CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: August 30, 2021 to September 5, 2021

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1.0   Project Management

1.1   Highlights of the Reporting Period

► Submitted the following Deliverables on 09/03/21:
   o 02.12 - Monthly Status Report – August 2021 Final Deliverable (FDEL).
   o 01.12 - Monthly Work Plan – August 2021 Final Deliverable (FDEL).
► Received final approval for the following Deliverables:
   o 07.01 - Master Test Plan V4 on 08/31/21.
   o 05.02 - General System Design (GSD) Part 3 on 09/03/21.
► Completed the Greenlight Deck Report on 09/01/21.

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 User Acceptance Test (UAT) and Independent Testing defects.
► Reviewed Advocate and policy findings daily.
► Sent translations for new enhancement items to the translation vendor on 09/03/21.

2.1.2   Activities for the Next Reporting Period – Requirements and Design

► Continue triage for Independent Test and UAT defects.
► Get approval from the Consortium for the GSD Deliverable document updates for the new enhancement items.

2.2   User Centered Design (UCD)

2.2.1   Highlights of the Reporting Period – UCD

► Conducted two-hour moderated usability testing sessions with two (2) customers during the week of 08/30/21.
► Analyzed usability testing findings and finalized the usability testing report on 09/03/21.
► Delivered the BenefitsCal: Tier 1 Training and Q&A on 08/30/21 by answering participant questions.
► Delivered the BenefitsCal training for Change Network Champions (CNC), Consortium Trainers – Training and Q&A on 09/02/21 by answering participant questions.
► Prepared materials for the CalSAWS Stakeholder Meeting scheduled for 09/16/21.
► Conducted recruitment activities and scheduled a customer for usability testing during the week of 09/07/21.

2.2.2   Activities for the Next Reporting Period – UCD

► Outline the reports for post go-live Customer Experience (CX) findings by 09/10/21.
► Conduct recruitment activities and schedule customer(s) for usability testing for the week of 09/13/21.
► Prepare materials for the UCD Monthly Meeting on 09/15/21.
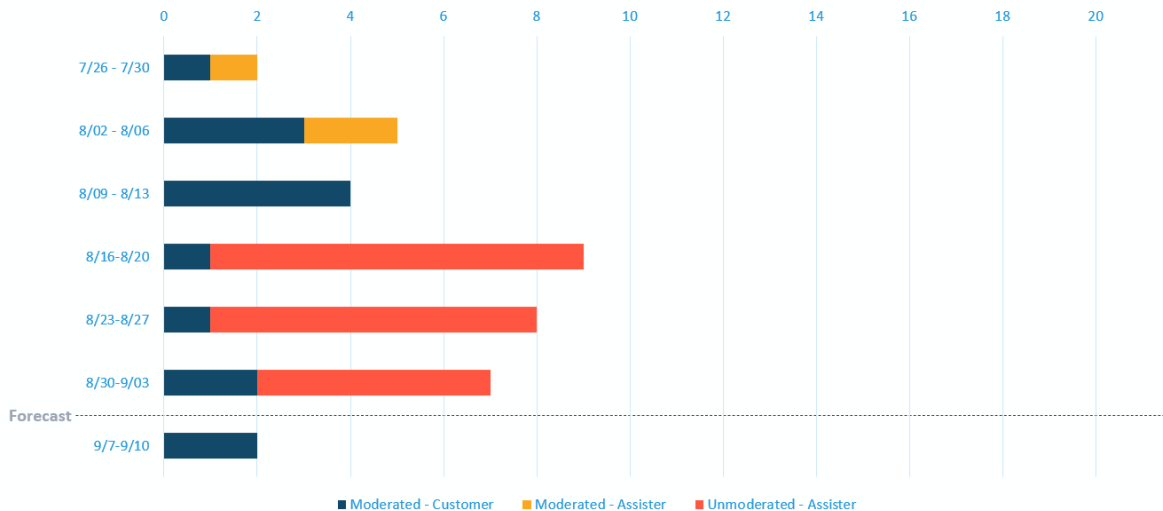
Figure 2.2-1 – UCD Stakeholder Engagement

CR ID	Request	Date Requested	Date Needed	Status
CIV-109031	C4Yourself Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	09/15/21 – for information 01/01/19 through 12/31/19. 09/30/21 – for 07/01/21 through 09/30/21.	In progress
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	10/29/21 – 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	10/29/21 – 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 2.2-2 – Data Requests for CX Measurement

2.3 Development

2.3.1 Highlights of the Reporting Period – Development

► **For Release 1.0:** Resolved defects based on the planned build versions to System Test/UAT.
► **For Release 1.1, 1.2:** Resolved defects based on the planned build versions to System Test.

2.3.2 Activities for the Next Reporting Period – Development

► Monitor the Release 1.0 Performance Optimization items.

► Provide UAT support for Release 1.0 and resolve defects as scheduled for Release 1.0 UAT exit.
► Develop the enhancements tagged for Release 1.0 to be delivered by 09/14/21.
► Provide System Test Support for Release 1.1 and 1.2 defect fixes and clear out defects as scheduled for Release 1.1/1.2 System Test exit.
► Plan for the start of Release 2.0 development on 09/20/21.

