CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: September 13, 2021 to September 19, 2021

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1.0   Project Management

1.1   Highlights of the Reporting Period

► Completed the Greenlight Deck Report on 09/15/21.
► Received final approval for the following Deliverables on 0917/21:
  o Monthly Status Report – August 2021 Final Deliverable (FDEL).
  o Monthly Work Plan Updates – August 2021 Final Deliverable (FDEL).

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.
► Validated the enhancements made to support the Advocate and policy findings.
► Received translations from the translation vendor (Hummble) on 09/15/21 for the Release 1.0 policy/Advocates enhancements.
► Received feedback on 09/17/21 from the California Department of Social Services (CDSS) for enhancements in Spanish and Russian.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

► Continue triage for Independent Test and UAT defects.
► Receive approval from the Consortium for the General System Design (GSD) Deliverable document updates for the new enhancement items.
► Demo the Release 1.0 enhancements to State Partners on 09/20/21.

2.2   User Centered Design (UCD)

2.2.1 Highlights of the Reporting Period – UCD

► Facilitated the UCD Monthly Meeting on 09/15/21 and prepared follow-up materials for Consortium review on 09/17/21.
► Delivered the BenefitsCal update at the Quarterly Stakeholder meeting on 09/16/21.
► Completed a time-in-motion study on 09/15/21 with Community Based Organizations (CBOs) to confirm how long it takes on average to complete an application. Findings were reported at the Project Steering Committee Meeting on 09/16/21.
► Collaborated with the DevOps Team on 09/16/21 to configure Amplitude by providing use cases and validating data elements.

2.2.2 Activities for the Next Reporting Period – UCD

► Coordinate with the Amplitude Team to design and configure the BenefitsCal dashboards by 09/22/21.
► Conduct moderated usability test with an estimated four (4) customers by 09/24/21.
► Collaborate with the CDSS CalFresh Outreach Team to recruit customers for post go-live UCD engagement activities (e.g., focus groups, usability testing).

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:** Provided daily support for Release 1.0 Go-Live activities.
► **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

► Begin development for Release 2.0 on 09/20/21. ~~Develop the enhancements tagged for Release 1.0 to be delivered by 09/14/21.~~

► Provide System Test support for Release 1.1 and Release 1.2 defect fixes and resolve defects as scheduled for Release 1.1/1.2 System Test exit.

► Support Go-Live and any production findings.

	09/18/21	09/25/21	10/02/21	10/09/21	10/16/21	10/23/21
Planned	58	50	36	17	0	0
Actual	58	58	58	58	58	58
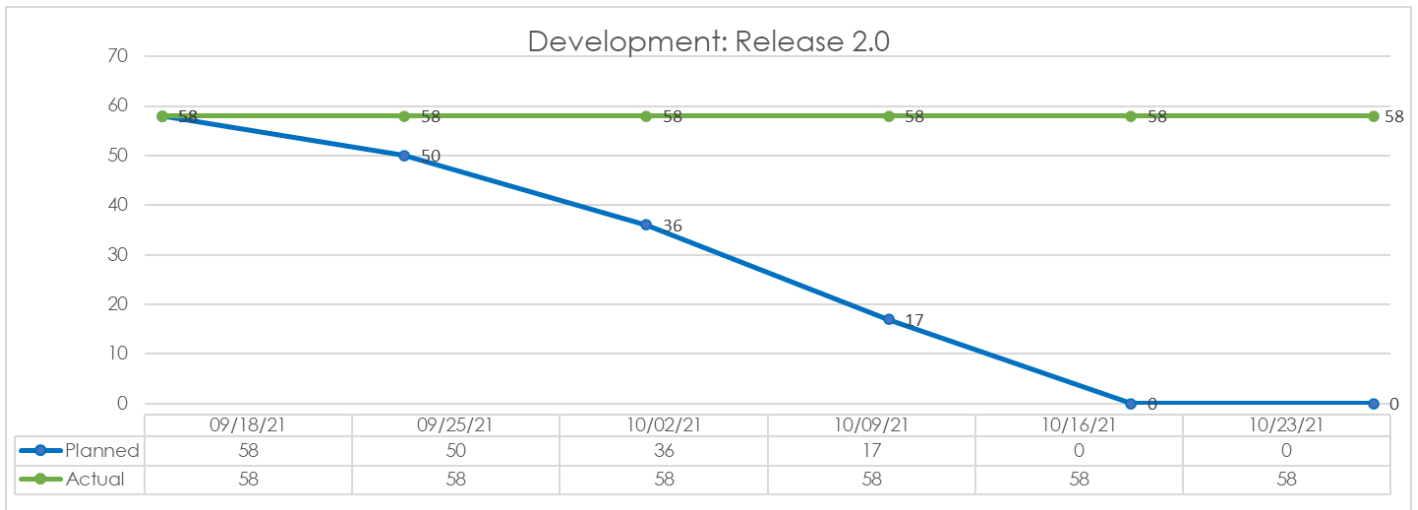
Figure 2.3-1 – Development Burndown: Release 2.0

2.4 System Test Execution

2.4.1 Highlights of the Reporting Period – System Test Execution

► **Release 1.1**:
  o **Cross-Browser:** 456 of 456 executed (451 passed).
  o **Cross-Device:** 456 of 456 executed (329 passed).
  o **ADA:** 242 of 242 executed (200 passed).
  o **Multi-Lingual:** 1254 of 1254 executed (687 passed).
  o Re-executed 147 of the 100 planned Release 1.0 automation test cases for Americans with Disabilities Act (ADA), Language, and cross-device. Re-executed 147 of the 100 planned Release 1.0 automation test cases for Americans with Disabilities Act (ADA), language, and cross-device.
► **Release 1.2:**
  o Re-executed 14 of the 14 planned test cases for Eligibility Status Report (SAR 7).
  o **Cross-Browser:** 287 of 308 executed (240 passed).
  o **Cross-Device:** 226 of 308 executed (130 passed).
  o **ADA:** 128 of 154 executed (64 passed).
  o **Multi-Lingual:** 0 of 847 executed (0 passed).
  o Executed 641 of the 1000 planned Release 1.2 automation test cases for Americans with Disabilities Act (ADA), language, and cross-device.
► Conducted daily Partner Test status calls to provide updates on pending partner items and defects.
► Conducted the weekly test planning meeting on 09/14/21 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.

