CalSAWS BenefitsCal (Portal/Mobile) Maintenance and Operations (M&O) Monthly Status Report

Reporting Period: March 14, 2022 to March 27, 2022

03/30/22

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1.0   Executive Summary

1.1   BenefitsCal Project Status Dashboard

Topic	Status	Highlights
Availability	🟢	The BenefitsCal System did not experience any unplanned outages.
Defects	🟢	There are thirty-nine (39) active Production defects.
Incidents	🟢	There are four (7) open Tier 3 incidents.

*Status: **Green**: On schedule, performing as planned; **Yellow**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation.*

Table 1.1-1 – Status Dashboard

1.2   Highlights from the Reporting Period

► The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 2.3 to BenefitsCal Production.

Planned Outages

► None for the reporting period.

2.0   Project Management

2.1   Project Deliverables Summary

Del #	Deliverable Name	Team	Status [1]	Status
FDEL 05.04	Portal General Systems Design (GSD) Release 4.0	Functional	🟢	Approval due 03/30/22
FWP 24.05	CX Monthly Report – February 2022	PMO	🟢	Approved
FWP 25.01	Monthly M&O Report – February 2022	PMO	🟢	Approved

[1] *Status: **Green**: On schedule, performing as planned; **Yellow**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation.*

Table 2.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

2.2   Highlights for the Reporting Period

► Deliverables and Work Products submitted:
  o FDEL 05.04: Portal General Systems Design (GSD) Release 4.0 on 03/21/22.
  o FWP 24.05: CX Monthly Report – February 2022 on 03/17/22.
  o FWP 25.01: Monthly M&O Report – February 2022 on 03/17/22.
► Deliverables and Work Products comments worked:
  o DDEL 05.04: Portal General Systems Design (GSD) Release 4.0.
  o DWP 24.05: CX Monthly Report – February 2022.
  o DWP 25.01: Monthly M&O Report – February 2022.
► Deliverable and Work Product submissions for next reporting period:
  o FWP 28.00: BenefitsCal Work Plan Monthly Updates – March 2022 on 04/05/22.
  o FWP 29.00: BenefitsCal Monthly Status Report – March 2022 on 04/05/22.
  o FWP 31.06: Monthly Security Monitoring Report (GCF) – March 2022 on 04/05/22.
  o DWP 24.06: CX Monthly Report – March 2022 on 04/07/22.
  o DWP 25.02: Monthly M&O Report – March 2022 on 04/07/22.
  o DWP 26.00: BOM Review and License Renewals on 04/08/22.
  o DWP 27.00: Certificate Review on 04/08/22.

2.3   CRFI/CIT Communications Status

► The following table outlines the CalSAWS Information Transmittals (CITs) for the reporting period.

CIT ID	Subject	Category	Distribution Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
None	None	None	None	None	None

Table 2.3-1 – CITs

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

CRFI ID	Subject	Distribution Date	Status	Response Due Date	BenefitsCal Contact
None	None	None	None	None	None

Table 2.3-2 – CRFIs

CRFI ID	Subject
None	None

Table 2.3-3 – Overdue CRFIs

2.4   SCIRFRA/SCERFRA/SIRFRA/SARRA Information

The table below outlines the summary of SAWS Communication Information Request for Research and Analysis (SCIRFRA), SAWS Cost Estimation Request for Research and Analysis (SCERFRA), SAWS Information Request for Research and Analysis (SIRFRA), SAWS Advocates Request for Research and Analysis (SARRA), and Consortium Request for Policy Clarifications (CRPC) activities for the reporting period.

Status	Total
Rejected	0
Assigned	0
Completed	1
Duplicate	0
In Review	0
Withdrawn	0
Total	**1**

Table 2.4-1 – Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

2.5   Deviation from Plan/Adjustments

► None for the reporting period.

3.0   Maintenance and Operations

► Provided operational support for manual reprocessing of a transaction between CalSAWS and BenefitsCal.
► Participated in a weekly meeting with Code for America (CFA) to support their ongoing operational questions for BenefitsCal and discuss future enhancements.
► Conducted daily partner coordination meetings with CalSAWS covering design, development, testing, and release management for defects and enhancements impacting both systems along with production observations.
► Completed the initial acceptance period and moved into Maintenance and Operations.

3.1   Service Management

3.1.1 Overview

► One (1) incident was created in the March bi-weekly reporting period for the BenefitsCal Tier 3 team.
► The BenefitsCal Tier 3 team resolved four (4) incidents in the March bi-weekly reporting period.

