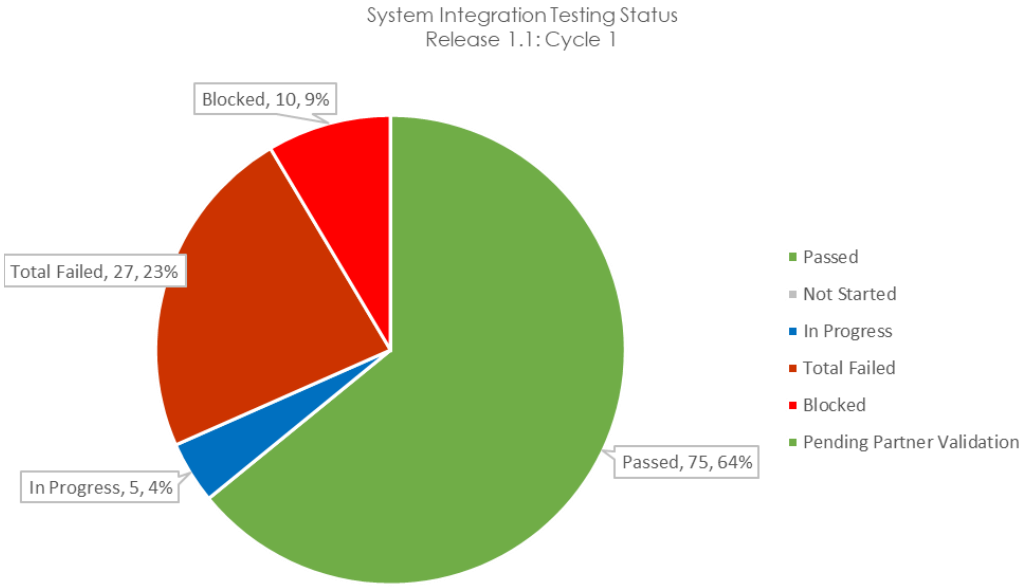


Figure 2.4-6 – System Test Execution Status: Release 1.1

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	**60%**	**60%**	**117 Test Cases**
Actual (+/- from previous week)	**74%** (-6)	**74%** *(-6)*	**102 Test Cases Executed**
System Test Complete Date: 09/03/21			

