

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: October 04, 2021 to
October 10, 2021**

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Submitted the following Deliverables on 10/05/21:
 - Monthly Status Report – September 2021.
 - Monthly Work Plan – September 2021.
- ▶ Drafted the PSC Monthly Meeting materials.
- ▶ Drafted M&O Workplan Template for PMO review week of 10/11/21.

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 State Partner defects for both Release 1.1 and Release 1.2.
- ▶ Conducted a demo of Release 1.2 functionality (SAR7) to Advocates on 10/08/21.
- ▶ Reviewed the test scenarios and test cases for Release 2.0 functionality.
- ▶ Met with the Code for America, Consortium, and CalSAWS teams regarding a new enhancement request for Release 1.2 on 10/06/21

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Continue to triage the User Acceptance Test (UAT), Independent Testing and State Partner defects for Release 1.2.
- ▶ Support Release 1.1 deployment on 10/10/21.
- ▶ Conduct a Release 3.0 design session with the Portal/Mobile Workgroup for ad-hoc reporting and IRT Reminder functionality.
- ▶ Receive translations from translation vendor for the Release 1.2 enhancements.

2.2 User Centered Design (UCD)

2.2.1 Highlights of the Reporting Period – UCD

- ▶ Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal to identify potential usability issues, daily during the week of 10/04/21.
- ▶ Answered calls and logged ServiceNow tickets daily for the Command Center during the week of 10/04/21.
- ▶ Conducted moderated usability research with one (1) customer on 10/07/21.
- ▶ Conducted ad-hoc research with one (1) customer to troubleshoot issues related to customer dashboard on 10/08/21.

2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Monitor the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 10/11/21.
- ▶ Answer calls and log ServiceNow tickets daily for the Command Center during the week of 10/11/21.

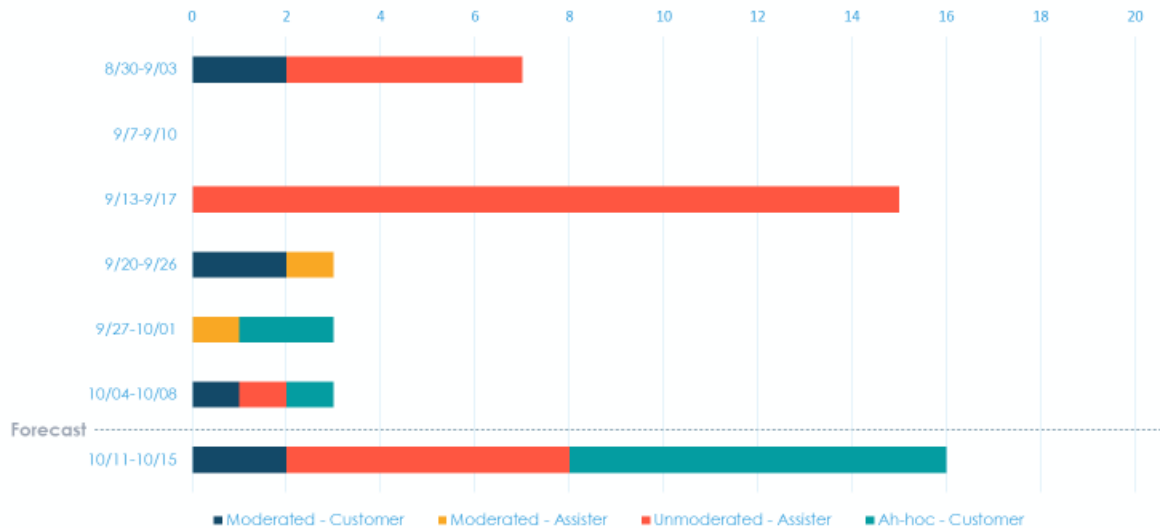
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- ▶ Conduct ad-hoc research with an estimated eight (8) customers to troubleshoot issues related to logins and account creation during the week of 10/11/21.
- ▶ Conduct moderated usability research with an estimated two (2) customers by 10/15/21.
- ▶ Conduct unmoderated testing with an estimated six (6) Assisters and Advocates by 10/15/21.

