



CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: August 23, 2021 to
August 29, 2021**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 1, 2021

Period: August 23, 2021 to August 29, 2021

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Received approval for the Monthly Work Plan – July 2021 on 08/25/21.
- ▶ Received approval for the Requirements Traceability Matrix (RTM) Update 3 Final Deliverable (FDEL) on 08/27/21.
- ▶ Completed the Green Light deck on 08/25/21.

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 Test defects.
- ▶ Conducted a design session on 08/25/21 for Release 3.0 requirements (Able Bodied Adults Without Dependents (ABAWD) Exemption hours and Income Reporting Threshold (IRT) Reminders).
- ▶ Provided resolutions to comments received for the RTM Update 3 FDEL.
- ▶ Updated the General System Design (GSD) Deliverable documents for Release 3.0.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Continue triage for Independent Test and User Acceptance Test (UAT) defects.
- ▶ Facilitate a design session on 09/02/21 for Release 3.0 requirements (ABAWD hours and IRT Reminders).
- ▶ Update the GSD Deliverable documents for Release 3.0.

2.2 User Centered Design (UCD)

2.2.1 Highlights of the Reporting Period – UCD

- ▶ Provided analysis and recommendations for improvement of CalSAWS text messages and eNOAs (related to BenefitsCal) to the Consortium on 08/23/21.
- ▶ Conducted recruitment activities and scheduled a customer for usability testing during the week of 08/23/21.
- ▶ Prepared materials for the UCD Monthly Meeting and received approval from the Consortium Leads on 08/25/21.
- ▶ Prepared materials on 08/25/21 for the IRT and ABAWD Reminders design session for Release 3.0.
- ▶ Conducted moderated usability testing sessions with one (1) customer on 08/26/21.
- ▶ Facilitated the UCD Monthly Meeting on 08/26/21 and sent follow-up materials to meeting participants on 08/27/21.
- ▶ Finalized configuration of the Medallia intercept surveys and dashboard on 08/27/21.

2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Conduct moderated usability testing sessions with three (3) customers.
- ▶ Collaborate with the Design Team to develop usability testing report with recommendations by 09/03/21.
- ▶ Collaborate with the DevOps Team to configure Amplitude.

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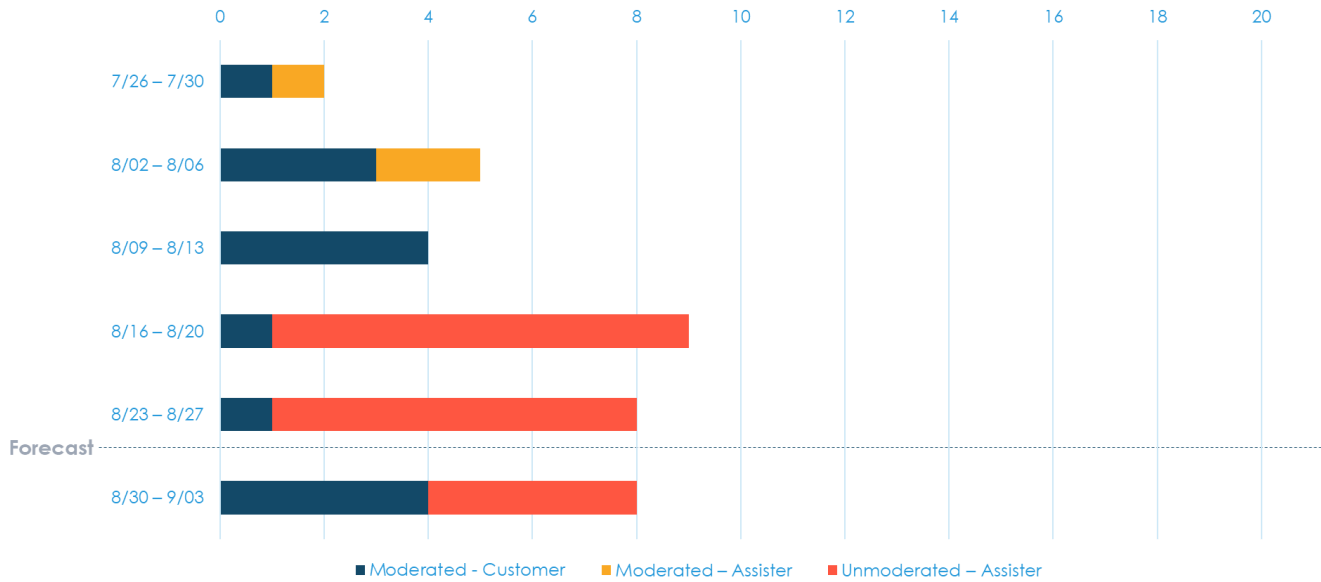


Figure 2.2-1 – UCD Stakeholder Engagement

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

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2.3.2 Activities for the Next Reporting Period – Development

- ▶ Monitor the Release 1.0 Performance Optimization items.
- ▶ 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 Release 1.2 defect fixes and clear out defects as scheduled for Release 1.1 and Release 1.2 System Test exit.
- ▶ Plan for the start of Release 2.0 development.

