

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: June 7, 2021 to June 13, 2021

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 13, 2021

Period: June 7, 2021 to June 13, 2021

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Submitted the Monthly Operational Readiness Report on 06/09/21.
- ▶ Received the final approval for the Customer Experience (CX) Measurement Plan Work Product on 06/09/21.

1.2 Activities for the Next Reporting Period

- ▶ Present the Weekly Status Report on 06/16/21.

1.3 Deviations from Plan/Adjustments

- ▶ None

1.0 Application Development and Test

1.1 Requirements and Design

1.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ Met with the CalSAWS UAT Team for a Q&A session on 06/07/21.
- ▶ Met with the Secretary of State to discuss enhancements to the Voter Registration feature on 06/11/21.
- ▶ Monitored and triaged the defects identified during Independent UAT.
- ▶ Met with Consortium on 06/08/21 to present the updated Semi-Annual Report (SAR 7) and Recertification for CalFresh (CF37) benefits flows and design specifications.
- ▶ Revised the Periodic Reports General System Design (GSD) deliverables to align with the CF37 design.
- ▶ Revised the Periodic Reports GSD deliverables to align with the SAR 7 design.

1.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Continue the re-branding of the Chat Me feature and schedule a call with the Consortium to discuss the updates that are needed for CalSAWS.
- ▶ Continue reviewing Training material.
- ▶ Draft the Maintenance & Operations (M&O) Plan DDEL.
- ▶ Meet with the Consortium team regarding the Interview Nudge design specifications.
- ▶ Schedule a meeting with LA County to review the Interview Nudge design specifications.
- ▶ Revise the Periodic Reports GSD deliverables to align with the CF37 design based on feedback from the Consortium.
- ▶ Revised Periodic Reports GSD deliverables to align with the SAR 7 design based on feedback from the Consortium.
- ▶ Supported Get CalFresh SAR 7 design discovery session.

Deliverable Management

Table 2.1-1 – Requirements and Design Deliverable Status for Next Reporting Period

DEL #	Deliverable	Status
09	Maintenance & Operations (M&O) Plan	On Track

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1.2 User Centered Design (UCD)

1.2.1 Highlights of the Reporting Period – UCD

- ▶ Submitted a proposal for an unmoderated usability test to the Consortium leads on 06/09/21 and it was determined to hold on testing Gender Identify questions.
- ▶ Drafted a presentation for the CBO Engagement Strategy to use for internal planning with leadership.
- ▶ Met with the California Department of Social Services (CDSS) on 06/08/21 to plan for and schedule the CBO engagement meeting. The meeting has been scheduled for 07/07/21.
- ▶ Drafted responses to stakeholder questions and attended a preparation meeting on 06/07/21 to prepare for the Quarterly Stakeholder Meeting on 06/17/21.
- ▶ Outlined a CX measurement presentation and developed content for a meeting with the Section Directors 06/23/21.
- ▶ Drafted a recruitment survey to distribute across the Advocate and CBO community by 06/18/21.

1.2.2 Activities for the Next Reporting Period – UCD

- ▶ Draft meeting materials for the CBO engagement meeting with CDSS CalFresh Outreach contractors on 07/07/21.
- ▶ Draft meeting materials for the UCD Monthly Meeting on 06/28/21.
- ▶ Conduct a demonstration of Loop11 with the Consortium Leads and Advocates by 06/18/21.
- ▶ Draft the CX Measurement materials for Section Directors' meeting on 06/23/21.
- ▶ Update intercept survey material approach.

