

CalSAWS BenefitsCal  
(Portal/Mobile) Weekly  
Status Report

**Reporting Period: July 18, 2022 to July 24, 2022**

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## 1.0 Project Management

### 1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
July Release (Release 4.0)	<ul style="list-style-type: none"> <li>User Acceptance Testing (UAT) is complete and the release is on-schedule for the July 28 Production deployment.</li> </ul>
Release: ARPA (September 2022)	<ul style="list-style-type: none"> <li>Cycle 1 of System Testing is complete, and Cycle 2 is in-progress and on schedule for the Student-Based Archetypes and Community Based Organization (CBO) Referral Code functionality.</li> </ul>
January 2023 Release (Release 5)	<ul style="list-style-type: none"> <li>Conducted Release 5.0 Design refresher sessions for CalWORKs 2.0 requirements on 07/19/22.</li> <li>Proposed timeline and milestones for Release 5.0 (Jan 2023) awaiting partner confirmation. AI CSPM-54173.</li> </ul>
Collaboration Model (CM)	<ul style="list-style-type: none"> <li>Next meeting is scheduled for 07/29/22 and the agenda is shared with CM participants.</li> <li>Continued to work with Consortium to plan the agenda items for the next Adhoc meeting.</li> </ul>
Screenshare	<ul style="list-style-type: none"> <li>Met with the Contact Center group, the Consortium, and the QA team to discuss the implementation timeline.</li> </ul>
Final Acceptance	<ul style="list-style-type: none"> <li>Presented BenefitsCal Final Acceptance to the Project Steering Committee (PSC) meeting on 07/21/22 and Joint Powers Authority (JPA) meeting on 07/22/22.</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:**

- FWP 24.09: CX Monthly Report – June 2022 on 07/21/22.
- FWP 25.05: Monthly M&O Report – June 2022 on 07/21/22.
- FWP 32.00: BenefitsCal Marketing and Communications Plan on 07/22/22.

### 1.2.2 Activities for the Next Reporting Period

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

- FWP 26.01: BOM Review and License Renewals on 07/29/22.
- FWP 27.01: Certificate Review on 07/29/22.

## 1.3 BenefitsCal Collaboration Model

### 1.3.1 Highlights of the Reporting Period

▶ **July Meeting**

- Continued working with the Consortium on the agenda and next steps including an ad-hoc meeting in July and a review of the group process, the Charter, and the Enhancement list. Sent the agenda to CM participants.

### 1.3.2 Activities for the Next Reporting Period

▶ **Next Meeting**

- Work with Consortium and participate in the Adhoc CM meeting scheduled for 07/29/22.

## 2.0 Application Development and Test

### 2.1 Requirements and Design

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

▶ **Designs**

- Continued to address functional queries from the Development and System Test teams regarding Release 4.0 and Release 4.1.5 functionalities.
- Conducted Release 5.0 Design sessions on 07/19/22 for the CalWORKs 2.0 requirements.
- Conducted a Communications and Marketing (ARPA Enhancement) kickoff meeting on 07/22/22.
- Submitted the 32.00: Communications and Marketing Plan Final Work Product (FWP) on 07/22/22.

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

▶ **Designs**

- Continue to address functional queries from the Development and System Test teams regarding Release 4.0 and Release 4.1.5 functionalities.
- Close out comments received for 32.00: Communications and Marketing Plan FWP.
- Prepare the 05.07: General System Design (GSD) – Release 4.0 Draft Deliverable (DDEL) for submission.
- Prepare for the Self-Service Portal Committee Meeting on 08/02/22.
- Prepare for the Release 5.0 Design sessions on 08/04/22 for the Support Requests requirements.

#### 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 07/18/22.

▶ **Work Product 24.09**

- Addressed comments received for the 24.09: CX Monthly Report – June 2022 Draft Work Product (DWP).

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- Submitted the 24.09: CX Monthly Report – June 2022 Final Work Product (DWP) on 07/21/22.

### ► UCD Research

- Synthesized and analyzed the data collected from focus group with county workers related to the Release of Information. Integrated findings into the 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 07/25/22.

### ► Work Product 24.09

- Close out comments received for the 24.09: CX Monthly Report – June 2022 Final Work Product (FWP).