Figure 2.4-7 – Pass Rate: Release 1.1

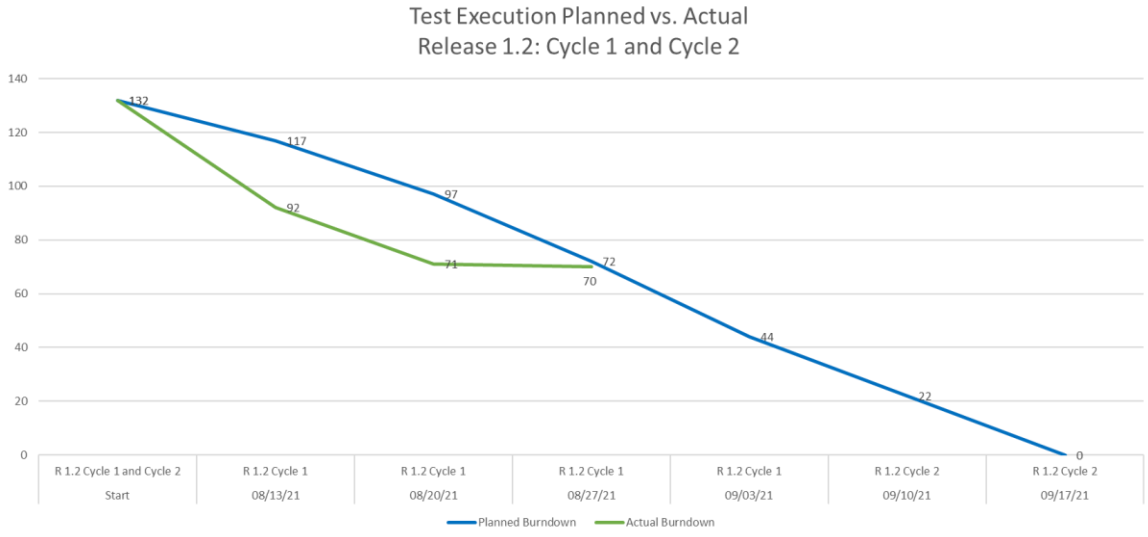


Figure 2.4-8 – System Test Execution Burndown: Release 1.2

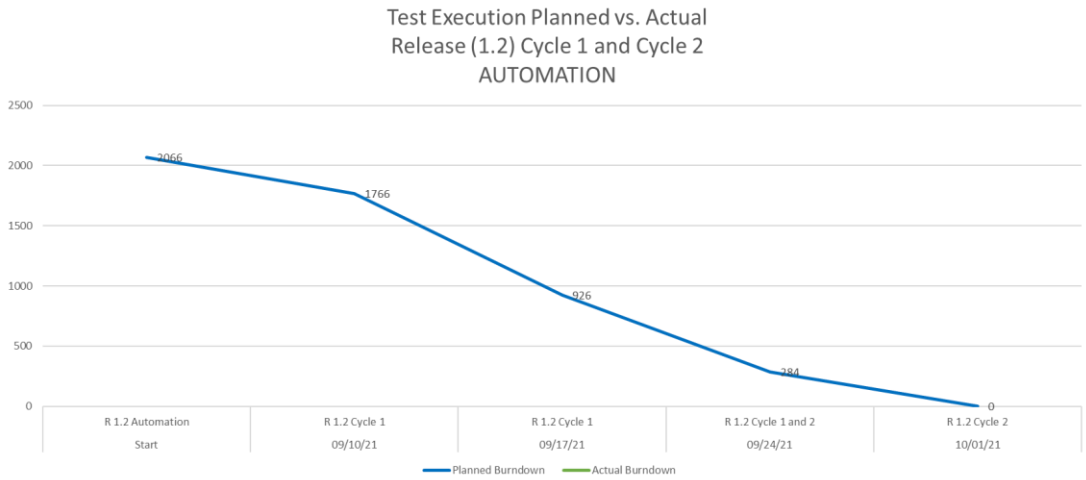


Figure 2.4-9 – System Test Execution Burndown: Release 1.2 - ADA, Language, Device, Browser

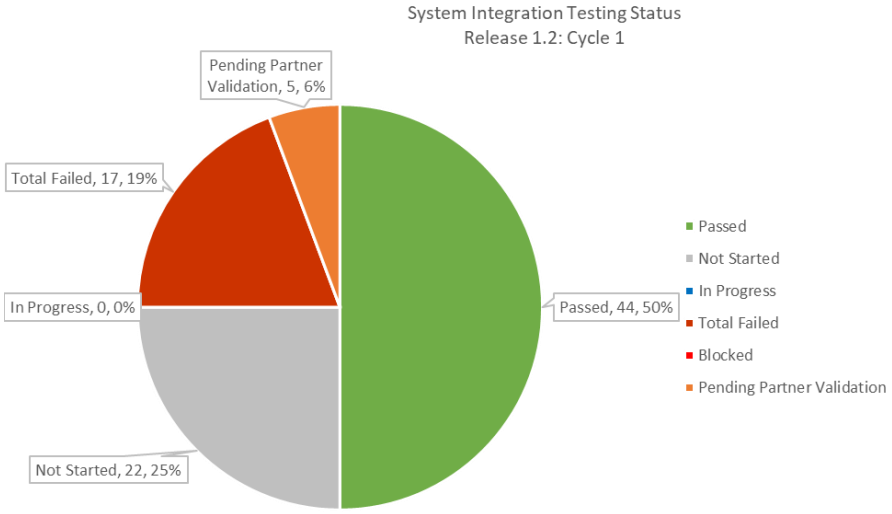


Figure 2.4-10 – System Test Execution Status: Release 1.2

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)	**87%** (+15)	**87%** *(+15)*	**62 Test Cases Executed**
System Test Complete Date: 09/24/21			