2.4   System Test Execution

2.4.1   Highlights of the Reporting Period – System Test Execution

► **Release 1.0:**
   o **Cross-Browser:** 1,992 of 1,992 executed (1,992 passed).
   o **Cross-Device:** 1,990 of 1,992 executed (1,988 passed).
   o **ADA:** 765 of 765 executed (730 passed).
   o **Multi-Lingual:** 5,478 of 5,478 executed (5,366 passed).
► **Release 1.1**:
   o **Cross-Browser:** 456 of 504 executed (410 passed).
   o **Cross-Device:** 456 of 504 executed (153 passed).
   o **ADA:** 192 of 254 executed (123 passed).
   o **Multi-Lingual:** 1210 of 1254 executed (665 passed).
   o Re-executed 277 of the 277 planned Release 1.0 automation test cases for Americans with Disabilities Act (ADA) and Language.
   o Executed 2085 of 1760 planned automated test cases for Release 1.1.
   o Executed 47 of the 47 planned test cases (CF 37 & MC).
► **Release 1.2:**
   o Executed nine (9) of the nine (9) planned test cases for (SAR 7).
► Conducted daily Partner Test status calls to provide updates on partner pending items and defects.
► Conducted the weekly test planning meeting on 08/31/21 with the Consortium and QA Teams to provide UAT, Release 1.1 and Release 1.2 execution, and automation updates for Release 1.0, Drop 2 items.
► Conducted a System Test status call on 09/01/21 to provide updates on test execution and defects.
► Conducted Partner Interface Defect Triage meetings with the CalSAWS and ForgeRock teams on 09/01/21, 09/02/21, and 09/03/21 to walk through the ETA for identified partner defects and data setup and staging requests.

System Test Release 1.0

Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	9	8	0	*17*
CalSAWS	0	5	5	1	*11*
FIS	0	0	0	0	*0*
BenefitsCal	0	0	0	0	*0*
TOTAL	*0*	*15*	*16*	*0*	*28* (-3 from last week)

Figure 2.4-1 – System Test Partner Defects, Release 1.0

Test Execution Planned vs. Actual
Release 1.1: Cycle 1 and Cycle 2
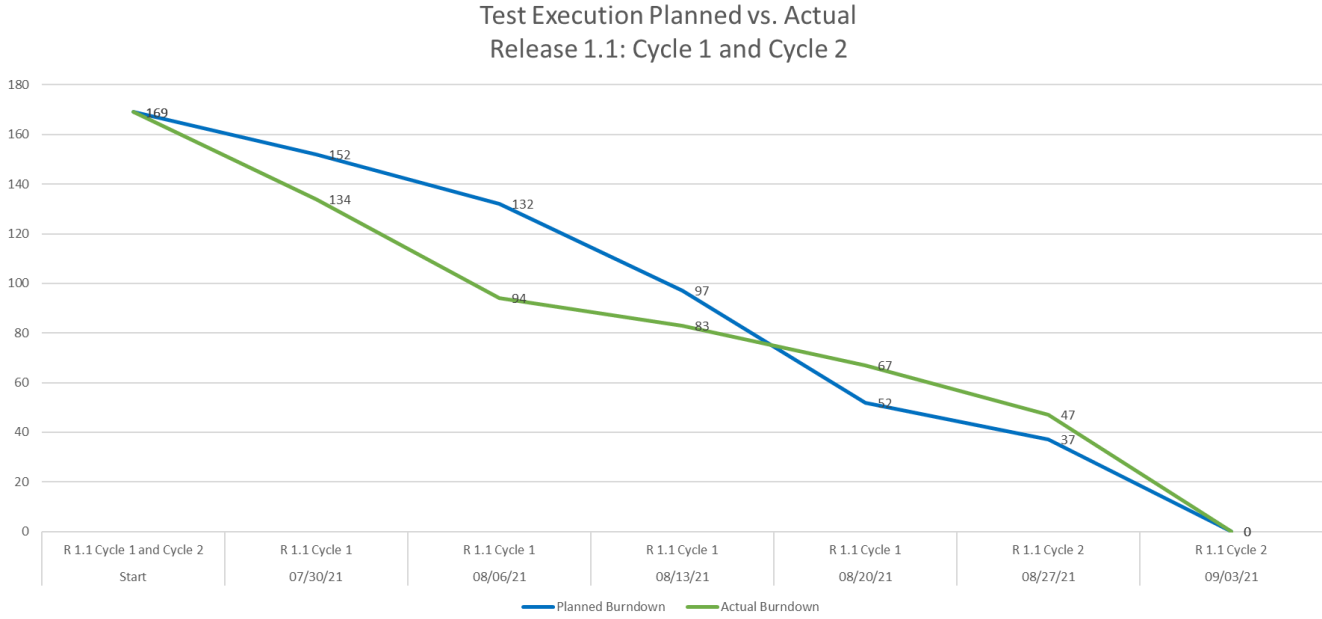
Figure 2.4-2 – System Test Execution Burndown: Release 1.1