### ► UCD Research

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

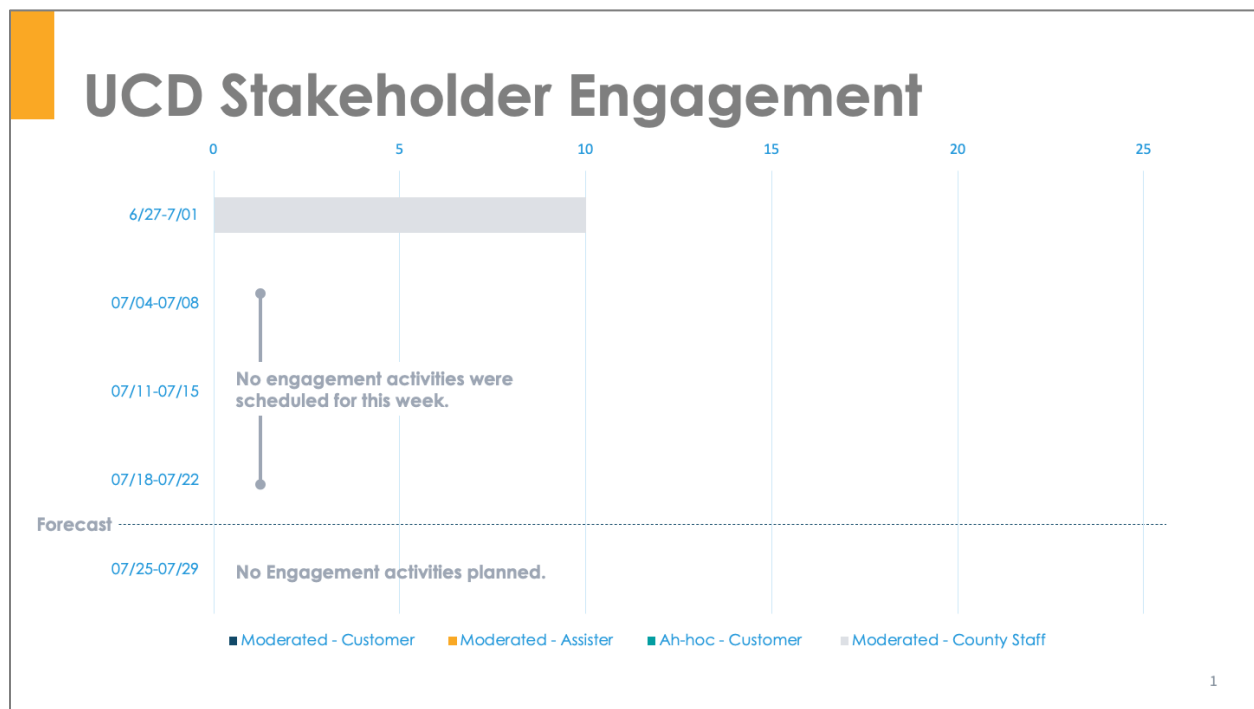


Figure 2.1-1 – UCD Stakeholder Engagement

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 2.1-1 – Data Requests for CX Measurement

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### 2.2 Development

#### 2.2.1 Highlights of the Reporting Period – Development

##### Enhancements (M&E)

Release	Planned for Week Ending 07/22/22	Actual for Week Ending 07/22/22	Total Planned for the Release	Comments
4.0	0	0	5	
4.1.5	1	3	3	

Table 2.2-1 – Enhancement Actuals for Reporting Period

##### Release 4.0

- ▶ **System Test Support**
  - Provided System Test (SIT) support for CalWIN Counties.
- ▶ **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

- ▶ **SIT Support**
  - Provided SIT Cycle 2 support for the Student Based Application and CBO Campaign Referrals modules.
- ▶ **Enhancements**
  - Completed three (3) enhancements (CSPM-56586, CSPM-56540, CSPM-50517) based on the Student Application module and delivered to SIT on 07/22/22.

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

##### Enhancements (M&E)

Release	Planned for Week Ending 07/29/22	Total Planned for the Release	Total Completed for the Release	Comments
4.0	0	5	5	
4.1	1	2	0	
4.1.5	0	3	3	

Table 2.2-2 – Planned Enhancement Work

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### Release 4.0

#### ► Chatbot

- Resolution of silence detection in Chatbot was provided by the AWS Product Team last week for two (2) languages (English and Spanish) and fix for Portuguese to be provided by 08/05/22 and by 08/12/22 for three (3) languages (Chinese, Korean, and Japanese).
- 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 three (3) languages (Chinese, Korean, and Japanese). Currency slot availability from Product team is unavailable on Production.
  - **New Release Date** – BenefitsCal is working with the AWS Product team to triage the issues and put steps in place to train the bot and add currency slot for Income question. **The 4.0 release would have these three (3) languages' voice-based feature disabled, based on the key decision CSPM-56778.** The new release date for voice feature will be decided after the sign-off of the identified issues with the product team.
  - **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 and add currency slot and test in lower environments as part of CSPM-56537.

#### ► SIT Support

- Provide System Test (SIT) support for CalWIN Counties related testing.

#### ► UAT Test Support

- Provide Consortium and Independent 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 07/25/22 and deliver to SIT by 07/28/22.

#### ► Independent UAT Test Support

- Provide Independent UAT Test support for Student based application and CBO Referral modules.

#### ► Security Test Support

- Provide Security Test support for Student based application and CBO Referral modules.

#### ► Performance Test Support

- Provide Performance Test support for Student based application and CBO Referral modules.