► The BenefitsCal Tier 3 team has triaged sixteen (16) incidents in the March bi-weekly reporting period.
► The BenefitsCal Tier 3 team created five (5) problem tickets in the March bi-weekly reporting period.
► The BenefitsCal Tier 3 team Resolved four (4) problem tickets in the March bi-weekly reporting period.

3.1.2 BenefitsCal Help Desk Metrics
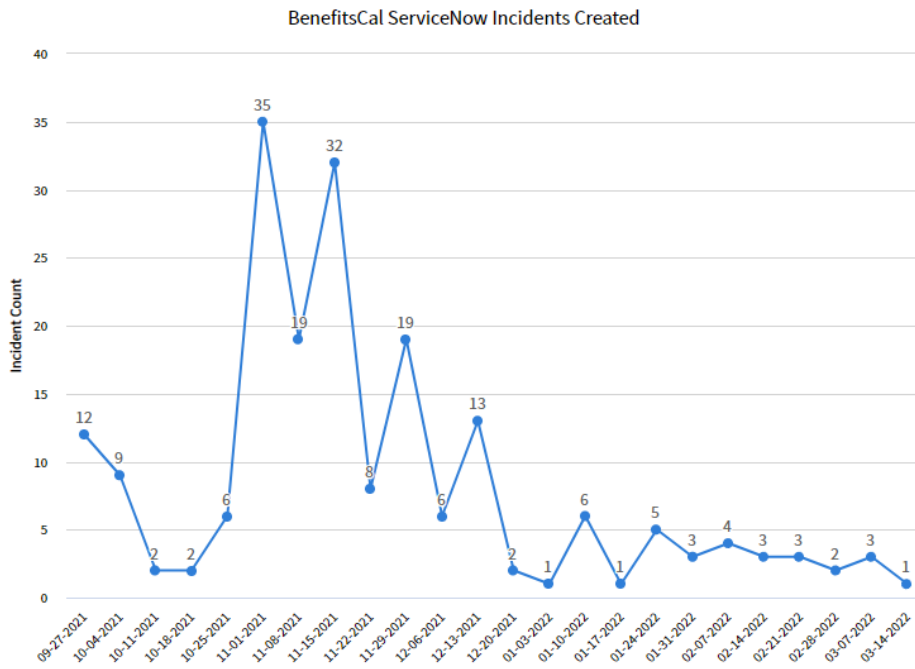
Note: *These charts do not have any points after 03/14/22 as there were no incidents created in those weeks.*
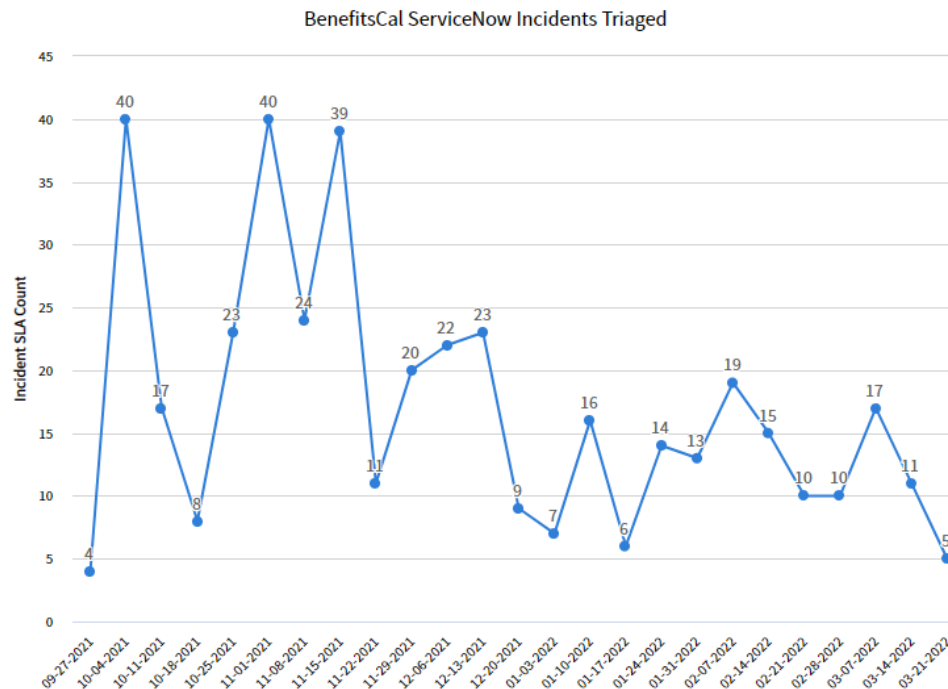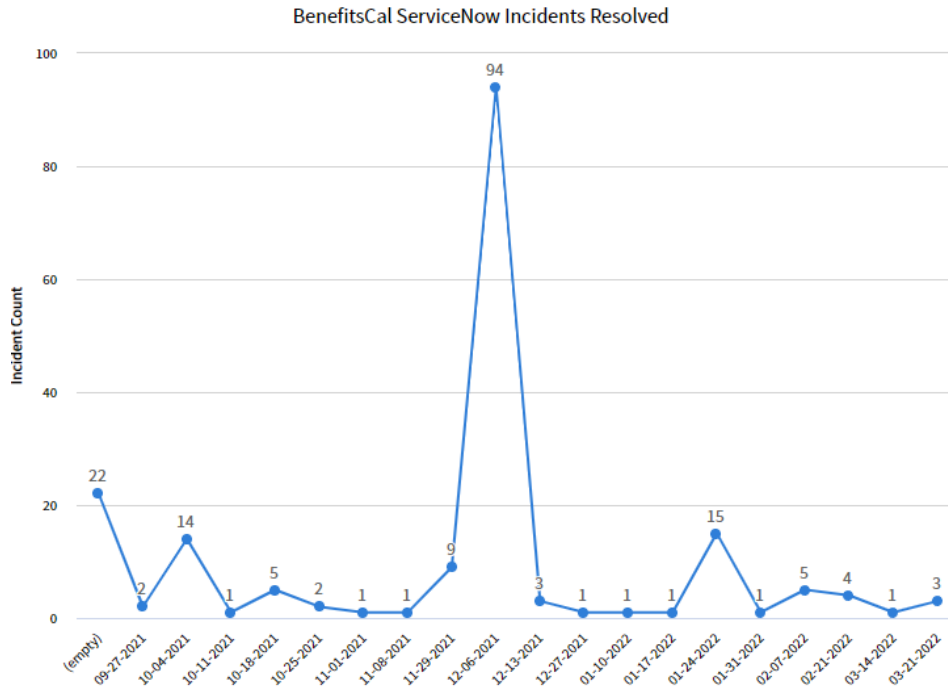
Note: *The graphs represent the ServiceNow incidents associated to all 39 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week.*