Test Execution Planned vs. Actual
Release 1.1: Cycle 1 and Cycle 2
AUTOMATION
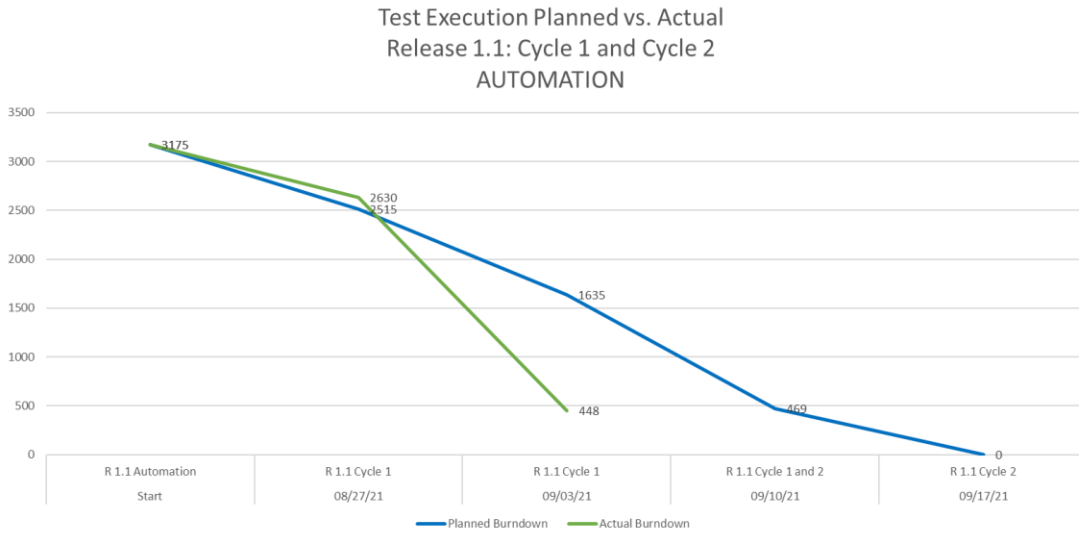
Figure 2.4-3 – System Test Execution Burndown: Release 1.1 – ADA, Language, Device, Browser

System Integration Testing Status
Release 1.1: Cycle 1

Total Failed, 15, 9%

- Passed
- Not Started
- In Progress
- Total Failed
- Blocked
- Pending Partner Validation

Passed, 154, 91%
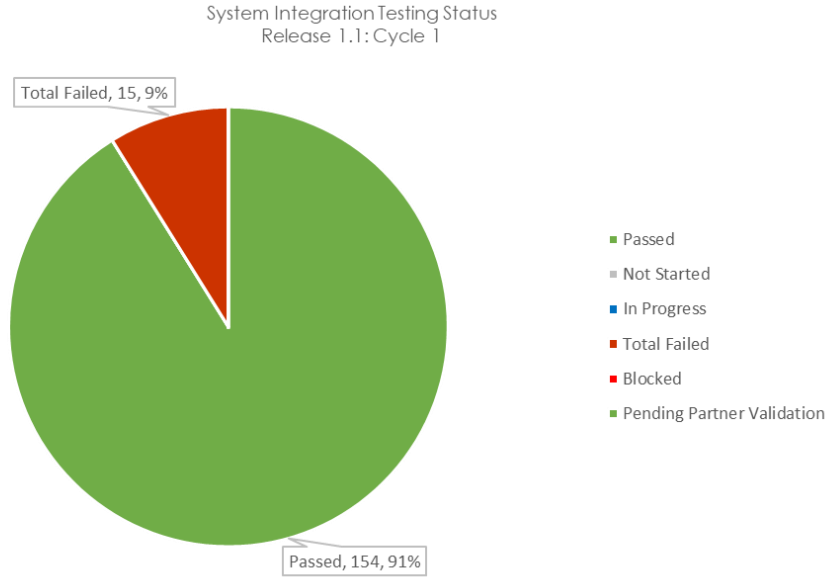
Figure 2.4-4 – System Test Execution Status: Release 1.1

► Cycle 1 execution is complete; Cycle 2 is in progress.

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	169 Test Cases
Actual (+/- from previous week)	91% *(+17)*	91% *(+17)*	169 Test Cases Executed
System Test Complete Date: 09/03/21			

Figure 2.4-5 – Pass Rate: Release 1.1

Test Execution Planned vs. Actual
Release 1.2: Cycle 1 and Cycle 2

| | R 1.2 Cycle 1 and Cycle 2 Start | R 1.2 Cycle 1 08/13/21 | R 1.2 Cycle 1 08/20/21 | R 1.2 Cycle 1 08/27/21 | R 1.2 Cycle 1 09/03/21 | R 1.2 Cycle 2 09/10/21 | R 1.2 Cycle 2 09/17/21 |

Planned Burndown values: 132, 117, 97, 72, 44, 22, 0
Actual Burndown values: 132, 92, 71, 53, 44

— Planned Burndown — Actual Burndown
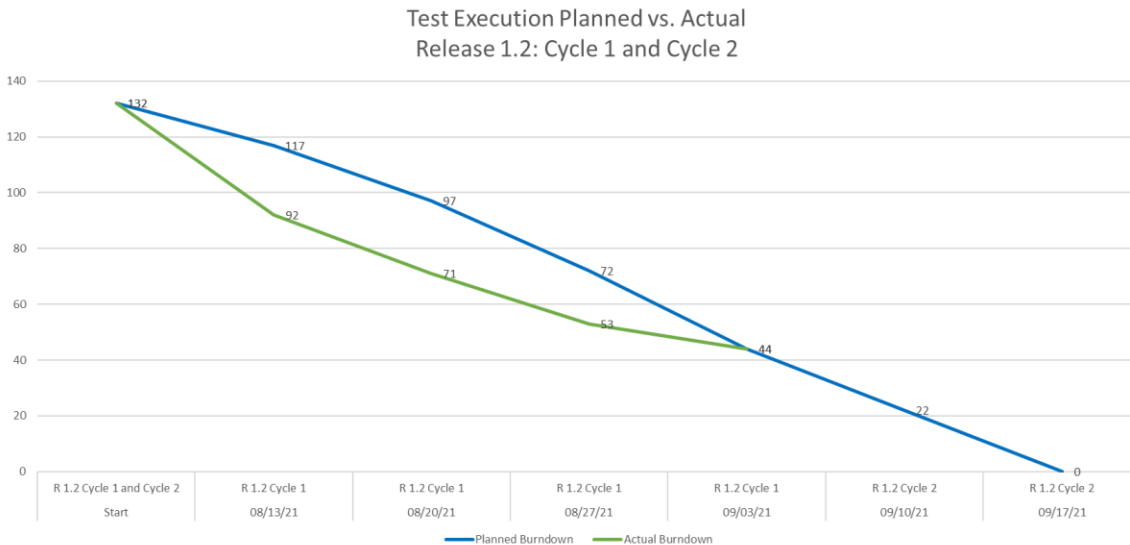
Figure 2.4-6 – System Test Execution Burndown: Release 1.2

