

CalSAWS BenefitsCal
(Portal/Mobile)
Maintenance and
Operations (M&O) Bi-
Weekly Status Report

Reporting Period: March 28, 2022 to April 10, 2022

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1.0 Executive Summary

1.1 Executive Summary Agenda Topics

| STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|---------------------------|--|
| 3.5.1 | The BenefitsCal Team successfully deployed BenefitsCal Priority Release 2.3.1 to BenefitsCal Production on 03/31/22. |
| 4.2 | Upcoming BenefitsCal Priority Release 2.3.2 on 04/14/22 |
| 4.2 | Upcoming BenefitsCal Monthly Release 3.0 on 04/24/22 |

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.1 BenefitsCal Project Status Dashboard

| Topic | Status | Highlights |
|--------------|---|--|
| Availability |  | The BenefitsCal System did not experience any unplanned outages. |
| Defects |  | There are Fifty-Eight (58) active Production defects. |
| Incidents |  | There are five (5) 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 Priority Release 2.3.1 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 |
|-----------|--------------------------------|------|---|-----------|
| DWP 24.06 | CX Monthly Report – March 2022 | UCD |  | Submitted |

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| Del # | Deliverable Name | Team | Status [1] | Status |
|-----------|--|----------|---|-----------------------|
| | | | | 04/07/22 |
| DWP 25.02 | Monthly M&O Report – March 2022 | M&O |  | Submitted 04/07/22 |
| DWP 26.00 | BOM Review and License Renewals | M&O |  | Submitted 04/08/22 |
| DWP 27.00 | Certificate Review | M&O |  | Submitted 04/08/22 |
| FWP 28.00 | BenefitsCal Work Plan Monthly Updates – March 2022 | PMO |  | Submitted 04/04/22 |
| FWP 29.00 | BenefitsCal Monthly Status Report – March 2022 | PMO |  | Submitted 04/04/22 |
| FWP 31.06 | Monthly Security Monitoring Report – March 2022 | Security |  | Submitted 04/05/22 |

[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:
 - FWP 28.00: BenefitsCal Work Plan Monthly Updates – March 2022 on 04/05/22.
 - FWP 29.00: BenefitsCal Monthly Status Report – March 2022 on 04/05/22.
 - FWP 31.06: Monthly Security Monitoring Report – March 2022 on 04/05/22.
 - DWP 24.06: CX Monthly Report – March 2022 on 04/07/22.
 - DWP 25.02: Monthly M&O Report – March 2022 on 04/07/22.
 - DWP 26.00: BOM Review and License Renewals on 04/08/22.
 - DWP 27.00: Certificate Review on 04/08/22.
 - FWP 31.05: Monthly Security Monitoring Report – February 2022 on 04/11/22.
- ▶ Deliverables and Work Products comments worked:
 - None
- ▶ Deliverable and Work Product submissions for next month:
 - FWP 24.06: CX Monthly Report – March 2022 on 04/19/22.
 - FWP 26.00: BOM Review and License Renewals on 04/22/22.
 - FWP 27.00: Certificate Review on 04/22/22.

2.3 CRFI/CIT Communications Status

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

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| 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 - Ple(CRPC) activities for the reporting period.

| Status | Total |
|--------------|----------|
| Rejected | 0 |
| Assigned | 0 |
| Completed | 4 |
| Duplicate | 0 |
| In Review | 0 |
| Withdrawn | 0 |
| Total | 4 |

