



# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: September 27, 2021 to  
October 3, 2021**

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## 1.0 Project Management

### 1.1 Highlights of the Reporting Period

- ▶ Release 1.0 deployed to Production, Go-Live on 10/27/21.
- ▶ Submitted the Service Level Objectives (SLOs) Draft Work Product (DWP) on 09/27/21.
- ▶ Submitted the Maintenance & Operations (M&O) Plan Final Deliverable (FDEL) v4 on 09/27/21.

## 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.
- ▶ Received translations from the translation vendor (Humble) on 09/28/21 for the Release 1.1 policy/Advocates enhancements.
- ▶ Met with State Partners (the California Department of Social Services (CDSS) and Department of Healthcare Services (DHCS)) to triage Release 1.2 findings.
- ▶ Created the designs for the Able-Bodied Adult Without Dependents (ABAWD) exemption requirements for Release 4.0.
- ▶ Supported M&O in design updates to the C4Yourself User conversion flow.

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

- ▶ Continue to triage Independent Test and UAT defects.
- ▶ Demo the Release 1.1 functionality to Advocates on 10/04/21.
- ▶ Demo the Release 1.2 functionality to Advocates on 10/08/21.
- ▶ Meet with State Partners to make updates to the design for the Release 1.2 Enhancements based on their findings.

### 2.2 User Centered Design (UCD)

#### 2.2.1 Highlights of the Reporting Period – UCD

- ▶ Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal to identify potential usability issues, daily during the week of 09/27/21.
- ▶ Answered calls and logged ServiceNow tickets daily for the Command Center during the week of 09/27/21.
- ▶ Conducted ad-hoc research with two (2) customers to address questions/concerns that arose from troubleshooting issues related to logins and dashboard data on 09/28/21 and 09/30/21.
- ▶ Prepared historical data on C4Yourself usage for comparison to BenefitsCal usage to monitor the BenefitsCal deployment performance. Data was shared with the Consortium Leadership on 09/30/21.
- ▶ Conducted a moderated usability research with one (1) Assister on 09/30/21.

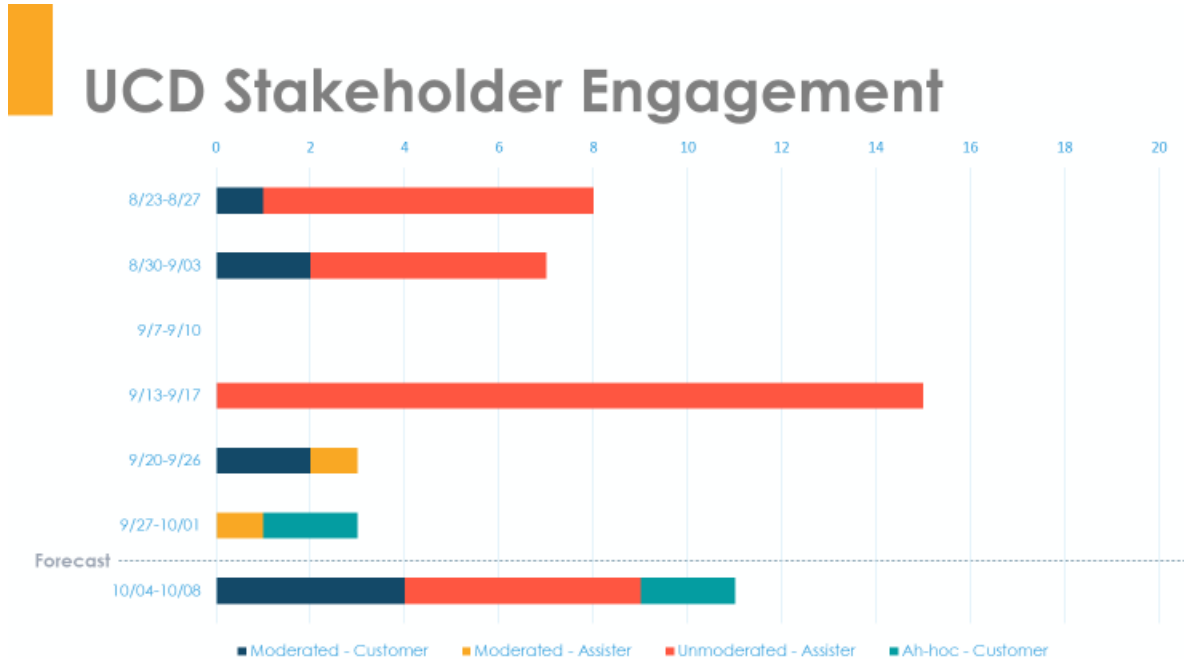
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## 2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Monitor the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 10/04/21.
- ▶ Conduct ad-hoc research with customers as questions or concerns arise from the BenefitsCal deployment during the week of 10/04/21.
- ▶ Conduct moderated usability research with an estimated four (4) customers by 10/08/21.
- ▶ Conduct unmoderated testing with an estimated five (5) Assisters and Advocates by 10/08/21.



1

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	In progress

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CR ID	Request	Date Requested	Date Needed	Status
			data is available from CalWIN.	

