



# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: September 20, 2021 to  
September 26, 2021**

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

---

## Table of Contents

1.0	Project Management .....	3
1.1	Highlights of the Reporting Period .....	3
2.0	Application Development and Test .....	3
2.1	Requirements and Design .....	3
2.1.1	Highlights of the Reporting Period – Requirements and Design .....	3
2.1.2	Activities for the Next Reporting Period – Requirements and Design .....	3
2.2	User Centered Design (UCD) .....	3
2.2.1	Highlights of the Reporting Period – UCD .....	3
2.2.2	Activities for the Next Reporting Period – UCD .....	3
2.3	Development .....	4
2.3.1	Highlights of the Reporting Period – Development .....	4
2.3.2	Activities for the Next Reporting Period – Development .....	5
2.4	System Test Execution .....	5
2.4.1	Highlights of the Reporting Period – System Test Execution .....	5
2.4.2	Activities for the Next Reporting Period – System Test Execution .....	8
2.5	User Acceptance Test (UAT) Planning .....	8
2.5.1	Highlights of the Reporting Period – User Acceptance Test Planning .....	8
2.5.2	Activities for the Next Reporting Period – User Acceptance Test Planning .....	9
3.0	Performance Test .....	9
3.1	Highlights of the Reporting Period – Performance Test .....	9
3.2	Activities for the Next Reporting Period – Performance Test .....	9
4.0	Security .....	9
4.1	User Conversion .....	9
4.1.1	Highlights of the Reporting Period – User Conversion Testing .....	9
4.1.2	Activities for the Next Reporting Period – User Conversion Testing .....	9
4.2	Security .....	10
4.2.1	Highlights of the Reporting Period – Security .....	10
4.2.2	Activities for the Next Reporting Period – Security .....	10
5.0	Cloud .....	10
5.1	Highlights of the Reporting Period .....	10
5.2	Activities for the Next Reporting Period .....	10
6.0	Communications .....	10
6.1	Highlights of the Reporting Period .....	10
6.2	Activities for the Next Reporting Period .....	10
7.0	Training .....	12
7.1	Highlights of the Reporting Period .....	12

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

---

7.2	Activities for the Next Reporting Period .....	12
8.0	Appendices .....	14
8.1	Appendix A – Deliverable Summary .....	14
8.2	Appendix B – Risks and Issues Summary .....	16
8.3	Appendix C – Project Work Plan Reports .....	20

## **1.0 Project Management**

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

- ▶ Completed the Greenlight Deck Report on 09/22/21.

## **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), State Partner, and Independent Testing defects for Release 1.1. and Release 1.2.
- ▶ Presented a demo of the Release 1.0 enhancements to the State Partners and Advocates on 09/20/21 and obtained approval to include for Release 1.0.
- ▶ Met with the Consortium and State Partners on 09/23/21 to discuss design of Release 1.1 enhancements based on State Partner Validation testing.
- ▶ Met with the Consortium and Advocates on 09/24/21 to discuss the student flow within BenefitsCal and identified two additional fields that would be helpful to determine student CalFresh eligibility.
- ▶ Replanned Release 3.0 delivery dates, given the prioritization of the state partner and advocate requested changes.

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

- ▶ Continue triage for Independent Test and UAT defects for Release 1.2.
- ▶ Submit the General System Design (GSD) documents for Release 3.0 Able Bodied Adult Without Dependents (ABAWD) Exemptions on 10/01/21.

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

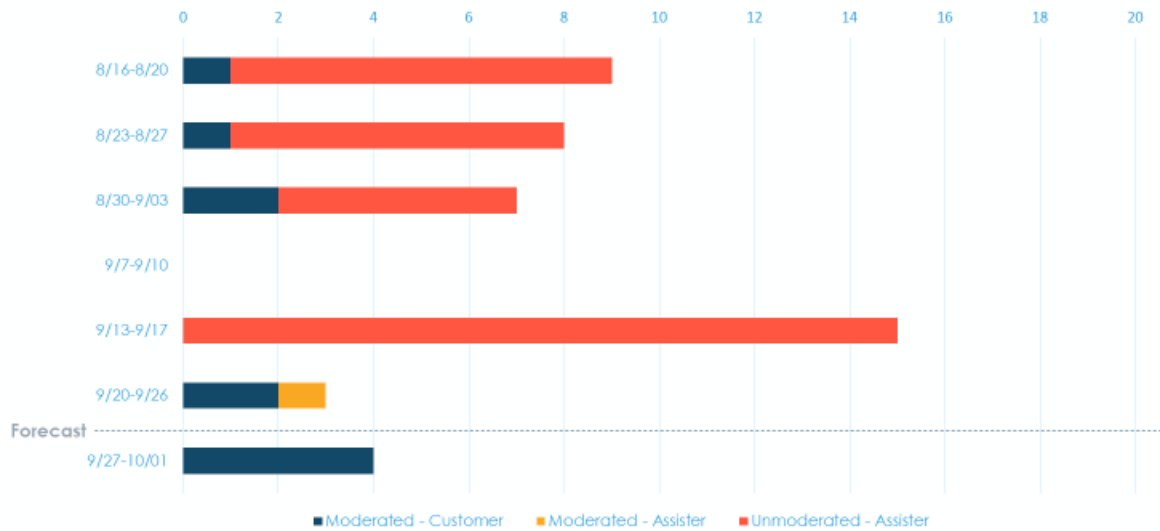
#### **2.2.1 Highlights of the Reporting Period – UCD**

- ▶ Participated in CalSAWS ServiceNow training on 09/21/21.
- ▶ Updated the UCD Proposed Customer Engagement forecast, including budget, and shared it with the California Department Social Service (CDSS) on 09/22/21 to manage state funding for customer participation in UCD activities.
- ▶ Built and tested the Amplitude (website usage and analytics) dashboards by 09/24/21 to monitor the user experience with BenefitsCal starting at Go-Live.
- ▶ Conducted moderated usability tests with one (1) Assister on 09/24/21.
- ▶ Conducted post-production validation sessions with two (2) customers on 09/26/21.