UCD Stakeholder Engagement



1

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:** Deployed to Production on 10/10/21.
- ▶ **For Release 1.1, 1.2:** Resolved defects based on the planned build versions to System Test. Developed 1.1 enhancements that are going to UAT release this week.
- ▶ **For Release 2.0:** Delayed by five (5) widgets Interview Nudge feature impacted.
 - Cause: Approval for the General System Design (GSD) document updates for Interview Nudge were not received until 09/30/21.
 - Impact: The Release 2.0 development will be delayed from the original plan of 10/15/21.
 - Recovery Plan: The development end date for Release 2.0 development will be 10/22/21. System Test will start testing other features first.

2.3.2 Activities for the Next Reporting Period – Development

- ▶ Provide System Test Support Release 1.2 defect fixes and resolve defects as scheduled for Release 1.2 System Test exit.
- ▶ Support Go-Live and any production findings for Release 1.1.
- ▶ Develop 11 widgets for Release 2.0.
- ▶ Complete development of all 22 widgets for Release 2.0 by week ending on 10/23/21.

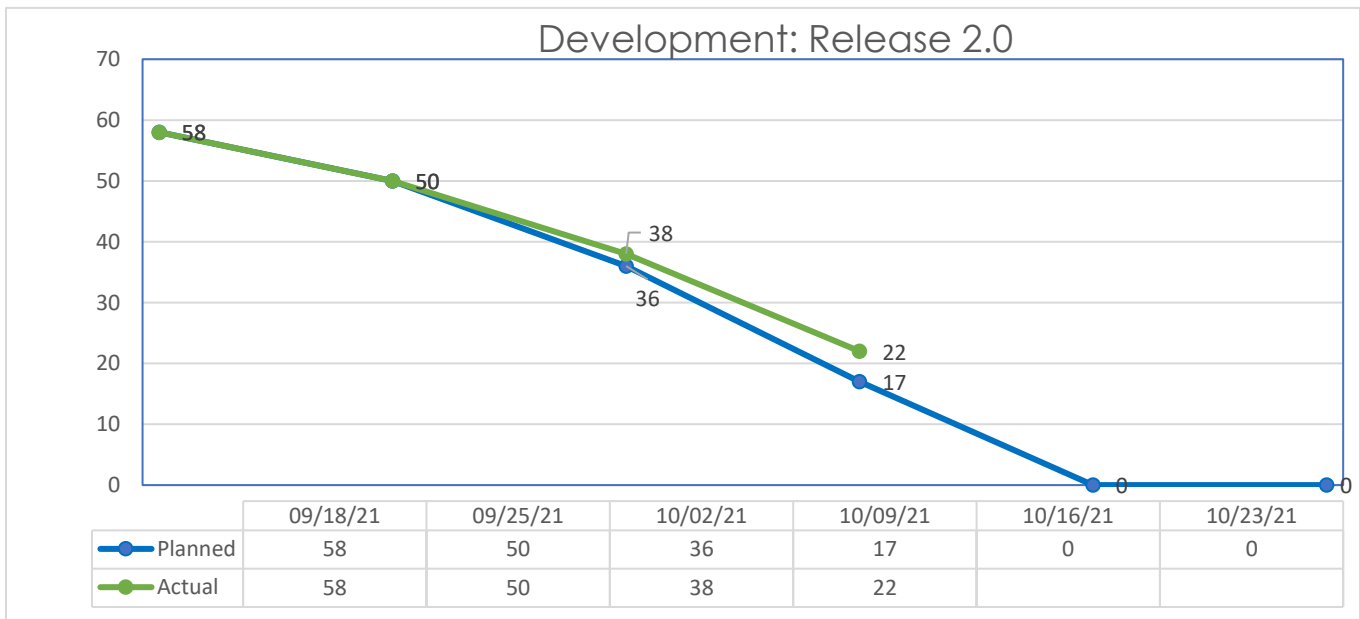


Figure 2.3-1 – Development Burndown: Release 2.0

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 (447 passed).
 - **ADA:** 242 of 242 executed (242 passed).
 - **Multi-Lingual:** 1,254 of 1,254 executed (1,254 passed).

