

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: January 10, 2022 to
January 16, 2022**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 19, 2022

Period: January 10, 2022 to January 16, 2022

Table of Contents

1.0	Project Management	2
1.1	Highlights of the Reporting Period	2
2.0	Application Development and Test.....	2
2.1	Requirements and Design	2
2.1.1	Highlights of the Reporting Period – Requirements and Design.	2
2.1.2	Activities for the Next Reporting Period – Requirements and Design	2
2.1.3	Highlights of the Reporting Period – User Centered Design (UCD)	3
2.1.4	Activities for the Next Reporting Period – UCD	3
2.2	Development.....	5
2.2.1	Highlights of the Reporting Period – Development	5
2.2.2	Activities for the Next Reporting Period – Development	5
2.2.3	Burndown	5
2.3	System Test Execution	6
2.3.1	Highlights of the Reporting Period – System Test Execution	6
2.3.2	Activities for the Next Reporting Period – System Test Execution	7
2.4	User Acceptance Test (UAT) Planning	7
2.4.1	Highlights of the Reporting Period – User Acceptance Test Planning	7
2.4.2	Activities for the Next Reporting Period – User Acceptance Test Planning	7
3.0	Performance Test	7
3.1	Highlights of the Reporting Period – Performance Test	7
3.2	Activities for the Next Reporting Period – Performance Test.....	8
4.0	Security	8
4.1	User Conversion	8
4.1.1	Highlights of the Reporting Period – User Conversion Testing	8
4.1.2	Activities for the Next Reporting Period – User Conversion Testing	8
4.2	Security	8
4.2.1	Highlights of the Reporting Period – Security	8
4.2.2	Activities for the Next Reporting Period – Security	8
5.0	Communications	9
5.1	Highlights of the Reporting Period	9
5.2	Activities for the Next Reporting Period	9
6.0	Appendices	9
6.1	Appendix A – Deliverable Summary	9
6.2	Appendix B – Risks and Issues Summary	10
6.3	Appendix C – Project Work Plan Reports	12

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 19, 2022

Period: January 10, 2022 to January 16, 2022

1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Submitted the following Deliverables on 01/14/22:
 - DEL 04.04: Requirements Traceability Matrix (RTM) Update 4 – Following Final Acceptance Draft Deliverable (DDEL).

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 meeting 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 on 01/10/22. CDSS to submit GEN 1250 form to proceed forward with external vendor activities.
- ▶ Conducted Release 4.0 Design sessions for Two-Way Messaging and Reports requirement on 01/11/22 and 01/13/22. Received positive feedback from the attendees about the meeting being very interactive and engaging, as well as the quality of the materials presented.
- ▶ Received translations back from Humble for four (4) Release 3.0 languages: Punjabi, Japanese, Thai, and Ukrainian.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Develop the Release 4.0 initial designs.
- ▶ Conduct Release 4.0 Design sessions on 01/18/22 and 01/20/22 for the CalWORKs 2.0 Requirements.
- ▶ Conduct a Release 4.0 Design session on 01/19/22 for the Able Bodied Adult Without Dependents (ABAWD) and Timeclocks requirements.
- ▶ California Department of Social Services (CDSS) Language Translation Services to start language review activities with their translation vendor.

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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 19, 2022

Period: January 10, 2022 to January 16, 2022

Release 3.0 – Language Validation Key Activity	Start Date	End Date
CDSS Second Review (Wave 2)	02/21/22	02/25/22
Consortium Sign-Off (Wave 2)	02/28/22	02/28/22

Table 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 01/10/22.
- ▶ Responded to comments received for the WP 24.03: CX Monthly Report – December 2021 for the Final Work Product (FWP) submission on 01/18/22.
- ▶ Facilitated two (2) focus groups with County Staff and three (3) interviews with customers on Release 4.0 requirements, during the week of 01/10/22.
- ▶ Collaborated 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.
- ▶ Continued analysis of data from the Release 4.0 Discovery focus groups hosted in December and created insights for the January design sessions.

