



CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: September 6, 2021 to
September 12, 2021**

Table of Contents

| | | |
|-------|--|-------------------------------------|
| 1.0 | Project Management | 3 |
| 1.1 | Highlights of the Reporting Period | 3 |
| 2.0 | Application Development and Test | 3 |
| 2.1 | Requirements and Design | 3 |
| 2.1.1 | Highlights of the Reporting Period – Requirements and Design | 3 |
| 2.1.2 | Activities for the Next Reporting Period – Requirements and Design | 3 |
| 2.2 | User Centered Design (UCD) | 3 |
| 2.2.1 | Highlights of the Reporting Period – UCD | 3 |
| 2.2.2 | Activities for the Next Reporting Period – UCD | 3 |
| 2.3 | Development | 5 |
| 2.3.1 | Highlights of the Reporting Period – Development | 5 |
| 2.3.2 | Activities for the Next Reporting Period – Development | 5 |
| 2.4 | System Test Execution | 5 |
| 2.4.1 | Highlights of the Reporting Period – System Test Execution | 5 |
| 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 | 10 |
| 3.0 | Performance Test | 10 |
| 3.1 | Highlights of the Reporting Period – Performance Test | 10 |
| 3.2 | Activities for the Next Reporting Period – Performance Test | 10 |
| 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 | 11 |
| 4.2 | Security Testing | Error! Bookmark not defined. |
| 4.2.1 | Highlights of the Reporting Period – Security Testing | 11 |
| 4.2.2 | Activities for the Next Reporting Period – Security Testing | 11 |
| 5.0 | Cloud | 11 |
| 5.1 | Highlights of the Reporting Period | 11 |
| 5.2 | Activities for the Next Reporting Period | 11 |
| 6.0 | Communications | 12 |
| 6.1 | Highlights of the Reporting Period | 12 |
| 6.2 | Activities for the Next Reporting Period | 12 |
| 7.0 | Training | 14 |
| 7.1 | Highlights of the Reporting Period | 14 |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

| | | |
|-----|--|----|
| 7.2 | Activities for the Next Reporting Period | 14 |
| 8.0 | Appendices | 16 |

1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Completed the Greenlight Deck Report on 09/08/21.
- ▶ Delivered status at the JPA meeting on 09/10/21.

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 User Acceptance Test (UAT) and Independent Testing defects.
- ▶ Reviewed Advocate and policy findings daily to convert on to enhancements.
- ▶ Sent translations for new enhancement items to the translation vendor on 09/03/21.
- ▶ Received translations back from the translation vendor for the Release 1.0 Policy/Advocates enhancements.
- ▶ Received feedback from the Consortium regarding the language translation corrections Release 1.0 on 09/08/21. Per key decision CSPM-35348, Lao and Portuguese were not reviewed or validated by the Consortium.
- ▶ Received feedback from the Consortium regarding the Vietnamese language translation one week over the deadline. BC learned that there is a language translation committee for Vietnamese and many comments were received. Given the late date, the changes may not be accommodated by Release 1.0. BC project team requested a meeting with the Vietnamese language committee.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Continue triage for Independent Test and UAT defects.
- ▶ Receive approval from the Consortium for the General System Design (GSD) Deliverable document updates for the new enhancement items.

2.2 User Centered Design (UCD)

2.2.1 Highlights of the Reporting Period – UCD

- ▶ Outlined the Customer Experience (CX) Measurement monthly post go-live report on 09/10/21 to prepare for on-going monitoring.
- ▶ Conducted recruitment activities for customer usability testing for the week of 09/13/21.
- ▶ Prepared materials for the UCD Monthly Meeting scheduled for 09/15/21 and sent to the Consortium for review on 09/10/21.
- ▶ Compiled a list of design meetings and invite lists for BenefitsCal requirements and design on 09/10/21 per the request of Office of Systems Integration.

2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Facilitate the UCD Monthly Meeting on 09/15/21.
- ▶ Deliver the BenefitsCal update at the Quarterly Stakeholder meeting on 09/16/21.
- ▶ Develop an interview guide for Round 5.2 Usability Testing of periodic reports for usability testing the week of 09/13/21.

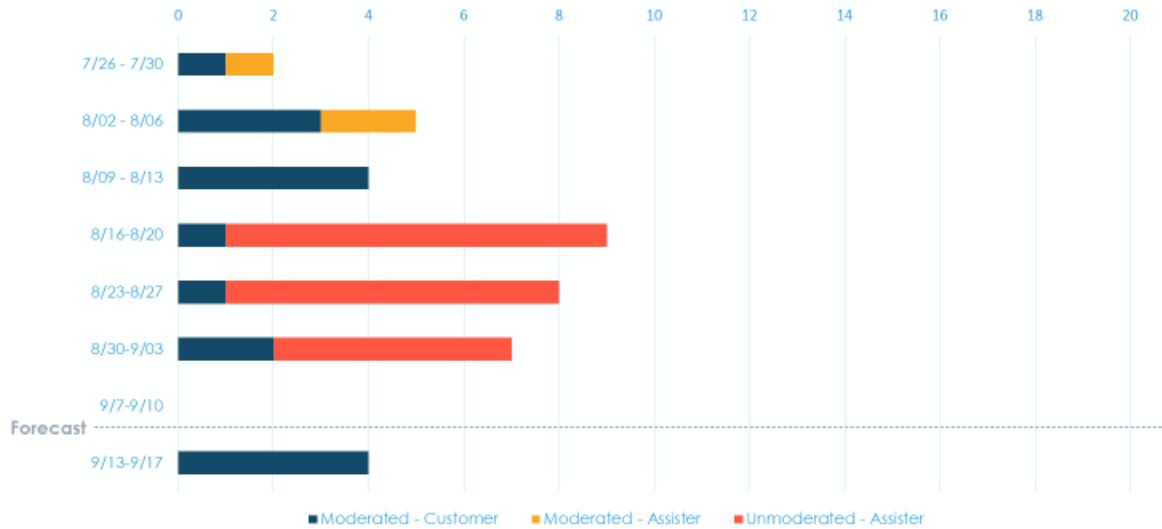
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

- ▶ Complete a time-in-motion study with CBOs to confirm how long it takes to complete an application on average.
- ▶ Conduct moderated usability testing with sessions with four (4) customers during the week of 09/13/21.

UCD Stakeholder Engagement



5

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.

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 resolve defects as scheduled for Release 1.0 UAT exit.
- ▶ Develop the enhancements tagged for Release 1.0 to be delivered by 09/14/21.
- ▶ Provide System Test support for Release 1.1 and 1.2 defect fixes and resolve defects as scheduled for Release 1.1/1.2 System Test exit.
- ▶ Plan for the start of Release 2.0 development on 09/20/21.

