CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: November 29, 2021 to December 05, 2021

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1.0 Project Management

1.1 Highlights of the Reporting Period

► Submitted the following Deliverables:
  o 05.03 General Systems Design Release 3.0 Final Deliverable (FDEL) on 12/01/21.
  o 01.15 Work Plan Monthly Updates November 2021 (FDEL) on 12/03/21.
  o 02.15 Monthly Status Reports – November 2021 (FDEL) on 12/03/21.
► Addressed comments received for the following Work Products:
  o Service Level Agreements (SLA) Final Work Product (FWP).
  o M&O Work Plan (FWP).
► Submitted the following Work Products:
  o M&O Monthly Report Draft Work Product Expectation Document (DWPED) on 12/02/21.
  o CX Monthly Report – November 2021 DWP on 12/03/21.
  o 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.

► Supported production maintenance activities.
► Addressed comments received for the General System Design (GSD) Release 3.0 Final Deliverable (FDEL).
► Planned for the Release 3.0 translations activities.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

► Address comments received for the Release 3.0 GSD FDEL in preparation for final approval on 12/10/21.
► Finalize the Release 4.0 design plan.
► Conduct discovery research for Release 4.0 requirements.

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

► Submitted the November Customer Experience (CX) Monthly Report Draft Work Product (DWP) on 12/03/21.

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 12/06/21.
► Finalize the Release 4.0 Discovery research focus group guide by 12/08/21.
► Schedule customers and county staff for Release 4.0 Discovery research focus groups starting the week or 12/06/21.
► Prepare the UCD Monthly Meeting materials for review by Consortium Leadership by 12/10/21.
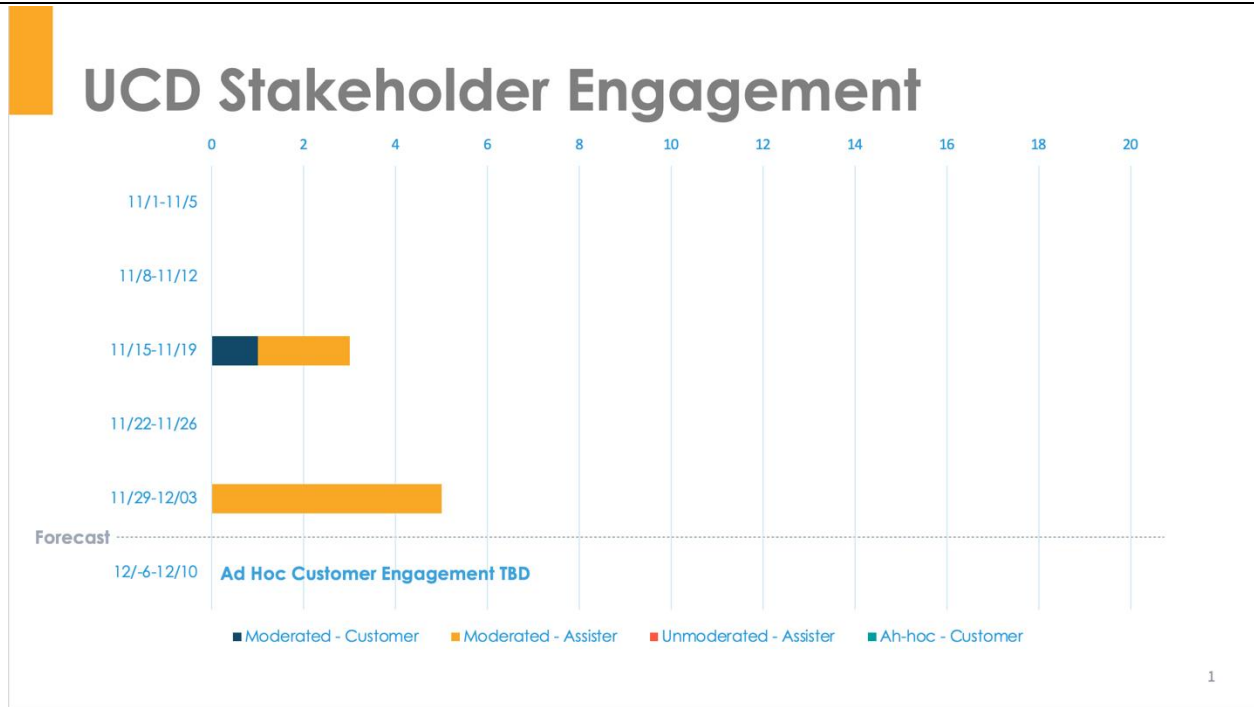
Figure 2.1-1 – UCD Stakeholder Engagement

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 2.0**:
- o   Provided postproduction support for Release 2.0.
- o   Resolved the Maintenance and Operations (M&O) defects for Release 2.0.x weekly and Release 2.1.0_0.0.x monthly builds.
- o   Started the Release 3.0 predevelopment activities.

2.2.2 Activities for the Next Reporting Period – Development
► Provide production support for Release 2.0.
► Begin Release 3.0 widget development.

2.3   System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution
► Conducted a Partner Testing status call on 11/30/21 to provide updates on the pending partner enhancements and defects.
► Provided testing support for the M&O priority Release 2.0.1 defects and enhancements.
► Conducted a release plan walkthrough for Release 3.0 and Release 4.0 with the User Acceptance Test (UAT) and QA teams on 12/02/21 to explain the QA, UAT and Consortium testing time frames.

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.
► Conduct a Partner Testing Status call on 12/07/21 to provide updates on the pending partner items.

