

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

**Reporting Period: May 9, 2022 to May 22, 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 3.0.2 to BenefitsCal Production on <b>05/11/22</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 sixty-three (63) active Production defects.
Incidents		There are twenty-seven (27) 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 3.0.2** – The BenefitsCal Team successfully deployed BenefitsCal Priority Release 3.0.2 to BenefitsCal Production.

#### Planned Outages

- ▶ Friday, 05/11/22 from 8:00 pm to 9:30 pm PST.

## 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

<sup>[1]</sup> **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:**
  - DWP 24.07: CX Monthly Report – April 2022 on 05/19/22.
  - DWP 25.03: Monthly M&O Report – April 2022 on 05/19/22.
- ▶ **Deliverables and Work Products comments worked:**
  - None for the period.
- ▶ **Deliverable and Work Product submissions for next week:**
  - DDEL 08.01: Portal Implementation Complete Report & Final Acceptance – L.A. County on 05/27/22.
  - DDEL 11.01: Mobile App Implementation Complete Report – L.A. County on 05/27/22.

### 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	1
Completed	0
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-54572:** 22-537 - CF 385 Revision

**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

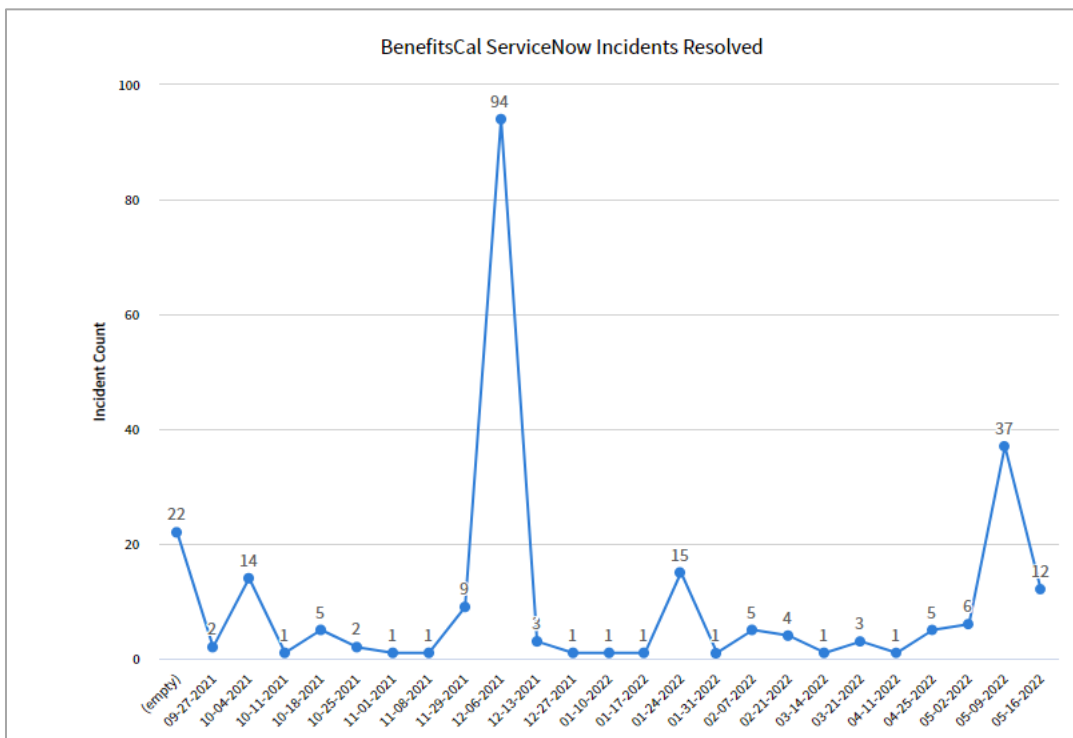
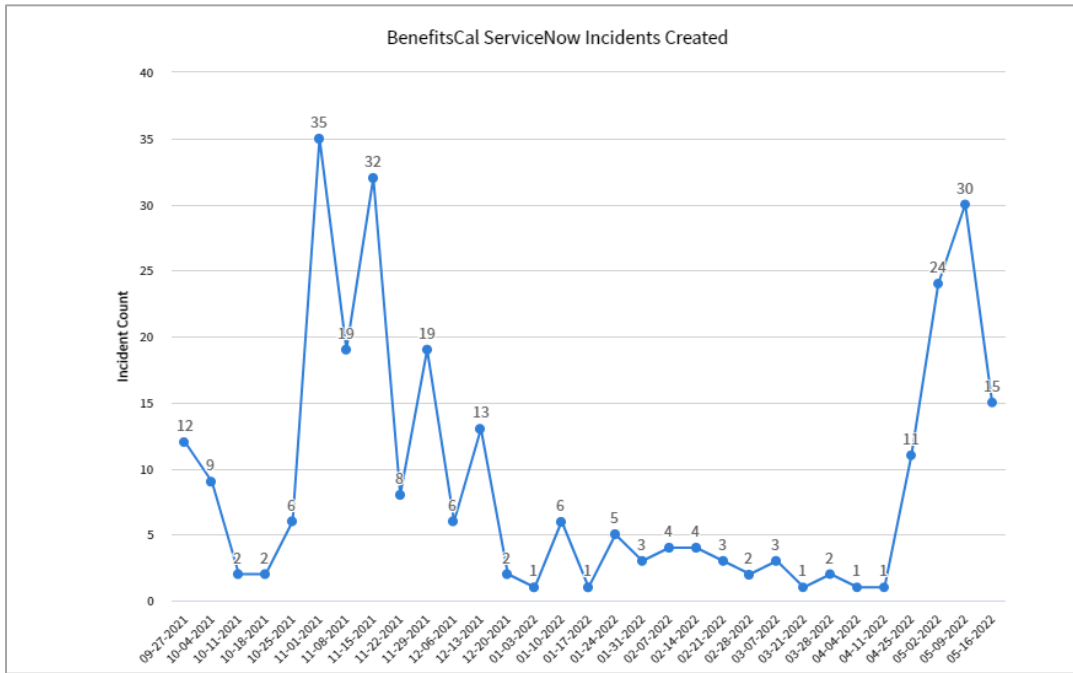
#### 3.1.1 Overview