Weekly Status Report, September 22, 2021
Period: September 13, 2021 to September 19, 2021

► Conducted a System Test status call on 09/15/21 to provide updates on test execution and defects.
► Conducted Partner Interface Defect Triage meetings with the CalSAWS and ForgeRock teams on 09/15/21, 09/16/21, and 09/17/21 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	0	1	0	*1*
CalSAWS	0	0	3	0	*3*
FIS	0	0	0	0	*0*
BenefitsCal	0	0	3	0	*3*
TOTAL	*0*	*0*	*7*	*0*	*7* *(-5 from last week)*

Figure 2.4-1 – System Test Partner Defects, Release 1.0
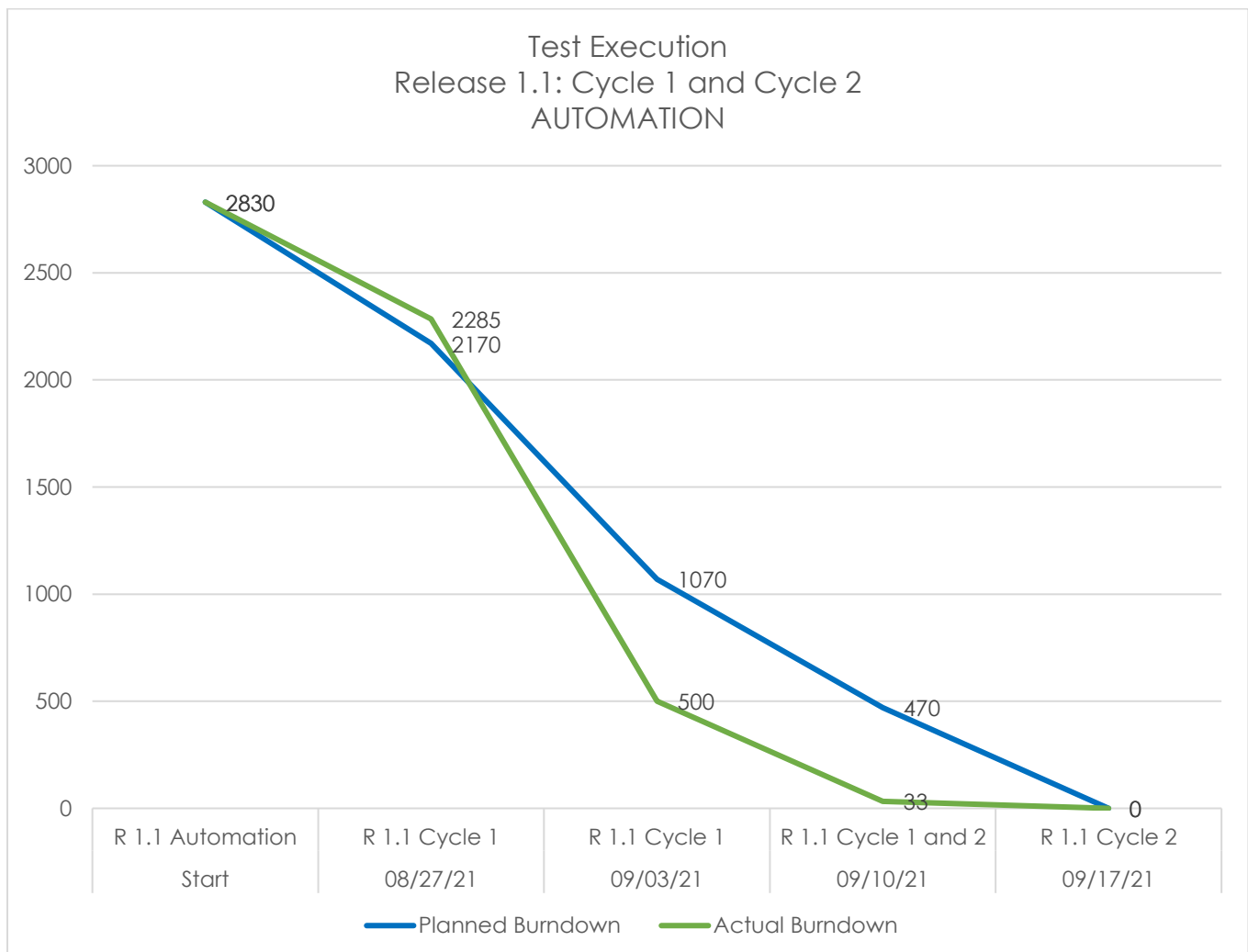
Figure 2.4-2 – System Test Execution Burndown: Release 1.1 – ADA, Language, Device, Browser

System Integration Testing Status
Release 1.1: Cycle 1

Total Failed, 5, 3%

Pending Partner
Validation, 4, 2%

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

Passed, 160, 95%

Figure 2.4-3 – System Test Execution Status: Release 1.1

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)	**97%** *(+2)*	**97%** *(+2)*	**169 Test Cases Executed**
System Test Complete Date: 09/03/21			

