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

Reporting Period: July 18, 2022 to July 31, 2022

08/03/22

Table of Contents

1.0   Executive Summary

1.1   Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.5.1	BenefitsCal Priority Release 3.2.2 on **07/19/22.**
3.5.1	BenefitsCal Monthly Release 4.0 on **07/28/22**.
3.5.1	BenefitsCal Priority Release 4.0.0.1 on **07/29/22.**
4.2	BenefitsCal Priority Release 4.0.1 on **08/04/22.**
4.2	BenefitsCal Monthly Release 4.1 on **08/25/22**.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2   BenefitsCal Project Status Dashboard

Topic	Status	Highlights
Availability	🟢	The BenefitsCal System did not experience any unplanned outages.
Defects	🟢	There are ten (10) active Production defects.
Incidents	🟢	There are ten (10) open Tier 3 incidents.

***Status: Green**: On schedule, performing as planned; **Yellow**: Potential delay/monitor with no material schedule impact; **Red**: Behind schedule and requires escalation.*

Table 1.2-1 – Status Dashboard

1.3   Highlights from the Reporting Period

► **Priority Release 3.2.2** – The BenefitsCal Team successfully deployed BenefitsCal Priority Release 3.2.2 to BenefitsCal Production.
► **Monthly Release 4.0** – The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 4.0 to BenefitsCal Production.
► **Priority Release 4.0.0.1** – The BenefitsCal Team successfully deployed BenefitsCal Priority Release 4.0.0.1 to BenefitsCal Production.

Planned Outages

► Thursday, 07/19/22 from 8:00 pm to 9:00 pm PST.
► Thursday, 07/28/22 from 8:00 pm to 9:00 pm PST.

► Thursday, 07/29/22 from 8:30 am to 9:00 am PST.

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status [1]	Status
WP 24.09	CX Monthly Report – June 2022	UCD	🟢	FWP submission 07/22/22 FWP approval 07/28/22
WP 25.05	Monthly M&O Report – June 2022	M&O	🟢	FWP submission 07/22/22 FWP approval 07/28/22
WP 26.01	BOM Review and License Renewals	M&O	🟢	FWP submission 07/29/22 FWP approval 08/08/22
WP 27.01	Certificate Review	M&O	🟢	FWP submission 07/29/22 FWP approval 08/08/22
WP 32	Marketing and Communications Plan	Design	🟢	FWP submission 07/22/22 FWP approval 08/01/22

[1] *Status: Green: On schedule, performing as planned; Yellow: Potential delay/monitor with no material schedule impact; Red: Behind schedule and requires escalation.*

Table 2.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

2.2 Highlights for the Reporting Period

► **Deliverables and Work Products submitted:**
  o FWP 24.09: CX Monthly Report – June 2022 on 07/21/22.
  o FWP 25.05: Monthly M&O Report – June 2022 on 07/21/22.
  o FWP 32.00: Marketing and Communications Plan on 07/22/22.
  o FWP 26.01: BOM Review and License Renewals on 07/29/22.
  o FWP 27.01: Certificate Review on 07/29/22.
► **Deliverable and Work Product submissions for next week:**
  o FWP 28.04: BenefitsCal Work Plan Monthly Updates – July 2022 on 08/05/22.
  o FWP 29.04: BenefitsCal Monthly Status Report – July 2022 on 08/05/22.
  o FWP 31.10: Monthly Security Monitoring Report – July 2022 on 08/05/22.

2.3 CRFI/CIT Communications Status

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

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
None.						

Table 2.3-1 – CITs

► The following tables outline the CalSAWS Requests for Information (CRFIs) for the reporting period.

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
None					

Table 2.3-2 – CRFIs

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
None					

Table 2.3-3 – Overdue CRFIs

2.4   SCIRFRA/SCERFRA/SIRFRA/SARRA Information

The table below outlines the summary of SAWS Communication Information Request for Research and Analysis (SCIRFRA), SAWS Cost Estimation Request for Research and Analysis (SCERFRA), SAWS Information Request for Research and Analysis (SIRFRA), SAWS Advocates Request for Research and Analysis (SARRA), and Consortium Request for Policy (CRPC) activities for the reporting period.

Status	Total
Rejected	0
New / Assigned	1
Completed	1
Duplicate	0
In Review	0
Withdrawn	0
Total	**2**

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

► **New / Assigned**
  o CSPM-56918: 1204 - Accelerated Enrollment in SAWS
► **Completed**
  o CSPM-56779: 22-546 - SB 641 – CalFresh for College Students Act

2.5   Deviation from Plan/Adjustments

► None for the reporting period.

