

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: April 4, 2022 to April 10, 2022

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, April 13, 2022

Period: April 4, 2022 to April 10, 2022

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Los Angeles County Transition to BenefitsCal	<ul style="list-style-type: none">LA County approved a BenefitsCal transition date of 04/25/22The last requested Performance Test cycle of the Hyland Imaging solution was supported by the BenefitsCal project team
Collaboration Model	<ul style="list-style-type: none">Kickoff meeting will be hosted 04/18/22 from 8-11amDuring the session, we will select and schedule the dates/times for upcoming Quarterly meetings
Release: ARPA	<ul style="list-style-type: none">Conducted a Requirement Review meeting on 04/04/22 with the Advocate and Community Based Organization (CBO) community for Student-Based Application and CBO Referral Code American Rescue Plan Act (ARPA) enhancements.
Release 3.0 - Language Validation Activities	<ul style="list-style-type: none">April Release (3.0) UAT is in progress.All 5 languages are available in UAT and on-schedule for the planned production date.Mien translations are approved by the CDSS' vendor and development began. Thai and Ukrainian translation are also on-track from the CDSS' vendor
Release 4.0 - Design	<ul style="list-style-type: none">Presented the approved Release 4.0 Two-Way Messaging designs during the Self-Service Portal Committee meeting on 04/05/22

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

- ▶ Deliverables and Work Products submitted:
 - FWP 31.06: Monthly Security Monitoring Report – March 2022 on 04/05/22.
 - FWP 29.00: BenefitsCal Monthly Status Report – March 2022 on 04/05/22.
 - FWP 28.00: BenefitsCal Work Plan Monthly Updates – March 2022 on 04/05/22.
 - DWP 24.06: Customer Experience (CX) Monthly Report – March 2022 on 04/07/22.
 - DWP 25.02: Monthly Maintenance and Operations (M&O) Report – March 2022 on 04/07/22.
 - DWP 26.00: Bill of Materials (BOM) Review and License Renewals on 04/08/22.
 - DWP 27.00: Certificate Review on 04/08/22.
- ▶ Deliverables and Work Products comments worked:
 - None for the reporting period.
- ▶ Deliverable and Work Product submissions for next week:
 - None for the reporting period.

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

- ▶ Customer Communications remain on-hold pending the results of the latest round of Hyland Imaging performance tests.

1.4 BenefitsCal Collaboration Model

- ▶ Developed kickoff meeting agenda and content.
- ▶ Sent email to confirmed participants to elicit preferences for a date for the first kickoff session, during the week of 04/18/22.

1.4.1 Activities for the Next Reporting Period – Collaboration Model

- ▶ Finalize agenda for kick-off meeting.
- ▶ Finalize date for kick-off meeting.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ Continued Student-Based Application designs in preparation for Design sessions.
- ▶ Continued to gather feedback and execute the Release 3.0 language translation activities. Conducted 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 04/02/22 and 04/07/22.
- ▶ Received approval from the CDSS Language Services to proceed with implementation of Mien translations (Key Decision CSPM-50604).
- ▶ Conducted a Requirement Review meeting on 04/04/22 with the Advocate and Community Based Organization (CBO) community for Student-Based Application and CBO Referral Code American Rescue Plan Act (ARPA) enhancements.
- ▶ Presented Release 4.0 Two-Way Messaging designs during the Self-Service Portal Committee meeting on 04/05/22.
- ▶ Continued the design for FN-113 Voice-to-Text.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Conduct Design sessions for Release 4.1.5 (ARPA) Student-Based Application on 04/12/22 and 04/14/22.
- ▶ Continue CBO Referral Code designs in preparation for design sessions.
- ▶ Continue designs for FN-113 Voice-to-Text.
- ▶ Continue to gather feedback and execute the Release 3.0 and 3.1 language translation activities.