1.3 Development

1.3.1 Highlights of the Reporting Period – Development

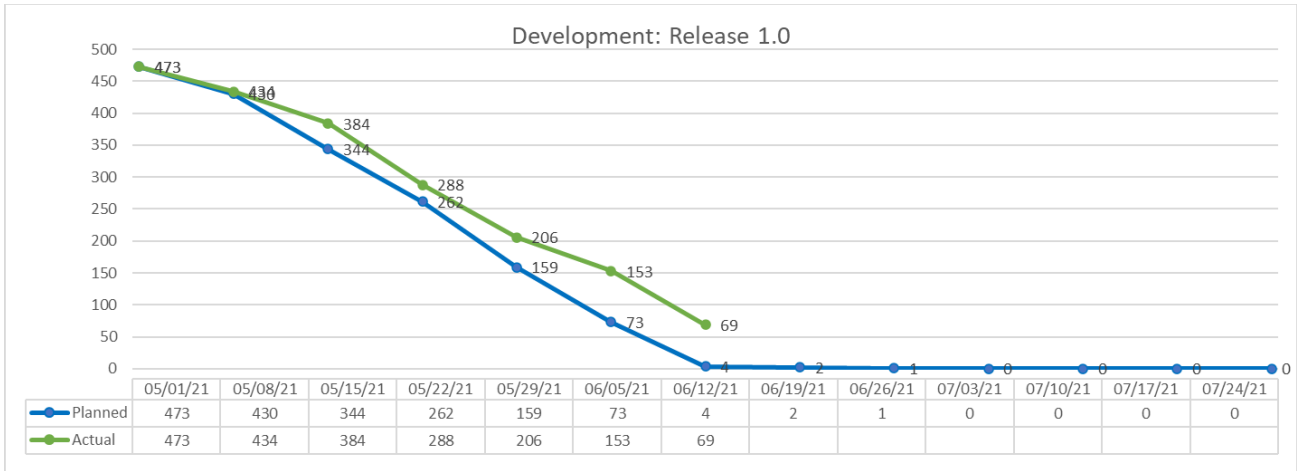
- ▶ Finalized release breakdown for increment 3 into three releases to internal releases to testing.
- ▶ **For Increment 3 Release 1.0** completed 84 tasks.
- ▶ Overall, the development schedule is off by 65 tasks.
 - **Cause:**
 - Two (2) development team members were out of office impacted by COVID 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.
 - Dev/Ops changes for relative paths, API consolidation now being applied to Increment 3, DIT activities delayed but will recover.
 - Partner integration tests are pending for four (4) of 18 APIs, and five (5) defects logged. DIT activities are delayed but will recover.
 - **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 07/03/21.

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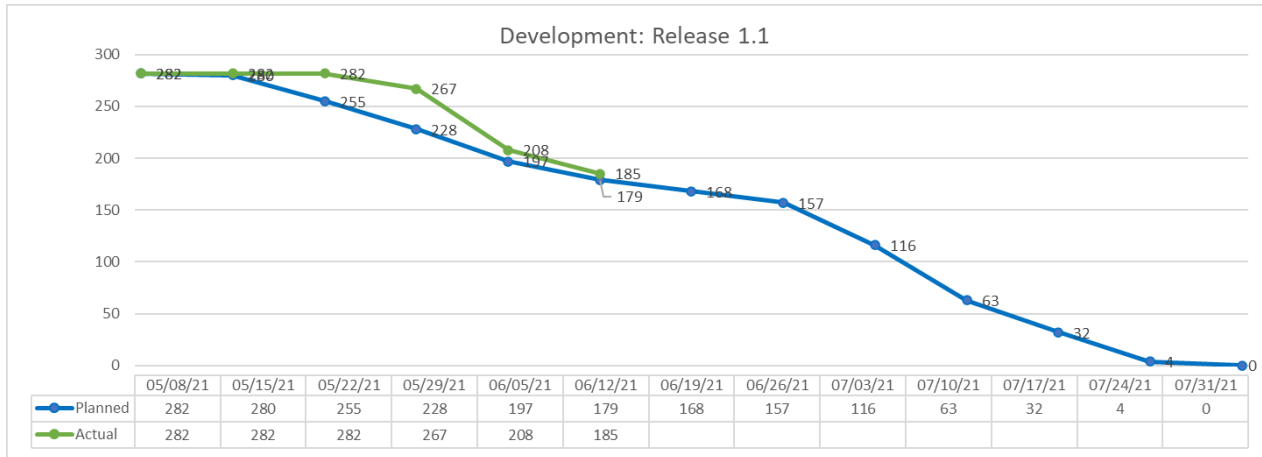
Period: June 7, 2021 to June 13, 2021