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 01/17/22.
- ▶ Collaborate with the Design and Functional Team to design CalWORKs 2.0 functionality to present designs to the BenefitsCal Work Group on 01/18/22 and 01/20/22.
- ▶ Analyze county responses to the CalWORKs 2.0 Tools CRFI to present insights and opportunities to integrate findings into the CalWORKs 2.0 Tools BenefitsCal functional at the Design Sessions on 01/18/22 and 01/20/22.
- ▶ Schedule additional focus groups during the week of 01/24/22 with General Relief Opportunities for WORK (GROW) customers and county workers to better understand their experience related to the GROW requirements for BenefitsCal.

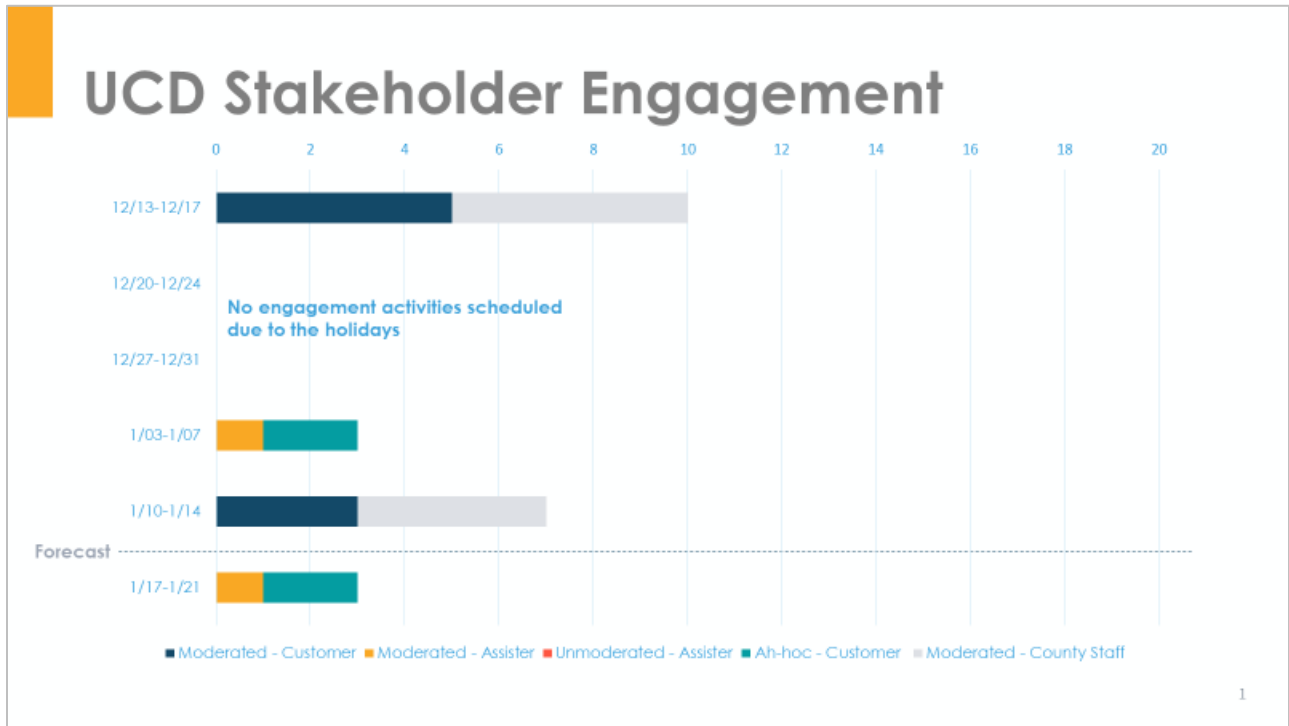


Figure 2.1-2 – UCD Stakeholder Engagement

CR ID	Request	Due Date	Date Needed	Status
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	02/28/28 – for information 01/01/19 through 12/31/19. 02/28/28 – 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	02/28/28 – 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 M&O defects for Release 2.0.x weekly and Release 2.1.0_0.0.x monthly builds.
- ▶ No widgets were planned for completion in this week.
- ▶ Prepared PDF multi-language related tasks/widgets for new language translations in advance.
- ▶ Tested and fixed Arabic language-related alignment issues for two (2) modules.
- ▶ Added five (5) new widgets to the Release 3.0 Burndown:
 - One (1) new widget was added for performing integration testing once the Income Reporting Threshold (IRT) CalSAWS Application Programming Interface (API) is available. Closed the earlier DIT tasks for IRT with mock-up payloads testing so that there are no pending widgets.
 - Four (4) new widgets were added to New Threshold Language module to cover utility changes, scripts, JSONs generation, and changes to the homepage to include new languages.

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.
- ▶ Plan and develop two (2) widgets for the New Threshold Languages module.
- ▶ Prepare PDF multi-language utility to validate new language translations.
- ▶ Test and fix Arabic language-related outliers on every page for the remaining flows.

