CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: November 8, 2021 to November 14, 2021

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1.0 Project Management

1.1 Highlights of the Reporting Period

- Addressed comments for FDEL 02.14 Monthly Status Report – October 2021.
- Addressed comments for FDEL 01.14 Work Plan Updates – October 2021.
- Addressed comments for FWP M&O Workplan.
- Addressed comments for DWP CX Monthly Report – October 2021.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design.

- Provided support and triaged the User Acceptance Test (UAT) and Independent Test defects for Release 2.0.
- Addressed comments received for the General System Design (GSD) Release 3.0 Draft Deliverable (DDEL).

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- Address comments received for the Release 3.0 GSD DDEL.
- Conduct a design session for the Release 3.0 Income Reporting Threshold (IRT) Application Programing Interface (API) Specification with the Portal/Mobile Workgroup and State Partners on 11/16/21.
- Conduct discovery research for the Release 4.0 requirements.

2.1.3 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 11/08/21.
- Prepared materials for and presented at the Self-Service Portal Committee Meeting on 11/09/21.
- Conducted text analysis of the Always-on Survey responses from 11/04/21 to 11/10/21.
- Prepared CX Measurement slides for the Joint Powers Authority (JPA) and Project Steering Committee (PSC) meetings occurring the week of 11/15/21.
- Started on the synthesis of the Round - 5.1 usability testing observations to prepare findings report the week of 11/15/21.

2.1.4 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 11/22/21.
- Conduct ad-hoc research with an estimated three (3) customers to troubleshoot any BenefitsCal issues that may arise during the week of 11/15/21.
- Conduct moderated usability research with an estimated two (2) customers by 11/19/21.
- Prepare materials for and facilitate UCD Monthly Meeting on 11/18/21.
- Prepare for and facilitate a follow-up meeting with the Advocate Co-Leads to discuss the Co-Leads role on 11/16/21.
- Collaborate with the Functional Team to draft a Round 5.1 Usability Findings Report by 11/19/21.