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 (1,992 passed).
 - **ADA:** 761 of 761 executed (755 passed).
 - **Multi-Lingual:** 5,478 of 5,478 executed (5,441 passed).
- ▶ **Release 1.1:**
 - **Cross-Browser:** 456 of 456 executed (426 passed).
 - **Cross-Device:** 456 of 456 executed (222 passed).
 - **ADA:** 242 of 242 executed (178 passed).
 - **Multi-Lingual:** 1221 of 1254 executed (665 passed).
 - Re-executed 100 of the 100 planned Release 1.0 automation test cases for Americans with Disabilities Act (ADA) and Language and cross device.
 - Executed 2408 of the 2408 planned automated test cases for Release 1.1.
 - Executed 47 of the 47 planned test cases (CF 37 & MC).
- ▶ **Release 1.2:**
 - Executed 22 of the 22 planned test cases for (SAR 7).
- ▶ Conducted daily Partner Test status calls to provide updates on partner pending items and defects.
- ▶ Conducted the weekly test planning meeting on 09/07/21 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 09/08/21 to provide updates on test execution and defects.
- ▶ Conducted Partner Interface Defect Triage meetings with the CalSAWS and ForgeRock teams on 09/08/21, 09/09/21, and 09/10/21 to walk through the ETA for identified partner defects and data setup and staging requests.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

System Test Release 1.0

| Partner | 1-High | 2-Med | 3-Low | 4-Cosmetic | TOTAL |
|--------------|--------|-------|-------|------------|--|
| ForgeRock | 0 | 2 | 8 | 0 | 10 |
| CalSAWS | 0 | 1 | 1 | 0 | 2 |
| FIS | 0 | 0 | 0 | 0 | 0 |
| BenefitsCal | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 0 | 3 | 9 | 0 | 12 <i>(-16 from last week)</i> |

Figure 2.4-1 – System Test Partner Defects, Release 1.0

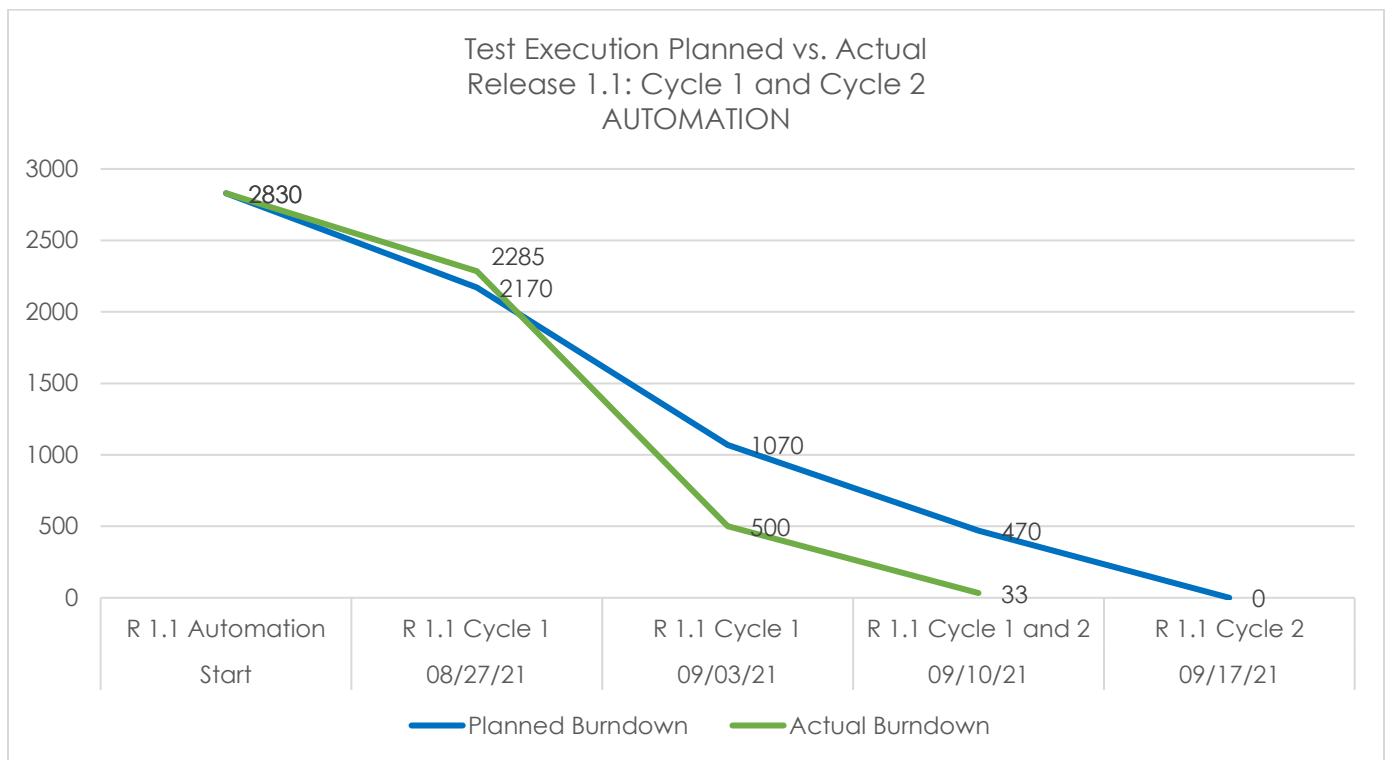


Figure 2.4-2 – System Test Execution Burndown: Release 1.1 – ADA, Language, Device, Browser

