

CalSAWS BenefitsCal
(Portal/Mobile) Weekly Status
Report

Reporting Period: May 3, 2021 to May 9, 2021

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1.0 Statewide Portal/Mobile Project (BenefitsCal)

1.1 Highlights of the Reporting Period

Project Management

- ▶ Submitted three (3) Work Products on 05/03/21.
 - System Security Plan (SSP).
 - Customer Experience Management Plan.
 - Conversion + ADA Scenario and Test Cases.
- ▶ Submitted three (3) Deliverables.
 - Maintenance & Operations (M&O) Plan DDED on 05/03/21.
 - Monthly Status Report on 05/05/21.
 - Monthly Work Plan on 05/05/21.

Requirements and Design

- ▶ Submitted the Maintenance & Operations (M&O) Plan DDED on 05/03/21 for review.
- ▶ Completed the text updates within the General System Design (GSD) deliverables to incorporate the approved reading level changes in preparation for translation.
- ▶ Conducted a visual QA of the Homepage and Customer Dashboard.
- ▶ Met with the GetCalFresh team on 05/03/21 and 05/06/21 to review BenefitsCal and GCF features.
- ▶ Met with the CalSAWS Team on 05/06/21 to discuss task creation and management in CalSAWS in preparation for new support request functionality on BenefitsCal.

User Centered Design (UCD)

- ▶ Finalized and submitted the CX Measurement Plan on 05/03/21.
- ▶ Previewed the CX Measurement Plan with SSP Committee Leadership on 05/04/21, to collect additional feedback.
- ▶ Presented the CX Measurement Plan to the Consortium during the Work Product walkthrough on 05/06/21, to share the goals and purpose of CX measurement.
- ▶ Reviewed the data request files for CX measurement with the Consortium BenefitsCal Project Manager on 05/04/21 and incorporated feedback.
- ▶ Shared the UCD Discovery findings with the internal team to inform planning for Release 4.0 requirements and to identify additional research needed.
- ▶ Drafted the Release 4.0 interview/focus group guides for customers, Community Based Organizations (CBOs), and county staff for review by the internal team on 05/10/21.

Development

- ▶ **For Increment 2**, developed 4 tasks of the 12 remaining tasks.
 - Increment 2 development is off schedule by eight (8) tasks.
 - Document Center and Document Upload development is off schedule due to pandemic-related impacts to the team, as well as a technical challenge with implementation of the virus scan within the DMS upload. Tasks will not be marked complete until the Virus Scan is complete; however, they will be delivered for System Test in the interim to begin on schedule.
 - TrendMicro is required to resolve the document upload development, and revised licensing is in progress.
 - **Impact:** This did not impact the start of the subsequent System Test activities. System Test for Increment 2 began on schedule.

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- ▶ **Recovery Plan:** The teams will develop the remaining Document Center widgets when the Trend Micro licensing is available to recover the schedule. Additionally, there are daily end-of-day touchpoints to adjust in real-time where there are pandemic impacts to the team.

Development: Increment 2



Figure 1.1-1 – Increment 2 Development Burndown

- ▶ **For Increment 3**, developed 39 tasks of 53 total planned tasks.
 - Catch up on 14 widgets backlog until 06/07/21.
 - Report Change has a different driver flow than all other flows – Framework team working on resolution – this has held widgets from being integration tested
 - **Impact:** This will not impact the start of the subsequent System Test activities. System Test for Increment 2 began on schedule.
 - **Recovery Plan:** The teams will develop the remaining Document Center widgets in the next week 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.

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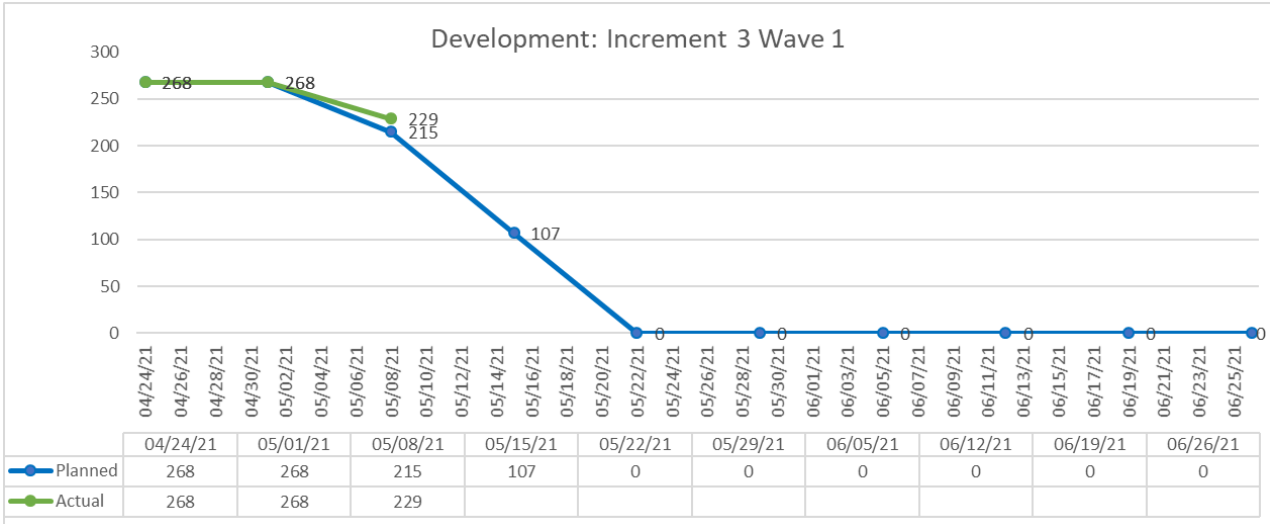