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

- ▶ Monitor Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily. Prepare daily reports on usage data during the week of 09/27/21.
- ▶ Conduct ad-hoc research with customers as questions or concerns arise from the BenefitsCal deployment during the week of 09/27/21.
- ▶ Conduct moderated usability research with an estimated four (4) customers by 10/01/21.

# UCD Stakeholder Engagement



3

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.	In progress
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.	In progress

Table 2.2-2 – Data Requests for CX Measurement

## 2.3 Development

### 2.3.1 Highlights of the Reporting Period – Development

- **For Release 1.1, 1.2:** Resolved defects based on the planned build versions to System Test.

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

- ▶ **For Release 2.0:** Started with Release 2.0 Development from 09/20/21. Completed eight (8) of the eight (8) planned widgets.

### 2.3.2 Activities for the Next Reporting Period – Development

- ▶ Continue development for Release 2.0 – 22 widgets planned for completion by 10/02/21.
- ▶ Support Go-Live and address any findings in production. Sev1/2 findings will be prioritized to be fixed.
- ▶ Provide System Test support for Release 1.1 and Release 1.2 defect fixes and resolve defects as scheduled for Release 1.1 and Release 1.2 System Test exit.
- ▶ Plan for Release 1.1 and Release 1.2 enhancements design, development and System Test.

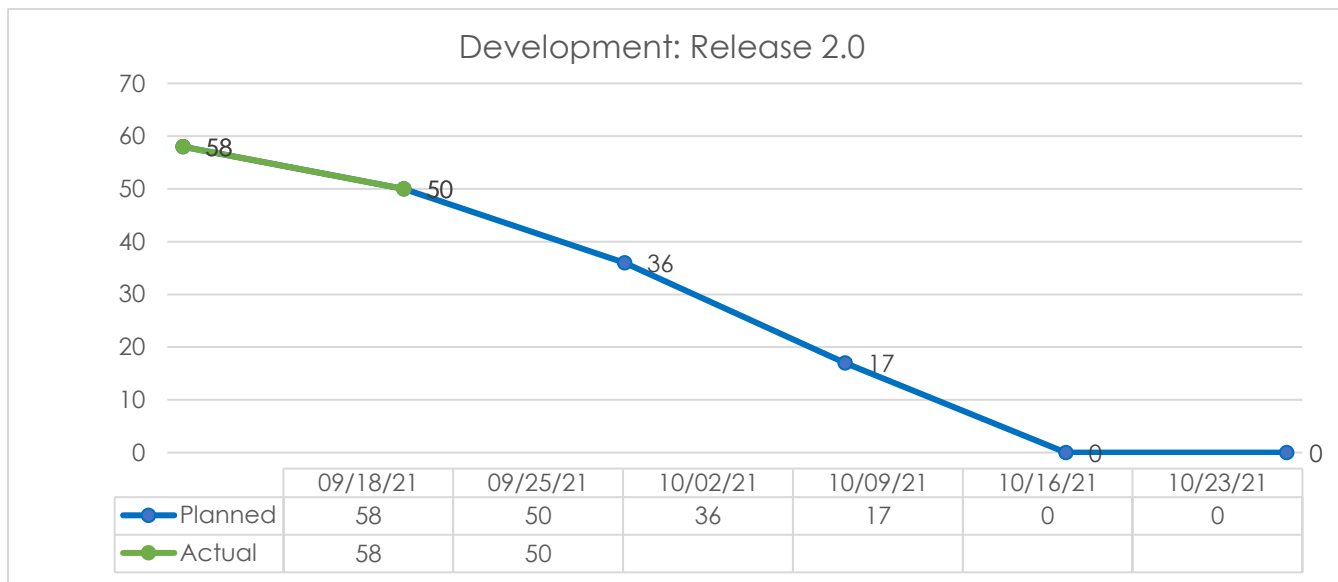


Figure 2.3-1 – Development Burndown: Release 2.0

## 2.4 System Test Execution

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

- ▶ **Release 1.1:**
  - **Cross-Browser:** 456 of 456 executed (456 passed).
  - **Cross-Device:** 456 of 456 executed (341 passed).
  - **ADA:** 242 of 242 executed (232 passed).
  - **Multi-Lingual:** 1254 of 1254 executed (687 passed).
- ▶ **Release 1.2:**
  - Re-executed nine (9) of the nine (9) planned test cases for the Eligibility Status Report (SAR 7).
  - **Cross-Browser:** 308 of 308 executed (274 passed).
  - **Cross-Device:** 308 of 308 executed (209 passed).
  - **ADA:** 154 of 154 executed (103 passed).
  - **Multi-Lingual:** 847 of 847 executed (506 passed).
  - Executed 1280 of the 1009 planned Release 1.2 automation test cases for Americans with Disabilities Act (ADA), language, and cross-device.
- ▶ Conducted daily Partner Testing status calls to provide updates on pending partner items and defects.

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

- ▶ Conducted the weekly test planning meeting on 09/21/21 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 09/22/21 to provide updates on test execution and defects.
- ▶ Conducted Partner Interface Defect Triage meetings with the CalSAWS and ForgeRock teams on 09/22/21, 09/23/21, and 09/24/21 to walk through the ETA for identified partner defects and data setup and staging requests.