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- ▶ Nine (9) Cross-device failures are related to severity 3 and 4 defects and are expected to be fixed by Release 1.2 Go-Live.
- ▶ **Release 1.2:**
 - **Cross-Browser:** 308 of 308 executed (274 passed).
 - **Cross-Device:** 308 of 308 executed (242 passed).
 - **ADA:** 154 of 154 executed (139 passed).
 - **Multi-Lingual:** 847 of 847 executed (506 passed).
- ▶ Conducted daily Partner Testing status calls to provide updates on pending partner items and defects.

System Test Release 1.1 and 1.2

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

(-1 from last week)

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

- ▶ One (1) severity 3 defect and two (2) severity 2 defects have already been resolved and are awaiting UAT retest.

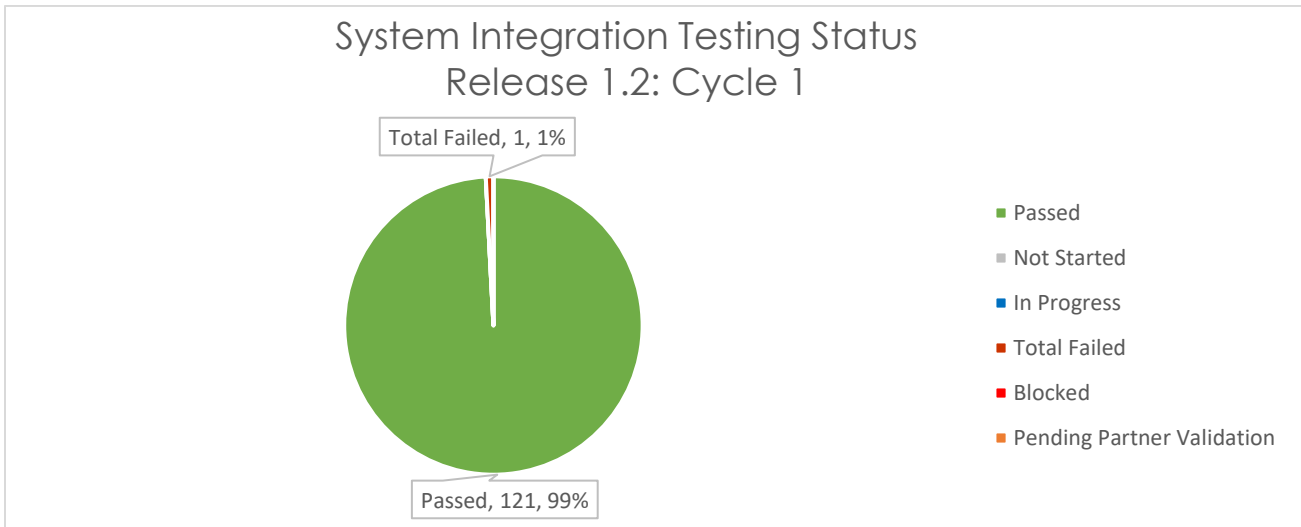


Figure 2.4-2 – System Test Execution Status: Release 1.2

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	122 Test Cases

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Actual (+/- from previous week)	99% (+0)	99% (+0)	122 Test Cases Executed
<i>System Test Complete Date: 09/24/21</i>			

Figure 2.4-3 – 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.
- ▶ Re-execute the automation execution of ADA, browser, language, and device test cases for Release 1.2 – approximately 456 test cases.
- ▶ Stabilize the automation scripts and execute ADA and cross-device regression.
- ▶ Create test scripts for Release 2.0 automation testing.
- ▶ Support State Partner, Independent test, and UAT execution.

2.5 User Acceptance Test (UAT) Planning

2.5.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Facilitated daily UAT meetings to provide support to the Consortium on BenefitsCal functions.
- ▶ Conducted a session with State Partners on 10/06/21 to analyze and set priorities for the findings of Release 1.2.

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

- ▶ Support State Partner and UAT testing for Release 1.2.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Completed data setup for additional Cycle 4 and 5 testing.
- ▶ Schedule joint integration testing with CalSAWS for 10/12/21 and 10/14/21.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Perform joint integration testing with CalSAWS on 10/12/21 and 10/14/21.

