

CalSAWS BenefitsCal  
(Portal/Mobile) Weekly  
Status Report

**Reporting Period: June 20, 2022 to June 26, 2022**

## Table of Contents

1.0	Project Management .....	4
1.1	Executive Summary.....	4
1.2	PMO .....	4
1.2.1	Highlights of the Reporting Period .....	4
1.2.2	Activities for the Next Reporting Period .....	4
1.3	BenefitsCal Collaboration Model.....	5
1.3.1	Highlights of the Reporting Period .....	5
1.3.2	Activities for the Next Reporting Period .....	5
2.0	Application Development and Test .....	5
2.1	Requirements and Design .....	5
2.1.1	Highlights of the Reporting Period – Requirements and Design .....	5
2.1.2	Activities for the Next Reporting Period – Requirements and Design .....	5
2.1.3	Highlights of the Reporting Period – User Centered Design (UCD).....	6
2.1.4	Activities for the Next Reporting Period – UCD.....	6
2.2	Development .....	7
2.2.1	Highlights of the Reporting Period – Development .....	7
2.2.2	Activities for the Next Reporting Period – Development.....	7
2.2.3	Burndown.....	8
2.3	System Test Execution.....	9
2.3.1	Highlights of the Reporting Period – System Test Execution .....	9
2.3.2	Activities for the Next Reporting Period – System Test Execution.....	12
2.3.3	User Acceptance Test (UAT) Planning .....	13
2.3.4	Highlights of the Reporting Period – User Acceptance Test Planning .....	13
2.3.5	Activities for the Next Reporting Period – User Acceptance Test Planning.....	13
3.0	Performance Test.....	13
3.1	Highlights of the Reporting Period – Performance Test.....	13
3.2	Activities for the Next Reporting Period – Performance Test .....	13
4.0	Security .....	14
4.1	User Conversion .....	14
4.1.1	Highlights of the Reporting Period – User Conversion Testing.....	14
4.1.2	Activities for the Next Reporting Period – User Conversion Testing .....	14
4.2	Security .....	14
4.2.1	Highlights of the Reporting Period – Security .....	14
4.2.2	Activities for the Next Reporting Period – Security.....	14
5.0	Communications .....	14
5.1	Highlights of the Reporting Period.....	14

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

Weekly Status Report, June 29, 2022

Period: June 20, 2022 to June 26, 2022

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5.2	Activities for the Next Reporting Period .....	14
6.0	Appendices .....	15
6.1	Appendix A – Deliverable Summary .....	15
6.2	Appendix B – Risks and Issues Summary .....	17
6.3	Appendix C – Project Work Plan Reports .....	20

## 1.0 Project Management

### 1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
June JPA Meeting	<ul style="list-style-type: none"> <li>Facilitated the breakout session on 06/23/22 with the Consortium, Community Based Organizations (CBOs), and Customers.</li> </ul>
Release: ARPA (September 2022)	<ul style="list-style-type: none"> <li>Development is in-progress and on schedule for the Student-Based Archetypes and CBO Referral Code functionality.</li> </ul>
July Release (Release 4.0) – Development	<ul style="list-style-type: none"> <li>System Test execution for the Release 4.0 Two-Way Messaging and Chatbot Voice Integration functionality is complete. Pass rate is at 96% and execution rate is 100% inclusive of Cycle 1 and Cycle 2 functional testing.</li> <li>User Acceptance Testing (UAT) started on 06/20/22, started providing UAT support.</li> <li>Continued to provide independent testing support.</li> </ul>
January 2023 Release (Release 5.0)	<ul style="list-style-type: none"> <li>Met with CalSAWS and the Consortium on 06/21/22 and 06/22/22 to discuss Release 5.0 Support Requests and Timeclock BenefitsCal requirements.</li> </ul>
SAR7 Redesign	<ul style="list-style-type: none"> <li>Submitted the SAR7/7A redesign recommendations for the first phase performed between March and June 17th.</li> </ul>
Screenshare Enhancement	<ul style="list-style-type: none"> <li>Met with the Contact Center Team and QA on the technical solution approach. There is a follow-up meeting planned for the timeline finalization.</li> </ul>
CalWIN Wave 1 Support	<ul style="list-style-type: none"> <li>The Consortium is reviewing the CalWIN Wave 1 Support SCR.</li> </ul>

**Table 1.1-1 – CalSAWS Executive Summary Agenda Topics**

## 1.2 PMO

### 1.2.1 Highlights of the Reporting Period

► **Deliverables and Work Products submitted:**

- 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: M&O Plan - L.A. County on 06/20/22.

### 1.2.2 Activities for the Next Reporting Period

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

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

## 1.3 BenefitsCal Collaboration Model

### 1.3.1 Highlights of the Reporting Period

- ▶ **June Meeting** – Continued working with the Consortium on next steps including an Adhoc meeting in July, review of the group process, the Charter, and the Enhancement List.

