

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: October 18, 2021 to
October 24, 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.
- ▶ Met with the Consortium and QA teams on 10/18/21 to review the M&O workplan template for M&O releases (defect remediation) beginning January 2022.
- ▶ Provided an update in the PSC meeting on 10/21/21.
- ▶ Provided an update in the All Staff meeting on 10/20/21.
- ▶ Provided an update in the Region 5 meeting on 10/20/21.
- ▶ Participated in QA-led retrospective sessions on 10/18/21, 10/21/21.
- ▶ Participated in 3x daily post deployment stakeholder meetings 10/18-10/22/21.
- ▶ Release 1.2 deployed to Production on 10/24/21.
- ▶ Received direction to proceed with Release 2.0, but to hold the YBN cutover to BenefitsCal.

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 incident closure and release planning for Release 1.2 deployment planned for 10/24/21.
- ▶ Met with the Consortium and QA on multiple enhancement requests targeted for Release 2.0.
- ▶ Met with the State Partners, Consortium, and CalSAWS for a Release 2.0 enhancement item.

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 10/18/21.
- ▶ Conducted moderated usability research with one (1) customer on 10/21/21.
- ▶ Conducted ad-hoc research during the week of 10/11/21 with three (3) customers to validate usability updates made to the login experience.
- ▶ Conducted text analysis of the Always-on Survey responses from 09/27/21 to 10/15/21.
- ▶ Prepared historical data of key CX metrics for comparison to the BenefitsCal data in the CX monthly report. Additional research remains for the Consortium DBA research team.

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2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 10/25/21.
- ▶ Conduct ad-hoc research with an estimated four (4) customers to troubleshoot any BenefitsCal issues that may arise during the week of 10/25/21.
- ▶ Conduct moderated usability research with an estimated two (2) customers by 10/25/21.
- ▶ Coordinate with the CalSAWS Team to review and validate the three (3) remaining C-IV reports to close CIV-109031 by 10/22/21 in order to use the reports for the CX Measurement.
- ▶ Conduct text analysis of the Always-on Survey responses from 10/16/21 to 10/24/21.
- ▶ Prepare the CX Measurement monthly report by 10/29/21.
- ▶ Prepare materials for and facilitate the UCD Monthly meeting on 10/28/21.

