

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

**Reporting Period: April 25, 2022 to May 8, 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 3.0.0.2 to BenefitsCal Production on <b>04/29/22</b> .
3.5.1	The BenefitsCal Team successfully deployed Monthly Release 3.0.1 to BenefitsCal Production on <b>05/06/22</b> .
4.2	Upcoming BenefitsCal Monthly Release 3.1 on <b>05/26/22</b> .

**Table 1.1-1 – CalSAWS Executive Summary Agenda Topics**

### 1.2 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 forty-two (42) 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 1.2-1 – Status Dashboard**

### 1.3 Highlights from the Reporting Period

- ▶ **Priority Release 3.0.0.2** – The BenefitsCal Team successfully deployed BenefitsCal Priority Release 3.0.0.2 to BenefitsCal Production.
- ▶ **Priority Release 3.0.1** – The BenefitsCal Team successfully deployed BenefitsCal Priority Release 3.0.1 to BenefitsCal Production.

#### Planned Outages




- ▶ Friday, 04/29/22 from 7:00 pm to 8:00 pm PST.
- ▶ Friday, 05/06/22 from 7:00 am to 8:00 am PST.

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## 2.0 Project Management

### 2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status [1]	Status
WP 28.01	BenefitsCal Work Plan Monthly Updates – April 2022	Project Management		Approval 05/13/22
WP 29.01	BenefitsCal Monthly Status Report – April 2022	Project Management		Approval 05/13/22
WP 31.07	Monthly Security Monitoring Report (GCF) – April 2022	Security		Approval 05/13/22

[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 28.01: BenefitsCal Work Plan Monthly Updates – April 2022 on 05/05/22.
  - FWP 29.01: BenefitsCal Monthly Status Report – April 2022 on 05/05/22.
  - FWP 31.07: Monthly Security Monitoring Report (GCF) – April 2022 on 05/05/22.
- ▶ **Deliverables and Work Products comments worked:**
  - None for the period.
- ▶ **Deliverable and Work Product submissions for next month:**
  - DWP 24.07: CX Monthly Report – April 2022 on 05/09/22.
  - DWP 25.03: Monthly M&O Report – April 2022 on 05/09/22.

### 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					

**Table 2.3-1 – CITs**

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

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
22-035	Consortium Regional Managers	CRFI BenefitsCal Two-Way Messaging Counties Opt-In	Opt-In/Out	04/21/22	05/06/22

**Table 2.3-2 – CRFIs**

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
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 (CRPC) activities for the reporting period.

Status	Total
Rejected	0
Assigned	0
Completed	1
Duplicate	0
In Review	0
Withdrawn	0
<b>Total</b>	<b>1</b>

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

- ▶ **CSPM-43512:** 22-504 CalFresh ARPA FFY 2022 Investments. Provided a revised estimate for ROI.

**2.5 Deviation from Plan/Adjustments**

- ▶ None for the reporting period.

## 3.0 Maintenance and Operations

- ▶ **Operational Support** – Provided operational support for manual reprocessing of a transaction between CalSAWS and BenefitsCal.
- ▶ **CFA Meeting** – Participated in a weekly meeting with Code for America (CFA) to support their ongoing operational questions for BenefitsCal and discuss future enhancements.
- ▶ **Daily Partner Coordination Meetings** – 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.
- ▶ **M&O Phases** – Completed the initial acceptance period and moved into Maintenance and Operations.

