

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

**Reporting Period: December 20, 2021 to  
January 2, 2022**

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

Weekly Status Report, January 5, 2021

Period: December 20, 2021 to January 2, 2022

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### 1.0 Executive Summary

| Topic        | Status  | Highlights   |
|--------------|---|--|
| Availability |  | No unplanned outages.  |
| Defects      |  | There are 66 active Production defects, 64 of which will be resolved by Release 2.1. |
| Incidents    |  | Nine (9) 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**

### 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.

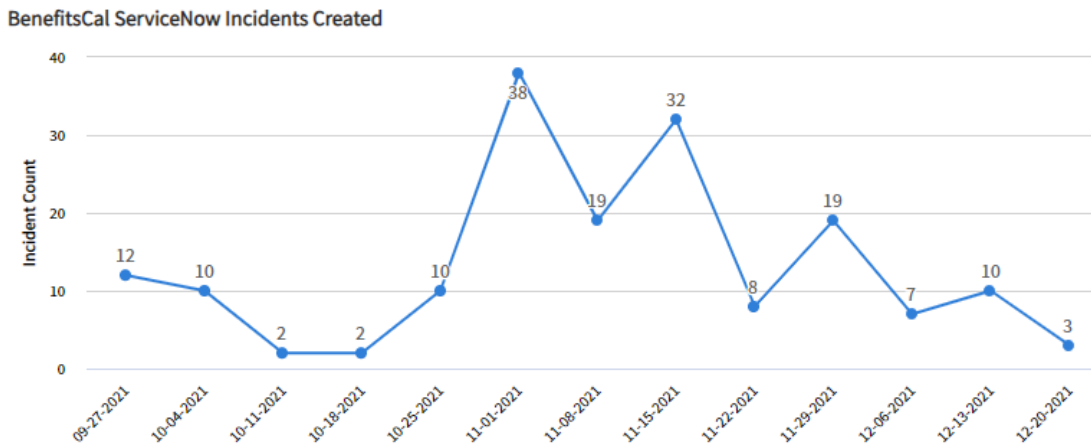


Figure 3.1.1-1 – BenefitsCal ServiceNow Incidents Created

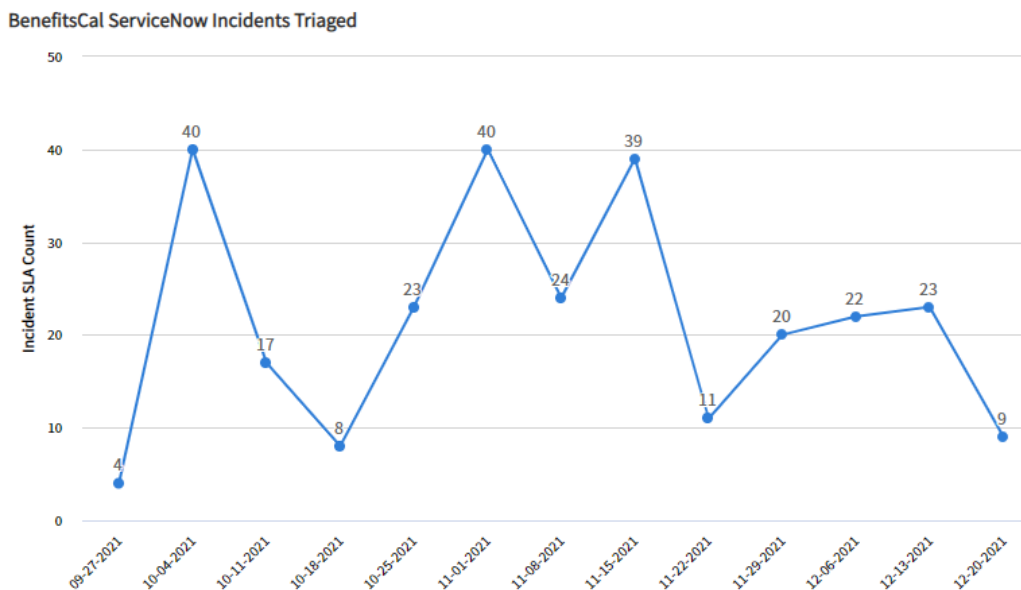


Figure 3.1.1-2 - BenefitsCal ServiceNow Incidents Triaged

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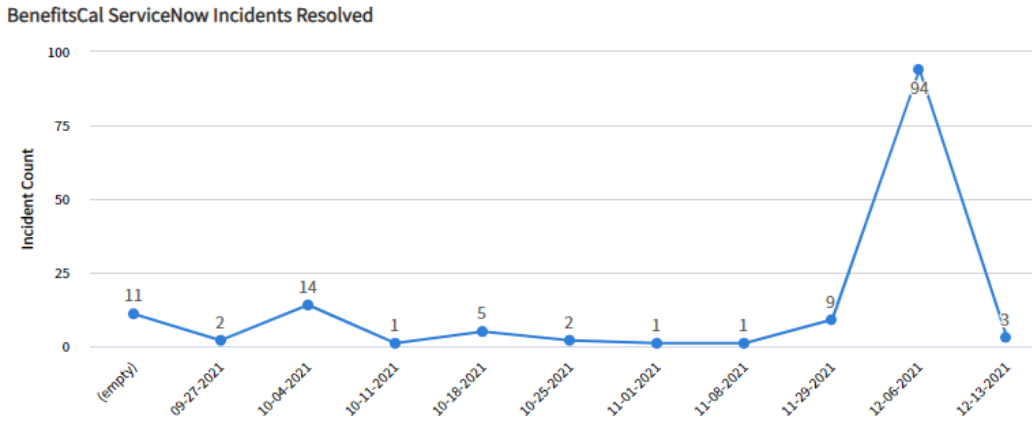


