CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: August 22, 2022 to August 28, 2022

08/31/22

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1.0 Project Management

Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Release: ARPA (September 2022)	1. Independent Testing and User Acceptance Testing (UAT) completed. 2. Release is on schedule for 9/9/22 3. Submitted the 33.00 BenefitsCal Communications and Marketing Materials Final Work Product (FWP) on 08/15/22.
January 2023 Release (Release 5)	4. Submitted the 05.07: General System Design (GSD) – Release 5.0 DDEL, including the 04.09: Requirements Traceability Matrix – Release 5.0 on 08/26/22
May 2023 Release (ROI)	5. Continued working on BenefitsCal Release of Information (ROI) requirements and assumptions with the California Department of Social Services (CDSS), Department of Health Care Services (DHCS), County Welfare Directors Association of California (CWDA), and Consortium, CalSAWS
CalWIN ISS Support	6. Completed providing UAT support for BenefitsCal. 7. Translation of communications in progress. Targeted completion 09/02/22. 8. Training artifacts review and updates are in progress.

Table 0-1 – CalSAWS Executive Summary Agenda Topics

PMO

Highlights of the Reporting Period
▶ **Deliverables and Work Products submitted:**
   o DDEL 05.07: General System Design (GSD) – Release 5.0 on 08/26/22 including:
     ▪ 04.09: Requirements Traceability Matrix – Release 5.0.

Activities for the Next Reporting Period
▶ **Deliverable and Work Product submissions for next week:**
     ▪ None for the period.

BenefitsCal Collaboration Model

Highlights of the Reporting Period
▶ **Quarterly Meeting**
   o Continue to coordinate with the Consortium PM for the next quarterly meeting.

Activities for the Next Reporting Period

▶ **Next Meeting**
  o Continue working with the Consortium and participate in the next quarterly CM meeting planned for 09/22/22.

2.0   Application Development and Test

Requirements and Design

Highlights of the Reporting Period – Requirements and Design

▶ **Designs**
  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.

Activities for the Next Reporting Period – Requirements and Design

▶ **Designs**
  o Continued to address functional queries from the Development and System Test
  o Address comments for the 05.07: GSD – Release 5.0 DDEL and the 04.09: Requirements Traceability Matrix.
  o Attend a Design Session for CalSAWS enhancement CA-234545 Email Verification Design with CalSAWS, Consortium, and QA on 08/29/22.
  o Attend a CDSS meeting to discuss the GetCalFresh Gap List with Consortium and CWDA on 08/29/22.
  o Attend a Design Session for CalSAWS enhancement CA-239576 for Support Requests task types with Consortium and QA on 08/30/22.
  o Analyze feedback received from CBO/Advocates and CDSS stakeholders from UAT testing activities of Release 4.1.5.

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 08/22/22.
▶ **Advocate/CBO Engagement**
  o Facilitated the August UCD Monthly Meeting on 08/24/22.
▶ **UCD Research**
  o Facilitated two (2) Release 4.1.5 usability testing sessions with customers during the week of 08/22/22.
  o Began analysis of usability testing to develop insights during the week of 08/22/22.
▶ **ROI Release**
  o Collaborated with the Design/Functional team to work on ROI requirements and assumptions.

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 08/29/22.

▶ **Work Product 24.10**
   o Finalize the 24.10: CX Monthly Report – July 2022 Final Work Product (FWP).

▶ **Work Product 24.11**
   o Draft the 24.11: CX Monthly Report – August 2022 Draft Work Product (DWP) for internal review on 09/06/22.

