

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

**Reporting Period: September 5, 2022 to
September 11, 2022**

Table of Contents

1.0	Executive Summary	4
1.1	Executive Summary Agenda Topics	4
1.2	BenefitsCal Project Status Dashboard.....	4
1.3	Highlights from the Reporting Period	4
2.0	Project Management.....	5
2.1	Project Deliverables Summary	5
2.2	Highlights for the Reporting Period.....	5
2.3	CRFI/CIT Communications Status.....	5
2.4	SCIRFRA/SCERFRA/SIRFRA/SARRA Information	6
2.5	Deviation from Plan/Adjustments.....	6
3.0	Maintenance and Operations.....	6
3.1	Service Management.....	7
3.1.1	Overview.....	7
3.1.2	BenefitsCal Help Desk Metrics.....	8
3.2	Technology Operations.....	16
3.3	BenefitsCal Maintenance and Operations.....	16
3.4	Production Defect Backlog.....	17
3.4.1	Release Schedule Production Defect Fix	17
3.5	Production Operations.....	18
3.5.1	Release Communications	18
3.5.2	Root Cause Analysis (RCA).....	18
3.6	Deviation from Plan/Adjustments.....	18
4.0	Application Development	19
4.1	Priority Release Summary	19

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

4.2	Monthly Release Summary	19
4.3	Application Development Status.....	19
4.4	Release Management	20
4.4.1	Release Test Summary	20
4.4.2	Automated Regression Test (ART) Coverage	21
4.5	Training Materials Update	22
4.6	Deviation from Plan/Adjustments.....	22




1.0 Executive Summary

1.1 Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.5.1	BenefitsCal Priority Release 4.1.0.1 on 08/30/22 .
3.5.1	BenefitsCal Priority Release 4.1.1 on 09/06/22 .
3.5.1	BenefitsCal Monthly Release 4.1.5 on 09/09/22 .
4.2	Upcoming BenefitsCal Priority Release 4.1.6 on 09/12/22 .
4.2	Upcoming BenefitsCal Monthly Release 4.2 on 09/29/22 .

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 seventeen (17) active Production defects.
Incidents		There are twenty-seven (27) 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 4.1.0.1** – BenefitsCal Team successfully deployed Priority Release 4.1.0.1 to BenefitsCal Production.
- **Priority Release 4.1.1** – BenefitsCal Team successfully deployed Priority Release 4.1.1 to BenefitsCal Production.
- **Monthly Release 4.1.5** - The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 4.1.5 to BenefitsCal Production.

Planned Outages

- Tuesday, 08/30/22 from 8:00 pm to 9:30 pm PST.
 - BenefitsCal Priority Release 4.1.0.1.
- Tuesday, 09/06/22 from 8:00 pm to 9:30 pm PST.





CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

- BenefitsCal Priority Release 4.1.1.
- Friday, 09/05/22 from 8:00 pm to 9:30 pm PST.
- BenefitsCal Monthly Release 4.1.5.

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status [1]	Status
24.11	CX Monthly Report – August 2022	UCD		DWP submitted 09/07/22
25.07	Monthly M&O Report – August 2022	M&O		DWP submitted 09/07/22
28.05	BenefitsCal Work Plan Monthly Updates – August 2022	PMO		FWP submitted 09/08/22
29.05	BenefitsCal Monthly Status Report – August 2022	PMO		FWP submitted 09/08/22

^[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:**
 - DWP 24.11: CX Monthly Report – August 2022 on 09/07/22.
 - DWP 25.07: Monthly M&O Report – August 2022 on 09/07/22.
 - FWP 28.05: BenefitsCal Work Plan Monthly Updates – August 2022 on 09/08/22.
 - FWP 29.05: BenefitsCal Monthly Status Report – August 2022 on 09/08/22.
- **Deliverable and Work Product submissions for next week:**
 - None for the Period.

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

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

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	0
Completed	0
Duplicate	0
In Review	0
Withdrawn	0
Total	0

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

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.

