

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

Reporting Period: April 11, 2022 to April 24, 2022

Table of Contents

1.0	Executive Summary	4
1.1	Executive Summary Agenda Topics	4
1.1	BenefitsCal Project Status Dashboard	4
1.2	Highlights from the Reporting Period	4
2.0	Project Management	5
2.1	Project Deliverables Summary	5
2.2	Highlights for the Reporting Period	5
2.3	CRFI/CIT Communications Status	6
2.4	SCIRFRA/SCERFRA/SIRFRA/SARRA Information	7
2.5	Deviation from Plan/Adjustments.....	7
3.0	Maintenance and Operations	7
3.1	Service Management	8
3.1.1	Overview	8
3.1.2	BenefitsCal Help Desk Metrics.....	8
3.2	Technology Operations	13
3.3	BenefitsCal Maintenance and Operations	13
3.4	Production Defect Backlog	14
3.4.1	Release Schedule Production Defect Fix	14
3.5	Production Operations	15
3.5.1	Release Communications	15
3.5.2	Root Cause Analysis (RCA)	15
3.6	Deviation from Plan/Adjustments.....	15
4.0	Application Development	16
4.1	Priority Release Summary	16

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

Period: April 11, 2022 to April 24, 2022

4.2	Monthly Release Summary.....	16
4.3	Application Development Status	16
4.4	Release Management.....	17
4.4.1	Release Test Summary	17
4.4.2	Automated Regression Test (ART) Coverage	18
4.5	Training Materials Update	19
4.6	Deviation from Plan/Adjustments.....	19




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 2.3.2 to BenefitsCal Production on 04/14/22 .
3.5.1	The BenefitsCal Team successfully deployed Monthly Release 3.0 to BenefitsCal Production on 04/24/22 . This Release includes L.A. County Go-Live .
4.2	Upcoming BenefitsCal Priority Release 3.0.1 on 05/05/22.
4.2	Upcoming BenefitsCal Monthly Release 3.1 on 05/26/22.

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 sixty-seven (67) 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






- **Priority Release 2.3.2** – The BenefitsCal Team successfully deployed BenefitsCal Priority Release 2.3.2 to BenefitsCal Production.
- **Monthly Release 3.0** – The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 3.0 to BenefitsCal Production. This Release includes **L.A. County Go-Live**.

Planned Outages

- Thursday, 04/14/22 from 7: 00 pm to 8: 00 pm.
- Sunday, 04/24/22 from 6: 00 am to 10:00 am.
- Sunday, 04/24/22 from 6: 30 pm to 11:00 pm.

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status [1]	Status
DEL 05.05	General System Design (GSD) Part II	Application Development & Test		FDEL Submitted 04/21/22
WP 24.06	CX Monthly Report – March 2022	M&O		FWP Submitted 04/19/22
WP 25.00	25.02: Monthly M&O Report	M&O		FWP Submitted 04/19/22
WP 26.00	BOM Review and License Renewals	M&O		FWP Submitted 04/22/22
WP 2.00	Certificate Review	PMO		FWP Submitted 04/22/22

[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:**

- FDEL 05.05: General System Design (GSD) Part II on 04/21/22.
- FWP 24.06: CX Monthly Report – March 2022 on 04/19/22.
- FWP 25.02: Monthly M&O 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.

► **Deliverables and Work Products comments worked:**

- FWP 24.06: CX Monthly Report – March 2022.
- FWP 25.02: Monthly M&O Report – March 2022.
- FWP 26.00: BOM Review and License Renewals.
- FWP 27.00: Certificate Review.

► **Deliverable and Work Product submissions for next month:**

- 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.
- 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.

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

Period: April 11, 2022 to April 24, 2022

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

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

Status	Total
Rejected	0
Assigned	0
Completed	3
Duplicate	0
In Review	0
Withdrawn	0
Total	3

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

- ▶ CSPM-50874: 22-521 - SB-1413 California Food Assistance Program: Food Distribution Program on Indian Reservations.
- ▶ CSPM-50643: 22- 520 SB 1341 - Homeless pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program.
- ▶ CSPM: 50491: 22-519 AB 1965 - California Antihunger Response and Employment Training Act of 2022.

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.