Figure 1.1-2 – Increment 3: Wave 1 Development Burndown

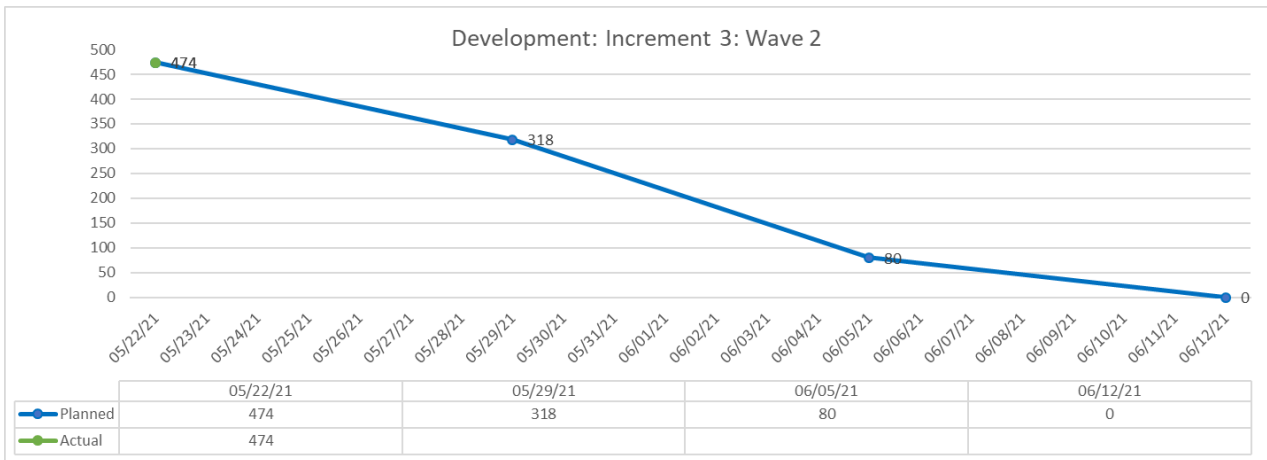


Figure 1.1-3 – Increment 3: Wave 2 Development Burndown

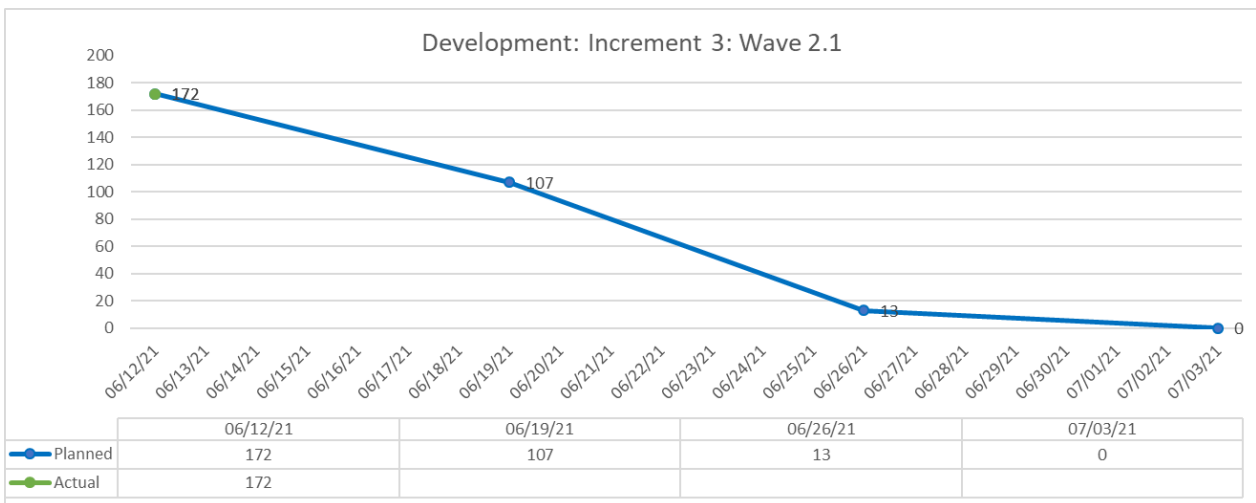


Figure 1.1-4 – Increment 3: Wave 2.1 Development Burndown

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System Test Case Design

- ▶ Conducted Interface Test Case Comment resolution meeting with the Consortium and QA Vendor on 05/05/21 to walk through the interface testing guideline document that the Deloitte testers will use.
- ▶ Conducted Interface Test Case Comment resolution meeting with the Consortium and QA Vendor on 05/07/21 to gain alignment on Interface guideline document and logged decision that the document will be used by the testers.