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

- **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

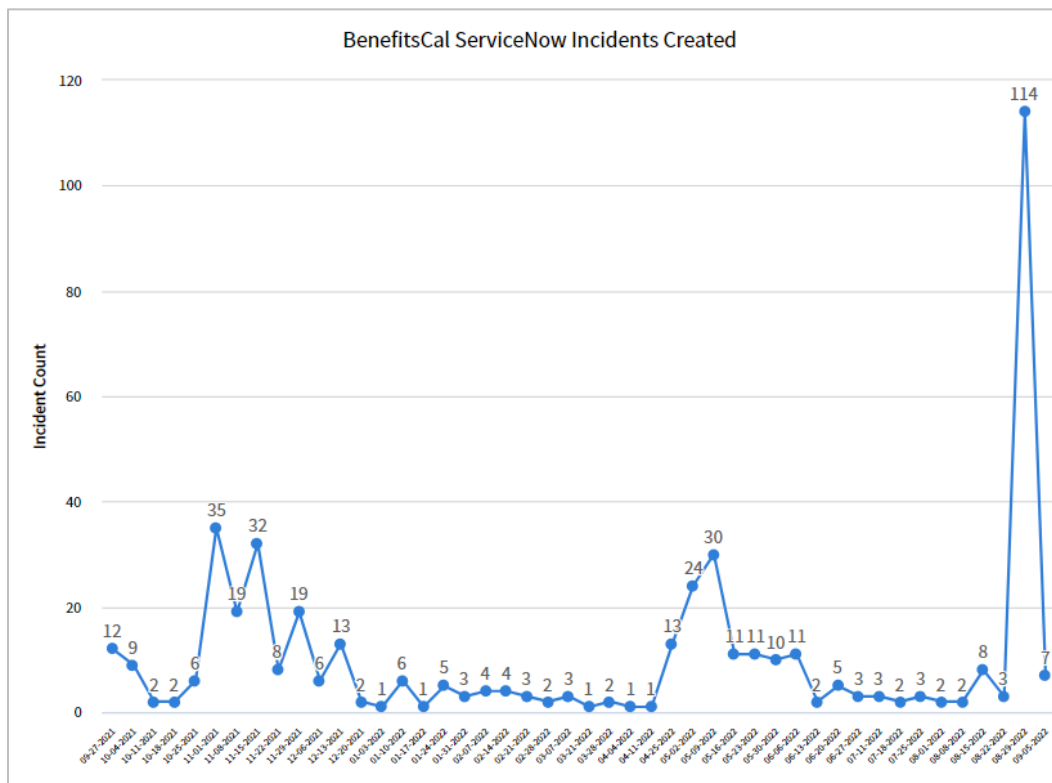
- **Incidents Created** – One-hundred twenty-one (121) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- **Incidents Resolved** – The BenefitsCal Tier 3 team resolved one-hundred three (103) incidents in the bi-weekly reporting period.
- **Incidents Closed** – The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.
- **Incidents Triage** – The BenefitsCal Tier 3 team has triaged one-hundred twenty (120) incidents in the bi-weekly reporting period.
- **Problems Created** – The BenefitsCal Tier 3 team created two (2) problem ticket in the bi-weekly reporting period.
- **Problems Resolved** – The BenefitsCal Tier 3 team resolved one (1) problem tickets in the bi-weekly reporting period.