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

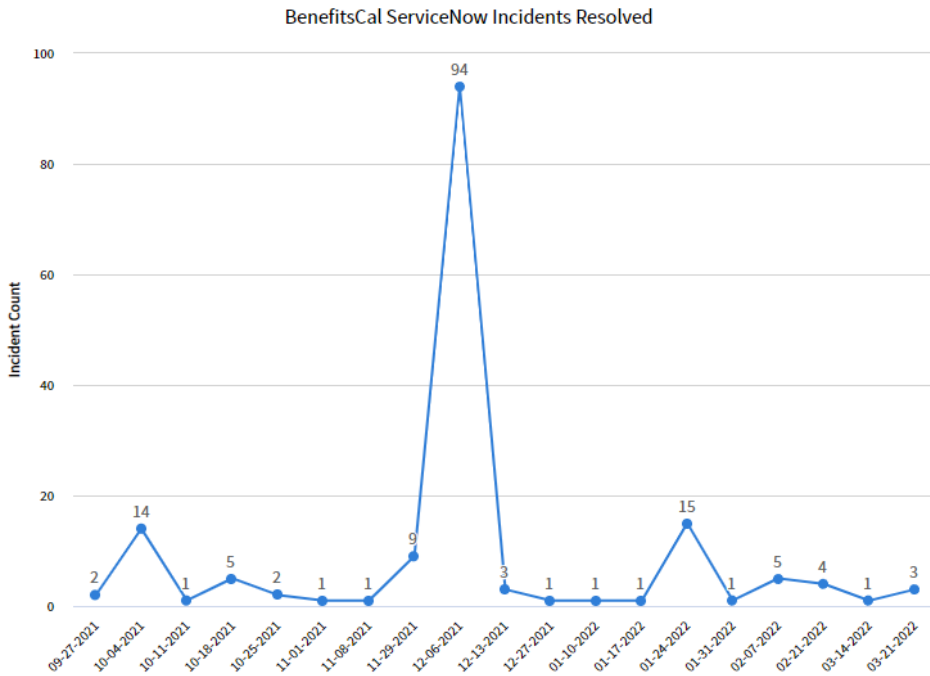
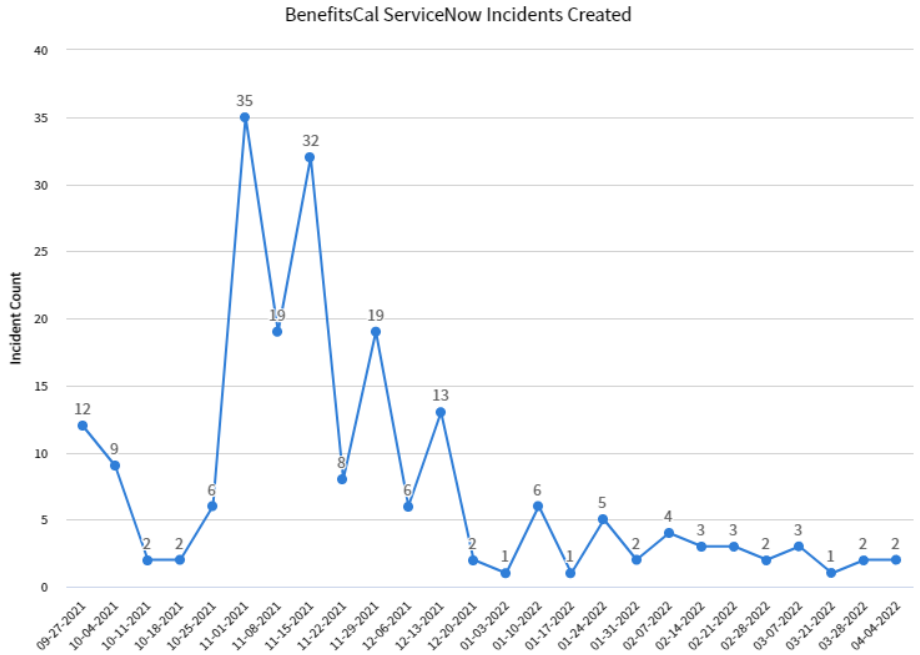
- ▶ Provided operational support for manual reprocessing of a transaction between CalSAWS and BenefitsCal.
- ▶ Participated in a weekly meeting with Code for America (CFA) to support their ongoing operational questions for BenefitsCal and discuss future enhancements.
- ▶ Conducted daily partner coordination 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

