

CalSAWS BenefitsCal  
(Portal/Mobile) Weekly Status  
Report

Reporting Period: April 5, 2021 to April 11, 2021

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## 1.0 Statewide Portal/Mobile Project (BenefitsCal)

### 1.1 Highlights of the Reporting Period

#### Project Management

- ▶ Submitted one (1) Final Work Product for End to End Scenario Review and two (2) final deliverables; the Monthly Status Report and the Work Plan on 04/05/21.
- ▶ Addressed comments related to the General System Design (GSD) Part 2 Test Case Updates, End to End Scenario Review, and Interface Scenario and Test Case Review.
- ▶ Participated in the SSP Committee meeting on 04/06/21 and presented Account Management and Document Upload functionality.

#### Requirements and Design

- ▶ Supported development activities and provided design clarifications.
- ▶ Compared policy materials for AR/AA/CBO functionality.
- ▶ Scheduled design sessions for Release 3.0 for the weeks of 04/12/21 and 04/19/21.
- ▶ Participated in the weekly Strike Team meeting on 04/08/21 and discussed activities to establish a framework.
- ▶ Created designs for the Support Request screens for Release 3.0.

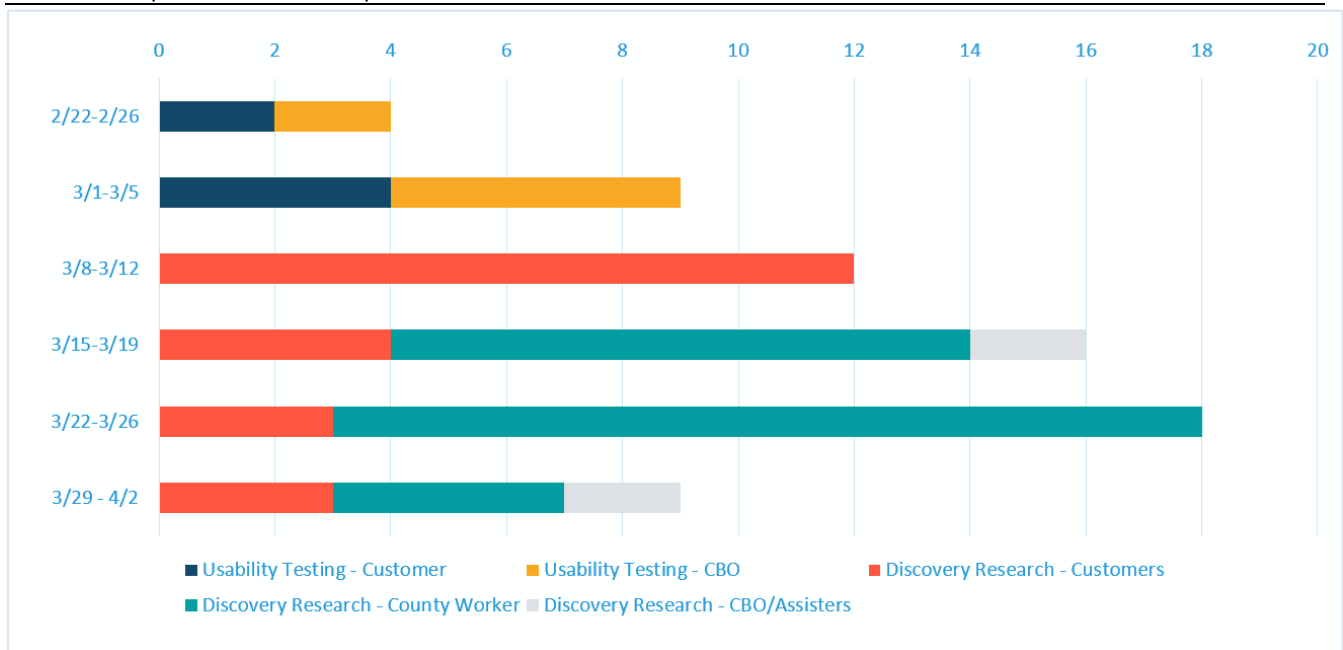
#### User Centered Design (UCD)

- ▶ Completed the documentation of 450+ research observations from the UCD discovery research.
- ▶ Synthesized observations by documenting themes based on observations in order to begin development of UCD insights.
- ▶ Drafted UCD insights related to the Support Requests screens for Release 3.0 to share at a working session on 04/13/21.
- ▶ Collaborated with the Design and Functional teams to develop an approach for the Support Requests screens for Release 3.0 and to prepare for a working session on 04/13/21.
- ▶ Facilitated a Customer Experience (CX) metrics “what if” analysis meeting on 04/08/21 and identified the next steps to map out data request forms (Excel spreadsheet).
- ▶ Met with Anna Chia on 04/07/21 to update the due date for the CX Measurement Plan to 05/03/21.