Figures 3.1-1, 3.1-2, and 3.1-3 – BenefitsCal ServiceNow Incidents

BenefitsCal ServiceNow Problems Created

BenefitsCal ServiceNow Problems Resolved
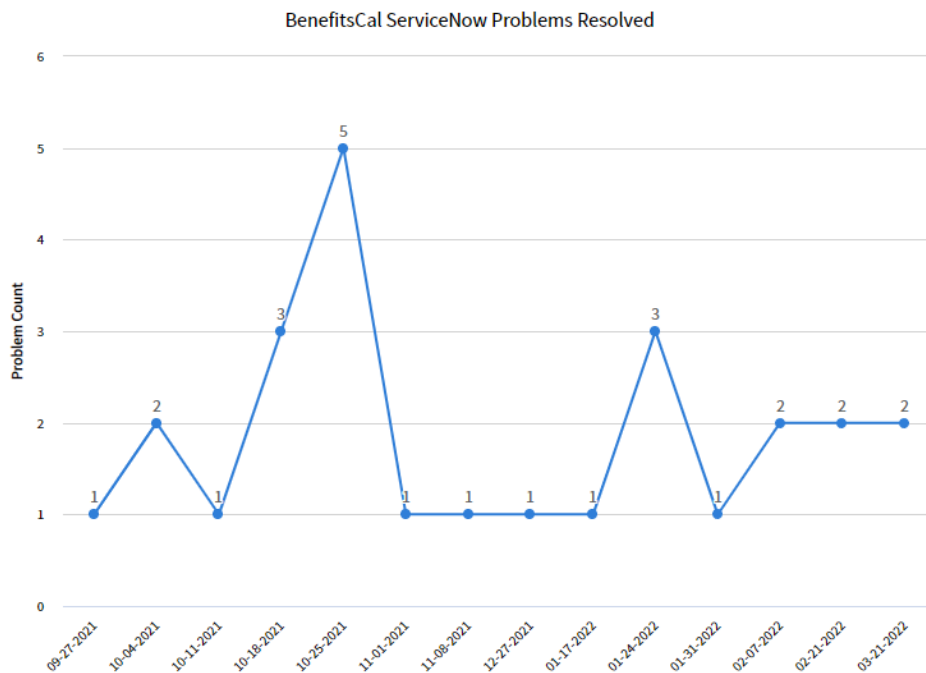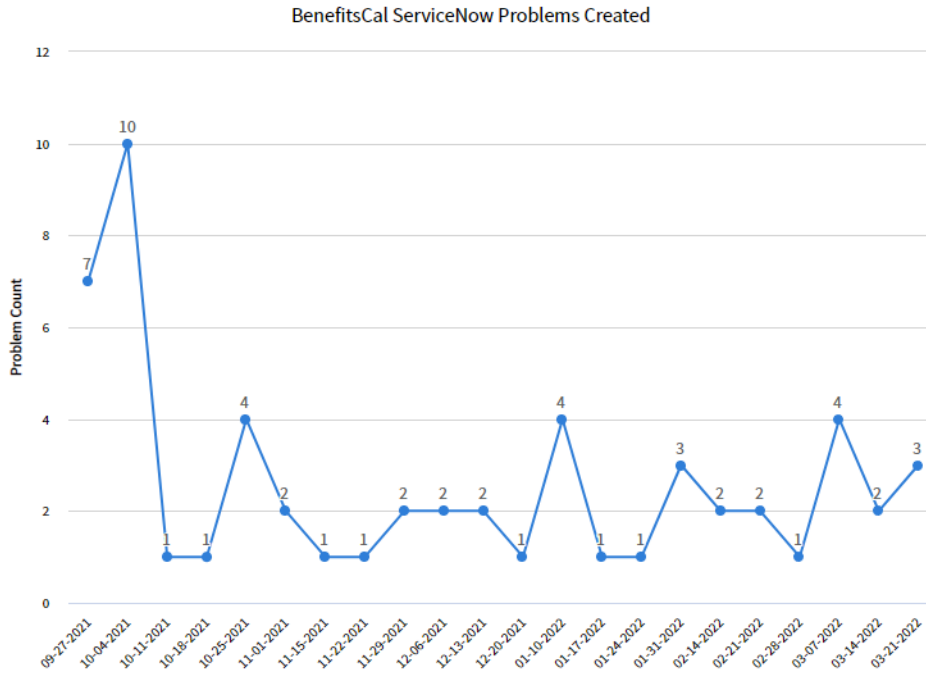
Note: The graphs represent the ServiceNow problems associated to 39 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.