Figure 2.3-1 – Development: Increment 3 Release 1.0 – Burndown



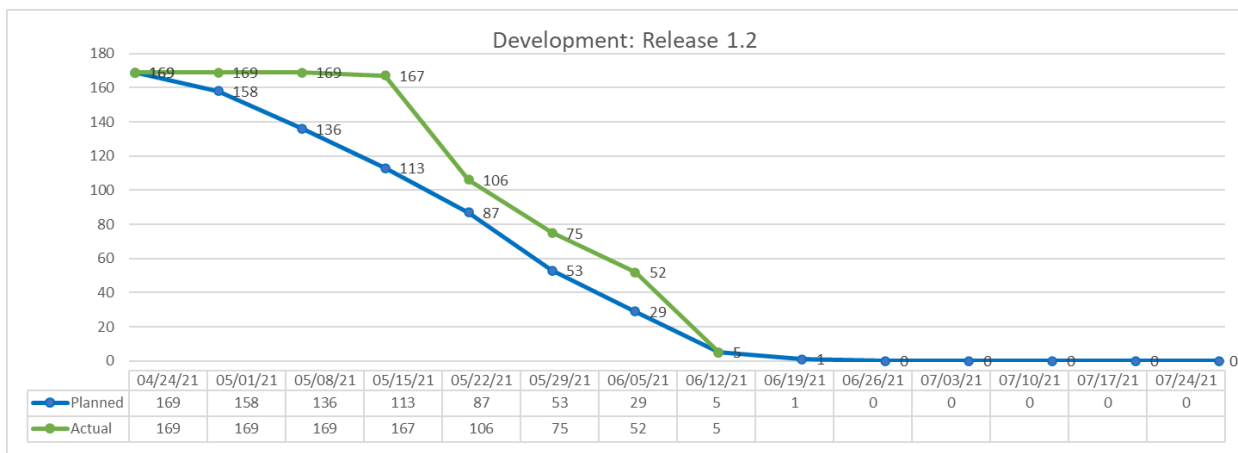
- **For Increment 3 Release 1.1:** completed 23 tasks. Overall, the development team schedule is off by six (6).

Figure 2.3.2 – Development: Increment Release 1.1 – Burndown



- **For Increment Release 1.2:** completed 47 tasks.

Figure 2.3.3 – Development: Increment Release 1.2 – Burndown



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1.3.2 Activities for the Next Reporting Period – Development

- ▶ Release 1.0 part 2 to System Test and recover the 65-widget backlog by 07/03/21.
- ▶ Develop the 11 planned
- ▶ **For Release 1.1:** develop 11 widgets planned for the week and catch up on backlog by 07/03/21.
- ▶ **For Release 1.2:** develop four (4) widgets planned for the week.

1.4 System Test Execution

1.4.1 Highlights of the Reporting Period – System Test Execution

- ▶ Executed 157 of the 157 planned Cross-Browser test cases.
- ▶ Participated in Independent Test status meetings on 06/08/21 and 06/10/21 with the QA teams to provide support on test execution and to receive updates.
- ▶ Executed 65 of the 67 planned test cases for Increment 2, Cycle 2. The remaining two (2) test cases were not executed due to data availability issues with CalSAWS and FIS.
- ▶ Executed 192 of the 157 planned ADA test cases.
- ▶ Conducted the weekly test planning meeting on 06/08/21 with the Consortium and QA teams to provide Increment 2 updates.
- ▶ Conducted Partner Interface Test meetings with CalSAWS and ForgeRock on 06/09/21, 06/10/21 and 06/11/21 to walk through the ETA for identified partner defects and data set up and staging requests.
- ▶ Conducted the UAT Go/No Go meeting on 06/11/21 with the Consortium and QA teams and received a UAT Go decision.

1.4.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Conduct daily System Test status calls to provide updates on test execution and defects.
- ▶ Conduct daily Independent Test touchpoint calls to triage issues and work through testing issues.
- ▶ Conduct a Test Planning meeting on 06/15/21 to provide updates on automation and Increment 2 and Increment 3 test execution.
- ▶ Continue System Test execution for Increment 2, Cycle 2. Re-execution of 35 failed test cases are planned.
- ▶ Begin System Test execution for Increment 3, Cycle 1. Execution of 30 new test cases are planned.
- ▶ Continue automation execution of ADA, cross-browser, and cross-device test cases – 250+ screens planned.
- ▶ Evaluate potential of adding Internet Explorer as an additional browser to be tested.