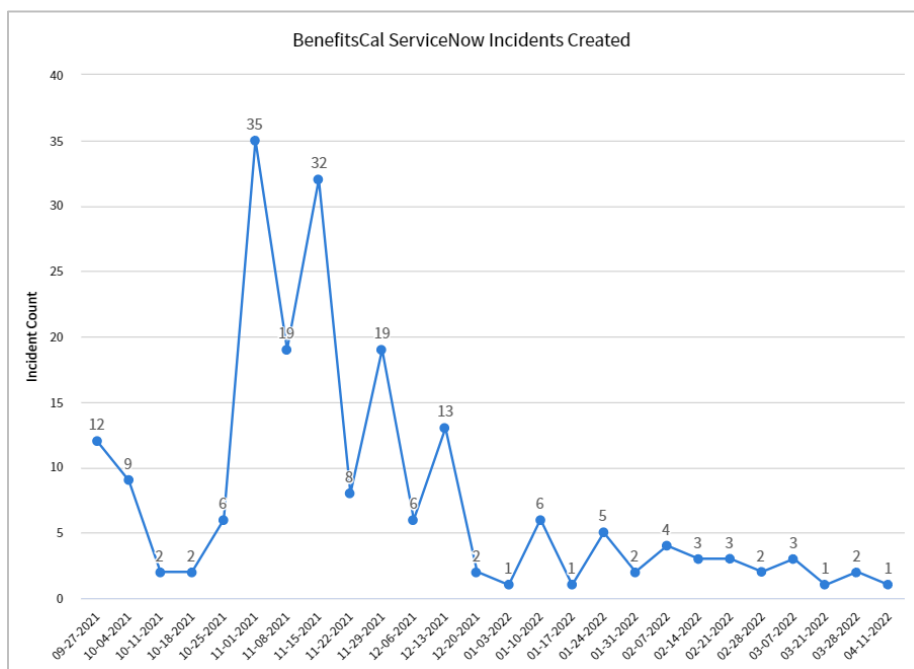
3.1 Service Management

3.1.1 Overview

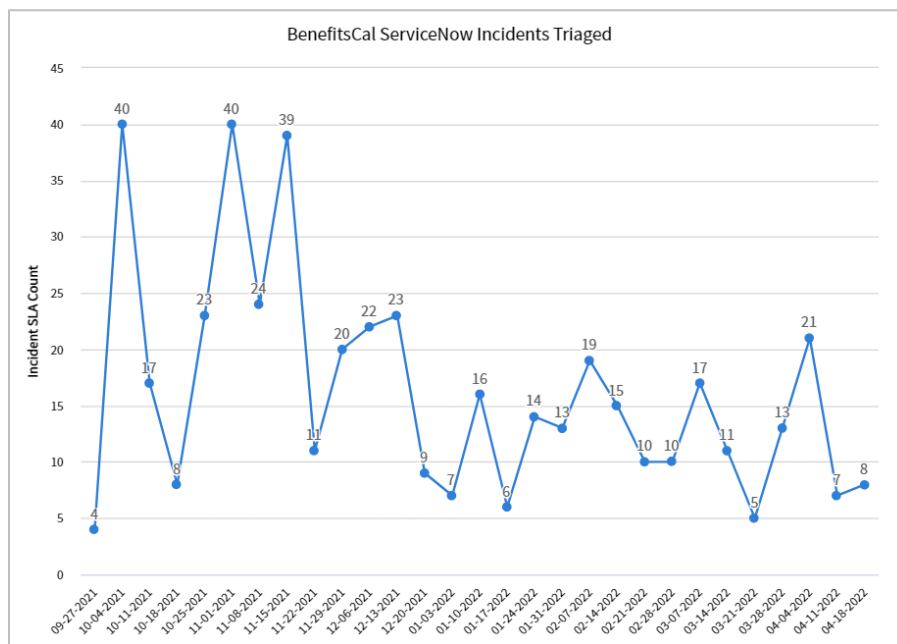
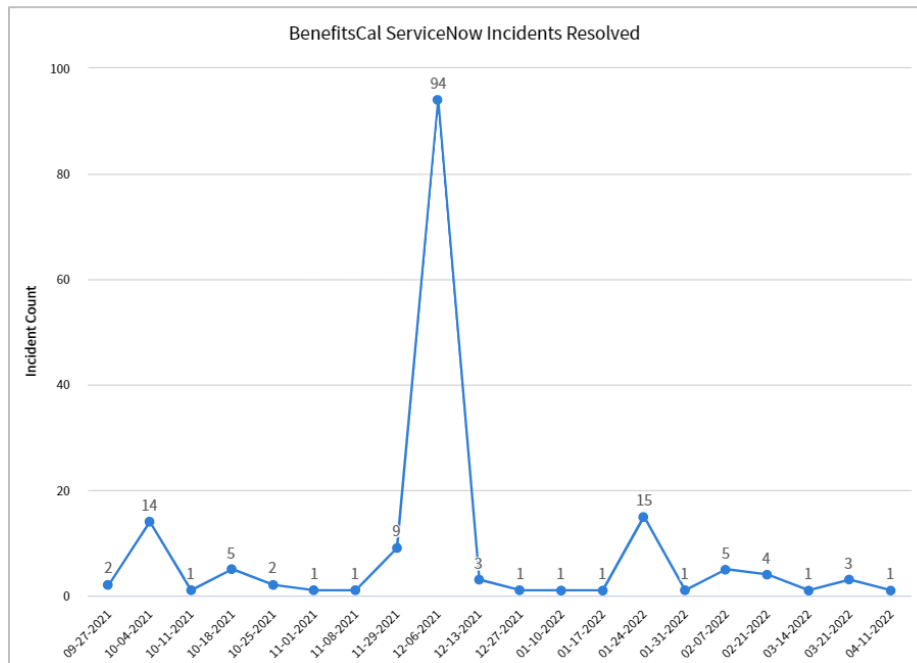
- ▶ **Incidents Created** – One (1) incident was created in the April bi-weekly reporting period for the BenefitsCal Tier 3 team.
- ▶ **Incidents Resolved** – The BenefitsCal Tier 3 team resolved one (1) incident in the April bi-weekly reporting period.
- ▶ **Incidents Triage** – The BenefitsCal Tier 3 team has triaged fifteen (15) incidents in the April bi-weekly reporting period.
- ▶ **Problems Created** – The BenefitsCal Tier 3 team created one (1) problem ticket in the April bi-weekly reporting period.
- ▶ **Problems Resolved** – The BenefitsCal Tier 3 team resolved zero (0) problem tickets in the April bi-weekly reporting period.

