

# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: March 14, 2022 to  
March 20, 2022**

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

Weekly Status Report, March 23, 2022

Period: March 14, 2022 to March 20, 2022

---

## 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 23, 2022

Period: March 14, 2022 to March 20, 2022

---

6.3	Appendix C – Project Work Plan Reports .....	18
-----	--	----

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

Weekly Status Report, March 23, 2022

Period: March 14, 2022 to March 20, 2022

### 1.0 Project Management

#### 1.1 Highlights of the Reporting Period

- ▶ Deliverables and Work Products submitted:
  - 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.
- ▶ Deliverables and Work Products comments worked:
  - WP 24.05: CX Monthly Report – February 2022.
  - WP 25.01: Monthly M&O Report – February 2022.
  - DEL 05.04: Portal General Systems Design (GSD) Release 4.0.
- ▶ Deliverable and Work Product submissions for next week:
  - FDEL 05.04: Portal General Systems Design (GSD) Release 4.0 on 03/21/22.

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

- ▶ Supported test case execution: 100% executed, with 100% passing.

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

- ▶ Reviewed survey before sending to CBOs.

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

Weekly Status Report, March 23, 2022

Period: March 14, 2022 to March 20, 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

- ▶ 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 03/15/22 and 03/17/22.
- ▶ The CDSS requested re-translation for the Thai and Ukrainian languages based on vendor review of the file on 03/16/22.
- ▶ Analyzed the Release 4.0 advocate comment log for two-way messaging in collaboration with the Consortium and State Partners.

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

- ▶ Submit the 05.04 General Systems Design Release 4.0 Final Deliverable (FDEL) on 03/21/22.
- ▶ Conduct functional discovery research on the American Rescue Plan Act of 2021 (ARPA) enhancements.
- ▶ Address comments received for the 05.04 GSD 4.0 FDEL.
- ▶ Conduct a follow-up meeting for the Voice Requirement with the Consortium, Q&A, and IV&V on 03/23/22.
- ▶ Continue to gather feedback and execute the Release 3.0 language translation activities.

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

Weekly Status Report, March 23, 2022

Period: March 14, 2022 to March 20, 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> 02/15/22	<del>02/18/22</del> 02/23/22	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> <del>03/07/22</del> (Thai, Ukrainian) 03/24/22 (Mien)	In-Progress
CDSS Second Review (Wave 2)	<del>02/21/22</del>	<del>02/25/22</del> <del>03/04/22</del> <del>04/01/22</del> 04/13/22 (Thai) TBD (Ukrainian)	In Progress (Hindi Review Completed)
Consortium Sign-Off (Wave 2)	02/28/22	<del>02/28/22</del> 04/15/22	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 23, 2022

Period: March 14, 2022 to March 20, 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 (Japanese, Arabic, Farsi, Punjabi) 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.

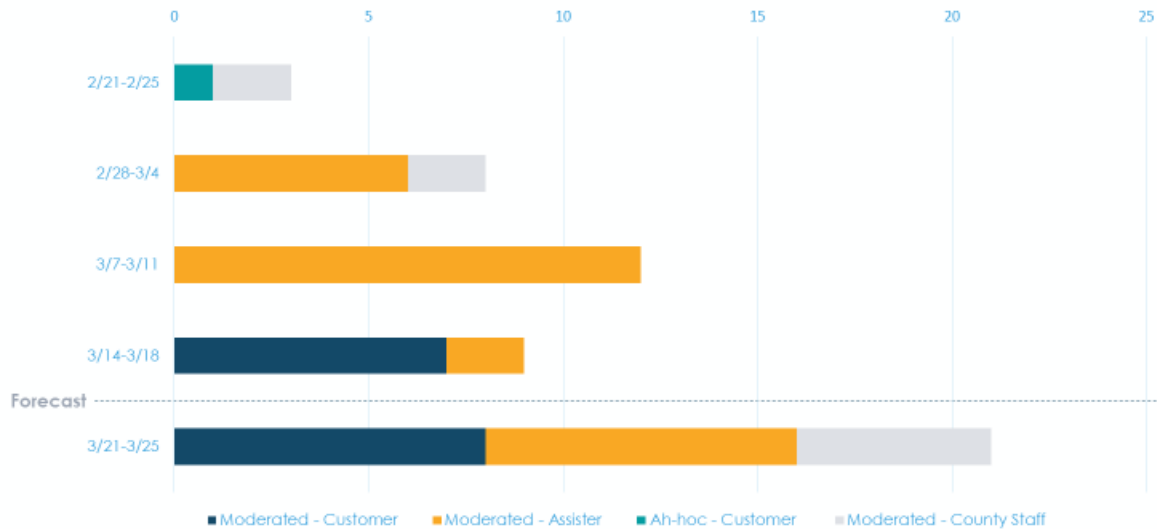
### 2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)