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:** 1,990 of 1,992 executed (1,988 passed).
 - **ADA:** 765 of 765 executed (726 passed).
 - **Multi-Lingual:** 5,478 of 5,478 executed (5,095 passed).
- ▶ **Release 1.1:**
 - **Cross-Browser:** 432 of 504 executed (400 passed).
 - **Cross-Device:** 91 of 504 executed (62 passed).
 - **ADA:** 22 of 252 executed (12 passed).
 - **Multi-Lingual:** 0 of 1386 executed (0 passed).
 - Executed 545 of the 660 planned automated test cases.
 - Executed 20 of the 30 planned test cases (CF 37 & MC).
 - **Cause:** 10 test cases are behind on execution due to CalSAWS MC batch failures in the CalSAWS System Test environment.
 - **Impact:** No impact is expected to overall Release 1.2 test execution timelines.
 - **Recovery Plan:** The team will work through the weekend to catch up on Release 1.1 execution.
- ▶ **Release 1.2:**
 - Executed 17 of the 28 planned test cases for (SAR 7).
 - **Cause:** Pending test cases due to CalSAWS sending multiple programs CSPM-35557
 - **Impact:** No impact is expected to overall Release 1.2 test execution timelines.
 - **Recovery Plan:** The team will work through the weekend to catch up on Release 1.2 execution.
- ▶ Conducted daily Partner Test status calls to provide updates on partner pending items and defects.
- ▶ Conducted the weekly test planning meeting on 08/24/21 with the Consortium and QA Teams to provide UAT, Release 1.1 and Release 1.2 execution, and automation updates for Release 1.0, Drop 2 items.
- ▶ Conducted a System Test status call on 08/25/21 to provide updates on test execution and defects.
- ▶ Conducted Partner Interface Defect Triage meetings with CalSAWS and ForgeRock on 08/25/21, 08/26/21, and 08/27/21 to walk through the ETA for identified partner defects and data setup and staging requests.
- ▶ Provided resolutions to comments received for the Master Test Plan (MTP) Version 4 FDEL.
- ▶ Provided resolutions to comments received for the RTM Update 3 FDEL.

System Test Release 1.0

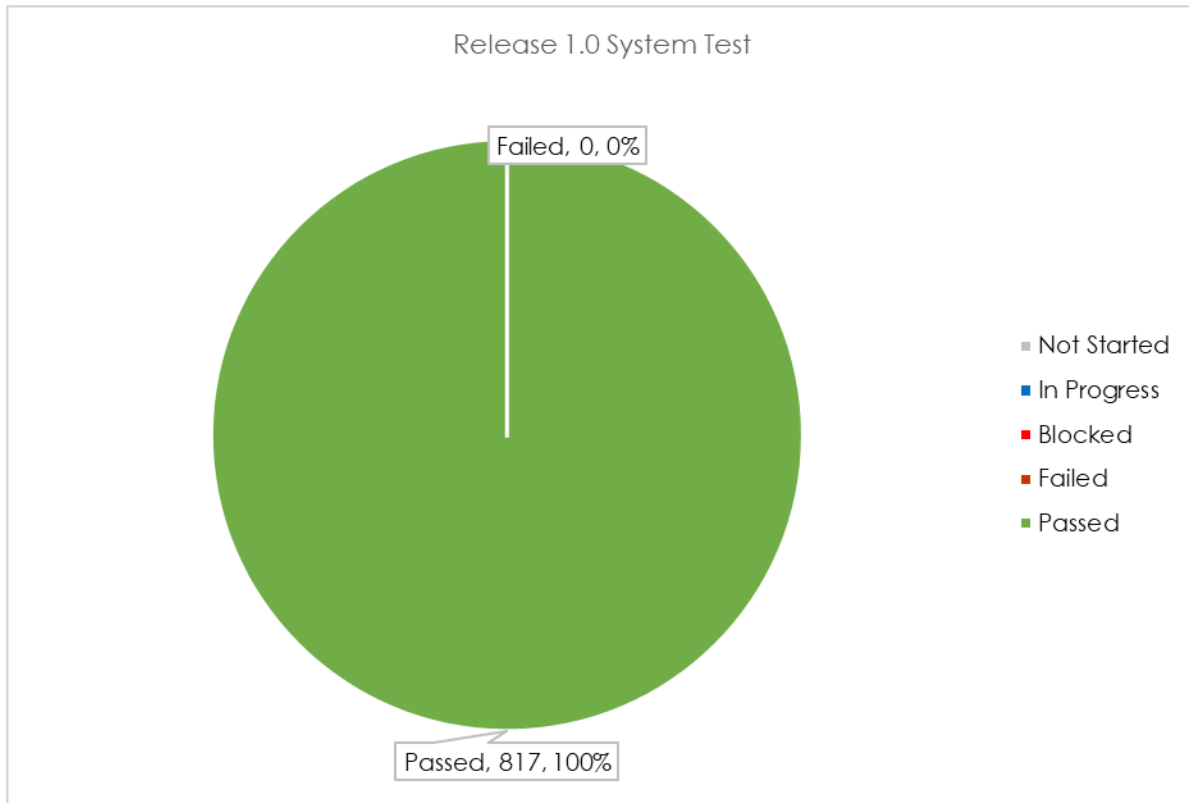


Figure 2.4-1 – System Test Execution Status: Release 1.0

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	817 Test Cases
Actual (+/- from previous week)	100% (+0.1)	100% (+0.1)	817 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	6	2	0	8
CalSAWS	0	7	11	0	18
FIS	0	0	0	0	0
BenefitsCal	0	2	3	0	5
TOTAL	0	15	16	0	31 (+3 from last week)