Test Execution Planned vs. Actual
Release 1.2: Cycle 1 and Cycle 2
AUTOMATION
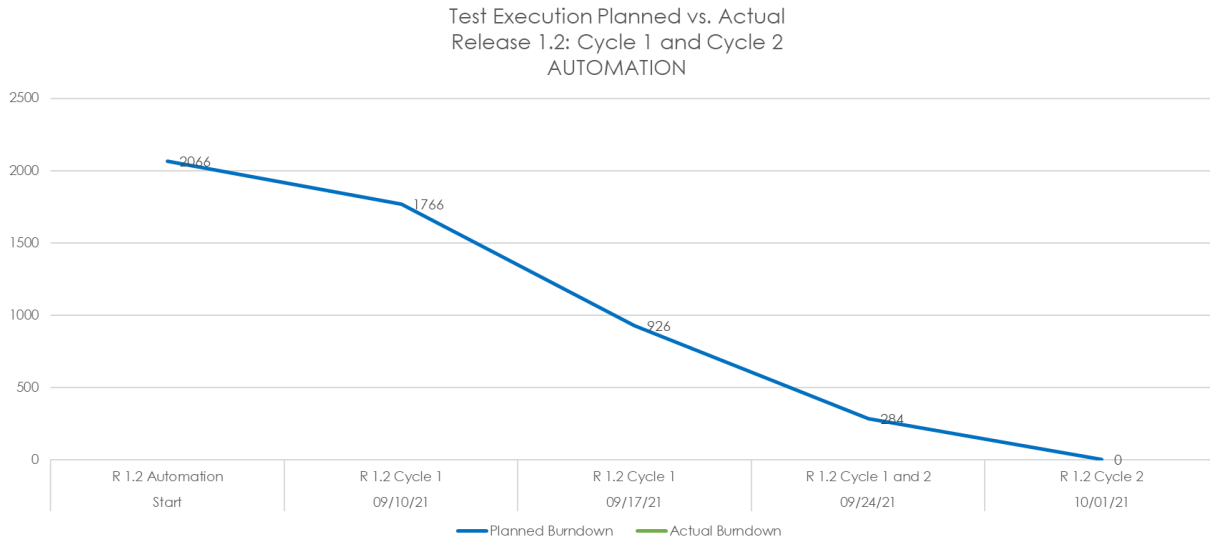
Figure 2.4-7 – System Test Execution Burndown: Release 1.2 – ADA, Language, Device, Browser

System Integration Testing Status
Release 1.2: Cycle 1

Total Failed, 10, 11%
In Progress, 0, 0%
Passed, 78, 89%

- Passed
- Not Started
- In Progress
- Total Failed
- Blocked
- Pending Partner Validation
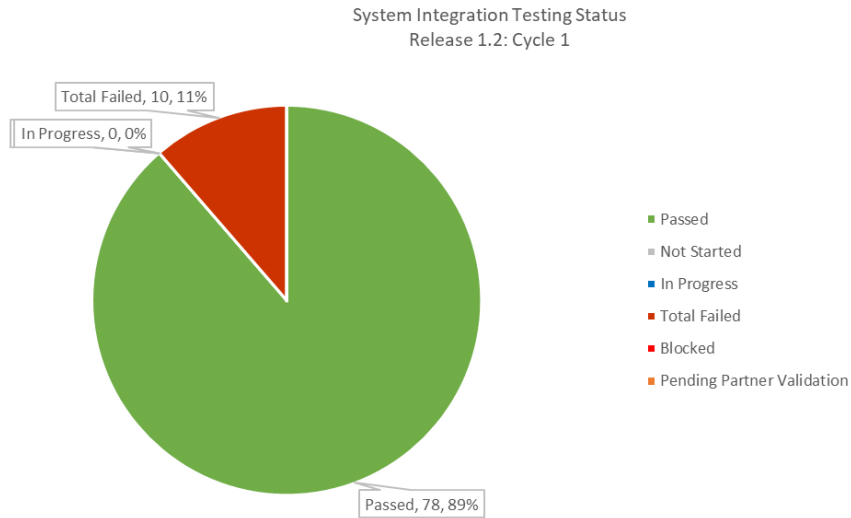
Figure 2.4-8 – System Test Execution Status: Release 1.2

► Failed test cases are due to CalSAWS sending multiple programs CSPM-35557.

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	**60%**	**60%**	**88 Test Cases**
Actual (+/- from previous week)	**89%** *(+9)*	**89%** *(+9)*	**99 Test Cases Executed**
System Test Complete Date: 09/24/21			

Figure 2.4-9 – Pass Rate: Release 1.2

2.4.2 Activities for the Next Reporting Period – System Test Execution

► Conduct System Test status calls on 09/08/21 to provide updates on test execution and defects.
► Continue System Test execution for Release 1.1 – Execute 15 test cases.
► Continue System Test execution for Release 1.2 – Execute 22 test cases.
► Continue Automation execution of ADA, Browser, Language and Device test cases – 700 screens are planned.
► Support Independent test and UAT execution.

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.
► Conducted walkthrough with UAT for planning Release 1.0 pending items and Release 1.1 items.

