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

Reporting Period: May 23, 2022 to May 22, 2022

06/08/22

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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 Monthly Release 3.1 to BenefitsCal Production on **05/26/22.**
3.5.1	The BenefitsCal Team successfully deployed BenefitsCal Priority Release 3.1.1 to BenefitsCal Production on **06/02/22.**
4.2	Upcoming BenefitsCal Monthly Release 3.2 on **06/23/22.**

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 twenty-five (25) active Production defects.
Incidents	🟢	There are twenty-three (23) 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

► **Monthly Release 3.1**– The BenefitsCal Team successfully deployed BenefitsCal Priority Release 3.1 to BenefitsCal Production.
► **Priority Release 3.1.1**– The BenefitsCal Team successfully deployed BenefitsCal Priority Release 3.1.1 to BenefitsCal Production.

Planned Outages

► Thursday, 05/26/22 from 8:00 pm to Friday, 12:00 am PST.
  o 8:00 pm – 9:30 pm – Release 3.1
  o 9:30 pm – 12:00 am – AWS Aurora cluster upgrade
► Thursday, 06/02/22 from 8:00 pm – 9:00 pm PST. Release 3.1.1

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status [1]	Status
DEL 08.01	Portal Implementation Complete Report & Final Acceptance – L.A. County	Implementation	🟢	Submitted 05/27/22
DEL 11.01	Mobile App Implementation Complete Report – L.A. County	Implementation	🟢	Submitted 05/27/22
WP 28.02	BenefitsCal Work Plan Monthly Updates – May 2022	PMO	🟢	Submitted 06/03/22
WP 29.02	BenefitsCal Monthly Status Report – May 2022	PMO	🟢	Submitted 06/03/22
WP 31.08	Monthly Security Monitoring Report (GCF) – May 2022	Security	🟢	Submitted 06/03/22

[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:**
  o DDEL 08.01: Portal Implementation Complete Report & Final Acceptance – L.A. County on 05/27/22.
  o DDEL 11.01: Mobile App Implementation Complete Report – L.A. County on 05/27/22.
  o FWP 28.02: BenefitsCal Work Plan Monthly Updates – May 2022 on 06/03/22.
  o FWP 29.02: BenefitsCal Monthly Status Report – May 2022 on 06/03/22.
  o FWP 31.08: Monthly Security Monitoring Report – May 2022 on 06/03/22.
► **Deliverable and Work Product submissions for next week:**
  o DWP 24.08: CX Monthly Report – May 2022 on 06/07/22.
  o DWP 25.04: Monthly M&O Report – May 2022 on 06/07/22.
  o FDEL 05.06: Portal General Systems Design - Release 4.1.5 on 06/17/22.
  o FWP 24.08: CX Monthly Report – May 2022 on 06/17/22.
  o FWP 25.04: Monthly M&O Report – May 2022 on 06/17/22.

2.3   CRFI/CIT Communications Status

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

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0133-22	PPOCs, Regional Managers, Self Service Portal Committee	-CA-244881-BenefitsCal-Case-Link-Request-Page-Enhancements-Phase-2	CalSAWS M&E	05/12/22	Dymas Pena	Laura Ould
0150-22	PPOCs, Regional Managers, Self Service Portal Committee	BenefitsCal Fact Sheets	CalSAWS M&E CalWIN M&O	05/26/22	Joel Acevedo	Onur Senman

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 04/25/22	05/06/22
22-042	Consortium Regional Managers	CalWIN Counties BenefitsCal Options – Wave 1	Opt-In/Out	05/17/22	06/17/22

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	2
Assigned	3
Completed	1
Duplicate	0
In Review	0
Withdrawn	0
Total	**6**

