



CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: February 21, 2022 to
February 27, 2022**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 2, 2022

Period: February 21, 2022 to February 27, 2022

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Deliverables and Work Products submitted:
 - FWP 24.04: CX Monthly Report – January 2022 on 02/22/22.
 - FWP 25.00: Monthly M&O Report – January 2022 on 02/22/22.
- ▶ Deliverables and Work Products comments worked:
 - FWP 24.04: CX Monthly Report – January 2022 on 02/21/22.
 - FWP 25.00: Monthly M&O Report – January 2022 on 02/21/22.
- ▶ Deliverable and Work Product submissions for next week:
 - DDEL 05.04: General Systems Design Release 4.0 on 02/28/22.
 - FDEL 02.18: BenefitsCal Monthly Status Report – February 2022 on 03/04/22.
 - FDEL 01.18: BenefitsCal Work Plan Monthly Updates – February 2022 on 03/04/22.

1.2 Los Angeles (L.A.) County Transition to BenefitsCal from Your Benefits Now (YBN)

- ▶ Supported test case execution: 100% executed, with 95% passing.
 - Three (3) test cases are failing due to defects or changes within CalSAWS.
 - Three (3) test cases will be updated to moved status, as they request functionality that is not within an approved design spec (enhancements).

Area	Category	As of 02/25/22	WE 02/11/22
Application	County Validation – Execution	100%	100%
	County Validation – Pass Rate	95%	77%
Integration	Interface Partner Test	100%	100%
Technical	Infrastructure	100%	100%
	Security Testing	70%	60%
	Performance Testing	90%	80%
Conversion	CBO Conversion Readiness	100%	100%
	CBO Converted Data Test	100%	100%
Training	Training Plan	100%	100%
	Training Materials	100%	100%
	Training Delivery	100%	75%
Implementation	Prod Deployment Plans	100%	50%
Change	Communications	50%	50%
	Partner Readiness (County, etc.)	90%	90%

Table 1.2-1 – L.A. County Readiness for BenefitsCal Transition

1.3 BenefitsCal Collaboration Model

- ▶ Drafted agenda for the first Collaboration Model meeting: kickoff and orientation.
- ▶ Created survey to send to CBOs.

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Status	Milestone	Target Date
	Confirm Collaboration Model Participants	
In Progress	Confirm final participants (except Customer)	02/11/22
In Progress	CBO: Send survey for CBO volunteers	02/04/22
	CBO: Facilitate vote from CBO community	02/11/22
Complete	Establish criteria for selection of Customers	02/11/22
Complete	Request Customer nominations	02/11/22
Complete	Establish distribution group (BenefitsCalCollaboration@calsaws.org)	02/16/22
	Schedule Kickoff and Welcome Session	
In Progress	Prepare welcome materials	03/01/22
	Provide access to SharePoint/Collab tools	03/04/22
	Facilitate Session	March 2022
	Schedule First Strategic Planning Session	
	Prepare the Product Enhancement List	02/xx/22
	Prepare session materials	03/04/22
	Prepare session activities	03/04/22
	Facilitate session	April 2022

Table 1.3-1 – BenefitsCal Collaboration Model – Upcoming Milestones

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ Developed the Release 4.0 initial designs on 02/25/22.
- ▶ Conducted a Release 4.0 Design session with the Consortium on 02/23/22 for the Two-Way Messaging report to clarify the design.
- ▶ Continued to gather feedback and execute the Release 3.0 language translation activities. Held Two (2) Translations Touchpoint meetings with Hummle, [Hanna Interpretation Services](#), the California Department of Social Services (CDSS) Language Services, the Consortium, and the QA team on 02/22/22 and 02/24/22. Received final translations from Hummle for Punjabi, Farsi, and Arabic.
- ▶ Developed the Release 4.0 design documents in preparation for submission on 02/28/22.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ ~~Continue to develop the Release 4.0 initial designs. The targeted completion date is 02/28/22. Submit the 05.04 General Systems Design Release 4.0 Draft Deliverable (DDEL) on 02/28/28.~~
- ▶ ~~Continue to gather feedback and execute the Release 3.0 language translation activities. The translations, validations, and adjustments are expected to be completed by 03/04/22 for Japanese.~~ Ukrainian and Thai translations are expected by 3/5 and 3/7 by the vendor.

