



CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: October 11, 2021 to
October 17, 2021**

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Received final approval for DEL 02.13 Monthly Status Report – September 2021.

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 test, and State Partner test defects for Release 1.2.
- ▶ Supported Release 1.1 deployment on 10/10/21.
- ▶ Conducted a Release 3.0 design session with the Portal/Mobile Workgroup for ad-hoc reporting and Income Reporting Threshold (IRT) reminder functionality on 10/12/21.
- ▶ Received translations on 10/13/21 from the translation vendor for the Release 1.2 enhancements.
- ▶ Collaborated with the State Partners on 10/13/21 on the designs for the Release 1.2 Eligibility Status Report (SAR7) enhancements.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Continue to triage the User Acceptance Test (UAT), Independent Test, and State Partner test defects for Release 1.2.
- ▶ Create the designs for the Release 2.0 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 10/11/21.
- ▶ Conducted moderated usability research with one (1) customer on 10/14/21.
- ▶ Conducted ad-hoc research during the week of 10/11/21 with three (3) customers to validate usability updates made to the login experience.
- ▶ Met with State Partners on 10/13/21 to finalize the SAR7 due date instructions.
- ▶ Prepared materials for and participated in the design session on 10/12/21 for the IRT reminder.
- ▶ Prepared and sent materials on 10/11/21 to the Advocate Co-Leads for Release 1.2 advocate validation testing.
- ▶ Collaborated with CalSAWS Team on CIV-109031 to review and validate ten (10) of thirteen (13) reports pulled from C-IV for Customer Experience (CX) Measurement.

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 10/18/21.
- ▶ Conduct ad-hoc research with an estimated three (3) customers to troubleshoot logins and account creation during the week of 10/22/21.

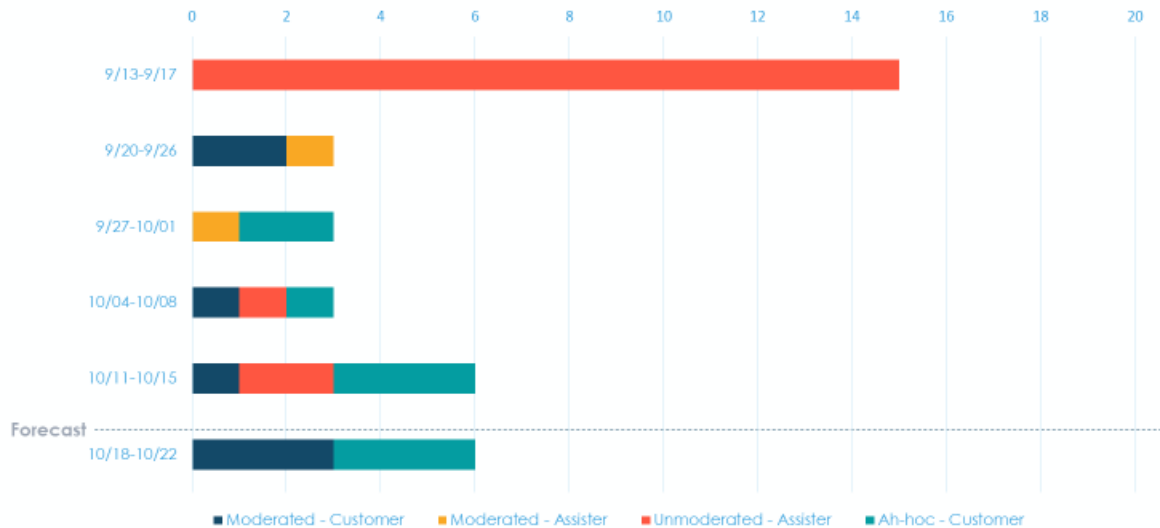
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- ▶ Conduct moderated usability research with an estimated three (3) customers by 10/22/21.
- ▶ Conduct text analysis of Always-on Survey responses by 10/22/21.
- ▶ Coordinate with CalSAWS Team to review and validate remaining three (3) C-IV reports to close CIV-109031 by 10/22/21 in order to use reports for CX Measurement.

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 1.2:** Resolved defects based on the planned build versions to System Test.
- ▶ **For Release 2.0:**
 - Developed seven (7) widgets of the 17 planned.
 - Delayed by 15 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

- ▶ Support Go-Live and any production findings for Release 1.2.
- ▶ Develop 15 remaining widgets.
- ▶ Provide Release 2.0 System Test support.

