CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: February 28, 2022 to March 06, 2022

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1.0   Project Management

1.1   Highlights of the Reporting Period

► Deliverables and Work Products submitted:
  o DDEL 05.04: Portal General Systems Design Release 4.0 on 02/28/22.
  o FDEL 02.18: BenefitsCal Monthly Status Report – February 2022 on 03/04/22.
  o FDEL 01.18: BenefitsCal Work Plan Monthly Updates – February 2022 on 03/04/22.
  o FWP 31.05: Monthly Security Monitoring Report (GCF) – February 2022 on 03/04/22.
► Deliverables and Work Products comments worked:
  o FWP 25.00: Monthly M&O Report – January 2022.
► Deliverable and Work Product submissions for next week:
  o DWP 24.05: CX Monthly Report – February 2022 on 03/07/22.
  o DWP 25.01: Monthly M&O Report – February 2022 on 03/07/22.

1.2   Los Angeles (L.A.) County Transition to BenefitsCal from Your Benefits Now (YBN)

► Supported test case execution: 100% executed, with 96% passing.
  o One (1) test cases are failing due to defects or changes within CalSAWS.

Area	Category	As of 02/25/22	WE 02/11/22
Application	County Validation – Execution	100%	100%
	County Validation – Pass Rate	95%	77%
Integration	Interface Partner Test	100%	100%
Technical	Infrastructure	100%	100%
	Security Testing	70%	60%
	Performance Testing	90%	80%
Conversion	CBO Conversion Readiness	100%	100%
	CBO Converted Data Test	100%	100%
Training	Training Plan	100%	100%
	Training Materials	100%	100%
	Training Delivery	100%	75%
Implementation	Prod Deployment Plans	100%	50%
Change	Communications	50%	50%
	Partner Readiness (County, etc.)	90%	90%

Table 1.2-1 – L.A. County Readiness for BenefitsCal Transition

1.3   BenefitsCal Collaboration Model

► Drafted agenda for the first Collaboration Model meeting: kickoff and orientation.
► Created survey to send to CBOs.

Status	Milestone	Target Date
	Confirm Collaboration Model Participants	
In Progress	Confirm final participants (except Customer)	02/11/22
In Progress	CBO: Send survey for CBO volunteers	02/04/22
	CBO: Facilitate vote from CBO community	02/11/22
Complete	Establish criteria for selection of Customers	02/11/22
Complete	Request Customer nominations	02/11/22
Complete	Establish distribution group (BenefitsCalCollaboration@calsaws.org)	02/16/22
	Schedule Kickoff and Welcome Session	
In Progress	Prepare welcome materials	03/01/22
	Provide access to SharePoint/Collab tools	03/04/22
	Facilitate Session	March 2022
	Schedule First Strategic Planning Session	
	Prepare the Product Enhancement List	02/xx/22
	Prepare session materials	03/04/22
	Prepare session activities	03/04/22
	Facilitate session	April 2022

Table 1.3-1 – BenefitsCal Collaboration Model – Upcoming Milestones

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design
► Submitted the 05.04 General Systems Design Release 4.0 Draft Deliverable (DDEL) on 02/28/28.
► Conducted a BenefitsCal training session on 03/01/22 for the L.A. County Customer Service Center (CSC).
► Conducted a meeting with the Consortium and State Partners to finalize presentation materials for the Release 4.0 Design Review with the Advocates on 03/02/22.
► Met with the California Department of Social Services (CDSS) Housing Policy Unit on 03/03/22 to discuss the Homeless Assistance requirements for BenefitsCal.
► Continued to gather feedback and execute the Release 3.0 language translation activities. Held Two (2) Translations Touchpoint meetings with Hummble, Hanna Interpretation Services, the California Department of Social Services (CDSS) Language Services, the Consortium, and the QA team on 03/01/22 and 03/03/22.
► Concluded the Punjabi, Hindi, Arabic, and Farsi translations review activities on 03/04/22.

2.1.2 Activities for the Next Reporting Period – Requirements and Design
► Address comments received for the 05.04 General Systems Design Release 4.0 DDEL.
► Conduct a Design Review of Release 4.0 Designs with Advocate Community on 03/07/22.