- ▶ **Incidents Created** – forty-five (45) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- ▶ **Incidents Resolved** – The BenefitsCal Tier 3 team resolved forty-nine (49) incidents in the bi-weekly reporting period.
- ▶ **Incidents Closed** – The BenefitsCal Tier 3 team closed ten (10) incidents in the bi-weekly reporting period.
- ▶ **Incidents Triage** – The BenefitsCal Tier 3 team has triaged (100) 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 zero (0) problem tickets in the bi-weekly reporting period.

**CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report**  
 Period: May 9, 2022 to May 22, 2022

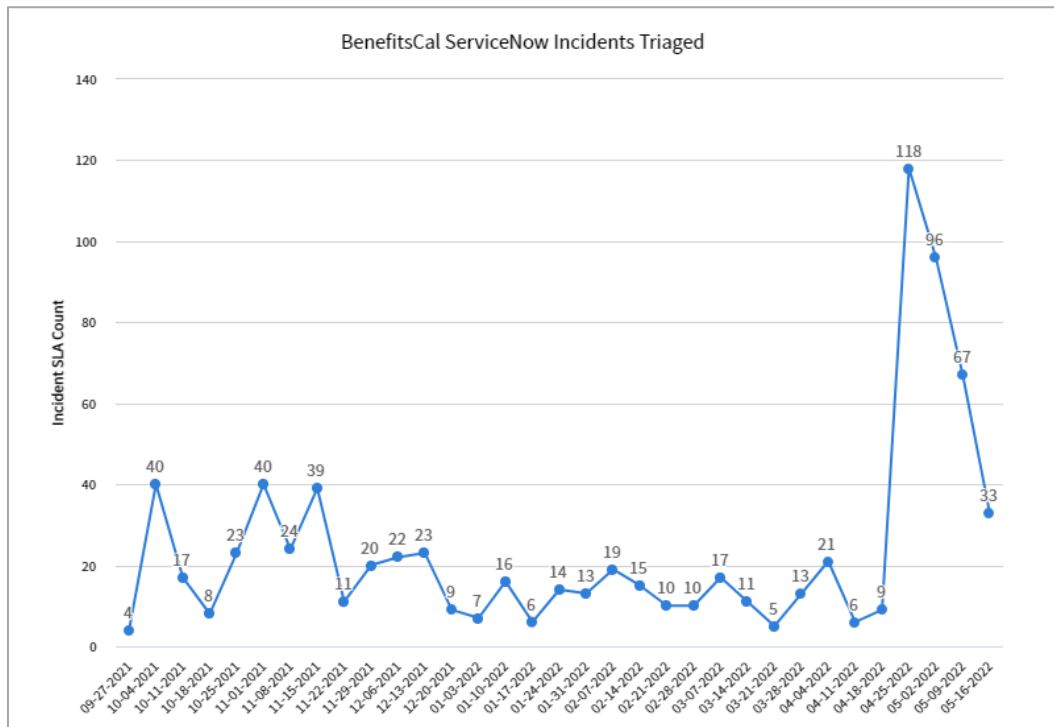
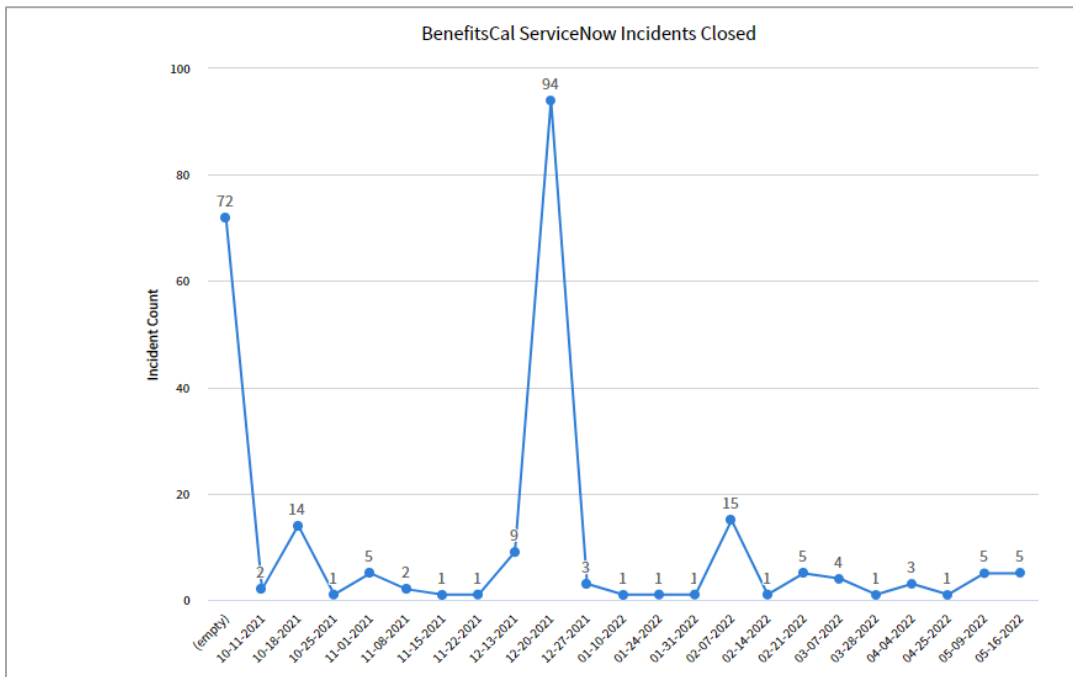
**3.1.2 BenefitsCal Help Desk Metrics**

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: May 9, 2022 to May 22, 2022



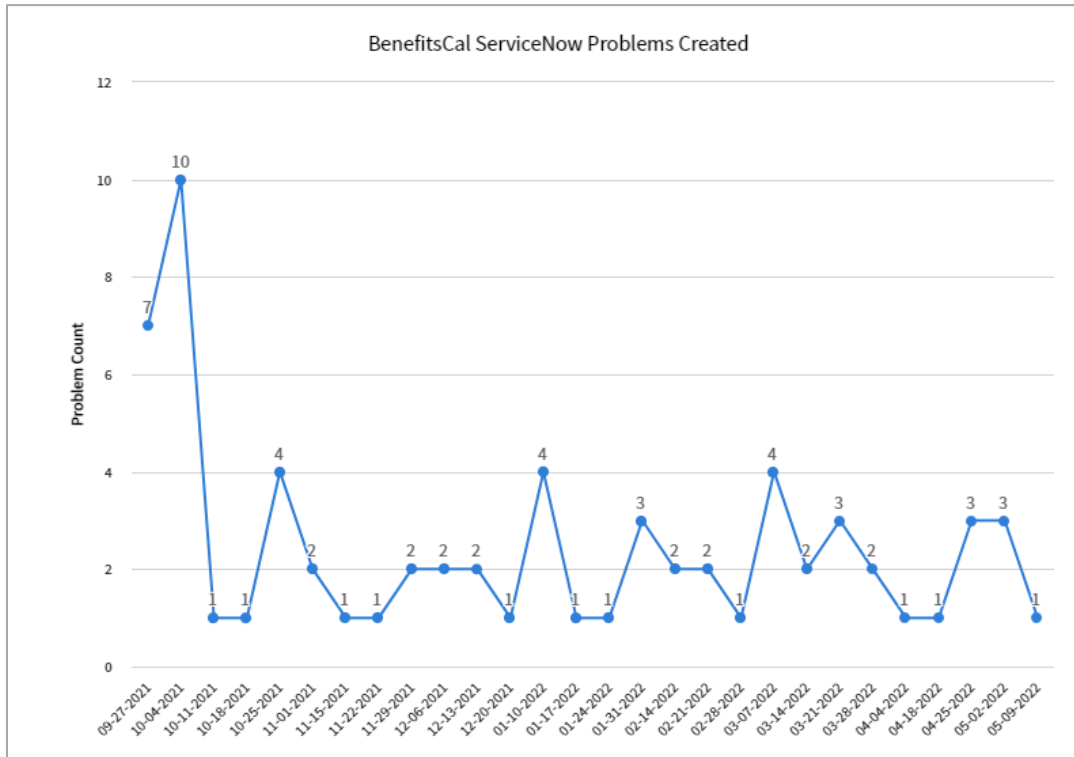
**Note:** The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week.