Figure 2.4-4 – Pass Rate: Release 1.1
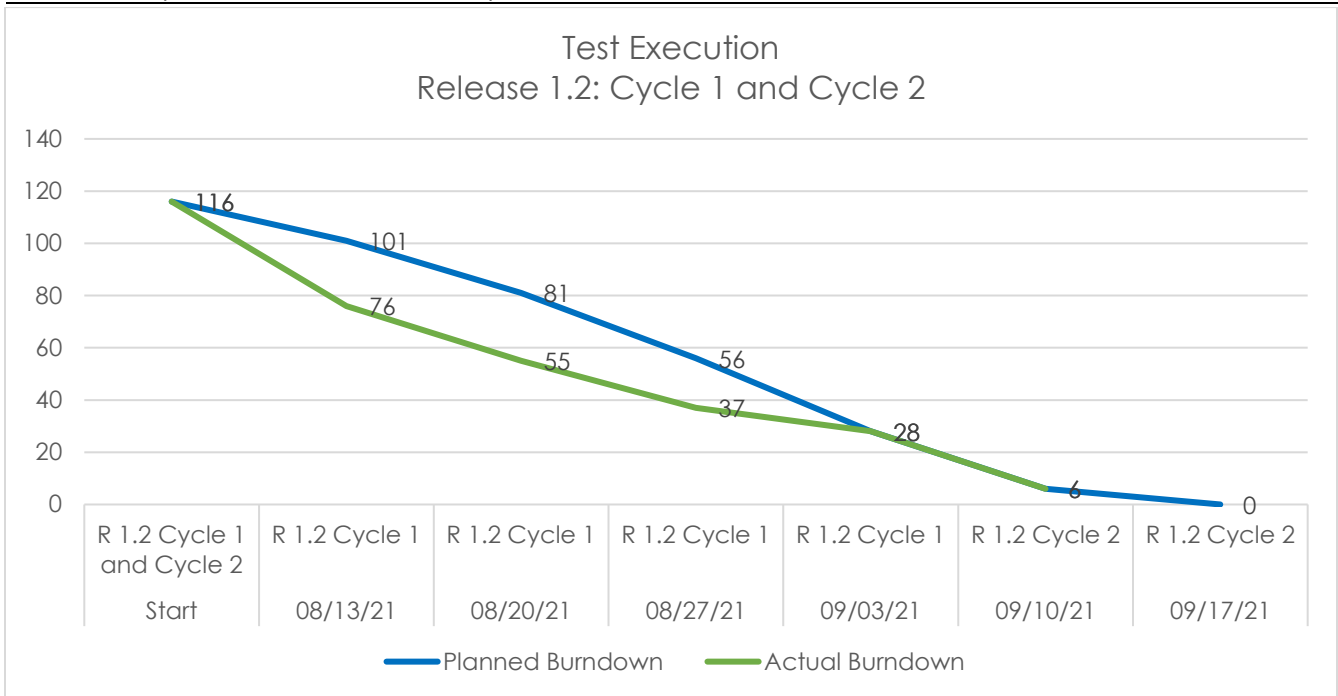
Figure 2.4-5 – System Test Execution Burndown: Release 1.2
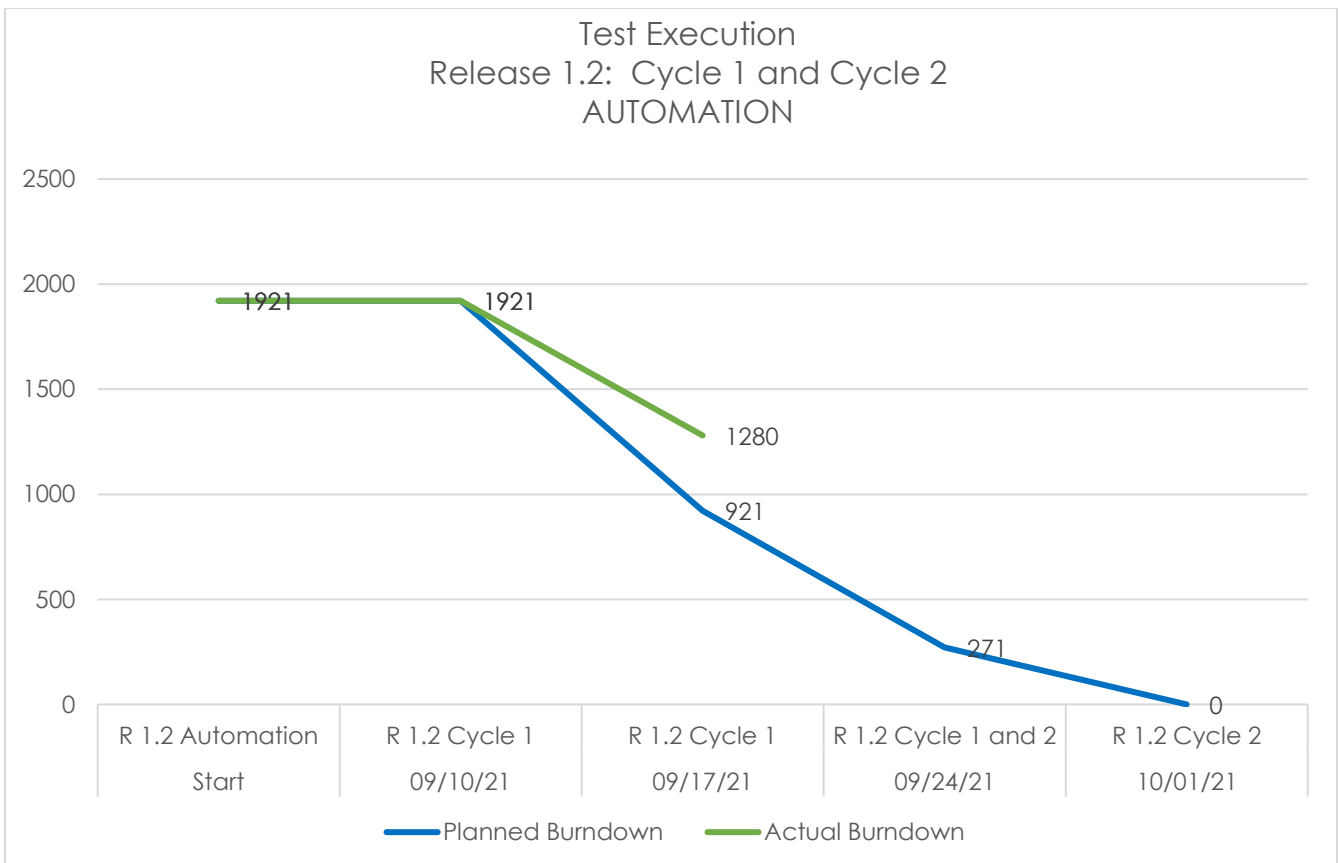
Figure 2.4-6 – System Test Execution Burndown: Release 1.2 – ADA, Language, Device, Browser