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- ▶ ~~Hanna Interpretation Services to complete proofreading of the new Hindi translations and return to BenefitsCal by 03/04/22.~~
- ▶ ~~Conduct a Release 4.0 Design session with the Consortium on 02/23/22 for the Two-Way Messaging report to clarify the design.~~
- ▶ ~~Continue to gather feedback and execute the Release 3.0 language translation activities. The translations, validations and adjustments are expected to be completed by 2/25 for 4 out of the 8 languages.~~

Release 3.0 – Language Validation Key Activity	Start Date	End Date	Status
Kick-Off Meeting with CDSS	01/05/22	01/05/22	Complete
Approval of Glossary	01/11/22	01/18/22 02/07/22	Complete
CDSS Initial Review (Wave 1–4 languages: Japanese, Arabic, Farsi, Punjabi)	01/17/22	01/28/22 02/07/22 02/23/22	In Progress In Progress – Missing Japanese System Text
BenefitsCal Analysis on CDSS Feedback (Wave 1)	01/31/22 02/08/22	02/04/22 02/11/22	In Progress
ML Vendor Language Adjustments (Wave 1)	02/07/22 02/11/22	02/11/22 02/14/22 03/07/22	In Progress
CDSS Second Review (Wave 1)	02/14/22 02/15/22	02/18/22 2/23/22	In Progress
Consortium Sign-Off (Wave 1)	02/21/22	02/21/22 02/28/22	Not Started
CDSS Initial Review (Wave 2–4 languages: Hindi, Mien, Ukrainian, Thai)	01/24/22	02/04/22 02/07/22 02/11/22	Completed
BenefitsCal Analysis on CDSS Feedback (Wave 2)	02/07/22 02/08/22	02/11/22 02/18/22 03/07/22 (Ukrainian, Thai) 03/28/22 (Mien)	In Progress
ML Vendor Language Adjustments (Wave 2)	02/14/22	02/18/22 03/07/22 (Thai, Ukrainian) 03/24/22 (Mien)	In Progress
CDSS Second Review (Wave 2)	02/21/22	02/25/22 03/04/22	In Progress – Reviewing Hindi

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Release 3.0 – Language Validation Key Activity	Start Date	End Date	Status
		04/01/22	
Consortium Sign-Off (Wave 2)	02/28/22	02/28/22	Not Started

Table 2.1-1 – Release 3.0 Language Test Schedule

- ▶ The language translations are two (2) weeks behind.
 - **Cause:**
 - CDSS began review of the language translations two (2) weeks after the planned start date (delayed)
 - CDSS vendor provided a large amount of feedback to the Humble translations
 - **Impact:** Some languages are at risk of not being included within Release 3.0, since Mien, Thai and Ukrainian retranslation/rework are in-progress and behind schedule.
 - **Resolution Plan:** The project team reevaluated the schedule. Four Wave 1 languages and Hindi expected to keep original production release date. Mien, Thai and Ukrainian translations are anticipated to have May 2022 as the release date.

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

- ▶ Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 02/21/22.
- ▶ Responded to comments received for the FWP 24.04: CX Monthly Report – January 2022 by 02/25/22.
- ▶ Facilitated one (1) session with County Workers to hear about their experience supporting customers with BenefitsCal since Go-Live during the week of 02/14/22.
- ▶ Started recruitment of Community Based Organizations (CBOs) for Discovery Research, planned to begin the week of 02/28/22.
- ▶ Facilitated one (1) Take-it-to-the-Lab session to test error message copy during the week of 02/21/22.
- ▶ Facilitated a BenefitsCal Training for the L.A. County CBOs on 02/23/22 to prepare the staff to support CBOs after the cutover to BenefitsCal.
- ▶ Facilitated the UCD Monthly Meeting on 02/23/22 and a follow-up meeting on 02/25/22.
- ▶ Submitted the Final Work Product (FWP) 24.04: CX Monthly Report – January 2022 on 02/22/22.

2.1.4 Activities for the Next Reporting Period – UCD

- ▶ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a daily basis to identify and address potential usability issues during the week of 02/28/22.
- ▶ Facilitate four (4) Take-it-to-the-Lab sessions to test error message copy during the week of 02/28/22.
- ▶ Conduct data analysis for the CX Monthly Report by 03/02/22.
- ▶ Draft the DWP 24.05: CX Monthly Report – February 2022 by 03/04/22.
- ▶ Facilitate one (1) focus group with Student Services Staff, on 03/03/22, to learn more about the student experience applying for benefits in order to develop a Student FAQ.
- ▶ Facilitate one (1) focus group with CBO staff, during the week of 02/28/22, to learn more about their business processes.