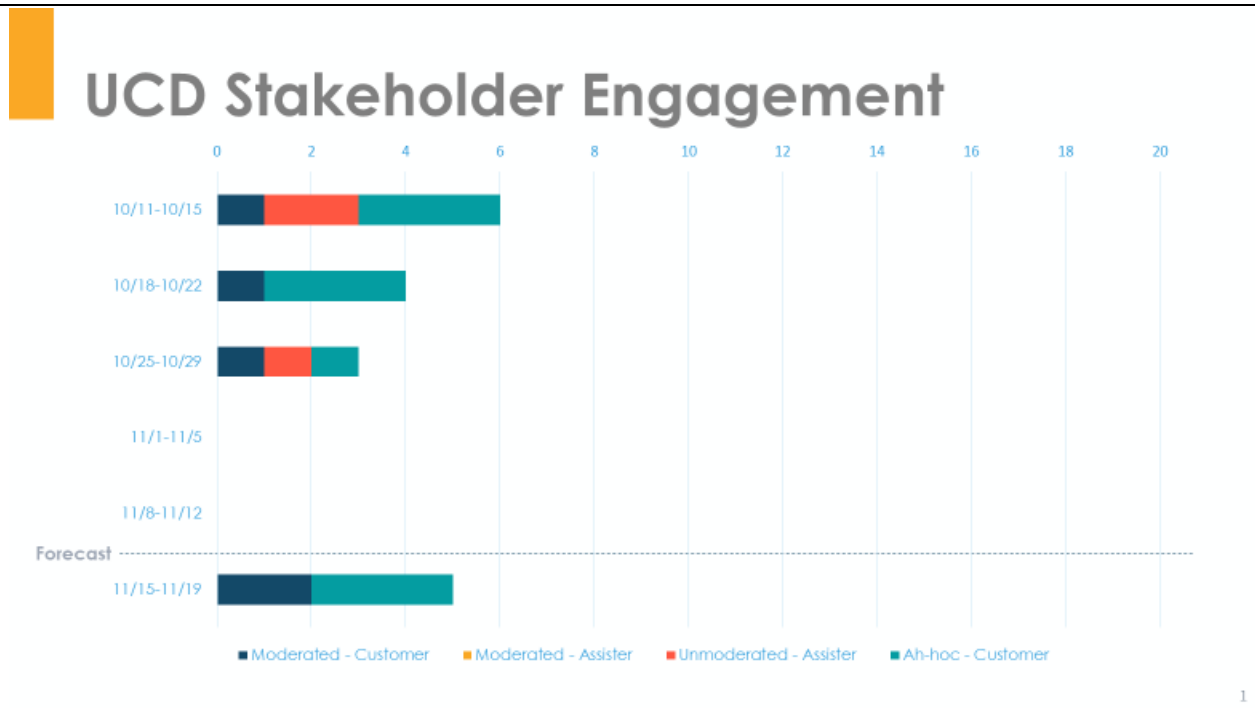


Figure 2.1-1– UCD Stakeholder Engagement

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.	Complete
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 2.1-2 – Data Requests for CX Measurement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

- **For Release 1.2:** Planned production defect resolution as per the patch build scoping.
- **For Release 2.0**:
  - Provided System Test and UAT support and delivered.
  - Delivered seven (7) enhancements.

2.2.2 Activities for the Next Reporting Period – Development

- Support Release 1.2 Go-Live and any production findings.
- Provide Release 2.0 UAT support.
- Provide pre-Go Live support for Release 2.0.

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- Conducted daily Partner Testing status calls to provide updates on the pending partner items and defects.
- **Release 2.0:**
  - Re-executed six (6) functional test cases.
  - Re-executed 80 non-functional test cases:
    - **Cross-Browser:** 92 of 92 executed (92 passed).
    - **Cross-Device:** 92 of 92 executed (92 passed).
    - **ADA:** 42 of 42 executed (42 passed).
    - **Multi-Lingual:** 220 of 220 executed (220 passed).

System Test Release 2.0

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

Figure 2.3-1 – System Test Partner Defects, Release 2.0

BenefitsCal Tracking ID	Summary	Partner	Partner Defect ID	Status	Latest Update
Release 2.0					
BCUAT-4122	The offices returned for LA County and GA/GR combination are incorrect.	CalSAWS	CA-236547	Open	11/10/21: The issues with the Special files in CalSAWS need to be fixed by LA Go-Live.