System Test Execution

- ▶ Conducted daily System Test status calls to provide updates on test execution and defects.
- ▶ Conducted the weekly test planning meeting on 05/04/21 with the Consortium and QA teams to provide Increment 2 Cycle 1 updates.
- ▶ Conducted Partner Interface Test meetings with CalSAWS and ForgeRock on 05/05/21, 05/06/21, and 05/07/21 to walk through the ETA for partner defects identified and data set up / staging requests.
- ▶ Executed 56 of 40 planned test cases for Increment 2 Cycle 1 (ahead of schedule).

User Acceptance Test Planning

- ▶ Participated in User Acceptance Test (UAT) meetings on 05/03/21 and 05/05/21 to assist the Consortium. Provided updates to the integrated UAT approach and discussed BenefitsCal UAT Environment availability.

System Test Increment 2

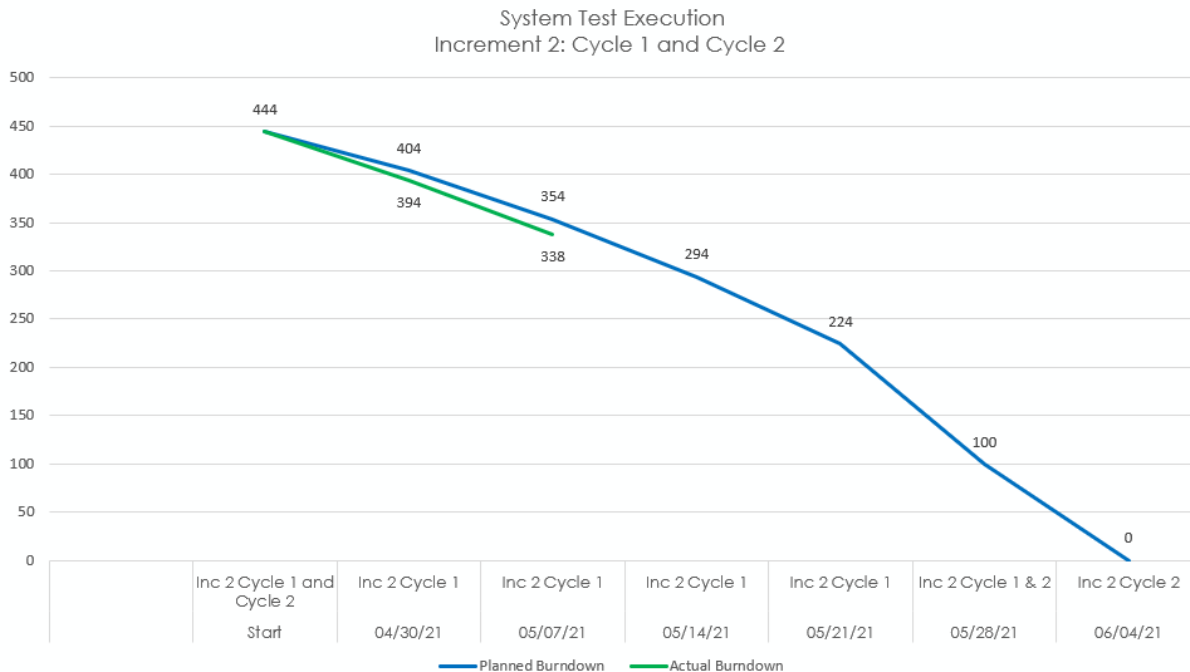


Figure 1.1-5 – System Test Execution Burndown: Increment 2

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System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	60%	60%	444 Test Cases Total
Actual (+/- from previous week)	76% (+8%)	76% (+8%)	106 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 1.1-6 –System Test Pass Rate: Increment 2

As part of a preliminary shakeout before end to end testing, the team conducting ad hoc testing of the APIs for an early preview. Some of the issues are resolved, and some are outstanding. This will be an ongoing practice for all upcoming APIs, to conduct a preliminary shake out in partner integration test, so that we can identify any major integration issues well in advance of System Test activities.

One of the CalSAWS defects below includes 28 related issues. This is a high priority for resolution.