### 3.1 Service Management

#### 3.1.1 Overview

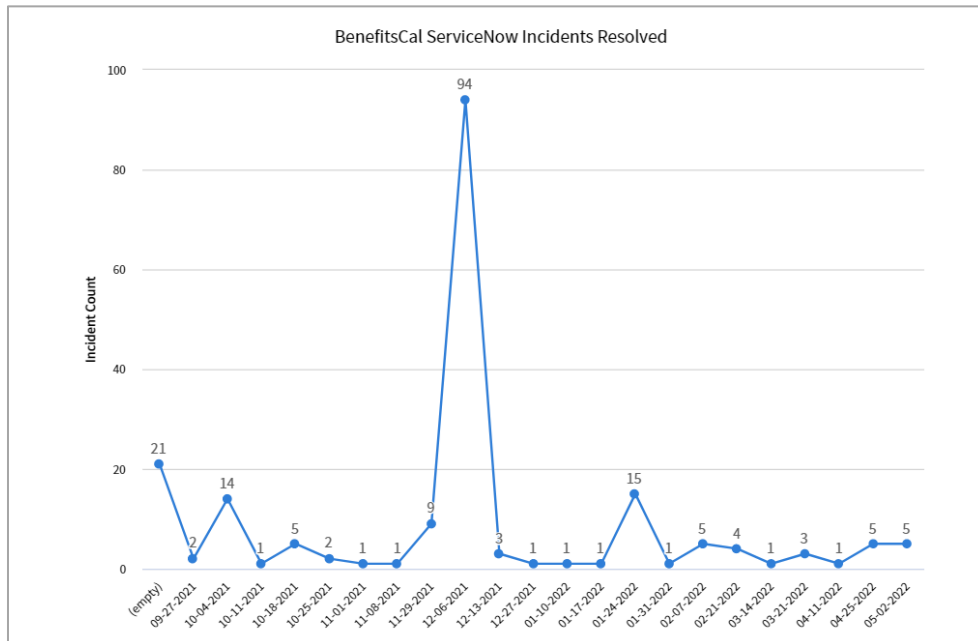
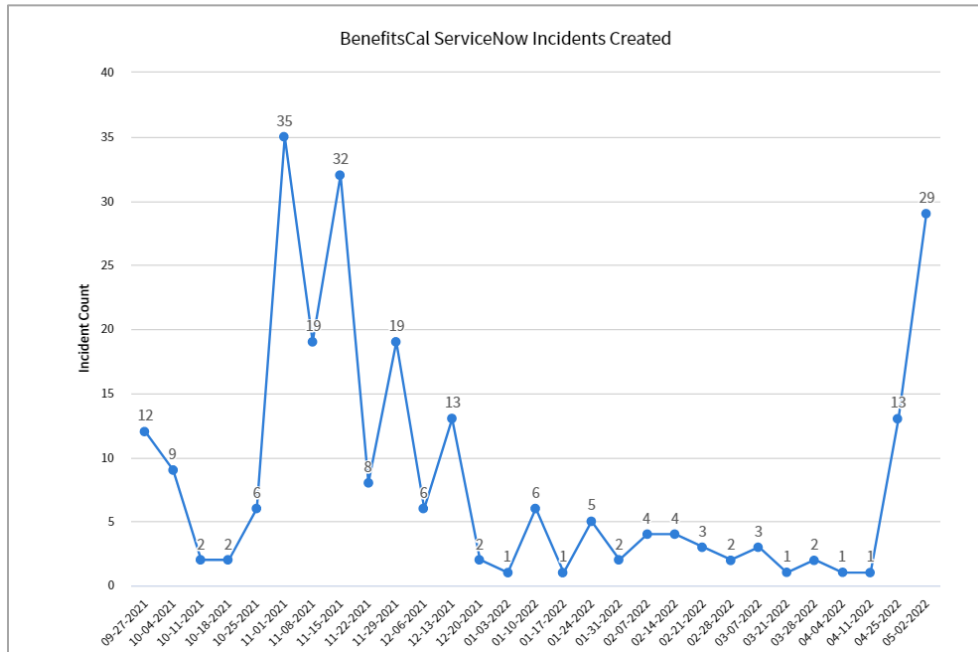
- ▶ **Incidents Created** – Forty-two (42) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- ▶ **Incidents Resolved** – The BenefitsCal Tier 3 team resolved ten (10) incident in the bi-weekly reporting period.
- ▶ **Incidents Triage** – The BenefitsCal Tier 3 team has triaged 216 incidents in the bi-weekly reporting period.
- ▶ **Problems Created** – The BenefitsCal Tier 3 team created six (6) problem ticket in the bi-weekly reporting period.
- ▶ **Problems Resolved** – The BenefitsCal Tier 3 team resolved two (2) problem tickets in the bi-weekly reporting period.

## CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: April 25, 2022 to May 8, 2022

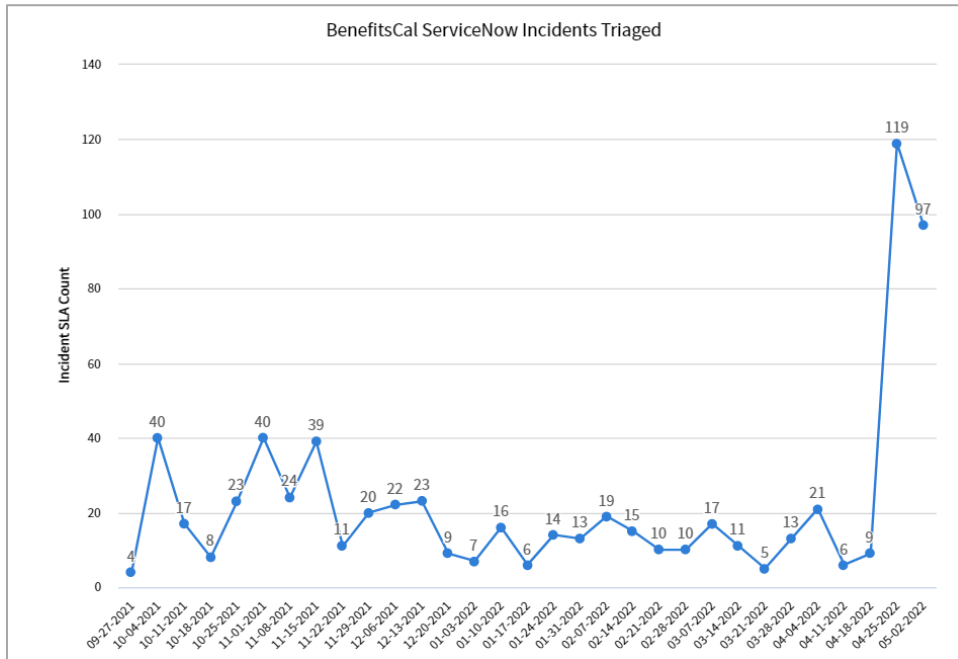
### 3.1.2 BenefitsCal Help Desk Metrics

The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.





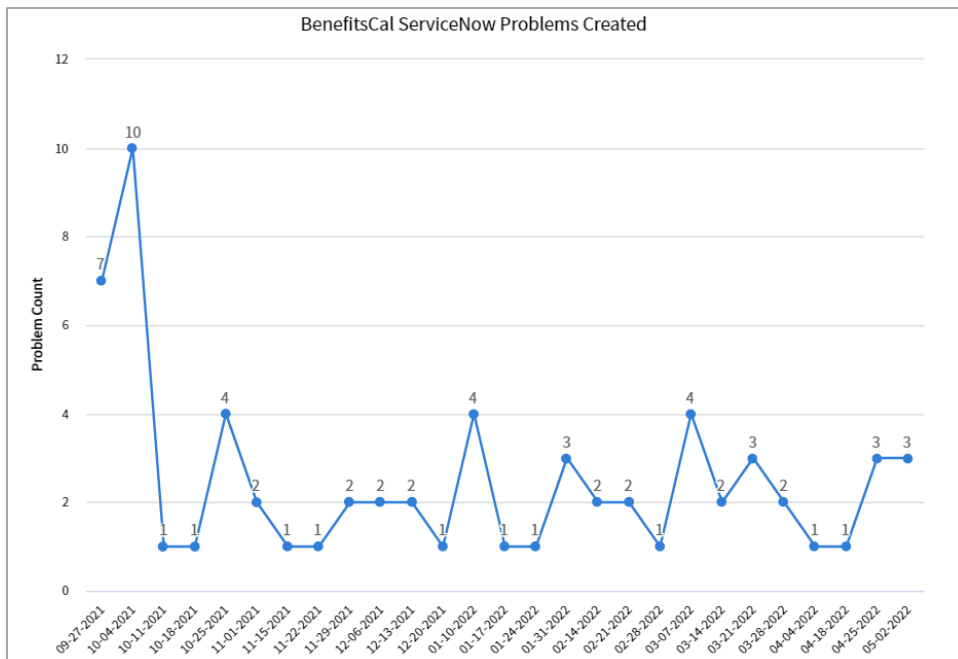
**CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report**  
 Period: April 25, 2022 to May 8, 2022



