CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: March 28, 2022 to April 3, 2022

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1.0   Project Management

1.1   Highlights of the Reporting Period

► Deliverables and Work Products submitted:
  o None for the reporting period.
► Deliverables and Work Products comments worked:
  o None for the reporting period.
► Deliverable and Work Product submissions for next week:
  o FWP 31.06: Monthly Security Monitoring Report – March 2022 on 04/05/22.
  o FWP 29.00: BenefitsCal Monthly Status Report – March 2022 on 04/05/22.
  o FWP 28.00: BenefitsCal Work Plan Monthly Updates – 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.

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

► Customer Communications remain on-hold pending the results of the latest round of Hyland Imaging performance tests.

1.3   BenefitsCal Collaboration Model

► Met on 04/01/22 with advocate co-leads to select the first cohort of Customers and Community Based Organizations (CBOs).

1.3.1   Activities for the Next Reporting Period – Collaboration Model

► Propose dates for the kickoff session (with Customers/CBOs having been selected the week of 03/28/22).
► Review kickoff meeting agenda with stakeholders for feedback.

2.0   Application Development and Test

2.1   Requirements and Design

2.1.1   Highlights of the Reporting Period – Requirements and Design

► Addressed comments received for the 05.04 GSD 4.0 FDEL.
► 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 03/29/22 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.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ► Conduct a Requirement Review meeting with the Advocate and CBO Community for Student-Based Application and CBO Referral Code ARPA enhancements on 04/04/22.
- ► Present Release 4.0 Two-Way Messaging designs during the Self-Service Portal Committee Meeting on 04/05/22.
- ► Develop Student-Based Application designs in preparation for Design sessions.
- ► Prepare designs for FN-113 Voice-to-Text and submit for Consortium and Q&A review.
- ► Conduct a meeting with CalSAWS and Consortium on 04/06/22 to discuss FN-89.3 screenshare options.
- ► Continue to gather feedback and execute the Release 3.0 and 3.1 language translation activities.

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	Complete
BenefitsCal Analysis on CDSS Feedback (Wave 1)	~~01/31/22~~ 02/08/22	~~02/04/22~~ 02/11/22	Complete
ML Vendor Language Adjustments (Wave 1)	~~02/07/22~~ 02/11/22	~~02/11/22~~ ~~02/14/22~~ 03/07/22	Complete
CDSS Second Review (Wave 1)	~~02/14/22~~ ~~02/15/22~~	~~02/18/22~~ 02/23/22	Complete
Consortium Sign-Off (Wave 1)	02/21/22	~~02/21/22~~ 02/28/22	Complete
CDSS Initial Review (Wave 2–4 languages: Hindi, Mien, Ukrainian, Thai)	01/24/22	~~02/04/22~~ ~~02/07/22~~ 02/11/22	Complete
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)	Complete
ML Vendor Language Adjustments (Wave 2)	02/14/22	~~02/18/22~~ ~~03/07/22~~ ~~(Thai, Ukrainian)~~ 03/25/22 (Mien System Text)	Complete

Release 3.0 – Language Validation Key Activity	Start Date	End Date	Status
		03/28/22 (Mien Page Titles and Reference Tables)	
CDSS Second Review (Wave 2)	~~02/21/22~~	~~02/25/22~~ ~~03/04/22~~ ~~04/01/22~~ 04/13/22 (Thai and Ukrainian)	In Progress (Hindi Review Completed)
Consortium Sign-Off (Wave 2)	02/28/22	~~02/28/22~~ 04/15/22	In Progress (Hindi signed off)

Table 2.1-1 – Release 3.0 Language Test Schedule

► The language translations are two (2) weeks behind.
  o **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 Hummble translations.
  o **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.
  o **Resolution Plan**: The project team reevaluated the schedule. Four (4) Wave 1 languages (Japanese, Arabic, Farsi, and Punjabi) and one (1) Wave 2 language (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 03/28/22.
► Facilitated two (2) sessions with students, on 03/28/22, to learn more about their experience applying for benefits.
► Facilitated one (1) session with CBO staff, on 03/31/22, to learn more about their business processes.
► Facilitated two (2) sessions with county workers, on 03/29/22 and 03/30/22, to learn more about processing eligibility for students.
► Collaborated with the Design/Functional team to draft user stories and requirements for the student-based application and CBO referral code functionality.
► Collaborated with the Design/Functional team to prepare materials and present a Requirement Clarification session for Student-Based Application and CBO Referral Code ARPA enhancements on 03/30/22.
► Prepared materials for a Requirement Review meeting with the Advocate Community and CBO Community for Student-Based Application and CBO Referral Code ARPA enhancements on 04/04/22.

