CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: March 29, 2021 to April 4, 2021

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1.0   Statewide Portal/Mobile Project (BenefitsCal)

1.1.   Highlights of the Reporting Period

Project Management
► Submitted the Final Work Product for General System Design (GSD) Part 2 Test Case Updates.
► Provided resolutions to the comments received for the End to End Scenarios Draft Work Product.

Requirements and Design
► Supported development activities and provided design clarifications.
► Completed test case reviews for 18 application programming interfaces (APIs).
► Established a specific session plan for Release 3.0 design for the weeks of 04/12/21 and 04/19/21.
► Participated in a user acceptance test (UAT) batch jobs coordination meeting on 04/01/21and provided the information needed.
► Joined Strike Team kick-off meeting on 04/01/21 with Consortium, CalSAWS, QA and county representatives. The recurring working sessions will continue to establish the framework.
► Ideated on designs and reviewed insights from the User Centered Design (UCD) discovery research for Release 3.0.
► Finalized design concepts for "Interview Nudge After Application Submission."

User Centered Design (UCD)
► Conducted six (6) interviews/focus groups the week of 03/29/21 with a total of three (3) customers, four (4) Welfare-to-Work case workers, and two (2) Community-Based Organization (CBO)/FBO staff to collect data related to Release 3.0 and 4.0.
► Documented UCD research observations to prepare for data synthesis.
► Facilitated a Customer Experience (CX) metrics "what if" analysis meeting on 04/01/21 to finalize the baseline data request. We will host a final meeting on 04/09/21 to complete the activity.
► Met with the Advocate leads on 04/01/21 to review a proposal for monthly meetings to share out the results ongoing UCD activities.
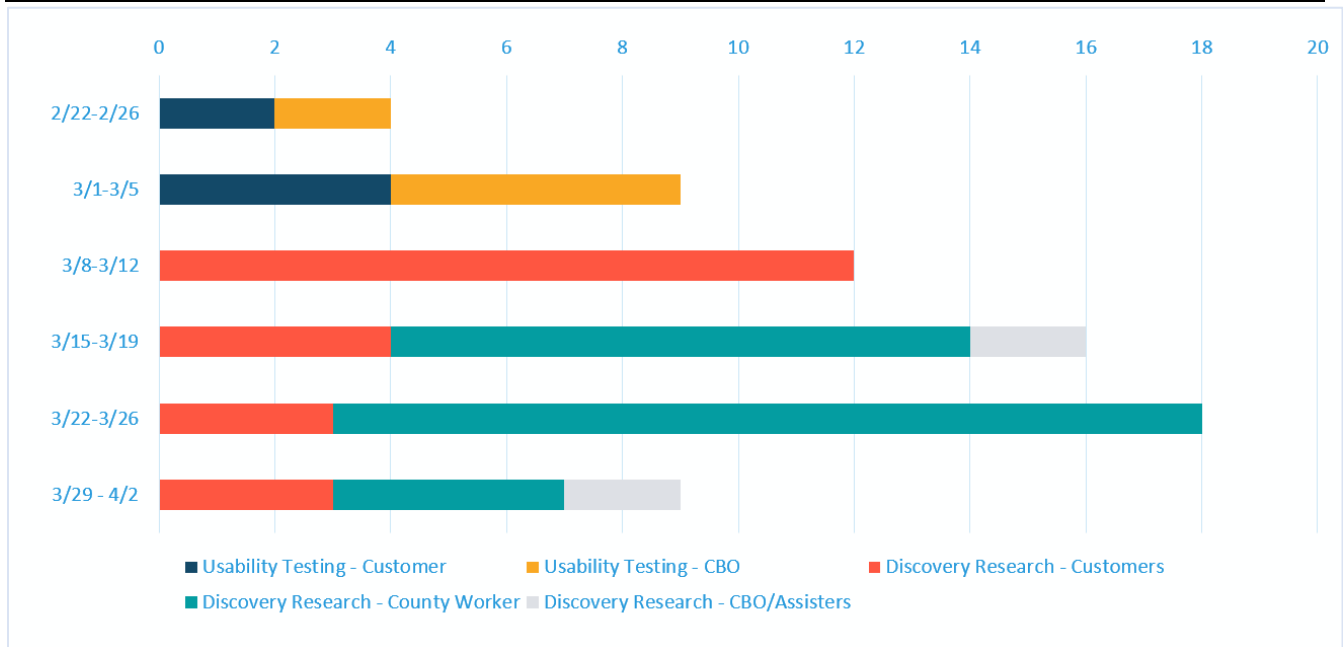
Figure 1.1-1 – UCD Stakeholder Engagement