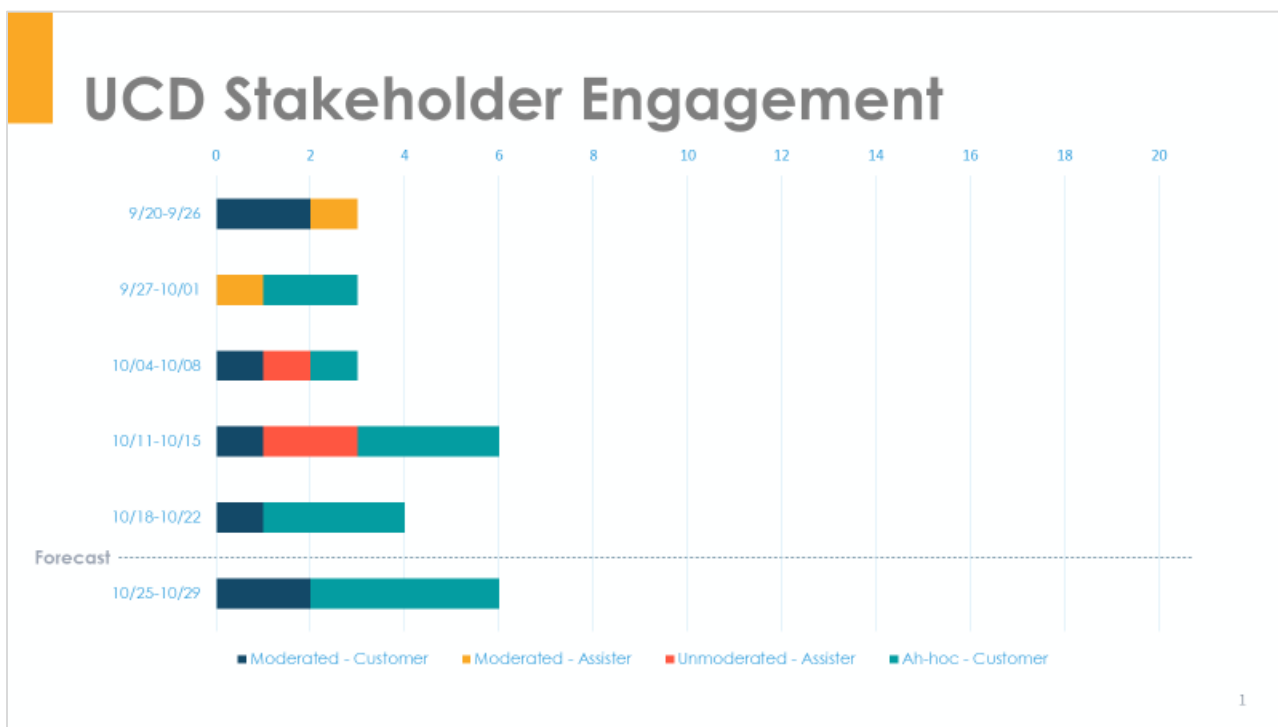


Figure 2.2-1 – UCD Stakeholder Engagement

CR ID	Request	Date Requested	Date Needed	Status
CIV-109031	C4Yourself Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	09/15/21 – for information 01/01/19 through 12/31/19. 09/30/21 – for 07/01/21 through 09/30/21.	In progress
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	10/29/21 – for information 01/01/19 through 12/31/19. 11/19/21 – for data from 08/16/21 to 11/19/21.	In progress
N/A	MyBCW Case and Application baseline	05/20/21	10/29/21 – for info 01/01/19 through 12/31/19.	In progress

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CR ID	Request	Date Requested	Date Needed	Status
	data for BenefitsCal CX Measurement		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.	

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 and deployed Release 1.2 to production.
- ▶ **For Release 2.0:**
 - Developed 15 widgets of the 15 planned.

2.3.2 Activities for the Next Reporting Period – Development

- ▶ Support Release 1.2 Go-Live and any production findings.
- ▶ Provide Release 2.0 System Test support.