- ▶ Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 03/14/22.
- ▶ Facilitated one (1) session with Community Based Organization (CBO) staff, on 03/15/22, to learn more about their business processes.
- ▶ Facilitated four (4) sessions with students, during the week of 03/14/22, to learn more about their experience applying for benefits.
- ▶ Collaborated with the Design/Functional team to integrate the Advocate feedback for the Two-way Messaging functionality designs by 03/18/22 and prepared responses to Advocate comments to be shared with the Advocate Community during the week of 03/20/22.
- ▶ Continued recruitment and scheduling activities for the UCD research sessions during the week of 03/14/22.
- ▶ Responded to comments received for the 24.05: CX Monthly Report – February 2022 Draft Work Product (DWP) on 03/17/22.

### 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 03/21/22.
- ▶ Facilitate two (2) sessions with CBO staff, during the week of 03/21/22, to learn more about their business processes.
- ▶ Facilitate two (2) sessions with students, during the week of 03/21/22, to learn more about their experience applying for benefits.
- ▶ 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 03/18/22	Actual for Week Ending 03/18/22	Total Planned for the Release	Comments
2.3	3	3	8	All on track for deployment
3.0	1	1	7	All on track for deployment

Table 2.2-1 – Enhancement Actuals for Reporting Period



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

Weekly Status Report, March 23, 2022

Period: March 14, 2022 to March 20, 2022

### Release 3.0

- ▶ Released Arabic and Farsi translations within the 3.0.0\_190 build.
- ▶ Released enhancement CSPM-49661 within 3.0.0\_0200 build.
- ▶ Delay of one (1) widget related to Japanese translation:
  - **Cause:** Translation sheet was received on 03/10/22 instead of 02/28/22.
  - **Impact:** System Test release of 03/15/22 is now moved to 03/24/22.
  - **Resolution Plan:** Now planned to be released on 03/24/22.
- ▶ Provided System Test support for System Test Cycle 2.
- ▶ Provided UAT support for Independent Testing.

### 2.2.2 Activities for the Next Reporting Period – Development

#### Enhancements (M&E)

Release	Planned for Week Ending 03/25/22	Total Planned for the Release	Total Completed for the Release	Comments
2.3.1	1	1	0	
3.0	4	7	1	The planned System Test Release for CSPM-43477 is 03/24/22.  The other three (3) enhancements to be released in the subsequent System Test releases through 04/05/22.

Table 2.2-2 – Planned Enhancement Work

### Release 3.0

- ▶ Continue development for Hindi and Japanese translations.
- ▶ Release the Hindi translations on 03/17/22 and 03/22/22.
- ▶ Release the Japanese translations on 03/22/22 and 03/24/22.
- ▶ Start development for the Marketing site multilanguage changes for five (5) of the languages which are Punjabi , Farsi , Arabic, Japanese and Hindi .
- ▶ 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