► Continue to gather feedback and execute the Release 3.0 language translation activities. Japanese translation review is expected to be completed by 03/11/22. Ukrainian and Thai translations are expected by 03/05/22 and 03/07/22 by the vendor.

| Release 3.0 – Language Validation Key Activity	Start Date	End Date	Status
Kick-Off Meeting with CDSS	01/05/22	01/05/22	Complete
Approval of Glossary	01/11/22	~~01/18/22~~ 02/07/22	Complete
CDSS Initial Review (Wave 1–4 languages: Japanese, Arabic, Farsi, Punjabi)	01/17/22	~~01/28/22~~ ~~02/07/22~~ 02/23/22	Complete
BenefitsCal Analysis on CDSS Feedback (Wave 1)	~~01/31/22~~ 02/08/22	~~02/04/22~~ 02/11/22	Complete
ML Vendor Language Adjustments (Wave 1)	~~02/07/22~~ 02/11/22	~~02/11/22~~ ~~02/14/22~~ 03/07/22	In-Progress
CDSS Second Review (Wave 1)	~~02/14/22~~ ~~02/15/22~~	~~02/18/22~~ 2/23/22	Complete
Consortium Sign-Off (Wave 1)	02/21/22	~~02/21/22~~ 02/28/22	In-Progress
CDSS Initial Review (Wave 2–4 languages: Hindi, Mien, Ukrainian, Thai)	01/24/22	~~02/04/22~~ ~~02/07/22~~ 02/11/22	Completed
BenefitsCal Analysis on CDSS Feedback (Wave 2)	~~02/07/22~~ 02/08/22	~~02/11/22~~ ~~02/18/22~~ 03/07/22 (Ukrainian, Thai) 03/28/22 (Mien)	In Progress
ML Vendor Language Adjustments (Wave 2)	02/14/22	~~02/18/22~~ 03/07/22 (Thai, Ukrainian) 03/24/22 (Mien)	In Progress
CDSS Second Review (Wave 2)	~~02/21/22~~	~~02/25/22~~ ~~03/04/22~~ 04/01/22	In Progress (Hindi Review Completed)
Consortium Sign-Off (Wave 2)	02/28/22	02/28/22	Not Started

Table 2.1-1 – Release 3.0 Language Test Schedule

► The language translations are two (2) weeks behind.
  o **Cause**:
    ▪ The CDSS started reviewing the language translations two (2)weeks after the planned start date (delayed).
    ▪ The CDSS vendor provided a large amount of feedback to the Hummble translations.
  o **Impact**: Some languages are at risk of not being included within Release 3.0, since the retranslation and rework for the Mien, Thai, and Ukrainian languages are in-progress and behind schedule.
  o **Resolution Plan**: The project team reevaluated the schedule. Four (4) Wave 1 languages and Hindi expected to keep the original production release date. The anticipated release date for the Mien, Thai, and Ukrainian translations is May 2022.

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

► Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 02/28/22.
► Facilitated one (1) session with County Workers to hear about their experience supporting customers with BenefitsCal since Go-Live on 02/28/22.
► Started recruitment of students and County Workers during the week of 02/28/22 to learn more about student experience of applying for benefits.
► Conducted data analysis for the CX Monthly Report on 03/01/22 and 03/02/22.
► Drafted the 24.05: CX Monthly Report – February 2022 Draft Work Product (DWP) on 03/03/22.
► Facilitated one (1) focus group with Student Services Staff, on 03/03/22, to learn more about the student experience applying for benefits in order to develop a Student FAQ.

