CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: July 25, 2022 to July 31, 2022

08/03/22

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
July Release (Release 4.0)	• Release 4.0 (Two Way Messaging and Voice-to-Text integration) deployed to Production on 07/28/22. Started production monitoring.
Release: ARPA (September 2022)	• System Testing is complete for the Student-Based Archetypes and Community Based Organization (CBO) Referral Code functionality. Independent Testing started and UAT is planned to start during the week of 08/08/22. • Addressed the comments received for 32.00: Communications and Marketing Plan Work Product.
/January 2023 Release (Release 5)	• Preparing for the Release 5.0 Design refresher sessions for support request requirements scheduled on 08/04/22. • Conducted Support Requests joint API session for Release 5.0 with CalSAWS and Imaging on 07/27/22. • Proposed timeline and milestones for Release 5.0 (Jan 2023) awaiting partner confirmation. AI CSPM-54173.
Collaboration Model (CM)	• Worked with Consortium leadership and participated in the planned CM Adhoc meeting on 07/29/22.
CalWIN ISS Support	• Facilitated an initial orientation meeting with Consortium to walkthrough the Wave 1 activities and in progress items.

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

1.2.2 Activities for the Next Reporting Period
▶ **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.

1.3   BenefitsCal Collaboration Model

1.3.1   Highlights of the Reporting Period

▸ **July Meeting**
  o Worked with the Consortium and conducted the ad-hoc meeting on 7/29/22

1.3.2   Activities for the Next Reporting Period.

▸ **Next Meeting**
  o Work with Consortium and participate in the next quarterly CM meeting planned for September 2022.

2.0   Application Development and Test

2.1   Requirements and Design

2.1.1   Highlights of the Reporting Period – Requirements and Design

▸ **Designs**
  o Continued to address functional queries from the Development and System Test teams regarding Release 4.0 and Release 4.1.5 functionalities.
  o Closed out comments received for 32.00: Communications and Marketing Plan FWP.
  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 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.

2.1.2   Activities for the Next Reporting Period – Requirements and Design

▸ **Designs**
  o Continue to address functional queries from the Development and System Test teams regarding Release 4.1.5 functionalities.
  o Continue preparing the 05.07: General System Design (GSD) – Release 5.0 Draft Deliverable (DDEL) for submission.
  o Attend the Self-Service Portal Committee Meeting on 08/02/22 to host a Q&A about BenefitsCal Communications and Marketing campaigns for September 2022.
  o Attend CDSS's Meeting to review the GetCalFresh Gap List analysis with CalSAWS Consortium, QA, CWDA on 08/03/22.
  o Conduct Release 5.0 Design session for the Support Requests requirements on 08/04/22.