### 1.3.2 Activities for the Next Reporting Period

- ▶ **Next Meeting** – Continue working with the Consortium on next steps including an Adhoc meeting in July, 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 Final Deliverable (FDEL), 04.07 Requirements Traceability Matrix (RTM) FDEL, and the final 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.
  - Addressed functional queries from Dev and SIT teams on Release 4.0 and Release 4.1.5 functionalities.
  - Met with CalSAWS and Consortium to discuss Release 5.0 Support Requests BenefitsCal requirements on 06/21/22.
  - Met with CalSAWS and Consortium to discuss Release 5.0 Timeclock BenefitsCal requirements on 06/22/22.
  - Worked on the Draft Communications Plan Work Product.

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

- ▶ **Designs**
  - Meet with CalSAWS, Consortium and Self-Service Portal (SSP) Committee Members to discuss CA-245552 (Updates to Case Details API) on 06/28/22.
  - Receive final approval of the 05.06: General System Design (GSD) – Release 4.1.5 Final Deliverable (FDEL), 04.07 Requirements Traceability Matrix (RTM) FDEL, and the final 19.1 High-Fidelity Visual Compos Work Product on 06/29/22.
  - Meet with CDSS and Consortium to discuss Cash Aid Programs on BenefitsCal on 06/29/22.
  - Submit Draft Communication Plan Work Product on 06/30/22.
  - Continue to review comments received from the Advocate and CBO Community in the Release 4.1.5 Design Review Comment Log.
  - Continue to address functional queries from Dev and SIT teams on Release 4.0 and Release 4.1.5 functionalities.

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

Weekly Status Report, June 29, 2022

Period: June 20, 2022 to June 26, 2022

### 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 06/20/22.
- ▶ **Advocate Engagement** – Integrated Advocate feedback on Release 4.1.5 screen copy.
- ▶ **Work Product 24.08** – Responded to comments on the 24.08: CX Monthly Report – May 2022 Final Work Product (FWP) for submission on 06/24/22.
- ▶ **JPA Conference**
  - Facilitated a dry run meeting with panelist to prepare for the JPA Conference breakout session on 06/24/22.
  - Met with a customer and a CBO Assister to record testimonials to share in the breakout session.
  - Finalized materials for the breakout session.
  - Co-presented content in two (2) breakout sessions.

### 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 06/27/22.
- ▶ **UCD Research** – Facilitate two (3) focus groups with county workers better understand current county business process related to Release of Information the week of 06/27/22.
- ▶ **Work Product 24.09** – Start a draft of the 24.09: CX Monthly Report – June 2022 Draft Work Product (DWP) for submission on 07/07/22.