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

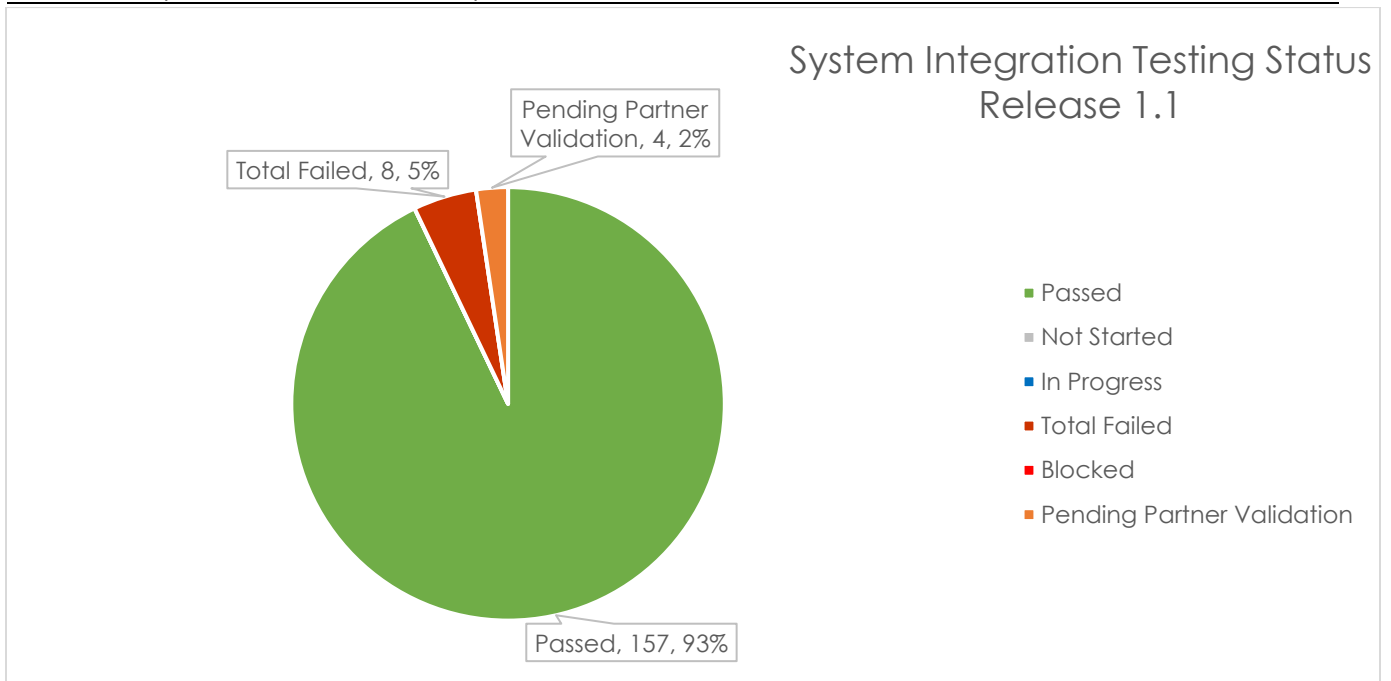


Figure 2.4-3 – System Test Execution Status: Release 1.1

| System Test Executed Pass Rate (of executed) | All | Excl Sev-4 | Test Case Execution |
|--|--------------------|--------------------|--------------------------------|
| Planned (+/- from previous week) | 90% | 90% | 169 Test Cases |
| Actual (+/- from previous week) | 95% (+4) | 95% (+4) | 169 Test Cases Executed |
| <i>System Test Complete Date: 09/03/21</i> | | | |

Figure 2.4-4 – Pass Rate: Release 1.1

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

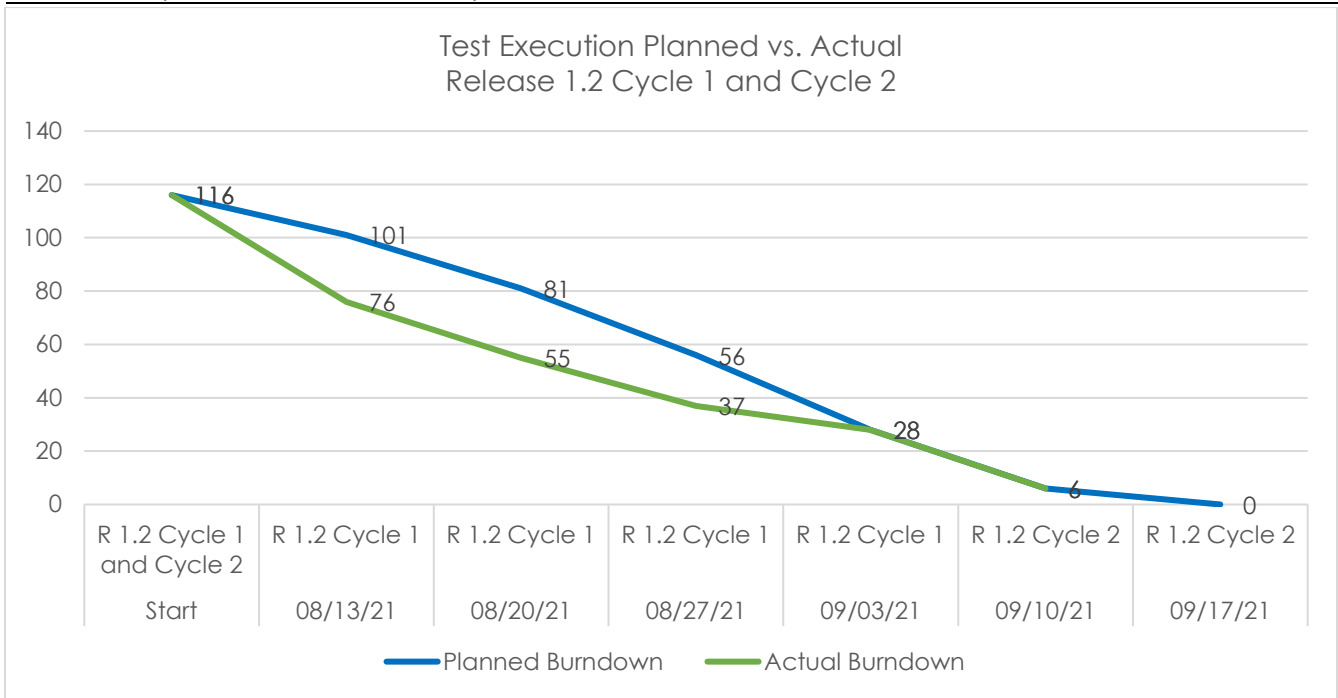


Figure 2.4-5 – System Test Execution Burndown: Release 1.2

Due to high pass rate in cycle 1 for release 1.2 the number of test cases pulled in cycle 2 were reduced by 16.