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

▶ **CX Measurements Data**
  o 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 07/25/22.
▶ **Work Product 24.09**
  o Closed out comments received for the 24.09: CX Monthly Report – June 2022 Final Work Product (FWP).
▶ **UCD Research**
  o 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**
  o 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 08/01/22.
▶ **Work Product 24.09**
  o Draft the 24.10: CX Monthly Report – July 2022 Draft Work Product (DWP).
▶ **UCD Research**
  o Begin recruitment for Release 4.1.5 usability testing starting the week of 08/08/22.
▶ **Release 5.0**
  o Collaborate with the Design/Functional Team to prepare materials and facilitate the Release 5.0 design session for Support Request functionality on 08/04/22.
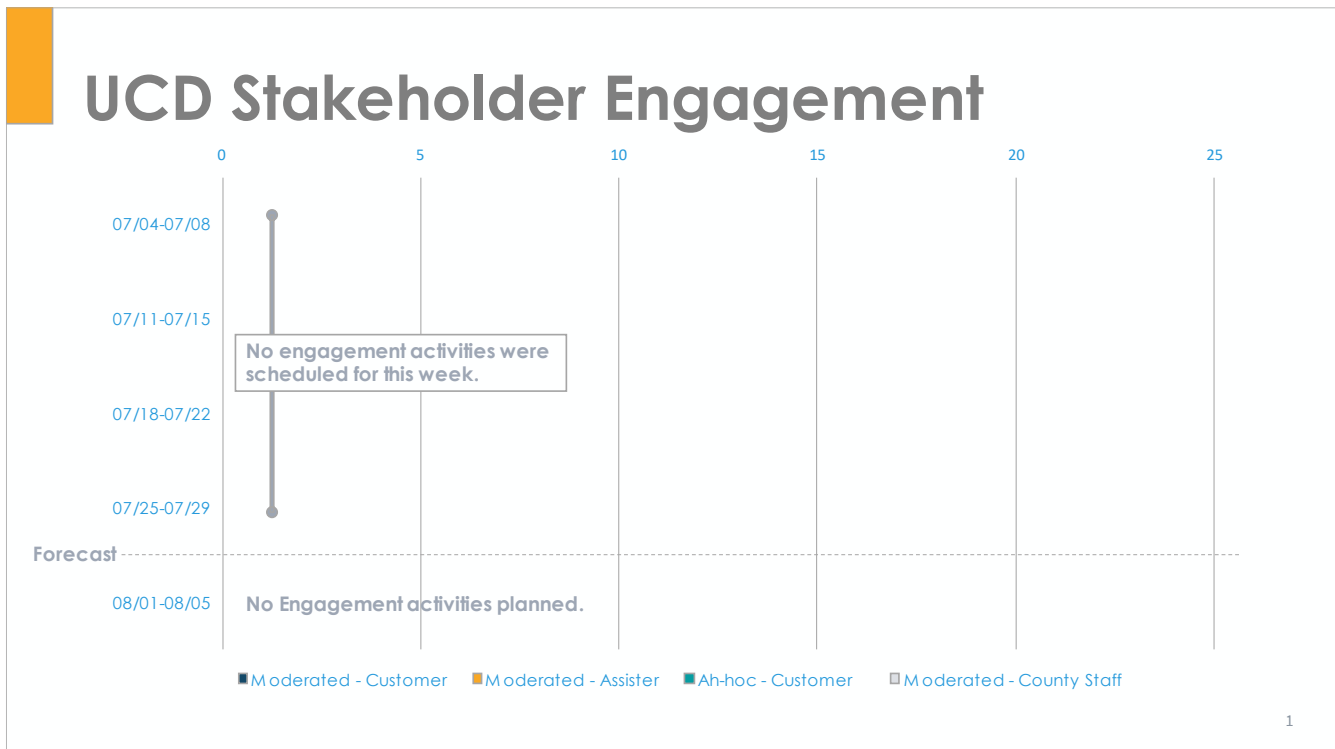
Figure 2.1-1 – UCD Stakeholder Engagement

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

Table 2.1-1 – 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 07/29/22	Actual for Week Ending 07/29/22	Total Planned for the Release	Comments
4.0.1	1	1	1	
4.1	1	0	2	The scope of requirements and testing has increased for CSPM-56497 and hence re-planned to complete in the week ending 08/05/22.
4.1.5	0	0	3	

Table 2.2-1 – Enhancement Actuals for Reporting Period

Release 4.1

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

Release 4.1.5

- ▶ **Widget Development**
  - o Obtained Missing translations for Student based application and CBO Referral modules and completed multi-language translation activity as part of CSPM-56732 on 07/29/22.
- ▶ **Independent UAT Test Support**
  - o Provided Independent UAT Test support for Student based application and CBO Referral modules.
- ▶ **Security Test Support**
  - o Provided Security Test support for Student based application and CBO Referral modules.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 08/05/22	Total Planned for the Release	Total Completed for the Release	Comments
4.0.1	0	1	1	
4.1	1	2	0	
4.1.5	0	3	3	

Table 2.2-2 – Planned Enhancement Work

Release 4.1

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

Release 4.1.5

- ▶ **Independent UAT Test Support**
  - o Provide Independent UAT Test support for Student based application and CBO Referral modules.
- ▶ **Security Test Support**
  - o Provide Security Test support for Student based application and CBO Referral modules.
- ▶ **Performance Test Support**
  - o Provide Performance Test support for Student based application and CBO Referral modules.