Development

► For Increment 1, 50 widgets of 96 total remaining widgets were delivered for code review last Friday 04/02/21, and code reviews were prioritized over the weekend.
- o Increment 1 recovery date is now scheduled for 04/09/21 and all 96 remaining widgets will be delivered on that date.
- o Description: Development Widgets could not be reflected as complete until the code reviews are complete. These code reviews were completed over the weekend and will reflect within next week's weekly status report.
- o Recovery Plan: The development team will complete all widgets by 04/09/21 to complete the Increment 1 recovery this week.

► For Increment 2, developed 42 widgets of 38 planned widgets last week.
- o Increment 2 development is off schedule by 22 widgets.
- o Description: The Increment 2 team assisted the Increment 1 team with framework items to complete the Increment 1 recovery this week.
- o Recovery Plan: Additional widgets will be developed in the upcoming weeks to recover the schedule. There are no planned delays to the Increment 2 delivery date.

Development: Increment 1

	03/12/21	03/15/21	03/19/21	03/22/21	03/29/21	04/06/21	04/07/21	04/08/21	04/09/21
Planned	234	167	132	105	105	46	38	28	0
Actual	234	167	149	129	129				
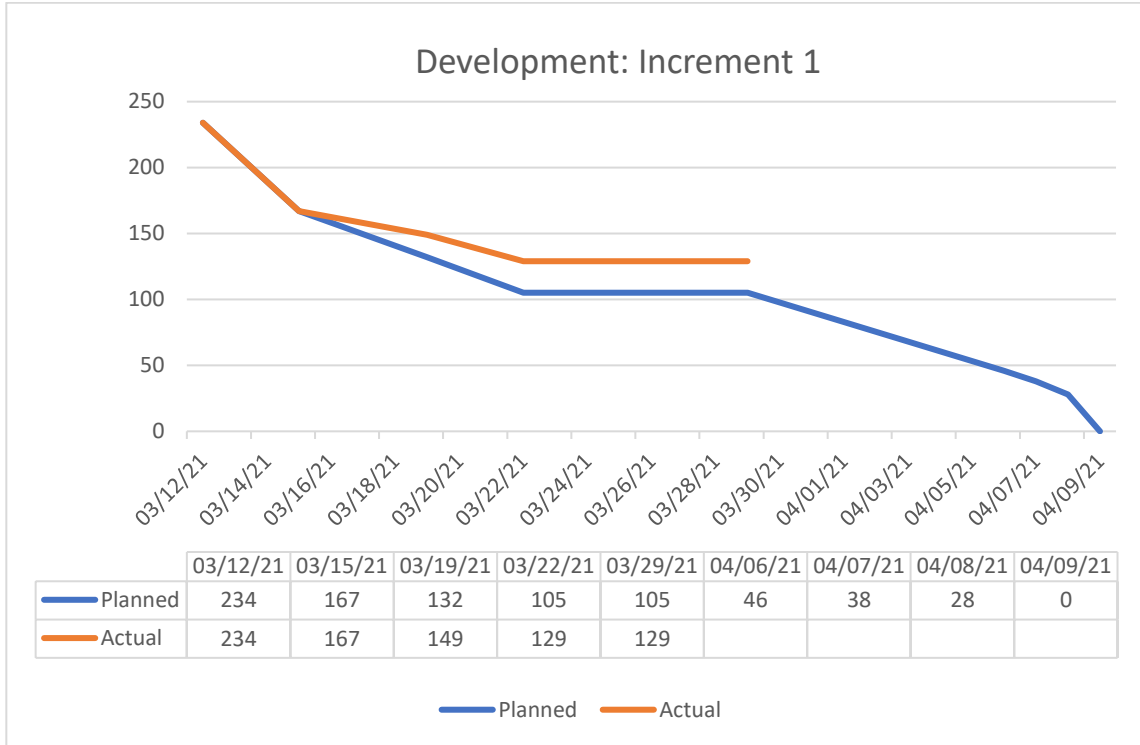
Figure 1.1-2 – Increment 1 Development Burndown