### 2.2.3 Burndown

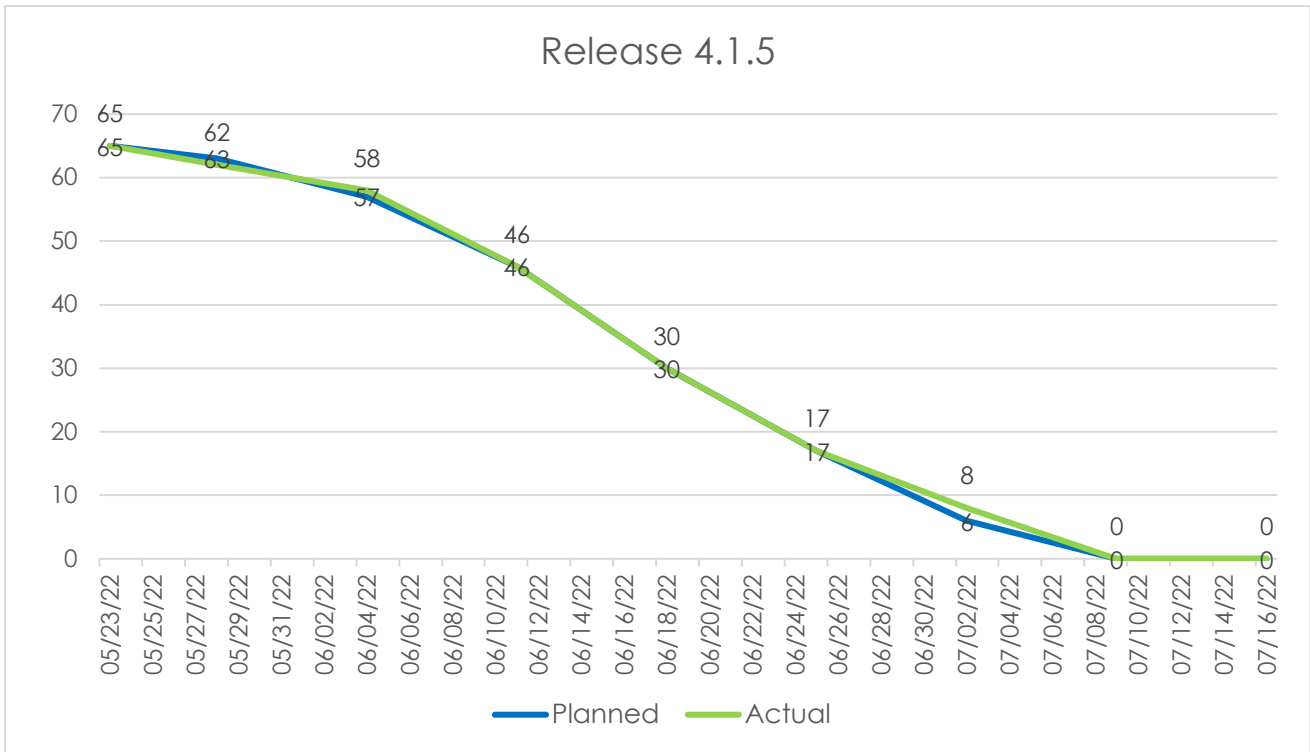


Figure 2.2-1 – Development: Release 4.1.5 Burndown

## 2.3 System Test Execution

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

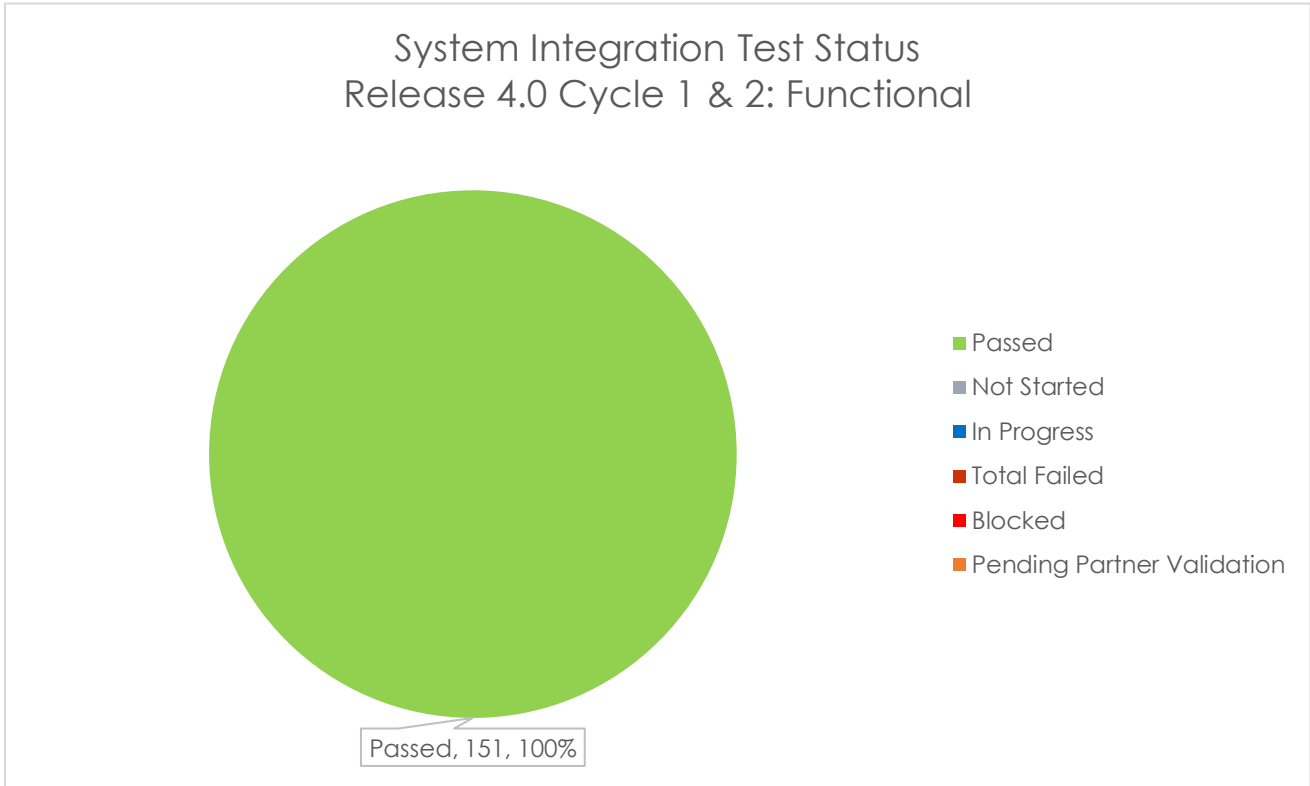
- ▶ **Testing Support**
  - Provided testing support for Maintenance and Operations (M&O) and DD&I Release defects, enhancements, and smoke and regression testing.
- ▶ **Partner Integration Calls**
  - Conducted daily Partner Integration calls to triage cross-partner defects for the Release 4.0, M&E and M&O.
- ▶ **Functional Test Cases Release 4.0**
  - **Cycle 1:** 111 out of 111 test cases have been executed (100% executed) with 100% 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 100% 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**
  - **Cycle 1:** 51 out of 51 test cases have been executed (100% executed) with 100% pass of execution rate.

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- **Cycle 2:** 9 out of 35 test cases have been executed (26% executed) with 100% pass of execution rate.
- ▶ **Non-Functional Test Cases for Release 4.1.5**
  - **Cycle 1 and 2:** 873 out of 1012 test cases have been executed (86% executed) with 84% pass of execution rate for Cross-Browser, Cross-Device, ADA, and Multi-Language.