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

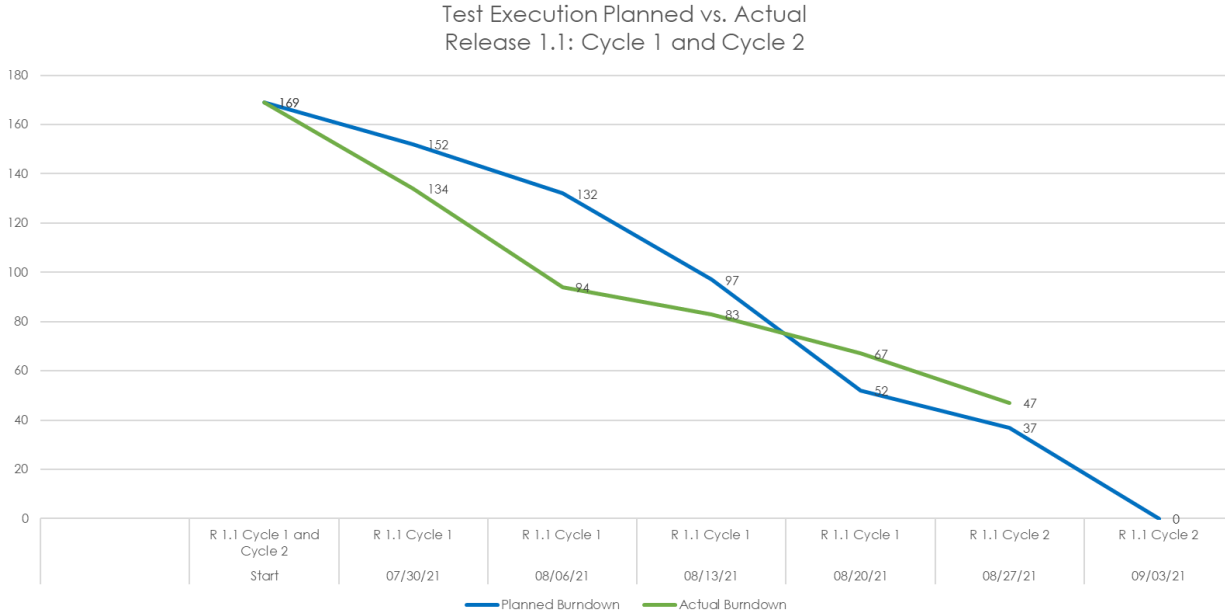


Figure 2.4-4 – System Test Execution Burndown: Release 1.1

Changes on test cases execution number are as follows for Release 1.1 Cycle 1 and Cycle 2:

- ▶ 10 test cases are behind on execution due to MC batch failures in the CalSAWS System Test environment.
- ▶ Cycle 2 updated to include 52 test cases due to higher pass rate in Cycle 1.

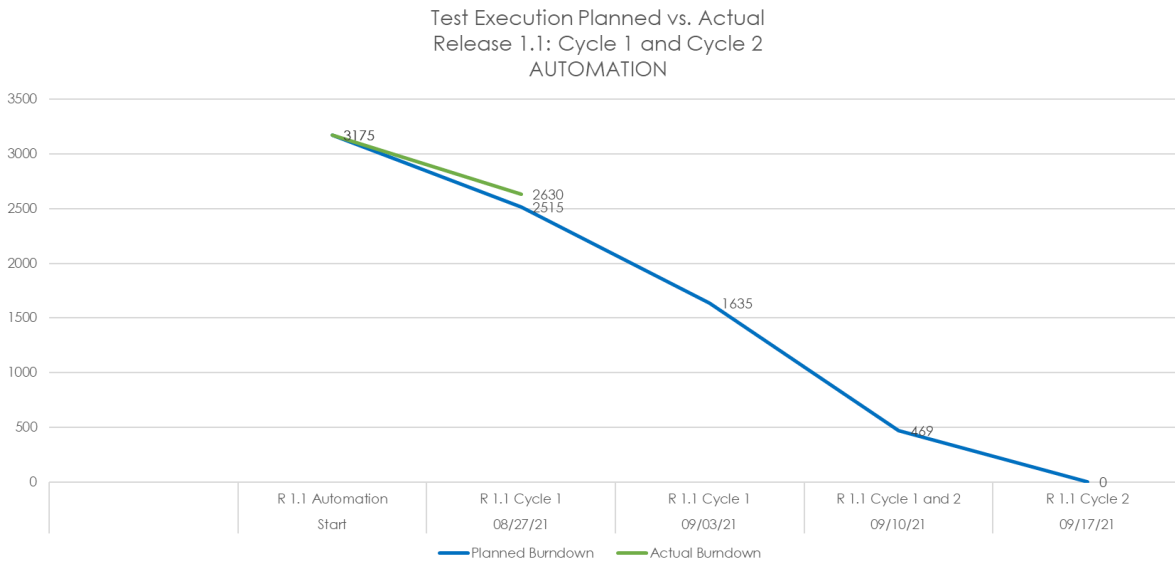


Figure 2.4-5 – System Test Execution Burndown: Release 1.1 – ADA, Language, Device, Browser

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System Integration Testing Status
Release 1.1: Cycle 1