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**Figure 1.1-1 – UCD Stakeholder Engagement**

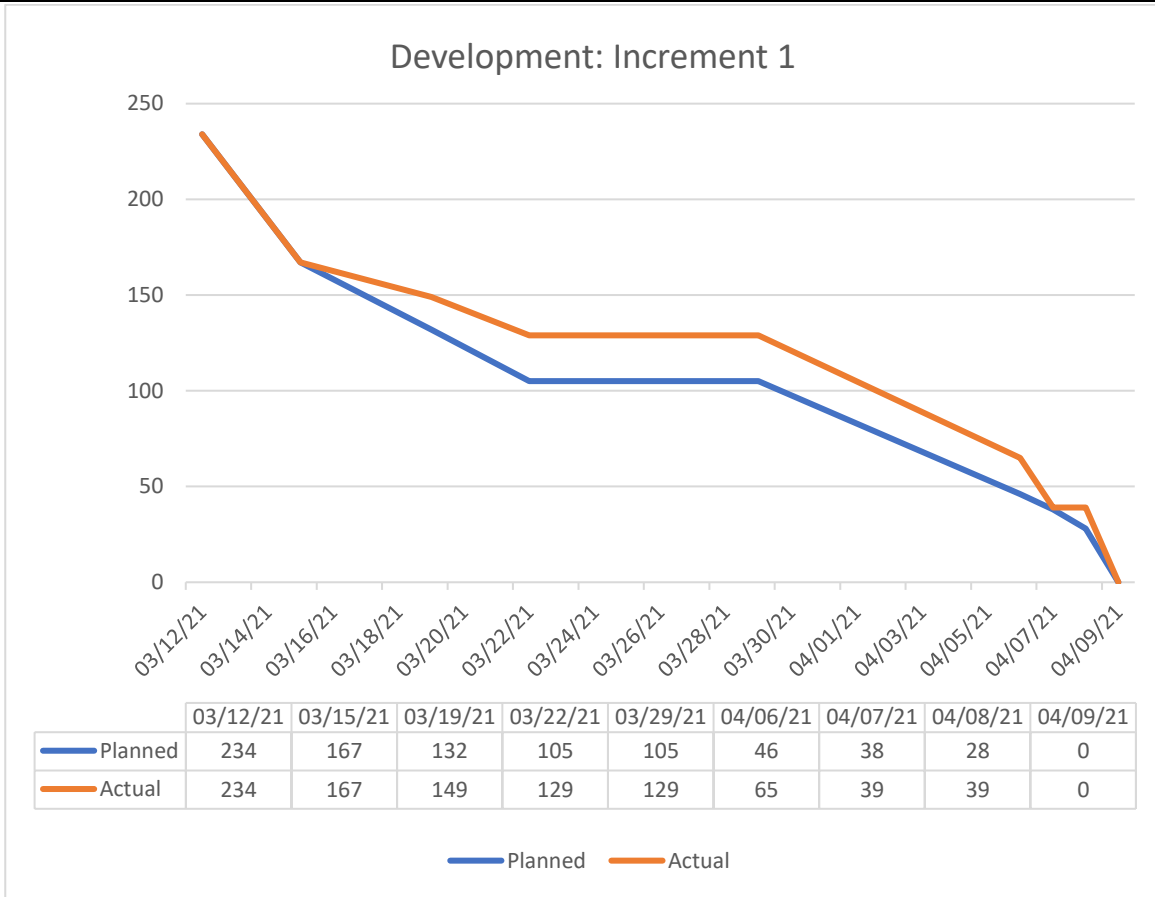
## Development

- ▶ For Increment 1, 46 widgets of the 46 total remaining widgets delivered for code review on 04/10/21.
  - Increment 1 recovery is now complete. The team delivered all 234 development widgets for system test.
- ▶ For Increment 2, developed 33 widgets of the 57 planned widgets last week.
  - Increment 2 development is off schedule by 47 widgets.
  - Description: The Increment 2 team assisted the Increment 1 team with framework items to complete the Increment 1 recovery this week. Staffing and resources are impacted by the pandemic.
  - Recovery Plan: The teams will develop additional widgets in the upcoming weeks to recover the schedule. There are no planned delays to the Increment 2 delivery date.