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

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

Period: May 9, 2022 to May 22, 2022

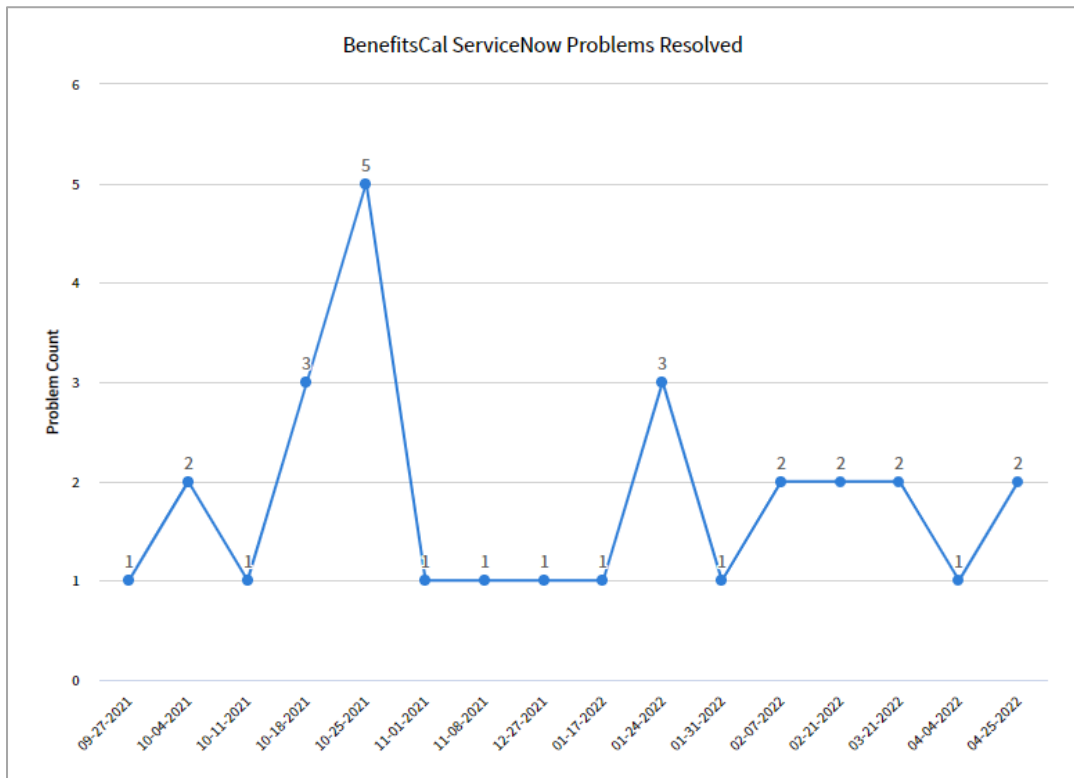
The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.



**Note:** No Problem tickets were created for the week of 05/16/22 in the bi-weekly reporting period. Hence the chart is not updated after 05/09/22.

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

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**Note:** The graphs represent the ServiceNow problems associated to 40 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.