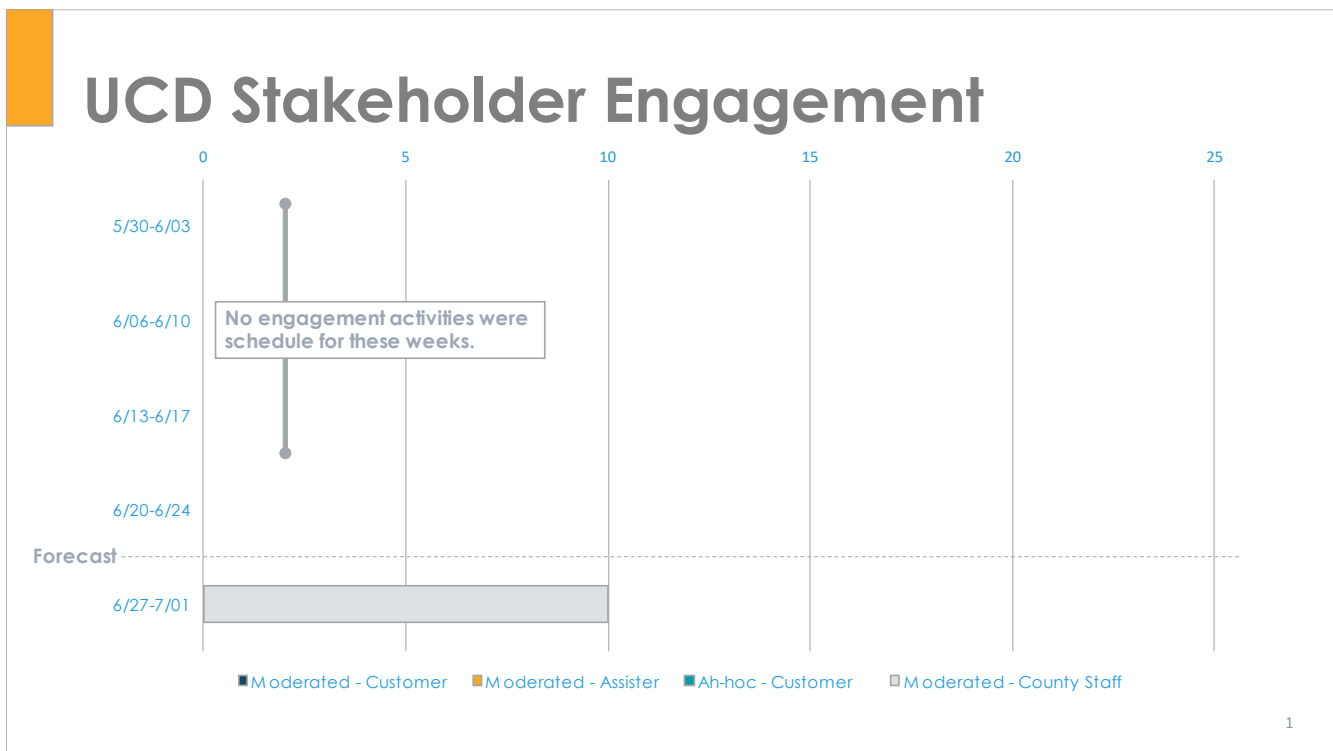


Figure 2.1-1 – UCD Stakeholder Engagement

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

Weekly Status Report, June 29, 2022

Period: June 20, 2022 to June 26, 2022

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 06/24/22	Actual for Week Ending 06/24/22	Total Planned for the Release	Comments
4.0	0	0	4	

**Table 2.2-1– Enhancement Actuals for Reporting Period**

#### Release 4.0

- ▶ **System Test Support** – Provided System Test support for Cycle 2 for Two-way Messaging functionality and Chatbot Voice Integration.
- ▶ **Independent UAT Test Support** - Provided Independent UAT Test support for Two-way Messaging functionality.

#### Release 4.1.5

- ▶ **Widget Development** – Developed thirteen (13) widgets for the Student Based Application and CBO Campaign referrals modules.
- ▶ **Pre-SIT Delivery** – Completed and delivered Student Income & Expenses modules, CBO Referral View Details, Export functionality for Cycle-0 System testing (Pre-SIT).

### 2.2.2 Activities for the Next Reporting Period – Development

#### Enhancements (M&E)

Release	Planned for Week Ending 07/01/22	Total Planned for the Release	Total Completed for the Release	Comments
4.0	0	4	4	
4.1.5	0	2	0	CSPM-50517, CSPM-56540 requirements and approvals are awaited.

**Table 2.2-2 – Planned Enhancement Work**

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

Weekly Status Report, June 29, 2022  
Period: June 20, 2022 to June 26, 2022

## Release 4.0

- ▶ **Product Solution analysis** – Ongoing analysis for identifying a solution with AWS Product team to recognize voice inputs in different accents of three (3) languages (Japanese, Korean, and Chinese) in Chatbot based on Amazon Lex V2. Work towards training the bot with native speakers for these 3 languages.
- ▶ **Widget Development** – Deliver 4 remaining Text based languages (Farsi, Arabic, Hindi & Tagalog) which were delayed earlier (due to other high priority Chatbot defects fixes for voice integration) for Chatbot to SIT (System Testing) for Multilingual Testing by 06/27/22.
- ▶ **System Test Support** – Provide System Test support for Chatbot Voice integration.
- ▶ **Independent UAT Test Support** - Provide Independent UAT Test support for Two-way Messaging functionality and Chatbot Voice Integration.
- ▶ **Consortium UAT Test Support** - Provide Consortium UAT Test support for Two-way Messaging functionality and Chatbot Voice Integration.

## Release 4.1.5

- ▶ **Widget Development** – Develop eleven (11) widgets for the Student Based Application and CBO Campaign Referrals modules.
- ▶ **Pre-SIT Support** – Provide Pre-SIT (System Test) Cycle-0 support for the Student Based Application and CBO Campaign Referrals modules.