- ▶ Four (4) incidents were created in the March bi-weekly reporting period for the BenefitsCal Tier 3 team.
- ▶ The BenefitsCal Tier 3 team resolved zero (0) incidents in the March bi-weekly reporting period.
- ▶ The BenefitsCal Tier 3 team has triaged (34) incidents in the March bi-weekly reporting period.
- ▶ The BenefitsCal Tier 3 team created three (3) problem tickets in the March bi-weekly reporting period.
- ▶ The BenefitsCal Tier 3 team Resolved one (1) problem tickets in the March bi-weekly reporting period.

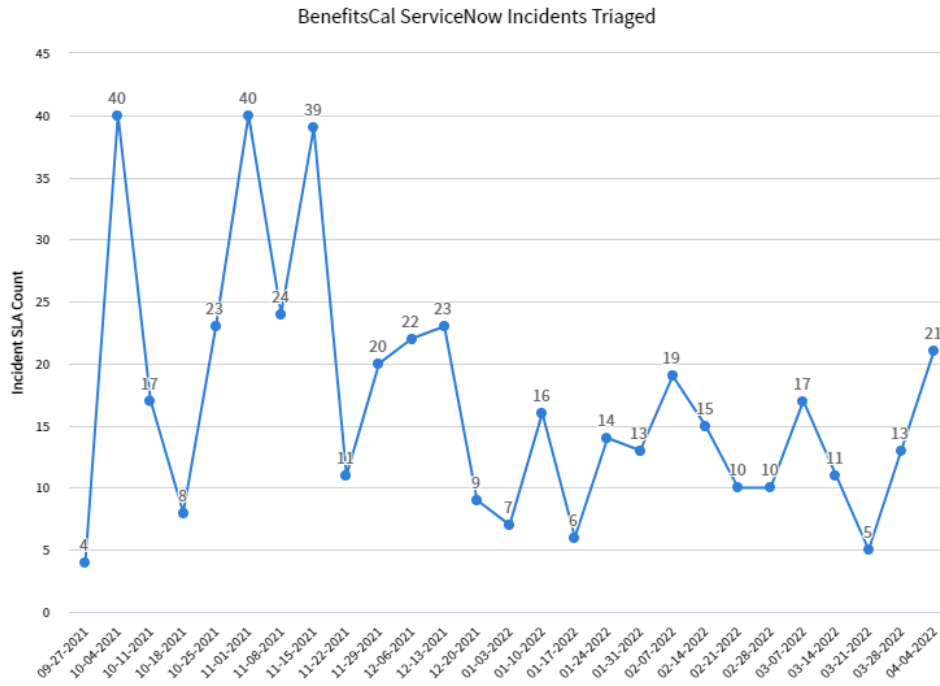
3.1.2 BenefitsCal Help Desk Metrics



Note: These charts do not have any points after 03/21/22 as there were no incidents resolved after that week.