### System Test Release 1.0, Release 1.1, and Release 1.2

Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	0	1	1	2
CalSAWS	0	1	8	0	9
FIS	0	0	0	0	0
BenefitsCal	0	1	2	0	3
<b>TOTAL</b>	0	0	7	0	<b>14</b> <i>(+7 change from last week)</i>

Figure 2.4-1 – System Test Partner Defects, Release 1.0, Release 1.1, and Release 1.2

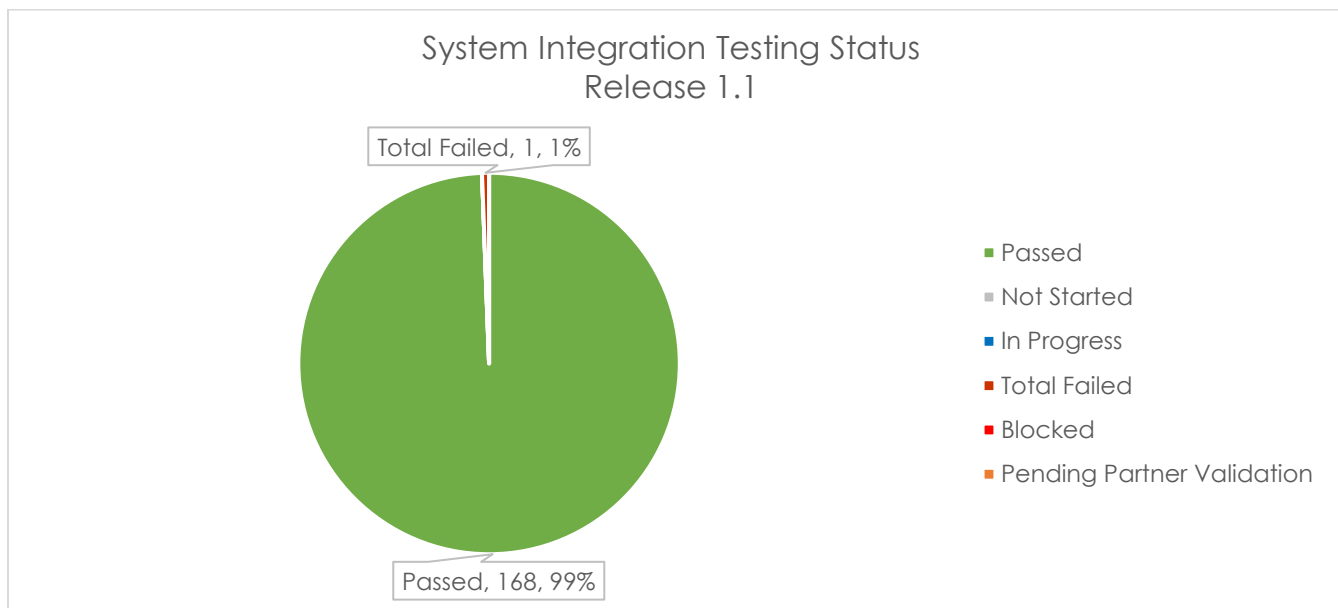


Figure 2.4-2 – System Test Execution Status: Release 1.1

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	169 Test Cases

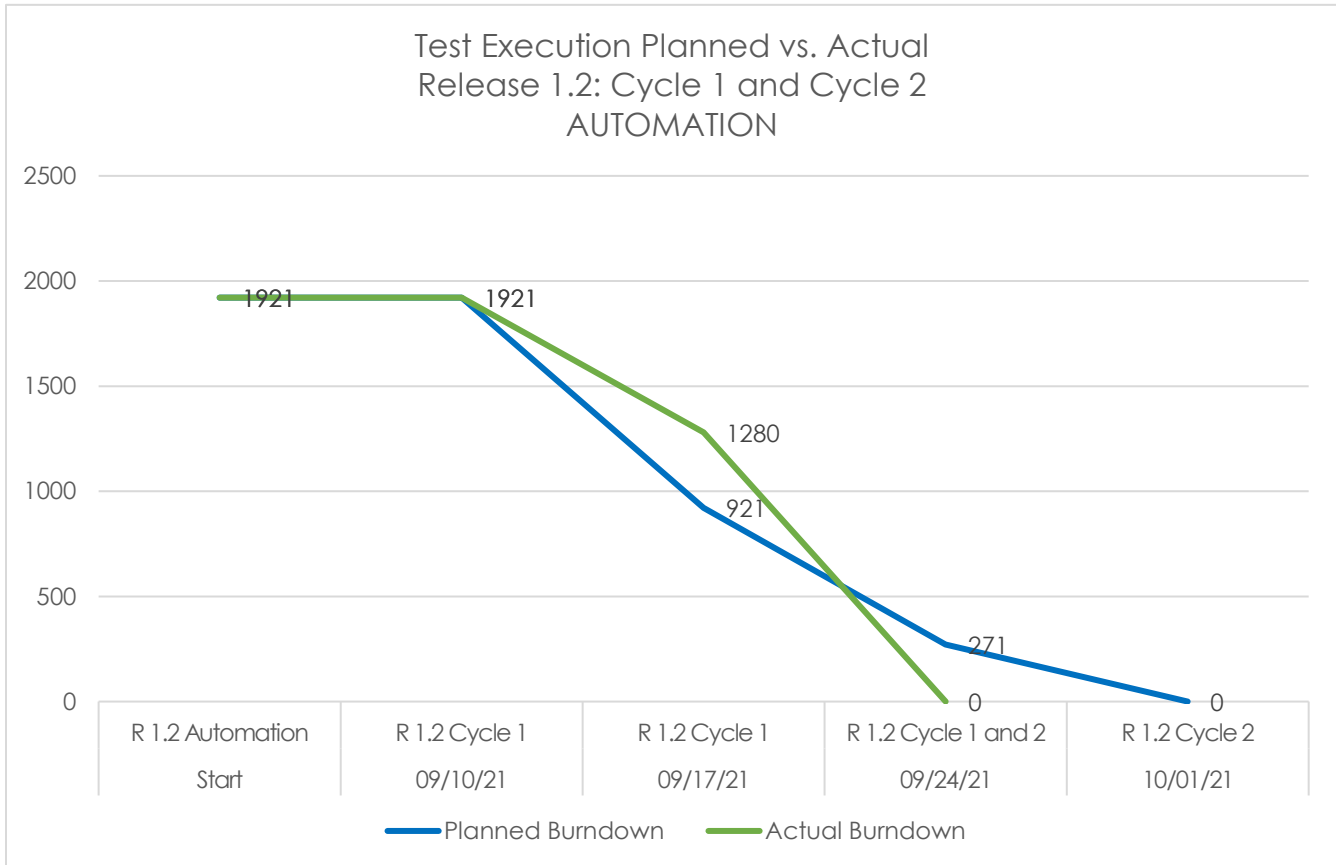
**CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report**

