

# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: May 30, 2022 to June 05, 2022**

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## 1.0 Project Management

### 1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Release: ARPA (September 2022)	<ul style="list-style-type: none"><li>Addressed comments received for the Release 4.1.5 Designs for Student-Based Application and CBO Referral Code on 05/25/22.</li><li>Reviewed comments received from the Advocate and CBO Community in the Release 4.1.5 Design Review Comment Log.</li></ul>
July Release (Release 4.0) – Development	<ul style="list-style-type: none"><li>System Test continued for the Release 4.0 Two-Way Messaging functionality.</li><li>Chatbot Voice Integration functionality development is complete, and System Test started.</li></ul>
Collaboration Model	<ul style="list-style-type: none"><li>Continued to work with the Consortium on prep activities for the next Collaboration Model meeting.</li></ul>
CalWIN Wave 1 Support	<ul style="list-style-type: none"><li>Prepared for the demo of BenefitsCal Options to CalWIN Counties.</li></ul>
Screenshare Enhancement	<ul style="list-style-type: none"><li>Facilitated an executive huddle with Consortium leadership and QA on Screenshare functionality. Teams are collaborating to work on action items and next steps together.</li></ul>

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

### 1.2 Highlights of the Reporting Period

► **Deliverables and Work Products submitted:**

- FWP 31.08: Monthly Security Monitoring Report (GCF) – May 2022 on 06/03/22.
- FWP 29.02: BenefitsCal Monthly Status Report – May 2022 on 06/03/22.
- FWP 28.02: BenefitsCal Work Plan Monthly Updates – May 2022 on 06/03/22.

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

- DWP 25.04: Monthly M&O Report – May 2022 on 06/07/22.
- DWP 24.08: CX Monthly Report – May 2022 on 06/07/22.

### 1.3 BenefitsCal Collaboration Model

- **Materials for Vendors** – Monitored survey responses from the Collaboration Model participants to schedule the date/time for the June 2022 meeting.

#### 1.3.1 Activities for the Next Reporting Period – Collaboration Model

- **June Meeting** – Continue working with the Consortium on next steps including review of the group process, the Charter, and the Enhancement List.

## 2.0 Application Development and Test

### 2.1 Requirements and Design

#### 2.1.1 Highlights of the Reporting Period – Requirements and Design

► **Designs**

- Addressed 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 comments received from the Advocate and CBO Community in the Release 4.1.5 Design Review Comment Log.
- Prepared for the demo of BenefitsCal Options to CalWIN Counties.

#### 2.1.2 Activities for the Next Reporting Period – Requirements and Design

► **Designs**

- Conduct a demo of BenefitsCal Options to CalWIN Counties on 06/06/22.
- Conduct a demo of Case Linking during Self-Service Portal Committee Meeting (SSP) on 06/07/22/.
- 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.
- Review comments received from the Advocate and CBO Community in the Release 4.1.5 Design Review Comment Log.
- Conduct 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.

#### 2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)

- **CX Measurements Data** – Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 05/29/22.
- **Work Product 24.08** – Drafted the 24.08: CX Monthly Report – May 2022 Draft Work Product (DWP) for submission on 06/07/22.

#### 2.1.4 Activities for the Next Reporting Period – UCD

- **CX Measurements Data** – Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues during the week of 06/06/22.
- **Advocate Engagement** – Integrate Advocate feedback on Release 4.1.5 designs into finalized deliverable.
- **JPA Conference** – Recruit panelist and prepare materials for a breakout session at the JPA Conference on 06/24/22.