► Drafted CBO Journey Map for Advocate Community review and feedback at the UCD Monthly Meeting on 04/08/22.

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 04/04/22.
► Synthesize focus group data to develop user insights for the student-based application in preparation for designs mock-ups.
► Collaborated with the Design/Functional team to prepare for Design Sessions the week of 04/11/22.
► Facilitate UCD Monthly meeting on 04/08/22.
► Draft DWP 24.06: CX Monthly Report – March 2022 for submission on 04/07/22.
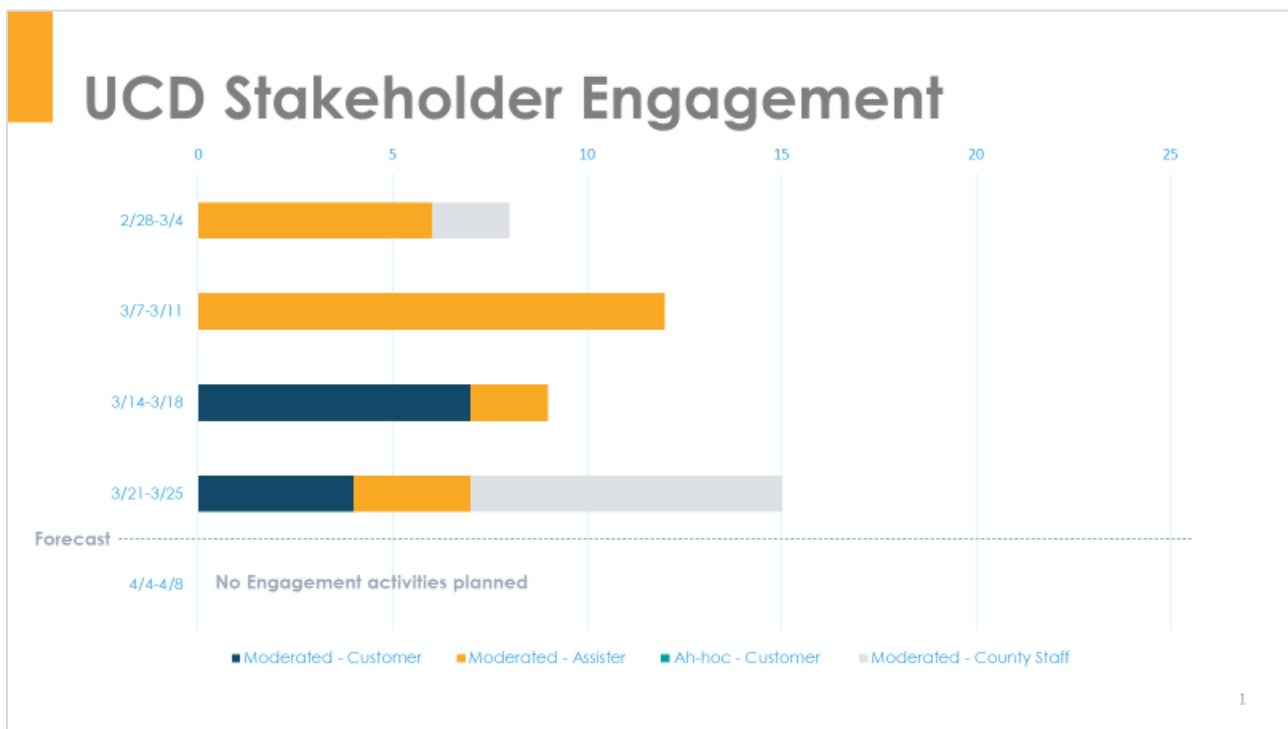
Figure 2.1-2 – UCD Stakeholder Engagement

