

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: June 28, 2021 to July 4, 2021

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 7, 2021

Period: June 28, 2021 to July 4, 2021

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Submitted the Maintenance & Operations (M&O) Plan Draft Deliverable (DDEL) on 07/01/21.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ Submitted the Maintenance & Operations (M&O) Plan DDEL deliverable.
- ▶ Monitored and triaged the User Acceptance Test (UAT) and Independent Testing defects.
- ▶ Sent Increment 3 content for translation to the vendor, Hummble.
- ▶ Presented the Interview Nudge designs to the LA County Workgroup on 06/28/21.
- ▶ Conducted an impact analysis for the Medical Renewal design to align with the Supplement to Statement of Facts for Retroactive Coverage/Restoration (MC210), Pre-Populated Renewal (MC216), and Mixed Household Annual Renewal (MC217) forms.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Continue to support the development of Training materials.
- ▶ Continue to monitor Independent Testing and UAT.
- ▶ Update the Interview Nudge design based on the LA County Workgroup's feedback.
- ▶ Present the Medical Renewal forms alignment design updates to the Consortium Workgroup.
- ▶ Plan the design session timeline for Release 3.0 and Release 4.0.

2.2 User Centered Design (UCD)

2.2.1 Highlights of the Reporting Period – UCD

- ▶ Facilitated the UCD monthly meeting with the Advocates on 06/28/21.

2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Facilitate the CBO Engagement meeting with primary contractors for the California Department of Social Services (CDSS) on 07/07/21.
- ▶ Collaborate with the Design team to draft usability testing scripts and protocols for moderated and unmoderated usability testing.

CR ID	Request	Date Requested	Date Needed	Status
CIV-109031	C4Yourself Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	08/13/21 – for information 01/01/19 through 12/31/19 09/30/21 – for 07/01/21 through 09/30/21	Open

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CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	08/13/21 – for information 01/01/19 through 12/31/19 11/19/21 – for data from 08/16/21 to 11/19/21	Open
N/A	MyBCW Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	8/13/2021 – for info 01/01/19 through 12/31/19 Note: MyBCW data is purged after one (1) year, but old reports are still accessible. The Team is looking into what data is available from CalWIN.	Open

Table 2.2-1 – Data Requests for CX Measurement

2.3 Development

2.3.1 Highlights of the Reporting Period – Development

- ▶ **For Release 1.0, Increment 3:** No planned activity.
- ▶ **For Release 1.1:** Completed 48 development tasks of the 34 planned – 14 tasks ahead of schedule.
- ▶ **For Release 1.2:** No planned activity.
- ▶ Overall, the development schedule is off by three (3) development tasks.
 - **Cause:**
 - Dependency on partner API to complete development/test for Appointments, Notices API, and Call Me features.
 - One (1) development team member was out of office impacted by COVID last week.
 - **Impact:** There is no expected impact to the start of the subsequent UAT activities for UAT Code Drop 2.
 - **Recovery Plan:** Integration tasks are targeted to be recovered by 07/05/21 depending on Partner defect closure.