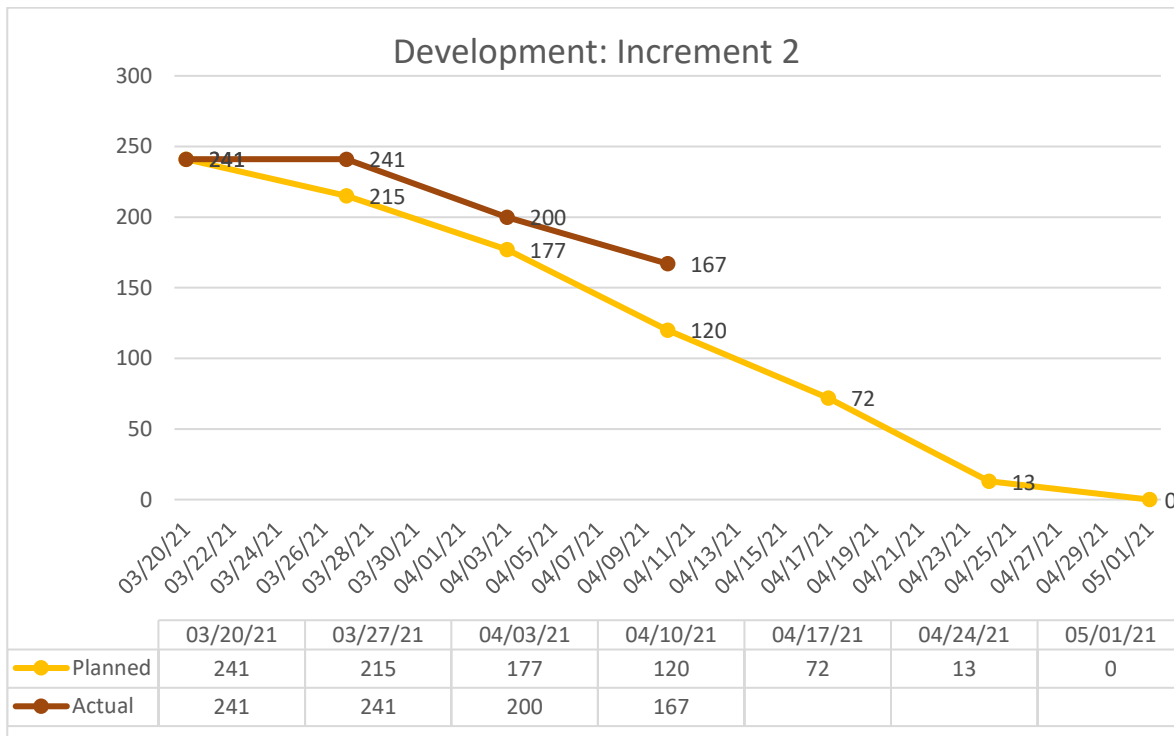
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**Figure 1.1-2 – Increment 1 Development Burndown**



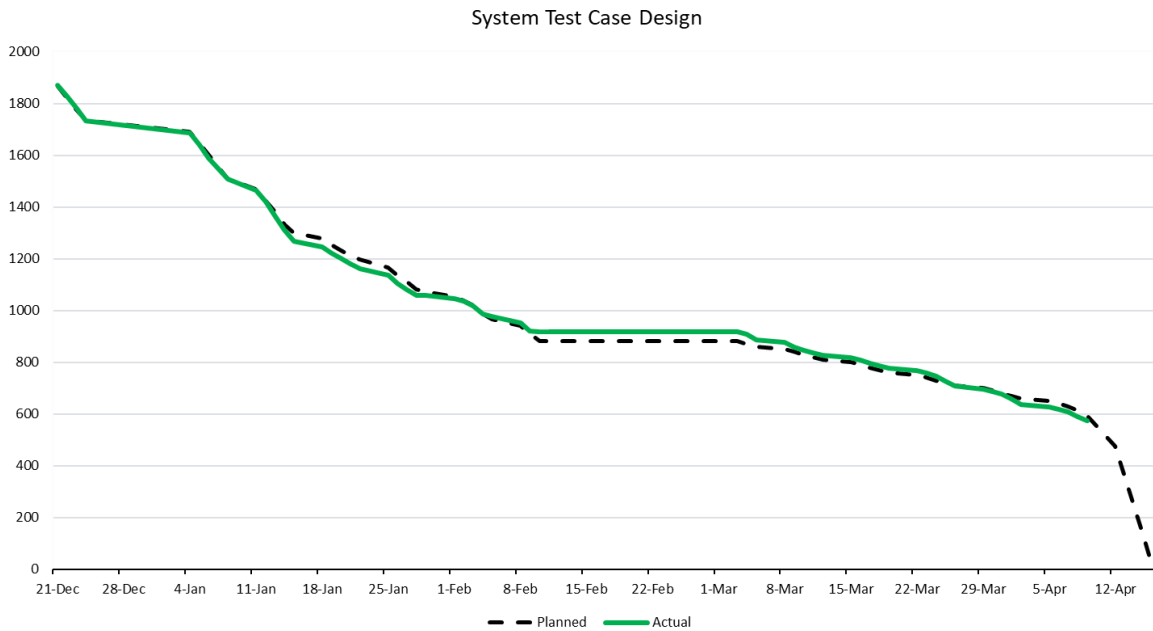
**Figure 1.1-3 – Increment 2 Development Burndown**

**Test case Design**

- ▶ Wrote 68 out of the 68 planned test cases for the GSD 2 features.
- ▶ Completed writing 22 out of the 22 planned accessibility test cases.
- ▶ Collaborated with the Consortium to close out all 238 comments for the GSD Part 2 Test Cases Final Work Product.
- ▶ Submitted the End to End Scenarios Final Work Product on 04/05/21.
- ▶ Submitted the Interface Test Cases Draft Work Product on 04/05/21.
- ▶ Conducted a weekly test planning meeting with the Consortium and QA teams on 04/06/21 to provide Cycle 1 updates and discuss automation updates and remediation plans for low pass percentage.
- ▶ Participated in the BenefitsCal Defect Analysis meeting on 04/05/21 to gather inputs on the defect severities analyzed by the QA team.
- ▶ Participated in a User Acceptance Test (UAT) meeting with the Consortium on 04/07/21 to provide updates to the integrated UAT approach and to discuss BenefitsCal UAT functionalities.
- ▶ Conducted the Partner Scenario Alignment meeting with the Consortium, FIS, and QA teams on 04/07/21 and gained alignment on partner testing execution with FIS for the EBT Component, Interfaces, and End to End Scenarios.