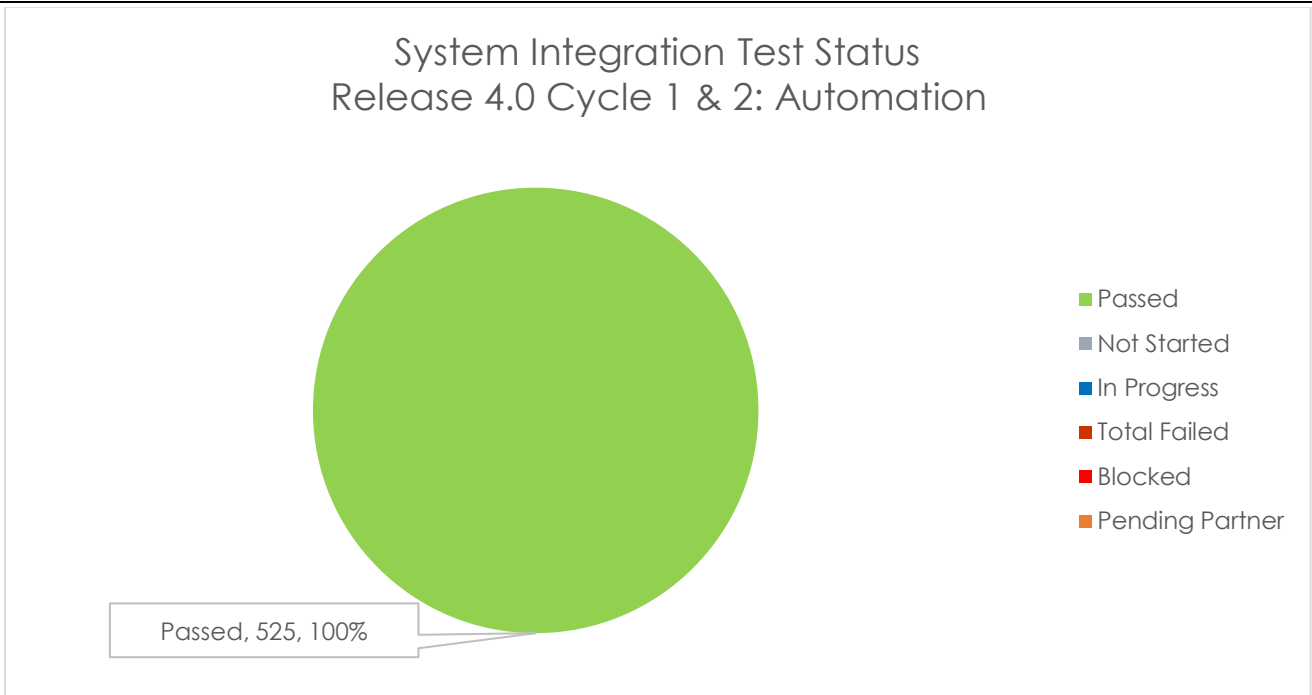


**Figure 2.3-1 – System Test Execution Status (Functional): Release 4.0**

- ▶ Based on approved key decision CSPM-56778, four (4) failed test cases that are associated with the voice implementation of Japanese, Korean, and Chinese specifically for the currency question on Chatbot have been removed from the cycle and the defect CSPM-56537 has been deferred for a future release pending AWS Lex product feature availability.

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>151 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>100%</b>	<b>100%</b>	<b>151 Test Cases</b>
<i>System Test Complete Date: 06/24/22</i>			

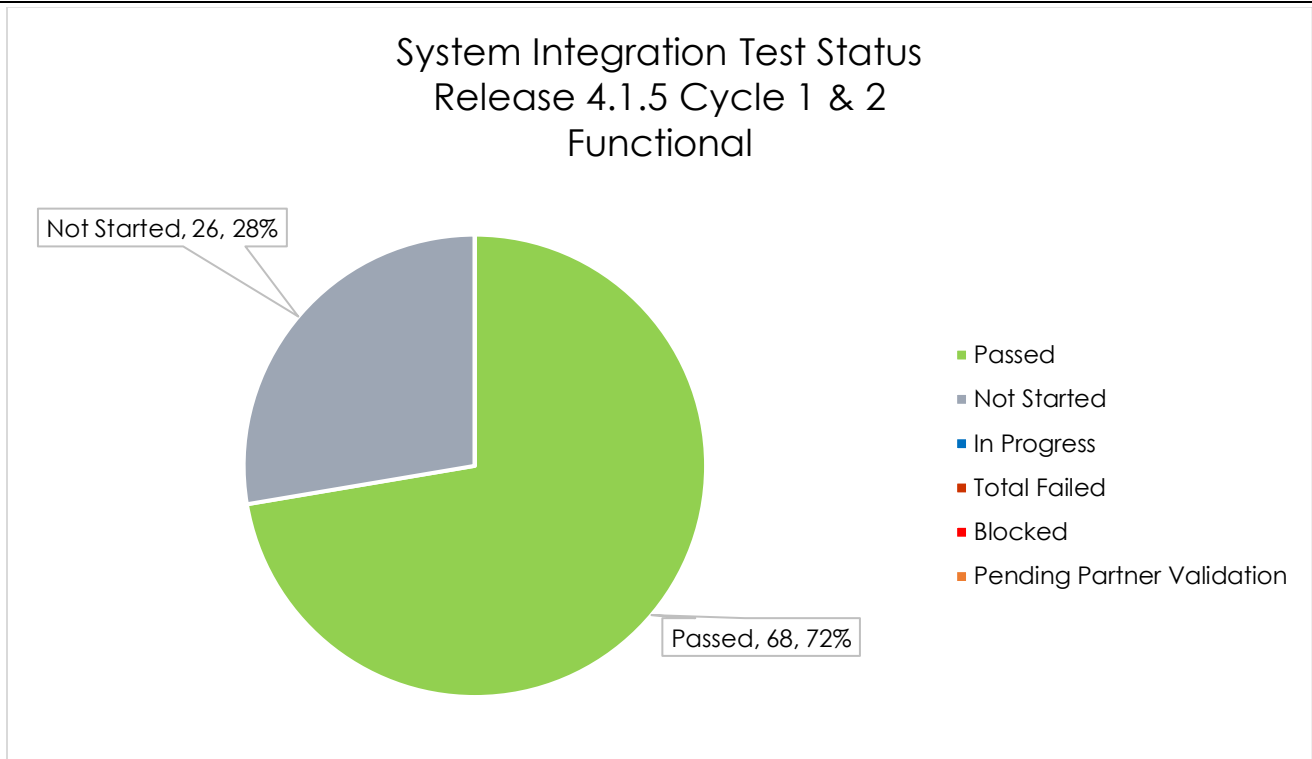
**Table 2.3-1 – Pass Rate (Functional): Release 4.0**