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

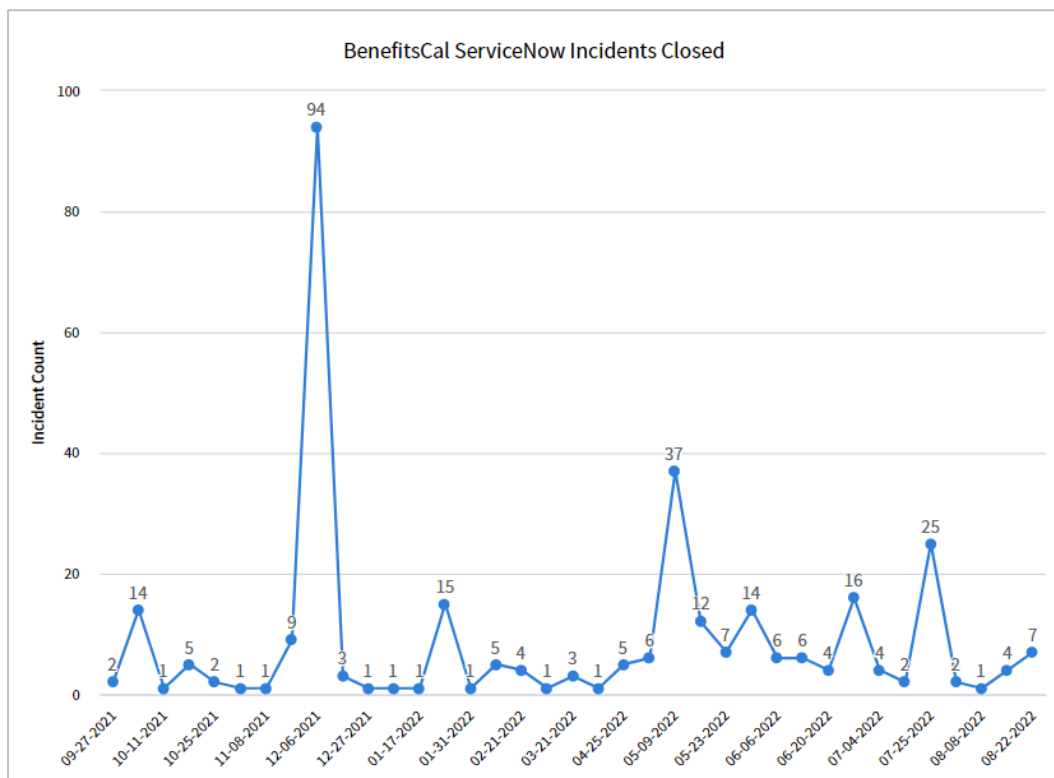
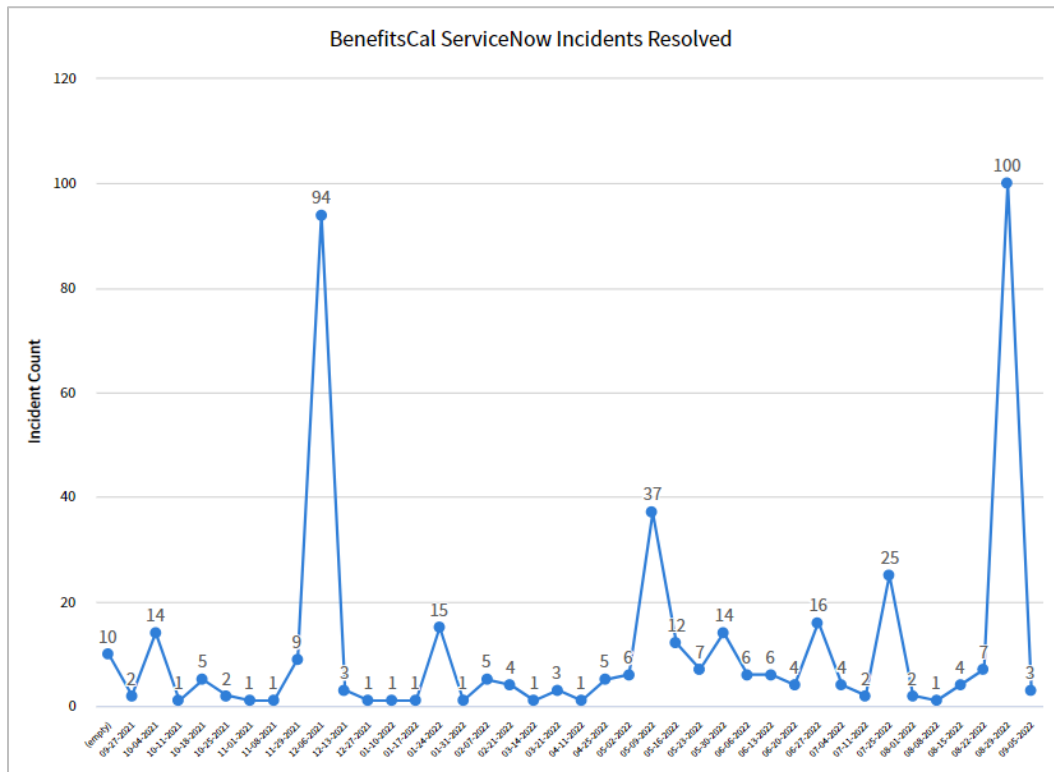
3.1.2 BenefitsCal Help Desk Metrics

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.



CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

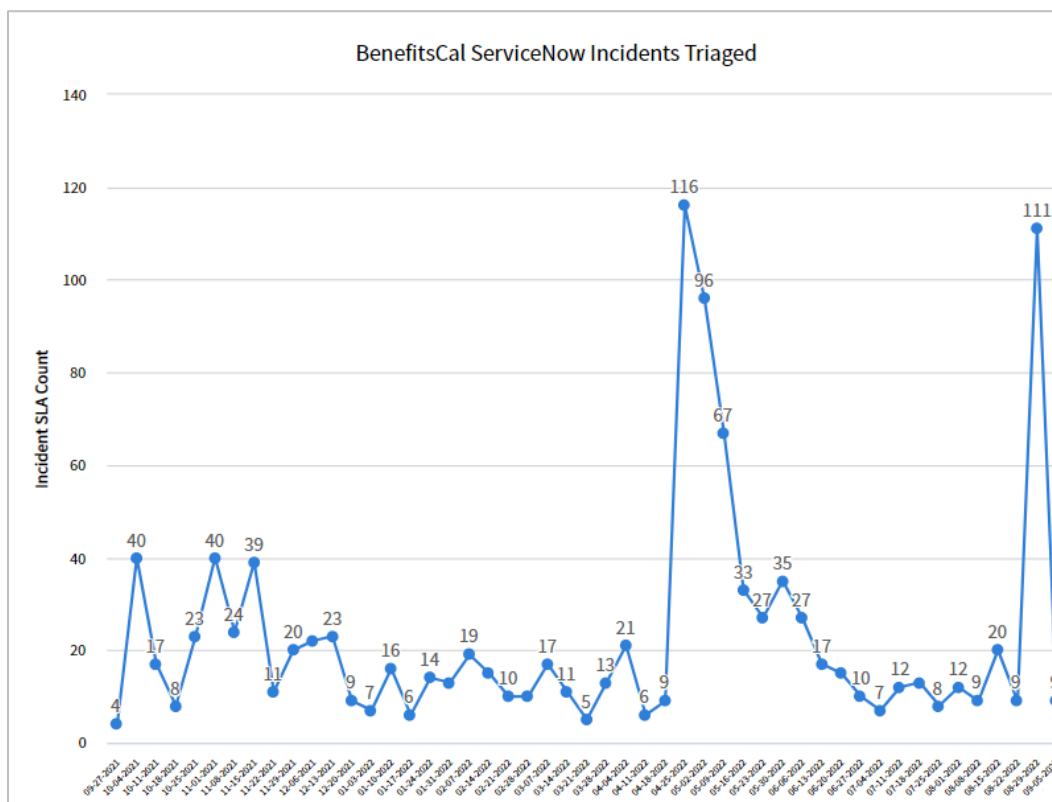
Period: September 5, 2022 to September 11, 2022



