

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: December 13, 2021 to
December 19, 2021**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 22, 2021

Period: December 13, 2021 to December 19, 2021

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Submitted the following Deliverables for approval:
 - 05.03 General Systems Design Release 3.0 Final Deliverable (FDEL) on 12/10/21.
 - 01.15 Work Plan Monthly Updates – November 2021 FDEL Approval on 12/14/21.
 - 02.15 Monthly Status Reports – November 2021 FDEL on 12/14/21.
- ▶ Addressed the comments received for the following Work Products:
 - Service Level Agreements (SLA) Final Work Product (FWP).
 - Maintenance and Operations (M&O) Work Plan FWP.
 - M&O Monthly Report Draft Work Product Expectation Document (DWPED).
 - Customer Experience (CX) Monthly Report – November 2021 Draft Work Product (DWP).

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design.

- ▶ Supported production maintenance activities.
- ▶ Conducted a presentation overview of the Release 4.0 requirements with the CalSAWS and Consortium Workgroup on 12/13/21.
- ▶ Conducted a Release 4.0 Requirement Clarification session on 12/14/21 for the Two-Way Messaging, Voice, and Reports requirements with the Consortium, CalSAWS, State Partners, QA, IV&V, and the PortalMobile Workgroup.
- ▶ Conducted a Release 4.0 Requirement Clarification session on 12/14/21 for the Able-Bodied Adult Without Dependents (ABAWD) requirements with the Consortium, CalSAWS, State Partners, QA, IV&V, and the PortalMobile Workgroup.
- ▶ Conducted a Release 4.0 Requirement Clarification session on 12/15/21 for the General Relief Opportunities for WORK (GROW) requirements with the Consortium, CalSAWS, State Partners, QA, IV&V, and the PortalMobile Workgroup.
- ▶ Conducted a Release 4.0 Requirement Clarification session on 12/16/21 for the CalWORKs 2.0 Support Request requirements with the Consortium, CalSAWS, State Partners, QA, IV&V, County Welfare Directors Association of California (CWDA), and the PortalMobile Workgroup.
- ▶ Conducted a session with the State Partners and the Consortium to analyze the dependency of the Release of Information on the Release 4.0 Community Based Organization (CBO) Access requirements on 12/15/21.
- ▶ Conducted Release 4.0 Requirement Clarification session on 12/17/21 for the CBO Access requirements with the Consortium, CalSAWS, State Partners, QA, IV&V, and the PortalMobile Workgroup.
- ▶ Received approval from the Consortium and CDSS for Release 3.0 Language Translations estimates on 12/15/21.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Finalize the plan for the Release 4.0 Designs Session schedule.

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- ▶ Develop the Release 4.0 initial designs.
- ▶ Kick-off meeting with CDSS for ML Language Validation is planned for 01/05/22. Timeline for the key activity and milestones are listed below. Release 3.0 includes Punjabi Japanese, Farsi, Hindi (Wave 1) as well as, Arabic, Thai, Mien and Ukrainian (Wave 2).

Release 3.0 - Language Validation Key Activity	Start Date	End Date
Kick-off Meeting with CDSS	5-Jan	5-Jan
CDSS Initial Review (Wave 1 - 4 languages)	17-Jan	28-Jan
BenefitsCal Analysis on CDSS Feedback (Wave 1)	31-Jan	4-Feb
ML Vendor Language Adjustements (Wave 1)	7-Feb	11-Feb
CDSS Second Review (Wave 1)	14-Feb	18-Feb
Consortium Sign-Off (Wave 1)	21-Feb	21-Feb
CDSS Initial Review (Wave 2 - 4 languages)	24-Jan	4-Feb
BenefitsCal Analysis on CDSS Feedback (Wave 2)	7-Feb	11-Feb
ML Vendor Language Adjustements (Wave 2)	14-Feb	18-Feb
CDSS Second Review (Wave 2)	21-Feb	25-Feb
Consortium Sign-Off (Wave 2)	28-Feb	28-Feb

Figure 2.1-1 – UCD Stakeholder Engagement

2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)

- ▶ Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 12/13/21.
- ▶ Facilitated one (1) Release 4.0 Discovery focus group with county staff on 12/10/21.
- ▶ Facilitated two (2) Release 4.0 Discovery focus group with customers on 12/14/21 and 12/16/21.
- ▶ Facilitated the UCD Monthly meeting on 12/13/21 and shared follow-up materials with the participants on 12/17/21.
- ▶ Responded to comments received for the CX Monthly Report DWP and submitted the CX Monthly Report FWP on 12/20/21.