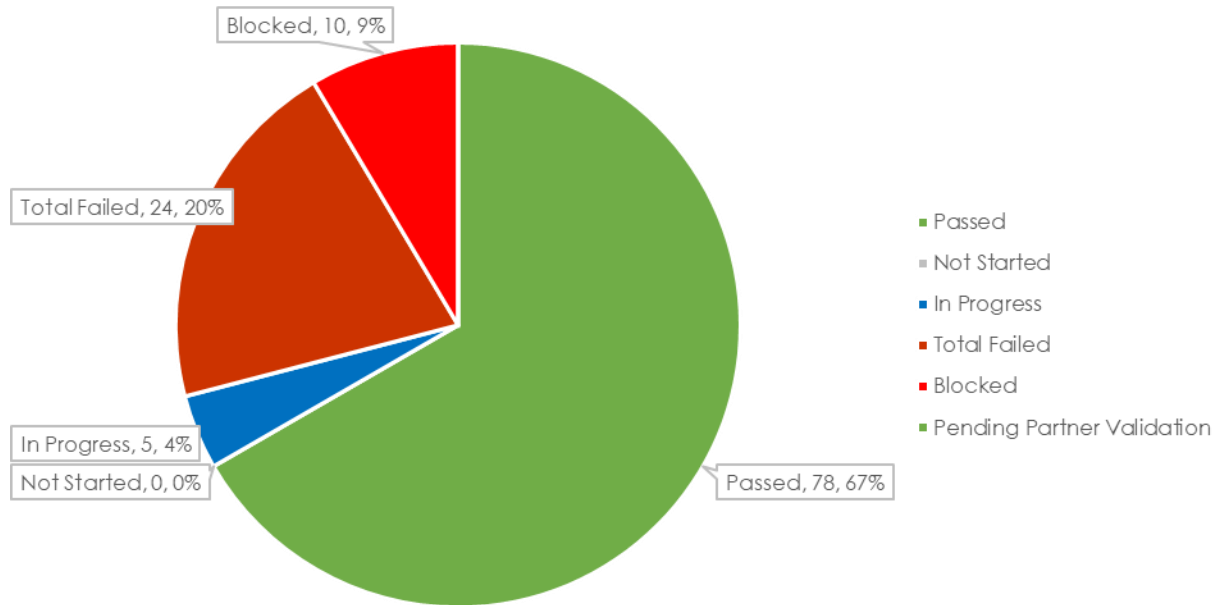


Figure 2.4-6 – System Test Execution Status: Release 1.1

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
<i>System Test Complete Date: 09/03/21</i>			

