



# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: August 2, 2021 to August 8,  
2021**

# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 11, 2021

Period: August 2, 2021 to August 8, 2021

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## **1.0 Project Management**

### **1.1 Highlights of the Reporting Period**

- ▶ Submitted the following deliverables on 08/05/21.
  - Monthly Status Report – July 2021 Final Deliverable (FDEL)
  - Monthly Work Plan – July 2021 FDEL
- ▶ Prepared the Greenlight Deck and the Monthly IT Report on 08/04/21.

## **2.0 Application Development and Test**

### **2.1 Requirements and Design**

#### **2.1.1 Highlights of the Reporting Period – Requirements and Design.**

- ▶ Monitored and triaged the User Acceptance Test (UAT), Independent Testing, and Increment 3 defects.
- ▶ Initiated the design work for the Release 3.0 requirements.
- ▶ Addressed comments for DEL 09: Maintenance and Operations (M&O) Plan FDEL on 08/03/21.
- ▶ Sent the final text for the Medi-Cal Renewal forms to the translation vendor (Humble) on 08/04/21.

#### **2.1.2 Activities for the Next Reporting Period – Requirements and Design**

- ▶ Triage the Independent Testing and UAT defects.
- ▶ Research the functionality of the Qlik tool on 08/09/21 for ad hoc reporting requirements to prepare for Release 3.0 design sessions.
- ▶ Conduct the first design session on 08/12/21 for the Release 3.0 Able Bodied Adults Without Dependents (ABAWD) requirements.
- ▶ Conduct the six (6) usability testing sessions planned for the week of 08/09/21.
- ▶ Present a demonstration of the Apply for Benefits (AFB) and Community Based Organizations (CBO) Dashboard flows to the Advocate group on 08/09/21.
- ▶ Address comments related to DEL 04 – RTM: Update 3, expected by 08/10/21.

### **2.2 User Centered Design (UCD)**

#### **2.2.1 Highlights of the Reporting Period – UCD**

- ▶ Conducted two-hour moderated usability testing sessions with three (3) customers and two (2) Assisters on week of 08/02/21.
- ▶ Received feedback from the Consortium and made edits on the unmoderated usability materials. Materials are ready to be distributed once Loop11 issues are resolved.
- ▶ Started on the Medallia configuration, including design of the intercept message, creation of the survey questions, and inputting of the survey content for ten (10) languages.
- ▶ Drafted a CalSAWS Information Transmittal (CIT) for the County Staff Survey distribution and submitted for CIT review on 08/16/21.
- ▶ Conducted recruitment activities and scheduled a customer for usability testing during the week of 08/09/21.

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### 2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Conduct two-hour moderated usability testing sessions with four (4) customers and two (2) Assistants.
- ▶ Facilitate a BenefitsCal demonstration with the Advocate Community on 08/09/21.
- ▶ Draft a usability testing interview guide for Round 5.2 which includes testing of the Customer Dashboard to start testing on 08/16/21
- ▶ Collaborate with the CalSAWS Report Development Team to design the Customer Experience (CX) Measurement dashboard for program data.

| 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.<br>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.<br>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.<br><br>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. The seven (7) remaining tasks are complete.
- ▶ **For Release 1.2:** The team is behind by one (1) task for Data Purge and pending review, need confirmation on data purge versus archival after six (6) years. Targeted for completion by 08/10/21.
- ▶ **Overall,** the development schedule is off by one (1) development task.
  - **Cause:** Need confirmation on the Data Purge requirement for data more than six (6) years old – is this archival or purge?
  - **Impact:** No Impact for Release 1.0 – the first time the widget for Data Purge after six (6) years will run is six (6) years after Release 1.0 Go-Live.
  - **Recovery Plan:** Get confirmation from and close the Data Purge job.