2.1.4 Activities for the Next Reporting Period – UCD

- ▶ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 12/20/21.

UCD Stakeholder Engagement

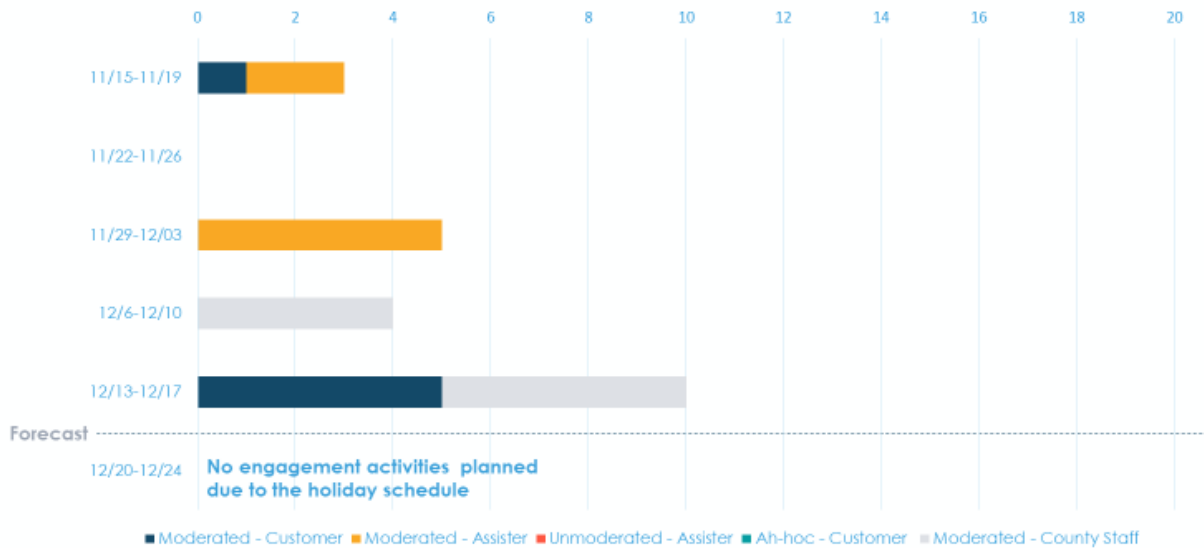


Figure 2.1-2 – UCD Stakeholder Engagement

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.	Complete
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.	In progress
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.	In progress

Table 2.1-3 – Data Requests for CX Measurement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

- ▶ Provided production support for Release 2.0.
- ▶ Resolved the Maintenance and Operations (M&O) defects for Release 2.0.x weekly and Release 2.1.0_0.0.x monthly builds.
- ▶ Two (2) widgets delayed:
 - **Cause:** Multi-language translations were not made available from the vendor.
 - **Impact:** The module would stay open in Jira and also System Test release for this module might be impacted if the translations are not available by 12/23/21.
 - **Resolution Plan:** As of now there is not any risk to the System Test release plan so should be good to receive translations by 12/23/21 and release the widgets on time.

2.2.2 Activities for the Next Reporting Period – Development

- ▶ Provide production support for Release 2.0.
- ▶ Develop three (3) widgets, out of which two (2) widgets are from the 12/17/21 week spillover.
- ▶ Need Income Reporting Threshold (IRT) related Application Programming Interfaces (APIs) from the Partner to be available by 12/23/21 to avoid delays in widget completion for the week ending 01/08/21.
- ▶ Need Multilingual translations for eight (8) new languages by 01/15/21 to avoid delays in widget completion for the week ending 01/15/21.
- ▶ Create Selenium scripts for the multi-language related Unit Testing (UT) and later for the System Test execution phase.
- ▶ Explore options to support additional languages, including Arabic, Hindi, Japanese, and Punjabi, for multi-lingual PDF rendering.

