CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: April 18, 2022 to April 24, 2022

04/27/22

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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	• Additional email sent to Customers on Friday 04/22/22 to provide an update that YBN would be unavailable starting 1:00 pm PST (instead of 6:00 pm), as confirmed on 04/21/22 at 5:00 pm. • Enabled LA County within BenefitsCal as of 04/24/22 evening.
Collaboration Model	• Charter updates in progress. • CalSAWS identified possible date(s) for the first Quarterly meeting and a survey is in progress.
Release: ARPA	• Conducted Design sessions on 04/19/22 and 04/21/22 for Release 4.1.5 (ARPA) Student-Based Application and Community Based Organization (CBO) Referral Code.
April Release (Release 3.0) & Language Validation Activities	• Received the "Go" decision on the Green Light meeting for the April release (Release 3.0) • All five (5) languages are on-schedule for the planned 04/24/22 production date. • Mien, Thai, and Ukrainian translations are approved by the CDSS' vendor and development is in progress. All three(3) languages are on-schedule for the May maintenance release.
July Release (Release 4.0) – Development	• Release 4.0 development is on-schedule for planned the completion date (05/13/22).
January 2023 (Release 5.0) – Timeline	• Pending confirmation on delivery milestones for Release 5.0 with the Consortium and CalSAWS (January 2023).

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

► **Deliverables and Work Products submitted:**
  o FWP 24.06: CX Monthly Report – March 2022 on 04/19/22.
  o FWP 25.02: Monthly M&O Report – March 2022 on 04/19/22.
  o FDEL 05.05: General System Design (GSD) Part II on 04/21/22.
  o FWP 26.00: BOM Review and License Renewals on 04/22/22.
  o FWP 27.00: Certificate Review on 04/22/22.
► **Deliverables and Work Products comments worked:**
  o WP 24.06: CX Monthly Report – March 2022.
  o WP 25.02: Monthly M&O Report – March 2022.
► **Deliverable and Work Product submissions for next week:**
  o None for the reporting period.

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

► **YBN Availability** – Additional email sent to Customers on Friday 04/22/22 to provide an update that YBN would be unavailable starting at 1:00 pm PST (instead of 6:00 pm PST), as confirmed on 04/21/22 at 5:00 pm PST.
► **L.A. County Go-Live** – Enabled L.A. County within BenefitsCal as of 04/24/22 evening.

1.3.1 Activities for Next Period: Los Angeles (L.A.) County Transition to BenefitsCal from Your Benefits Now (YBN)

► **L.A. County Post Go-Live Support** – Provide post Go-Live support – daily calls scheduled for 4:00 pm PST.

1.4 BenefitsCal Collaboration Model

► **Quarterly Meeting and Survey** – Selected dates for the first quarterly meeting, survey in progress to elicit feedback from members.

1.4.1 Activities for the Next Reporting Period – Collaboration Model

► **Materials for Vendors** – By 04/29/22, share the following materials with Collaboration Model vendors:
  o A survey, to select the date/time for the quarterly meetings.
  o A draft charter, incorporating the feedback from the kickoff on 04/18/22.
  o A list of enhancements, ready for review and prioritization.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

► **Design Sessions** – Conducted Design sessions on 04/19/22 and 04/21/22 for Release 4.1.5 (ARPA) Student-Based Application and Community Based Organization (CBO) Referral Code.
► **Designs** – Continued the designs CBO Referral Code, Student-Based Applications, and FN-113 Voice-to-Text.
► **Translations Review** – Completed Release 3.0 and Release 3.1 translations review activities. Conducted one Translations Touchpoint meetings with Hummble, Hanna Interpretation Services, the California Department of Social Services (CDSS) Language Services, the Consortium, and the QA team on 04/19/22.
► **Designs** – Submitted the designs for FN-113 Voice-to-Text on 04/21/22.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

► **Designs** – Continue the designs CBO Referral Code, Student-Based Applications.
► **Region 3 Meeting** – Present Two-Way Messaging Design to Region 3 Regional Meeting on 04/26/22.
► **Joint Design Session** – Conduct a joint design session with CalSAWS for Release of Information (ROI) ARPA Enhancement on 04/27/22.