**Note:** No Problems were resolved in the bi-weekly reporting period. Hence the chart is not updated after 04/25/22.

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

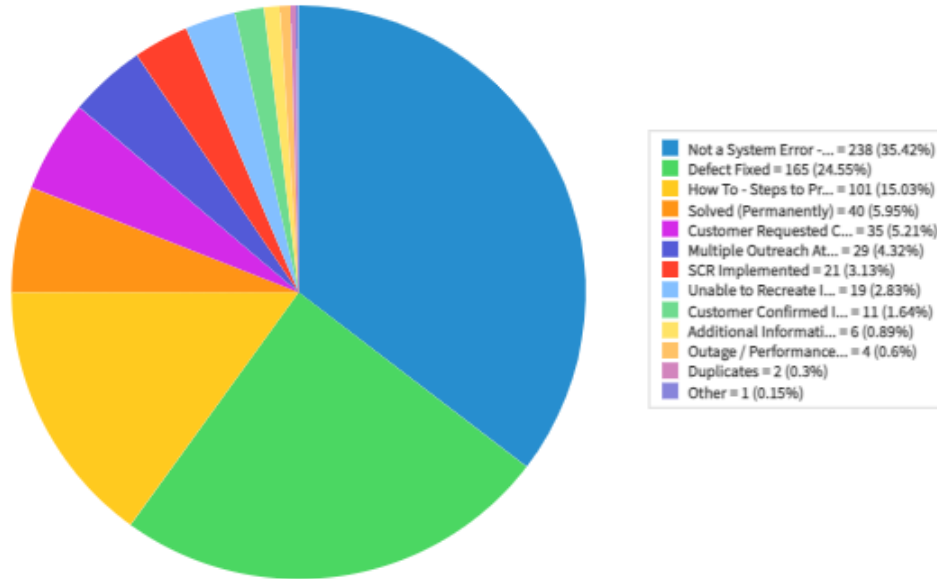
**BenefitsCal ServiceNow Incidents by State and Age**

State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	Count
	In Progress		5	0	0	1	0	
On Hold		4	0	4	11	1	1	21
Resolved		3	3	25	18	0	1	50
Closed		0	0	2	31	20	17	70
<b>Count</b>		<b>12</b>	<b>3</b>	<b>31</b>	<b>61</b>	<b>21</b>	<b>19</b>	<b>147</b>

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

**CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report**  
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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	238	35.42%
Defect Fixed	165	24.55%
How To - Steps to Proceed Provided	101	15.03%
Solved (Permanently)	40	5.95%
Customer Requested Closure	35	5.21%
Multiple Outreach Attempts – No Response	29	4.32%
SCR Implemented	21	3.13%
Unable to Recreate Issue	19	2.83%
Customer Confirmed Issue is Resolved	11	1.64%
Additional Information Needed	6	0.89%
Outage / Performance Degradation	4	0.6%
Duplicates	2	0.3%
Other	1	0.15%
<b>Total</b>	<b>672</b>	<b>100%</b>

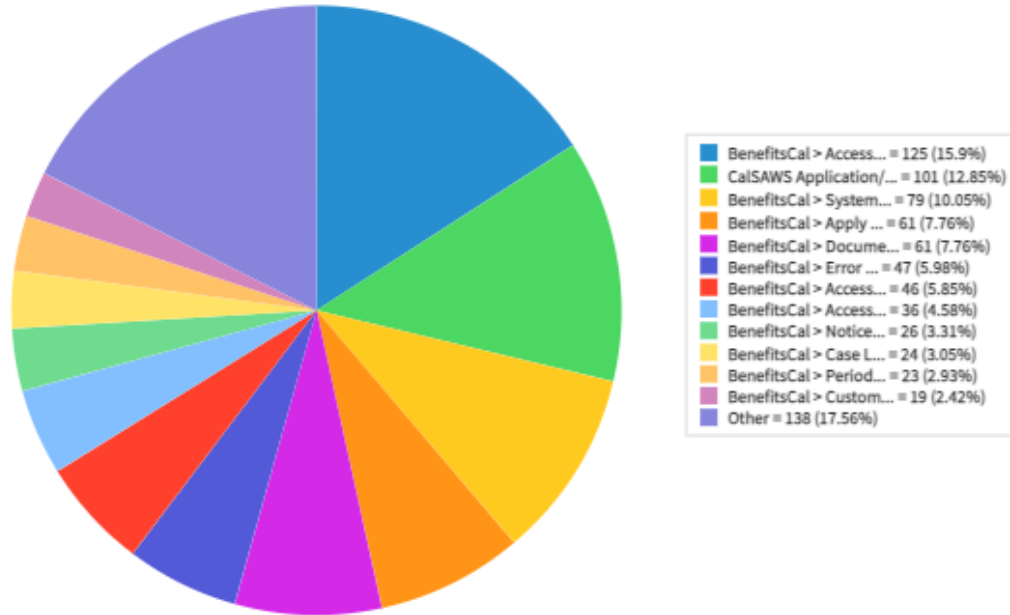
**Note:** The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

**Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code**

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

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BenefitsCal ServiceNow Incidents Created by Category



Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue	125	15.9%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	101	12.85%
BenefitsCal > System/Technical Issue	79	10.05%
BenefitsCal > Apply for Benefits	61	7.76%
BenefitsCal > Document Upload	61	7.76%
BenefitsCal > Error Message	47	5.98%
BenefitsCal > Access Issue > CBO	46	5.85%
BenefitsCal > Access Issue > Customer	36	4.58%
BenefitsCal > Notices/Documents/Images	26	3.31%
BenefitsCal > Case Link Request	24	3.05%
BenefitsCal > Periodic Reports	23	2.93%
BenefitsCal > Customer Dashboard	19	2.42%
Other	138	17.56%
<b>Total</b>	<b>786</b>	<b>100%</b>

**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 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	Monthly Production Deployment for Release 3.1.

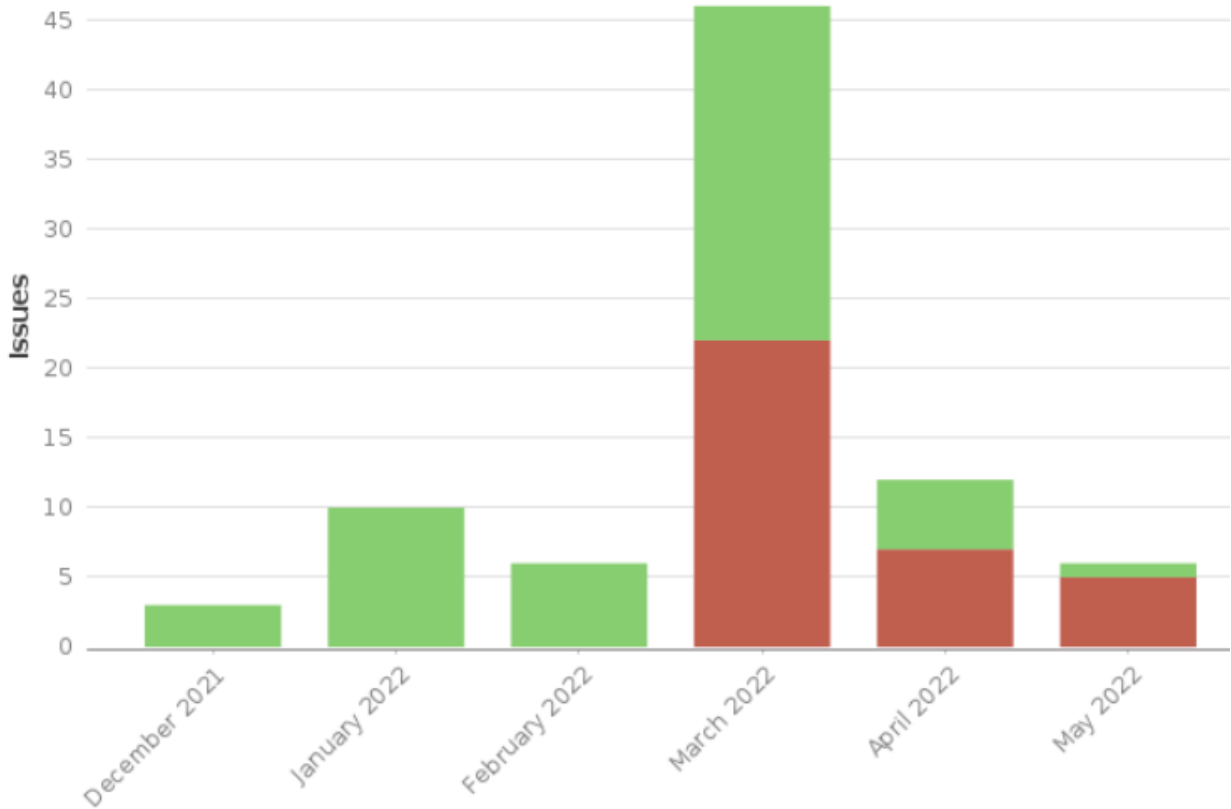
**Table 3.3-1 – BenefitsCal Upcoming Maintenance**

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



Total Issues: **83**

Period: last **150** days (grouped **Monthly**)