► The team has completed planned execution, but analysis of the results is in progress due to which the numbers have not updated.
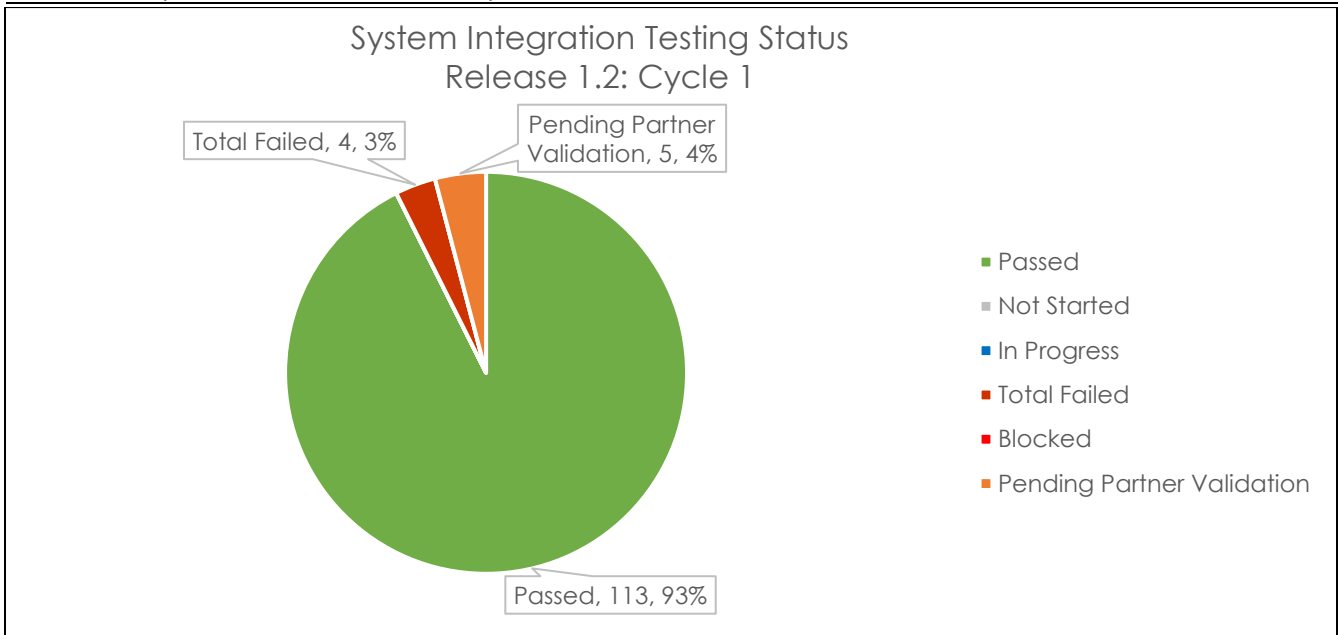
Figure 2.4-7 – System Test Execution Status: Release 1.2

► 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)	**90%**	**90%**	**116 Test Cases**
Actual (+/- from previous week)	**91%** *(+2)*	**91%** *(+2)*	**116 Test Cases Executed**
System Test Complete Date: 09/24/21			

Figure 2.4-8 – Pass Rate: Release 1.2

2.4.2 Activities for the Next Reporting Period – System Test Execution

► Conduct System Test status calls on 09/22/21 to provide updates on test execution and defects.
► Continue System Test execution for Release 1.2 – Re-execute 6 test cases.
► Continue Automation execution of ADA, browser, language, and device test cases – 1,009 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 a 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

► Support State Partner testing for Release 1.1 and Release 1.2.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

► Completed performance testing on 09/17/21 of final BenefitsCal Release 1.0 after code freeze and shared the results.
► Continued data setup and scripting for Release 1.1 and Release 1.2.

3.2 Activities for the Next Reporting Period – Performance Test

► Finalize and execute test scripts covering Release 1.1 and Release 1.2 functional areas. Targeted completion on 10/01/21.
► Coordinate with the CalSAWS Team to complete data setup for Release 1.1 and Release 1.2 Performance Testing. Targeted for completion on 09/24/21.

	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	09/17/21	All Release 1.0 features (Including FIS/EBT)	14 of 14 test cases approved	100% Executed
Cycle 4	09/06/21	10/01/21	Release 1.1 (MC Pre-Population, CF37)	0 of 5 test cases written (Data setup needed to complete)	0% Executed
Cycle 5	09/20/21	10/01/21	Release 1.2 (Periodic Reports)	0 of 1 test cases written(Data setup needed to complete)	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

► Prepared and cleaned the CBO user conversion file on 09/17/21 that will be used for the upcoming bulk load and will share the file with the ForgeRock team on 09/20/21.
► Met with the Conversion and ForgeRock teams on 09/15/21 to align on the activities required for the upcoming 09/24/21 user conversion and ensure teams held their required access to complete their activities.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

► Share the final CBO user conversion file with the ForgeRock team so they may load it in the upcoming 09/24/21 PROD user conversion.
► Create a ServiceNow ticket to provision the BenefitsCal Admin Users that were identified by the Consortium.
► Perform user conversion activities as needed for the PROD user conversion that is to occur on 09/24/21.