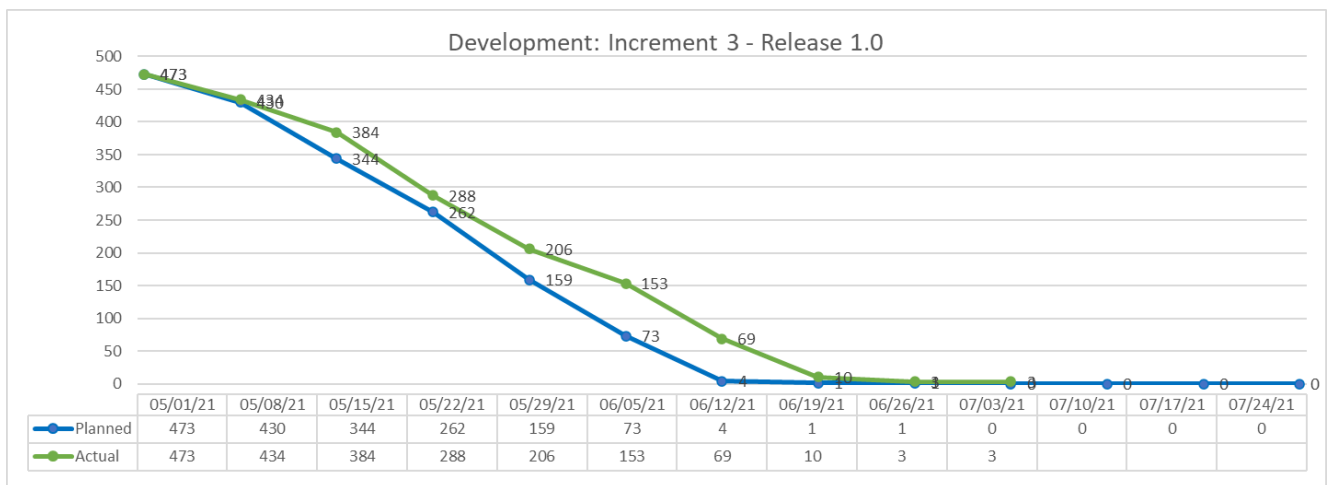


Figure 2.3-1 – Development: Release 1.0 – Increment 3

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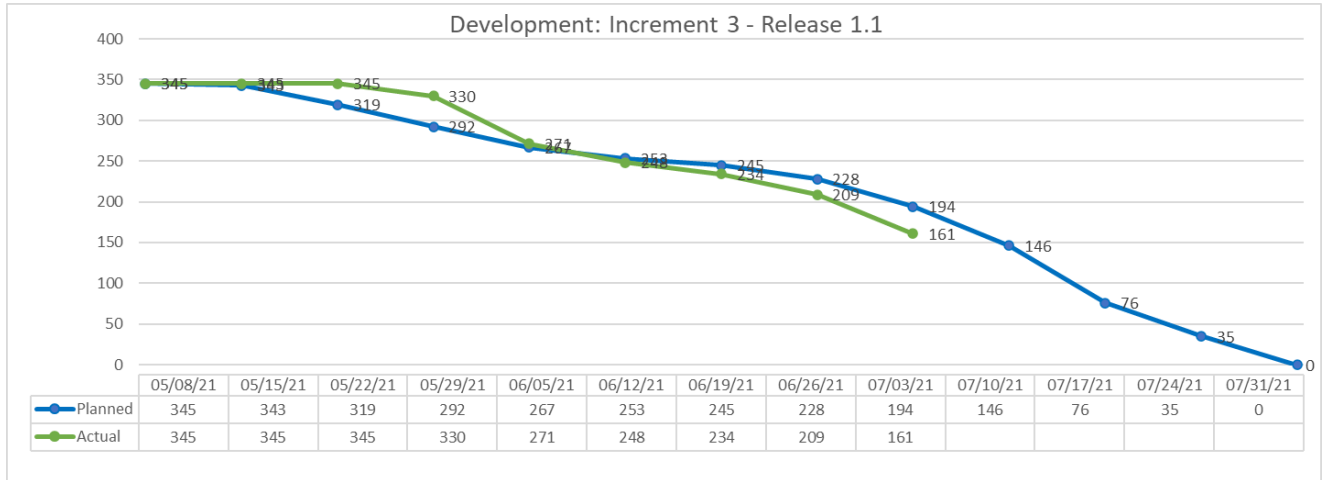


Figure 2.3-2 – Development: Release 1.1

- ▶ **Release 1.1:** Added 34 net new tasks due to MC redesign from 314 to 345 which was initially reported.

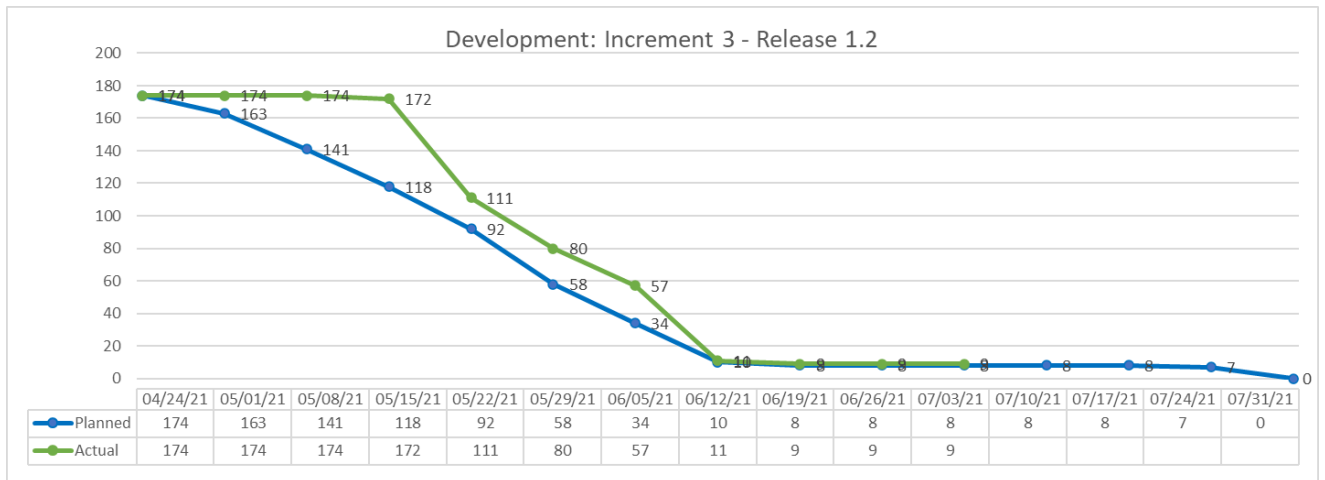


Figure 2.3-3 – Development: Release 1.2

2.3.2 Activities for the Next Reporting Period – Development

- ▶ Close 48 tasks for Release 1.1; 31 net new tasks added for Medi-Cal based on redesign.
- ▶ Monitor the Release 1.0 Performance optimization and provide SAST / DAST support, multi-lingual updates, and accessibility checks by 07/17/21.
- ▶ Provide UAT support for Increment 2 and System Test support for Increment 3.