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

► Prepare for UAT exit.
► Support the Consortium to assist UAT.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

► Completed a joint Performance Test execution run on 09/03/21 with CalSAWS/Accenture/ForgeRock teams.
► Started data setup for additional Release 1.0 testing as well as for Release 1.1 and Release 1.2.
► Created execution scripts for Release 1.1 and Release 1.2 Performance Testing.

3.2 Activities for the Next Reporting Period – Performance Test

► Create execution scripts covering Release 1.1 and Release 1.2 functional areas.
► Coordinate with the CalSAWS team to complete data setup for Release 1.0, 1.1, and 1.2 Performance Testing.

	Start Date	End Date	Scope	Test Cases Status	Execution Status
Cycle 1	05/31/21	06/11/21	Anonymous features	2 of 2 test scripts approved	100% Executed
Cycle 2	07/19/21	07/30/21	App, ForgeRock, Case Details	16 of 16 test scripts approved	100% Executed
Cycle 3	08/09/21	08/20/21	All Release 1.0 features (Including FIS/EBT)	14 of 14 test cases approved	100% Executed

Weekly Status Report, September 8, 2021
Period: August 30, 2021 to September 5, 2021

	Start Date	End Date	Scope	Test Cases Status	Execution Status
Cycle 4	09/06/21	09/17/21	Release 1.1 (MC Pre-Population, CF37)	0 of 5 test cases written	0% Executed
Cycle 5	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 BenefitsCal Development Team and Consortium Security Team on 08/30/21 to discuss the CSPM-32515 defect which resulted in the team coming to a shared understanding that the application programming interface (API) request reviewed in the meeting cannot be abused at the browser level. An action item was also taken for the BenefitsCal Development Team to provide the Consortium Security Team with a list of use cases applicable to the defect.

► Met with the Accenture Database team on 08/31/21 to discuss how to acquire user test data that had active cases with periodic reporting enabled. This resulted in the team finding a solution where the BenefitsCal Security team provided user accounts to the Accenture Database team who would link them afterward and provide to ForgeRock for loading and BenefitsCal use.

► Completed the first group of System Security Plan (SSP) Deliverable revisions comments review with the Consortium Security Team and submitted the second group to the Consortium Security Team for review on 09/03/21.

4.1.2   Activities for the Next Reporting Period – User Conversion Testing

► Collaborate with the ForgeRock team on any identified BenefitsCal-ForgeRock integration issues.

► Update the BenefitsCal SSP Deliverable document based on the latest implementation status.

► Conduct a walkthrough of the second SSP revision group to address feedback from the Consortium Security Team.

4.2   Security Testing

4.2.1   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 08/31/21.

► Continued the execution of the Dynamic Application Security Testing (DAST) manual scenarios for the functionalities to be deployed as part of UAT Drop 2.

► SIEMBA provided a walkthrough of the independent security testing results with the Consortium Security Team on 09/03/21.

4.2.2   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 testing that are fixed.

5.0   Cloud

5.1   Highlights of the Reporting Period

► Completed setting up AWS Canari's monitoring for three (3) outbound services on 09/01/21.

► Completed setting up metrics and log monitoring for Lambda, API Gateway, Remote Desktop Services (RDS), RDS Proxy, CloudFront, Web Application Firewall (WAF), and Redis on week ending 09/03/21.

► Completed setting up the performance and exception dashboards on 09/01/21.

► Completed pipeline updates to move same build artifacts from the lower to production environments 09/01/21, across S3, Lambda, API gateway and database.

► Completed setting up security rules to block USI workspace access to STG and PRD environments 09/02/21.

► Completed setting up Qlik integration components for STG and PRD environments.

► Completed finalizing the approach for obfuscation on 09/02/21 and now planning to use costume scripts to move and obfuscate data.

5.2   Activities for the Next Reporting Period

► Complete end-to-end monitoring in all environments.

► Complete the Mock Cutover Event 2 activities to validate inbound\outbound BenefitsCal interfaces in STG and PRD environments.

► Complete maintenance page development and testing and PRD setup.

► Develop obfuscation scripts.

6.0   Communications

6.1   Highlights of the Reporting Period

► Sent the YBN New Benefits System (1) email through AWS Pinpoint on 08/30/21.

► Distributed CIT 0237-21 BenefitsCal Store Go Live to the Counties on 08/30/21 to share the BenefitsCal store link.

► Sent the C4Y New Benefits System (3) email through AWS Pinpoint on 08/31/21.

► Submitted a draft of "The Buzz" newsletter on 09/01/21.

► Drafted a social media plan on 09/03/21 for Twitter and Facebook posts for September.

► Uploaded eight (8) training videos and inserted translated captions to BenefitsCal YouTube channel on 09/02/21.

► Drafted the CIT Social Media Calendar distribution on 09/02/21.

6.2   Activities for the Next Reporting Period

► Send the go-live communications to Hummble for translation on 09/08/21.

► Send the CIT Social Media Calendar for review and approval to CIT.CRFI review on 09/06/21.
► Receive final approval for the CIT physical letter from CIT.CRFI review and send to the Counties on 09/06/21.
► Submit the C4Y Post Go-Live materials for review and approval on 09/10/21.
► Incorporate feedback from the Consortium for "The Buzz" newsletter and receive approval (09/06/21–09/10/21).
► Distribute the CIT BenefitsCal Store Final Days on 09/09/21.
► Draft the YBN go-live communications on 09/10/21.