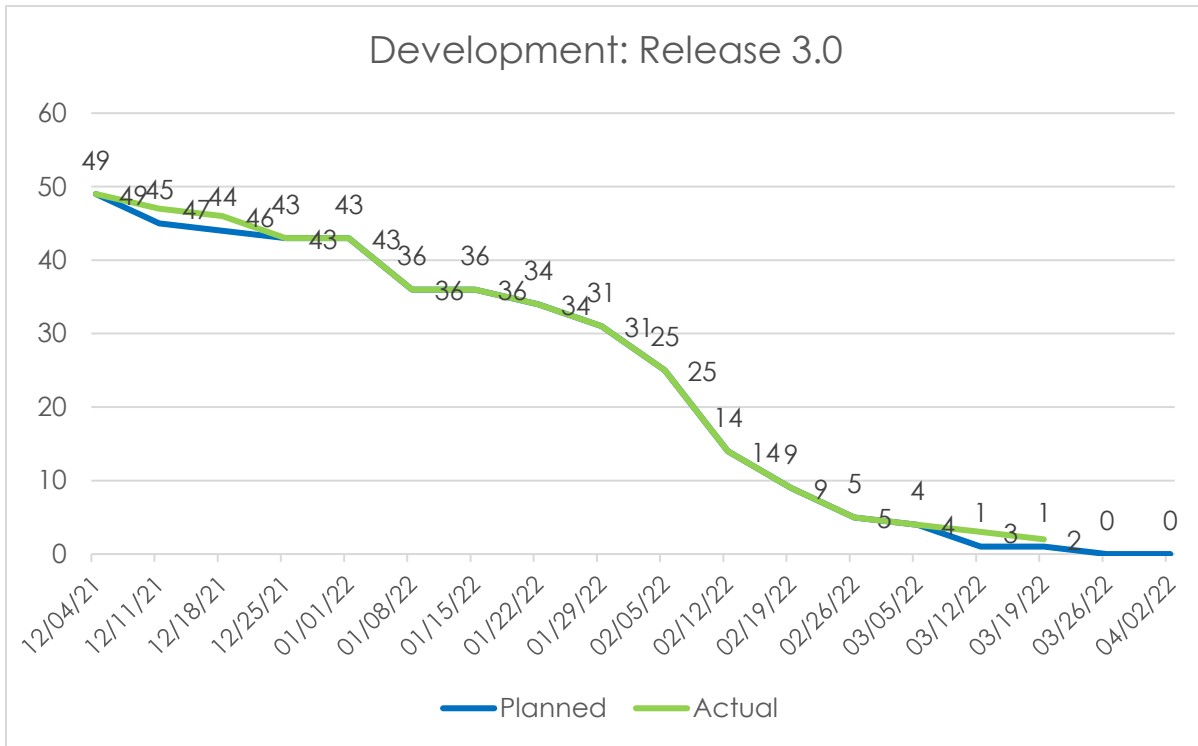


Figure 2.2-1 – Development: Release 3.0 Burndown

## 2.3 System Test Execution

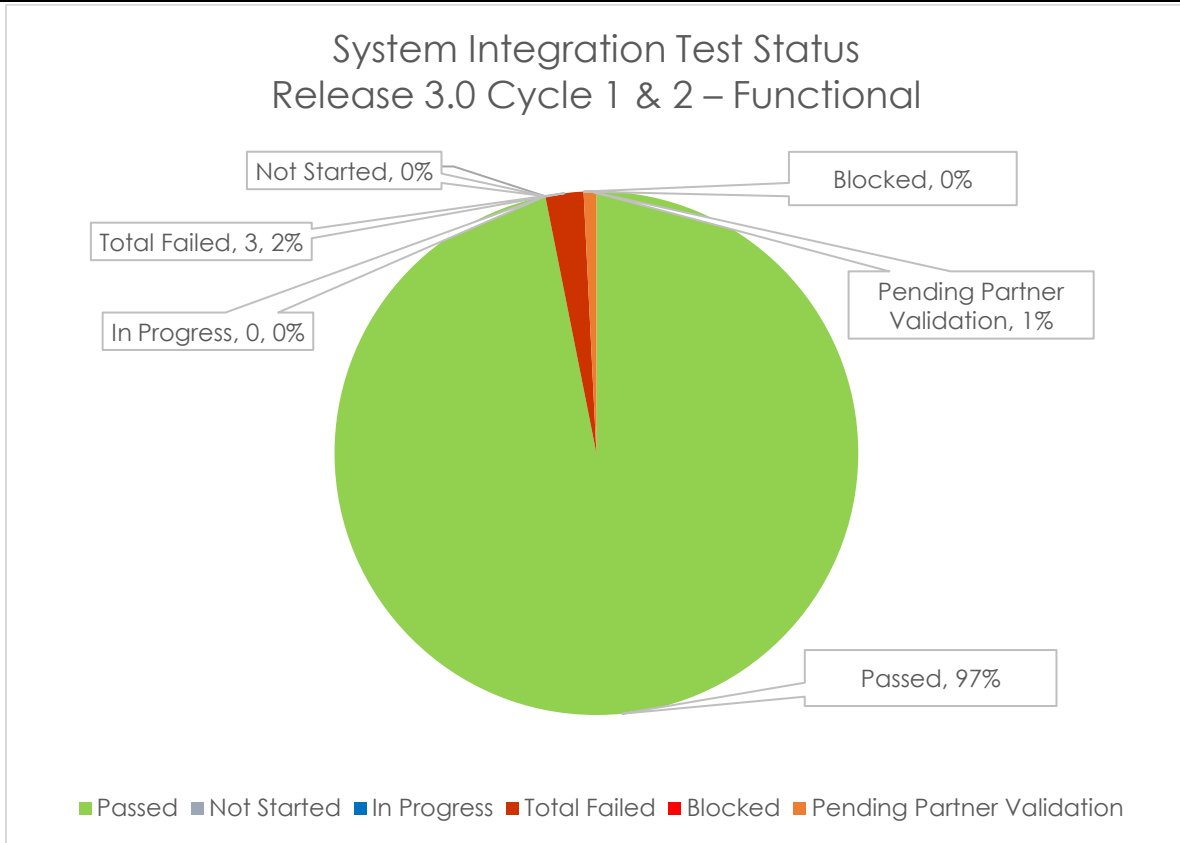
### 2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ Provided testing support for the upcoming Maintenance and Operations (M&O) priority release 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 03/15/22 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 34 of 36 functional test cases (33 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 six (6) ADA test cases (6 passed).
  - Executed 12 cross-browser test cases (12 passed).
  - Executed 12 cross-device test cases (12 passed).
  - Executed 1841 multilanguage test cases (1719 passed).