**Table 2.2-2 – Data Requests for CX Measurement**

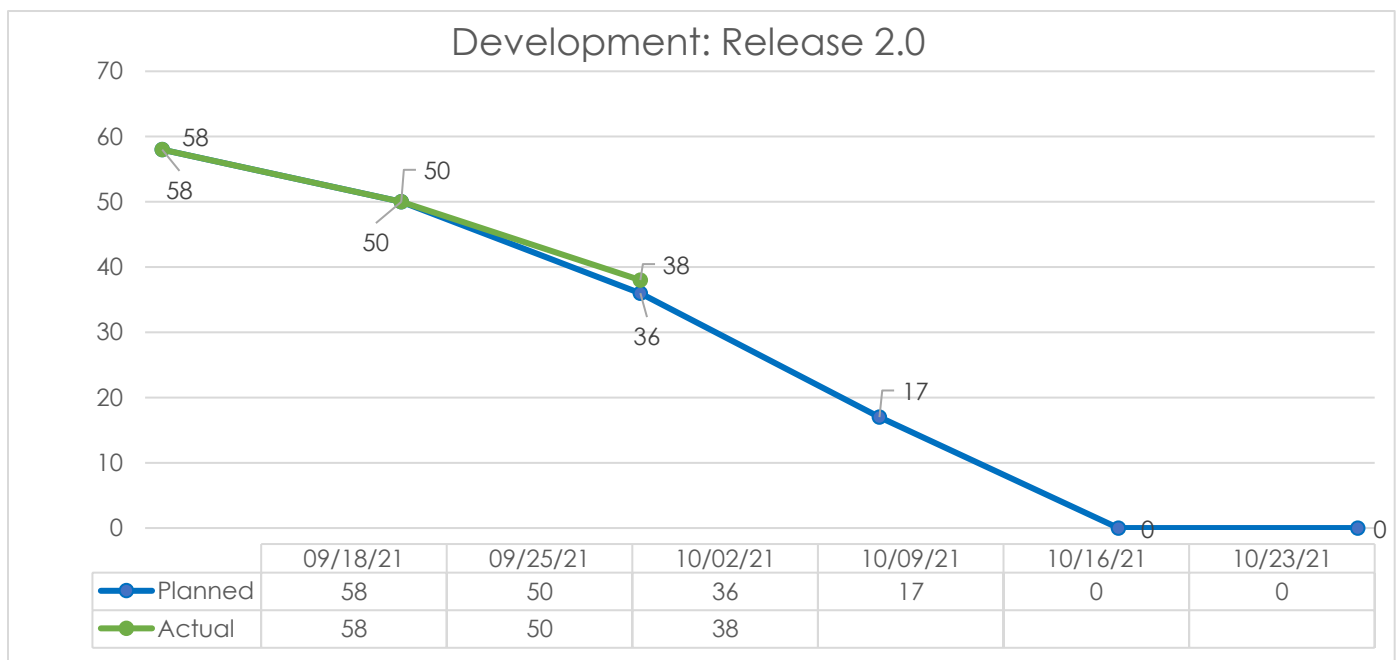
**2.3 Development**

**2.3.1 Highlights of the Reporting Period – Development**

- ▶ **For Release 1.0:** Provided daily support for Release 1.0 Go-Live activities.
- ▶ **For Release 1.1, 1.2:** Resolved defects based on the planned build versions to System Test. Developed 1.1 enhancements that are going to UAT release this week.
- ▶ **For Release 2.0:** Delayed by two (2) widgets. Interview Nudge feature impacted.
  - Cause: GSD updates for Interview Nudge and approval were not received until 09/30/21.
  - Impact: The Release 2.0 development will be delayed from the original plan of 10/15/21.
  - Recovery Plan: The development end date for Release 2.0 development will be 10/22/21. System Test will start testing other features first.

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

- ▶ Provide System Test support for Release 1.1 and Release 1.2 defect fixes and resolve defects as scheduled for Release 1.1 and Release 1.2 System Test exit.
- ▶ Support Go-Live and any production findings.
- ▶ Develop 17 widgets this week and plan for the Interview Nudge modules for the week ending 10/23/21.



**Figure 2.3-1 – Development Burndown: Release 2.0**

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### 2.4 System Test Execution

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

- ▶ **Release 1.1:**
  - **Cross-Browser:** 456 of 456 executed (456 passed).
  - **Cross-Device:** 456 of 456 executed (367 passed).
  - **ADA:** 242 of 242 executed (242 passed).
  - **Multi-Lingual:** 1,254 of 1,254 executed (775 passed).
- ▶ **Release 1.2:**
  - Re-executed four (4) of the four (4) planned test cases for the Eligibility Status Report (SAR 7).
  - **Cross-Browser:** 308 of 308 executed (274 passed).
  - **Cross-Device:** 308 of 308 executed (209 passed).
  - **ADA:** 154 of 154 executed (104 passed).
  - **Multi-Lingual:** 847 of 847 executed (506 passed).
- ▶ Conducted daily Partner Testing status calls to provide updates on pending partner items and defects.