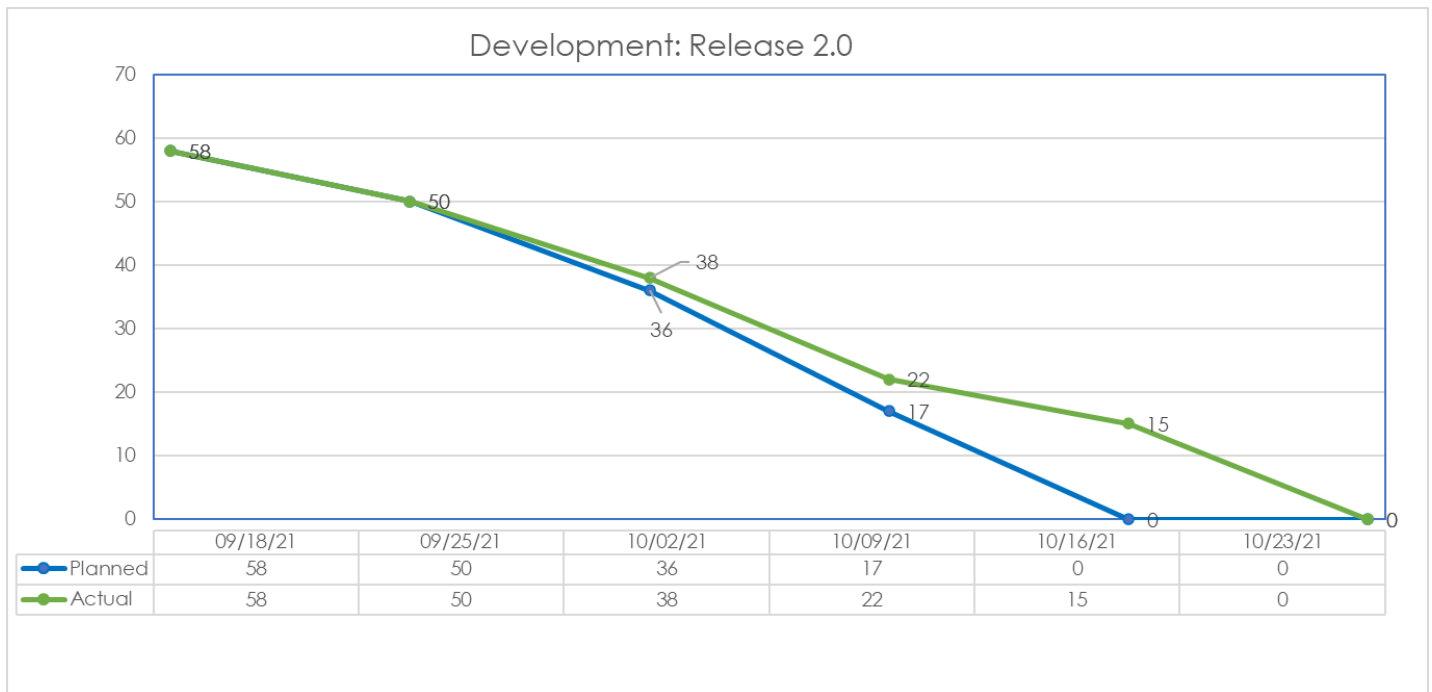


Figure 2.3-1 – Development Burndown: Release 2.0

2.4 System Test Execution

2.4.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Release 1.2:**
 - Re-executed 72 automation scripts for ADA, browser, language, and device test cases for Release 1.2
 - **Cross-Browser:** 308 of 308 executed (308 passed).
 - **Cross-Device:** 308 of 308 executed (308 passed).
 - **ADA:** 154 of 154 executed (154 passed).
 - **Multi-Lingual:** 847 of 847 executed (847 passed).
- ▶ Conducted daily Partner Testing status calls to provide updates on the pending partner items and defects.
- ▶ **Release 2.0:**
 - Created 10 test cases for the R2.0 requirements and features.
 - Executed 44 functional test cases.
 - Executed 192 non-functional test cases:

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- **Cross-Browser:** 50 of 92 executed (40 passed).
- **Cross-Device:** 32 of 92 executed (22 passed).
- **ADA:** 22 of 45 executed (12 passed).
- **Multi-Lingual:** 88 of 231 executed (66 passed).

System Test Release 1.1, 1.2, and 2.0

Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	0	0	0	0
CalSAWS	0	1	3	0	4
FIS	0	0	0	0	0
BenefitsCal	0	0	0	0	0
TOTAL	0	1	3	0	4 <i>(-3 from last week)</i>