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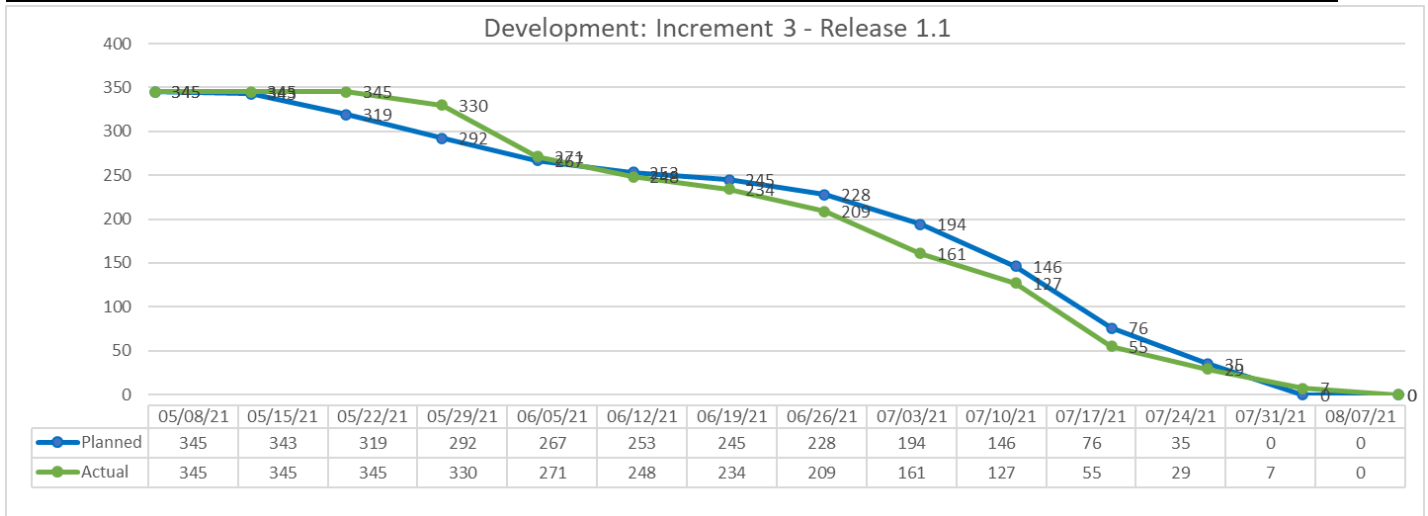


Figure 2.3-1 – Development: Release 1.1

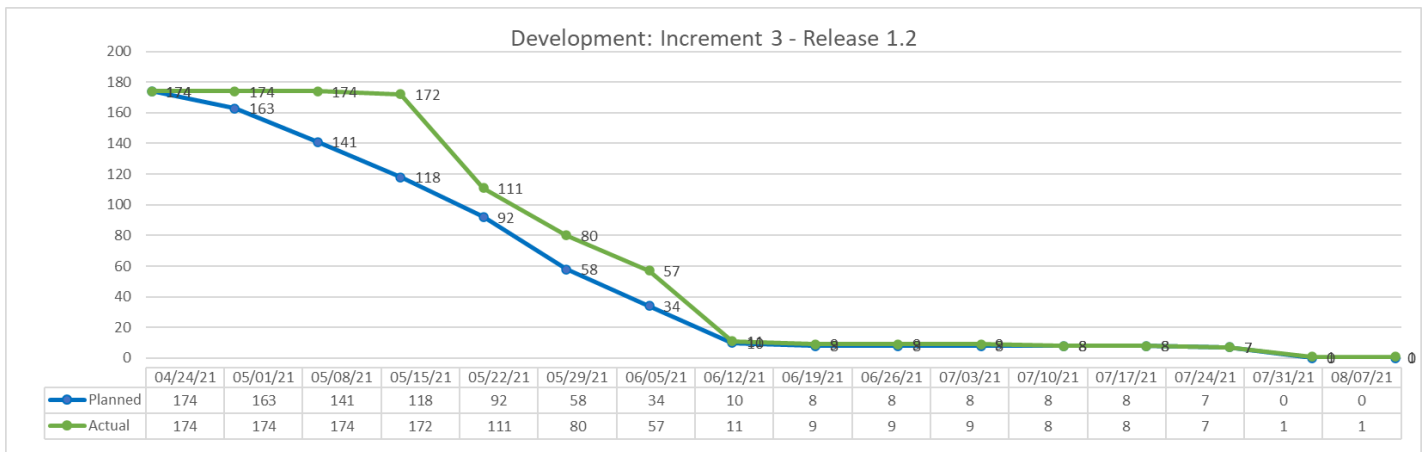


Figure 2.3-2 – Development: Release 1.2

## 2.3.2 Activities for the Next Reporting Period – Development

- ▶ **Release 1.2:** Execute the one (1) backlog task for Release 1.2.
- ▶ Monitor the Release 1.0 performance optimization items.
- ▶ Provide UAT support for Release 1.0 and System Test support for the Release 1.0 and Release 1.2 defect fixes.