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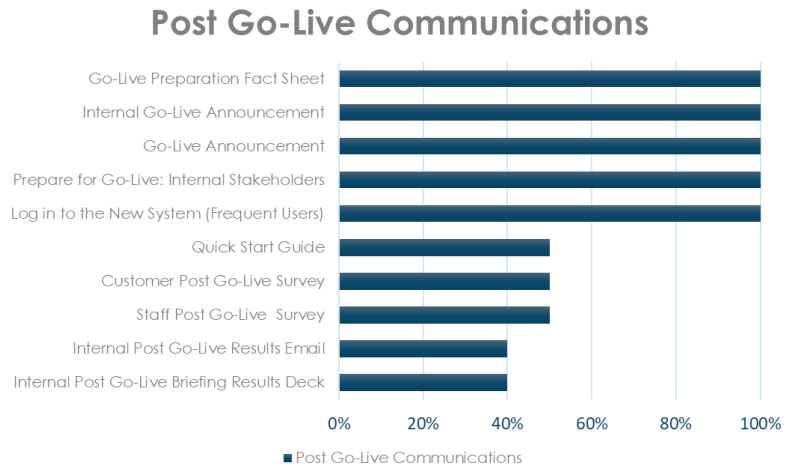100% – Ready for Distribution

Figure 6.2-1 – Communications: Post Go-Live

YouTube				
Post	Views	Likes	Subscribers: 173	Date Posted
Welcome to BenefitsCal	3,305	41	N/A	06/24/21
Journey to BenefitsCal	3,215	52	N/A	06/24/21
Facebook				
Post	Views	Likes	Link Clicks	Date Posted
Facebook #10	10,727	4	N/A	08/26/21
Facebook #9	248	5	N/A	08/24/21
Facebook #8	16,400	5	N/A	08/19/21
Facebook #7	4,487	1	N/A	08/15/21
Facebook #6	687	2	N/A	08/12/21
Facebook #5	11,273	6	N/A	08/10/21
Twitter				
Post	Views	Likes/Retweets	Link Clicks	Date Posted
Twitter #10	34,584	54/6	689	08/26/21
Twitter #11	768	9/3	38	08/24/21
Twitter #8	23,442	28/11	471	08/19/21
Twitter #7	23,863	24/7	76	08/17/21
Twitter #6	655	4/3	4	08/12/21
Twitter #5	25,691	38/15	7	08/10/21
Marketing Website				
Website Views	SM Toolkit Downloads (total)	Factsheet Downloads	County Website Updates	Date Range
48k (week) 245k (total)	2.9k	247 (07/09/21) N/A	N/A	08/29/21-09/03/21

Figure 6.2-2 – Social Media Tracker

Post	Date	Messages Attempted	Messages Delivered	Delivery Rate	Email Open Rate	Emails Opened
C4Y New Benefits System (1) email	06/30/21	417,882	389,643	93.2%	23.7%	92,337
C4Y New Benefits System (2) email	07/30/21	417,882	396,010	94.7%	27.8%	98,171
C4Y push & text notification	08/23/21	1,566,340 total	n/a	n/a	n/a	n/a
YBN New Benefits System (1) email	08/30/21	659,141	611,015	92.7%	25.4%	155,286
C4Y New Benefits System (3)	08/31/21	417,882	396,548	94.9%	28.2%	111,698
C4Y Reminder Your Renewal is Due	09/27/21	Scheduled				
C4Y Go Live Announcement	09/27/21	Scheduled				
C4Y Log In to the New System	10/11/21	Scheduled				

Figure 6.2-3 – Customer Engagement with Email

7.0 Training

7.1 Highlights of the Reporting Period

► Presented demonstrations and trainings for BenefitsCal for the Tier 1 training on 08/30/21, Tier 2 training on 08/31/21, and to County Network Champions (CNC) and Consortium trainers on 09/02/21.

7.2 Activities for the Next Reporting Period

► Present demonstrations to CBOs – How to Request an Account, Dashboard, and Apply for Benefits along with FAQs and questions at the BenefitsCal Community Based Organization (CBO) training on 09/08/21.