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

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Release 3.0 – Language Validation Key Activity	Start Date	End Date	Status
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	Complete
CDSS Second Review (Wave 1)	02/14/22 02/15/22	02/18/22 02/23/22	Complete
Consortium Sign-Off (Wave 1)	02/21/22	02/21/22 02/28/22	Complete
CDSS Initial Review (Wave 2–4 languages: Hindi, Mien, Ukrainian, Thai)	01/24/22	02/04/22 02/07/22 02/11/22	Complete
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)	Complete
ML Vendor Language Adjustments (Wave 2)	02/14/22	02/18/22 03/07/22 {Thai, Ukrainian} 03/25/22 (Mien System Text) 03/28/22 (Mien Page Titles and Reference Tables)	Complete
CDSS Second Review (Wave 2)	02/21/22	02/25/22 03/04/22 04/01/22 04/13/22 (Thai and Ukrainian)	In Progress (Hindi and Mien Review Completed)
Consortium Sign-Off (Wave 2)	02/28/22	02/28/22 04/15/22	In Progress (Hindi and Mien signed off)

Table 2.1-1 – Release 3.0 Language Test Schedule

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- ▶ The language translations are two (2) weeks behind.
 - **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 Humble translations.
 - **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.
 - **Resolution Plan:** The project team reevaluated the schedule. Four (4) Wave 1 languages (Japanese, Arabic, Farsi, and Punjabi) and one (1) Wave 2 language (Hindi) are 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 04/04/22.
- ▶ Synthesized focus group data to develop user insights for the student-based application in preparation for design mock-ups.
- ▶ Collaborated with the Design/Functional team to prepare for Design sessions the week of 04/11/22.
- ▶ Facilitated the UCD Monthly meeting on 04/08/22.
- ▶ Submitted the DWP 24.06: CX Monthly Report – March 2022 on 04/07/22.

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 04/11/22.
- ▶ Collaborate with the Design/Functional team to prepare materials and present a Design session for Student-Based Application on 04/12/22 and 04/14/22.
- ▶ Begin recruitment for Release 4.0 Usability Testing planned for the week of 04/18/22.
- ▶ Develop a usability testing protocol for Release 4.0 Usability Testing.
- ▶ Respond to comments received for the DWP 24.06: CX Monthly Report – March 2022 submission.
- ▶ Synthesize focus group data to develop user insights for the CBO referral code functionality in preparation for design mock-ups.

