

CalSAWS BenefitsCal  
(Portal/Mobile) Weekly  
Status Report

**Reporting Period: March 7, 2022 to March 13, 2022**

# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

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## Table of Contents

1.0	Project Management .....	3
1.1	Highlights of the Reporting Period .....	3
1.2	Los Angeles (L.A.) County Transition to BenefitsCal from Your Benefits Now (YBN) .....	3
1.3	BenefitsCal Collaboration Model .....	3
2.0	Application Development and Test .....	4
2.1	Requirements and Design .....	4
2.1.1	Highlights of the Reporting Period – Requirements and Design .....	4
2.1.2	Activities for the Next Reporting Period – Requirements and Design .....	4
2.1.3	Highlights of the Reporting Period – User Centered Design (UCD) .....	6
2.1.4	Activities for the Next Reporting Period – UCD .....	6
2.2	Development .....	7
2.2.1	Highlights of the Reporting Period – Development .....	7
2.2.2	Activities for the Next Reporting Period – Development .....	8
2.2.3	Burndown .....	9
2.3	System Test Execution .....	9
2.3.1	Highlights of the Reporting Period – System Test Execution .....	9
2.3.2	Activities for the Next Reporting Period – System Test Execution .....	12
2.4	User Acceptance Test (UAT) Planning .....	12
2.4.1	Highlights of the Reporting Period – User Acceptance Test Planning .....	12
2.4.2	Activities for the Next Reporting Period – User Acceptance Test Planning .....	13
3.0	Performance Test .....	13
3.1	Highlights of the Reporting Period – Performance Test .....	13
3.2	Activities for the Next Reporting Period – Performance Test .....	13
4.0	Security .....	13
4.1	User Conversion .....	13
4.1.1	Highlights of the Reporting Period – User Conversion Testing .....	13
4.1.2	Activities for the Next Reporting Period – User Conversion Testing .....	13
4.2	Security .....	14
4.2.1	Highlights of the Reporting Period – Security .....	14
4.2.2	Activities for the Next Reporting Period – Security .....	14
5.0	Communications .....	14
5.1	Highlights of the Reporting Period .....	14
5.2	Activities for the Next Reporting Period .....	14
6.0	Appendices .....	15
6.1	Appendix A – Deliverable Summary .....	15
6.2	Appendix B – Risks and Issues Summary .....	16

**CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report**

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

---

6.3	Appendix C – Project Work Plan Reports .....	18
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## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

### 1.0 Project Management

#### 1.1 Highlights of the Reporting Period

- ▶ Deliverables and Work Products submitted:
  - DWP 24.05: CX Monthly Report – February 2022 on 03/07/22.
  - DWP 25.01: Monthly M&O Report – February 2022 on 03/07/22.
- ▶ Deliverable and Work Product submissions for next week:
  - FWP 24.05: CX Monthly Report – February 2022 on 03/17/22.
  - FWP 25.01: Monthly M&O Report – February 2022 on 03/17/22.

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

- ▶ Supported test case execution: 100% executed, with 98% passing.
  - One (1) test case is in UAT.

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.

## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

Status	Milestone	Target Date
	<b>Confirm Collaboration Model Participants</b>	
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
	<b>Schedule Kickoff and Welcome Session</b>	
In Progress	Prepare welcome materials	03/01/22
	Provide access to SharePoint/Collab tools	03/04/22
	Facilitate Session	March 2022
	<b>Schedule First Strategic Planning Session</b>	
	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

- ▶ Conducted a design review of Release 4.0 designs with the Advocate Community on 03/07/22.
- ▶ Continued to gather feedback and execute the Release 3.0 language translation activities. Held Two (2) Translations Touchpoint meetings with Hummble, Hanna Interpretation Services, the California Department of Social Services (CDSS) Language Services, the Consortium, and the QA team on 03/08/22 and 03/10/22.
- ▶ Received approval from CDSS language services to proceed forward with the system implementation for Farsi, Arabic, Japanese, Hindi, and Punjabi based on acceptance rate across vendors on 03/08/22.
- ▶ Conducted a proof-of-concept demonstration for the Voice Requirement for Release 4.0 on 03/11/22 with the Consortium, Q&A, and Consortium Security.

#### 2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Address comments received for the 05.04 General Systems Design Release 4.0 Draft Deliverable (DDEL).
- ▶ Analyze the Release 4.0 advocate comment log for two-way messaging.
- ▶ Continue to gather feedback and execute the Release 3.0 language translation activities.

## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

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	<del>01/18/22</del> 02/07/22	Complete
CDSS Initial Review (Wave 1–4 languages: Japanese, Arabic, Farsi, Punjabi)	01/17/22	<del>01/28/22</del> <del>02/07/22</del> 02/23/22	Complete
BenefitsCal Analysis on CDSS Feedback (Wave 1)	<del>01/31/22</del> 02/08/22	<del>02/04/22</del> 02/11/22	Complete
ML Vendor Language Adjustments (Wave 1)	<del>02/07/22</del> 02/11/22	<del>02/11/22</del> <del>02/14/22</del> 03/07/22	Complete
CDSS Second Review (Wave 1)	<del>02/14/22</del> <del>02/15/22</del>	<del>02/18/22</del> 2/23/22	Complete
Consortium Sign-Off (Wave 1)	02/21/22	<del>02/21/22</del> 02/28/22	Complete
CDSS Initial Review (Wave 2–4 languages: Hindi, Mien, Ukrainian, Thai)	01/24/22	<del>02/04/22</del> <del>02/07/22</del> 02/11/22	Complete
BenefitsCal Analysis on CDSS Feedback (Wave 2)	<del>02/07/22</del> 02/08/22	<del>02/11/22</del> <del>02/18/22</del> 03/07/22 (Ukrainian, Thai) 03/28/22 (Mien)	In Progress
ML Vendor Language Adjustments (Wave 2)	02/14/22	<del>02/18/22</del> 03/07/22 (Thai, Ukrainian) 03/24/22 (Mien)	In Progress
CDSS Second Review (Wave 2)	<del>02/21/22</del>	<del>02/25/22</del> 03/04/22 04/01/22	In Progress (Hindi Review Completed)
Consortium Sign-Off (Wave 2)	02/28/22	02/28/22	Not Started (Hindi signed off)

**Table 2.1-1 – Release 3.0 Language Test Schedule**

## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

---

- ▶ The language translations are two (2) weeks behind.
  - **Cause:**
    - The CDSS started reviewing the language translations two (2) weeks after the planned start date (delayed).
    - The 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 the retranslation and rework for the Mien, Thai, and Ukrainian languages are in-progress and behind schedule.
  - **Resolution Plan:** The project team reevaluated the schedule. Four (4) Wave 1 languages and Hindi are expected to keep the original production release date. The anticipated release date for the Mien, Thai, and Ukrainian translations is May 2022.

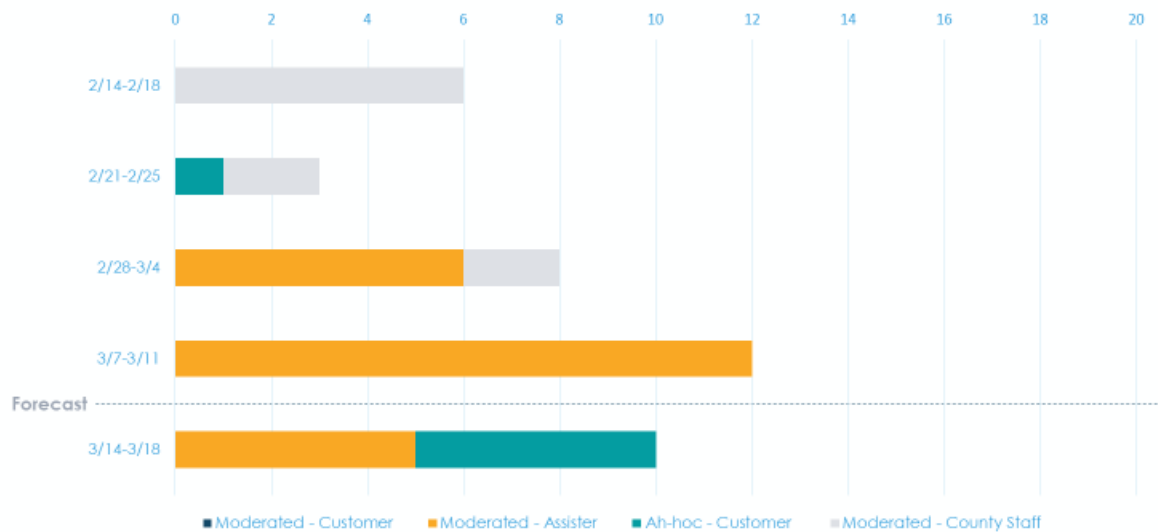
### 2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)

- ▶ Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 02/07/22.
- ▶ Facilitated one (1) focus group with Student Services Staff, on 03/10/22, to learn more about the student experience applying for benefits in order to develop a Student FAQ.
- ▶ Facilitate two (2) sessions with Community Based Organization (CBO) staff, on 03/08/22 and 03/10/22, to learn more about their business processes.
- ▶ Conducted secondary reschedule on student-based applications to prepare for the UCD Discovery Research focus groups, planned for the week of 03/14/22.
- ▶ Drafted UCD research protocols for student-based application sessions with students.