▶ **UCD Research**
   o Finish analysis of usability testing and develop insights for Usability Testing Report.
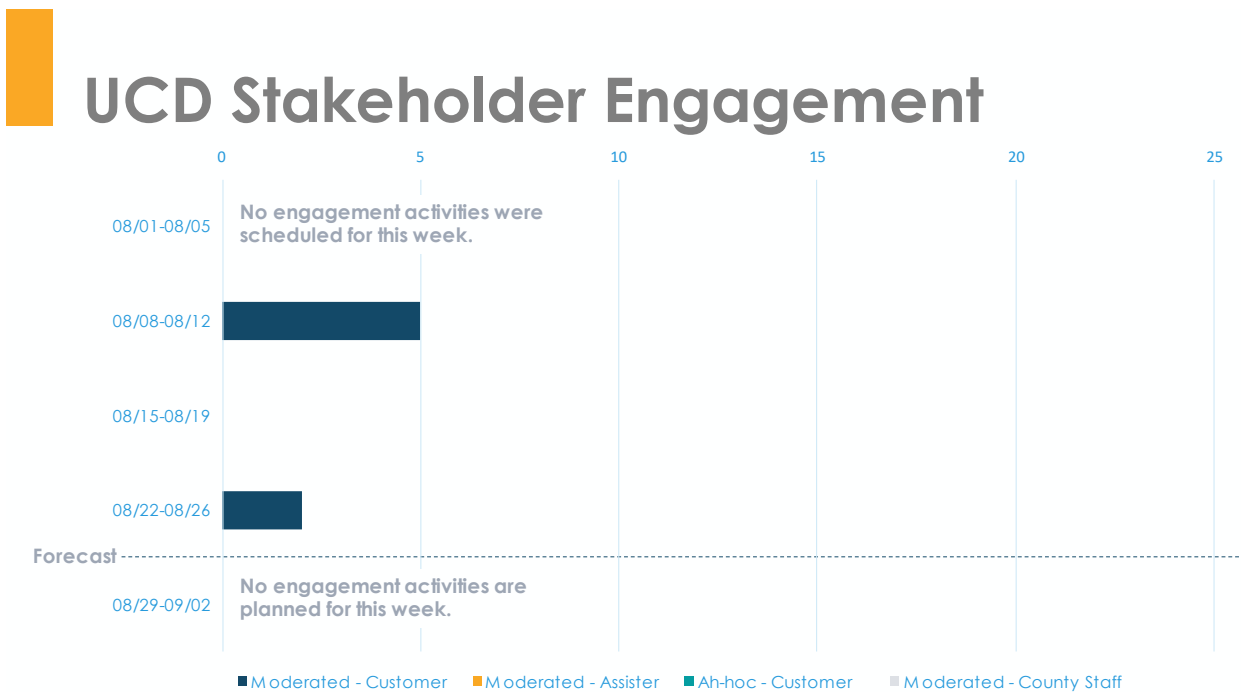
Figure 0-1 – UCD Stakeholder Engagement

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 0-2 – Data Requests for CX Measurement

Development

Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 08/26/22	Actual for Week Ending 08/26/22	Total Planned for the Release	Comments
4.1.5	0	0	3	

Table 0-1– Enhancement Actuals for Reporting Period

> **Marketing Site Email Templates**
> o Developed 6 Email Templates translated in 20 languages.

Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 09/02/22	Total Planned for the Release	Total Completed for the Release	Comments
4.1.5	0	3	3	
4.2	1	3	0	

Table 0-2 – Planned Enhancement Work

Release 4.1.5

> **Marketing Site Email Templates**
> o Release 6 Email Templates translated in 20 languages to SIT testing on 08/29.
> **Consortium UAT Test Support**
> o Provide Consortium UAT support for Student-Based Application and CBO Referral modules

Unscheduled Release Updates

> **Chatbot**
> o Resolution of silence detection in Chatbot was provided by the Amazon Web Services (AWS) Product Team last week for three (3) languages (English, Portuguese, and Chinese). The dates need to be decided for the fix for the remaining three (3) languages (Spanish, Korean, and Japanese).
> o Delay in delivery of three (3) languages (Chinese, Korean, and Japanese) to SIT for Chatbot Voice Integration.
>> ▪ **Reason** – AWS Lex is not identifying varying accent related inputs for the three (3) languages (Chinese, Korean, and Japanese). Currency slot availability from the Product team is unavailable in 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 a currency slot for the

Income question. **The Release 4.0 deployment had these three (3) languages' voice-based feature disabled, based on the key decision CSPM-56778.** The new release date for the voice feature will be decided after the sign-off of the identified issues with the AWS Product team.

▪ **Mitigation Plan** – Ongoing analysis for identifying a solution with the AWS Product team. Work toward training the bot with native speakers for these three (3) languages and resolve the currency slot issues with the AWS Product team as part of CSPM-56537.

System Test Execution

Highlights of the Reporting Period – System Test Execution

➢ **Testing Support**
  o Provided testing support for M&O and DD&I release defects, enhancements, and smoke and regression testing.
➢ **Partner Integration Calls**
  o Conducted need basis Partner Integration calls to triage cross-partner defects for Release 4.1.5, M&E, and M&O.
➢ **Functional Test Cases for Release 4.1.5**
  o **Cycle 1**: 59 out of 59 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 100% pass of execution rate for Cross-Browser, Cross-Device, ADA, and Multi-Language.