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2.2.3 Burndown

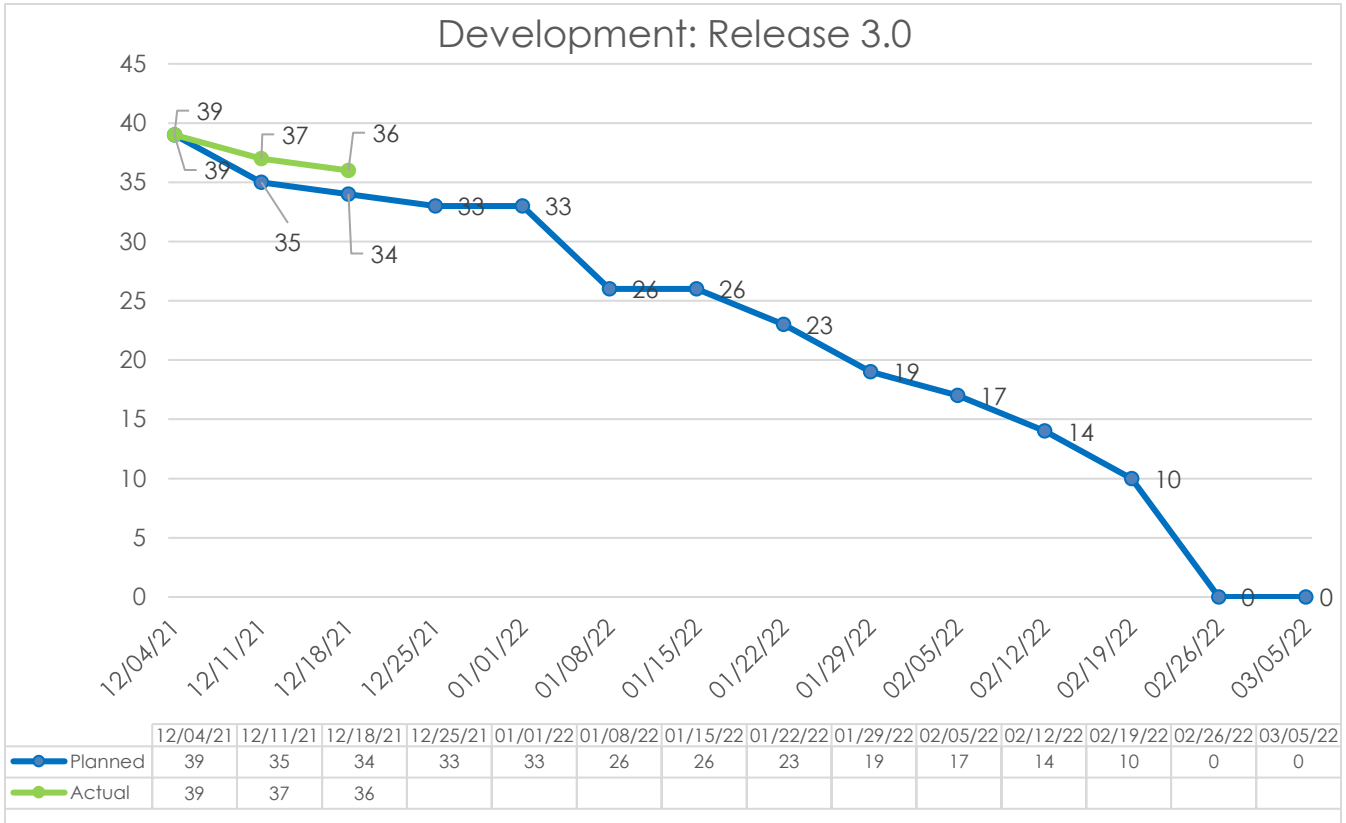


Figure 2.2-1 – Development: Release 3.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ Conducted a Partner Testing status call on 12/14/21 to provide updates on the pending partner enhancements and defects.
- ▶ Provided testing support for the M&O priority Release 2.0.3 defects and enhancements.
- ▶ Designed 20 Functional and 25 Non-Functional test cases for the Release 3.0 System Test.