2.1.4 Activities for the Next Reporting Period – UCD

► Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues during the week of 03/07/22.
► Facilitate two (2) sessions with Community Based Organization (CBO) staff, during the week of 03/07/22, to learn more about their business processes.
► Submit the 24.05: CX Monthly Report – February 2022 DWP on 03/07/22.
► Facilitate one (1) focus group with Student Services Staff, on 03/10/22, to learn more about the student experience applying for benefits in order to develop a Student FAQ.
► Continue recruitment and scheduling activities for UCD research sessions during the week of 03/14/22.
► Conduct secondary reschedule on student-based applications to prepare for the UCD Discovery Research focus groups, planned for the week of 03/21/22.
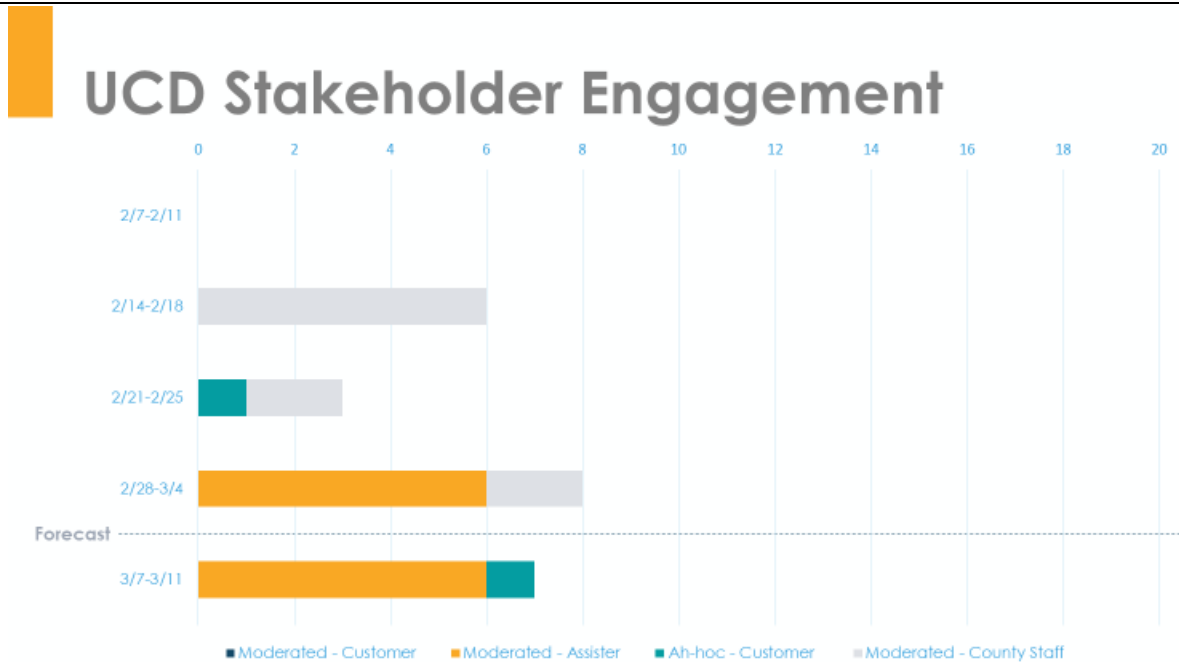
Figure 2.1-2 – UCD Stakeholder Engagement

CR ID	Request	Due Date	Date Needed	Status
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	04/29/22	Complete – for information 01/01/19 through 12/31/21. 04/29/22 – for data from 01/01/22 to 03/14/22.	In progress
N/A	MyBCW Case and Application baseline data for BenefitsCal CX Measurement	09/30/22	09/30/22 – for info 01/01/19 through 08/31/22 for all counties.	In progress

Table 2.1-3 – Data Requests for CX Measurement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 03/04/22	Actual for Week Ending 03/04/22	Total Planned for the Release	Comments
2.3	2	1	6	CSPM-43303 moved to week ending 03/11/22 to incorporate additional design changes.

Table 2.2-1 – Enhancement Actuals for Reporting Period

Release 3.0

► Complete translation for Punjabi language.
► Development in progress for Hindi language for which translation was received on 02/25/22.
► Aligned Arabic related text for PDF, email, and text messages.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 03/11/22	Total Planned for the Release	Total Completed for the Release	Comments
2.3	2	6	1	

Table 2.2-2 – Planned Enhancement Work

Release 3.0

► Start development for Farsi and Arabic for which translation was received on 03/07/22.
► Continue Arabic language related alignment of text for PDFs, emails, and text messages.
► Modify the code related to User Interface/User Experience (UI/UX) for Arabic and Farsi languages, based on the feedback from native speakers.
► Provide System Test support for System Test Cycle 2.