#### System Test Release 1.1 and 1.2

Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	0	0	0	<b>0</b>
CalSAWS	0	3	7	0	<b>10</b>
FIS	0	0	0	0	<b>0</b>
BenefitsCal	0	0	0	0	<b>0</b>
<b>TOTAL</b>	0	3	7	0	<b>10</b> <i>(-4 from last week)</i>

Figure 2.4-1 – System Test Partner Defects, Release 1.1, and Release 1.2

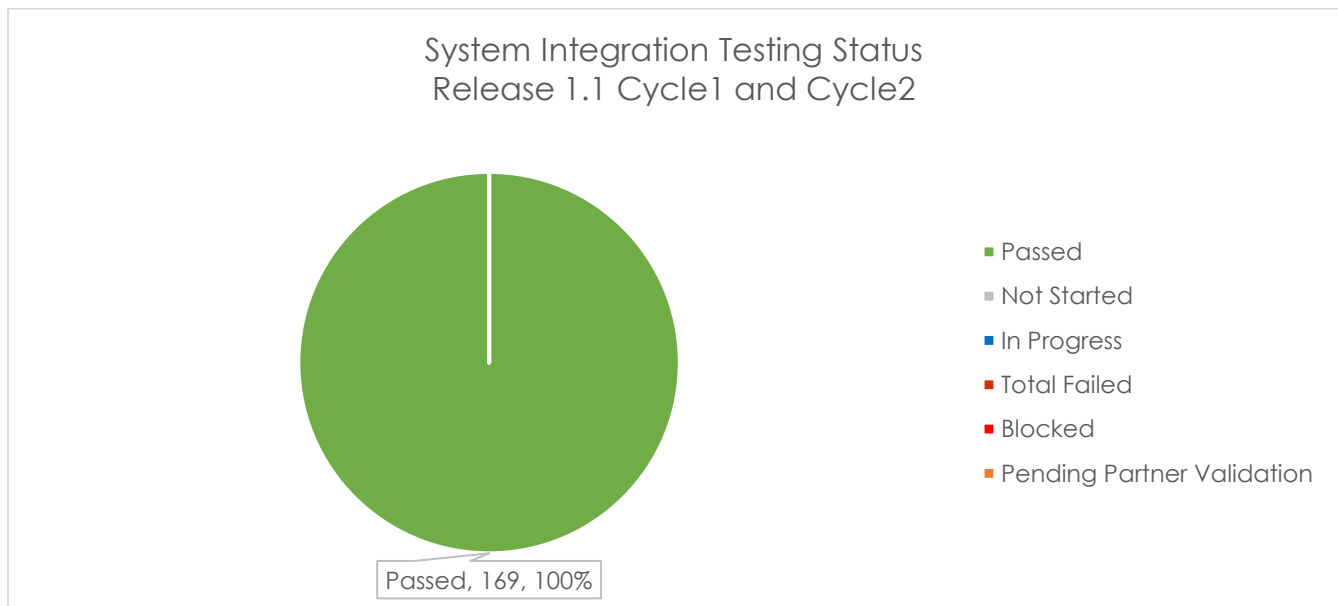


Figure 2.4-2 – System Test Execution Status: Release 1.1

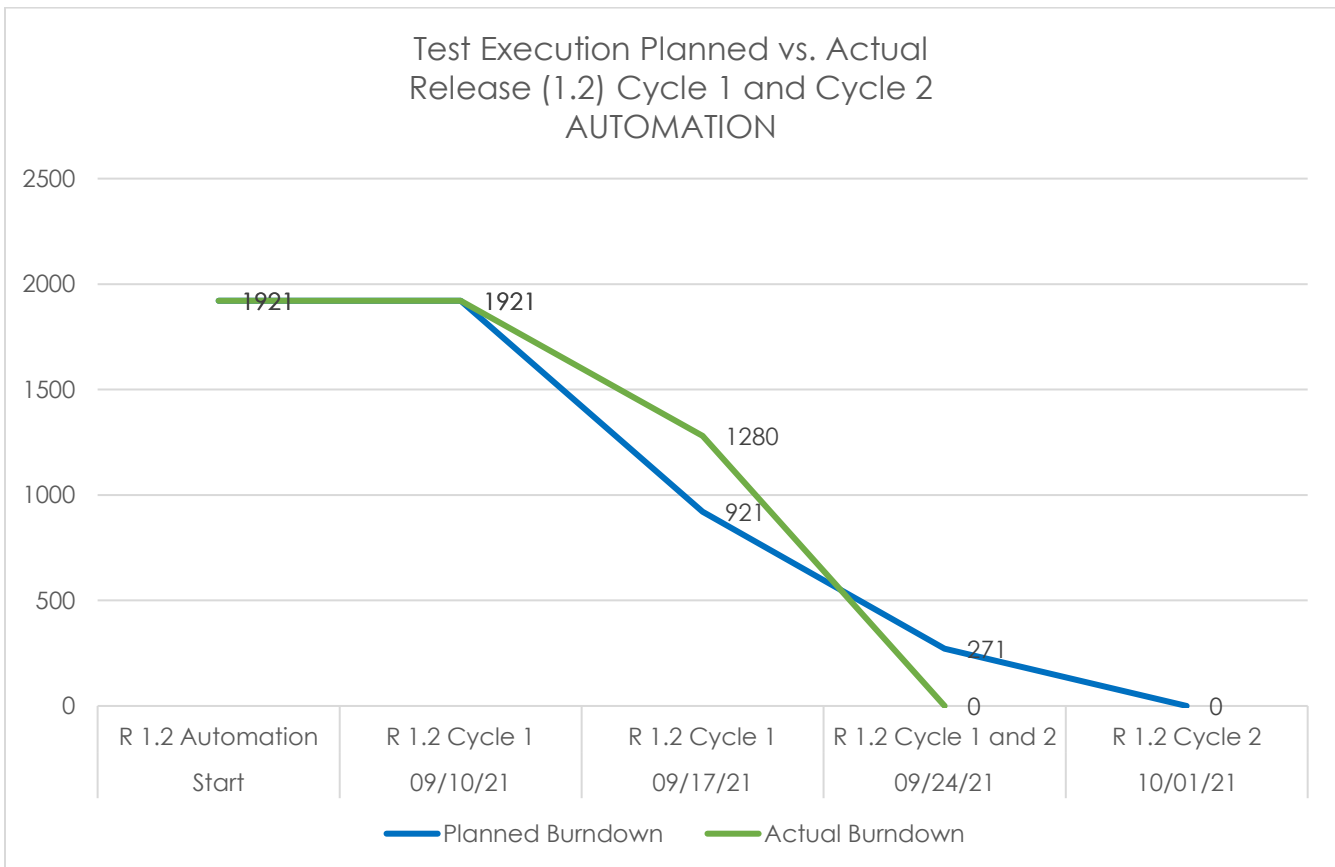
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System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned</b> (+/- from previous week)	<b>100%</b>	<b>100%</b>	<b>169 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>100%</b> (+3)	<b>100%</b> (+3)	<b>169 Test Cases Executed</b>
<i>System Test Complete Date: 09/03/21</i>			