Note: The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022



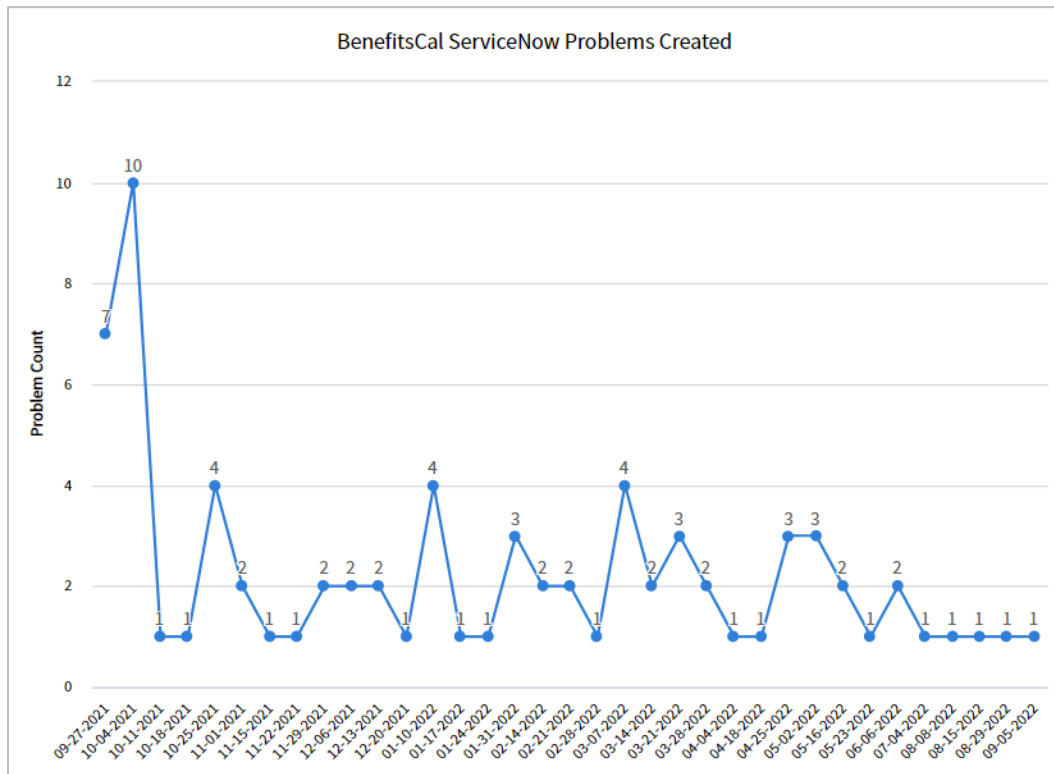
Note: The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

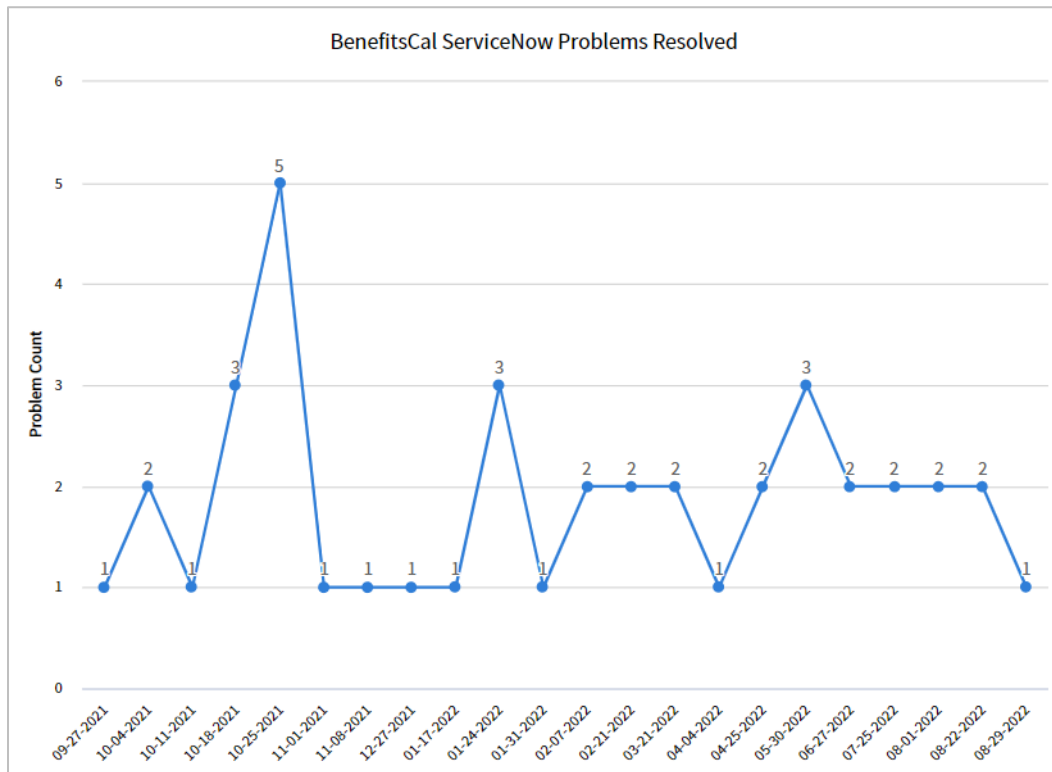
Period: September 5, 2022 to September 11, 2022