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- ▶ Start recruitment of students and County Workers, during the week of 02/28/22 to learn more about student experience of applying for benefits.

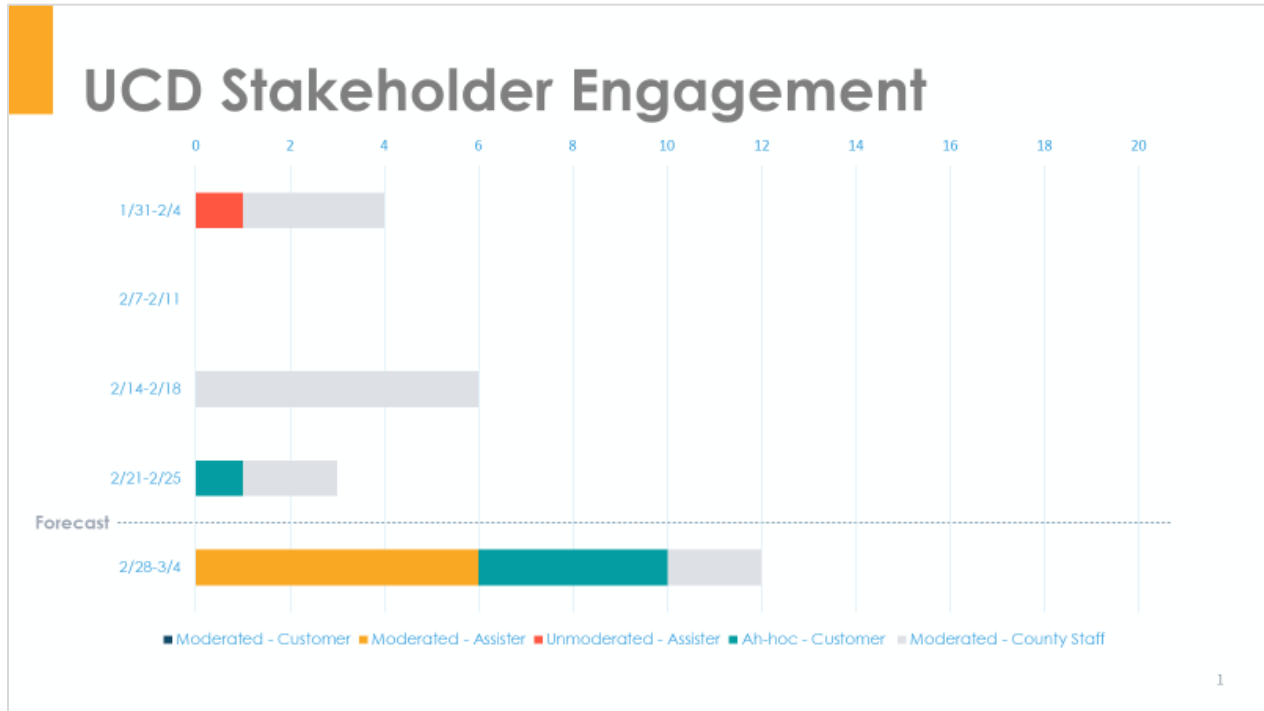


Figure 2.1-2 – UCD Stakeholder Engagement

CR ID	Request	Due Date	Date Needed	Status
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	04/29/22	Complete – for information 01/01/19 through 12/31/21. 04/29/22 – for data from 01/01/22 to 03/14/22.	In progress
N/A	MyBCW Case and Application baseline data for BenefitsCal CX Measurement	09/30/22	09/30/22 – for info 01/01/19 through 08/31/22 for all counties.	In progress

Table 2.1-3 – Data Requests for CX Measurement

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2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 02/25/22	Actual for Week Ending 02/25/22	Total Planned for the Release	Comments
2.2.5	3	3	3	CSPM-43252, CSPM-43287, CSPM-43106 Four (4) enhancements moved to Release 2.3.