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 04/01/22	Actual for Week Ending 04/01/22	Total Planned for the Release	Comments
2.3.2	1	1	1	
3.0	1	1	8	Additional enhancement CSPM-50075 got added in the scope

Table 2.2-1 – Enhancement Actuals for Reporting Period

Release 3.0

► Completed two (2) language [Arabic and Farsi] for marketing site.
► Provided System Testing support for System Test Cycle 2.
► Provided UAT support for Independent and Functional Testing.

Release 4.0

► Development plan for Two-Way Messaging enhancement uploaded to Jira.
► Started development for Two-Way Messaging enhancement.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 04/08/22	Total Planned for the Release	Total Completed for the Release	Comments
3.0	3	8	5	Additional enhancement CSPM-50075 got added in the scope
3.0.1	1	1	0	

Table 2.2-2 – Planned Enhancement Work

Release 3.0

► Develop multilanguage changes for three (3) of the languages (Punjabi, Japanese, and Hindi) for the Marketing site.
► Provided System Testing support for System Test Cycle 2.
► Provide UAT support for Independent and Functional Testing.

Release 4.0

► Complete development and user testing for three (3) widgets.
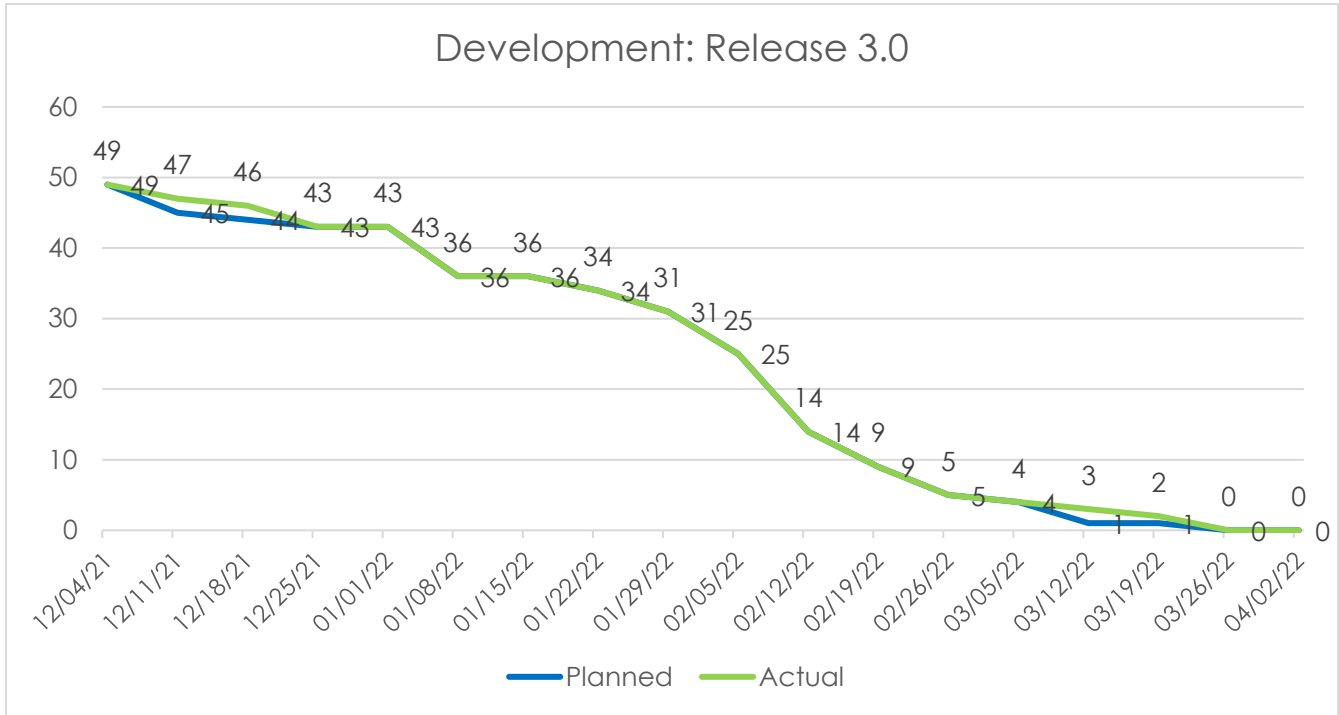
2.2.3 Burndown

