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

Reporting Period: August 15, 2022 to August 28, 2022

08/17/22

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1.0   Executive Summary

1.1   Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.5.1	There was no BenefitsCal Priority Release for the reporting period.
3.5.1	BenefitsCal Monthly Release 4.1 on **08/25/22**.
4.2	Upcoming BenefitsCal Major Release 4.1.5 on **09/09/22**.
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 thirteen (13) active Production defects.
Incidents	🟢	There are twelve (12) 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** – There was no BenefitsCal Priority Release for the reporting period.
➢ **Monthly Release 4.1** - The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 4.1 to BenefitsCal Production

Planned Outages

➢ Thursday, 08/25/22 from 8:00 pm to 9:30 pm PST.
   o BenefitsCal Monthly Release 4.1.

2.0   Project Management

2.1   Project Deliverables Summary

Del #	Deliverable Name	Team	Status [1]	Status
WP 24.10	CX Monthly Report – July 2022	UCD	🟢	FWP Submitted 08/18/22
WP 25.06	Monthly M&O Report – July 2022	M&O	🟢	FWP Submitted 08/18/22
WP 33	Communications and Marketing Materials	Design	🟢	FWP Submitted 08/15/22

[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 DDEL 05.07: General Systems Design – Release 5.0 on 08/26/22, including:
     ▪ DDEL 04.07: Requirements Traceability Matrix – Release 5.0.

➢ **Deliverable and Work Product submissions for next week:**
   o 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

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.
➢ **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** – Eleven (11) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- ➢ **Incidents Resolved** – The BenefitsCal Tier 3 team resolved eleven (11) 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-nine (29) incidents in the bi-weekly reporting period.
- ➢ **Problems Created** – The BenefitsCal Tier 3 team created one (1) 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.
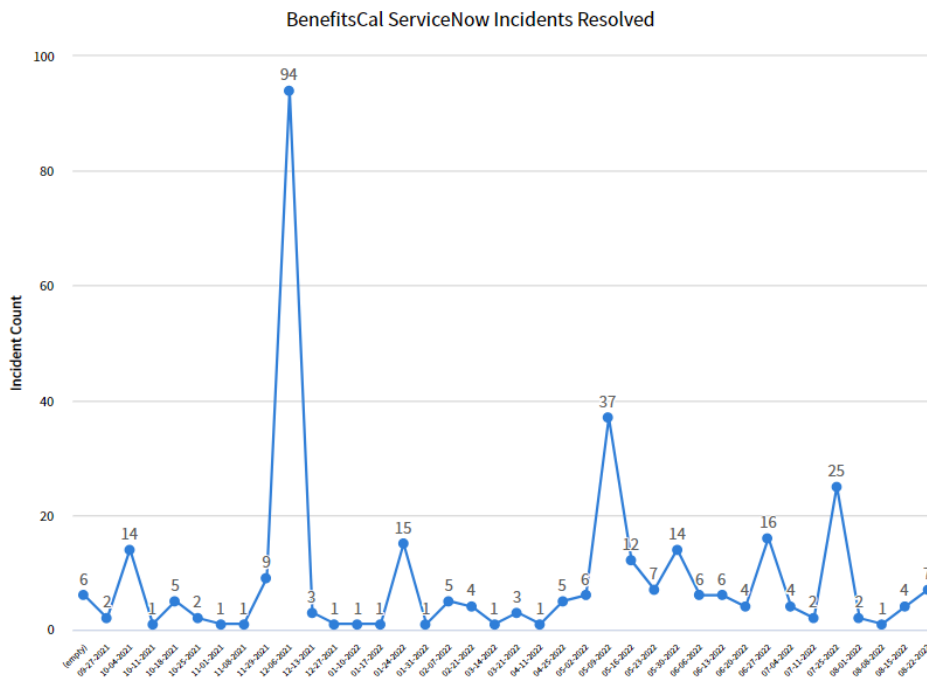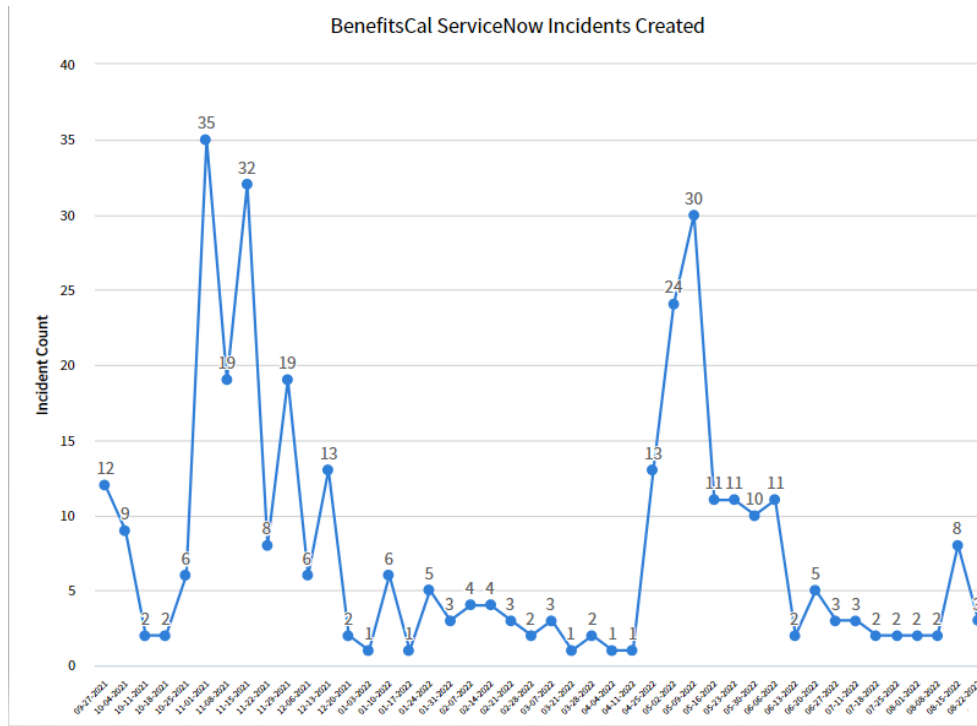
BenefitsCal ServiceNow Incidents Closed

