

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: July 19, 2021 to July 25, 2021

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 28, 2021

Period: July 19, 2021 to July 25, 2021

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Addressed the comments received for the Maintenance & Operations (M&O) Plan Final Deliverable (FDEL).
- ▶ Submitted the M&O Plan FDEL on 07/23/21.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ Addressed the comments received for the M&O FDEL.
- ▶ Monitored and triaged the UAT, Independent Testing, and Increment 3 defects.
- ▶ Met with the California Department of Social Services (CDSS) on 07/22/21 to prepare for a demonstration of the Community Based Organization (CBO) functionality with CalFresh's prime subcontractors.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Continue to triage the Independent Testing and UAT defects.
- ▶ Review the Interview Nudge redesign with the LA County workgroup for feedback.
- ▶ Explore the Qlik tool functionality for ad hoc reporting requirements for Release 3.0.
- ▶ Update the Requirements Traceability Matrix (RTM) in Jira with the revised release dates for Release 3.0.

2.2 User Centered Design (UCD)

2.2.1 Highlights of the Reporting Period – UCD

- ▶ Facilitated a survey review session with the Consortium to review four (4) Customer Experience (CX) customer-facing surveys on 07/21/21 and incorporated their feedback into a new draft to share with Regional Managers.
- ▶ Facilitated a preparation session with the CDSS to review materials for the BenefitsCal demonstration scheduled for 07/28/21.
- ▶ Conducted recruitment activities and scheduled customers for usability testing during the week of 07/19/21.
- ▶ Collaborated with the CDSS to draft talking points to address the Advocate concerns around BenefitsCal language access.
- ▶ Facilitated a dry run of a BenefitsCal demonstration with the CDSS to prepare for the demonstration scheduled for 07/28/21.
- ▶ Coordinated Medallia configuration to begin the week of 07/26/21.

2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Conduct three (3) usability sessions with customers.
- ▶ Submit an Information Transmittal (CIT) to distribute the CX Measurement county staff survey to C4Y and YBN counties.
- ▶ Collect and incorporate feedback from the Advocates on three (3) customer-facing surveys.

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- ▶ Design the CX Measurement dashboards.
- ▶ Facilitate a discovery session with 2-1-1 on 07/29/21 to learn about CBO reporting needs.

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
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	08/13/21 – 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 1.1:** Completed 26 development tasks of the 20 planned. The team remains 21 development tasks ahead of schedule.
- ▶ **For Release 1.2:** Completed one (1) development task of one (1) planned.
- ▶ **Defect Resolution:** Resolved 189 defects last week.