**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.

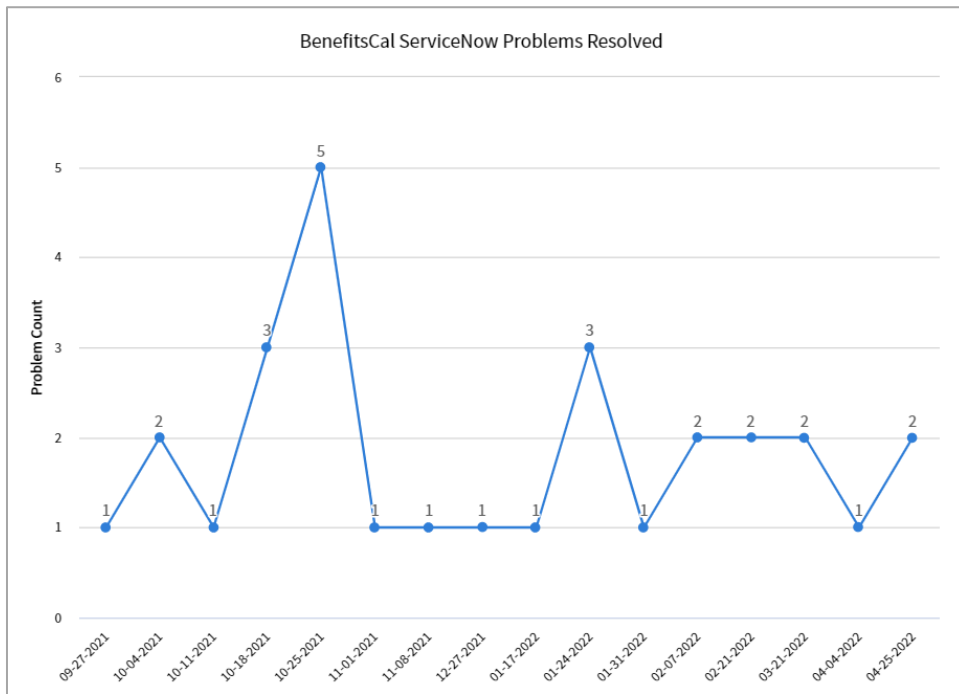
**Figures 3.1-1, 3.1-2, and 3.1-3 – BenefitsCal ServiceNow Incidents**

The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.



**CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report**

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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**

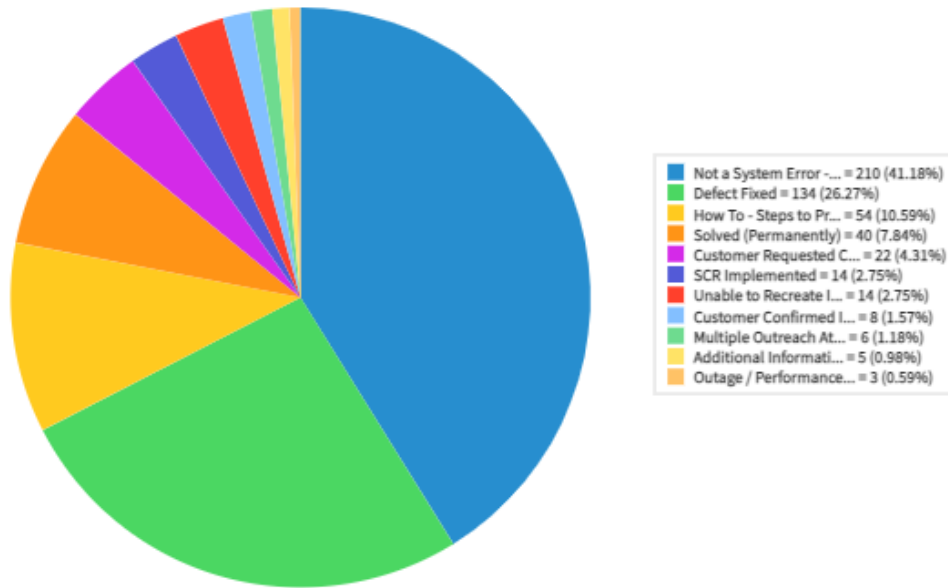
**BenefitsCal ServiceNow Incidents by State and Age**