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

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Severity	3.1	3.2	To Schedule	Total
<b>3-Normal/Low</b>	<b>29</b>	<b>25</b>	<b>4</b>	<b>58</b>
New	0	0	4	0
In Progress	29	0	0	52
Closed	0	0	0	0
<b>4-Cosmetic</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>5</b>
New	0	0	0	0
In Progress	5	0	0	0
Closed	0	0	0	0
<b>Total</b>	<b>34</b>	<b>25</b>	<b>4</b>	<b>63</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 3.0.2 to the Consortium staff and QA Partners for review.	05/11/22	Production Operations
Sent the final Release Notes file for Priority Release 3.0.2 to the Communication Team to publish.	05/11/22	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 3.0.2** – BenefitsCal 3.0.2 Priority Release was successfully deployed on 05/11/22.
  - One (1) defect was deployed to display EBT card balance and EBT transaction history when a user checks for his CalFresh and/or CalWORKs EBT balances.

### 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-Four (34) production defects and four (4) 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** - Conducted a walkthrough session with Deliverables reviewers for the DDEL 05.06: General System Designs – Release 4.1.5 for CBO Referral Code and Student-Based Applications on 05/19/22.
- ▶ **Design**
  - Continued the creating the CBO Referral Code and Student-Based Applications designs in preparation for the 05.06: General Systems Design (GSD) – Release 4.1.5 Draft Deliverable (DDEL) submission.
  - Submitted 05.06: General Systems Design (GSD) – Release 4.1.5 Draft Deliverable (DDEL) for Student-Based Application and CBO Referral Code on 05/20/22
- ▶ **CMS Demo** – Conducted Demo of the BenefitsCal Medi-Cal Apply for Benefits flow for the CMS Certification on 05/10/22.
- ▶ **Release 3.1 Development**
  - Fixed Release 3.1 translation defects identified in System Testing for three (3) languages (Mien, Thai and Ukrainian) in scope. These languages are on schedule for the May maintenance release.

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- Developed and delivered Chatbot for three (3) new languages (Mien, Thai, and Ukrainian) to System Testing on 05/10/22 (3.1.0\_0040 release fix version).
- ▶ **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
3.1	05/29/22	<ul style="list-style-type: none"> <li>• Completed defect fixes of items identified in System testing for the 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>• Began development 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 05/22/22	95%
Release 3.1 Pass of executed Actual as of 05/22/22	99%
Release 3.1 System Test for Multi Language for Mien, Thai, and Ukrainian. Completion Date: 05/24/22	

**Table 4.4-1 – System Change Request (SCR) Test Status – Release 3.1**

Release 4.0 Pass of executed Target as of 05/22/22	75%
Release 4.0 Pass of executed Actual as of 05/22/22	81%
Release 4.0 consists of Two-way messaging, Reports and Voice Integration functionalities. Completion date: 06/17/22	

