

CalSAWS BenefitsCal
(Portal/Mobile) Weekly Status
Report

Reporting Period: May 31, 2021 to June 6, 2021

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1.0 Statewide Portal/Mobile Project (BenefitsCal)

1.1 Highlights of the Reporting Period

Project Management

- ▶ Received the final approval for the System Security Plan (SSP) Work Product on 06/04/21 and for the Maintenance & Operation (M&O) Plan FDED on 06/06/21.
- ▶ Submitted the following deliverables on 06/04/21:
 - Monthly Status Report – May 2021.
 - Monthly Work Plan Updates – May 2021.
- ▶ Reviewed a proposed update to the release plan, in order to accommodate the GetCalFresh integration.

Requirements and Design

- ▶ Addressed comments received after the review period for the M&O Plan FDED.
- ▶ Revised the Periodic Reports design to align with the Recertification for CalFresh Benefits (CF37) design.
- ▶ Revised Periodic Reports design to align with the Semi-Annual Report (SAR 7) design.
- ▶ Presented an Apply for Benefits demonstration to the CalSAWS UAT Team on 06/03/21.
- ▶ Conducted the final review of the Interview Nudge Design specification. Will be submitted on 06/18/21.
- ▶ Reviewed the Quick Reference Guides (QRG) Training material.
- ▶ Demonstrated the Voter Registration functionality with the Secretary of State's Office on 06/03/21. The design meets the requirements and additional changes are requested by DHCS, logged a backlog item CSPM-16979 for additional system changes for prioritization.
- ▶ Met with the CalSAWS Team on 06/03/21 to discuss the re-branding of the Live Chat feature from C4Y to BenefitsCal.

User Centered Design (UCD)

- ▶ Created a customer recruitment strategy for Round 5 of usability testing and presented the strategy to the Advocate co-leads on 06/04/21.
- ▶ Collaborated with the design team on 06/01/21 to finalize an unmoderated ad hoc usability testing for review by the Consortium leadership the week of 06/07/21.
- ▶ Met with the Consortium on 06/01/21 to provide an update on the CBO account conversion and determined the need to create a process map for CBO account creation.
- ▶ Met with the California Department of Social Services (CDSS) on 06/02/21 to discuss the Community Based Organization (CBO) account needs and how to engage CBOs. This resulted in a determination to host a meeting with the six (6) primary contractors for CDSS by 06/25/21.
- ▶ Met with the Department of Health Care Services (DHCS) on 06/02/21 and determined that the Medi-Cal application assisters are managed by counties directly. The BenefitsCal team will connect with the CalHEERS team for an update.
- ▶ Met with the Foundation for California Community Colleges (FCCC) and CDSS on 06/03/21 and determined how to securely share customer data to process compensation via a new payment mechanism, requested by CDSS.
- ▶ Drafted the Personnel Check survey.

Development

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- ▶ **For Increment 3**, developed 138 tasks.
- ▶ Overall, the development schedule is off by 108 tasks.
 - **Cause:**
 - Four (4) development team members were out of office impacted by COVID last week.
 - Changes were required to the Periodic Reports and Report a Change designs that are introducing some delays to development.
 - Updates to the release plan are expected in order to accommodate the GetCalFresh integration scope: next week's report will introduce a Release 1.1 and Release 1.2 (and the related development and system test burndown charts will be updated to reflect this shift in release timing as well).
 - **Impact:** There is no expected impact to the start of the subsequent UAT activities for UAT code drops 1 or 2.
 - **Recovery Plan:** Weekend work is planned for the upcoming weekends and work is targeted to be recovered by 06/19/21.

