

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: March 22, 2021 to
March 28, 2021**

Table of Contents

1.0	Statewide Portal/Mobile Project (BenefitsCal)	3
1.1.	Highlights of the Reporting Period	3
1.2.	Project Deliverable Summary	9
1.3.	Project Risks and Issues	10
1.4.	CRFI/CIT Communications Information	11
1.5.	Activities for the Next Reporting Period	11
1.6.	Deviations from Plan/Adjustments	12

1.0 Statewide Portal/Mobile Project (BenefitsCal)

1.1 Highlights of the Reporting Period

Project Management

- ▶ Submitted the Communications Strategy and End to End Test Scenario Draft Work Products.
- ▶ Responded to one (1) (SCERFRA) request.
- ▶ Obtained an additional 100 Jira licenses and restored access to those who requested.
- ▶ Presented the document upload feature at the JPA meeting on 03/26/21.
- ▶ Presented the document upload feature for R1 Management Site Visit –first time log-in.

Requirements and Design

- ▶ Supported development activities and provided design clarifications.
- ▶ Updated wireframe for the LA County requested feature – Real Time Interviews after Application. Next steps include developing full functional and technical specifications, as well as estimating the Level of Effort (LOE), to confirm November Release delivery.
- ▶ Incorporated approved Usability Round 3 design updates.
- ▶ Received best and final offer (BAFO) from Tenon, an ADA third-party vendor.
- ▶ Facilitated Release 1.0/2.0 requirements clarification review with advocates on 03/22/21.

User Centered Design (UCD)

- ▶ Conducted seven (7) interviews/focus groups with a total of three (3) customers, three (3) supervisors/managers, ten (10) case workers, and two (2) Call Center staff the week of 03/22/21 to collect data related to Release 3.0 and Release 4.0.
- ▶ Recruited Welfare-to-Work (WtW) Case Workers to participate in research activities for the week of 03/29/21.
- ▶ Attended the Self-Service Portal (SSP) committee meeting on 03/23/21 and presented the BenefitsCal account management features.
- ▶ Participated in a meeting on 03/23/21 to discuss messaging related to C4Y discontinuance. Submitted communications to support the transition on 03/26/21 with the Communications Work Products. Documented an action item to confirm on what date C4Y will become unavailable in preparation with the September go-live date.
- ▶ Met with internal Medallia subject matter experts (SME) on 03/22/21 and determined next steps to secure support with configuration.
- ▶ Documented UCD research observations to prepare for data synthesis on Release 3.0.