2.4 System Test Execution

2.4.1 Highlights of the Reporting Period – System Test Execution

- ▶ Executed 78 of the 90 planned test cases for Increment 3, Cycle 1 – behind the planned schedule, behind the planned schedule by 33 test cases.
- ▶ Executed 151 of the 100 planned test cases for the Safari browser – ahead of schedule.
- ▶ Executed 100 of the 100 planned cross-device test cases.
- ▶ Executed 306 of the 306 planned Spanish language test cases.
- ▶ Conducted daily Partner and System Test status calls to provide updates on test execution and defects.

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- ▶ Conducted the weekly test planning meeting on 06/29/21 and Partner Interface Test meetings with the CalSAWS and ForgeRock teams on 06/30/21, 07/01/21, and 07/02/21.
- ▶ Participated in Independent Test status meetings on 06/29/21 and 07/01/21 with the QA teams to provide support on test execution and receive updates.

System Test: Increment 2: Cycle 2

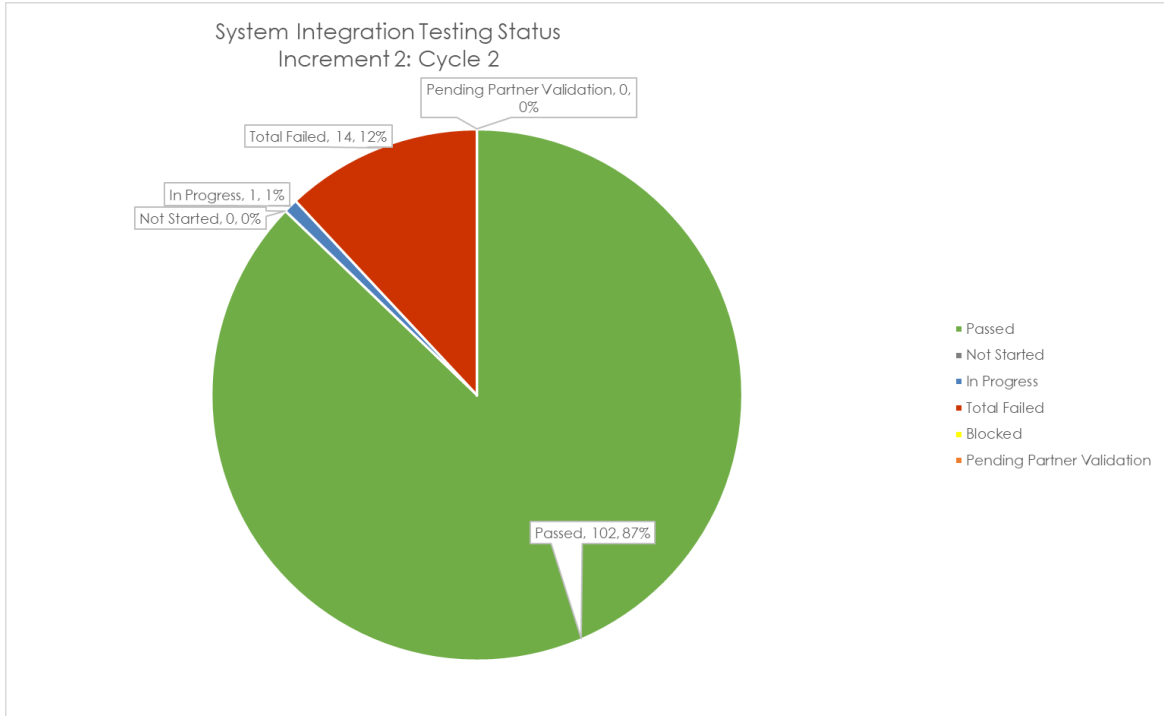


Figure 2.4-1 – System Test Execution Status: Increment 2: Cycle 2

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	117 Test Cases
Actual (+/- from previous week)	87% (+5)	87% (+5)	116 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