3.0   Maintenance and Operations

► **Operational Support** – Provided operational support for manual reprocessing of a transaction between CalSAWS and BenefitsCal.
► **CFA Meeting** – Participated in a weekly meeting with Code for America (CFA) to support their ongoing operational questions for BenefitsCal and discuss future enhancements.
► **Daily Partner Coordination Meetings** – Conducted daily partner coordination meetings with CalSAWS covering design, development, testing, and release management for defects and enhancements impacting both systems along with production observations.
► **M&O Phases** – Completed the initial acceptance period and moved into Maintenance and Operations.

3.1   Service Management

3.1.1   Overview

► **Incidents Created** – Three (3) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
► **Incidents Resolved** – The BenefitsCal Tier 3 team resolved twenty-six (26) incidents in the bi-weekly reporting period.
► **Incidents Closed** – The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.
► **Incidents Triage** – The BenefitsCal Tier 3 team has triaged twenty-one (21) incidents in the bi-weekly reporting period.
► **Problems Created** – The BenefitsCal Tier 3 team created zero (0) problem ticket in the bi-weekly reporting period.
► **Problems Resolved** – The BenefitsCal Tier 3 team resolved two (2) problem tickets in the bi-weekly reporting period.

3.1.2 BenefitsCal Help Desk Metrics

The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.
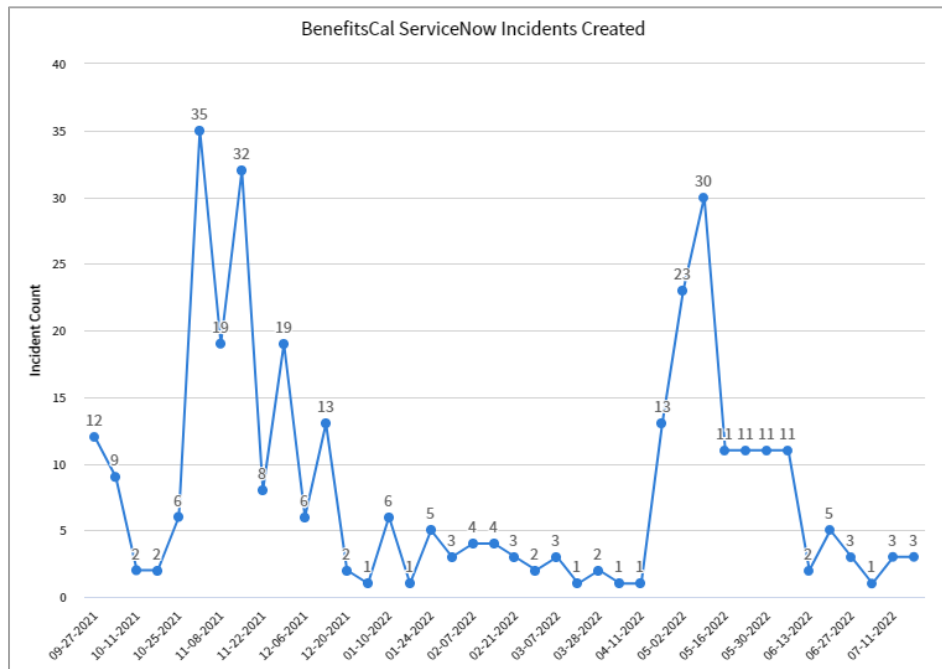
Note: SNOW label missing for week of 07/25/2022
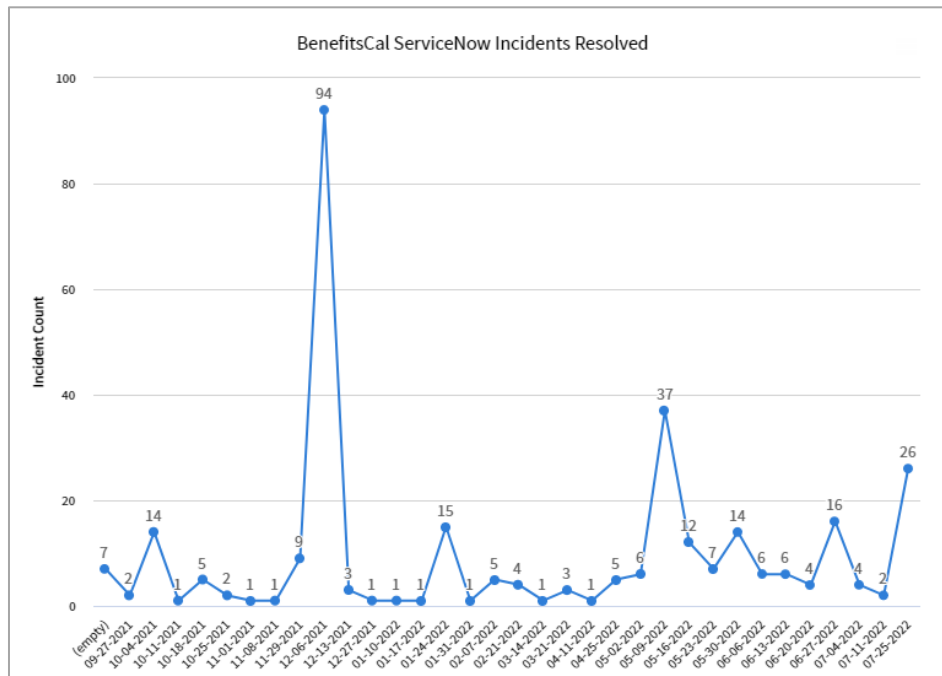
BenefitsCal ServiceNow Incidents Closed

