

# CalSAWS BenefitsCal Maintenance and Operations (M&O) Weekly Status Report

**Reporting Period: November 15, 2021 to  
November 21, 2021**

## CalSAWS – BenefitsCal Maintenance and Operations (M&O) Weekly Status Report

Weekly Status Report, November 23, 2021

Period: November 15, 2021 to November 21, 2021

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### 1.0 Executive Summary

Topic	Status	Highlights
Availability		No unplanned outages.
Defects		There are 62 active Production defects, 22 of which will be resolved by Release 2.0.1.
Incidents		34 incidents triaged for this week.

**Status:** **Green:** On schedule, performing as planned; **Yellow:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

Table 1.0-1 – Status Dashboard

### 2.0 Project Management

#### 1.1 Project Deliverables Summary

ID	Deliverable or Work Product	Draft	Final
DEL 12	DDED: M&O Monthly Report	12/02/21	12/16/21
DEL 12	Monthly M&O Report – January 2022	02/09/22	02/22/22
DEL 12.01	Monthly M&O Report – February 2022	03/07/22	03/17/22
DEL 12.02	Monthly M&O Report – March 2022	04/07/22	04/19/22
DEL 12.03	Monthly M&O Report – April 2022	05/09/22	05/19/22
DEL 12.04	Monthly M&O Report – May 2022	06/07/22	06/17/22
DEL 12.05	Monthly M&O Report – June 2022	07/07/22	07/19/22
DEL 12.06	Monthly M&O Report – July 2022	08/08/22	08/18/22
DEL 12.07	Monthly M&O Report – August 2022	09/07/22	09/19/22
DEL 12.08	Monthly M&O Report – September 2022	10/07/22	10/19/22
DEL 12.09	Monthly M&O Report – October 2022	11/07/22	11/18/22
DEL 12.10	Monthly M&O Report – November 2022	12/07/22	12/19/22

Table 1.1-1 – Overall Summary of Deliverable Status

## 3.0 Maintenance and Operations

### 1.2 Helpdesk Metrics

The following sections include the details of incidents and problems, logged within the ServiceNow incident management tool.

#### 1.2.1 Incidents

Incidents are created for each user contact with Tier 1 (County) support, reviewed with a Tier 2 team, and ultimately elevated to the Tier 3 team (BenefitsCal project team) if the item needs additional support.

The following charts include incidents elevated to the Tier 3 BenefitsCal project team for support – counts of incidents created, triaged, and resolved.