2.2.3 Burndown
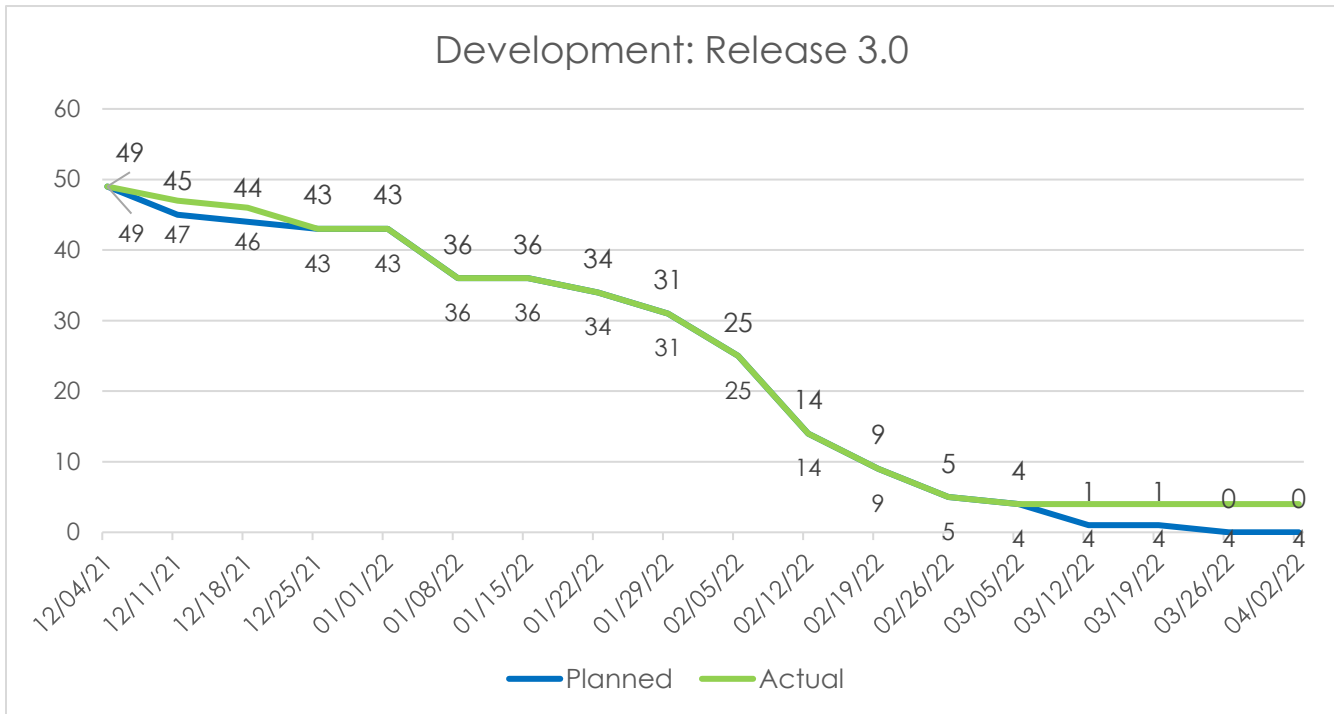
Figure 2.2-1 – Development: Release 3.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

► Provided testing support for the upcoming M&O priority Releases 2.2.5 and 2.3 defects, enhancements, and smoke and regression testing.

► Provided triage support to L.A. County testing by participating in daily calls.

► Continued to perform automation dry runs for existing functionality pertaining to four (4) languages to identify additional adjustments to the scripts.

► Conducted a Partner Testing status call on 03/01/22 to provide updates on the pending partner enhancements and defects.

► Conducted daily Partner Integrations calls.

► Continued to execute Cycle 2 for Release 3.0.

► Started execution of Non-Functional Test cases for cross-browser, cross-device, American Disability Act (ADA) and multilanguage for Release 3.0.

► Executed 92 of 92 functional test cases (92 passed) for Cycle 1.