State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	Count
	In Progress		31	3	2	0	0	0
On Hold		4	5	1	0	1	1	12
Resolved		1	2	2	1	3	1	10
Closed		0	0	2	25	19	14	60
<b>Count</b>		<b>36</b>	<b>10</b>	<b>7</b>	<b>26</b>	<b>23</b>	<b>16</b>	<b>118</b>

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

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BenefitsCal ServiceNow Incidents by Resolution Code



Resolution code	Incident SLA Count	Percentage of Incident SLAs
Not a System Error - With Explanation	210	41.18%
Defect Fixed	134	26.27%
How To - Steps to Proceed Provided	54	10.59%
Solved (Permanently)	40	7.84%
Customer Requested Closure	22	4.31%
SCR Implemented	14	2.75%
Unable to Recreate Issue	14	2.75%
Customer Confirmed Issue is Resolved	8	1.57%
Multiple Outreach Attempts - No Response	6	1.18%
Additional Information Needed	5	0.98%
Outage / Performance Degradation	3	0.59%
<b>Total</b>	<b>510</b>	<b>100%</b>

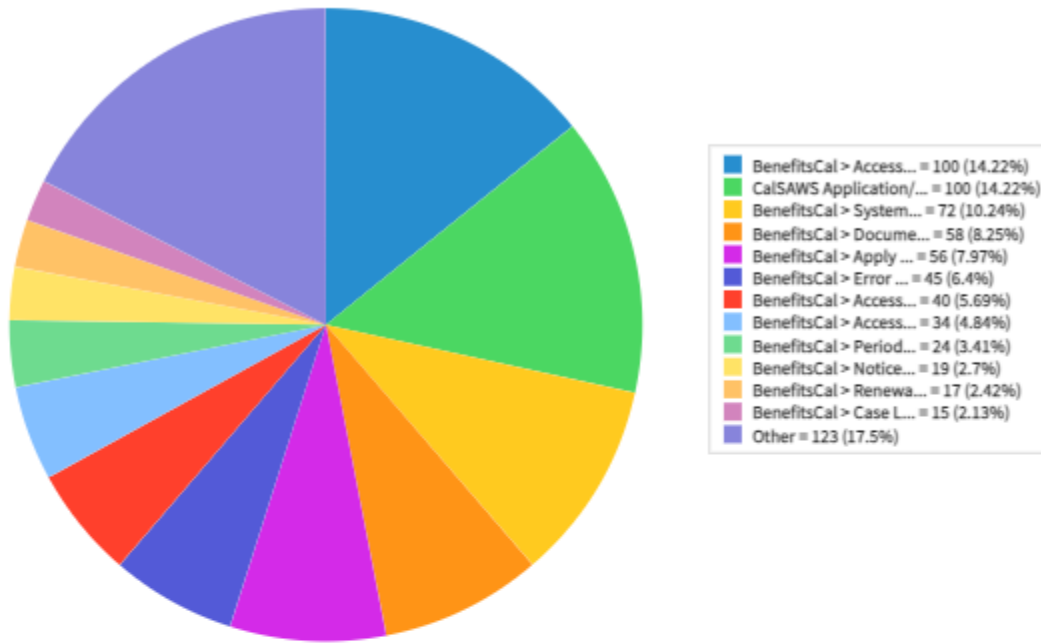
**Note:** The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

**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
BenefitsCal > Access Issue	100	14.22%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	100	14.22%
BenefitsCal > System/Technical Issue	72	10.24%
BenefitsCal > Document Upload	58	8.25%
BenefitsCal > Apply for Benefits	56	7.97%
BenefitsCal > Error Message	45	6.4%
BenefitsCal > Access Issue > CBO	40	5.69%
BenefitsCal > Access Issue > Customer	34	4.84%
BenefitsCal > Periodic Reports	24	3.41%
BenefitsCal > Notices/Documents/Images	19	2.7%
BenefitsCal > Renewal/Redetermination/Recertification	17	2.42%
BenefitsCal > Case Link Request	15	2.13%
Other	123	17.5%
<b>Total</b>	<b>703</b>	<b>100%</b>

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

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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 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
05/26/22	8:00 pm – 9:30 pm PST	3.1.0 released in production.