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, March 31, 2021

Period: March 22, 2021 to March 28, 2021

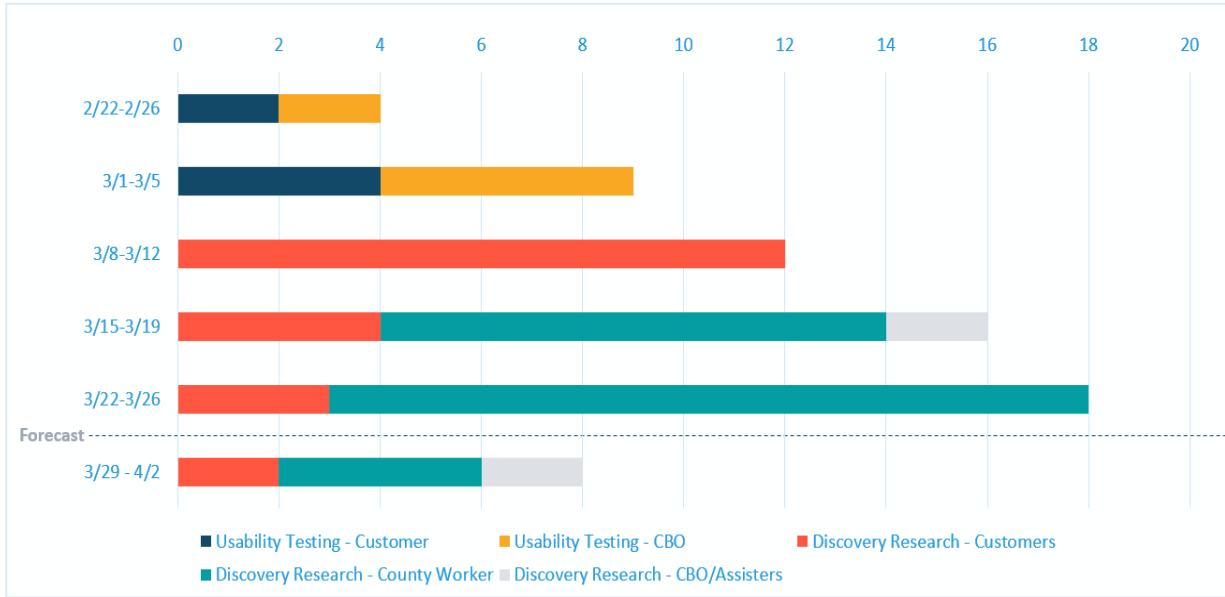


Figure 1.1-1 – UCD Stakeholder Engagement

Development

- ▶ Delivered Jobs/Expenses and deployed to System Test (ST) on 03/23/21 with open issues related to Back Navigation that have LIFT-component dependencies.
- ▶ Completed the recovery plan for Assets and deployed to ST on 03/26/21 with open issues related to Back Navigation that have LIFT-component dependencies.
- ▶ Increment 2 Screen Development burndown appears delayed due to two mitigating factors:
 - Additional code reviews added which impacted whether the Increment 2 development widgets are set to a “complete” status.
 - LIFT UI Framework changes delivered on Sunday 03/28/21 and will reflect next week