**System Test Execution**

- ▶ Executed 38 of the 91 remaining planned test cases for Increment 1 Cycle 1. The remaining execution is planned for completion by Thursday, 04/15/21 in parallel with Cycle 2, to achieve the target test case execution.



**Figure 1.1-4 – System Test Case Design Burndown**

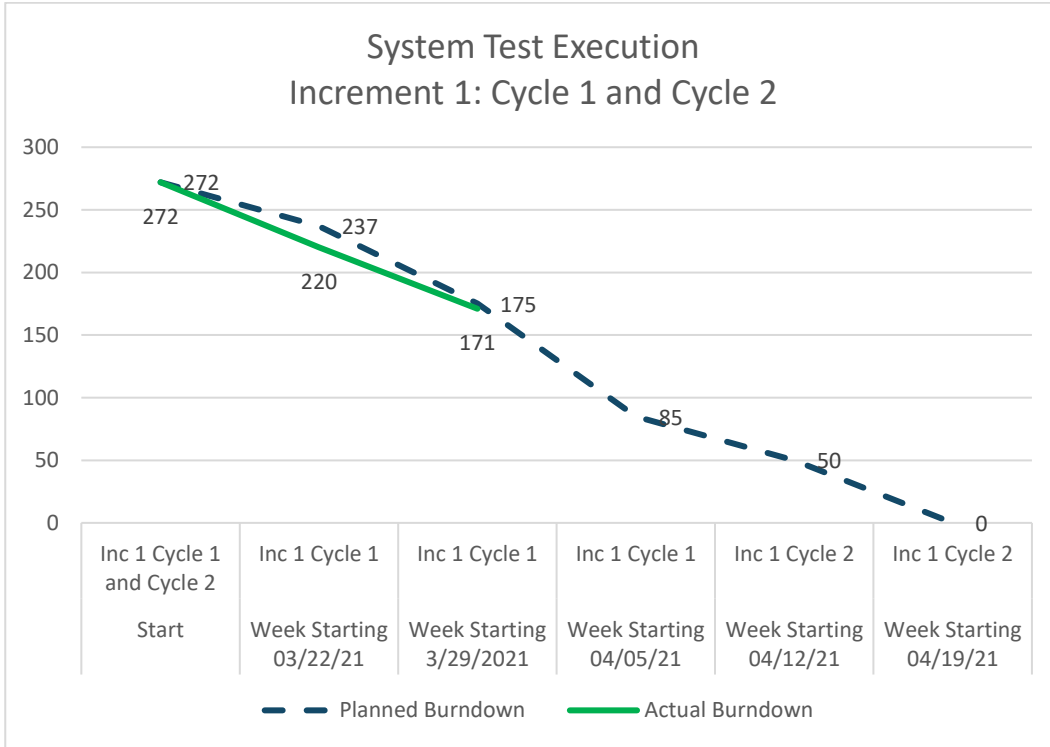


Figure 1.1-5 – System Test Execution Burndown – Increment 1

System Test Pass Rate (of executed test cases)	All	Excl Sev-4	Test Case Execution
Target as of 04/11/21	60%	65%	190 test cases
Actual as of 04/11/21	58%	66%	137 test cases