	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	Release 1.0 features (Including FIS/EBT)	14 of 14 test cases approved	100% Executed
Cycle 4	09/06/21	10/08/21	Release 1.1 (MC Pre-Population, CF37)	5 of 5 test cases written (Data setup needed to complete)	100% Executed

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	Start Date	End Date	Scope	Test Cases Status	Execution Status
Cycle 5	09/20/21	10/15/21	Release 1.2 (Periodic Reports)	1 of 1 test cases written (Data setup needed to complete)	In Progress, sessions 10/12 and 10/14/21 with CalSAWS.

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 and Database teams on 10/04/21 to discuss the Release 2.0 (YBN) user conversion plan and activities to occur across the different teams to facilitate alignment and coordination prior to the actual cutover.
- ▶ Met with the Consortium Business team on 10/07/21 to validate the list of Your Benefits Now (YBN) Community Based Organizations (CBO) users to be used in the upcoming Release 2.0 YBN user conversion. This resulted in a deadline of 10/20/21 to receive the final list of users.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Clean the YBN CBO user information received during the collection occurring until 10/20/21.

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

- ▶ Conducted a walkthrough of the System Security Plan (SSP) revisions on 10/06/21 with the Consortium Security Team and QA Team to address their comments and feedback.
- ▶ Met with the Consortium Business and ForgeRock teams on 10/07/21 to discuss the removal of legacy C4Yourself (C4Y) users who have not logged in. This resulted in an alignment amongst the teams and the creation of a plan to accomplish the deletion.
- ▶ 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 10/08/21.

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 Communications

5.1 Highlights of the Reporting Period

- ▶ Distributed the YBN New Benefits System (2) Email to LA County on 10/04/21.
- ▶ Drafted a new email on 10/07/21 to invite C4Yourself users to log in through AWS Pinpoint.

5.2 Activities for the Next Reporting Period

- ▶ Record Medi-Cal renewal and CalFresh recertification training videos.
- ▶ Send C4Y Log in to the New System email through AWS Pinpoint on 10/12/21.

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

Post Go-Live Communications

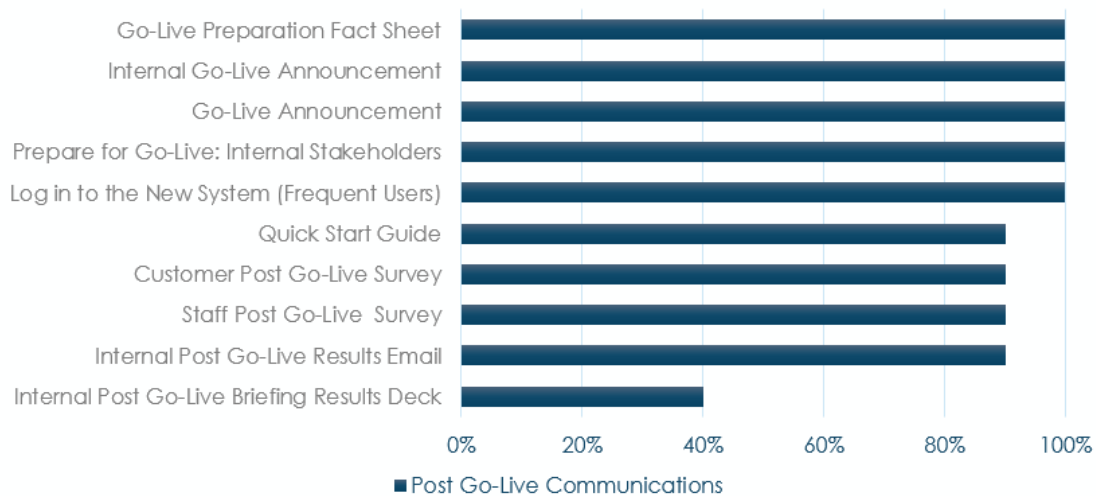


Figure 5.2-1 – Communications: Post Go-Live

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YouTube				
Post	Views	Likes	Subscribers: 471	Date Posted
Welcome to BenefitsCal	6,413	80	N/A	06/24/21
Journey to BenefitsCal	6,890	115	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
57kk (week) 721k (total)	7.2k	247 (07/09/21) N/A	21%	10/02/21-10/08/21

Figure 5.2-2 – 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
YBN New Benefits System (2)	10/04/21	659,141	609,153	92.4%	29.2%	177,629
C4Y Reminder Your Renewal is Due	10/10/21	Scheduled				
C4Y Log In to the New System	10/12/21	Scheduled				

Figure 5.2-3 – Customer Engagement with Email

6.0 Training

6.1 Highlights of the Reporting Period

- ▶ Created the CalFresh Recertification Quick Guide on 10/07/21.
- ▶ Updated the Disaster CalFresh Quick Guide 10/06/21.