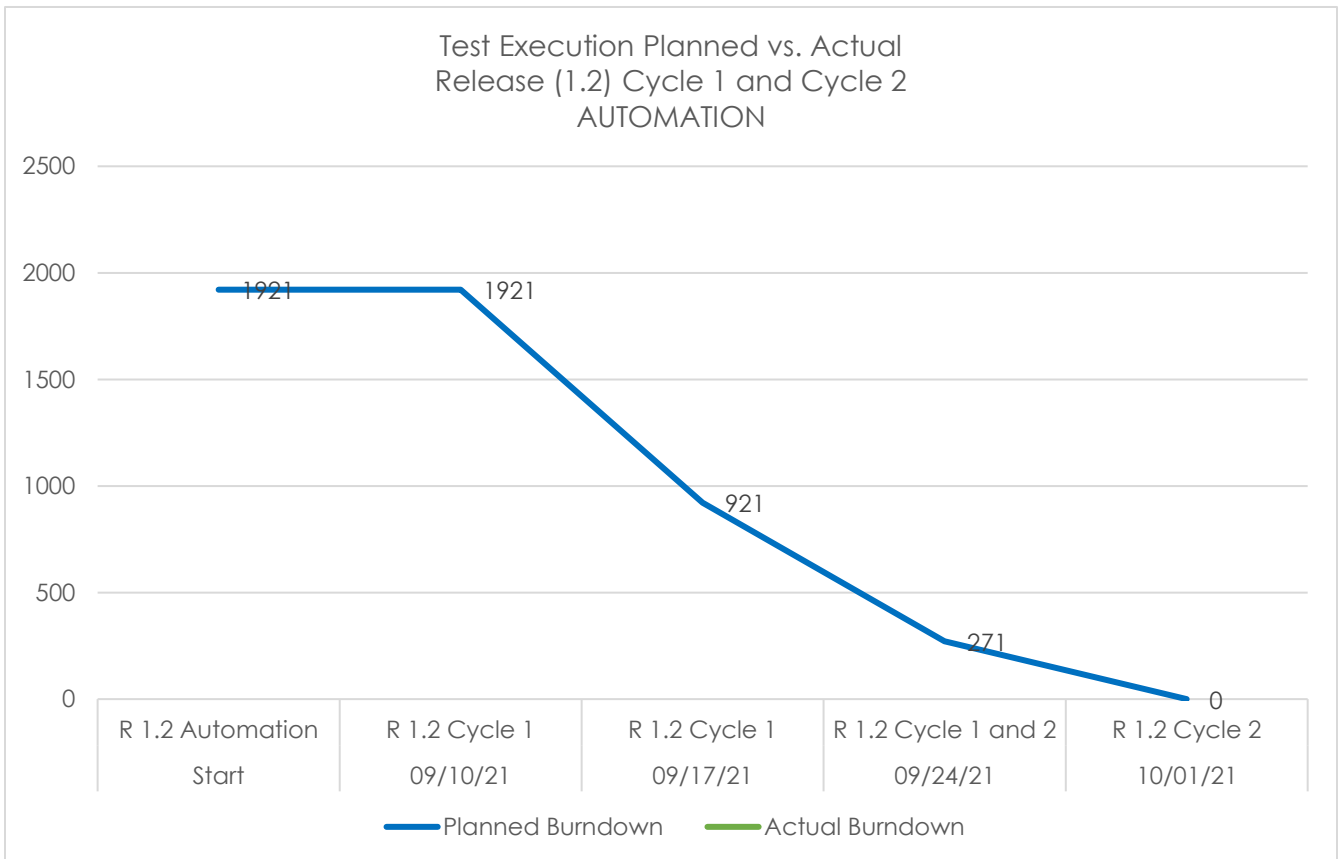


Figure 2.4-6 – System Test Execution Burndown: Release 1.2 – ADA, Language, Device, Browser

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

- ▶ Team is prioritizing automation execution of Release 1.1 and the 300 test cases planned for release 1.2 for the week of 9/10 will be covered next week

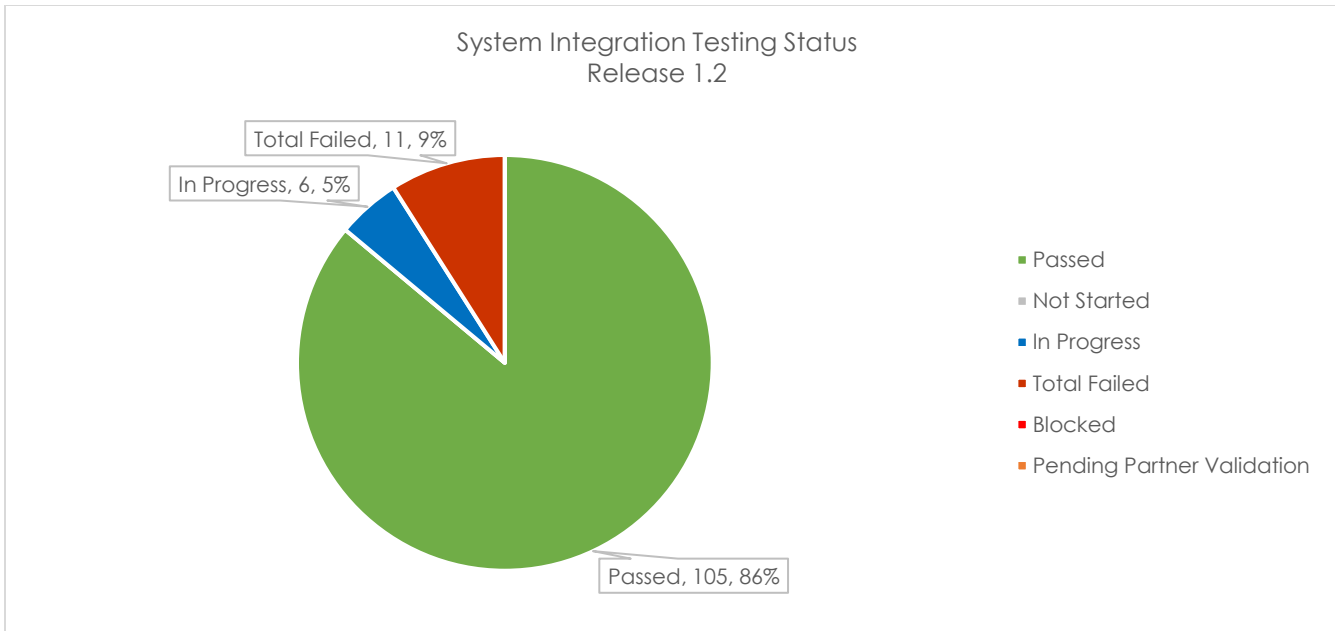


Figure 2.4-7 – System Test Execution Status: Release 1.2

- ▶ Failed test cases are due to CalSAWS sending multiple programs CSPM-35557.

| System Test Executed Pass Rate (of executed) | All | Excl Sev-4 | Test Case Execution |
|--|--------------------|--------------------|--------------------------------|
| Planned (+/- from previous week) | 90% | 90% | 116 Test Cases |
| Actual (+/- from previous week) | 91% (+2) | 91% (+2) | 116 Test Cases Executed |
| <i>System Test Complete Date: 09/24/21</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 09/15/21 to provide updates on test execution and defects.
- ▶ Continue System Test execution for Release 1.1 – Execute 12 test cases.
- ▶ Continue System Test execution for Release 1.2 – Execute 6 test cases.
- ▶ Continue Automation execution of ADA, Browser, Language and Device test cases – 1,033 screens are planned.
- ▶ 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.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

- ▶ Conducted walkthrough with UAT for planning Release 1.0 pending items and Release 1.1 items.