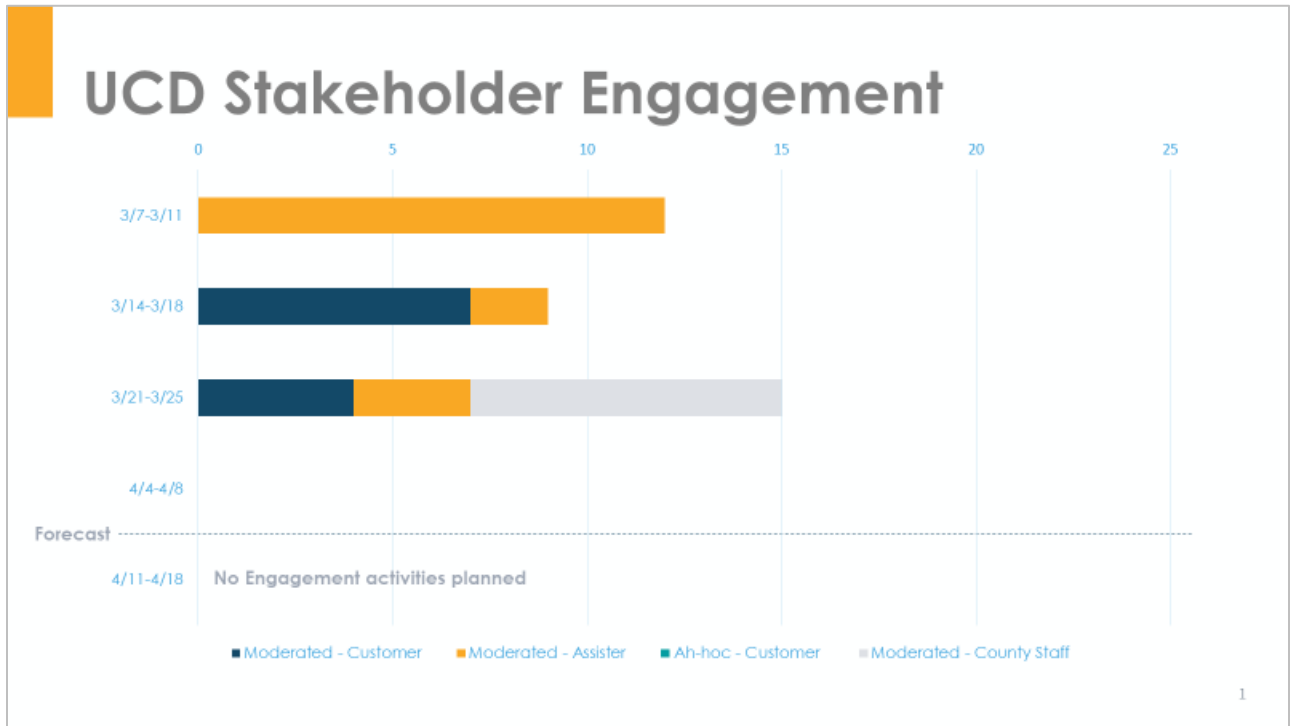


Figure 2.1-2 – UCD Stakeholder Engagement

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

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2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 04/08/22	Actual for Week Ending 04/08/22	Total Planned for the Release	Comments
3.0	3	3	8	
3.0.1	1	0	1	Mobius (CSPM-50152) is Development in Progress

Table 2.2-1– Enhancement Actuals for Reporting Period

Release 3.0

- ▶ Completed two (2) language (Punjabi and Japanese) for the marketing site.
- ▶ Provided System Testing support for System Test Cycle 2.
- ▶ Provided User Acceptance Testing (UAT) support for Independent and Functional Testing.

Release 4.0

- ▶ Completed development and user testing for three (3) widgets.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 04/15/22	Total Planned for the Release	Total Completed for the Release	Comments
3.0	0	8	8	
3.0.1	1	1	0	CSPM-50152 to be Dev-completed by 04/19

Table 2.2-2 – Planned Enhancement Work

Release 3.0

- ▶ Develop multilanguage changes for one (1) of the languages (Hindi) for the marketing site.
- ▶ Develop multilanguage changes for five (5) of the languages (Arabic, Farsi, Punjabi, Japanese, and Hindi) for the Chatbot.
- ▶ Provide System Testing support for System Test Cycle 2.
- ▶ Provide UAT support for Independent and Functional Testing.

Release 4.0

- ▶ Complete development and user testing for three (4) widgets.