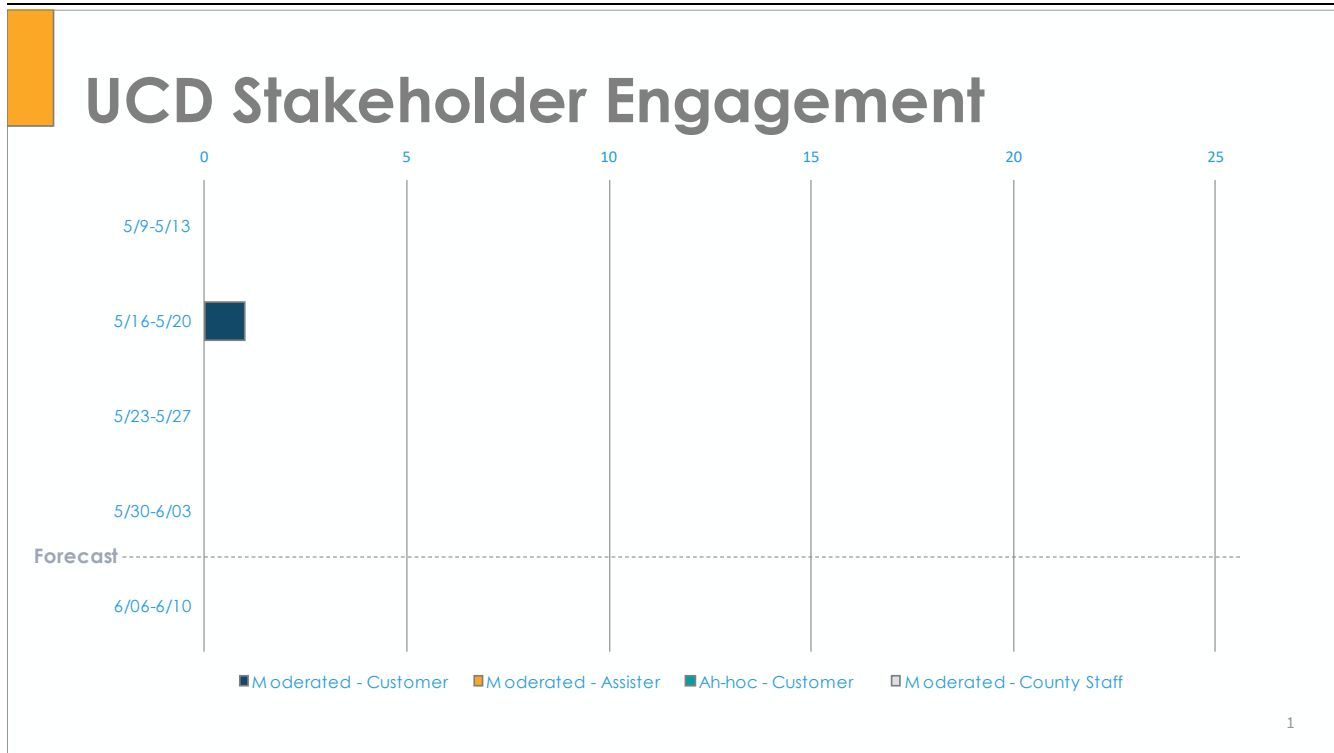


Figure 2.1-1 – UCD Stakeholder Engagement

CR ID	Request	Due Date	Date Needed	Status
N/A	MyBCW Case and Application baseline data for BenefitsCal CX Measurement	09/30/22	09/30/22 – for info 01/01/19 through 08/31/22 for all Counties.	In progress

Table 2.1-2 – Data Requests for CX Measurement

## 2.2 Development

### 2.2.1 Highlights of the Reporting Period – Development

#### Enhancements (M&E)

Release	Planned for Week Ending 06/03/22	Actual for Week Ending 06/03/22	Total Planned for the Release	Comments
3.2	0	0	2	
4.0	0	0	6	Approval for CSPM-42175 is awaited.

Table 2.2-1– Enhancement Actuals for Reporting Period

#### Release 4.0

- **System Test Support** – Provided System Test support for Cycle 1 for Two-way Messaging functionality and Chatbot Voice Integration.
- **Partner API Availability** – CalSAWS Partner Outbound API was available on 05/02/22 for integration testing. The functionality from the API is available partially which includes

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the Message Case worker and Action functionalities. The functionality for Action Closure is not available in the partner API due to which System Test End-to-End testing is blocked for 5 Test scenarios.

- **Widget Development** – Developed one (1) widget for Chatbot Voice Integration for three (3) languages (English, Spanish, and Portuguese), text integration and migration for 14 languages (Mien, Thai, Ukrainian, Punjabi, Arabic, Farsi, Hindi, Khmer, Tagalog, Vietnamese, Lao, Armenian, Russian, and Hmong) and delivered to System Test on 06/02/22.

### Release 4.1.5

- **Widget Development** – Developed five (5) widgets for the Student Based Application and CBO Campaign referrals modules. One (1) planned widget is delayed due to change in functional design for Admin module to add additional Sub-Category field. This is planned for completion on 06/08 and would be accommodated within the Development timelines.

## 2.2.2 Activities for the Next Reporting Period – Development

### Enhancements (M&E)

Release	Planned for Week Ending 06/10/22	Total Planned for the Release	Total Completed for the Release	Comments
3.2	2	2	0	
4.0	1	5	3	Approval for CSPM-42175 is awaited.

Table 2.2-2 – Planned Enhancement Work

### Release 4.0

- **Widget Development** – Develop one (1) widget for Chatbot Voice Integration for remaining three (3) languages (Japanese, Korean, and Chinese) for voice integration and deliver to System Test by 06/13/22.
- **System Test Support** – Provide System Test support for Cycle 1 for Two-way Messaging functionality and Chatbot Voice integration.
- **Independent UAT Test Support** - Provide Independent UAT Test support for Two-way Messaging functionality.
- **Retry Mechanism** – 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.
- **Enhancements** – Complete implementation of CSPM-55003(Two-way messaging based on Case number instead of User ID) by 06/10/22 and deliver to SIT test by 06/13/22.

### Release 4.1.5

- **Widget Development** – Develop twelve (12) widgets for the Student Based Application and CBO Campaign Referrals modules.