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.



CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022



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

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

BenefitsCal ServiceNow Incidents by State and Age

	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	Count
State								
New		1	0	0	0	1	0	2
In Progress		0	0	1	0	0	0	1
On Hold		3	3	7	4	5	2	24
Resolved		0	3	100	0	0	0	103
Closed		0	0	17	96	50	30	193
Problem in Diagnosis		0	0	0	0	0	1	1
Count		4	6	125	100	56	33	324

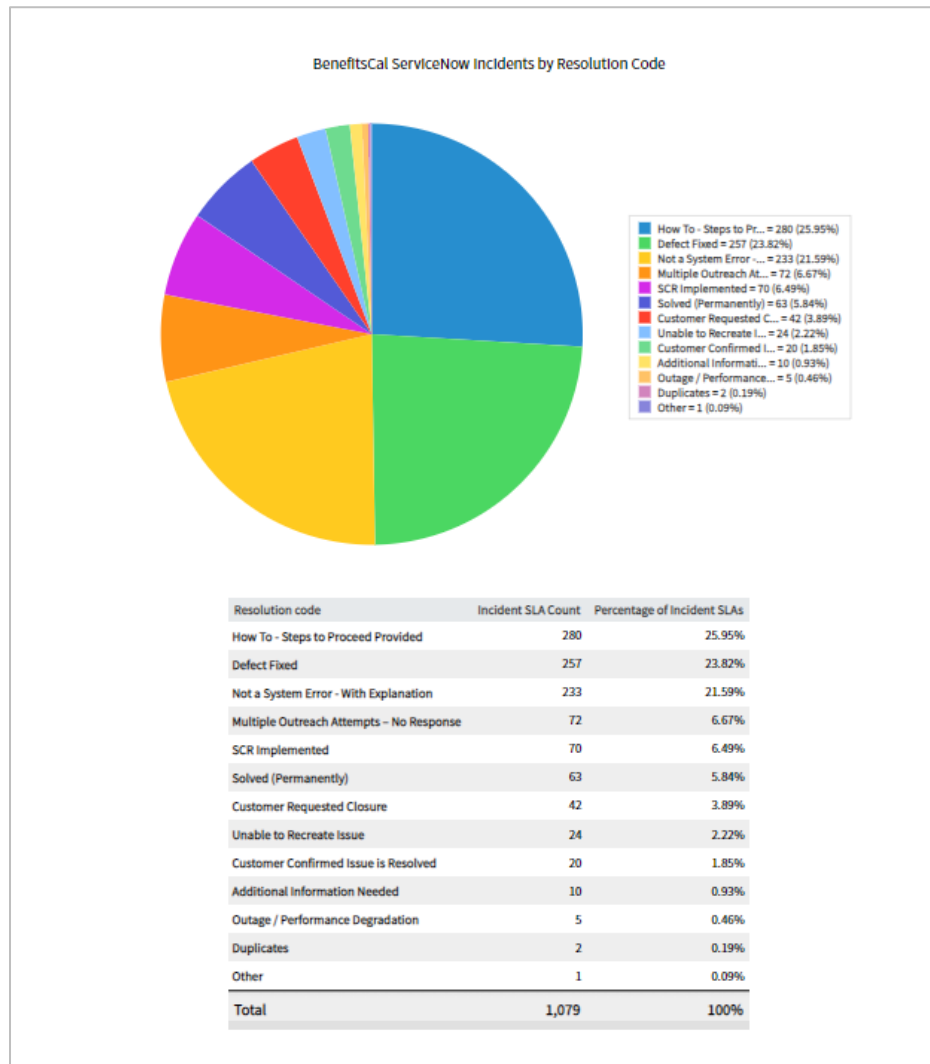
Aging "State" definitions:

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

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

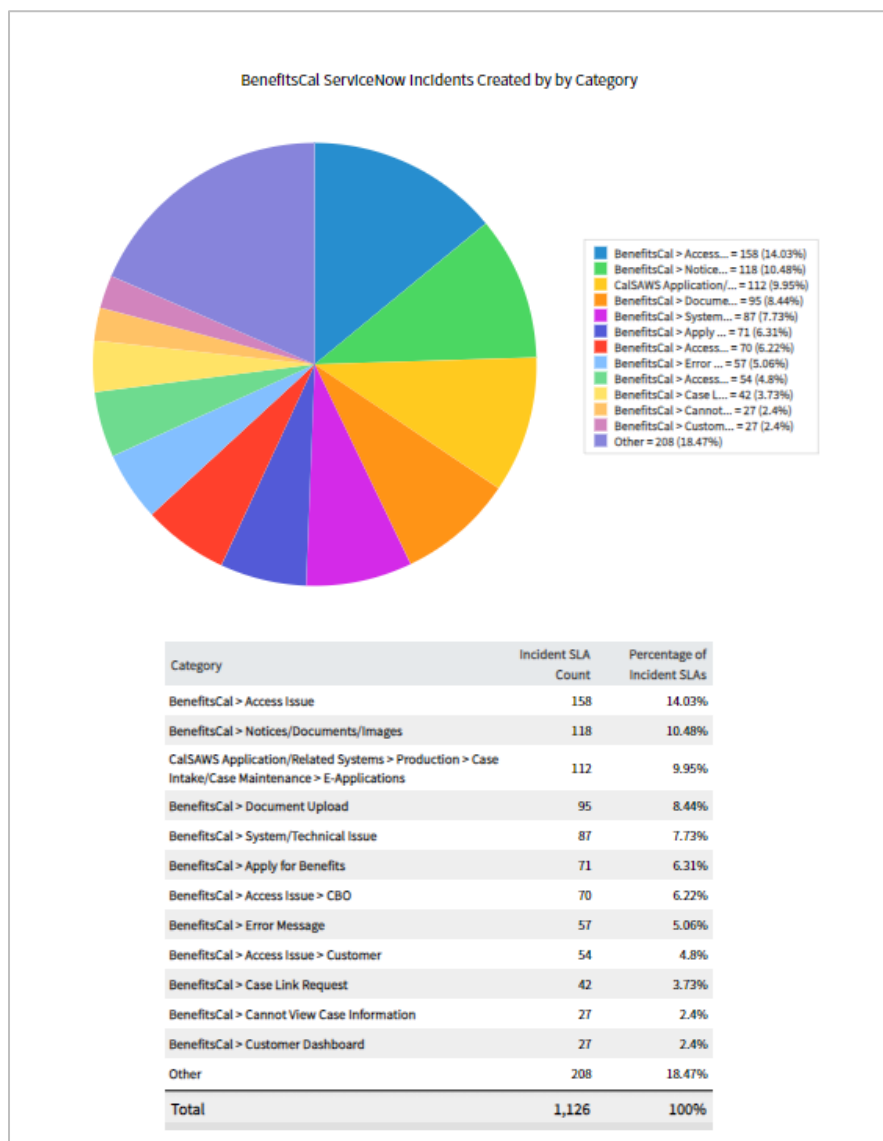


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022



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

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

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 Programming 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
09/12/22	8:00 pm – 9:30 pm PST	BenefitsCal 4.1.5.1 emergency release deployment.

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
INC0066653	CalSAWS portal APIs have returned 504 error response	8/26/2022 1:40 PM PST – 02:10 PM PST.	Users were not able to retrieve notices and case related information from CalSAWS system	In Progress	CalSAWS

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.

