

# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: January 3, 2022 to  
January 9, 2022**

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

Weekly Status Report, January 12, 2022

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## 1.0 Project Management

### 1.1 Highlights of the Reporting Period

- ▶ Submitted the following Deliverables on 01/05/22:
  - DEL 1.16: Portal/Mobile App Work Plan Monthly Updates Final Deliverable (FDEL).
  - DEL 2.16: Portal/Mobile App Monthly Status Reports FDEL.
- ▶ Submitted the following Draft Deliverables (DDELs) on 01/04/21:
  - DEL 08: Portal Implementation Complete Report & Final Acceptance.
  - DEL 11: Mobile App Implementation Complete Report.

## 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.
- ▶ Created Release 4.0 initial designs.
- ▶ Conducted a Release 4.0 Joint Design Assumptions Session with Consortium and CalSAWS on 01/05/22.
- ▶ Conducted brainstorming session with County Representatives for Release 4.0 Two-Way Messaging requirements FN-76.1 pre-defined questions on 01/07/22.

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

- ▶ Develop the Release 4.0 initial designs.
- ▶ Conduct meeting on 01/10/22 with the California Department of Social Services (CDSS) Language Translation Services to coordinate language review activities with their translation vendor for Release 3.0 languages.
- ▶ Conduct kick-off meeting with CDSS language translation vendor to provide guidance on the language review process, date TBD.

Release 3.0 – Language Validation Key Activity	Start Date	End Date
Kick-Off Meeting with CDSS	01/05/22	01/05/22
CDSS Initial Review (Wave 1–4 languages)	01/17/22	01/28/22
BenefitsCal Analysis on CDSS Feedback (Wave 1)	01/31/22	02/04/22
ML Vendor Language Adjustments (Wave 1)	02/07/22	02/11/22
CDSS Second Review (Wave 1)	02/14/22	02/18/22
Consortium Sign-Off (Wave 1)	02/21/22	02/21/22
CDSS Initial Review (Wave 2–4 languages)	01/24/22	02/04/22
BenefitsCal Analysis on CDSS Feedback (Wave 2)	02/07/22	02/11/22
ML Vendor Language Adjustments (Wave 2)	02/14/22	02/18/22
CDSS Second Review (Wave 2)	02/21/22	02/25/22
Consortium Sign-Off (Wave 2)	02/28/22	02/28/22

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### Table 2.1-1 – UCD Stakeholder Engagement

- ▶ Conduct Release 4.0 Design Session for Two-Way Messaging and Reports Requirement on 01/11/22 and 01/13/22.

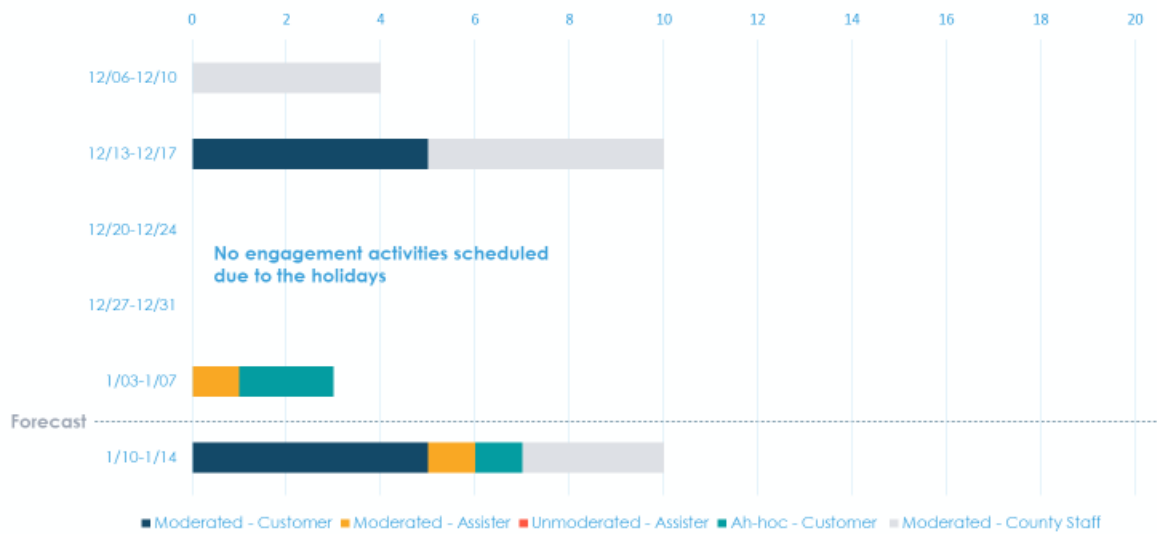
#### 2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)