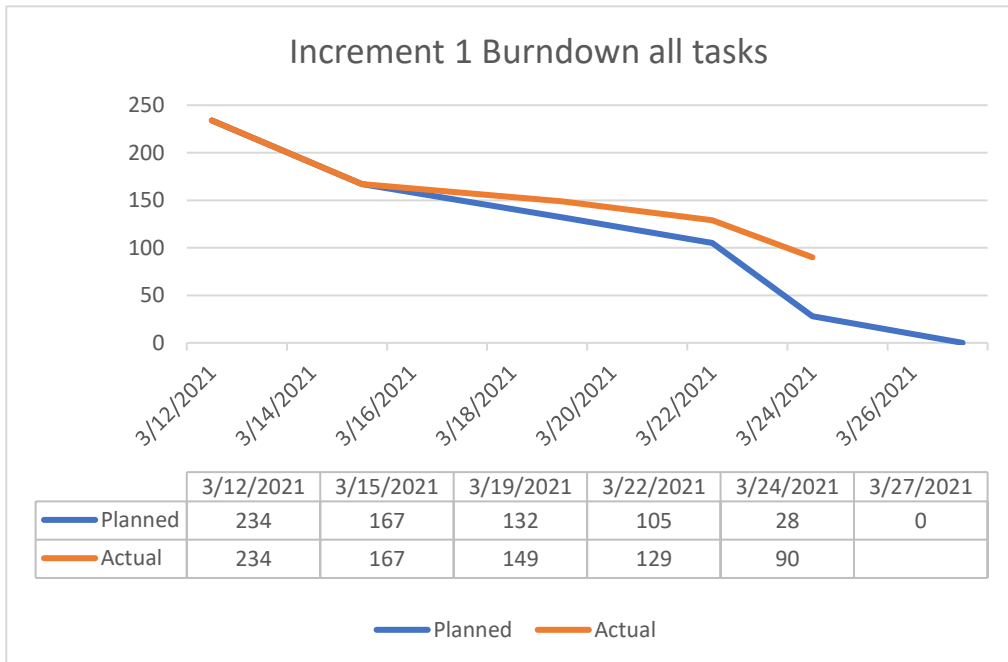


Figure 1.1-2 – Increment 1 Development Burndown

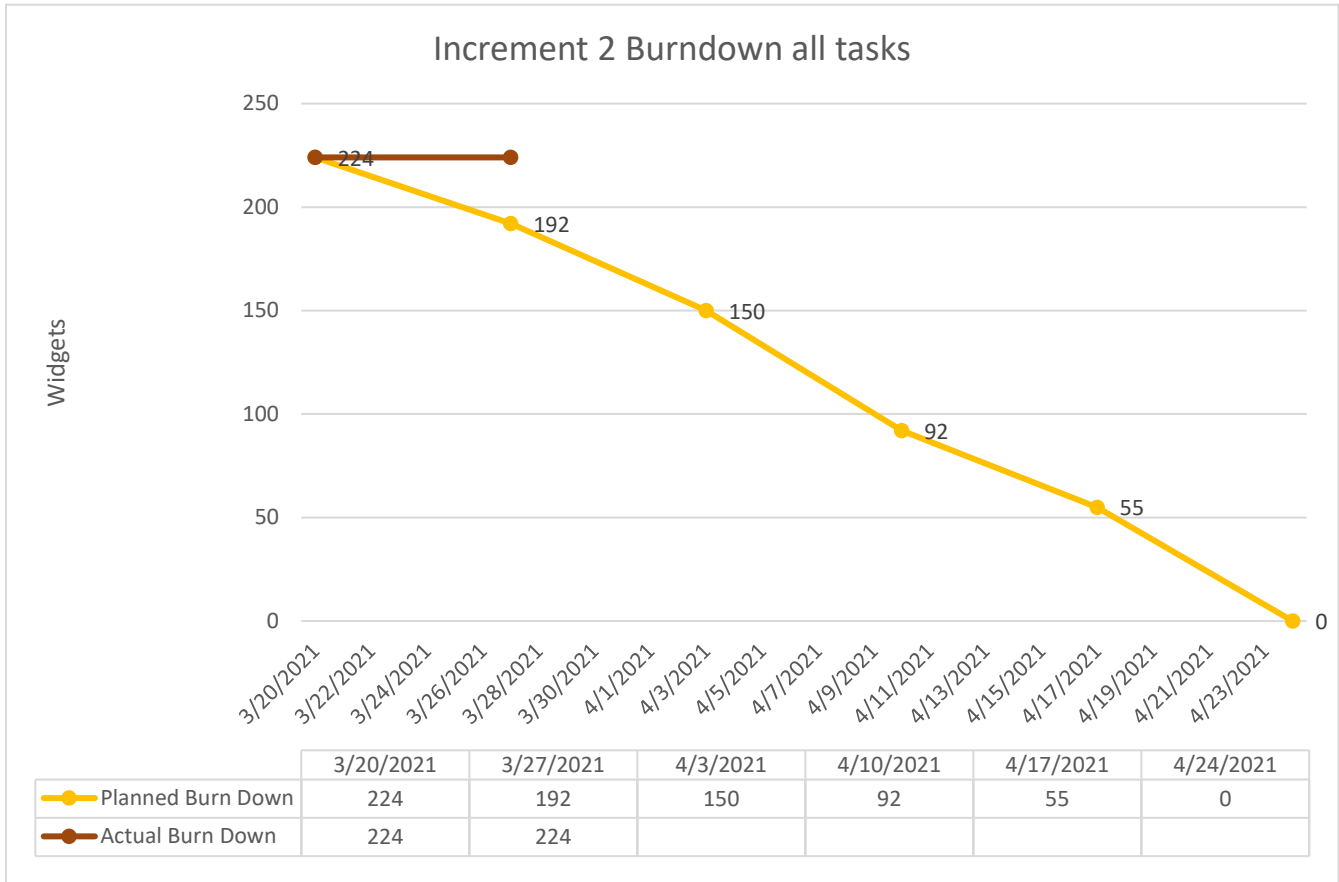


Figure 1.1-3 – Increment 2 Development Burndown

Testing

- ▶ Conducted the weekly test planning meeting on 03/23/21 with the Consortium and the QA teams for Cycle 0 updates and discussion of Cycle 1 reports.
- ▶ Participated in multiple User Acceptance Test (UAT) meetings on 03/24/21 and 03/25/21 to assist the Consortium. Provided the list of features that would be available for each code drop within the UAT phase.
- ▶ Conducted a unit test exit and System Test entry meeting on 03/25/21 with the Consortium and the QA teams to review samples of unit tests and system tests that demonstrate we have met the exit criteria for unit test and entry criteria for system test.
- ▶ Completed writing interface test cases – 46 out of 46 planned.
- ▶ Completed writing accessibility test cases – 45 out of 0 planned (ahead of schedule).
- ▶ Submitted the End to End Scenarios Draft Work Product for the Consortium and QA team review on 03/22/21.
- ▶ Addressed 209 comments for the Draft Work Product: General Systems Design (GSD) Part 2 test cases.
- ▶ Executed of 52 of 35 planned test cases for Increment 1 Cycle 1 (ahead of schedule).

