

# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: July 04, 2022 to July 10, 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).....	5
2.1.4	Activities for the Next Reporting Period – UCD.....	5
2.2	Development .....	6
2.2.1	Highlights of the Reporting Period – Development .....	6
2.2.2	Activities for the Next Reporting Period – Development .....	7
2.2.3	Burndown.....	8
2.3	System Test Execution .....	8
2.3.1	Highlights of the Reporting Period – System Test Execution .....	8
2.3.2	Activities for the Next Reporting Period – System Test Execution.....	14
2.3.3	User Acceptance Test (UAT) Planning .....	15
2.3.4	Highlights of the Reporting Period – User Acceptance Test Planning .....	15
2.3.5	Activities for the Next Reporting Period – User Acceptance Test Planning .....	15
3.0	Performance Test.....	15
3.1	Highlights of the Reporting Period – Performance Test .....	15
3.2	Activities for the Next Reporting Period – Performance Test .....	15
4.0	Security .....	15
4.1	User Conversion .....	15
4.1.1	Highlights of the Reporting Period – User Conversion Testing .....	15
4.1.2	Activities for the Next Reporting Period – User Conversion Testing .....	16
4.2	Security .....	16
4.2.1	Highlights of the Reporting Period – Security .....	16
4.2.2	Activities for the Next Reporting Period – Security .....	16
5.0	Communications .....	16
5.1	Highlights of the Reporting Period.....	16

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

Weekly Status Report, July 13, 2022

Period: July 04, 2022 to July 10, 2022

---

5.2	Activities for the Next Reporting Period .....	16
6.0	Appendices .....	17
6.1	Appendix A – Deliverable Summary .....	17
6.2	Appendix B – Risks and Issues Summary .....	18
6.3	Appendix C – Project Work Plan Reports .....	21

## 1.0 Project Management

### 1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
July Release (Release 4.0) – Development	<ul style="list-style-type: none"> <li>User Acceptance Testing (UAT) continued for the July Release (Release 4.0) continued providing UAT support.</li> <li>Started preparing for the green light meeting,</li> </ul>
Release: ARPA (September 2022)	<ul style="list-style-type: none"> <li>Development is completed for the Student-Based Archetypes and Community Based Organization (CBO) Referral Code functionality. System testing started on 7/4 and on schedule.</li> </ul>
January 2023 Release (Release 5)	<ul style="list-style-type: none"> <li>Continued to prepare for the R5 design refresher sessions. Proposed timeline and milestones for Release 5.0 (Jan 2023) awaiting partner confirmation. AI CSPM-54173.</li> </ul>
Office of Digital Innovation (ODI) Briefing/Demo	<ul style="list-style-type: none"> <li>Met with the Office of Digital Innovation (ODI) on 7/7 and provided a demonstration of BenefitsCal</li> </ul>
Stakeholder follow-up meeting with Los Angeles	<ul style="list-style-type: none"> <li>Coordinating with Consortium leadership and LA County for the meeting scheduled on 7/12/2022 with Advocates</li> </ul>
CalWIN Wave 1 Support	<ul style="list-style-type: none"> <li>Received the greenlight from Consortium for the CalWIN Wave 1 Support Change Request (CR) and to proceed forward with support activities.</li> </ul>
Final Acceptance	<ul style="list-style-type: none"> <li>Met with QA and Consortium Project Management Leadership on the BenefitsCal final acceptance</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:**

- DWP 24.09 CX Monthly Report – June 2022 on 07/11/22.
- DWP 26.01 BOM Review and License Renewals on 07/15/22.
- DWP 25.05 Monthly M&O Report – June 2022 on 07/11/22.
- DWP 27.01 Certificate Review on 07/15/22.
- FWP 31.09 Monthly Security Monitoring Report – June 2022 on 07/11/22.

#### 1.2.2 Activities for the Next Reporting Period

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

- FWP 31.09 BenefitsCal Marketing and Communications Plan on 07/22/22.

## 1.3 BenefitsCal Collaboration Model

### 1.3.1 Highlights of the Reporting Period

- ▶ **July Meeting** – Continued working with the Consortium on agenda and next steps including an Adhoc meeting in July and 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 and 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**
  - Prepared for Release 5.0 Design sessions.
  - Continue to address functional queries from Development and System Test teams regarding Release 4.0 and Release 4.1.5 functionalities.
  - Conducted a BenefitsCal demo for the Office of Digital Innovation on 07/07/22.

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

- ▶ **Designs**
  - Prepare for Release 5.0 Design sessions.
  - Continue to address functional queries from Development and System Test teams regarding Release 4.0 and Release 4.1.5 functionalities.
  - Conduct a BenefitsCal Stakeholders Meeting with Los Angeles County and Advocates on 07/12/22.
  - Address comments on DWP 32\_BenefitsCal\_Communications and Marketing Plan

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

- ▶ **CX Measurements Data** – Monitored 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 07/04/22.
- ▶ **Work Product 24.09** – Completed a draft of the 24.09: CX Monthly Report – June 2022 Draft Work Product (DWP) for submission on 07/11/22.
- ▶ **UCD Research** – Synthesized and analyze data collected from focus group with county workers related to the Release of Information. Integrate findings into final iteration of the CBO Journey Map.

#### 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 07/04/22.
- ▶ **Work Product 24.09** – Address comments for 24.09: CX Monthly Report – June 2022 Draft Work Product (DWP).

- **UCD Research** – Synthesize and analyze data collected from focus group with county workers related to the Release of Information. Integrate findings into final iteration of the CBO Journey Map.