Figure 2.2-1 – Development: Release 3.0 Burndown
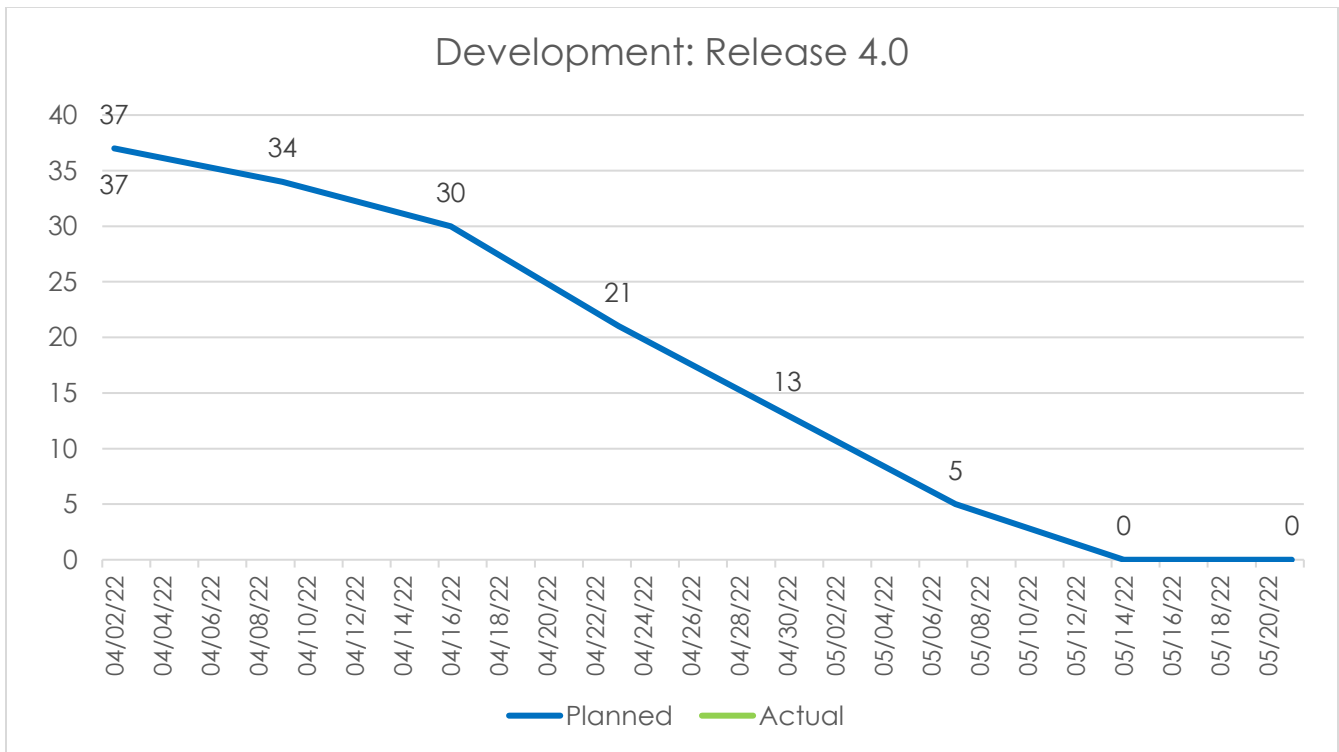
Figure 2.2-2 – Development: Release 4.0 Burndown

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 2.3.1, 2.3.2 defects, enhancements, and smoke and regression testing.

▶ Provided triage support to L.A. County testing.

▶ Conducted a Partner Testing status call on 03/29/22 to provide updates on the pending partner enhancements and defects.