### 2.1.4 Activities for the Next Reporting Period – UCD

- ▶ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues during the week of 03/14/22.
- ▶ Facilitate two (2) sessions with CBO staff, during the week of 03/14/22, to learn more about their business processes.
- ▶ Facilitate two (2) sessions with students, during the week of 03/14/22, to learn more about their experience applying for benefits.
- ▶ Respond to comments received for the 24.05: CX Monthly Report – February 2022 Draft Work Product (DWP) by 03/18/22.
- ▶ Collaborate with the Design/Functional team to integrate the Advocate feedback for the Two-way Messaging functionality designs by 03/18/22.
- ▶ Continue recruitment and scheduling activities for the UCD research sessions during the week of 03/21/22.

# UCD Stakeholder Engagement



1

**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**

## 2.2 Development

### 2.2.1 Highlights of the Reporting Period – Development

#### Enhancements (M&E)

Release	Planned for Week Ending 03/11/22	Actual for Week Ending 03/11/22	Total Planned for the Release	Comments
2.3	2	2	8	

**Table 2.2-1 – Enhancement Actuals for Reporting Period**



## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

---

### Release 3.0

- ▶ Developed Arabic and Farsi translations to be released with the 3.0.0\_190 build.
- ▶ Delay in two (2) widgets for Farsi and Japanese because the translations were delayed.
- ▶ 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 03/18/22	Total Planned for the Release	Total Completed for the Release	Comments
2.3	3	8	5	CSPM-43252, CSPM-43106 moved to Release 2.3 to align to the deferred L.A. County rollout.
3.0	1	1	0	

Table 2.2-2 – Planned Enhancement Work

### Release 3.0

- ▶ Continue development for Hindi and Japanese translation.
- ▶ Release Hindi translations on 03/17/22 and 03/22/22.
- ▶ Release Japanese translations on 03/22/22 and 03/24/22.
- ▶ Continue Arabic language related alignment of text, emails, and text messages.
- ▶ Provide System Test support for System Test Cycle 2.
- ▶ Provide UAT support for Independent Testing.