### 2.2.3 Burndown

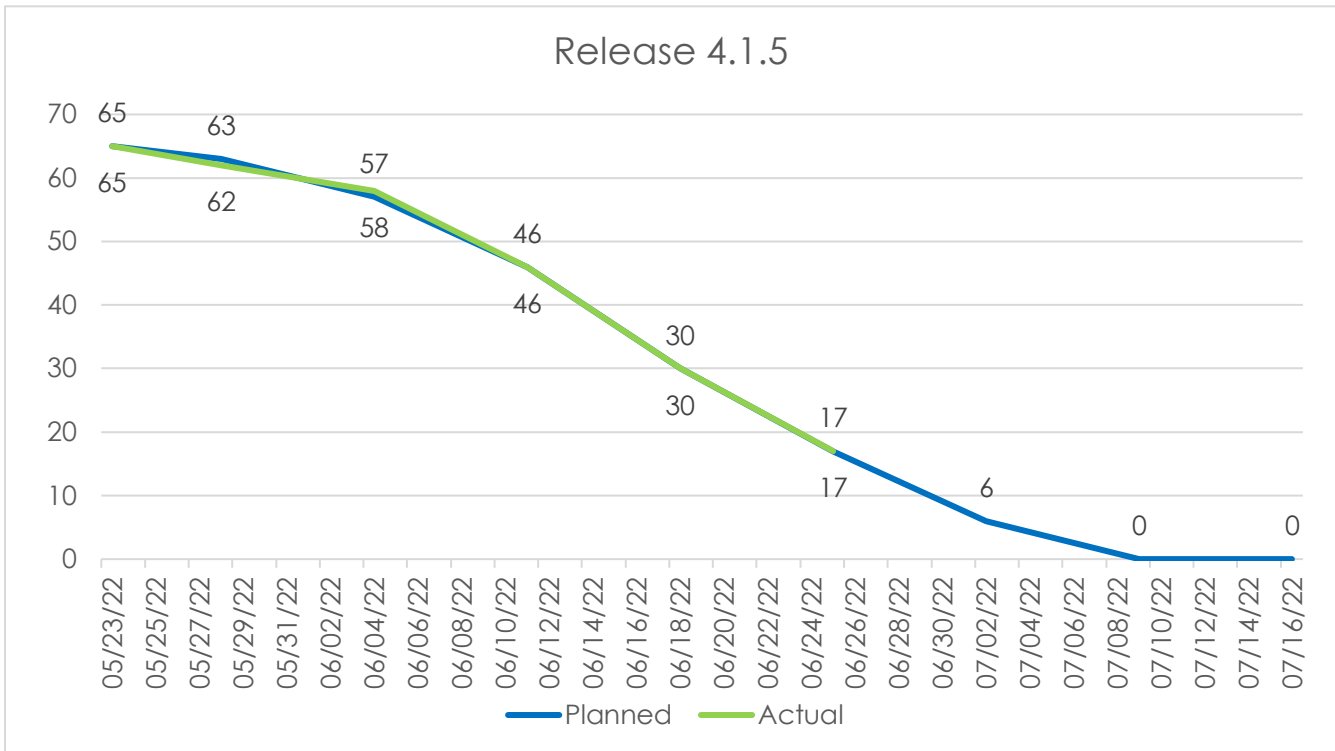


Figure 2.2-1 – Development: Release 4.1.5 Burndown



## 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 3.2 and 3.2.1 defects, enhancements, and smoke and regression testing.
- ▶ **Partner Integration Calls** – Conducted daily Partner Integration calls to triage cross-partner defects for the Release 4.0 Two-Way Messaging functionality.
- ▶ **Functional Test Cases Release 4.0** –
  - **Cycle 1:** 115 out of 115 test cases have been executed (100% executed) with 94% pass of execution rate.
  - **Cycle 2:** 40 out of 40 test cases have been executed (100% executed) with 100% pass of execution rate.
  - **Overall:** Pass rate is at 96% and execution rate is 100% inclusive of Cycle1 and Cycle2
- ▶ **Non-Functional Test Cases for Release 4.0** –
  - **Cycle 1 & 2:** Executed 525 out of 525 test cases for non-functional tests with 97% pass of executed (100% executed) rate for Release 4.0 Cross-Browser, Cross-Device, ADA, and Multi-Language.
- ▶ **Functional Test Cases for Release 4.1.5** – Functional Test Case review by Independent Test team has been completed and all comments are now addressed