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

► **CX Measurements Data** – Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 04/18/22.

► **Recruitment** – Conducted recruitment for Release 4.0 Usability Testing planned for the week of 04/18/22.

► **Design Session** – Collaborated with the Design/Functional team to prepare materials and present a Design session for CBO Referral Codes and Student-Based Application on 04/19/22 and 04/21/22.

► **Work Product 24.06** – Responded to comments received for the FWP 24.06: CX Monthly Report – March 2022 submission.

► **BenefitsCal Student Page** – Drafted copy for the new BenefitsCal Student Page for state partner policy review, shared on 04/22/22.

► **BenefitsCal Student FAQ –** Drafted copy for the BenefitsCal Student FAQ for review by 04/26/22.

► **UCD Monthly Meeting** – Drafted the UCD Monthly Meeting materials for internal review by 04/25/22.

2.1.3 Activities for the Next Reporting Period – UCD

► **CX Measurements Data** – 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 04/25/22.

► **Release 4.0 Usability Testing** – Continue recruitment for Release 4.0 usability testing.

► **Release 4.0 Usability Testing –** Conduct usability testing for Release 4.0 Two-Way Messaging functionality during the week of 04/15/22.

► **Work Product 24.06** – Finalize the FWP 24.06: CX Monthly Report – March 2022 for approval by 04/26/22.

► **UCD Monthly Meeting** – Facilitate the UCD monthly meeting on 04/27/22.

► **BenefitsCal Enhancements** – Collaborate with the Design/Functional team to prepare the list of BenefitsCal enhancements for review by the Collaboration Model work group by 04/29/22.
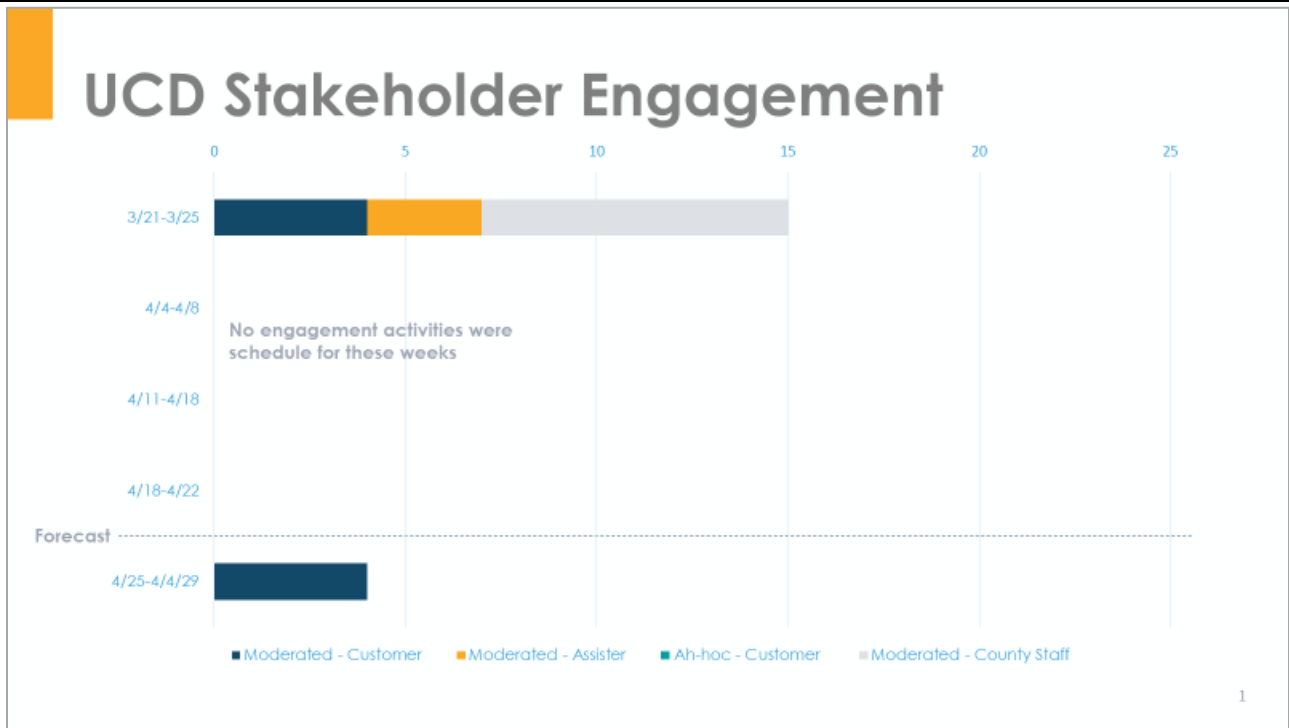
Figure 2.1-1 – UCD Stakeholder Engagement