Figures 3.1-4 and 3.1-5 – BenefitsCal ServiceNow Problems

BenefitsCal ServiceNow Incidents by State and Age

	Aging Category	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	Count
State							
In Progress		1	0	0	0	0	1
On Hold		0	1	1	2	0	4
Resolved		0	0	2	1	0	3
Closed		0	2	25	16	14	57
Count		1	3	28	19	14	65

Figure 3.1-6 – BenefitsCal ServiceNow Incidents by State and Age

BenefitsCal ServiceNow Incidents by Resolution Code

- Not a System Error -... = 175 (47.17%)
- Defect Fixed = 85 (22.91%)
- Solved (Permanently) = 36 (9.7%)
- How To - Steps to Pr... = 31 (8.36%)
- Customer Requested C... = 15 (4.04%)
- Unable to Recreate I... = 13 (3.5%)
- Customer Confirmed I... = 5 (1.35%)
- Additional Informati... = 4 (1.08%)
- SCR Implemented = 4 (1.08%)
- Outage / Performance... = 3 (0.81%)
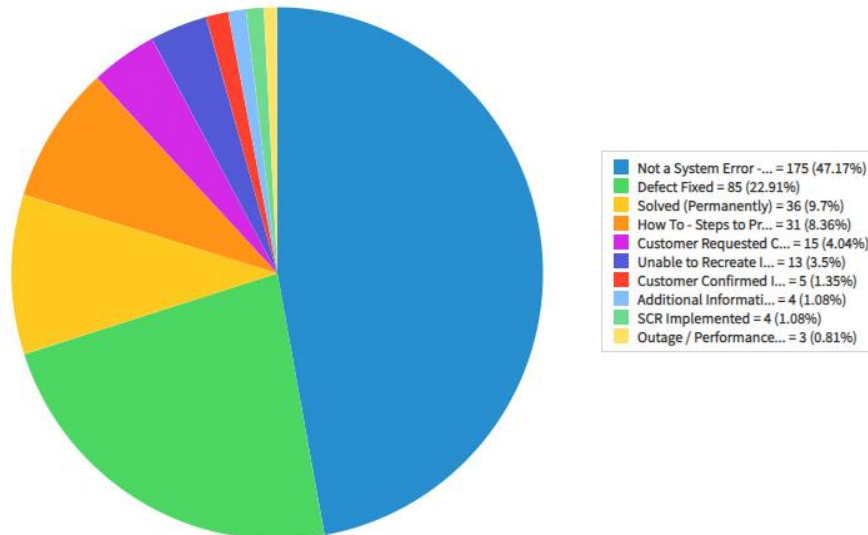
Resolution code	Incident SLA Count	Percentage of Incident SLAs
Not a System Error - With Explanation	175	47.17%
Defect Fixed	85	22.91%
Solved (Permanently)	36	9.7%
How To - Steps to Proceed Provided	31	8.36%
Customer Requested Closure	15	4.04%
Unable to Recreate Issue	13	3.5%
Customer Confirmed Issue is Resolved	5	1.35%
Additional Information Needed	4	1.08%
SCR Implemented	4	1.08%
Outage / Performance Degradation	3	0.81%
Total	**371**	**100%**