Figure 2.4-7 – Pass Rate: Release 1.1

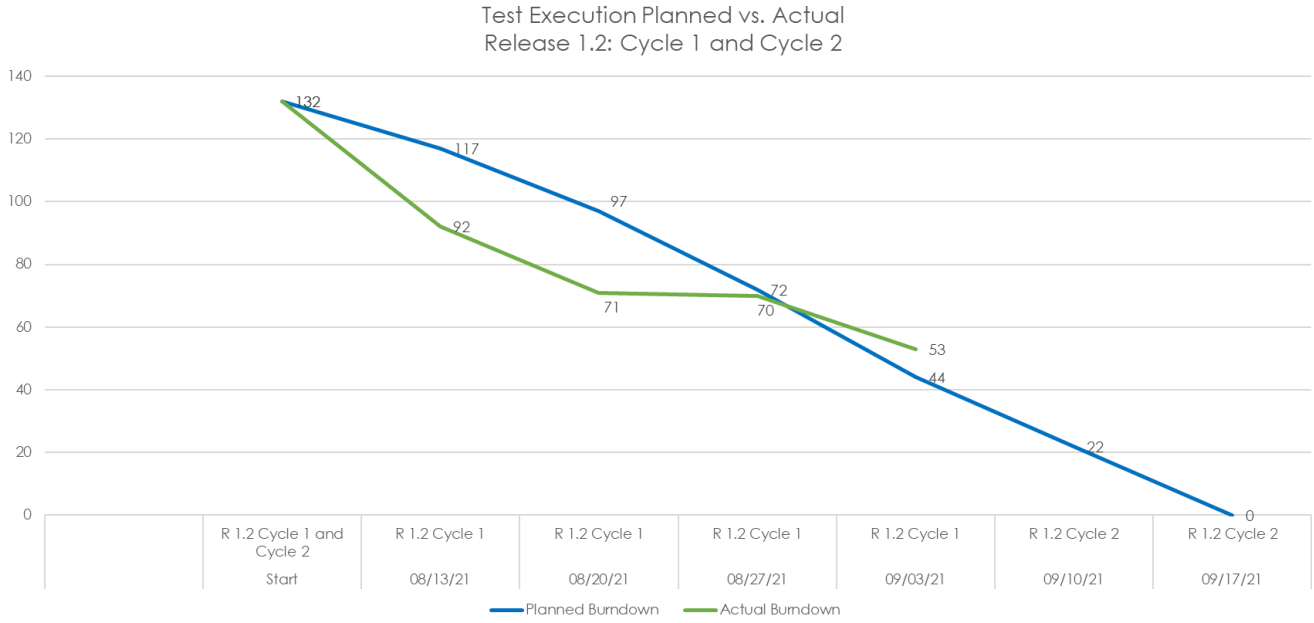


Figure 2.4-8 – System Test Execution Burndown: Release 1.2

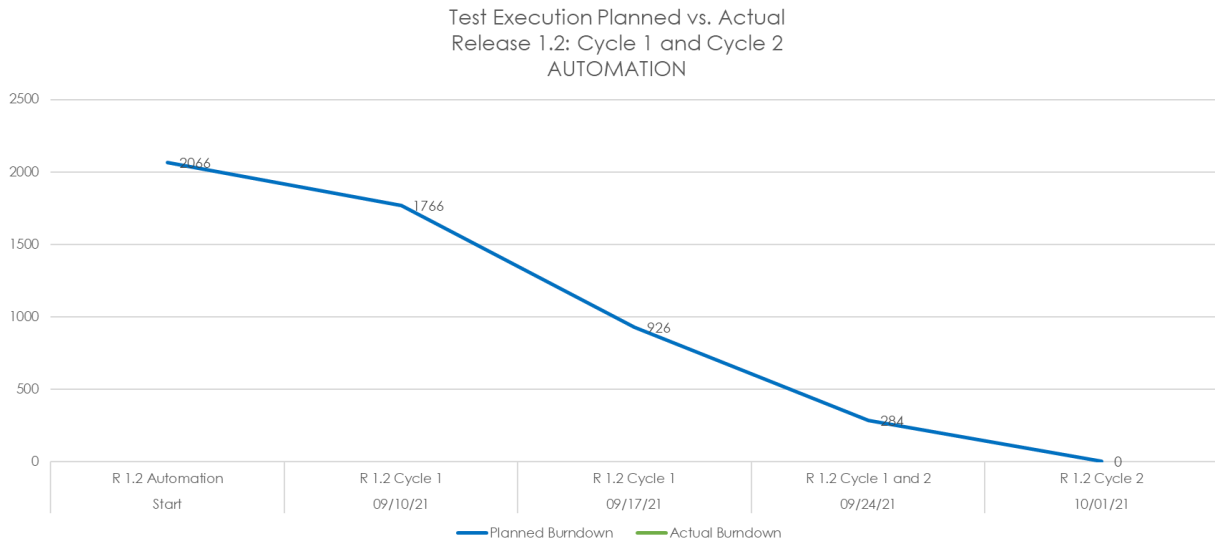


Figure 2.4-9 – System Test Execution Burndown: Release 1.2 – ADA, Language, Device, Browser

System Integration Testing Status
Release 1.2: Cycle 1

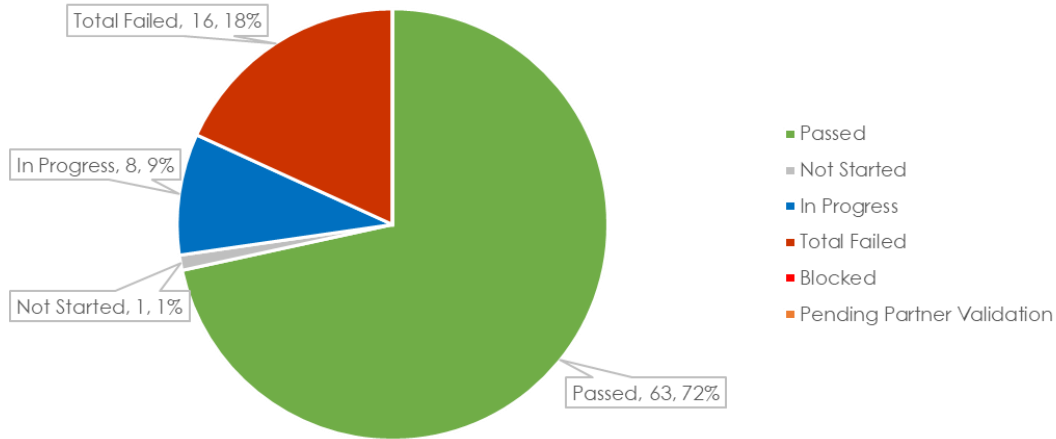


Figure 2.4-10 – System Test Execution Status: Release 1.2

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)	80% (-7)	80% (-7)	79 Test Cases Executed
<i>System Test Complete Date: 09/24/21</i>			

Figure 2.4-11 – Pass Rate: Release 1.2

2.4.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Participate in Independent touchpoint calls on 08/26/21 to triage and work through testing issues.
- ▶ Conduct System Test status calls on 09/01/21 to provide updates on test execution and defects.
- ▶ Continue System Test execution for Release 1.1 – Execute 35 test cases.
- ▶ Continue System Test execution for Release 1.2 – Execute 22 test cases.
- ▶ Support Independent test and UAT execution.

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

- ▶ Prepare for UAT exit.

- ▶ Support the Consortium to assist UAT.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Confirmed the dates for the additional Release 1.0 Performance Test executions (09/01/21, 09/03/21, 09/07/21, and 09/09/21).
- ▶ Completed Performance Test execution with the firewall changes and observed no issues.
- ▶ Met with the CalSAWS Team to plan data setup for Performance Testing.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Continue creating the Performance Test execution scripts covering the functional areas for Release 1.1 and Release 1.2.
- ▶ Coordinate with the CalSAWS Team on data setup covering Release 1.0, Release 1.1, and Release 1.2 for integrated Performance Testing.