## 2.4 System Test Execution

### 2.4.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Release 1.0, Increment 3, Cycle 1 and Cycle 2:** Executed 29 of the 49 planned test cases.
  - **Cross Browser:** 1,992 of 1,992 executed (1,969 passed).
  - **Cross Device:** 1,992 of 1,992 executed (1,910 passed).
  - **ADA:** 654 of 765 executed (504 passed).
  - **Multi-Lingual:** 594 of 2112 executed.
- ▶ **Release 1.1:** Executed 40 of the 20 planned (CF 37) test cases, ahead of schedule.
- ▶ Conducted weekly System Test status call on 08/04/21 to provide updates on test execution and defects.

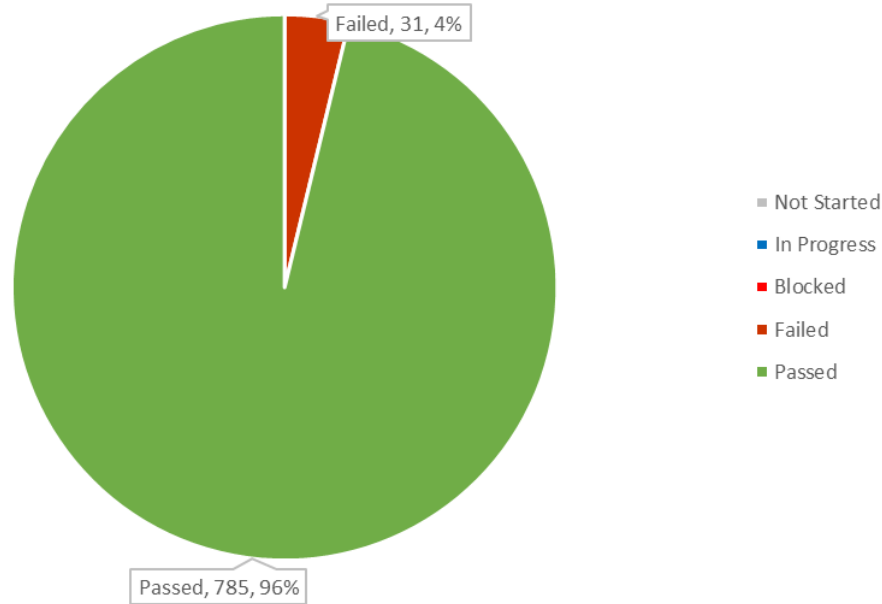
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- ▶ Participated in Independent Test status meeting on 08/06/21 with the QA teams to provide support on test execution.
- ▶ Conducted the weekly test planning meeting on 08/03/21 and the Partner Interface Test meetings with the CalSAWS and ForgeRock teams on 08/04/21, 08/05/21, and 08/06/21 to walk through the ETA for identified partner defects and data setup and staging requests.

**System Test Release 1.0: Overall**



**Figure 2.4-1 – System Test Execution Status: Release 1.0**

| System Test Executed Pass Rate (of executed) | All                | Excl Sev-4         | Test Case Execution            |
|--|--------------------|--------------------|--------------------------------|
| <b>Planned</b><br>(+/- from previous week)   | <b>90%</b>         | <b>90%</b>         | <b>816 Test Cases</b>          |
| <b>Actual</b><br>(+/- from previous week)    | <b>96%</b><br>(-1) | <b>96%</b><br>(-1) | <b>816 Test Cases Executed</b> |
| <i>System Test Complete Date: 07/16/21</i>   |                    |                    |                                |

**Figure 2.4-2 – Pass Rate: Release 1.0**

| Partner     | 1-High | 2-Med | 3-Low | 4-Cosmetic | TOTAL     |
|-------------|--------|-------|-------|------------|-----------|
| ForgeRock   | 0      | 9     | 2     | 2          | <b>13</b> |
| CalSAWS     | 0      | 10    | 6     | 0          | <b>16</b> |
| FIS         | 0      | 0     | 0     | 0          | <b>0</b>  |
| BenefitsCal | 0      | 2     | 0     | 0          | <b>2</b>  |

