



# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: November 22, 2021 to  
November 28, 2021**

# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 1, 2021

Period: November 22, 2021 to November 28, 2021

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## **1.0 Project Management**

### **1.1 Highlights of the Reporting Period**

- ▶ Addressed comments received for the following Work Products:
  - Customer Experience (CX) Monthly Report – October 2021 Draft Work Product (DWP).
  - Service Level Agreements (SLA) Final Work Product (FWP).
- ▶ Submitted the following Work Products:
  - CX Monthly Report – October 2021 FWP on 11/22/21.
  - SLA FWP on 11/29/21.

## **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).
- ▶ Reviewed the comments received from the Advocates for the Release 3.0 Design with the Consortium and State Partners on 11/23/21.

#### **2.1.2 Activities for the Next Reporting Period – Requirements and Design**

- ▶ Address comments received for the Release 3.0 GSD DDEL in preparation for the FDEL submission on 12/01/21.
- ▶ Finalize the Release 4.0 design plan.
- ▶ Support the Release 2.0 Production maintenance activities.

#### **2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)**

- ▶ No updates for the previous period.

#### **2.1.4 Activities for the Next Reporting Period – UCD**

- ▶ No planned UCD activities for the next week.

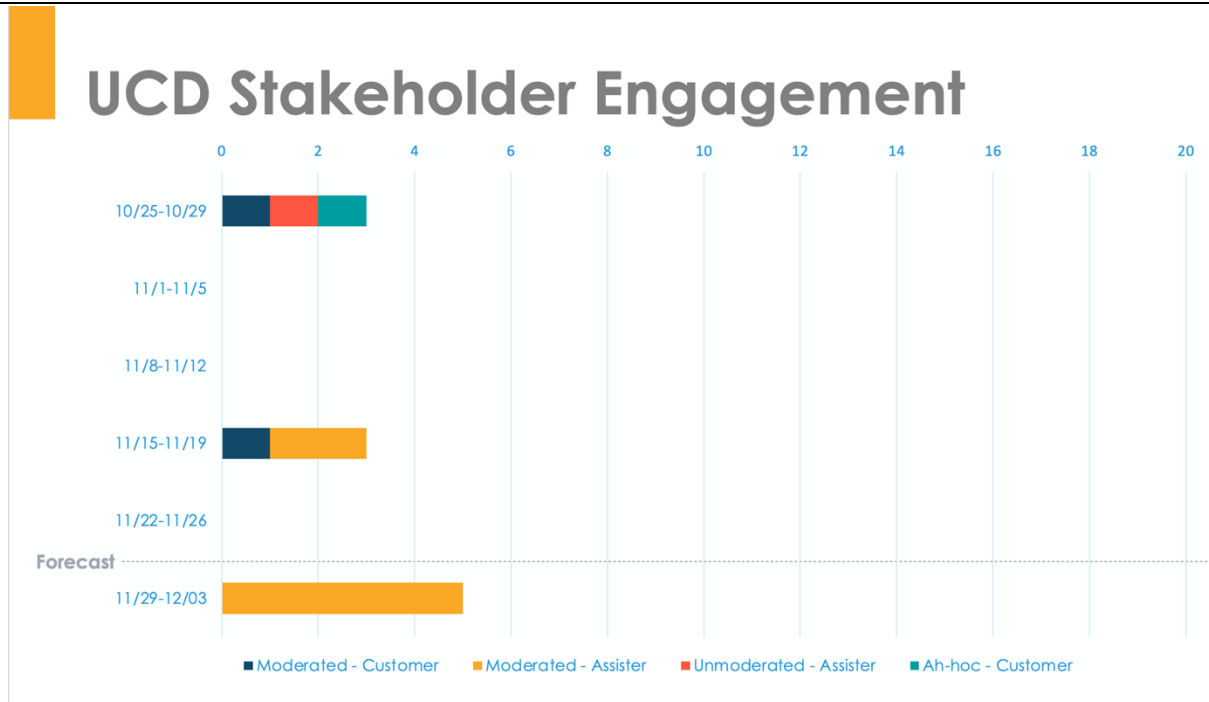


Figure 2.1-1 – UCD Stakeholder Engagement

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 2.0:**
  - Provided System Test and UAT support.
  - Provided post go-live support for Release 2.0.