Development: Increment 2

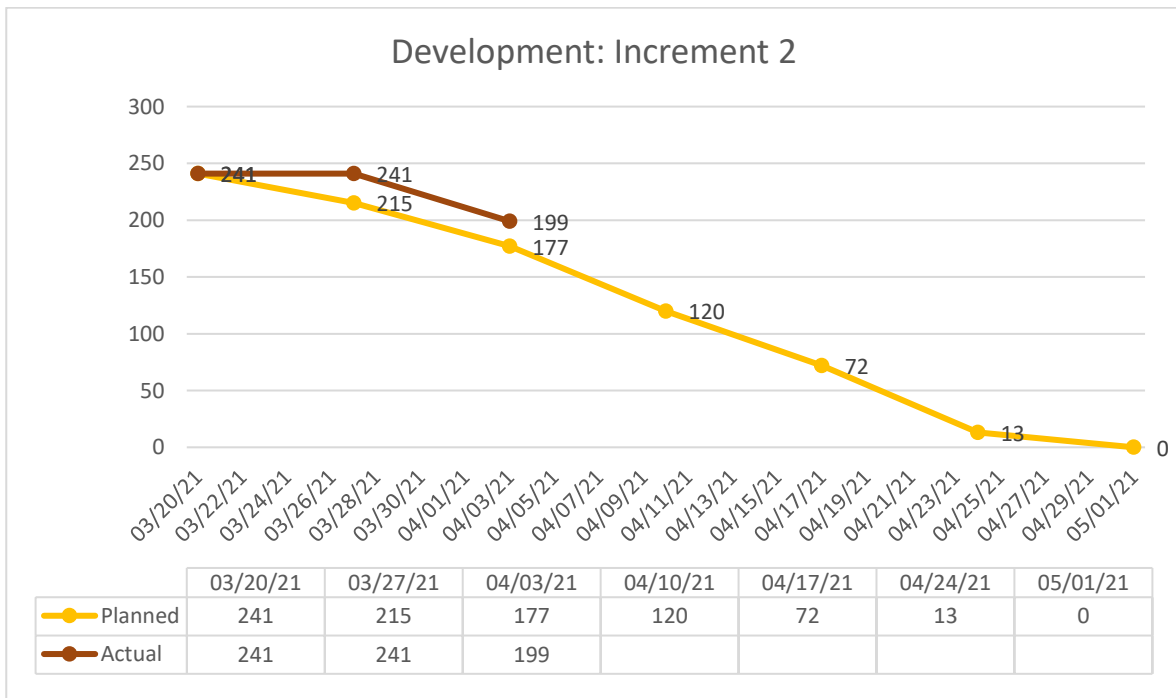|	03/20/21	03/27/21	04/03/21	04/10/21	04/17/21	04/24/21	05/01/21
Planned	241	215	177	120	72	13	0
Actual	241	241	199				

Figure 1.1-3 – Increment 2 Development Burndown

Testing

► Conducted the weekly test planning meeting on 03/30/21 with the Consortium and QA teams to provide Cycle 1 updates, execution reports, and defect category reports.