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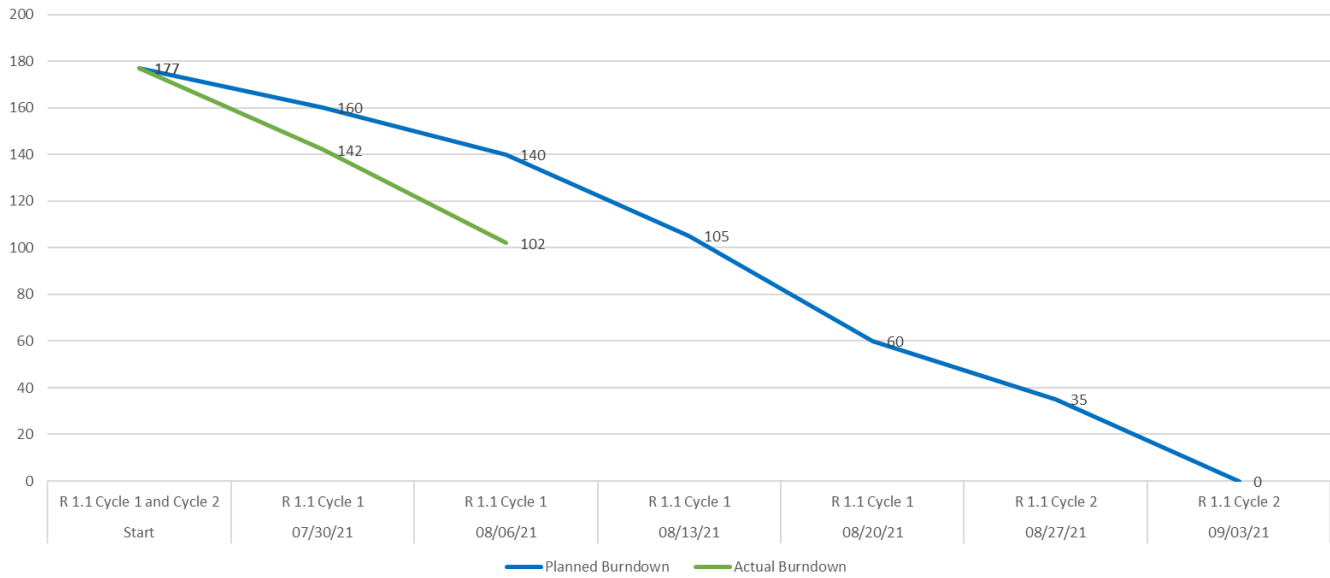
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|              |   |   |   |   |   |
|--------------|---|---|---|---|---|
| <b>TOTAL</b> | 0 | 0 | 0 | 0 | <b>31</b><br><i>(-2 from last week)</i> |
|--------------|---|---|---|---|---|

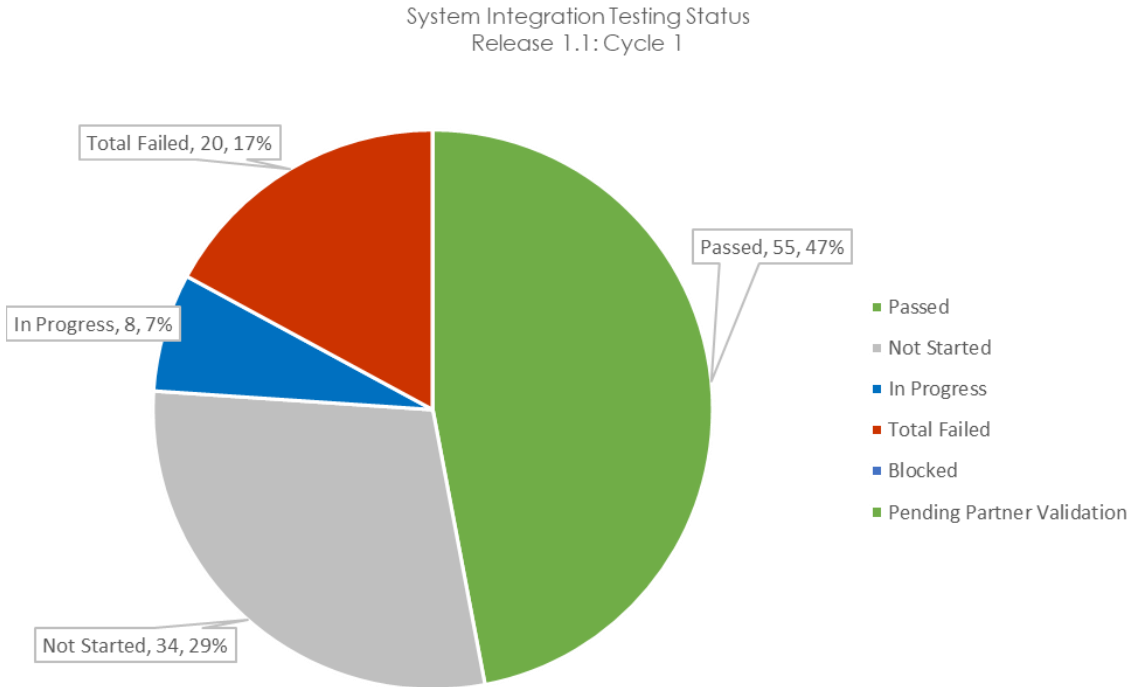
**Figure 2.4-3 – System Test Partner Defects, Release 1.0**