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 11, 2022 to April 24, 2022



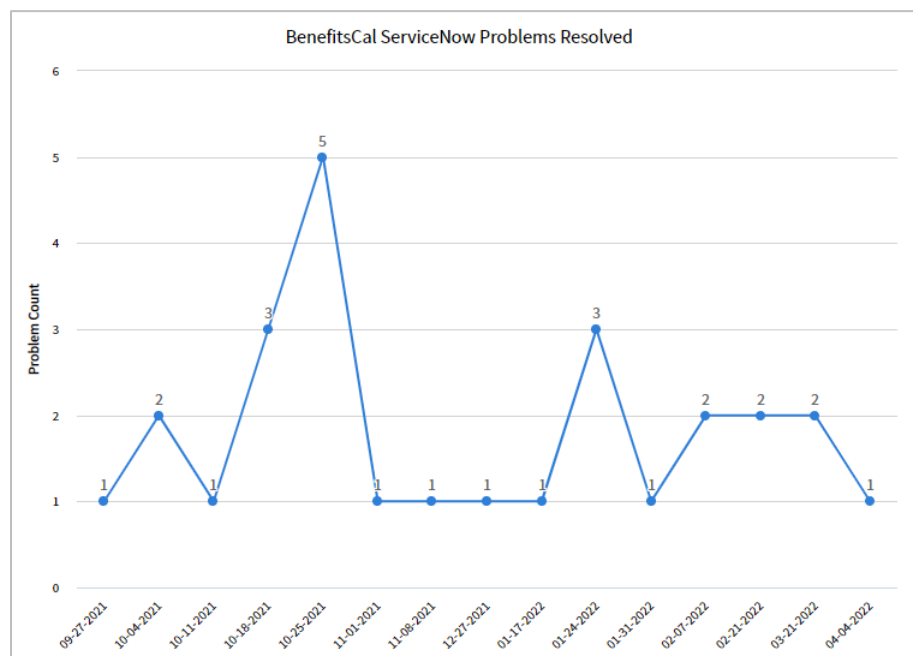
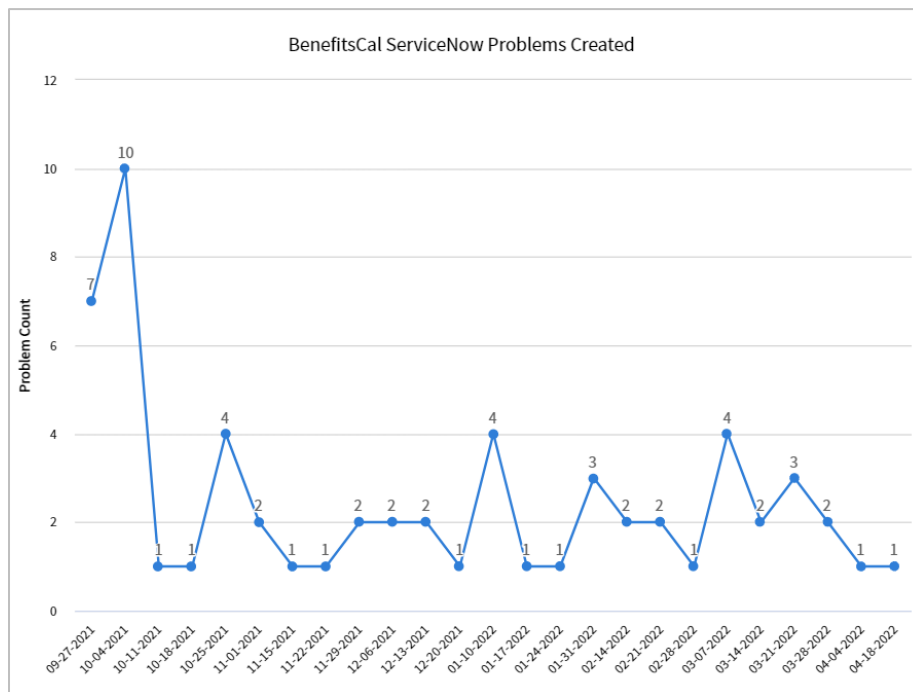
Note: The graphs represent the ServiceNow incidents associated to all 39 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week.