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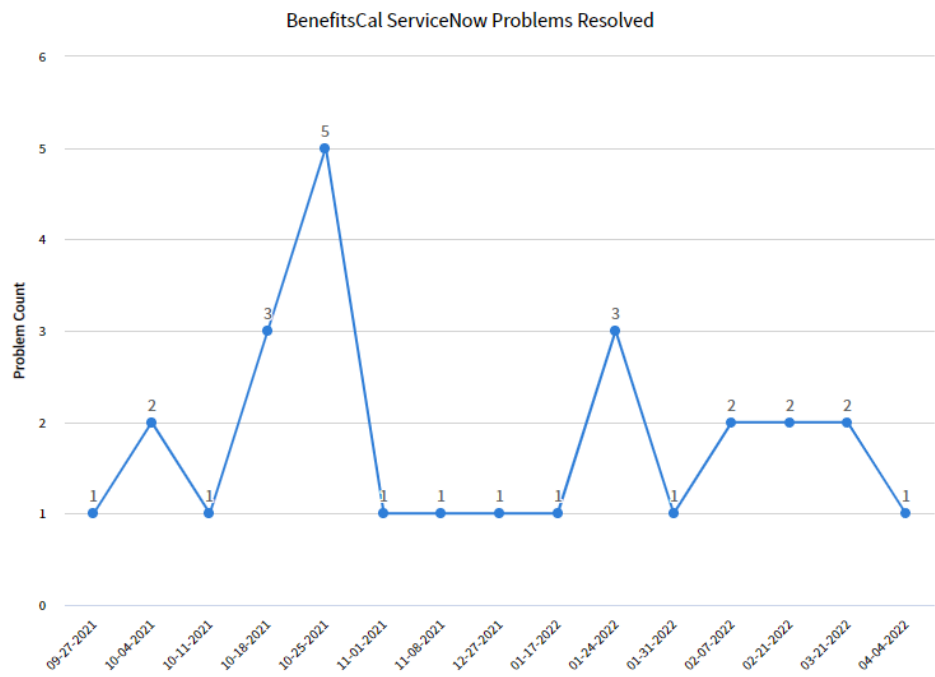
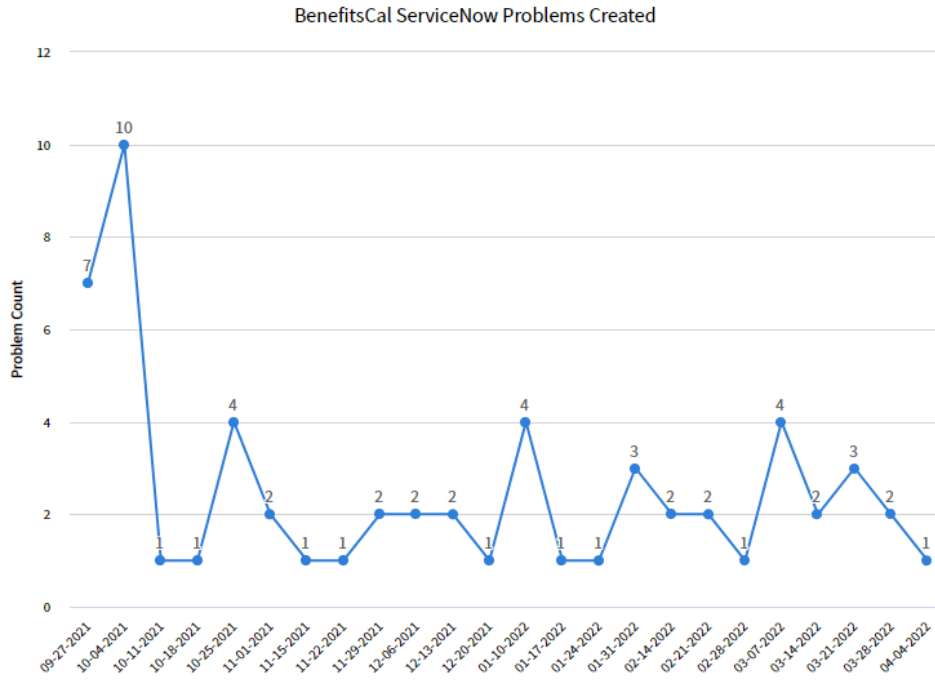


Note: The graphs represent the ServiceNow incidents associated to all 39 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week.