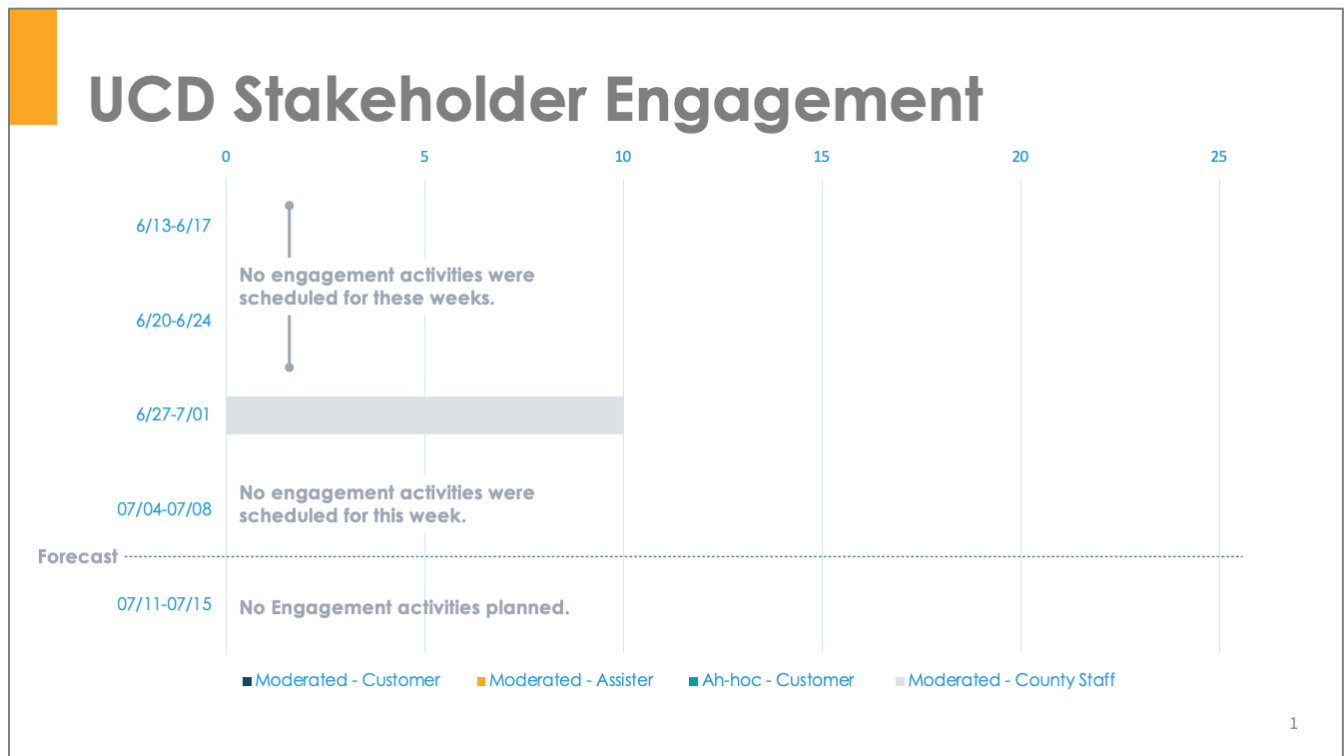


Figure 2.1-1 – UCD Stakeholder Engagement

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 07/08/22	Actual for Week Ending 07/08/22	Total Planned for the Release	Comments
4.0	1	1	5	

Table 2.2-1– Enhancement Actuals for Reporting Period

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

Weekly Status Report, July 13, 2022

Period: July 04, 2022 to July 10, 2022

### Release 4.0

- ▶ **System Test Support** – Provided System Test (SIT) support for Chatbot Voice Integration.
- ▶ **Independent UAT Test Support** - Provided Independent UAT Test support for the Two-Way Messaging functionality.
- ▶ **Consortium UAT Test Support** - Provided Consortium UAT Test support for the Two-Way Messaging functionality and Chatbot Voice Integration.

### Release 4.1.5

- ▶ **Widget Development** – Developed six (6) widgets for the Student Based Application and CBO Campaign referrals modules.
- ▶ **SIT Support** – Provided SIT (System Test) Cycle 1 support for the Student Based Application and CBO Campaign Referrals modules.

## 2.2.2 Activities for the Next Reporting Period – Development

### Enhancements (M&E)

Release	Planned for Week Ending 07/08/22	Total Planned for the Release	Total Completed for the Release	Comments
4.0	0	5	5	
4.1.5	0	4	0	CSPM-50517, CSPM-56540, CSPM-56586, CSPM-56728 requirements and approvals are awaited.

Table 2.2-2 – Planned Enhancement Work

### Release 4.0

- ▶ Delay in delivery of three (3) languages (Chinese, Korean, and Japanese) to SIT for Chatbot Voice Integration
  - **Reason** – Amazon Web Services (AWS) Lex is not identifying varying accent related inputs for the 3 languages (Chinese, Korean, and Japanese).
  - **New Release Date** – BenefitsCal is working with the AWS Product team to triage the issues and put steps in place to train the bot. The release date will be decided after the sign-off of the identified issues.
  - **Mitigation Plan** –Ongoing analysis for identifying a solution with AWS Product team. Work toward training the bot with native speakers for these three (3) languages.
- ▶ **System Test Support** – Provide System Test support for Chatbot Voice integration.
- ▶ **Independent UAT Test Support** - Provide Independent UAT Test support for the Two-Way Messaging functionality and Chatbot Voice Integration.
- ▶ **Consortium UAT Test Support** - Provide Consortium UAT Test support for the Two-Way Messaging functionality and Chatbot Voice Integration.

## Release 4.1.5

- ▶ **Widget Development** – Obtain Missing translations for Student based application and CBO Referral modules and complete multi-language translation activity as part of CSPM-56732 by 07/18/22 and deliver to SIT by 07/19/22.
- ▶ **SIT Support** – Provide SIT (System Test) Cycle 1 support for the Student Based Application and CBO Campaign Referrals modules.