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System Test: Increment 2

Figure 2.4-1 – System Test Execution Burndown: Increment 2

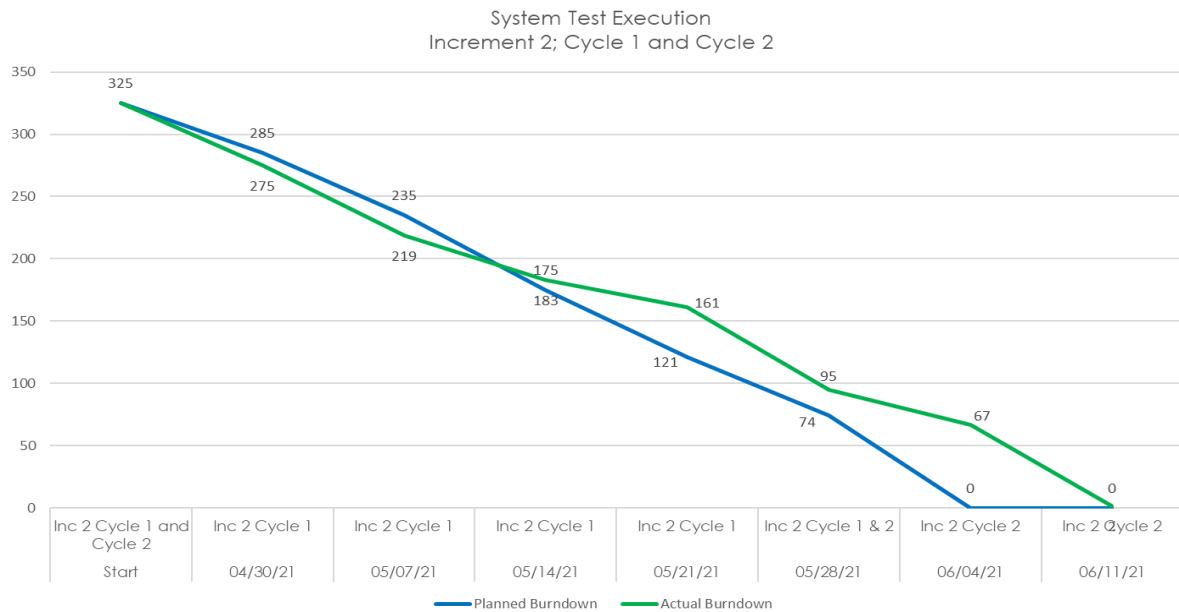


Figure 2.4-2 – System Test Pass Rate: Increment 2

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	100%	100%	243 test Cases
Actual (+/- from previous week)	85% (+16 %)	85% (+16 %)	241 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 2.4-3 – System Test Partner Defects