### 2.2.3 Burndown

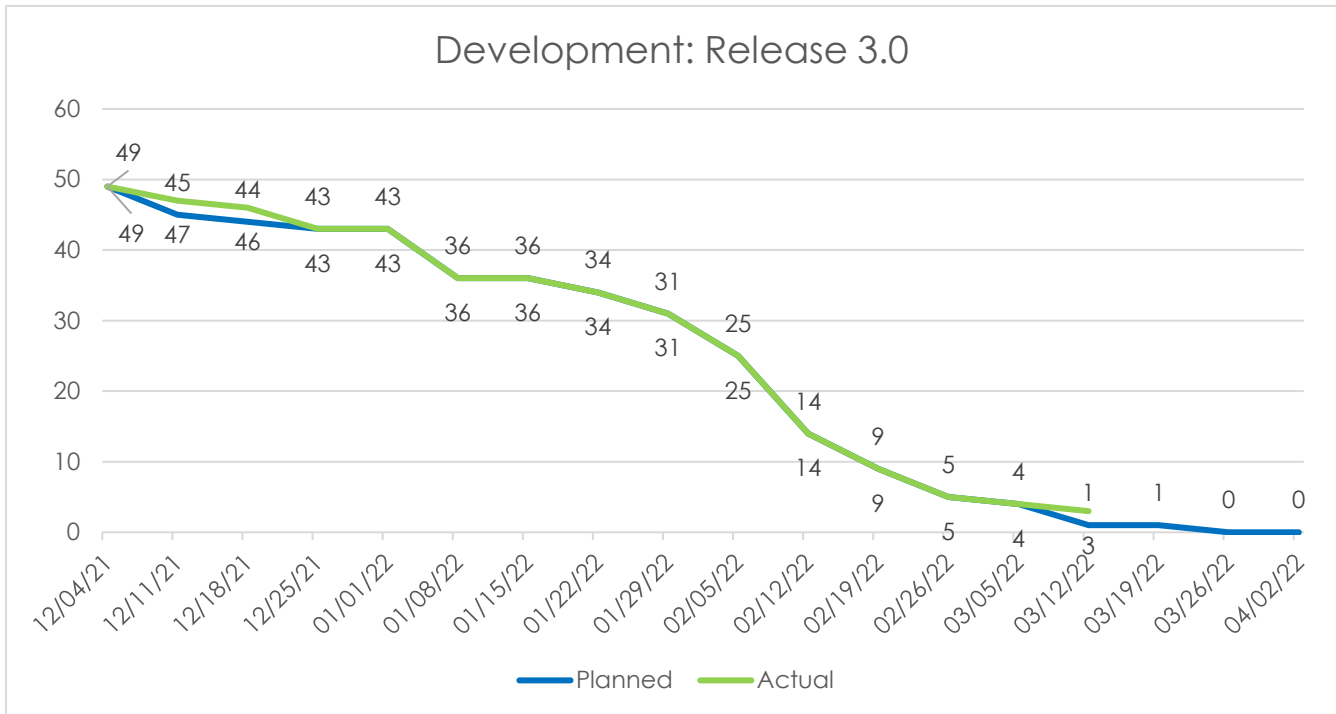
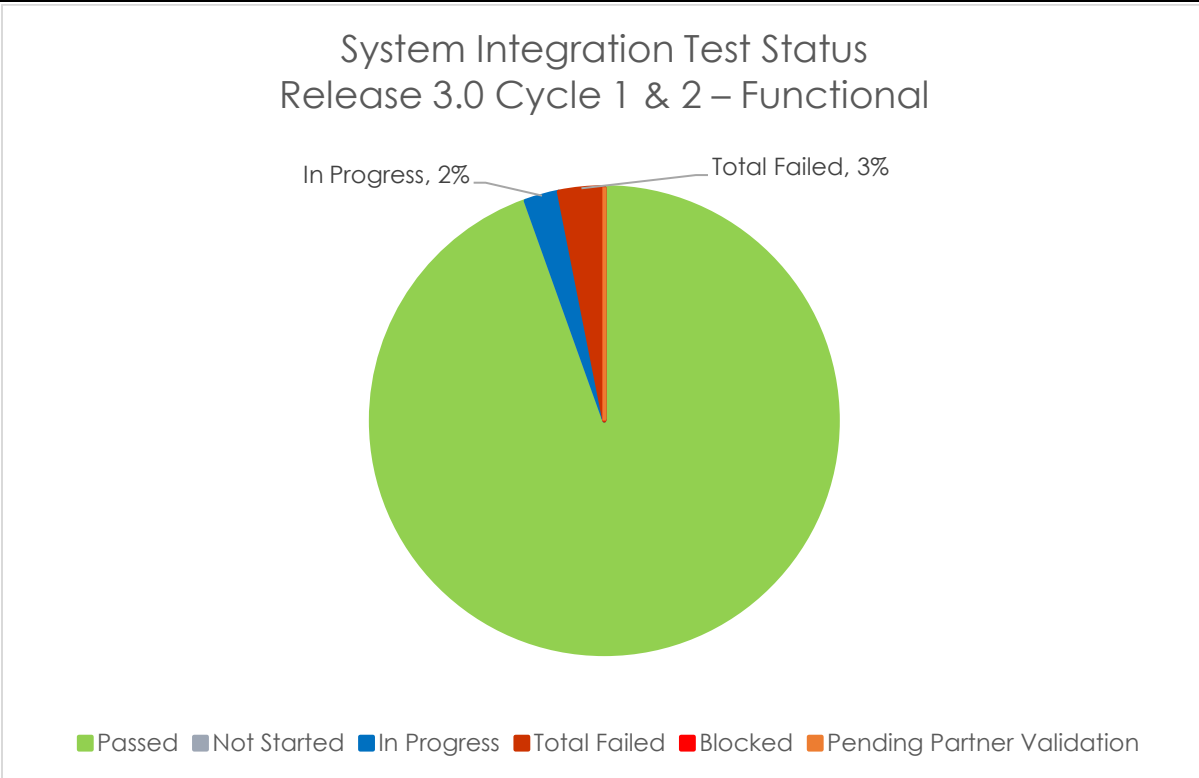


