

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: December 20, 2021 to
January 02, 2021**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 5, 2022

Period: December 20, 2021 to January 02, 2021

Table of Contents

1.0	Project Management	2
1.1	Highlights of the Reporting Period	2
2.0	Application Development and Test.....	2
2.1	Requirements and Design	2
2.1.1	Highlights of the Reporting Period – Requirements and Design.	2
2.1.2	Activities for the Next Reporting Period – Requirements and Design	2
2.1.3	Highlights of the Reporting Period – User Centered Design (UCD)	2
2.1.4	Activities for the Next Reporting Period – UCD	3
2.2	Development.....	5
2.2.1	Highlights of the Reporting Period – Development	5
2.2.2	Activities for the Next Reporting Period – Development	5
2.2.3	Burndown	5
2.3	System Test Execution	5
2.3.1	Highlights of the Reporting Period – System Test Execution	5
2.3.2	Activities for the Next Reporting Period – System Test Execution	7
2.4	User Acceptance Test (UAT) Planning	7
2.4.1	Highlights of the Reporting Period – User Acceptance Test Planning	7
2.4.2	Activities for the Next Reporting Period – User Acceptance Test Planning	7
3.0	Performance Test	7
3.1	Highlights of the Reporting Period – Performance Test	7
3.2	Activities for the Next Reporting Period – Performance Test.....	7
4.0	Security	8
4.1	User Conversion	8
4.1.1	Highlights of the Reporting Period – User Conversion Testing	8
4.1.2	Activities for the Next Reporting Period – User Conversion Testing	8
4.2	Security	8
4.2.1	Highlights of the Reporting Period – Security	8
4.2.2	Activities for the Next Reporting Period – Security	8
5.0	Communications	8
5.1	Highlights of the Reporting Period	8
5.2	Activities for the Next Reporting Period	9
6.0	Appendices	9
6.1	Appendix A – Deliverable Summary	9
6.2	Appendix B – Risks and Issues Summary	10
6.3	Appendix C – Project Work Plan Reports	12

1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Addressed the comments received for the following Work Products:
 - M&O Monthly Report Draft Work Product Expectation Document (DWPED).
 - Customer Experience (CX) Monthly Report – November 2021 Draft Work Product (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.
- ▶ Conducted a meeting with the Consortium and CalSAWS to finalize plan for Release 4.0 Design Sessions on 12/22/21.
- ▶ Conducted pre-kick-off meeting with the California Department of Social Services (CDSS) for Release 3.0 Multi-Language (ML) Language Validation on 12/23/21. Timeline for the key activity and milestones are listed below. Release 3.0 includes Punjabi, Japanese, Farsi, and Hindi (Wave 1) as well as, Arabic, Thai, Mien, and Ukrainian (Wave 2).

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Develop the Release 4.0 initial designs.
- ▶ Conduct kick-off meeting with CDSS language reviewers to provide guidance on the language review process, planned for 01/05/22 (pending CDSS confirming eight (8) language reviewers names).
- ▶ Conduct brainstorming session with County Representatives on 01/07/22 for Release 4.0 Two-Way Messaging requirements FN-76.1 pre-defined questions on 01/07/22.

Release 3.0 - Language Validation Key Activity	Start Date	End Date
Kick-off Meeting with CDSS	5-Jan	5-Jan
CDSS Initial Review (Wave 1 - 4 languages)	17-Jan	28-Jan
BenefitsCal Analysis on CDSS Feedback (Wave 1)	31-Jan	4-Feb
ML Vendor Language Adjustements (Wave 1)	7-Feb	11-Feb
CDSS Second Review (Wave 1)	14-Feb	18-Feb
Consortium Sign-Off (Wave 1)	21-Feb	21-Feb
CDSS Initial Review (Wave 2 - 4 languages)	24-Jan	4-Feb
BenefitsCal Analysis on CDSS Feedback (Wave 2)	7-Feb	11-Feb
ML Vendor Language Adjustements (Wave 2)	14-Feb	18-Feb
CDSS Second Review (Wave 2)	21-Feb	25-Feb
Consortium Sign-Off (Wave 2)	28-Feb	28-Feb

Figure 2.1-1 – UCD Stakeholder Engagement

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 weeks of 12/20/21 and 12/27/21.
- ▶ No other planned activities.