► Executed 6 of 36 functional test cases (5 passed) for Cycle 2.
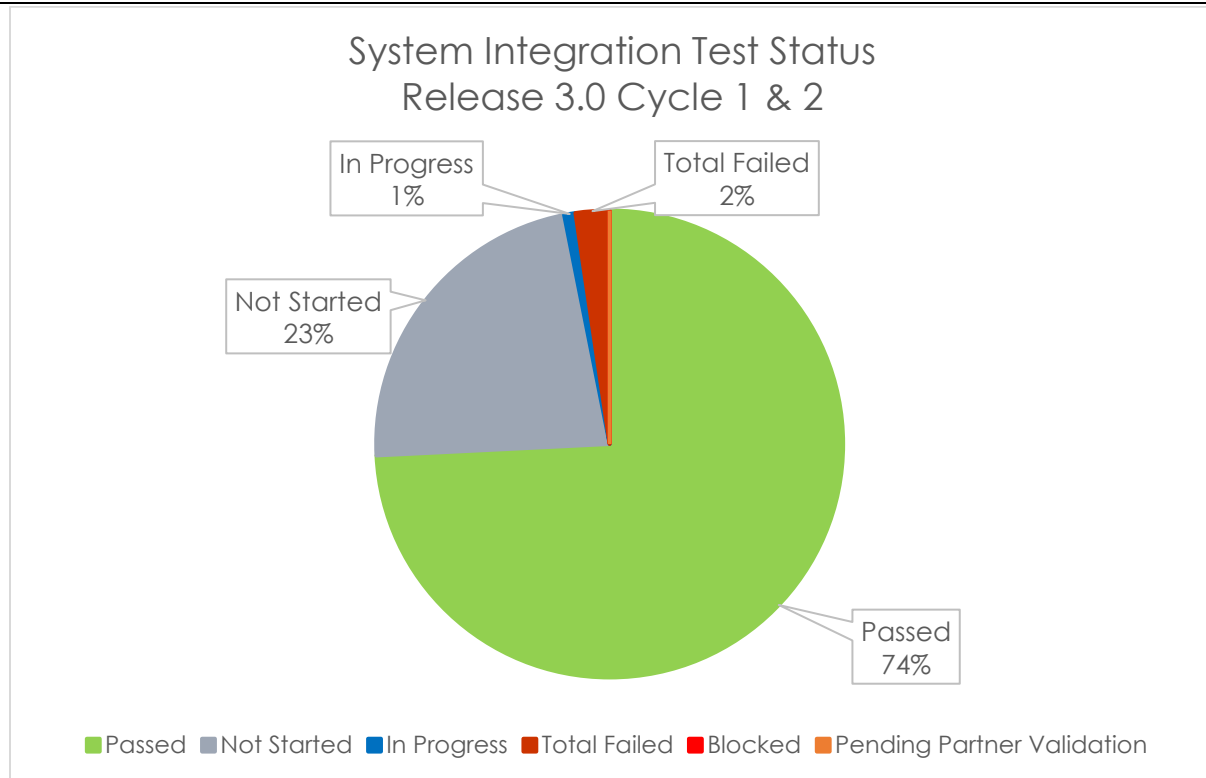
Figure 2.3-1 – System Test Execution Status: Release 3.0

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	**72%**	**72%**	**128 Test Cases**
Actual (+/- from previous week)	**77%**	**77%**	**98 Test Cases Executed**
System Test Complete Date: 03/25/22			