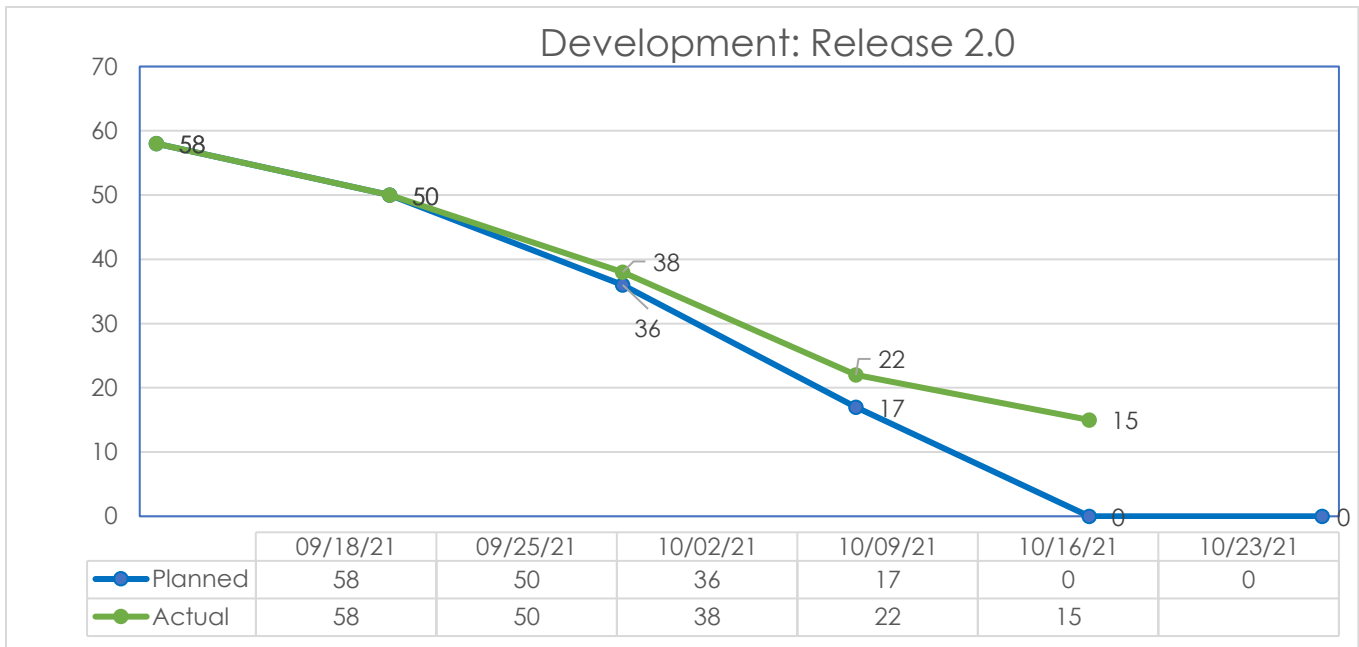


Figure 2.3-1 – Development Burndown: Release 2.0

2.4 System Test Execution

2.4.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Release 1.2:**
 - **Cross-Browser:** 308 of 308 executed (300 passed).
 - **Cross-Device:** 308 of 308 executed (283 passed).
 - **ADA:** 154 of 154 executed (148 passed).
 - **Multi-Lingual:** 847 of 847 executed (814 passed).
- ▶ A total of 16 tickets are pending for the 72 failed test cases.

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- ▶ Conducted daily Partner Testing status calls to provide updates on the pending partner items and defects.
- ▶ **Release 2.0:**
 - Created 77 test cases (execution burndown chart below) for the new functionalities.
 - Created test scenarios for 27 of the 27 planned enhancements.

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	3	4	0	7
FIS	0	0	0	0	0
BenefitsCal	0	0	0	0	0
TOTAL	0	3	4	0	7 <i>(-2 from last week)</i>