- ▶ Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 01/03/22.
- ▶ Drafted the CX Monthly Report for submission on 01/05/22.
- ▶ Prepared for and scheduled the Release 4.0 Discovery focus groups and interviews starting the week of 01/10/22.
- ▶ Started analysis of data from the Release 4.0 Discovery focus groups hosted in December and created insights for the January design sessions.
- ▶ Prepared materials for a brainstorming session for two-way messaging with the County Representatives on 01/07/22.
- ▶ Facilitated three (3) ad-hoc interviews with customers and a Community Based Organization (CBO) during the week of 01/03/21 to learn more about their experience using BenefitsCal to manage their benefits.
- ▶ Collaborated with the Design and Functional Team to design two-way messaging functionality to present designs to the BenefitsCal Work Group on 01/11/22.

#### 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 01/07/22.
- ▶ Respond to comments received for the WP 24.03: CX Monthly Report – December 2021 for final submission on 01/28/22.
- ▶ Facilitate two (2) focus groups with County Staff and two (2) focus groups with customers on Release 4.0 requirements, during the week of 01/10/22.
- ▶ Collaborate with the Design and Functional Team to update two-way messaging designs, based on feedback from the Work Group, for a second review by the Work Group on 01/13/22.
- ▶ Continue analysis of data from the Release 4.0 Discovery focus groups hosted in December and create insights for the January design sessions.

## UCD Stakeholder Engagement



1

Figure 2.1-2 – UCD Stakeholder Engagement

CR ID	Request	Date Requested	Date Needed	Status
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

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### 2.2 Development

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

- ▶ Provided production support for Release 2.0.
- ▶ Resolved the M&O defects for Release 2.0.x weekly and Release 2.1.0\_0.0.x monthly builds.
- ▶ Developed seven (7) of 7 planned widgets for Release 3.0.

#### 2.2.2 Activities for the Next Reporting Period – Development

- ▶ Provide production support for Release 2.0.
- ▶ Provide UAT support for the Release 2.1 monthly build.
- ▶ Prep PDF multi-language related tasks/widgets for new language translations.
- ▶ Test and fix Arabic language-related items.