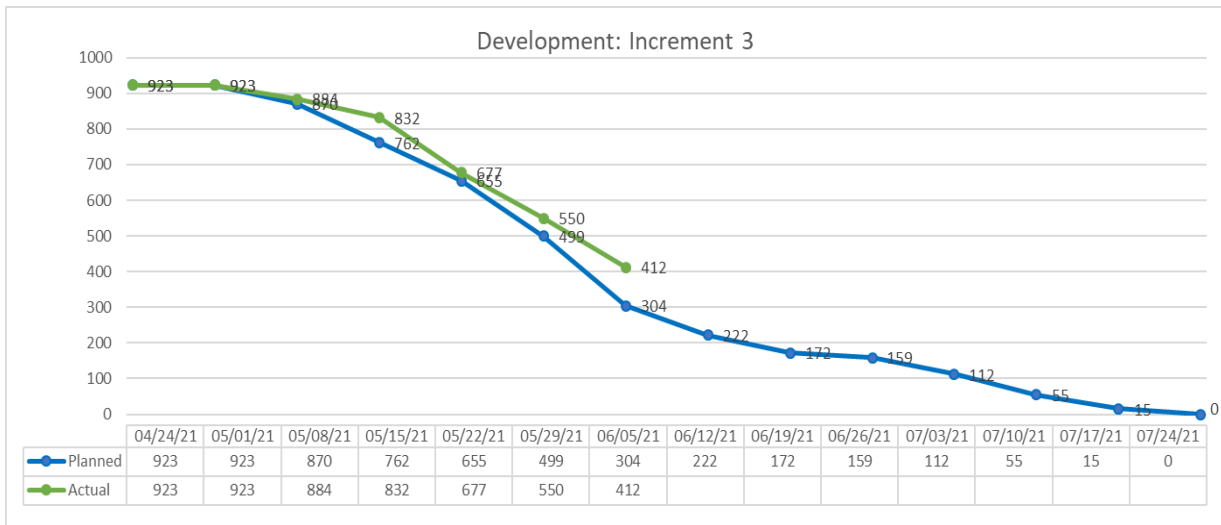


Figure 1.1-1 – Development: Increment 3

System Test Execution

- ▶ Executed 19 of the 95 planned test cases for Increment 2, Cycle 2.
- ▶ Created the ADA, cross-browser, and cross-device test cycles within the test tool, XRAY.
- ▶ Conducted daily System Test status calls to provide updates on test execution and defects.
- ▶ Conducted daily Partner Test status calls to provide updates on partner pending items and defects.
- ▶ Conducted a weekly test planning meeting on 06/01/21 with the Consortium and QA teams to provide Increment 2 updates.
- ▶ Participated in independent test status meetings on 06/01/21 and 06/03/21 with the QA teams to provide support on test execution and receive updates.
- ▶ Conducted JSON API testing of data collected in BenefitsCal for proper transfer to CalSAWS.