**Figure 2.4-3 – Pass Rate: Release 1.1**



**Figure 2.4-4 – System Test Execution Burndown: Release 1.2 – ADA, Language, Device, Browser**



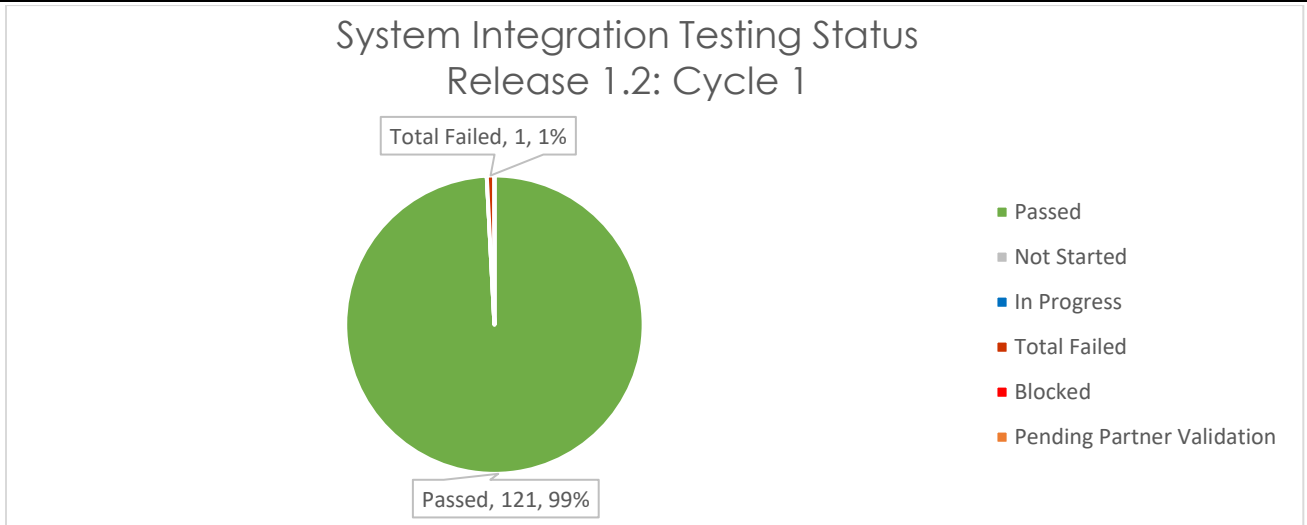


Figure 2.4-5 – System Test Execution Status: Release 1.2

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned</b> (+/- from previous week)	<b>90%</b>	<b>90%</b>	<b>122 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>99%</b> (+3)	<b>99%</b> (+3)	<b>122 Test Cases Executed</b>
<i>System Test Complete Date: 09/24/21</i>			

Figure 2.4-6 – Pass Rate: Release 1.2

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

- ▶ Provide Go-Live support for any incidents identified for Release 1.0.
- ▶ Re-execute automation execution of ADA, browser, language, and device test cases for Release 1.1 and Release 1.2 – approximately 600 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

- ▶ Facilitated UAT daily meetings to provide support to the Consortium on BenefitsCal functions.
- ▶ Conducted sessions with State Partners on 09/28/21 and 09/30/21 to analyze and set priorities for the findings of Release 1.2.

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

- ▶ Support State Partner and UAT testing for Release 1.2.

### 3.0 Performance Test

#### 3.1 Highlights of the Reporting Period – Performance Test

- ▶ Completed developing Release 1.1 and Release 1.2 Performance testing scripts.
- ▶ Set up additional data support additional execution cycles for Release 1.1 and Release 1.2.

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

- ▶ Perform additional execution of test scripts covering Release 1.1.
- ▶ Set up data and execute Performance testing for Release 1.2 functional areas. Targeted completion on 10/08/21.

	Start Date	End Date	Scope	Test Cases Status	Execution Status
<b>Cycle 1</b>	05/31/21	06/11/21	Anonymous features	2 of 2 test scripts approved	100% Executed
<b>Cycle 2</b>	07/19/21	07/30/21	App, ForgeRock, Case Details	16 of 16 test scripts approved	100% Executed
<b>Cycle 3</b>	08/09/21	09/17/21	All Release 1.0 features (Including FIS/EBT)	14 of 14 test cases approved	100% Executed
<b>Cycle 4</b>	09/06/21	10/08/21	Release 1.1 (MC Pre-Population, CF37)	5 of 5 test cases written (Data setup needed to complete)	100% Executed
<b>Cycle 5</b>	09/20/21	10/08/21	Release 1.2 (Periodic Reports)	1 of 1 test cases written (Data setup needed to complete)	100% 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

- ▶ Prepared and cleaned the Your Benefits Now (YBN) Community Based Organizations (CBO) user conversion file to use in upcoming discussions in planning the Release 2.0 YBN CBO user conversion.