BenefitsCal ServiceNow Incidents Created

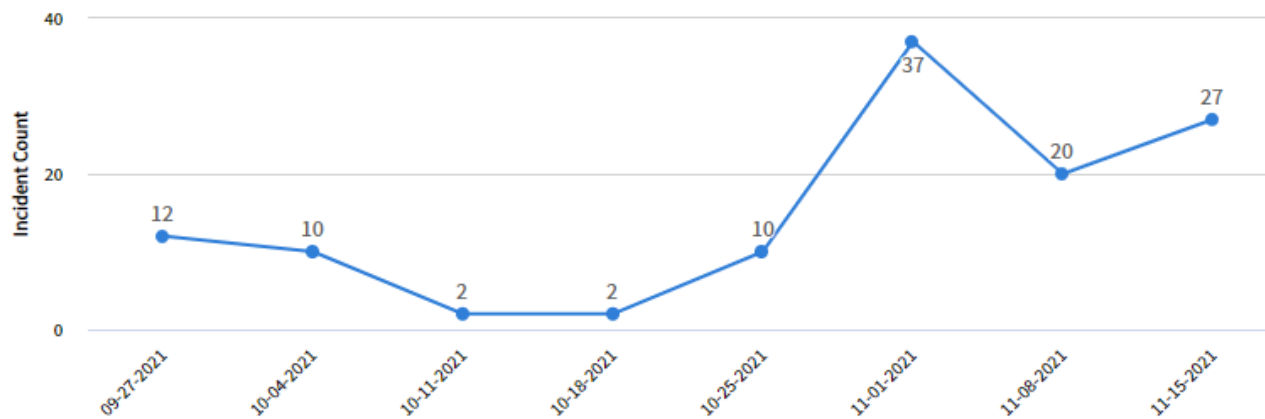


Figure 1.2-1 – BenefitsCal ServiceNow Incidents Created

BenefitsCal ServiceNow Incidents Triaged

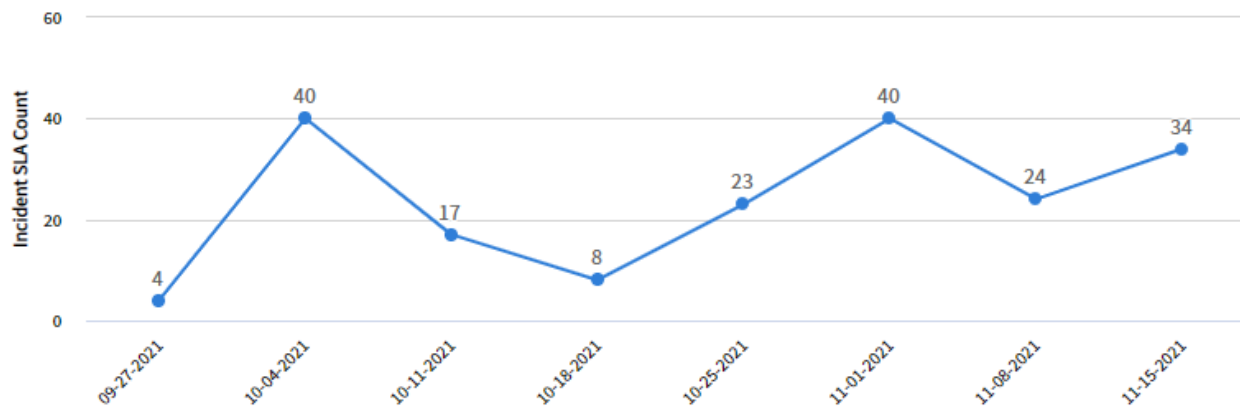


Figure 1.2-2 - BenefitsCal ServiceNow Incidents Triaged

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BenefitsCal ServiceNow Incidents Resolved

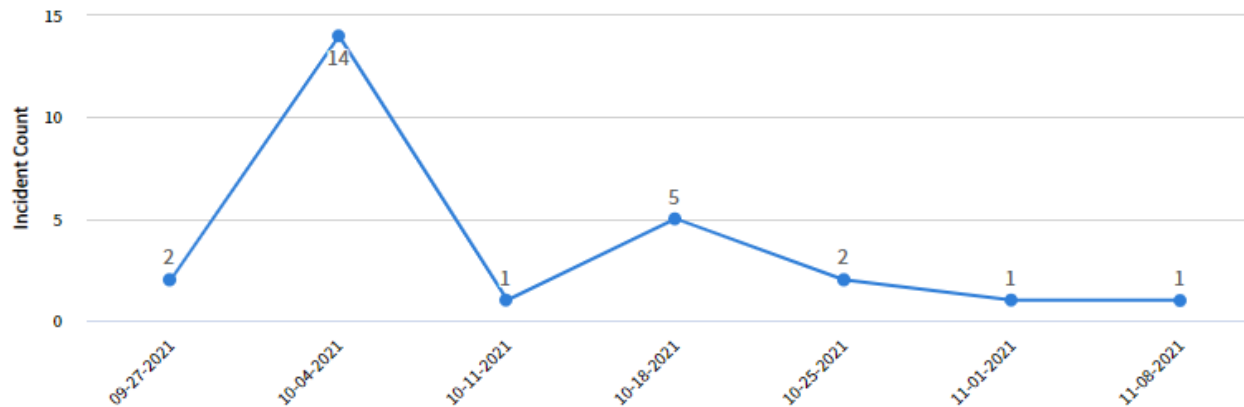


Figure 1.2-3 – BenefitsCal ServiceNow Incidents Resolved

### 1.2.2 Problems

Problems represent issues that can have a many-to-one relationship with incidents and require a data or code change to resolve.

BenefitsCal ServiceNow Problems Created

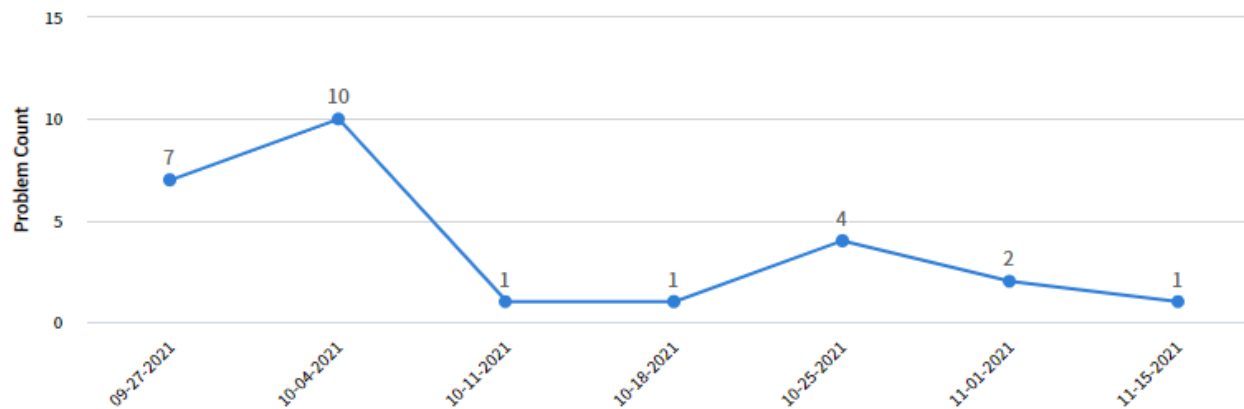


Figure 1.2-4 – BenefitsCal ServiceNow Problems Created

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BenefitsCal ServiceNow Problems Resolved