System Test: Increment 2

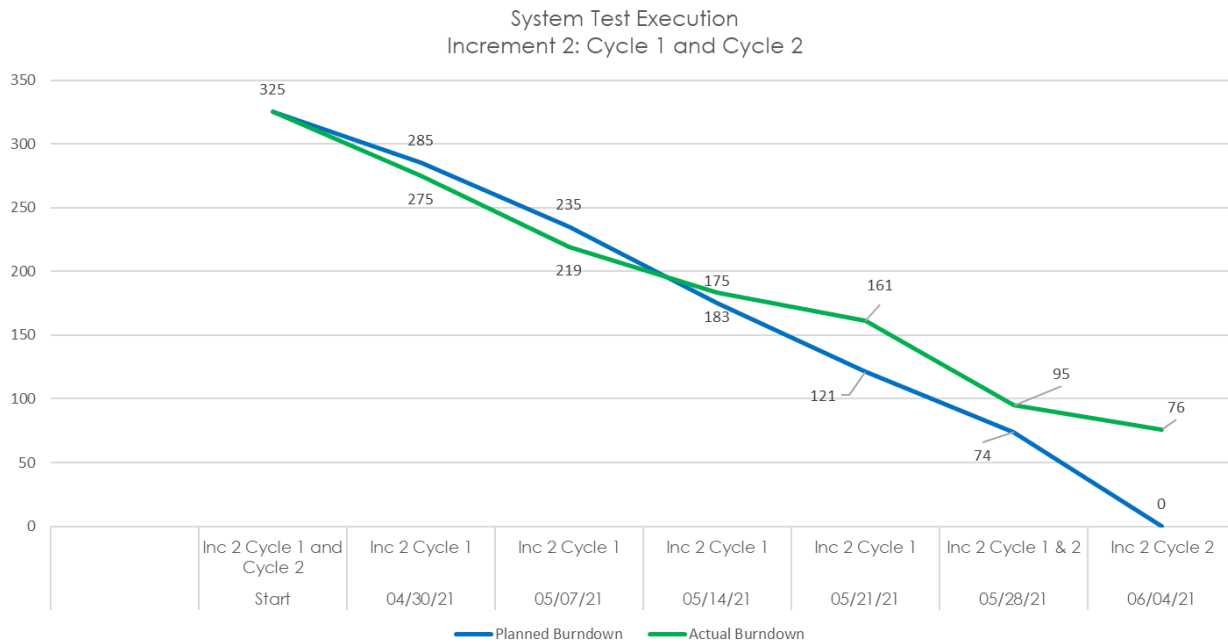


Figure 1.1-2 – System Test Execution Burndown: Increment 2

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	60%	60%	325 Total
Actual (+/- from previous week)	69% (-4 %)	69% (-4 %)	249 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 1.1-3 –System Test Pass Rate: Increment 2

Below is a list of the system test defects related to external interface testing:

Partner	1-High	2-Med	3-Low	4-Cosmetic	Total
ForgeRock	0	4	0	0	4
CalSAWS	0	5	1	0	6
FIS	0	2	0	0	3
BenefitsCal	0	1	0	0	1

Figure 1.1-4 – System Test Partner Defects

System Test Increment 2: Cycle 2

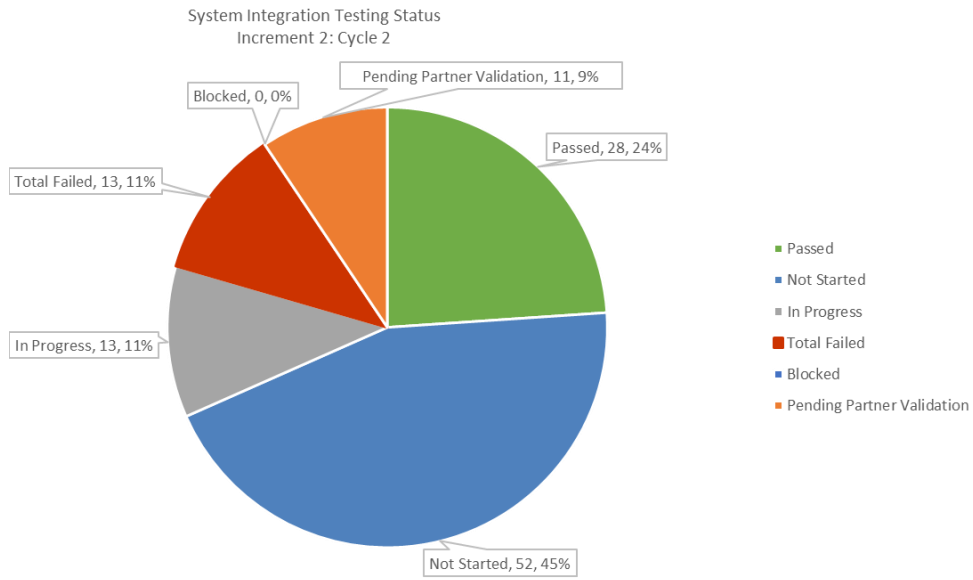


Figure 1.1-5 – System Test Execution Status: Increment 2: Cycle 2

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	117 Total
Actual (+/- from previous week)	68% (-5%)	68% (-5%)	41 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

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

User Acceptance Test Planning

- ▶ Participated in User Acceptance Test (UAT) meetings on 06/03/21 and 06/04/21 with the Consortium and provided updates to the integrated UAT approach and discussed the BenefitsCal UAT functionalities and environment availability. Confirmed that the Consortium is ready to begin UAT and that all support required from the BenefitsCal project team is provided.
- ▶ Conducted a walkthrough and demonstration covering known issues and the UAT Code Drop 1 functionality on 06/02/21 and 06/04/21 with the Consortium and QA teams to explain the functionality available for testing.