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

Weekly Status Report, March 23, 2022

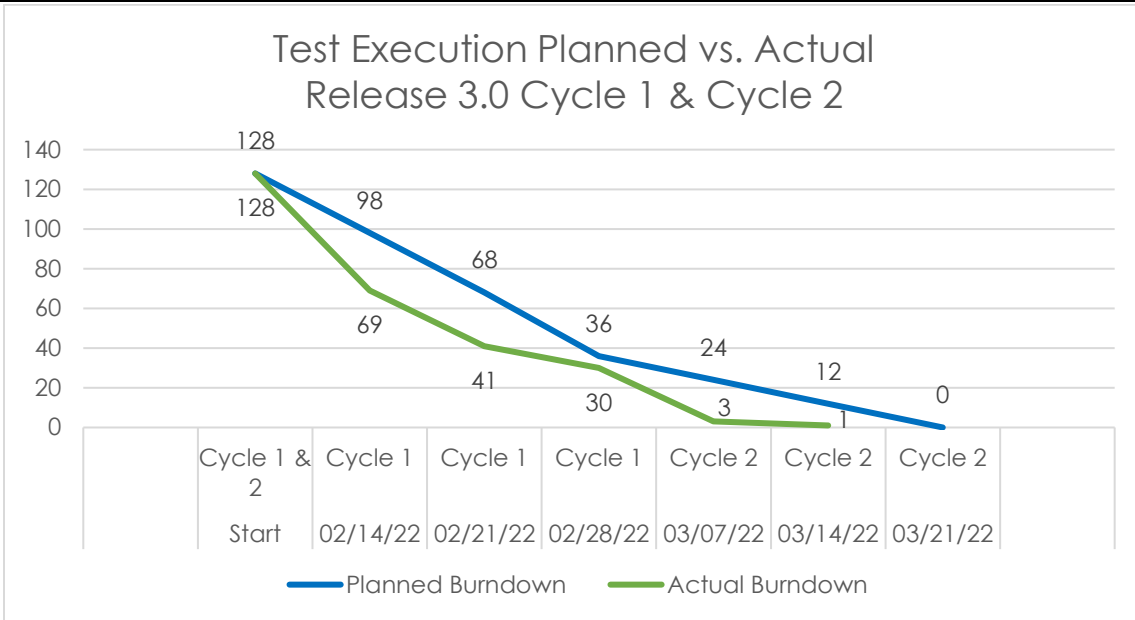
Period: March 14, 2022 to March 20, 2022