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 2.1-2 – 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 04/22/22	Actual for Week Ending 04/22/22	Total Planned for the Release	Comments
3.0.1	2	2	2	

Table 2.2-1– Enhancement Actuals for Reporting Period

Release 3.0

► **Languages for Chatbot** – Completed alignment issues for two (2) of the languages (Arabic, Farsi) for the Chatbot.
► **Release 3.0 Code Readiness** – Provided Production Staging support for making the Release 3.0 code Go-Live ready.
► **Release 3.0 Go-Live** – Completed deployment of Release 3.0 stream to Production on 04/24/22.

Release 4.0

► **Development and User Testing** – Completed development and user testing for eight (8) widgets.

2.2.2   Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 04/29/22	Total Planned for the Release	Total Completed for the Release	Comments
3.0.1	0	2	2	
3.1	1	1	0	CSPM-50698 is planned to end development by 04/29/22.

Table 2.2-2 – Planned Enhancement Work

Release 3.0

► **Release 3.0 Go-Live** – Provide post Go-Live support

Release 4.0

► **Development and User Testing** – Complete development and user testing for seven (7) widgets.

2.2.3 Burndown
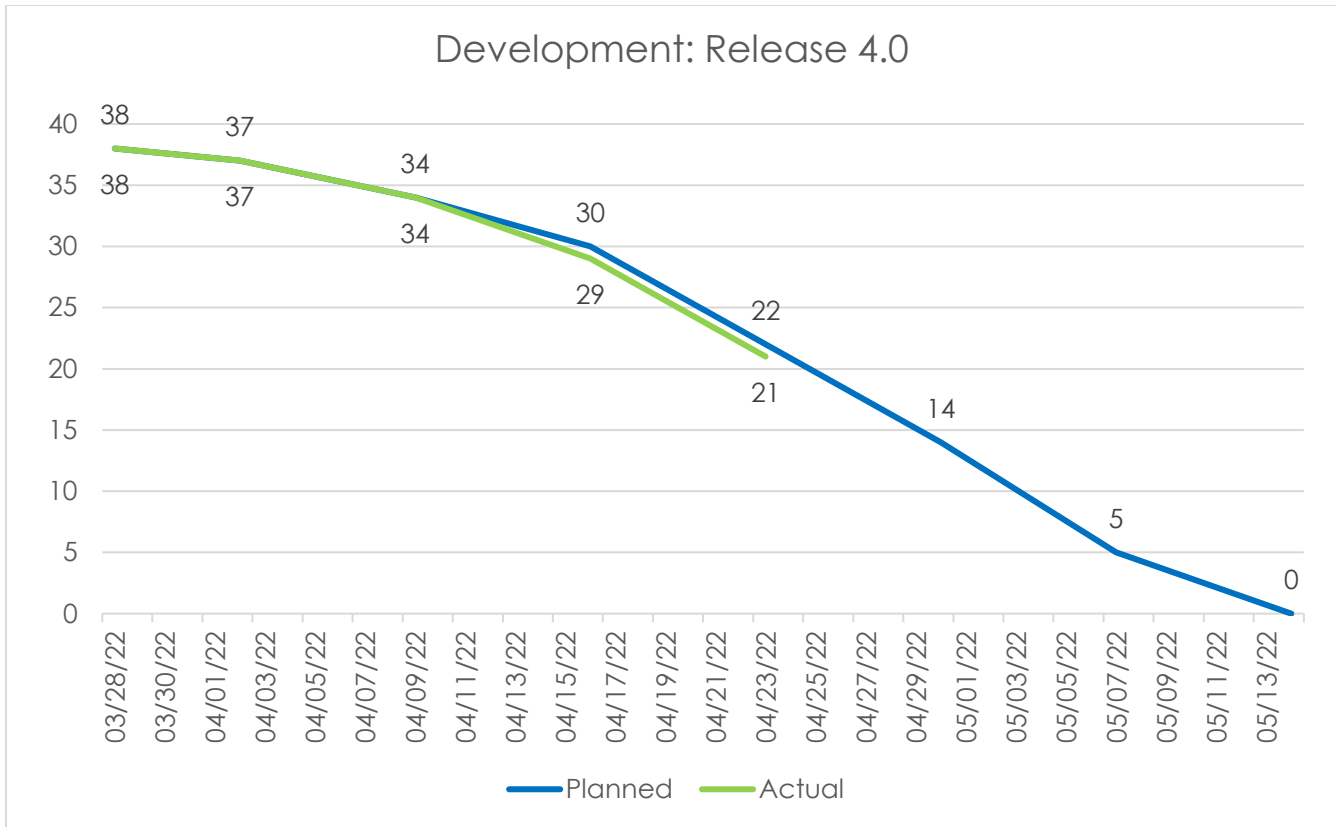
Figure 2.2-1 – Development: Release 4.0 Burndown

2.3   System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

► **Testing Support** – Provided testing support for the upcoming Maintenance and Operations (M&O) priority Release 3.0.1 defects, enhancements, and smoke and regression testing.

► **Triage Support** – Provided triage support to L.A. County testing.

► **Partner Testing Status Call** – Conducted a Partner Testing status call on 04/19/22 to provide updates on the pending partner enhancements and defects.

► **Partner Integration Calls** – Conducted daily Partner Integration calls and triaged cross-partner defects.

► **Non-Functional Test Cases** – Continued execution and retest of Non-Functional test cases for cross-browser, cross-device, American Disability Act (ADA), and multilanguage for Release 3.0:

o Executed six (6) ADA test cases (6 passed).
o Executed 12 cross-browser test cases (12 passed).
o Executed 12 cross-device test cases (12 passed).
o Executed 4236 multilanguage test cases (4231 passed).