▶ Triaged cross-partner defects.

▶ Continued execution of Non-Functional test cases for cross-browser, cross-device, American Disability Act (ADA), and multilanguage for Release 3.0:

    o Executed six (6) ADA test cases (6 passed).

    o Executed 12 cross-browser test cases (12 passed).

    o Executed 12 cross-device test cases (12 passed).

    o Executed 4236 multilanguage test cases (4033 passed).

System Integration Test Status
Release 3.0 Cycle 1 & 2 - Non-Functional

Total Failed 4%

Passed 96%

Legend: ■ Passed ■ Not Started ■ In Progress ■ Total Failed ■ Blocked ■ Pending Partner Validation
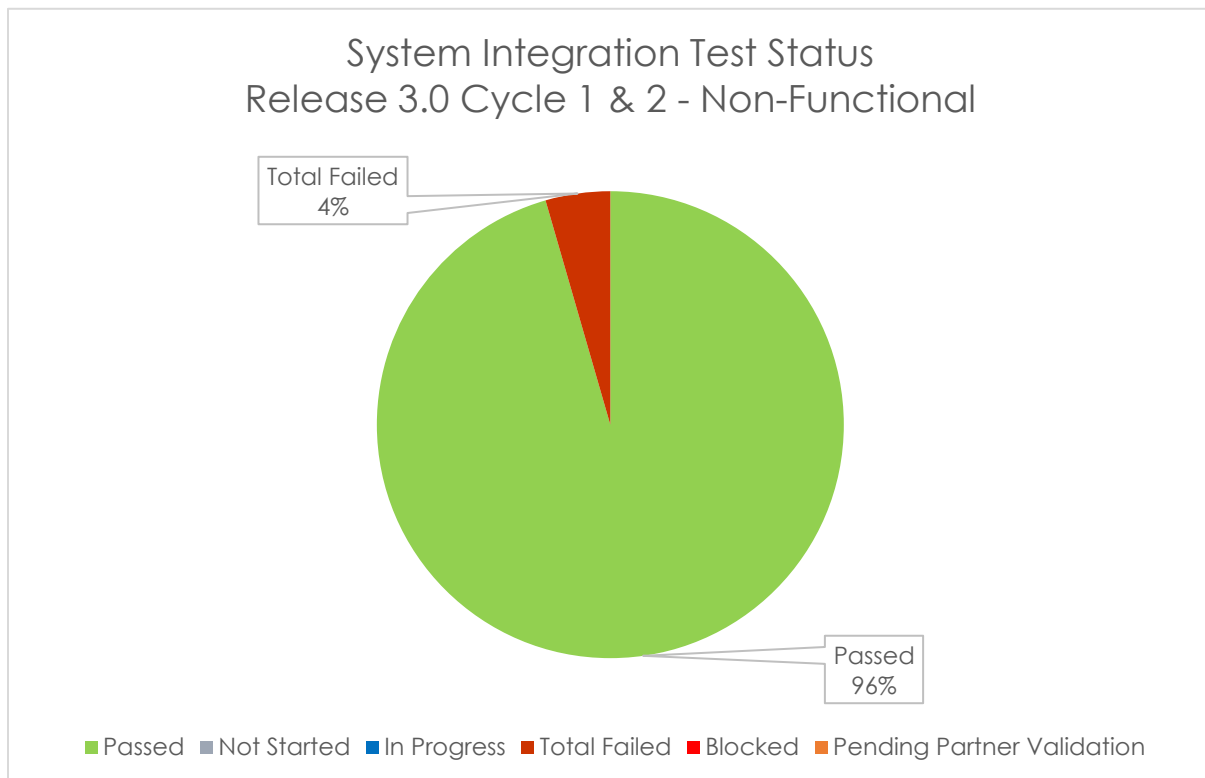
Figure 2.3-4 – System Test Execution Status (Non-Functional): Release 3.0
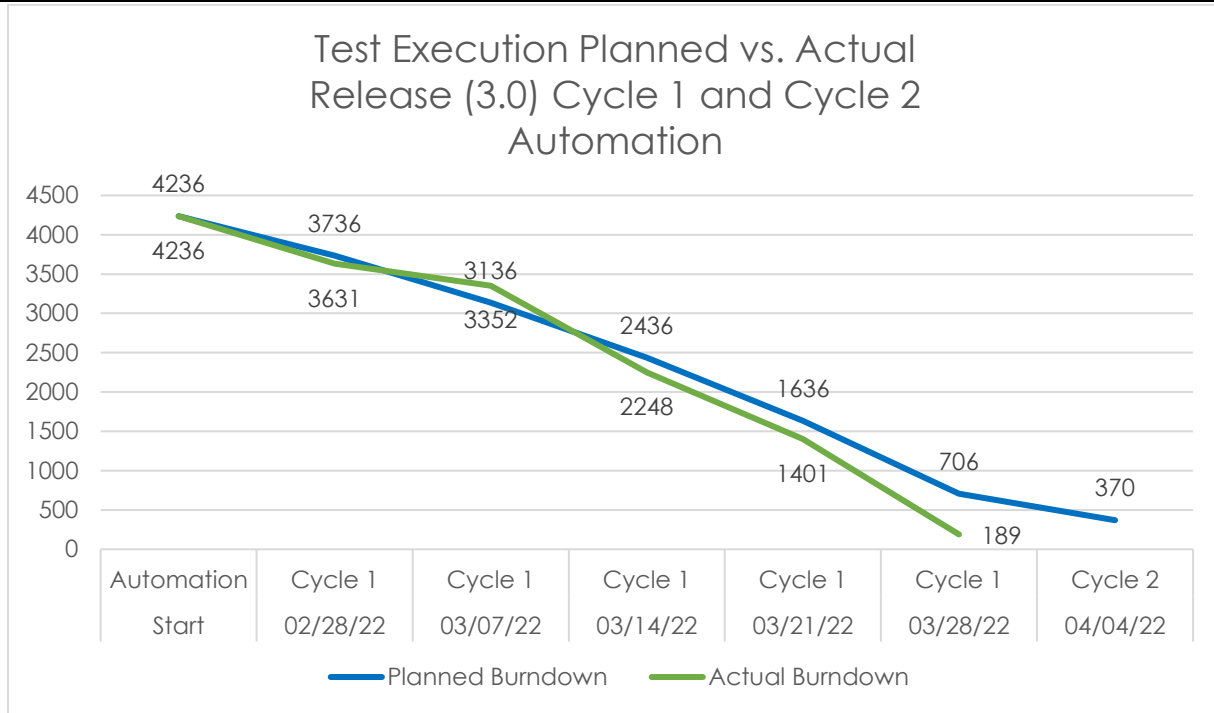
Figure 2.3-4 – Execution Burndown Chart: Release 3.0 Automation