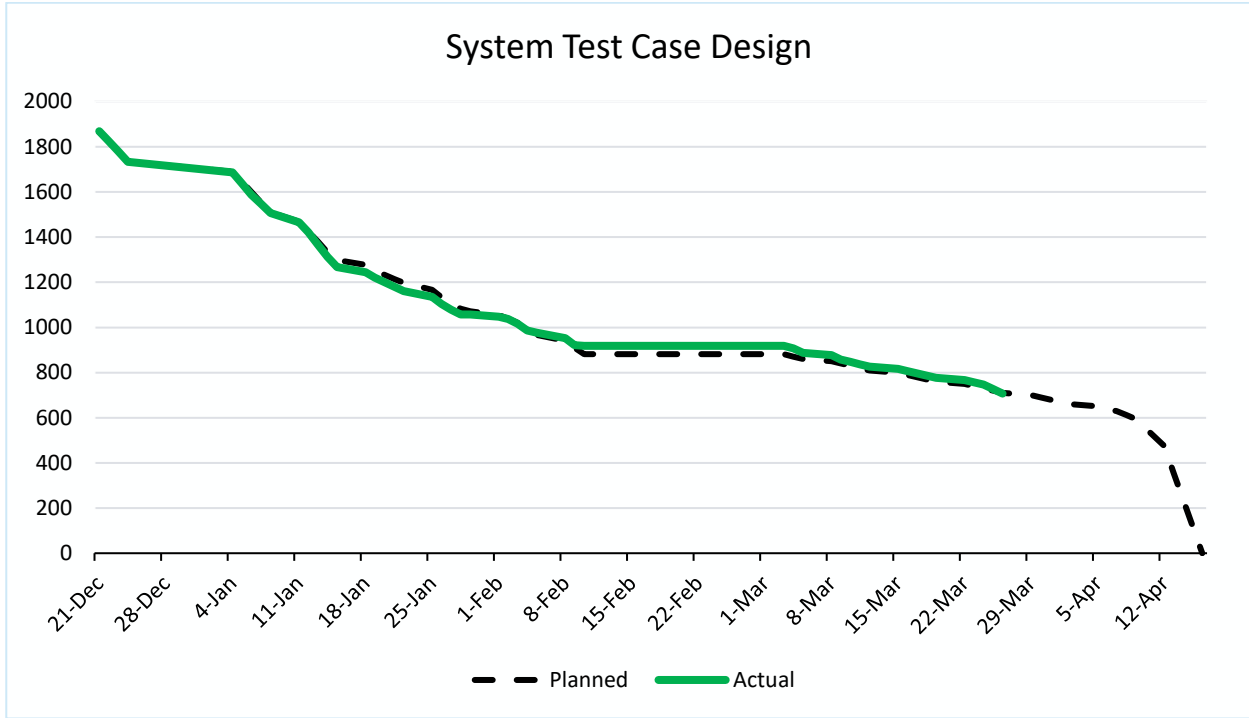


Figure 1.1-4 – System Test Case Design Burndown

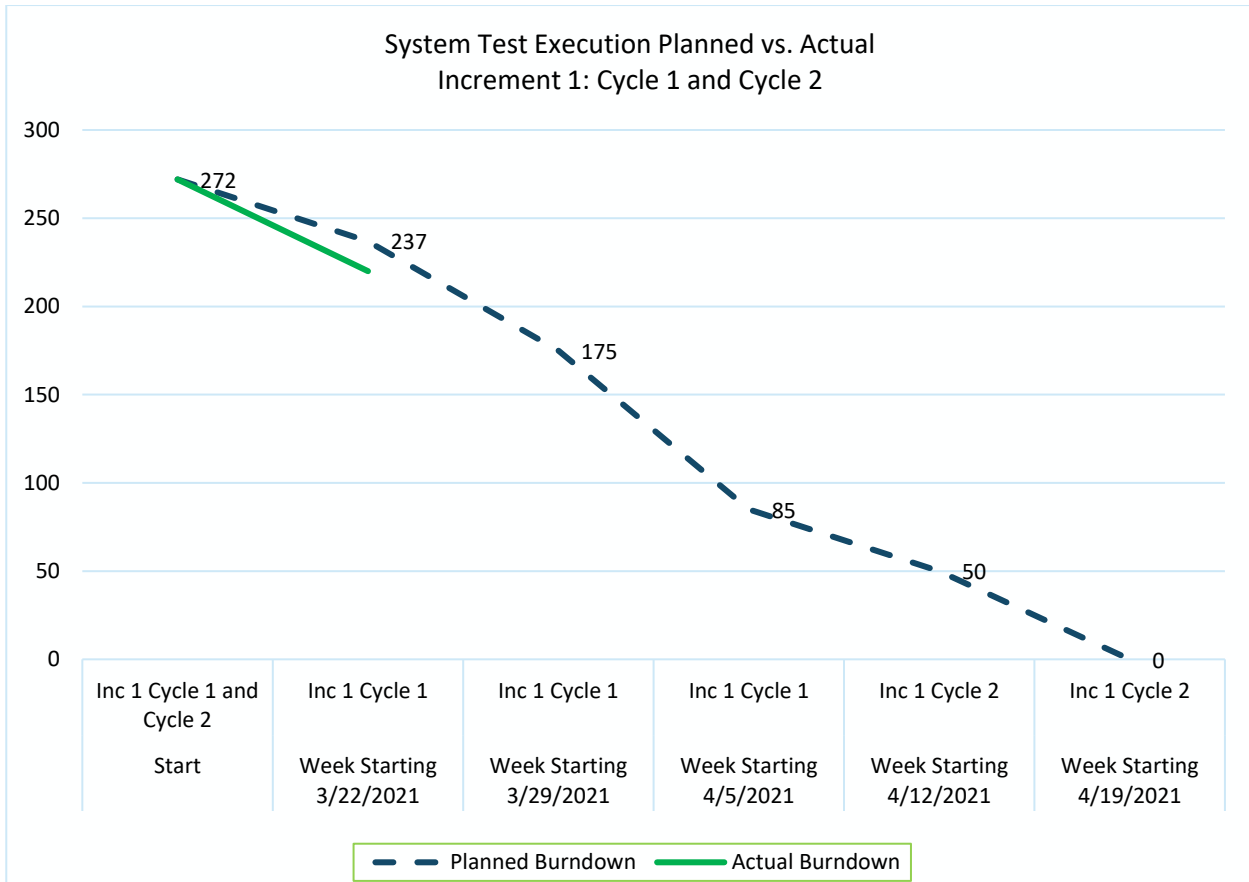


Figure 1.1-5 – System Test Execution Burndown – Increment 1

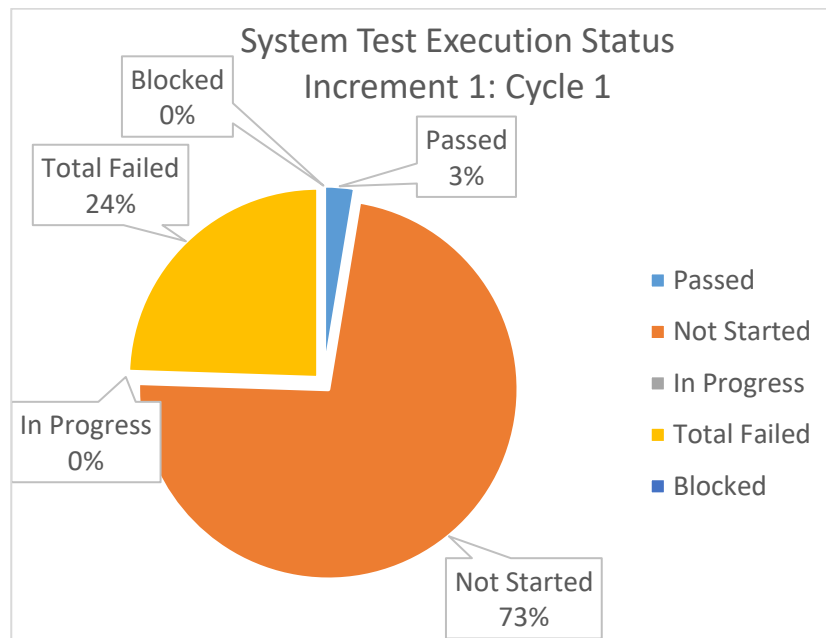


Figure 1.1-6 – System Test Execution Status – Increment 1, Cycle 1

Security

- ▶ Provided inputs on the user conversion activities for the Production cutover on 03/22/21 with the Accenture team. From a security perspective, this resulted in the need for a meeting to be scheduled to involve the ForgeRock and Legacy stakeholders to align on the low-level user conversion activities.
- ▶ Met with the CalSAWS team on 03/22/21 to walk through the User Conversion activities plan for the September production go-live. A follow-up meeting will be scheduled to complete the review.
- ▶ Conducted a meeting with the ForgeRock team on 03/23/21 to align team leads on the details of the user conversion activities. This resulted in the selection of test data for the first user conversion test run and resulted in updated mock-run dates.
- ▶ The System Security Plan (SSP) security domain controls are currently 88% complete with 15 of 17 finished.
- ▶ Conducted a working session with the CalSAWS Security Team on 03/26/21 to review the SSP control responses for the following three (3) security domains:
 - Personnel Security (PS)
 - Risk Assessment (RA)
 - System and Services Acquisition (SA).