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6.2 Activities for the Next Reporting Period

- ▶ Meet with LA County on 10/12/21 to plan training for Release 2.0.
- ▶ Complete the Periodic Reporting Quick Guide.
- ▶ Finalize the Medi-Cal Renewal and CalFresh Recertification videos.

7.0 Appendices

7.1 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
12	Maintenance & Operation(M&O) Report	12/02/21	N/A	02/09/22	02/22/22	03/01/22

Table 7.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
01.14	Monthly Work Plan: October 2021	On-track	11/05/21 FDEL Submission
02.14	Monthly Status Report: October 2021	On-track	11/05/21 FDEL Submission
05.03	General System Design – Release 3.0	On-track	11/05/21 DDEL Submission 12/01/21 FDEL Submission
05.04	General System Design – Release 4.0	On-track	02/28/22 DDEL Submission 03/21/22 FDEL Submission
06.02	Portal Technical Systems Design Release 3.0	On-track	11/05/21 DDEL Submission
04.04	Requirements Traceability Matrix – Update 4	On-track	01/14/22 DDEL Submission
08	Implementation Complete Report	On-track	01/04/22 DDEL Submission
11	Mobile Implementation Complete Report	On-track	01/04/22 DDEL Submission

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DEL #	Deliverable Name	Status	Next Deadline
12	Monthly M&O Report – January 2022	On-track	12/02/21 DDED Submission 02/09/21 DDEL Submission

Table 7.1-2 – Upcoming Deliverable Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
23	Service Level Objectives (SLOs)	On-track	10/25/21 FWP Submission

Table 7.1-3 – Upcoming Work Product 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	05/11/21
15.2	Component Batch 2	02/01/21	02/16/21	
15.3	Component Batch 3	02/08/21	02/23/21	
15.4	GSD Part II Test Case Updates	03/15/21	03/29/21	
15.5	End to End Scenarios	03/22/21	04/06/21	
15.6	Interface Scenarios and Test Cases	04/05/21	04/19/21	
15.7	GSD Part II Test Cases (Addl. Component + E2E)	04/12/21	04/26/21	
15.8	Conversion + ADA Scenarios	04/19/21	05/03/21	
16	Operational Readiness Report	02/05/21	02/22/21	03/02/21
17	System Security Plan (SSP)	05/03/21	05/17/21	06/01/21
18	Desktop to Wireframe Mapping	02/05/21	03/01/21	03/10/21
19	High-Fidelity Visual Comps	02/05/21	03/01/21	03/10/21
20	Web Style Guide	02/05/21	03/01/21	03/10/21
21	Communications Strategy	03/26/21	04/12/21	04/21/21
22	Customer Experience Measurement Plan	05/03/21	05/17/21	06/01/21
23	Service Level Objectives (SLOs)	09/27/21	10/25/21	11/03/21

Table 7.1-4 – Upcoming Work Product Deadlines

7.2 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	Open	Medium	Medium	10/09/20

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ID	Title	Details	Status	Impact	Severity	Date Logged
		<p>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>				
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 7.2-1 – Project Risks and Issues

CRFI/CIT/CalSAWS CR Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

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CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
XXXX-21	LA.County	BenefitsCal Go Live Communications	SSP	ETA 10/27/21	Matt Spurrier	Jenn Hobbs
XXXX-21	LA.County	BenefitsCal Post Go Live Communications	SSP	ETA 11/03/21	Matt Spurrier	Jenn Hobbs

Table 7.2-2 – 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 7.2-3 – CRFIs

The following table outlines CalSAWS Change Request sent for the reporting period.

