

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

**Reporting Period: January 10, 2022 to  
January 16, 2022**

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

Weekly Status Report, January 19, 2022

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## 1.0 Executive Summary

Topic	Status	Highlights
Availability		No unplanned outages.
Defects		There are 88 active Production defects, 76 of which will be resolved by Release 2.1.
Incidents		Sixteen (16) 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 25.00	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**

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## 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.

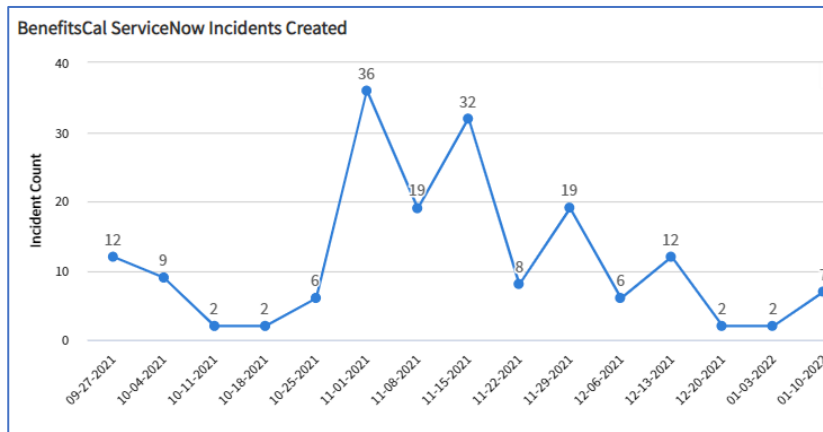


Figure 3.1.1-1 – BenefitsCal ServiceNow Incidents Created

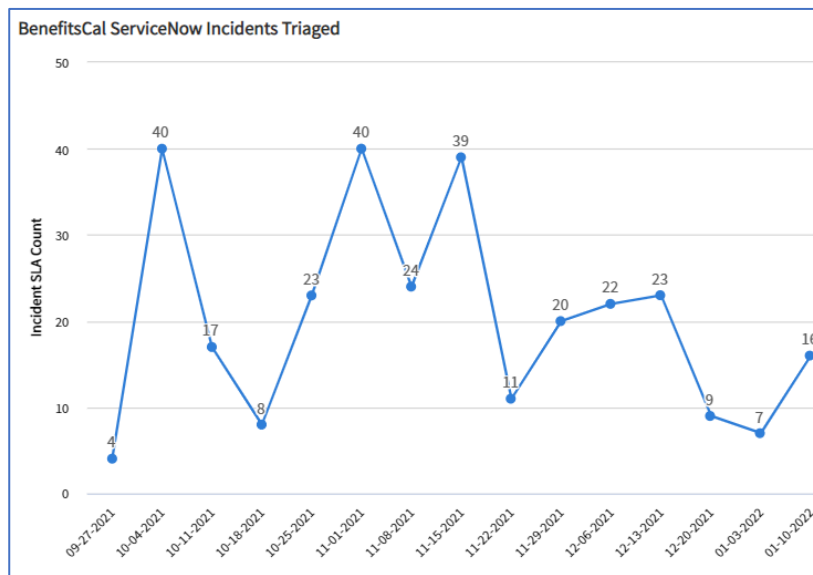


Figure 3.1.1-2 - BenefitsCal ServiceNow Incidents Triaged

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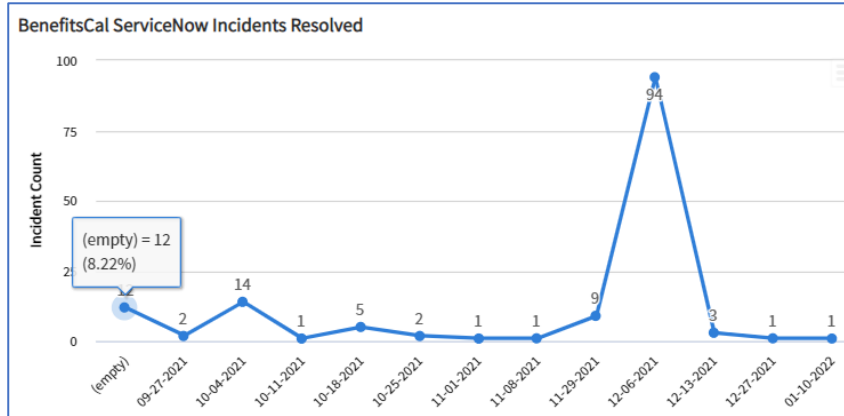