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

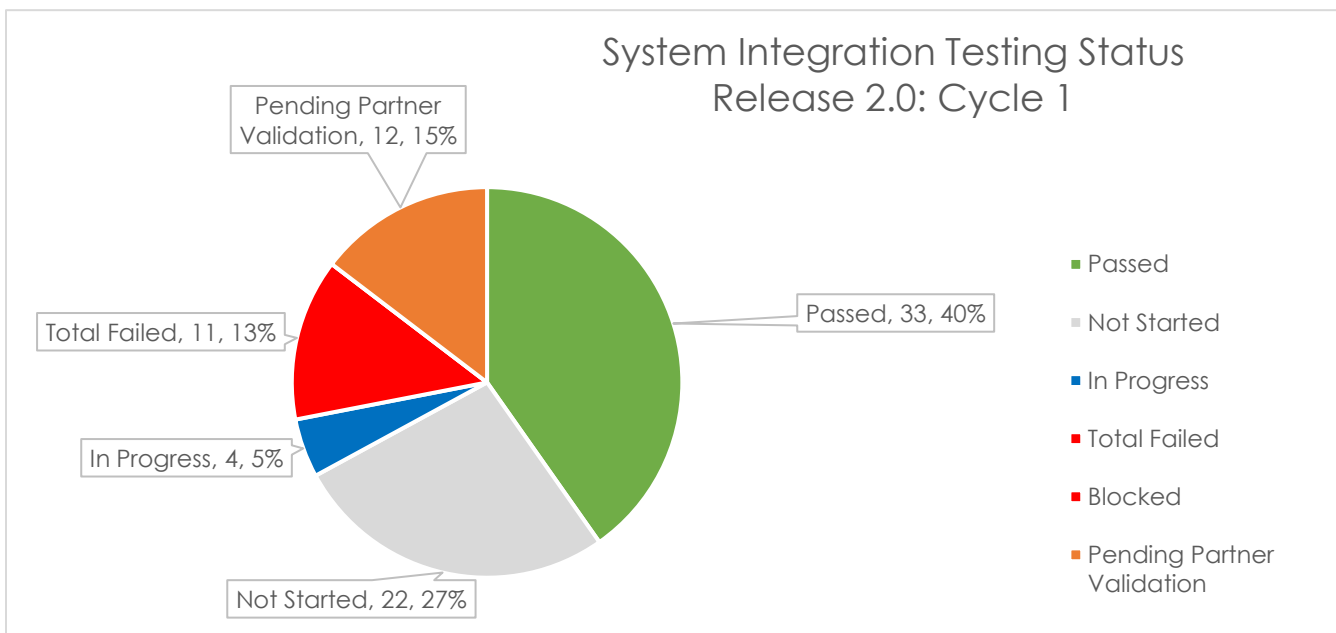
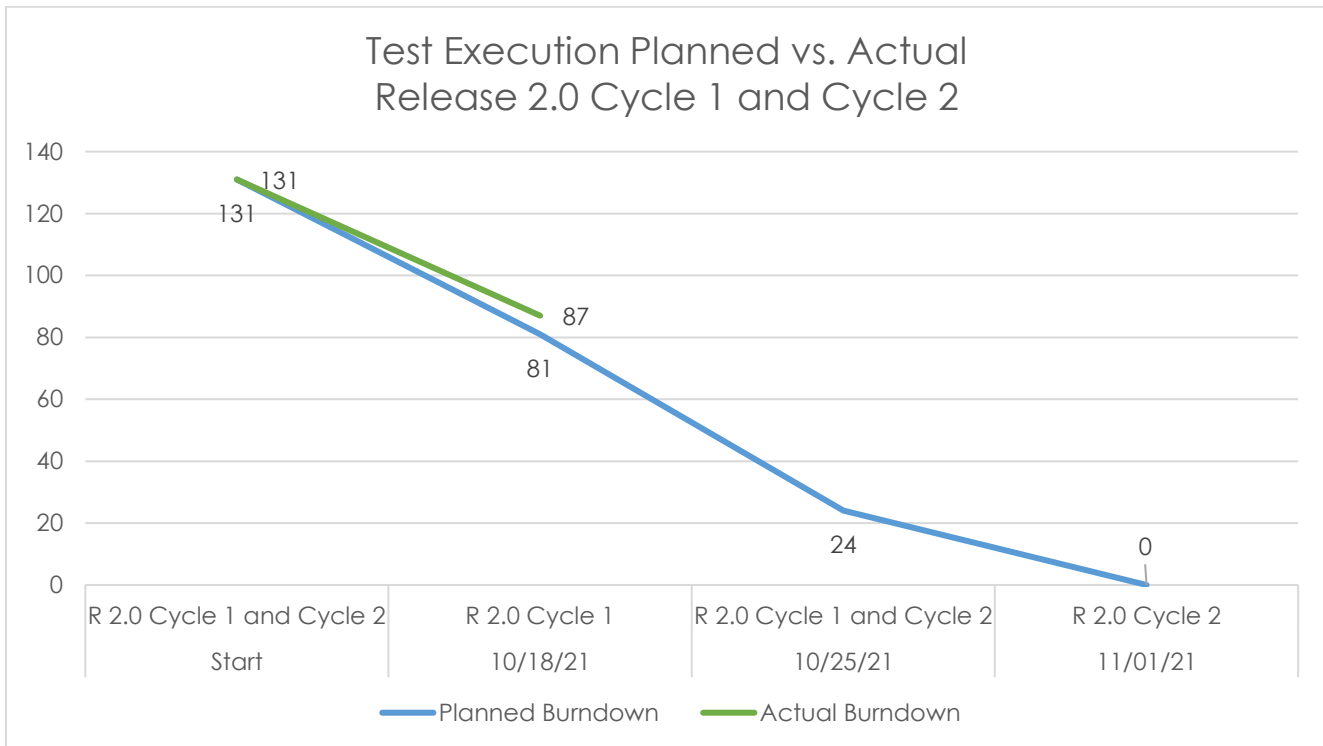