System Test Complete Date: 07/16/21

Table 1.1-1 – System Test Pass Rate

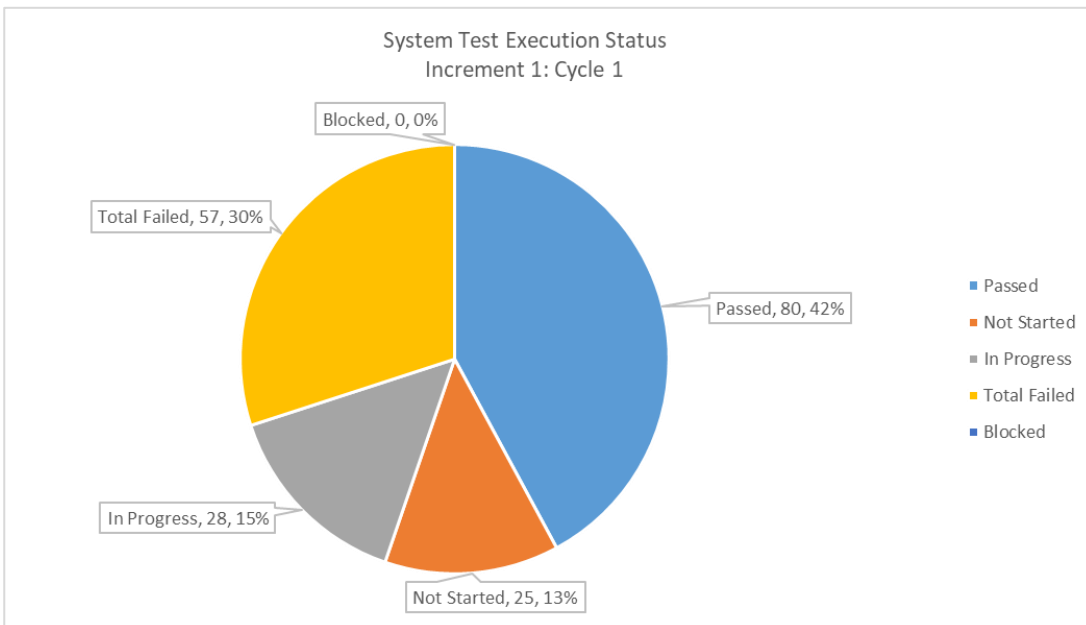


Figure 1.1-6 – System Test Execution Status: Increment 1, Cycle 1

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### **Security: Account Conversion**

- ▶ Reviewed the Community Based Organization (CBO) user data provided by the counties for data quality issues and provided the findings to the Consortium. The Consortium will work with the counties to remediate the data quality issues.
- ▶ Conducted a meeting on 04/08/21 with the CalSAWS PMO Team (Anna Chia and Jennifer Hobbs) to align next steps on CBO user conversion needs, including working with Counties identifying/confirming CBOs, obtaining mandatory data elements. The revised due date is now 05/30/21.
- ▶ Conducted meetings on 04/06/21 and 04/07/21 with the CalSAWS PMO Team (Anna Chia and Jennifer Hobbs) to provide clarification on the privileges associated with the BenefitsCal admin user role and to determine the resources to be designated for the role. The result of this meeting was an aligned understanding of the permissions and responsibilities of the role and five (5) resource names identified and provided to the ForgeRock team to provision the role.

### **Security: System Security Plan (SSP) and Security Scans**

- ▶ Continued development of the System Security Plan (SSP) in preparation for the submission of the work product.

### **Cloud Infrastructure**

- ▶ Supported the development team with CloudFront implementation, API/Lambda troubleshooting, and log access on 04/05/21 through 04/09/21.
- ▶ Supported developers by running SonarQube scripts for both front-end and backend access on 04/09/21.
- ▶ Initiated the Am I Eligible chatbot implementation for BenefitsCal on 04/08/21.
- ▶ Initiated the BenefitsCal marketing site implementation on 04/09/21.

### **Communications Strategy**

- ▶ Responded to the comments received for the Communications Strategy and prepared the Final Work Product for submission.
- ▶ Drafted email communications for internal review, please refer to the status charts below for the progress made toward communications.
- ▶ Drafted a communications timeline for audiences in the communications strategy.



