

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

Reporting Period: June 6, 2022 to June 19, 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 did not have a priority release during this reporting period.
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 forty-three (43) 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






- The BenefitsCal Team did not have a release during this reporting period.

Planned Outages

- Sunday, 06/12/22 from 4:00 pm to 8:00 pm PST.
 - Schedule Maintenance

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		DDEL submitted 05/27/22 FDEL submission 06/20/22
DEL 11.01	Mobile App Implementation Complete Report – L.A. County	Implementation		DDEL submitted 05/27/22 FDEL submission 06/20/22
WP 24.08	CX Monthly Report – May 2022	UCD		FWP submitted 06/17/22
WP 25.04	Monthly M&O Report	M&O		FWP submitted 06/17/22
DEL 05.06	Portal General Systems Design – Release 4.1.5	Functional		FDEL submitted 06/17/22

[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 24.08: CX Monthly Report – May 2022 on 06/17/22.
- FWP 25.04: Monthly M&O Report – May 2022 on 06/17/22.
- FDEL 05.06: Portal General Systems Design – Release 4.1.5 on 06/17/22.

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

- FDEL 11.01: Mobile App Implementation Complete Report – L.A. County on 06/20/22.
- FDEL 08.01: Portal Implementation Complete Report & Final Acceptance – L.A. County on 06/20/22.
- FDEL 09.01: Maintenance and Operations (M&O) Plan – L.A. County on 06/20/22.

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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
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 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	0
New / Assigned	0
Completed	4
Duplicate	0
In Review	0
Withdrawn	0
Total	4

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

► **Completed:**

- CSPM-55113: 22-540 - Pre-Release Enrollment Workarounds for Prisoners
- CSPM-55111: 22-524 - BenefitsCal Release of Information –
- CSPM-55056: 22-539 - CalFresh and CalWORKs Implementation of New Forms and CDSS Civil Rights Contact Info Update
- 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

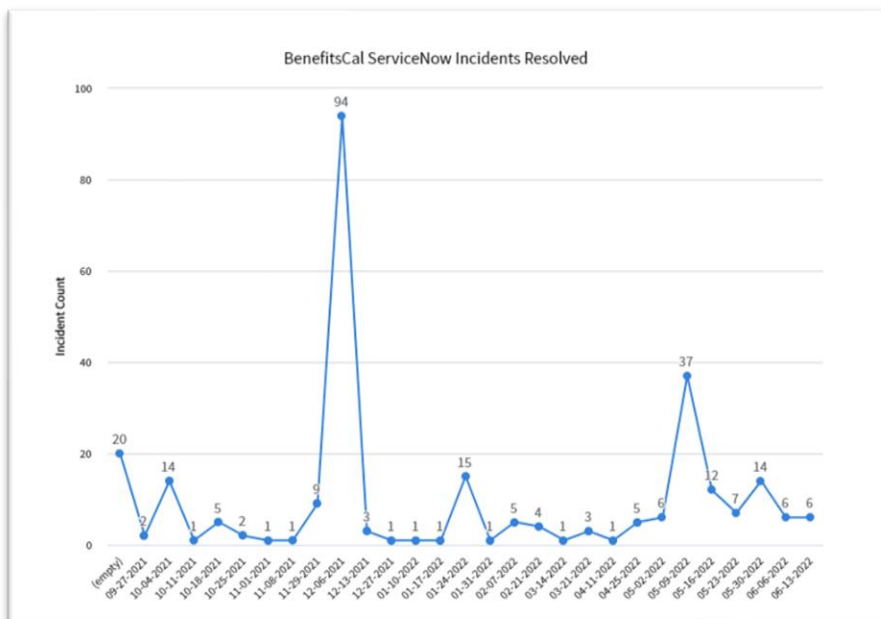
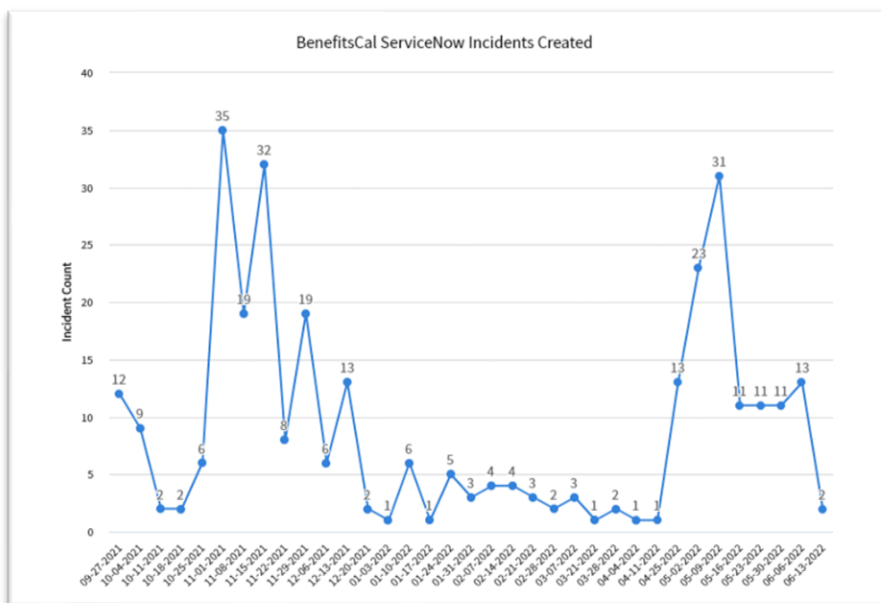
- ▶ **Incidents Created** – fifteen (15) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- ▶ **Incidents Resolved** – The BenefitsCal Tier 3 team resolved twelve (12) incidents in the bi-weekly reporting period.
- ▶ **Incidents Closed** – The BenefitsCal Tier 3 team closed twenty-one (21) incidents in the bi-weekly reporting period.
- ▶ **Incidents Triage** – The BenefitsCal Tier 3 team has triaged forty-four (44) 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.