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

- ▶ Completed joint Performance Test execution runs on 09/08/21 and 09/10/21 with the CalSAWS and ForgeRock teams. This ends the planned joint execution for Release 1.0.
- ▶ Continued data setup for Release 1.1 and Release 1.2.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Finalize and execute test scripts covering Release 1.1 and Release 1.2 functional areas. Target completion of 9/24/21
- ▶ Coordinate with the CalSAWS team to complete data setup for Release 1.1 and Release 1.2 Performance Testing. Target Completion 9/17/21

| | 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 | 09/10/21 | 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 (Data setup needed to complete) | 0% Executed |
| Cycle 5 | 09/20/21 | 10/01/21 | Release 1.2 (Periodic Reports) | 0 of 1 test cases written (Data setup needed to complete) | 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

- ▶ No user conversion related activities performed during this reporting period.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Prepare and clean the CBO user conversion file that will be used for the upcoming bulk load on 09/19/21 and share with the ForgeRock team.

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

- ▶ Completed a comments review of the second group of System Security Plan (SSP) Deliverable revisions with the Consortium Security Team and submitted the third group to the Consortium Security Team for review on 09/10/21.
- ▶ 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 09/07/21.
- ▶ Continued the execution of the dynamic application security testing (DAST) manual scenarios for the functionalities to be deployed as part of UAT Drop 2.

4.2.2 Activities for the Next Reporting Period – Security

- ▶ 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 on 09/17/21 for the BenefitsCal functionalities that are pending testing due to known issues. Retest any defects related to DAST testing that are fixed.
- ▶ Collaborate with the ForgeRock team on any identified BenefitsCal-ForgeRock integration issues.
- ▶ Update the BenefitsCal SSP Deliverable document based on the latest implementation status.
- ▶ Conduct a walkthrough of the third group of SSP revisions to address feedback from the Consortium Security Team.

5.0 Cloud

5.1 Highlights of the Reporting Period

- ▶ Finalized the end to end monitoring alarms and metrics. Finished setting up alarms on API gateway and Remote Desktop Services (RDS). The alarms for the rest of the components are in progress.
- ▶ Finalized and tested the process to deploy the maintenance page.
- ▶ Coordinated with Change Approval Board (CAB) to finalize the security controls for incoming CalSAWS requests and outgoing interface partner calls. Also implemented security controls in the Staging and Production environments on 09/09/21.
- ▶ Completed validating the ForgeRock endpoints in the Staging and Production environments as part of production preparation on 09/10/21 by coordinating with the ForgeRock teams.
- ▶ Developed obfuscation case transfer scripts for 75% of the BenefitsCal database tables.

5.2 Activities for the Next Reporting Period

- ▶ Finalize the Qlik integration and testing in the Staging and Production environments.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

- ▶ Complete the validation of the CalSAWS and FIS endpoints in the Staging and Production environments.
- ▶ Set up the monitoring alarms for the remaining BenefitsCal components.
- ▶ Finalize the postproduction operational processes.
- ▶ Finish development and validation of obfuscation process.

6.0 Communications

6.1 Highlights of the Reporting Period

- ▶ Submitted the C4Y post go-live emails to the Consortium on 09/09/21.
- ▶ Distributed the CIT 0250-21 BenefitsCal Online Store Final Days on 09/08/21.
- ▶ Drafted the YBN go-live communications on 09/09/21.
- ▶ Uploaded the remaining communications to AWS pinpoint for distribution on 09/10/21.
- ▶ Met with the Consortium on 09/09/21 to import the donotreply@benefitscal.com email address into AWS pinpoint to send customer communications.
- ▶ Sent a reminder to submit unfinished applications to the C4Y users through AWS pinpoint on 09/10/21.
- ▶ Submitted CIT Social Media Calendar for review and approval on 09/10/21.

6.2 Activities for the Next Reporting Period

- ▶ Finalize the Buzz newsletter with client on 09/13/21.
- ▶ Complete the CBO brochure and welcome letter with the Consortium on 09/13/21 – 09/17/21.
- ▶ Upload the CBO video to YouTube with translations on 09/13/21.
- ▶ Submit the YBN go-live and post go-live communications on 09/14/21 to the Consortium for review and approval.
- ▶ Draft the YBN post go-live communications on 09/14/21.
- ▶ Upload the remaining YBN communications to AWS pinpoint on 09/15/21.

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

Post Go-Live Communications

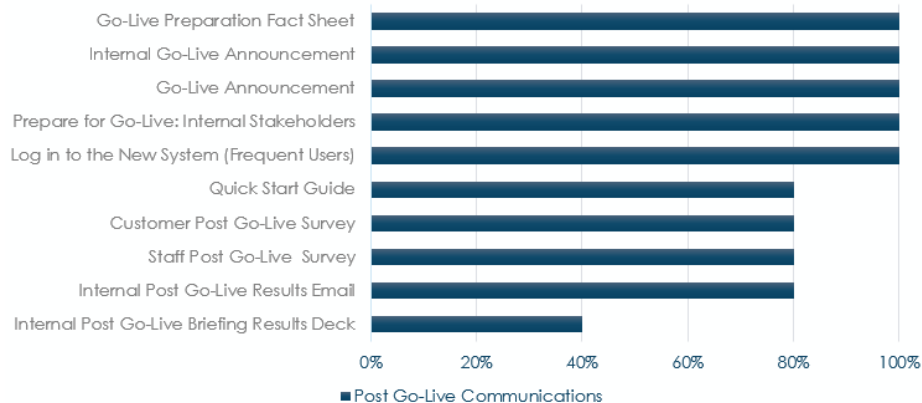


Figure 6.2-1 – Communications: Post Go-Live

| YouTube | | | | |
|--|------------------------------|-----------------------|------------------------|-------------------|
| Post | Views | Likes | Subscribers: 204 | Date Posted |
| Welcome to BenefitsCal | 3,597 | 42 | N/A | 06/24/21 |
| Journey to BenefitsCal | 3,528 | 55 | N/A | 06/24/21 |
| Facebook | | | | |
| Post | Views | Likes | Link Clicks | Date Posted |
| Facebook #10 | 10,727 | 4 | N/A | 08/26/21 |
| Facebook #9 | 248 | 5 | N/A | 08/24/21 |
| Facebook #8 | 16,400 | 5 | N/A | 08/19/21 |
| Facebook #7 | 4,487 | 1 | N/A | 08/15/21 |
| Facebook #6 | 687 | 2 | N/A | 08/12/21 |
| Facebook #5 | 11,273 | 6 | N/A | 08/10/21 |
| Twitter | | | | |
| Post | Views | Likes/Retweets | Link Clicks | Date Posted |
| Twitter #10 | 34,584 | 54/6 | 689 | 08/26/21 |
| Twitter #11 | 768 | 9/3 | 38 | 08/24/21 |
| Twitter #8 | 23,442 | 28/11 | 471 | 08/19/21 |
| Twitter #7 | 23,863 | 24/7 | 76 | 08/17/21 |
| Twitter #6 | 655 | 4/3 | 4 | 08/12/21 |
| Twitter #5 | 25,691 | 38/15 | 7 | 08/10/21 |
| Marketing Website | | | | |
| Website Views | SM Toolkit Downloads (total) | Factsheet Downloads | County Website Updates | Date Range |
| 32k (week) 287k (total) | 3.2k | 247 (07/09/21) N/A | 20% | 09/04/21-09/10/21 |