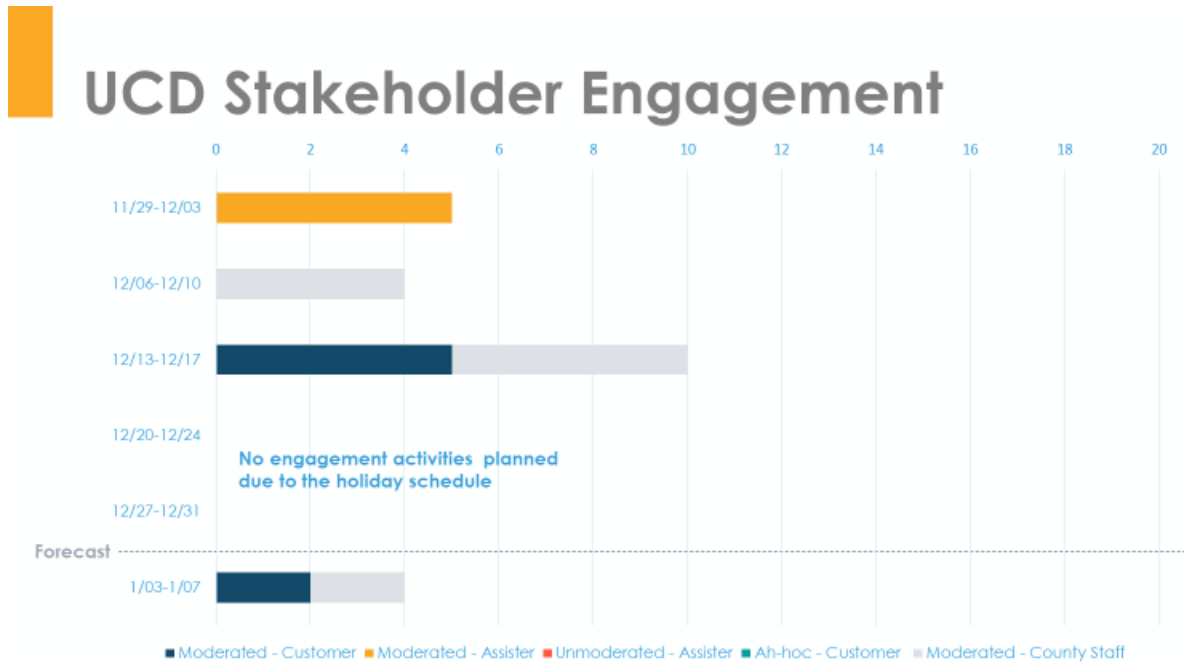
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 5, 2022

Period: December 20, 2021 to January 02, 2021

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 01/03/22.
- ▶ Draft the CX Monthly Report for submission on 01/05/22.
- ▶ Prepare for and schedule the Release 4.0 Discovery focus groups and interviews starting the week of 01/10/22.
- ▶ Begin analysis of data from the Release 4.0 Discovery focus groups hosted in December and create insights for the January design sessions.



1

Figure 2.1-2 – 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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 5, 2022

Period: December 20, 2021 to January 02, 2021

CR ID	Request	Date Requested	Date Needed	Status
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 2.1-3 – Data Requests for CX Measurement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

- ▶ Provided production support for Release 2.0.
- ▶ Provided signoff for Release 2.0.5 build and have a planned production deployment on 01/05/22.
- ▶ Resolved the Maintenance and Operations (M&O) defects for Release 2.0.x weekly and Release 2.1.0_0.0.x monthly builds.