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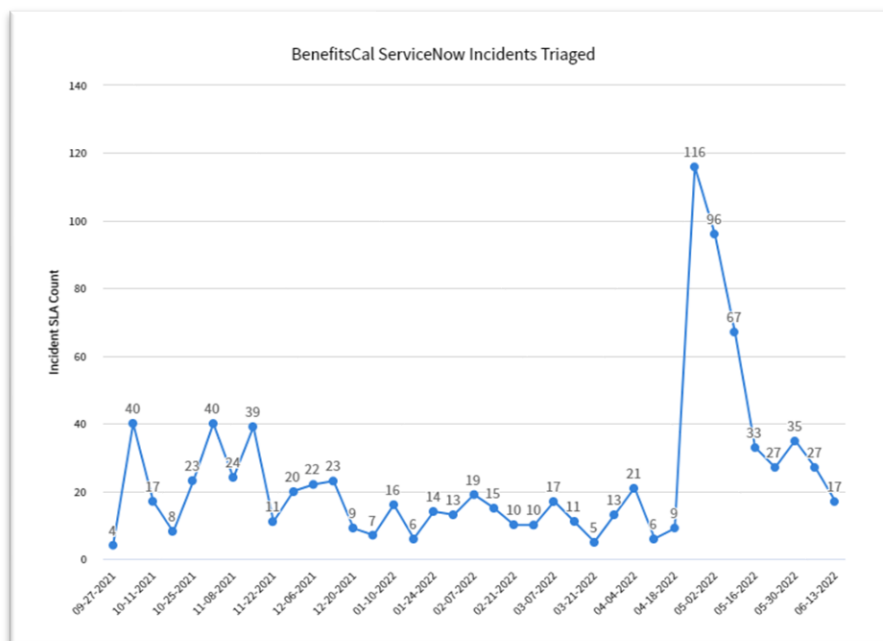
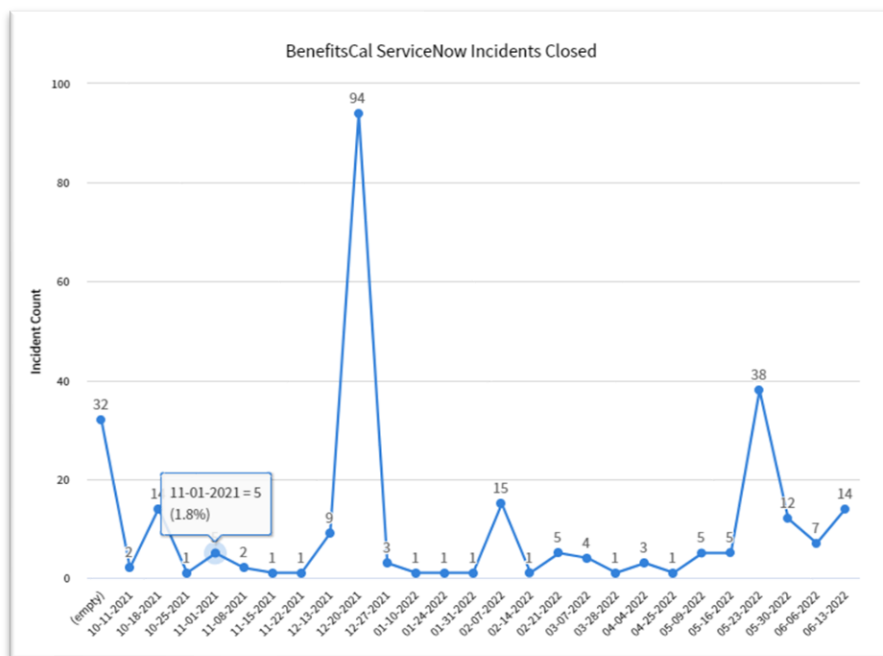
3.1.2 BenefitsCal Help Desk Metrics