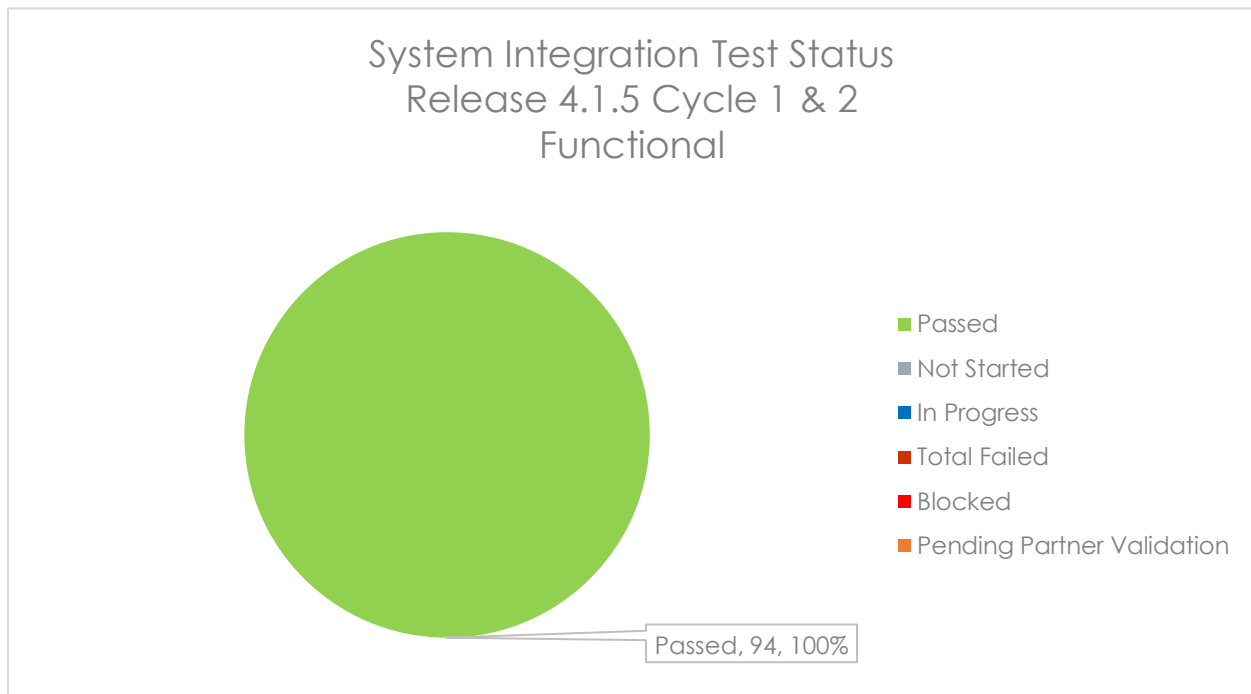System Integration Test Status
Release 4.1.5 Cycle 1 & 2
Functional

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

Passed, 94, 100%

Figure 0-1 – 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)	**90%**	**90%**	**94 Test Cases**
Actual (+/- from previous week)	**100%**	**100%**	**94 Test Cases**
System Test Complete Date: 08/05/22			