### 2.2.2 Activities for the Next Reporting Period – Development

- ▶ Provide production support for Release 2.0.
- ▶ Begin predevelopment activities for Release 3.0.

## 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:**
  - As part of an enhanced smoke test, identified some pre-population related issues in the system which have been fixed, tested, and moved to Production as part of an emergency build.
  - 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

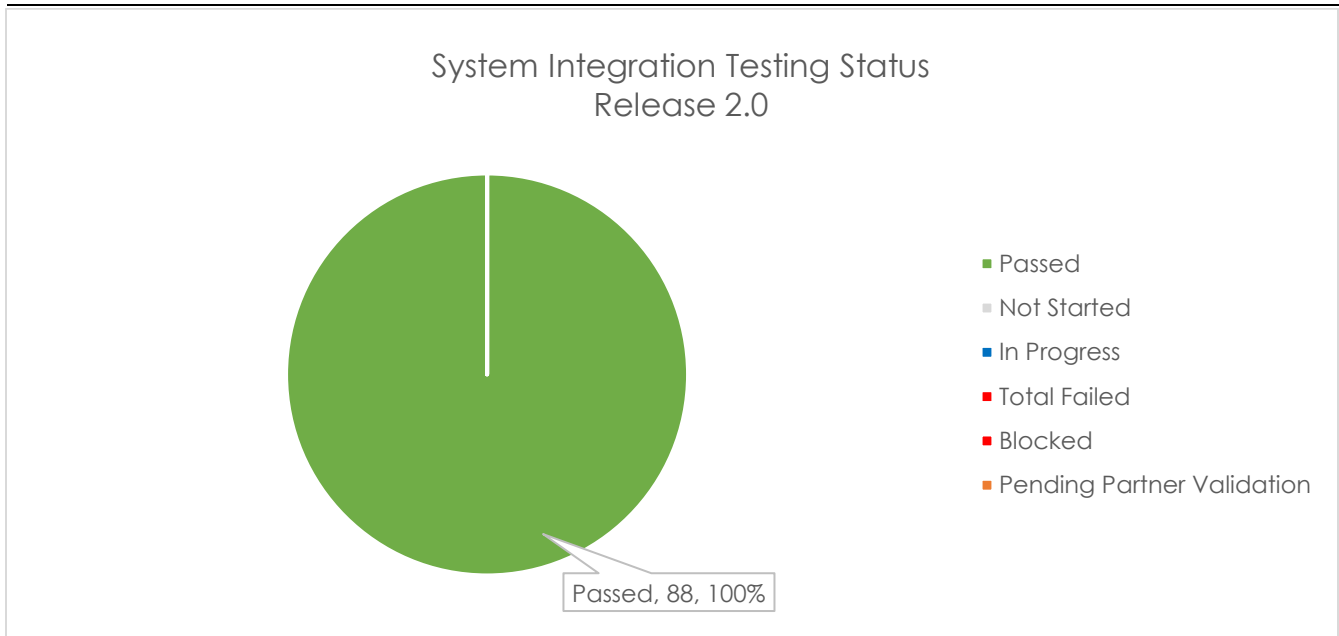
Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	0	0	0	<b>0</b>
CalSAWS	0	0	0	0	<b>0</b>
FIS	0	0	0	0	<b>0</b>
BenefitsCal	0	0	0	0	<b>0</b>
<b>TOTAL</b>	0	0	0	0	<b>0</b> <i>(-1 from last week)</i>