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

► **Assigned / New:**
   o CSPM-55113: 22-540 - Pre-Release Enrollment Workarounds for Prisoners
   o CSPM-55111: 22-524 - BenefitsCal Release of Information –
   o CSPM-55056: 22-539 - CalFresh and CalWORKs Implementation of New Forms and CDSS Civil Rights Contact Info Update
► **Rejected:**
   o CSPM-43512: 22-504 CalFresh ARPA FFY 2022 Investments
   o CSPM-50491: 22-519 AB 1965 - California Antihunger Response and Employment Training Act of 2022
► **Completed:**
   o 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** – twenty (20) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
► **Incidents Resolved** – The BenefitsCal Tier 3 team resolved twenty-one (21) incidents in the bi-weekly reporting period.
► **Incidents Closed** – The BenefitsCal Tier 3 team closed fifty (50) incidents in the bi-weekly reporting period.
► **Incidents Triage** – The BenefitsCal Tier 3 team has triaged sixty-two (62) incidents in the bi-weekly reporting period.
► **Problems Created** – The BenefitsCal Tier 3 team created one (1) problem ticket in the bi-weekly reporting period.
► **Problems Resolved** – The BenefitsCal Tier 3 team resolved three (3) problem tickets in the 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.
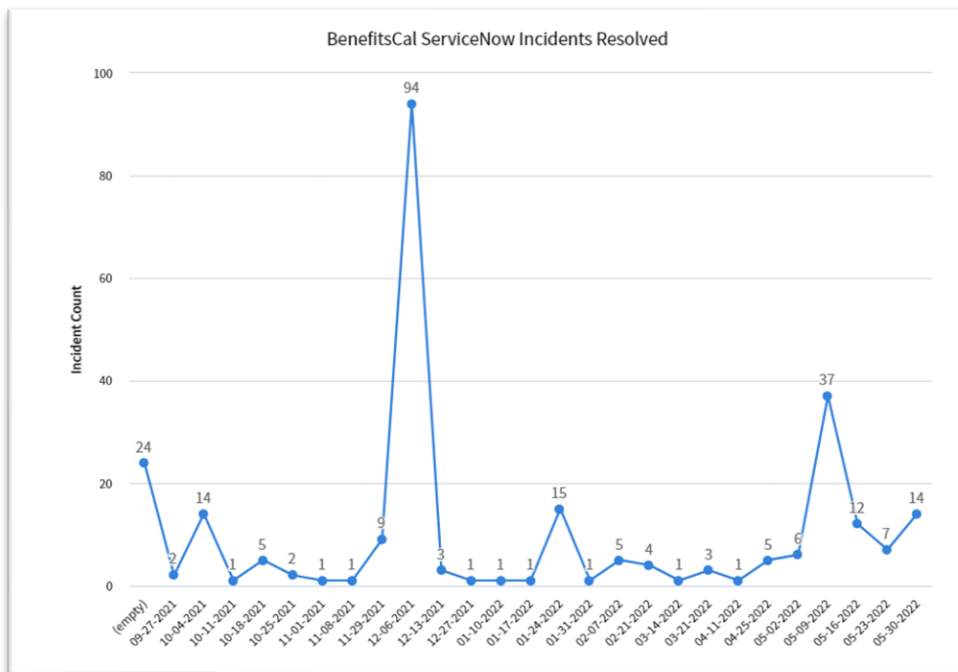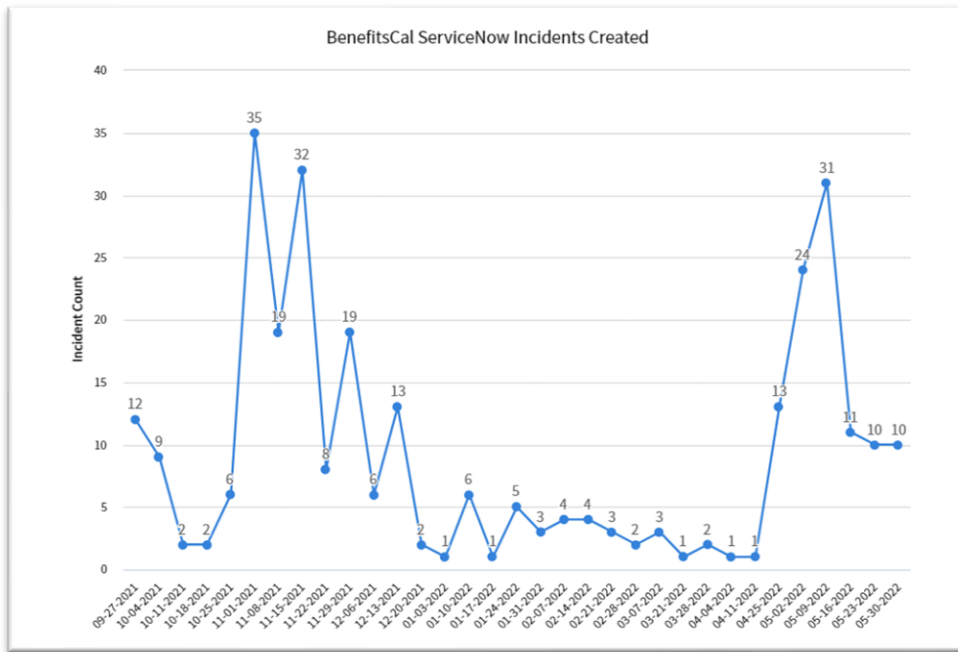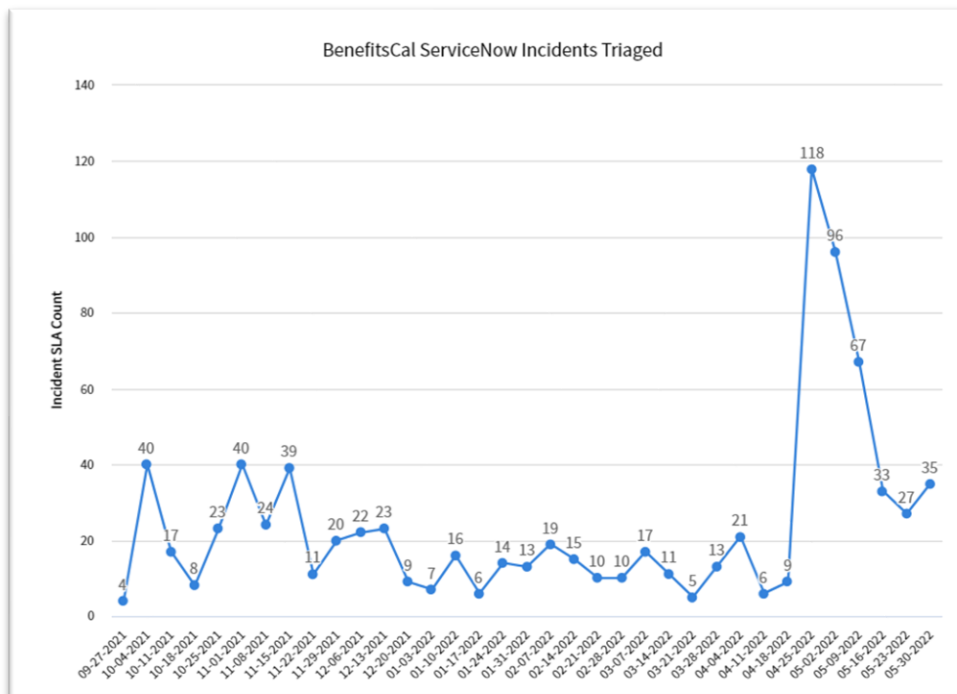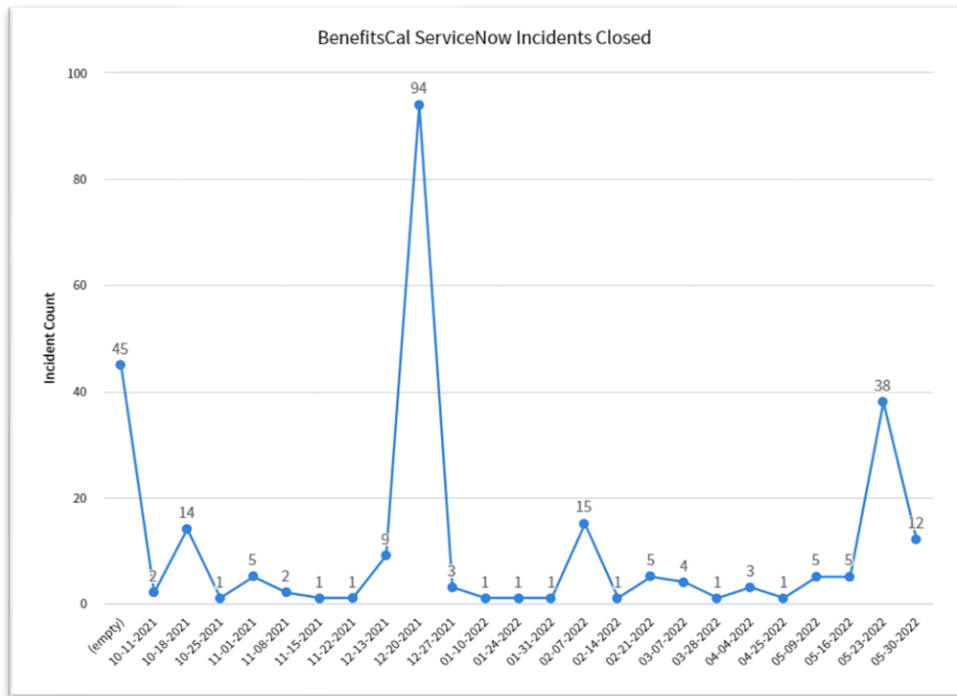
Note: *The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."*