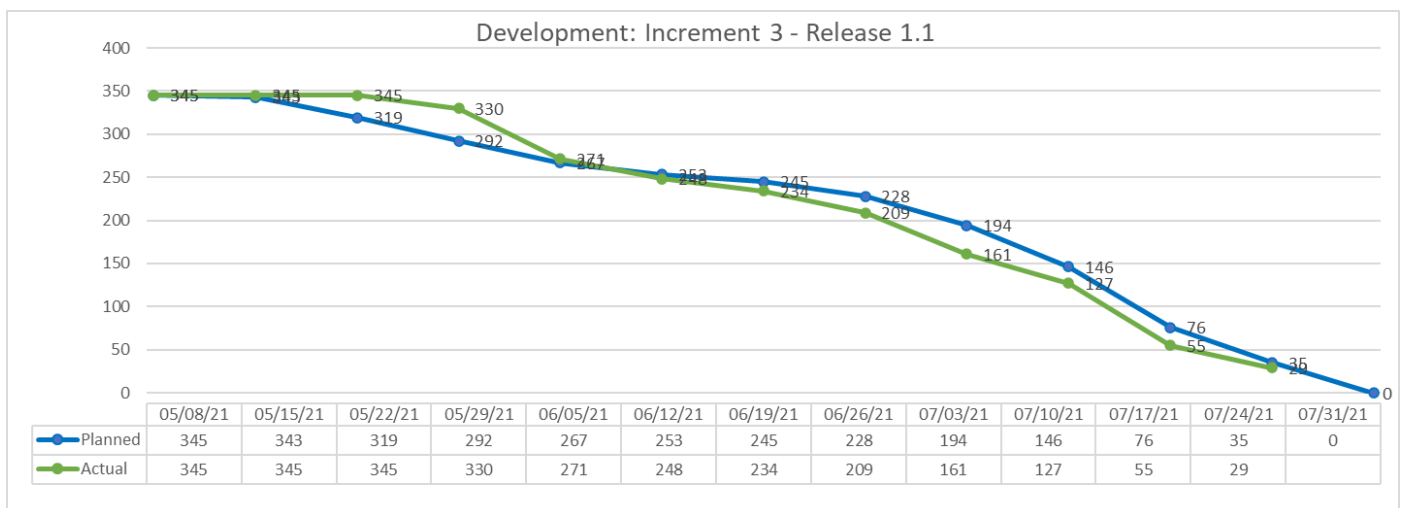


Figure 2.3-1 – Development: Release 1.1

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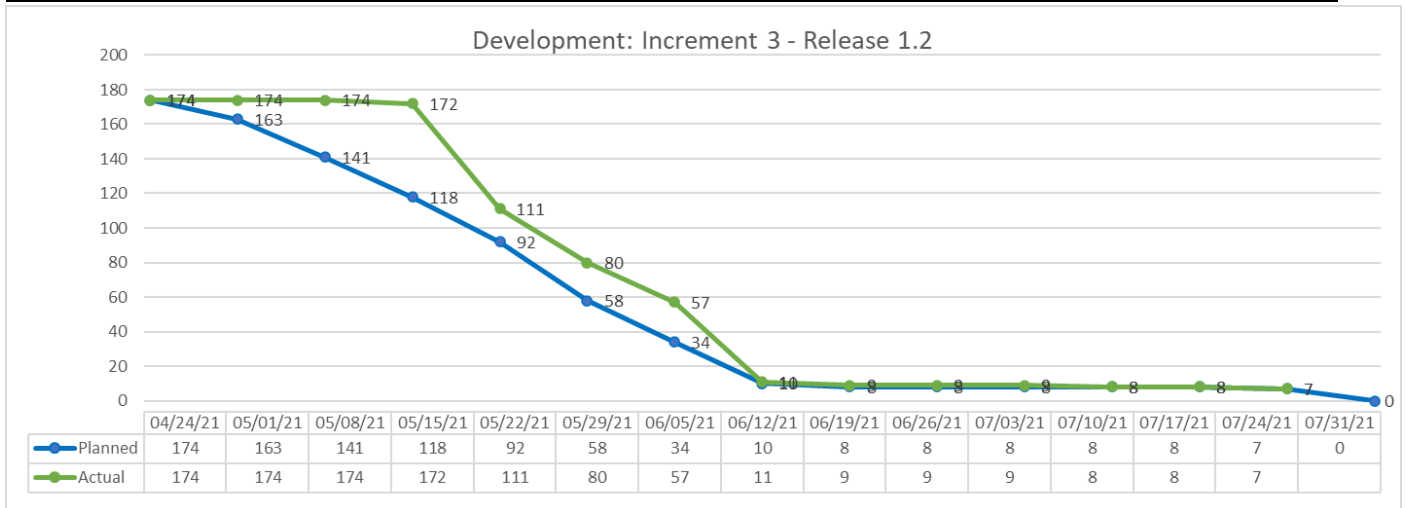


Figure 2.3-2 – Development: Release 1.2

2.3.2 Activities for the Next Reporting Period – Development

- ▶ **Release 1.1:** Execute the 29 planned tasks for Release 1.1.
- ▶ **Release 1.2:** Execute the seven (7) planned task for Release 1.2.
- ▶ Monitor the Release 1.0 Performance Optimization items.
- ▶ Provide UAT Support for Release 1.0; provide System Test Support for Release 1.0 (remaining defects) and provide System Test support for Release 1.1.