### 2.2.3 Burndown

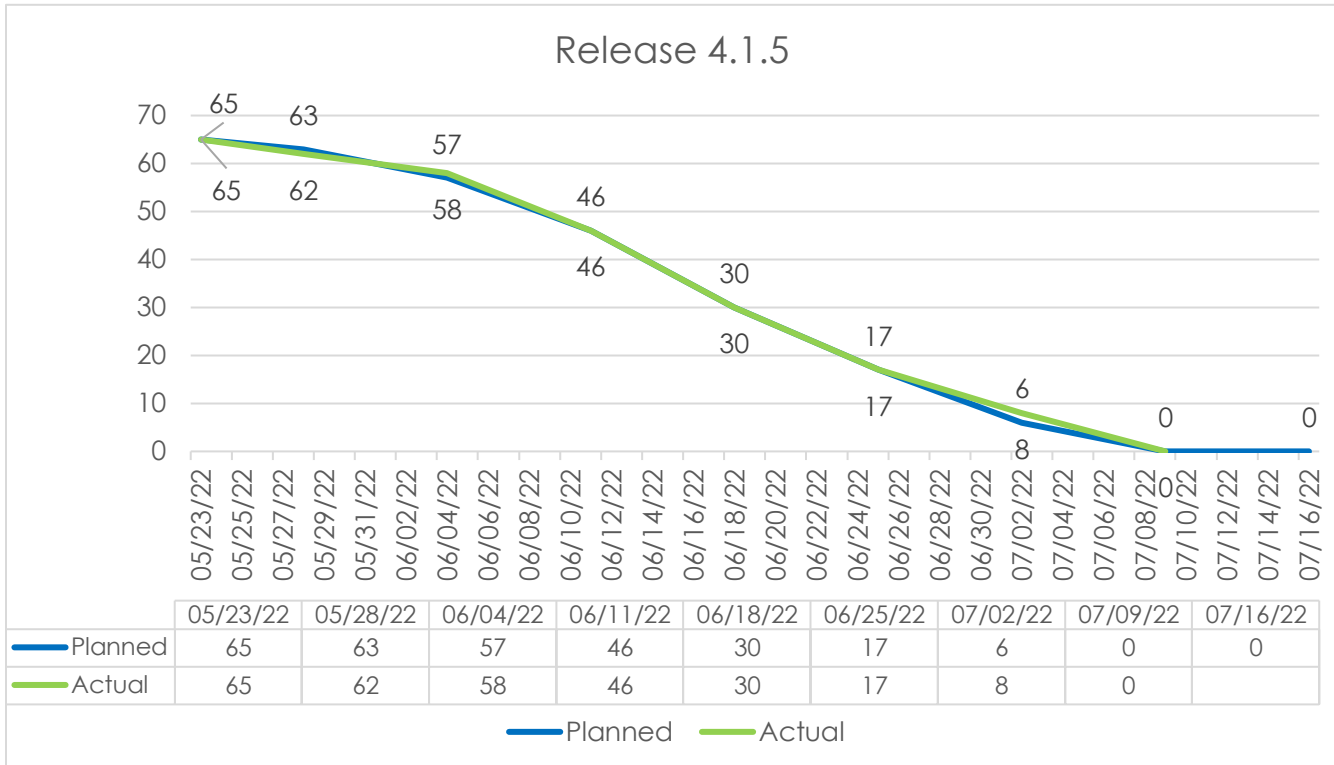


Figure 2.2-1 – Development: Release 4.1.5 Burndown

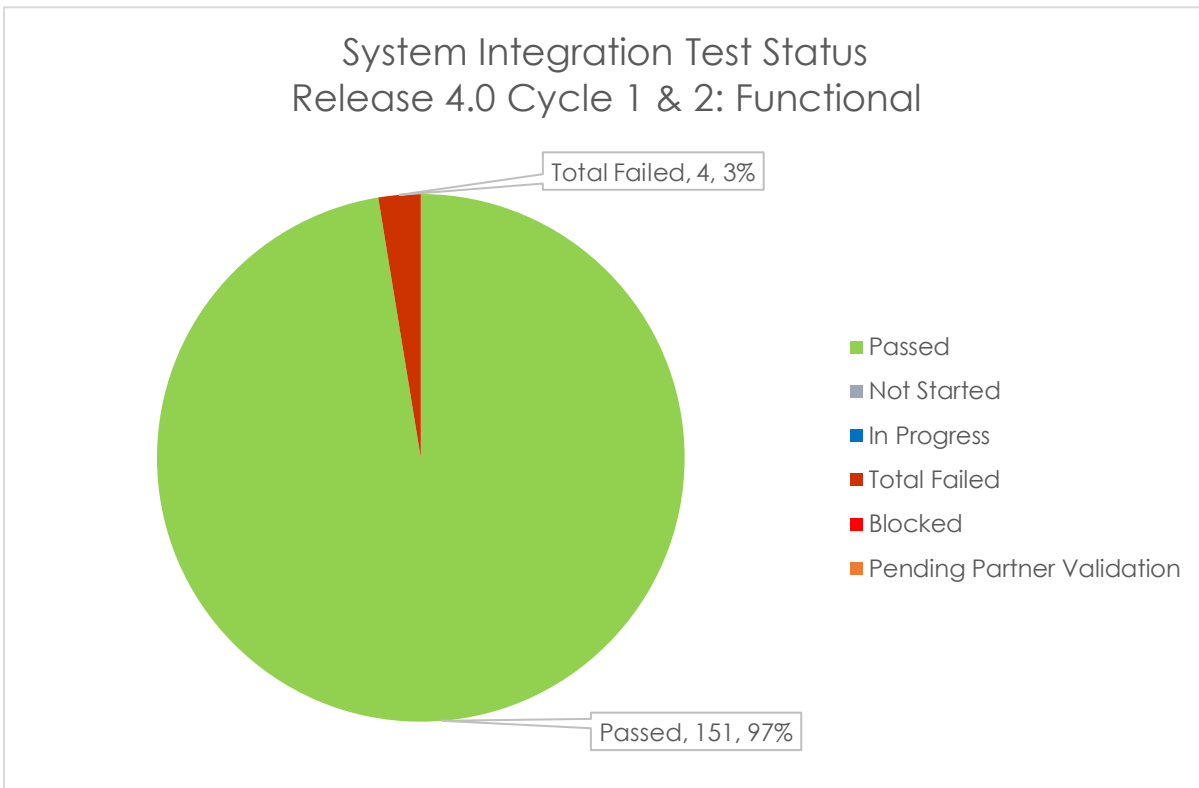
## 2.3 System Test Execution

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

- ▶ **Testing Support** – Provided testing support for Maintenance and Operations (M&O) and DD&I Release 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 & M&O.
- ▶ **Functional Test Cases Release 4.0** –
  - **Cycle 1:** 115 out of 115 test cases have been executed (100% executed) with 97% 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 97% and execution rate is 100% inclusive of Cycle1 and Cycle 2.