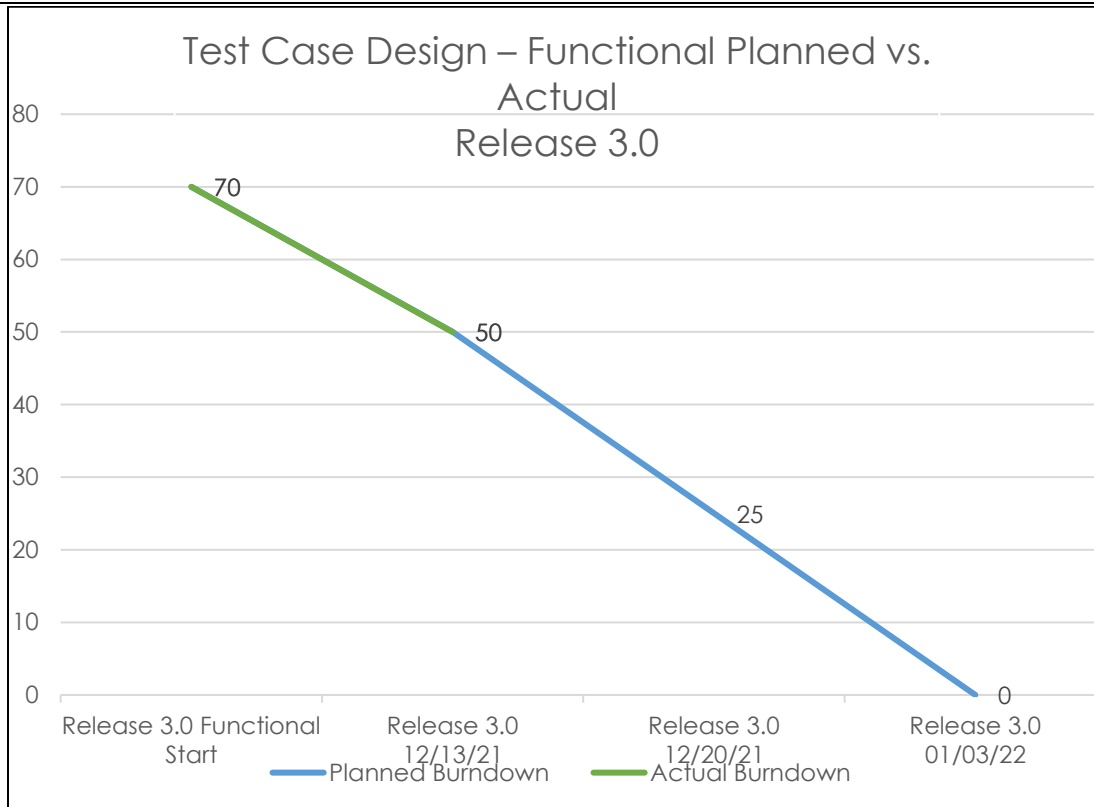


Figure 2.3-1 – Test Case Design Burndown Chart Functional: Release 2.0

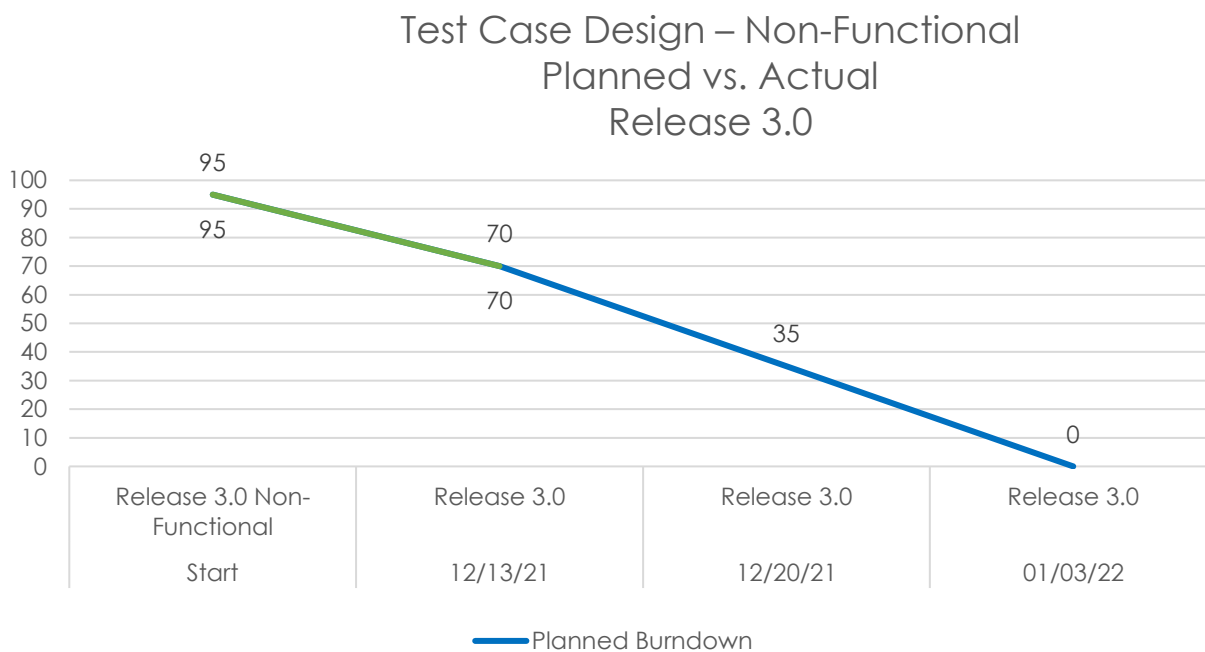


Figure 2.3-2 – Test Case Design Burndown Chart Non-Functional: Release 2.0

2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Continue to conduct multi-language automation fixes and cross-device regression in preparation for Release 3.0.

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- ▶ Continue to review the design documents for Release 3.0 test preparation.
- ▶ Conduct a Partner Testing Status call on 12/21/21 to provide updates on the pending partner items.

2.4 User Acceptance Test (UAT) Planning

2.4.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ No activity this week.

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

- ▶ No new updates.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Met with LA County Enhanced Imaging Partners to begin planning testing schedule

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Obtain confirmation from Hyland and other partners on the integrated test plan week of 12/20/22
- ▶ Continue evaluation of the performance testing scenarios for Release 3.0.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
Cycle 7	11/29/21	12/23/21	Hyland Imaging	6 new scripts were developed. 100% completed.	0% Executed
Cycle 8	01/24/22	03/04/22	Release 3.0	Scope and scenarios: TBD Scripting timelines: 01/24/21 – 02/18/21.	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 activity this week.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Monitor the need to convert customer users for the upcoming CalWIN conversion.

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4.2 Security

4.2.1 Highlights of the Reporting Period – Security

- ▶ 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 12/17/21.
- ▶ Finalized the Deloitte user list for Amazon Web Service (AWS) Single Sign-On (SSO) access and permissions which will be passed to the Consortium Tech Security Team for provisioning and updating.
- ▶ Identified a POA&M ServiceNow Manager to represent the Security Team for the upcoming POA&Ms.

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 Consortium Security Team to implement the AWS SSO Permission Sets and update users specific to BenefitsCal.
- ▶ Facilitate onboarding and offboarding of AWS SSO for BenefitsCal users as needed.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ No planned activities for this period.

5.2 Activities for the Next Reporting Period

- ▶ No planned activities for this period.