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.



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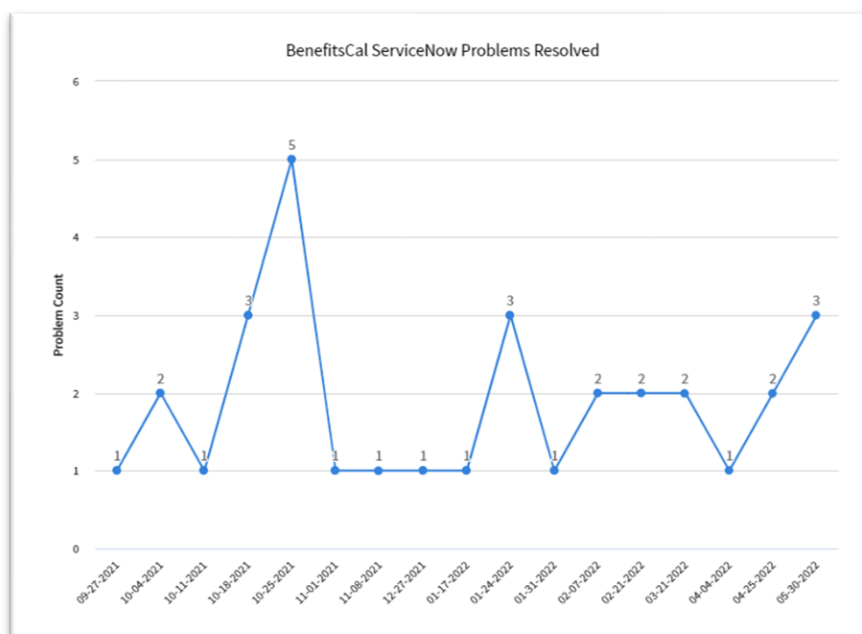
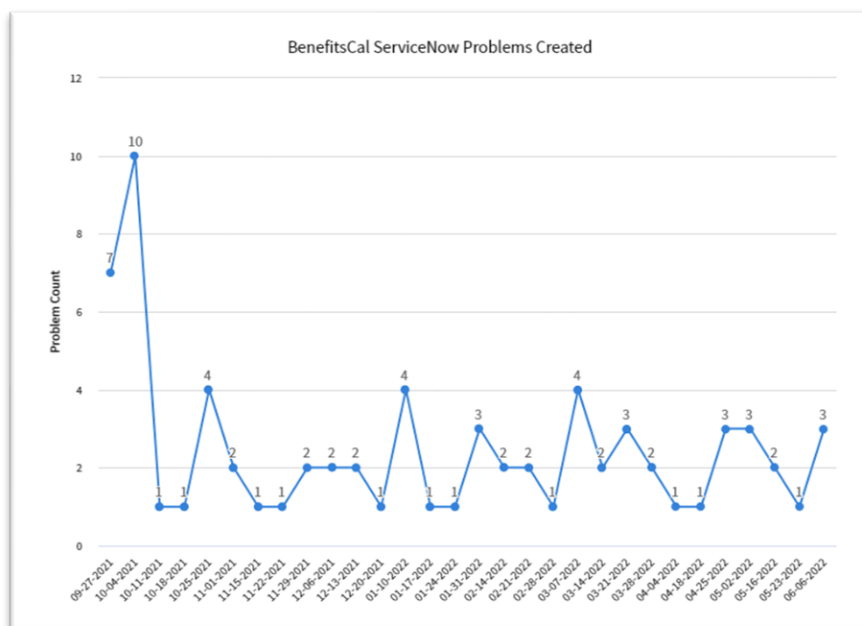
Note: The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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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.