Partner	2-Med	3-Low	4-Cosmetic	Total
ForgeRock	6	3	0	9
CalSAWS	3	5	0	8
BenefitsCal	3	9	2	14

Figure 1.1-7 – System Test Partner Defects

System Test Increment 2: Cycle 1

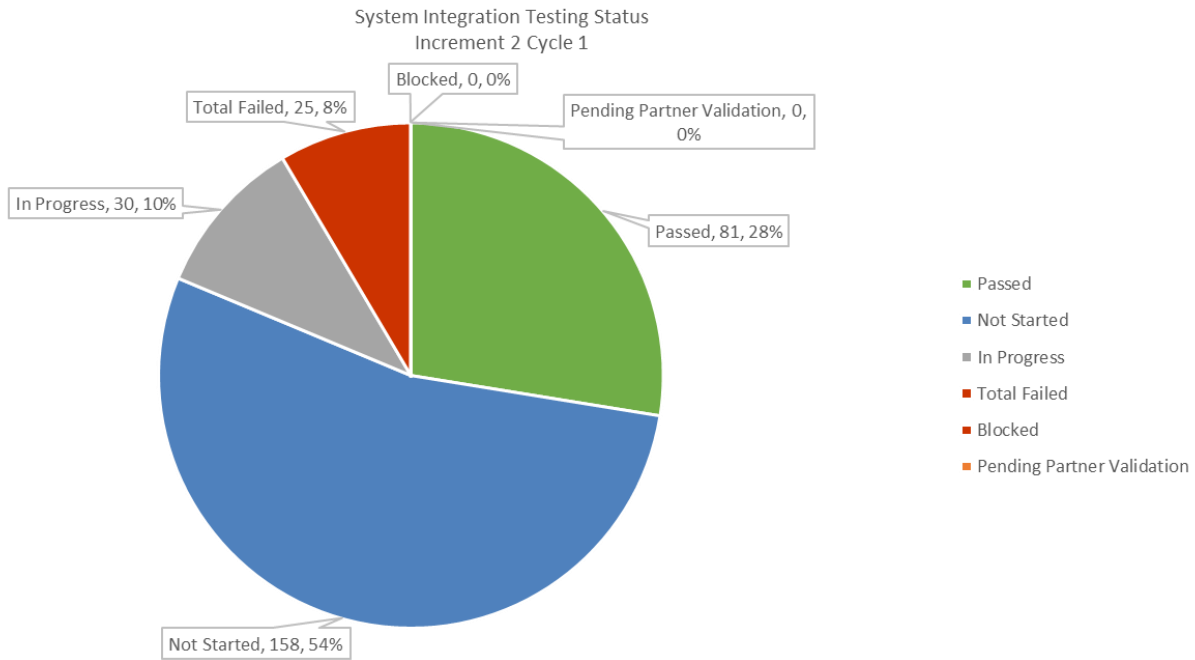


Figure 1.1-8 – System Test Execution Status: Increment 2: Cycle 1

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	60%	60%	90 Test Cases Total
Actual (+/- from previous week)	68% (+8%)	68% (+8%)	106 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

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

Performance Test

- ▶ Completed two (2) of the nine (9) total performance test scripts covering the Apply for Benefits functionality.

Security: Technical System Design

- ▶ Conducted a meeting with the design team on 05/03/21 to discuss how the Password Reset flow should differ from the existing Multi-Factor Authentication (MFA) flow. The team agreed that the flows should be separate and presented the findings to the ForgeRock team during the daily session on 05/04/21. The ForgeRock team is deliberating their response.

Security: System Security Plan (SSP) and Security Scans

- ▶ Submitted the BenefitsCal System Security Plan (SSP) DWP on 05/03/21.
- ▶ Conducted a walkthrough of the SSP with the Consortium Security and QA teams on 05/05/21 to gather immediate feedback on the Work Product for improvement on the next iteration.

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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.

User Conversion

- ▶ Worked with the Consortium team to create a set of obfuscated CBO profile data for the CBO user load, which has been passed to the ForgeRock team and was loaded into ForgeRock on 05/07/21 as scheduled.

Cloud Infrastructure

- ▶ Facilitated a weekly meeting with the Consortium Security Team on 05/03/21 to review CloudCheckr findings.
- ▶ Updated the Configuration Management spreadsheet on 05/05/21 with the environment variables for all environments.
- ▶ Met with the Consortium on 05/07/21 to discuss the handoff of the BenefitsCal domains, as well as Code for America's ability to bypass ReCaptcha.
- ▶ Met with the Consortium on 05/07/21 to discuss creation of roles within single sign-on (SSO) after finalizing the Roles Matrix.
- ▶ Facilitated a meeting with AWS on 05/04/21 to discuss monitoring considerations for performance testing.
- ▶ Facilitated a meeting with the Consortium Security Team on 05/05/21 to discuss disaster recovery (DR), AWS X-Ray, and performance testing.

Communications Strategy

- ▶ Incorporated comments received for the Pre Go-Live communications.
- ▶ Incorporated comments received for the Awareness Toolkit.
- ▶ Incorporated comments received for the Social Media Toolkit.
- ▶ Investigated the capabilities of Amazon Web Services (AWS) Pinpoint and other email delivery service options to align with our goals for distributing our communications.
- ▶ Created a proposal on 05/06/21 for a monthly CBO engagement meeting. The proposal will be presented to the Consortium for review.
- ▶ Submitted communications for a second round to gain additional feedback from the Consortium.

