CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: December 06, 2021 to December 12, 2021

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1.0   Project Management

1.1   Highlights of the Reporting Period

► Addressed Comments on 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 the comments received for the following Work Products:
  o Service Level Agreements (SLA) Final Work Product (FWP).
  o Maintenance and Operations (M&O) Work Plan FWP.
  o M&O Monthly Report Draft Work Product Expectation Document (DWPED).
  o Customer Experience (CX) Monthly Report – November 2021 DWP.

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).
► Finalized the Release 4.0 design plan.
► Planned for the Release 4.0 Requirement Clarification sessions.
► Conducted functional discovery research of the Release 4.0 requirements.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

► Continue to conduct functional discovery of the Release 4.0 requirements.
► Conduct a presentation overview of the Release 4.0 requirements with the CalSAWS and Consortium Workgroup on 12/13/21.
► Conduct a Release 4.0 Requirement Clarification session on 12/14/21 for the Two-Way Messaging, Voice, and Reports requirements with the Consortium, CalSAWS, State Partners, Q&A, IV&V, and the PortalMobile Workgroup.
► Conduct a Release 4.0 Requirement Clarification session on 12/14/21 for the Able-Bodied Adult Without Dependents (ABAWD) requirements with the Consortium, CalSAWS, State Partners, Q&A, IV&V, and the PortalMobile Workgroup.
► Conduct Release 4.0 Requirement Clarification session on 12/15/21 for the General Relief Opportunities for WORK (GROW) requirements with the Consortium, CalSAWS, State Partners, Q&A, IV&V, and the PortalMobile Workgroup.
► Conduct Release 4.0 Requirement Clarification session on 12/16/21 for the CalWORKs 2.0 Support Request requirements with the Consortium, CalSAWS, State Partners, Q&A, IV&V, CWDA and the PortalMobile Workgroup.
► Conduct Release 4.0 Requirement Clarification session on 12/17/21 for the Community Based Organization (CBO) Access requirements with the Consortium, CalSAWS, State Partners, Q&A, IV&V, and the PortalMobile Workgroup.

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

► Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 12/06/21.
► Finalized the Release 4.0 Discovery Research focus group guide related to the CalWORKs 2.0 requirements on 12/08/21.
► Facilitated one (1) Release 4.0 Discovery focus group with county staff on 12/10/21.
► Scheduled customers and county staff for Release 4.0 Discovery Research CalWORKs 2.0 focus groups 12/06/21 to 12/17/21.
► Prepared the UCD Monthly Meeting materials for review by the Consortium Leadership by 12/13/21.

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 12/13/21.
► Begin recruitment for customers and county staff for Release 4.0 Discovery Research related to the GROW the week of 01/03/21.
► Facilitate the UCD Monthly meeting on 12/15/21.
► Facilitate three (3) focus groups with customers and county staff during the week of 12/13/21.
► Respond to comments received for the CX Monthly Report Draft Work Product (DWP) and submit the CX Monthly Report Final Work Product (FWP) during the week of 12/13/21.

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

► Provided production support for Release 2.0.
► Resolved the Maintenance and Operations (M&O) defects for Release 2.0.x weekly and Release 2.1.0_0.0.x monthly builds.
► Started Release 3.0 development.
► Two (2) widgets delayed:
  o   Cause: Multi-language translations were not made available from the vendor.
  o   Impact:
  o   Resolution Plan:

2.2.2 Activities for the Next Reporting Period – Development

► Provide production support for Release 2.0.
► Develop three (3) widgets out of which two (2) widgets are from the 12/10/21 week spillover.
► Create Selenium scripts for the multi-language related Unit Testing (UT) and later for the System Test execution phase.
► Explore options to support additional languages, including Arabic, Hindi, Japanese, and Punjabi, for multi-lingual PDF rendering.