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

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

Period: April 11, 2022 to April 24, 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: 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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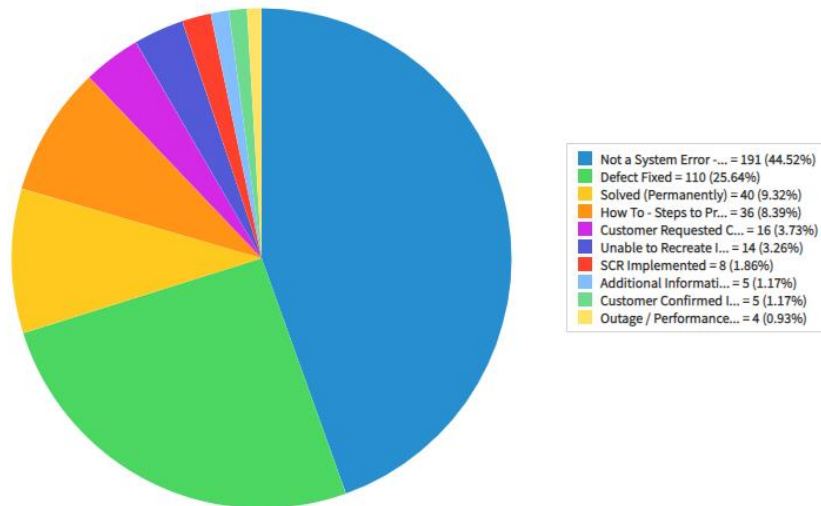
Period: April 11, 2022 to April 24, 2022

BenefitsCal ServiceNow Incidents by State and Age

State	Aging Category	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	Count
On Hold		1	0	1	2	1	5
Closed		0	2	25	19	14	60
Count		1	2	26	21	15	65

