

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

**Reporting Period: December 13, 2021 to
December 19, 2021**

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

Weekly Status Report, December 22, 2021

Period: December 13, 2021 to December 19, 2021

Table of Contents




| | | |
|-------|--|---|
| 1.0 | Executive Summary | 3 |
| 2.0 | Project Management | 3 |
| 2.1 | Project Deliverables Summary | 3 |
| 3.0 | Maintenance and Operations..... | 4 |
| 3.1 | Helpdesk Metrics | 4 |
| 3.1.1 | Incidents | 4 |
| 3.1.2 | Problems | 5 |
| 3.1.3 | Aging | 6 |
| 3.2 | Production Defects | 6 |
| 3.3 | Release Schedule Production Defect Fix | 7 |
| 4.0 | Application Development | 7 |
| 4.1 | Release Management..... | 7 |

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1.0 Executive Summary

| Topic | Status | Highlights |
|--------------|---|--|
| Availability |  | No unplanned outages. |
| Defects |  | There are 22 active Production defects, 17 of which will be resolved by Release 2.1. |
| Incidents |  | 21 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

2.1 Project Deliverables Summary

| ID | Deliverable or Work Product | Draft | Final |
|----------|-------------------------------------|----------|----------|
| WP 25 | DDED: M&O Monthly Report | 12/02/21 | 12/16/21 |
| WP 25 | Monthly M&O Report – January 2022 | 02/09/22 | 02/22/22 |
| WP 25.01 | Monthly M&O Report – February 2022 | 03/07/22 | 03/17/22 |
| WP 25.02 | Monthly M&O Report – March 2022 | 04/07/22 | 04/19/22 |
| WP 25.03 | Monthly M&O Report – April 2022 | 05/09/22 | 05/19/22 |
| WP 25.04 | Monthly M&O Report – May 2022 | 06/07/22 | 06/17/22 |
| WP 25.05 | Monthly M&O Report – June 2022 | 07/07/22 | 07/19/22 |
| WP 25.06 | Monthly M&O Report – July 2022 | 08/08/22 | 08/18/22 |
| WP 25.07 | Monthly M&O Report – August 2022 | 09/07/22 | 09/19/22 |
| WP 25.08 | Monthly M&O Report – September 2022 | 10/07/22 | 10/19/22 |
| WP 25.09 | Monthly M&O Report – October 2022 | 11/07/22 | 11/18/22 |
| WP 25.10 | Monthly M&O Report – November 2022 | 12/07/22 | 12/19/22 |
| WP 25.11 | Monthly M&O Report – December 2022 | 01/09/23 | 01/19/23 |

Table 2.1-1 – Overall Summary of Deliverable Status

3.0 Maintenance and Operations

3.1 Helpdesk Metrics

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

3.1.1 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.