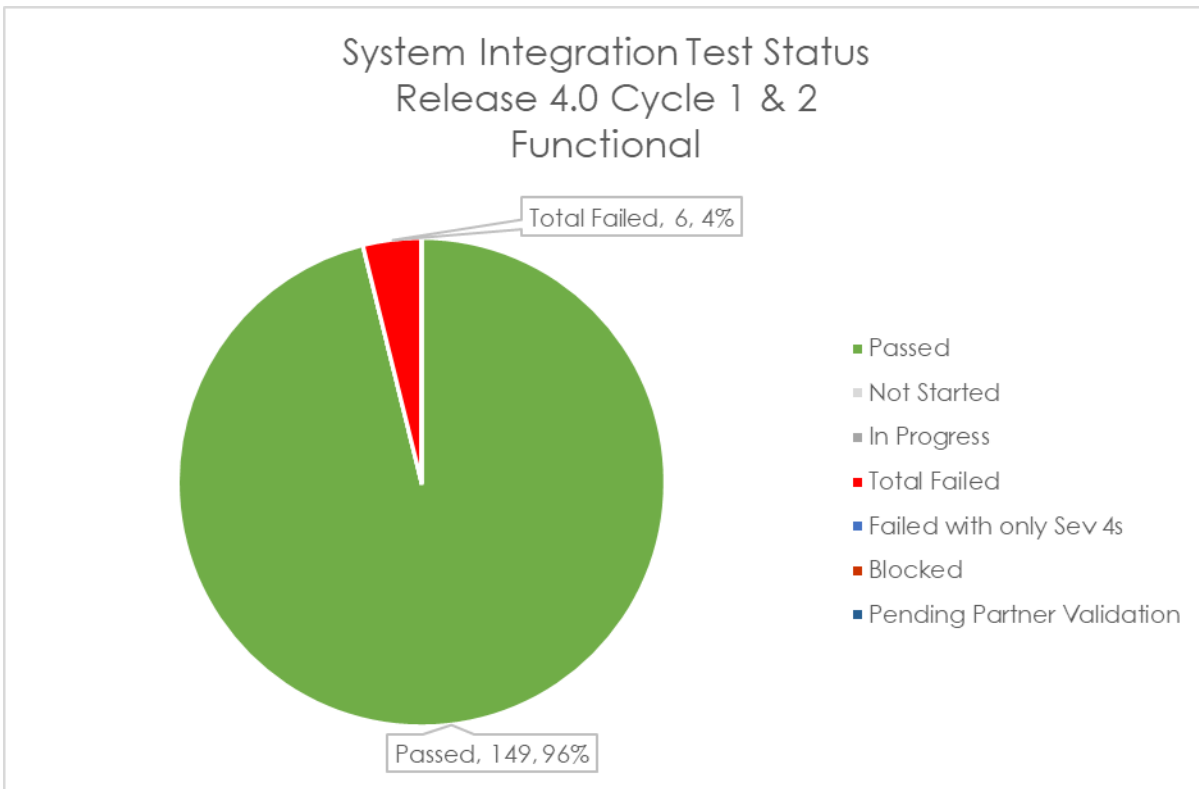


Figure 2.3-1 – System Test Execution Status (Functional): Release 4.0

- ▶ Three (3) failed test cases are associated with CSPM-56489. ETA from Development team to fix is 6/30 in SIT

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

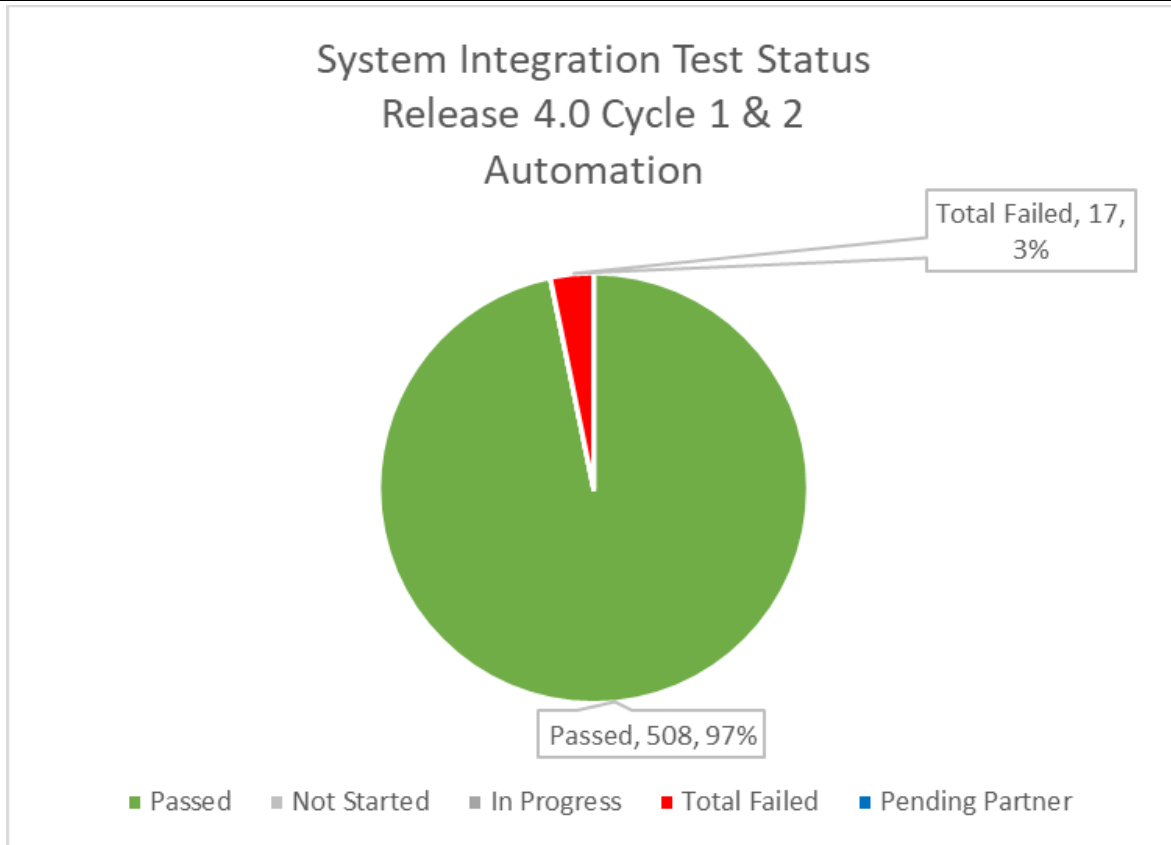
Weekly Status Report, June 29, 2022

Period: June 20, 2022 to June 26, 2022

- ▶ The remaining three (3) failed test cases are associated with Multi Language voice implementation gaps for Japanese, Korean and Chinese specifically around the usage of currency.
  - BenefitsCal Dev team is working with AWS product team to identify an alternate currency slot implementation approach for Japanese, Korean and Chinese languages.
  - Based on the discussions with AWS product team so far, the Chatbot in the mentioned languages will need to be trained to understand the different dialects and accents. An alternate approach would be to release these languages as beta version while the bot adapts to the accents or intonations and later enable the final version of Chatbot in Production for these three languages.