► ForgeRock implementation for translation is expected to be available for testing on 04/08/22.

Responsible Partner	Sev-1	Sev-2	Sev-3	Sev-4	Total
Deloitte	0	2	21	10	33
CalSAWS	0	0	0	0	0
ForgeRock	0	0	1	0	1
Total	0	2	22	10	34

Figure 2.3-5 – Defects by Partners: Release 3.0 Functionalities

2.3.2 Activities for the Next Reporting Period – System Test Execution

► Re-execute non-functional test execution for fixed defects.
► 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.
► Test ForgeRock implemented translations.

2.4 User Acceptance Test (UAT) Planning

2.4.1 Highlights of the Reporting Period – User Acceptance Test Planning

► Provided functional support to State Partners and the UAT team.

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

► Support QA and UAT test execution for Release 3.0.

3.0   Performance Test

3.1   Highlights of the Reporting Period – Performance Test

► Validated existing scripts on the Release 3.0 codebase in the PERF environment. The BenefitsCal team is awaiting the new Income Reporting Threshold (IRT) scenario data setup from the CalSAWS team and will plan the Release 3.0 performance tests accordingly.

► Successfully executed 2 rounds of 33% (C4Yourself [C4Y]), 50% and 66% (C4Y + L.A. County) volume end-to-end (E2E) Integrated Load test with Partners and details were shared via email and uploaded CalSAWS SharePoint.