2.2.3 Burndown

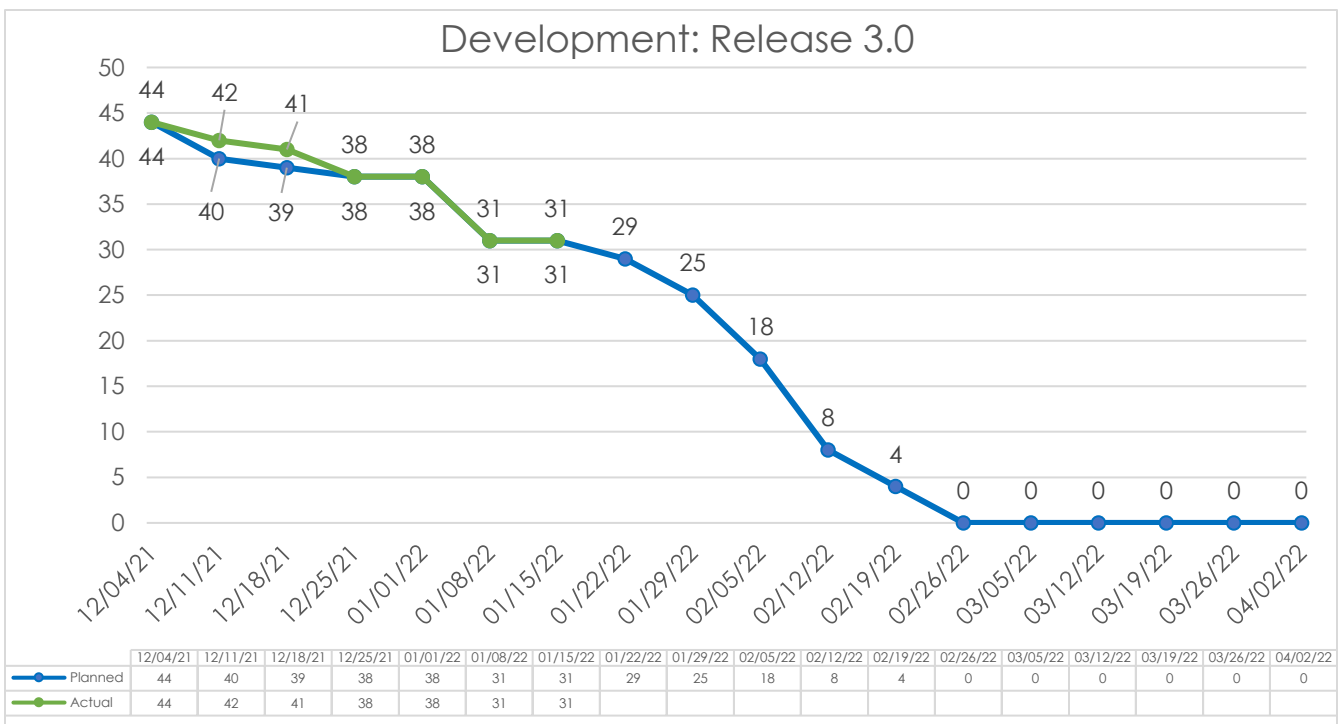


Figure 2.2-1 – Development: Release 3.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ Conducted a Partner Testing status call on 01/11/22 to provide updates on the pending partner enhancements and defects.
- ▶ Provided testing support for the upcoming Maintenance and Operations (M&O) priority Release 2.1.0 defects and enhancements.
- ▶ Conducted a meeting a meeting on 01/13/22 with the Consortium and QA to review the timelines for Release 3.0 and set testing expectations.
- ▶ Received translations for four (4) languages for Release 3.0 and started performing manual QA on the received translations.
- ▶ Consortium review of functional test scenarios will begin on 01/17/22.