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

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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

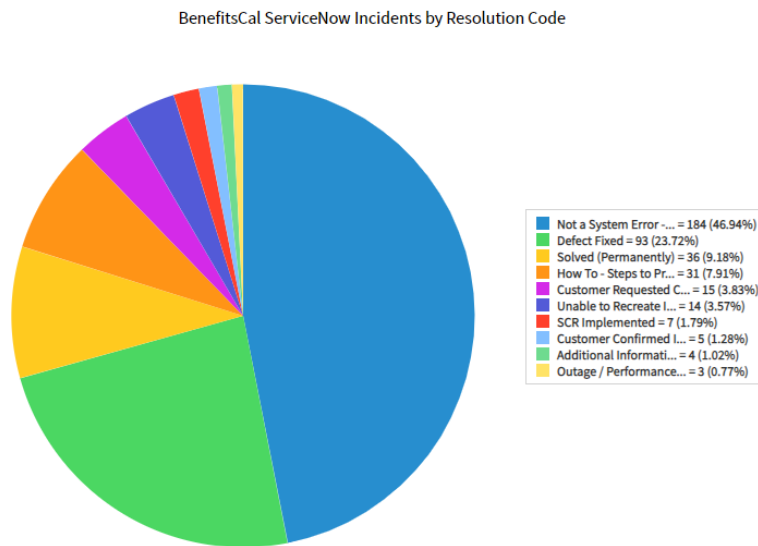
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BenefitsCal ServiceNow Incidents by State and Age

| | Aging Category | 1-5 Days | 11-15 Days | 16-30 Days | 30-60 Days | 60-180 Days | Count |
|--------------|----------------|----------|------------|------------|------------|-------------|-----------|
| In Progress | | 2 | 0 | 0 | 0 | 0 | 2 |
| On Hold | | 0 | 0 | 2 | 1 | 0 | 3 |
| Resolved | | 0 | 0 | 0 | 2 | 0 | 2 |
| Closed | | 0 | 2 | 25 | 17 | 14 | 58 |
| Count | | 2 | 2 | 27 | 20 | 14 | 65 |

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



| Resolution code | Incident SLA Count | Percentage of Incident SLAs |
|---------------------------------------|--------------------|-----------------------------|
| Not a System Error - With Explanation | 184 | 46.94% |
| Defect Fixed | 93 | 23.72% |
| Solved (Permanently) | 36 | 9.18% |
| How To - Steps to Proceed Provided | 31 | 7.91% |
| Customer Requested Closure | 15 | 3.83% |
| Unable to Recreate Issue | 14 | 3.57% |
| SCR Implemented | 7 | 1.79% |
| Customer Confirmed Issue is Resolved | 5 | 1.28% |
| Additional Information Needed | 4 | 1.02% |
| Outage / Performance Degradation | 3 | 0.77% |
| Total | 392 | 100% |

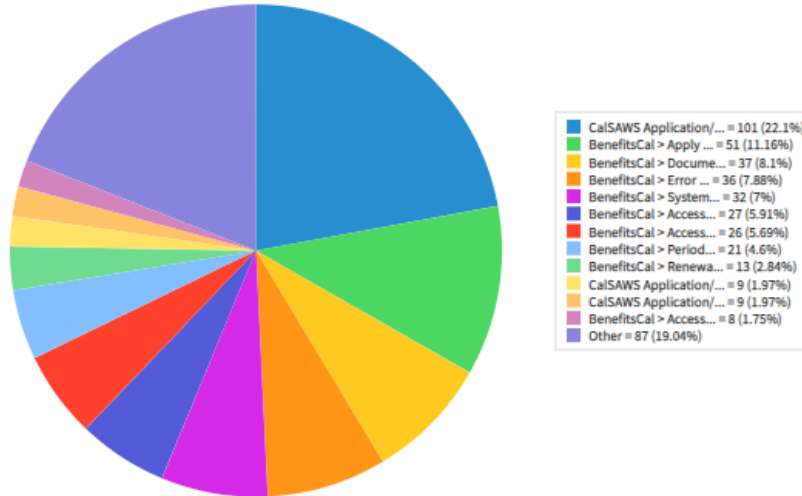
Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