#### 2.2.3 Burndown

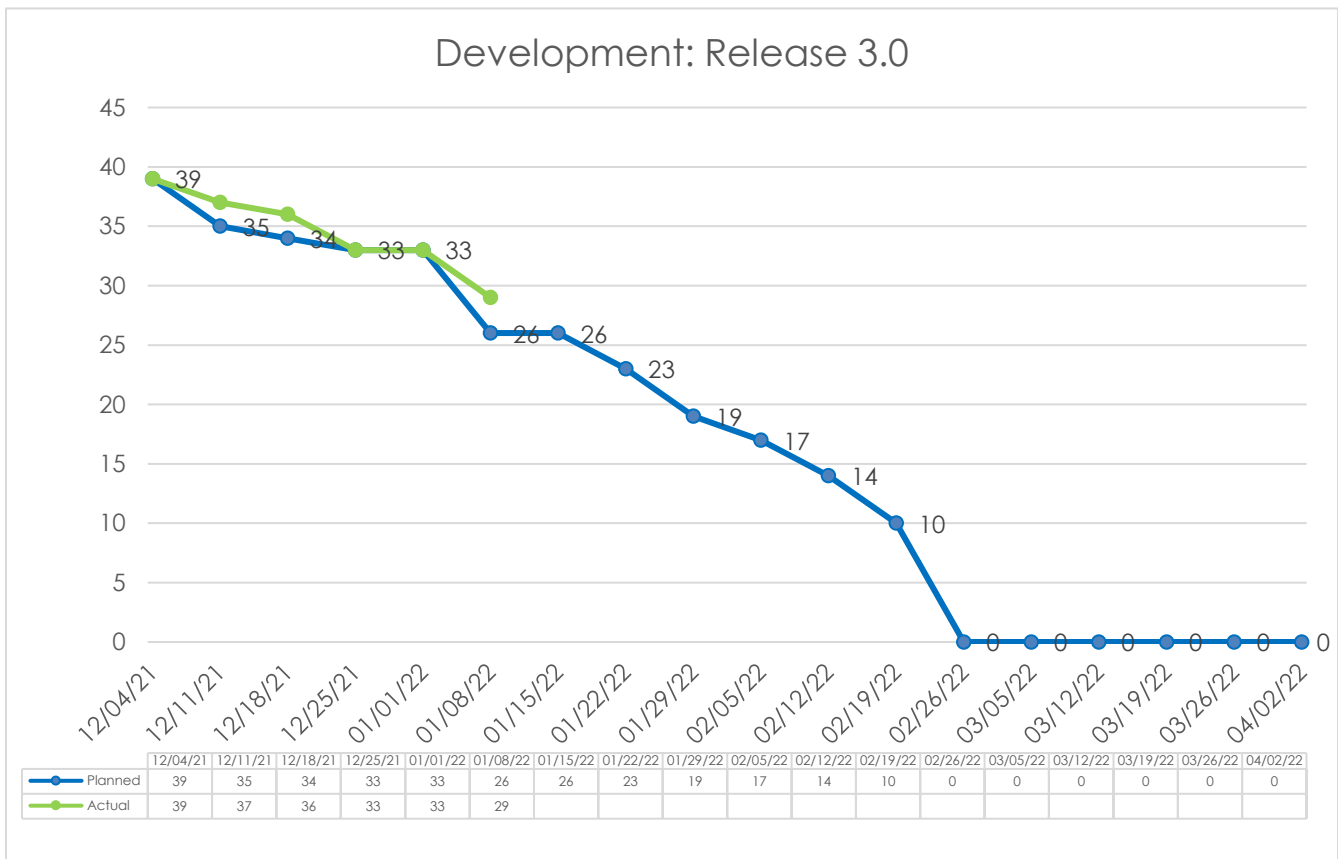


Figure 2.2-1 – Development: Release 3.0 Burndown

### 2.3 System Test Execution

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

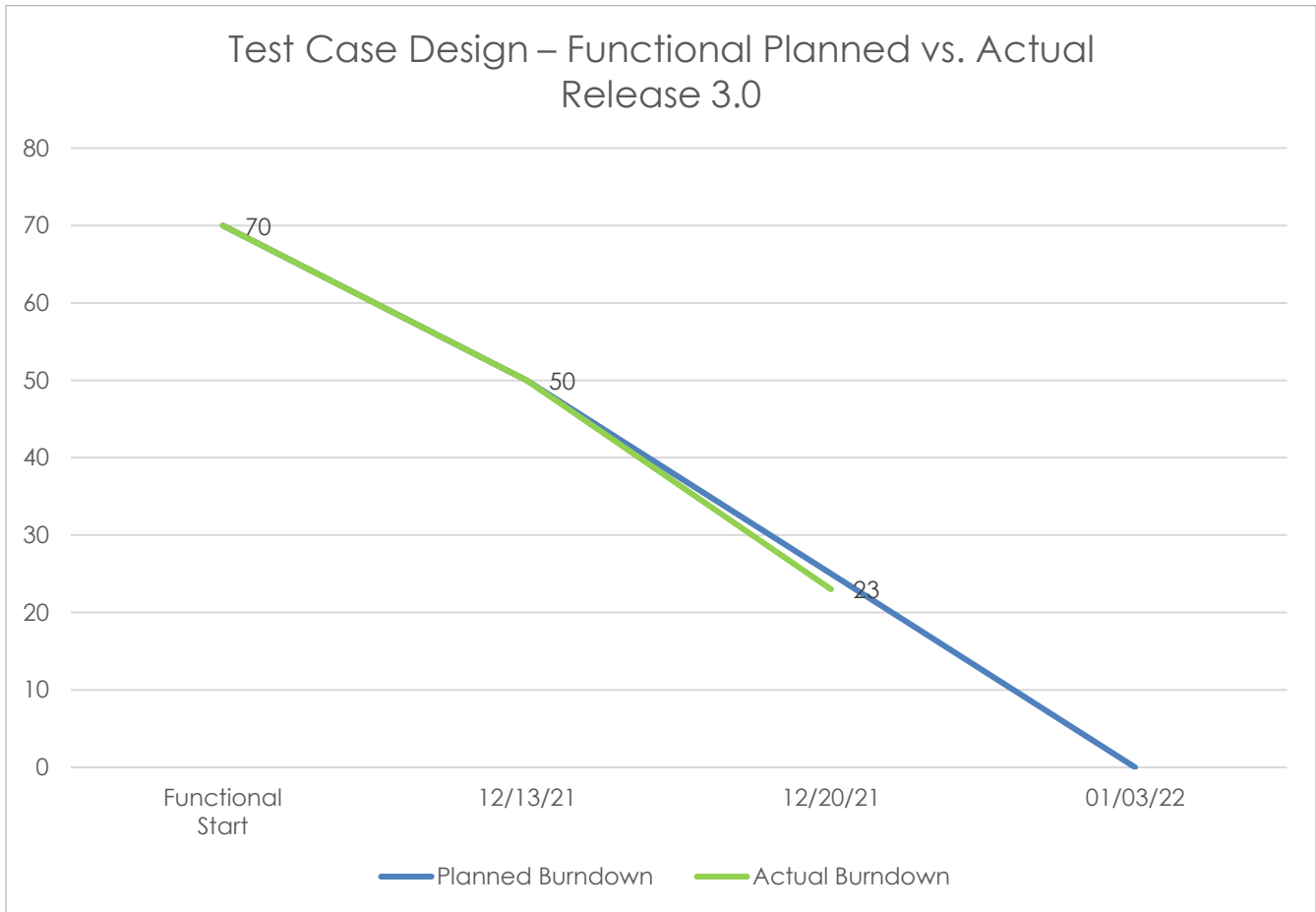
- ▶ Conducted a Partner Testing status call on 01/04/22 to provide updates on the pending partner enhancements and defects.
- ▶ Provided testing support for the M&O priority Release 2.0.5 defects and enhancements.
- ▶ Designed 31 Functional and 30 Non-Functional test cases for the Release 3.0 System Test.

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- ▶ Consortium review of functional test scenarios will begin on 01/17/22.
- ▶ Note: Based on the internal test case review, eight (8) additional Functional test cases were added to the burndown plan.