Figure 3.1.1-3 – BenefitsCal ServiceNow Incidents Resolved

## 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.

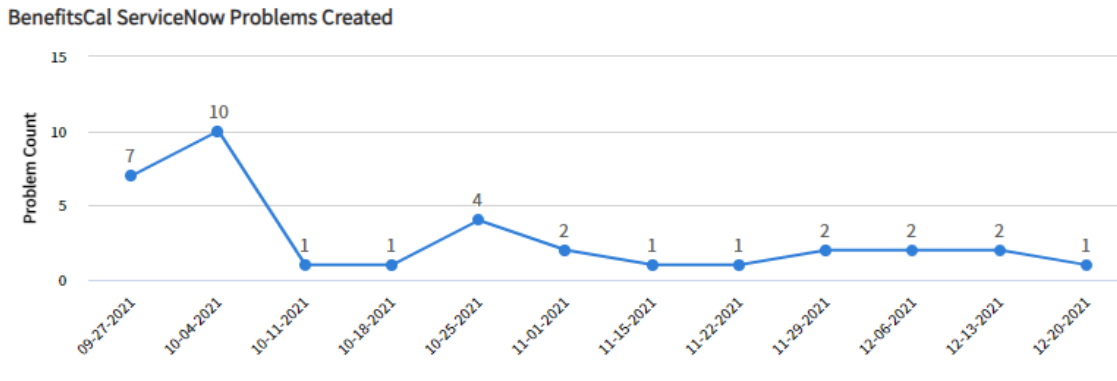


Figure 3.1.2-4 – BenefitsCal ServiceNow Problems Created

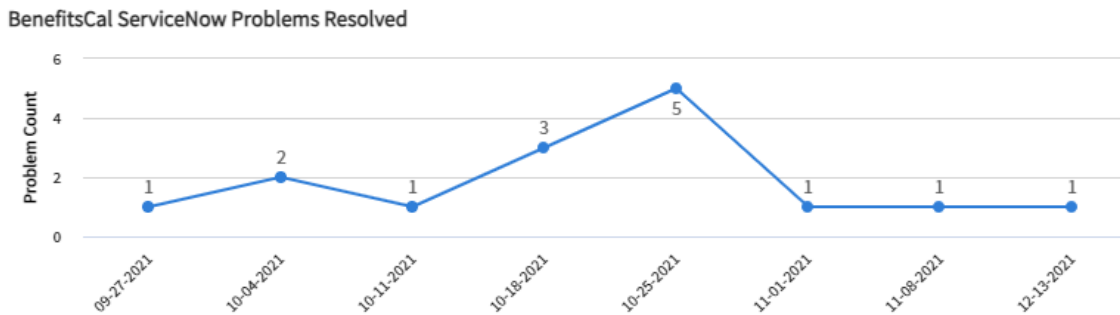


Figure 3.1.2-5 – BenefitsCal ServiceNow Problems Resolved

**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.

Aging report for Open BenefitsCal Incidents

| State    | Aging Category | 11-15 Days | 16-30 Days | 30-60 Days | 60-180 Days | Count |
|----------|----------------|------------|------------|------------|-------------|-------|
|          | In Progress    |            | 1          | 1          | 0           | 0     |
| On Hold  |                | 0          | 7          | 6          | 2           | 15    |
| Resolved |                | 0          | 1          | 0          | 0           | 1     |
| Closed   |                | 2          | 19         | 6          | 2           | 29    |
| Count    |                | 3          | 28         | 12         | 4           | 47    |

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.

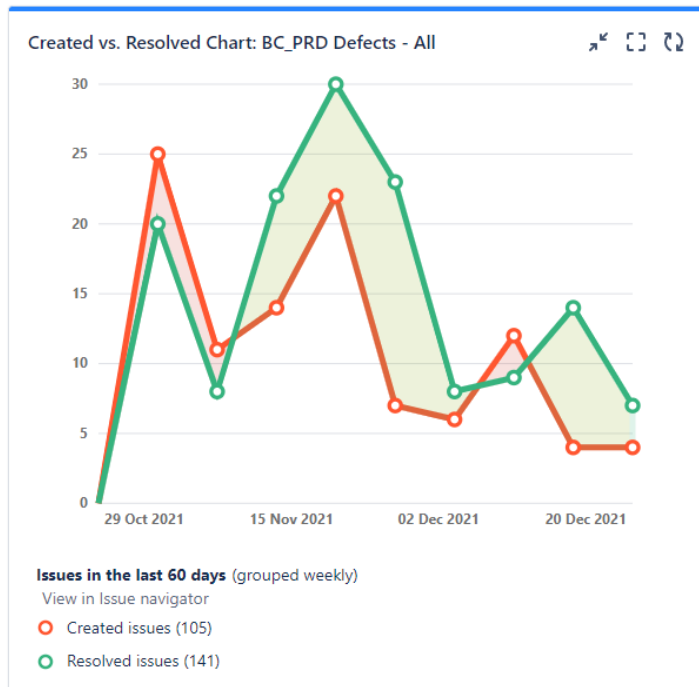


Figure 3.2-1 – Production Defects Backlog Weekly Trend

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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 | To Schedule | Total |
|-----------------|-----|-------------|-------|
| 2-Normal/Medium | 6   | 0           | 6     |
| 3-Normal/Low    | 40  | 2           | 42    |
| 4-Cosmetic      | 18  | 0           | 18    |
| <i>Total</i>    | 64  | 2           | 66    |

**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>