Table 2.2-1 – Enhancement Actuals for Reporting Period

Release 3.0

- ▶ Developed five (4) widgets.
- ▶ Aligned Arabic related text for PDF, email, and text messages.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 03/04/22	Total Planned for the Release	Total Completed for the Release	Comments
2.3	2	4	0	

Table 2.2-2 – Planned Enhancement Work

Release 3.0

- ▶ Create eight (8) widgets for the translation changes based on the CDSS review and accommodate in next week's burndown.
- ▶ As per the plan review, the review comments for the four (4) languages (Japanese, Arabic, Punjabi, and Farsi) were scheduled to be received by 02/25/22. The delay in comments may impact the System Test release dates for multilanguage testing.
- ▶ Start development on the Punjabi translations as per CDSS review.
- ▶ Continue Arabic language related alignment of text for PDFs, emails, and text messages.
- ▶ Modify the code related to UI/UX for Arabic and Farsi languages, based on the feedback from native speakers.
- ▶ Provide System Test support for pending functional TCs and non-functional testing sprint which starts 02/28/22.

2.2.3 Burndown

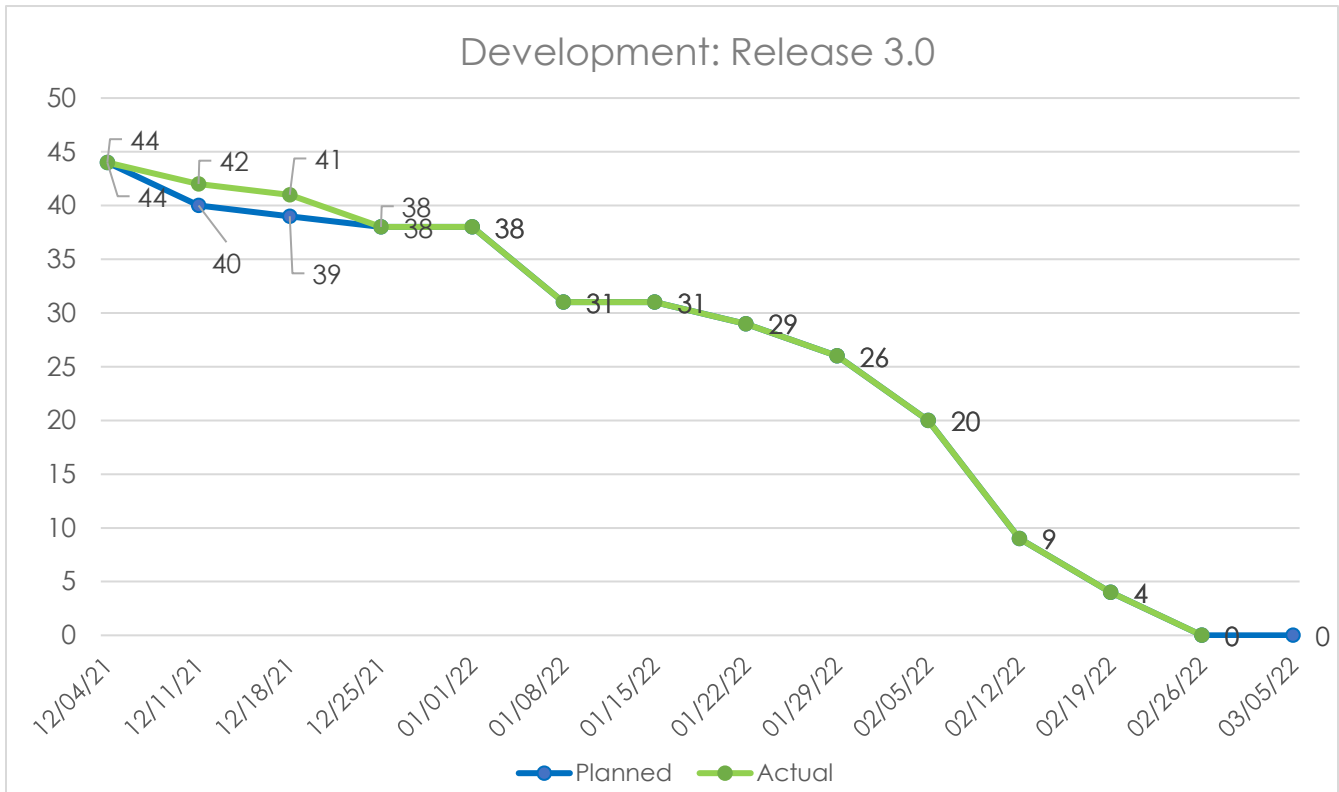


Figure 2.2-1 – Development: Release 3.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ Provided testing support for the upcoming M&O priority Releases 2.2.5 and 2.3 defects, enhancements, and smoke and regression testing.
- ▶ Provided triage support to L.A. County testing by participating in daily calls.
- ▶ Performed automation dry runs for existing functionality pertaining to four (4) languages to identify additional adjustments to the scripts.
- ▶ Continued to execute Cycle 1 for Release 3.0.
- ▶ Executed 87 of 92 functional test cases (85 passed).

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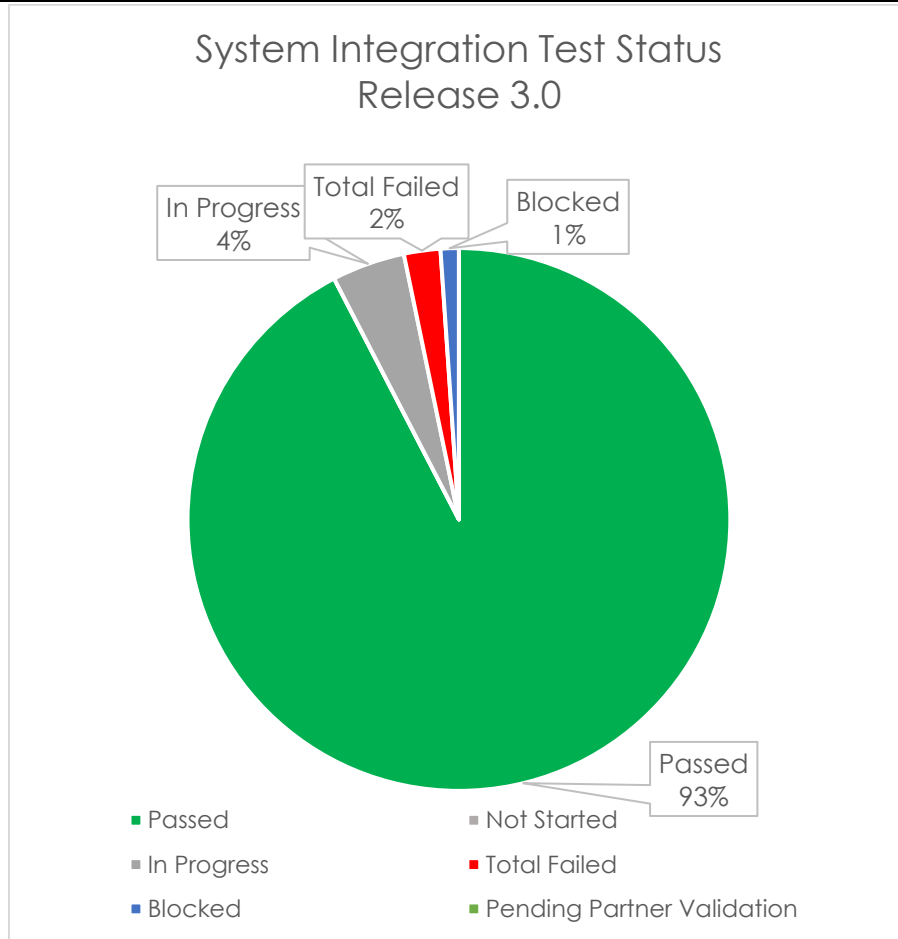


Figure 2.3-1 – System Test Execution Status: Release 3.0

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	46%	46%	128 Test Cases
Actual (+/- from previous week)	67%	67%	87 Test Cases Executed
<i>System Test Complete Date: 03/25/22</i>			