2.2.2 Activities for the Next Reporting Period – Development

- ▶ Provide production support for Release 2.0.
- ▶ Develop three (3) widgets by 01/08/22.
- ▶ Create Selenium scripts for the multi-language related Unit Testing (UT) and later for the System Test execution phase.

2.2.3 Burndown

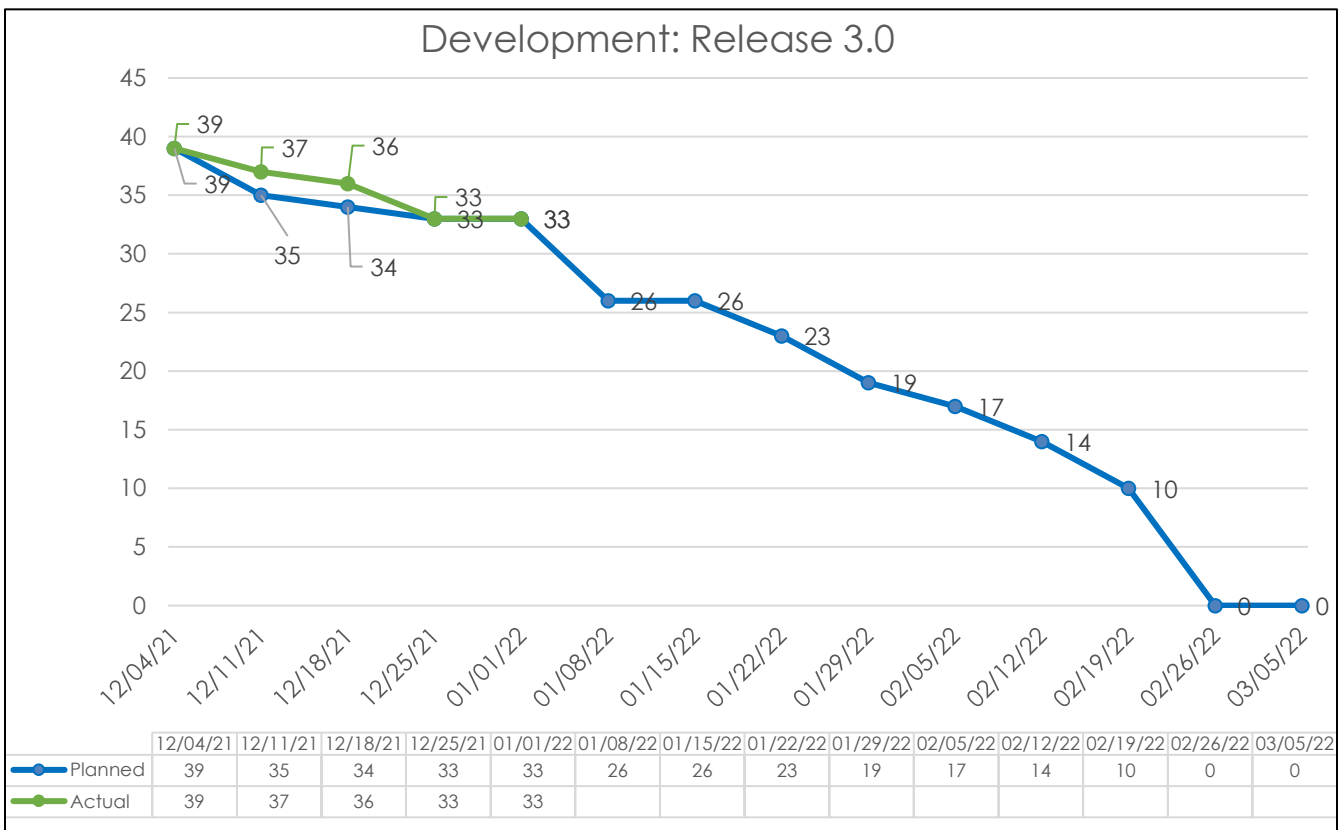


Figure 2.2-1 – Development: Release 3.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 5, 2022

Period: December 20, 2021 to January 02, 2021

- ▶ Conducted Release 2.1 enhancement hours walkthrough call with Consortium to gain approval on effort estimates for enhancements tagged to Release 2.1.
- ▶ Provided testing support for the M&O priority Release 2.0.4 defects and enhancements.
- ▶ Designed 27 Functional and 40 Non-Functional test cases for the Release 3.0 System Test.