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

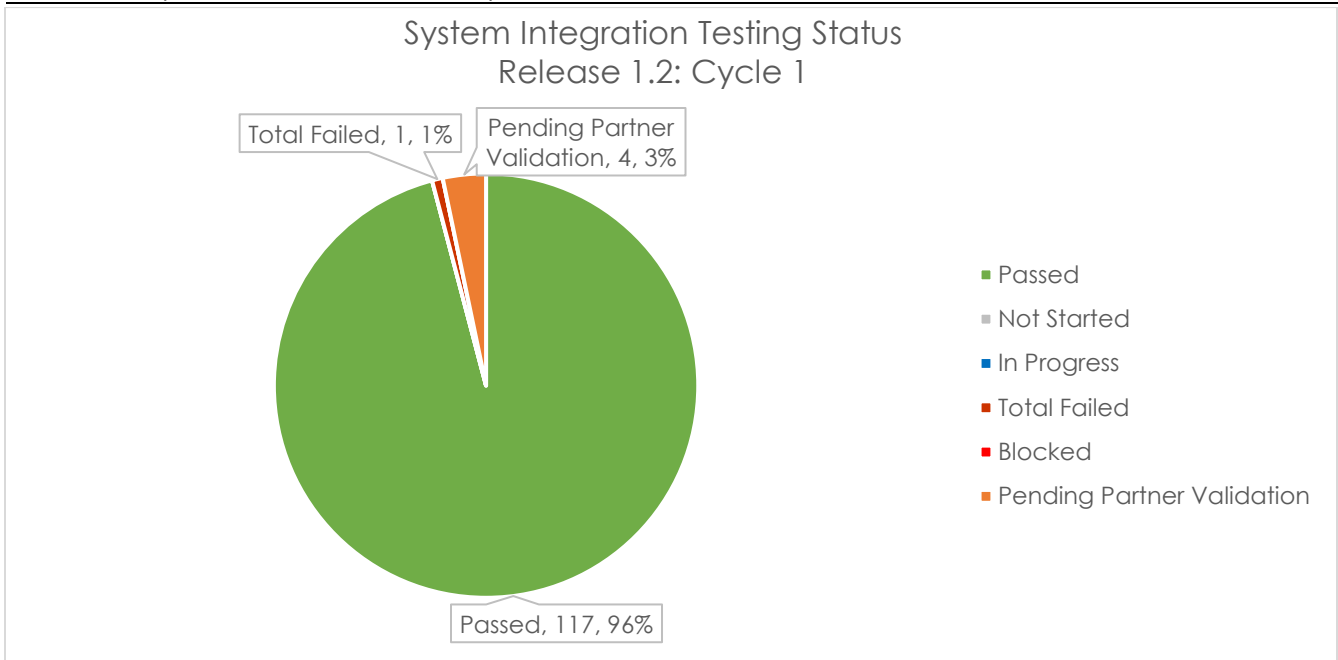
System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Actual</b> (+/- from previous week)	<b>99%</b> (+2)	<b>99%</b> (+2)	<b>169 Test Cases Executed</b>
<i>System Test Complete Date: 09/03/21</i>			

**Figure 2.4-3 – Pass Rate: Release 1.1**



**Figure 2.4-4 – System Test Execution Burndown: Release 1.2 – ADA, Language, Device, Browser**





**Figure 2.4-5 – System Test Execution Status: Release 1.2: Cycle 1**

- ▶ “Pending Partner Validation” test cases are currently being validated by the partners

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned</b> (+/- from previous week)	<b>90%</b>	<b>90%</b>	<b>122 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>96%</b> (+5)	<b>96%</b> (+5)	<b>122 Test Cases Executed</b>
<i>System Test Complete Date: 09/24/21</i>			

**Figure 2.4-6 – Pass Rate: Release 1.2**

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

- ▶ Provide Go-Live support for any incidents identified for Release 1.0.
- ▶ Continue System Test execution for Release 1.2 – validate pending partner (four (4) test cases) and re-execute one (1) failed test case.
- ▶ Re-execute Automation execution of ADA, browser, language, and device test cases for Release 1.1 and Release 1.2 – approximately 600 test cases.
- ▶ 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 1.1 pending items and Release 1.2 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.
- ▶ Support UAT testing for Release 1.1 and Release 1.2.