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

Figure 2.3-2 – Execution Burndown Chart: Release 3.0 Automation

► **Multilanguage Test Cases** – Five (5) failed test cases are related to multilanguage.
► **ForgeRock Implementation For Translation** – Retested and successfully validated post ForgeRock deployment.
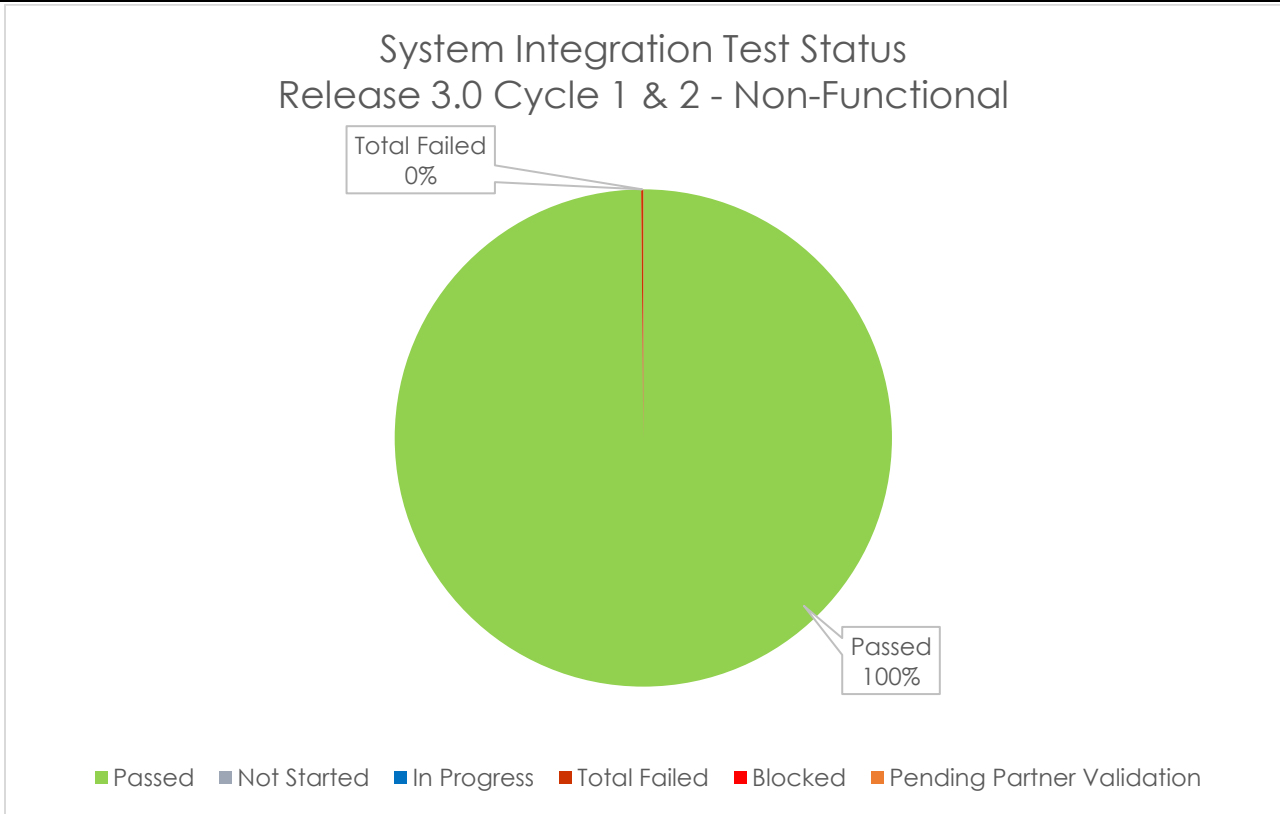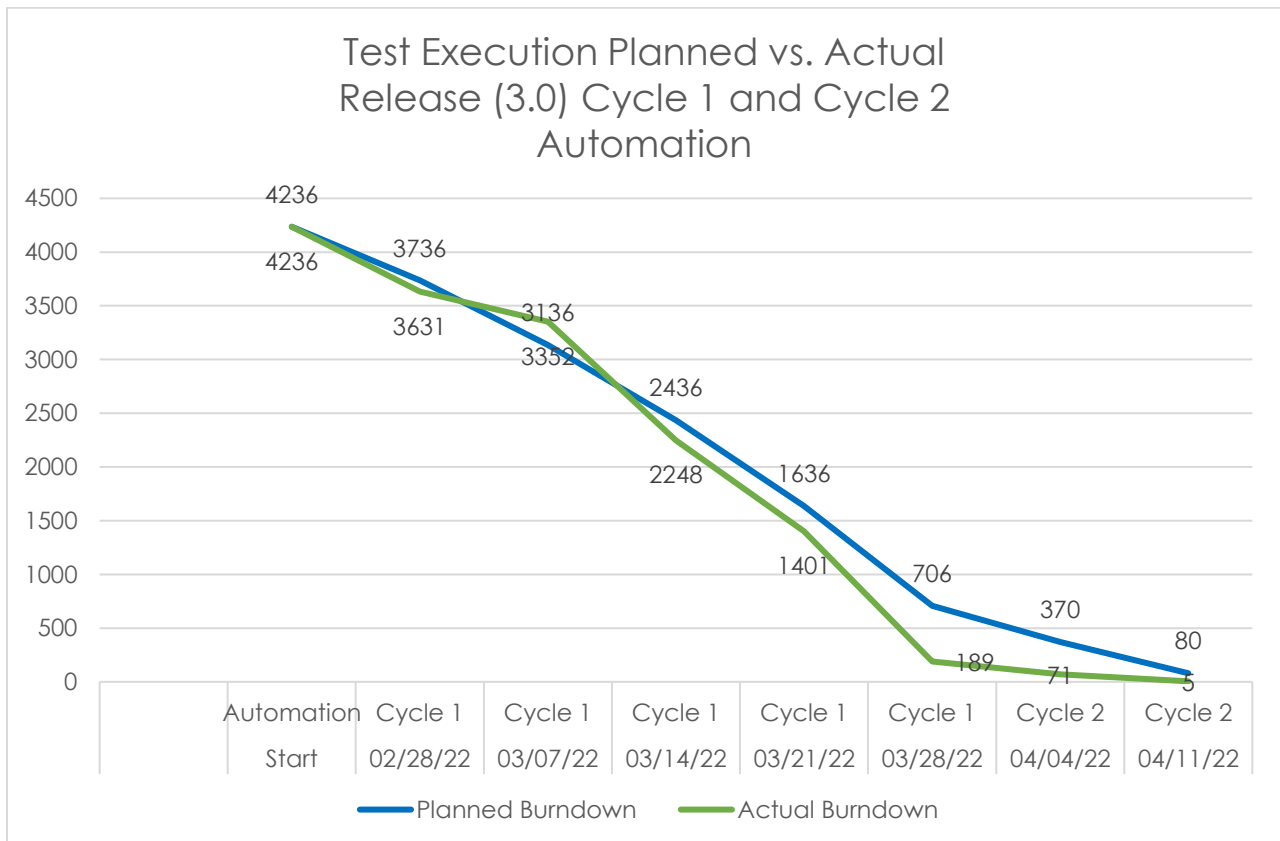
2.3.2 Activities for the Next Reporting Period – System Test Execution