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

System Test: Increment 3

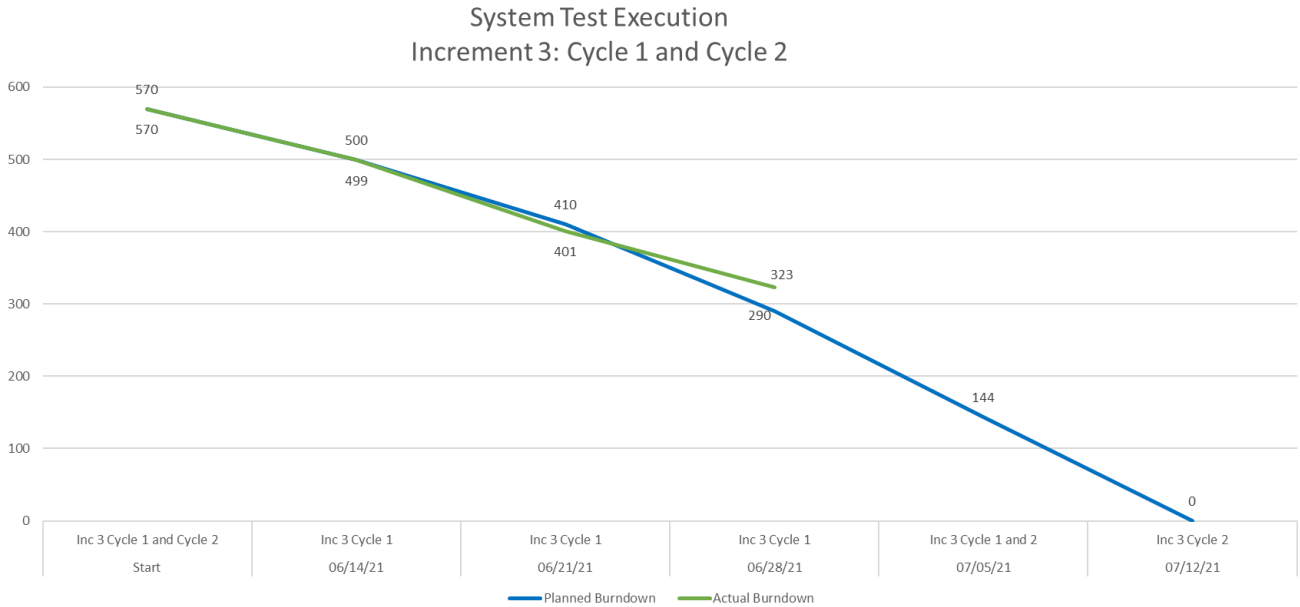


Figure 2.4-3 – System Test Execution Burndown: Increment 3 – Release 1.0

- ▶ **Release 1.0, Increment 3: Cycle 1** contains 386 test cases.
- ▶ **Release 1.0, Increment 3: Cycle 2** contains 184 test cases.
- ▶ Overall, we are behind by 33 test cases and plan to recover by 07/16/21.
 - **Cause:**
 - 14 are executed but are awaiting partner validation to close, requested this week.
 - 16 test cases are delayed as we work through data setup dependencies and questions with partners.
 - Three (3) test cases are pending design clarifications.
 - **Impact:** There is no expected impact to the start of the subsequent UAT activities for UAT Code Drop 2.
 - **Recovery Plan:** Testing team plans to recover the testing by 07/16/21.

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	60%	60%	280 Test Cases
Actual (+/- from previous week)	68% (+7%)	68% (+7%)	247 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 2.4-4 – Pass Rate: Increment 3

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

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

Figure 2.4-5 – System Test Partner Defects

System Test Increment 3: Cycle 1

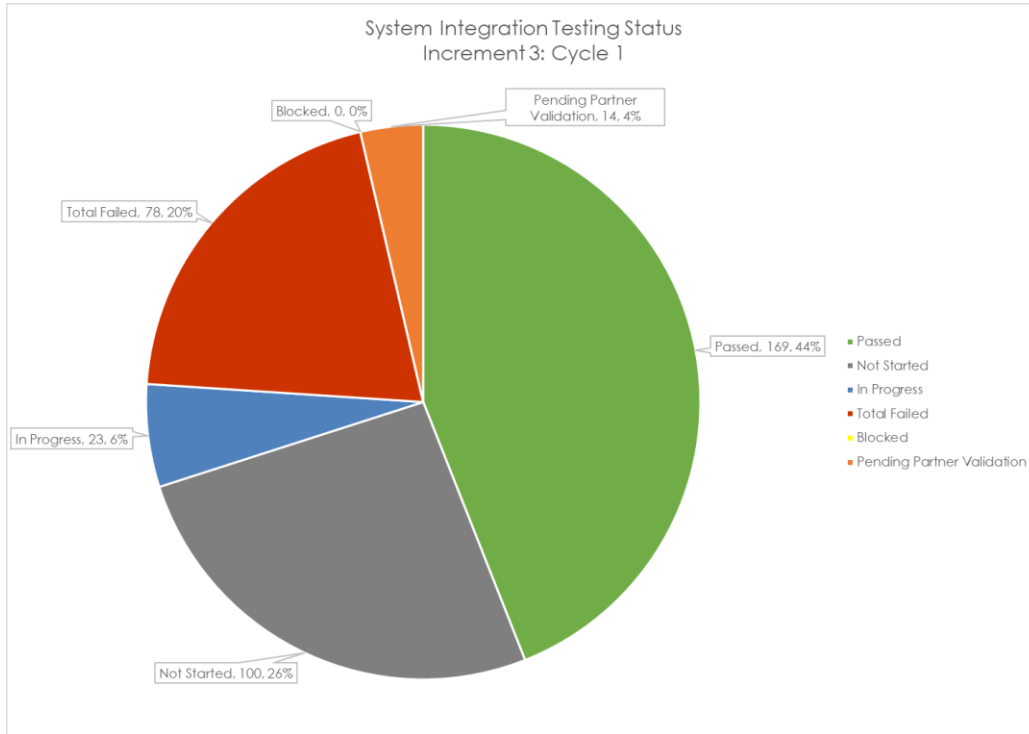


Figure 2.4-6 – System Test Execution Status: Increment 3: Cycle 1

2.4.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Begin System Test execution for Increment 3 Cycle 1. Execution of 100 test cases is planned.
- ▶ Continue automation execution of language and cross-device test cases. Approximately 200 screens are planned for execution.
- ▶ Conduct daily and weekly test status calls to provide updates on test execution and defects, to coordinate across partners.
- ▶ Continue System Test Execution for Increment 2, Cycle 2. Re-execution of 14 failed test cases is planned.