##### 4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Meet with the Consortium Business and Database teams and the ForgeRock team to determine the user conversion activities for the upcoming Release 2.0 YBN user conversion.

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### 4.2 Security

#### 4.2.1 Highlights of the Reporting Period – Security

- ▶ Met with the Consortium Security team on 09/28/21 to attend a Q&A on the Consortium change process to better prepare our team for the Change Advisory Board (CAB) meetings.
- ▶ Executed the weekly Static Application Security Testing (SAST) of the application source code and shared the analysis of the security scan reports with the BenefitsCal Development Team for remediation on 10/01/21.
- ▶ Conducted a walkthrough of the System Security Plan (SSP) revisions with the Consortium Security Team and QA team to address their comments and feedback on 10/01/21.

#### 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).
- ▶ 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 final walkthrough of the remaining SSP revisions to address feedback from the Consortium Security Team and the QA Team.

### 5.0 Cloud

#### 5.1 Highlights of the Reporting Period

- ▶ Supported Release 1.0 pre-cutover and cutover activities on 09/26/21 including the following.
  - Deployed all final changes to the staging and production environments.
  - Worked with interface partners to validate connectivity in the staging and production environments.
  - Set up Qlik reports and performed validation.
  - Configured CloudWatch alarms and dashboards for staging the production environments to support post Go-Live monitoring.
  - Set up the technical monitoring operational reports – to validate the health of all cloud components such as CloudFront, API (Application Programming Interface) gateway, lambdas, Queues, and RDS (Relational Database Services).
- ▶ Supported technical operations after Go-Live, including the following:
  - Deployed the planned emergency builds to staging and production. In this period, three (3) patch emergency releases were performed, including Release 1.0.0.1, Release 1.0.0.2, and Release 1.0.0.2.1.
  - Monitored and triaged performance issues with the FIS EBT interface, security issues caused by the CalSAWS interface end points (which showed incorrect case information to citizens via Benefits CAL system), performance issues with document upload (Hyland) interface partners, and ForgeRock login issues.
  - Closely monitored queues for documents and application backlogs and working with the Application Triage team to resend the records.

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## 5.2 Activities for the Next Reporting Period

- ▶ Continue to support production system monitoring activities.
- ▶ Perform build and release activities for Release 1.1.
- ▶ Continuously improve monitoring, build, and release management activities.

## 6.0 Communications

### 6.1 Highlights of the Reporting Period

- ▶ Distributed the CIT 0287-21 C4Y Internal Go-Live Announcement on 09/27/21.
- ▶ Distributed the CBO BenefitsCal login email through AWS on 09/27/21.
- ▶ Announced the BenefitsCal Go-Live on social media channels on 09/27/21.
- ▶ Drafted the BenefitsCal Medi-Cal Renewal Training video script on 10/01/21.

### 6.2 Activities for the Next Reporting Period

- ▶ Draft the CalFresh recertification training video script the week of 10/04/21.
- ▶ Record the Medi-Cal renewal training video the week of 10/04/21.
- ▶ Report the results of the BenefitsCal merchandise store to the Consortium on 10/04/21.
- ▶ Distribute the YBN New Benefits System (2) email through AWS on 10/05/21.

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

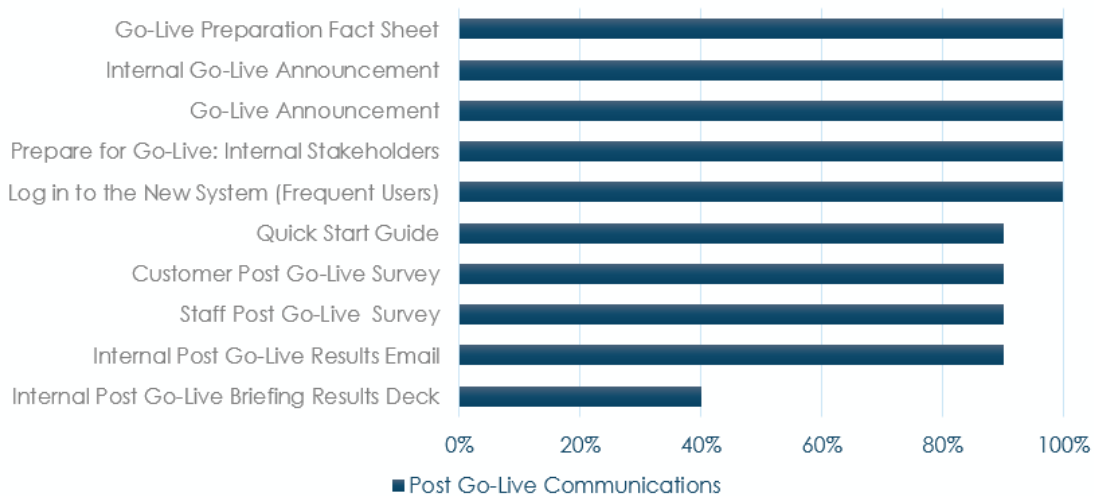


Figure 6.2-1 – Communications: Post Go-Live

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YouTube				
Post	Views	Likes	Subscribers: 471	Date Posted
<a href="#">Welcome to BenefitsCal</a>	6,413	80	N/A	06/24/21
<a href="#">Journey to BenefitsCal</a>	6,890	115	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
67k (week) 657k (total)	7.1k	247 (07/09/21) N/A	21%	09/15/21-10/01/21

**Figure 6.2-2 – 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%	29.1%	177,526
C4Y New Benefits System (3)	08/31/21	417,882	396,548	94.9%	33.4%	132,365
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

- Updated the CBO Account Request Quick Guide on 10/01/21.