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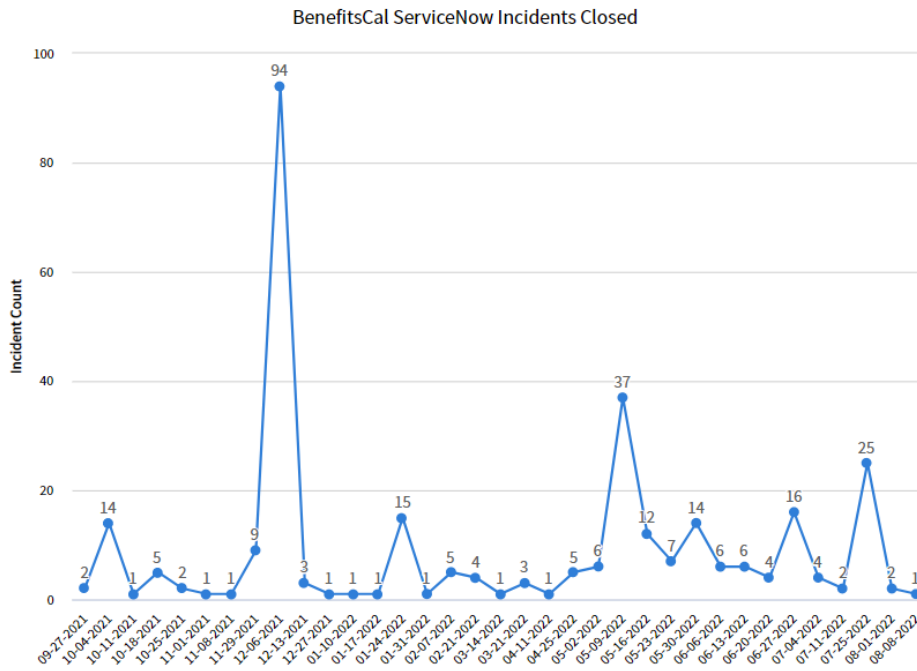
BenefitsCal ServiceNow Incidents Triaged
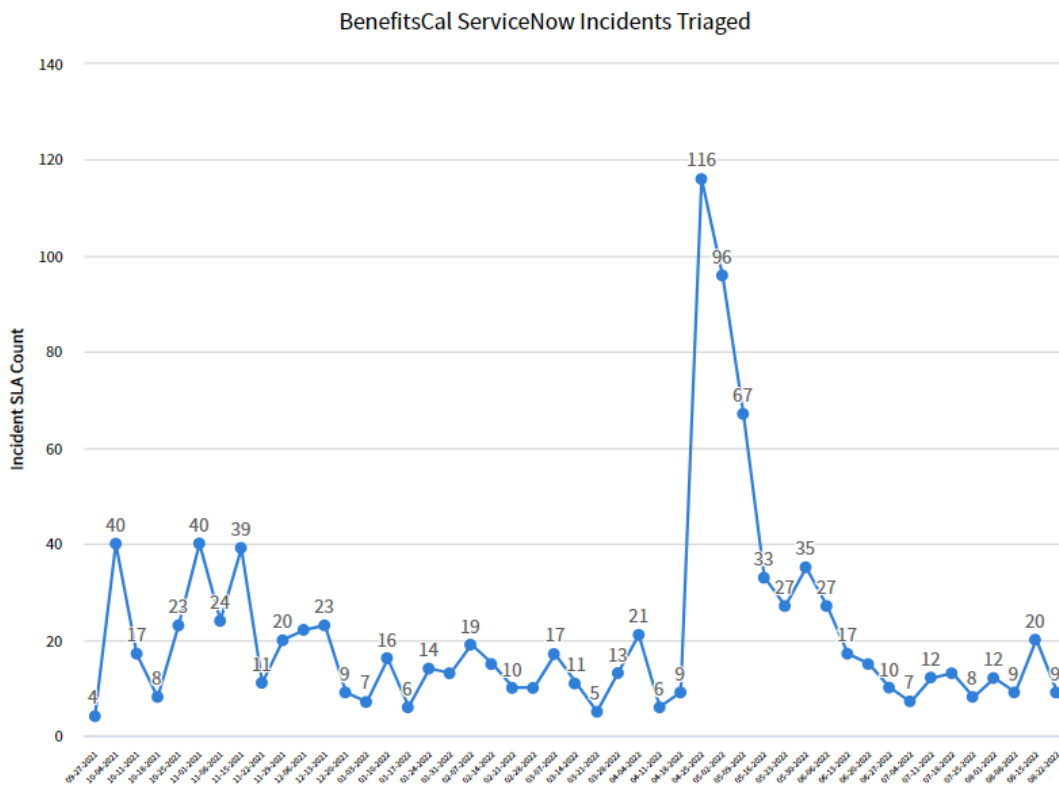
Note: *The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis*

represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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.
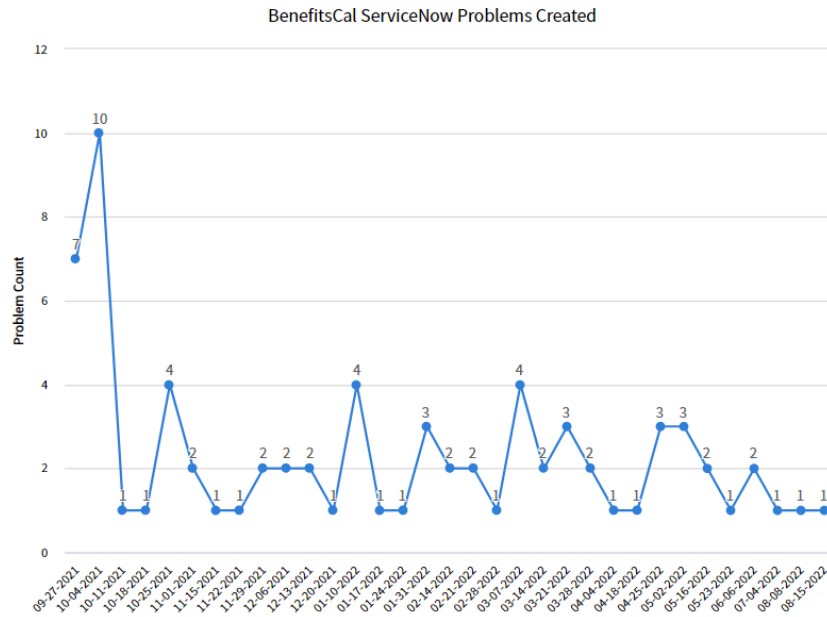