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BenefitsCal ServiceNow Incidents Created by by Category



| Category | Incident SLA Count | Percentage of Incident SLAs |
|--|--------------------|-----------------------------|
| CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications | 101 | 22.1% |
| BenefitsCal > Apply for Benefits | 51 | 11.16% |
| BenefitsCal > Document Upload | 37 | 8.1% |
| BenefitsCal > Error Message | 36 | 7.88% |
| BenefitsCal > System/Technical Issue | 32 | 7% |
| BenefitsCal > Access Issue > CBO | 27 | 5.91% |
| BenefitsCal > Access Issue > Customer | 26 | 5.69% |
| BenefitsCal > Periodic Reports | 21 | 4.6% |
| BenefitsCal > Renewal/Redetermination/Recertification | 13 | 2.84% |
| CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance | 9 | 1.97% |
| CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other | 9 | 1.97% |
| BenefitsCal > Access Issue | 8 | 1.75% |
| Other | 87 | 19.04% |
| Total | 457 | 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

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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 Programming 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 |
|----------------|-----------------------|-------------------------------|
| 3/31/2022 | 7:00 PM – 8:30 PM PST | V2.3.1 release in production. |

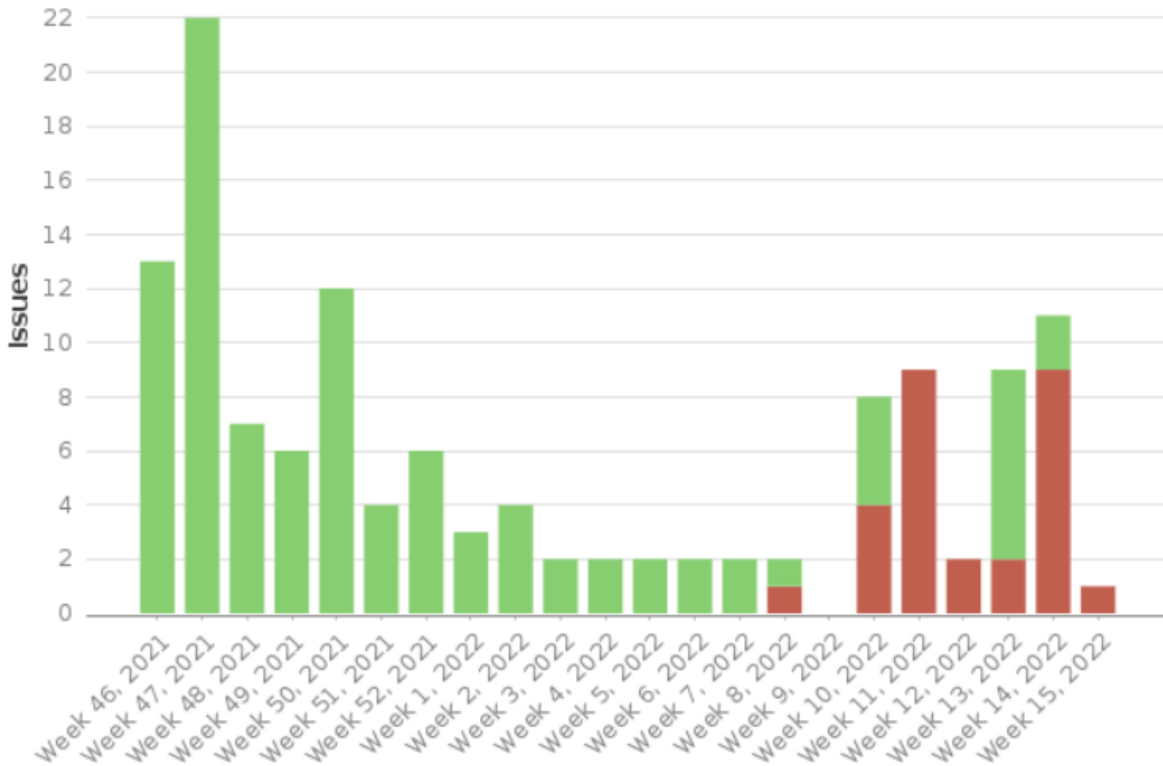
Table 3.3-1 – BenefitsCal Upcoming Maintenance

| Ticket ID | Description | Impact Date/Time | Impact | Status | Owner |
|------------|--|--------------------------------------|--|--------|----------------|
| INC0050994 | Receiving timeout response from CalSAWS APIs | 03/31/2022 8:20pm to 8:40pm PT | End user will not be able to view his/her case details & notices | Closed | CalSAWS/Deepak |