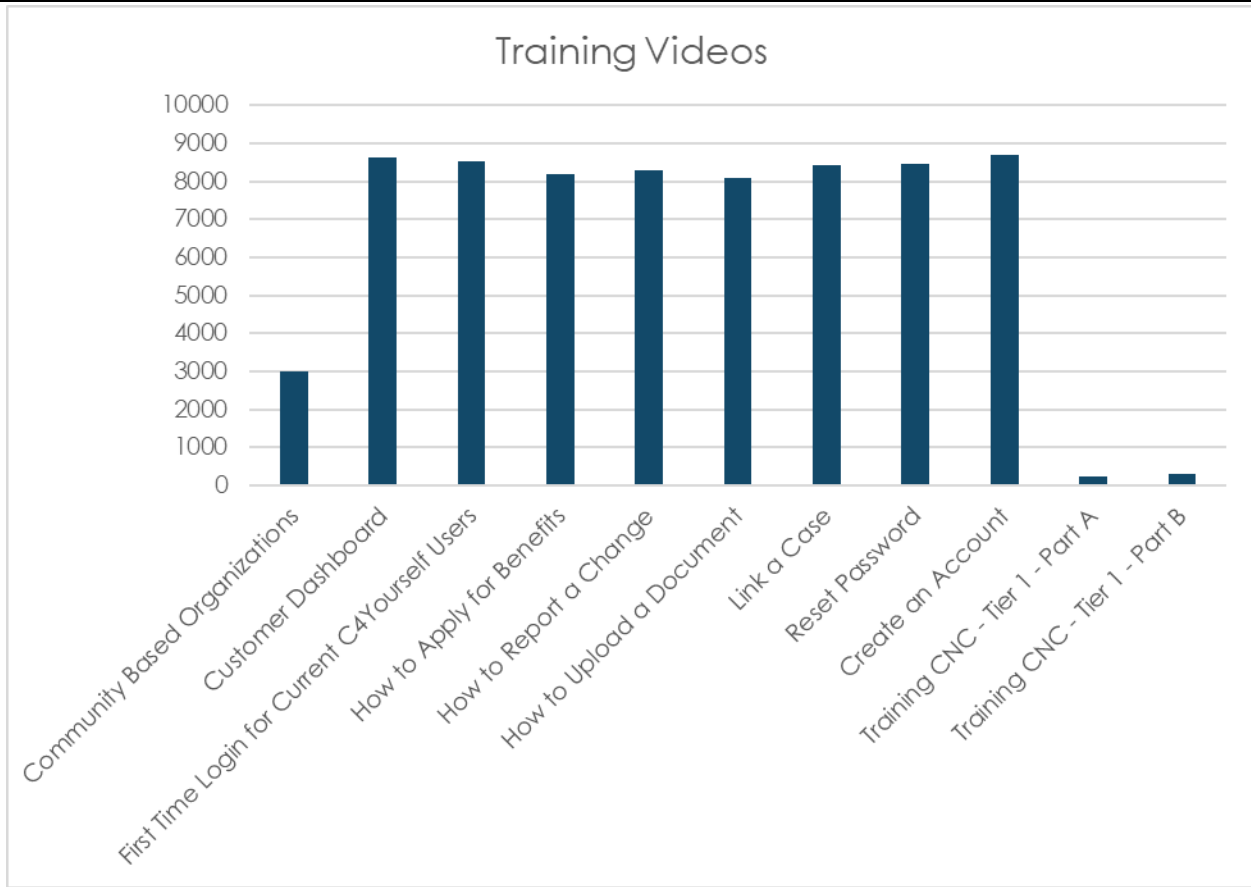
### 7.2 Activities for the Next Reporting Period

- Complete the CalFresh Quick Guide.
- Finalize the Medi-Cal Renewal and CalFresh Recertification videos.