Figure 6.2-2 – Social Media Tracker

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

| 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% | 27.9% | 170,654 |
| C4Y New Benefits System (3) | 08/31/21 | 417,882 | 396,548 | 94.9% | 32.1% | 127,205 |
| C4Y Reminder Your Renewal is Due | 10/10/21 | Scheduled | | | | |
| C4Y Log In to the New System | 10/11/21 | Scheduled | | | | |

Figure 6.2-3 – Customer Engagement with Email

7.0 Training

7.1 Highlights of the Reporting Period

- ▶ Presented demonstrations for How to Request an Account, Dashboard, and Apply for Benefits along with FAQs and questions to the Community Based Organizations (CBOs) at the BenefitsCal CBO training on 09/08/21.
- ▶ Drafted the script for the CBO training video due 09/13/21.

7.2 Activities for the Next Reporting Period

- ▶ Finalize the CBO training video and post to YouTube by 09/13/21.
- ▶ Attend the Command Center Orientation on 09/14/21.
- ▶ Reschedule the Tier 2 training for Create an Account, review DSGs, and training material, along with FAQs and Q&A.

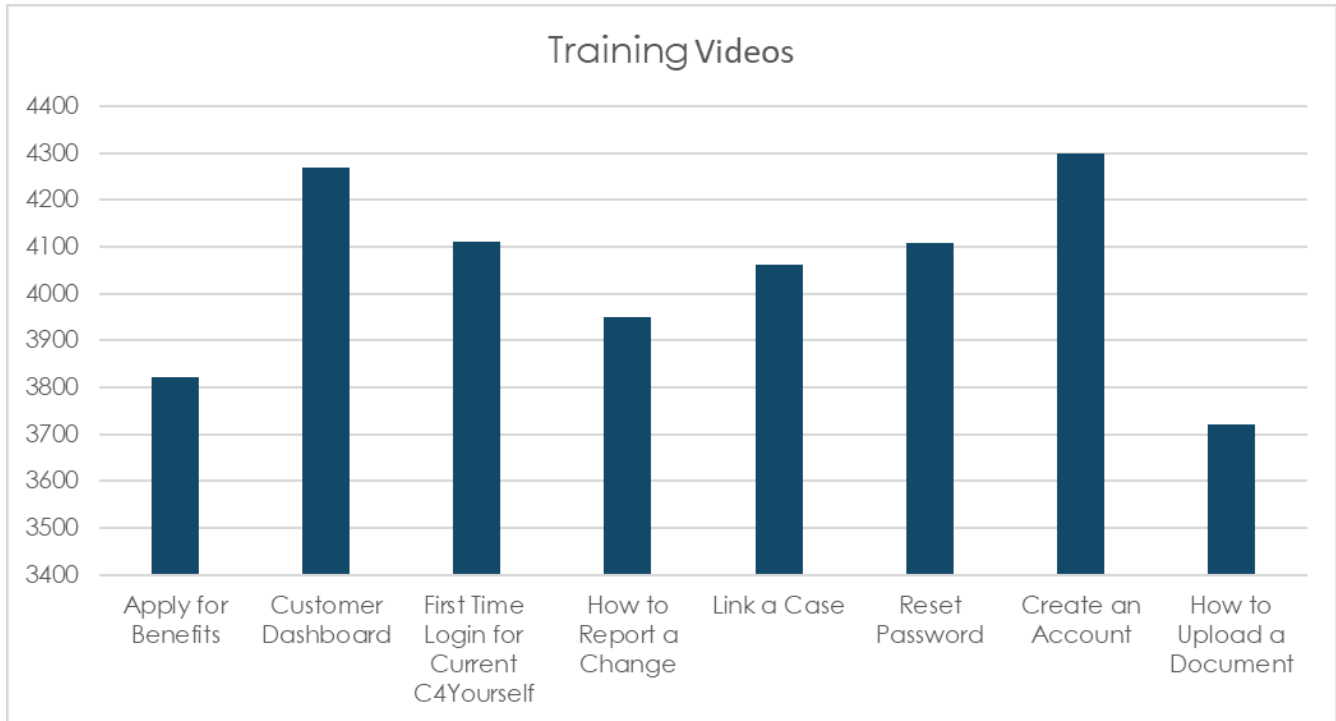


Figure 7.2-1 – Training Video Views (within LMS)