2.2.3 Burndown

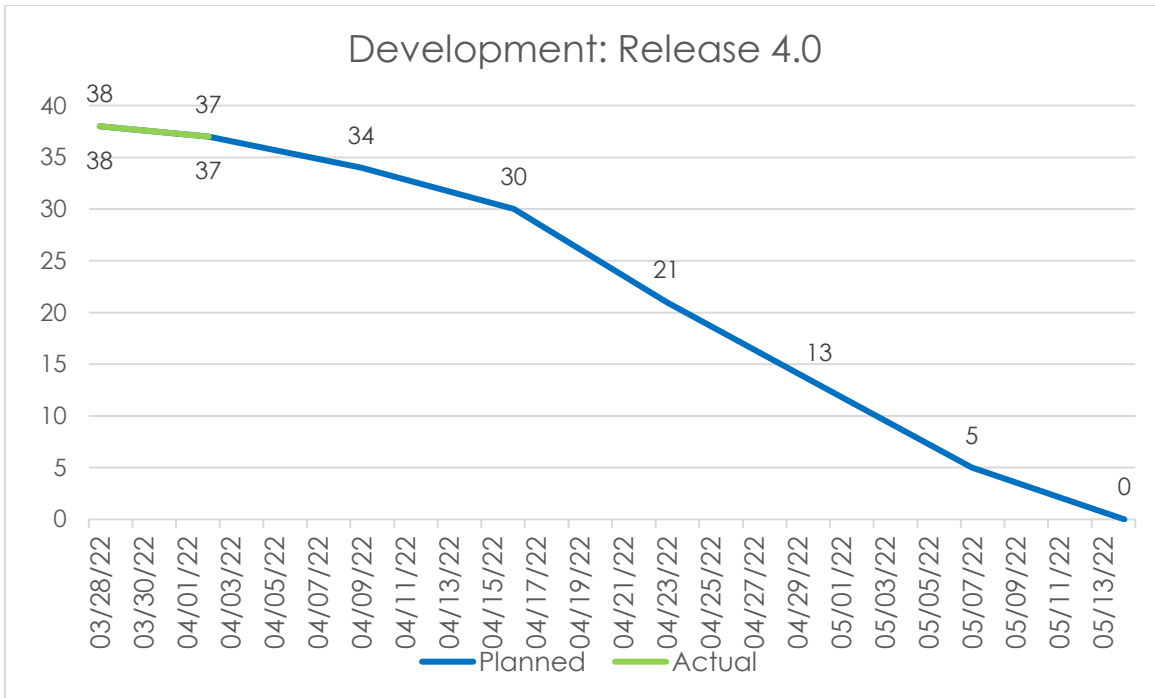


Figure 2.2-1– Development: Release 4.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ Provided testing support for the upcoming Maintenance and Operations (M&O) priority release and 2.3.1, 2.3.2 defects, enhancements, and smoke and regression testing.
- ▶ Provided triage support to L.A. County testing.
- ▶ Conducted a Partner Testing status call on 04/05/22 to provide updates on the pending partner enhancements and defects.
- ▶ Conducted daily Partner Integration Calls and triaged cross-partner defects.
- ▶ Continued execution and retest of Non-Functional test cases for cross-browser, cross-device, American Disability Act (ADA), and multilanguage for Release 3.0:
 - Executed six (6) ADA test cases (6 passed).
 - Executed 12 cross-browser test cases (12 passed).
 - Executed 12 cross-device test cases (12 passed).
 - Executed 4236 multilanguage test cases (4165 passed).