Note: *The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.*
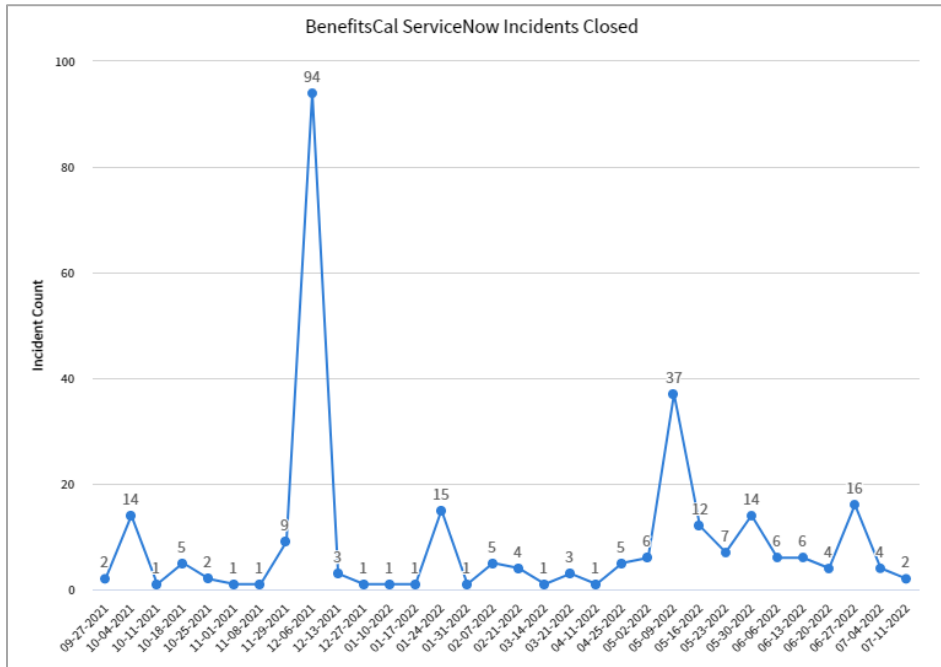
BenefitsCal ServiceNow Incidents Triaged
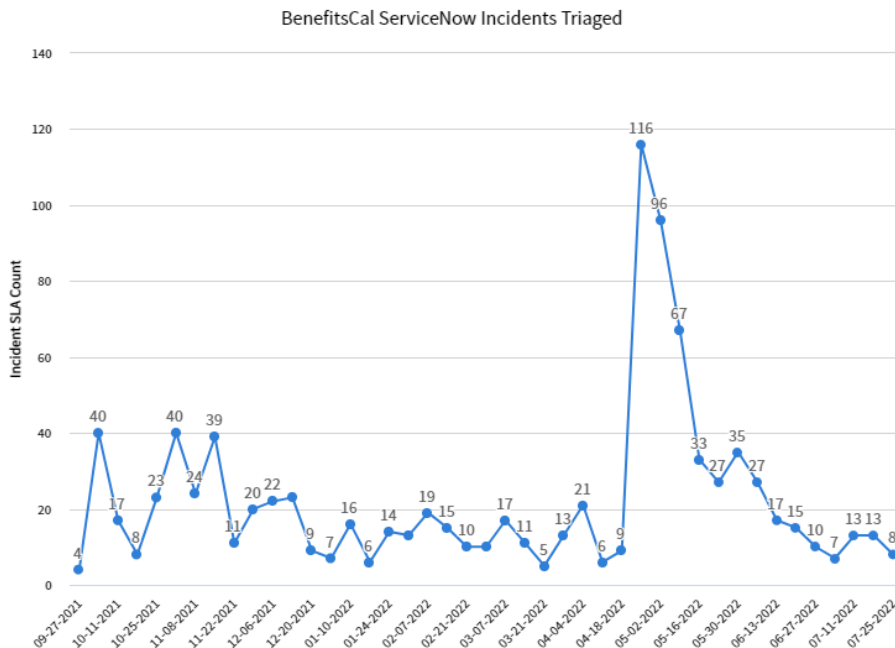
Note: *The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis*

represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."
Note: *SNOW label missing for week of 07/18/2022*

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

The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.
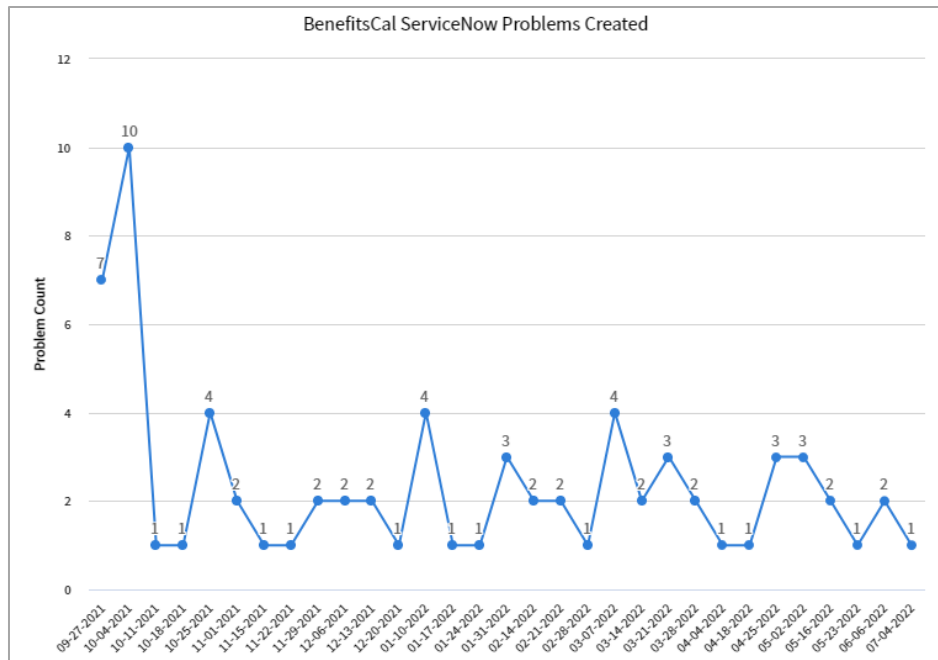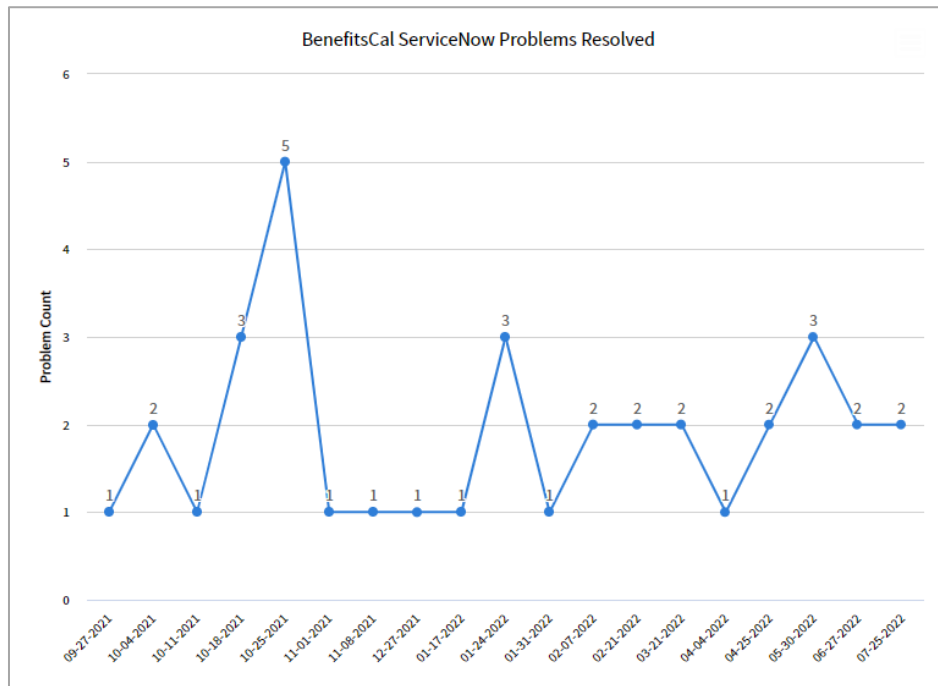
Note: *The graphs represent the ServiceNow problems associated to 40 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.*

