CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: April 12, 2021 to April 18, 2021

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1.0   Statewide Portal/Mobile Project (BenefitsCal)

1.1.   Highlights of the Reporting Period

Project Management
► Submitted one (1) Draft Work Product for GSD Part II Test Case Review and one (1) Final Work Product for Communication Strategy on 04/12/21.
► Addressed comments received for End to End Scenarios Review and responded to 185 of the 209 comments received for Interface Test Cases.

Requirements and Design
► Conducted two (2) working sessions with Welfare to Work (WtW) Specialists (04/13/21 and 04/15/21) for Support Request designs.
► Participated in one (1) session with CDSS and DHCS on 04/16/21 to confirm required fields by program.
► Met with the Consortium Workgroup on 04/13/21 to review text/language updates based on UCD research, to improve readability. Text changes were approved.
► Met with the Consortium UAT Team on 04/15/21 to prepare for the LA County UAT Kick-Off meeting.

User Centered Design (UCD)
► Supported the Design team with two (2) working sessions on 04/13/21 and 04/15/21 to gain WtW Worker feedback on Release 3.0 Support Requests.
► Supported Design and Functional teams by ideating on a new solution for Support Requests.
► Facilitated CX metrics "what if" analysis meetings on 04/12/21, 04/13/21, and 04/14/21 to review data requests (Microsoft Excel spreadsheet) and example data visualizations for reports, to identify next steps for CX Measurement.
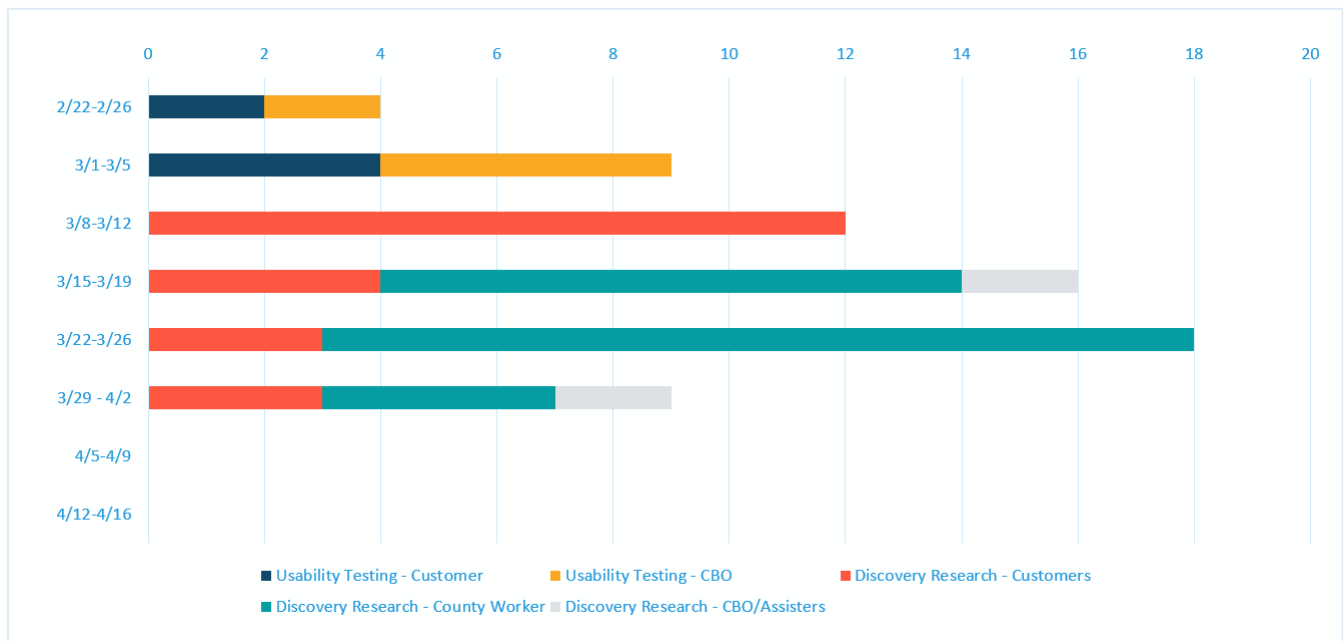► Drafted the Customer Modes and Mindsets insights and began reviews.