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

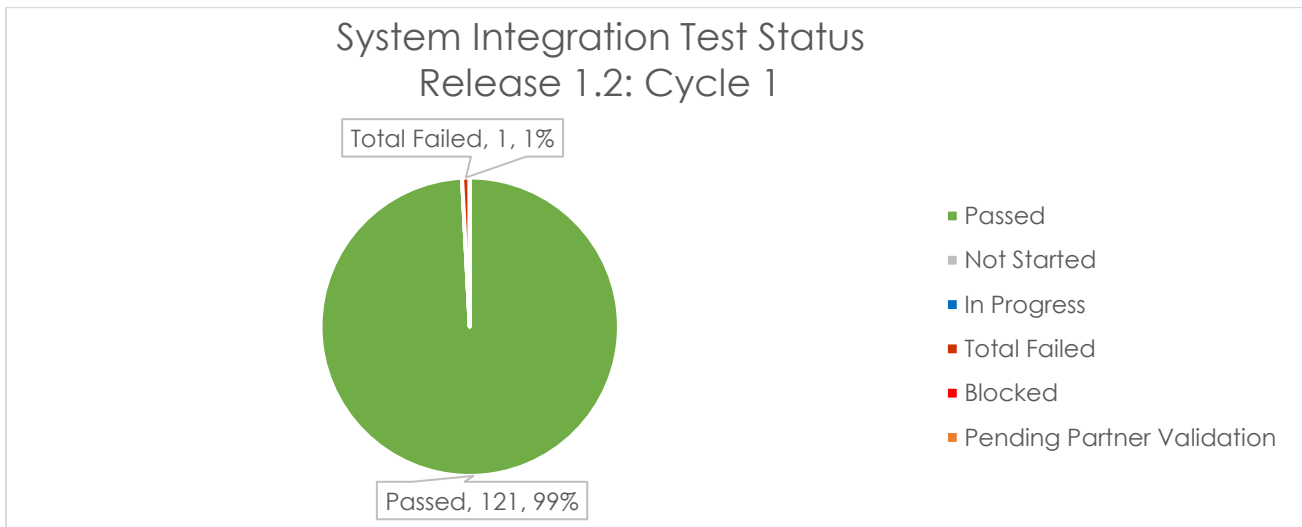


Figure 2.4-2 – System Test Execution Status: Release 1.2

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	90%	90%	122 Test Cases
Actual (+/- from previous week)	99% (+0)	99% (+0)	122 Test Cases Executed
System Test Complete Date: 09/24/21			