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

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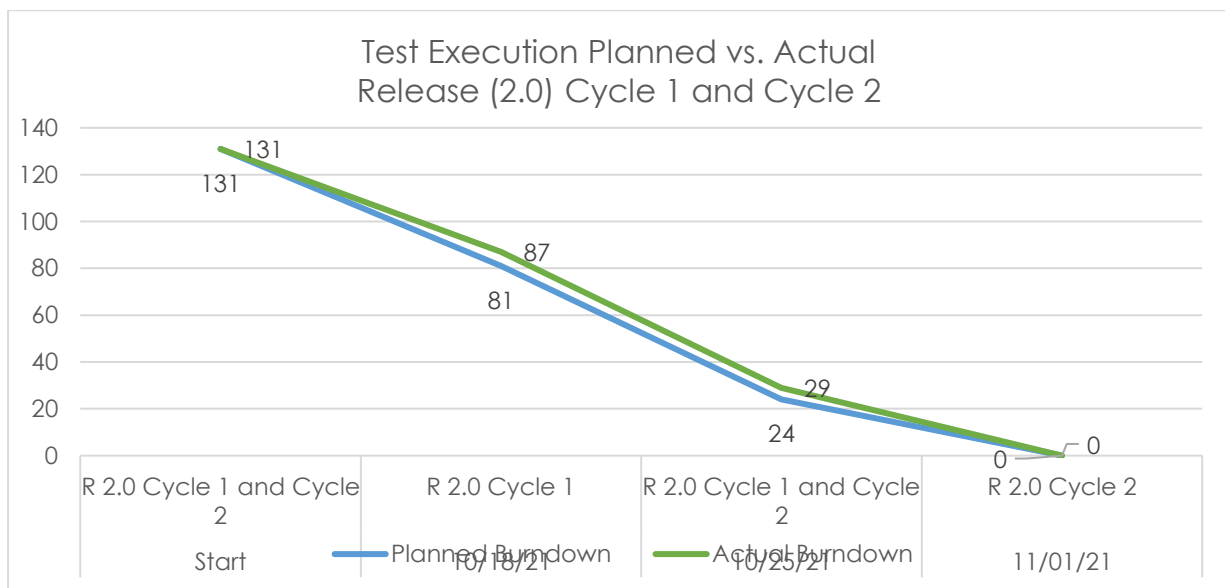
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**Figure 2.3-2 – System Test Execution Status: Release 2.0**

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned</b> (+/- from previous week)	<b>90%</b>	<b>90%</b>	<b>88 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>100%</b>	<b>100%</b>	<b>88 Test Cases Executed</b>
<i>System Test Complete Date: 11/05/21</i>			