Performance Test

- ▶ Created 2 of the 2 planned test scripts for Performance Test, Cycle 1.
- ▶ Completed Performance Test, Cycle 1 on 06/04/21. Findings from the test were documented and remediation is in progress, in advance of Performance Test Cycle 2.

Security: System Security Plan (SSP) and Security Scans

- ▶ Reviewed the CloudCheckr findings on the BenefitsCal AWS environments with the Consortium Security Team and prioritized the findings for remediation.

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- ▶ Met with CDSS and FCCC and finalized the approach for sharing user information between BenefitsCal and FCCC for client compensation purposes.

Security: Testing

- ▶ Executed the weekly static application security testing (SAST) of the application source code and shared the analysis of the security scan reports with the BenefitsCal Development Team for remediation.
- ▶ Continued execution of the Dynamic Application Security Testing (DAST). Provided a walkthrough of the identified vulnerabilities with the BenefitsCal Development Team for remediation.

User Conversion

- ▶ Developed tables and configurations to facilitate the user load into the BenefitsCal database for the Account Sync API.
- ▶ Provided the final list of CBO and Admin users for user conversion testing in the UAT environment for review and approval by the Consortium.

Communications Strategy

- ▶ Submitted a Service Now ticket request on 06/03/21 to gain access to the CalSAWS AWS Pinpoint for sending email communications.
- ▶ Submitted an exception request on 06/03/21 to increase the email sending limit in the CalSAWS AWS Pinpoint.
- ▶ Gained approval from the Consortium on 06/01/21 for TBCR 170 for the costs associated with sending communications through AWS Pinpoint.
- ▶ Received Pre Go Live and Awareness toolkit materials from Hummle translated on 05/31/21.
- ▶ Inserted translated languages into the BenefitsCal Marketing website on 06/02/21.
- ▶ Gained approval from the Consortium on 06/04/21 for two BenefitsCal video scripts.