► Conducted the UAT JIRA tool meeting on 03/31/21 with the Consortium and the QA UAT teams to review the BenefitsCal JIRA setup and defect lifecycle. The BenefitsCal Team Provided a mapping of the detailed BenefitsCal defect statuses to the CalSAWS defect statuses.

► Participated in UAT meetings on 04/01/21 to provide updates to the integrated UAT approach and to discuss the BenefitsCal requirements to test the batches and scenarios that require time travel.

► Drafted interface test cases for 18 APIs out of the 18 planned.

► Wrote accessibility test cases for 12 out of the 12 planned.

► Addressed 346 comments received for the End to End Scenarios Draft Work Product.

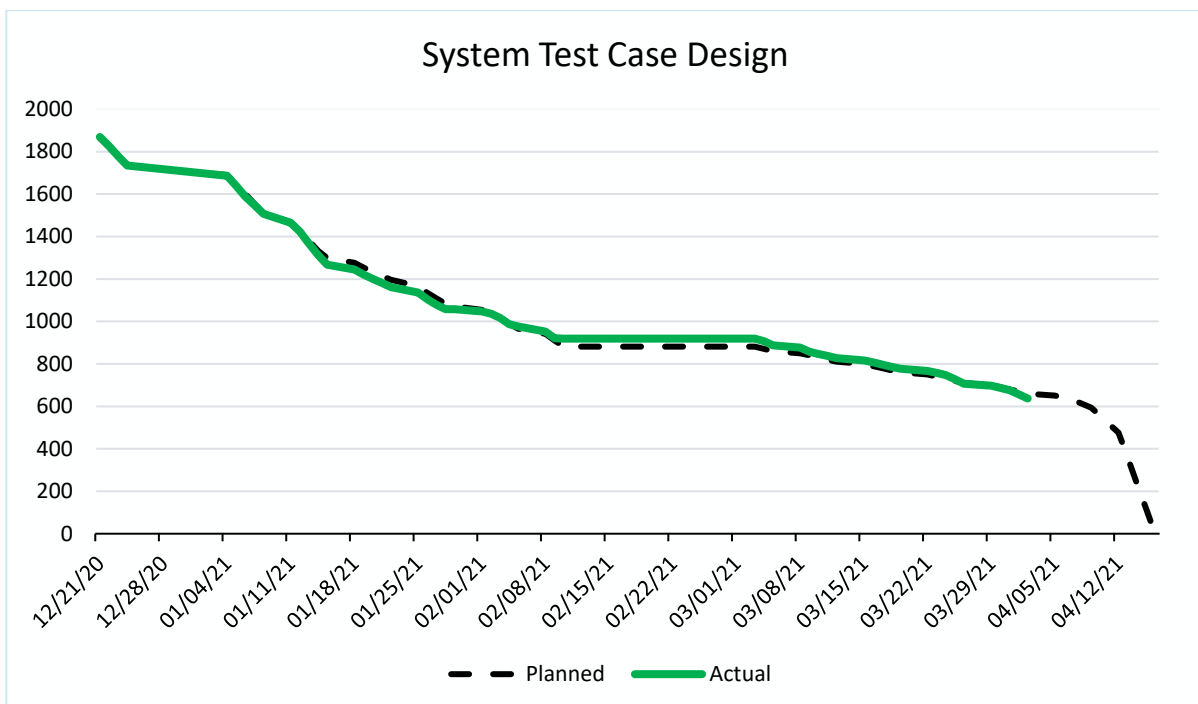► Executed 47 of the 45 planned test cases for Increment 1 Cycle 1 (ahead of schedule).