2.4 System Test Execution

2.4.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Increment 3 Cycle 1 and Cycle 2:** Executed 67 of the 102 planned test cases.
- ▶ **Language test cases:** Executed 900 of the 900 planned Assets, Income, Expenses, and Account Management language test cases for all languages in scope for Release 1.0.
- ▶ Conducted daily System Test status calls to provide updates on test execution and defects.
- ▶ Created and submitted the System Test Exit Report on 07/23/21.
- ▶ Participated in independent test status meetings on 07/20/21 and 07/22/21 with the QA teams to provide support on test execution and receive updates.
- ▶ Conducted a weekly test planning meeting on 07/20/21 and Partner Interface Test meetings with the CalSAWS and ForgeRock teams on 07/21/21, 07/22/21, and 07/23/21 to walk through the ETA for identified partner defects and data set up and staging requests.

System Test: Increment 3

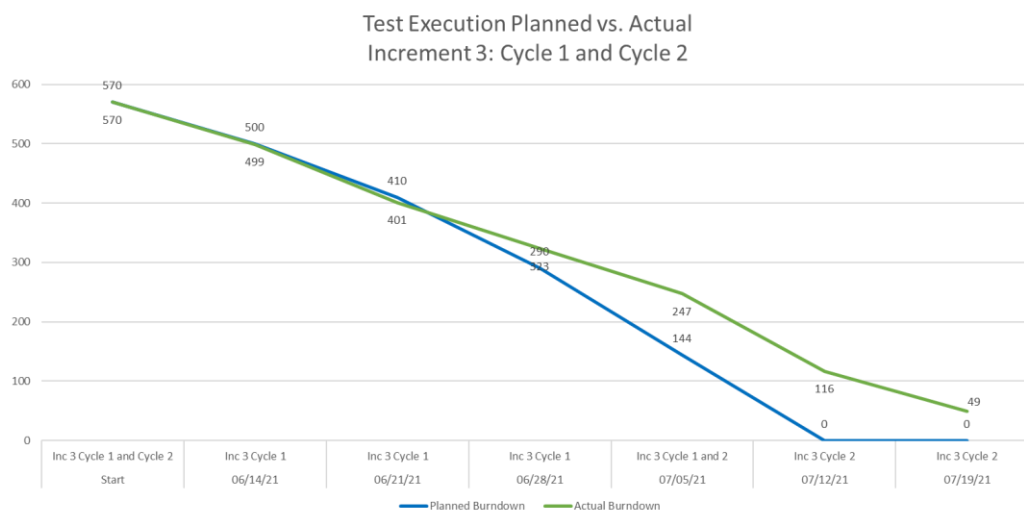


Figure 2.4-1 – System Test Execution Burndown: Increment 3 – Release 1.0

- ▶ Overall, the Increment 3 test activities are behind schedule by 49 test cases and plan to recover by 07/30/21.
 - **Cause:**
 - 32 test cases related to Qlik reports are planned to be tested the week of 07/26/21–07/30/21.
 - 14 test cases are blocked for Appointments due to the API code changes not being available from an interfacing partner.
 - Three (3) are awaiting partner validation in order to be able to mark as passed or closed.
 - **Impact:** There is no impact to UAT Code Drop 2 Week 2 test case execution within the current UAT plan. The BenefitsCal team will work with the Consortium UAT team to re-sequence test cases as needed.
 - **Recovery Plan:**
 - The BenefitsCal system test team will execute the 32 Qlik report-related test cases by 07/30/21.
 - The 14 test cases related to Appointments are expected to be made available by 07/30/21 to the BenefitsCal System Test team for testing.
 - The three (3) test cases that are awaiting Partner validation are expected to be executed by 07/30/21.