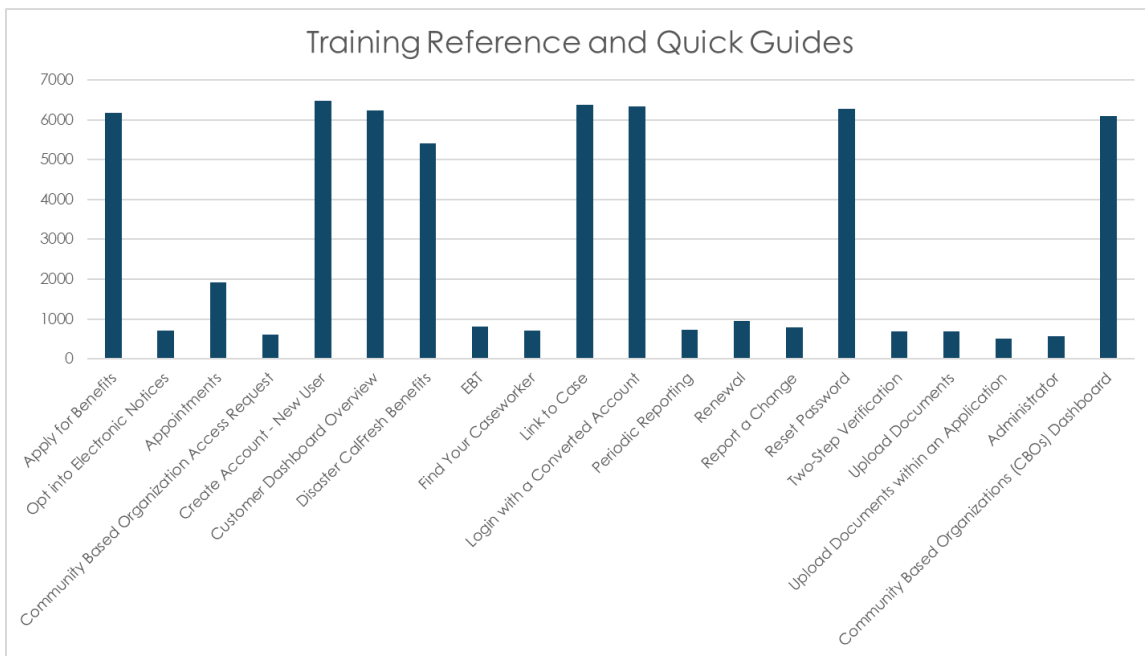
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**Figure 7.2-1 – Training Video Views (within LMS)**



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

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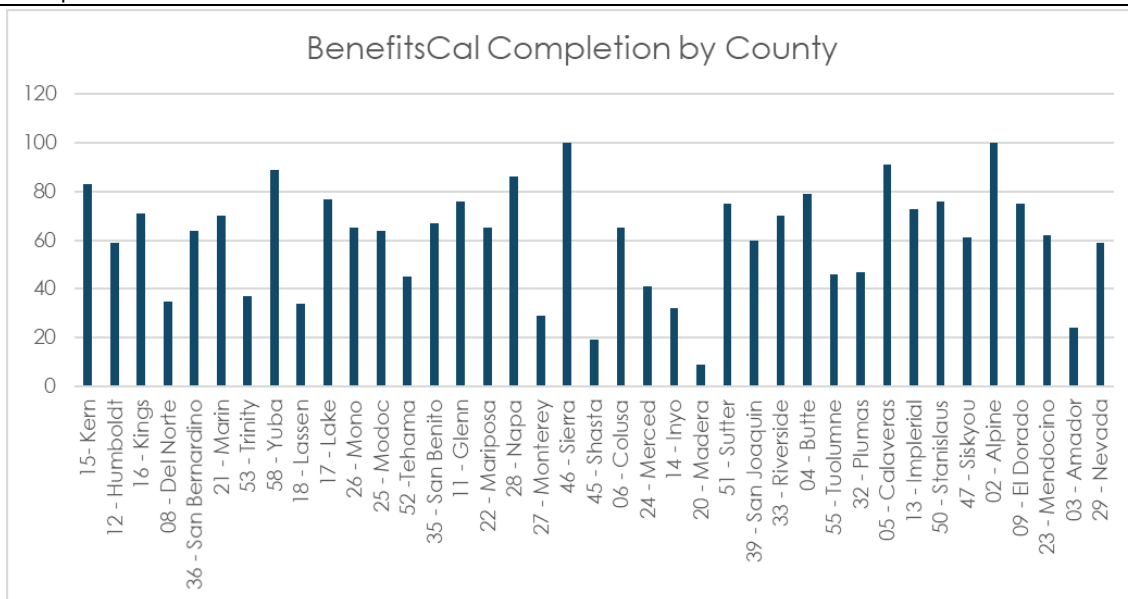


Figure 7.2-3 – View by Counties

## 8.0 Appendices

### 8.1 Appendix A – Deliverable Summary

DEL ID	Deliverable Name			Complete		Coming Soon	
		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 8.1-1 – Deliverable Status for Current Reporting Period

#### 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

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DEL #	Deliverable Name	Status	Next Deadline
05.03	General System Design – Release 3.0	On-track	11/05/21 DDEL Submission 12/01/21 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**

### Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
23	Service Level Objectives (SLOs)	On-track	09/27/21 DWP Submitted 10/25/21 FWP Submission

**Table 8.1-3 – Upcoming Work Product Deadlines**

### Work Product Status by Submission

Complete Coming Soon

ID	Work Product Name	DWP	FWP	Final Approval
12	<b>SIT Test Case Format and Sample</b>	01/12/21	01/25/21	02/01/21
13	<b>Environment Management Plan</b>	01/15/21	02/01/21	02/08/21
14	<b>Performance Testing Strategy</b>	01/15/21	02/01/21	02/08/21
15	<b>System Test Cases</b>			
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	<b>Operational Readiness Report</b>	02/05/21	02/22/21	03/02/21
17	<b>System Security Plan (SSP)</b>	05/03/21	05/17/21	06/01/21
18	<b>Desktop to Wireframe Mapping</b>	02/05/21	03/01/21	03/10/21
19	<b>High-Fidelity Visual Comps</b>	02/05/21	03/01/21	03/10/21
20	<b>Web Style Guide</b>	02/05/21	03/01/21	03/10/21
21	<b>Communications Strategy</b>	03/26/21	04/12/21	04/21/21
22	<b>Customer Experience Measurement Plan</b>	05/03/21	05/17/21	06/01/21
23	<b>Service Level Objectives (SLOs)</b>	09/27/21	10/25/21	11/03/21