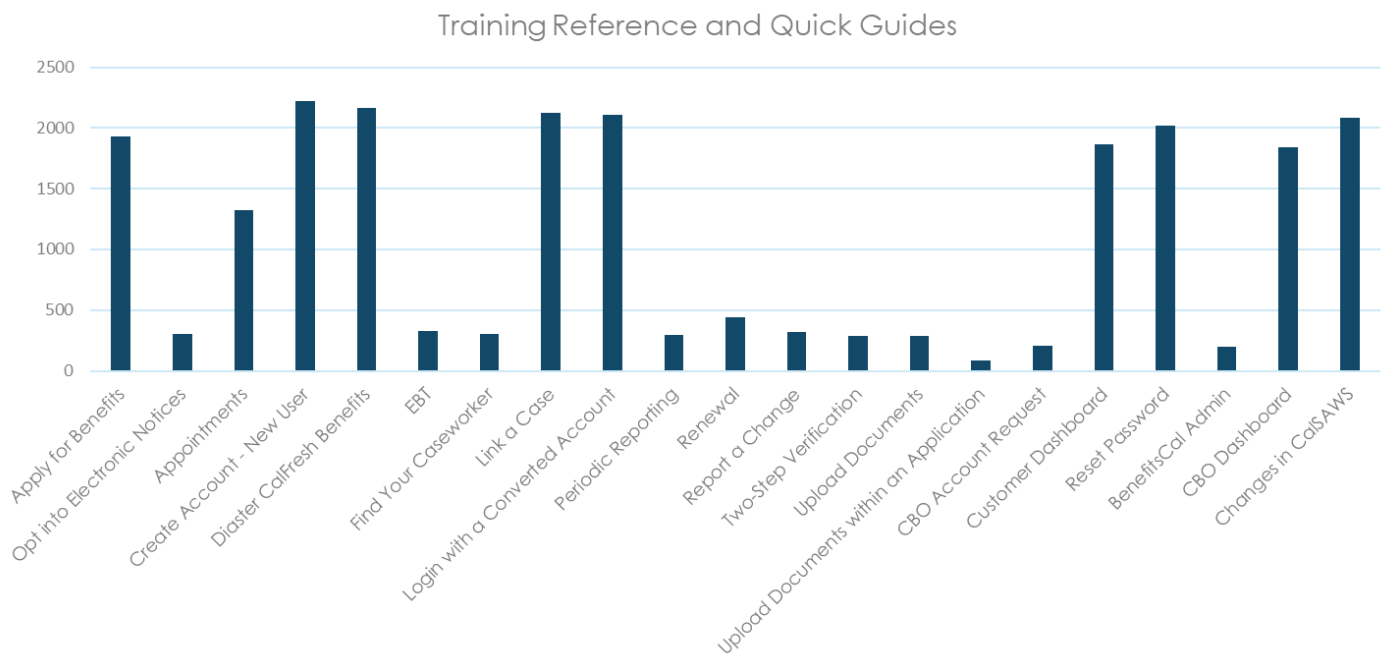


Figure 7.2-2 – Quick Guide Views (within LMS)

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

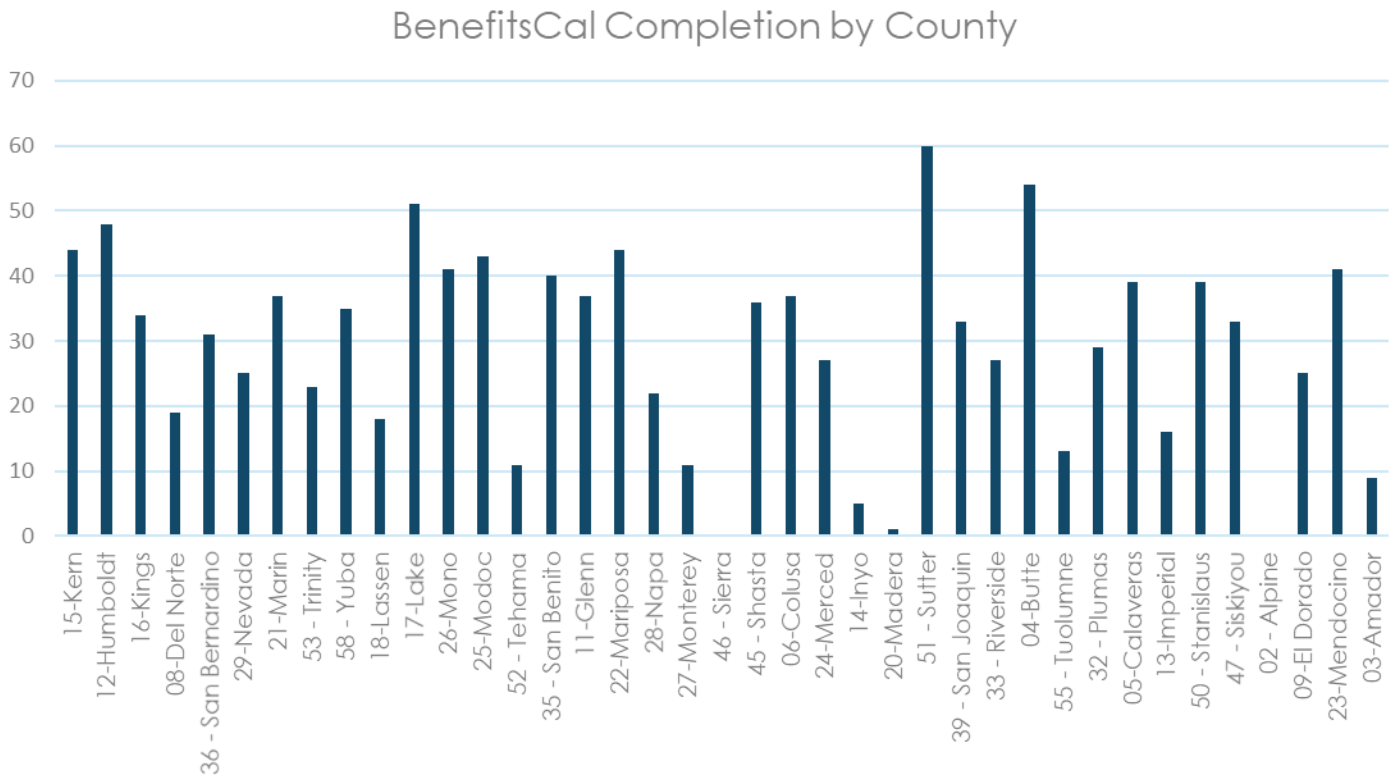


Figure 7.2-3 – View by Counties

8.0 Appendices

8.1 Appendix A – Deliverable Summary

| DEL ID | Deliverable Name | | | | | Final Approval |
|--------|---|----------|----------|----------|----------|----------------|
| | | DDED | FDED | DDEL | FDEL | |
| 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 8.1-1 – Deliverable Status for Current Reporting Period

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

Upcoming Deliverable Deadlines

| DEL # | DELIVERABLE NAME | STATUS | Next Deadline |
|-------|---|----------|--|
| 01.13 | Monthly Work Plan: September 2021 | On-track | 10/05/21 FDEL Submission |
| 02.13 | Monthly Status Report: September 2021 | On-track | 10/05/21 FDEL Submission |
| 05.02 | General System Design – Release 3.0 | On-track | 09/20/21 FDEL Submission |
| 05.04 | General System Design – Release 4.0 | On-track | 02/28/22 DDEL Submission 03/21/22 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 8.1-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

| ID | Work Product Name | | | Final Approval |
|------|--|----------|----------|----------------|
| | | DWP | FWP | |
| 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 8.1-3 – Upcoming Work Product Deadlines

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

8.2 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 |
| 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 8.2-1 – Project Risks and Issues