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.
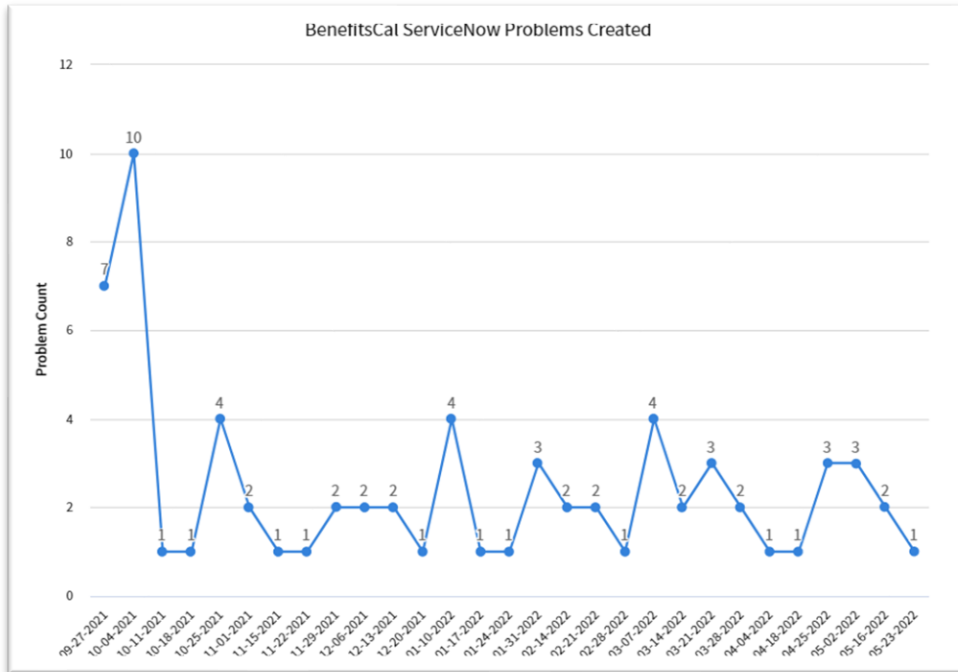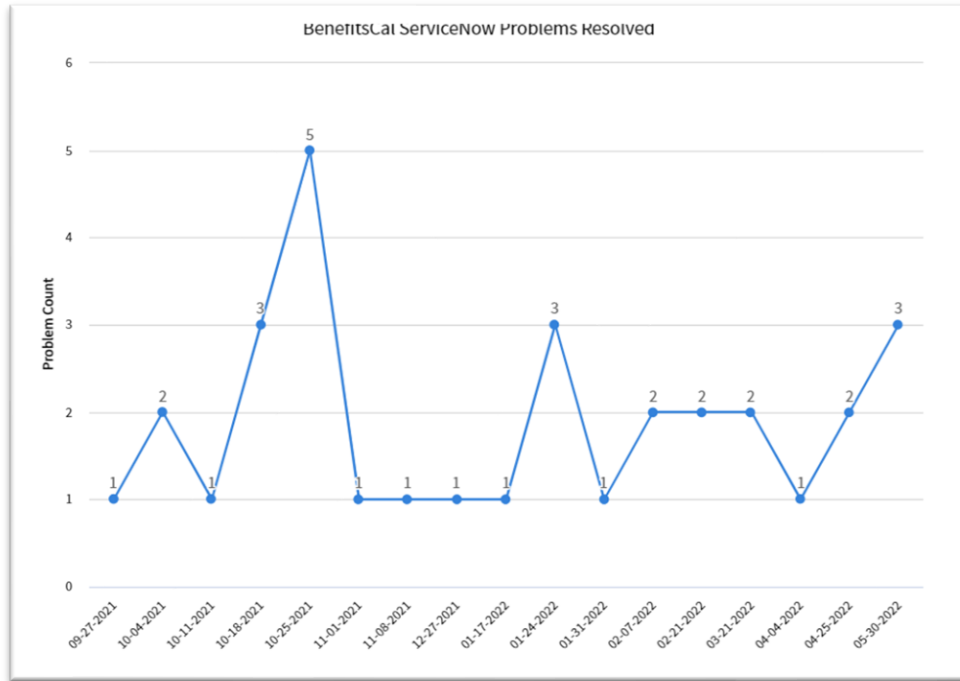
Note: The graphs represent the ServiceNow problems associated to 40 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.