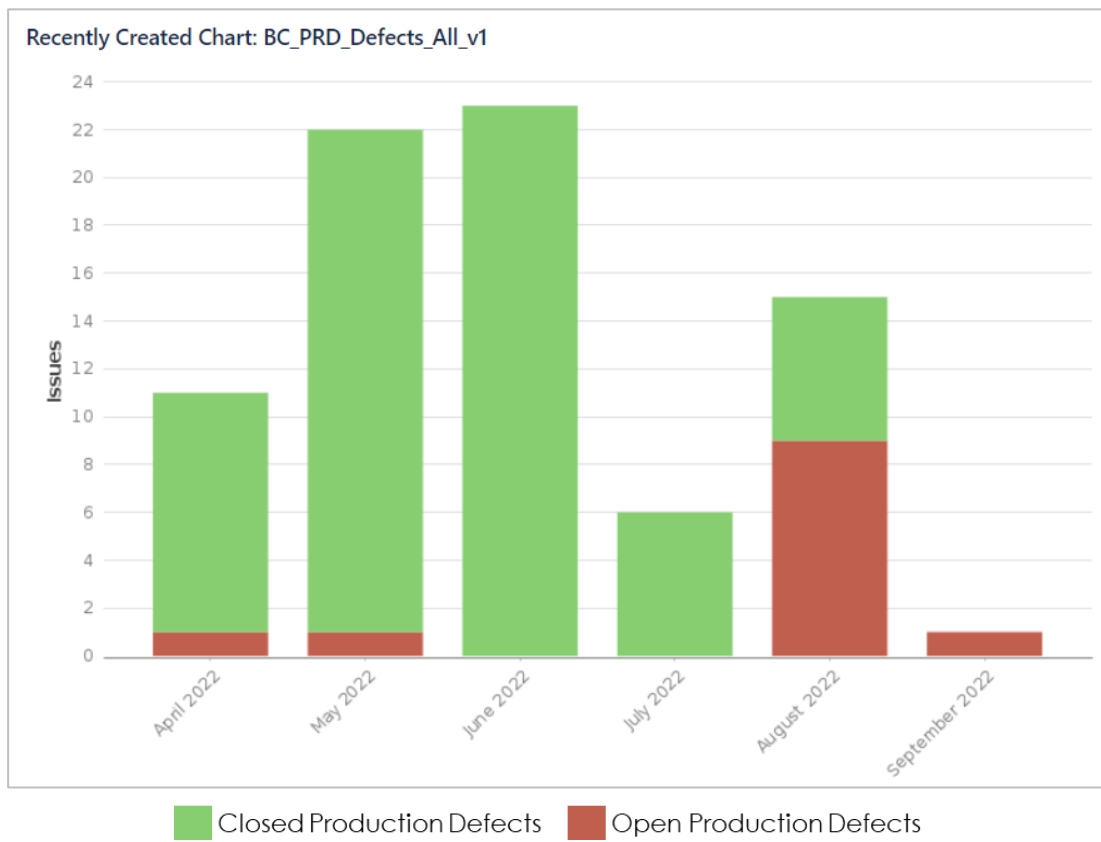


Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Severity	4.2	TBD	Total
2-Normal/Medium	0	1	1
New	0	0	0
In Progress	0	1	1
Closed	0	0	0
3-Normal/Low	9	4	13
New	0	0	0
In Progress	9	4	13
Closed	0	0	0

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

Severity	4.2	TBD	Total
4-Cosmetic	3	0	3
New	0	0	0
In Progress	3	0	3
Closed	0	0	0
Total	12	5	17

Table 3.4-2 – Production Defect Fix – Release Schedule

3.5 Production Operations

3.5.1 Release Communications

Task	Date(s)	Owner
Send the draft Release Notes file for Priority Release 4.1.0.1 to the Consortium staff and QA Partners for review.	08/30/22	Production Operations
Sent the final Release Notes file for Priority Release 4.1.0.1 to the Communication Team to publish.	08/30/22	Production Operations
Sent the final Release Notes file for Priority Release 4.1.1 to the Communication Team to publish.	09/06/22	Production Operations
Sent the final Release Notes file for Priority Release 4.1.1 to the Communication Team to publish.	09/06/22	Production Operations
Sent the final Release Notes file for Monthly Release 4.1.5 to the Communication Team to publish.	08/31/22	Production Operations
Sent the final Release Notes file for Monthly Release 4.1.5 to the Communication Team to publish.	09/09/22	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 Priority Release 4.1.0.1 –successfully deployed on 08/30/22. One (1) production defect was deployed for User Error Handling, Exception Handling, and Application Summary.

BenefitsCal Priority Release 4.1.1 –successfully deployed on 09/06/22. One (1) enhancement was deployed for User Error Handling, Exception Handling, and Application Summary.

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.

- **BenefitsCal 4.1.5 Monthly Release** – was successfully deployed on 09/09/22. Three (3) enhancements were deployed for User Error Handling, Exception Handling, and Application Summary.

Release	Release Date	Summary
4.1.6 - Priority	09/12/2022	One (1) production enhancement is planned for User Error Handling, Exception Handling, and Application Summary.
4.2 – Monthly	09/29/22	Twelve (12) 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 Design Meetings**
 - Continued to address functional queries from the Development and System Test
 - Addressed comments for the 05.07: GSD – Release 5.0 DDEL and the 04.09: Requirements Traceability Matrix.
 - Attended a Design Session for CalSAWS enhancement CA-234545 Email Verification Design with CalSAWS, Consortium, and QA on 08/29/22.
 - Attended a CDSS meeting to discuss the GetCalFresh Gap List with Consortium and CWDA on 08/29/22.
 - Attended a Design Session for CalSAWS enhancement CA-239576 for Support Requests task types with Consortium and QA on 08/30/22.