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
► Discussed the strategy and approach (with Partners) for the Hyland Imaging specific performance testing.

3.2 Activities for the Next Reporting Period – Performance Test

► Update the Apply for Benefits (AFB), Redeterminations, and Document upload scripts and plan the next set of performance tests with L.A. County volume/Business Metrics.
► Begin evaluation of the performance testing scenarios for Release 3.0.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
Cycle 7	11/29/21	12/23/21	Hyland Imaging	Script updates in progress	0% Executed
Cycle 8	01/03/22	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

► Collaborated with the ForgeRock and MyBCW teams on 12/02/21 to determine password hash compatibility to facilitate user password conversion and identified that the 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

► 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 12/03/21.
► Met with the ForgeRock team on 12/02/21 to determine if updates were needed to the Legacy Login Flow for MyBCW users in the upcoming MyBCW User Conversion. This resulted in the ForgeRock team taking a query back for the vendor with an update estimated in two (2) weeks' time.
► Drafted an updated roles matrix for database users to appropriately map permissions and user roles for the BenefitsCal database.

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 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.

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

Table 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
1.16	Work Plan Monthly Updates	On-track	01/05/22 FDEL Submission
2.16	Monthly Status Reports	On-track	01/05/22 FDEL Submission
8	Portal Implementation Complete Report & Final Acceptance	On-track	01/26/22 FDEL Submission
11	Mobile App Implementation Complete Report	On-track	01/26/22 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

DEL #	Deliverable Name	Status	Next Deadline
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
24.01	CX Monthly Report – Nov 2021	On-track	12/15/21 FWP Submission
24.02	CX Monthly Report – Dec 2021	On-track	01/18/21 FWP Submission
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

		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
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 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.

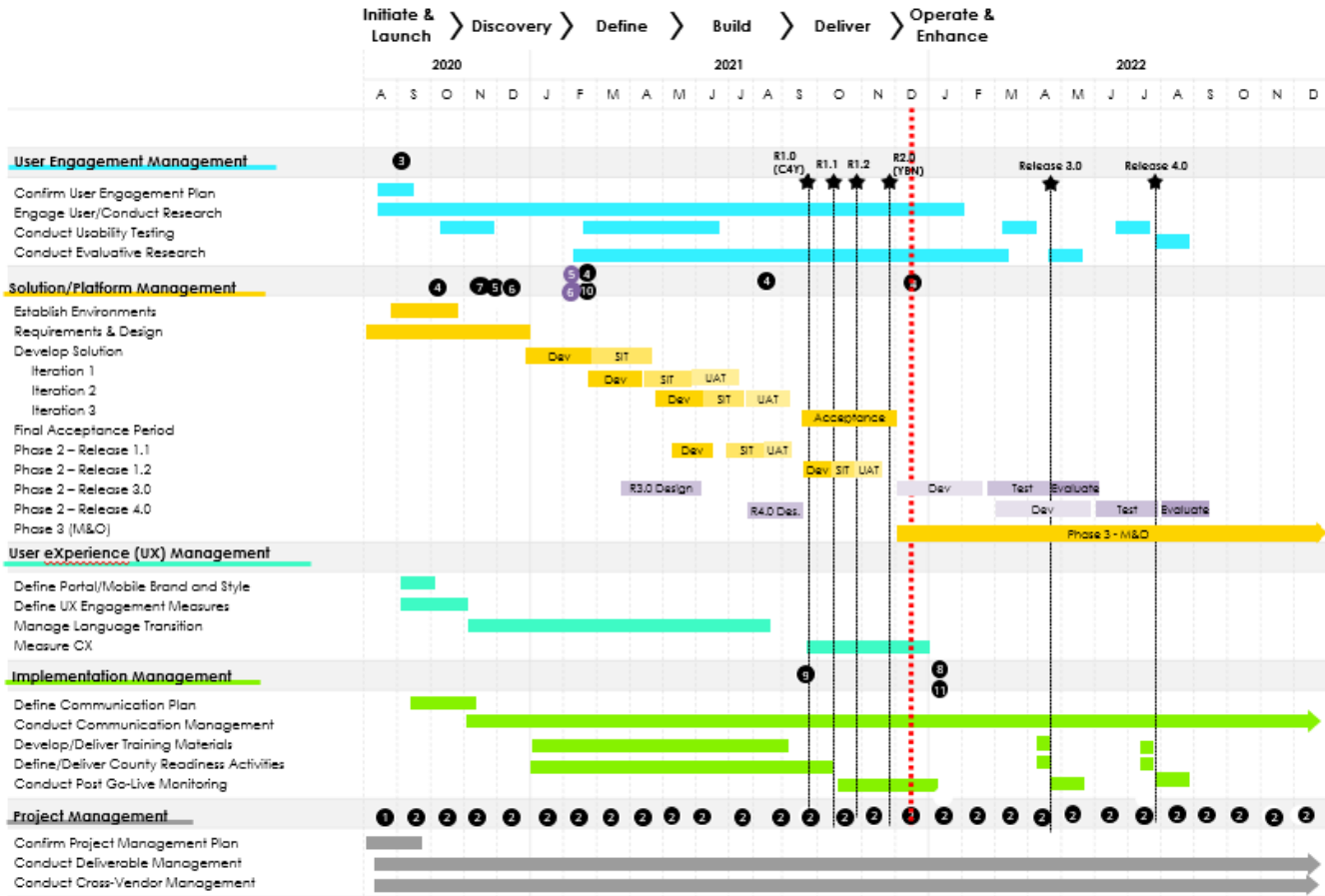| CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
	None				

Table 6.2-3 – CRFIs

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