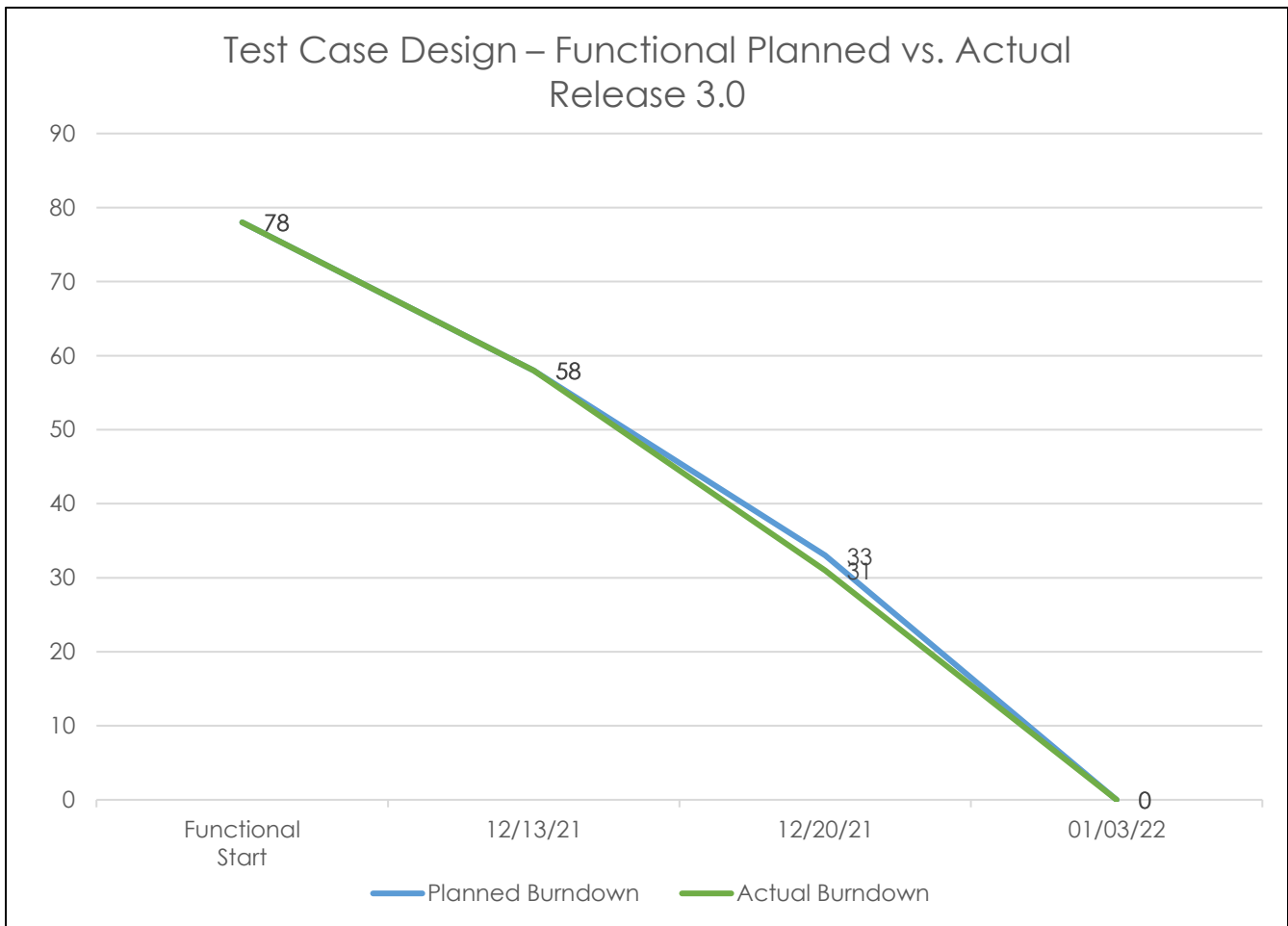


Figure 2.3-1 – Test Case Design Burndown Chart Functional: Release 3.0

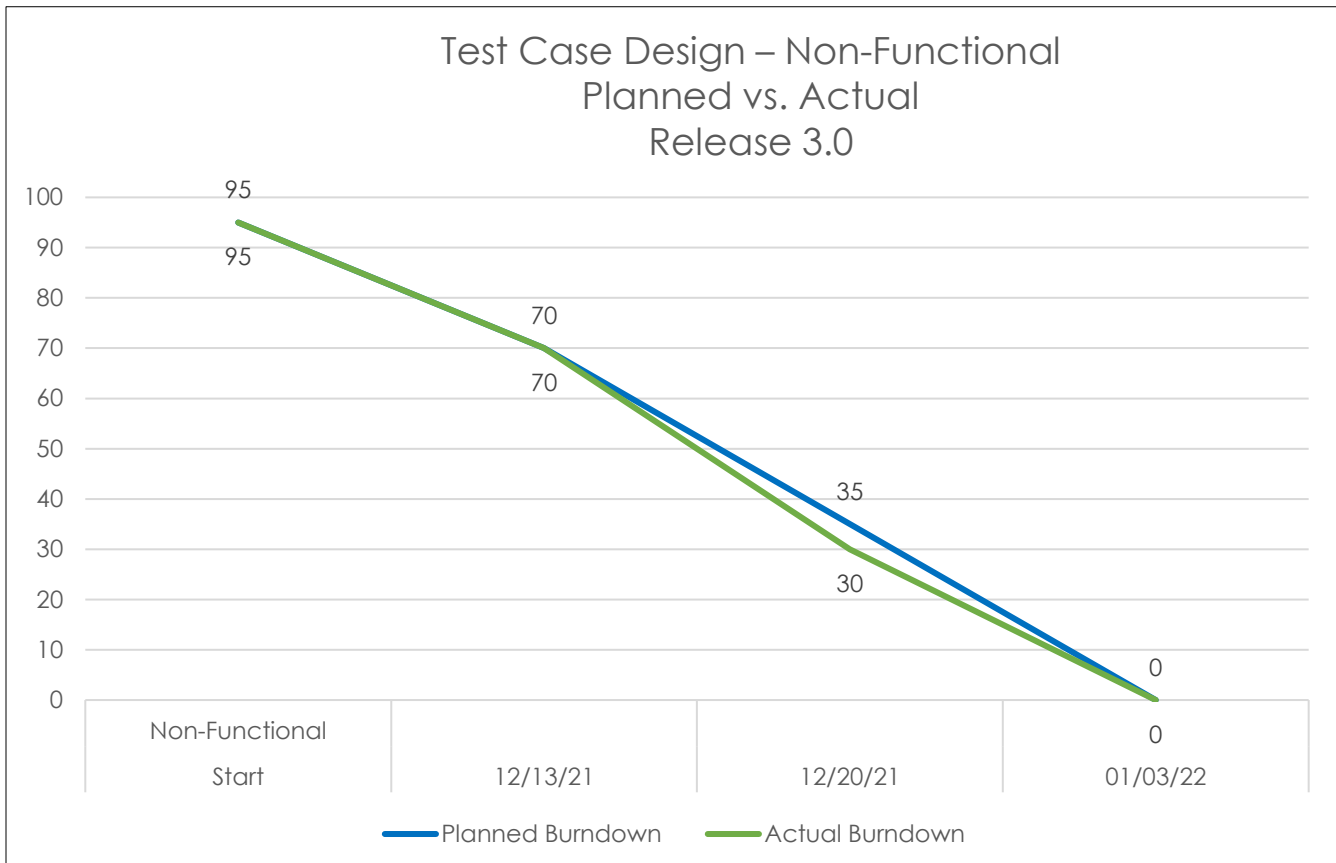


Figure 2.3-2 – Test Case Design Burndown Chart Non-Functional: Release 3.0

2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Continue to update automated test scripts to accommodate additional Release 3.0 languages.
- ▶ Resolve QA review comments from the Consortium QA review for Release 3.0.
- ▶ Continue to 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

- ▶ Completed the Hyland Suite Imaging Performance Test scripts development and data setup.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 19, 2022

Period: January 10, 2022 to January 16, 2022

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Execute the Hyland Imaging Suite Baseline test and the Integrated E2E tests are planned to start on 01/18/22. 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	01/18/21	02/04/22	Hyland Imaging	Six (6) new scripts were developed. 100% completed.	10% Executed
Cycle 8	02/21/22	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.
- ▶ Collaborate with the counties, the Consortium, and ForgeRock teams as needed to assist with and prepare for the upcoming Your Benefits Now (YBN) Community Based Organization (CBO) user load on 03/13/22.