- ▶ **Non-Functional Test Cases for Release 4.0 –**
  - **Cycle 1 and 2:** Executed 525 out of 525 test cases for non-functional tests with 100% 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 Testing for Release 4.1.5 has been started from 7/4/2022
  - **Cycle 1:** 44 out of 61 test cases have been executed (72% executed) with 89% pass of execution rate.
- ▶ **Non-Functional Test Cases for Release 4.1.5 –** Non - functional Testing (ADA, Multi Language, Cross Browser and Cross Device) for Release 4.1.5 has been started from 7/4/2022
  - **Cycle 1:** Executed 270 out of 810 test cases for non-functional tests with 78% pass of executed (33% executed) rate for Release 4.0 Cross-Browser, Cross-Device, ADA, and Multi-Language.



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

- ▶ Four (4) failed test cases are associated with the Multi-Language voice implementation gaps for Japanese, Korean, and Chinese specifically around the usage of currency.
  - BenefitsCal Development team is working with the AWS product team to identify an alternate currency slot implementation approach for Japanese, Korean, and Chinese languages.
  - Based on the discussions with the AWS product team so far, the Chatbot in the identified languages will need to be trained to understand the different dialects and accents. An alternate approach would be to release these languages as a learning mode version while the bot adapts to the accents or intonations and later enable the final version of Chatbot in Production for these three languages.

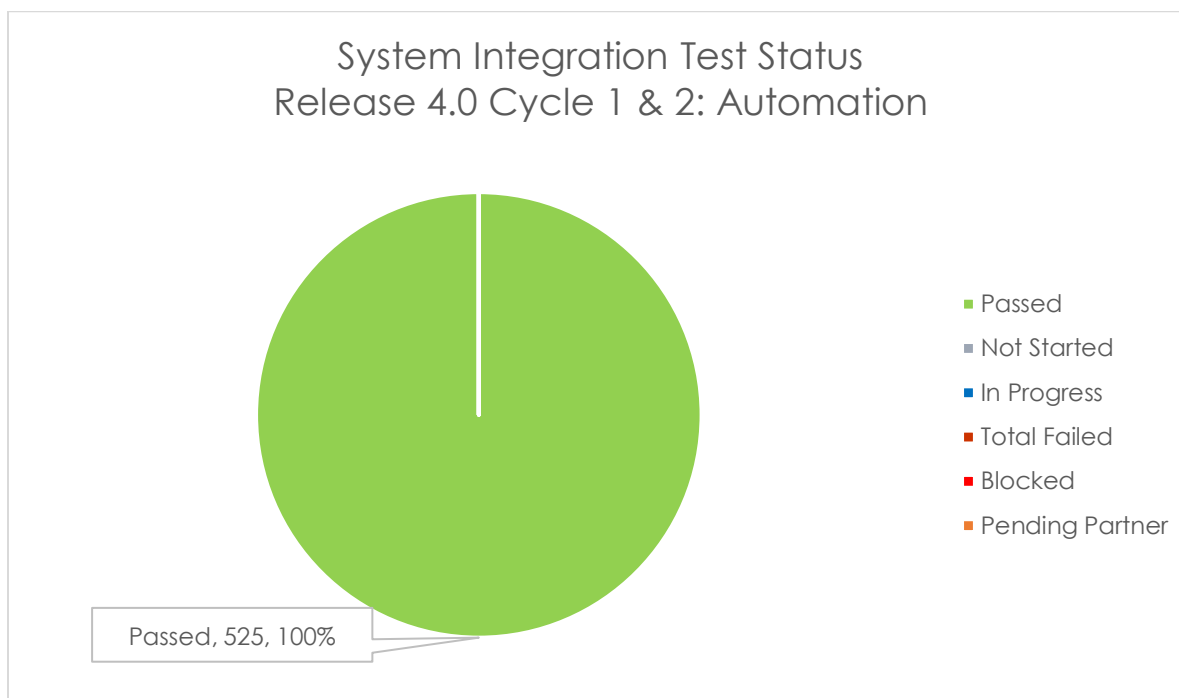
## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 13, 2022

Period: July 04, 2022 to July 10, 2022

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>155 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>97%</b>	<b>97%</b>	<b>155 Test Cases</b>
System Test Complete Date: 06/24/22			

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



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

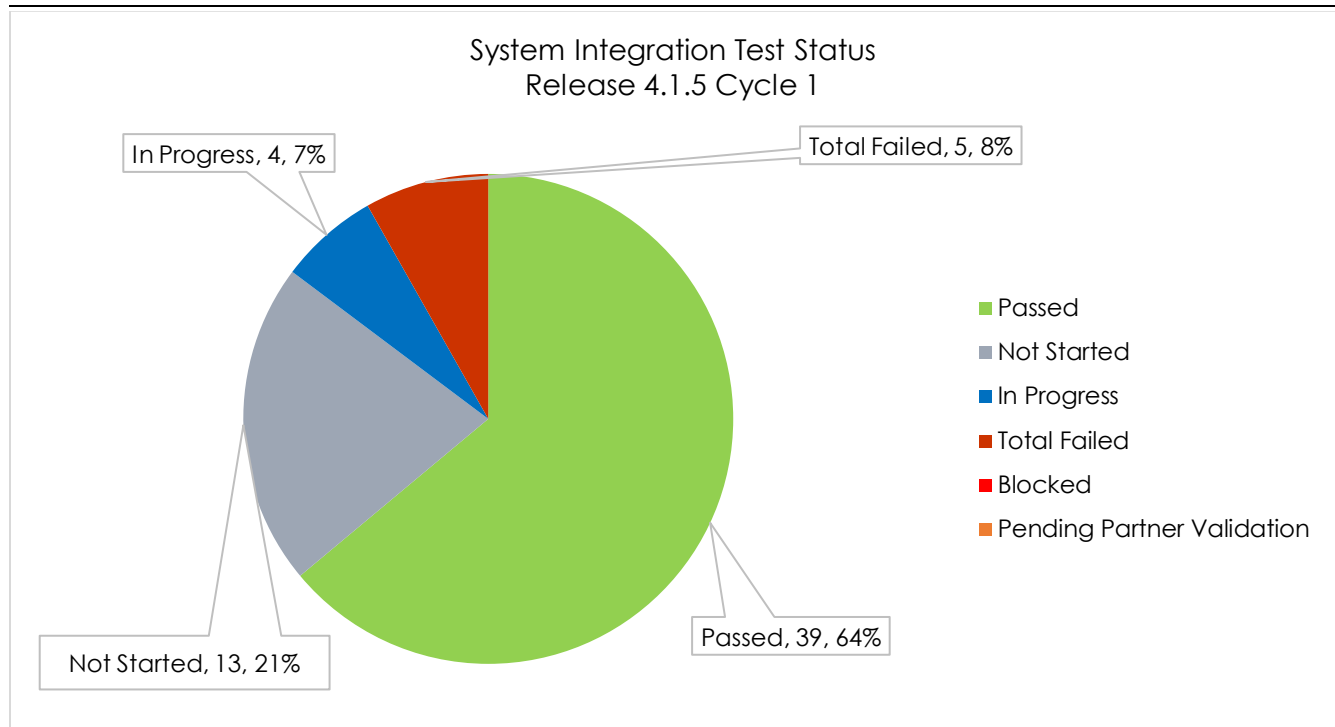
System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned*</b> (+/- from previous week)	<b>90%</b>	<b>90%</b>	<b>525 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>100%</b>	<b>100%</b>	<b>525 Test Cases</b>
System Test Complete Date: 06/24/22			