Unscheduled Release Updates

- ▶ **Chatbot**
  - o Resolution of silence detection in Chatbot was provided by the AWS Product Team last week for three (3) languages (English, Portuguese & Chinese) and fix for remaining three (3) languages (Spanish, Korean, and Japanese) to be provided by 08/12/22.
  - o 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 deployment had 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 resolve currency slot issues with the Product team as part of CSPM-56537.

2.2.3 Burndown
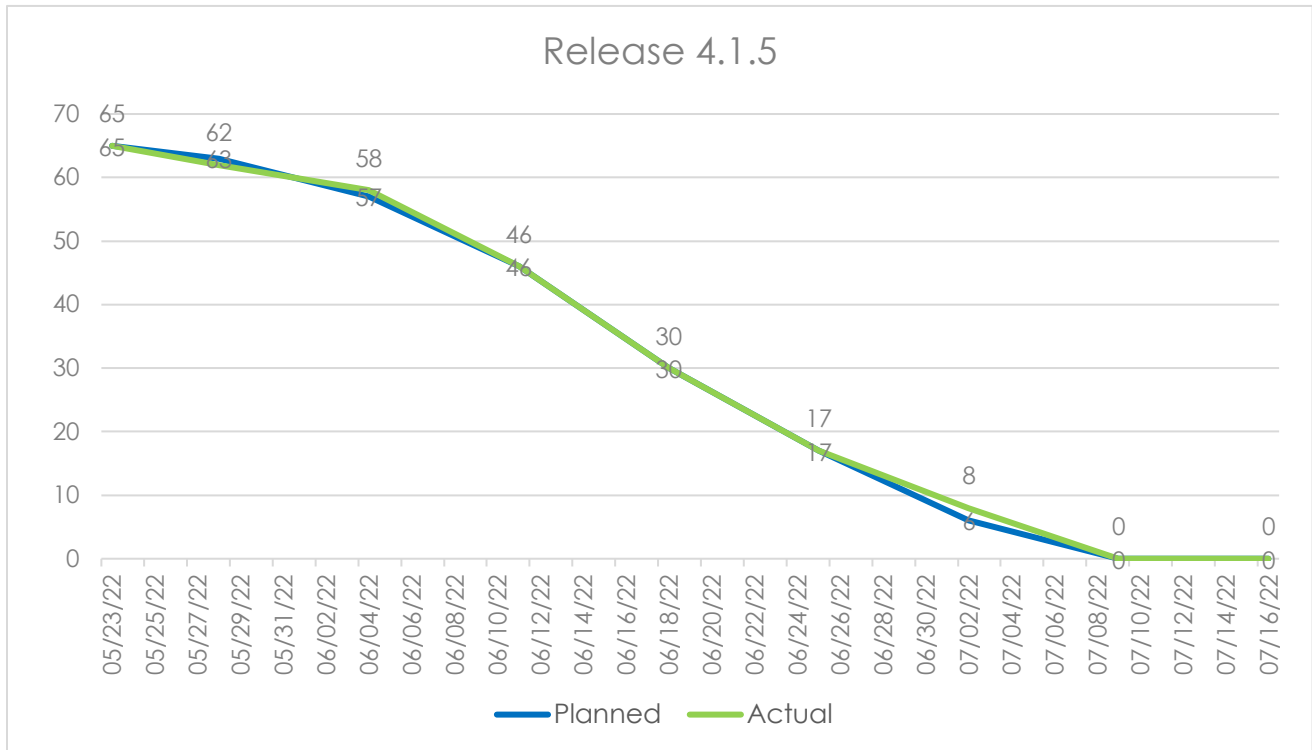
Figure 2.2-1 – Development: Release 4.1.5 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