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

BenefitsCal ServiceNow Incidents by Resolution Code



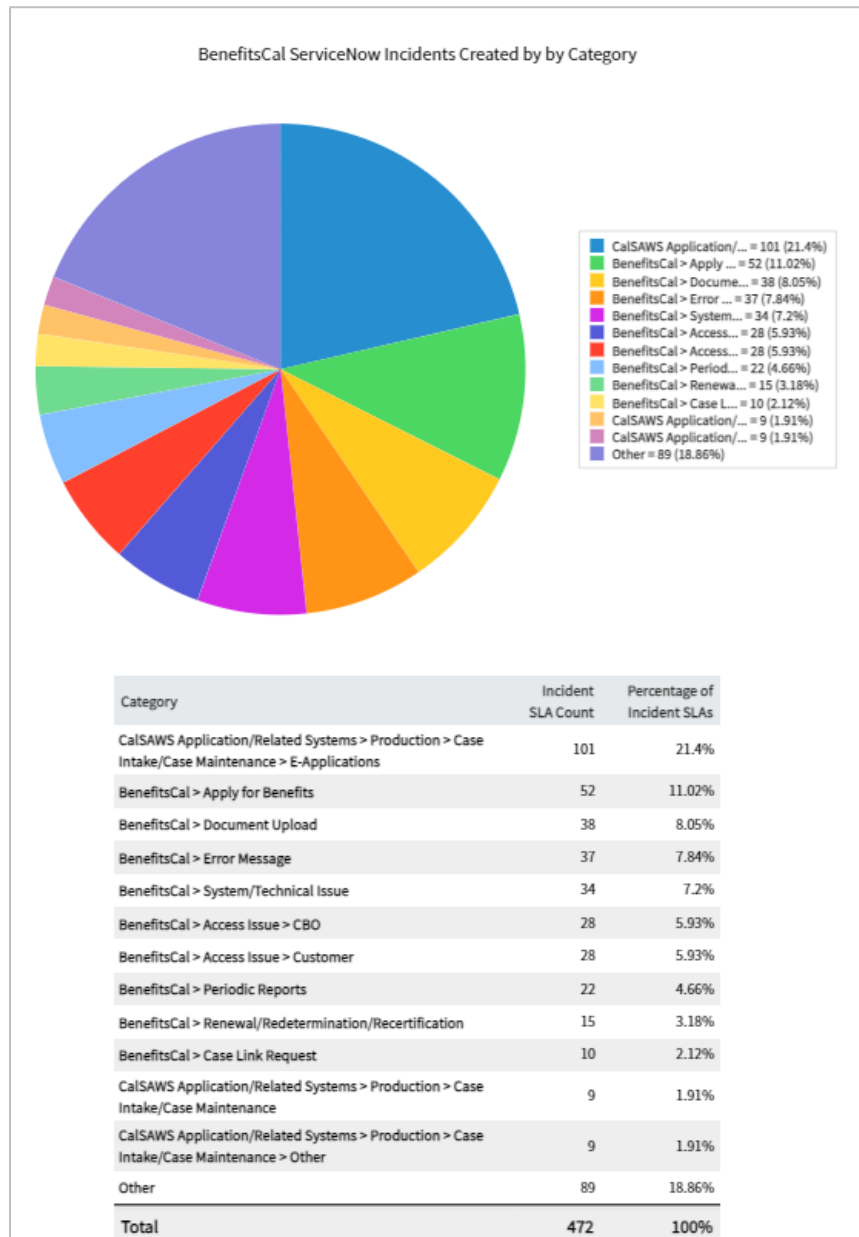
Resolution code	Incident SLA Count	Percentage of Incident SLAs
Not a System Error - With Explanation	191	44.52%
Defect Fixed	110	25.64%
Solved (Permanently)	40	9.32%
How To - Steps to Proceed Provided	36	8.39%
Customer Requested Closure	16	3.73%
Unable to Recreate Issue	14	3.26%
SCR Implemented	8	1.86%
Additional Information Needed	5	1.17%
Customer Confirmed Issue is Resolved	5	1.17%
Outage / Performance Degradation	4	0.93%
Total	429	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

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

Period: April 11, 2022 to April 24, 2022



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
04/14/22	7:00 pm – 8:00 pm PST	2.3.2 released in production.
04/24/22	6: 00 pm to 10:00 am PST	3.0 released in production
04/24/22	6: 30 pm to 11:00 pm PST	3.0 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 (Green), month-over-month. Defects are closed upon system test validation and release deployment to Production.