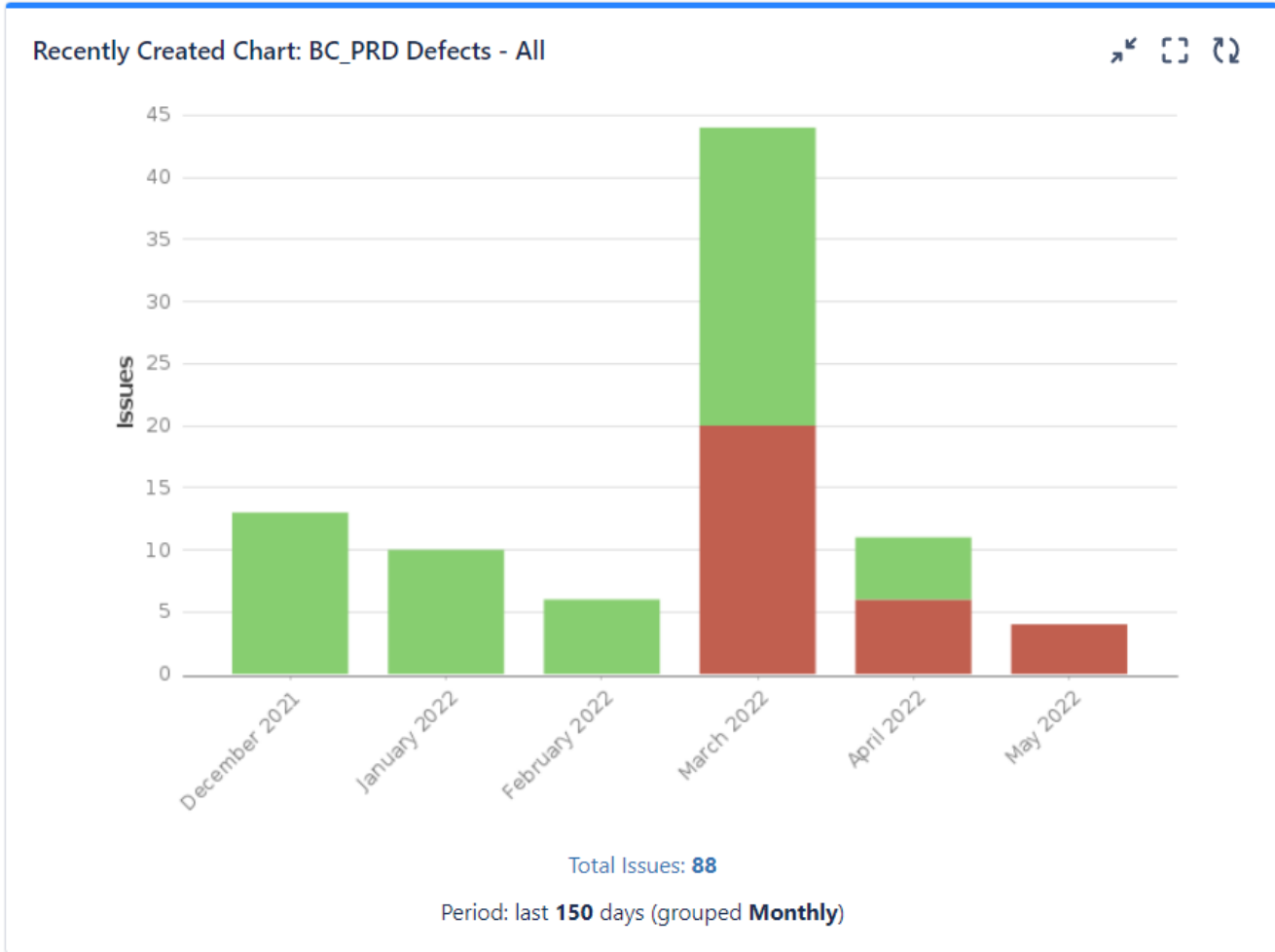
**Table 3.3-1 – BenefitsCal Upcoming Maintenance**

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
None					

**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 (resolved Production defects – Green), month-over-month. Defects are closed upon system test validation and release deployment to Production.