Figure 2.3-2 – System Test Partner Defects, Release 2.0

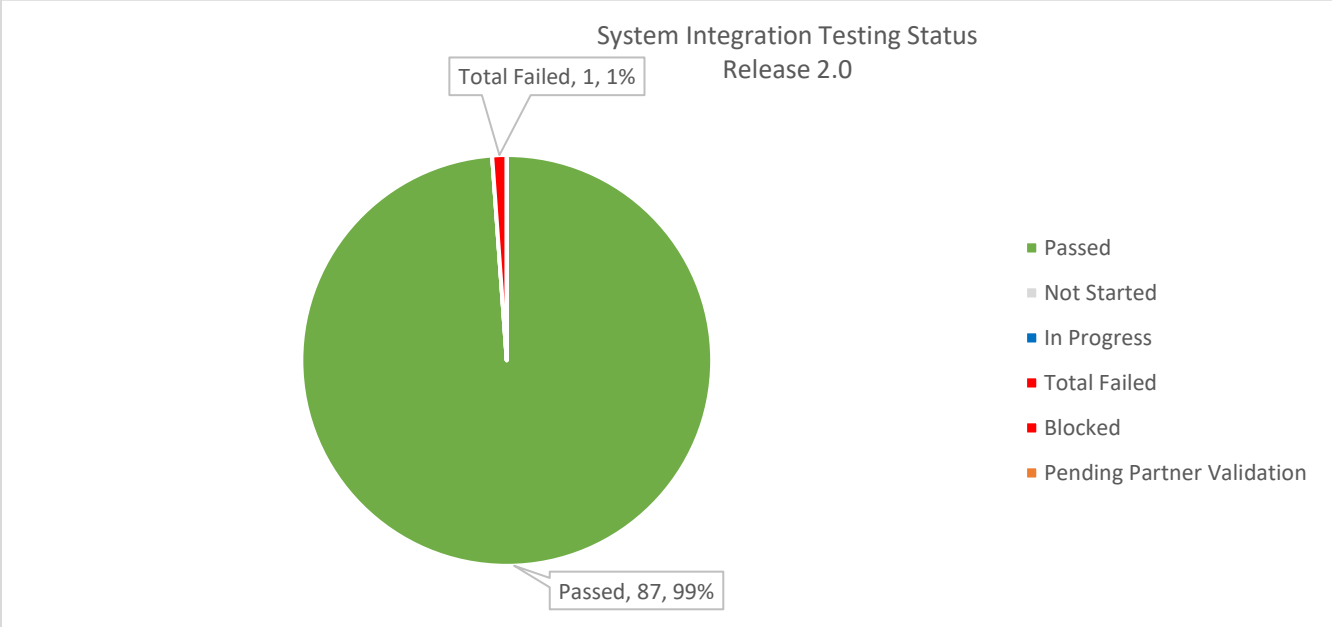


Figure 2.3-3 – System Test Execution Status: Release 2.0

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	**90%**	**90%**	**88 Test Cases**
Actual (+/- from previous week)	**99%**	**99%**	**88 Test Cases Executed**
System Test Complete Date: 11/05/21			