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 01/14/22.
- ▶ Worked with the Code for America (CFA) and BenefitsCal DevOps team to provision the new CFA users and their requested Internet Protocol (IP) addresses.

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 Amazon Web Services (AWS) Single Sign On (SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 19, 2022

Period: January 10, 2022 to January 16, 2022

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

DEL ID	Deliverable Name	Complete		Coming Soon		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	01/26/22	02/04/22
8.1	Implement. Complete Report & Final Acceptance – L.A. 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 – L.A. 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
04.04	Requirements Traceability Matrix – Update 4	On-track	02/03/22 FDEL Submission
01.17	Work Plan Monthly Updates	On-track	02/04/22 FDEL Submission
02.17	Monthly Status Reports	On-track	02/04/22 FDEL 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	01/26/22 FDEL Submission 02/04/22 FDEL Approval

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 19, 2022

Period: January 10, 2022 to January 16, 2022

DEL #	Deliverable Name	Status	Next Deadline
11	Mobile Implementation Complete Report	On-track	01/26/22 FDEL Submission 02/04/22 FDEL Approval

Table 6.1-2 – Upcoming Deliverable Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.03	CX Monthly Report – December 2021	On-track	01/18/22 FWP Submission 01/25/21 FWP Approval

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	01/18/22	01/25/21
24.04	CX Monthly Report – January 2022	02/04/22	02/22/22	03/01/22
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
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
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
260	CalSAWS Support for	BenefitsCal Release 3.0 Requirements include languages that are not yet available within	Open	Low	Low	12/20/21

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 19, 2022

Period: January 10, 2022 to January 16, 2022

ID	Title	Details	Status	Impact	Response	Date Logged
	BenefitsCal R3.0 Languages	CalSAWS. There is a risk that some portion of the App Transfer API, or CalSAWS screens, would not function properly if the Customer were to select a language not in CalSAWS. <ul style="list-style-type: none"> • Arabic (Supported by CalSAWS) • Farsi (Supported by CalSAWS) • Hindi (Not supported by CalSAWS) • Japanese (Not supported by CalSAWS) • Mien (Not supported by CalSAWS) • Punjabi (Not supported by CalSAWS) • Thai (Not supported by CalSAWS) • Ukrainian (Not supported by CalSAWS) 				