System Test Release 1.0: Overall

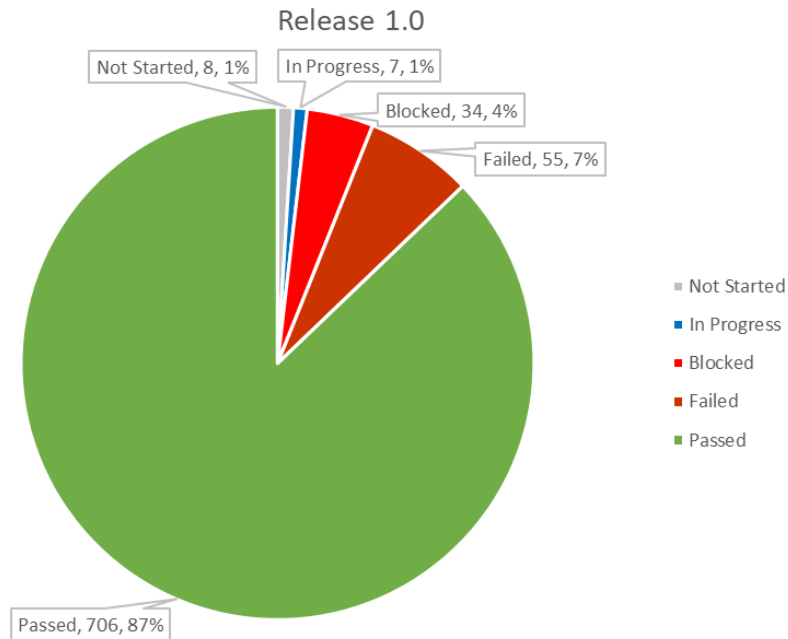


Figure 2.4-2 – System Test Execution Status: Release 1.0

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	810 Test Cases
Actual (+/- from previous week)	93% (+/-)	93% (+/-)	761 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 2.4-3 – Pass Rate: Release 1.0

Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	4	2	3	9
CalSAWS	0	5	6	0	11
FIS	0	0	0	0	0
BenefitsCal	0	0	0	0	0
TOTAL	0	9	8	3	20

Figure 2.4-4 – System Test Partner Defects

System Test Increment 3: Cycle 2

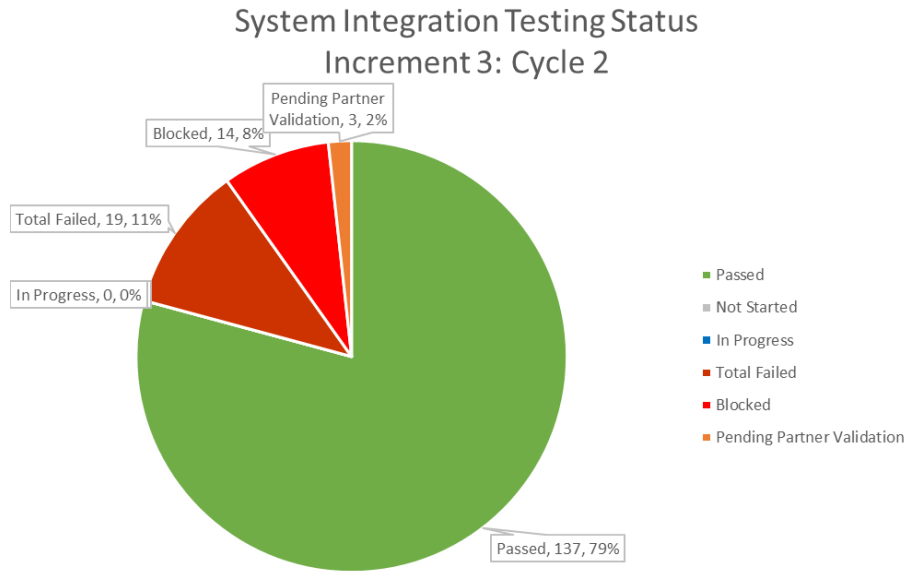


Figure 2.4-5 – System Test Execution Status: Increment 3: Cycle 2

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	174 Test Cases
Actual (+/- from previous week)	88% (+19)	88% (+19)	156 Test Cases Executed
<i>System Test Complete Date: 07/16/21</i>			

Figure 2.4-6 – Pass Rate: Increment 3: Cycle 2

2.4.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Conduct daily and weekly test status calls to provide updates on test execution and defects and to coordinate across partners.
- ▶ Continue System Test execution for Increment 3, Cycles 1 and 2. Execution of 49 pending test cases is planned.
- ▶ Continue Automation execution of language and cross-device test cases. Execution of approximate 100 screens is planned.
- ▶ Conduct a Test Planning meeting on 07/27/21 to provide Automation and Increment 3 Release 1.0 test execution updates.