4.2   Security

4.2.1 Highlights of the Reporting Period – Security

► Completed a comments review of the third group of the Security Controls of the BenefitsCal System Security Plan (SSP) Deliverable revisions with the Consortium Security Team and QA Team on 09/17/21.
► Met with the Consortium Business, CalSAWS Database, and BenefitsCal Development Teams on 09/17/21 to align on the smoke testing scenarios that will occur in the upcoming cutover plan for the 09/24/21 user conversion.
► 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 09/17/21.
► Completed the execution of the dynamic application security testing (DAST) manual scenarios for the functionalities to be deployed as part of UAT Drop 2.

4.2.2 Activities for the Next Reporting Period – Security

► 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).
► 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 remaining SSP revisions to address feedback from the Consortium Security Team and the QA Team.

5.0   Cloud

5.1   Highlights of the Reporting Period

► Coordinated with Change Approval Board (CAB) to finalize the security controls for incoming CalSAWS requests and outgoing interface partner calls. Also implemented security controls in the Staging and Production environments on 09/09/21.
► Completed validating the ForgeRock endpoints in the Staging and Production environments as part of production preparation on 09/10/21 by coordinating with the ForgeRock teams.
► Developed obfuscation case transfer scripts for 75% of the BenefitsCal database tables.

5.2   Activities for the Next Reporting Period

► Support the Release 1.0 Production deployment.

6.0   Communications

6.1   Highlights of the Reporting Period

► Submitted the post go-live communications to the Consortium for review on 09/14/21.
► Recorded voiceover for the CBO video and uploaded the video to YouTube on 09/15/21.
► Drafted and uploaded the remaining YBN communications to AWS pinpoint on 09/15/21.
► Sent go-live communications and CBO video script to Hummble for translations on 09/16/21.
► Implemented feedback on post go-live communications from the Consortium and submitted the CIT for post go-live communications approval on 09/16/21.

6.2   Activities for the Next Reporting Period

► Distribute the CIT for post go-live communications on 09/20/21.
► Record the voiceover for the Disaster CalFresh video and upload the video to YouTube on 09/20/21–09/25/21.
► Upload translated captions to the CBO video on YouTube on 09/21/21.
► Write a script for the Disaster CalFresh Help Video on 09/21/21.
► Report results of the BenefitsCal store to the Consortium on 09/24/21.

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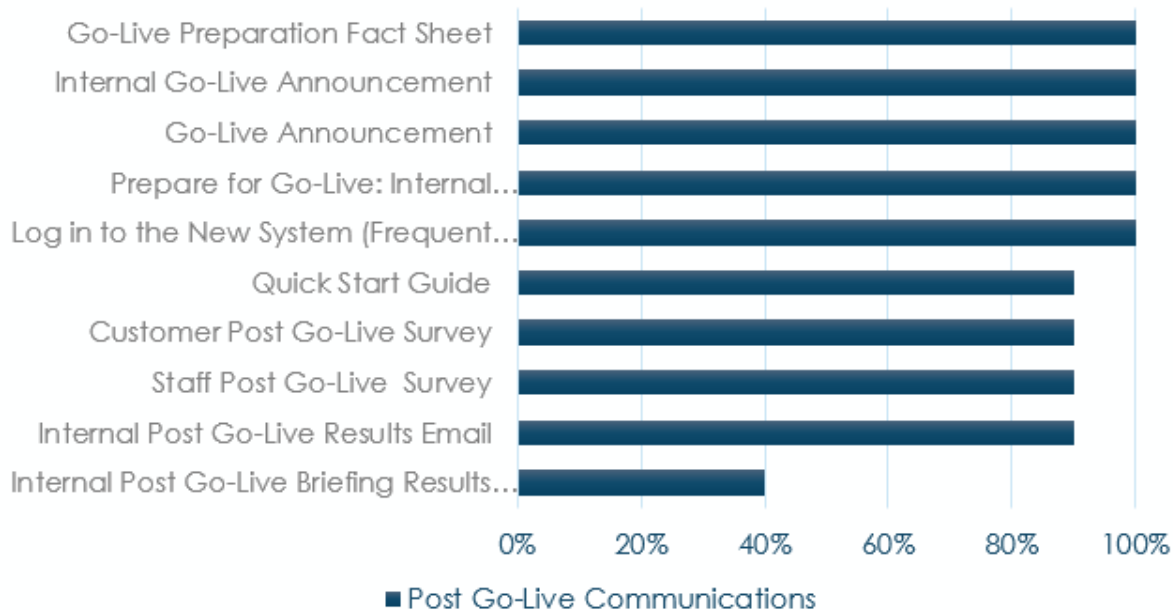100% – Ready for Distribution

Figure 6.2-1 – Communications: Post Go-Live

YouTube				
Post	Views	Likes	Subscribers: 340	Date Posted
Welcome to BenefitsCal	5,558	70	N/A	06/24/21
Journey to BenefitsCal	5,458	88	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
185k (week) 471k (total)	4.9k	247 (07/09/21) N/A	20%	09/10/21-09/17/21

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%	29.1%	177,526
C4Y New Benefits System (3)	08/31/21	417,882	396,548	94.9%	33.4%	132,365
C4Y Reminder Your Renewal is Due	10/10/21	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

▶ Completed the CBO training video on 09/14/21.
▶ Updated the Disaster CalFresh Quick Guide (QG) on 09/15/21.