■ Closed Production Defects    ■ Open Production Defects  
**Figure 3.4-1 – Production Defects Backlog Monthly Trend**

#### 3.4.1 Release Schedule Production Defect Fix

Severity	3.1	To Schedule	Total
<b>2-Normal/Medium</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0
In Progress	0	0	0
Closed	0	0	0

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Severity	3.1	To Schedule	Total
<b>3-Normal/Low</b>	<b>34</b>	<b>18</b>	<b>52</b>
New	0	0	0
In Progress	34	18	52
Closed	0	0	0
<b>4-Cosmetic</b>	<b>6</b>	<b>0</b>	<b>6</b>
New	0	0	0
In Progress	2	0	0
Closed	0	0	0
<b>Total</b>	<b>40</b>	<b>18</b>	<b>58</b>

**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 Priority Release 3.0.0.2 to the Consortium staff and QA Partners for review.	04/29/22	Production Operations
Sent the final Release Notes file for Priority Release 3.0.0.2 to the Communication Team to publish.	04/29/22	Production Operations
Sent the draft Release Notes file for Priority Release 3.0.1 to the Consortium staff and QA Partners for review.	05/06/22	Production Operations
Sent the final Release Notes file for Priority Release 3.0.1 to the Communication Team to publish.	05/06/22	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.

- ▶ **Priority Release 3.0.0.2** – BenefitsCal 3.0.0.2 Priority Release was successfully deployed on 04/29/22.
  - One (1) defect and one (1) System Change Request was deployed for removing county office address and office start and end time tags for CW RE transactions from BenefitsCal, YBN, and C4Yourself redirects to BenefitsCal.
- ▶ **Priority Release 3.0.1** – BenefitsCal 3.0.1 Priority Release was successfully deployed on 05/06/22.
  - Five (5) defects and two (2) System Change Request were deployed for disallowing users to submit applications for unsupported counties, language sorting on read and speak questions, Japanese translation corrections, and removing bundle-id for SAR7 document uploads from BenefitsCal.

### 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.

- ▶ **Monthly Release**
  - None

Release	Release Date	Summary
3.1 – Monthly	05/26/22	Thirty-Eight (38) production defects and Two (2) 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

- ▶ **Design Sessions**
  - Participated on the Release of Information Design session conducted by the CalSAWS team on 04/27/22.
  - Conducted a design assumptions, scope, and timeline confirmation session for Release 5.0 with CalSAWS, Consortium, ForgeRock, and QA teams on 05/05/22.
- ▶ **CMS Demo Preparation** – Prepared for the BenefitsCal Demo for the CalSAWS Final Certification Review.



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- ▶ **Collaboration Model** – Submitted the BenefitsCal enhancements list to the Collaboration Model on 04/29/22 with *Summary, Enhancement Source, Enhancement Module and Partner Impact*.
- ▶ **Partner Interface Meetings** – Conducted partner interface meetings on 04/26/22 and 05/03/22 to discuss future releases planned for 2022 and partner dependencies on upcoming releases.
- ▶ **Design** – Resolved all comments for the voice requirement design associated to FN-113 on 05/05/22.
- ▶ **Release 3.1 Development** – Completed Release 3.1 translation development activities for three (3) languages (Mien, Thai and Ukrainian) in scope. These languages are on schedule for the May maintenance release.
- ▶ **Release 4.0 Development** – Continued development and partner integration on the Release 4.0 Two-Way Messaging functionality.