Note: *The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.*

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

BenefitsCal ServiceNow Incidents Created by by Category

Legend:
- CalSAWS Application/... = 99 (23.4%)
- BenefitsCal > Apply ... = 48 (11.35%)
- BenefitsCal > Docume... = 34 (8.04%)
- BenefitsCal > System... = 29 (6.86%)
- BenefitsCal > Error ... = 26 (6.15%)
- BenefitsCal > Access... = 25 (5.91%)
- BenefitsCal > Access... = 25 (5.91%)
- BenefitsCal > Period... = 18 (4.26%)
- BenefitsCal > Renewa... = 13 (3.07%)
- CalSAWS Application/... = 9 (2.13%)
- BenefitsCal > Access... = 8 (1.89%)
- BenefitsCal > Case L... = 8 (1.89%)
- Other = 81 (19.15%)
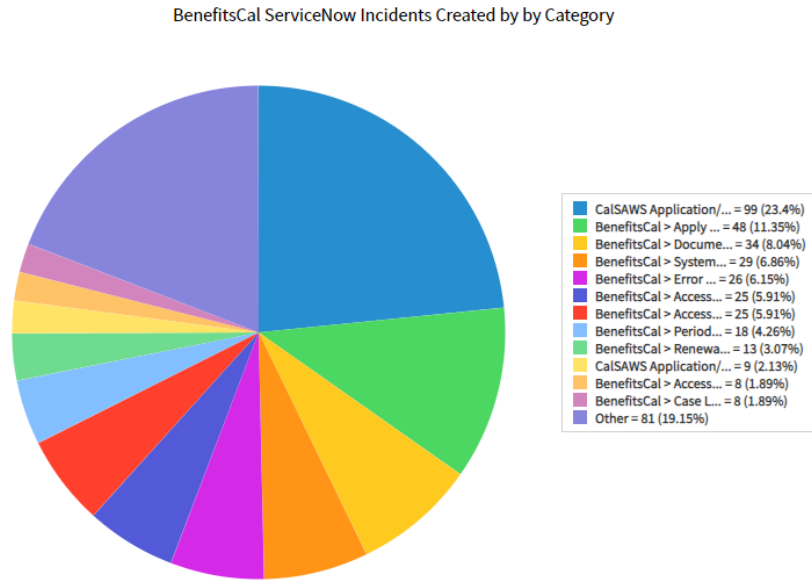
Category	Incident SLA Count	Percentage of Incident SLAs
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	99	23.4%
BenefitsCal > Apply for Benefits	48	11.35%
BenefitsCal > Document Upload	34	8.04%
BenefitsCal > System/Technical Issue	29	6.86%
BenefitsCal > Error Message	26	6.15%
BenefitsCal > Access Issue > CBO	25	5.91%
BenefitsCal > Access Issue > Customer	25	5.91%
BenefitsCal > Periodic Reports	18	4.26%
BenefitsCal > Renewal/Redetermination/Recertification	13	3.07%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance	9	2.13%
BenefitsCal > Access Issue	8	1.89%
BenefitsCal > Case Link Request	8	1.89%
Other	81	19.15%
Total	**423**	**100%**

Note: The pie chart above represents Incidents by category created since BenefitsCal Go-Live on 09/27/21.

The "Other" category will cover incidents related to BenefitsCal module such as Dashboard, Help Center, Homepage, Report a Change, Application Summary.

Figure 3.1-8 – BenefitsCal ServiceNow Incidents Created by Category

3.2   Technology Operations

The BenefitsCal technology operations team provides Amazon Web Services (AWS) serverless infrastructure and BenefitsCal application support. All upgrades and changes to the infrastructure and application are performed in accordance with the Consortium change control process. AWS serverless infrastructure support activities include upgrades to AWS components such as the Web Application Firewall (WAF), CloudFront, Application Programing Interface (API) Gateway, Lambdas, Simple Queue Service (SQS), CloudWatch, X-Ray and Aurora Postgres, Postgres Relational Database Service (RDS), and RDS Proxy. Application maintenance and support includes release and configuration management across all non-production and production environments.