## 2.2.3 Burndown

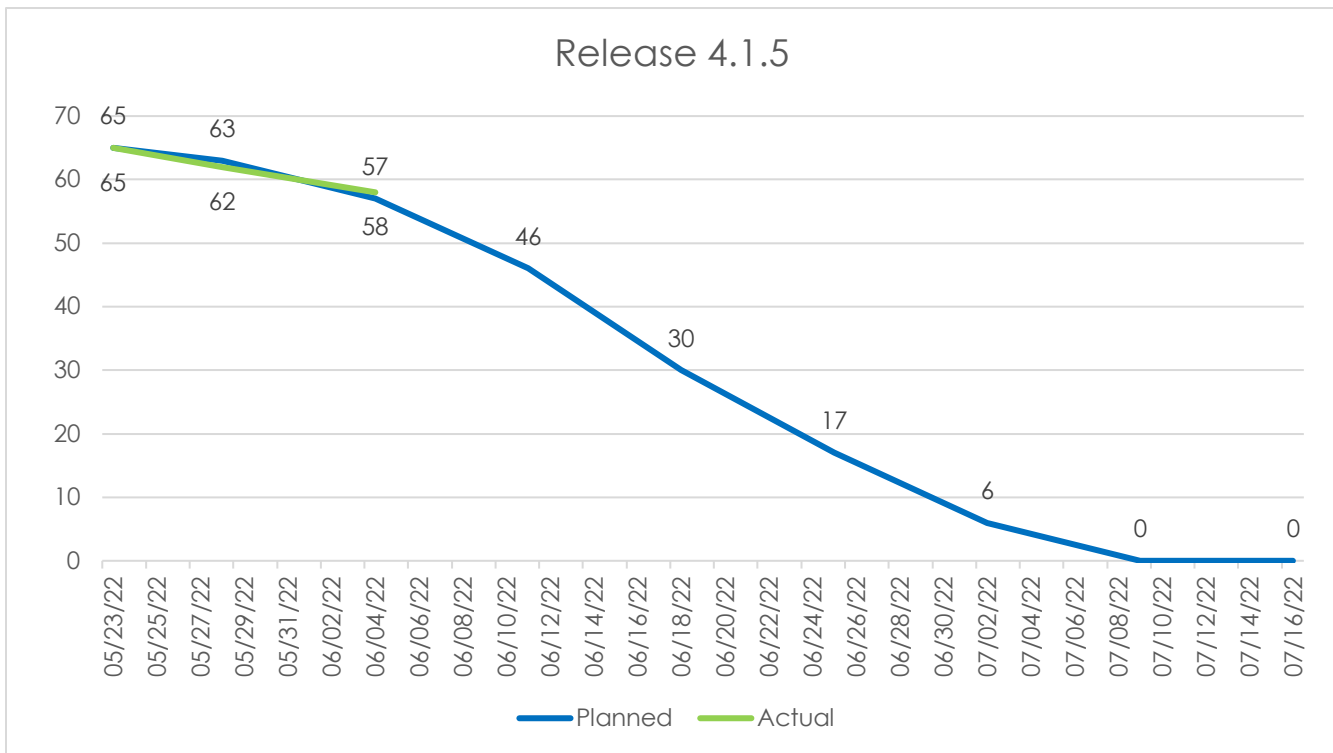


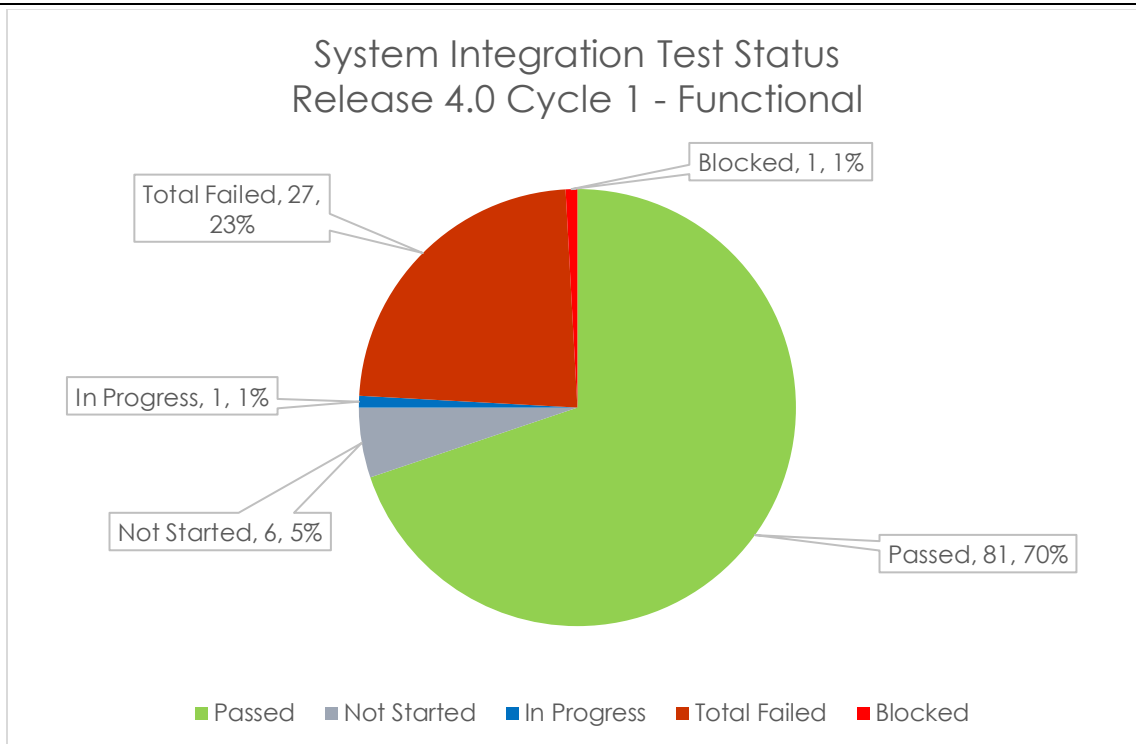
Figure 2.2-1 – Development: Release 4.1.5 Burndown

## 2.3 System Test Execution

### 2.3.1 Highlights of the Reporting Period – System Test Execution

- **Testing Support** – Provided testing support for Maintenance and Operations (M&O) monthly Releases 3.1.1 and 3.2 defects, enhancements, and smoke and regression testing.
- **Partner Integration Calls** – Conducted ah-hoc Partner Integration calls to triage cross-partner defects for the Release 4.0 Two-Way Messaging functionality.
- **Functional Test Cases Release 4.0** – 106 out of 116 test cases have been executed with a 77% pass of executed rate in Cycle 1. Six test cases are failed due to partner code issues.
- **Non-Functional Test Cases for Release 4.0** – Release 4.0 Cross-Browser, Cross-Device, ADA, and Multi-Language. Executed 420 out of 420 Cycle 1 test cases non-functional tests with a 76% pass of executed rate.