7.2   Activities for the Next Reporting Period

► Update the Quick Guides (QGs) for CBO access requests.
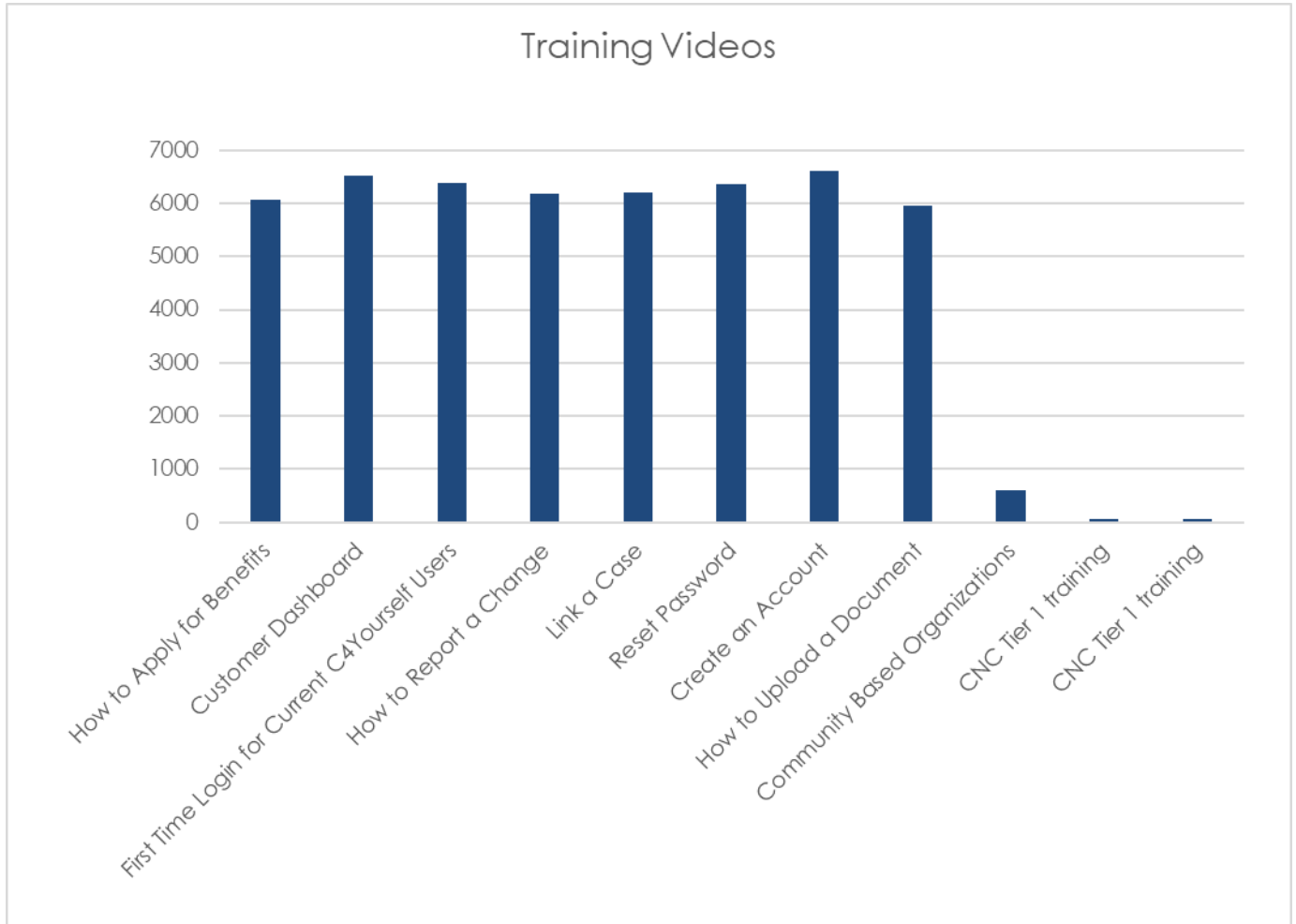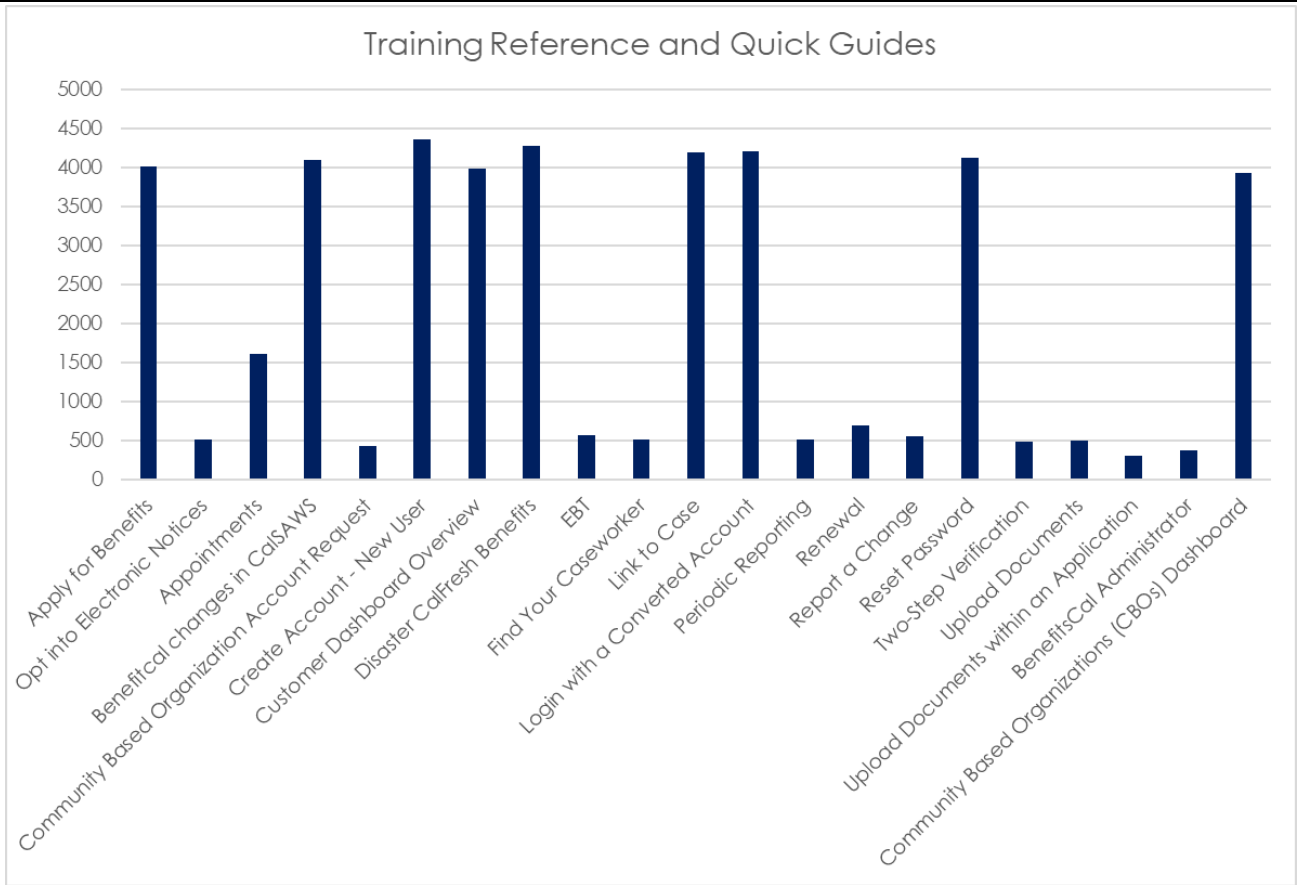► Finalize the Frequently Asked Questions (FAQs) for the Helpdesk.