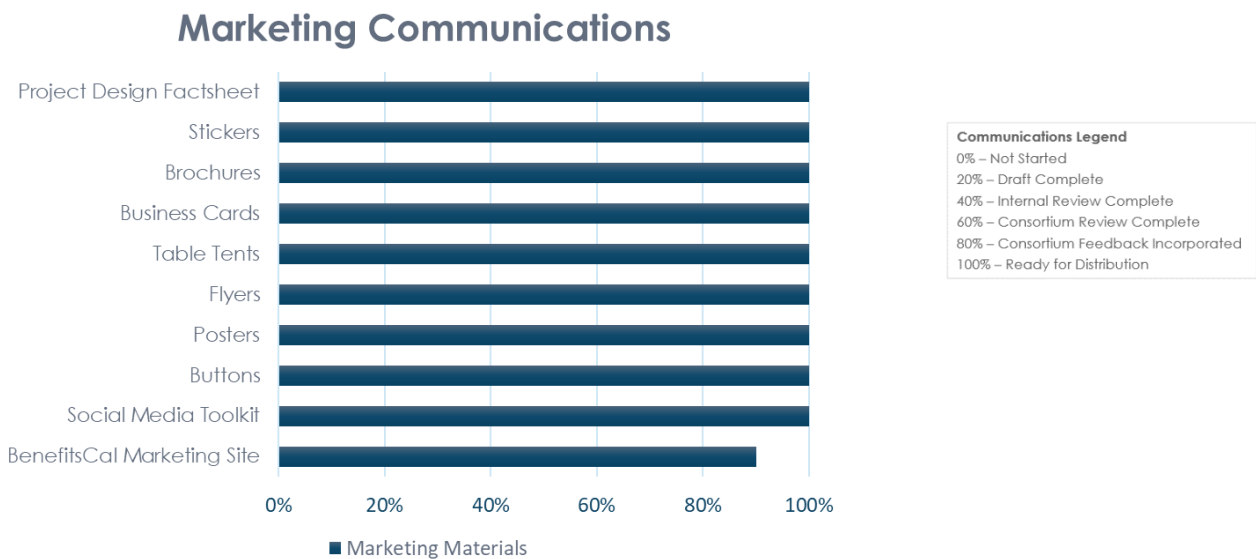


Figure 1.1-7 – Communications: Marketing

Post Go-Live Communications

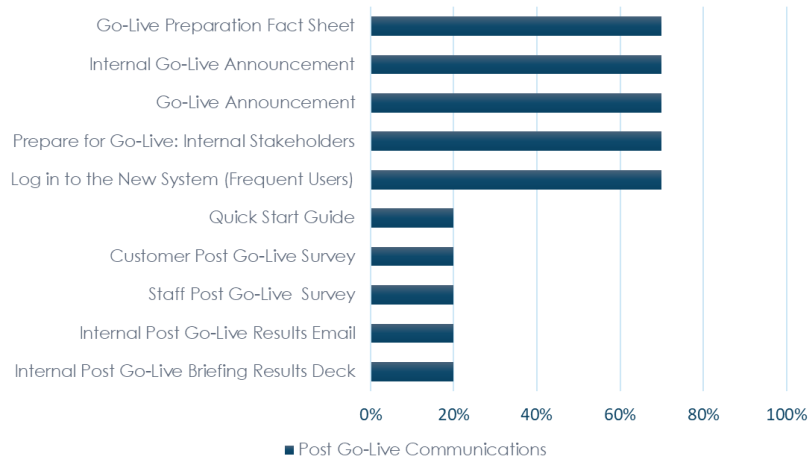


Figure 1.1-8 – Communications: Post Go-Live

Training

- ▶ Created outlines for five (5) additional Training QRGs.
- ▶ Reviewed QRGs with the functional team and incorporated their feedback.
- ▶ Prepared the first package of QRGs for Consortium review during the UAT phase.