3.3   BenefitsCal Maintenance and Operations

Scheduled Date	Outage Timeframe	Activity Description
3/24/2022	7:00 pm–8:30 pm PST	V2.3 release in production.

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
INC0049923	Receiving timeout response from CalSAWS APIs	03/22/2022 10:15 am– 10:30 am PST	End user will not be able to view his/her case details & notices	Open	CalSAWS/Deepak
INC0049527	403 error from CalSAWS imaging API	Random	Daily 2–3 documents are failing due to this error in PRD. M&O team needs to process them manually	Open	CalSAWS/Deepak

Table 3.3-2 – BenefitsCal Incident Follow-Up Summary

3.4 Security Metrics Report

This section includes a monthly report of the security findings generated from the Static Application Security Testing (SAST), Dynamic Application Security Testing (DAST), and security incident reporting. This month's report occurs during Release 2.2.

Severity	Total Count	FoD Scan Report Analysis Status			Vulnerability Summary		Remediation Status			
		Yet to Start	In-Progress	Complete	False Positives	True Positives	New	Dev in Progress	Test in Progress	Closed
Critical	0	0	0	0	0	0	0	0	0	0
High	0	0	0	0	0	0	0	0	0	0
Medium	0	0	0	0	0	0	0	0	0	0
Low	0	0	0	0	0	0	0	0	0	0

Table 3.4-1 – SAST Monthly Vulnerability Summary – Consolidated Report (Front End)

Severity	Total Count	FoD Scan Report Analysis Status			Vulnerability Summary		Remediation Status			
		Yet to Start	In-Progress	Complete	False Positives	True Positives	New	Dev in Progress	Test in Progress	Closed
Critical	5	0	0	5	5	0	0	0	0	0
High	24	0	0	24	24	0	0	0	0	0
Medium	0	0	0	0	0	0	0	0	0	0
Low	0	0	0	0	0	0	0	0	0	0

Table 3.4-2 – SAST Monthly Vulnerability Summary – Consolidated Report (Backend)

Severity	Total Count	Average Days Open	Remediation Status			
			New	Dev in Progress	Test in Progress	Closed
High	0	0	0	0	0	0
Medium	0	0	0	0	0	0
Low	1	0	0	1	0	0
Cosmetic	0	0	0	0	0	0

Table 3.4-3 – DAST Monthly Defect Results – Consolidated Report

Incident ID	Severity	Description	Remediation Status	Days Open
CSPM-41568	Low	It is observed that the /admin/AFHOM endpoint contains AWS account information in the response.	Analysis in Progress	-

Table 3.4-4 – DAST Monthly Defect Results – Consolidated Report

| ID	Summary	Severity	Planned Release	Status
None	-	-	-	-

Table 3.4-5 – Monthly Open Security Defects

Finding	Severity	Description	Remediation Status	Days Open
Rotation not enabled for Customer Created CMKs for KMS Encryption	High	Identifies any CMKs where automated key rotation is not enabled.	Complete. All identified CMKs are deleted or pending deletion, making this a false-positive.	20
VPC Flow Log Not Enabled	Medium	Examines each VPC to ensure flow logs are enabled.	Complete. These VPCs were used as a part of the Disaster Recovery environment testing and have since been deleted.	20