BenefitsCal ServiceNow Problems Created
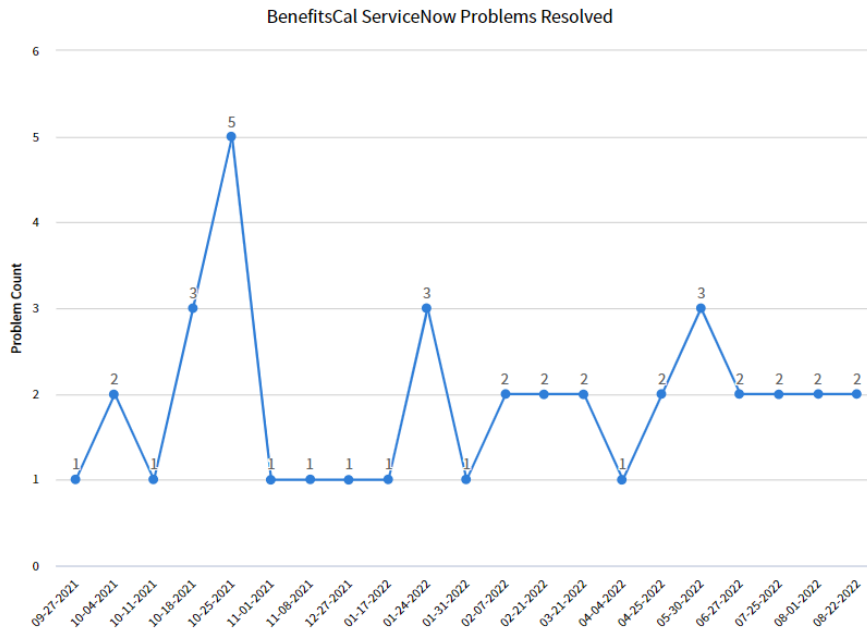
Note: The graphs represent the ServiceNow problems associated to 40 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.

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

BenefitsCal ServiceNow Incidents by State and Age

Aging Category State	(empty)	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	Count
New	0	0	0	0	1	0	0	1
In Progress	1	0	0	0	0	0	0	1
On Hold	0	1	0	3	3	1	2	10
Resolved	0	0	1	5	0	4	1	11
Closed	0	0	0	17	90	46	29	182
Problem in Diagnosis	0	0	0	0	0	1	0	1
Count	1	1	1	25	94	52	32	206