Figure 2.3-2 – Pass Rate: Release 3.0

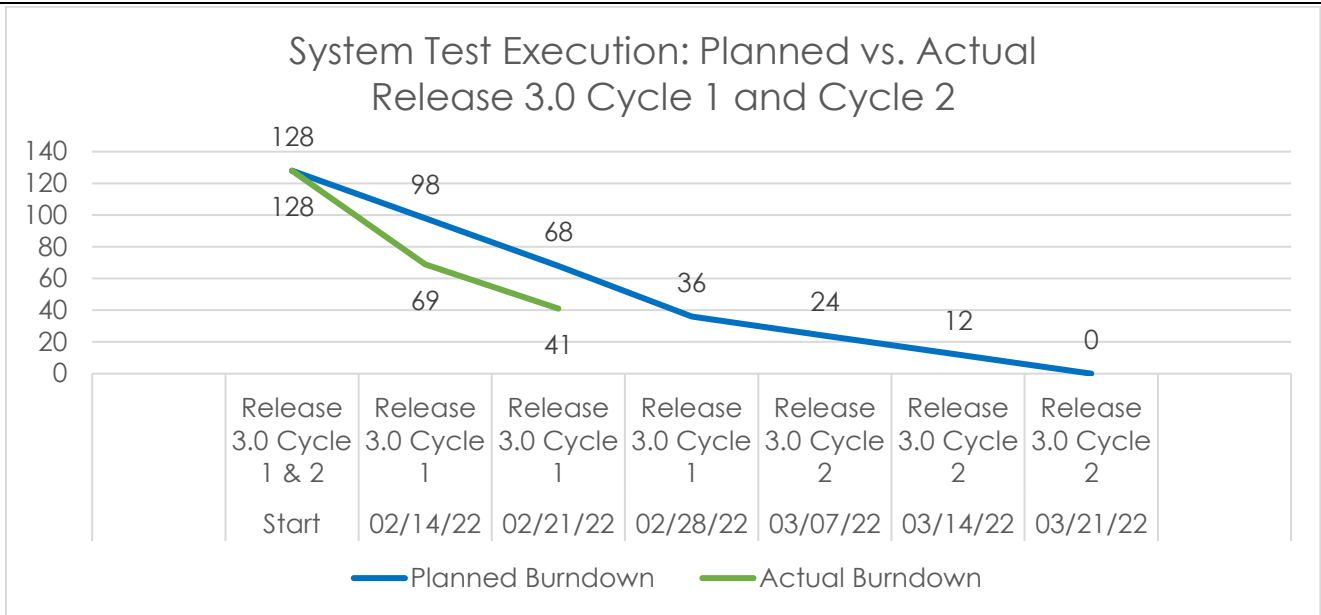


Figure 2.3-3 – Execution Burndown Chart: Release 3.0

Responsible Partner	Sev-1	Sev-2	Sev-3	Sev-4	Total
Deloitte	0	0	1	0	1
CalSAWS	0	1	0	0	1
Total	0	1	1	0	2

Figure 2.3-4 – Defects by Partners: Release 3.0

2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Start non-functional test execution for ADA, Cross Device and Cross Browser
- ▶ Continue to execute the Release 3.0 Cycle 1 test cases.
- ▶ Continue to support M&O priority Release defects, enhancements, and smoke/regression testing.
- ▶ Continue support for triaging of the L.A. County testing.
- ▶ Continue to perform dry runs for the multilanguage scripts.

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

- ▶ Cycle 7 performance testing is completed. Additional stress and endurance tests with the CalSAWS partner were successful and no Redis cluster issues were observed. Hyland document upload response times were improved as compared to the initial performance tests.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Execute additional L.A. County tests with entire the BenefitsCal suite including the Electronic Benefits (EBT) Balance, CBO, Support, and Login scenarios.
- ▶ Develop new Release 3.0 scripts and update existing scripts with the Release 3.0 changes.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
7	01/18/21	02/25/22	Hyland Imaging	Six (6) new scripts were developed. 100% completed.	100% Executed
8	02/21/22	03/04/22	Release 3.0	<p>Scope and scenarios: Income Reporting Threshold (IRT) flow needs to be captured in one (1) new script and new Income IRT tile/changes on dashboard needs to be incorporated into the Performance scripts</p> <p>Scripting timelines: 01/24/22 – 02/18/22.</p>	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

- ▶ Collaborated with the ForgeRock team to perform a mock run of the YourBenefitsNow (YBN) CBO user lists provided by the Counties, Collaborative Supply Chain (CSC), and CDSS on 02/25/22. Analysis of the exception report will occur upon delivery by the ForgeRock team.
- ▶ Met with the Consortium team, the Counties' teams, and the ForgeRock team on 02/22/22 to continue the conversation on a change to CBOs involving the agency code usage and the impacts it poses to BenefitsCal and ForgeRock.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Monitor the need to convert customer users for the upcoming CalWIN conversion.
- ▶ Collaborate with the Counties, the Consortium, and ForgeRock teams as needed to assist with and prepare for the upcoming YBN CBO user load on 03/13/22.