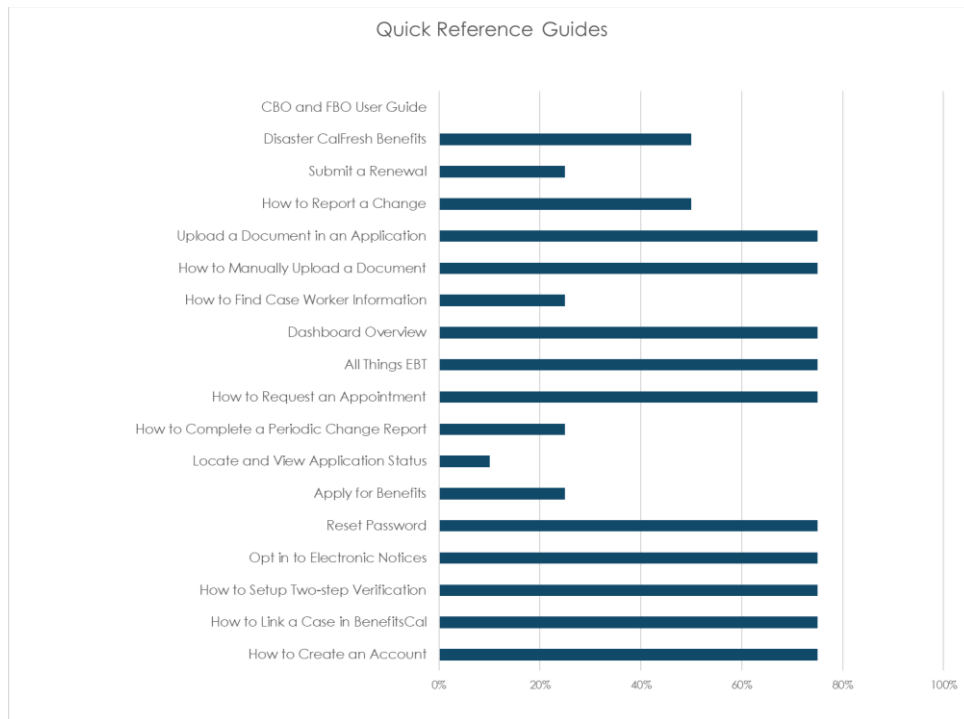


Figure 1.1-9 – Training Quick Start Guides

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Project Timeline

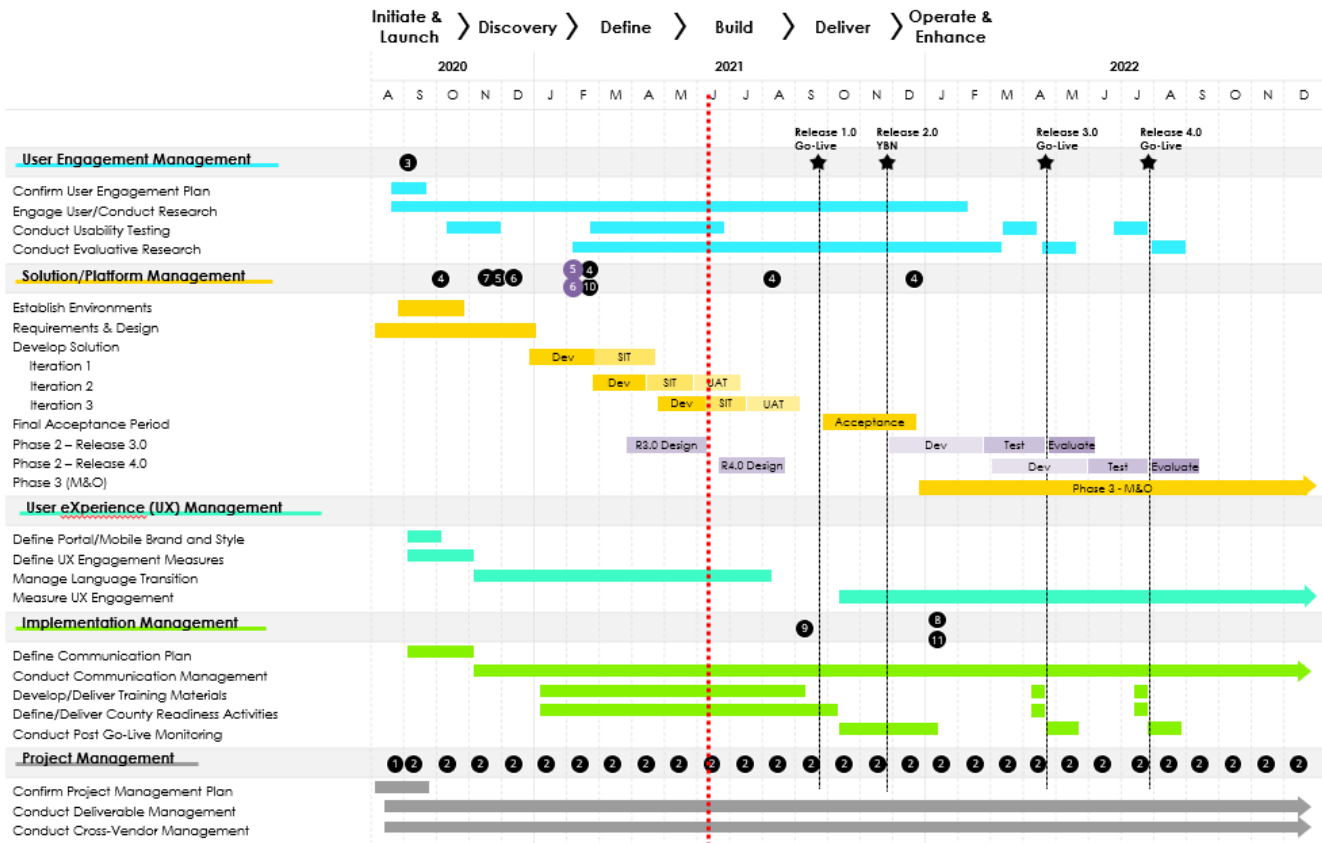


Figure 1.1-10 – Project Timeline Chart

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 submitted during the 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
01.09	Monthly Workplan: June 2021	On-track	06/17/21 FDEL Approval
02.09	Monthly Status Report: June 2021	On-track	06/17/21 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
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	03/02/21	
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/ CalSAWS CR 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