Figure 1.1-4 – System Test Case Design Burndown

System Test Execution
Increment 1: Cycle 1 and Cycle 2
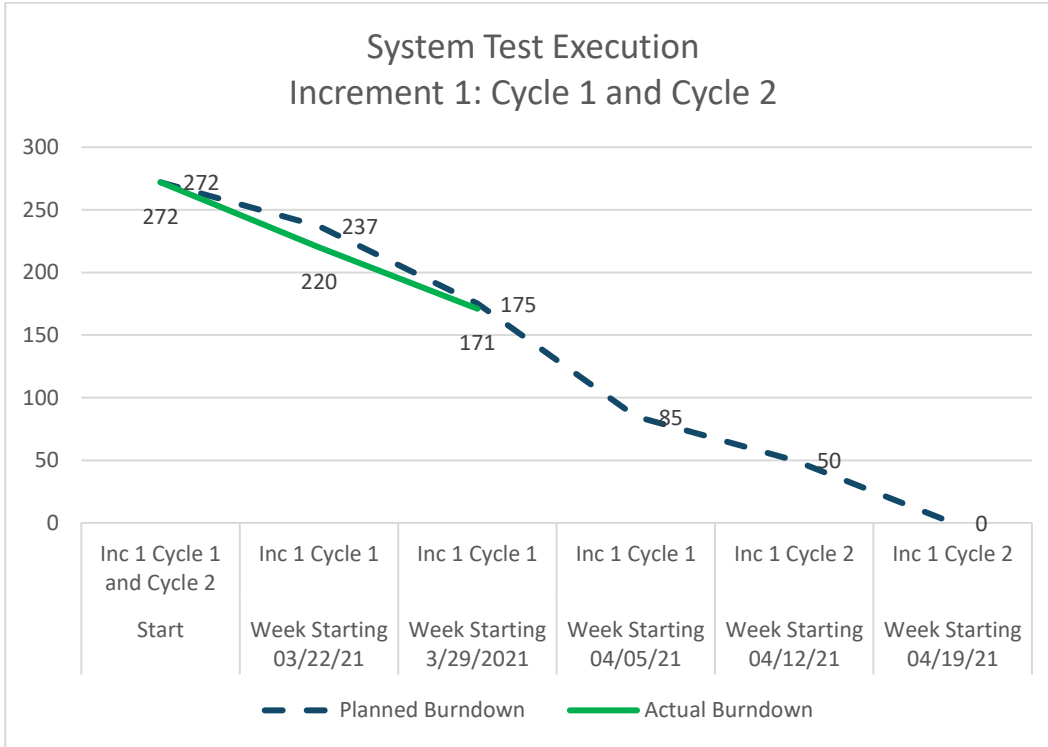
Figure 1.1-5 – System Test Execution Burndown – Increment 1

System Test Pass Rate	All	Excl Sev-4
Target as of 04/04/21	35%	50%
Actual as of 04/04/21	19%	39%
System Test Complete Date: 07/16/21		

System Test Status
Increment 1: Cycle 1

Blocked, 1, 0%
Passed, 13, 8%
Total Failed, 83, 49%
Not Started, 72, 43%
In Progress, 0, 0%