Table 0-1 – Pass Rate (Functional): Release 4.1.5

System Integration Test Status
Release 4.1.5 Cycle 1 & 2
Automation

Total Failed, 0, 0%

Passed, 1012, 100%

- Passed
- Not Started
- In Progress
- Total Failed
- Blocked
- Pending Partner Validation
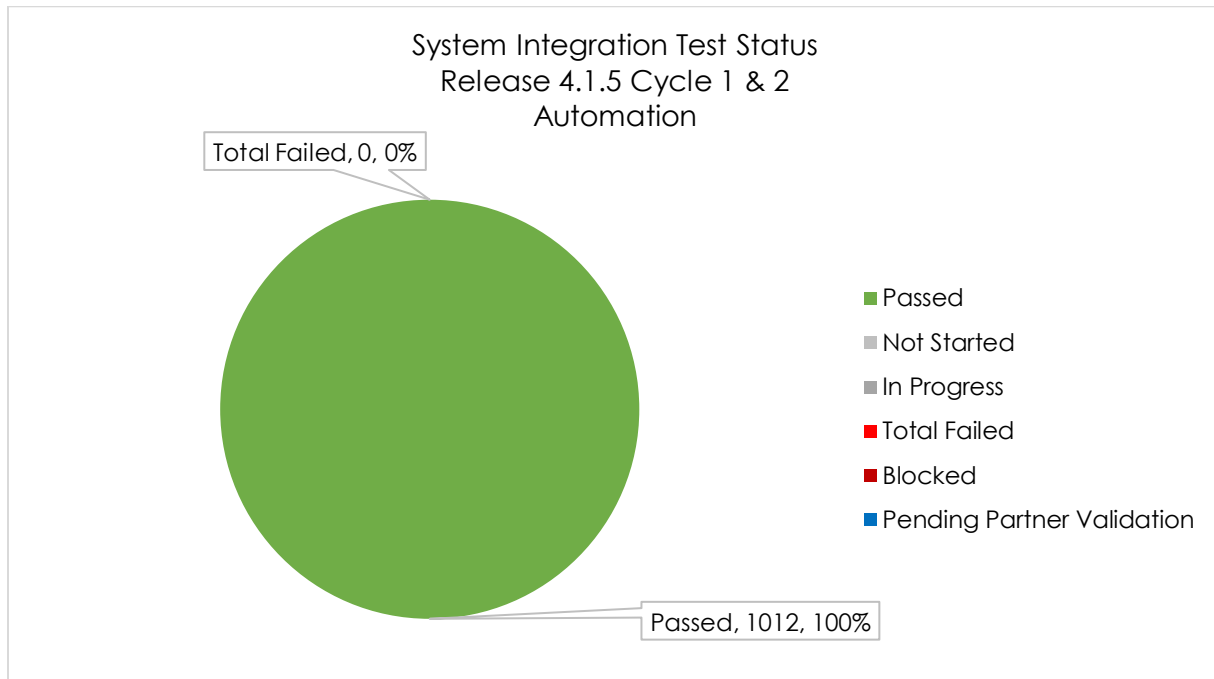
Figure 0-2 – System Test Execution Status (Automation): Release 4.1.5

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned* (+/- from previous week)	**90%**	**90%**	**1012 Test Cases**
Actual (+/- from previous week)	**100%**	**100%**	**1012 Test Cases**
System Test Complete Date: 08/05/22			