Figure 2.4-2 – System Test Execution Status: Release 2.0

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	60%	60%	87 Test Cases
Actual (+/- from previous week)	75%	75%	87 Test Cases Executed
<i>System Test Complete Date: 11/05/21</i>			

Figure 2.4-3 – Pass Rate: Release 2.0



► An additional 12 test cases have been executed and are pending partner validation

Figure 2.4-4 – Execution Burndown Chart: Release 2.0

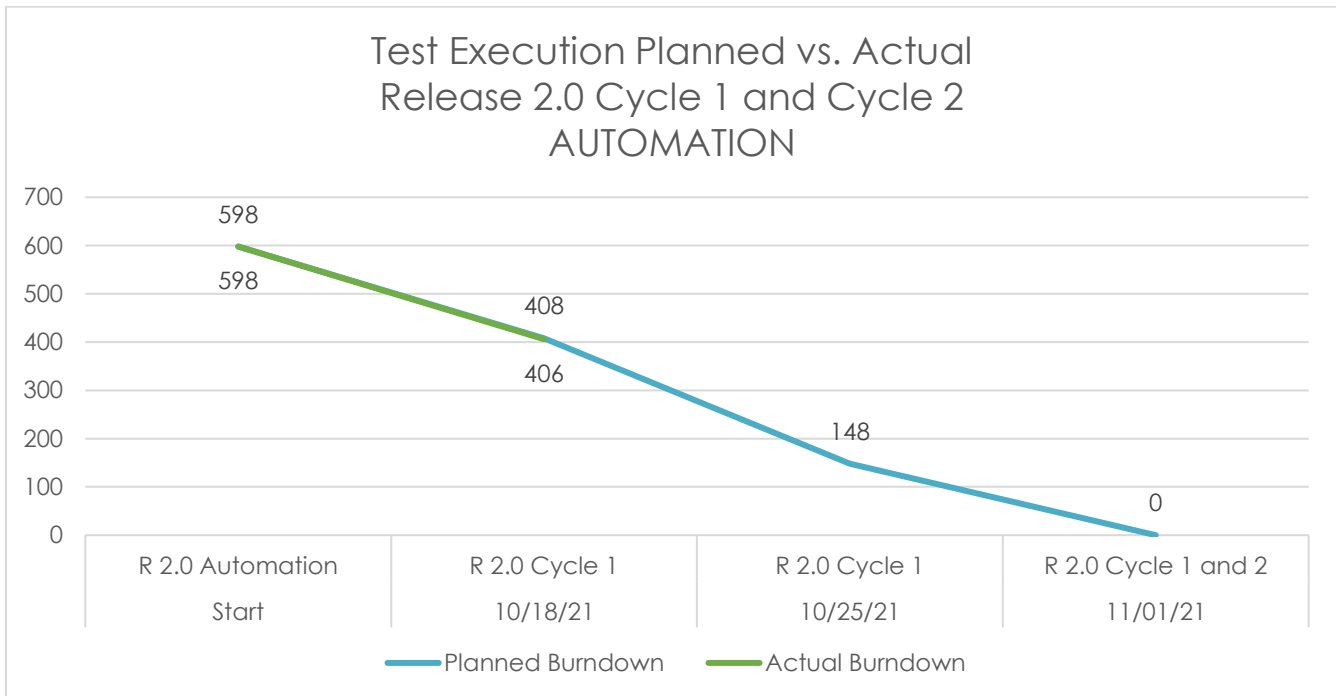


Figure 2.4-5 – Execution Burndown Chart Non-Functional: Release 2.0

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.

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- ▶ Create and execute automation scripts for Release 2.0 cross-browser, cross-device, ADA, and multi-language testing.
- ▶ Continue execution of the Release 2.0 functional test cases and enhancements.

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.

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 additional joint integration testing with CalSAWS on 10/20/21, 10/21/21 and 10/22/21.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Performance testing activities for Releases 1.0, 1.1, and 1.2 are complete.

	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)	100% 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