► **M&O Priority Release Support** – Continue to support M&O priority release defects, enhancements, and smoke/regression testing.
► **L.A. County Testing Support** – Continue support for triaging of the L.A. County testing for post Go-Live items.
► **Partner Integration Items** – Continue to coordinate partner integration items.
► **Release 3.1 Languages** – Start updating automated scripts for Release 3.1 languages (Thai, Ukrainian, and Mein).

2.3.3 User Acceptance Test (UAT) Planning

2.3.4 Highlights of the Reporting Period – User Acceptance Test Planning

► None

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

► None

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

► **Income Reporting Threshold (IRT) Performance Testing** – Enhanced scripts to minimize the errors during performance tests and coordinated with the CalSAWS team to fix the FIS downstream data setup related to the IRT scenarios and flows.

3.2 Activities for the Next Reporting Period – Performance Test

► **L.A. County Go-Live** – On standby for any performance testing needs after the L.A. County Go-Live. Also, requested the CalSAWS team to be prepared for a quick turnaround on the CalSAWS environment availability for urgent and critical integrated performance testing.
► **Release 4.0 BenefitsCal** – Plan and prepare for the Release 4.0 BenefitsCal performance testing activities.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
9	06/20/22	07/08/22	**Release 4.0**	**Scope and scenarios**: TBD	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

► **CalWIN Conversion Support** – Provide support to the ISS team for the upcoming CalWIN conversion.
► **YBN CBO User Load** – Collaborated with the Counties, the Consortium, and ForgeRock teams to assist with the Your Benefits Now (YBN) CBO user load. This resulted in 2930 CBO/Staff users being converted with 0 failures (868 net new CBOs created, 2062 CBOs updated). Furthermore, 100 organizations were successfully loaded with one having an exception due to already existing in the system.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

► **Perform CBO User Data Validation** – 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

► **SAST** – 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 04/22/22.

4.2.2 Activities for the Next Reporting Period – Security

► **Identified Vulnerabilities** – 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).
► **AWS SSO for BenefitsCal** – 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

► **YBN Availability** – Additional email sent to Customers on Friday, 04/22/22 to provide an update that YBN would be unavailable starting 1:00 pm PST (instead of 6:00 pm PST), as confirmed on 04/21/22 at 5:00 pm PST.

5.2 Activities for the Next Reporting Period

► No activities planned for the next reporting 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
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

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	FWP submitted 04/19/22 FWP approval 04/26/22
25.02	Monthly M&O Report – March 2022	On-Track	FWP submitted 04/19/22 FWP approval 04/26/22
26.00	BOM Review and License Renewals	On-Track	FWP submitted 04/22/22 FWP approval 05/02/22
27.00	Certificate Review	On-Track	FWP submitted 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	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. • The CDSS translation vendor found issues with two (2) languages. • Hummble vendor asked to re-translate and remediate two (2) languages.	Open	Medium	Medium	08/10/21