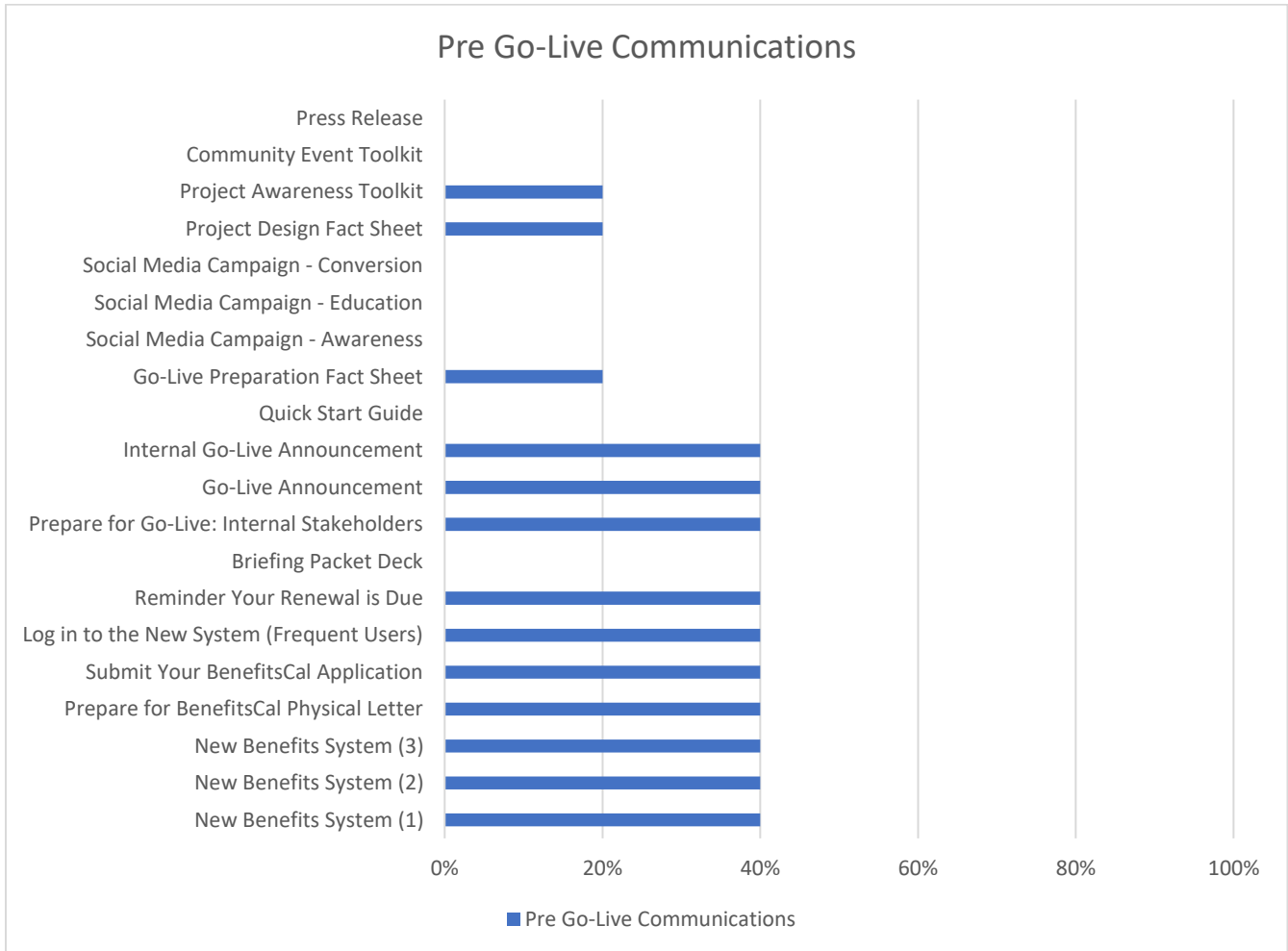


Figure 1.1-7 – Communications: Pre Go-Live

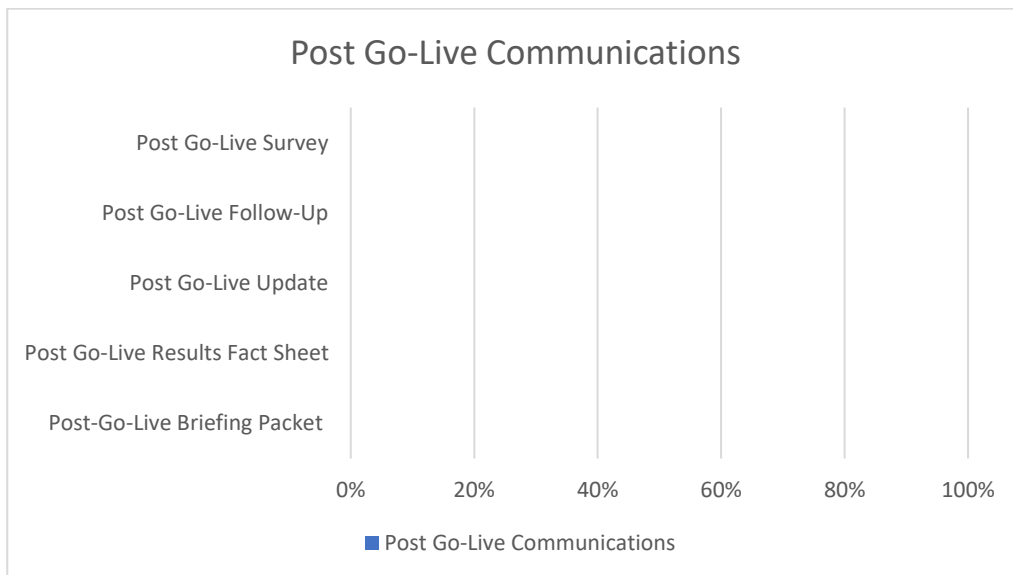


Figure 1.1-8 – Communications: Post Go-Live

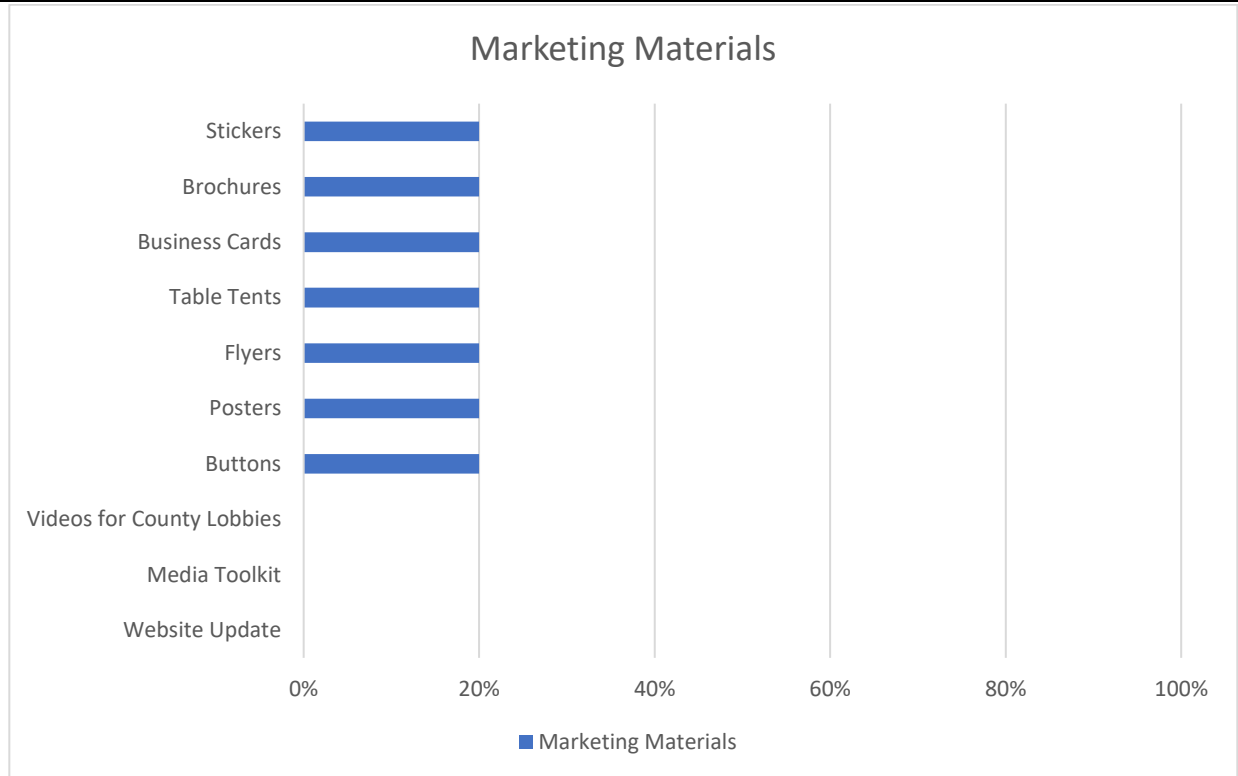


Figure 1.1-9 – Communications: Marketing Materials

**Training**

- ▶ Finalized an approach to workshops to validate training needs and scheduled Training Discovery sessions.
- ▶ Set up project files, templates, and repositories to prepare for the development of Training Materials.
- ▶ Created a Training Inventory to define the trainings and formats needed.
- ▶ Created an outline of a roadshow presentation for counties, in progress.