System Integration Test Status Release 3.0 Cycle 1 & 2 – Non-Functional

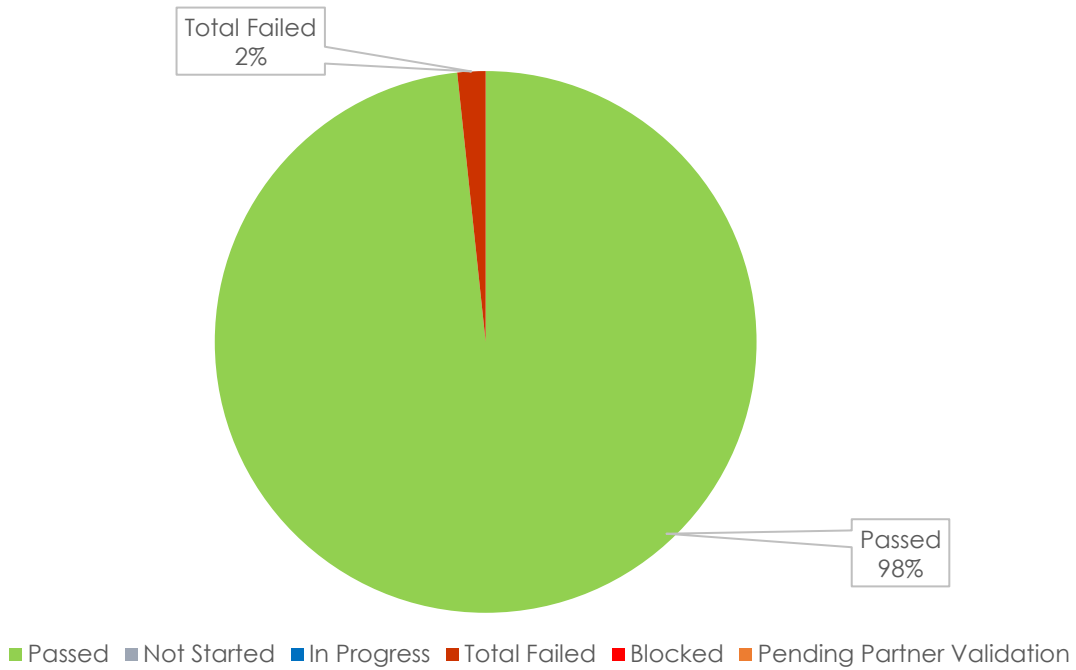


Figure 2.3-1 System Test Execution Status (Non-Functional): Release 3.0

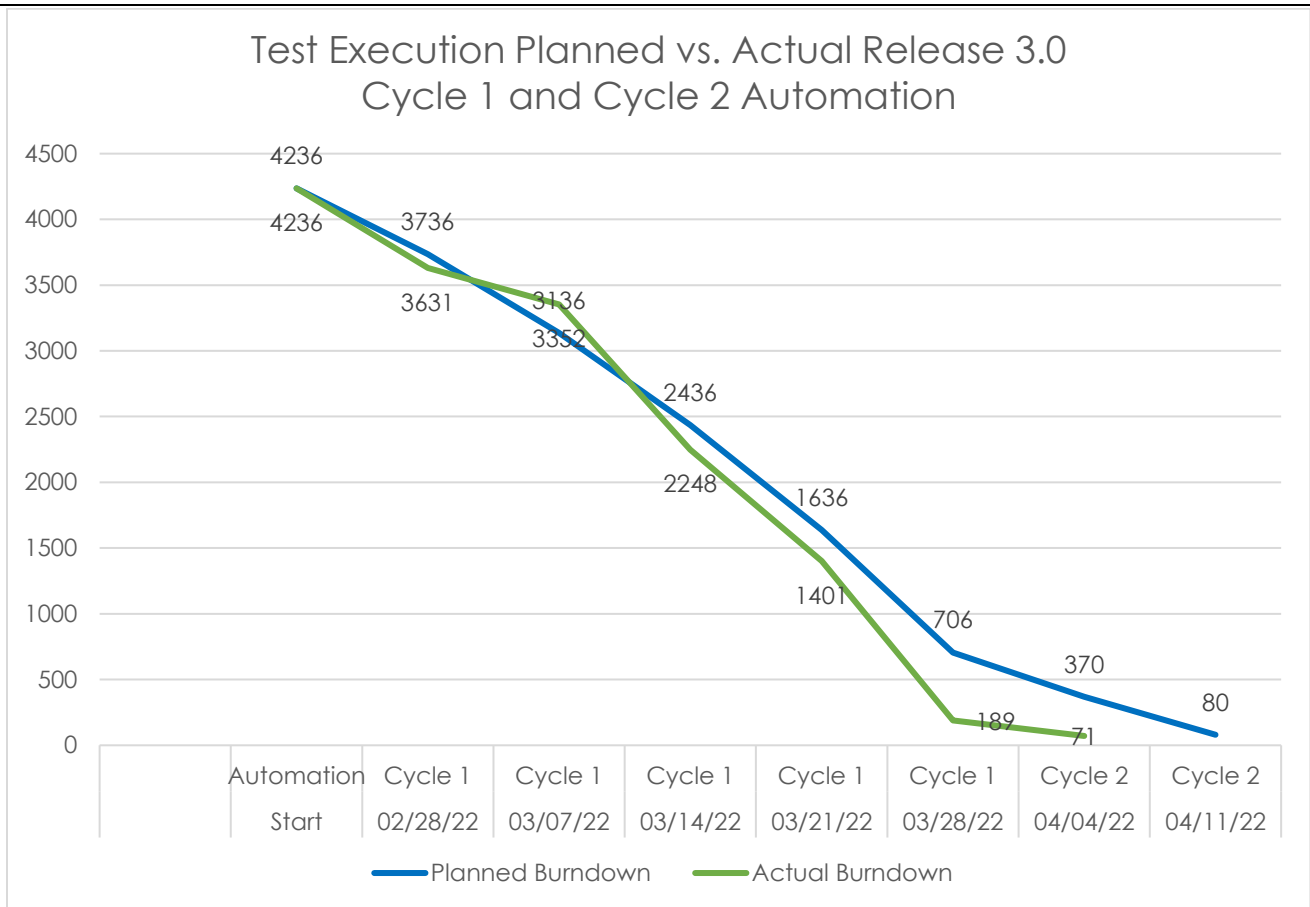


Figure 2.3-2 Execution Burndown Chart: Release 3.0 Automation

- ▶ ForgeRock implementation for translation is expected to be available for testing on 04/11/22.
- ▶ Burndown chart has been modified to retest ForgeRock items and to accommodate time of delayed translations

Responsible Partner	Sev-1	Sev-2	Sev-3	Sev-4	Total
Deloitte	0	0	6	2	8
CalSAWS	0	0	2	0	2
ForgeRock	0	0	1	0	1
Total	0	0	9	2	11

Table 2.3-3 Defects by Partners: Release 3.0 Functionalities

2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Re-execute non-functional test execution for fixing defects.
- ▶ 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 support Independent Testing and UAT.
- ▶ Test ForgeRock implemented translations.

2.4 User Acceptance Test (UAT) Planning

2.4.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Provided functional support to State Partners and the UAT team.