Figure 1.1-1 – UCD Stakeholder Engagement

Development

► For Increment 2, developed 52 tasks of the 48 planned tasks last week.
  o Increment 2 development is off schedule by 43 tasks.
    ▪ 19 tasks (19 of 43, or 45%) are completely developed and pending only the ADA and Multi-Lingual framework verification steps within the Unit Test.
  o Description:
    ▪ Staffing and resources are impacted by the pandemic.
    ▪ Additionally, ADA unit test and Language Translation unit test activities are in progress and are anticipated to complete by 05/01/21.
  o Impact: This will not impact the start of the subsequent System Test activities. System Test for Increment 2 will begin on-schedule.
  o Recovery Plan: The teams will develop additional widgets in the next two weeks to recover the schedule, including weekend work. Additionally, there are daily end of day touchpoints to adjust in real-time where there are pandemic impacts to the team. There are no planned delays to the Increment 2 delivery date; however, daily status reviews are in progress and we will notify of any changes.
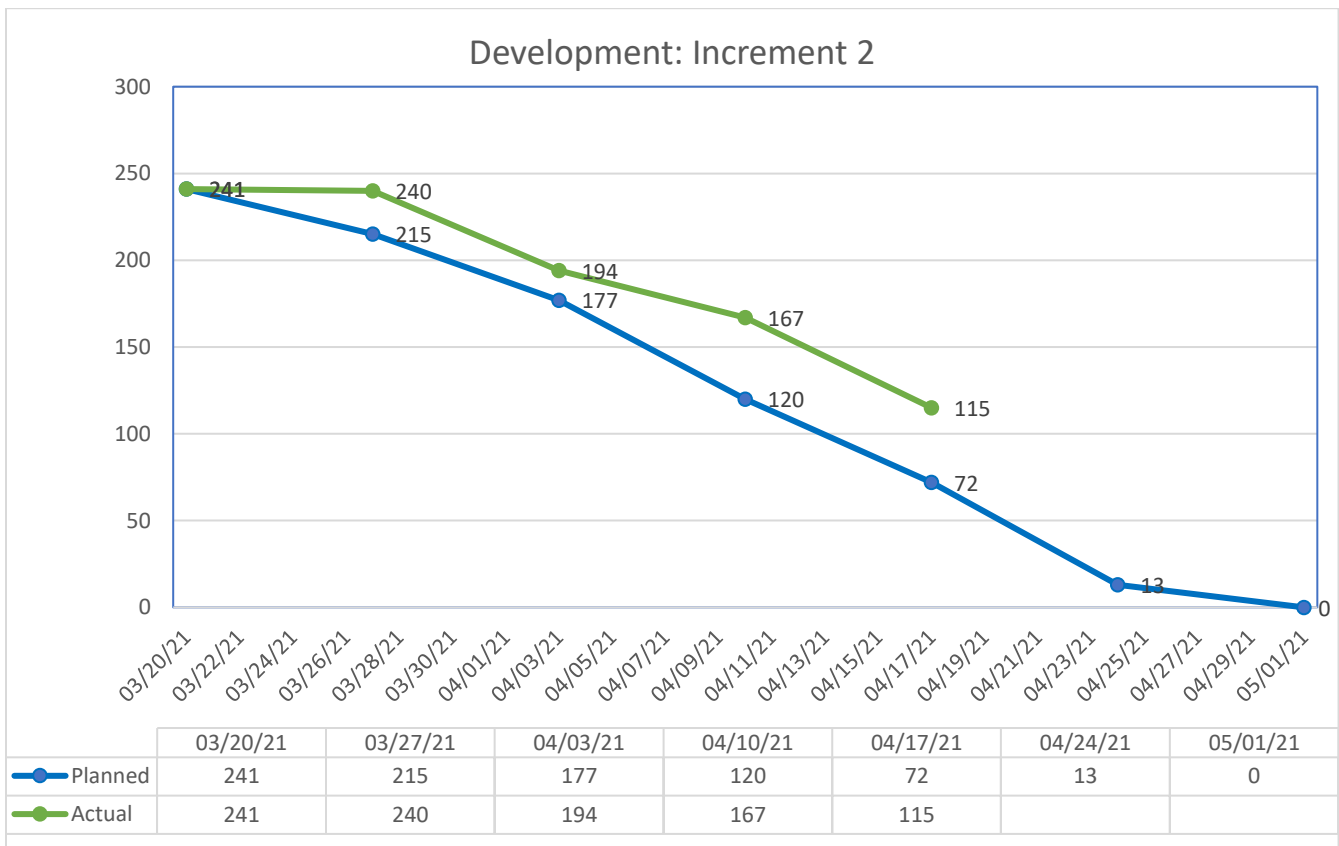

	03/20/21	03/27/21	04/03/21	04/10/21	04/17/21	04/24/21	05/01/21
Planned	241	215	177	120	72	13	0
Actual	241	240	194	167	115		