**Figure 2.3-2 – 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>
<i>System Test Complete Date: 06/24/22</i>			

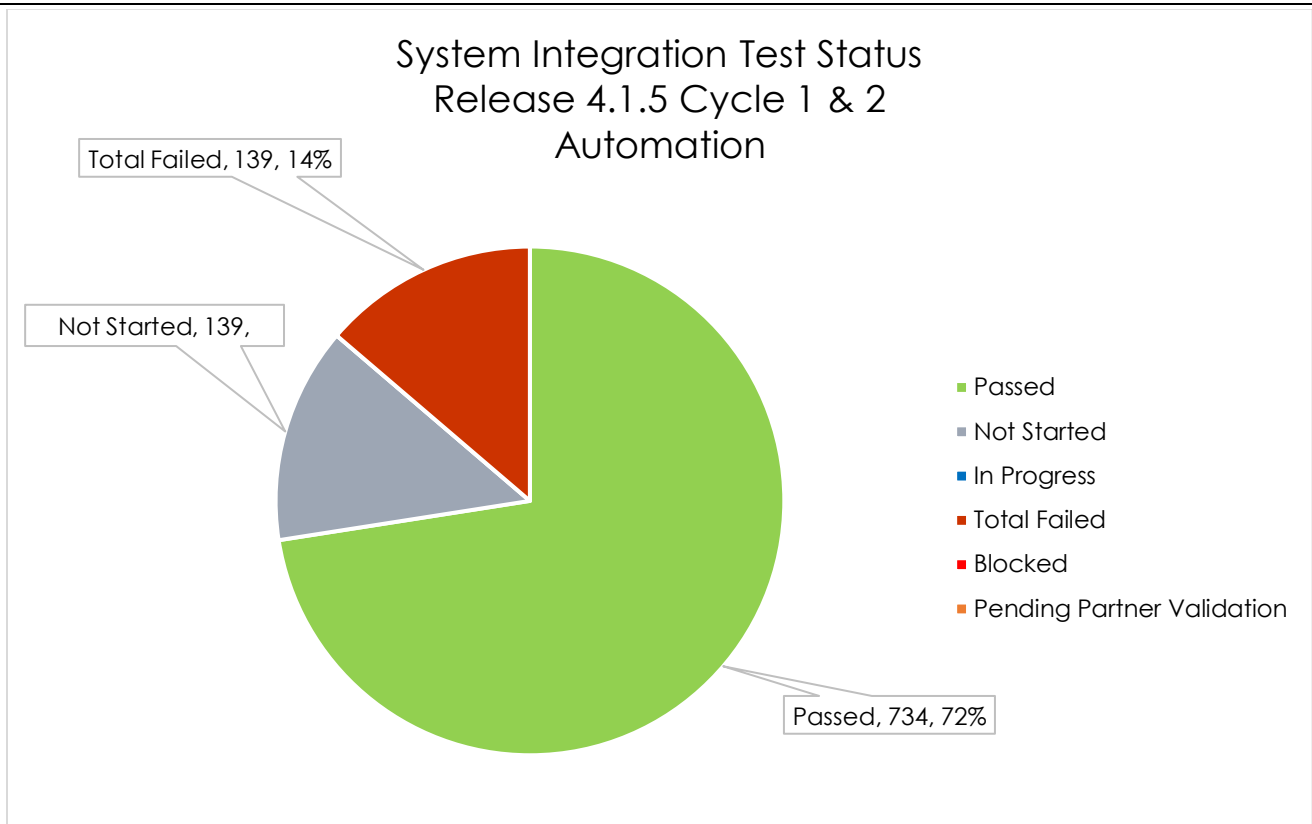
**Table 2.3-2 – Pass Rate (Automation): Release 4.0**



**Figure 2.3-3 – 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>69%</b>	<b>69%</b>	<b>65 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>100%</b>	<b>100%</b>	<b>68 Test Cases</b>
<i>System Test Complete Date: 08/05/22</i>			