2.5 User Acceptance Test (UAT) Planning

2.5.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Participated in UAT daily tester meetings to provide the Consortium with BenefitsCal functional support in UAT.

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

- ▶ Continue to support user acceptance test activities.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Met with the CalSAWS and ForgeRock teams to plan Cycle 2 performance testing.
- ▶ Completed testing of the Relational Database Service (RDS) proxy changes in the lower environments.
- ▶ Cycle 2: 20 of 22 test cases written.
- ▶ Cycle 3: 1 of 20 test cases written.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Continue Performance Test scripting for Cycle 3.
- ▶ Performance Test the RDS proxy changes in the Performance environment.

	Start Date	End Date	Test Cases
Cycle 2	07/19/21	07/30/21	20 of 22
Cycle 3	08/09/21	08/20/21	1 of 20

Figure 3.2-1 – Performance Test Cycles

4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

- ▶ No activities.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Load the converted user extract shared by the ForgeRock team from the C4Y system into the BenefitsCal database, to proceed with System Test.

4.2 Technical System Design

4.2.1 Highlights of the Reporting Period – Technical System Design

- ▶ Provided a walkthrough on 06/29/21 and 07/01/21 of the changes and the effort required to integrate GetCalFresh with BenefitsCal to the Consortium and Code for America teams.
- ▶ Met with the Consortium and ForgeRock teams on 06/28/21 to discuss a resolution to a CBO bulk load issue caused by duplicate phone numbers. The solution was decided that Consortium will reach out to the Counties for the missing phone numbers for the users with duplicate phone numbers and retrieve the proper ones.
- ▶ Met with the Consortium Tech team and the ForgeRock team on 06/29/21 to understand the whitelisting process that is occurring for phone numbers to alleviate testing errors. This resulted in a correct URL being identified for the Testing team to request phone numbers to whitelist to for future whitelisting efforts.

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- ▶ Completed the Security sections of the BenefitsCal M&O Plan DDEL.
- ▶ Facilitated a meeting with the Consortium Security Team on 06/28/21 to review the open CloudCheckr findings on the BenefitsCal AWS environments and prioritized them for remediation.

4.2.2 Activities for the Next Reporting Period – Technical System Design

- ▶ Address any feedback received on the Security sections of the BenefitsCal M&O Plan DDEL.

4.3 Security Testing

4.3.1 Highlights of the Reporting Period – Security Testing

- ▶ Executed the weekly SAST of the application source code and shared the analysis of the security scan reports with the BenefitsCal Development Team for remediation.
- ▶ Continued the execution of the DAST manual scenarios for the functionalities to be deployed as part of UAT Drop 2.
- ▶ Met with SIEMBA INC team on 06/28/21 to understand the pre-requisites to start the independent security testing activities.

4.3.2 Activities for the Next Reporting Period – Security Testing

- ▶ After the validation of the identified vulnerabilities, advise on the remediation activities to be performed by BenefitsCal Development Team. Log the defects in JIRA for tracking purposes. (Weekly recurring activity).
- ▶ Continue DAST activities for the BenefitsCal functionalities that are ready for testing.
- ▶ Onboard the independent security testing team to prepare for independent test activities.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ Received approval from the Consortium for CIT 0157-21 BenefitsCal Customer – CBO Pre-Go Live Communications and sent to Counties on 06/29/21.
- ▶ Received approval from the Consortium for CIT 0162-21 BenefitsCal Marketing Website and sent to counties on 06/29/21.
- ▶ Imported into AWS pinpoint and tested a new email address, StateWidePortal@CalSAWS.org to send customer communications.
- ▶ Received approval for the first customer communication email sent through AWS from the Consortium on 06/30/21.
- ▶ Uploaded the C4Y Customer email addresses to begin email communications on 06/30/21.
- ▶ Sent the first customer email "C4Y New Benefits System (1)" through AWS on 06/30/21.

5.2 Activities for the Next Reporting Period

- ▶ Conduct a Sprinklr Analysis to provide a report to the Consortium on 07/09/21.
- ▶ Finalize the copy for the CBO brochure on 07/09/21.
- ▶ Report the open and click rate of the "C4Y New Benefits System (1)" email to the Consortium on 07/07/21.