Figure 1.1-2 – Increment 2 Development Burndown

Test Case Design

► Wrote 39 out of the 39 planned test cases for Data Conversion.
► Assisted the Consortium to close out all 421 comments for the End to End Scenarios Final Work Product.
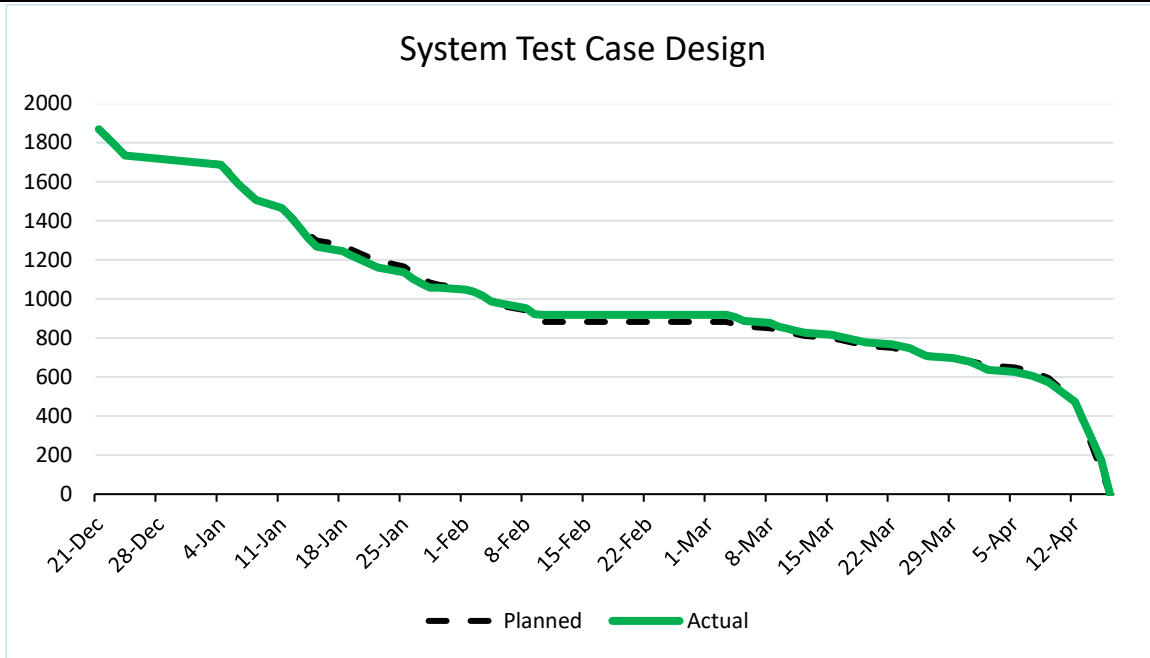► Responded to 185 of the 209 comments received on the Interface Test Cases Draft Work Product.

System Test Case Design

Figure 1.1-3 – System Test Case Design Burndown

System Test Execution

► Increment 1: Cycle 1: Completed 100% execution.
► Increment 1: Cycle 2: Executed 34 of the 35 planned test cases.
  o Cycle 2 test execution is off schedule by 1 test case.
  o Remediation: The System Test team staffing and resources are impacted by the pandemic – three (3) resources were out last week due to COVID. The team will recover the one test case for next week and is increasing staffing levels to mitigate future pandemic issues.
► Increment 2: Cycle 0: Early pre-testing of Increment 2 began.
► Hosted daily System Test status calls with the Consortium and QA Teams to provide updates on system test execution and defect resolution.
► Conducted a weekly test planning meeting on 04/13/21 with the Consortium and QA teams to provide Cycle 1 updates and to discuss the automation and remediation plans.
► Participated in a User Acceptance Test (UAT) meeting on 04/14/21 with the Consortium to provide updates to the integrated UAT approach and to demo BenefitsCal functionalities.
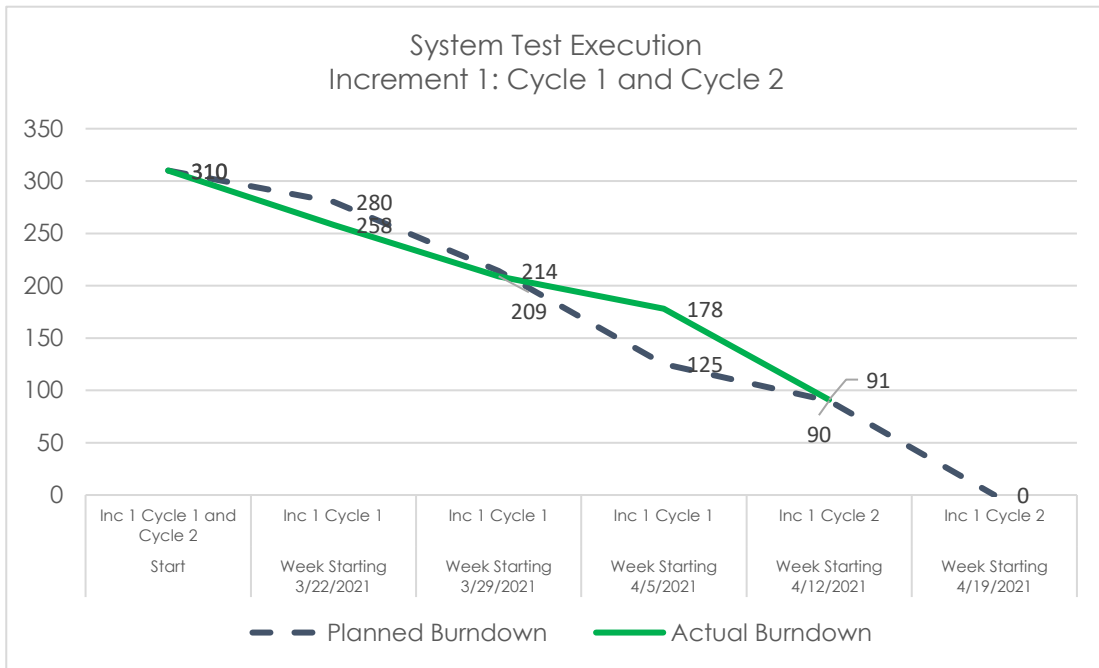
System Test Increment 1: Overall