2.2.3 Burndown

Development: Release 3.0

	12/04/21	12/11/21	12/18/21	12/25/21	01/01/22	01/08/22	01/15/22	01/22/22	01/29/22	02/05/22	02/12/22	02/19/22	02/26/22	03/05/22	03/12/22	03/19/22	03/26/22	04/02/22
Planned	36	32	31	31	31	25	25	22	18	17	14	10	0	0	0	0	0	0
Actual	36	34																
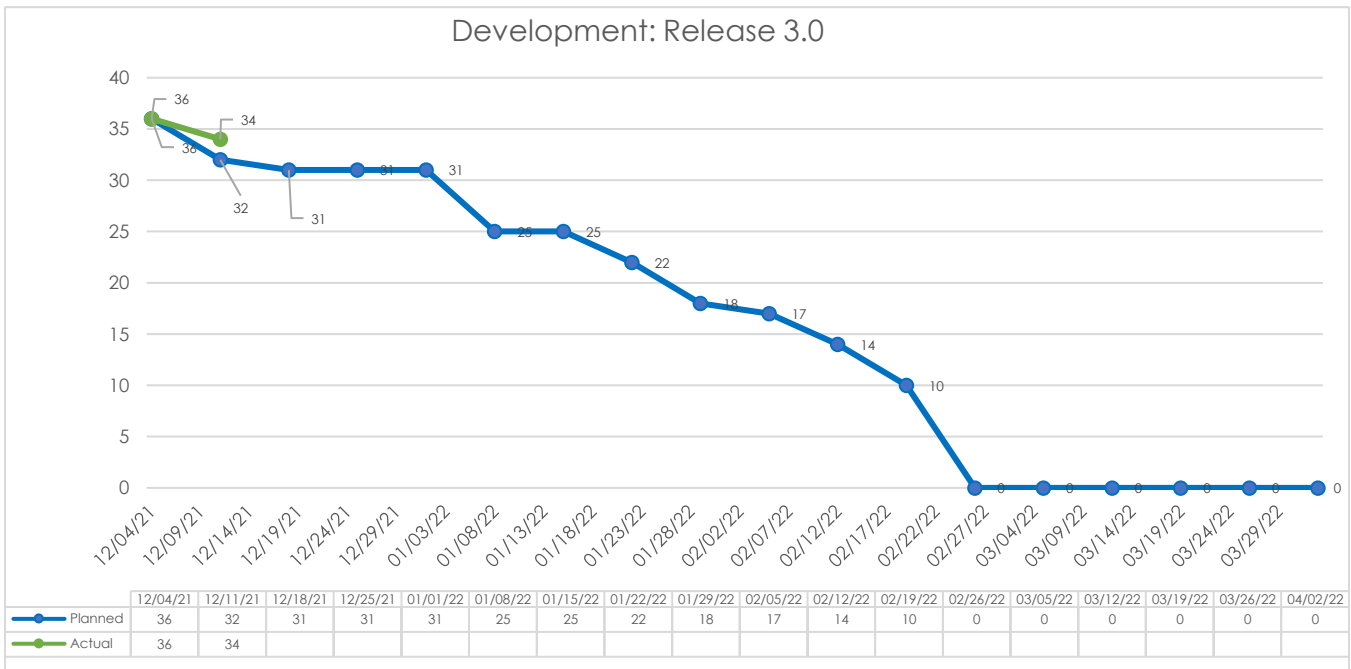
Figure 2.2-1 – Development: Release 3.0 Burndown

2.3   System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

► Conducted a Partner Testing status call on 12/07/21 to provide updates on the pending partner enhancements and defects.

► Provided testing support for the M&O priority Release 2.0.2 defects and enhancements.
► Prepared a test case design plan for Release 3.0 System Test.