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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

Post Go-Live Communications

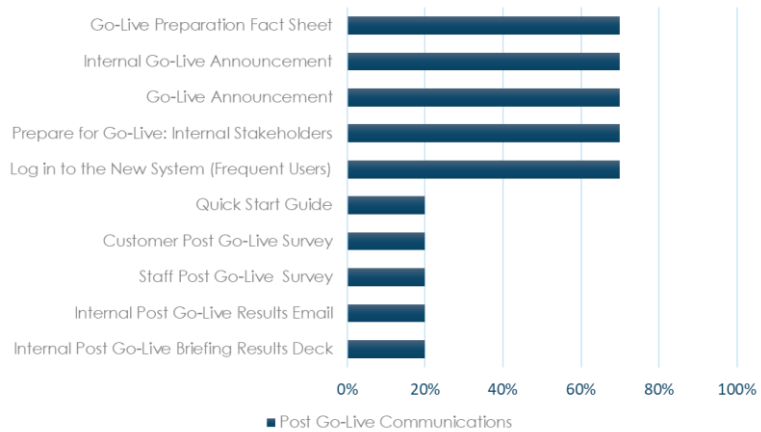


Figure 5.2-1 – Communications: Post Go-Live

YouTube				
Post	Views	Likes		Date Posted
Welcome to BenefitsCal		81		6/24/2021
Journey to BenefitsCal		58		6/24/2021
Facebook				
Post	Views	Likes	Link Clicks	Date Poster
Welcome to BenefitsCal		8	1	6/24/2021
"It's Coming California!"		5	1	6/25/2021
Twitter				
Post	Views	Likes	Link Clicks	Date Posted
Tweet #1		106	0	6/24/2021
Tweet #2		19	0	6/25/2021

Figure 5.2-2 – Social Media Tracker

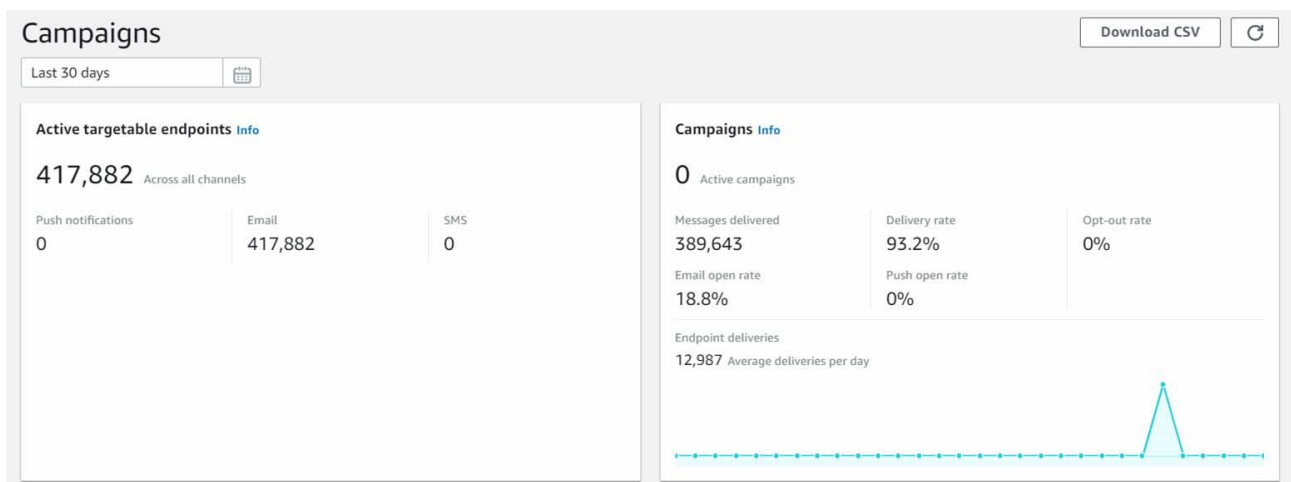


Figure 5.2-3 – C4Y Customer Email 1

6.0 Training

6.1 Highlights of the Reporting Period

- ▶ Facilitated the BenefitsCal Virtual Early Training Preparation meetings on 07/01/21 and 07/02/21.
- ▶ Facilitated the BenefitsCal Virtual Training meeting on 06/29/21.
- ▶ Completed one (1) BenefitsCal Training video.
- ▶ Updated 16 Quick Guides (QGs) and addressed reviewer comments.

6.2 Activities for the Next Reporting Period

- ▶ Facilitate BenefitsCal Early Training on 07/09/21.
- ▶ Work on training videos for Create an Account, Reset Password, and Apply for Benefits.