Figure 2.4-11 – Pass Rate: Release 1.2

2.4.2 Activities for the Next Reporting Period – System Test Execution

- Conduct daily and weekly test status calls to provide updates on test execution and defects and to coordinate across partners.
- Support Independent test and UAT execution.
- Continue automation execution the of ADA, Browser, Language, and Device test cases. There are approximately 100 screens planned for 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.
- Address any comments received for DEL 04.03: Requirements Traceability Matrix (RTM): Update 3.

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.

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

- Support the Consortium to complete UAT regression testing.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- Completed the second week of Performance Test execution on 08/20/21 – Cycle 3 performance test is complete.
- Completed Performance Test execution with Code for America on 08/19/21 and with FIS for EBT functionality on 08/20/21.

3.2 Activities for the Next Reporting Period – Performance Test

- Confirm additional integrated execution dates with partners (CalSAWS, FIS, Imaging, and ForgeRock) for Release 1.0. Currently targeted for 9/3/21 and 9/7/21.
- Set up additional data for continued Release 1.0 Performance Test execution.
- Create test scripts covering Release 1.1 and 1.2 functional areas.
- Set up additional data for continued Release 1.0 Performance Test execution.

	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 Release 1.0 features (Including FIS/EBT)	14 of 14 test cases approved	100% Executed
Cycle 4	09/06/21	09/17/21	Release 1.1 (MC Pre-Population, CF37)	0 of 5 test cases written	0% Executed

	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 DevOps team on 08/17/21 to address the infrastructure-related items for the Technical System Design (TSD) Appendix H. This resulted in the team creating JIRA tickets to track the DevOps action items to completion.
- Met with the BenefitsCal Design team, the Consortium Security and Business teams, and the ForgeRock team on 08/17/21 to discuss the requirement of phone numbers for CBO users. This meeting resulted in the phone number attribute being changed from mandatory to optional.
- Met with the Consortium Security team on 08/17/21 and 08/20/21 to discuss third-party testing alignment and strategy for the System Security Plan (SSP) revisions. This resulted in the team exchanging knowledge on the activities to occur during the third-party testing and upcoming SSP updates.
- Conducted a working session with the ForgeRock team on 08/17/21 to discuss the BenefitsCal Development team's analysis on the intermittent 401 issue. This resulted in the ForgeRock team taking the analysis back to use toward their own remediation which was implemented on 08/18/21.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- Continue to work with the ForgeRock team on any identified BenefitsCal ForgeRock integration issues.
- Start revision of the BenefitsCal System Security Plan based on the latest implementation status.

4.2 Security Testing

4.2.1 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 08/17/21.
- 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 08/18/21 and 08/20/21.

4.2.2 Activities for the Next Reporting Period – Security Testing

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

- Distributed CIT 0221-21 BenefitsCal Customer/CBO Go-Live Communications through the CIT process on 08/19/21.
- Distributed CIT 0220-21 BenefitsCal Compatible Browsers through the CIT process on 08/19/21.
- Distributed CIT 0219-21 BenefitsCal social media and website update through the CIT process on 08/19/21.
- Drafted the Legislative Briefing Packet.
- Drafted a "Welcome CBO" email for review on 08/17/21.
- Received approval for the Staples Store CITs 08/18/21 – CIT xxxx-21 Staples Store sent for distribution on 08/20/21.