**Figure 2.3-1 – Test Case Design Burndown Chart Functional: Release 3.0**

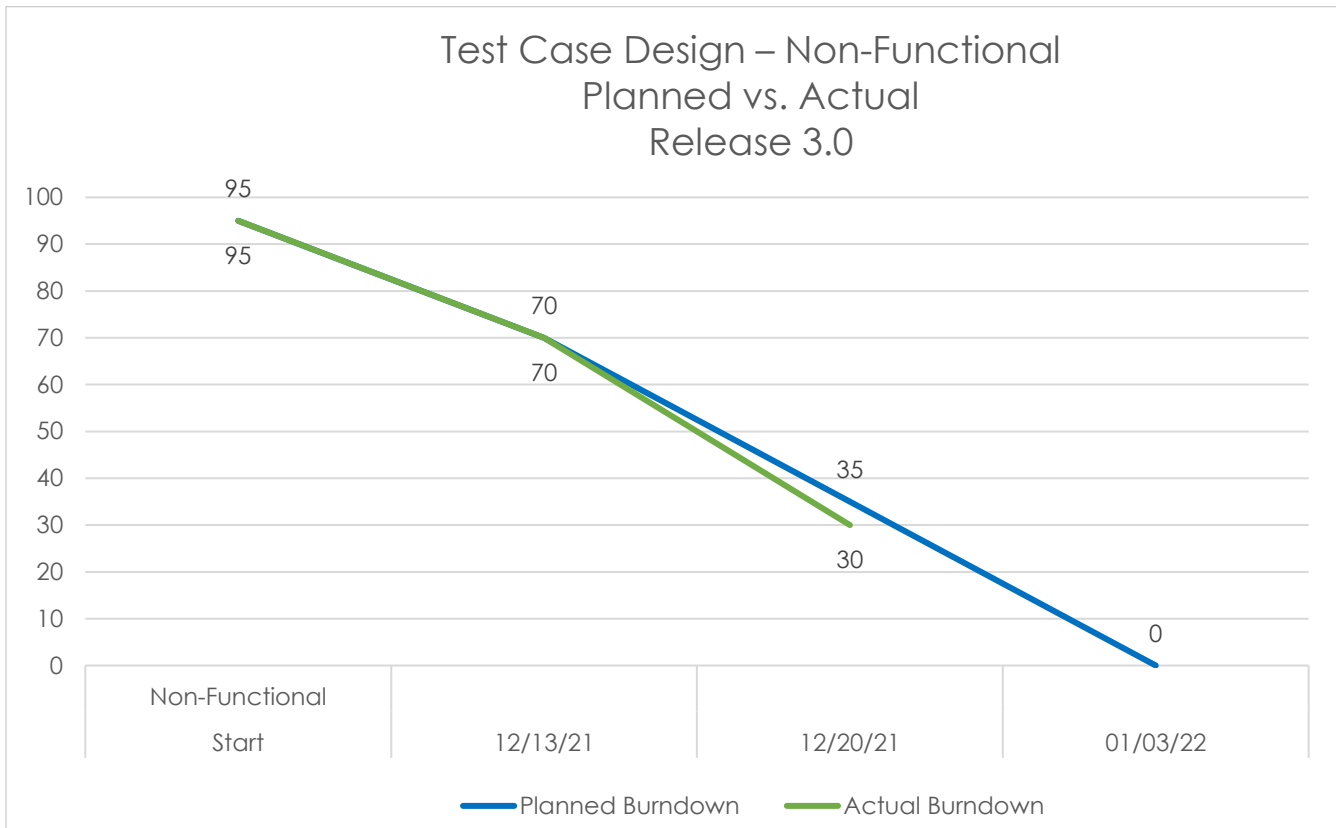


Figure 2.3-2 – Test Case Design Burndown Chart Non-Functional: Release 3.0

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

- ▶ Update automated test scripts to accommodate additional Release 3.0 languages.
- ▶ Incorporate review comments of functional test cases based on internal review.
- ▶ Draft test cases for existing functionality on new languages.

## 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

- ▶ Executed the before and after Performance tests pertaining to the Amazon Web Services (AWS) Graviton changes. Results and findings were shared with the Consortium for prioritization.
- ▶ Started data setup after the CalSAWS database refresh.



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

- ▶ Starting 01/10/22, execute multiple integrated tests three (3) tests every week until 02/04/22 with stakeholders including CalSAWS, Hyland, and ForgeRock.
- ▶ 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	Six (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: 01/24/22 – 02/18/22.	0% Executed

Table 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 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.

### 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 01/07/22.
- ▶ Provisioned and deprovisioned Deloitte users as needed for the AWS Single Sign-On (SSO) access using the new permissions that have been passed to the Consortium Tech Security Team.
- ▶ Worked with the DevOps team on 01/06/22 to understand the Rich Text Editor update for the AWS Web Application Firewall (WAF) and confirmed that there was no risk posed to the system.

#### 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 update AWS SSO users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.
- ▶ Collaborate with the Code for America (CFA) team to provision their new users and Internet Protocol (IP) addresses.

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## 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.

## 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
01.16	Work Plan Monthly Updates	On-track	01/05/22 FDEL Submission
02.16	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

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DEL #	Deliverable Name	Status	Next Deadline
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
24.03	CX Monthly Report – Dec 2021	On-track	01/05/21 DWP Submission 01/18/21 FWP Submission

**Table 6.1-3 – Upcoming Work Product Deadlines**

### Work Product Status by Submission

ID	Work Product Name			Final Approval
		DWP	FWP	
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
24.03	CX Monthly Report – December 2021	01/05/22	01/19/22	01/21/22
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
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

**Table 6.2-1 – Project Risks and Issues**

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### 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**