Figure 2.3-1 – Test Case Design Burndown Chart Functional: Release 2.0
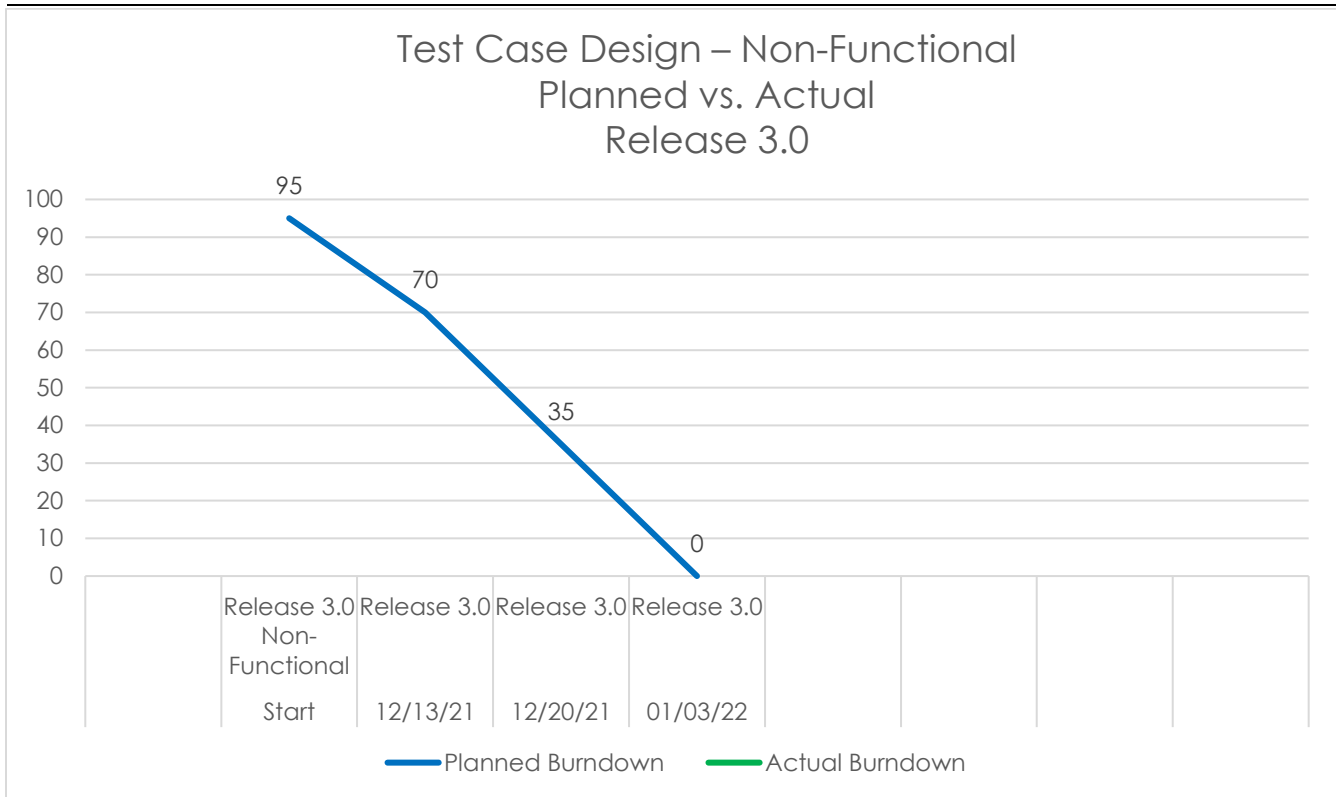
Figure 2.3-2 – Test Case Design Burndown Chart Non-Functional: Release 2.0

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.
► Conduct a Partner Testing Status call on 12/14/21 to provide updates on the pending partner items.