Figure 2.3-2 – Pass Rate: Release 3.0
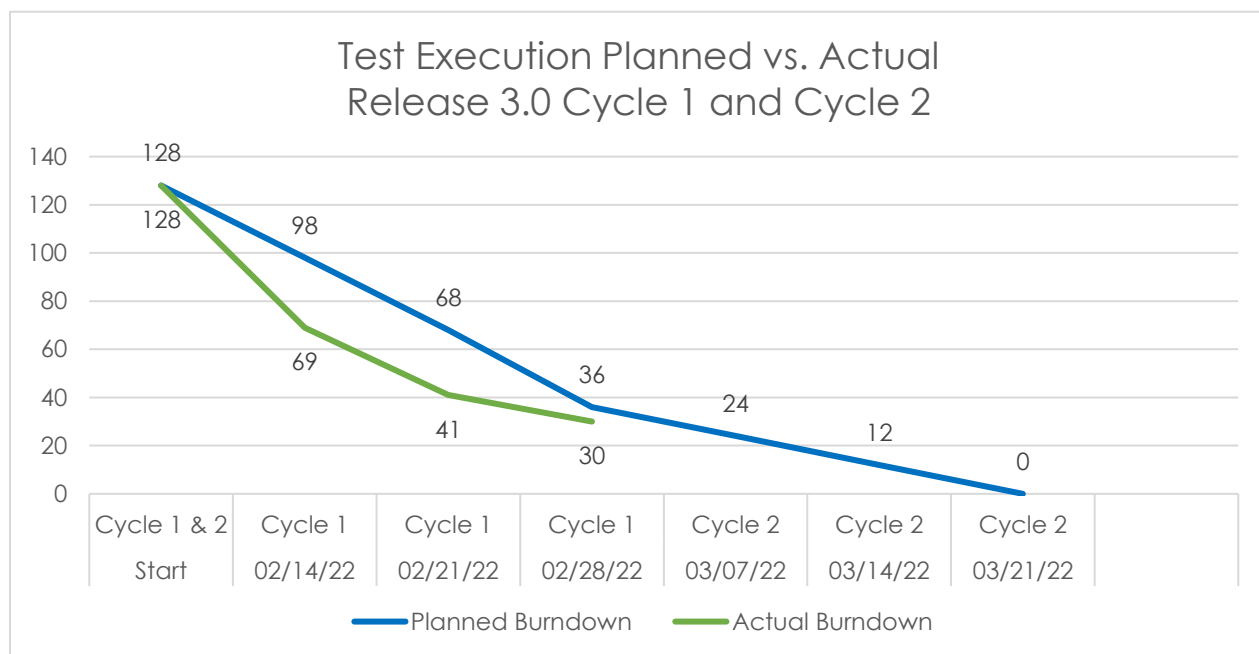
Figure 2.3-3 – Execution Burndown Chart: Release 3.0
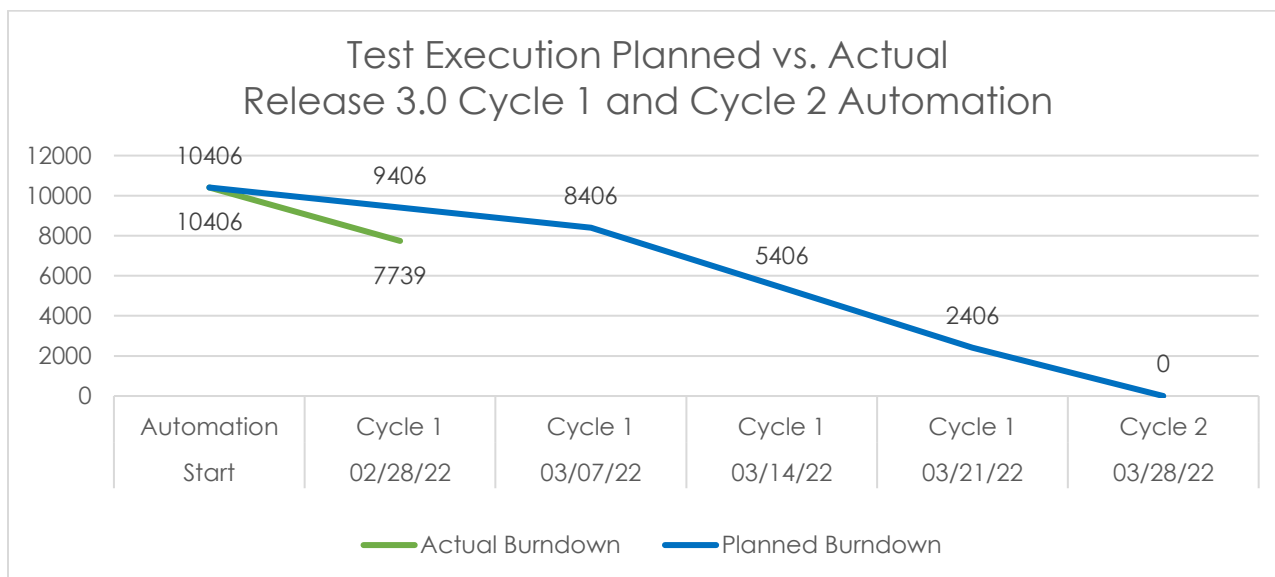
Figure 2.3-4 – Execution Burndown Chart: Release 3.0 Automation

Responsible Partner	Sev-1	Sev-2	Sev-3	Sev-4	Total
Deloitte	0	0	2	0	2
CalSAWS	0	0	1	0	1
Total	0	0	3	0	3

Figure 2.3-5 – Defects by Partners: Release 3.0

2.3.2 Activities for the Next Reporting Period – System Test Execution

► Continue non-functional test execution for ADA, cross-device, and cross-browser.
► Continue to execute the Release 3.0 Cycle 1 test cases.
► Continue to support M&O priority Release defects, enhancements, and smoke/regression testing.
► Continue support for triaging of the L.A. County testing.
► Continue to perform dry runs for the multilanguage scripts on newly received screens.

2.4 User Acceptance Test (UAT) Planning

2.4.1 Highlights of the Reporting Period – User Acceptance Test Planning

► Started Jira setup for UAT users.
► Started discussions regarding Token Based Contention Resolution (TCBR) for UAT user database access.

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

► Complete setup of Jira for UAT users.
► Proceed with the database setup for UAT users once TBCR is approved by the Consortium.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

► Prepared for the additional endurance test next week.