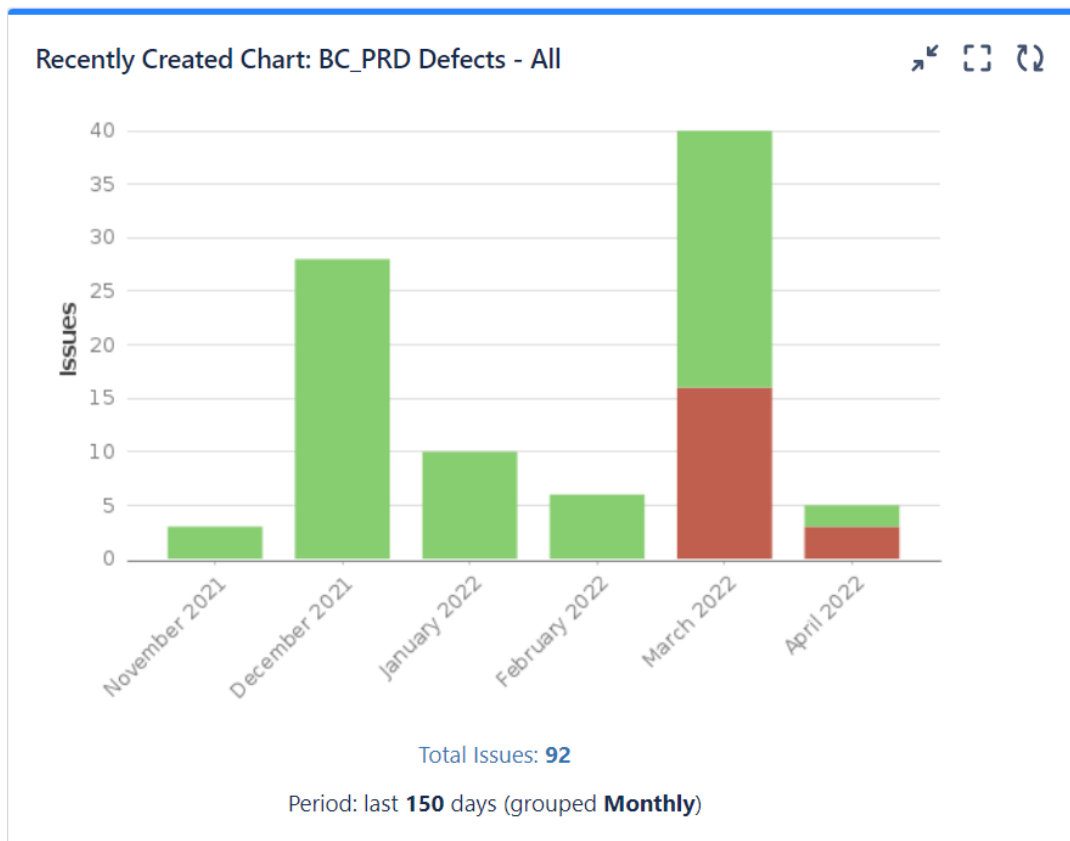


Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Severity	3.0.1	3.1	4.0	To Schedule	Total
2-Normal/Medium	0	0	0	3	3
New	0	0	0	0	0
In Progress	0	0	0	2	3
Closed	0	0	0	0	0
3-Normal/Low	4	31	2	19	56
New	1	0	0	0	1
In Progress	3	31	2	3	55

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

Period: April 11, 2022 to April 24, 2022

Severity	3.0.1	3.1	4.0	To Schedule	Total
Closed	0	0	0	0	0
4-Cosmetic	1	6	0	0	7
New	0	0	0	0	0
In Progress	1	2	0	0	0
Closed	0	0	0	0	0
Total	5	37	2	22	67

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 2.3.2 to the Consortium staff and QA Partners for review.	04/11/22	Production Operations
Sent the final Release Notes file for Priority Release 2.3.2 to the Communication Team to publish.	04/14/22	Production Operations
Sent the draft Release Notes file for Monthly Release 3.0 to the Consortium staff and QA Partners for review.	03/28/22	Production Operations
Sent the final Release Notes file for Monthly Release 3.0 to the Communication Team to publish.	04/22/22	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 2.3.2** – BenefitsCal 2.3.2 Priority Release was successfully deployed on 04/14/22.
 - One (1) System Change Request was deployed for enabling the end user to select a county prior to Create Account on 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** – The BenefitsCal Monthly Release was successfully deployed on 04/24/22.
 - Thirty-two (32) production defects, one hundred and sixty-six (166) non-Production defects, and twelve (12) System Change requests are planned for User Error Handling, Exception Handling, and Application Summary. Additionally, the Los Angeles County cutover was completed with Release 3.0.