Figure 1.1-4 – System Test Execution Burndown – Increment 1 Overall

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Actual (+/- from previous week)	**62%** (+ 6%)	**69%** (+ 3%)	**190 Test Cases**
System Test Complete Date: 07/16/21			

Figure 1.1-5 – System Test Execution Status – Increment 1 Overall

System Test Increment 1: Cycle 1

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

System Test Pass Rate (of executed test cases)	All	Excl Sev-4	Test Case Execution
Target (+/- from previous week)	**60%** (NC)	**65%** (NC)	**190 test cases**
Actual (+/- from previous week)	**56%** (NC)	**68%** (+2%)	**190 test cases** (+53)
System Test Complete Date: 07/16/21			

Figure 1.1-7 – System Test Pass Rate – Increment 1, Cycle 1
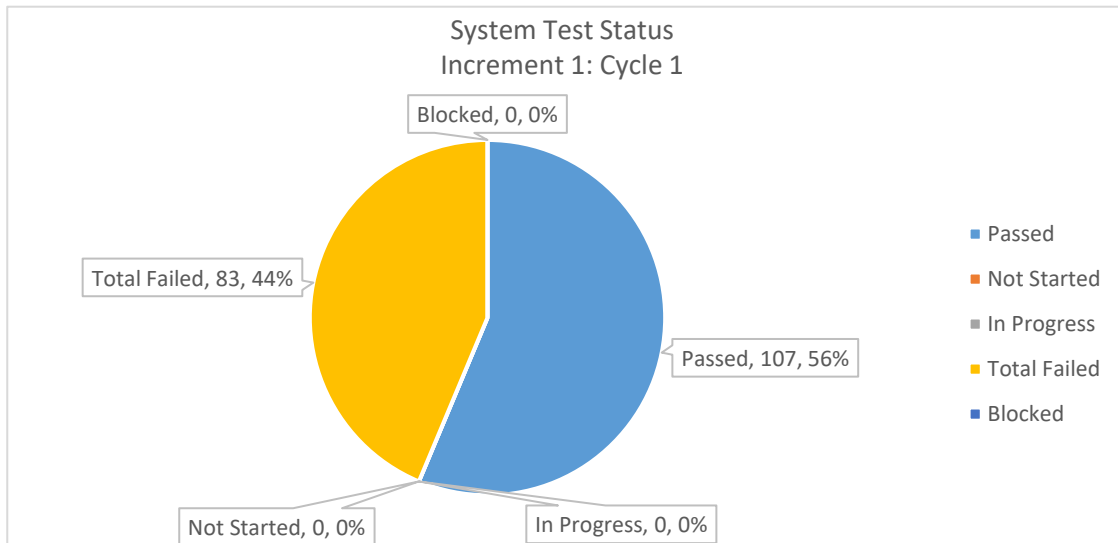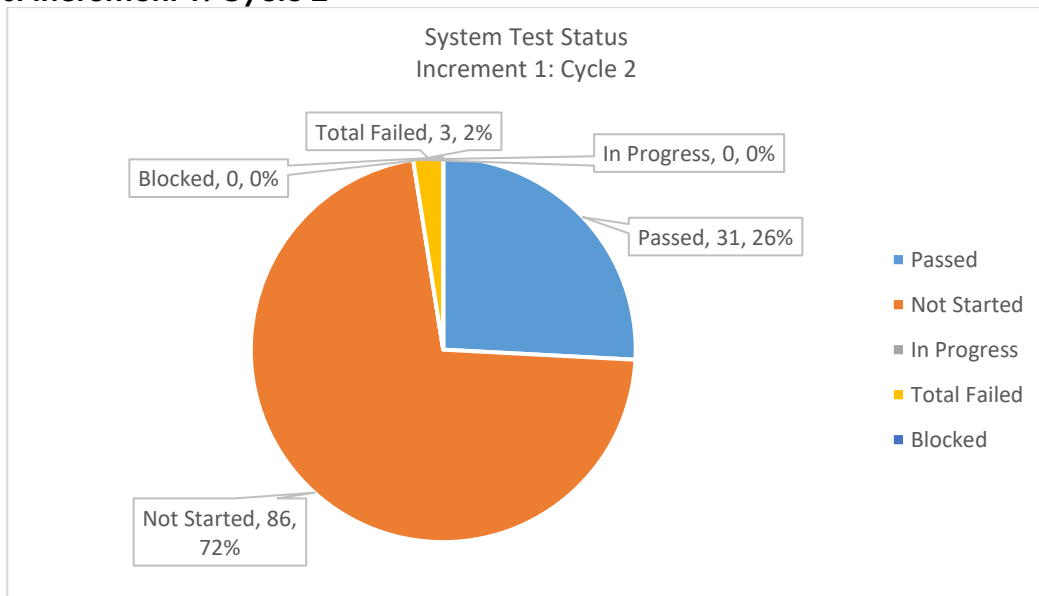
System Test Increment 1: Cycle 2