▶ **Testing Support**
  o Provided testing support for Maintenance and Operations (M&O) and DD&I Release defects, enhancements, and smoke and regression testing.
▶ **Partner Integration Calls**
  o Conducted daily Partner Integration calls to triage cross-partner defects for the Release 4.0, M&E and M&O.
▶ **Functional Test Cases for Release 4.1.5**
  o **Cycle 1**: 51 out of 51 test cases have been executed (100% executed) with 100% pass of execution rate.
  o **Cycle 2:** 35 out of 35 test cases have been executed (100% executed) with 100% pass of execution rate.
▶ **Non-Functional Test Cases for Release 4.1.5**
  o **Cycle 1 and 2:** 1012 out of 1012 test cases have been executed (100% executed) with 99.99% pass of execution rate for Cross-Browser, Cross-Device, ADA, and Multi-Language.

System Integration Test Status
Release 4.1.5 Cycle 1 & 2
Functional

- Passed
- Not Started
- In Progress
- Total Failed
- Blocked
- Pending Partner Validation

Passed, 94, 100%
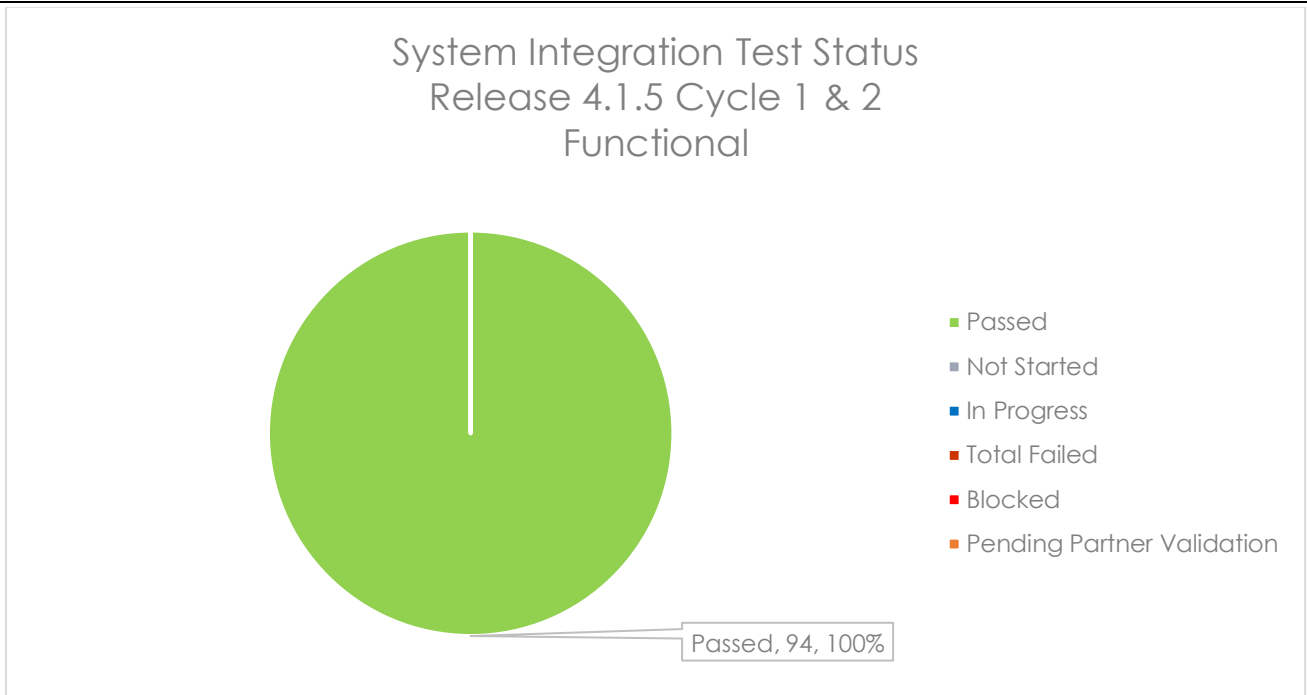
Figure 2.3-1 – System Test Execution Status (Functional): Release 4.1.5