Figure 2.3-1 – Test Case Design Burndown Chart Functional: Release 3.0

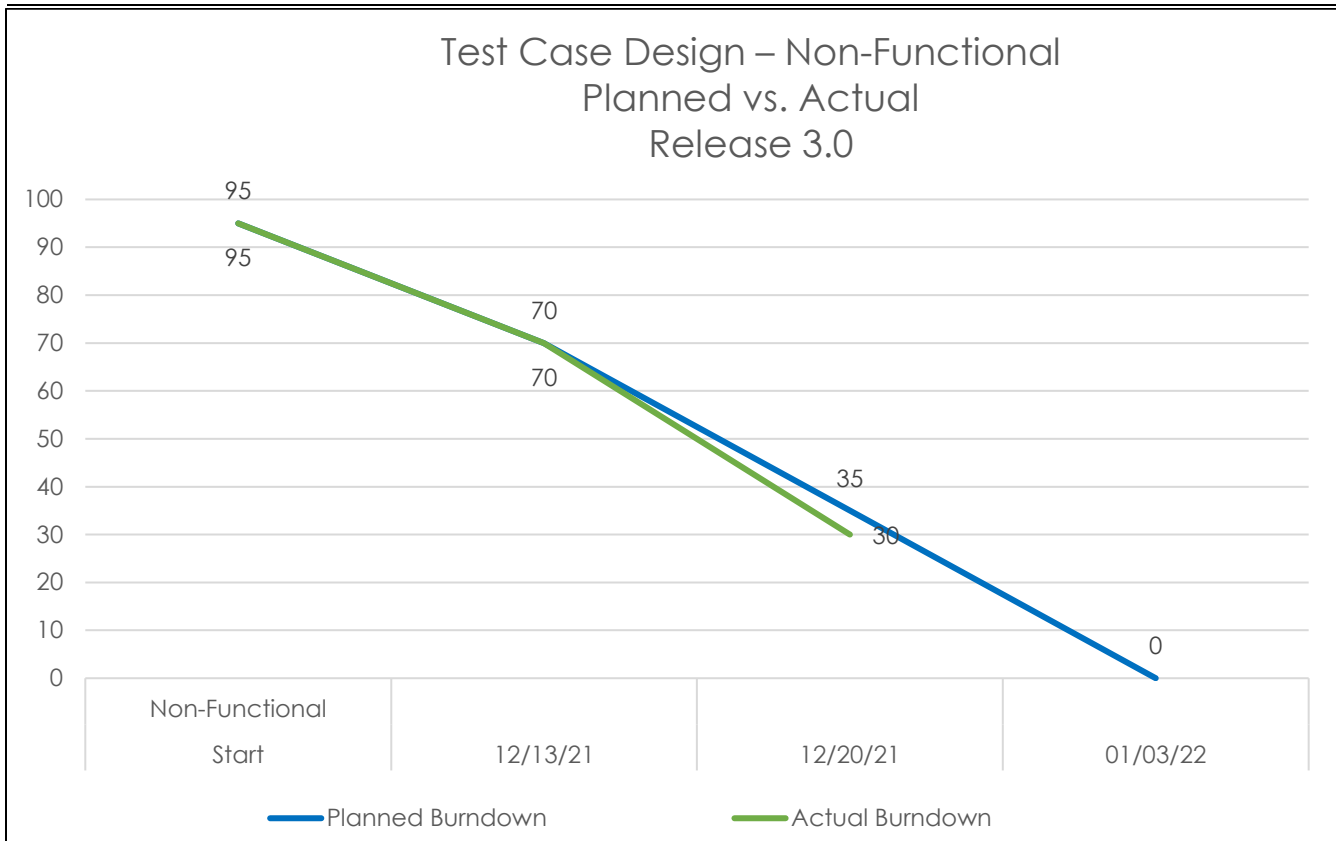


Figure 2.3-2 – Test Case Design Burndown Chart Non-Functional: Release 3.0

2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Update automated test scripts to accommodate additional Release 3.0 languages.
- ▶ Continue to review the design documents for Release 3.0 test preparation.