Figure 1.1-8 – System Test Execution Status: Increment 1, Cycle 2

System Test Pass Rate (of executed test cases)	All	Excl Sev-4	Test Case Execution
Target (+/- from previous week)	**90%** (New this week)	**90%** (New this week)	**35 test cases**
Actual (+/- from previous week)	**91%** (New this week)	**91%** (New this week)	**34 test cases**
System Test Complete Date: 07/16/21			

Figure 1.1-9 – System Test Pass Rate, Increment 1, Cycle 2

Security: Account Conversion

► Conducted a meeting on 04/12/21 to review the missing CBO information in the shared CBO user extract. Jen Hobbs is contacting the counties to obtain the missing information.
► Conducted meetings on 04/14/21 and 04/15/21 with the CalSAWS Consortium, Accenture team, ForgeRock team, and BenefitsCal team to align the team's understanding of how to handle the CBO user hierarchies within ForgeRock and BenefitsCal. This resulted in a planned follow-up meeting to occur on 04/20/21 to discuss the potential approaches for managing the CBO hierarchy.
► Sent the list of users to be assigned the BenefitsCal Admin role to the ForgeRock team.

Security: System Security Plan (SSP) and Security Scans

► Conducted a working session with the CalSAWS Security Team on 04/16/21 to review the feedback for the BenefitsCal SSP Configuration Management Control (MC) section.
► Addressed feedback received from the CalSAWS Security Team for the BenefitsCal SSP domain sections.

Security: Testing

► 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 for remediation.

Cloud Infrastructure

► Facilitated a weekly meeting with the Consortium Security Team on 04/12/21 to review CloudCheckr findings.
► Deployed the DEV and PROD environments for the BenefitsCal marketing site on 04/14/21.
► Began setup of the DEV environment for the BenefitsCal chat bot on 04/15/21.

Communications Strategy

► Drafted 10 pre go-live email communications for customers and CBOs.
► Submitted 10 pre go-live email communications for review on 04/15/21.
► Drafted materials for the social media toolkit, sample posts, guidance on posting, website text, and logos/photos for sharing.
► Began AWS Pinpoint setup to distribute communications.
► Responded to Communications Strategy Work Product comments for resolution.

Communications Legend
0% – Not Started
20% – Draft Complete
40% – Internal Review Complete
60% – Consortium Review Complete
80% – Consortium Feedback Incorporated
100% – Ready for Distribution
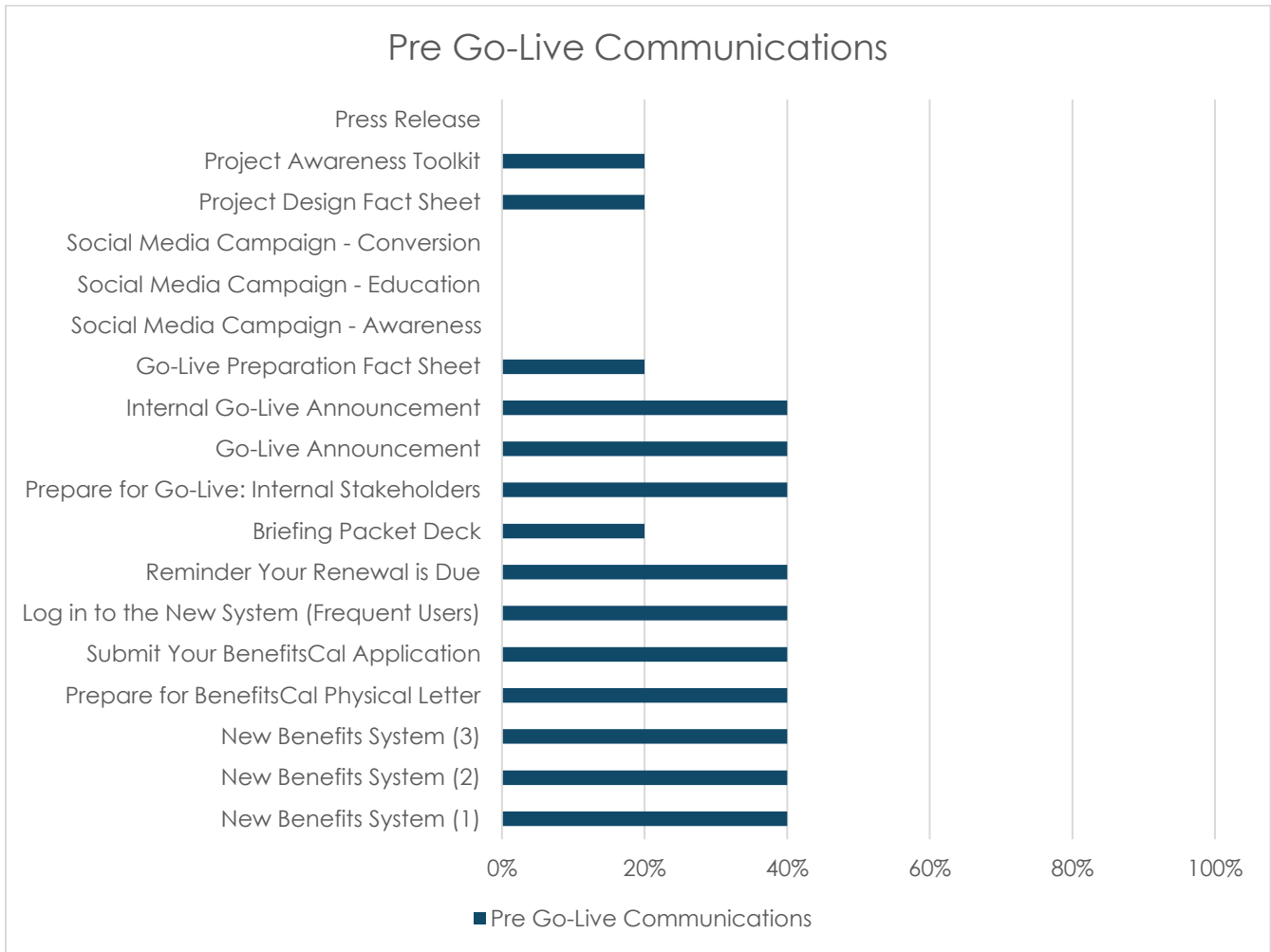
Figure 1.1-10 – Communications: Pre Go-Live