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

- ▶ Support QA and UAT test execution and retest for Release 3.0.
- ▶ Conduct Qlik demo with State Partners.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Successfully executed additional rounds of end-to-end (E2E) Integrated Load test with Partners and LA team with 33% (C4Yourself [C4Y]), 50% and 66% (C4Y + L.A. County) volume. Details and results were shared via email and uploaded to CalSAWS SharePoint. This concludes the integrated Hyland testing activities.
- ▶ BenefitsCal team is awaiting the new Income Reporting Threshold (IRT) scenario data setup from the CalSAWS team and will plan the Release 3.0 performance tests accordingly.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Next, prepare for the Release 3.0 BenefitsCal suite performance tests and fix any performance issues identified during the performance test executions.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
7	01/18/21	04/07/22	Hyland Imaging	Six (6) new scripts were developed. 100% completed.	100% Executed
8	03/09/22	04/15/22	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 the dashboard needs to be incorporated into the Performance scripts. Scripting completed.	40% 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

- ▶ Provide support to the ISS team for the upcoming CalWIN conversion.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Collaborate with the Counties, the Consortium, and ForgeRock teams as needed to assist with and prepare for the upcoming Your Benefits Now (YBN) CBO user load.
- ▶ Identify POCs for the rest of the CalWIN counties to perform CBO user data validation.

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 04/08/22.

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.

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 L.A. County, pending final imaging performance test results.

5.2 Activities for the Next Reporting Period

- ▶ Re-plan communications with L.A. County to distribute some before/after Go-Live per meeting on 02/18/22.

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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	
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	05/27/22	06/20/22	06/29/22	
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	05/27/22	06/20/22	06/29/22	

Table 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
	None For the period.		

Table 6.1-2 – Upcoming Deliverable Deadlines

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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	
24.06	CX Monthly Report – March 2022	04/07/22	04/19/22	04/26/22	
24.07	CX Monthly Report – April 2022	05/09/22	05/19/22	05/26/22	
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	
25.02	Monthly M&O Report – March 2022	04/07/22	04/19/22	04/26/22	
25.03	Monthly M&O Report – April 2022	05/09/22	05/19/22	05/26/22	
26.00	BOM Review and License Renewals	04/08/22	04/22/22	05/02/22	
26.01	BOM Review and License Renewals	07/15/22	07/29/22	08/08/22	
27.00	Certificate Review	04/08/22	04/22/22	05/02/22	
27.01	Certificate Review	07/15/22	07/29/22	08/08/22	
28.00	BenefitsCal Work Plan Monthly Updates – March 2022	N/A	04/05/22	04/13/22	
28.01	BenefitsCal Work Plan Monthly Updates – April 2022	N/A	05/05/22	05/13/22	
29.00	BenefitsCal Monthly Status Report – March 2022	N/A	04/05/22	04/13/22	
29.01	BenefitsCal Monthly Status Report – April 2022	N/A	05/05/22	05/13/22	
31.04	Monthly Security Monitoring Report – January 2022	N/A	02/09/22	02/17/22	
31.05	Monthly Security Monitoring Report – February 2022	N/A	03/04/22	03/14/22	
31.06	Monthly Security Monitoring Report – March 2022	N/A	04/05/22	04/13/22	
31.07	Monthly Security Monitoring Report – April 2022	N/A	05/05/22	05/13/22	

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.06	CX Monthly Report – March 2022	On-Track	DWP submitted 04/07/22 FWP submission 04/19/22 FWP approval 04/26/22
25.02	Monthly M&O Report – March 2022	On-Track	DWP submitted 04/07/22 FWP submission 04/19/22 FWP approval 04/26/22
28.00	BenefitsCal Work Plan Monthly Updates – March 2022	On-Track	FWP submitted 04/05/22 FWP approval 04/13/22
29.00	BenefitsCal Monthly Status Report – March 2022	On-Track	FWP submitted 04/05/22 FWP approval 04/13/22
31.06	Monthly Security Monitoring Report – March 2022	On-Track	FWP submitted 04/05/22 FWP approval 04/13/22
26.00	BOM Review and License Renewals	On-Track	DWP submitted 04/08/22 FWP submission 04/22/22

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WP #	Work Product Name	Status	Next Deadline
			FWP approval 05/02/22
27.00	Certificate Review	On-Track	DWP submitted 04/08/22 FWP submission 04/22/22 FWP approval 05/02/22

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	<p>The 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 Release 3.0 delivery.</p> <ul style="list-style-type: none"> The CDSS translation vendor found issues with two (2) languages. Humble vendor asked to re-translate and remediate two (2) languages. 	Open	Medium	Medium	08/10/21