Table 0-2 – Pass Rate (Automation): Release 4.1.5
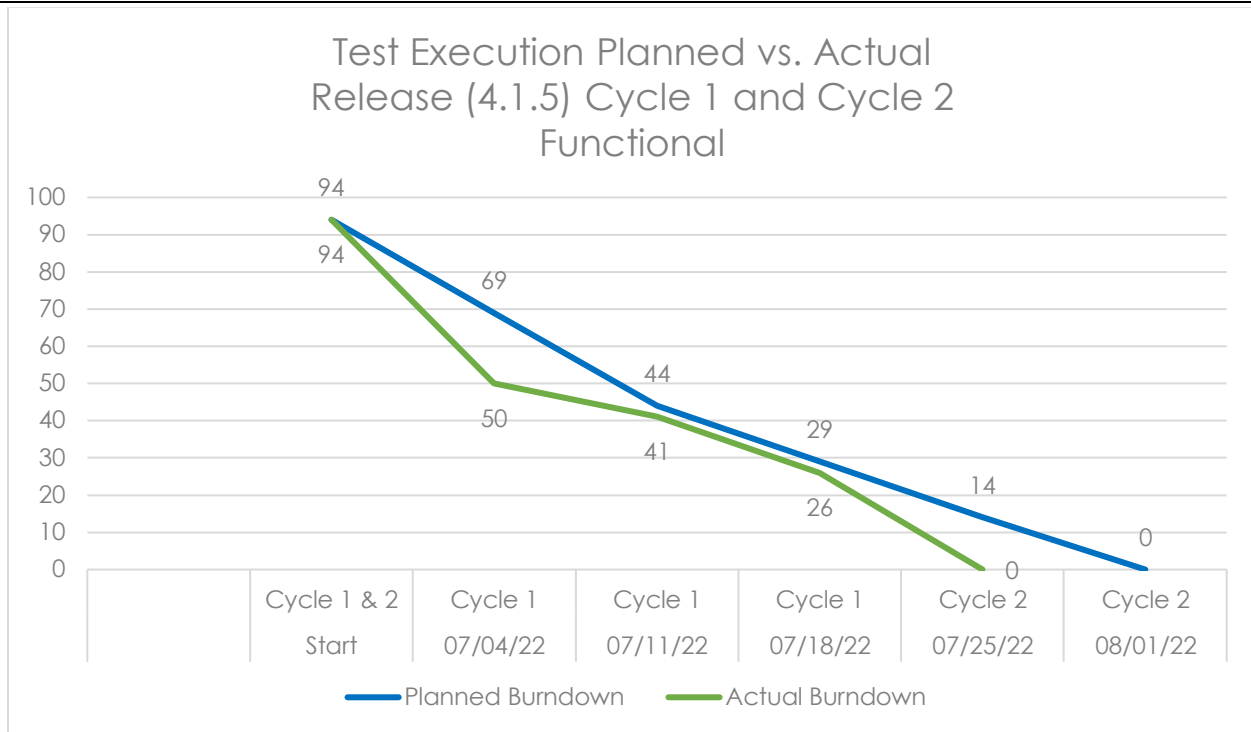
Figure 0-3 – Execution Burndown Chart (Functional): Release 4.1.5
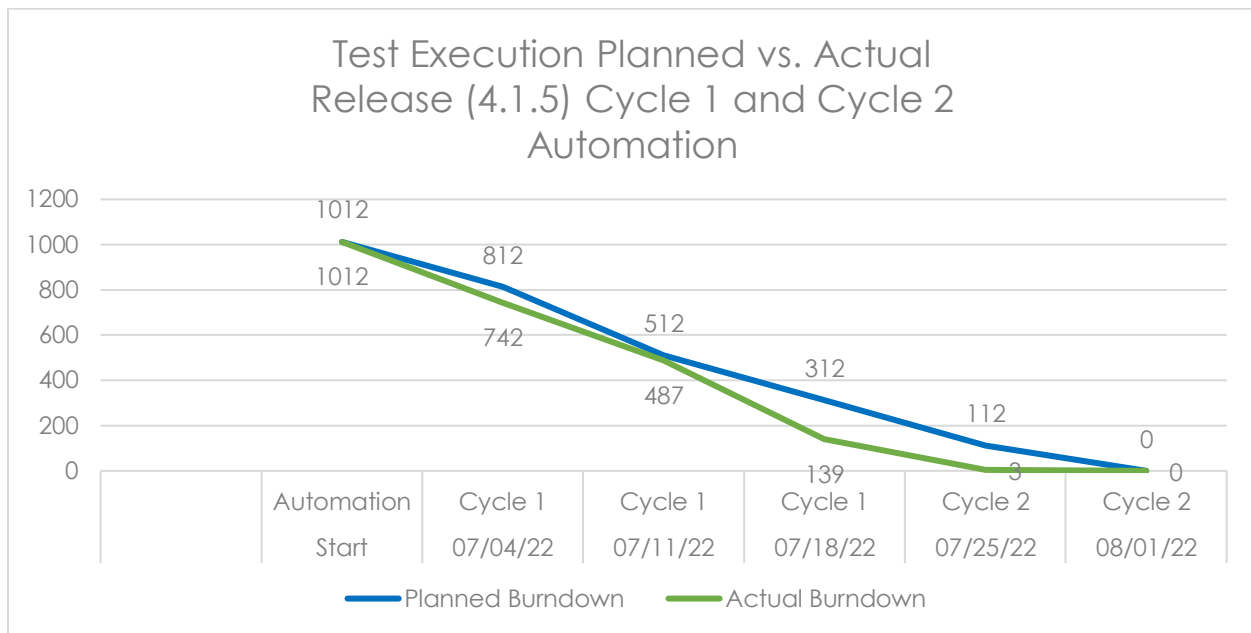
Figure 0-4 – Execution Burndown Chart (Automation): Release 4.1.5

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 ad-hoc partner integration items.
➢ **Release 5.0**
   o Start working on functional test scenarios and automation planning

User Acceptance Test (UAT) Planning

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 Supported Independent Test team for Release 4.1.5 M&E items verification.
   o Supported UAT team on test execution and clarification.

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 UAT and Independent Testing team.