Note: There were no BenefitsCal problems resolved during the reporting period.

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

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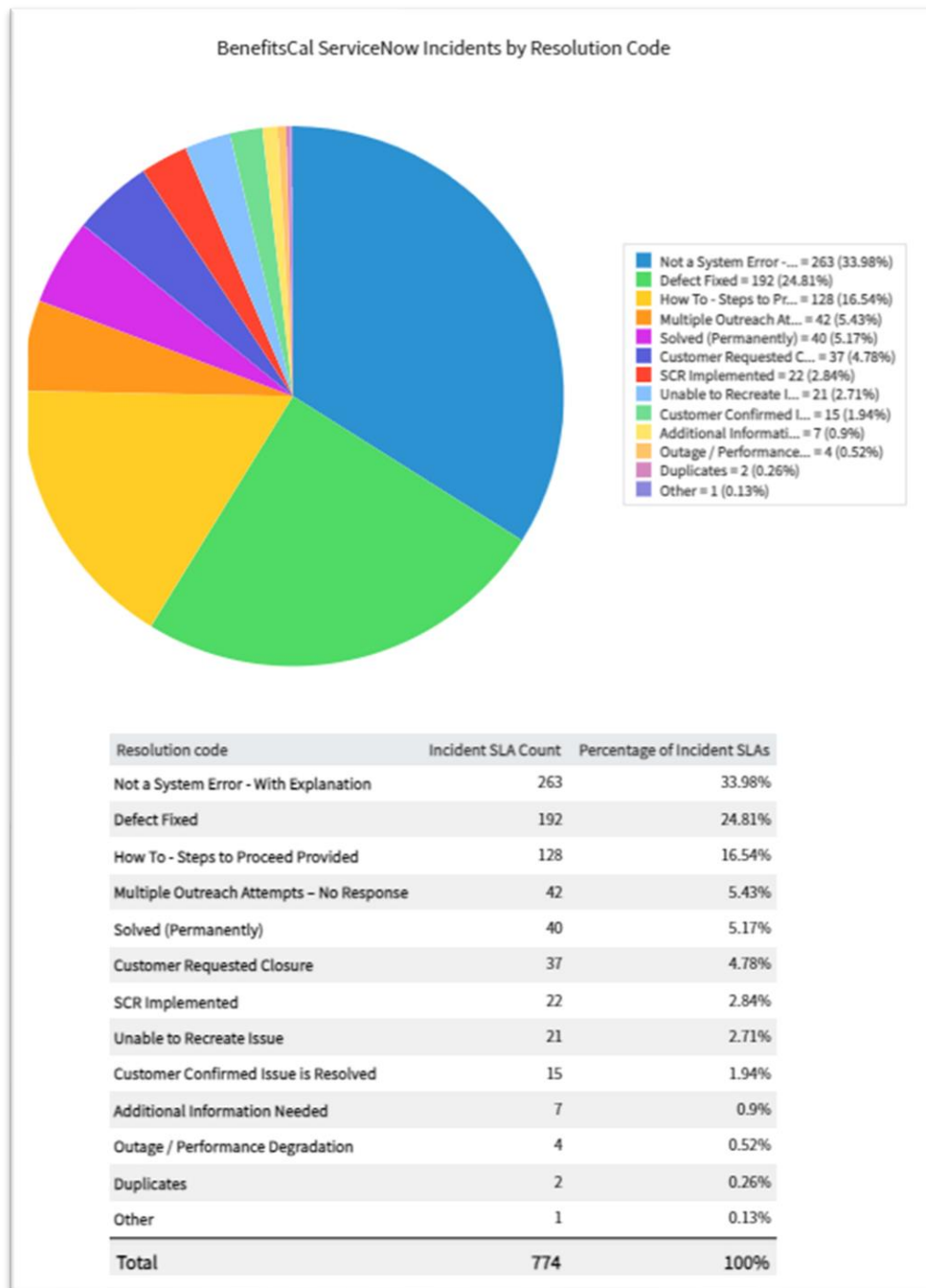
BenefitsCal ServiceNow Incidents by State and Age