Table 3.4-6 – Monthly CloudCheckr Findings Summary

3.5   Production Defect Backlog

The Production defect backlog bar chart depicts the balance of open (unresolved Production defects - Red) and closed defects – Green), month-over-month. Defects are closed upon system test validation and release deployment to Production.
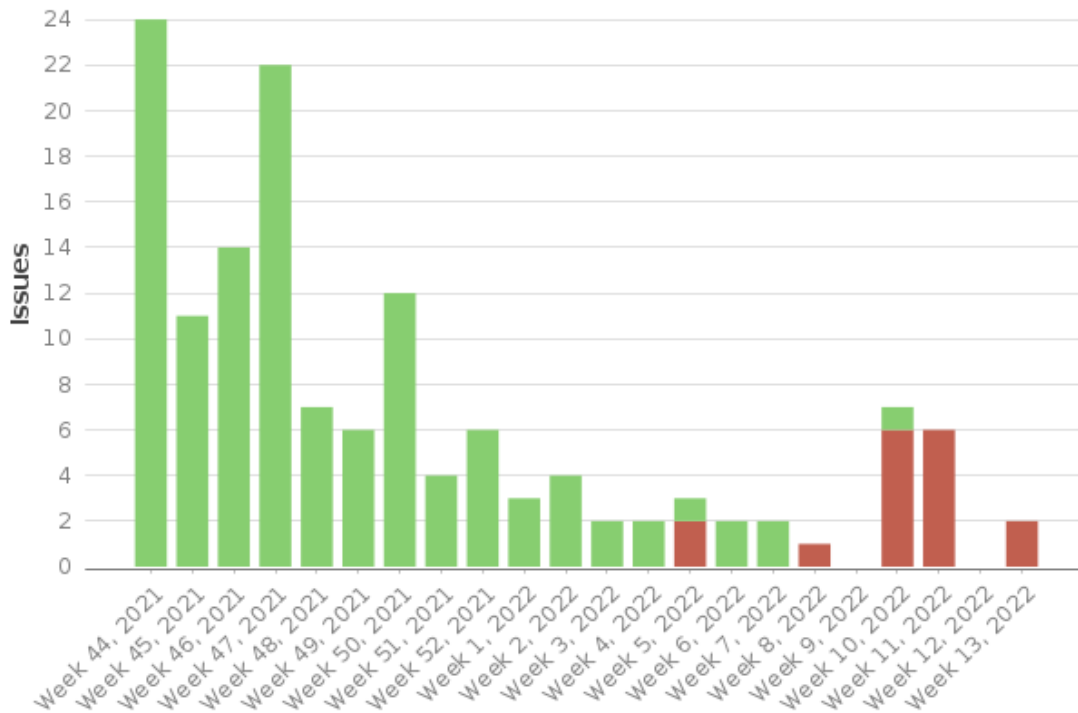
Total Issues: **140**

Figure 3.5-1 – Production Defects Backlog Monthly Trend

3.5.1   Release Schedule Production Defect Fix

Severity	2.3.1	3.0	To Schedule	Total
2-Normal/Medium	**0**	**3**	**0**	**3**
New	0	0	0	0
In Progress	0	3	0	0
Closed	0	0	0	0
3-Normal/Low	**0**	**15**	**5**	**20**
New	0	3	2	1
In Progress	0	12	3	7
Closed	0	0	0	0
4-Cosmetic	**0**	**2**	**1**	**3**

Severity	2.3.1	3.0	To Schedule	Total
New	0	1	0	0
In Progress	0	1	1	0
Closed	0	0	0	0
Total	*0*	*20*	*6*	*26*

Table 3.5-2 – Production Defect Fix – Release Schedule

3.6 Production Operations

3.6.1 Release Communications

Task	Date(s)	Owner
Sent the draft Release Notes file for Monthly Release 2.3 to the Consortium staff and QA Partners for review	03/22/22	Production Operations
Sent the final Release Notes file for Monthly Release 2.3 to the Communication Team to publish.	03/24/22	Production Operations

Table 3.6-1 – BenefitsCal Communication Activities

3.6.2 Root Cause Analysis (RCA)

► None for the reporting period.

3.7 Deviation from Plan/Adjustments

► None for the reporting period.

4.0 Application Development

4.1 Priority Release Summary

This section outlines the scope of defect fixes included in each Ad-Hoc priority release deployed in this reporting period.

► None

4.2 Monthly Release Summary

This section outlines the scope of defect fixes and minor enhancements included in each monthly release deployed in this reporting period.

► This BenefitsCal 2.3 Monthly Release was successfully deployed on 03/24/22.

o Four (4) System Change Requests were deployed for the CBO staff, Application Summary and Periodic Reports.
o Twenty-one (21) production defects were deployed for Application Summary, Apply for Benefits, Community Based Organization (CBO) Dashboard, Document Upload, Account Management, the Help module, Periodic Reports, Redeterminations, and Support Requests.

Release	Release Date	Summary
2.3.1 - Priority	03/31/22	BenefitsCal Priority Release
3.0 – Monthly	04/24/22	Fifteen (15) production defects are planned for User Error Handling, Exception Handling, and Application Summary.

Table 4.2-1 – BenefitsCal Upcoming Releases

4.3   Application Development Status

► Continued to resolve comments from General System Design (GSD) Release 4.0 Draft Deliverable (DDEL)
► Submitted the 05.04 General System Design (GSD) Release 4.0 Final Deliverable (FDEL) on 03/21/22.
► Coordinated the Release 3.0 language translations review and feedback with the Consortium and the California Department of Social Services (CDSS).
► Completed development for Release 3.0 Income Reporting Threshold (IRT) reminders and Ad-Hoc reports defects reported from System Integration Testing (SIT).