	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
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 08/25/21 to discuss and remediate various defects (CSPM-32145, CSPM-32515, CSPM-32332, and CSPM-35363). This resulted in a path to remediation for the defects to bring them to closure.
- ▶ Met with the DevOps Team and Consortium Security Team on 08/26/21 to align on the expectations for the updates to occur in the Technical System Design (TSD) Appendix H. This resulted in the DevOps Team having a clear goal on what to accomplish with their tasks in the TSD Appendix H.
- ▶ Conducted a working session with the ForgeRock and BenefitsCal teams on 08/26/21 and 08/27/21 to align on the ForgeRock tree designs and any differences that were noted.

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This resulted in the teams aligning on the design and a path forward for the separate user flows.

- ▶ Completed the first group of System Security Plan revisions and delivered the document to the Consortium Security Team for review.

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.
- ▶ Continue to update the System Security Plan based on the latest implementation status.
- ▶ Conduct a walkthrough of the first group of System Security Plan revisions to address feedback from the Consortium Security Team.

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 08/24/21.
- ▶ Continued the execution of the dynamic application security testing (DAST) manual scenarios for the functionalities to be deployed as part of UAT Drop 2.
- ▶ SIEMBA provided a walkthrough of the independent security testing results with the Consortium Security Team on 08/27/21.

4.2.2 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 dynamic application security testing (DAST) for the BenefitsCal functionalities that are pending testing due to known issues. Retest any defects related to DAST testing that are fixed.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ Sent the C4Y text message and push notification on 08/24/21.
- ▶ Met with LA County on 08/24/21 to share more awareness toolkit materials and coordinate the social media for go-live activities.
- ▶ Uploaded the YBN Customer emails to AWS on 08/26/21.
- ▶ Uploaded C4Y New Benefits System (3) and YBN New Benefits System (1) email templates to AWS on 08/26/21.
- ▶ Drafted the legislative briefing packet and project fact sheet on 08/26/21.
- ▶ Uploaded training videos to the YouTube channel on 08/26/21.

5.2 Activities for the Next Reporting Period

- ▶ Send YBN New Benefits System (1) emails through AWS on 08/30/21.
- ▶ Send C4Y New Benefits System (3) emails through AWS on 08/30/21.
- ▶ Send CIT xxx-21 BenefitsCal Staples Store Go-Live on 08/30/21.
- ▶ Send the go-live communications to Humble for translation on 08/31/21.

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- ▶ Send the CIT physical letter to the Counties on 08/31/21.
- ▶ Draft Social Media calendar content for the month of September on 08/31/21.
- ▶ Finish the training YouTube video translations on 09/02/21.
- ▶ Submit the CIT Social Media Calendar for review and approval on 09/03/21.

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

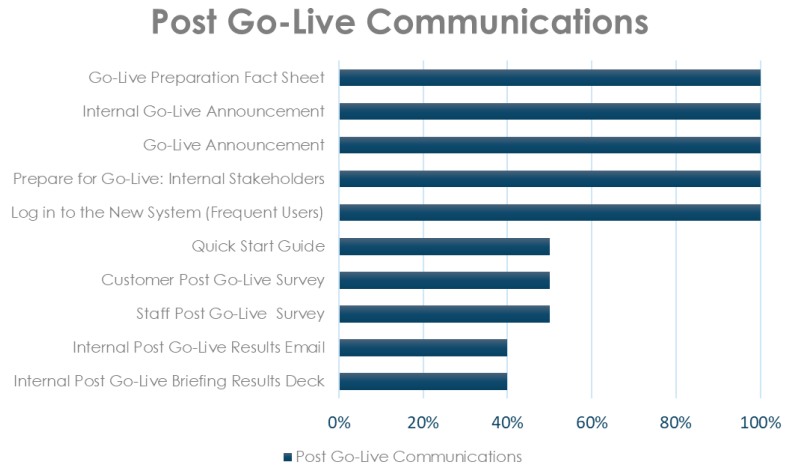


Figure 5.2-1 – Communications: Post Go-Live

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YouTube				
Post	Views	Likes	Subscribers: 170	Date Posted
Welcome to BenefitsCal	3,098	40	N/A	06/24/21
Journey to BenefitsCal	2,957	49	N/A	06/24/21
Facebook				
Post	Views	Likes	Link Clicks	Date Posted
Facebook #10	9,783	4	N/A	08/26/21
Facebook #9	244	5	N/A	08/24/21
Facebook #8	15,093	5	N/A	08/19/21
Facebook #7	4,219	1	N/A	08/15/21
Facebook #6	620	2	N/A	08/12/21
Facebook #5	11,048	5	N/A	08/10/21
Twitter				
Post	Views	Likes/Retweets	Link Clicks	Date Posted
Twitter #10	26,416	52/6	598	08/26/21
Twitter #11	706	9/3	38	08/24/21
Twitter #8	22,293	22/10	471	08/19/21
Twitter #7	23,052	24/6	76	08/17/21
Twitter #6	587	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
24k (week) 142k (total)	2,8k	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 push & text notification	08/23/21	1,566,340 total	n/a	n/a	n/a	n/a
YBN New Benefits System (1) email	08/30/21	659,141	611,015	92.7^	23%	140,589
C4Y New Benefits System (3)	08/31/21	417,882	396,548	94.9%	22.8%	90,569
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 App Status, Admin, and Q&A at the Self Service Portal session on 08/24/21.
- ▶ Prepared for Tier 1, Tier2, Communities for a New California (CNC), and Community Based Organizations (CBO) training.