2.5 User Acceptance Test (UAT) Planning

2.5.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Participated in User Acceptance Test (UAT) daily tester meetings to provide the Consortium with BenefitsCal Functional support in UAT.
- ▶ Provided UAT support for Code Drop 2 Week 2 functionality.

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

- ▶ Support Independent and UAT test execution.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Executed integrated Performance testing on 07/20/21–07/23/21 for Cycle 2 with the ForgeRock and CalSAWS teams.
- ▶ Updated the Performance test scripts to include Increment 3 functional changes and performance fixes.
- ▶ Placed scripting for Cycle 3 on hold due to executing additional integrated Performance test cycles. This hold will not impact the schedule.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Continue Performance test scripting for Cycle 3.
- ▶ Continue to execute Cycle 2 integrated Performance testing with the CalSAWS and ForgeRock partner teams (07/26/21–07/30/21).

	Start Date	End Date	Test Cases
Cycle 2	07/19/21	07/30/21	22 of 22 test cases drafted, complete.
Cycle 3	08/09/21	08/20/21	Four (4) of 20 test cases drafted, in progress. Two (2) completed last week.

Figure 3.2-1 – Performance Test Cycles and Test Case Status

4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

- ▶ Loaded legacy customer data provided by ForgeRock into the BenefitsCal database on 07/20/21, as part of the User Conversion Mock Run 3. All the records were successfully loaded, and no issues identified.
- ▶ Met with the CDSS and GetCalFresh teams on 07/21/21 to determine the feasibility of adding their users in as CBOs. This resulted in an action being taken back by the BenefitsCal team to determine an estimate on a conversion timeline for their users.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ No planned activities.

4.2 Security Technical System Design

4.2.1 Highlights of the Reporting Period – Technical System Design

- ▶ Worked with the ForgeRock team to remediate priority defects as part of the daily reoccurring meeting to expedite solutions to problems faced during the UAT Drop 2.
- ▶ Addressed feedback received for the security sections of the M&O Plan DDEL on 07/22/21.
- ▶ Met with the Consortium Security, Business, and BenefitsCal Functional teams on 07/23/21 to discuss the enforcement of uniqueness for BenefitsCal user phone numbers. This resulted in a shared understanding of the proper error messages to be displayed and the flow steps.

4.2.2 Activities for the Next Reporting Period – Security Technical System Design

- ▶ Address any feedback received for the security sections of M&O Plan FDEL.

4.3 Security Testing

4.3.1 Highlights of the Reporting Period – Security Testing

- ▶ Independent third-party security testing started by SIEMBA on 07/21/21.
- ▶ Performed a BenefitsCal application walkthrough on 07/21/21 for the SIEMBA independent security testing 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.
- ▶ Continued the execution of the dynamic security testing (DAST) manual scenarios for the functionalities to be deployed as part of UAT Drop 2.

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 the BenefitsCal Development team. Log defects in JIRA for tracking purposes. (Weekly recurring activity).
- ▶ Continue DAST for the BenefitsCal functionalities that are pending testing due to known issues.
- ▶ Retest any defects related to DAST that are fixed.
- ▶ Support independent security testing conducted by SIEMBA.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ Met with the Office of System Integration (OSI) on 07/19/21 for future coordination on social media planning.
- ▶ Met with the CDSS on 07/19/21 to coordinate a social media campaign scheduled for August and to update the CDSS site to point to BenefitsCal.com.