<b>System Test Executed Pass Rate (of executed)</b>	<b>All</b>	<b>Excl Sev-4</b>	<b>Test Case Execution</b>
<b>Planned*</b> (+/- from previous week)	<b>90%</b>	<b>90%</b>	<b>155 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>96%</b>	<b>96%</b>	<b>155 Test Cases</b>
<i>System Test Complete Date: 06/24/22</i>			

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



- ▶ Three (17) failed test cases are associated with CSPM-56241 and CSPM-56510. ETA from Development team to fix is 6/28 in SIT 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>90%</b>	<b>90%</b>	<b>525 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>97%</b>	<b>97%</b>	<b>525 Test Cases</b>
<i>System Test Complete Date: 06/24/22</i>			

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

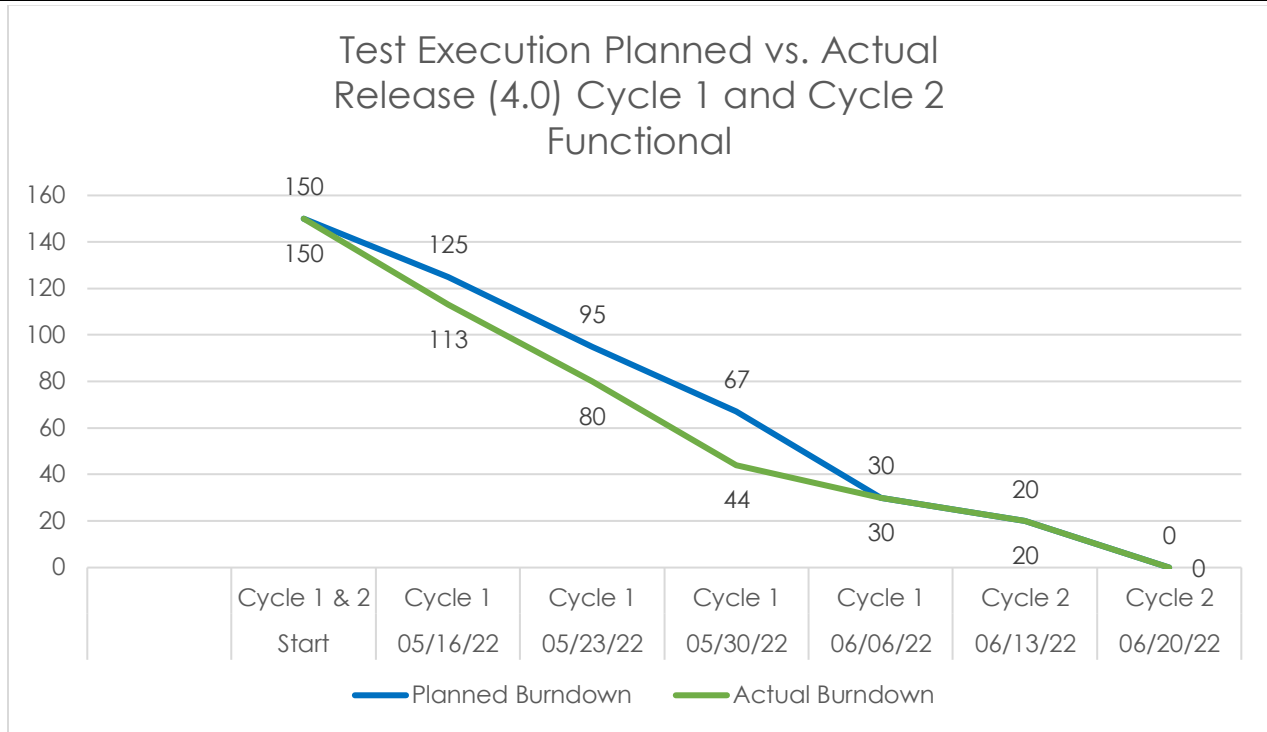


Figure 2.3-5 – Execution Burndown Chart (Functional): Release 4.0

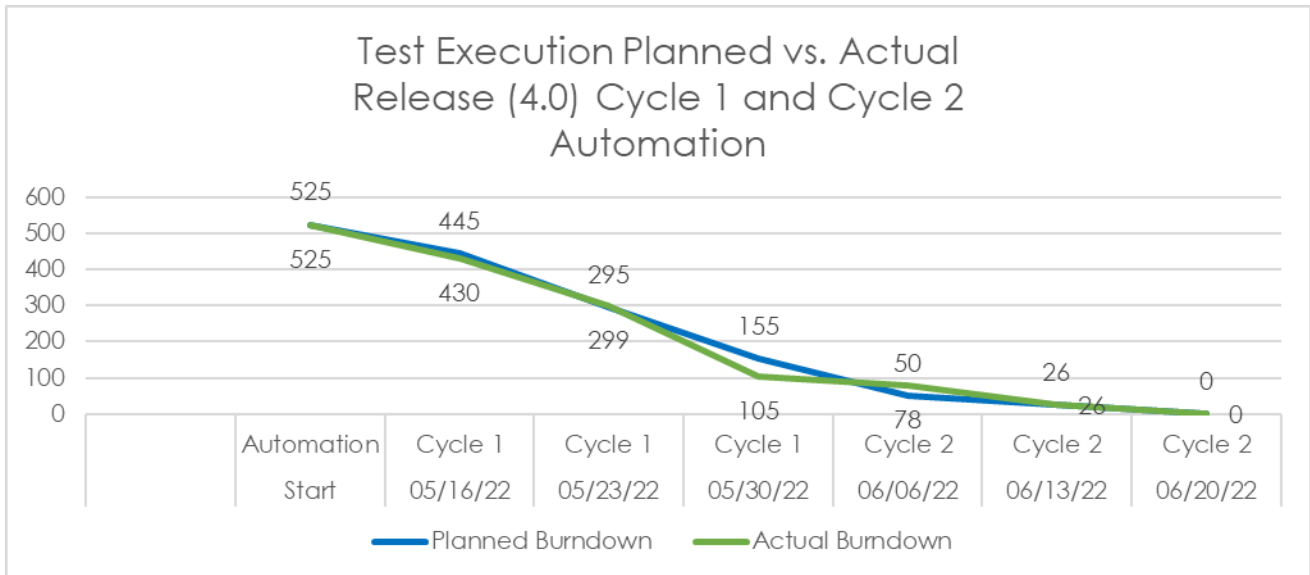


Figure 2.3-6 – Execution Burndown Chart (Automation): Release 4.0

### 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 in daily partner integration items.
- ▶ **Release 4.0** – Continue to execute failed Functional and Non-Functional test cases.
- ▶ **Release 4.1.5** – Complete Jira adjustments and prepare for the Cycle 1 execution

### 2.3.3 User Acceptance Test (UAT) Planning

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

- ▶ **Test Support** – Supported test Execution of UAT team, triaged issues, addressed questions/concerns.

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

- ▶ **Test Support** – Continue to support UAT team during the execution.

## 3.0 Performance Test

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

- ▶ **Release 4.0 performance testing activities** – Team executed 2 rounds of performance tests (total 5) on the Release 4.0 codebase including 3 new scripts pertaining to the receive/view messages, send messages and request appointment scenarios. These tests were executed for combined objective of new CalSAWS Imaging and Appointment API's validations and BenefitsCal R4.0 performance testing.
- ▶ **New Imaging and Appointment APIs migration and performance test activities** – Executed 2 performance tests on Thursday, 06/16 on the R4.0 codebase and the detailed results are uploaded to SharePoint.

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

- ▶ **Release 3.2 BenefitsCal** – Plan and prepare for the monthly Release 3.2 BenefitsCal performance testing activities.
- ▶ **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	<p><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.</p> <p><b>Execution dates:</b> 06/13 - 07/06</p>	50% 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

- ▶ **CalWIN Conversion** – Provided the results and analysis on the exception report generated from the CalWIN CBO User Mock Run to the Gainwell team for improvement of future user extractions

#### 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 06/24/22.
- ▶ **Change** – Proposed and received approval for changes CHG0035690 and CHG0035696 and CHG0035673 to perform whitelisting updates to the BenefitsCal UAT environment for testing users, and to upgrade to Python 3.8 as AWS is ending support for Python 3.6.