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- ▶ Presented demonstrations for Create an Account and Apply for Benefits along with FAQs and questions at the Tier 2 training on 08/31/21.

6.2 Activities for the Next Reporting Period

- ▶ Present demonstrations for Create an Account and Apply for Benefits along with FAQs and questions at the Tier 1 training on 08/30/21, at the Tier 2 training on 08/31/21, and at the CNC training on 09/02/21.

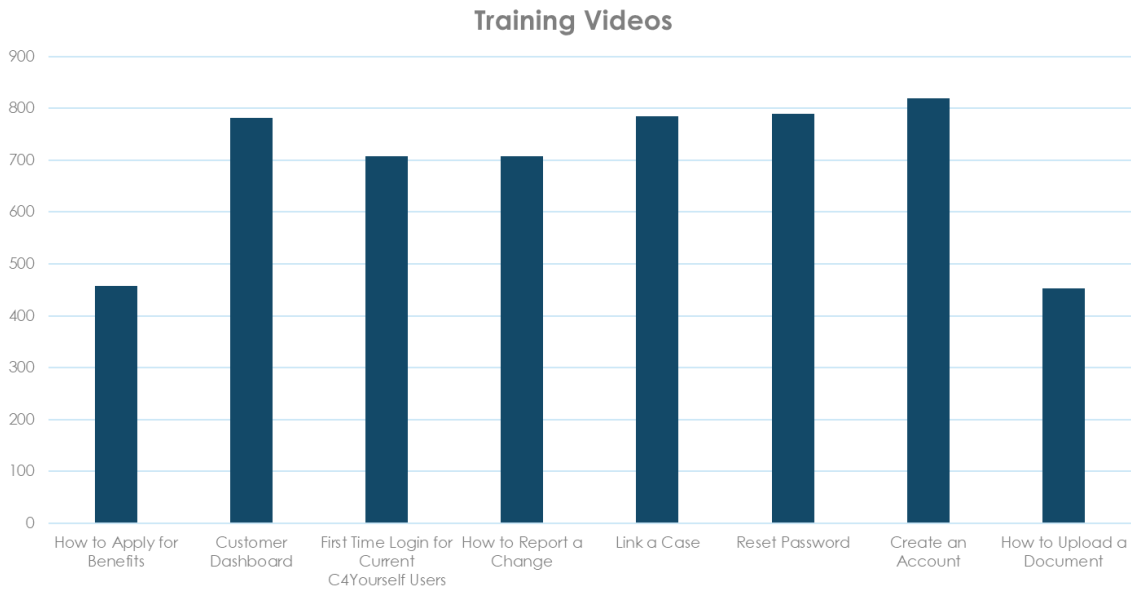


Figure 6.2-1 – Training Video Views (within LMS)

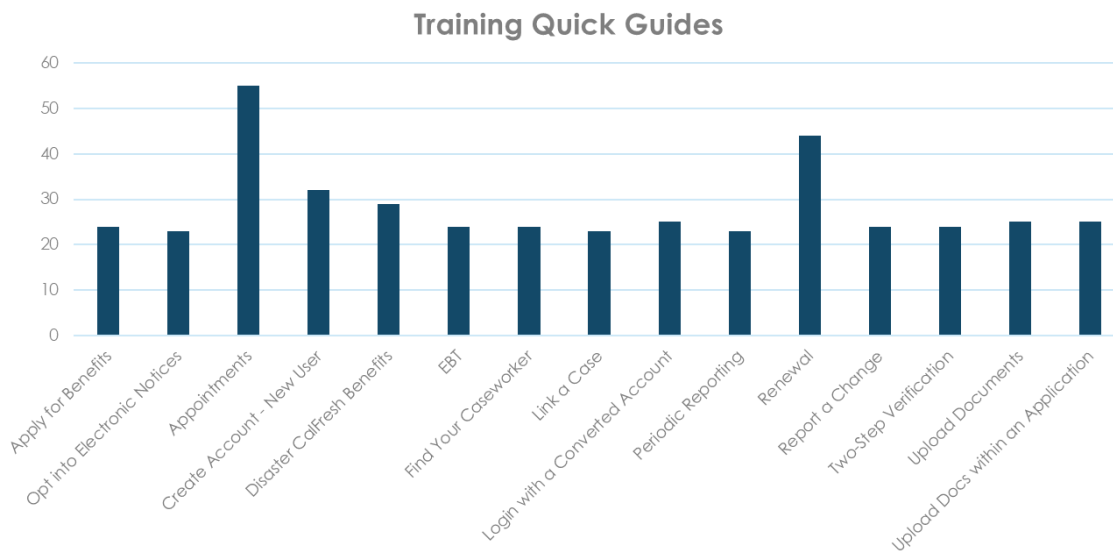


Figure 6.2-2 – Quick Guide Views (within LMS)

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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
01.12	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

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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		
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

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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	BenefitsCal (Self	06/29/21	Matthew Spurrier	Jennifer Hobbs

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CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Consortium. Section Directors;	Pre Go-Live Communications	Service Portal)			
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 0237-21		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 0224-21		County Staff Survey	BenefitsCal CX Measurement	N/A	Brook Sinclair	Anna Chia