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 02/25/22.
- ▶ Met with the Customer Service and ForgeRock teams on 02/24/22 to discuss a use case involving CBO account changes, the impact it poses to BenefitsCal, and the proposed remediation for handling the use case differently.

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 Amazon Web Services (AWS) Single Sign On (SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.
- ▶ Generate the Monthly Security M&O and Testing Reports for submission.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ Communication distribution placed on hold on 02/08/22 at the direction of the Consortium and LA County, pending final imaging performance test results.

5.2 Activities for the Next Reporting Period

- ▶ Re-plan communications with LA County to distribute some before/after go live per meeting on 02/18/22.

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6.0 Appendices

6.1 Appendix A – Deliverable Summary

DEL ID	Deliverable Name					Final Approval
		DDED	FDED	DDEL	FDEL	
1	Work Plan Initial	08/17/20	08/25/20	08/28/20	09/10/20	09/17/20
01.18	Work Plan – February 2022	N/A	N/A	N/A	03/04/22	03/15/22
2	Monthly Status Reports	08/19/20	08/31/20	09/04/20	09/21/20	09/28/20
02.18	Monthly Status Report – February 2022	N/A	N/A	N/A	03/04/22	03/15/22
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
04.01	Requirements Traceability Matrix – Update 1	N/A	N/A	11/02/20	11/19/20	11/30/20
04.02	Requirements Traceability Matrix – Update 2	N/A	N/A	02/05/21	03/01/21	03/10/21
04.03	Requirements Traceability Matrix – Update 3	N/A	N/A	07/30/21	08/17/21	08/26/21
04.04	Requirements Traceability Matrix – Update 4	N/A	N/A	01/14/22	02/03/22	02/11/22
5	General Systems Design	09/18/20	10/02/20	12/01/20	12/30/20	01/11/21
05.01	General Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
05.02	General Systems Design – Update 3	N/A	N/A	N/A	08/10/21	09/01/21
05.03	General Systems Design – Release 3.0	N/A	N/A	11/05/21	12/01/21	12/10/21
05.04	General Systems Design – Release 4.0	N/A	N/A	02/28/22	03/21/22	03/30/22
6	Technical Systems Design	09/18/20	10/02/20	12/18/20	01/20/21	01/29/21
06.01	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	01/26/22	02/04/22
08.01	Implement. Complete Report & Final Acceptance – L.A. 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
11.01	Mobile App Implementation Complete Report – L.A. 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
05.04	General Systems Design – Release 4.0	On-track	DDEL Submission 02/28/22
01.18	Work Plan Monthly Updates – February 2022	On-track	FDEL Submission 03/04/22 FDEL Approval 03/15/22
02.18	Monthly Status Report – February 2022	On-track	FDEL Submission 03/04/22 FDEL Approval 03/15/22

Table 6.1-2 – Upcoming Deliverable Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.04	CX Monthly Report – January 2022	On-track	FWP Submitted 02/22/22 FWP Approval 03/01/22

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WP #	Work Product Name	Status	Next Deadline
25.00	Monthly M&O Report – January 2022	On-track	FWP Submitted 02/22/22 FWP Approval 03/01/22

Table 6.1-3 – Upcoming Work Product Deadlines

Work Product Status by Submission

ID	Work Product Name	Status		Final Approval
		DWP	FWP	
24.04	CX Monthly Report – January 2022	Complete	Complete	03/01/22
24.05	CX Monthly Report – February 2022	Coming Soon	Coming Soon	03/24/22
25.00	Monthly M&O Report – January 2022	Complete	Complete	03/01/22
25.01	Monthly M&O Report – February 2022	Coming Soon	Coming Soon	03/24/22
31.05	Monthly Security Monitoring Report (GCF) – February 2022	N/A	Coming Soon	03/15/22

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	Probability	Date Logged
243	COVID impacting development and test team staffing	COVID continues to impact the offshore team for BenefitsCal, although the impact is less severe than the initial surge in cases. The risk will remain open to continue to monitor the situation.	Open	Low	Low	05/04/21
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 be completed timely	CDSS is testing and validating the translated text to display within the BenefitsCal application – Release 3.0 scope. Completion with the testing dates is needed to avoid any impacts or delays to R3 delivery. <ul style="list-style-type: none"> CDSS translation vendor found issues with two languages. 	Open	Medium	Medium	02/04/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
		<ul style="list-style-type: none"> Humble vendor asked to re-translate and remediate two languages. 				