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned* (+/- from previous week)	85%	85%	80 Test Cases
Actual (+/- from previous week)	100%	100%	94 Test Cases
System Test Complete Date: 08/05/22			

Table 2.3-1 – Pass Rate (Functional): Release 4.1.5

System Integration Test Status
Release 4.1.5 Cycle 1 & 2
Automation

Total Failed, 3, 0%

- Passed
- Not Started
- In Progress
- Total Failed
- Blocked
- Pending Partner Validation

Passed, 1009, 100%
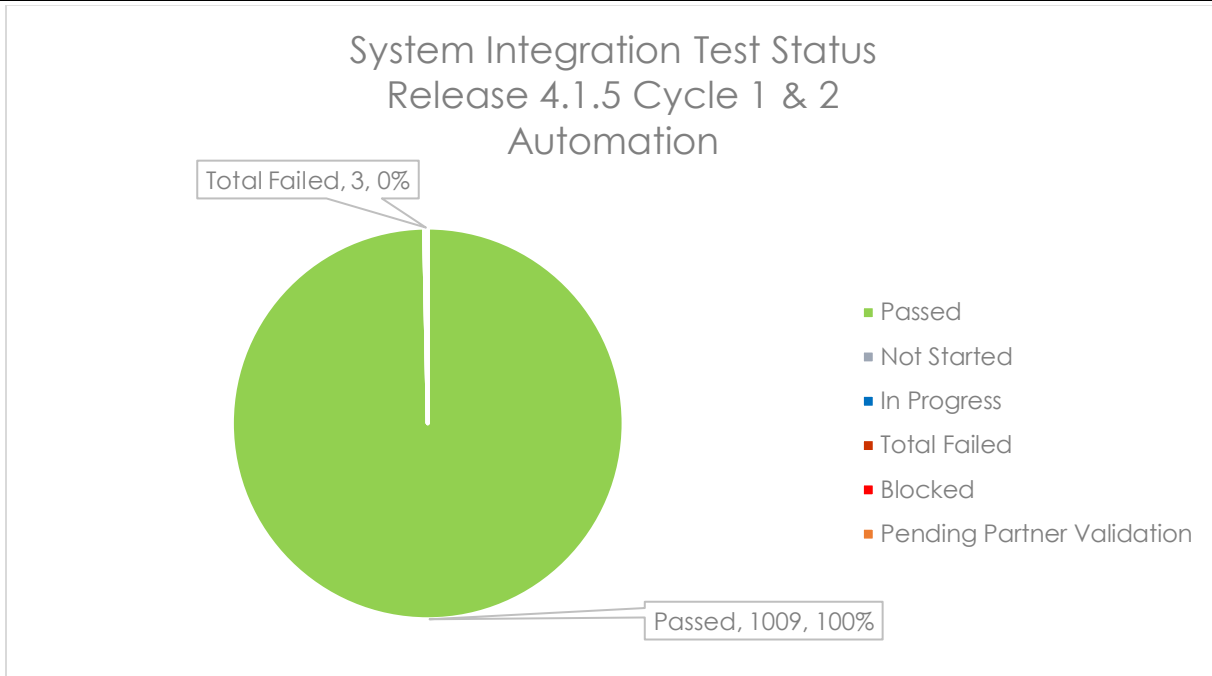
Figure 2.3-2 – System Test Execution Status (Automation): Release 4.1.5

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned* (+/- from previous week)	89%	89%	900 Test Cases
Actual (+/- from previous week)	100%	100%	1012 Test Cases
System Test Complete Date: 08/05/22			