Legend:
- Passed
- Not Started
- In Progress
- Total Failed
- Blocked
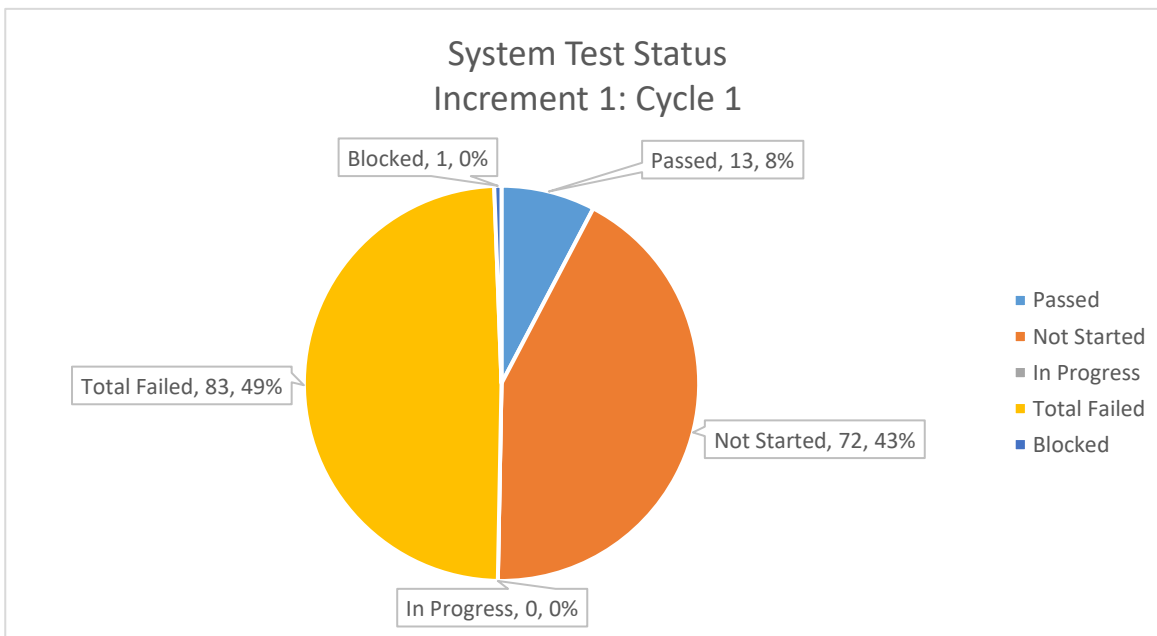
Figure 1.1-6 – System Test Execution Status – Increment 1, Cycle 1

Security: Account Conversion
► Conducted a meeting on 03/30/21 with Anna Chia and Jennifer Hobbs to determine the current status of the C4Y CBO account validation activities. 34 of the C4Y counties have reviewed and confirmed the CBO account information. The remaining counties will validate by 04/09/21.
► Conducted a meeting with the ForgeRock team on 03/30/21 to discuss the roles of the Admin user in the context of ForgeRock. This resulted in a defined understanding of the Admin user role and also answered a variety of questions (including the relevance of the forget username flow and when to set up new accounts).

Security: SSP and Security Scans
► Completed the System Security Plan (SSP) updates to the System and Communications Protection (SC) security control domain.
► The SSP security domain controls are currently 90% complete with 16 of the 17 controls finished.
► Executed the weekly static application security testing of the application source code and shared the analysis of the security scan reports with the BenefitsCal Development Team on 03/30/21 for further validation.

Cloud Infrastructure
► Hosted a weekly meeting on 03/29/21 with the Consortium Security Team to review CloudCheckr findings and to address any new findings.
► Facilitated a meeting with AWS on 03/29/21 to finalize the API architecture for the separation of authenticated and non-authenticated API requests.
► Assisted the security team with responses to the SSP around DNS Security on 03/31/21.
► Conducted an assessment of the environments to identify unnecessary costs based on CloudCheckr findings on 04/02/21. The results of the analysis will be reviewed within the Consortium on 04/05/21.
► Enabled logging for 20 S3 buckets on 03/30/21.
► Enforced HTTPS connectivity and SSE via bucket policies on 04/01/21.

Communications Strategy
► Responded to 21 comments received for the Communications Strategy Work Product.
► Drafted six (6) communications for internal review.