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

System Test Increment 2: Cycle 2

Figure 2.4-4 – System Test Execution Status: Increment 2: Cycle 2

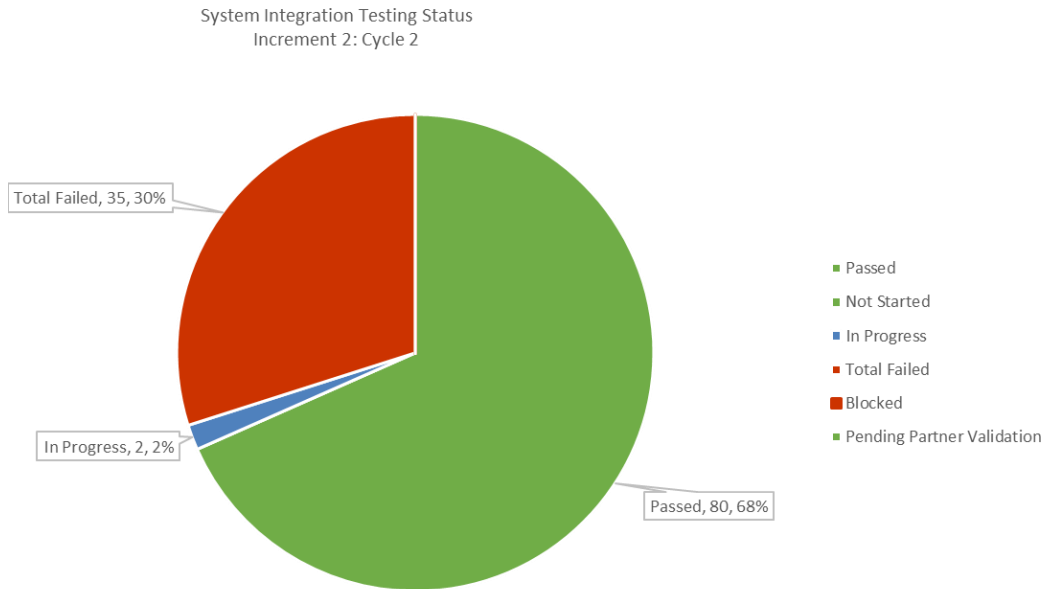


Figure 2.4-5 – System Test Pass Rate: Increment 2: Cycle 2

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	117 Total
Actual (+/- from previous week)	70% (+2%)	70% (+2%)	115 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

1.5 User Acceptance Test Planning

1.5.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Participated in UAT meetings on 06/07/21, 06/08/21, and 06/10/21 with the Consortium and provided updates to the integrated UAT approach and discussed BenefitsCal UAT functionalities and environment availability.
- ▶ Assisted the Consortium to set up dashboards, test cycles, and test plans and to upload test cases in JIRA to begin execution on 06/14/21.

1.5.2 Activities for the Next Reporting Period – User Acceptance Test Planning

- ▶ Assist with UAT on 06/14/21, 06/15/21, and 06/17/21.
- ▶ Support Independent test and UAT test execution.

2.0 Performance Test

2.1 Highlights of the Reporting Period – Performance Test

- ▶ Completed the JMeter install on load generators on 06/11/21.

2.2 Activities for the Next Reporting Period – Performance Test

- ▶ Create Performance test scripts for Cycle 2.
- ▶ Continue Performance Monitoring and Reporting dashboard set up in the performance environment.
- ▶ Continue to address the performance issues identified during the execution of Cycle 1 regarding the Lambda services release database connections.

3.0 Security

3.1 Account Conversion

3.1.1 Activities for the Next Reporting Period – Account Conversion

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

3.2 System Security Plan (SSP) and Security Scans

3.2.1 Highlights of the Reporting Period – SSP and Security Scans

- ▶ Discussed the CBO Assister password flow with the BenefitsCal and ForgeRock teams on 06/07/21 and 06/08/21. This resulted in an understanding amongst the teams for further implementation/testing of the application.
- ▶ Met with the BenefitsCal Team on 06/08/21 to walk through the One Time Pin (OTP) design and address any security risks to the design. This resulted in an approval on the design from a security perspective.
- ▶ Conducted a review of the security infrastructure for the cloud configurations of BenefitsCal on 06/11/21. This resulted in a follow-up meeting to be scheduled to determine Web Application Firewall (WAF) policies that may harden the security infrastructure.

3.3 Security Testing

3.3.1 Highlights of the Reporting Period – Security Testing

- ▶ Completed the security testing activities for the BenefitsCal Marketing website and shared the results with the BenefitsCal Development Team .
- ▶ Completed execution of Dynamic Application Security Testing (DAST) scenarios for UAT Drop 1 and shared the results with the BenefitsCal Application Team.
- ▶ 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.
- ▶ Provided a walkthrough of the identified vulnerabilities to the Consortium Security Team on 06/09/21 and 06/11/21.

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- ▶ Remediated and closed all of the “Critical” and “High” severity findings from the SAST and DAST.

3.3.2 Activities for the Next Reporting Period – Security Testing

- ▶ After the 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).
- ▶ Continue DAST activities for the BenefitsCal functionalities that are ready for testing.
- ▶ Draft the Security sections of the BenefitsCal M&O Plan.

4.0 Communications

4.1 Highlights of the Reporting Period

- ▶ Submitted a CAB ticket on 06/11/21 to establish Pinpoint Service in the BenefitsCal account.
- ▶ Submitted a request on 06/10/21 to the Consortium to transfer the BenefitsCal domain.
- ▶ Completed testing on 06/09/21 for functionality, language translations, and security for the BenefitsCal Marketing website.
- ▶ Received the Awareness Toolkit in all threshold languages updated for distribution on 06/11/21.
- ▶ Drafted the video scripts and completed interviews for two (2) JPA meeting videos on 06/11/21.
- ▶ Created a video for the BenefitsCal features demonstration on 06/11/21.
- ▶ Completed System Testing of the BenefitsCal Marketing website. There are four (4) open defects planned to be resolved by 06/16/21.