Figure 2.3-4 – Pass Rate: Release 2.0

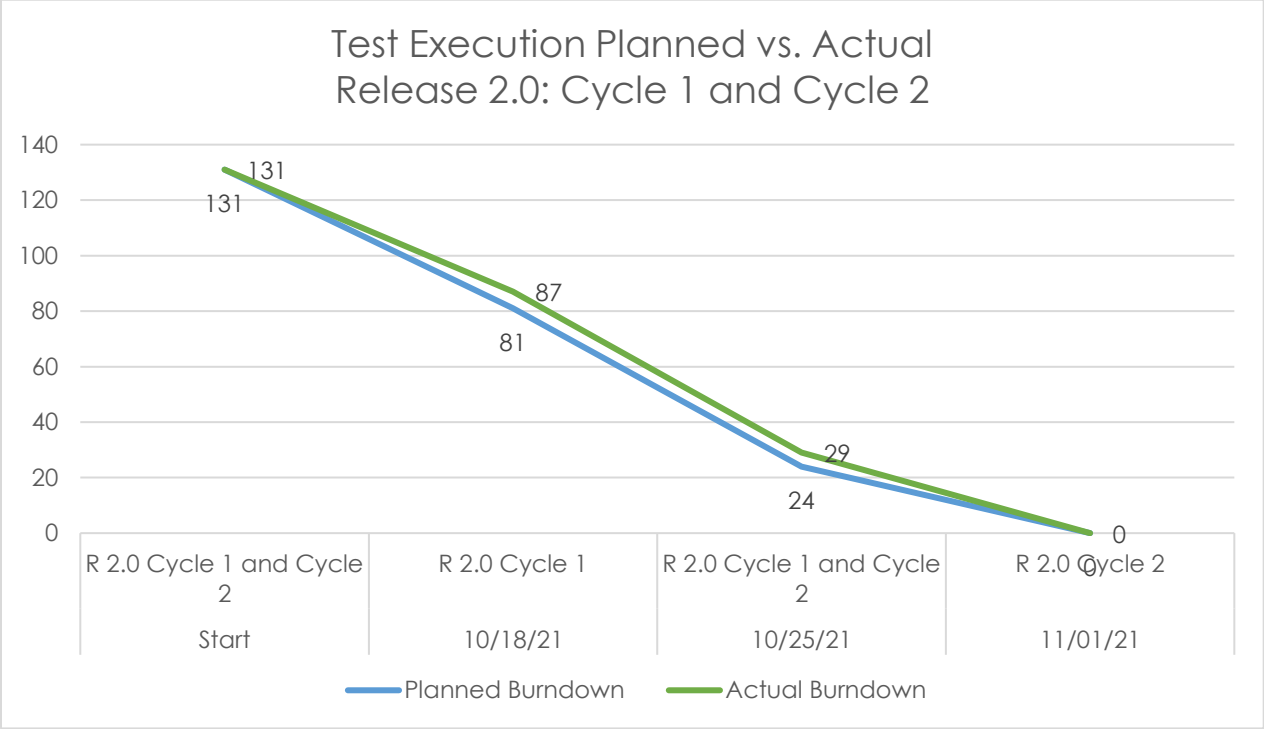


Figure 2.3-5 – Execution Burndown Chart: Release 2.0

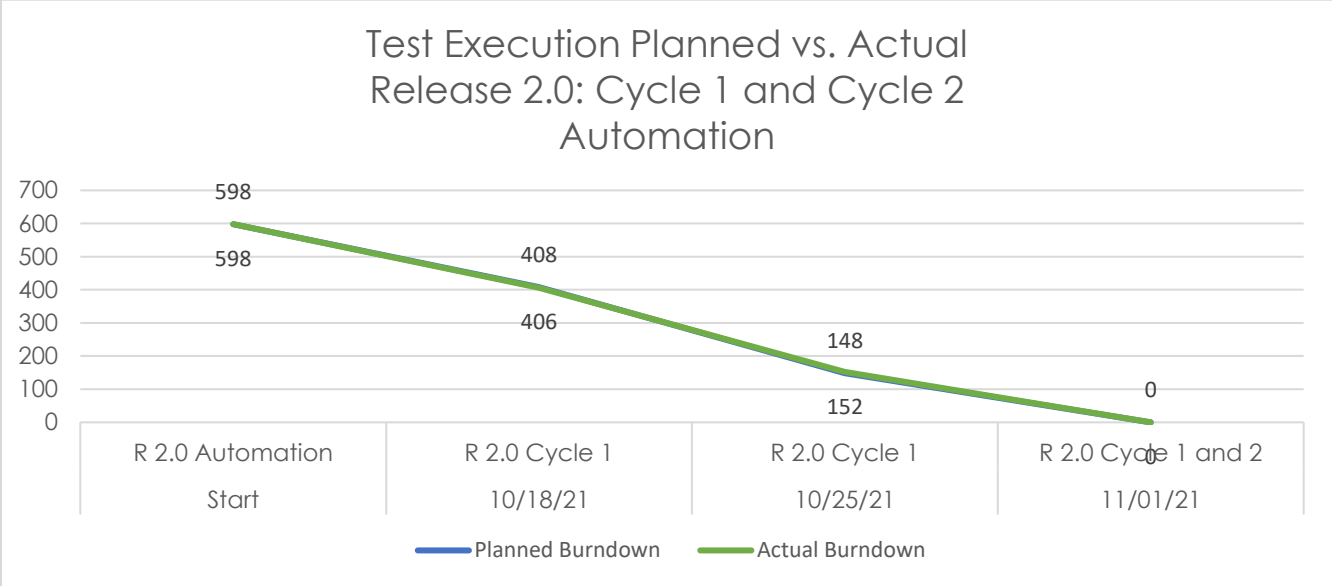


Figure 2.3-6 – Execution Burndown Chart Non-Functional: Release 2.0

2.3.2 Activities for the Next Reporting Period – System Test Execution

- Prepare for code freeze for Release 2.0.
- Conduct dry runs for Medical Renewal pre-populations.
- Conduct smoke and regression testing across environments.
- Update the automation scripts for Multi-Language and Cross-Device.

2.4 User Acceptance Test (UAT) Planning

2.4.1 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.