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
None						

Table 6.2-2 – CITs

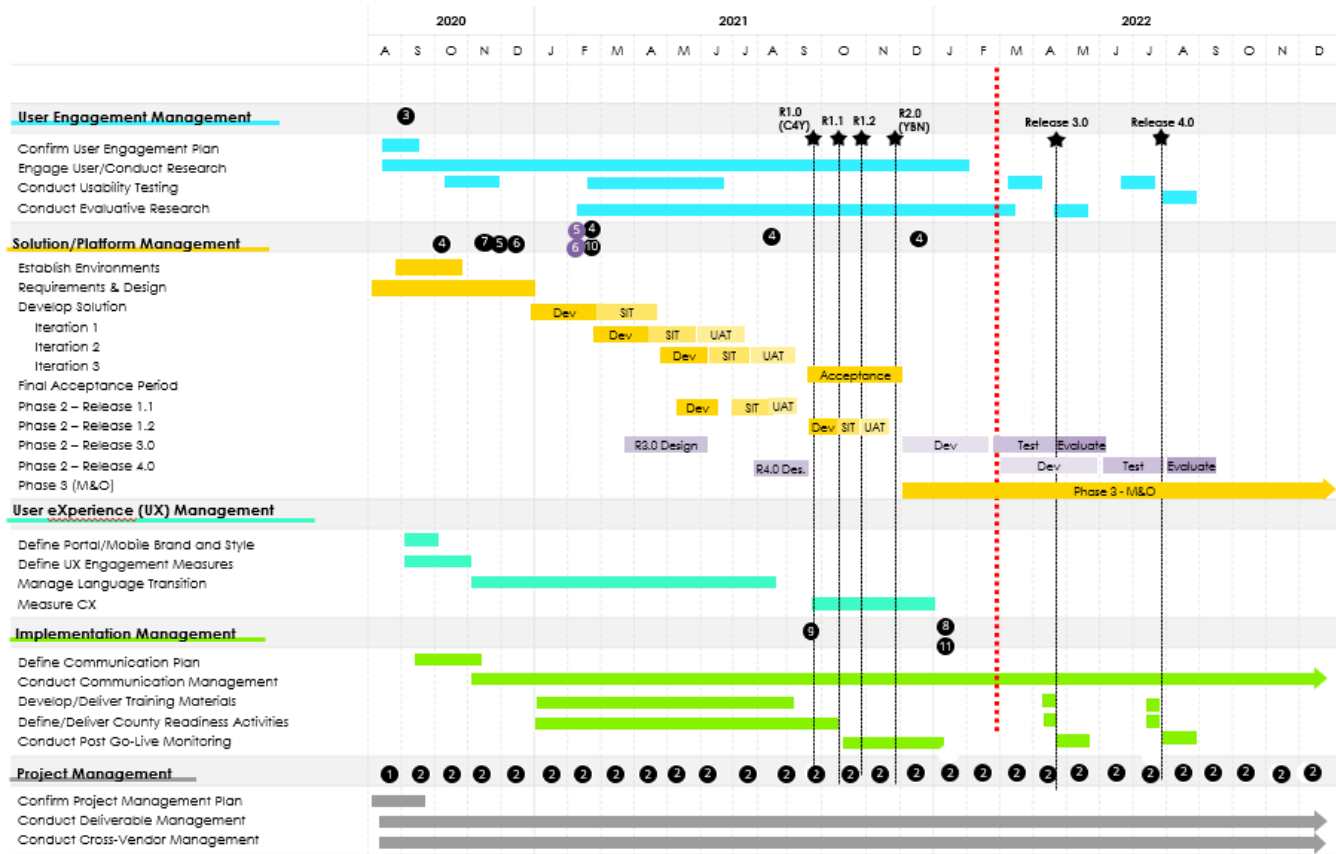
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

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
None			

Table 6.3-1 – Overdue Action Items