5.2 Activities for the Next Reporting Period

- Upload the YBN Customer emails to AWS on 08/23/21 so that we can distribute the first YBN emails.
- Send C4Y New Benefits System (3) Email to the C4Y customer emails list on 08/27/21.
- Send YBN New Benefits System (1) Email to the YBN customer emails list on 08/27/21.
- Send CIT xxxx-21 BenefitsCal Staples Store Go-Live 08/23/21 to Counties.
- Send go-live communications for translation to Hummble on 08/26/21.
- Send CIT Social Media Calendar for review and approval by CIT/CRFI review on 08/24/21.
- Send the C4Y text message to customers who opted-in to text messaging and push notifications on the C4Yourself mobile app on 08/24/21.

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

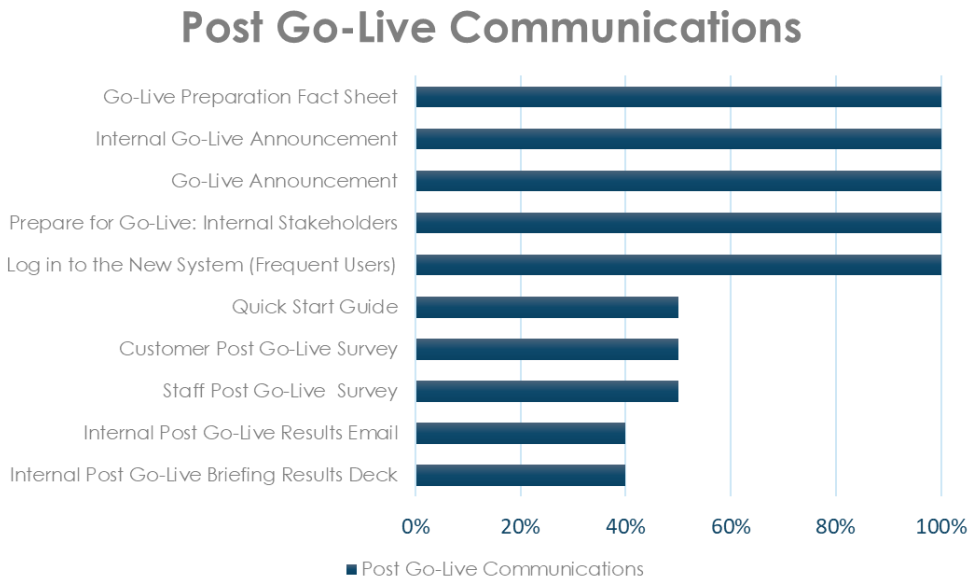


Figure 5.2-1 – Communications: Post Go-Live

YouTube				
Post	Views	Likes	Subscribers: 86	Date Posted
Welcome to BenefitsCal	1,454	18	N/A	06/24/21
Journey to BenefitsCal	1,345	28	N/A	06/24/21
Facebook				
Post	Views	Likes	Link Clicks	Date Posted
Facebook #8	68	2	N/A	08/19/21
Facebook #7	1,524	1	N/A	08/15/21
Facebook #6	6	1	N/A	08/12/21
Facebook #5	132	3	N/A	08/10/21
Twitter				
Post	Views	Likes/Retweets	Link Clicks	Date Posted
Twitter #8	139	2/1	5	08/19/21
Twitter #7	7,940	18/6	43	08/17/21
Twitter #6	237	3/2	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
18,145 (week) 94k (total)	2,044	247 (07/09/21) N/A	N/A	08/13/21-08/20/21

Figure 5.2-2 – Social Media Tracker

Post	Date	Messages Attempted	Messages Delivered	Delivery Rate	Email Open Rate	Emails Opened
C4Y New Benefits System (1) email	06/30/21	417,882	389,643	93.2%	23.7%	92,337
C4Y New Benefits System (2) email	07/30/21	417,882	396,010	94.7%	27.8%	98,171
C4Y Text Message	08/23/21	Scheduled				
C4Y New Benefits System (3) email	08/27/21	Scheduled				
YBN New Benefits System (1)	08/28/21	Scheduled				
C4Y Reminder Your Renewal is Due	09/27/21	Scheduled				
C4Y Go Live Announcement	09/27/21	Scheduled				
C4Y Log In to the New System	10/11/21	Scheduled				

Figure 5.2-3 – Customer Engagement With Email

6.0 Training

6.1 Highlights of the Reporting Period

- Presented at the Early Training Session on 08/20/21 and supported questions during the questions/answers session that followed.
- Drafted the CBO Admin Quick Guide (QG).
- Demonstrated the BenefitsCal Admin features at the Region 3 Touchpoint on 08/16/21, the Region 5 Touchpoint on 08/17/21, and the Region 1 Touchpoint on 08/19/21.