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
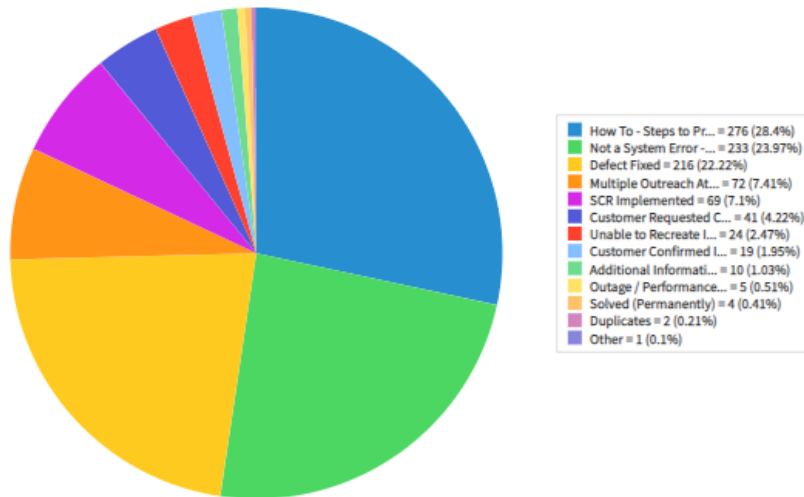
Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	276	28.4%
Not a System Error - With Explanation	233	23.97%
Defect Fixed	216	22.22%
Multiple Outreach Attempts – No Response	72	7.41%
SCR Implemented	69	7.1%
Customer Requested Closure	41	4.22%
Unable to Recreate Issue	24	2.47%
Customer Confirmed Issue is Resolved	19	1.95%
Additional Information Needed	10	1.03%
Outage / Performance Degradation	5	0.51%
Solved (Permanently)	4	0.41%
Duplicates	2	0.21%
Other	1	0.1%
Total	**972**	**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... ≡ 156 (15.51%)
- CalSAWS Application/... ≡ 108 (10.74%)
- BenefitsCal > Docume... ≡ 91 (9.05%)
- BenefitsCal > System... ≡ 85 (8.45%)
- BenefitsCal > Apply ... ≡ 71 (7.06%)
- BenefitsCal > Access... ≡ 69 (6.86%)
- BenefitsCal > Error ... ≡ 57 (5.67%)
- BenefitsCal > Access... ≡ 54 (5.37%)
- BenefitsCal > Case L... ≡ 42 (4.17%)
- BenefitsCal > Notice... ≡ 38 (3.78%)
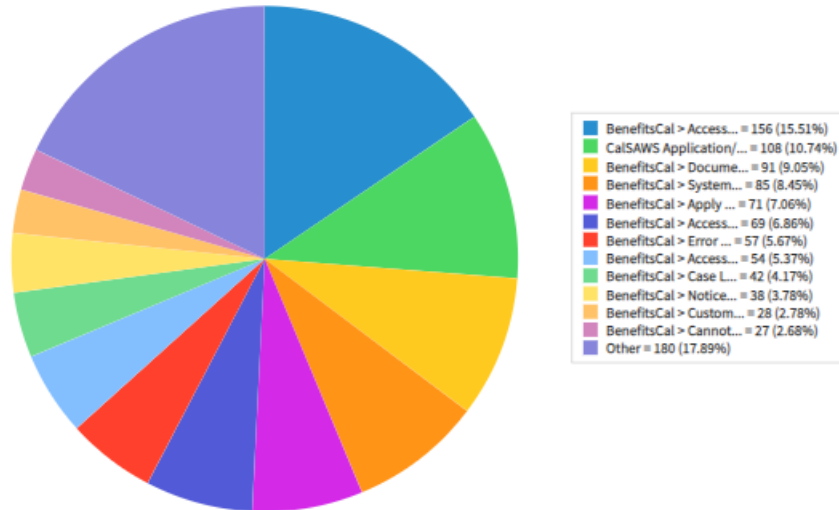- BenefitsCal > Custom... ≡ 28 (2.78%)
- BenefitsCal > Cannot... ≡ 27 (2.68%)
- Other ≡ 180 (17.89%)

Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue	156	15.51%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	108	10.74%
BenefitsCal > Document Upload	91	9.05%
BenefitsCal > System/Technical Issue	85	8.45%
BenefitsCal > Apply for Benefits	71	7.06%
BenefitsCal > Access Issue > CBO	69	6.86%
BenefitsCal > Error Message	57	5.67%
BenefitsCal > Access Issue > Customer	54	5.37%
BenefitsCal > Case Link Request	42	4.17%
BenefitsCal > Notices/Documents/Images	38	3.78%
BenefitsCal > Customer Dashboard	28	2.78%
BenefitsCal > Cannot View Case Information	27	2.68%
Other	180	17.89%
Total	**1,006**	**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
09/9/22	8:00 pm – 9:30 pm PST	BenefitsCal 4.1.5 priority 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.