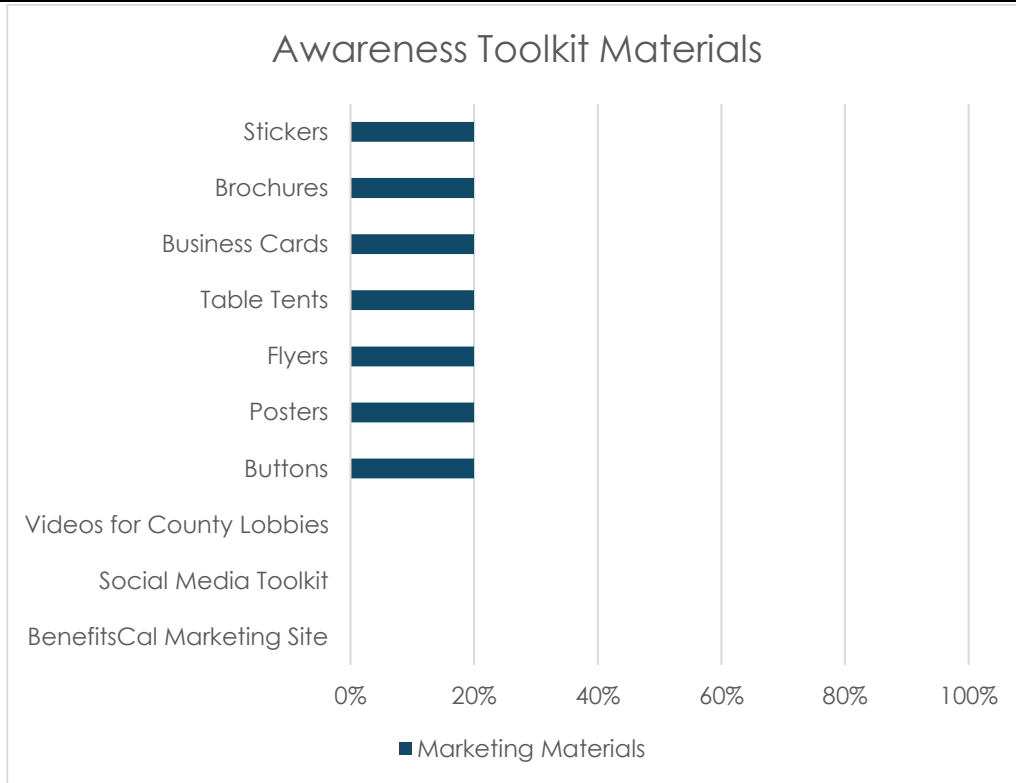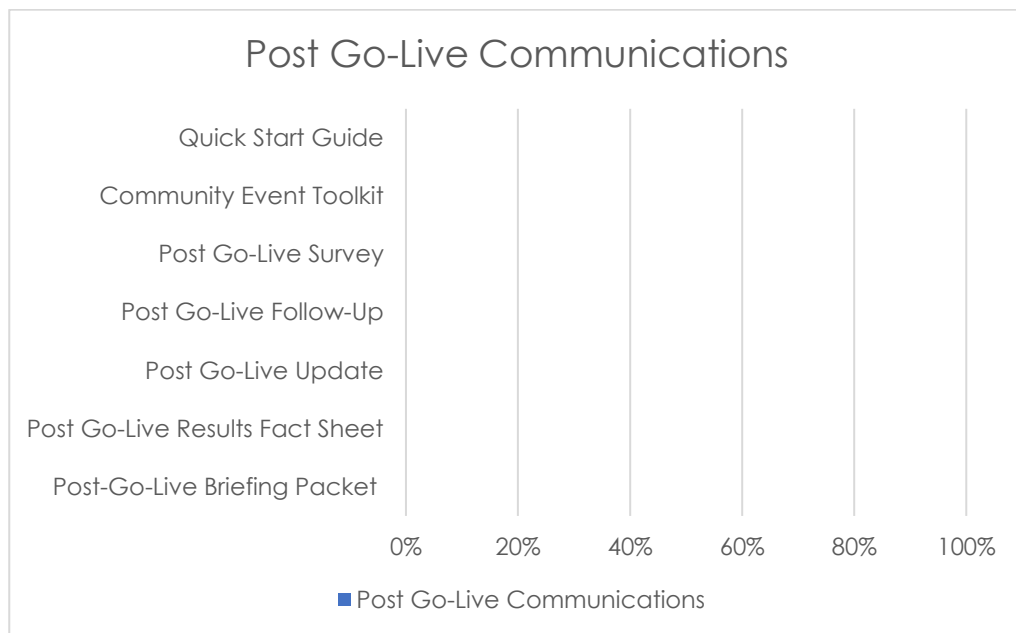**Figure 1.1-11 – Communications: Awareness Toolkit**