**Table 4.4-2 – System Change Request (SCR) Test Status – Release 4.0**

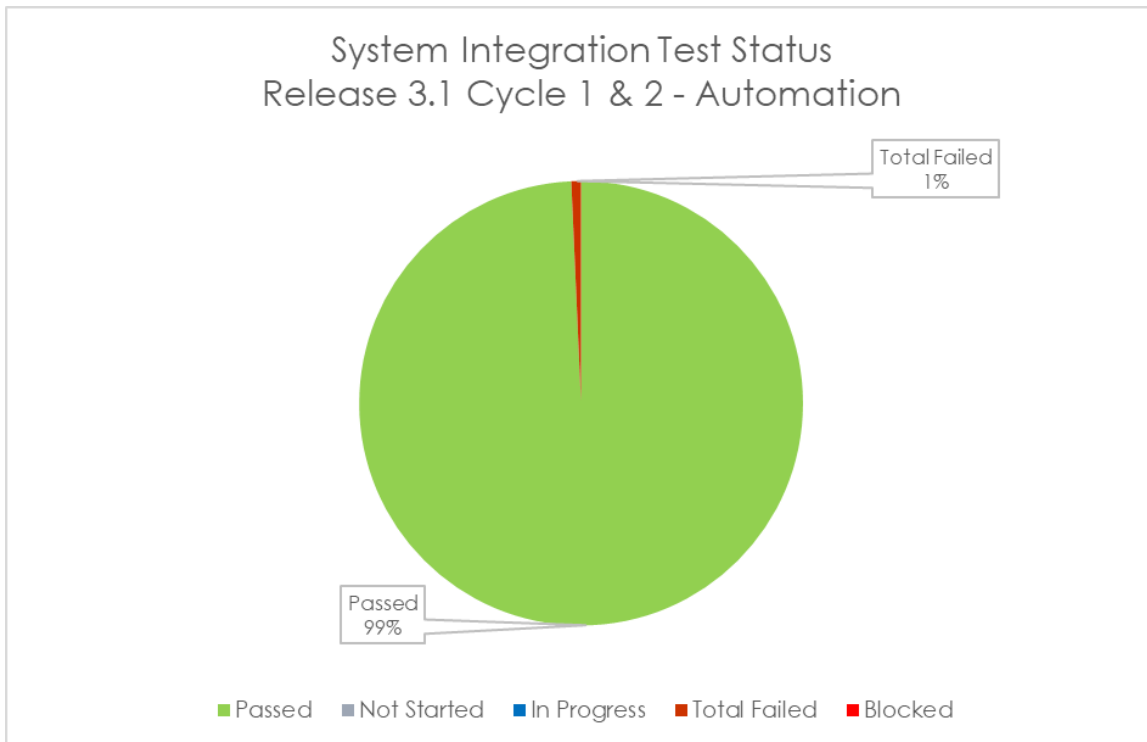


Figure 4.4-3 – System Change Request (SCR) Test Status – Release 3.1

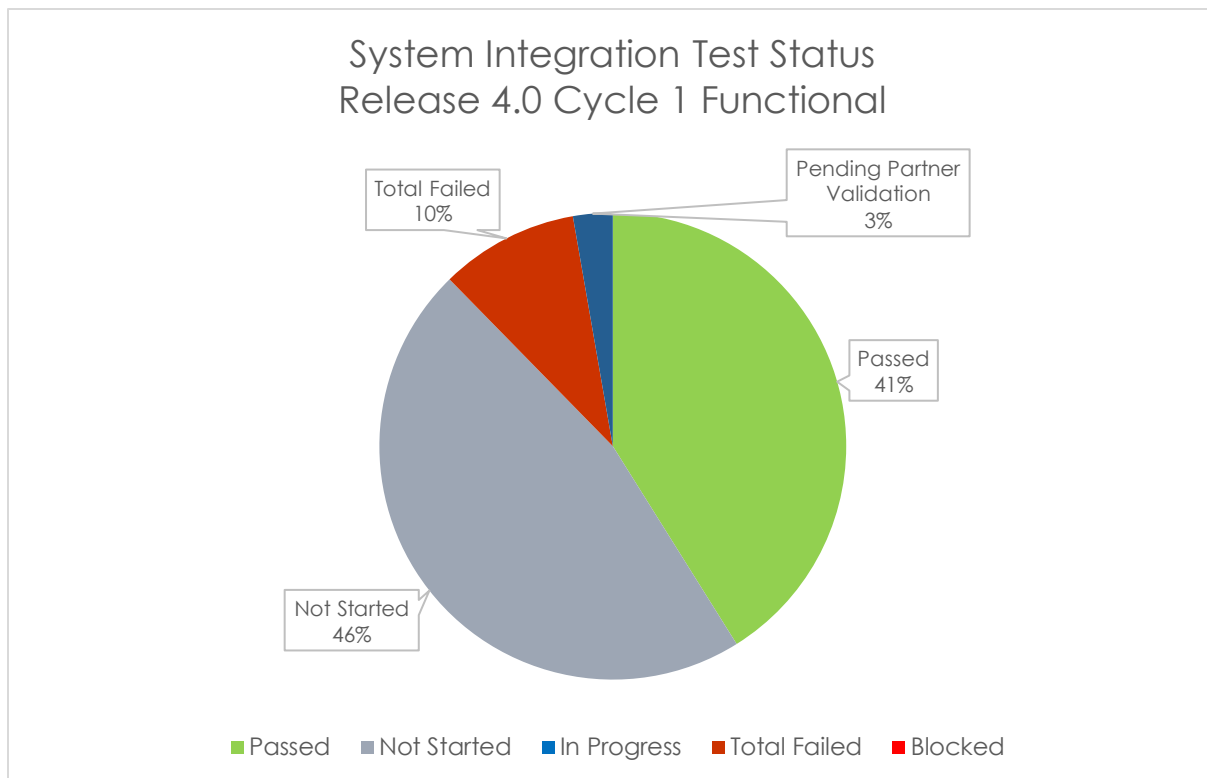


Figure 4.4-3 – System Change Request (SCR) Test Status – Release 4.0

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### 4.4.2 Automated Regression Test (ART) Coverage

Below are the automated regression scripts executed for regression in BenefitsCal for Release 3.0.3:

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
3.0.3	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 Appointments and static validations covered by automated regression.

**Table 4.4-4 – 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.