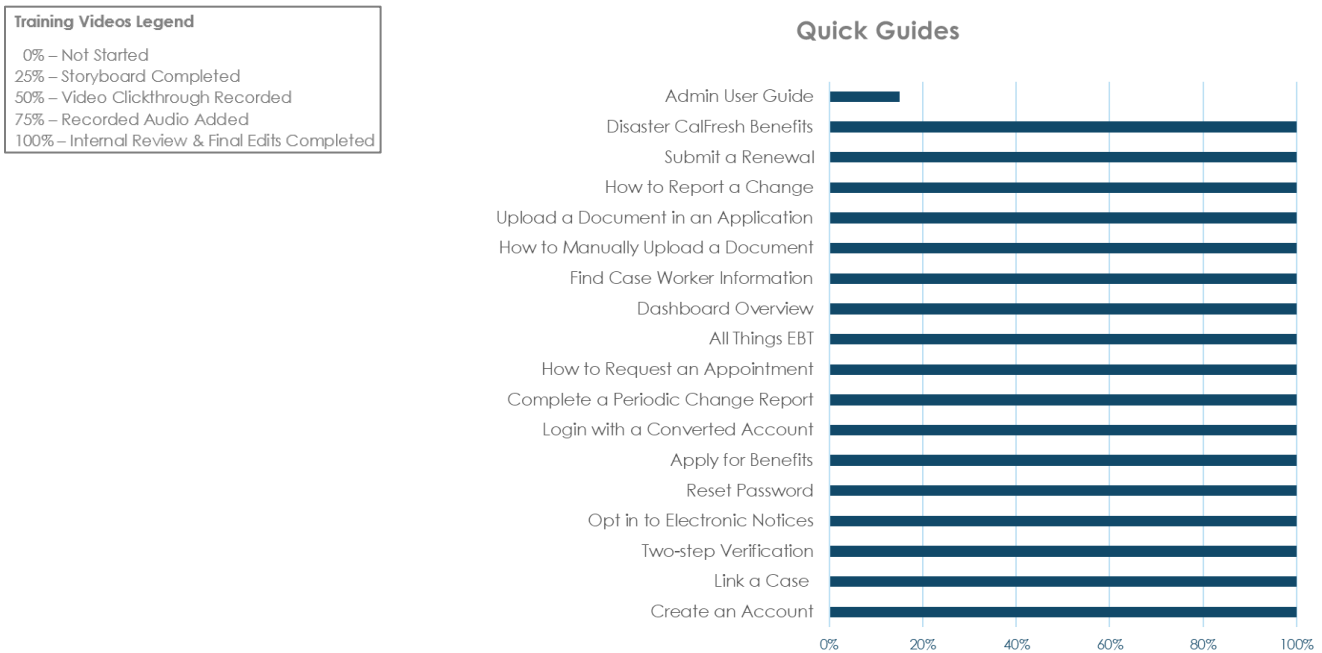


Figure 6.2-1 – Training Quick Start Guides

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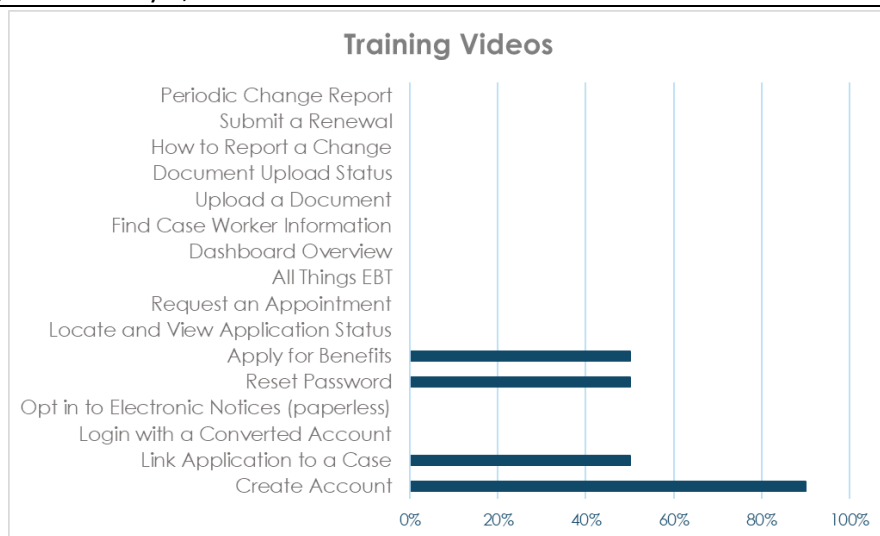


Figure 6.2-2 – Training Videos

7.0 Appendices

► Appendix A – Deliverable Summary

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	07/30/21	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 7.0-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	DELIVERABLE NAME	STATUS	Next Deadline
09	Maintenance & Operations (M&O) Plan	On-track	07/01/21 DDEL Submission
01.10	Monthly Workplan: June 2021	On-track	07/08/21 FDEL Submission

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02.10	Monthly Status Report: June 2021	On-track	07/08/21 FDEL Submission
04.03	Requirements Traceability Matrix – Update 3	On-track	07/30/21 DDEL Submission
04.04	Requirements Traceability Matrix – Update 4	On-track	01/14/22 DDEL Submission
08	Implementation Complete Report	On-track	01/04/22 DDEL Submission
11	Mobile Implementation Complete Report	On-track	01/04/22 DDEL Submission

Table 7.0-2 – 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	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 7.0-3 – Upcoming Work Product Deadlines

► Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Severity	Date Logged
235	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	Open	High	Medium	10/09/20

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ID	Title	Details	Status	Impact	Severity	Date Logged
		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.				
243	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	Medium	Medium	04/28/21
246	Perceived Gap in Functionality	Perceived gap in functionality with GetCalFresh may impact adoption and migration schedule of BenefitsCal (Risk 246)	Open	Medium	Medium	05/10/21
247	BenefitsCal changes identified after 06/14/21 may not be addressed	Changes to BenefitsCal requested after 06/14/21 may not be addressed, given the schedule and timeline remaining. These changes can be considered for prioritization for a future release. (Risk 247)	Open	Medium	Medium	06/11/21