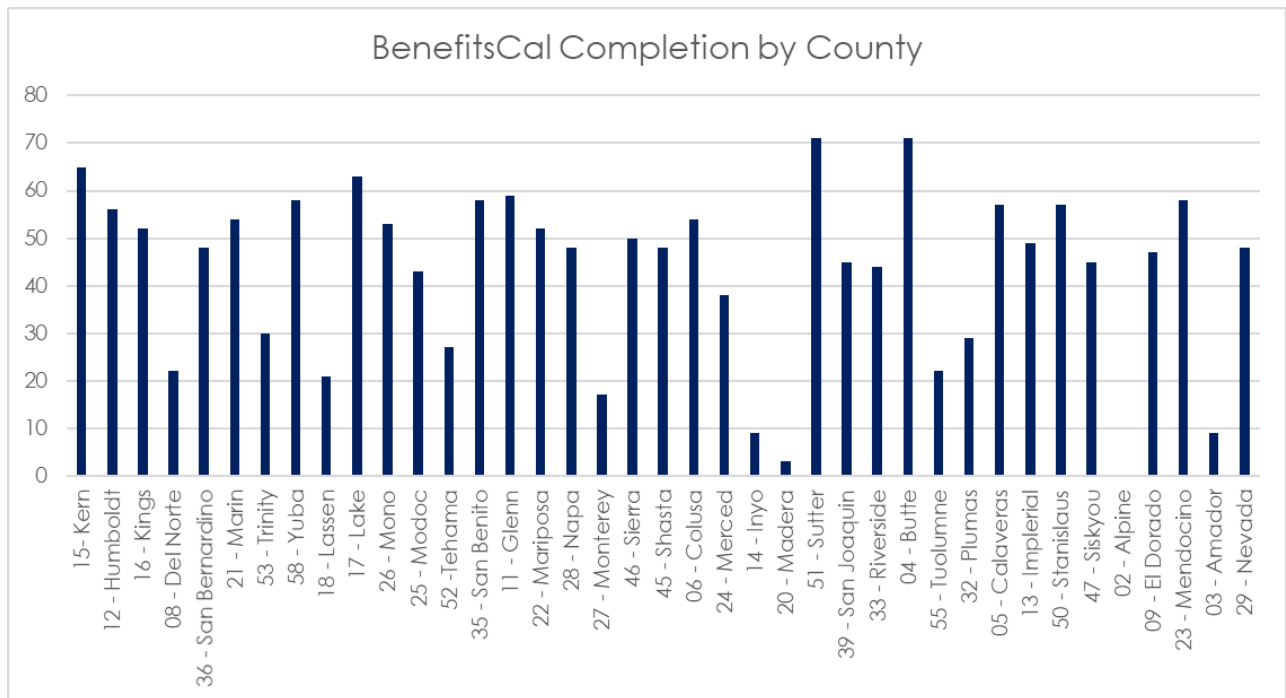**Figure 7.2-1 – Training Video Views (within LMS)**

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

Figure 7.2-3 – View by Counties

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 8.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	DELIVERABLE NAME	STATUS	Next Deadline
01.13	Monthly Work Plan: September 2021	On-track	10/05/21 FDEL Submission
02.13	Monthly Status Report: September 2021	On-track	10/05/21 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 8.1-2 – Upcoming Deliverable Deadlines

Upcoming Work Products Deadlines

WP #	WORK PRODUCTS NAME	STATUS	Next Deadline
23	Service Level Agreements (SLAs)	On-track	09/24/21 DWP Submission

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
23	**Service Level Agreements (SLAs)**	09/24/21	10/08/21	10/19/21

Table 8.1-3 – 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,	Open	Medium	Medium	10/09/20