Recently Created Chart: BC_PRD_Defects_All_v1

Closed Production Defects   Open Production Defects
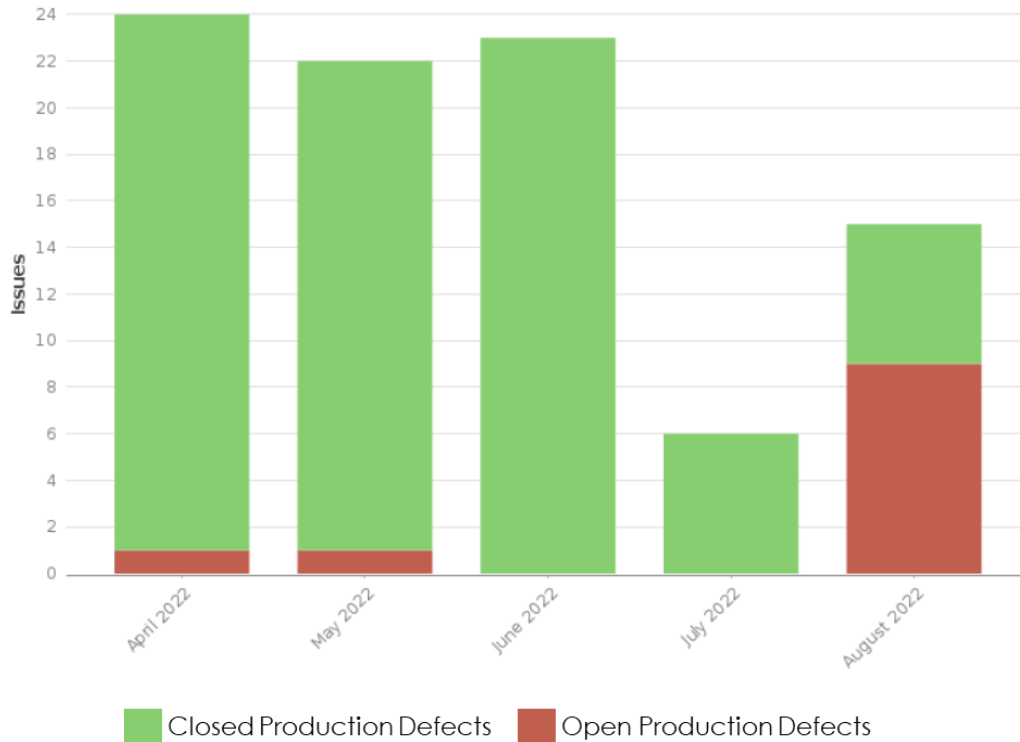
Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1   Release Schedule Production Defect Fix

Severity	4.2	TBD	Total
2-Normal/Medium	**0**	**0**	**0**
New	0	0	0
In Progress	0	0	3
Closed	0	0	0
3-Normal/Low	**10**	**2**	**12**
New	0	0	0
In Progress	10	2	12
Closed	0	0	0
4-Cosmetic	**2**	**0**	**2**

Severity	4.2	TBD	Total
New	0	0	0
In Progress	2	0	0
Closed	0	0	0
Total	*12*	*2*	*14*

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 Monthly Release 4.1 to the Consortium staff and QA Partners for review.	08/18/22	Production Operations
Sent the final Release Notes file for Monthly Release 4.1 to the Communication Team to publish.	08/25/22	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 - None for the reporting period.

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 4.1Monthly Release** – was successfully deployed on 08/25/22. Sixteen (16) production defects and four (4) enhancements were deployed for User Error Handling, Exception Handling, and Application Summary.

Release	Release Date	Summary
4.1.5 - Major	09/09/2022	Three (3) production enhancements are 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 Reviews**
   o Continued to address functional queries from the Development and System Test teams regarding Release 4.1.5 functionalities.
   o Continued preparing the 05.07: GSD – Release 5.0 Draft Deliverables (DDEL) for submission.
   o Submitted 33.00 BenefitsCal Communications and Marketing Materials Final Work Product (FWP) on 08/15/22.
   o Collected and addressed feedback from Regional Managers, the CDSS, the DHCS, the Consortium, the CWDA, and Advocates on the 33.00 BenefitsCal Communications and Marketing Materials FWP.
   o Responded to comments received for the 33.00 BenefitsCal Communications and Marketing Materials FWP.
   o Prepared for BenefitsCal Requirements Clarification Session: Release of Information (ROI) on 08/25/22.
   o Continued to address functional queries from the Development and System Test
   o Submitted the 05.07: GSD – Release 5.0 DDEL, including the 04.09: Requirements Traceability Matrix – Release 5.0 DDEL on 08/26/22.
   o Worked on Release of Information (ROI) requirements and assumptions.