Test Execution Planned vs. Actual  
Release 1.1: Cycle 1 and Cycle 2



**Figure 2.4-4 – System Test Execution Burndown: Release 1.1**





**Figure 2.4-5 – System Test Execution Status: Release 1.1**

| System Test Executed Pass Rate (of executed) | All                 | Excl Sev-4          | Test Case Execution           |
|--|---------------------|---------------------|-------------------------------|
| <b>Planned</b><br>(+/- from previous week)   | <b>60%</b>          | <b>60%</b>          | <b>37 Test Cases</b>          |
| <b>Actual</b><br>(+/- from previous week)    | <b>73%</b><br>(+13) | <b>73%</b><br>(+13) | <b>75 Test Cases Executed</b> |
| <i>System Test Complete Date: 09/03/21</i>   |                     |                     |                               |

**Figure 2.4-6 – Pass Rate: Release 1.1**

**2.4.2 Activities for the Next Reporting Period – System Test Execution**

- ▶ Conduct System Test status calls to provide updates on test execution and defects on 08/11/21.
- ▶ Address any comments received for the 04.03 RTM Draft Deliverable (DDEL).
- ▶ Continue automation execution the of ADA, Browser, Language, and Device test cases. There are approximately 200 screens planned for execution.
- ▶ Support Independent test and UAT execution.
- ▶ Participate in Independent touchpoint calls to triage and work through testing issues 08/10/21.
- ▶ Continue System test execution for Release 1.1 – Execution of 40 test cases.

## 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 support to the Consortium on BenefitsCal functions.

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

- ▶ Support the Consortium to assist UAT.

## 3.0 Performance Test

### 3.1 Highlights of the Reporting Period – Performance Test

- ▶ Completed 15 of the 15 test scripts for Performance Test Cycle 3.
- ▶ Completed isolated Document Upload performance testing (performance and functional issues identified with backend processing – Jira CSPM-31068 and CSPM-31069).

### 3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Begin execution of the integrated performance testing for Cycle 3: 08/10/21–08/12/21 and 08/17/21–08/19/21.
- ▶ Set up data for Cycle 3 and begin test execution.
- ▶ Coordinate First Time Login data loading into ForgeRock for Cycle 3 testing.
- ▶ For Cycle 3 – Six (6) test cases have been moved from Release 1.0 to Release 1.1 and Release 1.2 to align with the delivery of those functions.

|                | Start Date | End Date | Scope                                 | Test Cases Status              | Execution Status |
|----------------|------------|----------|---------------------------------------|--------------------------------|------------------|
| <b>Cycle 1</b> |            |          | Anonymous features                    | 2 of 2 test scripts approved   | 100% Executed    |
| <b>Cycle 2</b> | 07/19/21   | 07/30/21 | App, ForgeRock, Case Details          | 16 of 16 test scripts approved | 100% Executed    |
| <b>Cycle 3</b> | 08/09/21   | 08/20/21 | All R1.0 features (Including FIS/EBT) | 15 of 15 test cases approved   | 0% Executed      |
| <b>Cycle 4</b> | 09/06/21   | 09/17/21 | Release 1.1 (MC Pre-population, CF37) | 0 of 5 test cases written      | 0% Executed      |
| <b>Cycle 5</b> | 09/20/21   | 10/01/21 | Release 1.2 (Periodic Reports)        | 0 of 1 test cases written      | 0% Executed      |

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**

- ▶ Met with the ForgeRock team on 08/05/21 to discuss user conversion information questions that arose from meetings with the BenefitsCal functional team and CalSAWS Conversion Team.

#### **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**

- ▶ Collaborated 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 on the security sections of the M&O Plan DDEL 08/03/21. This resulted in the comments being brought to closure.
- ▶ Met with the ForgeRock team and the Consortium Help Desk and Business teams on 08/05/21. This resulted in the need to draft a CIT about delegated administration portal.

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

- ▶ Finalize any feedback received for the security sections of the M&O Plan DDEL.
- ▶ Draft and submit CIT related to delegated administration portal.

### **4.3 Security Testing**

#### **4.3.1 Highlights of the Reporting Period – 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 on 08/03/21.
- ▶ Executed the dynamic application security testing (DAST) manual scenarios for the functionalities to be deployed as part of UAT Drop 2.
- ▶ Supported SIEMBA on the independent security testing. Reviewed potential security findings identified during the security testing on 08/04/21 and 08/06/21.