4.2 Activities for the Next Reporting Period

- ▶ Draft a new BenefitsCal Marketing website page on 06/18/21 targeted at the CBO community.
- ▶ Begin configuring the AWS Pinpoint email campaign through the CalSAWS account on 06/14/21.
- ▶ Submit the first social media campaign welcome blasts to the Consortium on 06/17/21.
- ▶ Submit the go-live communications for approval on 06/17/21.
- ▶ Deploy the BenefitsCal Marketing website on 06/18/21.
- ▶ Complete testing, resolve outstanding defects, and launch the BenefitsCal Marketing website (planned for 06/18/21).

Figure 4.3-1 – Communications: Marketing

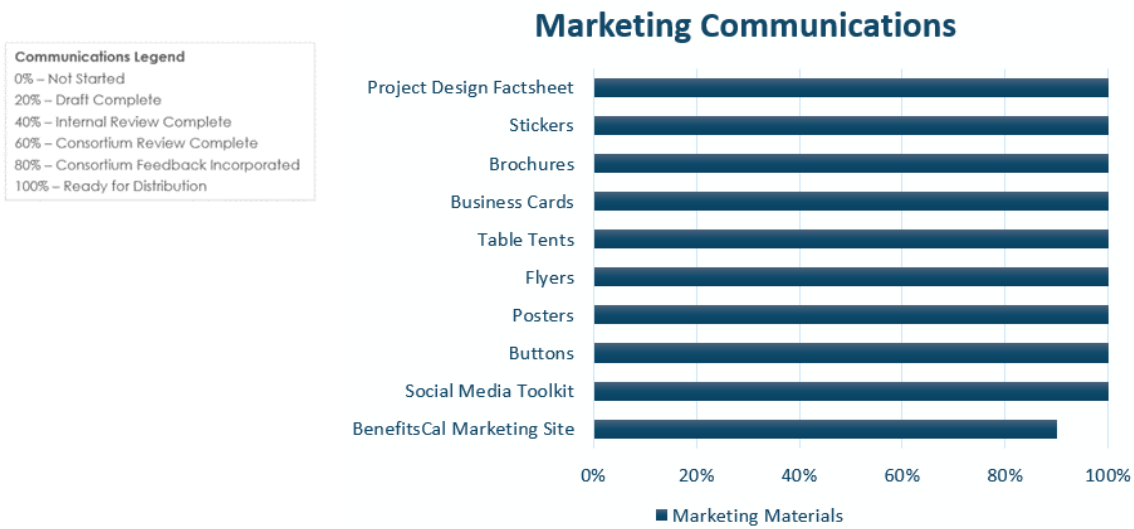
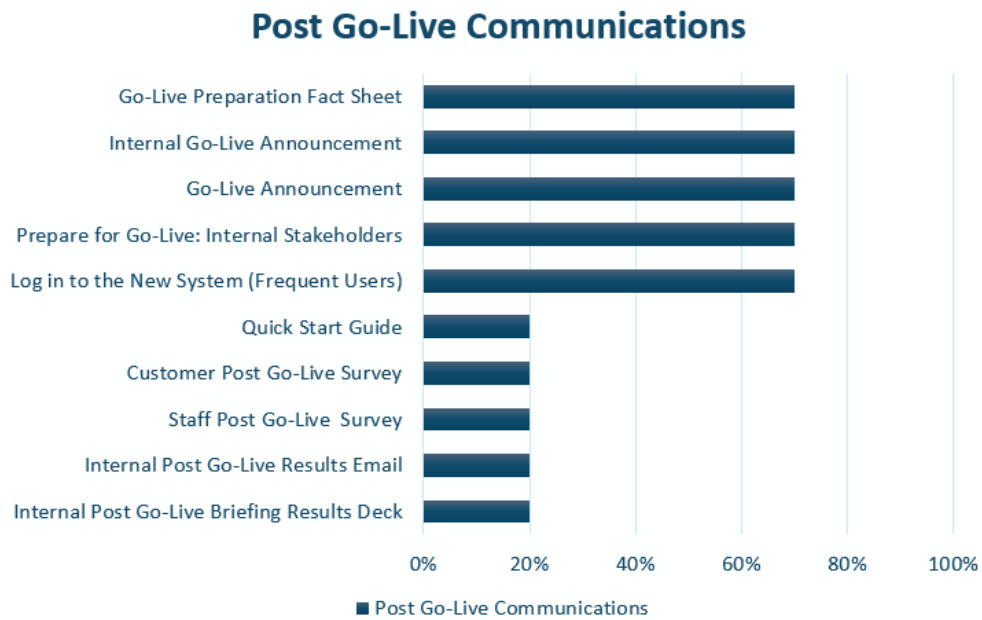