➢ **Design Meetings**
   o Conducted a review session for the 33.00: BenefitsCal Communications and Marketing Materials FWP with the CalSAWS Consortium, QA, CWDA, Regional Managers, and CDSS CalFresh Outreach on 08/15/22.
   o Conducted a session with CalSAWS and Consortium to Review BenefitsCal ROI requirements and assumptions on 08/22/22
   o Attended the BenefitsCal Release of Information follow up meeting scheduled by State Partners on 08/23/22

➢ **Release 4.1 Development**
  o Delivered four (4) enhancements to Consortium, Independent Test and production.
  o Provided System Test and Independent test support for testing enhancements.'

➢ **Release 4.1.5 Development**
  o Provided Independent UAT Test support for Student based application and CBO Referral modules.
  o Provide Consortium UAT support for Student-Based Application and CBO Referral modules

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

Release	Release Date	Summary
4.1	08/25/22	• Continued system test, independent test and UAT support activities for enhancements and defects • Delivered 4.1 to enhancements to production
4.1.5	09/09/22	• Continued system test and independent test support for Student Based Application and CBO Campaign referral module. • Provided support for security and performance testing

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 08/28/22	90%
Release 4.1.5 Pass of executed Actual as of 08/28/22	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 4.1.5

System Integration Test Status
Release 4.1.5 Cycle 1 & 2
Functional

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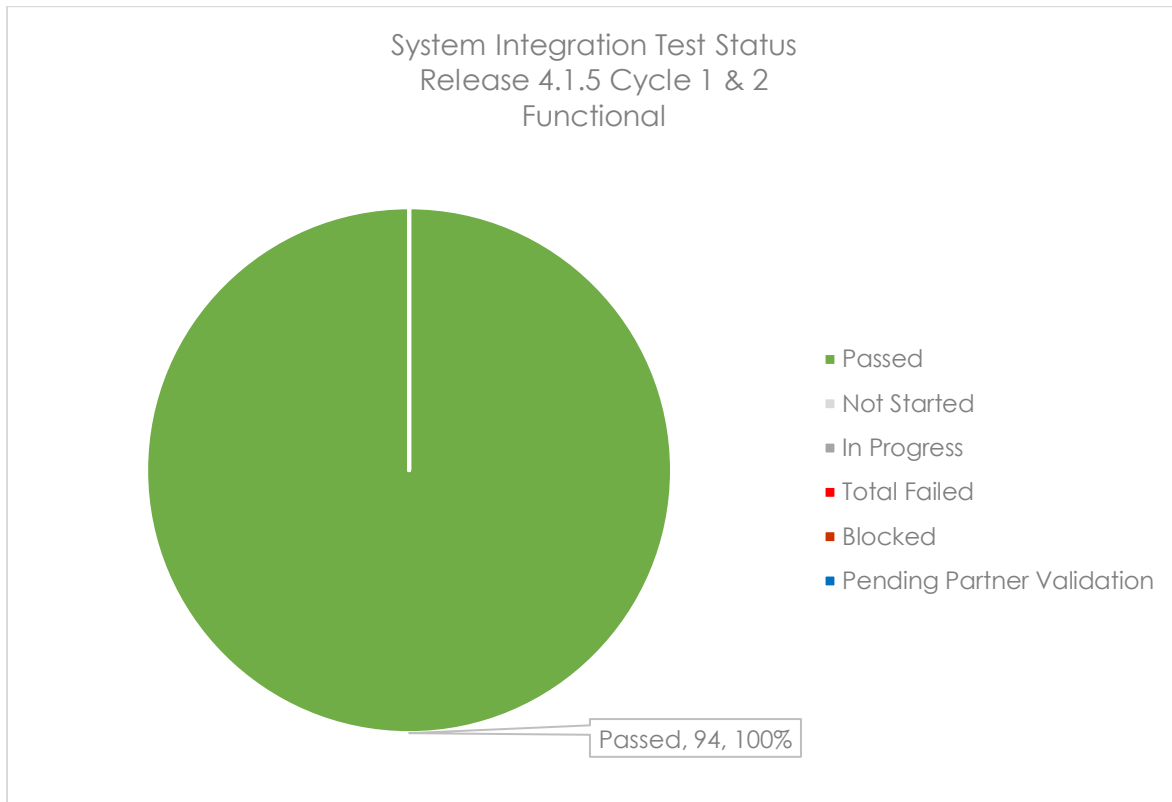- Pending Partner Validation

Passed, 94, 100%

Figure 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 4.1 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

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.