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	3	0	0	0	2	0	5
On Hold	1	4	2	6	5	0	18
Resolved	6	0	2	5	6	2	21
Closed	0	0	7	75	20	18	120
Count	10	4	11	86	33	20	164

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

BenefitsCal ServiceNow Incidents by Resolution Code

Legend:
- Not a System Error -... = 251 (33.96%)
- Defect Fixed = 190 (25.71%)
- How To - Steps to Pr... = 120 (16.24%)
- Solved (Permanently) = 40 (5.41%)
- Customer Requested C.... = 35 (4.74%)
- Multiple Outreach At... = 34 (4.6%)
- SCR Implemented = 21 (2.84%)
- Unable to Recreate I... = 21 (2.84%)
- Customer Confirmed I... = 14 (1.89%)
- Additional Informati... = 6 (0.81%)
- Outage / Performance... = 4 (0.54%)
- Duplicates = 2 (0.27%)
- Other = 1 (0.14%)

Resolution code	Incident SLA Count	Percentage of Incident SLAs
Not a System Error - With Explanation	251	33.96%
Defect Fixed	190	25.71%
How To - Steps to Proceed Provided	120	16.24%
Solved (Permanently)	40	5.41%
Customer Requested Closure	35	4.74%
Multiple Outreach Attempts – No Response	34	4.6%
SCR Implemented	21	2.84%
Unable to Recreate Issue	21	2.84%
Customer Confirmed Issue is Resolved	14	1.89%
Additional Information Needed	6	0.81%
Outage / Performance Degradation	4	0.54%
Duplicates	2	0.27%
Other	1	0.14%
Total	**739**	**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