Release	Release Date	Summary
3.0.1 – Priority	05/05/22	BenefitsCal Priority Release
3.1 – Monthly	05/26/22	Twenty-Eight (28) 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

- ▶ **Design Sessions** – Conducted Design sessions on 04/12/22, 04/14/22 and 04/21/22 for Release 4.1.5 (ARPA) Student-Based Application.
- ▶ **Design Sessions** – Conducted Design sessions on 04/19/22 for Release 4.1.5 (ARPA) CBO Referral.
- ▶ **Translation Activities** – Completed Release 3.0 translation activities for 5 languages in scope (Arabic, Hindi, Punjabi, Farsi and Japanese).
- ▶ **Partner Interface Meetings** – Conducted partner interface meetings on 04/12/22 and 04/14/22 to discuss future releases planned for 2022 and partner dependencies on upcoming releases.
- ▶ **Design** – Prepared and delivered design for the voice requirement FN-113 on 04/21/22.

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

Period: April 11, 2022 to April 24, 2022

- **Release 3.0.1 Development** – Completed development on Release 3.0.1 for No Change SAR 7 PDF Upload functionality.
- **Release 4.0 Development** – Continued development 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 – Monthly	04/24/22	<ul style="list-style-type: none">• Received green light for the release.• Completed defect fixes for Income Reporting Threshold (IRT) and Qlik Ad-Hoc Reports.• Supported UAT testing for the release.• Supported Independent testing for the release.
3.0.1	05/05/22	<ul style="list-style-type: none">• Completed development for 'No Change SAR 7 PDF Upload' functionality.
4.0	07/24/22	<ul style="list-style-type: none">• Continued development activities for Two-way Messaging.• Completed design for Voice requirement FN-113.

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

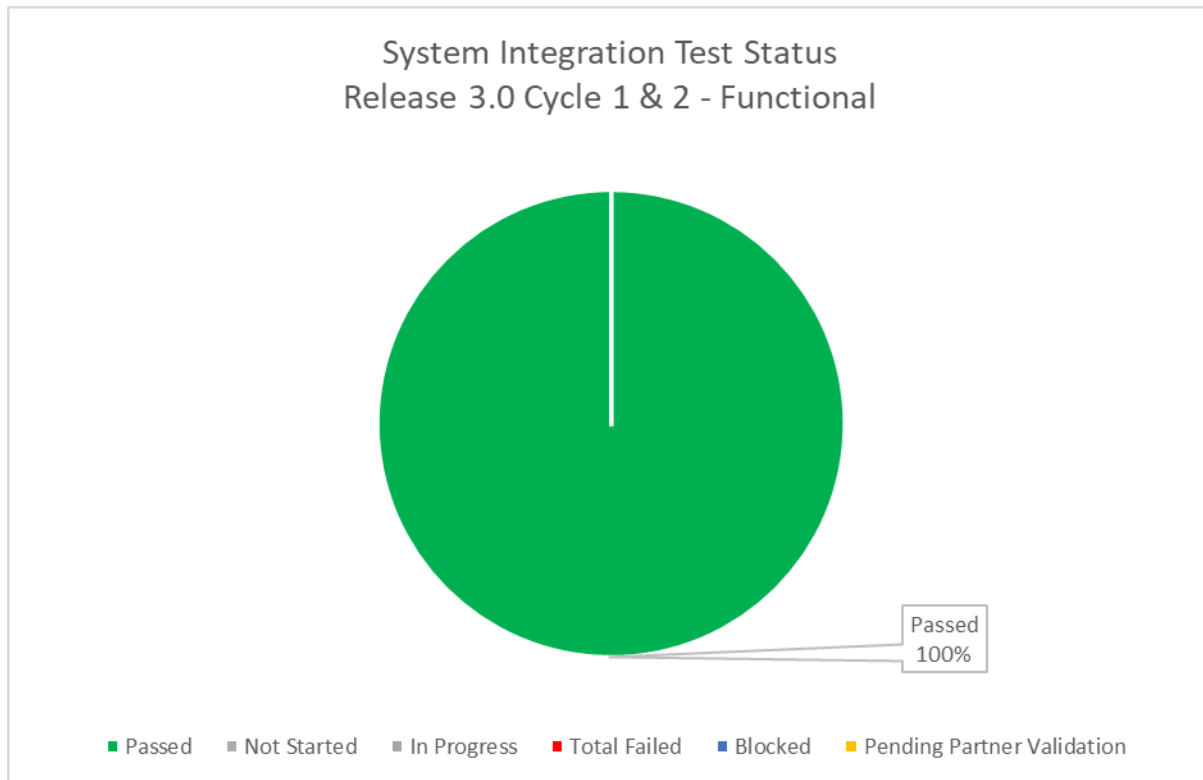


Figure 4.4-2 – System Change Request (SCR) Test Status

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
3.0	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.