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
None						

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

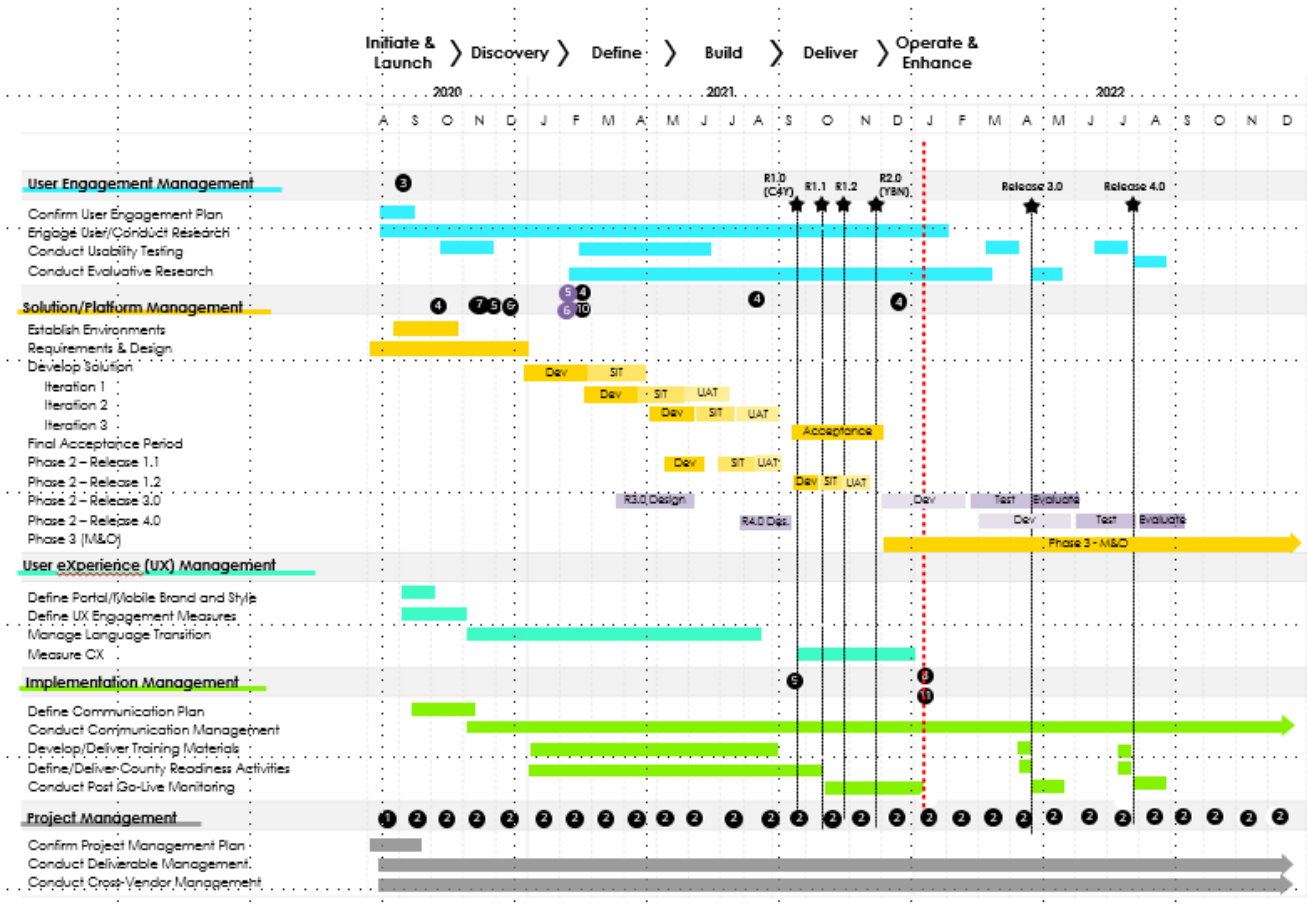
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 19, 2022

Period: January 10, 2022 to January 16, 2022

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			

Table 6.3-1 – Overdue Action Items