**Table 8.1-4 – Upcoming Work Product Deadlines**



## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, October 6, 2021

Period: September 27, 2021 to October 3, 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, October 6, 2021

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**CRFI/CIT/CalSAWS CR Communications Information**

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

<b>CIT ID</b>	<b>To</b>	<b>Subject</b>	<b>Category</b>	<b>Distribution Date</b>	<b>Primary CalSAWS Contact</b>	<b>Backup CalSAWS Contact</b>
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	BenefitsCal (Self	08/25/21	Matthew Spurrier	Jennifer Hobbs

## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

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CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
		Pre Go-Live Communications	Service Portal)			
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 0275-21	PPOC.All; Consortium Regional Managers	BenefitsCal Post Go-Live Communication	BenefitsCal (Self Service Portal)	09/20/21	Matthew Spurrier	Jennifer Hobbs
CIT 0287-21	PPOC.All, Director.All, Committee .ProjectSteering.All, Consortium.RegionalManagers.All, PSC, Dianne Alexander	C4Y Internal Go Live Announcement	BenefitsCal (Self Service Portal)	09/27/21	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**

## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

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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	In progress	10/29/21 and 11/19/21
N/A	CalWIN	MyBCW Case and Application baseline data for BenefitsCal CX Measurement.	05/20/21	In progress	10/29/21
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**

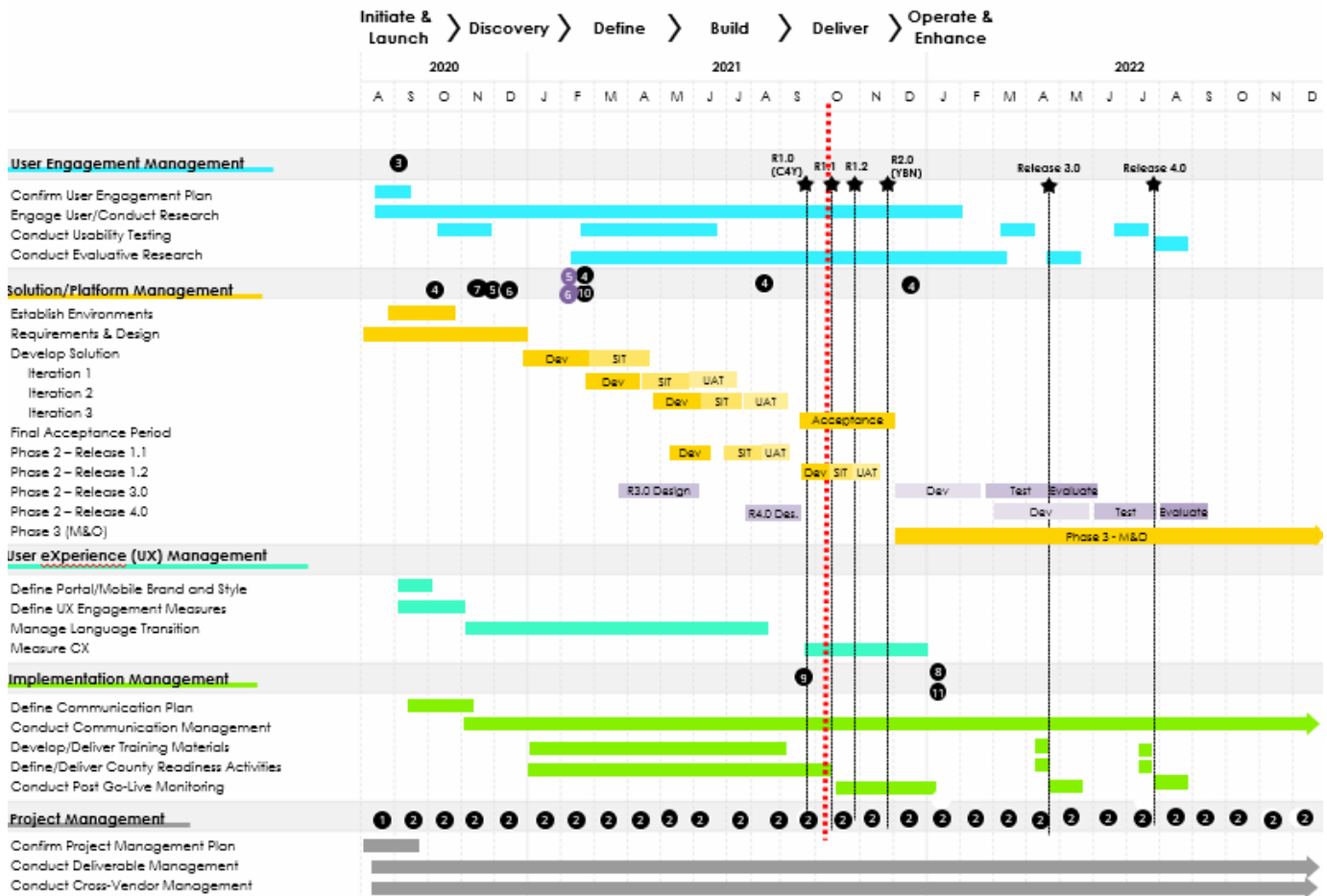
# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, October 6, 2021

Period: September 27, 2021 to October 3, 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
CSPM-38524	Team to confirm when there will be a refresh of Staging, PERF, UAT, and SIT environments with office configuration.	Anna Chia	09/24/21
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	09/30/21