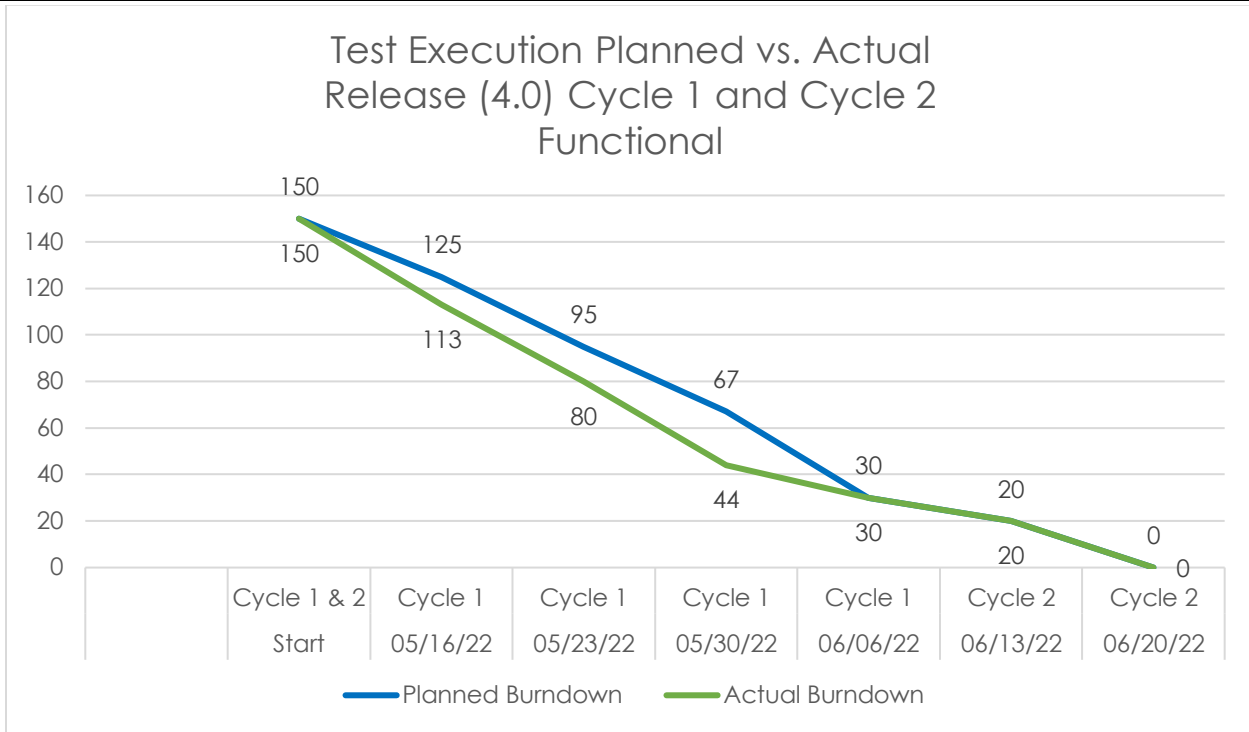
**Table 2.3-3 – Pass Rate (Functional): Release 4.1.5**



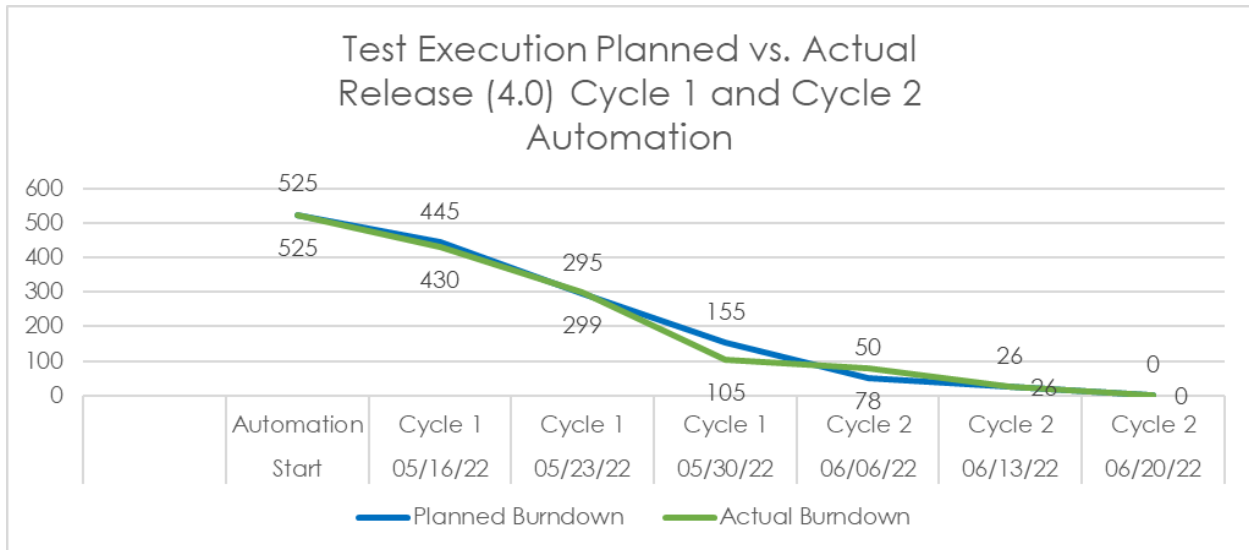
**Figure 2.3-4 – System Test Execution Status (Automation): Release 4.1.5**

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned*</b> (+/- from previous week)	<b>69%</b>	<b>69%</b>	<b>700 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>84%</b>	<b>84%</b>	<b>873 Test Cases</b>
<i>System Test Complete Date: 08/05/22</i>			