State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	Count
In Progress		0	0	0	0	2	0	2
On Hold		1	1	6	11	6	0	25
Resolved		1	0	6	0	4	0	11
Closed		0	0	12	82	27	20	141
Count		2	1	24	93	39	20	179

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

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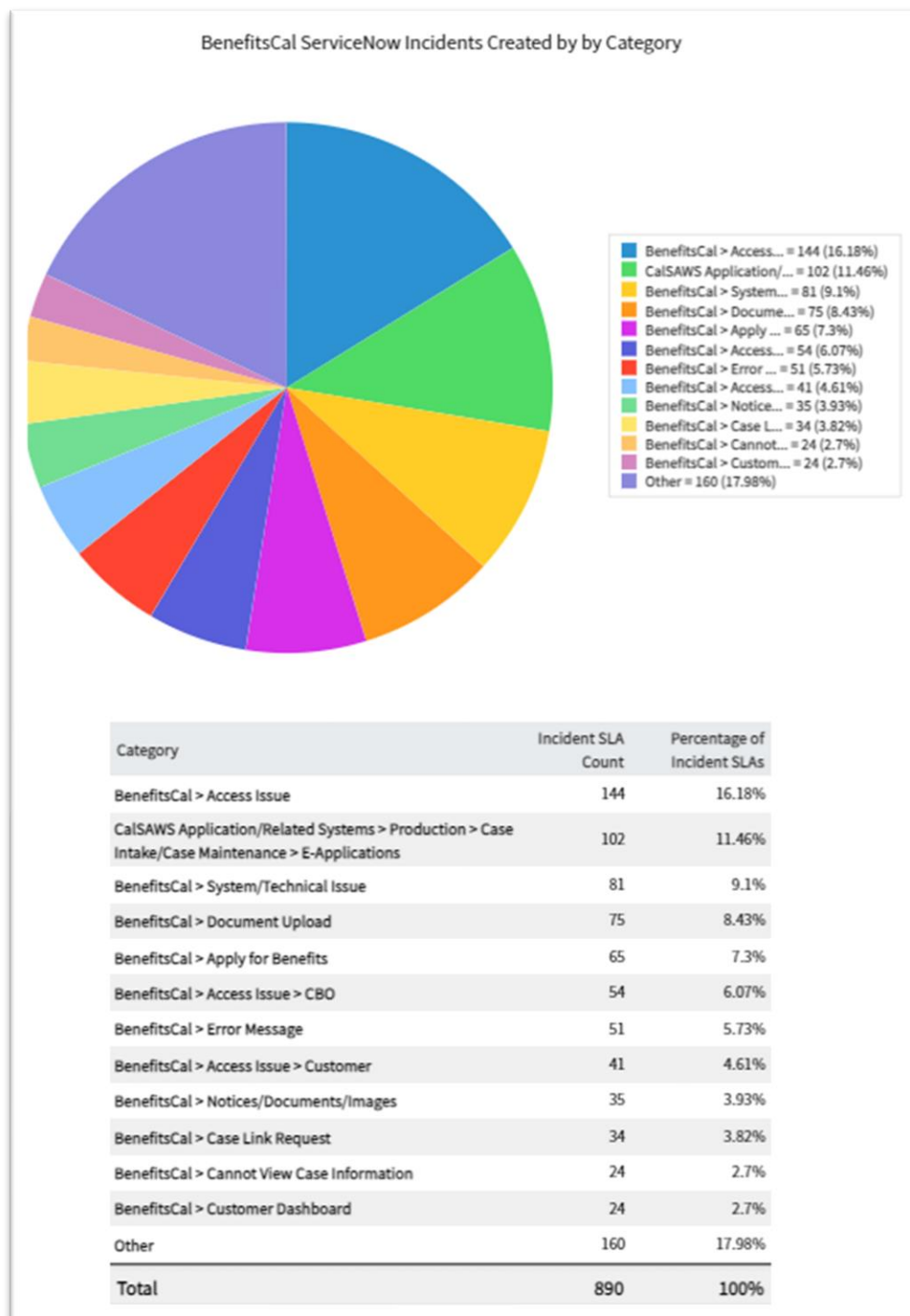