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Communications Legend

0% – Not Started

20% – Draft Complete

40% – Internal Review Complete

60% – Consortium Review Complete

80% – Consortium Feedback Incorporated

100% – Ready for Distribution

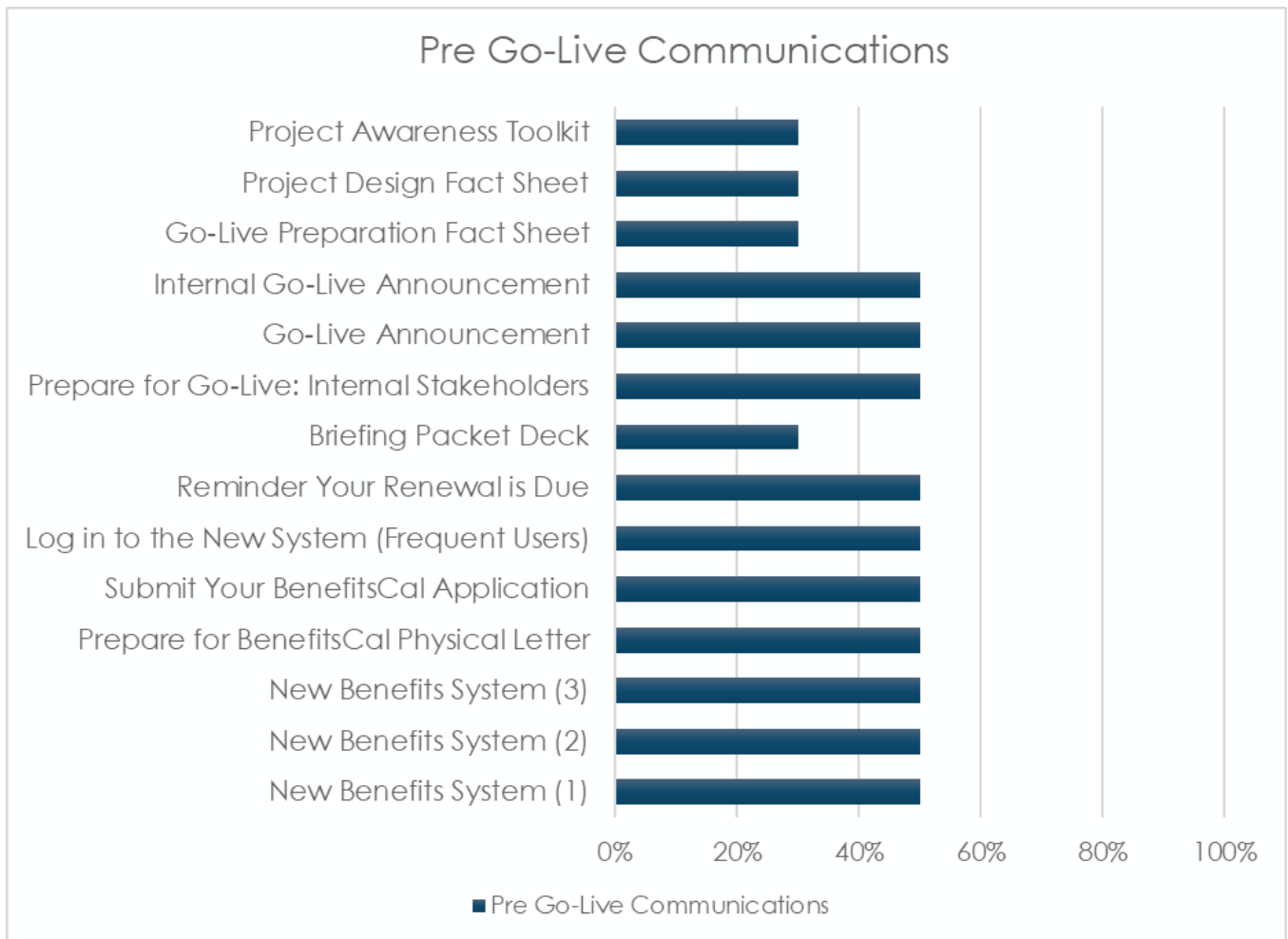


Figure 1.1-10 – Communications: Pre Go-Live