**Table 2.3-4 – Pass Rate (Automation): Release 4.1.5**



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



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

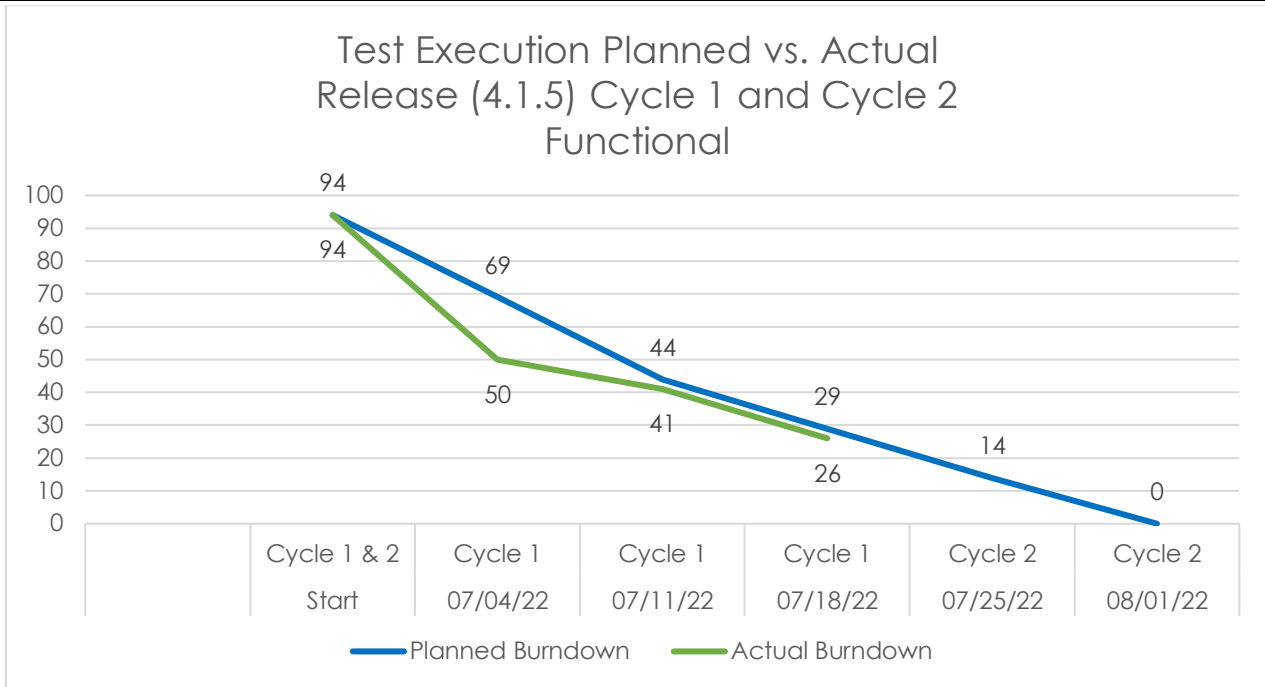


Figure 2.3-7 – Execution Burndown Chart (Functional): Release 4.1.5

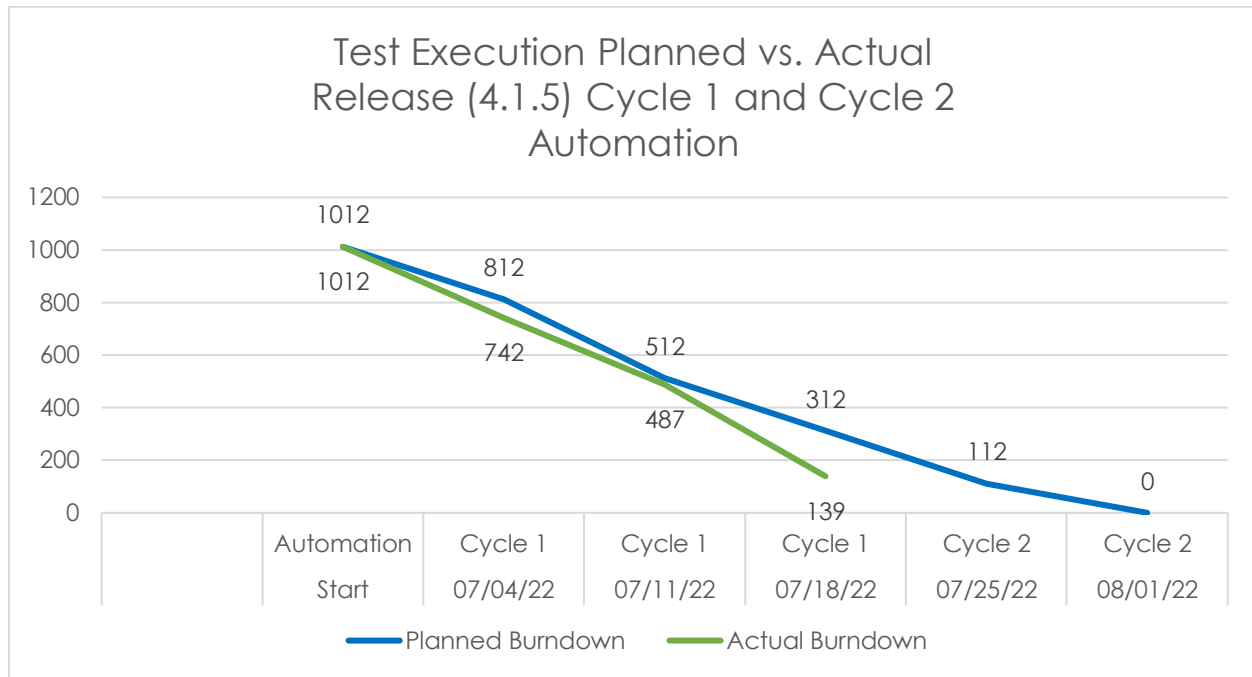


Figure 2.3-8 – Execution Burndown Chart (Automation): Release 4.1.5

### 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 4.1.5**
  - Continue to execute System Test Cycle 2 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 CalWIN, triaged issues, and addressed questions/concerns.
- ▶ **UAT Test Execution**
  - UAT Execution has been completed with 100% pass rate and received formal approval of Release 4.0 UAT to propagate the code.

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

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

## 3.0 Performance Test

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

- ▶ No planned activities for the week.