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

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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

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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
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
INC0058459	Customer Contact API is failing with 500 errors	Intermittent 6/6/2022 8:00 AM-04:00 PM PST	End users contact information will not be saved.	In Progress	CalSAWS

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.

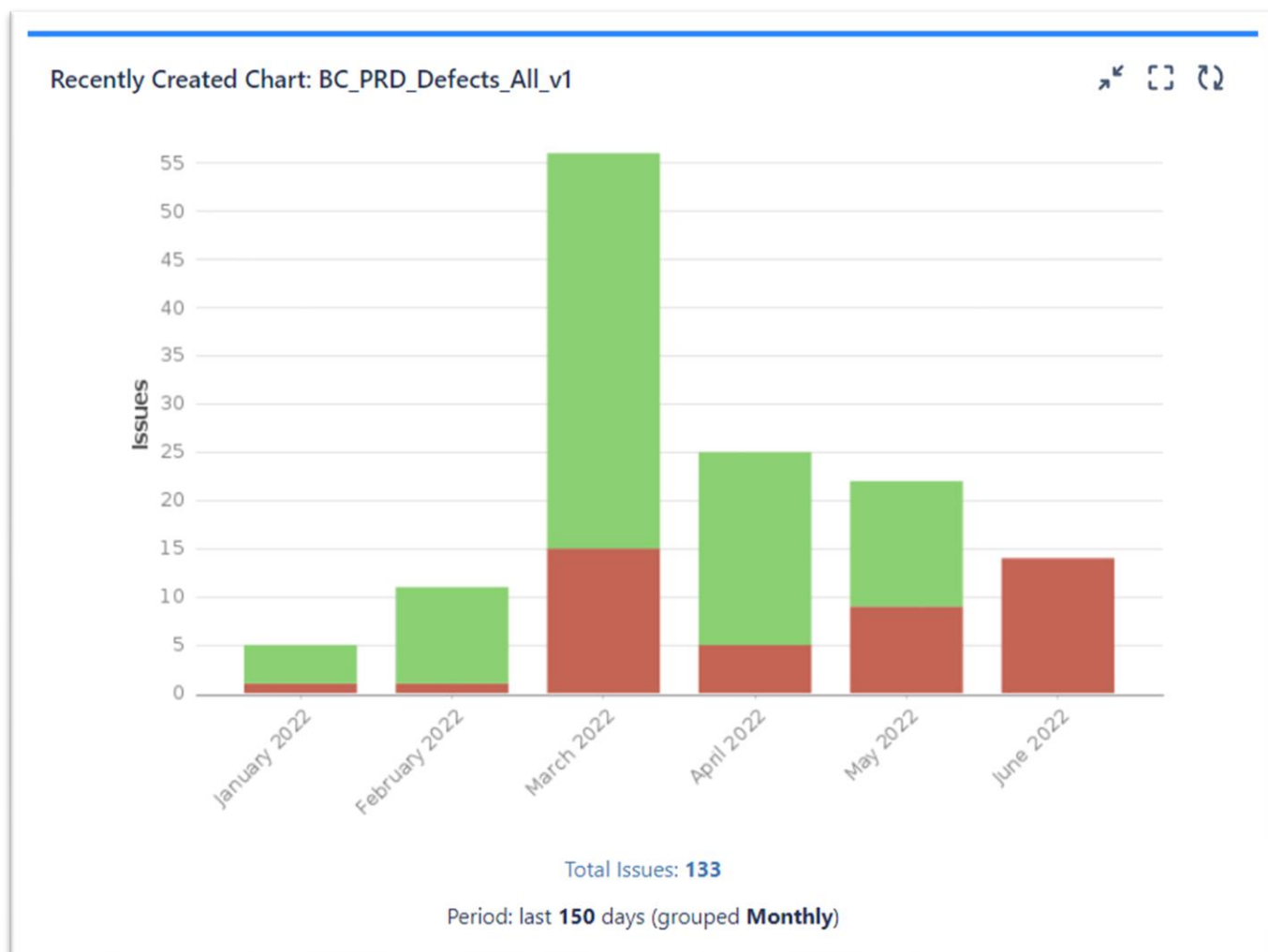


Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Severity	3.2	4.0	To Schedule	Total
2-Normal/Medium	0	0	0	0
New	0	0	0	0
In Progress	0	0	0	0

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Severity	3.2	4.0	To Schedule	Total
Closed	0	0	0	0
3-Normal/Low	23	12	7	42
New	0	7	2	0
In Progress	22	5	5	24
Closed	0	0	0	0
4-Cosmetic	1	0	0	1
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
Total	24	12	7	43

Table 3.4-2 – Production Defect Fix – Release Schedule

3.5 Production Operations

3.5.1 Release Communications

Task	Date(s)	Owner
Send the draft Release Notes file for Monthly Release 3.2 to the Consortium staff and QA Partners for review.	06/16/22	Production Operations
Send the final Release Notes file for Monthly Release 3.2 to the Communication Team to publish.	06/22/22	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.

- None

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.

- None

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

- **Designs and Reviews-**
 - Continued to address comments received for the 05.06: General System Design (GSD) – Release 4.1.5 Draft Deliverable (DDEL), 04.07 Requirements Traceability Matrix (RTM) DDEL, and the draft 19.1 High-Fidelity Visual Compos Work Product.
 - Reviewed and responded to comments received from the Advocate and CBO Community in the Release 4.1.5 Design Review Comment Log.
 - Reviewed system test scenarios for Release 4.1.5 CBO Referral Functionality.
 - Addressed functional queries from Dev and SIT teams on Release 4.0 and Release 4.1.5 functionalities.
 - Designed and coordinated translations for enhancement CSPM-30948 to be prioritized for Release 3.2.