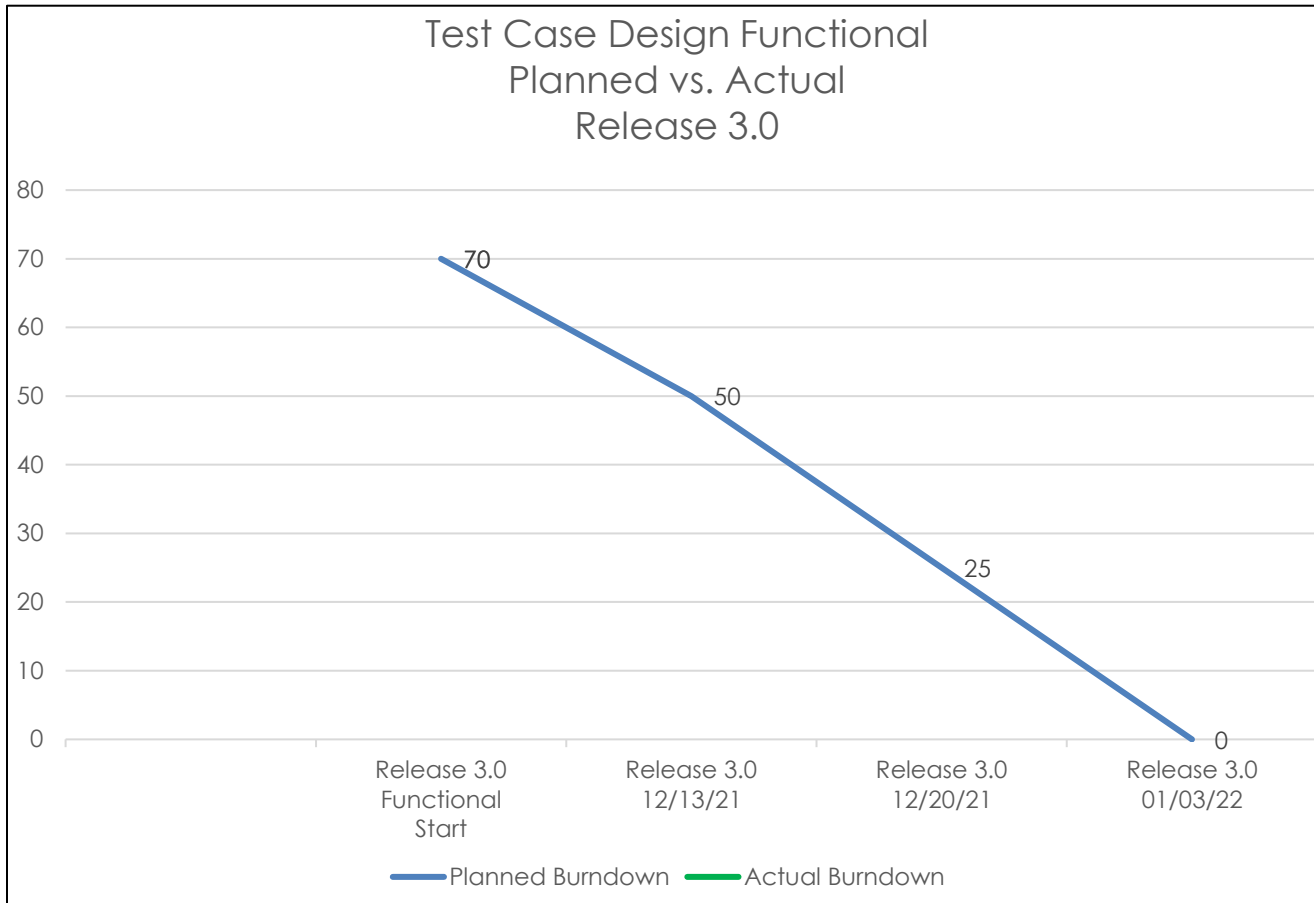## 2.4 User Acceptance Test (UAT) Planning

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

► Completed the changes to the scripts for the Hyland Imaging-specific scenarios. The Document Upload test script has seven (7) scenario types with the following compositions and volume distribution to be tested:
  o 500 KB PDF – 30%
  o 500 KB JPEG – 30%
  o 1 MB PDF – 15%

- o   1 MB PNG – 15%
- o   2 MB PNG – 5%
- o   4 MB JPEG – 3%
- o   8 MB JPEG – 2%

3.2   Activities for the Next Reporting Period – Performance Test

► Obtain confirmation from Hyland and other partners on the integrated test plan, expected next week.
► 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	6 new scripts were developed. 100% completed.	0% Executed
Cycle 8	01/24/22	03/04/22	Release 3.0	Scope and scenarios: TBD Scripting timelines: 01/24/21 – 02/18/21.	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

► No activity this week.

4.1.2   Activities for the Next Reporting Period – User Conversion Testing

► Monitor the need to convert customer users for the upcoming CalWIN conversion.

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 12/10/21.
► Finalized the Deloitte user list for Amazon Web Service (AWS) Single Sign-On (SSO) access and permissions which will be passed to the Consortium Tech Security Team for provisioning and updating.

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 AWS 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
8.1	Implement. Complete Report & Final Acceptance – LA County	N/A	N/A	04/20/22	05/11/22	05/20/22
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
11.1	Mobile App Implementation Complete Report – LA County	N/A	N/A	04/20/22	05/11/22	05/20/22

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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 15, 2021
Period: December 06, 2021 to December 12, 2021

DEL #	Deliverable Name	Status	Next Deadline
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
24.02	CX Monthly Report – Nov 2021	On-track	12/15/21 FWP Submission
24.03	CX Monthly Report – Dec 2021	On-track	01/05/21 DWP Submission 01/18/21 FWP Submission
25	Monthly M&O Report – Work Product Expectation Document	On-track	12/02/21 DWPED Submitted 12/15/21 FWPED 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
24.02	**CX Monthly Report – November 2021**	12/03/21	12/15/21	12/22/21
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.