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

- ▶ **Release 4.1.5 BenefitsCal**
  - Start scripting flows in scope for 4.1.5

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	07/25/22	08/19/22	Release 4.1.5	TBD	TBD

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**
  - Participated in the mock cutover table read on 07/21/22 to confirm BenefitsCal activities that will occur in the upcoming mock cutover.

#### 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.
  - Support Wave 1 County PPOCs with any issues that occur during their review.



## 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 07/22/22.

▶ **Change**

- Presented and received approval for change request CHG0036026 to update existing permission sets to enable AWS Support functionalities for BenefitsCal AWS SSO users.

### 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.

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## 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
05.07	General Systems Design – Release 5.0	N/A	N/A	08/26/22	09/22/22	09/30/22
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	
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	
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	

**Figure 6.1-1 – Deliverable Status for Current Reporting Period**

#### Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
	None.		

**Table 6.1-1 – Upcoming Deliverable Deadlines**

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### 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	07/21/22	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	07/21/22	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	06/03/22	06/13/22
28.03	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	06/03/22	06/13/22
29.03	BenefitsCal Monthly Status Report – June 2022	N/A	07/08/22	07/18/22
31.08	Monthly Security Monitoring Report – May 2022	N/A	06/03/22	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

**Figure 6.1-2 – Upcoming Work Product Deadlines**

### Upcoming Work Product Deadlines

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

**Table 6.1-2 – 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 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	Open	Medium	Medium	05/10/21

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

Weekly Status Report, July 27, 2022

Period: July 18, 2022 to July 24, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
		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. Customers would need to continue existing help and support channels to request assistance.</p> <p>Risk Mitigation Plan</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>	Open	Medium	Low	06/01/22

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

Weekly Status Report, July 27, 2022

Period: July 18, 2022 to July 24, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
		<ul style="list-style-type: none"> <li>- Executive huddles were held on 06/03/22 and 06/13/22. 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

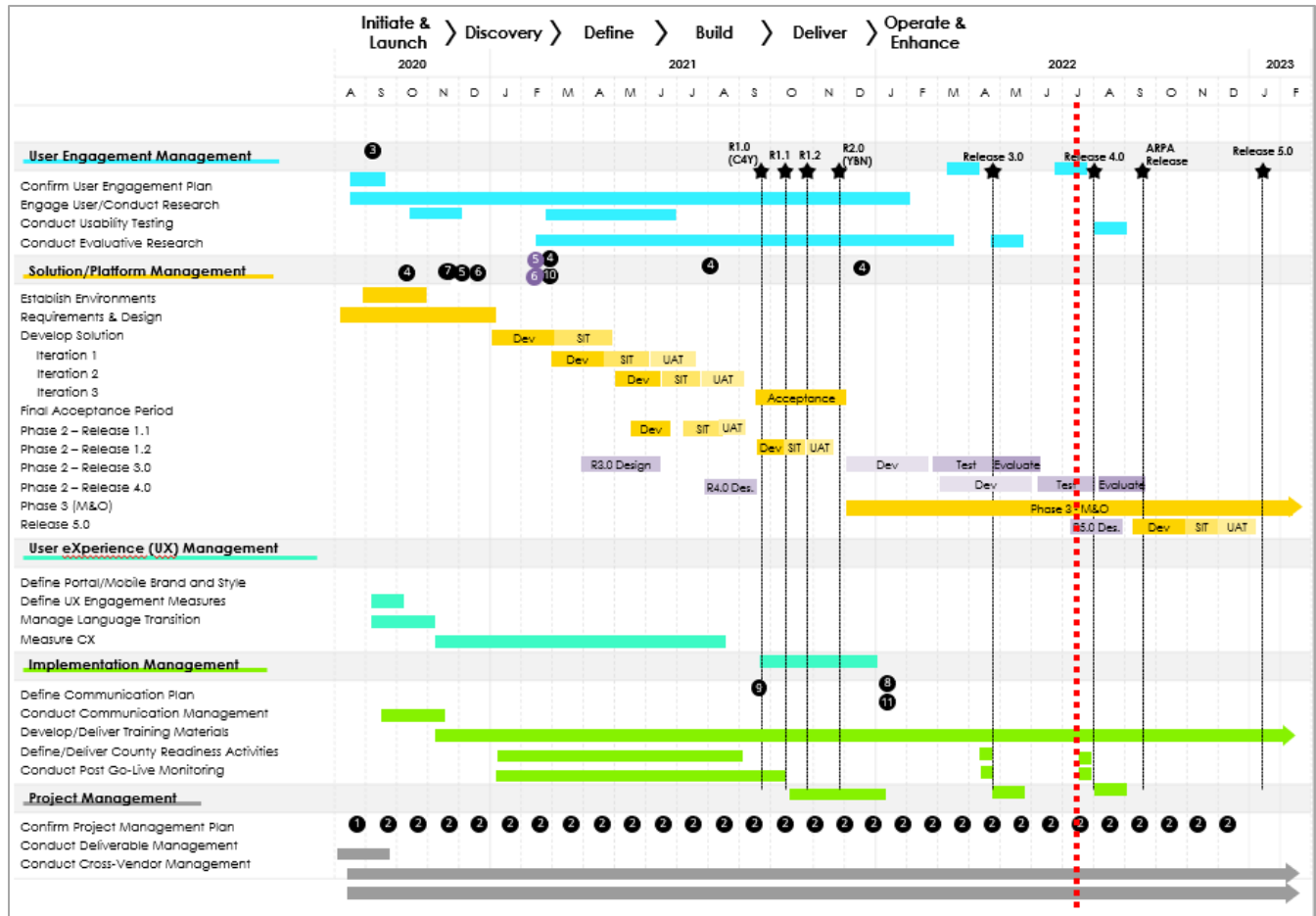


Figure 6.3-1 – Project Timeline

#### 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