#### **4.3.2 Activities for the Next Reporting Period – 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).
- ▶ Continue DAST for the BenefitsCal functionalities that are pending testing due to known issues. Retest any defects related to DAST testing that are fixed.
- ▶ Support independent security testing conducted by SIEMBA.

## 5.0 Communications

### 5.1 Highlights of the Reporting Period

- ▶ Met with the County Welfare Directors Association (CWDA) on 08/05/21 to coordinate social media awareness for BenefitsCal between the CWDA and the Counties.
- ▶ Posted to Facebook and Twitter: Fresh Food is in the Bag, coming Sept 2021. Shared with the Department of Health Care Services (DHCS), California Department of Social Services (CDSS), and Riverside County on 08/03/21.
- ▶ Shared the social media calendars with the DHCS, CDSS, and Riverside on 08/02/21 and received more content from them to coordinate and share each other's material.
- ▶ Met with the Staples representative on 08/04/21 for a potential BenefitsCal store and printshop.
- ▶ Submitted a CIT for the BenefitsCal CBO go-live communications, a CIT for a county social media and website update, and a CIT for a physical letter for final review on 08/06/21.

### 5.2 Activities for the Next Reporting Period

- ▶ Report results to the Consortium on 08/06/21 of the C4Y New Benefits System (2) email communication.
- ▶ Post on social media (Facebook/Twitter) on 08/10/21 and 08/12/21.
- ▶ Receive approval on 08/11/21 for the CIT for the BenefitsCal CBO go-live communications.
- ▶ Receive approval on 08/11/21 for the CIT for the county social media and website update.
- ▶ Receive approval on 08/11/21 for the CIT for the physical letter.
- ▶ Review Staples store materials and print shop on 08/12/21.

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

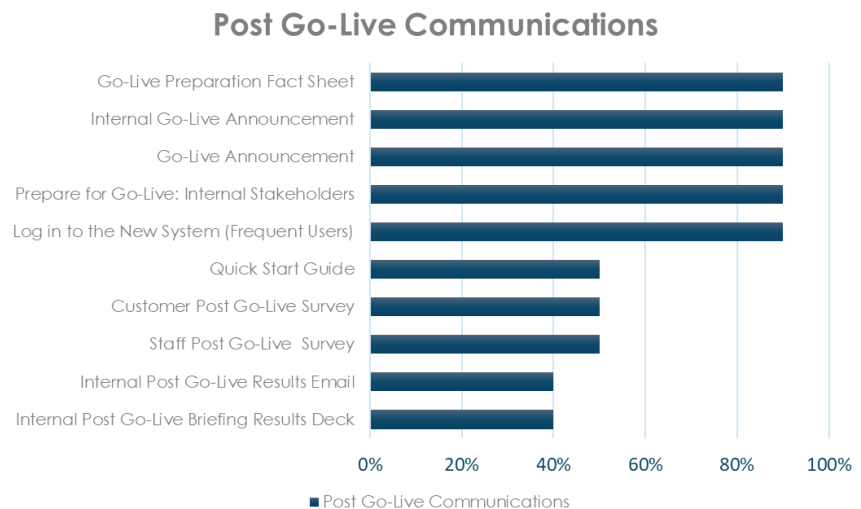


Figure 5.2-1 – Communications: Post Go-Live

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### Social Media Status

| YouTube                                |                              |                       |                        |                   |
|--|------------------------------|-----------------------|------------------------|-------------------|
| Post                                   | Views                        | Likes                 | Subscribers: 77        | Date Posted       |
| <a href="#">Welcome to BenefitsCal</a> | 1,324                        | 18                    | N/A                    | 06/24/21          |
| <a href="#">Journey to BenefitsCal</a> | 1,139                        | 23                    | N/A                    | 06/24/21          |
| Facebook                               |                              |                       |                        |                   |
| Post                                   | Views                        | Likes                 | Link Clicks            | Date Posted       |
| <a href="#">Facebook #3</a>            | 93                           | 2                     | N/A                    | 07/23/21          |
| <a href="#">Facebook #4</a>            | 121                          | 4                     | N/A                    | 08/03/21          |
| Twitter                                |                              |                       |                        |                   |
| Post                                   | Views                        | Likes/Retweets        | Link Clicks            | Date Posted       |
| <a href="#">Twitter #3</a>             | 521                          | 2/2                   | 20                     | 07/23/21          |
| <a href="#">Twitter #4</a>             | 417                          | 2/2                   | 13                     | 08/03/21          |
| Marketing Website                      |                              |                       |                        |                   |
| Website Views                          | SM Toolkit Downloads (total) | Factsheet Downloads   | County Website Updates | Date Range        |
| 20,680 (week)<br>68k (total)           | 887                          | 247 (07/09/21)<br>N/A | N/A                    | 07/30/21-08/05/21 |

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%         | 23.7%           | 92,337        |
| C4Y New Benefits System (2) email | 417,882            | 396,010            | 94.7%         | 24.8%           | 98,171        |

Figure 5.2-3 – Customer Engagement With Email

## 6.0 Training

### 6.1 Highlights of the Reporting Period

- ▶ Facilitated a demo of CBO features with the CDSS on 08/04/21.
- ▶ Supported questions regarding BenefitsCal during the Early Training Session on 08/06/21.