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

- Support UAT, State Partners, and Independent testing for Release 2.0 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

- Executed additional Isolated performance testing for Release 2.0 on 11/11/21.

3.2 Activities for the Next Reporting Period – Performance Test

- Conduct additional isolated performance testing for Release 2.0, scheduled for the week of 11/15/11.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
Cycle 6	11/03/21	11/17/21	Release 2.0	4 of 4 test cases written	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

- Met with the Deloitte CalWIN leads on 11/09/21 and 11/10/21 to discuss a preliminary conversion activity timeline and begin planning for the upcoming MyBCW/CalWIN conversion.
- Updated the Your Benefits Now (YBN) Community Based Organizations (CBO) user conversion list based upon results from the test load, updating formatting issues such as spaces or unaccepted characters, creating the final listing which was provided to the ForgeRock team on 11/10/21.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- Determine a conversion date for the YBN CBO Final User Load with the ForgeRock team.

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

- Met with the BenefitsCal DevOps team on 11/09/21 to review the Amazon Web Services (AWS) Single Sign-On (SSO) Roles Permissions Mapping document and provide them with instruction for which permissions to create for which roles.

- Participated in a meeting with the Consortium Business and ForgeRock Teams 11/10/21 to discuss an unintended use case for staff conversion and potential solutions. This resulted in the ForgeRock team taking the problem back with a follow-up on a solution to occur in a meeting next week.
- 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 11/12/21.

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

- Uploaded translations and captions for the Periodic Reporting, Disaster CalFresh, CalFresh Recertification, and Medi-Cal renewal YouTube videos.

5.2 Activities for the Next Reporting Period

- Create a how-to video providing a walkthrough of the AWS Pinpoint instance to send customer communications in the future.

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

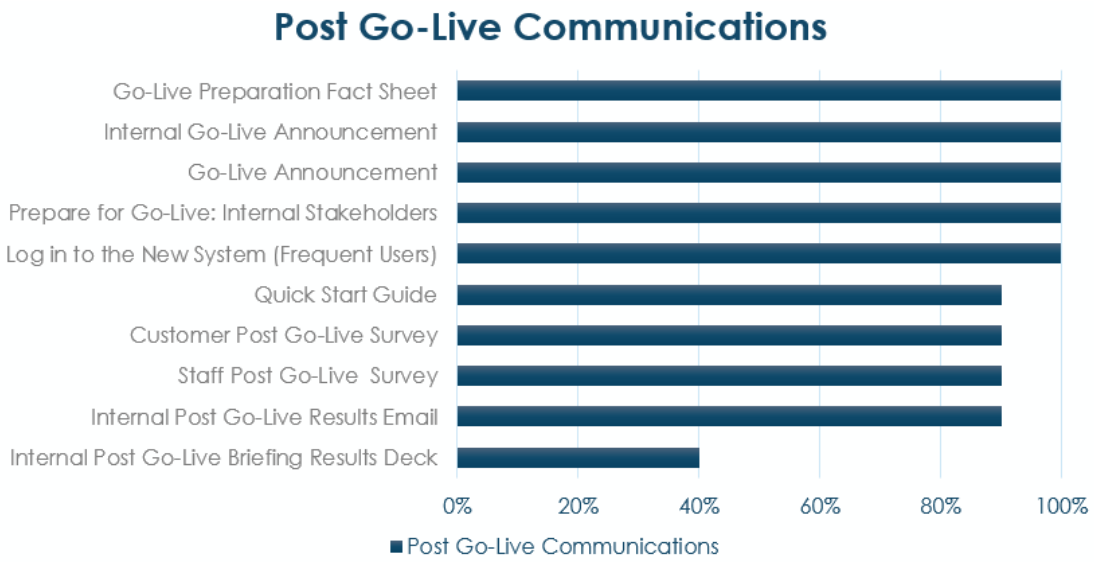


Figure 5.2-1 – Communications: Post Go-Live

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

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 Appendices

6.1 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 Implémentation 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 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
1.15	Work Plan Monthly Updates	On-track	12/03/21 FDEL Submission
2.15	Monthly Status Reports	On-track	12/03/21 FDEL Submission