Table 2.3-2 – Pass Rate (Automation): Release 4.1.5
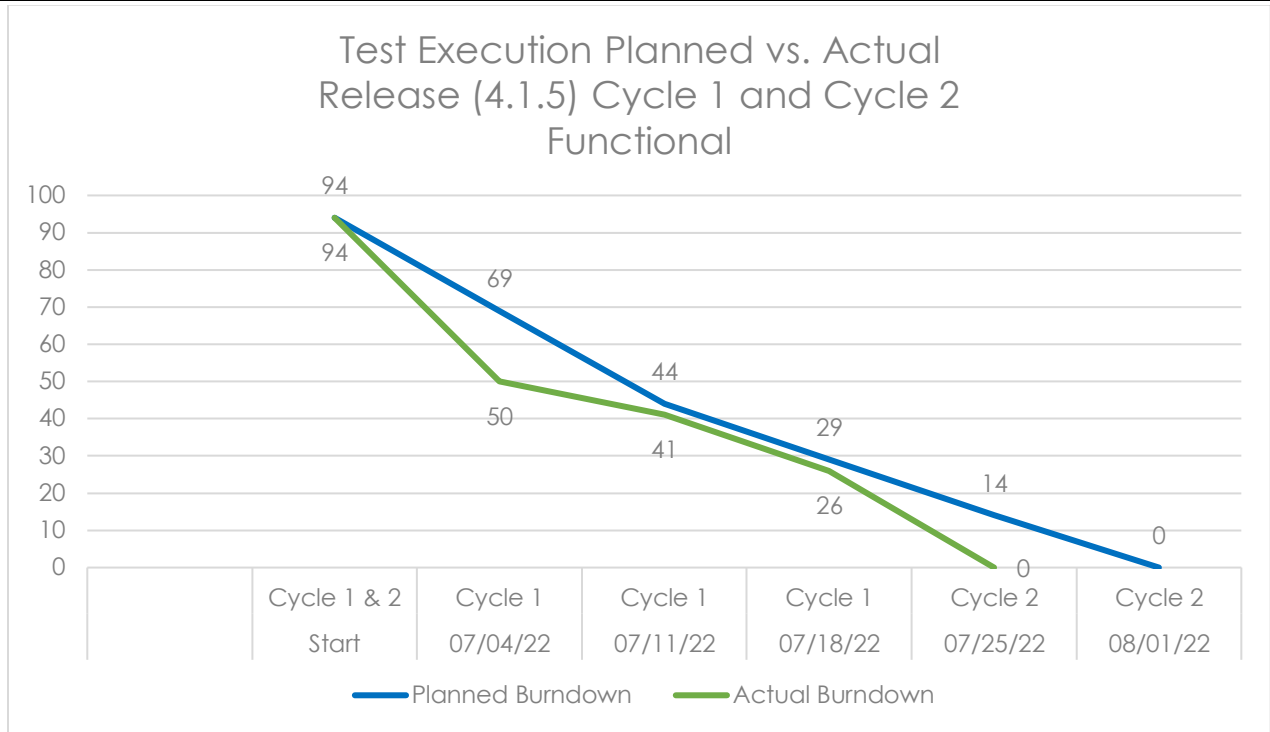
Figure 2.3-3 – Execution Burndown Chart (Functional): Release 4.1.5

Figure 2.3-4 – 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**
  o Continue to support M&O monthly release defects, enhancements, and smoke/regression testing.
▶ **Partner Integration Items**
  o Continue to coordinate in daily partner integration items.