### 6.2 Activities for the Next Reporting Period

- ▶ Facilitate a demonstration of the CBO Dashboard and Application features to Assisters and Advocates on 08/09/21.
- ▶ Finalize the video: Upload Documents.
- ▶ Draft the CBO Quick Guide to help Counties to process CBO access requests.
- ▶ Draft the Admin Guide for review.

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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 |

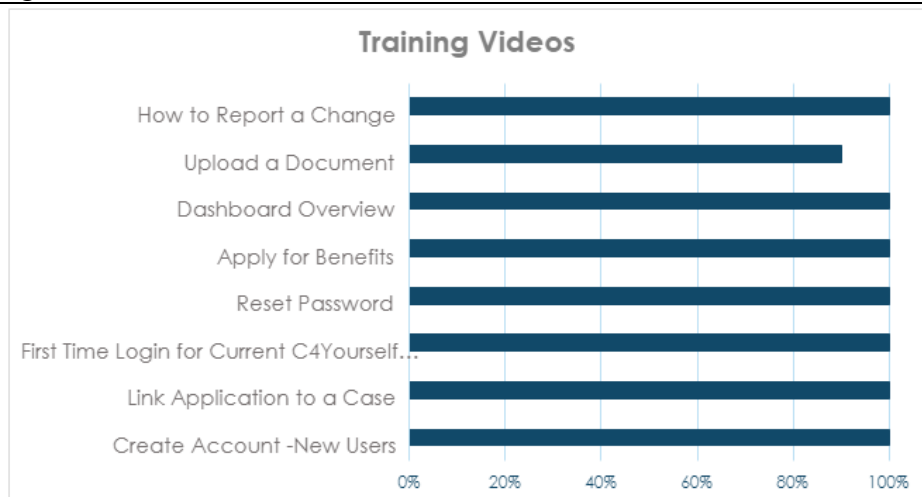


Figure 6.2-1 – Training Videos

## 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       |
| 5.1    | General Systems Design – Update 3               | N/A      | N/A      | N/A         | 08/10/21 | 09/01/21       |
| 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            |
|-------|---|----------|--------------------------|
| 01.11 | Monthly Work Plan: July 2021                | On-track | 08/16/21 FDEL Approval   |
| 02.11 | Monthly Status Report: July 2021            | On-track | 08/16/21 FDEL Approval   |
| 05.01 | General System Design – Update 3            | On-track | 08/10/21 FDEL Submission |
| 04.03 | Requirements Traceability Matrix – Update 3 | On-track | 08/17/21 FDEL Submission |

## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 11, 2021

Period: August 2, 2021 to August 8, 2021

| DEL # | DELIVERABLE NAME                            | STATUS   | Next Deadline            |
|-------|---|----------|--------------------------|
| 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   | <b>SIT Test Case Format and Sample</b>         | 01/12/21 | 01/25/21 | 02/01/21       |
| 13   | <b>Environment Management Plan</b>             | 01/15/21 | 02/01/21 | 02/08/21       |
| 14   | <b>Performance Testing Strategy</b>            | 01/15/21 | 02/01/21 | 02/08/21       |
| 15   | <b>System Test Cases</b>                       |          |          |                |
| 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   | <b>Operational Readiness Report</b>            | 02/05/21 | 02/22/21 | 03/02/21       |
| 17   | <b>System Security Plan (SSP)</b>              | 05/03/21 | 05/17/21 | 06/01/21       |
| 18   | <b>Desktop to Wireframe Mapping</b>            | 02/05/21 | 03/01/21 | 03/10/21       |
| 19   | <b>High-Fidelity Visual Comps</b>              | 02/05/21 | 03/01/21 | 03/10/21       |
| 20   | <b>Web Style Guide</b>                         | 02/05/21 | 03/01/21 | 03/10/21       |
| 21   | <b>Communications Strategy</b>                 | 03/26/21 | 04/12/21 | 04/21/21       |
| 22   | <b>Customer Experience Measurement Plan</b>    | 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).<br>02/16/21 – The risk severity was reduced to medium in alignment with the QA, Consortium, and project team assessments. | Open   | Medium | Medium   | 10/09/20    |