Table 3.3-2 – BenefitsCal Incident Follow-Up Summary

3.4 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: 129

Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

| Severity | 2.3.2 | 3.0 | 3.0.1 | 3.1 | To Schedule | Total |
|------------------------|----------|-----------|----------|----------|-------------|-----------|
| 2-Normal/Medium | 0 | 3 | 0 | 0 | 3 | 6 |
| New | 0 | 0 | 0 | 0 | 2 | 0 |
| In Progress | 0 | 3 | 0 | 0 | 1 | 0 |
| Closed | 0 | 0 | 0 | 0 | 0 | 0 |
| 3-Normal/Low | 0 | 28 | 3 | 3 | 13 | 47 |
| New | 0 | 1 | 1 | 0 | 7 | 1 |
| In Progress | 0 | 27 | 2 | 3 | 6 | 7 |

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| Severity | 2.3.2 | 3.0 | 3.0.1 | 3.1 | To Schedule | Total |
|-------------------|----------|-----------|----------|----------|-------------|-----------|
| Closed | 0 | 0 | 0 | 0 | 0 | 0 |
| 4-Cosmetic | 0 | 3 | 0 | 0 | 2 | 5 |
| New | 0 | 0 | 0 | 0 | 1 | 0 |
| In Progress | 0 | 3 | 0 | 0 | 1 | 0 |
| Closed | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 34 | 3 | 3 | 18 | 58 |

Table 3.4-2 – Production Defect Fix – Release Schedule

3.5 Production Operations

3.5.1 Release Communications

| Task | Date(s) | Owner |
|--|----------|-----------------------|
| Sent the draft Release Notes file for Monthly Release 2.3.1 to the Consortium staff and QA Partners for review | 03/28/22 | Production Operations |
| Sent the final Release Notes file for Monthly Release 2.3.1 to the Communication Team to publish. | 03/31/22 | Production Operations |

Table 3.5-1 – BenefitsCal Communication Activities

3.5.2 Root Cause Analysis (RCA)

- ▶ None for the reporting period.

3.6 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.

- ▶ BenefitsCal 2.3.1 Priority Release was successfully deployed on 03/31/22.
 - Two (2) System Change Requests were deployed for tracking additional events in amplitude and enabling assets for CF SAR7 flow
 - Two (2) production defects were deployed for typo correction in BenefitsCal Help Center screen and display of hyperlinks in the announcement text when the user is not logged in

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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.

- o None

| Release | Release Date | Summary |
|------------------|--------------|--|
| 2.3.2 - Priority | 04/14/22 | BenefitsCal Priority Release |
| 3.0 - Monthly | 04/24/22 | Thirty-Four (34) production defects, One Hundred and Sixty-Eight Non-Production (168) defects and Thirteen (13) System Change requests 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 gather feedback and execute the Release 3.0 language translation activities. Held two (2) Translations Touchpoint meetings with Humble, Hanna Interpretation Services, the California Department of Social Services (CDSS) Language Services, the Consortium, and the QA team on 03/29/22 and 03/31/22.
- ▶ Conducted a Requirement Clarification session for Student-Based Application and CBO Referral Code ARPA enhancements on 03/30/22.
- ▶ Conducted research on Requirement FN-89.3 screenshare ability for County Representatives assisting customers.