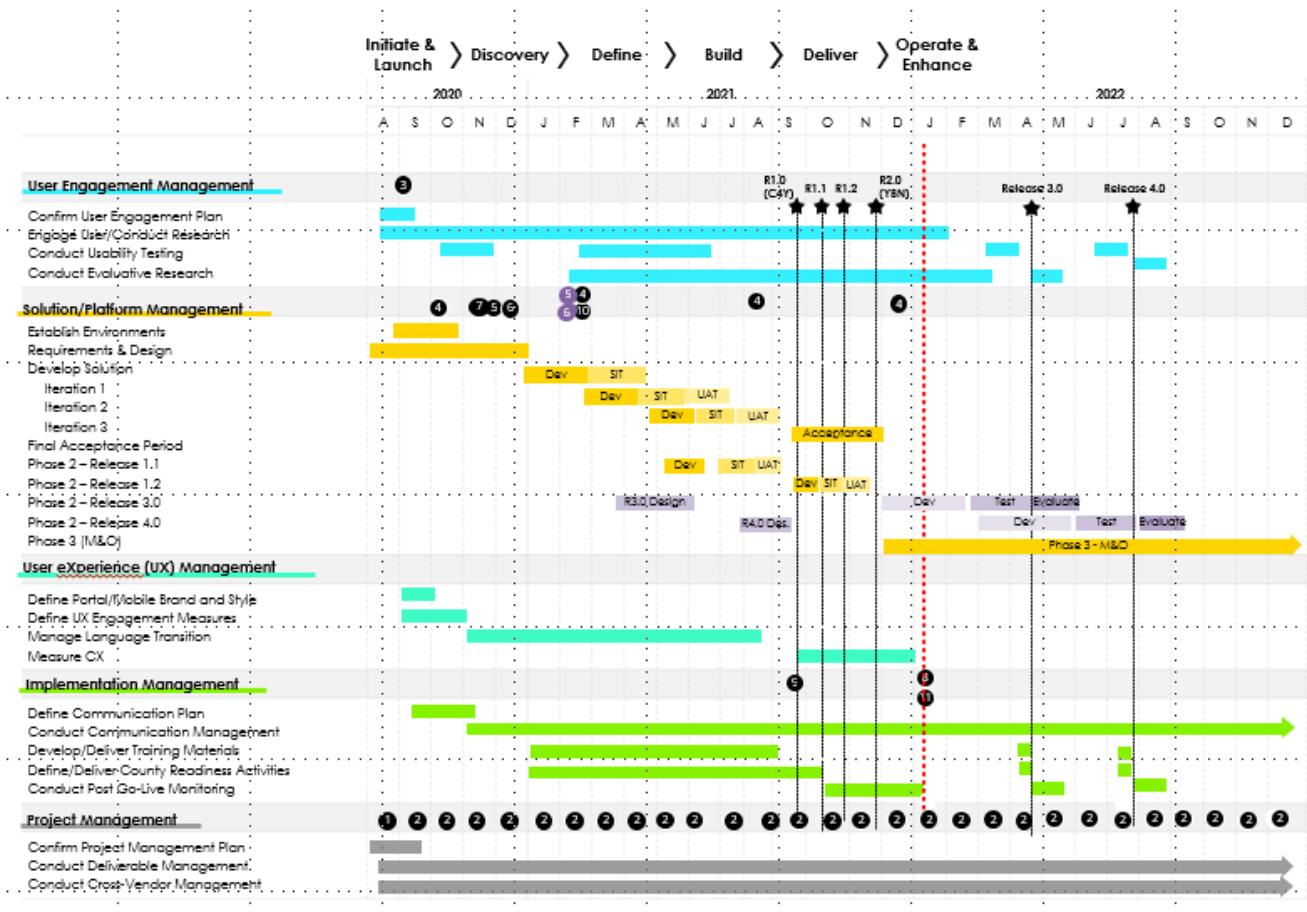
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## 6.3 Appendix C – Project Work Plan Reports

### Project Timeline



### Project Action Items – Overdue

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

ID	Description	Owner	Due Date
CSPM-40569	Provide customer referrals for current and upcoming UCD activities	Advocate Co-Leads	11/05/21

Table 6.3-1 – Overdue Action Items