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

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

Weekly Status Report, July 13, 2022

Period: July 04, 2022 to July 10, 2022



**Figure 2.3-5 – System Test Execution Status (Functional): Release 4.1.5**

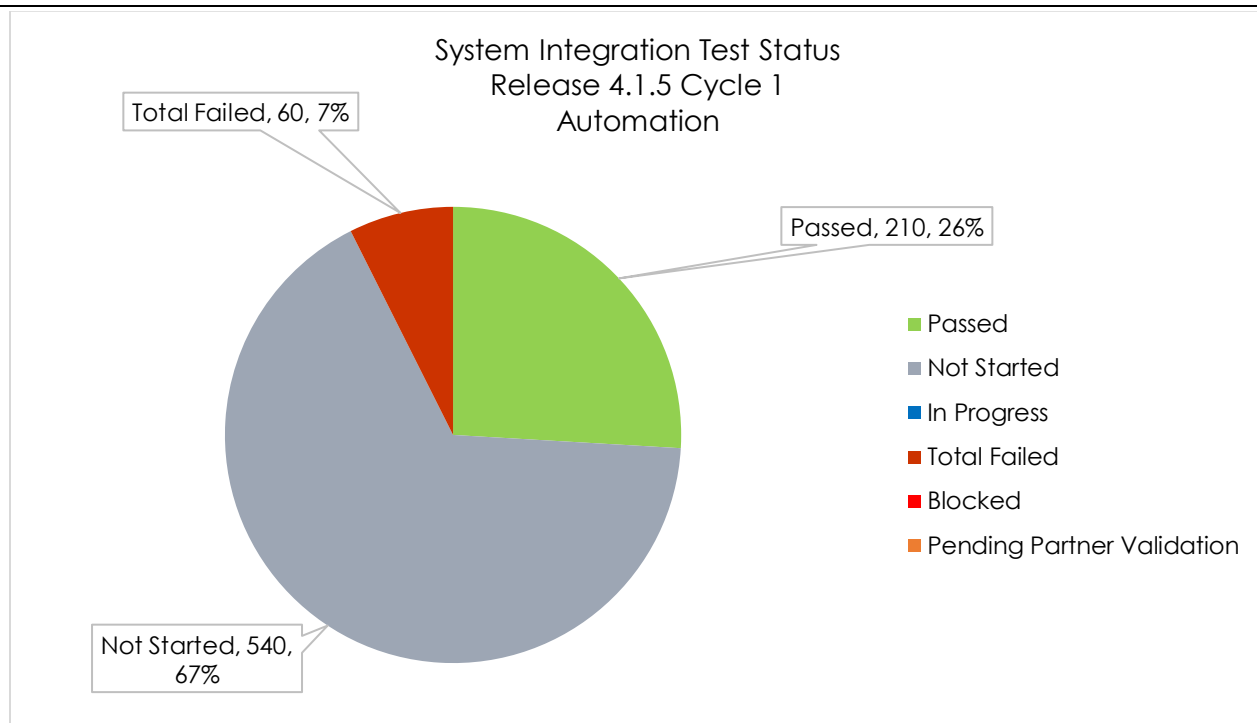
System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned*</b> (+/- from previous week)	<b>33%</b>	<b>33%</b>	<b>20 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>58%</b>	<b>58%</b>	<b>44 Test Cases</b>
System Test Complete Date: 08/05/22			

**Figure 2.3-6 – Pass Rate (Functional): Release 4.1.5**

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

Weekly Status Report, July 13, 2022

Period: July 04, 2022 to July 10, 2022



**Figure 2.3-7 – System Test Execution Status (Automation): Release 4.1.5**

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned*</b> (+/- from previous week)	<b>20%</b>	<b>20%</b>	<b>200 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>27%</b>	<b>27%</b>	<b>270 Test Cases</b>
System Test Complete Date: 08/05/22			