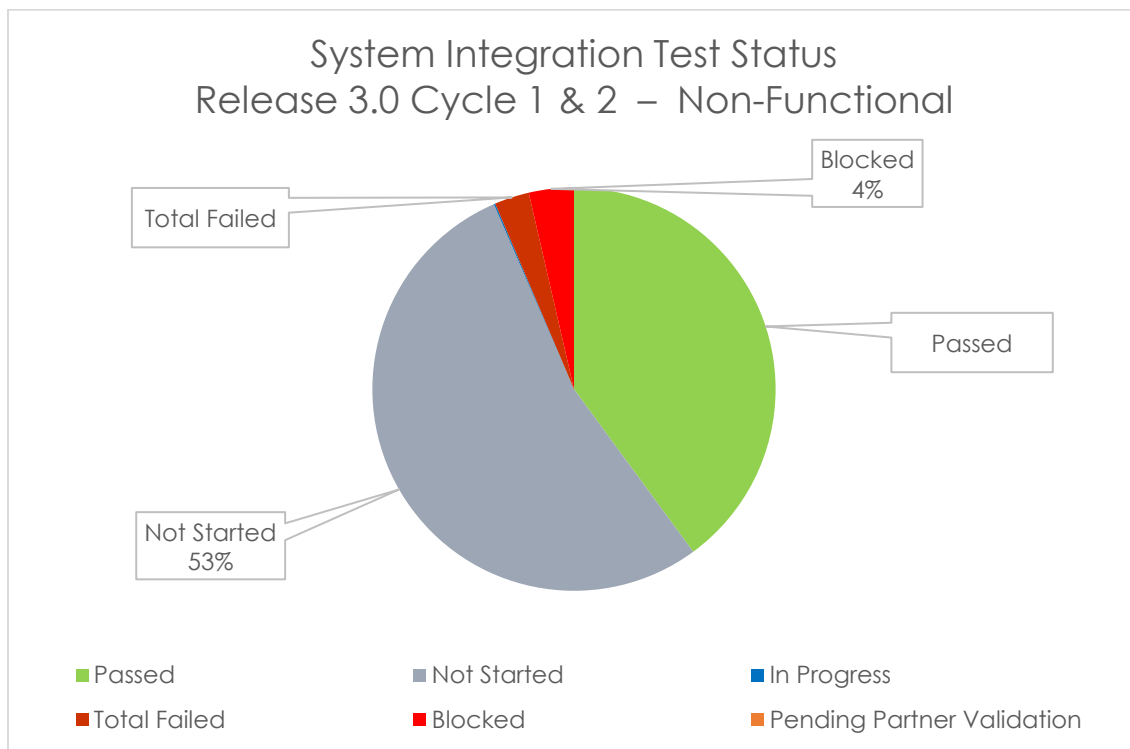
**Figure 2.3-1 – System Test Execution Status (Functional): Release 3.0**

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned</b> (+/- from previous week)	<b>90%</b>	<b>90%</b>	<b>128 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>99%</b>	<b>99%</b>	<b>127 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**