3.2 Activities for the Next Reporting Period – Performance Test

► Additional tests are requested wherein L.A. County workers would perform manual testing parallel to the integrated endurance test.
► Execute additional L.A. County tests with entire the BenefitsCal suite including the Electronic Benefits (EBT) Balance, CBO, Support, and Login scenarios.
► Develop new Release 3.0 scripts and update existing scripts with the Release 3.0 changes.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
7	01/18/21	03/09/22	**Hyland Imaging**	Six (6) new scripts were developed. 100% completed.	100% Executed
8	03/09/22	03/25/22	**Release 3.0**	**Scope and scenarios**: Income Reporting Threshold (IRT) flow needs to be captured in one (1) new script and new Income IRT tile/changes on dashboard needs to be incorporated into the Performance scripts **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
► Updated the YourBenefitsNow (YBN) CBO user lists provided by the Counties, CSC, and CDSS following the results of the mock load.

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 YBN 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 03/04/22.
► Collaborated with the Consortium Security Team to identify additional IP addresses to be blacklisted in Amazon Web Service (AWS) Web Application Firewall (WAF).

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.

5.0   Communications

5.1   Highlights of the Reporting Period
► Communication distribution placed on hold on 02/08/22 at the direction of the Consortium and LA County, pending final imaging performance test results.

5.2   Activities for the Next Reporting Period
► Re-plan communications with LA County to distribute some before/after go live per meeting on 02/18/22.

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
01.18	Work Plan – February 2022	N/A	N/A	N/A	03/04/22	03/15/22
2	Monthly Status Reports	08/19/20	08/31/20	09/04/20	09/21/20	09/28/20
02.18	Monthly Status Report – February 2022	N/A	N/A	N/A	03/04/22	03/15/22
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
04.01	Requirements Traceability Matrix – Update 1	N/A	N/A	11/02/20	11/19/20	11/30/20
04.02	Requirements Traceability Matrix – Update 2	N/A	N/A	02/05/21	03/01/21	03/10/21
04.03	Requirements Traceability Matrix – Update 3	N/A	N/A	07/30/21	08/17/21	08/26/21
04.04	Requirements Traceability Matrix – Update 4	N/A	N/A	01/14/22	02/03/22	02/11/22
5	General Systems Design	09/18/20	10/02/20	12/01/20	12/30/20	01/11/21
05.01	General Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
05.02	General Systems Design – Update 3	N/A	N/A	N/A	08/10/21	09/01/21
05.03	General Systems Design – Release 3.0	N/A	N/A	11/05/21	12/01/21	12/10/21
05.04	General Systems Design – Release 4.0	N/A	N/A	02/28/22	03/21/22	03/30/22
6	Technical Systems Design	09/18/20	10/02/20	12/18/20	01/20/21	01/29/21
06.01	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
08.01	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
11.01	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
05.04	General Systems Design – Release 4.0	On-track	DDEL Submitted 02/28/22
01.18	Work Plan Monthly Updates – February 2022	On-track	FDEL Submitted 03/04/22 FDEL Approval 03/15/22
02.18	Monthly Status Report – February 2022	On-track	FDEL Submitted 03/04/22 FDEL Approval 03/15/22

Table 6.1-2 – Upcoming Deliverable Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
31.05	Monthly Security Monitoring Report (GCF) – February 2022	On-track	FWP Submitted 03/04/22 FWP Approval 03/15/22
24.05	CX Monthly Report – February 2022	On-track	DWP Submission 03/07/22 FWP Submission 03/17/22

Weekly Status Report, March 9, 2022
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WP #	Work Product Name	Status	Next Deadline
25.01	Monthly M&O Report – February 2022	On-track	DWP Submission 03/07/22 FWP Submission 03/17/22

Table 6.1-3 – Upcoming Work Product Deadlines

Work Product Status by Submission

	Complete		Coming Soon

ID	Work Product Name	DWP	FWP	Final Approval
24.04	**CX Monthly Report – January 2022**	02/09/22	02/22/22	03/01/22
24.05	**CX Monthly Report – February 2022**	03/07/22	03/17/22	03/24/22
25.00	**Monthly M&O Report – January 2022**	02/09/22	02/22/22	03/01/22
25.01	**Monthly M&O Report – February 2022**	03/07/22	03/17/22	03/24/22
31.04	**Monthly Security Monitoring Report (GCF) – January 2022**	N/A	02/09/22	02/17/22
31.05	**Monthly Security Monitoring Report (GCF) – February 2022**	N/A	03/04/22	03/15/22

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	Probability	Date Logged
243	COVID impacting development and test team staffing	COVID continues to impact the offshore team for BenefitsCal, although the impact is less severe than the initial surge in cases. The risk will remain open to continue to monitor the situation.	Open	Low	Low	05/04/21
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
251	Language Translation Testing and Updates may not be completed timely	CDSS is testing and validating the translated text to display within the BenefitsCal application – Release 3.0 scope. Completion with the testing dates is needed to avoid any impacts or delays to R3 delivery.	Open	Medium	Medium	02/04/21

ID	Title	Details	Status	Impact	Probability	Date Logged
		• CDSS translation vendor found issues with two languages. • Hummble vendor asked to re-translate and remediate two languages.				