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

BenefitsCal ServiceNow Incidents by State and Age

State \ Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	Count
New	2	0	0	1	0	0	3
In Progress	0	1	0	0	0	0	1
On Hold	1	0	0	1	4	0	6
Resolved	0	0	0	1	0	1	2
Closed	0	0	17	89	46	26	178
Problem in Diagnosis	0	0	0	1	0	0	1
Count	3	1	17	93	50	27	191

Aging "State" definitions:	
New	Incident triage not started.
In Progress	Incident triage in progress.
On Hold	Incident triage paused – awaiting information/problem.
Resolved	Incident triage completed providing steps for resolution.
Closed	Incident triage completed after a defect fix or change request implementation.

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

BenefitsCal ServiceNow Incidents by Resolution Code

Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	260	28.08%
Not a System Error - With Explanation	225	24.3%
Defect Fixed	208	22.46%
SCR Implemented	69	7.45%
Multiple Outreach Attempts – No Response	64	6.91%
Customer Requested Closure	40	4.32%
Unable to Recreate Issue	22	2.38%
Customer Confirmed Issue is Resolved	16	1.73%
Additional Information Needed	10	1.08%
Outage / Performance Degradation	5	0.54%
Solved (Permanently)	4	0.43%
Duplicates	2	0.22%
Other	1	0.11%
Total	926	100%
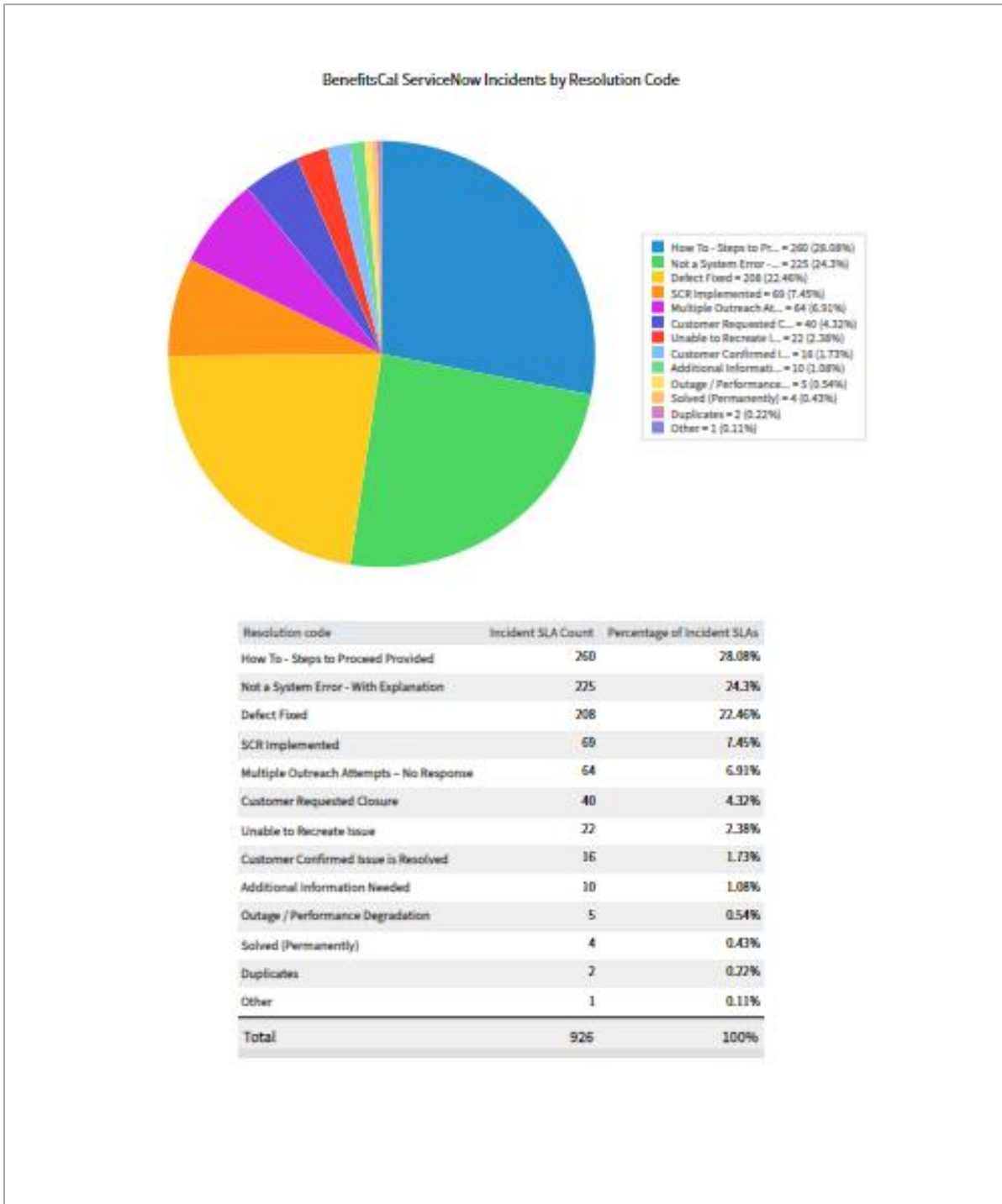
Note: *The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.*