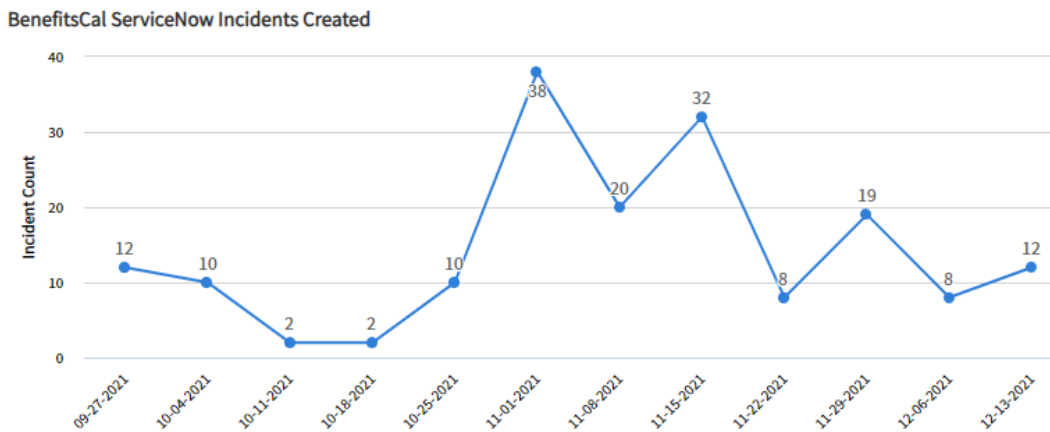


Figure 3.1.1-1 – BenefitsCal ServiceNow Incidents Created

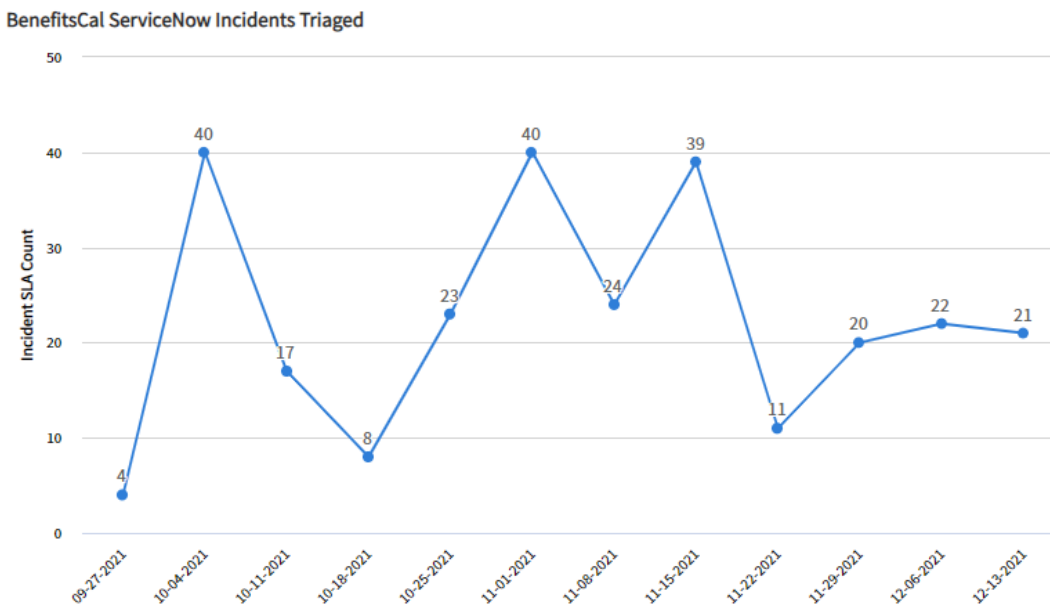


Figure 3.1.1-2 - BenefitsCal ServiceNow Incidents Triaged

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

Weekly Status Report, December 22, 2021

Period: December 13, 2021 to December 19, 2021

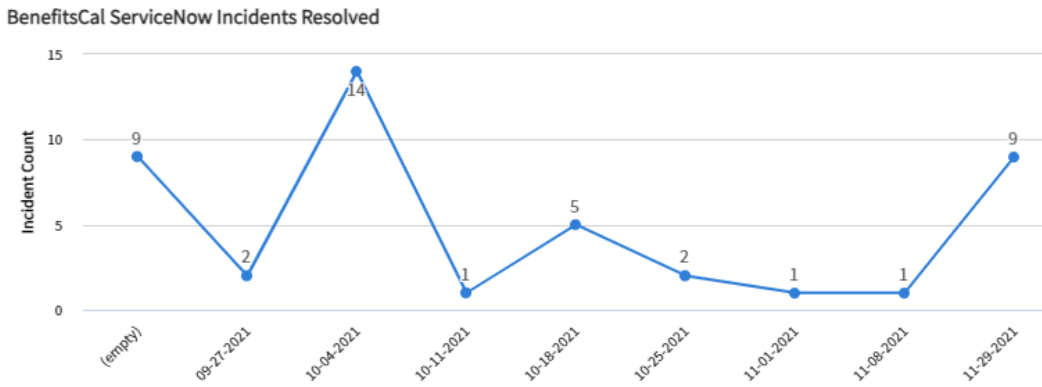


Figure 3.1.1-3 – BenefitsCal ServiceNow Incidents Resolved

3.1.2 Problems

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

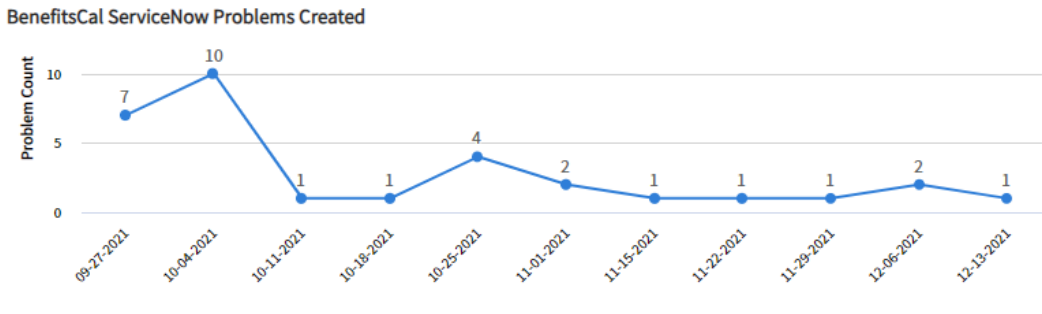


Figure 3.1.2-4 – BenefitsCal ServiceNow Problems Created

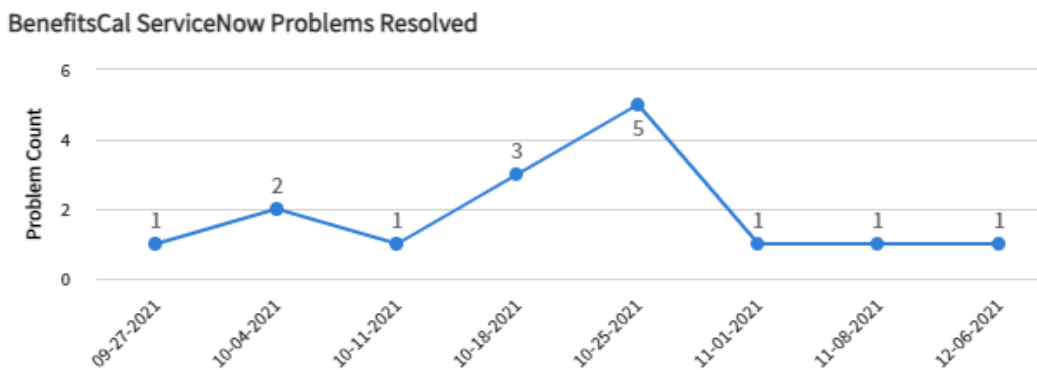


Figure 3.1.2-5 – BenefitsCal ServiceNow Problems Resolved

Note: Requested additional information from the ServiceNow admins to correct the date issues on reports, tracking CSPM-41685.

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

Weekly Status Report, December 22, 2021

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3.1.3 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 BenefitsCal Incidents

| State | Aging Category | (empty) | 1-5 Days | 6-10 Days | 11-15 Days | 16-30 Days | 30-60 Days | 60-180 Days | Count |