3.2   Activities for the Next Reporting Period – Performance Test

► Execute additional E2E integrated tests with partners. Preparing the Release 3.0 entire BenefitsCal suite for all future performance tests to better optimize and efficiently leverage all the resources available.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
7	01/18/21	04/08/22	**Hyland Imaging**	Six (6) new scripts were developed. 100% completed.	100% Executed
8	03/09/22	04/08/22	**Release 3.0**	**Scope and scenarios**: 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. **Scripting completed.**	40% 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 Yolo 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 POCs for the rest of the CalWIN counties to perform CBO user data validation.

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 04/01/22.
► 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).
► Successfully acquired Consortium and Change Approval Board (CAB) approval for the 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.

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
2	Monthly Status Reports	08/19/20	08/31/20	09/04/20	09/21/20	09/28/20
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	05/27/22	06/20/22	06/29/22
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	05/27/22	06/20/22	06/29/22

Table 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
	None For the period.		

Table 6.1-2 – Upcoming Deliverable Deadlines

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
24.06	CX Monthly Report – March 2022	04/07/22	04/19/22	04/26/22
24.07	CX Monthly Report – April 2022	05/09/22	05/19/22	05/26/22
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
25.02	Monthly M&O Report – March 2022	04/07/22	04/19/22	04/26/22
25.03	Monthly M&O Report – April 2022	05/09/22	05/19/22	05/26/22
26.00	BOM Review and License Renewals	04/08/22	04/22/22	05/02/22
26.01	BOM Review and License Renewals	07/15/22	07/29/22	08/08/22
27.00	Certificate Review	04/08/22	04/22/22	05/02/22
27.01	Certificate Review	07/15/22	07/29/22	08/08/22
28.00	BenefitsCal Work Plan Monthly Updates – March 2022	N/A	04/05/22	04/13/22
28.01	BenefitsCal Work Plan Monthly Updates – April 2022	N/A	05/05/22	05/13/22
29.00	BenefitsCal Monthly Status Report – March 2022	N/A	04/05/22	04/13/22
29.01	BenefitsCal Monthly Status Report – April 2022	N/A	05/05/22	05/13/22
31.04	Monthly Security Monitoring Report – January 2022	N/A	02/09/22	02/17/22
31.05	Monthly Security Monitoring Report – February 2022	N/A	03/04/22	03/14/22
31.06	Monthly Security Monitoring Report – March 2022	N/A	04/05/22	04/13/22
31.07	Monthly Security Monitoring Report – April 2022	N/A	05/05/22	05/13/22

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.06	CX Monthly Report – March 2022	On-Track	DWP submission 04/07/22 FWP submission 04/19/22 FWP approval 04/26/22
25.02	Monthly M&O Report – March 2022	On-Track	DWP submission 04/07/22 FWP submission 04/19/22 FWP approval 04/26/22
28.00	BenefitsCal Work Plan Monthly Updates – March 2022	On-Track	FWP submission 04/05/22 FWP approval 04/13/22
29.00	BenefitsCal Monthly Status Report – March 2022	On-Track	FWP submission 04/05/22 FWP approval 04/13/22
31.06	Monthly Security Monitoring Report – March 2022	On-Track	FWP submission 04/05/22 FWP approval 04/13/22
26.00	BOM Review and License Renewals	On-Track	DWP submission 04/08/22 FWP submission 04/22/22 FWP approval 05/02/22

Weekly Status Report, April 6, 2022
Period: March 28, 2022 to April 3, 2022

WP #	Work Product Name	Status	Next Deadline
27.00	Certificate Review	On-Track	DWP submission 04/08/22 FWP submission 04/22/22 FWP approval 05/02/22

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	The 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 Release 3.0 delivery. • The CDSS translation vendor found issues with two (2) languages. • Hummble vendor asked to re-translate and remediate two (2) languages.	Open	Medium	Medium	08/10/21

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.