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6.0 Appendices

6.1 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
8.1	Implement. Complete Report & Final Acceptance – LA County	N/A	N/A	04/20/22	05/11/22	05/20/22
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
11.1	Mobile App Implementation Complete Report – LA County	N/A	N/A	04/20/22	05/11/22	05/20/22

Table 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
1.16	Work Plan Monthly Updates	On-track	01/05/22 FDEL Submission
2.16	Monthly Status Reports	On-track	01/05/22 FDEL Submission
04.04	Requirements Traceability Matrix – Update 4	On-track	01/14/22 DDEL Submission
05.04	General System Design – Release 4.0	On-track	02/28/22 DDEL Submission 03/21/22 FDEL Submission
08	Implementation Complete Report	On-track	01/04/22 DDEL Submission 01/26/22 FDEL Submission
11	Mobile Implementation Complete Report	On-track	01/04/22 DDEL Submission 01/26/22 FDEL Submission

Table 6.1-2 – Upcoming Deliverable Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.02	CX Monthly Report – Nov 2021	On-track	12/20/21 FWP Submission
24.03	CX Monthly Report – Dec 2021	On-track	01/05/21 DWP Submission

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WP #	Work Product Name	Status	Next Deadline
			01/18/21 FWP Submission
25	Monthly M&O Report – Work Product Expectation Document	On-track	12/02/21 DWPED Submitted 12/20/21 FWPED Submission

Table 6.1-3 – Upcoming Work Product Deadlines

Work Product Status by Submission

ID	Work Product Name	Complete		Coming Soon
		DWP	FWP	Final Approval
12	SIT Test Case Format and Sample	01/12/21	01/25/21	02/01/21
13	Environment Management Plan	01/15/21	02/01/21	02/08/21
14	Performance Testing Strategy	01/15/21	02/01/21	02/08/21
15	System Test Cases			
15.1	Component Batch 1	01/25/21	02/08/21	05/11/21
15.2	Component Batch 2	02/01/21	02/16/21	
15.3	Component Batch 3	02/08/21	02/23/21	
15.4	GSD Part II Test Case Updates	03/15/21	03/29/21	
15.5	End to End Scenarios	03/22/21	04/06/21	
15.6	Interface Scenarios and Test Cases	04/05/21	04/19/21	
15.7	GSD Part II Test Cases (Addl. Component + E2E)	04/12/21	04/26/21	
15.8	Conversion + ADA Scenarios	04/19/21	05/03/21	
16	Operational Readiness Report	02/05/21	02/22/21	03/02/21
17	System Security Plan (SSP)	05/03/21	05/17/21	06/01/21
18	Desktop to Wireframe Mapping	02/05/21	03/01/21	03/10/21
19	High-Fidelity Visual Comps	02/05/21	03/01/21	03/10/21
20	Web Style Guide	02/05/21	03/01/21	03/10/21
21	Communications Strategy	03/26/21	04/12/21	04/21/21
22	Customer Experience Measurement Plan	05/03/21	05/17/21	06/01/21
23	Service Level Agreement (SLAs)	09/27/21	10/25/21	11/03/21
24.02	CX Monthly Report – November 2021	12/03/21	12/15/21	12/22/21
25	Monthly M&O Report – January 2022	02/09/22	02/22/22	03/01/22

Table 6.1-4 – Upcoming Work Product Deadlines

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Response	Date Logged
246	Perceived Gap in Functionality	Perceived gap in functionality with GetCalFresh may impact adoption of BenefitsCal (Risk 246).	Open	2-Moderate		05/10/21

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ID	Title	Details	Status	Impact	Response	Date Logged
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. For Release 3.0, testing will be completed with CDSS; however, the kick-off and initial validation of the glossary is 3 weeks behind schedule.	Open	2-Moderate		08/16/21
260	CalSAWS Support for BenefitsCal R3.0 Languages	CalSAWS does not include 6 of the 8 additional threshold languages in-scope for BenefitsCal Release 3.0.	Open	2-Moderate	Investigation	12/20/21
261	Customer/CBO Support for BenefitsCal Related Questions	Some counties do not provide Tier 1 support for Customers and CBOs to use BenefitsCal.	Open	2-Moderate	Investigation	12/21/21

Table 6.2-1 – 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
XXXX-21	LA County	BenefitsCal Go Live Communications	SSP	On Hold	Matt Spurrier	Jenn Hobbs
XXXX-21	LA County	BenefitsCal Post Go Live Communications	SSP	On Hold	Matt Spurrier	Jenn Hobbs