Figure 2.4-3 – Pass Rate: Release 1.2

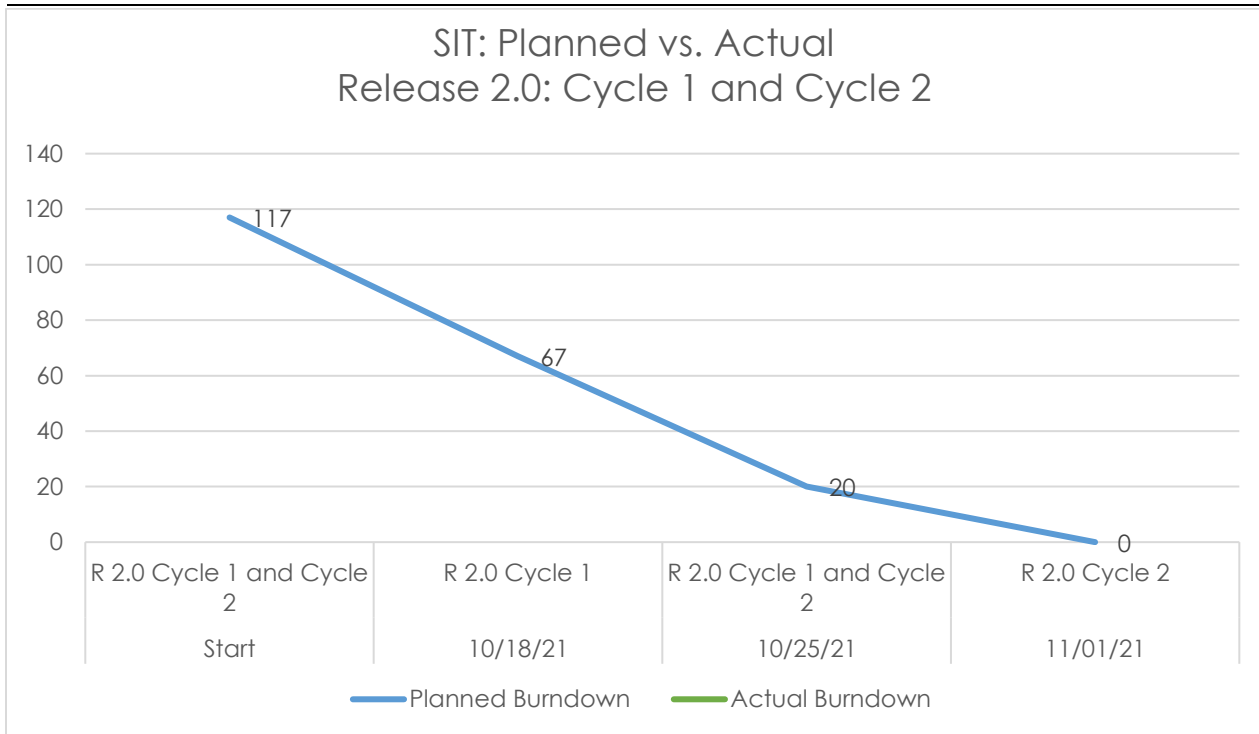


Figure 2.4-4 – Execution Burndown Chart: Release 2.0

2.4.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Prepare for Release 1.2 code freeze for Go-Live on 10/24/21.
- ▶ Re-execute the automation execution of ADA, browser, language, and device test cases for Release 1.2 – approximately 72 test cases.
- ▶ Continue to stabilize the automation test scripts and execute ADA and cross-device regression.
- ▶ Create automation scripts for Release 2.0 cross-browser, cross-device, ADA, and multi-language testing.
- ▶ Support UAT and Independent test execution for the Release 1.2 pending items.

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 and State Partners on BenefitsCal functions and UAT execution.
- ▶ Provided the detailed scope, test cases and design references for Release 2.0 functionalities.

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

- ▶ Support UAT and Independent testing for Release 1.2 pending items.
- ▶ Support the Los Angeles County testers for end-to-end testing.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Completed joint integration testing with CalSAWS for 10/12/21 and 10/14/21.

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3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Perform additional joint integration testing with CalSAWS on 10/20/21, 10/21/21 and 10/22/21 at higher projected peek volumes accounting for YBN cutover.

	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
Cycle 5	09/20/21	10/22/21	Release 1.2 (Periodic Reports)	1 of 1 test cases written (Data setup needed to complete)	Additional execution scheduled for the week of 10/18/21

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

- ▶ Collaborated with Los Angeles County to identify gaps in the Your Benefits Now (YBN) Community Based Organizations (CBO) users list throughout the week, cleaning the data received upon arrival.
- ▶ The data issues identified in the CBO user account extract have been resolved.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Finalize the YBN CBO user information received during the collection occurring until 10/20/21.
- ▶ Plan to perform a test CBO user load in ForgeRock in the week of 10/25/21.

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

- ▶ Met with the BenefitsCal DevOps team on 10/15/21 to discuss permissions pertaining to the Amazon Web Services (AWS) Single Sign-On (SSO) roles. This resulted in an updated draft of the role matrix being created.
- ▶ 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 10/15/21.

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 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 Communications

5.1 Highlights of the Reporting Period

- ▶ Drafted email and SMS for C4Y users to invite them to create an account in BenefitsCal. On hold pending additional access to ForgeRock monitoring tools, and confirmation of an extension of the Tier 2 support team.

5.2 Activities for the Next Reporting Period

- ▶ Plan and finalize YBN cutover communications.

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

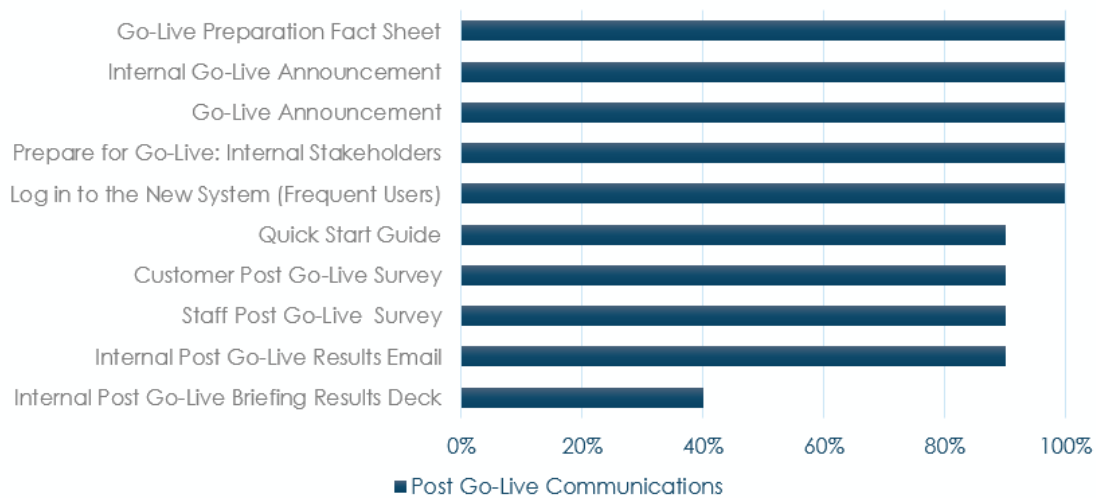


Figure 5.2-1 – Communications: Post Go-Live

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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

- ▶ Completed the Medi-Cal Renewal video on 10/11/21.
- ▶ Completed the CalFresh Recertification video on 10/13/21.
- ▶ Created the Periodic Reporting Quick Guide on 10/13/21.