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

| Release | Release Date | Summary |
|---------------|--------------|---|
| 3.0 – Monthly | 04/24/22 | <ul style="list-style-type: none">• Completed defect fixes for IRT reminder and end to end system Integration Testing with the CalSAWS team.• Completed development for the Qlik Ad-Hoc Reports.• Supported UAT testing for the release• Supported Independent testing |

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

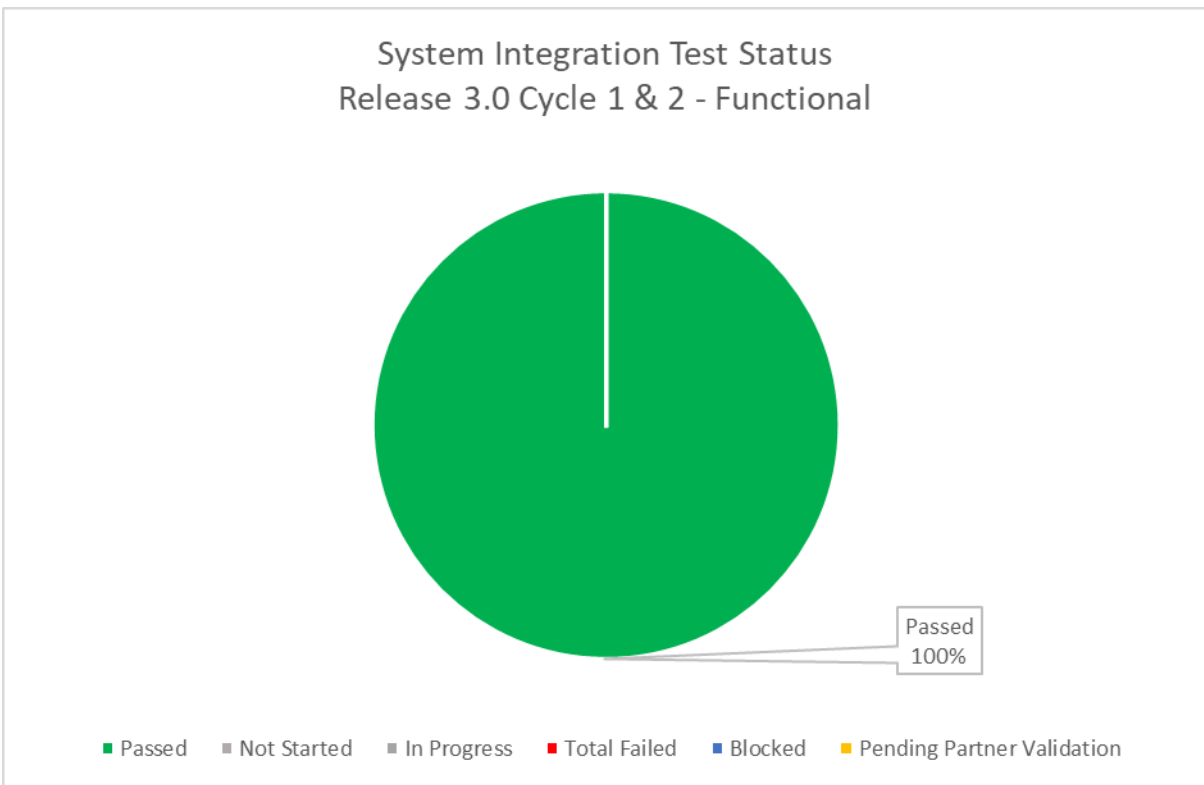


Figure 4.4-2 – System Change Request (SCR) Test Status

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 |
|---------|-------------------------|-----------------------|-----------------------|---------------|------------------|---|
| 2.3.1 | 35 | 35 | 0 | 100% | 100% | CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster CalFresh |

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| Release | # of Scenarios Executed | # of Scenarios Passed | # of Scenarios Failed | Overall Pass% | Pass of Executed | Coverage |
|---------|-------------------------|-----------------------|-----------------------|---------------|------------------|--|
| | | | | | | 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.