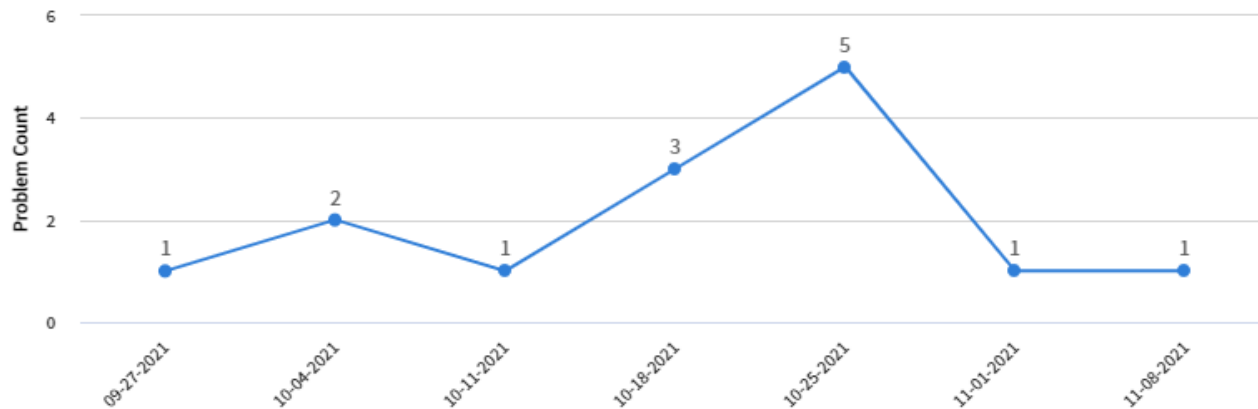


Figure 1.2-5 – BenefitsCal ServiceNow Problems Resolved

### 1.2.3 Aging

ServiceNow ticket aging is represented within the table below. Age is calculated by measuring the time on which the ticket is assigned to the project Tier 3 team and the time on which the ticket is resolved.

Aging report for Open Benefits Cal Incidents

State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	Count
In Progress		1	0	1	0	0	2
On Hold		0	1	3	8	1	13
Resolved		0	0	0	1	0	1
Closed		0	0	2	19	4	25
Count		1	1	6	28	5	41

Figure 1.2-6 – BenefitsCal ServiceNow Incidents by State and Age

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### 1.3 Production Defects

The Production defect chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production.

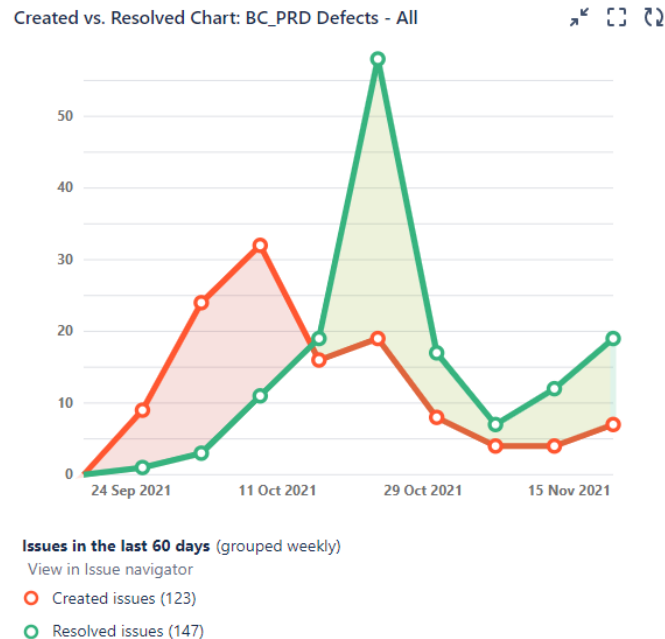


Figure 1.3-1 – Production Defects Backlog Weekly Trend

### 1.4 Release Schedule Production Defect Fix

The table below reflects the number of defects planned for resolution for each M&O release.

Severity	2.0.1	2.1	To Schedule	Total
2-Normal/Medium	3	0	9	12
3-Normal/Low	17	10	20	47
4-Cosmetic	2	1	0	3
Total	22	11	29	62

Table 1.4-1 – Production Defect Fix – Release Schedule

## 4.0 Application Development

### 1.5 Release Management

This section outlines the scope of defect fixes included in each release deployed in this reporting period.

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The release notes can be located here:

<https://calacesorg.sharepoint.com/:f:/r/sites/MigWebPortal/System%20Changes/Release%20Communications/BenefitsCal%20Releases?csf=1&web=1&e=4Wg9Vk>

Also, available within CalSAWS.org here:

<https://www.calsaws.org/system-updates>