## 3.0 Performance Test

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

- ▶ Completed data setup for Release 1.1 and Release 1.2 testing on 09/24/21.

### 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 to complete by 10/01/21.

	Start Date	End Date	Scope	Test Cases Status	Execution Status
<b>Cycle 1</b>	05/31/21	06/11/21	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	09/17/21	All Release 1.0 features (Including FIS/EBT)	14 of 14 test cases approved	100% Executed
<b>Cycle 4</b>	09/06/21	10/01/21	Release 1.1 (MC Pre-Population, CF37)	3 of 5 test cases written (data setup needed to complete)	0% Executed
<b>Cycle 5</b>	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

- ▶ Updated the Community Based Organization (CBO) user conversion file with the final entries and delivered to the ForgeRock team on 09/21/21.
- ▶ Performed user conversion activities to load the C4Yourself (C4Y) legacy users into the BenefitsCal database on 09/24/21.

#### 4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Perform any additional user conversion activities to support the Go-Live on 09/27/21.
- ▶ Collaborate with the ForgeRock and YourBenefitsNow! (YBN) teams on the user conversion activities planned for YBN legacy users.

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

---

### 4.2 Security

#### 4.2.1 Highlights of the Reporting Period – Security

- ▶ Met with the ForgeRock team on 09/20/21 to discuss the HTTP-Only Flag defect. The ForgeRock team is analyzing and remediating the defect.
- ▶ Met with the Consortium Tech and BenefitsCal DevOps teams on 09/20/21 to discuss configuration of the Amazon Web Services (AWS) Advanced Shield for BenefitsCal. This resulted in AWS Advanced Shield being set up.
- ▶ Attended the Consortium Pre-Change Advisory Board (CAB) Security Review on 09/21/21 to discuss the FooService activation for the DevOps team. This topic was brought up on 09/22/21 during the CAB meeting and approved.

#### 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 System Security Plan (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

- ▶ Provided support the Release 1.0 Production deployment.

#### 5.2 Activities for the Next Reporting Period

- ▶ Provide post go live Production support.

### 6.0 Communications

#### 6.1 Highlights of the Reporting Period

- ▶ Distributed CIT 0275-21 BenefitsCal Customer Post Go-Live Communications on 09/20/21.
- ▶ Drafted the script on 09/21/21 for the Disaster CalFresh video.
- ▶ Uploaded the segment of the CBO accounts rolling over to BenefitsCal into AWS Pinpoint on 09/23/21.
- ▶ Sent the BenefitsCal CBO Cutover – Release 1.0 email to CBO emails through AWS Pinpoint on 09/24/21.

#### 6.2 Activities for the Next Reporting Period

- ▶ Distribute CIT XXXX-21 C4Y Internal Go-Live Announcement on 09/27/21.
- ▶ Send C4Y Go-Live Announcement to converted CBO accounts through AWS Pinpoint on 09/27/21.
- ▶ Upload the translated captions of the CBO YouTube video the week of 09/27/21.
- ▶ Record voiceover for the Disaster CalFresh YouTube video the week of 09/27/21.

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

## Post Go-Live Communications

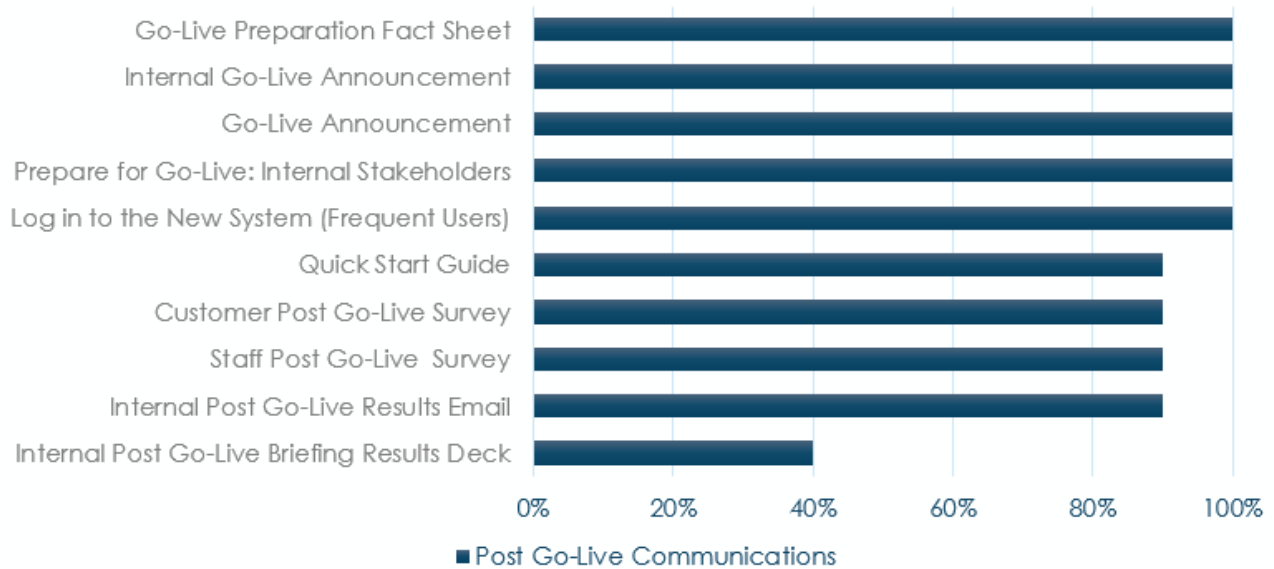


Figure 6.2-1 – Communications: Post Go-Live

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

YouTube				
Post	Views	Likes	Subscribers: 413	Date Posted
<a href="#">Welcome to BenefitsCal</a>	6,028	79	N/A	06/24/21
<a href="#">Journey to BenefitsCal</a>	6,235	108	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
88k (week) 558k (total)	5.7k	247 (07/09/21) N/A	21%	09/17/21-09/24/21

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	10/12/21	Scheduled				

Figure 6.2-3 – Customer Engagement with Email

## 7.0 Training

### 7.1 Highlights of the Reporting Period

- ▶ Finalized the Frequently Asked Questions (FAQs) for the Helpdesk on 09/21/21.
- ▶ Updated the Quick Guides (QGs) on 09/22/21 for CBO access requests.