#### 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.
- ▶ **Change** – Propose change CHG0035696 to update Python to 3.8 in PRD as AWS is ending support for Python 3.6.

## 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.

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

Weekly Status Report, June 29, 2022

Period: June 20, 2022 to June 26, 2022

## 6.0 Appendices

### 6.1 Appendix A – Deliverable Summary

DEL ID	Deliverable Name	Complete			Coming Soon	
		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
09.01	Maintenance & Operations (M&O) Plan – L.A. County	N/A	N/A	N/A	06/20/22	07/12/22
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
08.01	Portal Implementation Complete Report & Final Acceptance – L.A. County	On track	FDEL Submitted 06/20/22 FDEL approval 06/29/22
11.01	Mobile App Implementation Complete Report – L.A. County	On track	FDEL Submitted 06/20/22 FDEL approval 06/29/22
09.01	Maintenance and Operations (M&O) Plan – L.A. County	On track	FDEL Submitted 06/20/22 FDEL approval 07/12/22

**Table 6.1-2 – Upcoming Deliverable Deadlines**

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

Weekly Status Report, June 29, 2022

Period: June 20, 2022 to June 26, 2022

### 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
24.08	CX Monthly Report – May 2022	06/07/22	06/17/22	06/24/22
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
25.04	Monthly M&O Report – May 2022	06/07/22	06/17/22	06/24/22
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
24.08	CX Monthly Report – May 2022	On track	FWP Submitted 06/17/22 FWP approval 06/24/22
25.04	25.04: Monthly M&O Report – May 2022	On track	FWP Submitted 06/17/22 FWP approval 06/24/22

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



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

Weekly Status Report, June 29, 2022

Period: June 20, 2022 to June 26, 2022

### 6.2 Appendix B – Risks and Issues Summary

#### Project Risks and Issues

ID	Title	Details	Status	Impact	Probability	Date Logged
246	Perceived Gap in Functionality	A perceived gap in functionality between GetCalFresh and BenefitsCal was identified. Select features identified within GetCalFresh are not present within BenefitsCal as they are not part of the project requirements, and change requests were logged to address. Impacts BenefitsCal adoption by Community Partners may be lower as they rely on features (like the referral code) to complete their work. The future migration from GCF to BenefitsCal in 2022 is at risk until features are added to BenefitsCal.	Open	Medium	Medium	05/10/21
277	Technical foundation to establish the screenshare feature via Amazon Connect is at risk to be ready by the originally planned timeline	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> Screen share feature aims to provide an active mode of engagement that allows users to screen share. 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). Since there is an integration and effort impact to Amazon Connect, technical architecture discussions need to continue with keeping county usage volume in mind.	Open	Customers would need to continue existing help and support channels to request assistance	Low	6/1/22