DEL #	Deliverable Name	Status	Next Deadline
05.03	General System Design – Release 3.0	On-track	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
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 6.1-2 – Upcoming Deliverable Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
	CX Monthly Report	On-track	11/19/21 FWP Submission

Table 6.1-3 – 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 Agreement (SLAs)**	09/27/21	10/25/21	11/03/21

Table 6.1-4 – Upcoming Work Product Deadlines

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Severity	Date Logged
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
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 6.2-1 – Project Risks and Issues

CRFI/CIT/CalSAWS CR Communications Information

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

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 6.2-2 – 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 6.2-3 – CRFIs

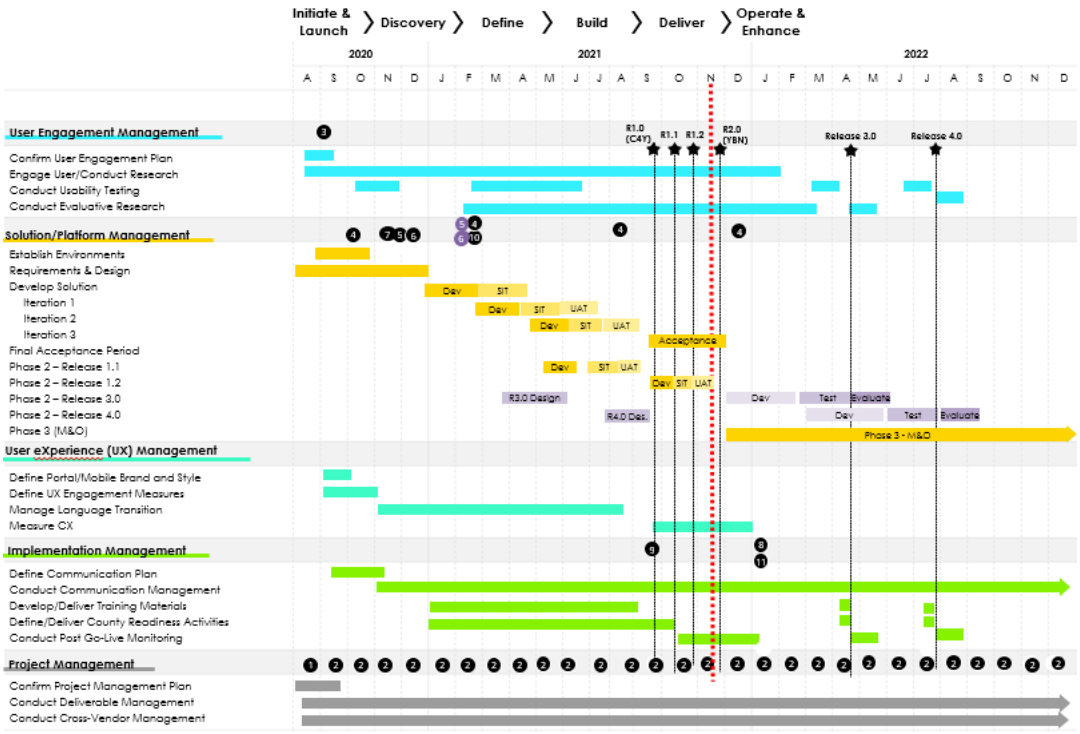
The following table outlines CalSAWS Change Request sent for the reporting period.

CR ID	To	Subject	Date Created	Status	Date Needed by
		None			

Table 6.2-4 – CalSAWS CR

6.3 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-40742	Define process for Consortium validation of language translations	Sharon Teramura	11/12/21
CSPM-40568	Contact LA County to schedule a meeting with advocates re: rescheduled implementation of BenefitsCal	June Hutchison	11/03/21