ID	Title	Details	Status	Impact	Severity	Date Logged
		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
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 8.2-1 – 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 ID	To	Subject	Category	Distributi on Date	Primary CalSAWS Contact	Backup CalSAWS Contact
CIT 0157-21	PPOC.39; Consortium. RegionalMa nagers.All; Consortium. SectionDire ctors;	BenefitsCal Customer/CBO Pre Go-Live Communications	BenefitsC al (Self Service Portal)	06/29/21	Matthew Spurrier	Jennifer Hobbs
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	PPOC.All; Consortium Regional Managers	BenefitsCal Customer. CBO Communications Go Live	BenefitsC al (Self Service Portal)	08/19/21	Matthew Spurrier	Jennifer Hobbs
CIT 0219-21	PPOC.All; Consortium Regional Managers	BenefitsCal Social Media & Website Update	BenefitsC al (Self Service Portal)	08/19/21	Matthew Spurrier	Jennifer Hobbs
CIT 0220-21	PPOC.All; Consortium Regional Managers	BenefitsCal Compatible Browsers	BenefitsC al (Self Service Portal)	08/19/21	Matthew Spurrier	Jennifer Hobbs
CIT 0224-21	PPOC.40; Consortium Regional Managers, All	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	PPOC.All Consortium Regional Managers.A ll	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	09/10/21	Matthew Spurrier	Jennifer Hobbs

CIT ID	To	Subject	Category	Distributi on Date	Primary CalSAWS Contact	Backup CalSAWS Contact
			Service Portal)			
CIT 0250-21	PPOC.All; Consortium Regional Managers	BenefitsCal Store Final Days	BenefitsC al (Self Service Portal)	09/10/21	Matthew Spurrier	Jennifer Hobbs
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 8.2-2 – 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 8.2-3 – 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

CR ID	To	Subject	Date Created	Status	Date Needed by
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 users who opt in to receive texts.	07/07/21	Open	10/29/21

Table 8.2-4 – CalSAWS CR

8.3   Appendix C – Project Work Plan Reports

Project Timeline
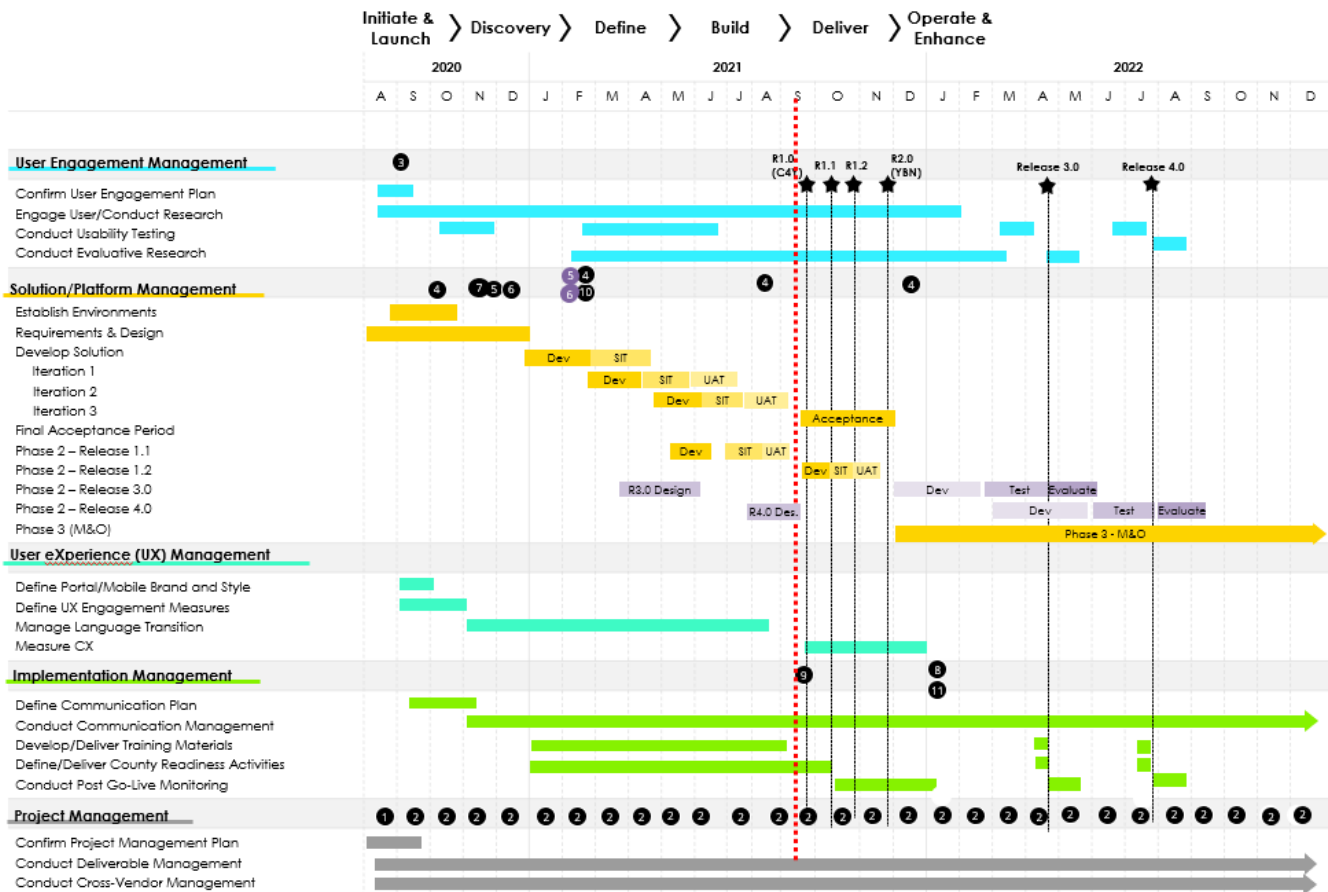
Project Action Items – Overdue

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

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