**Figure 2.3-8 – Pass Rate (Automation): Release 4.1.5**

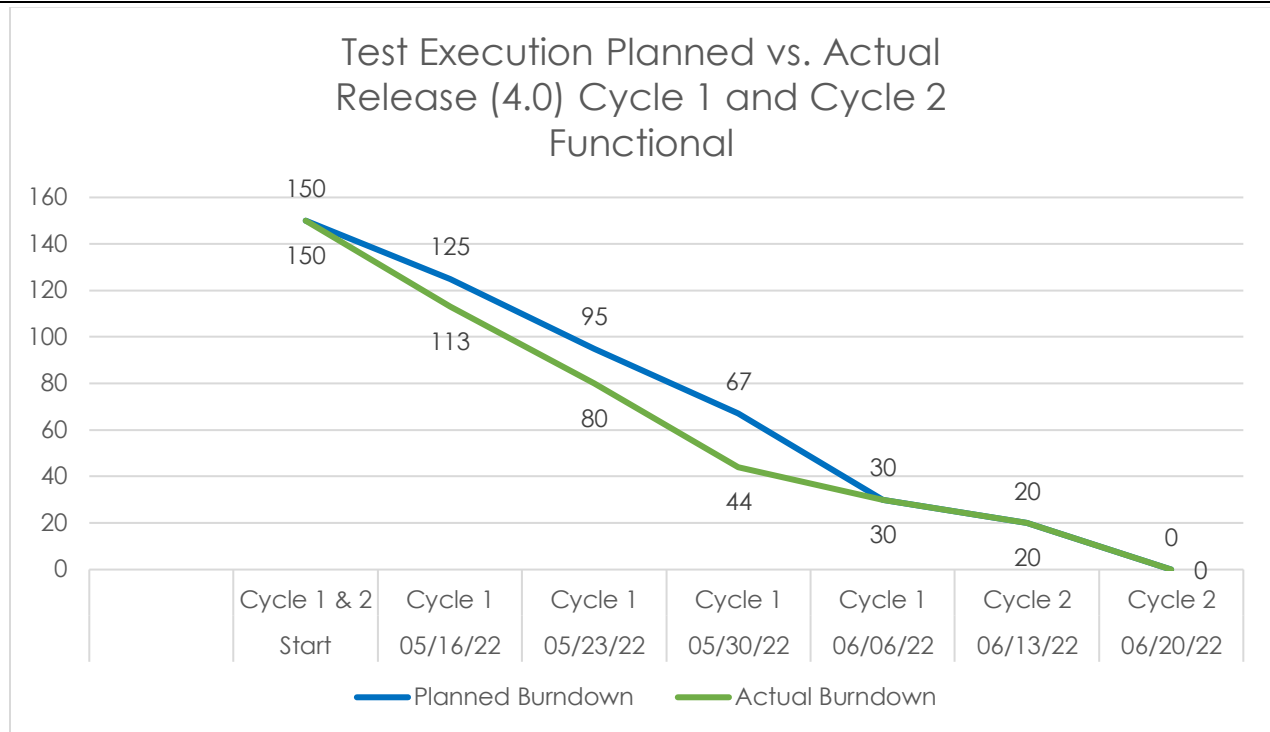


Figure 2.3-9 – Execution Burndown Chart (Functional): Release 4.0

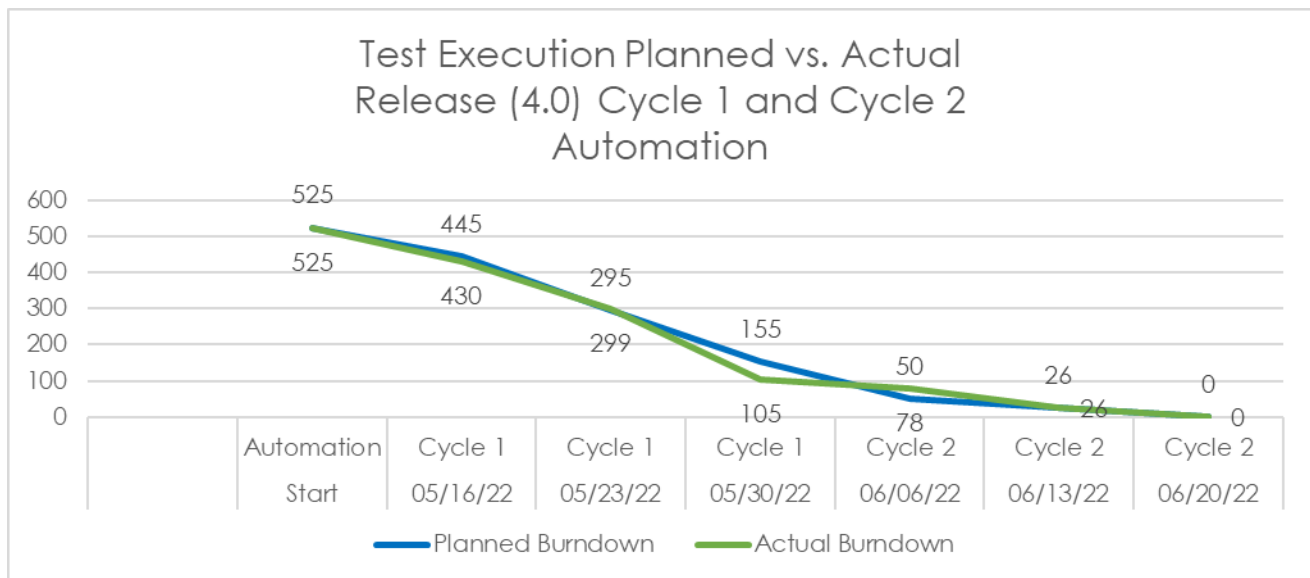
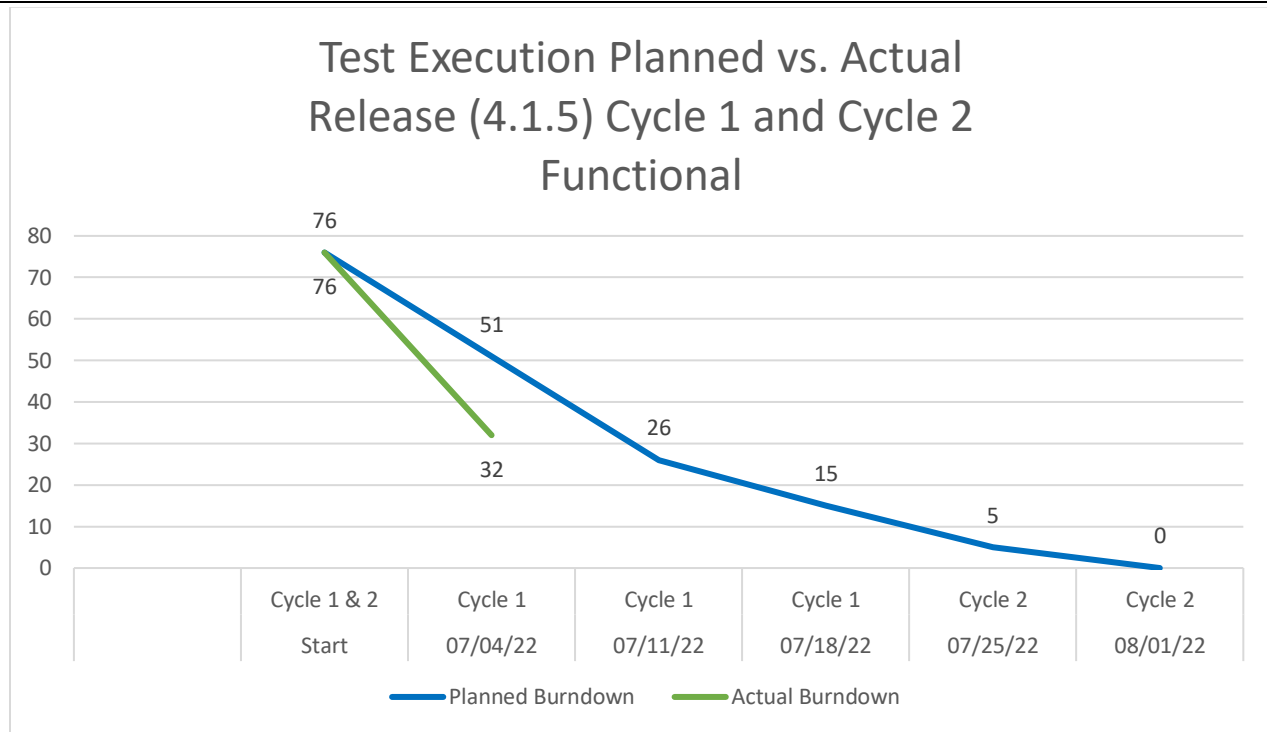
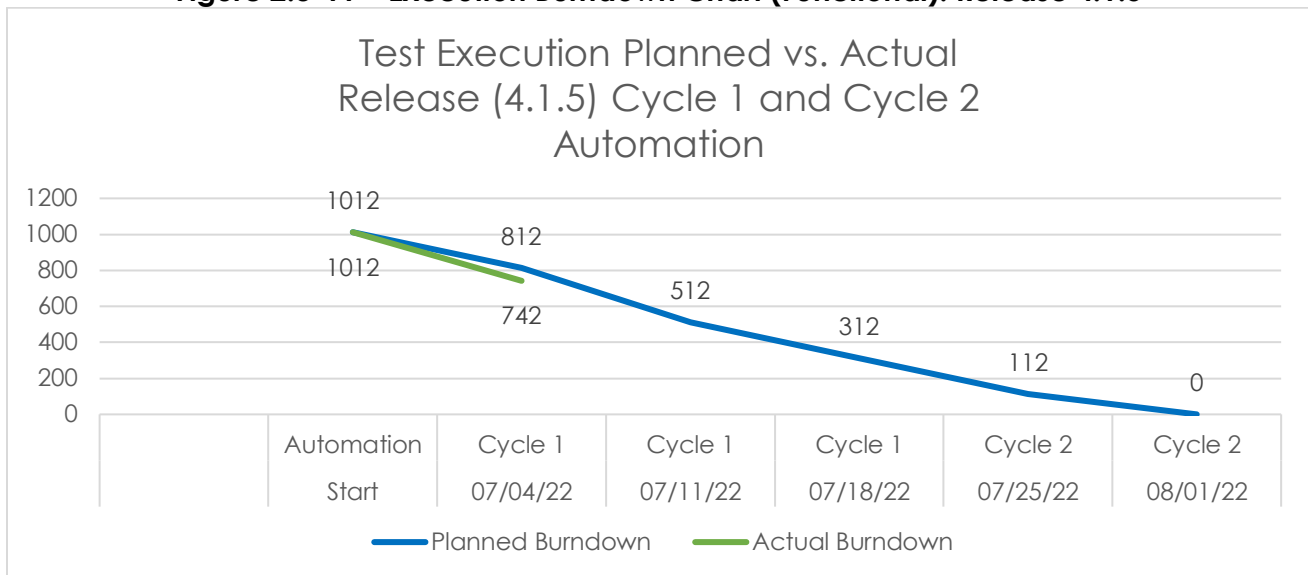


Figure 2.3-10 – Execution Burndown Chart (Automation): Release 4.0



**Figure 2.3-11 – Execution Burndown Chart (Functional): Release 4.1.5**



**Figure 2.3-11 – Execution Burndown Chart (Automation): Release 4.1.5**

### 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 work with Amazon Lex to complete retest of four (4) failed test cases once fix has been provided.
- ▶ **Release 4.1.5** – Continue to execute System Test Cycle 1 for Release 4.1.5.

## 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.
- ▶ **UAT Test Execution** – UAT Test Execution has been completed with 100% pass rate.

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

- ▶ **Test Support** – Continue to support UAT team during their ad-hoc execution.

## 3.0 Performance Test

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

- ▶ **Release 4.0 Performance Testing Activities** – Team certified release 4.0 on build 4.0.0\_0110 and stats published
- ▶ **New Imaging and Appointment APIs Migration and Performance Test Activities** – Performance tested as part of release 4.0

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

- ▶ **Release 3.2 BenefitsCal** – Performance Test Results published for 3.2.
- ▶ **Release 4.0 BenefitsCal** – Performance Test Results published for 4.0.

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 developed. Also, validated all existing scripts on codebase 4.0.0_0110. <b>Execution dates:</b> 06/13/22 – 07/06/22	100% 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** – Worked with Gainwell team to generate extracts of CBO User information for the Wave 1 Counties.

#### 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.
- Notify Wave 1 County PPOCs to begin their review of the CBO User Extracts.