6.2 Activities for the Next Reporting Period

- Prep for Tier 1, Tier 2, and CNC training.

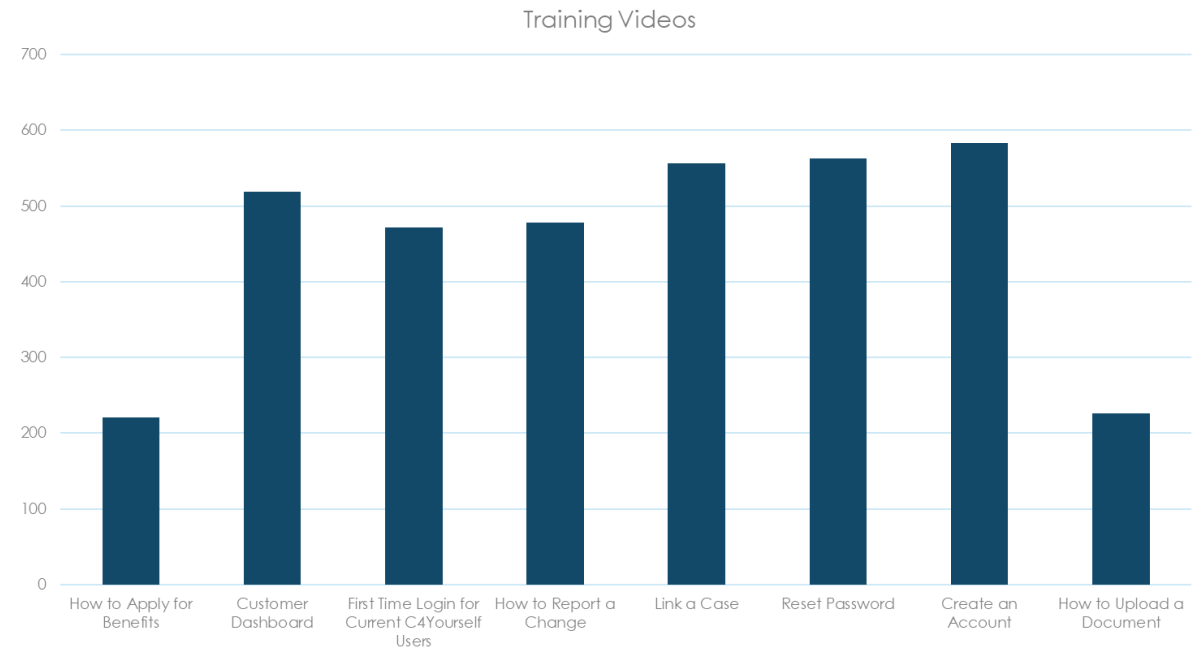


Figure 6.2-1 – Training Video Views (within LMS)