### 7.2 Activities for the Next Reporting Period

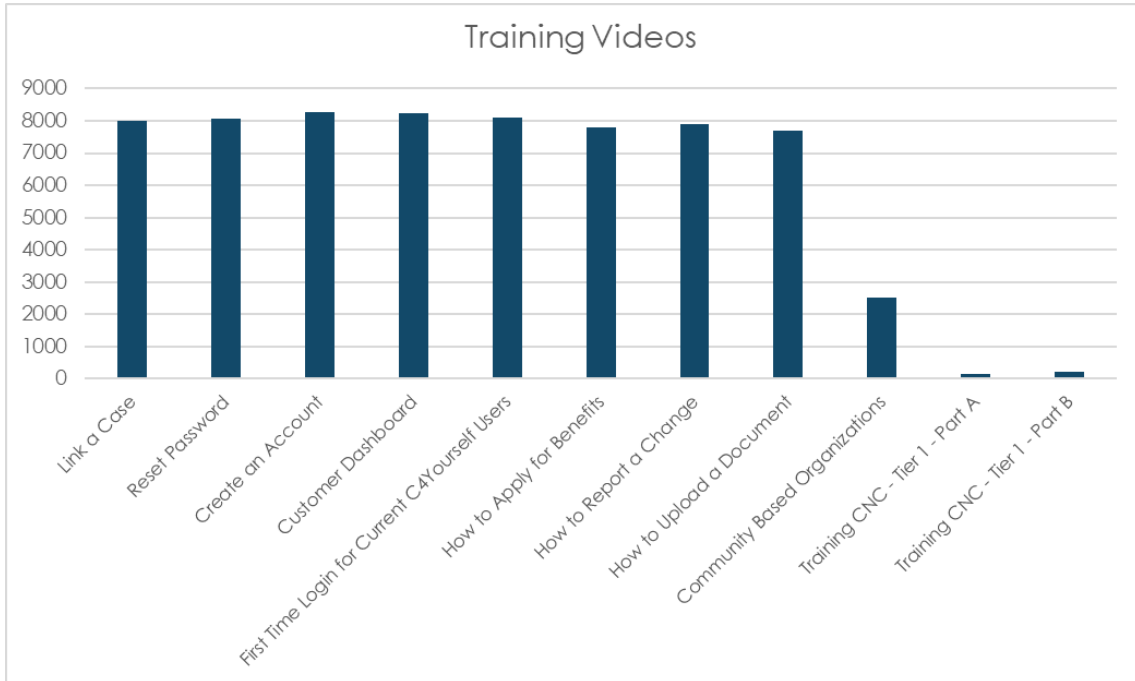
- ▶ Create the Medi-Cal Renewals QG.

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

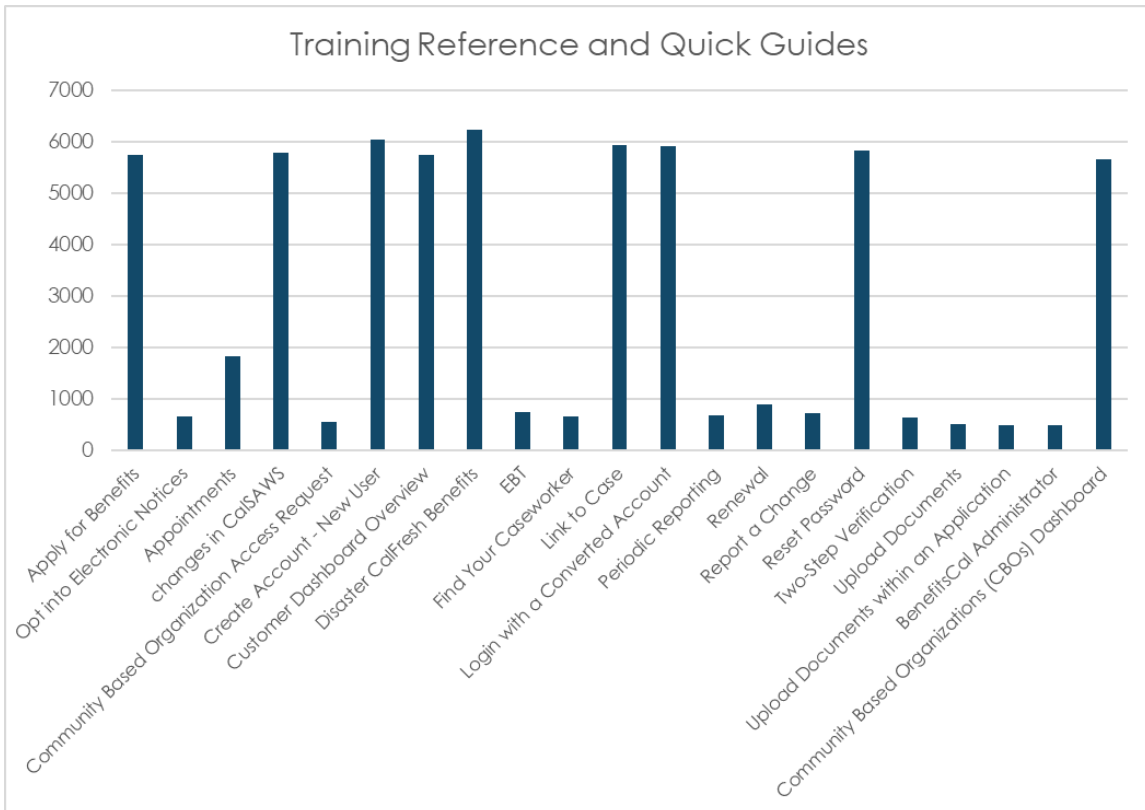
Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

- Develop the Medi-Cal Renewals video.