Figure 1.1-12 – Communications: Post Go-Live

Training
► Hosted three (3) discovery sessions on 04/13/21, 04/14/21, and 04/15/21.
► Drafted a summary of the insights from the discovery sessions.
► Identified change management opportunities.
► Finalized the templates for the training materials.
► Developed a first draft of the training plan (inventory)

► Participated a discussion with the BenefitsCal Imaging Team on 04/16/21 to understand the hand-offs that take place and how the tasks are set up in CalSAWS that can be turned off and on by the counties.
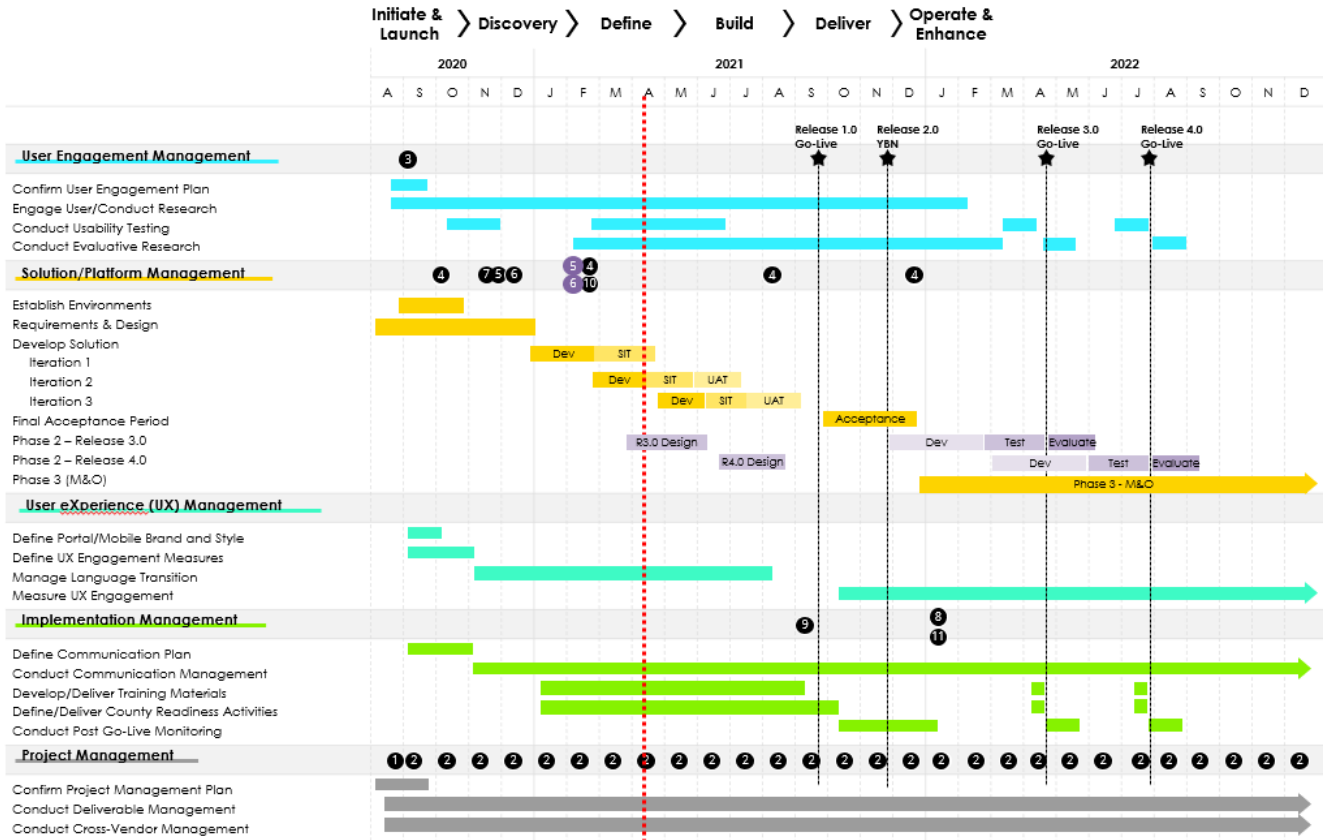
Project Timeline