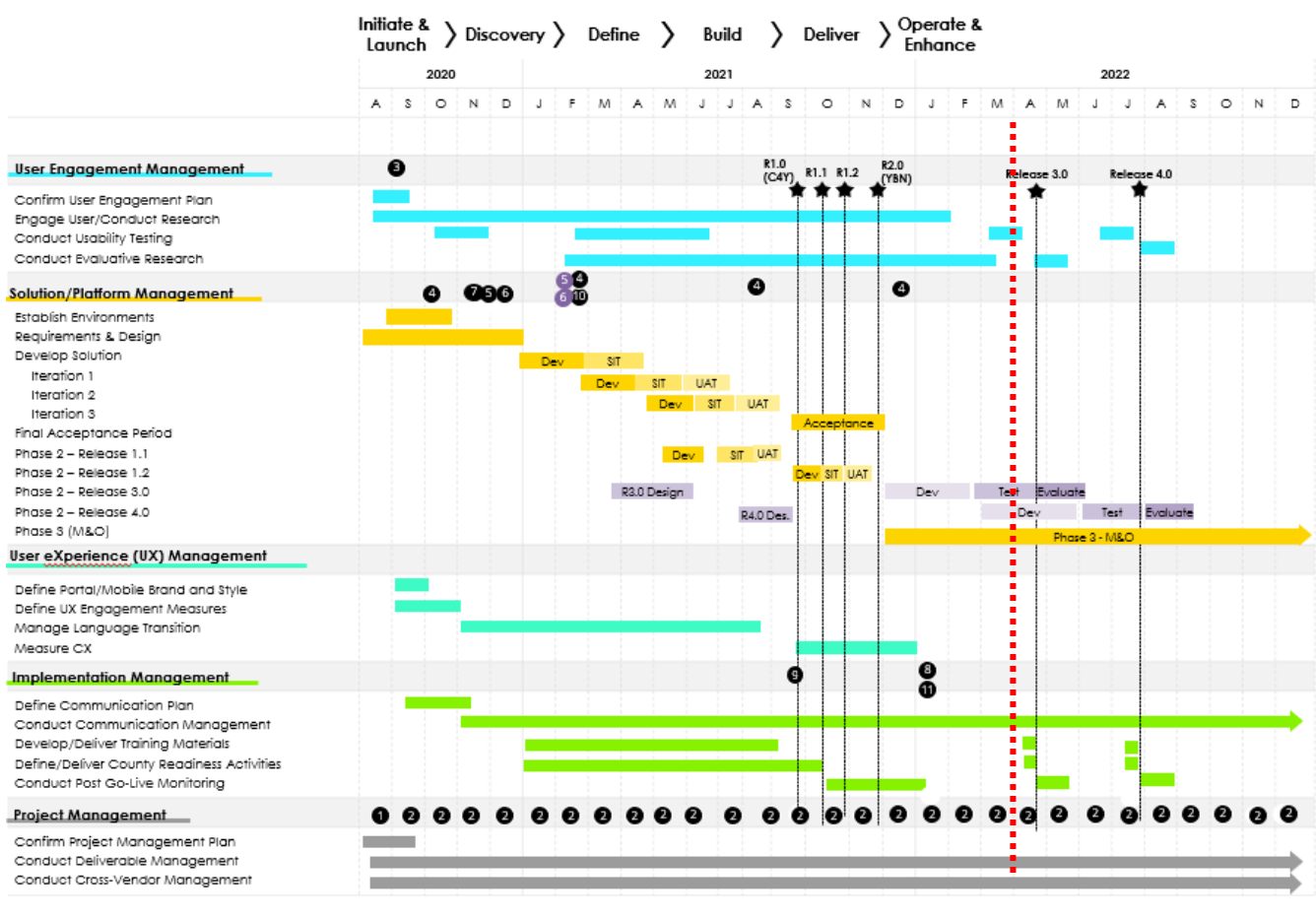| CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
CRFI 22-017	PPOC, Consortium Regional Managers	Customer Recruitment – CalSAWS BenefitsCal Strategic Planning Session Group	Collaboration Model	03/15/22	03/25/22

Table 6.2-3 – CRFIs

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