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 the before and after Performance tests pertaining to the Amazon Web Services (AWS) Graviton changes. Results and findings were shared with the Consortium.
- ▶ Started data setup after the CalSAWS database refresh.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Starting 01/10/22, execute multiple integrated tests (three (3) tests every week until 02/04/22) with stakeholders including CalSAWS, Hyland, and ForgeRock.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 5, 2022

Period: December 20, 2021 to January 02, 2021

- ▶ Continue 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: 01/24/22 – 02/18/22.	0% Executed

Table 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 12/24/21.
- ▶ 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.
- ▶ Identified a POA&M ServiceNow Manager to represent the Security Team for the upcoming POA&Ms.

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 update AWS SSO users specific to BenefitsCal.
- ▶ Facilitate onboarding and offboarding of AWS SSO for BenefitsCal users as needed.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ No planned activities for this period.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 5, 2022

Period: December 20, 2021 to January 02, 2021

5.2 Activities for the Next Reporting Period

- ▶ No planned activities for this period.

6.0 Appendices

6.1 Appendix A – Deliverable Summary

DEL ID	Deliverable Name	Complete			Coming Soon	
		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
04.04	Requirements Traceability Matrix – Update 4	On-track	01/14/22 DDEL Submission
05.04	General System Design – Release 4.0	On-track	02/28/22 DDEL Submission 03/21/22 FDEL Submission
08	Implementation Complete Report	On-track	01/04/22 DDEL Submission 01/26/22 FDEL Submission
11	Mobile Implementation Complete Report	On-track	01/04/22 DDEL Submission 01/26/22 FDEL Submission

Table 6.1-2 – Upcoming Deliverable Deadlines

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 5, 2022

Period: December 20, 2021 to January 02, 2021

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.03	CX Monthly Report – Dec 2021	On-track	01/05/21 DWP Submission 01/18/21 FWP 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
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
24.03	CX Monthly Report – December 2021	01/05/22	01/19/22	01/21/22
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	Response	Date Logged
235	Portal and CalSAWS Schedule Alignment	<p>Changes are needed to the CalSAWS Interfaces (APIs) to interface with the new BenefitsCal system (Portal/Mobile project).</p> <p>02/16/21 – The risk severity was reduced to medium in alignment with the QA, Consortium, and project team assessments.</p> <p>03/26/21 – The risk was expanded to include the schedule challenges with the QA test: the QA team will gain access on 05/31/21, two weeks prior to UAT, and will test in a rolling two-week schedule ahead of UAT activities.</p>	Open	Medium	Medium	10/09/20
243	COVID Impacts to Staffing	As of April 2021, the COVID pandemic has increased rapidly within India, thereby impacting India's team members' ability to deliver due to unplanned and sudden unavailability due to	Open	Medium	Medium	04/28/21

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 5, 2022

Period: December 20, 2021 to January 02, 2021

ID	Title	Details	Status	Impact	Response	Date Logged
		illness or the need for family support.				
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
247	BenefitsCal changes identified after 06/14/21 may not be addressed	Changes to BenefitsCal requested after 06/14/21 may not be addressed, given the schedule and timeline remaining. These changes can be considered for prioritization for a future release (Risk 247).	Open	Medium	High	06/11/21
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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 5, 2022