Figure 4.3-2 – Communications: Post Go-Live



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5.0 Training

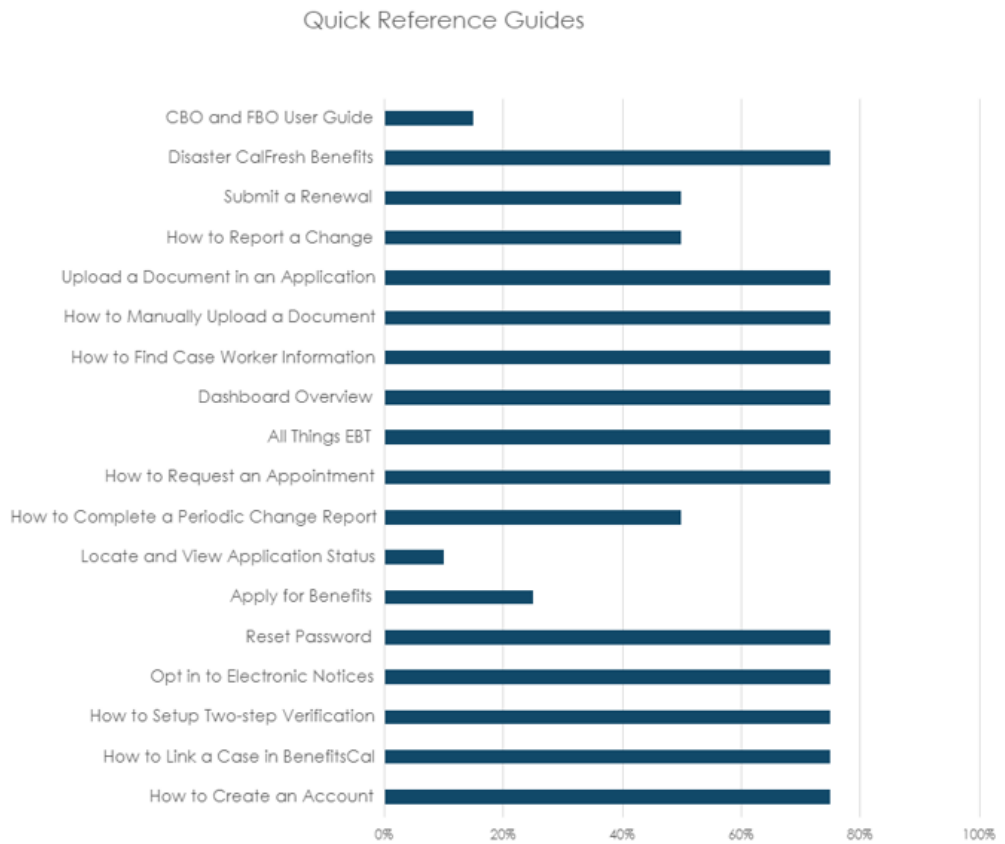
5.1 Training Status

- ▶ Created outlines for two (2) Quick Reference Guides (QRGs) on 06/12/21.

5.2 Activities for the Next Reporting Period

- ▶ Create outline for two (2) QRGs on 06/18/21.

Figure 5.3-1 – Training Quick Start Guides



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6.0 Appendices

- Appendix A – Deliverable Summary

Project Deliverable Summary

Deliverable activity is summarized within the tables below.

Deliverable Status by Submission

Table 6.0-1 – Deliverable Status for Current Reporting Period

		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

Upcoming Deliverable Deadlines

Table 6.0-2 – 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

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Work Product Status by Submission

Table 6.0-3 – Upcoming Work Product Deadlines

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

► Appendix B – Risks and Issues Summary

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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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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CRFI/CIT/CalSAWS CR Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

Table 7.0-4 – CITs

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
		No CITs submitted during the reporting period.				