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CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
CIT 0229-21	LA County	BenefitsCal YBN CustomerCBO Pre Go Live Communications	BenefitsCal (Self Service Portal)	08/25/21	Matthew Spurrier	Jennifer Hobbs
CIT 0233-21	PPOC 40	Delegated User Administration Portal Access	Security and Helpdesk	08/27/21	Trevor Fisher	Sam Sternberg

Table 7.0-5 – CITs

The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
CRFI 21-013	PPOC 58	Request for UCD participants and referrals	BenefitsCal (Self Service Portal)	02/25/21	03/12/21

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	Complete	08/23/21
CIV-109186	CIV	Text to C4 and C4Y users who opt in to receive texts.	07/07/21	Complete	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	07/07/21	Open	10/29/21

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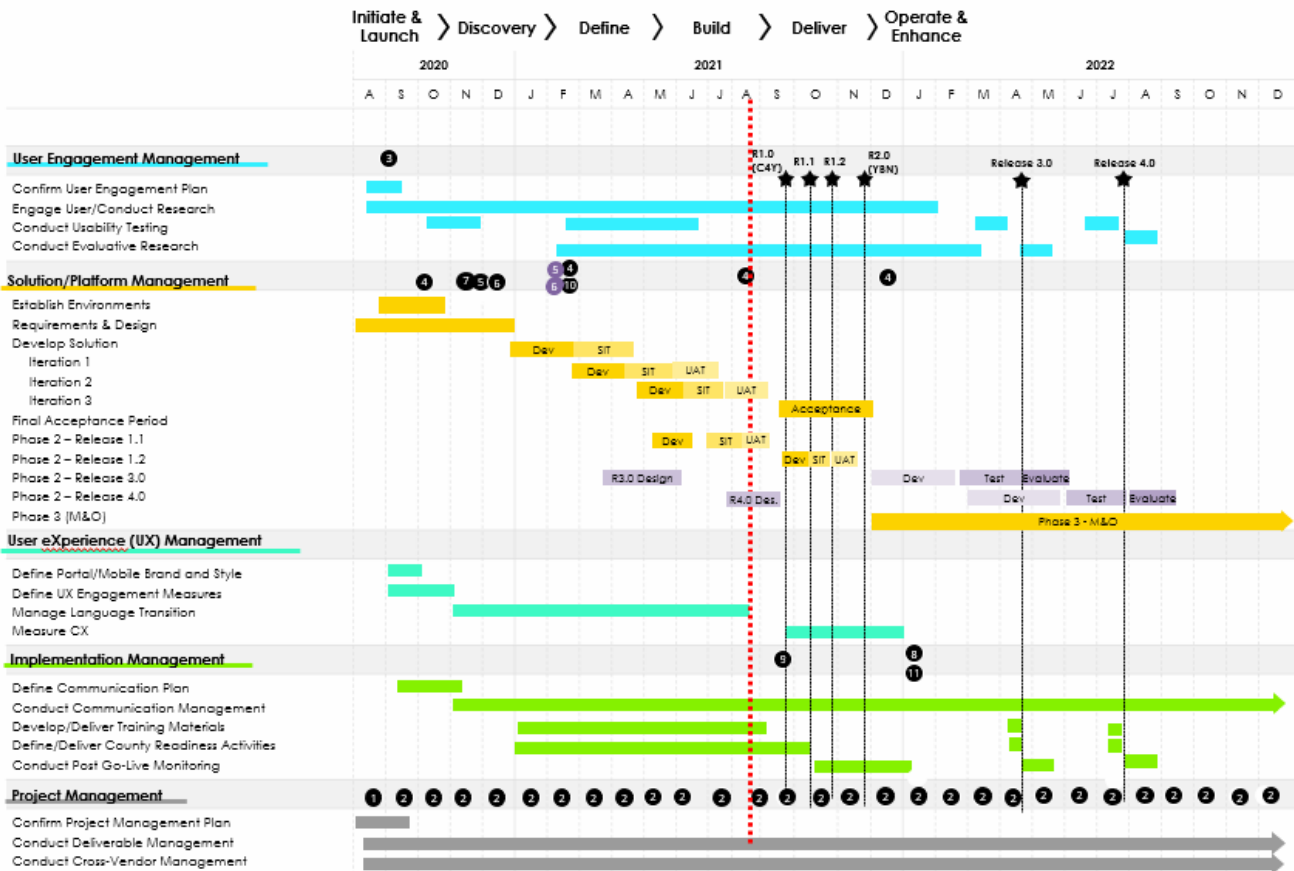
Period: August 23, 2021 to August 29, 2021

CR ID	To	Subject	Date Created	Status	Date Needed by
		users who opt in to receive texts.			

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
CSPM-32522	Discuss and evaluate the eNOAs API for non-primary applicants with Accenture.	Anna Chia	08/16/21
CSPM-35316	Provide recommendations on additional measures and dimensions to include in ad hoc reporting.	Anna Chia	08/25/21
CSPM-32671	Confirm PROD validation can include record creation/deletion.	Anna Chia	08/27/21

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ID	Description	Owner	Due Date
CSPM-23566	Confirm whether the Consortium Release/Implementation team will participate in the upcoming BenefitsCal major releases: R2.0, R3.0, R4.0.	Anna Chia	08/27/21
CSPM-32673	Confirm that we can validate a test user account in ForgeRock PROD.	Jason Horton	08/27/21