- ▶ Executed the Static Application Security Testing (SAST) of the application source code and continued analysis of the Sonar security scan reports to identify potential vulnerabilities. Sent the analysis to the BenefitsCal Development Team for further validation.

Cloud Infrastructure

- ▶ Migrated all users to the single sign-on (SSO) framework to comply with the Consortium security policies – 03/23/21.
- ▶ Hosted a weekly meeting with the Consortium Security Team on 03/22/21 to review CloudCheckr findings and to address any new findings.

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, March 31, 2021

Period: March 22, 2021 to March 28, 2021

- ▶ Facilitated multiple sessions to review ForgeRock connectivity requirements and configuration on 03/22/21 and 03/25/21.
- ▶ Enabled secured network services (SNS) topics on 03/22/21 for CloudTrail based on the Consortium security requirements.
- ▶ Enabled multi-factor authentication (MFA) on Amazon Web Services (AWS) root accounts across all environments on 03/24/21.
- ▶ Enabled encryption on new AWS S3 buckets across all environments on 03/25/21.
- ▶ Facilitated meeting with AWS to discuss the application programming interface (API) configuration on 03/24/21.

Communications Strategy

- ▶ Submitted the Communications Strategy Work Product on 03/26/21.
- ▶ Created drafts in the Communications folders for communications inventory items.
- ▶ Estimated the cost of distribution of communications and paid social media campaign options.
- ▶ Transitioned the administration of the BenefitsCal Facebook and Twitter accounts to Matt Spurrier and created a YouTube channel for BenefitsCal.