Figure 2.2-1 – Development: Release 3.0 Burndown

## 2.3 System Test Execution

### 2.3.1 Highlights of the Reporting Period – System Test Execution

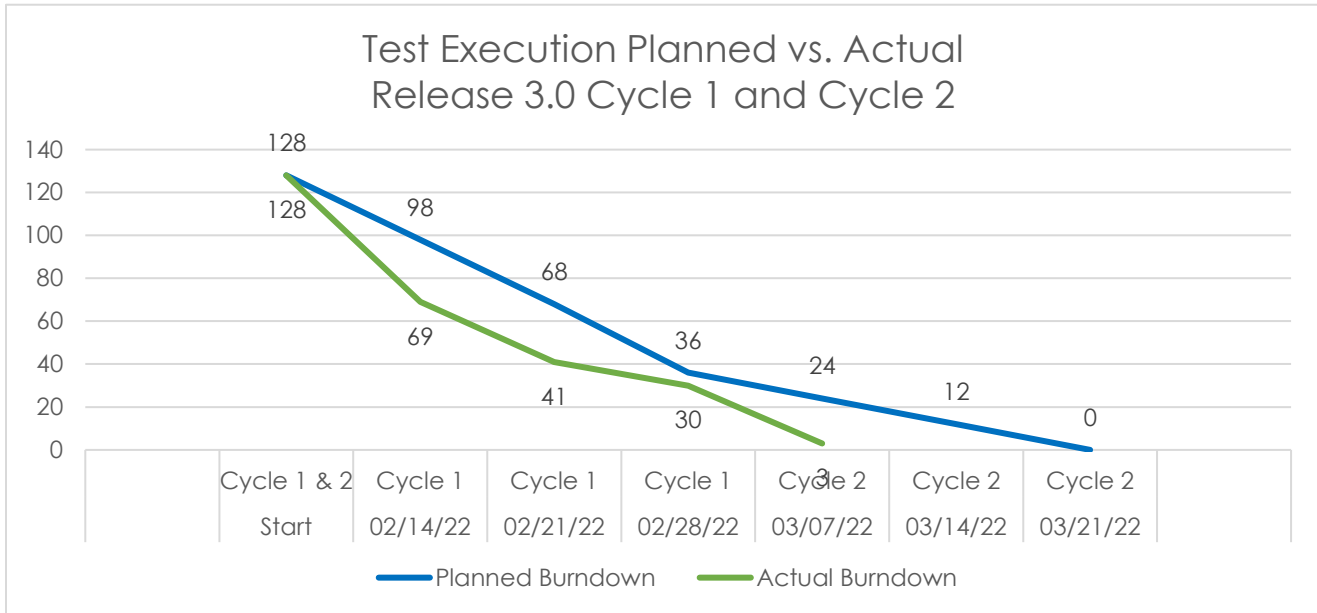
- ▶ Provided testing support for the upcoming M&O priority Releases 2.2.5 and 2.3 defects, enhancements, and smoke and regression testing.
- ▶ Provided triage support to L.A. County testing.
- ▶ Conducted a Partner Testing status call on 03/08/22 to provide updates on the pending partner enhancements and defects.
- ▶ Conducted daily Partner Integrations calls.
- ▶ Executed 92 of 92 functional test cases (90 passed) for Release 3.0 Cycle 1.
- ▶ Executed 33 of 36 functional test cases (31 passed) for Release 3.0 Cycle 2.
- ▶ Continued execution of Non-Functional Test cases for cross-browser, cross-device, American Disability Act (ADA) and multilanguage for Release 3.0:
  - Executed five (5) ADA test cases (5 passed).
  - Executed 12 cross-browser test cases (10 passed).
  - Executed 12 cross-device test cases (4 passed).
  - Executed 960 multilanguage test cases (895 passed).