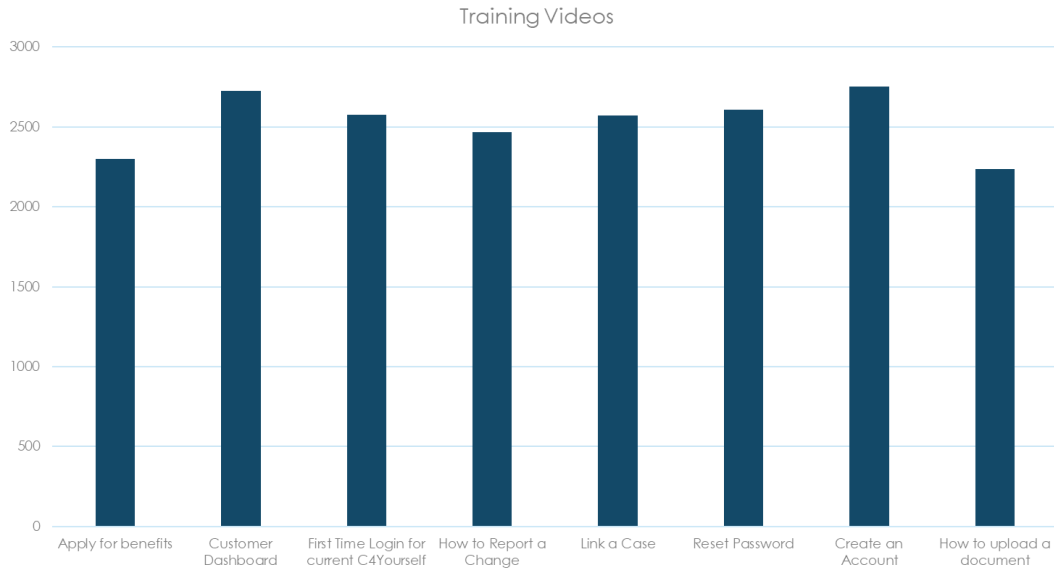► Create the CBO training video and post to YouTube by 09/13/21.
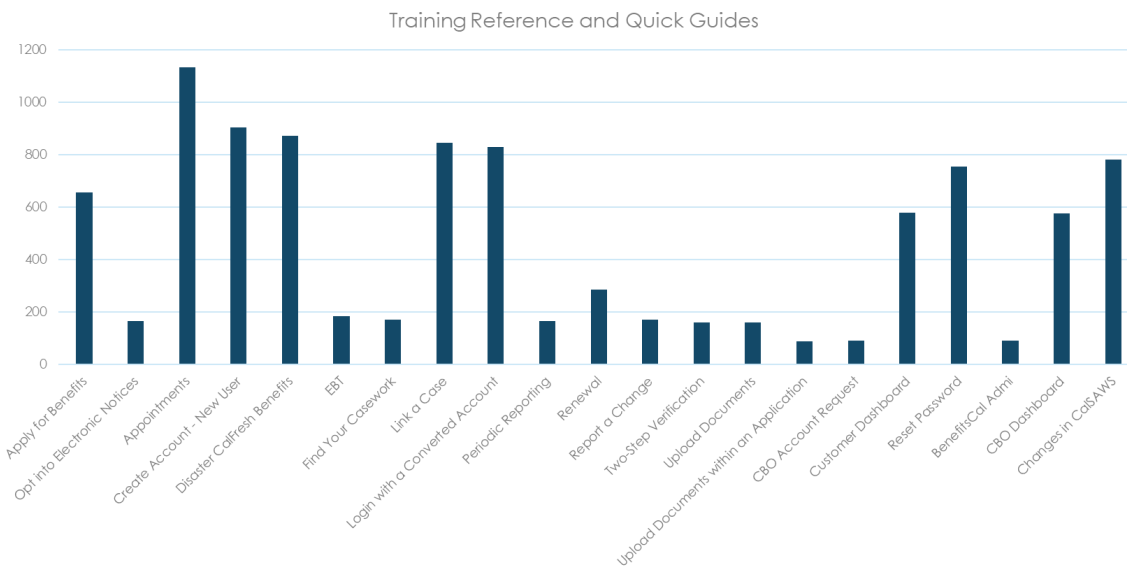

Figure 7.2-1 – Training Video Views (within LMS)

Figure 7.2-2 – Quick Guide Views (within LMS)

8.0 Appendices

8.1   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
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 8.0-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	DELIVERABLE NAME	STATUS	Next Deadline
01.12	Monthly Work Plan: August 2021	On-track	10/05/21 FDEL Submission
02.12	Monthly Status Report: August 2021	On-track	10/05/21 FDEL Submission
05.02	General System Design – Release 3.0	On-track	09/20/21 FDEL Submission
05.04	General System Design – Release 4.0	On-track	02/28/22 DDEL Submission 03/21/22 FDEL 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 8.0-2 – 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	
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	05/11/21
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 8.0-3 – Upcoming Work Product Deadlines

8.2   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 with the QA, Consortium, and project team assessments. 03/26/21 – The risk was expanded to include the schedule challenges with the QA test: the QA team will gain access on 05/31/21, two weeks prior to UAT, and will test in a rolling two-week schedule ahead of UAT activities.	Open	Medium	Medium	10/09/20

Weekly Status Report, September 8, 2021
Period: August 30, 2021 to September 5, 2021

ID	Title	Details	Status	Impact	Severity	Date Logged
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
251	Language Translation Testing and Updates may not complete timely	The CalSAWS Consortium is responsible for the testing and validation of the translated text to display within the BenefitsCal application. If testing does not complete by 08/24/21, there is a risk that the project may not be able to update the translated languages for Release 1.0.	Open	Low	Low	08/16/21

Table 8.0-1 – Project Risks and Issues

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	PPOC.40; Consortium.RegionalManagers.All; Consortium.SectionDirectors;	BenefitsCal Awareness Toolkit	BenefitsCal (Self Service Portal)	06/24/21	Matthew Spurrier	Jennifer Hobbs
CIT 0157-21	PPOC.39; Consortium.RegionalManagers.All;	BenefitsCal Customer/CBO	BenefitsCal (Self	06/29/21	Matthew Spurrier	Jennifer Hobbs

CIT ID	To	Subject	Category	Distributi on Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Consortium. SectionDire ctors;	Pre Go-Live Communications	Service Portal)			
CIT 0162-21	PPOC.All; Consortium. RegionalMa nagers.All; Consortium. SectionDire ctors;	BenefitsCal Marketing Website	BenefitsC al (Self Service Portal)	06/29/21	Matthew Spurrier	Jennifer Hobbs
CIT 0221-21		BenefitsCal Customer. CBO Communications Go Live	BenefitsC al (Self Service Portal)	08/19/21	Matthew Spurrier	Jennifer Hobbs
CIT 0219-21		BenefitsCal Social Media & Website Update	BenefitsC al (Self Service Portal)	08/19/21	Matthew Spurrier	Jennifer Hobbs
CIT 0220-21		BenefitsCal Compatible Browsers	BenefitsC al (Self Service Portal)	08/19/21	Matthew Spurrier	Jennifer Hobbs
CIT 0224-21		County Staff Survey	BenefitsC al CX Measurem ent	08/23/21	Brook Sinclair	Anna Chia
CIT 0229-21	LA County	BenefitsCal YBN Customer CBO Pre Go-Live Communications	BenefitsC al (Self Service Portal)	08/25/21	Matthew Spurrier	Jennifer Hobbs
CIT 0233-21	PPOC 40	Delegated User Administration Portal Access	Security and Helpdesk	08/27/21	Trevor Fisher	Sam Sternberg
CIT 0237-21		BenefitsCal Store Go Live	BenefitsC al (Self Service Portal)	08/30/21	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Physical Letter	BenefitsC al (Self Service Portal)	09/10/21	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Store Final Days	BenefitsC al (Self Service Portal)	09/10/21	Matthew Spurrier	Jennifer Hobbs