Project Timeline

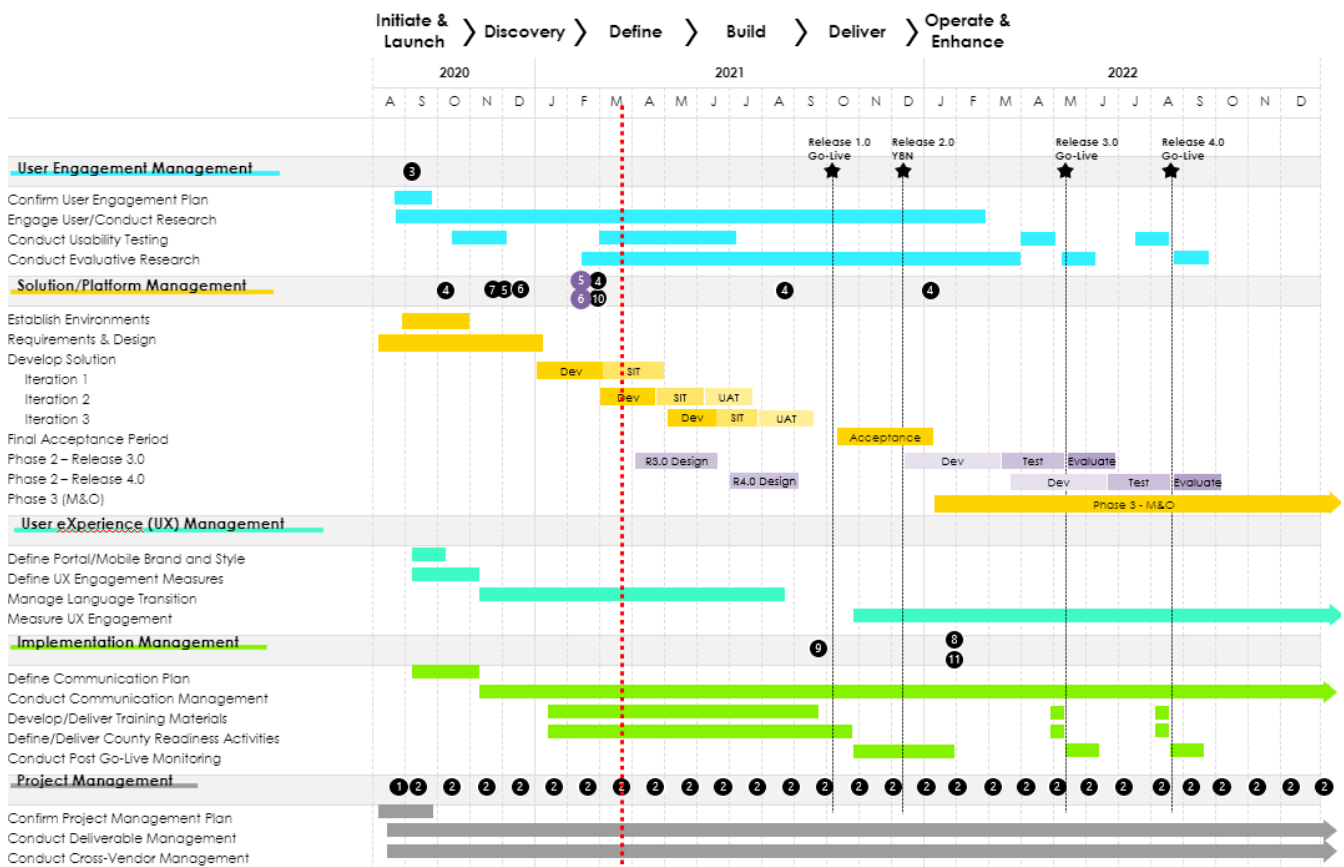


Figure 1.1-7 – Project Timeline Chart

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, March 31, 2021

Period: March 22, 2021 to March 28, 2021

Project Action Items – Overdue

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

ID	Description	Owner	Due Date
CSPM-5829	Converted Action Item # 385	Vamshi Korivi	03/23/21

Table 1.1-1 – Overdue Action Items

1.2. Project Deliverable Summary

Deliverable activity is summarized within the tables below.

Deliverable Status by Submission

DEL ID	Deliverable Name	DDED	FDED	Complete		Coming Soon	Final Approval
				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	07/31/21	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
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
9	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

Table 1.2-1 – Deliverable Status for Current Reporting Period

Overall Deliverable Status

DEL #	DELIVERABLE NAME	STATUS	Next Deadline
01.07	Monthly Workplan: April 2021	On-track	04/05/21 FDEL Submission
02.07	Monthly Status Report: April 2021	On-track	04/05/21 FDEL Submission
03	User Centered Design (UCD) Plan	Complete	
04.02	Requirements Traceability Matrix	Complete	
05	General System Design	Complete	
05.01	General System Design Part 2	Complete	
06	Technical System Design	Complete	
06.01	Technical System Design Part 2	Complete	
07	Master Test Plan	Complete	

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, March 31, 2021

Period: March 22, 2021 to March 28, 2021

08	Implementation Complete	On-track	01/04/22 DDEL Submission Due
09	M&O Plan	On-track	03/12/21 DDED Submission Due
10	Mobile App GSD/TSD	Complete	
11	Mobile Implementation Complete	On-track	01/04/22 DDEL Submission Due

Table 1.2-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

WP ID	Work Product Name	DWP	FWP	Status	
				Complete	Coming Soon
WP ID	Work Product Name	DWP	FWP	Final Approval	Track
12	SIT Test Case Format and Sample	01/12/21	01/25/21	02/01/21	Testing
13	Environment Management Plan	01/15/21	02/01/21	02/08/21	Dev/Ops
14	Performance Testing Strategy	01/15/21	02/01/21	02/08/21	Testing
15	System Test Cases				Testing
15.1	Component Batch 1	01/25/21	02/08/21	05/03/21	Testing
15.2	Component Batch 2	02/01/21	02/16/21		Testing
15.3	Component Batch 3	02/08/21	02/23/21		Testing
15.4	GSD Part II Test Case Updates	03/15/21	03/29/21		Testing
15.5	End to End Scenario Review	03/22/21	04/06/21		Testing
15.6	Interface Scenario and Test Case Review	04/05/21	04/19/21		Testing
15.7	GSD Part II Test Case Review (Addl. Component + End to End)	04/12/21	04/26/21		Testing
15.8	Conversion + ADA Scenario and Test Case Review	04/19/21	05/03/21		Testing
16	Operational Readiness Checklist	02/05/21	02/22/21		
17	System Security Management Plan	05/03/21	05/24/21	05/28/21	Security
18	Desktop to Wireframe Mapping	02/05/21	03/01/21	03/10/21	Design
19	Hi-fidelity Visual Comps	02/05/21	03/01/21	03/10/21	Design
20	Web Style Guide	02/05/21	03/01/21	03/10/21	Design
21	Communications Strategy	03/26/21	04/09/21	04/21/21	Implement.