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.

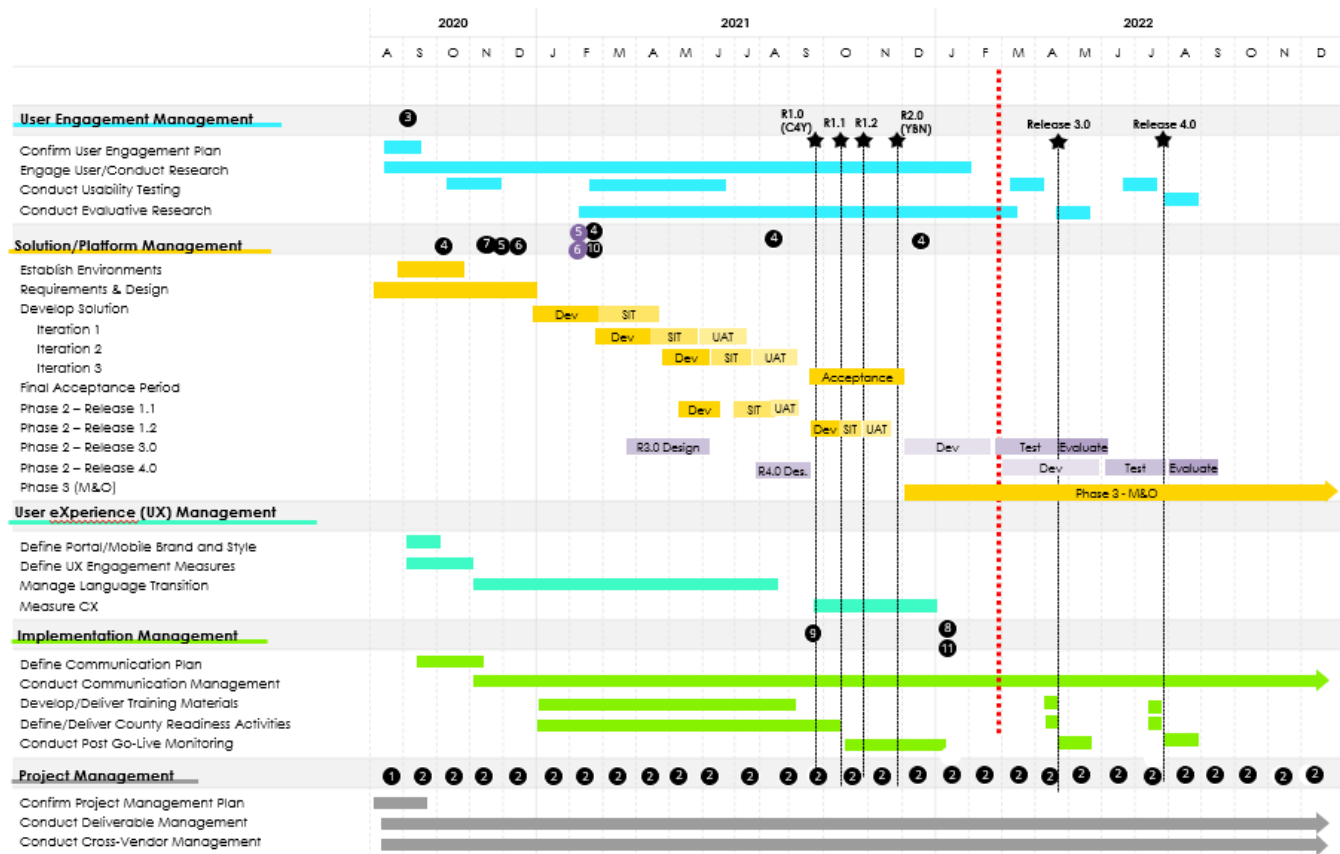| CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
None					

Table 6.2-3 – CRFIs

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 for the period.			

Table 6.3-1 – Overdue Action Items