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| ID  | Title  | Details   | Status | Impact | Severity | Date Logged |
|-----|--|---|--------|--------|----------|-------------|
|     |  | 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 CIT submitted during the reporting period. |          |                   |                         |                        |

**Table 7.0-4 – 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 7.0-5 – CRFIs**



## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

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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 texts.                         | 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 texts.   | 07/07/21     | Open   | 10/29/21              |

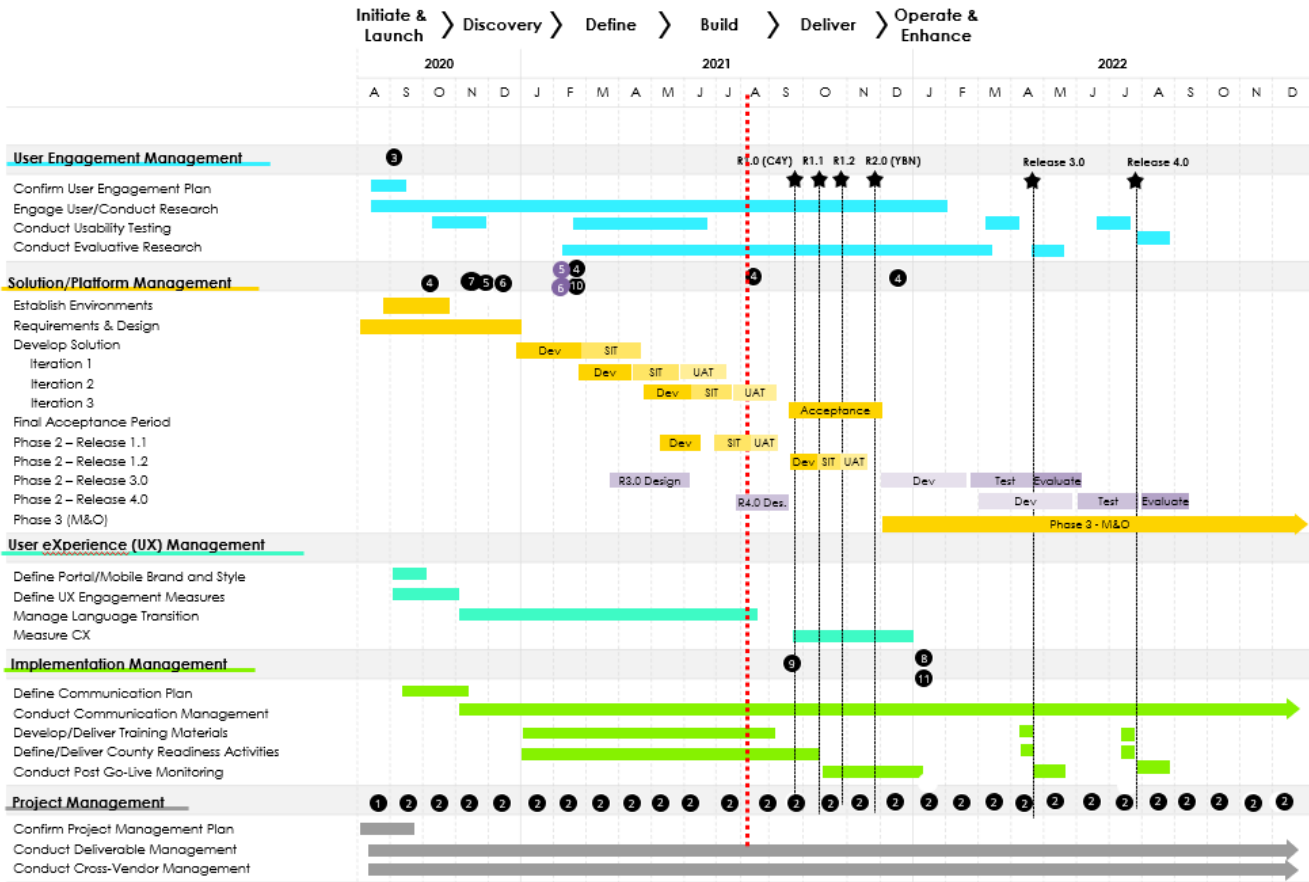
**Table 7.0-6 – CalSAWS CR**

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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.

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

**Table 7.0-7 – Overdue Action Items**