> ▶ **Release 4.1.5**
>> o Continue to execute ADA 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**
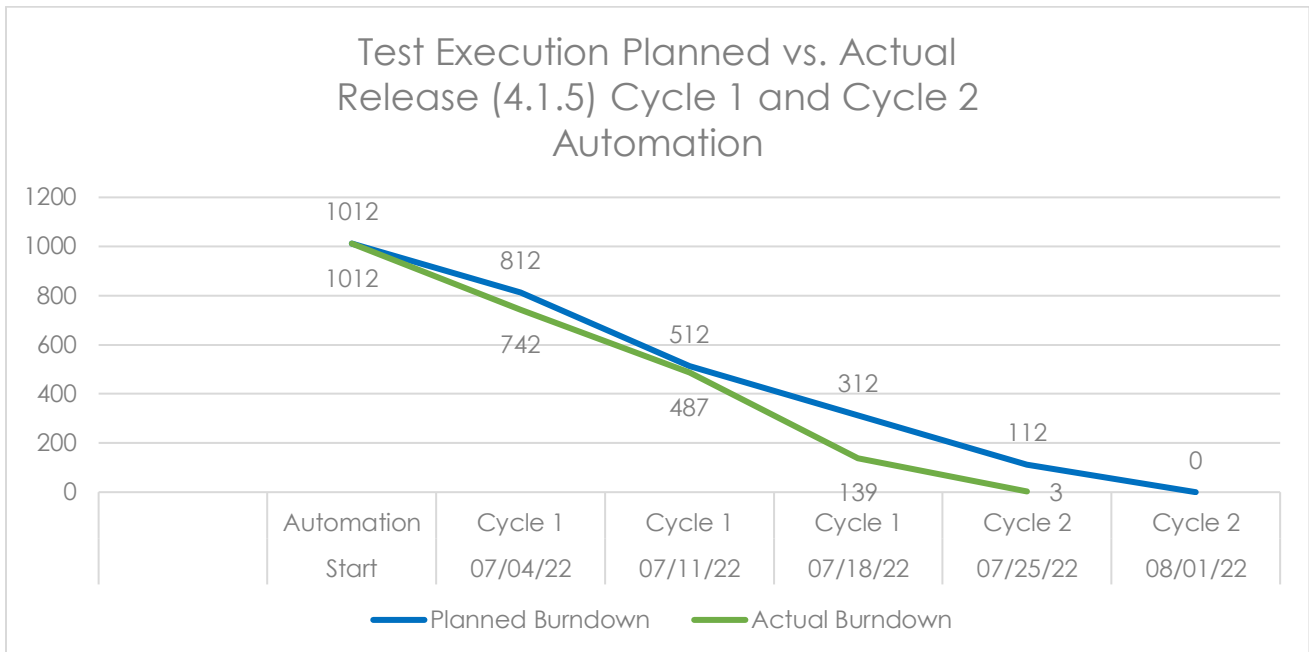>> o Supported test execution of CalWIN, triaged issues, and addressed questions/concerns.

▶ **UAT Test Execution**
>> o Execution has been started for Independent Test team for Release 4.1.5

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

▶ **Test Support**
>> o Continue to support the CalWIN UAT team during their ad-hoc execution.
>> o Continue to support Release 4.1.5 execution for Independent Testing team

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

▶ Performance Testing team has started developing scripts for CBO & Student Applications for 4.1.5

3.2 Activities for the Next Reporting Period – Performance Test

▶ Perform dry runs for the newly developed scripts.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	07/25/22	08/19/22	Release 4.1.5	IN Progress	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**
>> o No updates for this reporting period.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

▶ **Perform CBO User Data Validation**
>> o Identify Points of Contact (POCs) for the rest of the CalWIN Counties to perform CBO user data validation.
>> o 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**
  o 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 07/29/22.
▶ **Change**
  o Successfully implemented 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**
  o 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**
  o 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
04.06	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
05.04	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

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
26.01	BOM Review and License Renewals	07/15/22	07/29/22	08/08/22
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
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 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

ID	Title	Details	Status	Impact	Probability	Date Logged
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): *"The system shall include a help desk functionality that allows users to screen share to assist them in completing their submission."* 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. 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. Risk Mitigation Plan 1. Reopen the technical architecture discussions to further and plan county usage. 2. Establish operational downstream implications for Counties to existing operations and help desk processes. 3. Quantify the effort on the Amazon Connect integration approach and timeline 4. Identify and conduct a Proof of Concept with one interested County Status: - Executive huddles were held on 06/03/22 and 06/13/22. Direction is given to proceed forward with the effort.	Open	Medium	Low	06/01/22

ID	Title	Details	Status	Impact	Probability	Date Logged
		- Both CalSAWS and BenefitsCal provided effort estimates to integrate screenshare into the ChatMe frame. Next steps: Schedule technical work session to elaborate the concept and set up a release timeline.				