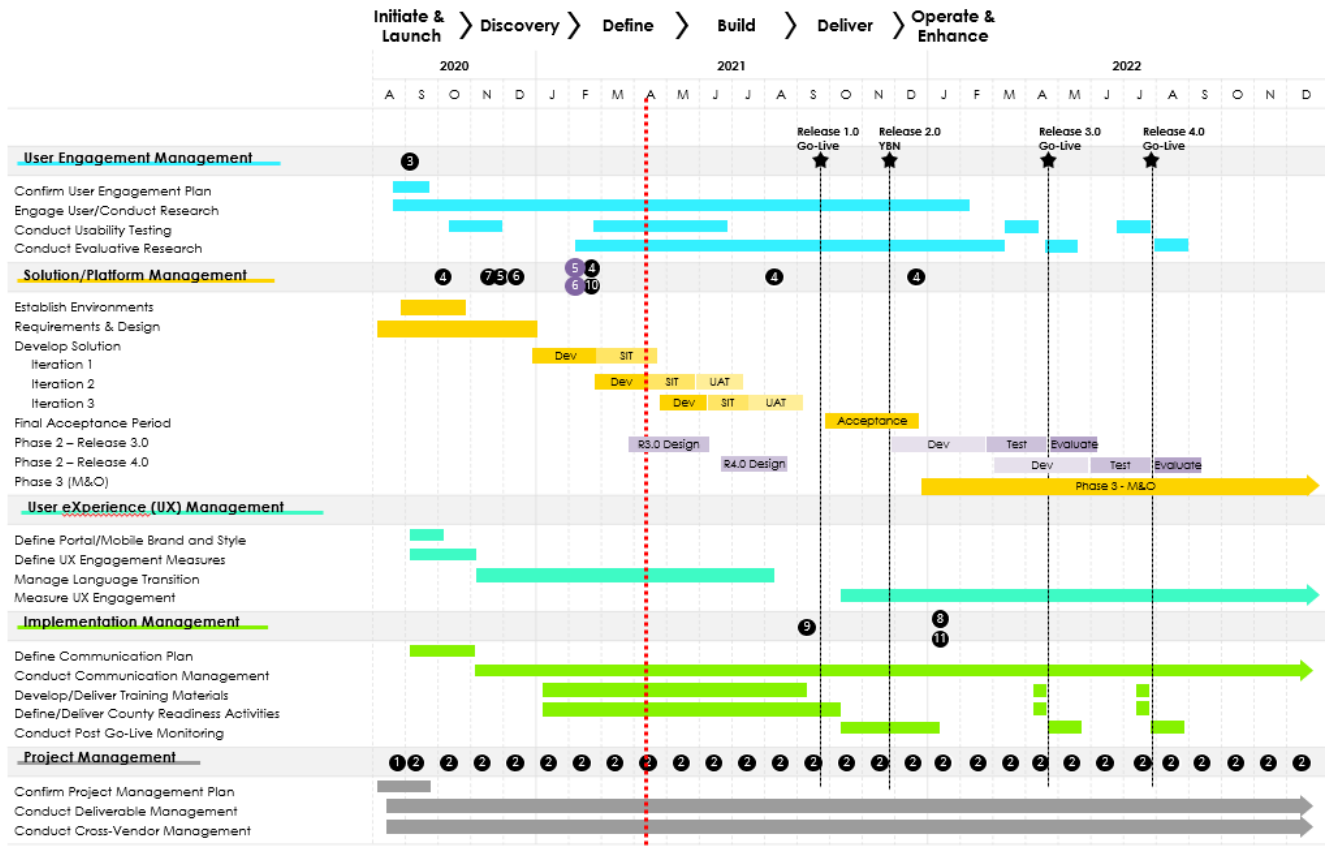**Project Timeline**

Figure 1.1-7 – Project Timeline Chart

Project Action Items – Overdue

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

ID	Description	Owner	Due Date
CSPM-5829	Accenture to provide the end point URLs for CalSAWS, ForgeRock, and Qlik hosted APIs.	Adnan B	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

| | | | 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
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

Upcoming Deliverable Deadlines

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
04.03	Requirements Traceability Matrix – Update 3	On-track	07/31/21 DDEL Submission
04.04	Requirements Traceability Matrix – Update 4	On-track	01/14/22 DDEL Submission
08	Implementation Complete	On-track	01/04/22 DDEL Submission
09	M&O Plan	On-track	05/03/21 DDED Submission
11	Mobile Implementation Complete	On-track	01/04/22 DDEL Submission