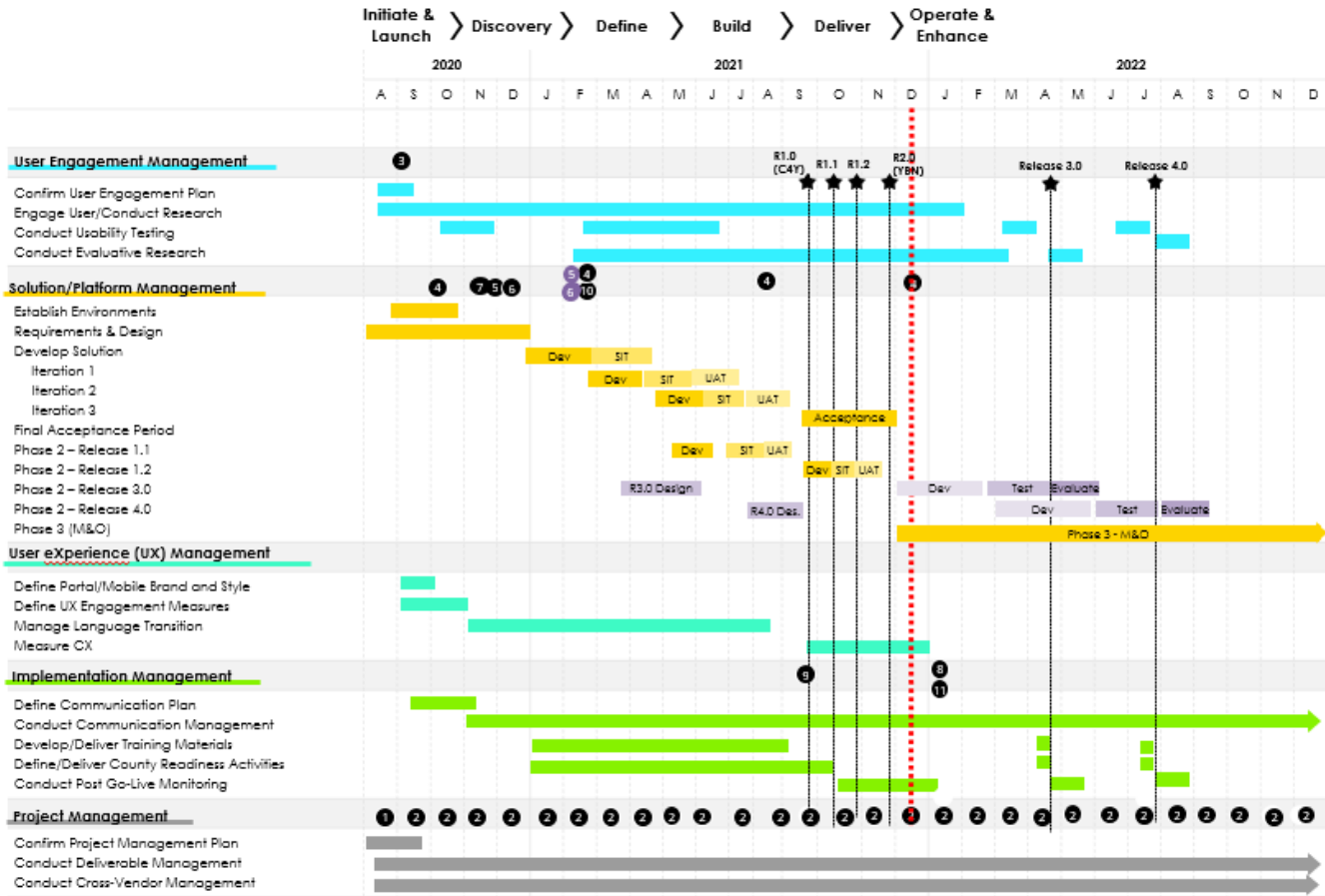| CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
	None				

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