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

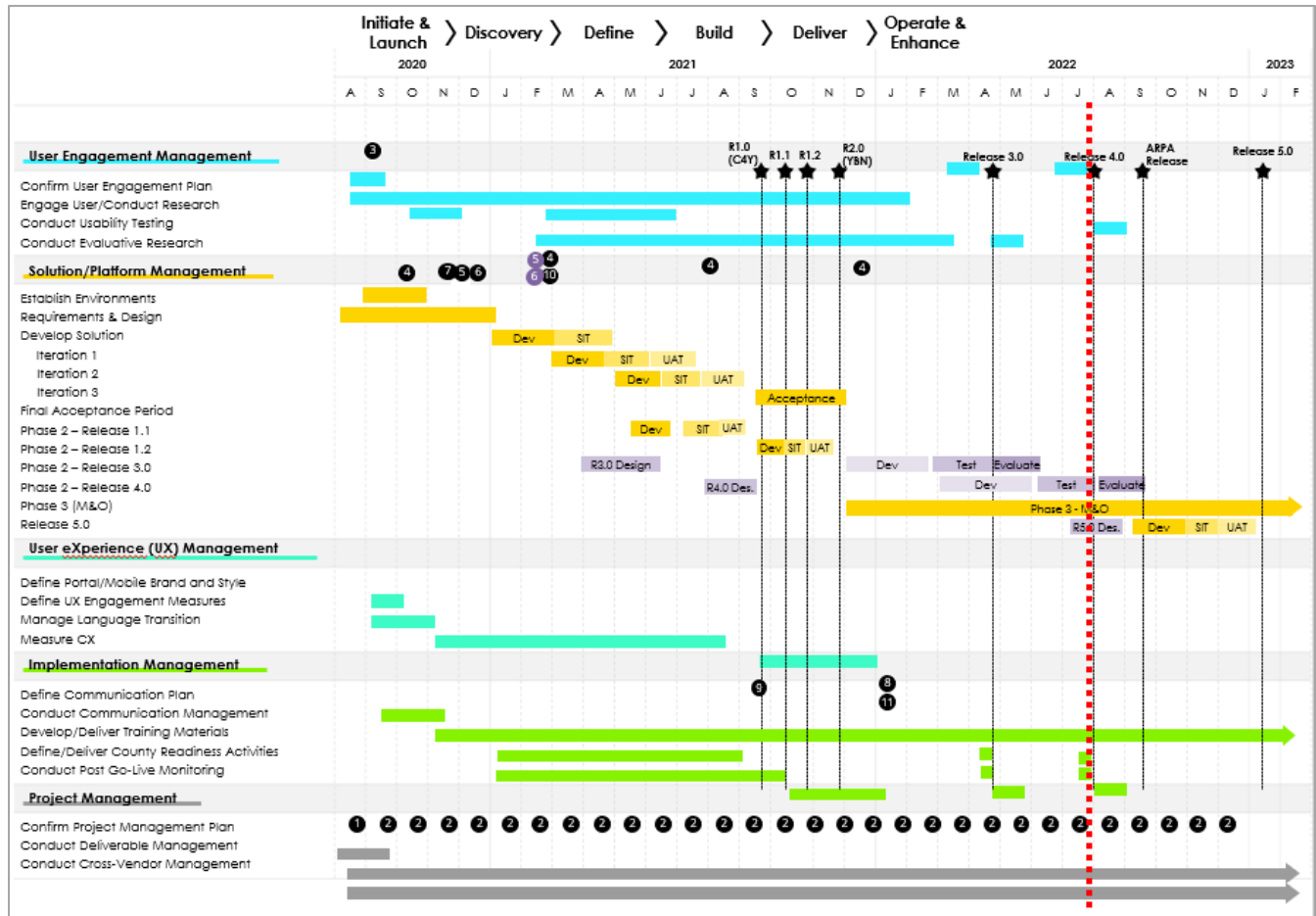## 6.3   Appendix C – Project Work Plan Reports

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