CIT ID	To	Subject	Category	Distributi on Date	Primary CalSAWS Contact	Backup CalSAWS Contact
CIT xxxx-21		BenefitsCal Post Go Live Communication	BenefitsC al (Self Service Portal)	09/15/21	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Social Media Calendar	BenefitsC al (Self Service Portal)	09/16/21	Matthew Spurrier	Jennifer Hobbs

Table 8.0-2 – CITs

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

CRFI ID	To	Subject	Category	Distribution Date	Respons e Due Date
		None			

Table 8.0-3 – 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	In progress	09/15/21 and 09/30/21
CA-228953	CalSAWS	YBN Case and Application baseline data BenefitsCal CX Measurement.	05/20/21	Open	10/29/21 and 11/19/21
N/A	CalWIN	MyBCW Case and Application baseline data for BenefitsCal CX Measurement.	05/20/21	Open	10/29/21
CIV-109078	CIV	Decommission C4Y and push notifications.	07/07/21	Complete	08/23/21
CIV-109186	CIV	Text to C4 and C4Y users who opt in to receive texts.	07/07/21	Complete	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	07/07/21	Open	10/29/21

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CR ID	To	Subject	Date Created	Status	Date Needed by
		users who opt in to receive texts.			

Table 8.0-4 – CalSAWS CR

8.3   Appendix C – Project Work Plan Reports

Project Timeline
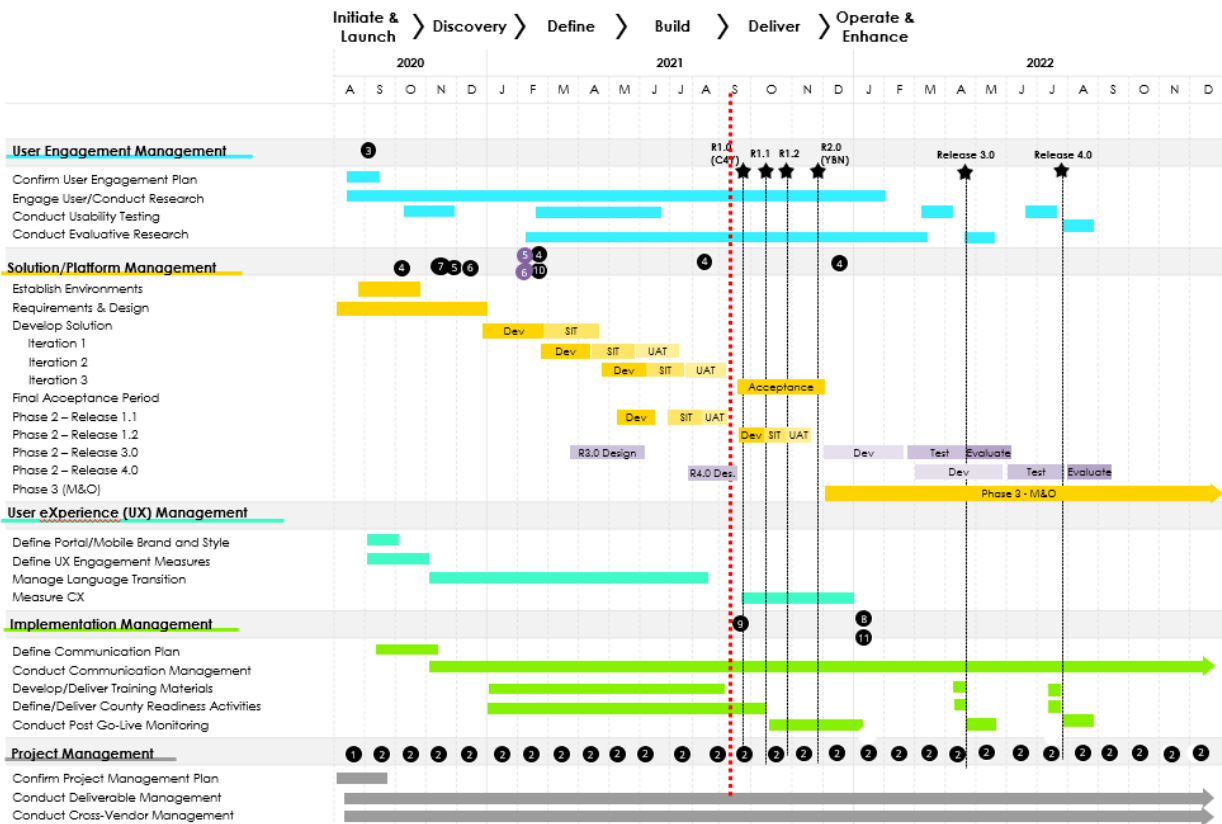
Project Action Items – Overdue

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

ID	Description	Owner	Due Date
CSPM-35624	Confirm and communicate to Deloitte team how the "Not Met" status for ABAWD hours is defined in CalSAWS.	Jason Horton	08/30/21
CSPM-32671	Confirm that we can create, submit, and delete an application and document from PROD to validate.	Anna Chia	08/27/21