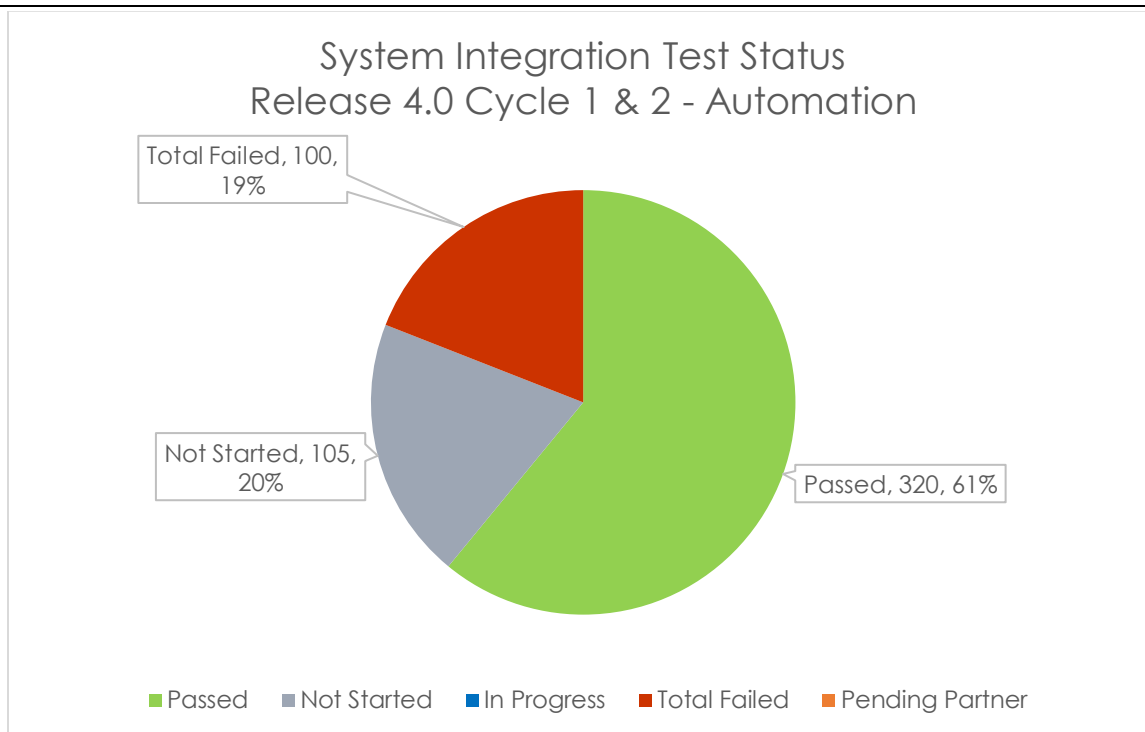


**Figure 2.3-1 – System Test Execution Status (Functional): Release 4.0**

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned*</b> (+/- from previous week)	<b>72%</b>	<b>72%</b>	<b>83 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>91%</b>	<b>91%</b>	<b>106 Test Cases</b>
System Test Complete Date: 06/17/22			

**Figure 2.3-2 – Pass Rate (Functional): Release 4.0**

\*Six test cases are failed due to partner code issues.



**Figure 2.3-3 – System Test Execution Status (Automation): Release 4.0**

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned*</b> (+/- from previous week)	<b>70%</b>	<b>70%</b>	<b>370 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>80%</b>	<b>80%</b>	<b>420 Test Cases</b>
System Test Complete Date: 06/17/22			