- ▶ Provided the cleaned user list for Your Benefits Now (YBN) Community Based Organizations (CBO) to the ForgeRock team on 10/22/21 in preparation for the mock CBO user load to occur on 10/27/21.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Support the performance of the CBO user load test in ForgeRock to occur on 10/27/21.

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

- ▶ Met with the Consortium Business, BenefitsCal Functional, and ForgeRock teams on 10/20/21 to discuss the triggers and flow of the password expiration and user inactivity scenarios.
- ▶ 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 10/22/21.

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 an email and SMS for C4Y users to invite them to create an account in BenefitsCal. This is 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 the YBN cutover communications.

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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

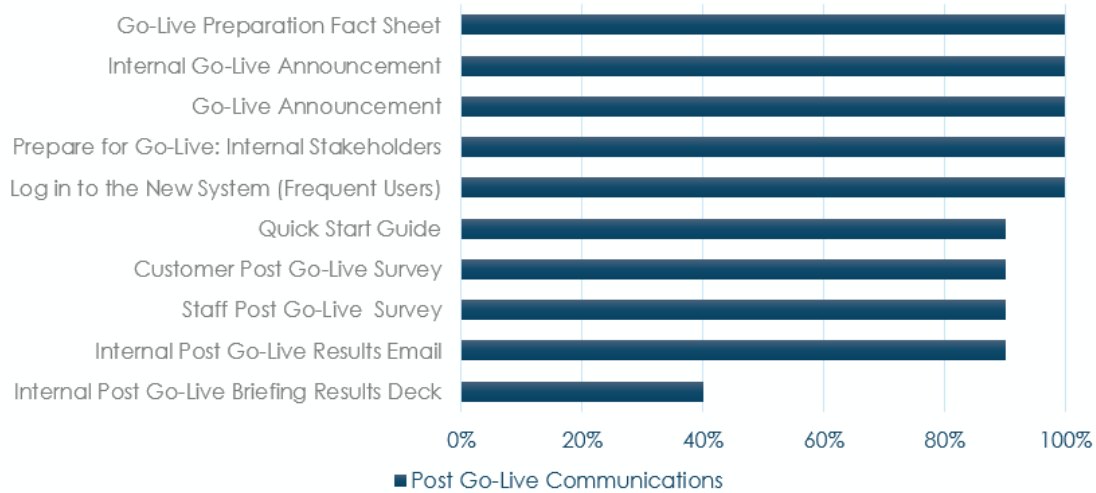


Figure 5.2-1 – Communications: Post Go-Live

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

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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 Periodic Reporting video on 10/22/21.

6.2 Activities for the Next Reporting Period

- ▶ Update the Frequently Asked Questions (FAQs) for Release 2.0.