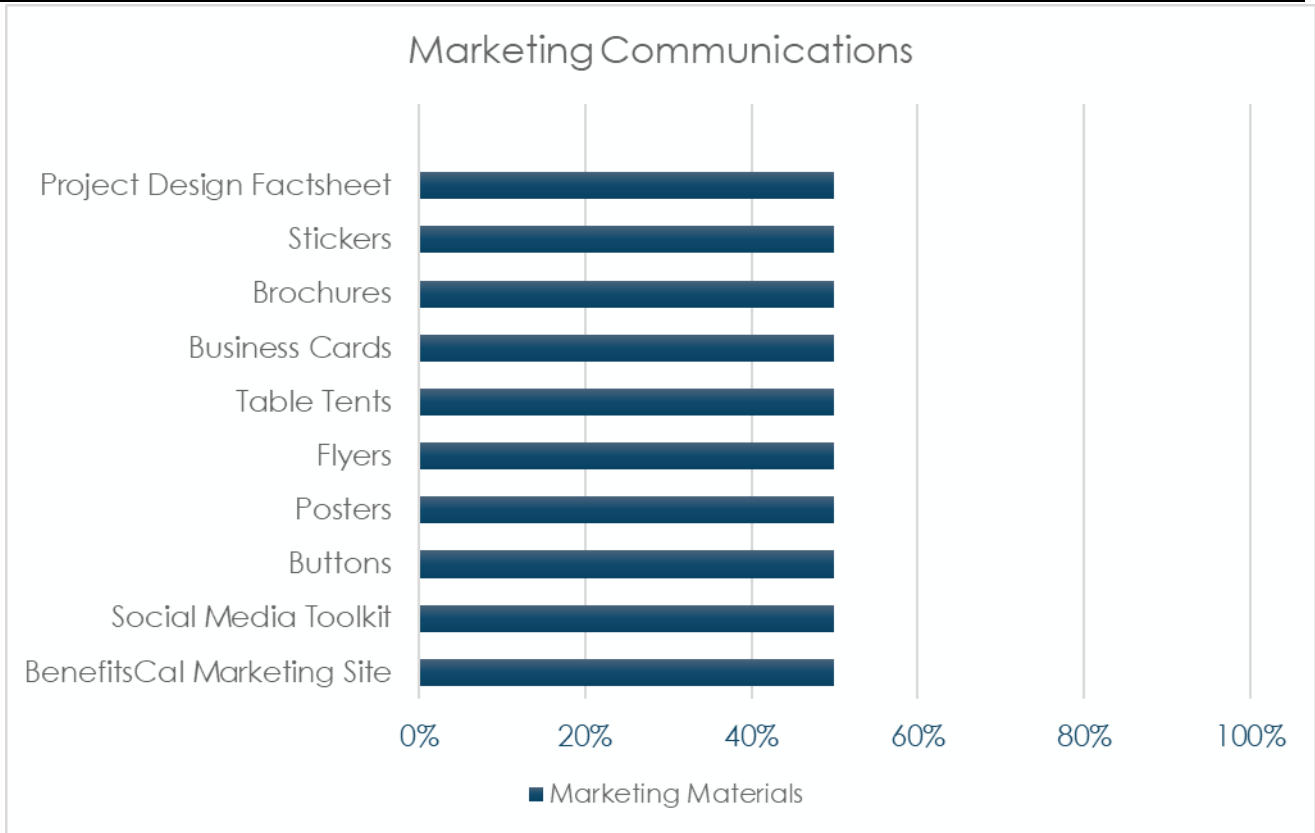


Figure 1.1-11 – Communications: Marketing

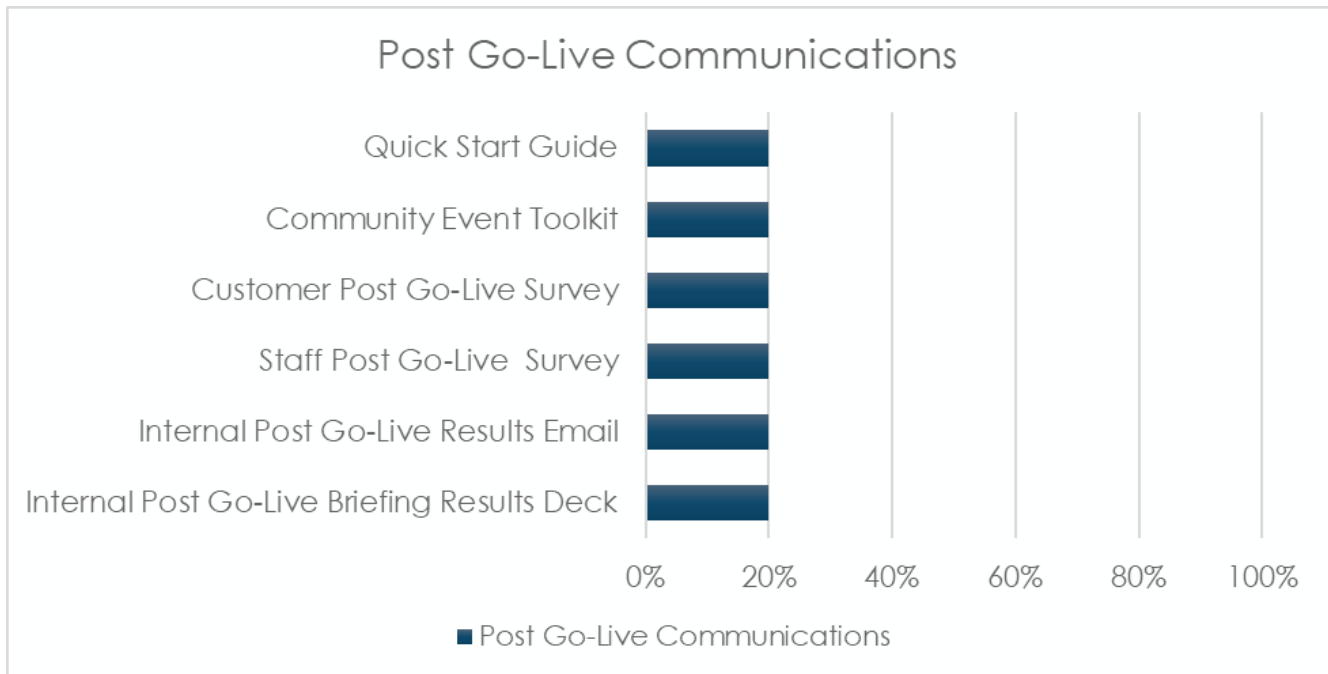


Figure 1.1-12 – Communications: Post Go-Live

Training

- ▶ Presented the Benefits Training Discovery presentation at the CalSAWS Training Committee meeting on 05/05/21.
- ▶ Attended a Monthly Implementation Readiness checkpoint on 05/05/21.