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- ▶ Met with the Consortium for review the go-live communications and physical letter on 07/20/21 and submitted the materials to the Consortium for approval on 07/22/21.
- ▶ Posted on social media (Facebook/Twitter) on 07/23/21.
- ▶ Created a social media and website update tracker on 07/22/21 for the counties.
- ▶ Created materials for and presented the BenefitsCal communications at the All Hands meeting on 07/21/21.

5.2 Activities for the Next Reporting Period

- ▶ Send the “C4Y New Benefits System (2)” to customers through AWS on 07/29/21.
- ▶ Create a post and translations on BenefitsCal.com for “C4Y New Benefits System (2)” on 07/28/21.
- ▶ Create a social media calendar for future posts and coordination with the Department of Health Care Services (DHCS) and CDSS.
- ▶ Create a CalSAWS Request for Information (CRFI) to request counties to follow BenefitsCal on social media, share our post, and update their county website.

Communications Legend
0% – Not Started
20% – Draft Complete
40% – Internal Review Complete
60% – Consortium Review Complete
80% – Consortium Feedback Incorporated
100% – Ready for Distribution

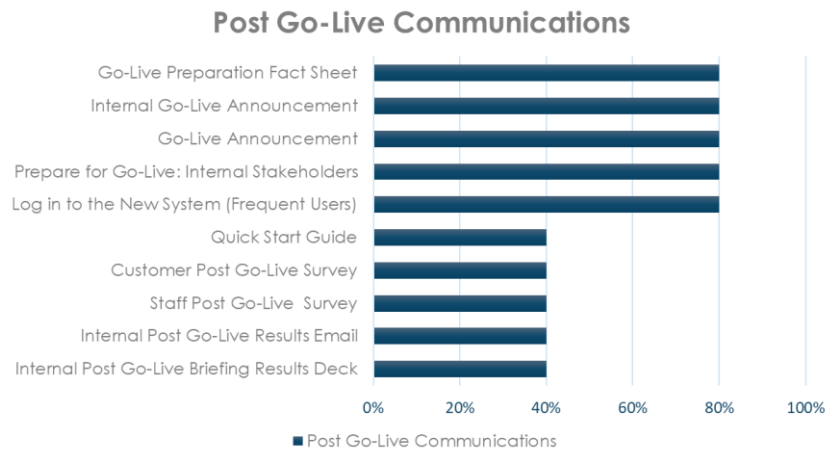


Figure 5.2-1 – Communications: Post Go-Live

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Social Media Status

YouTube				
Post	Views	Likes	Subscribers: 44	Date Posted
Welcome to BenefitsCal	1,100	16	N/A	06/24/21
Journey to BenefitsCal	187	1	N/A	06/24/21
Facebook				
Post	Views	Likes	Link Clicks	Date Posted
Facebook #3	N/A	N/A	N/A	07/23/21
Twitter				
Post	Views	Likes	Link Clicks	Date Posted
Twitter #3	11	N/A	N/A	07/23/21
Marketing Website				
Website Views	SM Toolkit Downloads (total)	Factsheet Downloads	County Website Updates	Date Range:
22.1k	887	247 (07/09/21) N/A	N/A	07/10/21–07/23/21

Figure 5.2-2 – Social Media Tracker

Post	Messages Attempted	Messages Delivered	Delivery Rate	Email Open Rate	Emails Opened
C4Y New Benefits System (1) email	417,882	389,643	93.2%	18.8%	73,252

Figure 5.2-3 – Customer Engagement with Email

6.0 Training

6.1 Highlights of the Reporting Period

- ▶ Conducted and Early Training Open Office session on 07/23/21.
- ▶ Supported an Early quality assurance Training Session: Open session on 07/23/21.
- ▶ Completed the First time Login for Current C4Yourself Users video on 07/23/21.

6.2 Activities for the Next Reporting Period

- ▶ Present at the CalFresh Outlook (CFO) Connect meeting scheduled for 07/27/21.
- ▶ Create videos for Apply for Benefits, Upload a Document, Report a Change, and Customer Dashboard.
- ▶ Develop the CBO and Admin User Guides.