Figure 1.1-13 – 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 submitted during this reporting period.		

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
01.08	Monthly Workplan: May 2021	On-track	05/05/21 FDEL Submission
02.08	Monthly Status Report: May 2021	On-track	05/05/21 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
► Conduct two (2) Support Request design sessions with the County Workgroup (04/20/21 and 04/23/21).
► Present the BenefitsCal Overview for the LA County UAT Kick-Off Meeting on 04/19/21.
► Update the GSD specs with the Consortium-approved synonyms to improve the readability of select text/copy.
► Send a survey to CBOs to gather input around Gender Identity labels.
► Assist with the BenefitsCal Marketing website (pre go-live).

User Centered Design
► Prepare the data request for baseline metrics to review the week of 04/19/21.
► Update the CX Measurement Plan based on feedback received from the "what if" analysis.
► Finalize the scope of the CX measurement tools to initiate the configuration process.
► Prepare a draft report on the UCD Discovery for Release 3.0.
► Draft communications for recruiting Customer, CBO/FBO, and County Worker participants for the Release 4.0 UCD Discovery Research planned to begin in May.

Development
► Continue development of Increment 2.
► Continue to resolve defects identified from Increment 1.
► Develop reference table API changes for filtering logic for the frequency dropdown and gatepost questions.
► Develop 59 widgets by 04/24/21 in alignment with the Increment 2 plan.

Testing
► Continue SIT Execution for Increment 1: Cycle 2. Approximately 90 test cases are planned.
► Conduct a Test Planning meeting on 04/20/21 to provide Cycle 2 execution updates.
► Support the Consortium to define the integrated UAT approach and define tasks and timelines on 04/22/21.

Test Case Design
► Resolve comments received for the Interface Test Cases Draft Work Product and the GSD Part 2 Test Case Draft Work Product.
► Submit the Conversion Test Cases Draft Work Product to the Consortium and QA Teams for review on 04/19/21.
► Submit the Interface Test Cases Final Work Product to the Consortium and QA Teams for review on 04/19/21.

Security: Account Conversion
► Monitor and support CBO account cleanup.

Security: SSP and Security Scans
► Review and determine the approach for managing the CBO hierarchy within ForgeRock and BenefitsCal.
► Convert the CBO user data provided by the counties into the template for the ForgeRock load after the determination of the approach to manage the CBO hierarchy in ForgeRock and BenefitsCal.
► Conduct the working sessions scheduled on 04/23/21 to review the CalSAWS Security Team feedback on the BenefitsCal SSP and address feedback comments.
► After validation of the identified vulnerabilities, advise on the remediation activities to be performed by BenefitsCal Development Team. Log defects in JIRA for tracking purposes. (Weekly recurring activity)

Cloud Infrastructure
► Host a weekly meeting on 04/12/21 with the Consortium Security Team to review CloudCheckr findings.
► Complete the DEV environment build for the chat bot on 04/20/21.
► Complete the PROD environment build for the chat bot on 04/23/21.

Communications Strategy
► Draft five (5) communications.
► Submit five (5) communications for review.
► Conduct a meeting on 04/19/21 to review the Awareness Toolkit.
► Facilitate a meeting on 04/21/21 to review communications.
► Research options to allow users to select another language within an email.
► Research options to translate content within YouTube.
► Request an AWS Pinpoint exception to support the account and volumes required for upcoming communications.

Training
► Validate and finalize the training plan.
► Present the training discovery insights and change management opportunities to the Consortium.

► Preparing training story boards with the Functional team members to review different areas of the BenefitsCal system.
► Work on the BenefitsCal Roadshow PowerPoint presentation which will be used to show the counties how BenefitsCal works.
► Finalize the training inventory to determine the necessary Work Products for BenefitsCal training using feedback from the BenefitsCal training discovery sessions from last week.
► Create the storyboards for videos to be developed for BenefitsCal training.

1.6.   Deviations from Plan/Adjustments

► No deviations from the plan are noted.