 - Submitted the 05.06: General System Design (GSD) – Release 4.1.5 Draft Deliverable (DDEL), 04.07 Requirements Traceability Matrix (RTM) DDEL, and the draft 19.1 High-Fidelity Visual Compos Work Product on 06/17/22.
- **Design Meetings –**
 - Participated in the CW/CF committee to discuss the No Change SAR 7 Document Upload functionality to support Hyland Imaging team.

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- Conducted a joint Design Assumptions sessions for Release 5.0 Work Program Collaborators New User Profile on BenefitsCal with ForgeRock and Consortium on 06/09/22.
- Conducted a joint meeting to confirm environments for all UAT activities for Release 4.0, Release 4.1.5 and CalWIN Process Simulation testing on 06/14/22.
- Participated in the BenefitsCal Collaboration model meeting on 06/17/22.
- Discuss Code for America list of proposed enhancements with State Partners and Consortium on 06/17/22.
- ▶ **Release 3.2 Development** – Provided System Test, Independent Test and UAT support
- ▶ **Release 4.0 Development**
 - Provided System Test and Independent Test support for for Two-way Messaging functionality.
 - Completed analysis and POC for accepting special characters of remaining three (3) languages (Japanese, Korean, and Chinese) for voice integration in Chatbot and deliver to System Test by 06/24/22.
 - Complete implementation of retry mechanism for Two-Way Messaging on API calls failure to accommodate error statistics and tracking by 06/17/22 and deliver to SIT test by 06/20/22
- ▶ **Release 4.1.5 Development** – Developed 28 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
3.2	06/23/22	<ul style="list-style-type: none">Completed enhancements and defect fixes of items identified in System testing.
4.0	07/24/22	<ul style="list-style-type: none">Continued system test support activities for Two-way Messaging, Reports and Chatbot.
4.1.5	09/09/22	<ul style="list-style-type: none">Continued 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 06/18/22	87%
Release 4.0 Pass of executed Actual as of 06/18/22	97%
Release 4.0 consists of Two-way messaging, Reports and Voice Integration functionalities. Completion date: 06/24/22	