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Training Videos Legend	
0%	– Not Started
25%	– Storyboard Completed
50%	– Video Clickthrough Recorded
75%	– Recorded Audio Added
100%	– Internal Review & Final Edits Completed

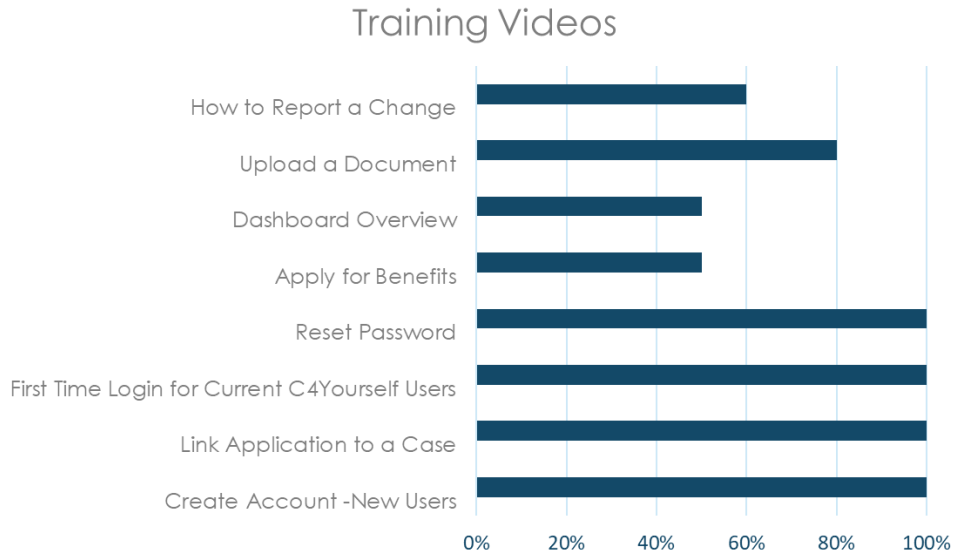


Figure 6.2-1 – Training Videos

7.0 Appendices

► Appendix A – Deliverable Summary

DEL ID	Deliverable Name			Complete		Coming Soon	Final Approval
		DDED	FDED	DDEL	FDEL		
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

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Upcoming Deliverable Deadlines

DEL #	DELIVERABLE NAME	STATUS	Next Deadline
01.11	Monthly Work Plan: July 2021	On-track	08/05/21 FDEL Submission
02.11	Monthly Status Report: July 2021	On-track	08/05/21 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

ID	Work Product Name			Final Approval
		DWP	FWP	
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	Changes are needed to the CalSAWS Interfaces (APIs) to interface with the new	Open	Medium	Medium	10/09/20

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ID	Title	Details	Status	Impact	Severity	Date Logged
	Schedule Alignment	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.				
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
		No CITs submitted during the reporting period.				

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 Change Request sent for the reporting period.

CR ID	To	Subject	Date Created	Status	Date Needed by
CIV-109031	CalSAWS	C4Yourself Case and Application baseline data for BenefitsCal CX Measurement.	05/20/21	Open	08/13/21 and 09/30/21
CA-228953	CalSAWS	YBN Case and Application baseline data BenefitsCal CX Measurement.	05/20/21	Open	08/13/21 and 11/19/21
N/A	CalWIN	MyBCW Case and Application baseline data for BenefitsCal CX Measurement.	05/20/21	Open	08/13/21
CIV-109078	CIV	Decommission C4Y and push notifications.	07/07/21	Open	08/23/21
CIV-109186	CIV	Text to C4 and C4Y users who opt in to receive text.	07/07/21	Open	08/23/21
CA-230795	CalSAWS	Decommission YBN and push notifications.	07/07/21	Open	10/29/21
CA-230792	CalSAWS	Text to CalSAWS (LA County only) and YBN users who opt in to receive text.	07/07/21	Open	10/29/21