BenefitsCal ServiceNow Incidents Created by by Category

Legend:
- BenefitsCal > Access... = 136 (16.04%)
- CalSAWS Application/... = 101 (11.91%)
- BenefitsCal > System... = 82 (9.67%)
- BenefitsCal > Docume... = 69 (8.14%)
- BenefitsCal > Apply ... = 63 (7.43%)
- BenefitsCal > Access... = 49 (5.78%)
- BenefitsCal > Error ... = 49 (5.78%)
- BenefitsCal > Access... = 40 (4.72%)
- BenefitsCal > Notice... = 33 (3.89%)
- BenefitsCal > Case L... = 29 (3.42%)
- BenefitsCal > Custom... = 23 (2.71%)
- BenefitsCal > Period... = 23 (2.71%)
- Other = 151 (17.81%)

Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue	136	16.04%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	101	11.91%
BenefitsCal > System/Technical Issue	82	9.67%
BenefitsCal > Document Upload	69	8.14%
BenefitsCal > Apply for Benefits	63	7.43%
BenefitsCal > Access Issue > CBO	49	5.78%
BenefitsCal > Error Message	49	5.78%
BenefitsCal > Access Issue > Customer	40	4.72%
BenefitsCal > Notices/Documents/Images	33	3.89%
BenefitsCal > Case Link Request	29	3.42%
BenefitsCal > Customer Dashboard	23	2.71%
BenefitsCal > Periodic Reports	23	2.71%
Other	151	17.81%
Total	**848**	**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

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 Programing 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
06/23/22	8:00 pm – 9:30 pm PST	Monthly Production Deployment for Release 3.2

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.
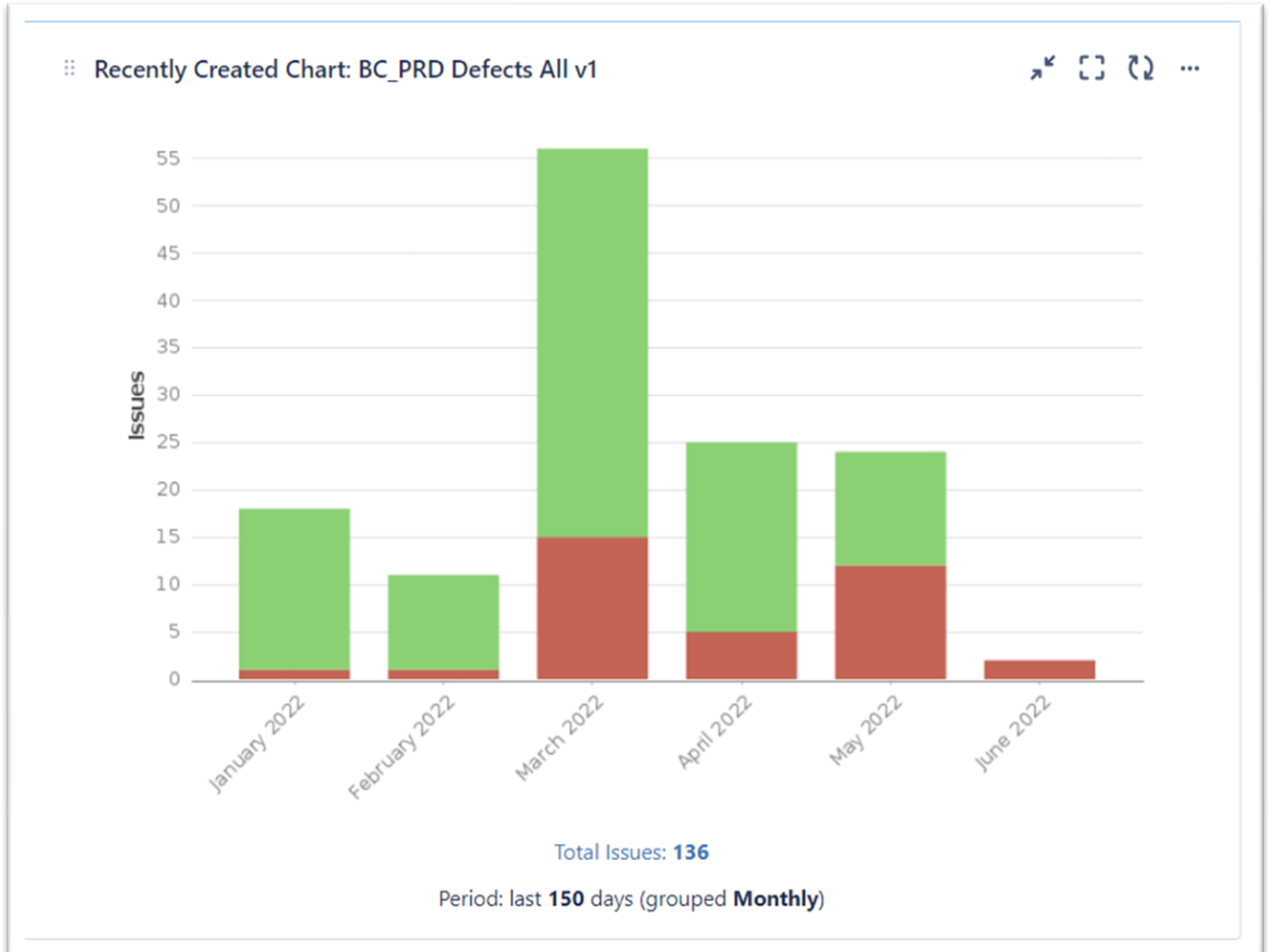
Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Severity	3.2	To Schedule	Total
2-Normal/Medium	**0**	**0**	**0**
New	0	0	0
In Progress	0	0	0