**Figure 2.3-4 – Pass Rate (Automation): Release 4.0**

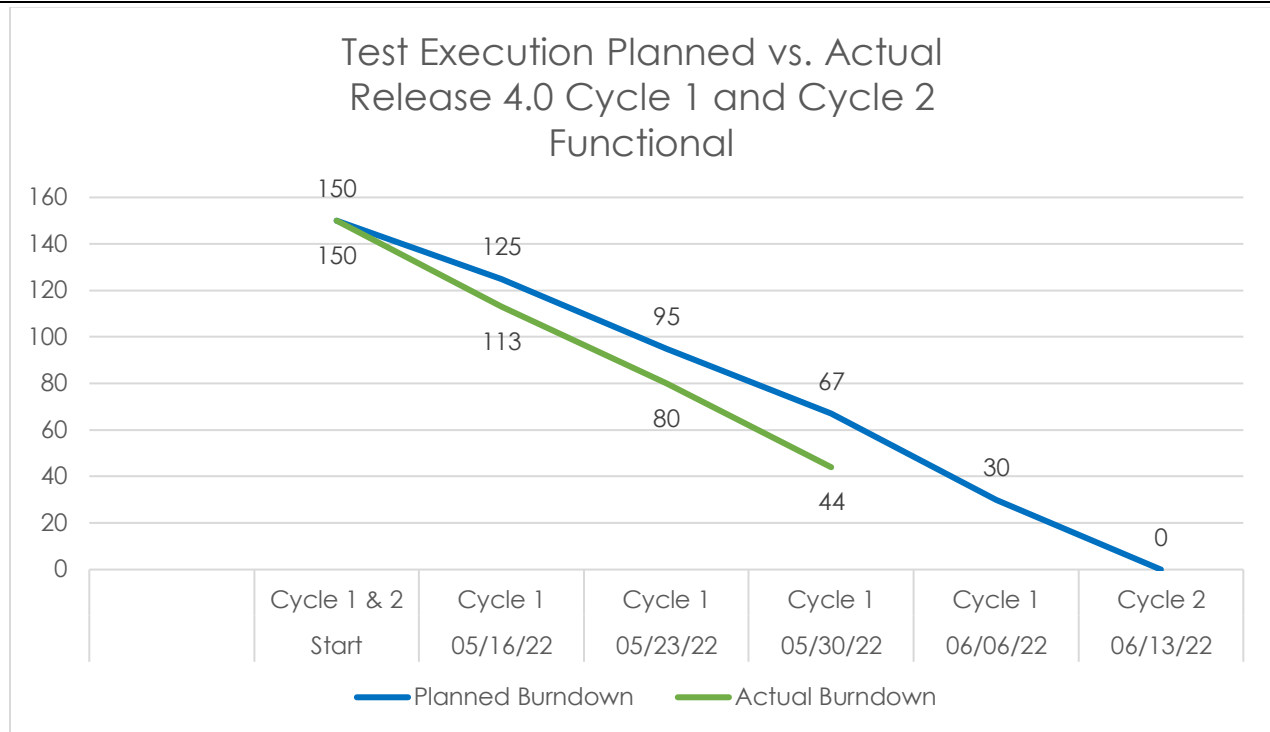


Figure 2.3-5 – Execution Burndown Chart (Functional): Release 4.0

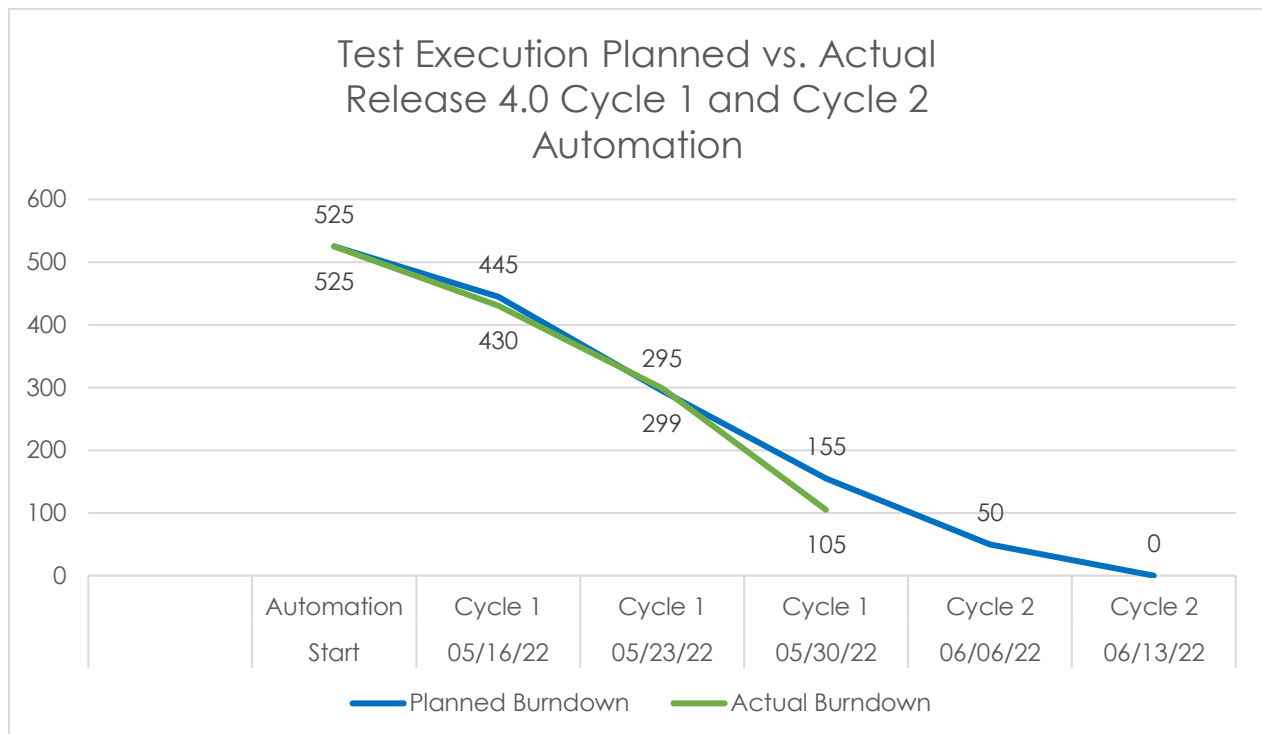


Figure 2.3-6 – Execution Burndown Chart (Automation): Release 4.0

### 2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ **M&O Priority Release Support** – Continue to support M&O monthly release defects, enhancements, and smoke/regression testing.
- ▶ **Partner Integration Items** – Continue to coordinate partner integration items.
- ▶ **Release 4.0** – Continue to execute Functional and Non-Functional test cases.