The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

Table 7.0-5 – CRFIs

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date
		No CRFIs submitted during the reporting period.			

The following table outlines CalSAWS Chang Request sent for the reporting period.

Table 7.0-6 – CalSAWS CR

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	05/20/21	Open	08/13/21

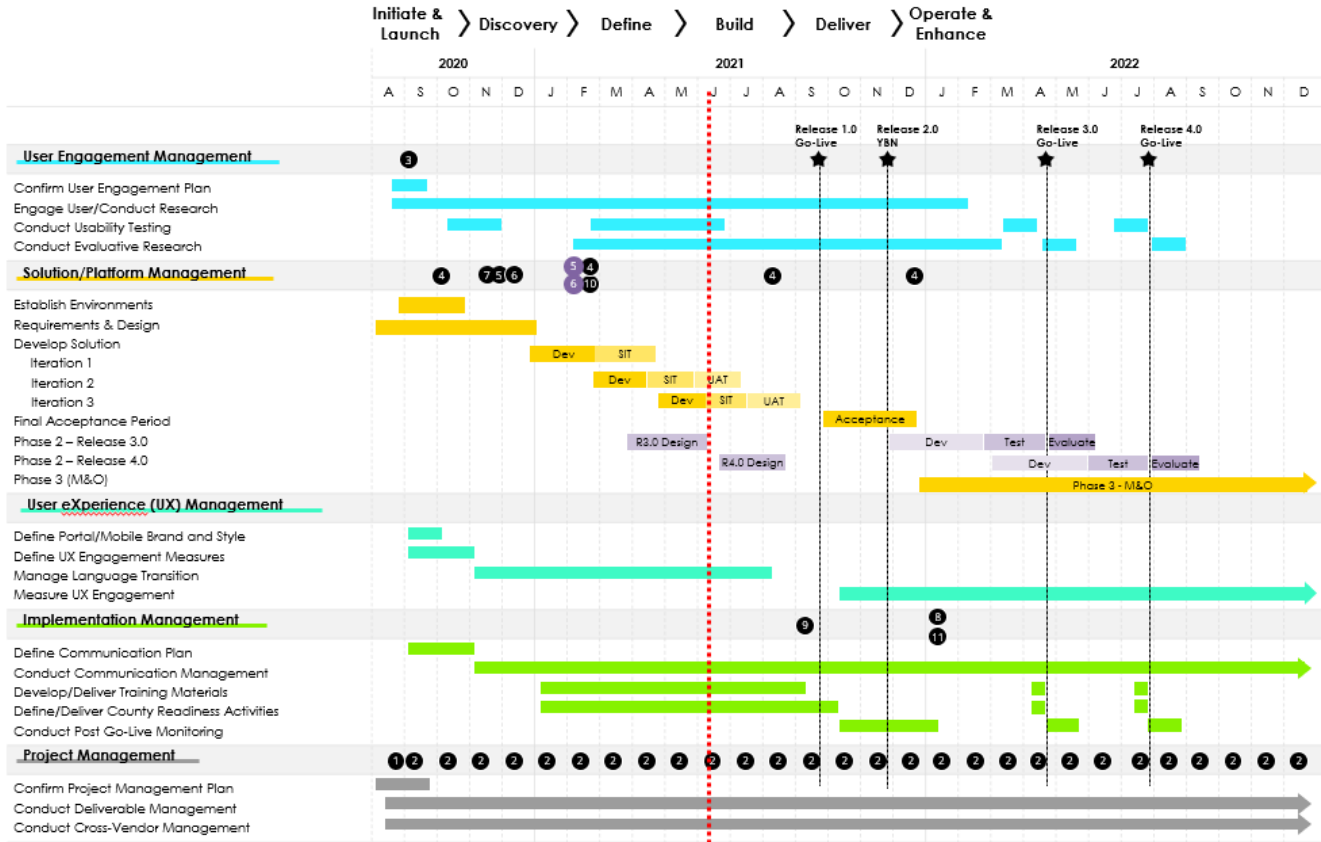
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► Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

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

Table 7.0-7 – Overdue Action Items

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