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
CIT 0155-21	All Counties	Awareness Toolkit	Communications	06/25/21	Matthew Spurrier	Jennifer Hobbs
CIT 0157-21	All Counties	Benefits Customer- CBO Pre-go Live Communications	Communications	06/29/21	Matthew Spurrier	Jennifer Hobbs
CIT 0162-21	All counties	BenefitsCal Marketing Website	Communications	06/29/21	Matthew Spurrier	Jennifer Hobbs

Table 7.0-4 – CITs

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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 7.0-5 – CRFIs

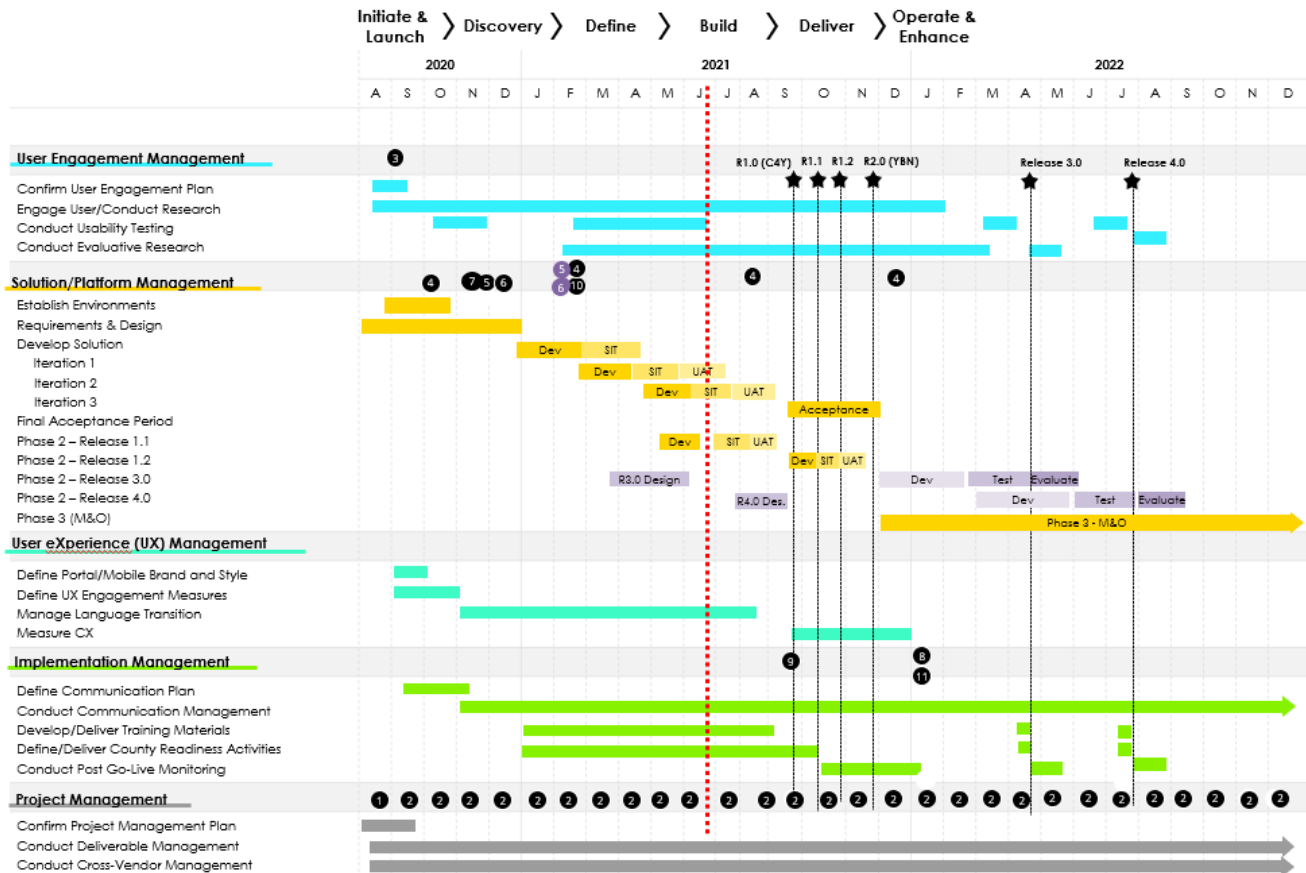
The following table outlines CalSAWS Chang Request sent for the reporting period.

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

Table 7.0-6 – CalSAWS CR

► Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

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

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ID	Description	Owner	Due Date
CSPM 6883	Document the Access Request process from the ServiceNow ticket start, granting access, through ticket closure	Anna Chia	06/30/21
CSPM 6880	Request to update the Service Now access request form to include BenefitsCal content	Anna Chia	06/30/21

Table 7.0-7 – Overdue Action Items