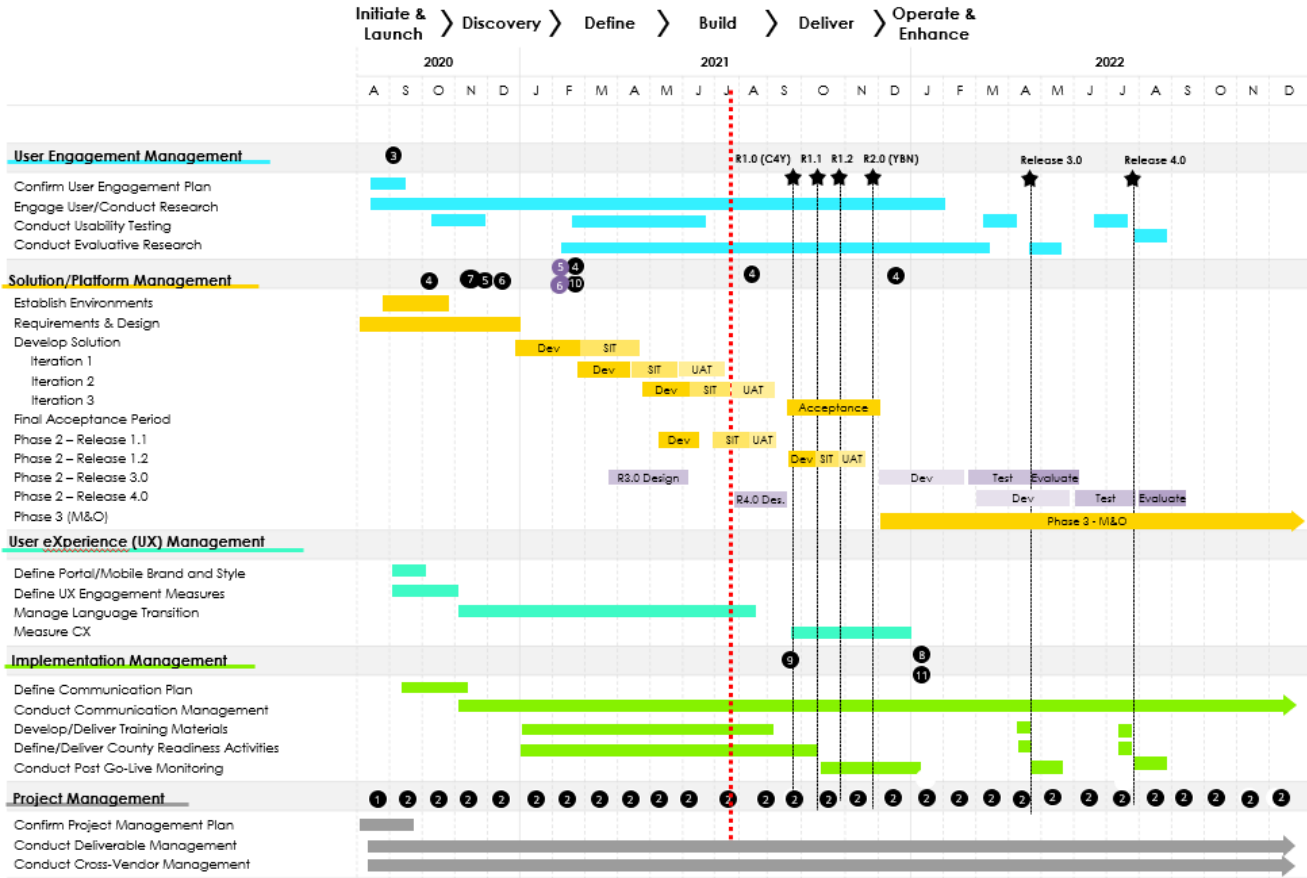
Table 7.0-6 – CalSAWS CR

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 28, 2021
 Period: July 19, 2021 to July 25, 2021

► Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

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

ID	Description	Owner	Due Date
	No overdue action items for this reporting period.		

Table 7.0-7 – Overdue Action Items