Table 1.2-3 – Upcoming Work Product Deadlines

1.3. Project Risks and Issues

ID	Title	Details	Status	Impact	Severity	Date Logged
01	Portal and CalSAWS Schedule Alignment	Changes are needed to the CalSAWS Interfaces (APIs) to interface with the new BenefitsCal system (Portal/Mobile project). 02/16/21 – The risk severity was reduced to medium in alignment with QA, the Consortium,	Open	High	Medium	10/09/20

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, March 31, 2021

Period: March 22, 2021 to March 28, 2021

		and project team assessments.				
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1.4. CRFI/CIT 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
		No CITs submitted during the reporting period.				

Table 1.4-1 – CITs

The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date
		No CRFIs submitted during the reporting period.			

Table 1.4-2 – CRFIs

1.5. Activities for the Next Reporting Period

Requirements and Design

- ▶ Confirm Americans with Disabilities (ADA) vendor choice.
- ▶ Continue Release 3.0 design session preparation activities based on discovery research.
- ▶ Finalize designs for “Call Customer Service Center After Submitting Application.”

User Centered Design

- ▶ Conduct three plus (3+) interviews/focus groups with customers and WtW.
- ▶ Document remaining UCD research observations to begin data synthesis the week of 04/05/21.
- ▶ Prepare for and facilitate “what if” analysis meeting on 04/01/21 with team leads to finalize the Customer Experience (CX) measurement plan.
- ▶ Update CX measurement plan based on feedback from internal review.

Development

- ▶ Continue with driver stabilization across Expenses/Household/Assets/Other to address navigation issues.
- ▶ Continue Increment 2 planned development.
- ▶ Setup the Reports environment and schedule a meeting for virtual private cloud (VPC) peering.

CalSAWS – BenefitsCal (Portal/Mobile) Project

Weekly Status Report, March 31, 2021

Period: March 22, 2021 to March 28, 2021

Testing

- ▶ Conduct a test planning meeting on 03/30/21 for Cycle 1 execution updates and discussion of automation progress.
- ▶ Continue to support the Consortium to define integrated UAT approach and define tasks and timelines on 03/31/21.
- ▶ Continue to write the interface API test cases (approximately 30 are planned).
- ▶ Continue System Test execution for Increment 1 Cycle 1 (approximately 62 test cases are planned).
- ▶ Address comments received for the End to End Scenarios Draft Work Product.

Security

- ▶ Continue the planned user conversion activities and align expectations across the different teams involved.
- ▶ Conduct a working session on 03/31/21 with the CalSAWS Security Team to review the two (2) planned security domain responses.
- ▶ Post the validation of the identified vulnerabilities and advise on the remediation activities to be performed by the BenefitsCal Development Team. Log defects in JIRA for tracking purposes.

Cloud Infrastructure

- ▶ Continue to assist the Security Team with any questions that arise as part of the SSP creation process.
- ▶ Lead a weekly meeting with the Consortium Security Team to review CloudCheckr on 03/29/21.
- ▶ Attend the weekly Consortium Architecture Standard Review meeting on 04/02/21.
- ▶ Conduct assessment of environments to identify any unnecessary costs on 04/03/21.
- ▶ Facilitate additional meetings with the AWS SMEs to discuss API configuration to properly manage authenticated versus non-authenticated users on 03/29/21.

Communications Strategy

- ▶ Address comments received for the Communications Strategy Work Product.
- ▶ Refine key messaging and timing sheet.
- ▶ Draft first items on communications inventory to submit for review.

1.6. Deviations from Plan/Adjustments

- ▶ No deviations from the plan are noted.