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

Release	Release Date	Summary
3.0.1	05/08/22	<ul style="list-style-type: none"> <li>• Completed production deployment successfully.</li> </ul>
3.1	05/29/22	<ul style="list-style-type: none"> <li>• Completed development of three (3) languages.</li> </ul>
4.0	07/24/22	<ul style="list-style-type: none"> <li>• Continued development activities for Two-way Messaging.</li> <li>• Received approval on design for Voice requirement FN-113.</li> </ul>

**Table 4.3-1 – BenefitsCal Enhancements Development Status**

**4.4 Release Management**

**4.4.1 Release Test Summary**

Release 3.1 Pass of executed Target as of 05/06/22	80%
Release 3.1 Pass of executed Actual as of 05/06/22	90%
Release 3.1 System Test for Multi Language for Mien, Thai, and Ukrainian Complete Date: 05/24/22	

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

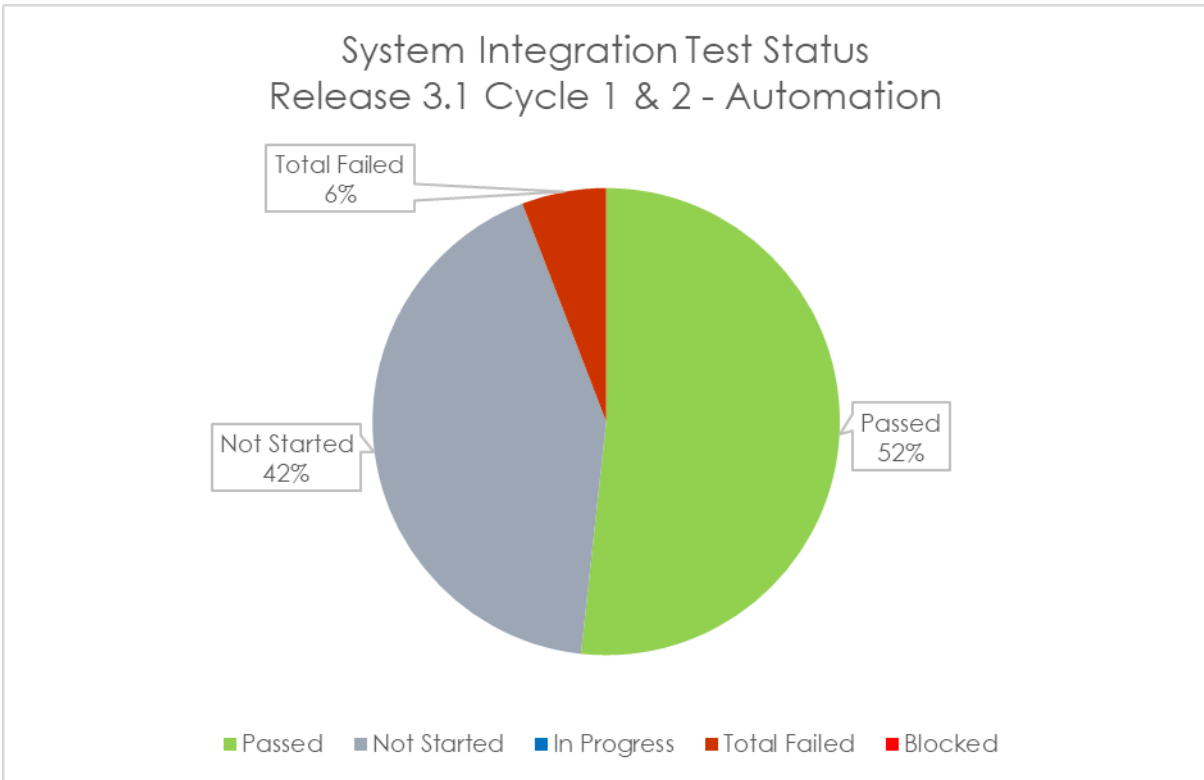


Figure 4.4-2 – System Change Request (SCR) Test Status

#### 4.4.2 Automated Regression Test (ART) Coverage

Below are the automated regression scripts executed for regression in BenefitsCal for Release 3.0.1:

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
3.0.1	25	25	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 Appointments and static validations covered by 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.