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

Weekly Status Report, June 29, 2022

Period: June 20, 2022 to June 26, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
		<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> <p>Status:</p> <ul style="list-style-type: none"> <li>- Executive huddles were held on 6/3 and 6/13. Direction is given to proceed forward with the effort.</li> <li>- Both CalSAWS and BenefitsCal provided effort estimates to integrate screenshare into the ChatMe frame.</li> </ul> <p>Next steps: Schedule technical work session to elaborate the concept, and set up a release timeline</p>				

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

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

Weekly Status Report, June 29, 2022

Period: June 20, 2022 to June 26, 2022

### 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
None.						

**Table 6.2-2 – CITs**

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

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
None.							

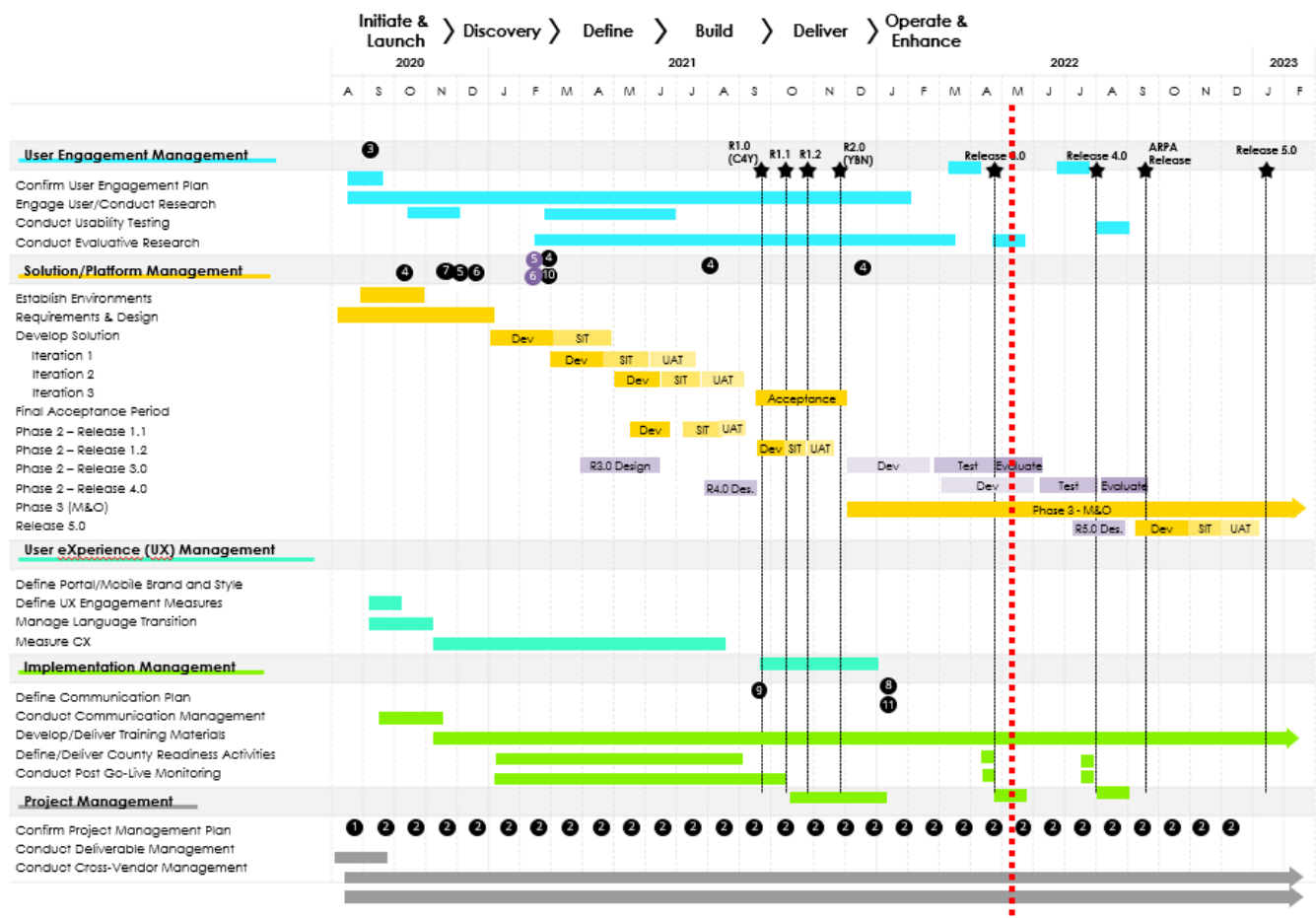
**Table 6.2-3 – CRFIs**

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

Weekly Status Report, June 29, 2022  
 Period: June 20, 2022 to June 26, 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**