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

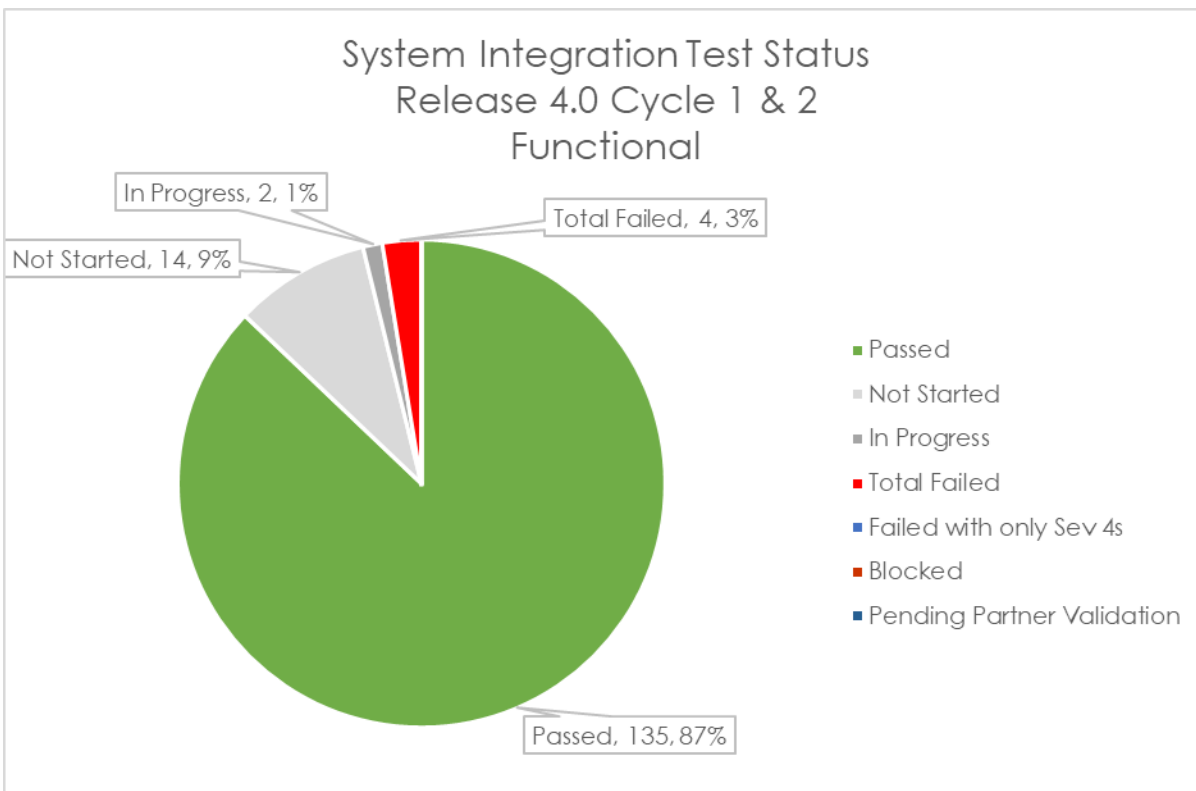


Figure 4.4-3 – System Change Request (SCR) Test Status – Release 4.0

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
3.2	37	37	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, GA/GR and SAR7 flows, IRT, TWIM along with Appointments, Administrative 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.