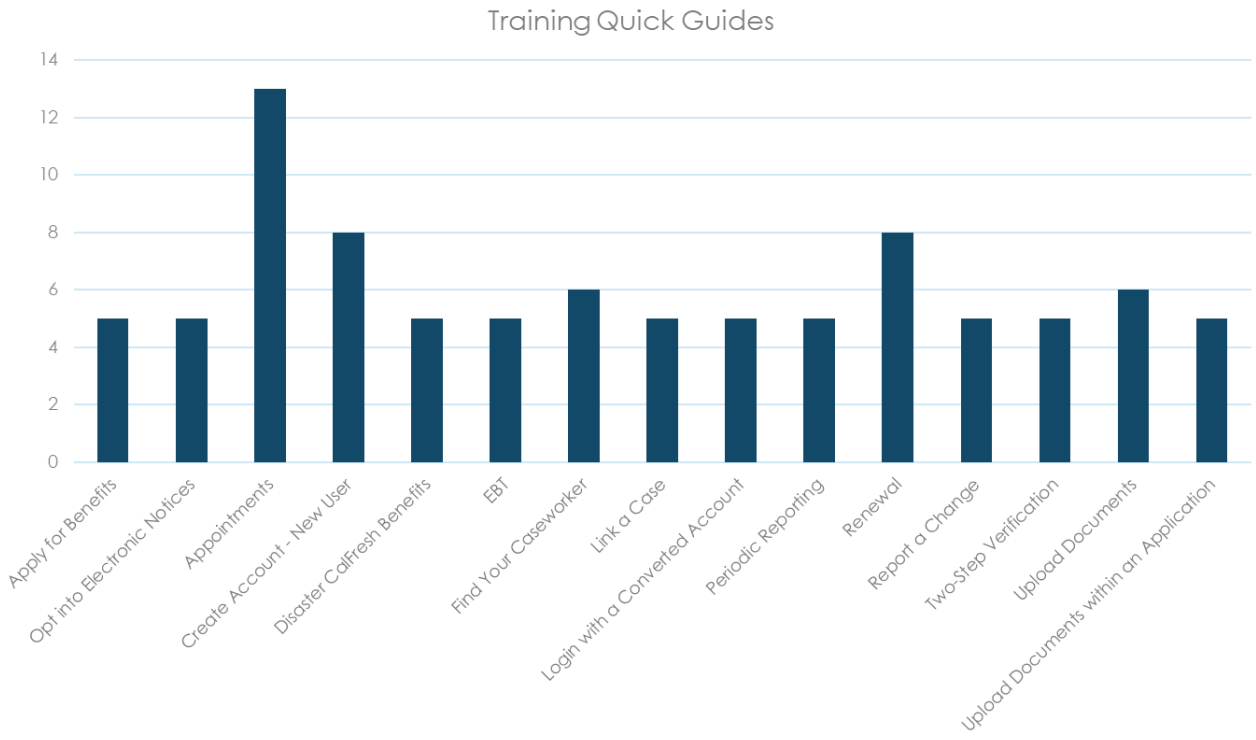


Figure 6.2-2 – Quick Guide Views (within LMS)

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
01.12	Monthly Work Plan: August 2021	On-track	09/03/21 FDEL Submission
02.12	Monthly Status Report: August 2021	On-track	09/03/21 FDEL Submission
05.01	General System Design – Update 3	On-track	09/01/21 FDEL Approval
04.03	Requirements Traceability Matrix – Update 3	On-track	08/30/21 FDEL Approval
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	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	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

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

Table 7.0-4 – Project Risks and Issues

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

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Consortium.SectionDirectors;					
CIT 0162-21	PPOC.All; Consortium.RegionalManagers.All; Consortium.SectionDirectors;	BenefitsCal Marketing Website	BenefitsCal (Self Service Portal)	06/29/21	Matthew Spurrier	Jennifer Hobbs
CIT 0221-21		BenefitsCal Customer. CBO Communications 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 0219-21		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 Communication	BenefitsCal (Self Service Portal)	N/A	Matthew Spurrier	Jennifer Hobbs
CIT 0220-21		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
CIT xxx-xx		County Staff Survey	BenefitsCal CX Measurement	N/A	Brook Sinclair	Anna Chia

Table 7.0-5 – 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 7.0-6 – CRFIs