**Figure 2.3-3 – Pass Rate: Release 2.0**



**Figure 2.3-4 – Execution Burndown Chart: Release 2.0**

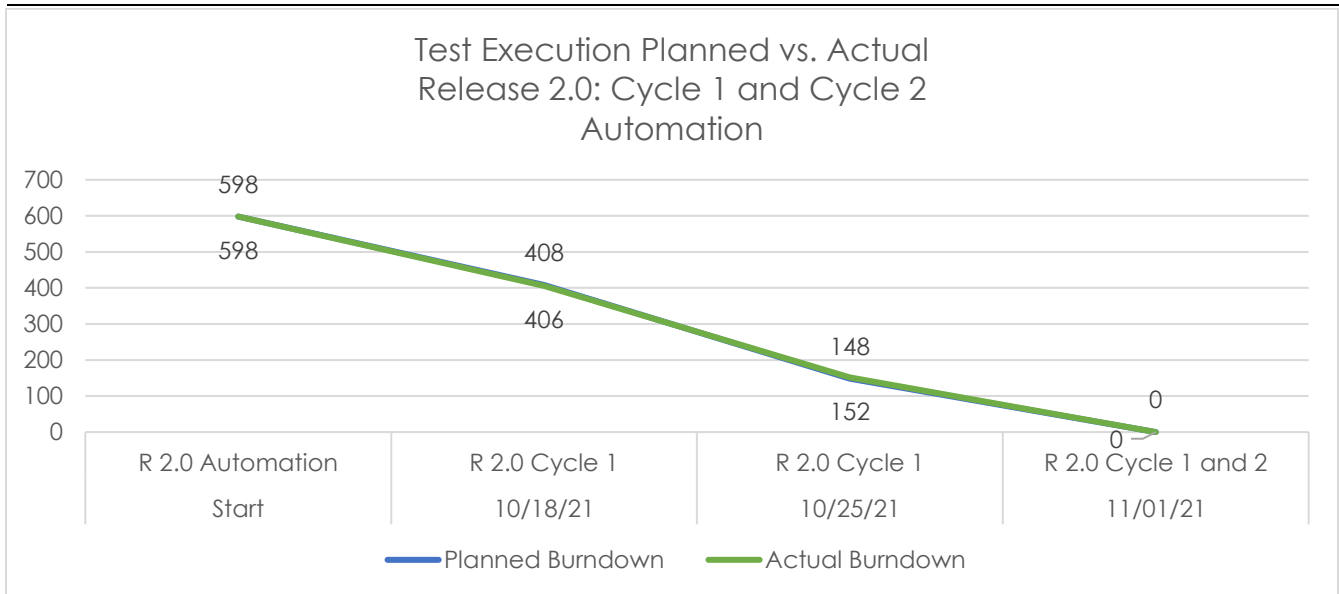


Figure 2.3-5 – Execution Burndown Chart Non-Functional: Release 2.0

### 2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Continue to conduct multi-language automation fixes and cross device regression in preparation for Release 3.0.
- ▶ Review the design documents for Release 3.0 test preparation.
- ▶ Continue to conduct automated smoke and regression testing across environments.

## 2.4 User Acceptance Test (UAT) Planning

### 2.4.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ No activity this week.

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

- ▶ No new updates.

## 3.0 Performance Test

### 3.1 Highlights of the Reporting Period – Performance Test

- ▶ Executed additional isolated performance testing for Release 2.0 on 11/18/21 and 11/19/21.

### 3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Begin evaluation of performance testing scenarios for Release 3.0.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
Cycle 7	02/07/22	03/04/22	Release 3.0	TBD	0% 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**

- ▶ Worked with the ForgeRock and MyBCW teams to determine password hash compatibility. Identified that MyBCW system uses SHA-1 for password hash and is compatible with ForgeRock.

#### **4.1.2 Activities for the Next Reporting Period – User Conversion Testing**

- ▶ Update the CalWIN User Conversion Plan draft based upon feedback received from the Consortium.

### **4.2 Security**

#### **4.2.1 Highlights of the Reporting Period – Security**

- ▶ Finalized the templates for the Security Metrics Reporting to be used in the upcoming M&O Monthly reports.
- ▶ 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 11/26/21.

#### **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 Consortium Security Team to implement the Amazon Web Services (AWS) Single Sign-On (SSO) Permission Sets specific to BenefitsCal.

## **5.0 Communications**

### **5.1 Highlights of the Reporting Period**

- ▶ No planned activities for this period.

### **5.2 Activities for the Next Reporting Period**

- ▶ No planned activities for this period.



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## 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 Implementation Complete Report	09/30/20	10/12/20	01/04/22	01/26/22	02/04/22

**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
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

**Table 6.1-2 – Upcoming Deliverable Deadlines**

#### Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24	CX Monthly Report – Oct 2021	On-track	12/01/21 FWP Approval
24.01	CX Monthly Report – Nov 2021	On-track	12/03/21 DWP Submission

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WP #	Work Product Name	Status	Next Deadline
25	Monthly M&O Report – January 2022	On-track	12/02/21 DDED Submission 02/09/21 DWP Submission

**Table 6.1-3 – Upcoming Work Product Deadlines**

### Work Product Status by Submission

ID	Work Product Name	Complete		Coming Soon
		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
24	CX Monthly Report – Oct 2021	11/05/21	11/22/21	12/01/21
25	Monthly M&O Report – January 2022	02/09/22	02/22/22	03/01/22

**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	The CalSAWS Consortium is responsible for the testing and	Open	Low	Low	08/16/21

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ID	Title	Details	Status	Impact	Severity	Date Logged
	Testing and Updates may not complete timely	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.				