Figure 3.1.1-3 – BenefitsCal ServiceNow Incidents Resolved

## 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.

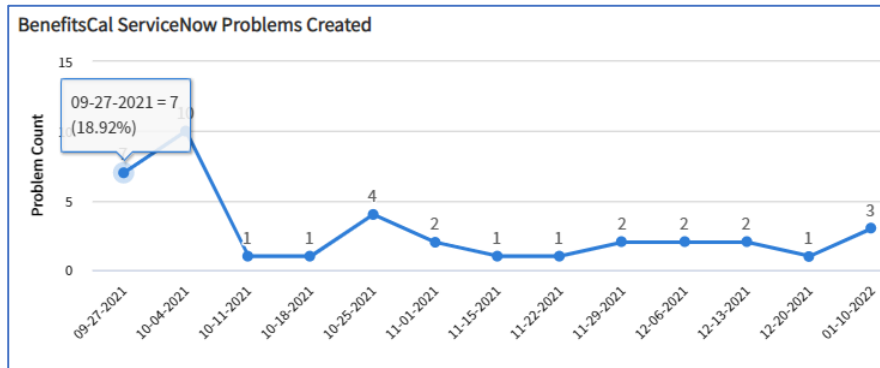


Figure 3.1.2-4 – BenefitsCal ServiceNow Problems Created

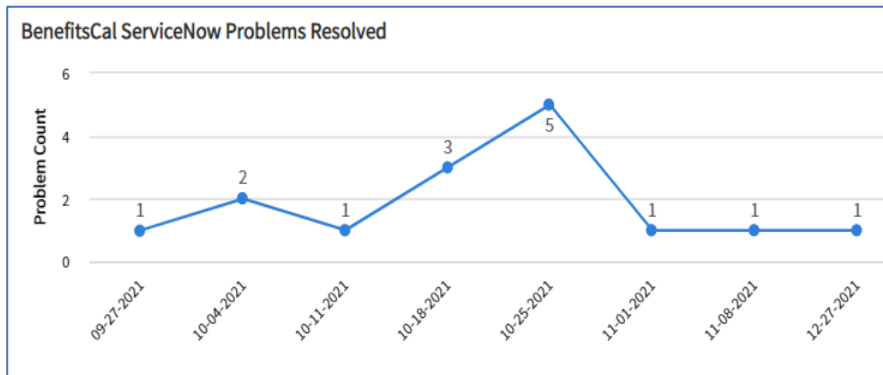


Figure 3.1.2-5 – BenefitsCal ServiceNow Problems Resolved

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

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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.

State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	Count
	On Hold		4	1	0	2	10	3
Resolved		0	0	0	1	0	0	1
Closed		0	0	2	20	6	2	30
<b>Count</b>		<b>4</b>	<b>1</b>	<b>2</b>	<b>23</b>	<b>16</b>	<b>5</b>	<b>51</b>

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.

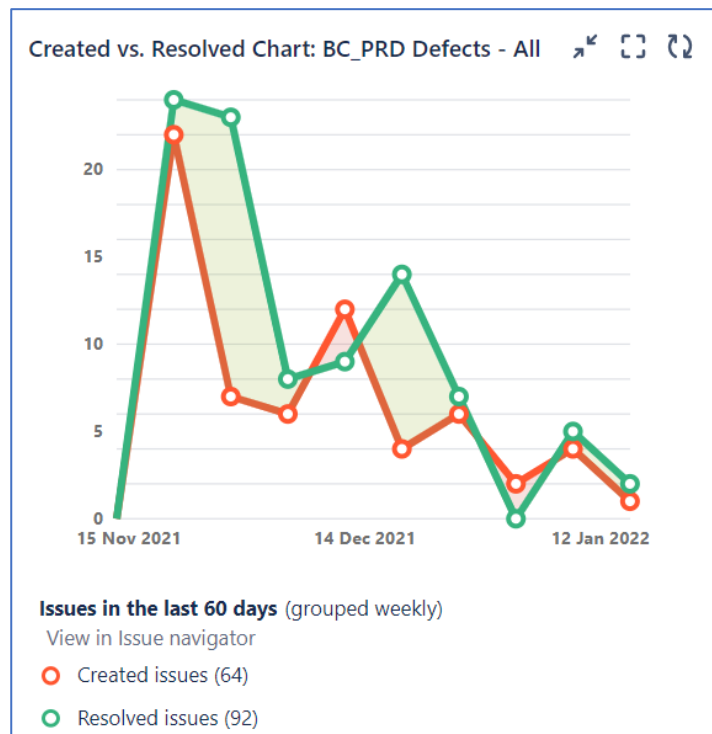


Figure 3.2-1 – Production Defects Backlog Weekly Trend

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### 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	2.2	To Schedule	Total
2-Normal/Medium	8	3	0	11
3-Normal/Low	51	2	7	60
4-Cosmetic	17	0	0	17
<b>Total</b>	76	5	7	88

**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>