### 2.3.3 User Acceptance Test (UAT) Planning

#### 2.3.4 Highlights of the Reporting Period – User Acceptance Test Planning

- None.

#### 2.3.5 Activities for the Next Reporting Period – User Acceptance Test Planning

- None.

## 3.0 Performance Test

### 3.1 Highlights of the Reporting Period – Performance Test

- **Release 4.0 performance testing activities** – Team has identified the scope of Release 4.0. New BenefitsCal features such as User Actions (Upload documents, view notices and confirmation actions), Send/Receive Messages and View Notices are introduced as part of this release. The User Actions scenarios and related API calls are already covered (performance tested) in the existing Document Upload and View Notice scripts. However, the team would develop new scripts pertaining to the receive/view messages and send messages. Send message script volume should include the confirmation user action scenario. The volume for these two (2) new scripts is determined as 2,000 in an hour duration and would be included along with the 39 existing scripts.

### 3.2 Activities for the Next Reporting Period – Performance Test

- **Mobius Implementation Release** – Execute another round of Mobius scripts performance test in the UAT2 environment, because the UAT2 environment was not available (due to the Data Refresh for CalWIN masked dataset activity) with the L.A. County SAR 7 PDF file included in the mix.
- **Release 4.0 BenefitsCal** – Plan and prepare for the Release 4.0 BenefitsCal performance testing activities.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
10	05/20/22	07/15/22	Release 4.0	<b>Scope and Scenarios:</b> 2 new scripts, receive/view messages and send messages to be developed. Also, to validate all existing scripts on latest codebase. <b>Execution dates:</b> TBD	0% Executed

Table 3.2-1– Performance Test Cycles and Test Case Status

## 4.0 Security

### 4.1 User Conversion

#### 4.1.1 Highlights of the Reporting Period – User Conversion Testing

- ▶ **YBN CBO User Load** – Continued to support the Counties, the Consortium, and ForgeRock teams to assist with various CBO Conversion resolution activities following the L.A. County Go-Live.

#### 4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ **Perform CBO User Data Validation** – Identify Points of Contact (POCs) for the rest of the CalWIN Counties to perform CBO user data validation.

### 4.2 Security

#### 4.2.1 Highlights of the Reporting Period – Security

- ▶ **SAST** – Executed the weekly Static Application Security Testing (SAST) of the application source code and shared the analysis of the security scan reports with the BenefitsCal Development Team for remediation on 06/03/22.

#### 4.2.2 Activities for the Next Reporting Period – Security

- ▶ **Identified Vulnerabilities** – After the validation of the identified vulnerabilities, advise on the remediation activities to be performed by the BenefitsCal Development Team. Log defects in Jira for tracking purposes (Weekly recurring activity).
- ▶ **AWS SSO for BenefitsCal** – Collaborate with the Consortium Security Team to update Amazon Web Services Single Sign-On (AWS SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.

## 5.0 Communications

### 5.1 Highlights of the Reporting Period

- ▶ No activities planned for the next reporting period

### 5.2 Activities for the Next Reporting Period

- ▶ No activities planned for the next reporting period.

## 6.0 Appendices

### 6.1 Appendix A – Deliverable Summary

		Complete			Coming Soon	
DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
1	Work Plan Initial	08/17/20	08/25/20	08/28/20	09/10/20	09/17/20
2	Monthly Status Reports	08/19/20	08/31/20	09/04/20	09/21/20	09/28/20
3	User Centered Design (UCD) Plan	08/19/20	08/31/20	09/04/20	09/28/20	10/05/20
4	Requirements Traceability Matrix (RTM)	09/02/20	09/15/20	09/25/20	10/16/20	10/23/20
04.01	Requirements Traceability Matrix – Update 1	N/A	N/A	11/02/20	11/19/20	11/30/20
04.02	Requirements Traceability Matrix – Update 2	N/A	N/A	02/05/21	03/01/21	03/10/21
04.03	Requirements Traceability Matrix – Update 3	N/A	N/A	07/30/21	08/17/21	08/26/21
04.04	Requirements Traceability Matrix – Update 4	N/A	N/A	01/14/22	02/03/22	02/11/22
04.05	Requirements Traceability Matrix – Update for Release 4.0	N/A	N/A	02/28/22	03/21/22	03/30/22
04.06	Requirements Traceability Matrix – Update for Release 4.0 Part II	N/A	N/A	N/A	04/21/22	05/05/22
04.07	Requirements Traceability Matrix – Update for Release 4.1.5	N/A	N/A	05/20/22	06/17/22	06/27/22
5	General Systems Design	09/18/20	10/02/20	12/01/20	12/30/20	01/11/21
05.01	General Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
05.02	General Systems Design – Update 3	N/A	N/A	N/A	08/10/21	09/01/21
05.03	General Systems Design – Release 3.0	N/A	N/A	11/05/21	12/01/21	12/10/21
05.04	General Systems Design – Release 4.0	N/A	N/A	02/28/22	03/21/22	03/30/22
05.05	General Systems Design – Release 4.0 Part II	N/A	N/A	N/A	04/21/22	05/05/22
05.06	General Systems Design – Release 4.1.5	N/A	N/A	05/20/22	06/17/22	06/27/22
6	Technical Systems Design	09/18/20	10/02/20	12/18/20	01/20/21	01/29/21
06.01	Technical Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
7	Master Test Plan	10/19/20	11/02/20	11/13/20	12/08/20	12/17/20
8	Implement. Complete Report & Final Acceptance	09/30/20	10/12/20	01/04/22	01/26/22	02/04/22
08.01	Implement. Complete Report & Final Acceptance – L.A. County	N/A	N/A	05/27/22	06/20/22	06/29/22
9	Maintenance & Operations (M&O) Plan	05/03/21	05/17/21	07/01/21	07/23/21	08/03/21
10	Mobile App General and Technical Systems Design	10/16/20	10/28/20	12/18/20	01/20/21	01/29/21
11	Mobile App Implementation Complete Report	09/30/20	10/12/20	01/04/22	01/26/22	02/04/22
11.01	Mobile App Implementation Complete Report – L.A. County	N/A	N/A	05/27/22	06/20/22	06/29/22