Severity	3.2	To Schedule	Total
Closed	0	0	0
3-Normal/Low	**22**	**2**	**24**
New	0	0	0
In Progress	22	2	24
Closed	0	0	0
4-Cosmetic	**0**	**0**	**5**
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
Total	*22*	*2*	*24*

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 3.1 to the Consortium staff and QA Partners for review.	05/24/22	Production Operations
Sent the final Release Notes file for Monthly Release 3.1 to the Communication Team to publish.	05/24/22	Production Operations
Sent the draft Release Notes file for Priority Release 3.1.1 to the Consortium staff and QA Partners for review.	06/02/22	Production Operations
Sent the final Release Notes file for Priority Release 3.1.1 to the Communication Team to publish.	06/02/22	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 3.1.1** – BenefitsCal 3.1.1 Priority Release was successfully deployed on 06/02/22.
  o One (1) defect was deployed to display all EBT transaction history as received from FIS 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 3.1 -**– BenefitsCal 3.1.1 Priority Release was successfully deployed on 06/02/22.
  o Thirty-Four (34) production defects and four (4) System Change Requests were deployed for User Error Handling, Exception Handling, and Application Summary.

Release	Release Date	Summary
3.2 – Monthly	06/23/22	Twenty-two (22) production defects and one (1) 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 Design Review with Advocates on 05/25/22 for the Release 4.1.5 Designs for Student-Based Application and CBO Referral Code
► **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**
  o Provided UAT and Production Stage Test support and deployed Release 3.1 to production on 05/26/22.
► **Release 4.0 Development** – Provided System Test support for Cycle 1 for Two-way Messaging functionality.
► **Release 4.1.5 Development** – Developed three (3) widgets for the Student Based Application and CBO Campaign referrals modules.

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

Release	Release Date	Summary
3.1	05/26/22	• Completed defect fixes of items identified in System testing for the three (3) languages.
4.0	07/24/22	• Continued system test support activities for Two-way Messaging. • Completed development for Chatbot Voice.
4.1.5	09/09/22	• Began development for Student Based Application and CBO Campaign referral module.