CR ID	To	Subject	Date Created	Status	Date Needed by
CA-228953 and CIV-109031		Collect data (data pull 1, 2019/2020) from various sources	08/13/21	Open	

Table 1.4-3 – CalSAWS CR

1.5. Activities for the Next Reporting Period

Requirements and Design

- ▶ Develop the re-branding for the Chat Me feature.
- ▶ Review Training materials.
- ▶ Support User Acceptance Test (UAT) and independent test inquiries.
- ▶ Schedule a meeting with the Consortium regarding the SAR7 design, Interview Nudge design submission.
- ▶ Continue to conduct JSON API testing of data collected in BenefitsCal for proper transfer to CalSAWS.

User Centered Design

- ▶ Research CalWORKs 2.0 and GROW requirements to prepare for the next round of focus groups (continued from last week).
- ▶ Collaborate with the survey design SME to draft/finalize all customer experience (CX) measurement surveys by 06/30/21.
- ▶ Coordinate with the Advocate co-leads to begin collecting the CBO/assister and customer referrals for usability testing activities.
- ▶ Collaborate with CDSS to prepare meeting materials to engage CBO contractors.

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Development

- ▶ Increment 3, Wave 2 – develop 122 widgets for the week ending 06/11/21.
- ▶ Resolve System Test and User Acceptance Test defects.

System Test Execution

- ▶ Conduct daily System Test status calls to provide updates on test execution and defects.
- ▶ Conduct daily touchpoint calls with the QA team to triage issues and work through testing updates related to QA's independent test cycle.
- ▶ Conduct a Test Planning meeting on 06/08/21 to provide Increment 2 test execution updates.
- ▶ Continue System Test execution for Increment 2, Cycle 2 for the 74 planned test cases.
- ▶ Create test execution cycles for Increment 3.

User Acceptance Test Planning

- ▶ Continue to support the Consortium to prepare for UAT on 06/07/21 and 06/09/21.

Performance Test

- ▶ Create test scripts to support five (5) business cases for Cycle 2.
- ▶ Set up the load generator.
- ▶ Address performance issues identified during the execution of Cycle 1 regarding Lambda services release database connections.

Security: User Conversion

- ▶ Conduct a follow-up meeting with the Consortium and ForgeRock teams to discuss further points on the walkthrough of the CBO Organizational Hierarchy design.

Security Testing

- ▶ After the validation of the identified vulnerabilities, advise on the remediation activities to be performed by the BenefitsCal Development Team and log defects in JIRA for tracking purposes (weekly recurring activity).
- ▶ Continue DAST activities for the BenefitsCal functionalities that are ready for testing.
- ▶ Provide a walkthrough of the CloudCheckr findings and the critical and high severity findings from SAST and DAST to the Consortium Security Team on 06/10/21.

Communications Strategy

- ▶ Remediate defects identified within the BenefitsCal Marketing website in preparation for a Production deployment on 06/11/21.
- ▶ Launch the BenefitsCal Marketing website on 06/11/21.
- ▶ Submit the CBO Brochure on 06/11/21.
- ▶ Design a new screen for the Marketing website for the CBO community to host marketing, recruiting, and outreach materials.
- ▶ Configure the AWS Pinpoint email campaign on 06/08/21 through the CalSAWS account.
- ▶ Draft the first social media campaign welcome messages to be posted in alignment with the first email campaign.
- ▶ Update the Awareness Toolkit in all threshold languages for distribution on 06/11/21.

Training

- ▶ Create outlines for two (2) Training QRGs for internal review on 06/12/21.

1.6. Deviations from Plan/Adjustments

- ▶ No deviations from the plan are noted.