#### 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 07/8/22.

##### 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
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
09.01	Maintenance & Operations (M&O) Plan – L.A. County	On track	FDEL approval 07/12/22

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

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

Weekly Status Report, July 13, 2022

Period: July 04, 2022 to July 10, 2022

### Work Product Status by Submission

		Complete	Coming Soon	
ID	Work Product Name	DWP	FWP	Final Approval
24.08	CX Monthly Report – May 2022	06/07/22	06/17/22	06/24/22
24.09	CX Monthly Report – June 2022	07/11/22	07/18/22	07/28/22
25.04	Monthly M&O Report – May 2022	06/07/22	06/17/22	06/24/22
25.05	Monthly M&O Report – June 2022	07/11/22	07/18/22	07/28/22
26.00	BOM Review and License Renewals	04/08/22	04/22/22	05/02/22
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
28.02	BenefitsCal Work Plan Monthly Updates – May 2022	N/A	06/05/22	06/13/22
28.02	BenefitsCal Work Plan Monthly Updates – June 2022	N/A	07/08/22	07/18/22
29.02	BenefitsCal Monthly Status Report – May 2022	N/A	06/05/22	06/13/22
29.02	BenefitsCal Monthly Status Report – June 2022	N/A	07/08/22	07/18/22
31.08	Monthly Security Monitoring Report – May 2022	N/A	06/05/22	06/13/22
31.09	Monthly Security Monitoring Report – June 2022	N/A	07/11/22	07/19/22
32.00	BenefitsCal Marketing and Communications Plan	06/30/22	07/22/22	08/01/22

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

### Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.09	CX Monthly Report – June 2022	On track	DWP submission 07/11/22 FWP submission 07/22/22 FWP approval 07/28/22
25.05	Monthly M&O Report – June 2022	On track	DWP submission 07/11/22 FWP submission 07/22/22 FWP approval 07/28/22
32.00	BenefitsCal Marketing and Communications Plan	On track	FWP submission 07/22/22 FWP approval 08/01/22

**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
246	Perceived Gap in Functionality	A perceived gap in functionality between GetCalFresh and BenefitsCal was identified. Select features identified within	Open	Medium	Medium	05/10/21

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

Weekly Status Report, July 13, 2022

Period: July 04, 2022 to July 10, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
		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.				
277	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> </ol>	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, July 13, 2022

Period: July 04, 2022 to July 10, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
		<ol style="list-style-type: none"> <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****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**

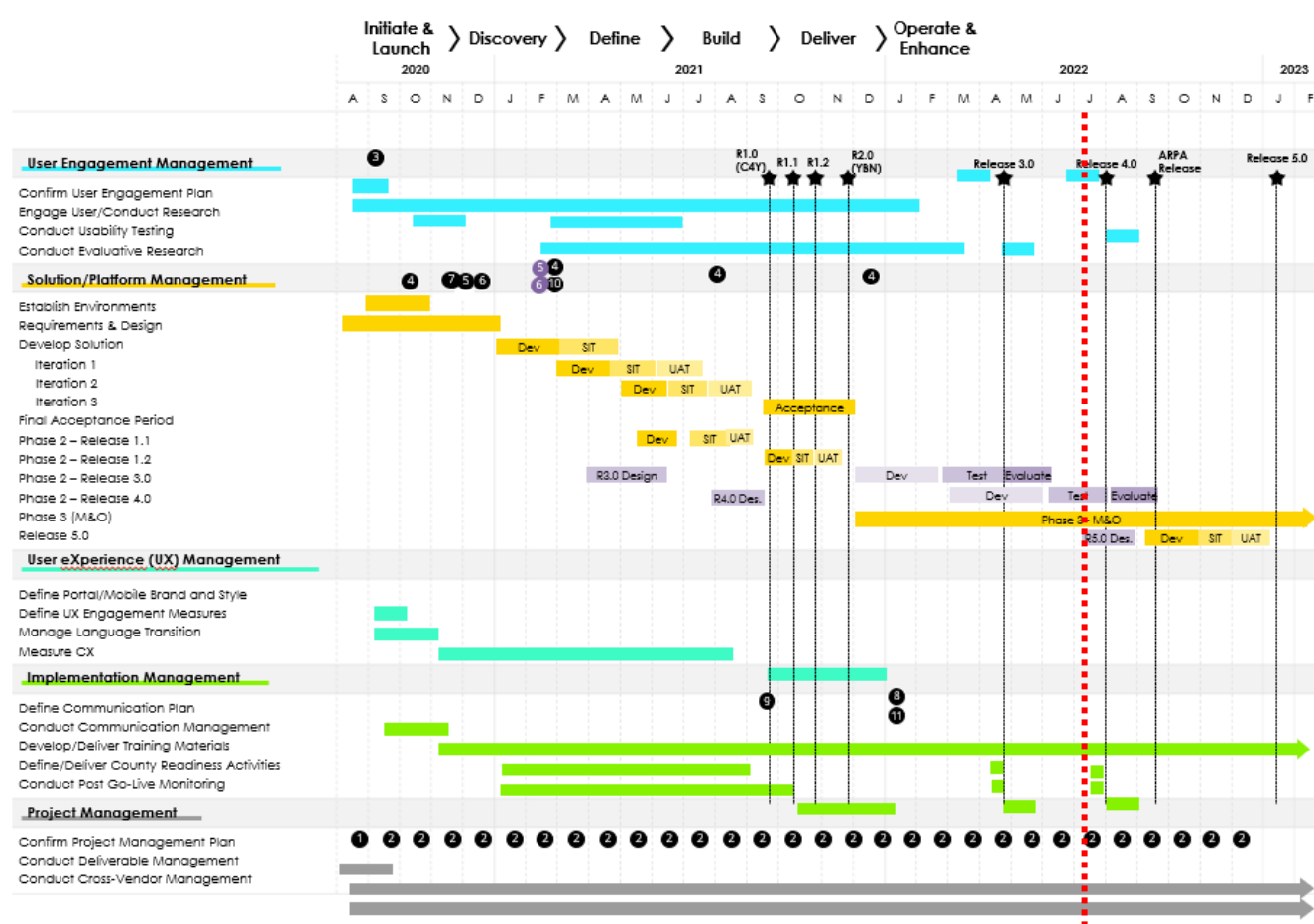
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

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

Table 6.2-3 – CRFIs

## 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