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## Project Timeline

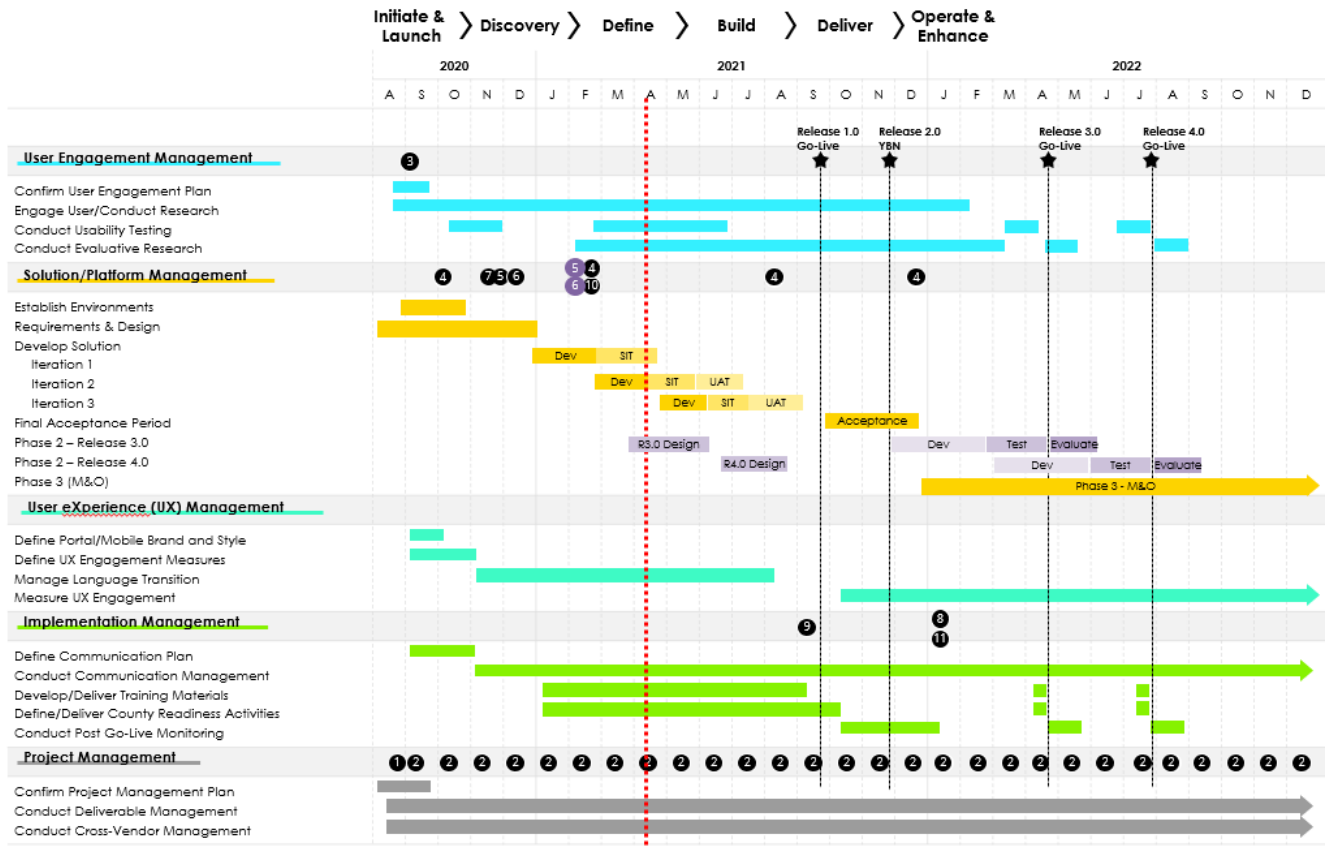


Figure 1.1-10 – Project Timeline Chart

### Project Action Items – Overdue

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

ID	Description	Owner	Due Date
	No overdue action item during this reporting period.		

Table 1.1-2 – Overdue Action Items

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### 1.2. Project Deliverable Summary

Deliverable activity is summarized within the tables below.

#### Deliverable Status by Submission

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
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	04/16/21 FDEL Approval
02.07	Monthly Status Report: April 2021	On-track	04/16/21 FDEL Approval
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**

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### Work Product Status by Submission

		Complete	Coming Soon		
ID	Work Product Name	DWP	FWP	Final Approval	
12	<b>SIT Test Case Format and Sample</b>	01/12/21	01/25/21	02/01/21	
13	<b>Environment Management Plan</b>	01/15/21	02/01/21	02/08/21	
14	<b>Performance Testing Strategy</b>	01/15/21	02/01/21	02/08/21	
15	<b>System Test Cases</b>				
15.1	Component Batch 1	01/25/21	02/08/21	05/11/21	
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		
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	<b>Operational Readiness Report</b>	02/05/21	02/22/21		
17	<b>System Security Management Plan</b>	05/03/21	05/24/21	05/28/21	
18	<b>Desktop to Wireframe Mapping</b>	02/05/21	03/01/21	03/10/21	
19	<b>High-Fidelity Visual Comps</b>	02/05/21	03/01/21	03/10/21	
20	<b>Web Style Guide</b>	02/05/21	03/01/21	03/10/21	
21	<b>Communications Strategy</b>	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	<p>Changes are needed to the CalSAWS Interfaces (APIs) to interface with the new BenefitsCal system (Portal/Mobile project).</p> <p>02/16/21 – The risk severity was reduced to medium in alignment with the QA, Consortium, and project team assessments.</p> <p>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.</p>	Open	High	Medium	10/09/20

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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

- ▶ Meet with the County Workgroup to review proposed text changes to enhance reading comprehension based on usability tests.
- ▶ Facilitate two (2) Support Request functionality working sessions with the Welfare to Work (WtW) case workers.
- ▶ Plan Usability Testing Round 4 (unmoderated).

#### User Centered Design

- ▶ Participate in two (2) working sessions with the Design team on 04/13/21 and 04/15/21.
- ▶ Create data request forms for baseline metrics to review with the internal team on 04/14/21.
- ▶ Prepare an updated data request for the baseline metrics to review with the Consortium the week of 04/19/21.
- ▶ Prepare a draft report on the UCD Discovery for Release 3.0.

#### Development

- ▶ Develop 48 widgets by 04/16/21 in alignment with the Increment 2 plan.

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### Testing

- ▶ Conduct a Test Planning meeting on 04/13/21 with the QA Team to provide Cycle 1 execution updates and to receive a QA Review Checklist walkthrough.
- ▶ Write the 30 planned conversion and accessibility test cases.
- ▶ Execute the approximately 35 system test cases for Increment 1 Cycle 2.
- ▶ Submit the GSD Part 2 Test Cases Review (New Functionality) Draft Work Product on 04/12/21.

### Security: Account Conversion

- ▶ Convert the CBO user data provided by the counties into the template for the ForgeRock load.

### Security: SSP and Security Scans

- ▶ Conduct the working sessions scheduled on 04/16/21 to review and address feedback from the CalSAWS Security Teams on the BenefitsCal SSP.
- ▶ 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 with the Consortium Security Team on 04/12/21 to review the CloudCheckr findings.
- ▶ Submit TBCR for AWS Network Firewall on 04/12/21.
- ▶ Build the Dev environment for the chat bot on 04/16/21.
- ▶ Finalize requirements for the marketing site on 04/13/21.
- ▶ Build the Dev environment for the marketing site on 04/15/21.

### Communications Strategy

- ▶ Setup and access AWS pinpoint to start planning the communications distribution.
- ▶ Review comments received for the Communications Strategy Final Work Product submission.
- ▶ Continue development of communications.

### Training

- ▶ Facilitate three (3) discovery sessions to confirm BenefitsCal training needs.
- ▶ Develop the Training Inventory.
- ▶ Continue to develop the BenefitsCal roadshow training.

## 1.6. Deviations from Plan/Adjustments

- ▶ No deviations from the plan are noted.