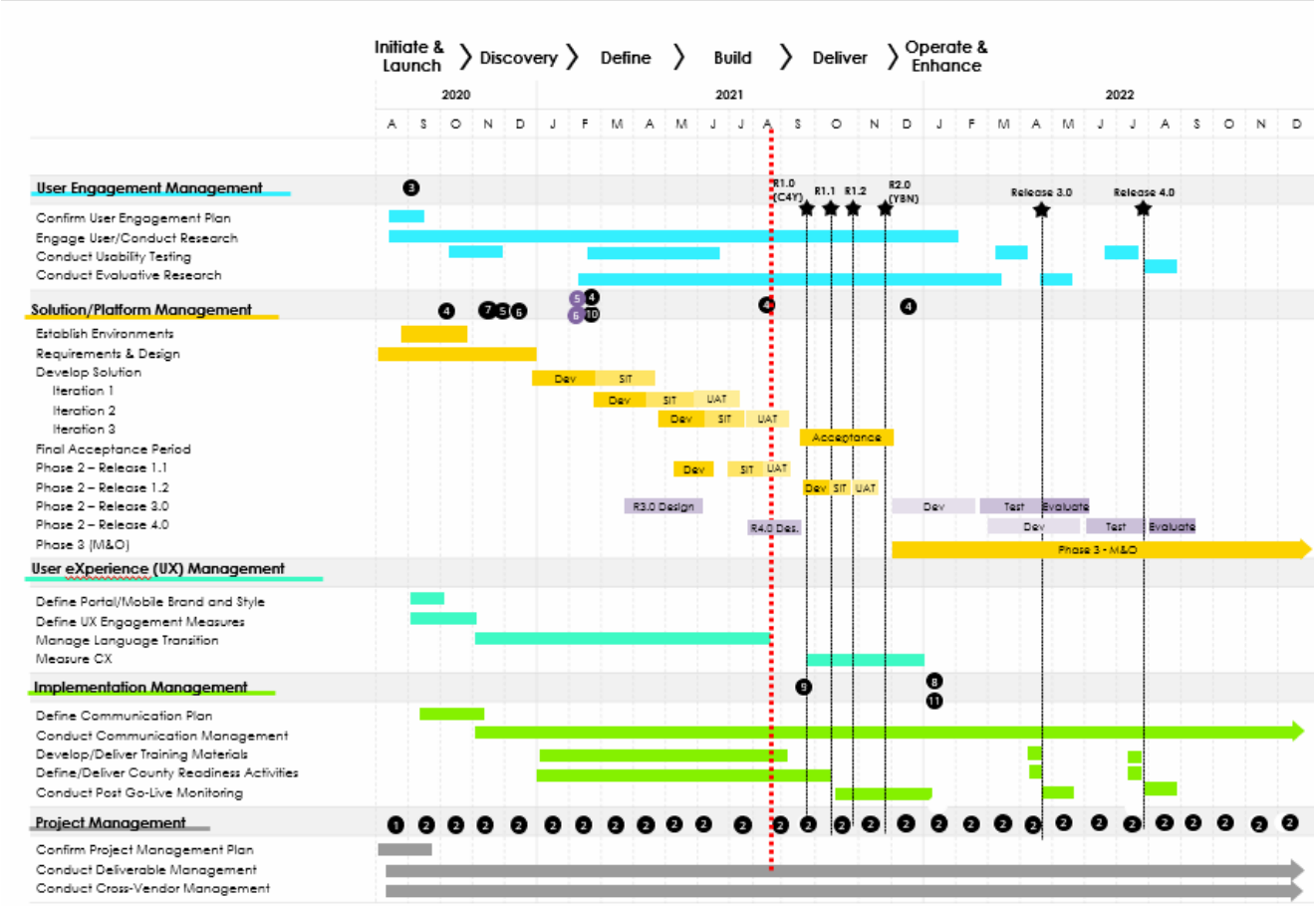
The following table outlines CalSAWS Change Request sent for the reporting period.

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 7.0-7 – 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.		

Table 7.0-8 – Overdue Action Items