CR ID	To	Subject	Date Created	Status	Date Needed by
		None			

Table 7.2-4 – CalSAWS CR

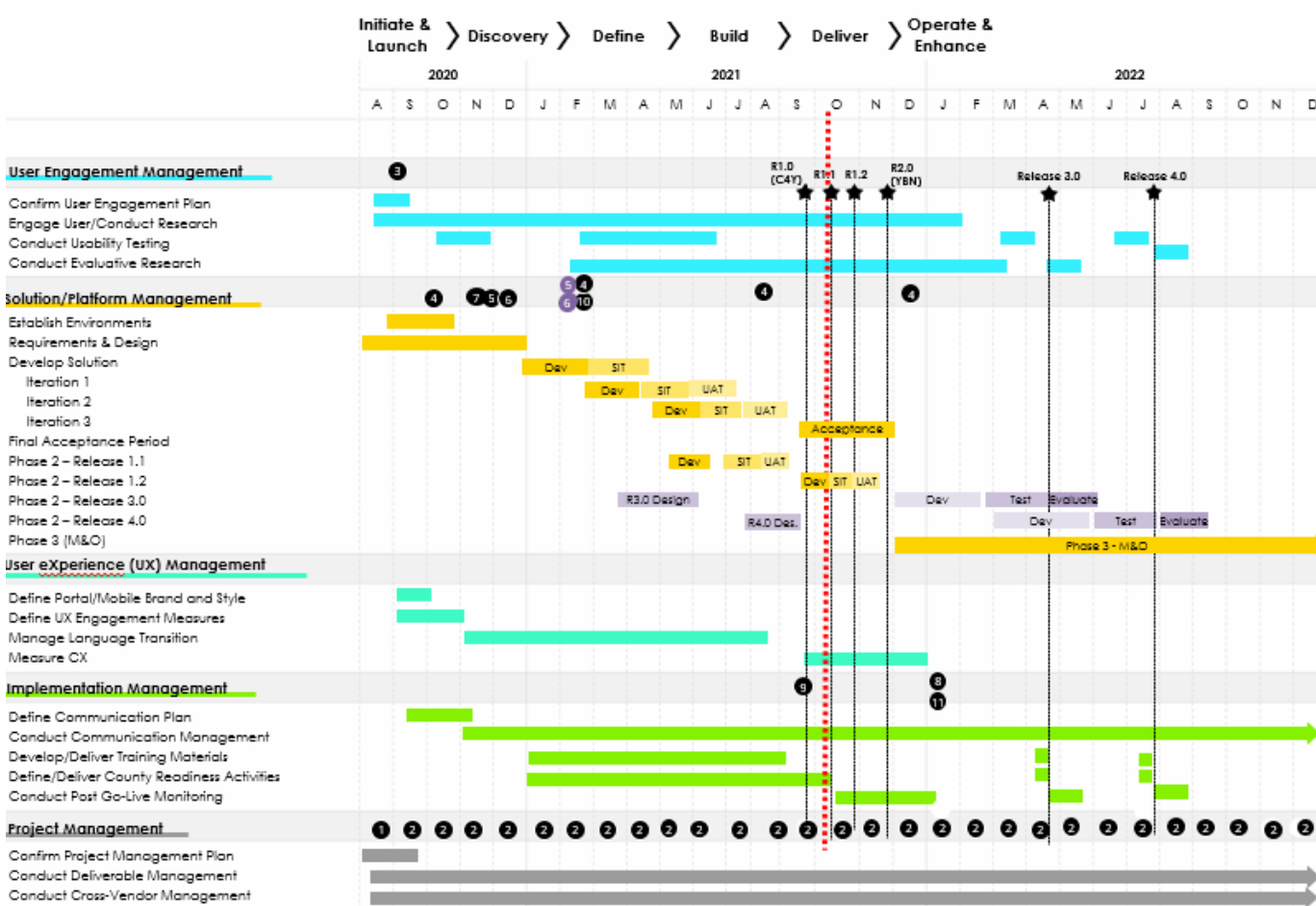
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7.3 Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

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

ID	Description	Owner	Due Date
CSPM-23566	Confirm whether the Consortium Release/Implementation team will participate in the upcoming BenefitsCal major releases: R2.0, R3.0, R4.0	Anna Chia	09/30/21