Table 6.1-1 – Deliverable Status for Current Reporting Period

#### Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
	None for this reporting period.		

Table 6.1-2 – Upcoming Deliverable Deadlines

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### Work Product Status by Submission

		Complete		Coming Soon
ID	Work Product Name	DWP	FWP	Final Approval
24.04	CX Monthly Report – January 2022	02/09/22	02/22/22	03/01/22
24.05	CX Monthly Report – February 2022	03/07/22	03/17/22	03/24/22
24.06	CX Monthly Report – March 2022	04/07/22	04/19/22	04/26/22
24.07	CX Monthly Report – April 2022	05/09/22	05/19/22	05/26/22
25.00	Monthly M&O Report – January 2022	02/09/22	02/22/22	03/01/22
25.01	Monthly M&O Report – February 2022	03/07/22	03/17/22	03/24/22
25.02	Monthly M&O Report – March 2022	04/07/22	04/19/22	04/26/22
25.03	Monthly M&O Report – April 2022	05/09/22	05/19/22	05/26/22
26.00	BOM Review and License Renewals	07/15/22	07/29/22	08/08/22
26.01	BOM Review and License Renewals	07/15/22	07/29/22	08/08/22
27.00	Certificate Review	04/08/22	04/22/22	05/02/22
27.01	Certificate Review	07/15/22	07/29/22	08/08/22
28.00	BenefitsCal Work Plan Monthly Updates – March 2022	N/A	04/05/22	04/13/22
28.01	BenefitsCal Work Plan Monthly Updates – April 2022	N/A	05/05/22	05/13/22
28.02	BenefitsCal Work Plan Monthly Updates – May 2022	N/A	06/05/22	06/13/22
29.00	BenefitsCal Monthly Status Report – March 2022	N/A	04/05/22	04/13/22
29.01	BenefitsCal Monthly Status Report – April 2022	N/A	05/05/22	05/13/22
29.02	BenefitsCal Monthly Status Report – May 2022	N/A	06/05/22	06/13/22
31.04	Monthly Security Monitoring Report – January 2022	N/A	02/09/22	02/17/22
31.05	Monthly Security Monitoring Report – February 2022	N/A	03/04/22	03/14/22
31.06	Monthly Security Monitoring Report – March 2022	N/A	04/05/22	04/13/22
31.07	Monthly Security Monitoring Report – April 2022	N/A	05/05/22	05/13/22
31.08	Monthly Security Monitoring Report – May 2022	N/A	06/05/22	06/13/22

**Table 6.1-3 – Upcoming Work Product Deadlines**

### Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
28.02	BenefitsCal Work Plan Monthly Updates – May 2022	On-Track	FWP submitted 06/03/22 FWP approval 06/13/22
29.02	BenefitsCal Monthly Status Report – May 2022	On-Track	FWP submitted 06/03/22 FWP approval 06/13/22
31.08	Monthly Security Monitoring Report – May 2022	On-Track	FWP submitted 06/03/22 FWP approval 06/13/22

**Table 6.1-4 – Upcoming Work Product Deadlines**

## 6.2 Appendix B – Risks and Issues Summary

### Project Risks and Issues

ID	Title	Details	Status	Impact	Probability	Date Logged
243	COVID impacting development and test team staffing	COVID continues to impact the offshore team for BenefitsCal, although the impact is less severe than the initial surge in cases. The risk will remain open to continue to monitor the situation.	Open	Low	Low	05/04/21
246	Perceived Gap in Functionality	Perceived gap in functionality with GetCalFresh may impact adoption and migration schedule of BenefitsCal (Risk 246).  Received the list of gap items from GCF and pending analysis and prioritization with Consortium and CFA teams	Open	Medium	Medium	05/10/21
251	Language Translation Testing and Updates may not be completed timely	The CDSS is testing and validating the translated text to display within the BenefitsCal application – Release 3.0 scope. Completion with the testing dates is needed to avoid any impacts or delays to Release 3.0 delivery.  Three (3) languages out of eight (8) require re-translation. Language translation vendor completed Mien translation on 04/04/22. Ukrainian and Thai translations completed on 04/12/22. Given the timeline and status, these 3 languages will be delivered to Production in May 2022 instead of April 2022. These Three (3) languages are also on-schedule.  Five (5) languages deployed to production on 04/24 as planned (R3.0 in April 2022)	Open	Medium	Medium	08/10/21