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

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; Consortium. SectionDirectors; | BenefitsCal Customer/CBO Pre Go-Live Communications | BenefitsCal (Self Service Portal) | 06/29/21 | Matthew Spurrier | Jennifer Hobbs |
| 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 | PPOC.All; Consortium Regional Managers | BenefitsCal Customer. CBO Communications Go Live | BenefitsCal (Self Service Portal) | 08/19/21 | Matthew Spurrier | Jennifer Hobbs |
| CIT 0219-21 | PPOC.All; Consortium Regional Managers | BenefitsCal Social Media & Website Update | BenefitsCal (Self Service Portal) | 08/19/21 | Matthew Spurrier | Jennifer Hobbs |
| CIT 0220-21 | PPOC.All; Consortium Regional Managers | BenefitsCal Compatible Browsers | BenefitsCal (Self Service Portal) | 08/19/21 | Matthew Spurrier | Jennifer Hobbs |
| CIT 0224-21 | PPOC.40; Consortium Regional Managers, All | County Staff Survey | BenefitsCal CX Measurement | 08/23/21 | Brook Sinclair | Anna Chia |
| CIT 0229-21 | LA County | BenefitsCal YBN Customer CBO Pre Go-Live Communications | BenefitsCal (Self Service Portal) | 08/25/21 | Matthew Spurrier | Jennifer Hobbs |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

| CIT ID | To | Subject | Category | Distribution Date | Primary CalSAWS Contact | Backup CalSAWS Contact |
|-------------|---|---|-----------------------------------|-------------------|-------------------------|------------------------|
| CIT 0233-21 | PPOC 40 | Delegated User Administration Portal Access | Security and Helpdesk | 08/27/21 | Trevor Fisher | Sam Sternberg |
| CIT 0237-21 | PPOC.All Consortium Regional Managers.All | BenefitsCal Store Go Live | BenefitsCal (Self Service Portal) | 08/30/21 | Matthew Spurrier | Jennifer Hobbs |
| CIT xxxx-21 | | BenefitsCal Physical Letter | BenefitsCal (Self Service Portal) | 09/10/21 | Matthew Spurrier | Jennifer Hobbs |
| CIT 0250-21 | PPOC.All; Consortium Regional Managers | BenefitsCal Store Final Days | BenefitsCal (Self Service Portal) | 09/10/21 | Matthew Spurrier | Jennifer Hobbs |
| CIT xxxx-21 | | BenefitsCal Post Go Live Communication | BenefitsCal (Self Service Portal) | 09/15/21 | Matthew Spurrier | Jennifer Hobbs |
| CIT xxxx-21 | | BenefitsCal Social Media Calendar | BenefitsCal (Self Service Portal) | 09/16/21 | Matthew Spurrier | Jennifer Hobbs |

Table 8.2-2 – 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 |
|---------|----|---------|----------|-------------------|-------------------|
| | | None | | | |

Table 8.2-3 – 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 | 05/20/21 | Open | 10/29/21 and 11/19/21 |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

| CR ID | To | Subject | Date Created | Status | Date Needed by |
|------------|---------|---|--------------|----------|----------------|
| | | BenefitsCal CX Measurement. | | | |
| 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 users who opt in to receive texts. | 07/07/21 | Open | 10/29/21 |

Table 8.2-4 – CalSAWS CR

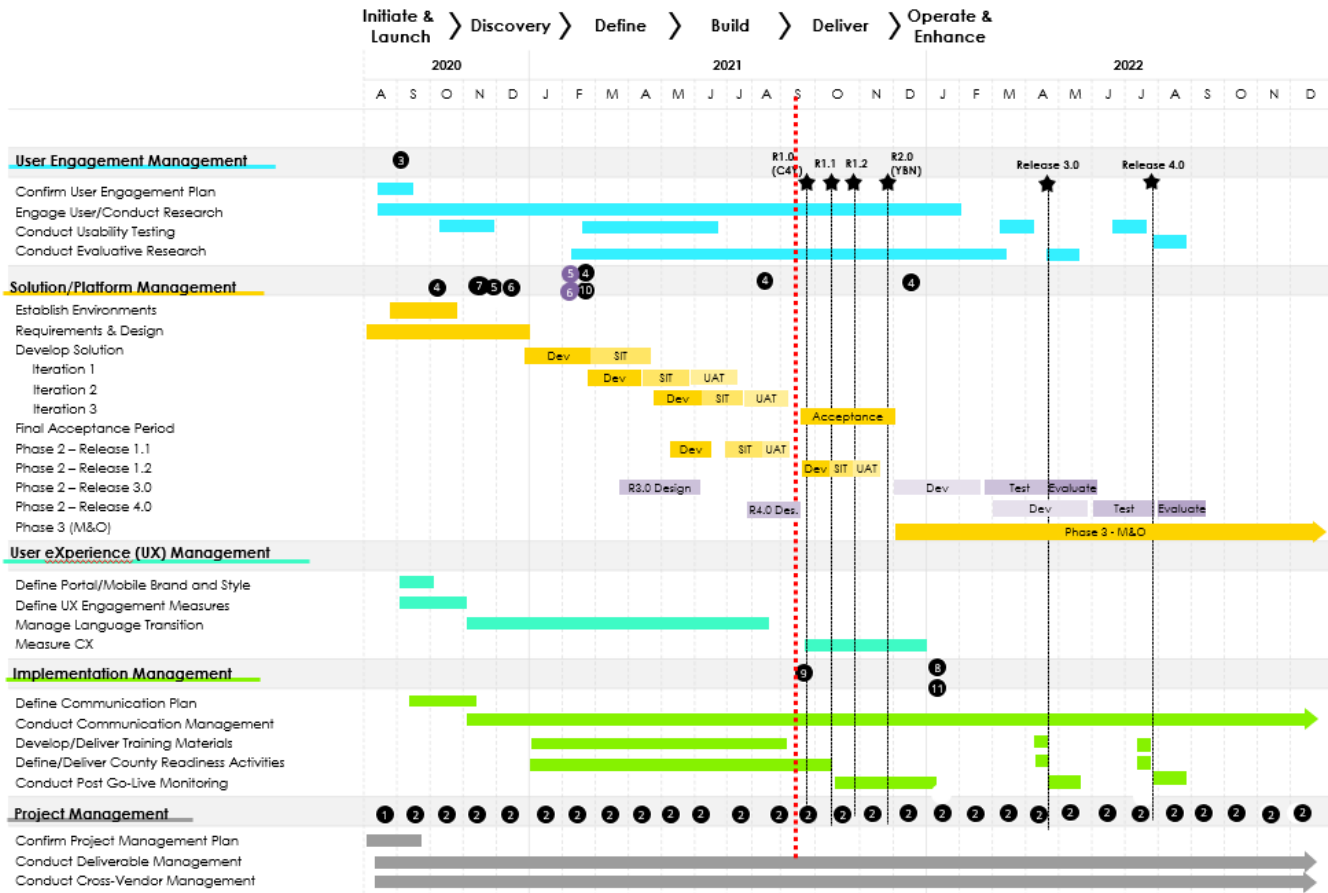
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 15, 2021

Period: September 6, 2021 to September 12, 2021

8.3 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 for this reporting period. | | |