Table 6.2-2 – 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 6.2-3 – CRFIs

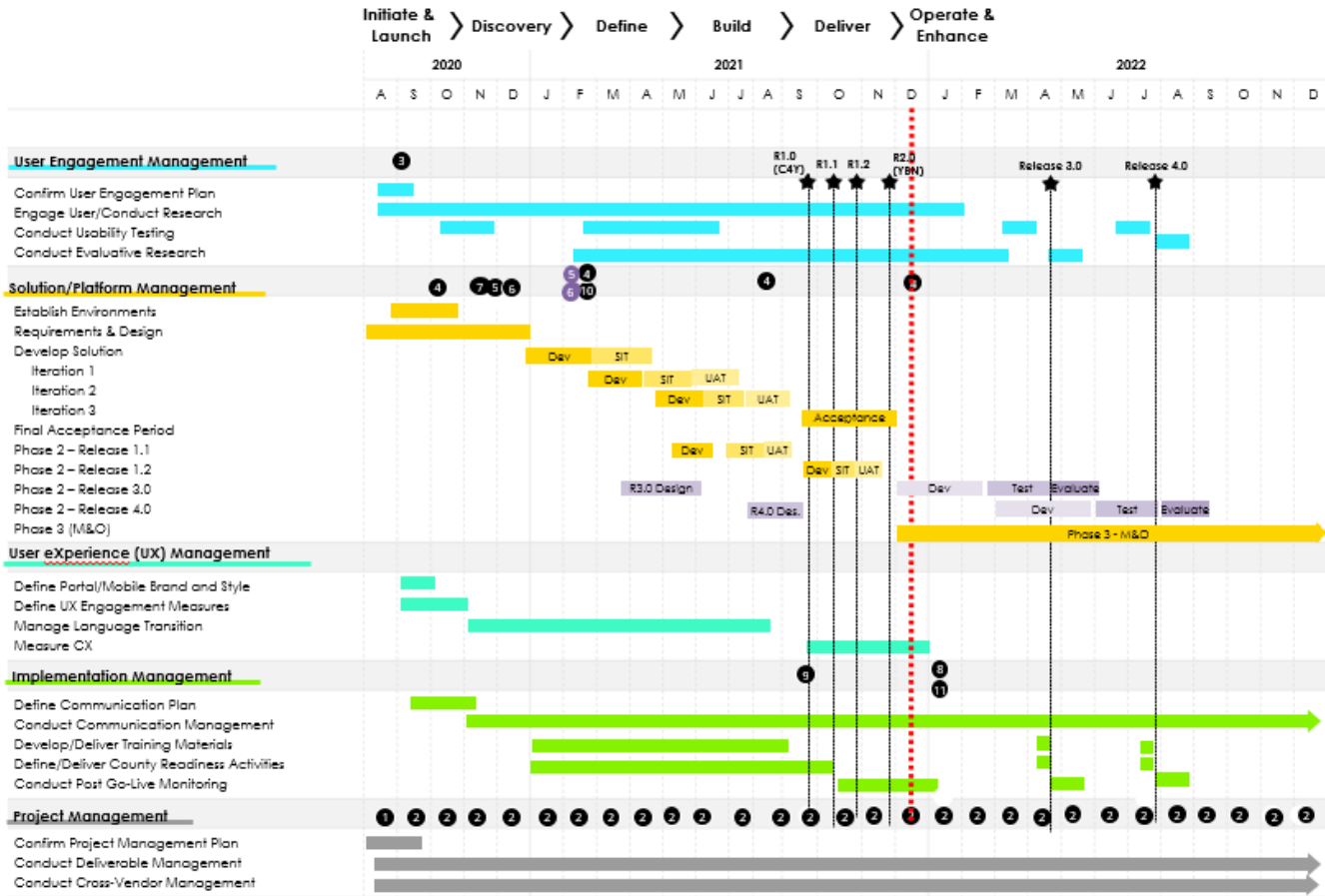
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6.3 Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None			