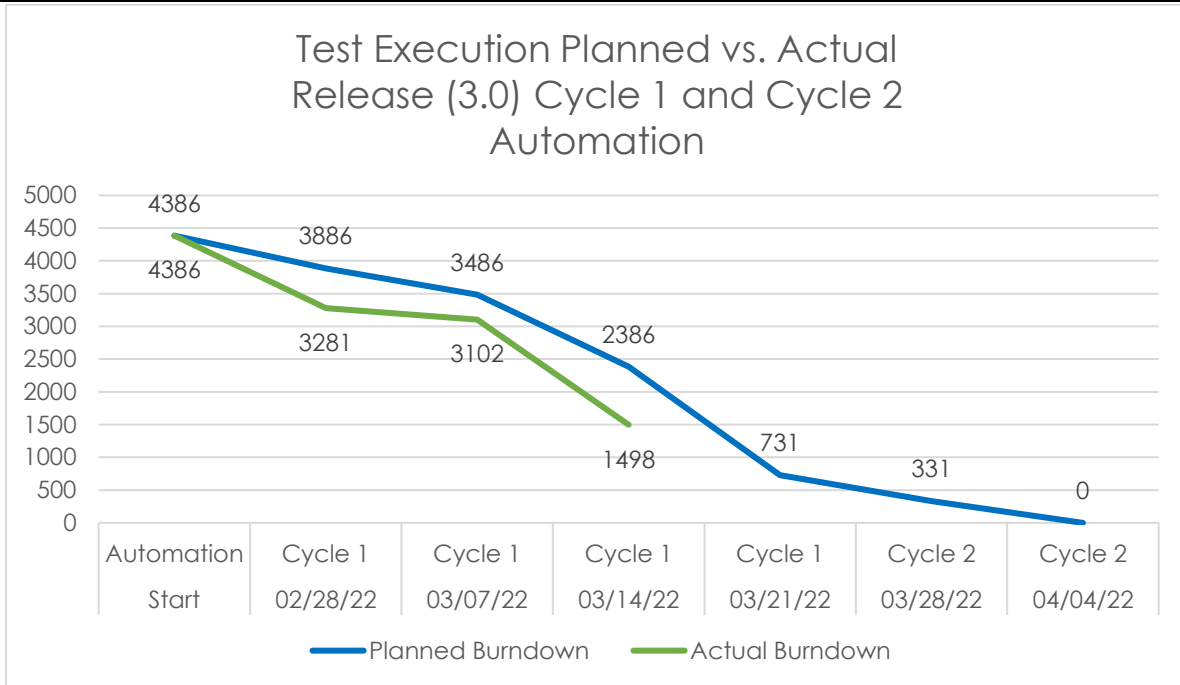


Figure 2.3-4 – Execution Burndown Chart: Release 3.0 Automation

- Overall automation execution is ahead of schedule, however due to missing translations, expecting slow execution rates in upcoming weeks.

Responsible Partner	Sev-1	Sev-2	Sev-3	Sev-4	Total
Deloitte	0	0	23	10	33
CalSAWS	0	0	0	0	0
Total	0	0	23	10	33

Figure 2.3-5 – Defects by Partners: Release 3.0

- ▶ One partner defect was converted to a 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 2 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 Independent Testing and UAT.

## 2.4 User Acceptance Test (UAT) Planning

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

- ▶ Completed test case upload in Jira for the UAT team.

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

- ▶ Discuss UAT readiness on 03/21/22 with State Testers.

## 3.0 Performance Test

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

- ▶ Prepared for another round of 100% volume Integrated Load test with Partners.
- ▶ Release 3.0 scenarios are scripted in the SIT environment and will be validated soon in the Perf based on the code migration plan.

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

- ▶ Execute another round of 100% volume end-to-end (E2E) Integrated Load test with Partners on 03/21/22.
- ▶ 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 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	04/01/22	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 the dashboard needs to be incorporated into the Performance scripts.</p> <p><b>Scripting timelines:</b> 01/24/22 – 02/18/22.</p>	25% 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

- ▶ Identified Points of Contact (POCs) for Placer County CBO User Validation for the CalWIN 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 Your Benefits Now (YBN) CBO user load.
- ▶ Identify a POC for the CalWIN user data validation.

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

Weekly Status Report, March 23, 2022

Period: March 14, 2022 to March 20, 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 03/18/22.
- ▶ Collaborated with the Consortium Security Team to identify additional Internet Protocol (IP) addresses to be blacklisted in the Amazon Web Service (AWS) Web Application Firewall (WAF).
- ▶ Drafted and submitted Change Approval Board (CAB) requests to create a BenefitsCal Disaster Recovery environment and set up its roles and another to update restrictions on existing read-only permissions in the AWS Single Sign-On (SSO).

#### 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 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 L.A. County, pending final imaging performance test results.

#### 5.2 Activities for the Next Reporting Period

- ▶ Re-plan communications with L.A. 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 23, 2022

Period: March 14, 2022 to March 20, 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	FDEL Submission 03/21/22 FDEL Approval 03/30/22
01.18	Work Plan Monthly Updates – February 2022	On-track	FDEL Approved 03/15/22
02.18	Monthly Status Report – February 2022	On-track	FDEL Approval 03/15/22

**Table 6.1-2 – Upcoming Deliverable Deadlines**



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

Weekly Status Report, March 23, 2022

Period: March 14, 2022 to March 20, 2022

### Work Product Status by Submission

		Complete	Coming Soon		
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	03/14/22	

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

### Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
31.05	Monthly Security Monitoring Report (GCF) – February 2022	On-track	FWP Approval 03/15/22
24.05	CX Monthly Report – February 2022	On-track	FWP Submission 03/17/22 FWP Approval 03/24/22
25.01	Monthly M&O Report – February 2022	On-track	FWP Submission 03/17/22 FWP Approval 03/24/22

**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	The CDSS is testing and validating the translated text to display within the BenefitsCal application –	Open	Medium	Medium	08/10/21