The table below outlines the summary of development activities for enhancements.

| Release	Release Date	Summary
3.0 – Major	04/24/22	• Completed defect fixes for IRT reminder and Dev Integration Testing with the CalSAWS team. • Completed development for the Qlik Ad-Hoc Reports. • Continued development for the new threshold languages planned for Release 3.0.

Table 4.3-1 – BenefitsCal Enhancements Development Status

4.4   Release Management

4.4.1 Release Test Summary

Release 3.0 Pass Rate Target as of 03/25/22	100%
Release 3.0 Pass Rate Actual as of 03/25/22	100%
Release 3.0 System Test Complete Date: 03/25/22	

Table 4.4-1 – System Change Request (SCR) Test Status
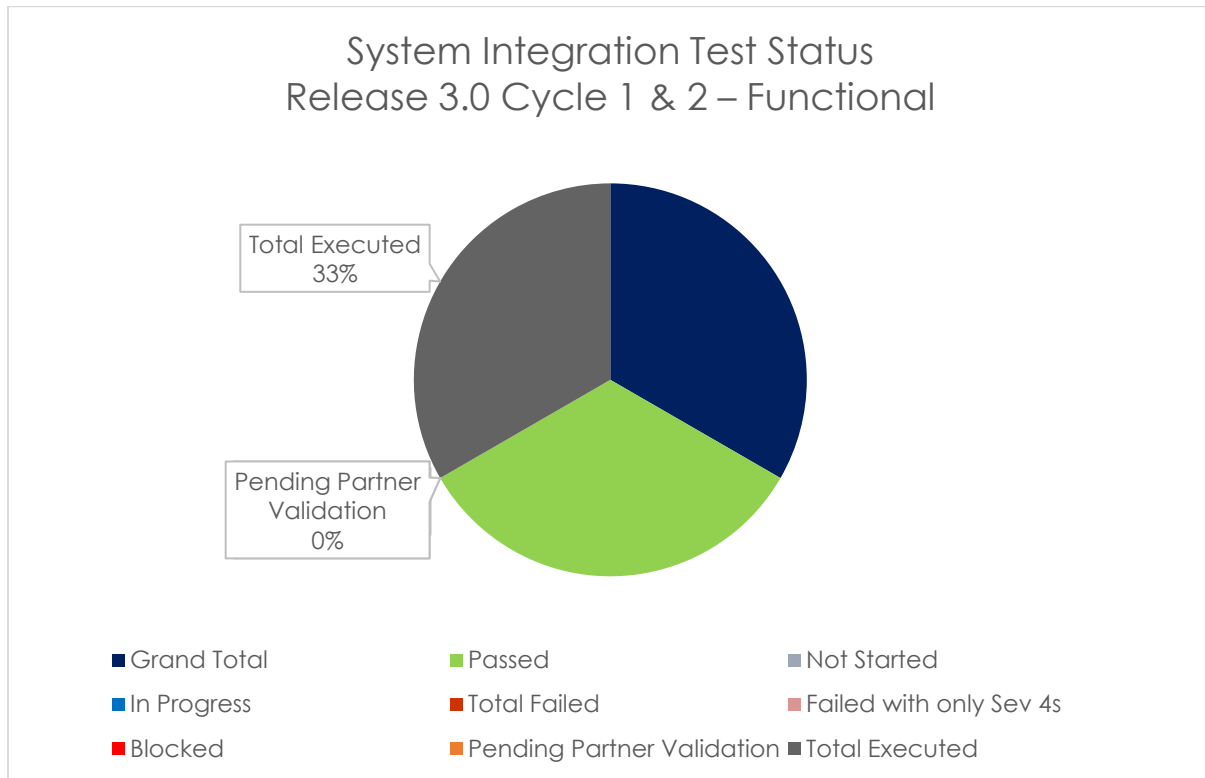
Figure 4.4-2 – System Change Request (SCR) Test Status

4.4.2 Automated Regression Test (ART) Coverage

► Below are the automated regression scripts executed for regression in BenefitsCal:

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
2.2.5	35	35	0	100%	100%	CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster CalFresh programs with Apply for Benefits, Report Change, Renewal, and Recertification for the MC, CF, and SAR7 flows along with the Admin modules are covered in automated regression.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
2.3	35	35	0	100%	100%	CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster CalFresh programs with the Apply for Benefits, Report Change, Renewal, and Recertification for the MC, CF, and SAR7 flows along with the Admin modules are covered in automated regression.

Table 4.4-3 – Automated Regression Scripts Executed in BenefitsCal

4.5   Training Materials Update

► None for the reporting period.

4.6   Deviation from Plan/Adjustments

► None for the reporting period.