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Project Timeline

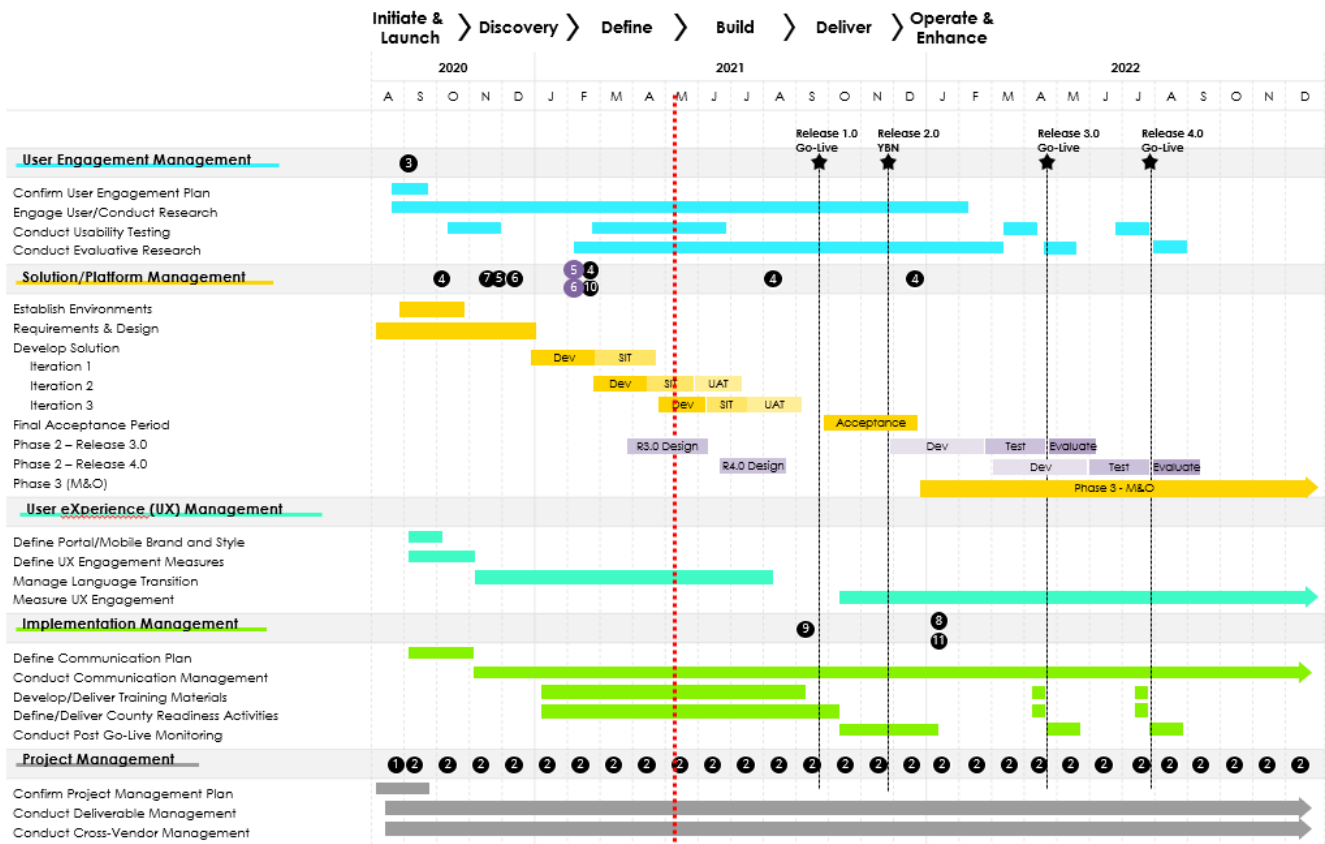


Figure 1.1-13 – Project Timeline Chart

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

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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	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