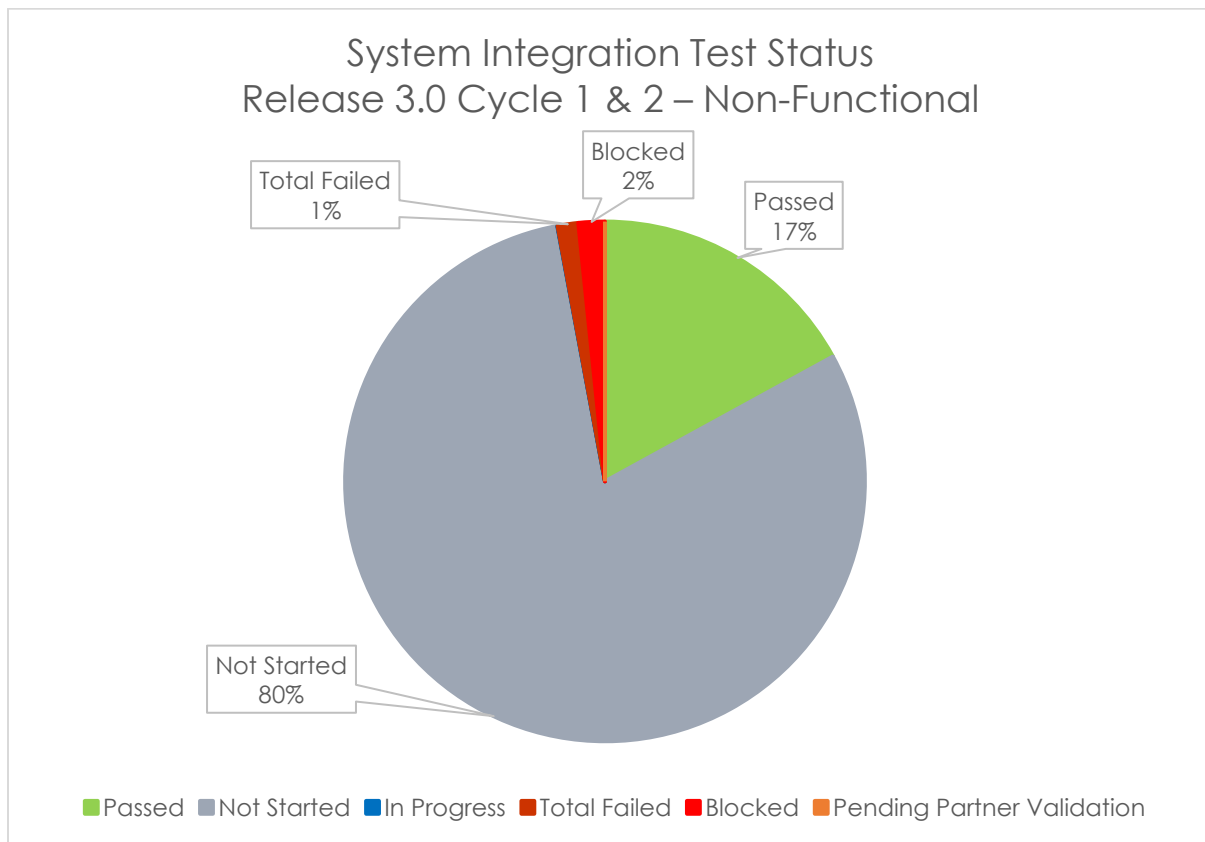
**Figure 2.3-1 – System Test Execution Status (Functional): Release 3.0**

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned</b> (+/- from previous week)	<b>81%</b>	<b>81%</b>	<b>128 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>98%</b>	<b>98%</b>	<b>125 Test Cases Executed</b>
<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**