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

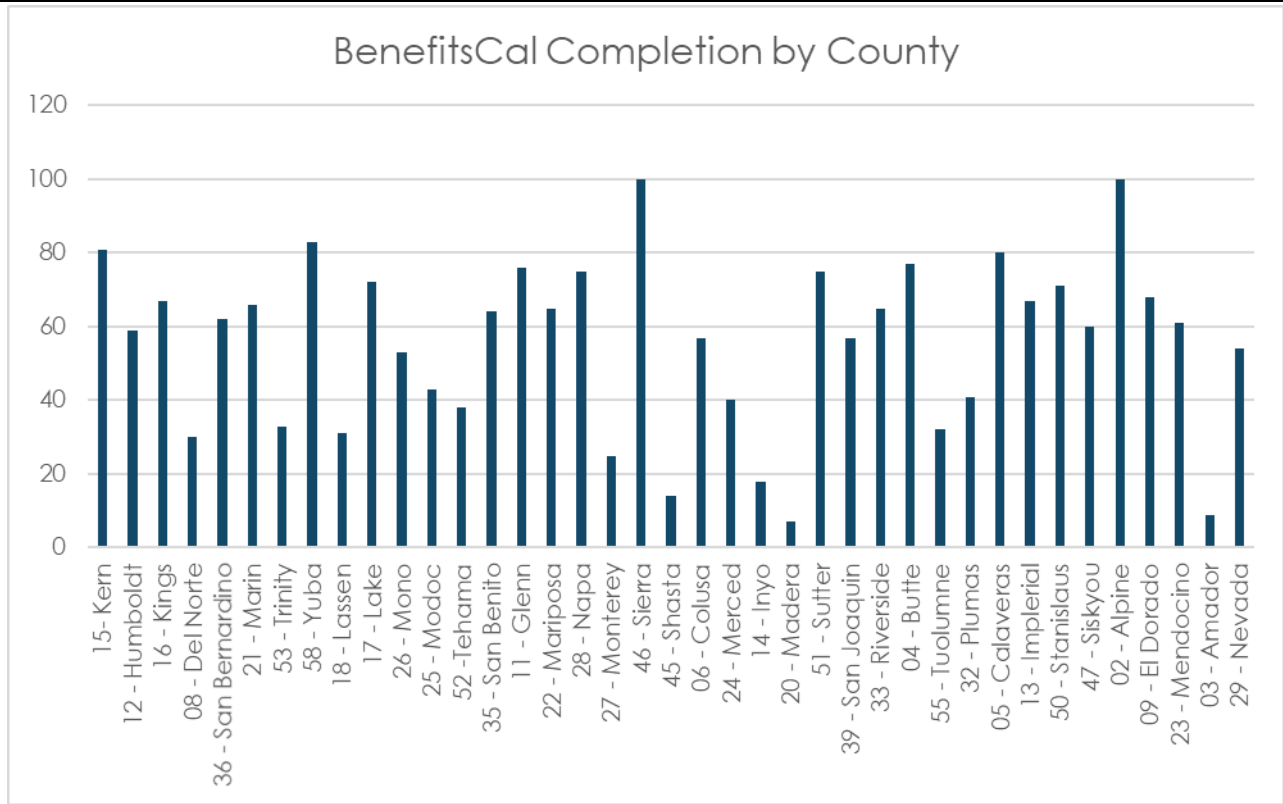


**Figure 7.2-2 – Quick Guide Views (within LMS)**

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021



**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**

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

### 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 PRODUCT NAME	STATUS	Next Deadline
23	Service Level Objectives (SLOs)	On-track	09/27/21 DWP Submission

**Table 8.1-3 – Upcoming Work Products**

### 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
23	<b>Service Level Objectives (SLOs)</b>	09/27/21	10/25/21	11/03/21

**Table 8.1-4 – Upcoming Work Product Deadlines**



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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

### 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	<p>Changes are needed to the CalSAWS Interfaces (APIs) to interface with the new BenefitsCal system (Portal/Mobile project).</p> <p>02/16/21 – The risk severity was reduced to medium in alignment with the QA, Consortium, and project team assessments.</p> <p>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.</p>	Open	Medium	Medium	10/09/20
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**