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

BenefitsCal ServiceNow Incidents Created by by Category

Legend:
- BenefitsCal > Access... = 149 (15.57%)
- CalSAWS Application/... = 106 (11.08%)
- BenefitsCal > Docume... = 86 (8.99%)
- BenefitsCal > System... = 83 (8.67%)
- BenefitsCal > Apply ... = 68 (7.11%)
- BenefitsCal > Access... = 65 (6.79%)
- BenefitsCal > Error ... = 54 (5.64%)
- BenefitsCal > Access... = 51 (5.33%)
- BenefitsCal > Case L... = 36 (3.76%)
- BenefitsCal > Notice... = 36 (3.76%)
- BenefitsCal > Cannot... = 27 (2.82%)
- BenefitsCal > Period... = 26 (2.72%)
- Other = 170 (17.76%)

Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue	149	15.57%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	106	11.08%
BenefitsCal > Document Upload	86	8.99%
BenefitsCal > System/Technical Issue	83	8.67%
BenefitsCal > Apply for Benefits	68	7.11%
BenefitsCal > Access Issue > CBO	65	6.79%
BenefitsCal > Error Message	54	5.64%
BenefitsCal > Access Issue > Customer	51	5.33%
BenefitsCal > Case Link Request	36	3.76%
BenefitsCal > Notices/Documents/Images	36	3.76%
BenefitsCal > Cannot View Case Information	27	2.82%
BenefitsCal > Periodic Reports	26	2.72%
Other	170	17.76%
Total	957	100%

Note: The pie chart above represents Incidents by category created since BenefitsCal Go-Live on 09/27/21. The "Other" category will cover incidents related to BenefitsCal module such as Dashboard, Help Center, Homepage, Report a Change, Application Summary.

Figure 3.1-8 – BenefitsCal ServiceNow Incidents Created by Category

3.2   Technology Operations

The BenefitsCal technology operations team provides Amazon Web Services (AWS) serverless infrastructure and BenefitsCal application support. All upgrades and changes to the infrastructure and application are performed in accordance with the Consortium change control process. AWS serverless infrastructure support activities include upgrades to AWS components such as the Web Application Firewall (WAF), CloudFront, Application Programing Interface (API) Gateway, Lambdas, Simple Queue Service (SQS), CloudWatch, X-Ray and Aurora Postgres, Postgres Relational Database Service (RDS), and RDS Proxy. Application maintenance and support includes release and configuration management across all non-production and production environments.

3.3   BenefitsCal Maintenance and Operations

Scheduled Date	Outage Timeframe	Activity Description
08/04/2022	8:00 PM –9:30 PM PST	BenefitsCal minor release 4.0.1deployment
08/11/2022	9:00 PM- 11:00 PM PST	Aurora cluster minor version upgrade
08/25/2022	8:00 PM –9:30 PM PST	BenefitsCal monthly release 4.0.1 deployment

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner

Table 3.3-2 – BenefitsCal Incident Follow-Up Summary

3.4   Production Defect Backlog

The Production defect backlog bar chart depicts the balance of open (unresolved Production defects – Red) and closed defects – Green), month-over-month. Defects are closed upon system test validation and release deployment to Production.

Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1   Release Schedule Production Defect Fix

Severity	4.1	To Be Schedule	Total
2-Normal/Medium	0	1	1
New	0	0	0
In Progress	0	1	1
Closed	0	0	0
3-Normal/Low	9	0	9

Severity	4.1	To Be Schedule	Total
New	0	0	0
In Progress	9	0	9
Closed	0	0	0
4-Cosmetic	**0**	**0**	**0**
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
Total	*9*	*1*	*10*

Table 3.4-2 – Production Defect Fix – Release Schedule

3.5   Production Operations

3.5.1 Release Communications

Task	Date(s)	Owner
Sent the draft Release Notes file for Priority Release 3.2.2 to the Consortium staff and QA Partners for review.	07/15/22	Production Operations
Sent the final Release Notes file for Priority Release 3.2.2 to the Communication Team to publish.	07/19/2022	Production Operations
Sent the draft Release Notes file for Priority Release 4.0 to the Consortium staff and QA Partners for review.	07/21/2022	Production Operations
Sent the final Release Notes file for Priority Release 4.0 to the Communication Team to publish.	07/28/22	Production Operations

Table 3.5-1 – BenefitsCal Communication Activities

3.5.2 Root Cause Analysis (RCA)

► None for the reporting period.

3.6   Deviation from Plan/Adjustments

► None for the reporting period.

4.0   Application Development

4.1   Priority Release Summary

This section outlines the scope of defect fixes included in each ad-hoc priority release deployed in this reporting period.

- ► BenefitsCal 3.2.2 Priority Release was successfully deployed on 07/19/22.
  - o One (1) production defect was deployed for Exception Login issue.
- ► BenefitsCal 4.0.0.1 Priority Release was successfully deployed on 07/29/22.
  - o One (1) production defect was deployed for Enabled CalWIN counties issue.

4.2   Monthly Release Summary

This section outlines the scope of defect fixes and minor enhancements included in each monthly release deployed in this reporting period.

- ► The BenefitsCal Monthly Release 4.0 was successfully deployed on 07/28/22.
  - o Twenty-one (21) production defects and five (5) enhancements or production query observations, EBT service performance tuning, translations, and apply for benefits workflow.

Release	Release Date	Summary
4.0.1 - Priority	08/04/22	BenefitsCal Priority Release
4.1 – Monthly	08/25/22	Nine (9) production defects are planned for User Error Handling, Exception Handling, and Application Summary.

Table 4.2-1 – BenefitsCal Upcoming Releases

4.3   Application Development Status

- ► **Designs and Reviews**-
  - o Prepared for Release 5.0 Design sessions.
  - o Continued to address functional queries from Development and System Test teams regarding Release 4.1.5 functionalities.
  - o Continued to address functional queries from Development and System Test teams regarding Release 4.1.5 functionalities.
  - o Addressed comments on DWP 32_BenefitsCal_Communications and Marketing Plan
  - o Designed and coordinated translations for enhancement CSPM-56860 to be prioritized for an emergency Release 4.0.1.
  - o Submitted the 32.00: Communications and Marketing Plan Final Work Product (FWP) on 07/22/22.

- o Prepared the 05.07: General System Design (GSD) – Release 5.0 Draft Deliverable (DDEL) for submission.
- o Prepared for the Self-Service Portal Committee Meeting on 08/02/22.
- o Prepared for the Release 5.0 Design sessions on 08/04/22 for the Support Requests requirements.
- o Prepared and sent BenefitsCal Marketing and Communications survey to Advocates and Counties.

► **Design Meetings**
- o Conducted Release 5.0 Design sessions on 07/19/22 for the CalWORKs 2.0 requirements.
- o Conducted a meeting with CWDA to walkthrough the BenefitsCal process of collecting signatures in CBO and Customer applications on 07/21/22
- o Conducted a Communications and Marketing (ARPA Enhancement) kickoff meeting on 07/22/22.
- o Conducted design session for LA County Emergency Enhancement CSPM-56860 on 07/26/2022.
- o Conducted Support Requests joint API session for Release 5.0 with CalSAWS and Imaging on 07/27/22.
- o Conducted and Participated in the BenefitsCal Collaboration Model meeting on 07/29/22.
- o Conducted a BenefitsCal demo for the Office of Digital Innovation on 07/07/22.
- o Conducted a BenefitsCal Stakeholders Meeting with Los Angeles County and Advocates on 07/12/22.
- o Participated in the design session conducted by CalSAWS for e-notification API CSPM-49955
- o Met with CalSAWS and Consortium to walkthrough dependencies on the marketing and communications BenefitsCal activity on 07/13/22.
- o Met with LA county and CalSAWS to explain logic for BenefitsCal office selection on 07/14/22.