**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**

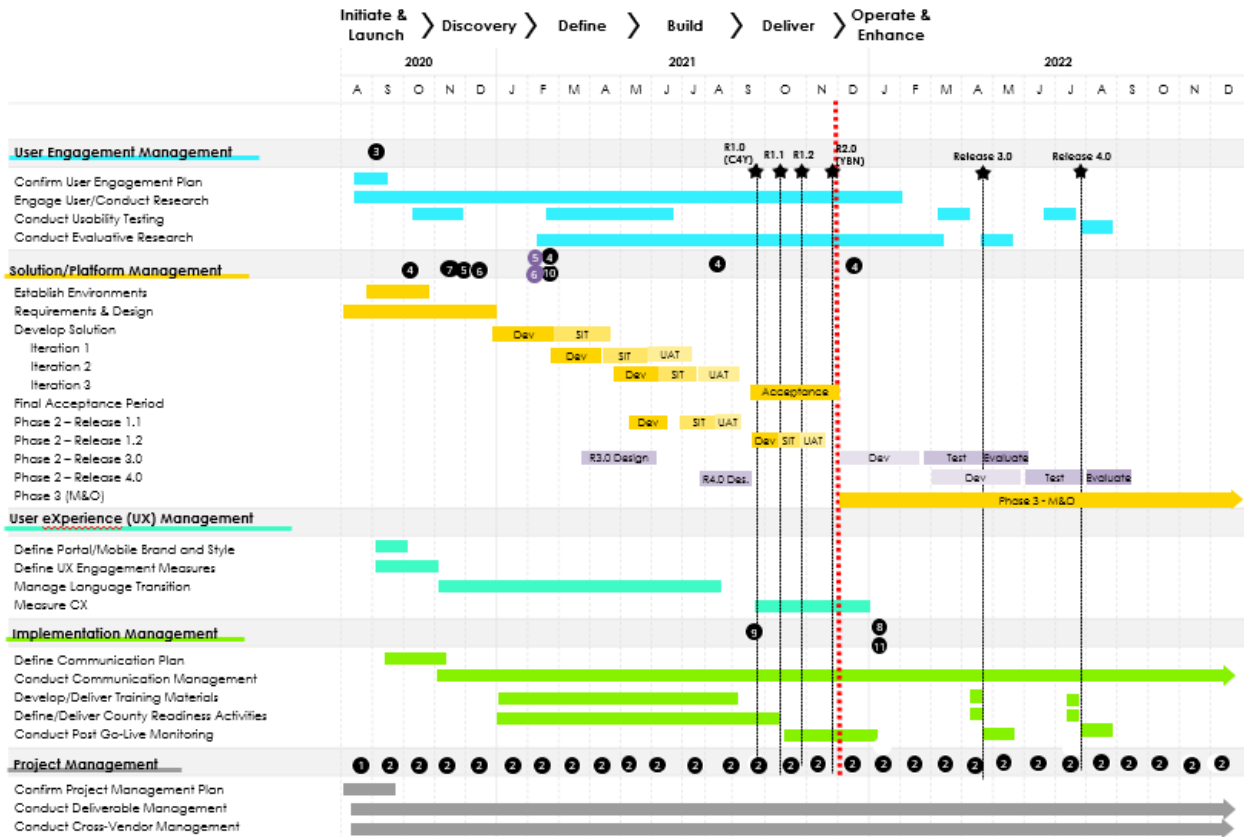
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## 6.3 Appendix C – Project Work Plan Reports

### 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 the process for Consortium validation of language translations.	Sharon Teramura	11/12/21