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	05/17/21 FDEL Approval
02.08	Monthly Status Report: May 2021	On-track	05/17/21 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	Maintenance & Operations (M&O) Plan	On-track	05/17/21 FDED 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	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	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	Operational Readiness Report	02/05/21	02/22/21	
17	System Security Plan (SSP)	05/03/21	05/17/21	06/01/21
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
22	Customer Experience Measurement Plan	05/03/21	05/17/21	06/01/21

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
03	COVID Impacts to Staffing	As of April 2021, the COVID pandemic has increased rapidly within India, thereby impacting India's team members' ability to deliver due to unplanned and sudden unavailability due to illness or the need for family support.	Open	Med	Med	04/28/21

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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

- ▶ Conduct a visual QA of the Account Management screens by 05/14/21.
- ▶ Continue the development of the BenefitsCal Marketing website, targeting 05/28/21.
- ▶ Continue the Support Request designs.
- ▶ Submit estimations for the Worker Order Interview Nudge feature.
- ▶ Update the GSD for the Eligibility Status Report (SAR7).
- ▶ Analyze the requirements for Release 4.0 (06/04/21).
- ▶ Follow up on the co-browsing solution options.
- ▶ Analyze the reporting tools ad hoc capabilities.
- ▶ Update the Requirements Traceability Matrix (RTM) IDs and lead names in JIRA.

User Centered Design

- ▶ Obtain approval for customer, CBO, and county worker recruitment email communications from the Consortium Leads.
- ▶ Recruit for customer, CBO, and county worker participation for Release 4.0 Discovery Research beginning on 05/17/21.
- ▶ Meet with the Consortium BenefitsCal Project Manager and the CalSAWS project team by 05/14/21 to finalize the CX measurement data request files.
- ▶ Meet with the Advocate community on 05/10/21 to plan customer recruitment and CBO/assister participation.

Development

- ▶ Increment 2 – create eight (8) widgets for Document Center and Document Upload.
- ▶ Increment 3 – create the 108 planned widgets for the week ending 05/15/21 and complete the backlog by 06/07/21.

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System Test Case Design

- ▶ Gain final approval on the Work Products for the test cases.

System Test Execution

- ▶ Conduct daily System Test status calls to provide updates on test execution and defects.
- ▶ Conduct Test Planning meeting on 05/11/21 to provide Increment 2 test execution update.
- ▶ Continue System Test Execution for Increment 2 Cycle 1. Approximately 50 test cases are planned.

User Acceptance Test Planning

- ▶ Assist the Consortium on 05/10/21 and 05/12/21 to define the integrated UAT approach and define tasks and timelines.

Performance Test

- ▶ Complete the performance test scripts for Performance Test Run 1.
- ▶ Obtain confirmation of the end-to-end performance test scenario/scripting with the CalSAWS and ForgeRock teams.
- ▶ First round of performance testing will begin 05/24/21.

Security: Account Conversion

- ▶ Review the proposed approach for managing the CBO hierarchy within ForgeRock and BenefitsCal to be presented by the ForgeRock Team.
- ▶ Transform 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.

Security: SSP and Security Scans

- ▶ Address feedback received for the BenefitsCal SSP from the Consortium.

Security Testing

- ▶ After 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).

Cloud Infrastructure

- ▶ Facilitate a weekly meeting with the Consortium Security Team on 05/10/21 to review the CloudCheckr findings.
- ▶ Complete the TBCRs on 05/12/21 for the DR environment, AWS X-Ray, and performance testing.
- ▶ Build additional dashboards on 05/14/21 to assist in performance testing.
- ▶ Complete the migration to variables within the DevOps pipelines on 05/14/21 remove the hardcoded variables.
- ▶ Provide the JSON templates for SSO roles on 05/12/21 to the Consortium for implementation.

Communications Strategy

- ▶ Draft the BenefitsCal videos in storyboard.
- ▶ Monitor AWS Pinpoint approval of the account and volume request.

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- ▶ Test language translation capabilities through an example video on YouTube.
- ▶ Gain insight into language translation capabilities on AWS Pinpoint.
- ▶ Present material at a CalSAWS Advocate meeting on 05/11/21.
- ▶ Host a meeting with the Consortium Team on 05/11/21 to obtain approval for the BenefitsCal marketing website copy. In addition to proposing a monthly CBO meeting.
- ▶ Facilitate a CalSAWS release communications planning meeting on 05/13/21.

Training

- ▶ Continue to meet with the Functional Team to review the Quick Guide outline.
- ▶ Attend a CalSAWS release communications planning meeting on 05/13/21.

1.6. Deviations from Plan/Adjustments

- ▶ No deviations from the plan are noted.