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

### 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; Consortium. SectionDirectors;	BenefitsCal Customer/CBO Pre Go-Live Communications	BenefitsCal (Self Service Portal)	06/29/21	Matthew Spurrier	Jennifer Hobbs
CIT 0162-21	PPOC.All; Consortium. RegionalManagers.All; Consortium. SectionDirectors;	BenefitsCal Marketing Website	BenefitsCal (Self Service Portal)	06/29/21	Matthew Spurrier	Jennifer Hobbs
CIT 0221-21	PPOC.All; Consortium Regional Managers	BenefitsCal Customer. CBO Communications Go Live	BenefitsCal (Self Service Portal)	08/19/21	Matthew Spurrier	Jennifer Hobbs
CIT 0219-21	PPOC.All; Consortium Regional Managers	BenefitsCal Social Media & Website Update	BenefitsCal (Self Service Portal)	08/19/21	Matthew Spurrier	Jennifer Hobbs
CIT 0220-21	PPOC.All; Consortium Regional Managers	BenefitsCal Compatible Browsers	BenefitsCal (Self Service Portal)	08/19/21	Matthew Spurrier	Jennifer Hobbs
CIT 0224-21	PPOC.40; Consortium Regional Managers, All	County Staff Survey	BenefitsCal CX Measurement	08/23/21	Brook Sinclair	Anna Chia
CIT 0229-21	LA County	BenefitsCal YBN Customer CBO Pre Go-Live Communications	BenefitsCal (Self Service Portal)	08/25/21	Matthew Spurrier	Jennifer Hobbs

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
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.All	BenefitsCal Store Go Live	BenefitsCal (Self Service Portal)	08/30/21	Matthew Spurrier	Jennifer Hobbs
CIT xxxx-21		BenefitsCal Physical Letter	BenefitsCal (Self Service Portal)	09/10/21	Matthew Spurrier	Jennifer Hobbs
CIT 0250-21	PPOC.All; Consortium Regional Managers	BenefitsCal Store Final Days	BenefitsCal (Self Service Portal)	09/10/21	Matthew Spurrier	Jennifer Hobbs
CIT 0275-21	PPOC.39; Consortium. RegionalManagers.All; Consortium. SectionDirectors	BenefitsCal Post Go Live Communication	BenefitsCal (Self Service Portal)	09/20/21	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	Response 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	05/20/21	Open	10/29/21 and 11/19/21

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

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

CR ID	To	Subject	Date Created	Status	Date Needed by
		BenefitsCal CX Measurement.			
N/A	CalWIN	MyBCW Case and Application baseline data for BenefitsCal CX Measurement.	05/20/21	In Progress	10/29/21
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**

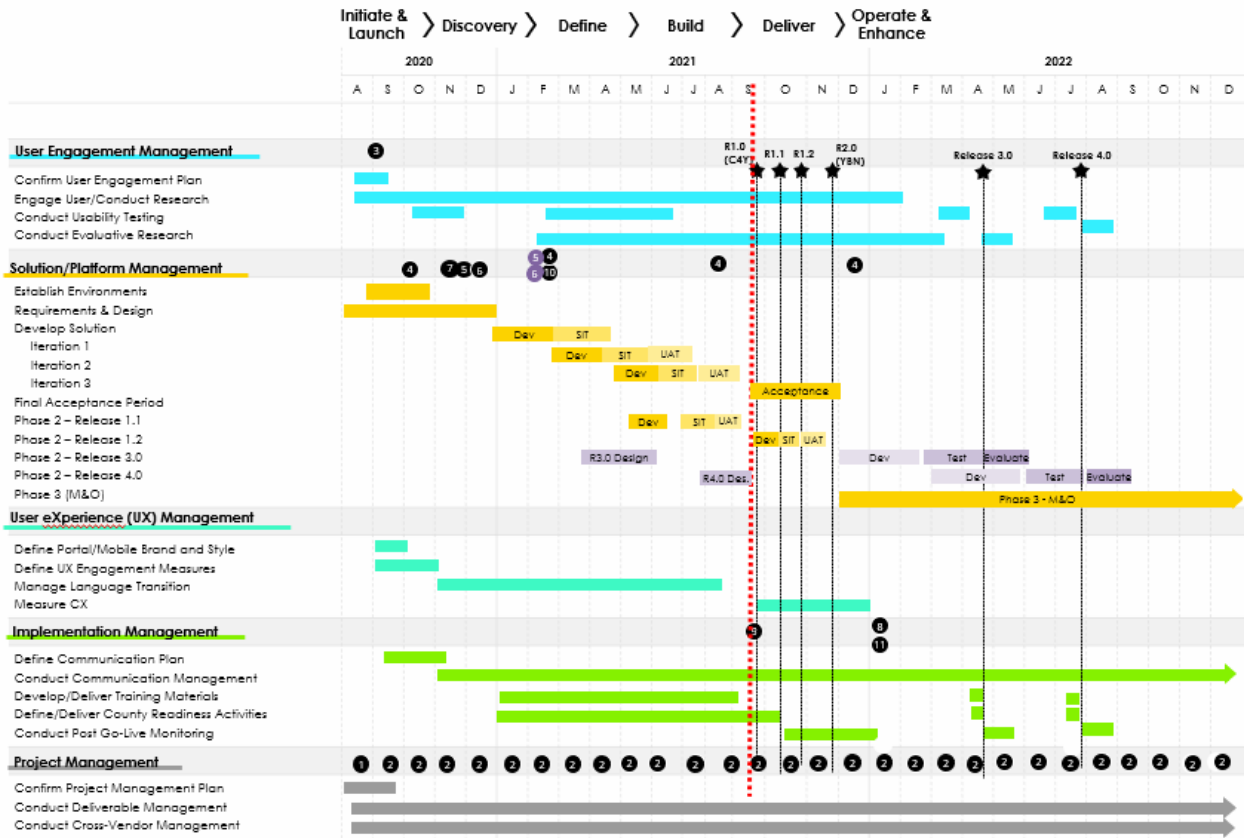
# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, September 29, 2021

Period: September 20, 2021 to September 26, 2021

## 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-38524	Team to confirm when there will be a refresh of Staging, PERF, UAT, and SIT environments with office configuration.	Anna Chia	09/24/21