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

- Analyze feedback received from CBO/Advocates and CDSS stakeholders from UAT testing activities of Release 4.1.5.
- Attended a Joint Requirement Assumptions Session with CalSAWS, Consortium and QA for Release of Information (ROI) based on SCERFRA 22-524 on 08/30/22, 09/01/22, 09/02/22, 09/06/22 and 09/08/22.
- Conducted prep session for end-to-end support request session with CalSAWS on 09/06/22
- Attended the Get CalFresh Gap List meeting with the Consortium, State Partners and CalSAWS on 09/07/22.
- Launched the six (6) marketing campaigns on 09/07/22 and 09/08/22 to 1.46 million email IDs.
- **Release 4.1.5 Development**
 - Provided Independent UAT Test support for Student based application and CBO Referral modules.
 - Provide Consortium UAT support for Student-Based Application and CBO Referral modules
 - Released 6 Email Templates translated in 20 languages to SIT testing on 08/29 for the marketing materials.
- **Release 4.2 Development**
 - Delivered four (3) enhancements to SIT for testing.
 - Provided System Test support for testing enhancements.

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

Release	Release Date	Summary
4.1.5	09/09/22	<ul style="list-style-type: none">Continued system test and independent test support for Student Based Application and CBO Campaign referral module.Provided support for security and performance testing
4.2	09/29/22	<ul style="list-style-type: none">Provided system test support for enhancements and defects

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 09/09/22	100%
Release 4.1.5 Pass of executed Actual as of 09/09/22	100%
Release 4.1.5 consists of CBO Referral and Student Flow functionalities. Completion date: 09/09/22	

Table 4.4-1 – System Change Request (SCR) Test Status – Release 4.1.5

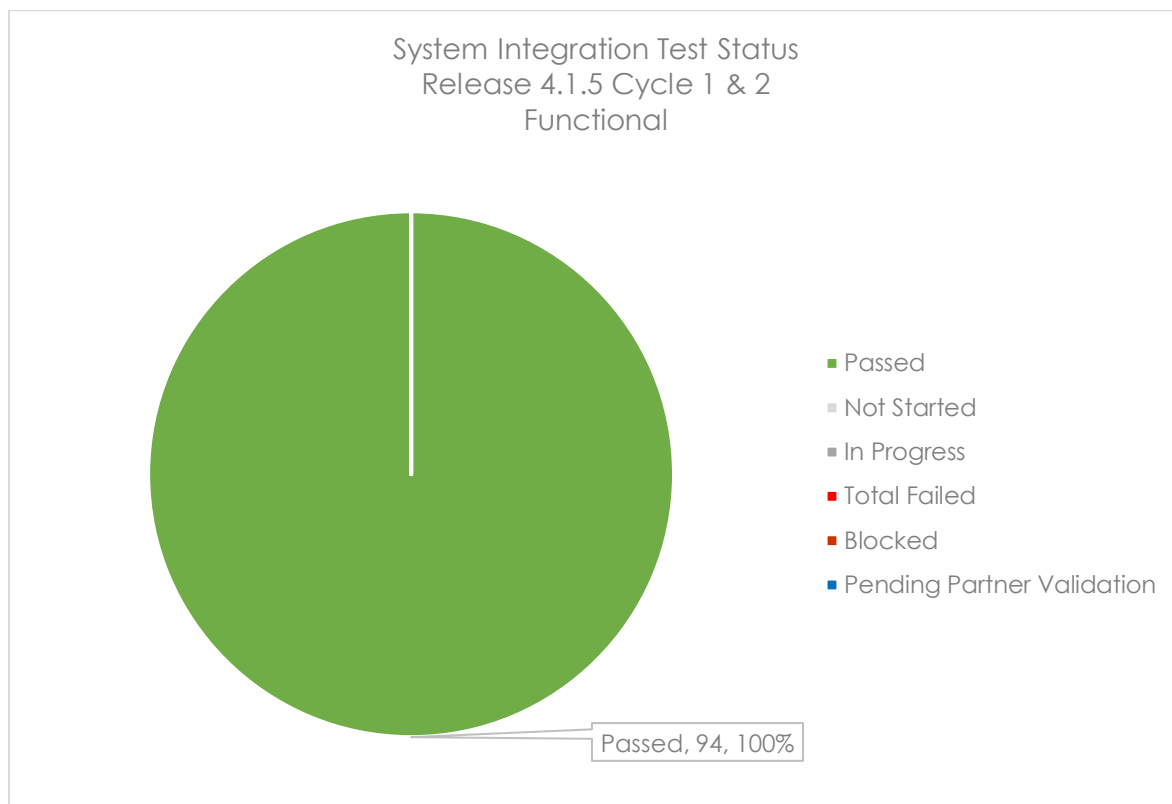


Figure 4.4-1 – System Change Request (SCR) Test Status – Release 4.0

4.4.2 Automated Regression Test (ART) Coverage

- Below are the automated regression scripts executed for regression in BenefitsCal for Releases 4.1.5.
- Smoke test was performed in Release 4.2 not regression hence the test cases are not listed here.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
4.1.5	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

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 5, 2022 to September 11, 2022

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.