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
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
CRFI 22-017	PPOC, Consortium Regional Managers	Customer Recruitment – CalSAWS BenefitsCal Strategic Planning Session Group	Collaboration Model	03/15/22	03/25/22

Table 6.2-3 – CRFIs

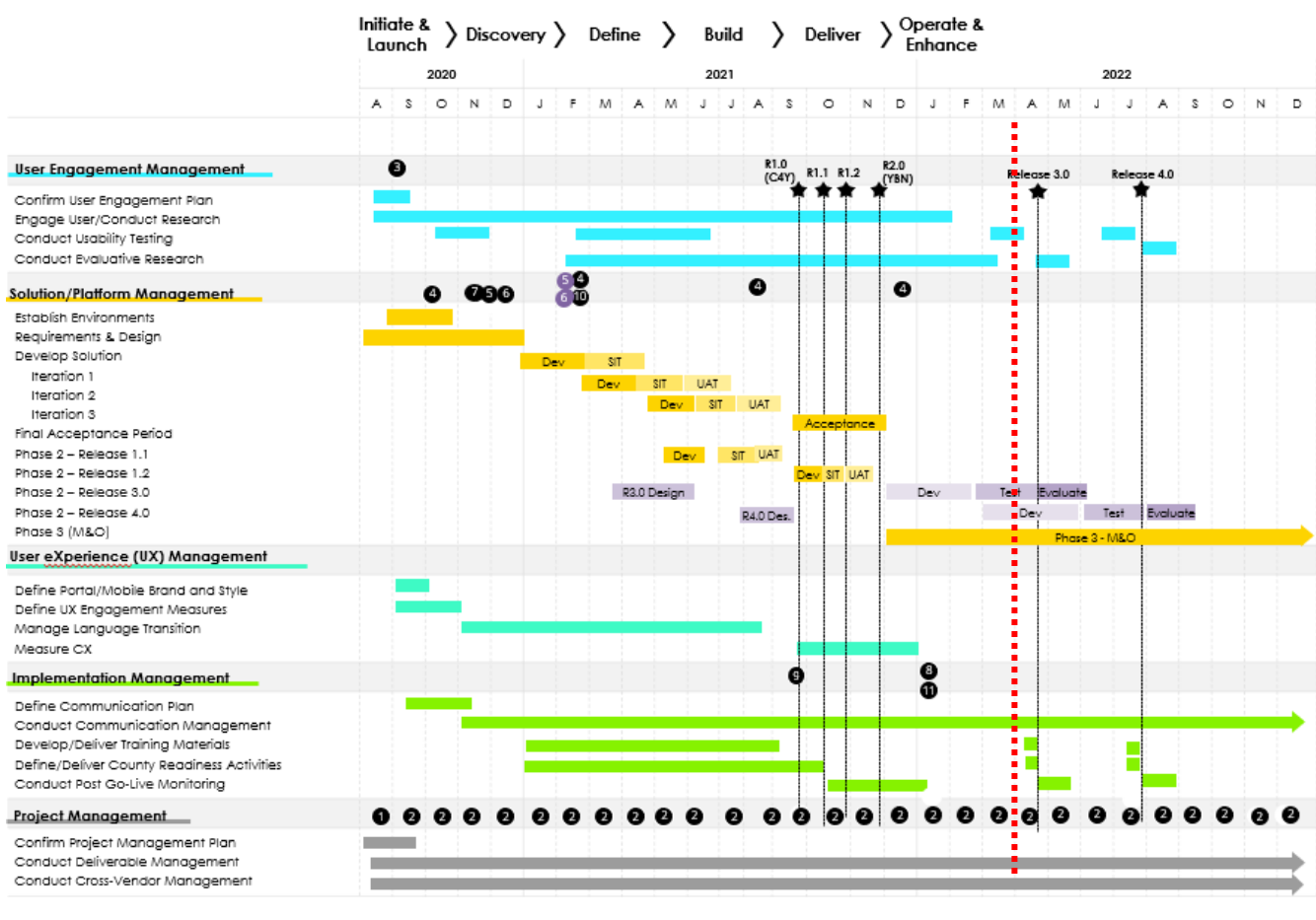
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, April 13, 2022

Period: April 4, 2022 to April 10, 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 for the period.			

Table 6.3-1 – Overdue Action Items