|--------------|----------------|----------|----------|-----------|------------|------------|------------|-------------|-----------|
| New | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| In Progress | | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 3 |
| On Hold | | 0 | 2 | 4 | 2 | 2 | 14 | 1 | 25 |
| Closed | | 0 | 0 | 0 | 2 | 19 | 5 | 0 | 26 |
| Count | | 2 | 4 | 4 | 4 | 21 | 19 | 1 | 55 |

Figure 3.1.3-6 – BenefitsCal ServiceNow Incidents by State and Age

3.2 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.

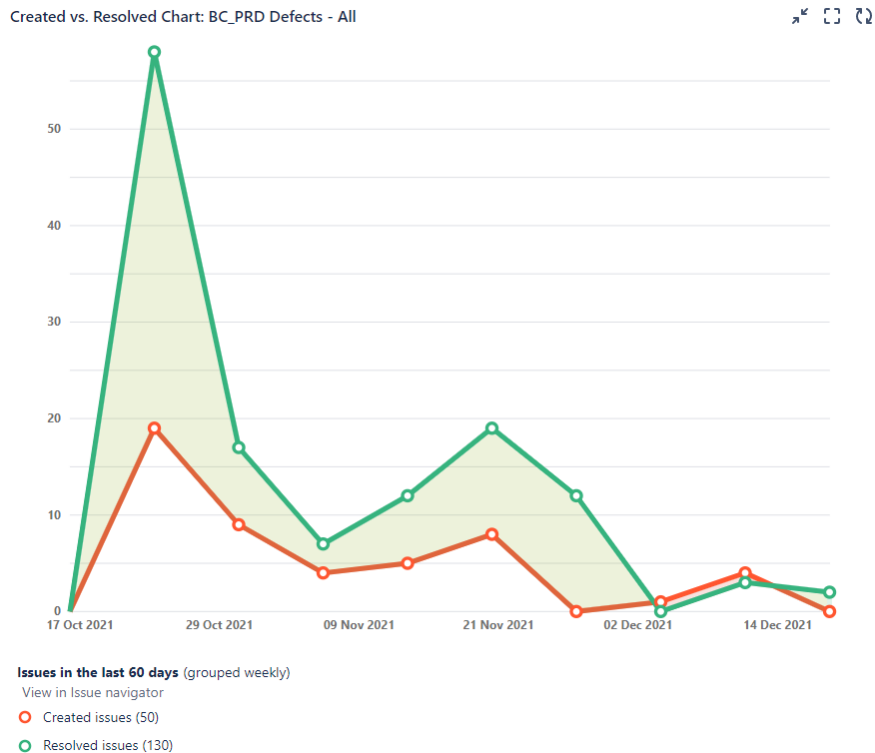


Figure 3.2-1 – Production Defects Backlog Weekly Trend

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Weekly Status Report, December 22, 2021

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3.3 Release Schedule Production Defect Fix

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

| Severity | 2.1 | To Schedule | Total |
|-----------------|-----|-------------|-------|
| 2-Normal/Medium | 4 | 0 | 4 |
| 3-Normal/Low | 15 | 2 | 17 |
| 4-Cosmetic | 1 | 0 | 1 |
| <i>Total</i> | 20 | 2 | 22 |

Table 3.3-1 – Production Defect Fix – Release Schedule

4.0 Application Development

4.1 Release Management

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

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>