**Figure 2.3-4 – System Test Execution Status (Non-Functional): Release 3.0**

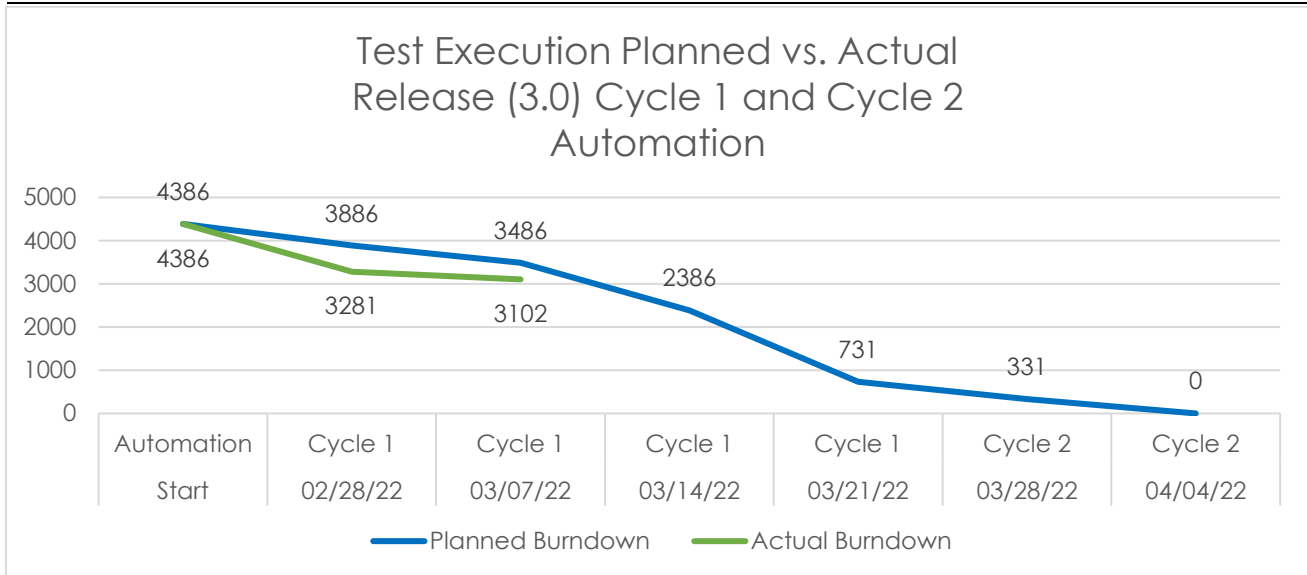


Figure 2.3-4 – Execution Burndown Chart: Release 3.0 Automation

- Automation burndown chart has been updated with updated number of languages and unique test case count.

Responsible Partner	Sev-1	Sev-2	Sev-3	Sev-4	Total
Deloitte	0	1	16	7	24
CalSAWS	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>16</b>	<b>7</b>	<b>24</b>

Figure 2.3-5 – Defects by Partners: Release 3.0

- One partner defect was converted to BenefitsCal enhancement based on key design decision: CSPM-49660.

### 2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Continue 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 support UAT.

## 2.4 User Acceptance Test (UAT) Planning

### 2.4.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Conducted a Qlik overview session with the UAT team.
- ▶ Resolved Jira access issues for UAT testers.
- ▶ Started uploading test cases into Jira.

### 2.4.2 Activities for the Next Reporting Period – User Acceptance Test Planning

- ▶ Complete uploading test cases into Jira.
- ▶ Conduct UAT preparation for test execution.

## 3.0 Performance Test

### 3.1 Highlights of the Reporting Period – Performance Test

- ▶ Executed another round of endurance tests on 03/08/22 and shared the results with the Partners.

### 3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Execute additional L.A. County tests with the entire BenefitsCal suite including the Electronic Benefits (EBT) Balance, CBO, Support, and Login and password reset through Security questions way 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	03/09/22	Hyland Imaging	Six (6) new scripts were developed. 100% completed.	100% Executed
8	03/09/22	03/25/22	Release 3.0	<p><b>Scope and scenarios:</b> 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><b>Scripting timelines:</b> 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

- ▶ Met with the CalWIN Database team on 03/10/22 to understand the current state of CalWIN user data in preparation for the CalWIN user conversion.

#### 4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Collaborate with the Counties, the Consortium, and ForgeRock teams as needed to assist with and prepare for the upcoming YBN CBO user load.
- ▶ Identify a Point of Contact (POC) for the CalWIN user data validation.

## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

---

### 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 03/11/22.
- ▶ Collaborated with the Consortium Security Team to identify additional Internet Protocol (IP) addresses to be blacklisted in Amazon Web Service (AWS) Web Application Firewall (WAF).

#### 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.

### 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.

# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

## 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
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 Submitted 02/28/22 FDEL Submission 03/21/22
01.18	Work Plan Monthly Updates – February 2022	On-track	FDEL Submitted 03/04/22 FDEL Approval 03/15/22
02.18	Monthly Status Report – February 2022	On-track	FDEL Submitted 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
31.05	Monthly Security Monitoring Report (GCF) – February 2022	On-track	FWP Submitted 03/04/22 FWP Approval 03/15/22



## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

WP #	Work Product Name	Status	Next Deadline
24.05	CX Monthly Report – February 2022	On-track	DWP Submitted 03/07/22 FWP Submission 03/17/22
25.01	Monthly M&O Report – February 2022	On-track	DWP Submitted 03/07/22 FWP Submission 03/17/22

**Table 6.1-3 – Upcoming Work Product Deadlines**

### Work Product Status by Submission

ID	Work Product Name	DWP	FWP	Final Approval
24.04	CX Monthly Report – January 2022	02/09/22	02/22/22	03/01/22
24.05	CX Monthly Report – February 2022	03/07/22	03/17/22	03/24/22
25.00	Monthly M&O Report – January 2022	02/09/22	02/22/22	03/01/22
25.01	Monthly M&O Report – February 2022	03/07/22	03/17/22	03/24/22
31.04	Monthly Security Monitoring Report (GCF) – January 2022	N/A	02/09/22	02/17/22
31.05	Monthly Security Monitoring Report (GCF) – February 2022	N/A	03/04/22	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.	Open	Medium	Medium	08/10/21

**CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report**

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

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

**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**

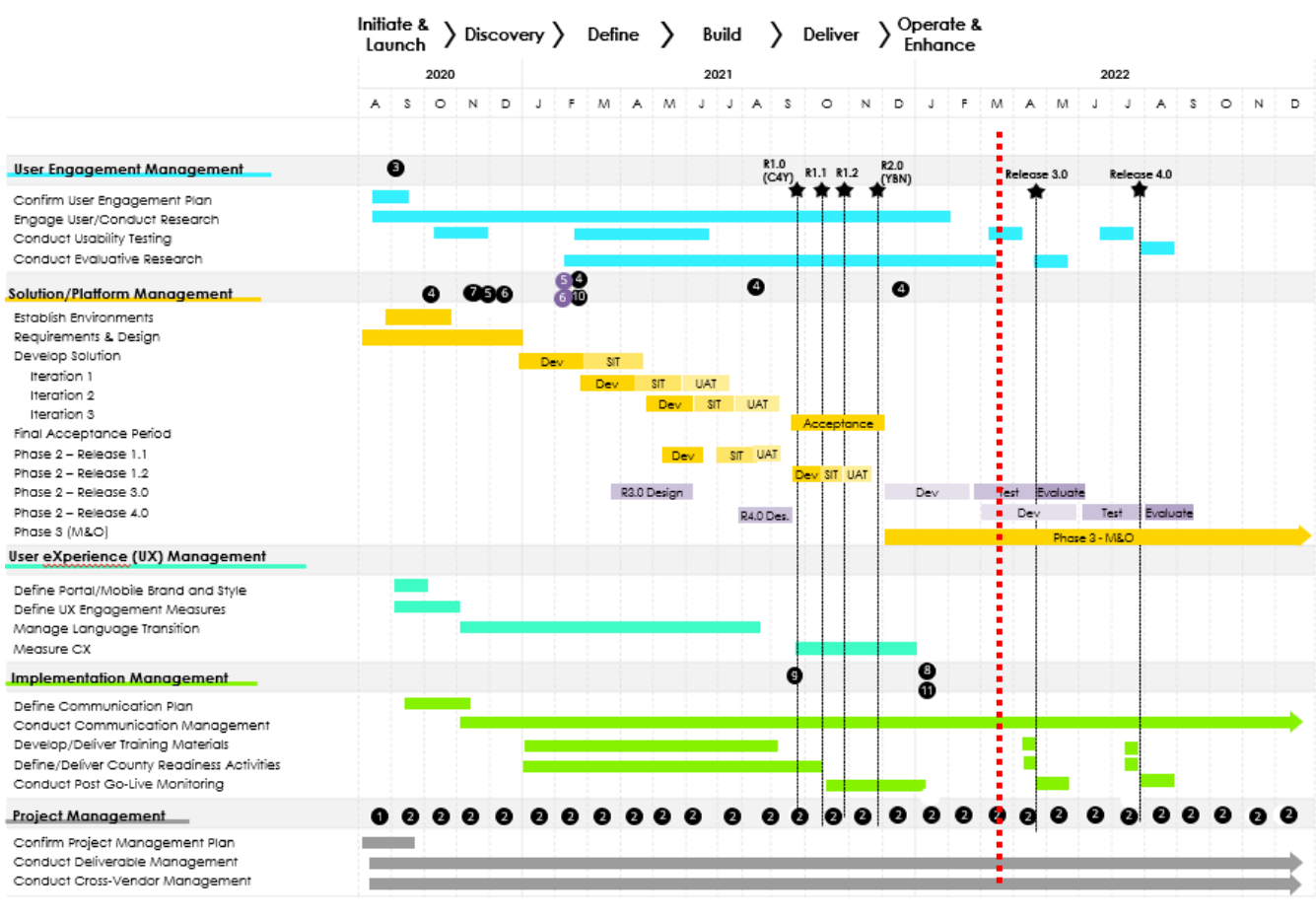
# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 16, 2022

Period: March 7, 2022 to March 13, 2022

## 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 for the period.			

Table 6.3-1 – Overdue Action Items