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- ▶ Updated the How to Link a Case Quick Guide on 10/14/21 and the Create an Account Quick Guide on 10/15/21.

6.2 Activities for the Next Reporting Period

- ▶ Complete the Periodic Reporting video.
- ▶ Update the Frequently Asked Questions (FAQs) for Release 2.0.

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

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DEL #	Deliverable Name	Status	Next Deadline
11	Mobile Implementation Complete Report	On-track	01/04/22 DDEL Submission
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 11/03/21 FWP Approval

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

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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 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
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

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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
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

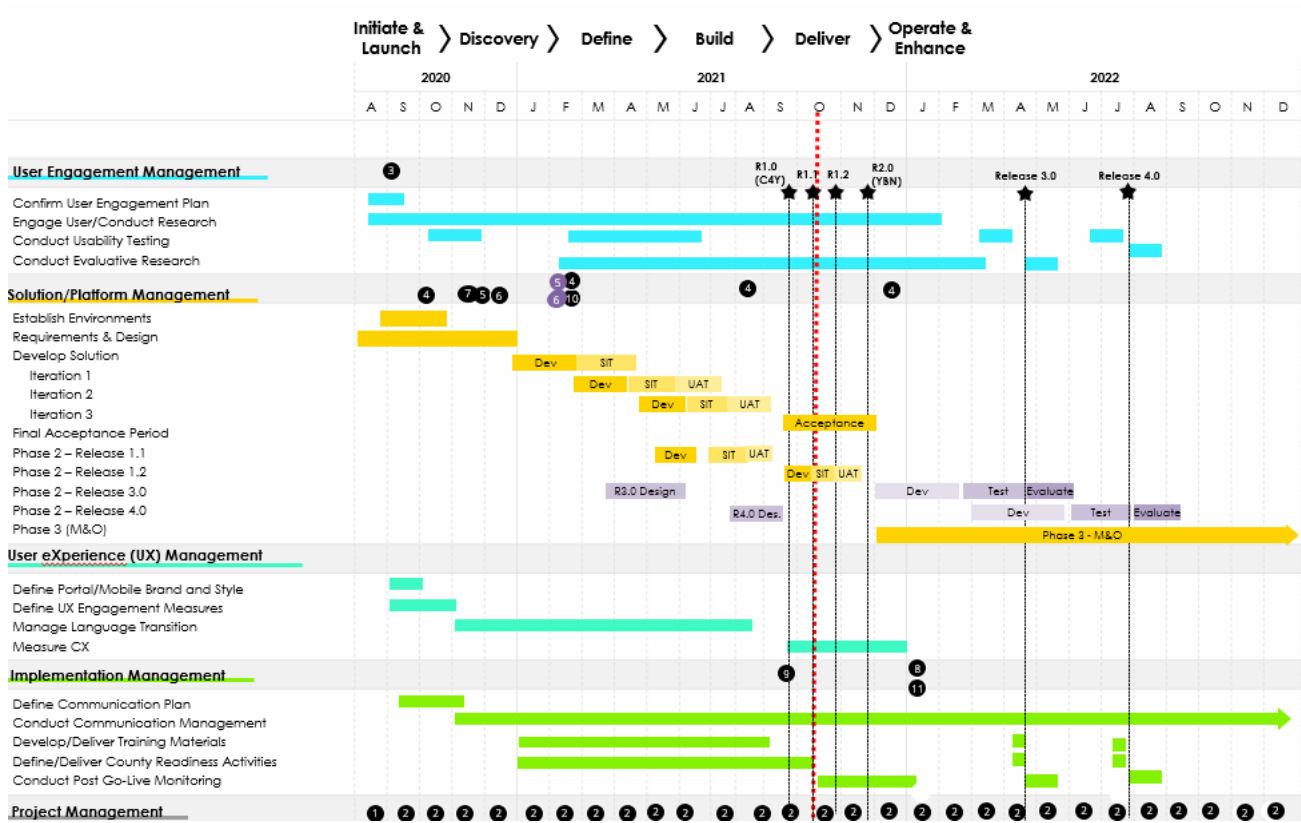
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7.3 Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

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

ID	Description	Owner	Due Date
	None		