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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
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

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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

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	Open	Medium	Medium	10/09/20

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ID	Title	Details	Status	Impact	Severity	Date Logged
		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.				
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	On Hold	Matt Spurrier	Jenn Hobbs
XXXX-21	LA County	BenefitsCal Post Go Live Communications	SSP	On Hold	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

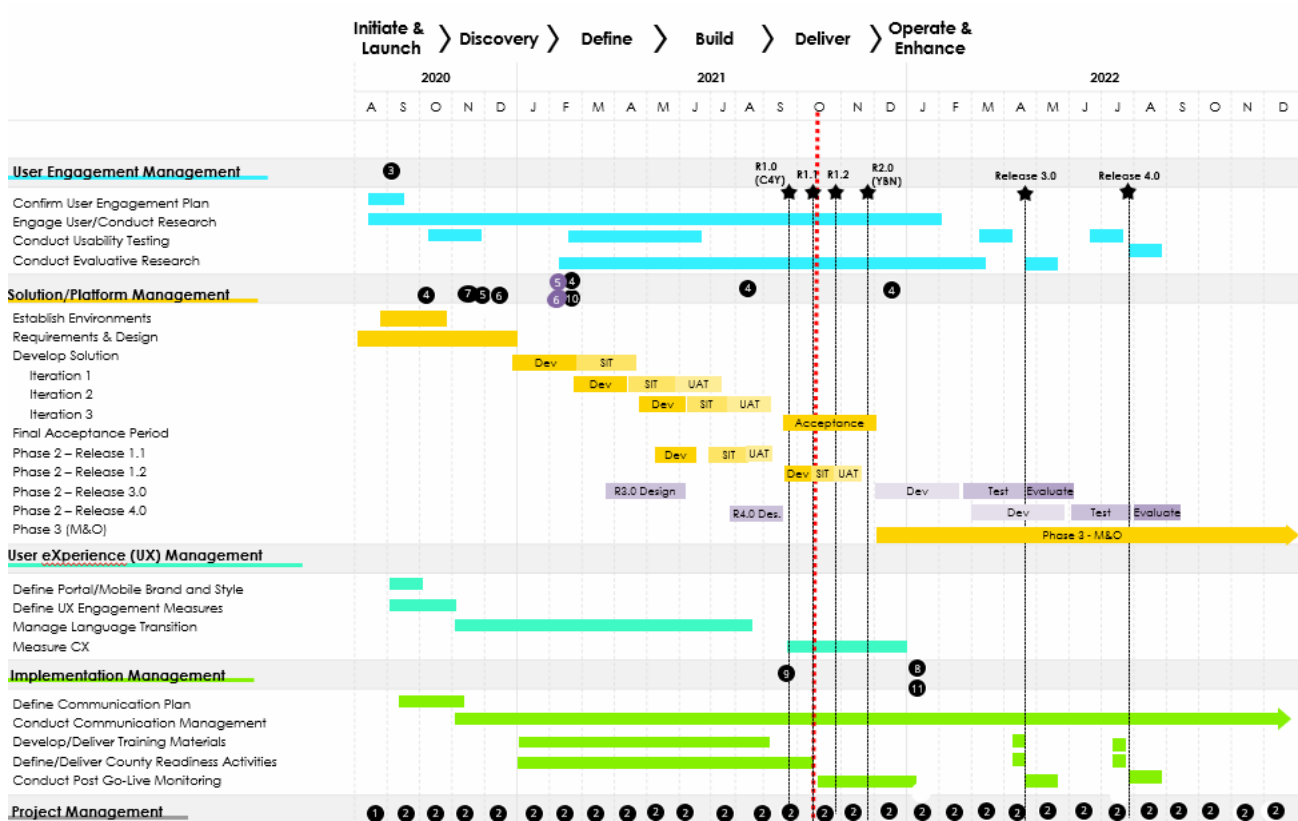
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7.3 Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

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

ID	Description	Owner	Due Date
	None		