Period: December 20, 2021 to January 02, 2021

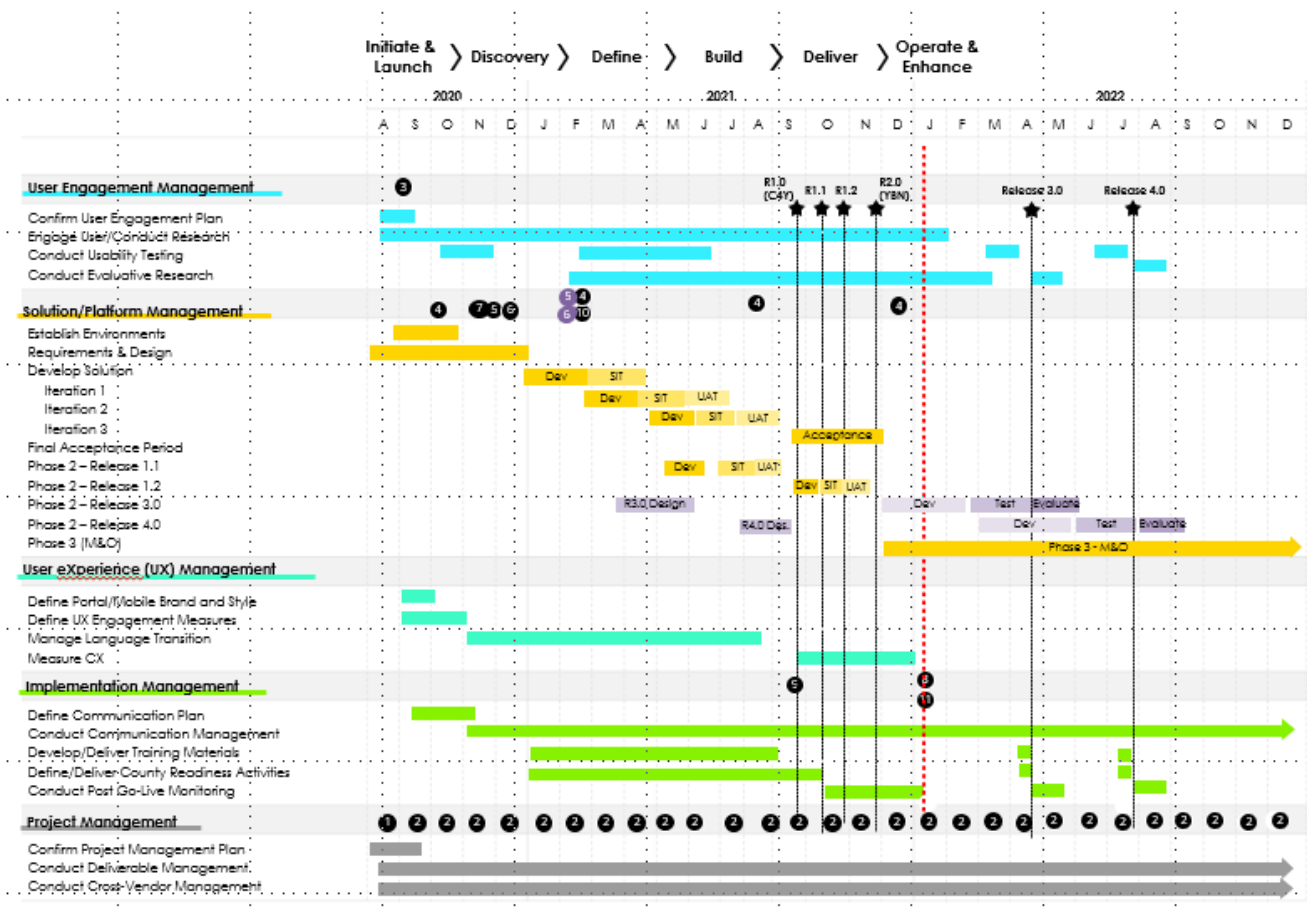
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

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-40569	Provide customer referrals for current and upcoming UCD activities	Advocate Co-Leads	11/05/21

Table 6.3-1 – Overdue Action Items