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ID	Title	Details	Status	Impact	Probability	Date Logged
TBD	Technical foundation to establish the screenshare feature via Amazon Connect is at risk to be ready by the originally planned timeline	<p>Original Requirement (FN-89.3): <i>"The system shall include a help desk functionality that allows users to screen share to assist them in completing their submission."</i></p> <p>Screen share feature aims to provide an active mode of engagement that allows users to screen share.</p> <p>Technical foundation to establish the screenshare feature via Amazon Connect is at risk to be ready by the originally planned timeline (end of June 2022).</p> <p>Since there is an integration and effort impact to Amazon Connect, technical architecture discussions need to continue with keeping county usage volume in mind.</p> <p>Also, for the change management, operational downstream implications for Counties to existing operations and help desk processes not established.</p> <ol style="list-style-type: none"> <li>1. Reopen the technical architecture discussions to further and plan county usage.</li> <li>2. Establish operational downstream implications for Counties to existing operations and help desk processes.</li> <li>3. Quantify the effort on the Amazon Connect integration approach and timeline</li> <li>4. Identify and conduct a Proof of Concept with one interested County</li> </ol>	Open	Customers would need to continue existing help and support channels to request assistance	High	6/1/22

**Table 6.2-1 – Project Risks and Issues**

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### CRFI/CIT/CalSAWS CR Communications Information

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

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
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 6.2-2 – CITs**

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

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
22-042	Consortium Regional Managers	CalWIN Counties BenefitsCal Options – Wave 1	Opt-In/Out	05/17/22	06/17/22

**Table 6.2-3 – CRFIs**

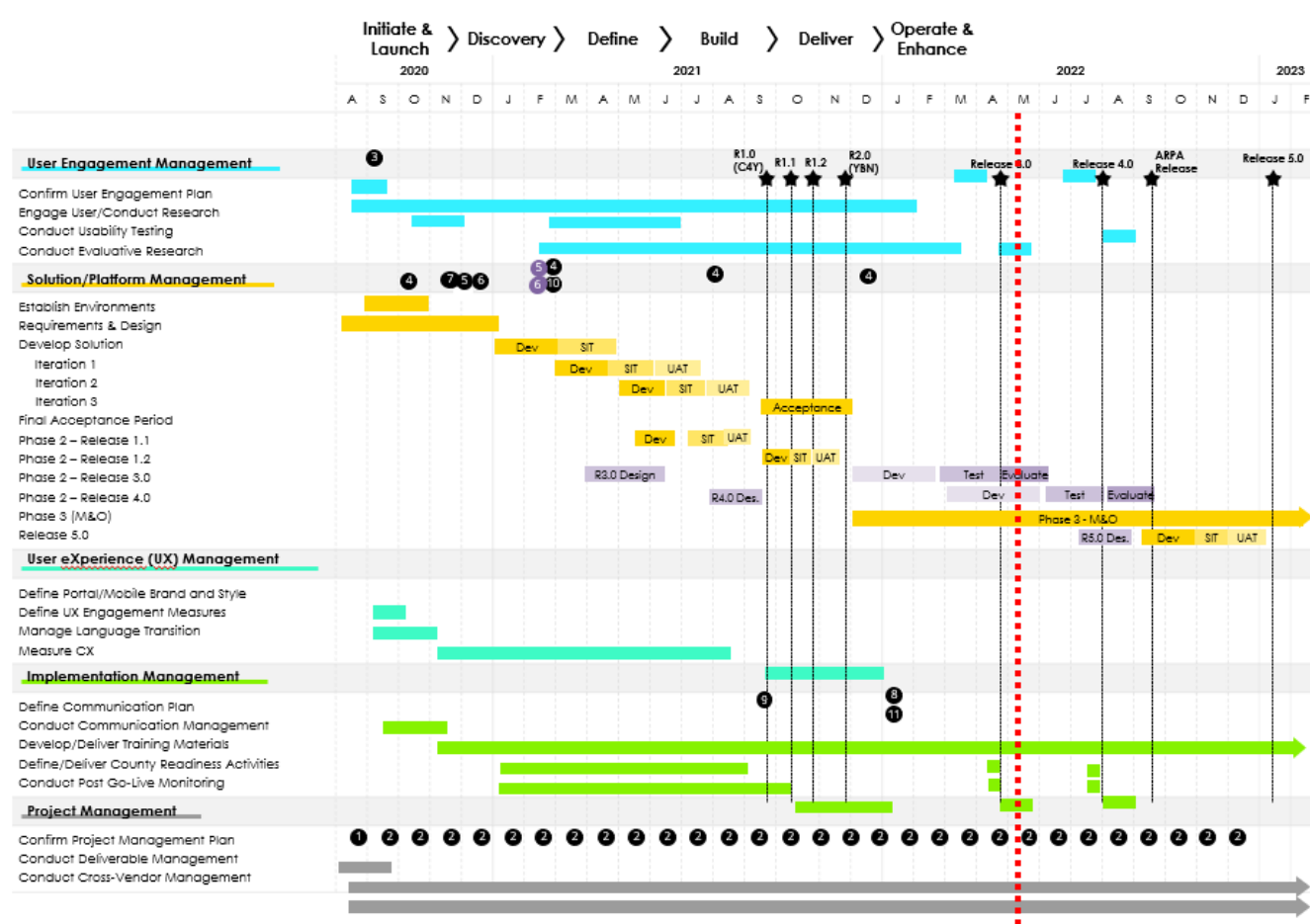
## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 8, 2022

Period: May 30, 2022 to June 05, 2022

### 6.3 Appendix C – Project Work Plan Reports

#### Project Timeline



#### Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None.			

Table 6.3-1 – Overdue Action Items