Table 4.3-1 – BenefitsCal Enhancements Development Status

4.4   Release Management

4.4.1 Release Test Summary

Release 4.0 Pass of executed Target as of 06/03/22	80%
Release 4.0 Pass of executed Actual as of 06/03/22	81%
Release 4.0 consists of Two-way messaging, Reports and Voice Integration functionalities. Completion date: 06/17/22	

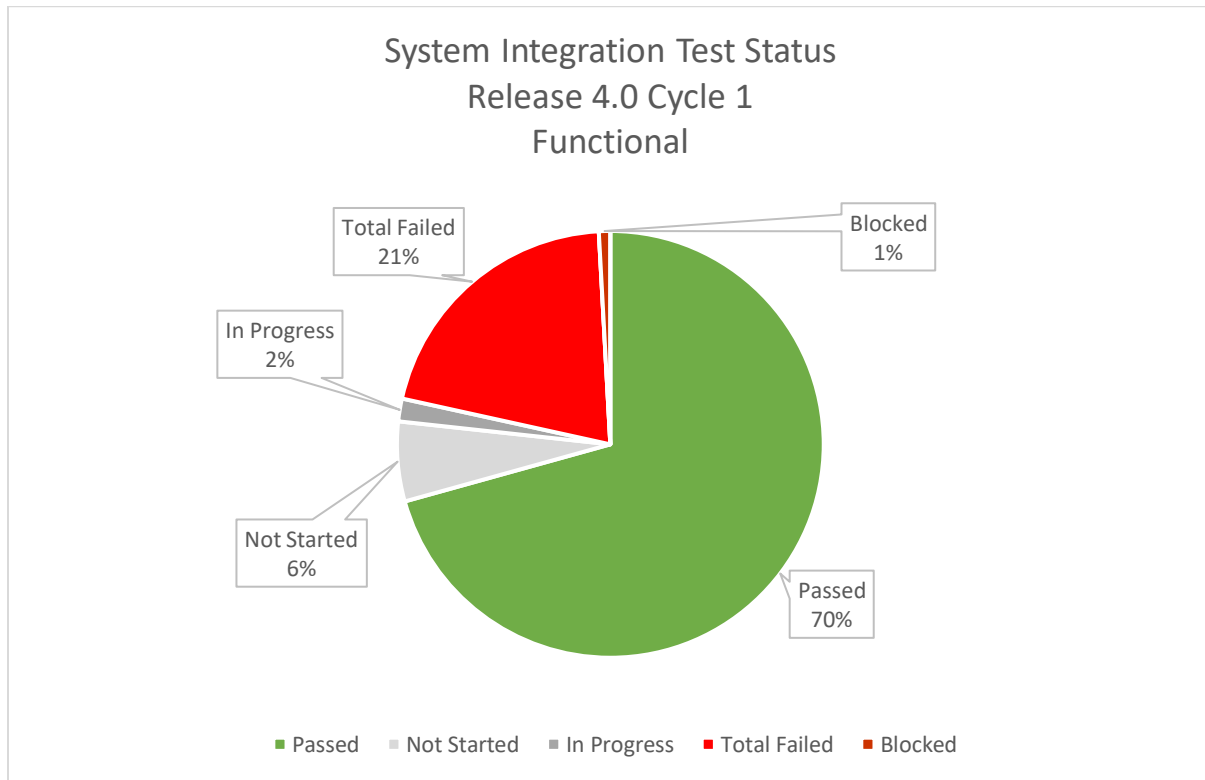**Table 4.4-1 – System Change Request (SCR) Test Status – Release 4.0**

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

4.4.2 Automated Regression Test (ART) Coverage

Below are the automated regression scripts executed for regression in BenefitsCal for Release 3.1.1:

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
3.1.1	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 4.4-2 – 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.