► **Release 4.0 Development**
- o Provided System and Independent Test support for Chatbot Voice Integration.
- o Provided Independent and UAT Test support for Two-way Messaging functionality.
- o Delivered build to production on 07/28/22

► **Release 4.0.1 Development**
- o Developed enhancement CSPM-56860 for LA County Priority Release

► **Release 4.1.5 Development** –
- o Provided SIT Cycle 2 support for the Student Based Application and CBO Campaign Referrals modules.
- o Completed three (3) enhancements (CSPM-56586, CSPM-56540, CSPM-50517) based on the Student Application module and delivered to SIT on 07/22/22.

The table below outlines the summary of development activities for enhancements.

Release	Release Date	Summary
4.0	07/28/22	• Delivered to production
4.0.1	08/04/22	• Developed emergency LA County Enhancement CSPM-56860
4.1.5	09/09/22	• Provided support for SIT Cycle 2 testing • Delivered three (3) enhancements to SIT

Table 4.3-1 – BenefitsCal Enhancements Development Status

4.4 Release Management

4.4.1 Release Test Summary

Release 4.1.5 Pass of executed Target as of 07/31/22	85%
Release 4.1.5 Pass of executed Actual as of 07/31/22	100%
Release 4.1.5 consists of CBO Referral and Student Flow functionalities. Completion date: 08/05/22	

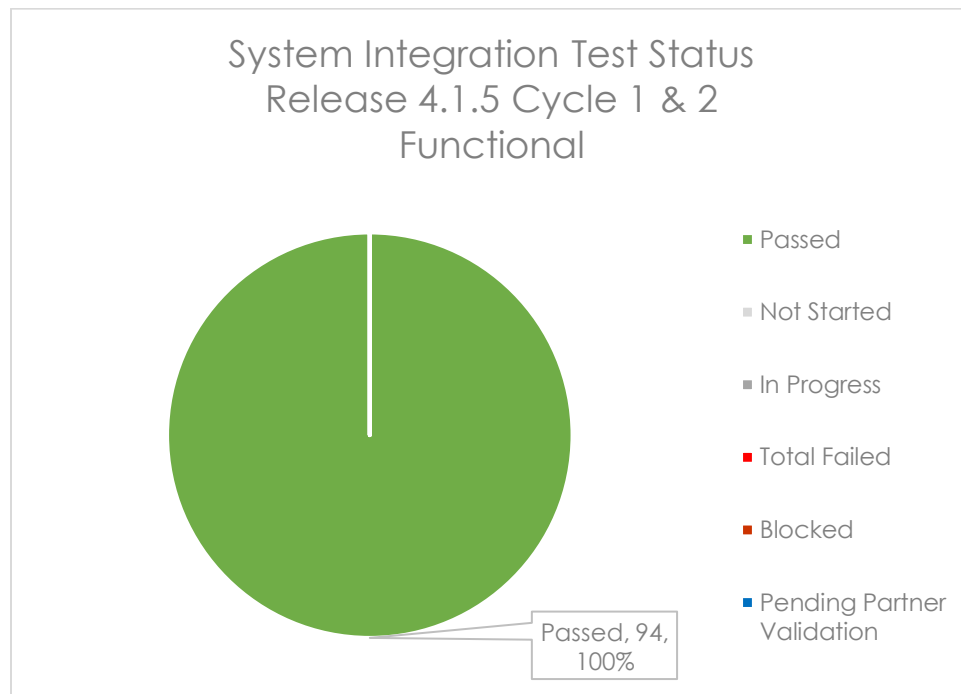**Table 4.4-1 – System Change Request (SCR) Test Status – Release 4.0**

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

4.4.2 Automated Regression Test (ART) Coverage

▶ Below are the automated regression scripts executed for regression in BenefitsCal for Releases 4.0:

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
4.0	37	37	0	100	100	CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster CalFresh programs with the Apply for Benefits, Report Change, Renewal, and Recertification for the MC, CF, GA/GR and SAR7 flows, IRT, TWM along with Appointments, Administrative and static validations covered by automated regression.

Table 4.4-2 – Automated Regression Scripts Executed in BenefitsCal

Note: Automated regression tests are run for each planned release. Automated regression tests are excluded for emergency releases as the window for execution is short. The regression suite is revisited after each major release and periodically updated once new application functionality has been released. The update could be adding new script to the repository or modifying existing script to cover new functionality since the new functionality replaces the old functionality. New functionality will be called out in coverage column.

4.5 Training Materials Update

▶ None for the reporting period.

4.6 Deviation from Plan/Adjustments

▶ None for the reporting period.