Table 1.2-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

	Complete		Coming Soon

ID	Work Product Name	DWP	FWP	Final Approval
12	**SIT Test Case Format and Sample**	01/12/21	01/25/21	02/01/21
13	**Environment Management Plan**	01/15/21	02/01/21	02/08/21
14	**Performance Testing Strategy**	01/15/21	02/01/21	02/08/21
15	**System Test Cases**			
15.1	Component Batch 1	01/25/21	02/08/21	
15.2	Component Batch 2	02/01/21	02/16/21	
15.3	Component Batch 3	02/08/21	02/23/21	
15.4	GSD Part II Test Case Updates	03/15/21	03/29/21	05/11/21
15.5	End to End Scenarios	03/22/21	04/06/21	
15.6	Interface Scenarios and Test Cases	04/05/21	04/19/21	
15.7	GSD Part II Test Cases (Addl. Component + E2E)	04/12/21	04/26/21	
15.8	Conversion + ADA Scenarios	04/19/21	05/03/21	
16	**Operational Readiness Report**	02/05/21	02/22/21	03/02/21
17	**System Security Management Plan**	05/03/21	05/24/21	05/28/21
18	**Desktop to Wireframe Mapping**	02/05/21	03/01/21	03/10/21
19	**High-Fidelity Visual Comps**	02/05/21	03/01/21	03/10/21
20	**Web Style Guide**	02/05/21	03/01/21	03/10/21
21	**Communications Strategy**	03/26/21	04/12/21	04/21/21

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 the QA, Consortium, and project team assessments. 03/26/21 – The risk was expanded to include the schedule challenges with the QA test: the QA team will gain access on 05/31/21, two weeks prior to UAT, and will test in a rolling two-week schedule ahead of UAT activities.	Open	High	Medium	10/09/20

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
► Plan for Release 3.0 design sessions based on discovery research.
► Plan the fourth round of usability testing (unmoderated).
► Request estimates for implementing "Call Customer Service Center After Submitting Application" from the Dev team.
► Cross compare policy materials for AR/AA/CBO functionality.
► Meet with the Consortium Workgroup to review changes to copy to align with reading levels.

User Centered Design
► Synthesize UCD research observations from interviews/focus groups with customers and WtW case workers and develop third round of discovery research insights.
► Plan for the development of intercept surveys (Medalia).
► Collaborate with the Design and Functional teams on design concepts for Release 3.0.

Development
► Develop 50 widgets by 04/09/21 in alignment with the Increment 1 recovery plan.
► Develop 103 widgets by 04/09/21 in alignment with the Increment 2 plan.
► Develop all widgets required to submit an application (happy path) by 04/08/21.

Testing
► Conduct an end to end scenario alignment meeting on 04/07/21 to align test scenarios with FIS for the Electronic Benefit Transfer (EBT) scenarios.
► Write 30 test case for GSD Part 2 and accessibility testing.
► Execute approximately 90 system test cases for Increment 1 Cycle 1.
► Submit the Interface Test Case Draft Work Product on 04/05/21.
► Address comments received for the End to End Scenarios Draft Work Product.

Security: Account Conversion
► Load user extract corresponding to fifty (50) user accounts provided by ForgeRock in BenefitsCal database.
► Review and validate CBO account user information provided by Counties and identify any missing information.
► Transform the CBO user account information for ForgeRock IAM load.

Security: SSP and Security Scans
► Conduct the working sessions scheduled on 04/06/21 and 04/09/21 with the CalSAWS Security Team to review the two (2) planned security domain responses.
► Log the identified security vulnerability concerns in JIRA and support questions from the BenefitsCal Development team as they remediate.

Cloud Infrastructure
► Facilitate a weekly meeting on 04/05/21 with the Consortium Security Team to review CloudCheckr findings.
► Review pipelines and configurations to validate regions and AZs are controlled by variables to better support DR to another region.
► Submit TBCR for AWS Network Firewall on 04/05/21.
► Validate audit logging of AWS services on 04/09/21.

Communications Strategy
► Draft additional communications.
► Respond to all comments received for the Work Product.

1.6.   Deviations from Plan/Adjustments

► No deviations from the plan are noted.