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

Weekly Status Report, March 23, 2022

Period: March 14, 2022 to March 20, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
	be completed timely	Release 3.0 scope. Completion with the testing dates is needed to avoid any impacts or delays to Release 3.0 delivery. <ul style="list-style-type: none"> <li>The CDSS translation vendor found issues with two (2) languages.</li> <li>Humble vendor asked to re-translate and remediate two (2) 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
CRFI 22-017	PPOC, Consortium Regional Managers	Customer Recruitment – CalSAWS BenefitsCal Strategic Planning Session Group	Collaboration Model	03/15/22	03/25/22

**Table 6.2-3 – CRFIs**

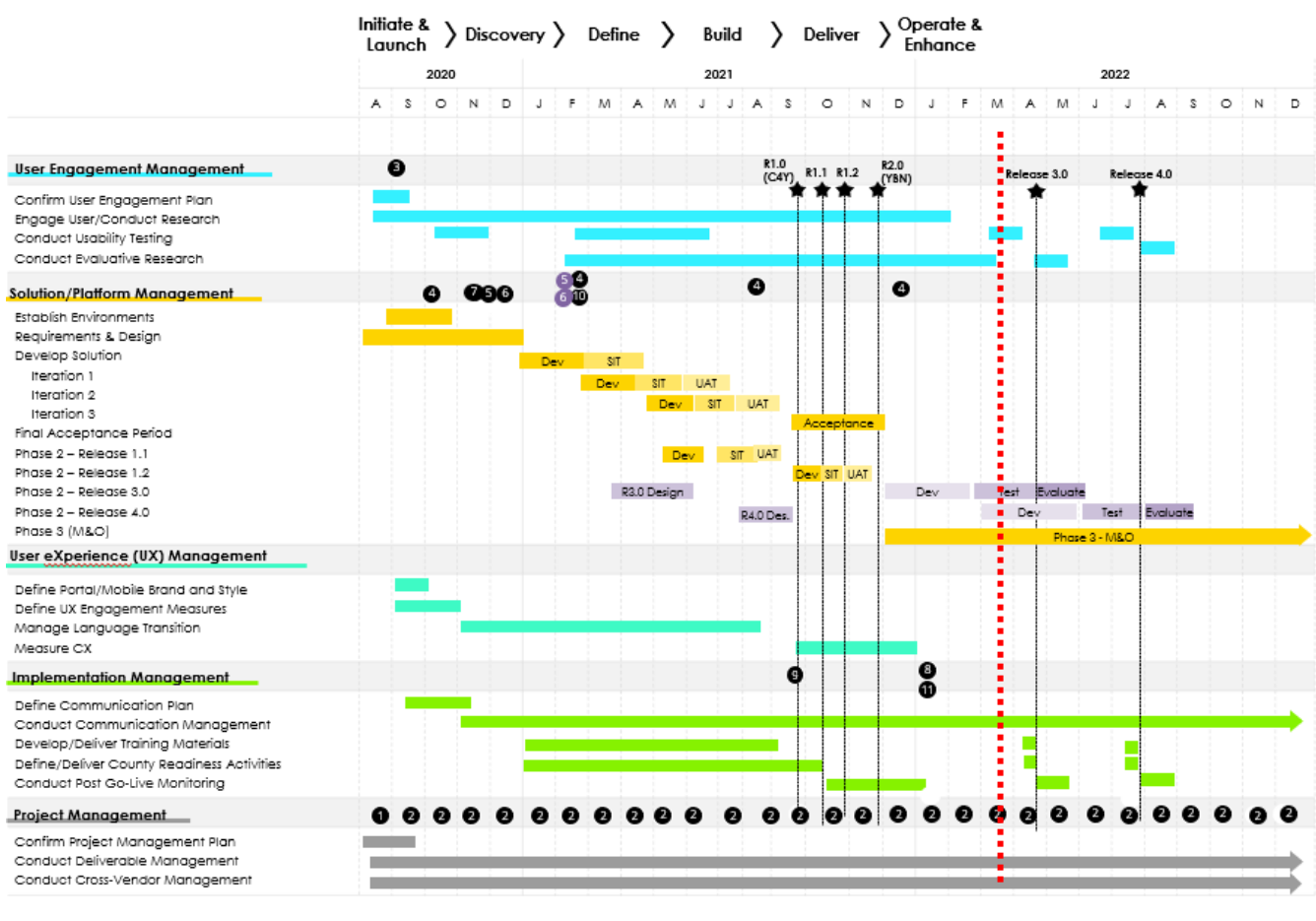
# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 23, 2022

Period: March 14, 2022 to March 20, 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