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
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
22-035	Consortium Regional Managers	CRFI BenefitsCal Two-Way Messaging Counties Opt-In	Opt-In/Out	04/21/22	05/06/22

Table 6.2-3 – CRFIs

6.3   Appendix C – Project Work Plan Reports

Project Timeline
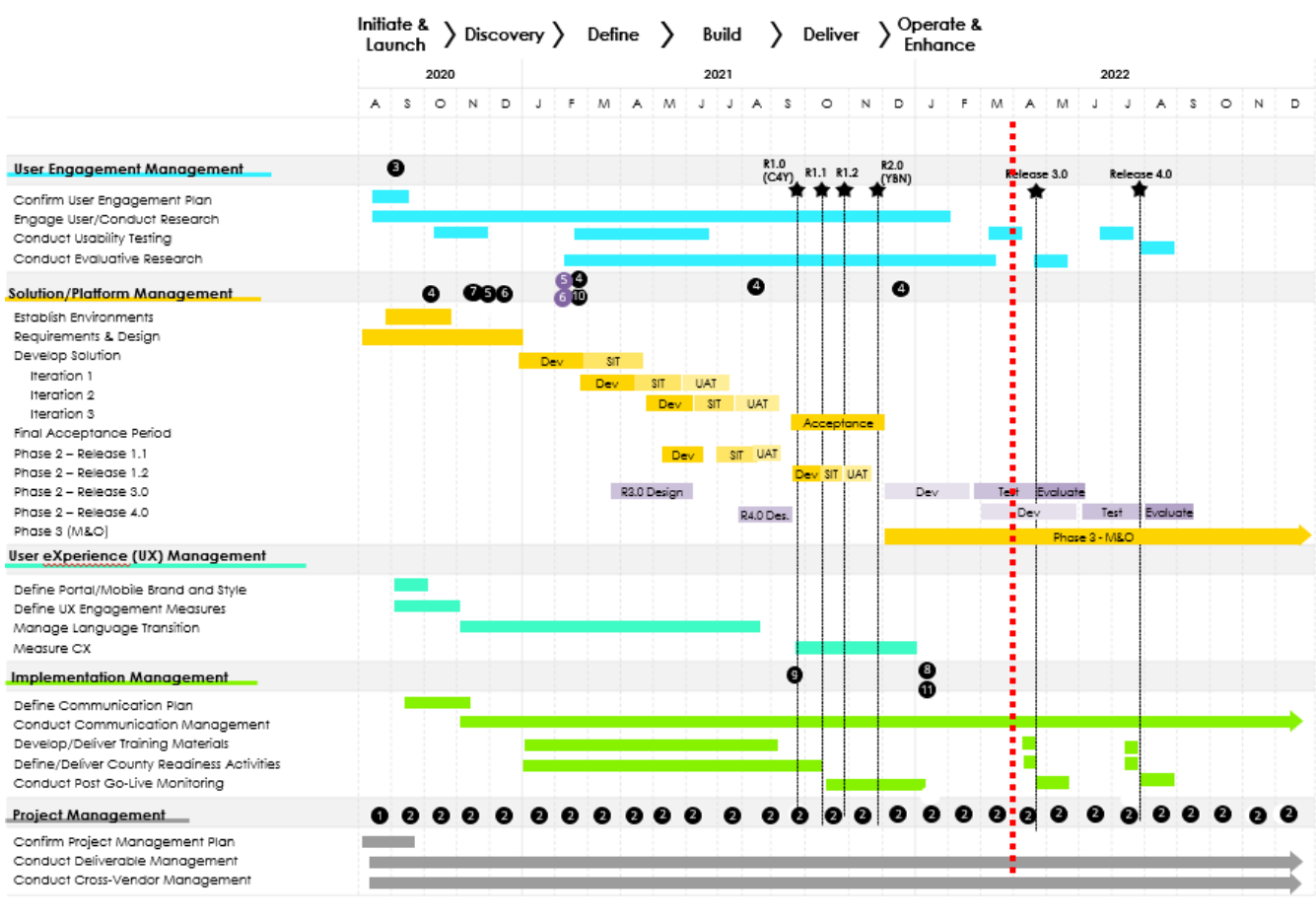
Project Action Items – Overdue

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