Performance Test

Highlights of the Reporting Period – Performance Test

▶ **No Planned activities for the week**

Activities for the Next Reporting Period – Performance Test

➢ **CalWIN rollout 1 performance testing activities** – Plan and prepare for the CalWIN rollout 1 performance testing activities.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
11	07/25/22	08/19/22	Release 4.1.5	Completed	100% completed

Table 0-1– Performance Test Cycles and Test Case Status

3.0   Security

User Conversion

Highlights of the Reporting Period – User Conversion Testing

CalWIN Conversion
   o Worked with the Yolo and Placer County PPOCs to identify usage of the MyBCW Agency Key attribute as a unique identifier for CBO Organizations in place of the Organization code.
   o Created a service request and content for the ForgeRock team to perform a load of test users into ID-DEV so that the BenefitsCal Dev team may test out the functionality end-to-end.

Activities for the Next Reporting Period – User Conversion Testing

Perform CBO User Data Validation
- o Identify Primary Points of Contact (PPOCs) for the rest of the CalWIN Counties to perform Community Based Organization (CBO) user data validation.
- o Work with the ForgeRock team to perform a load of test users to test the BenefitsCal functionality with CalWIN County CBO users.

Security

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 08/26/22.
  Change
- o Presented on and received approval for Change CHG0036495 to implement DNSSEC in the production environment.

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.

4.0   Communications

Highlights of the Reporting Period

- ▶ No activities planned for the reporting period.

Activities for the Next Reporting Period

- ▶ No activities planned for the next reporting period.

5.0   Appendices

Appendix A – Deliverable Summary

Deliverable Status by Submission

		Complete			Coming Soon	
DEL ID	**Deliverable Name**	**DDED**	**FDED**	**DDEL**	**FDEL**	**Final Approval**
04.09	Requirements Traceability Matrix – Release 5.0	N/A	N/A	08/26/22	09/22/22	09/30/22
05.07	General Systems Design – Release 5.0	N/A	N/A	08/26/22	09/22/22	09/30/22
08.01	Implement. Complete Report & Final Acceptance – L.A. County	N/A	N/A	05/27/22	06/20/22	
09.01	Maintenance & Operations (M&O) Plan – L.A. County	N/A	N/A	N/A	06/20/22	
11.01	Mobile App Implementation Complete Report – L.A. County	N/A	N/A	05/27/22	06/20/22	

Table 0-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
None			

Table 0-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

		Complete		Coming Soon	
ID	**Work Product Name**	**DWP**	**FWP**	**Final Approval**
24.09	CX Monthly Report – June 2022	07/11/22	07/21/22	TBD
24.10	CX Monthly Report – July 2022	08/08/22	08/18/22	08/25/22
25.05	Monthly M&O Report – June 2022	07/11/22	07/21/22	TBD
25.06	Monthly M&O Report – July 2022	08/08/22	08/18/22	08/25/22
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
28.03	BenefitsCal Work Plan Monthly Updates – June 2022	N/A	07/08/22	TBD
28.04	BenefitsCal Work Plan Monthly Updates – July 2022	N/A	08/05/22	08/15/22
29.03	BenefitsCal Monthly Status Report – June 2022	N/A	07/08/22	07/18/22
29.04	BenefitsCal Monthly Status Report – July 2022	N/A	08/05/22	08/15/22
31.09	Monthly Security Monitoring Report – June 2022 (FWP)	N/A	07/11/22	07/18/22
32	Marketing and Communications Plan	06/30/22	07/22/22	08/01/22
33	Marketing and Communications Plan	08/08/22	08/15/22	08/18/22

Table 0-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
None			

Table 0-4 – Upcoming Work Product Deadlines

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	2	Medium	05/10/21
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.	Open	2	Medium	06/01/22

ID	Title	Details	Status	Impact	Probability	Date Logged
		Also, for the change management, operational downstream implications for Counties to existing operations and help desk processes not established. Impact: Customers would need to continue existing help and support channels to request assistance. ▶ Reopen the technical architecture discussions to further and plan county usage. ▶ Establish operational downstream implications for Counties to existing operations and help desk processes. ▶ Quantify the effort on the Amazon Connect integration approach and timeline ▶ Identify and conduct a Proof of Concept with one interested County Status: - Executive huddles were held on 6/3 and 6/13. Direction is given to proceed forward with the effort. - 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				

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Table 0-1 – Project Risks and Issues

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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.						

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Table 0-2 – CITs

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Weekly Status Report, August 31, 2022
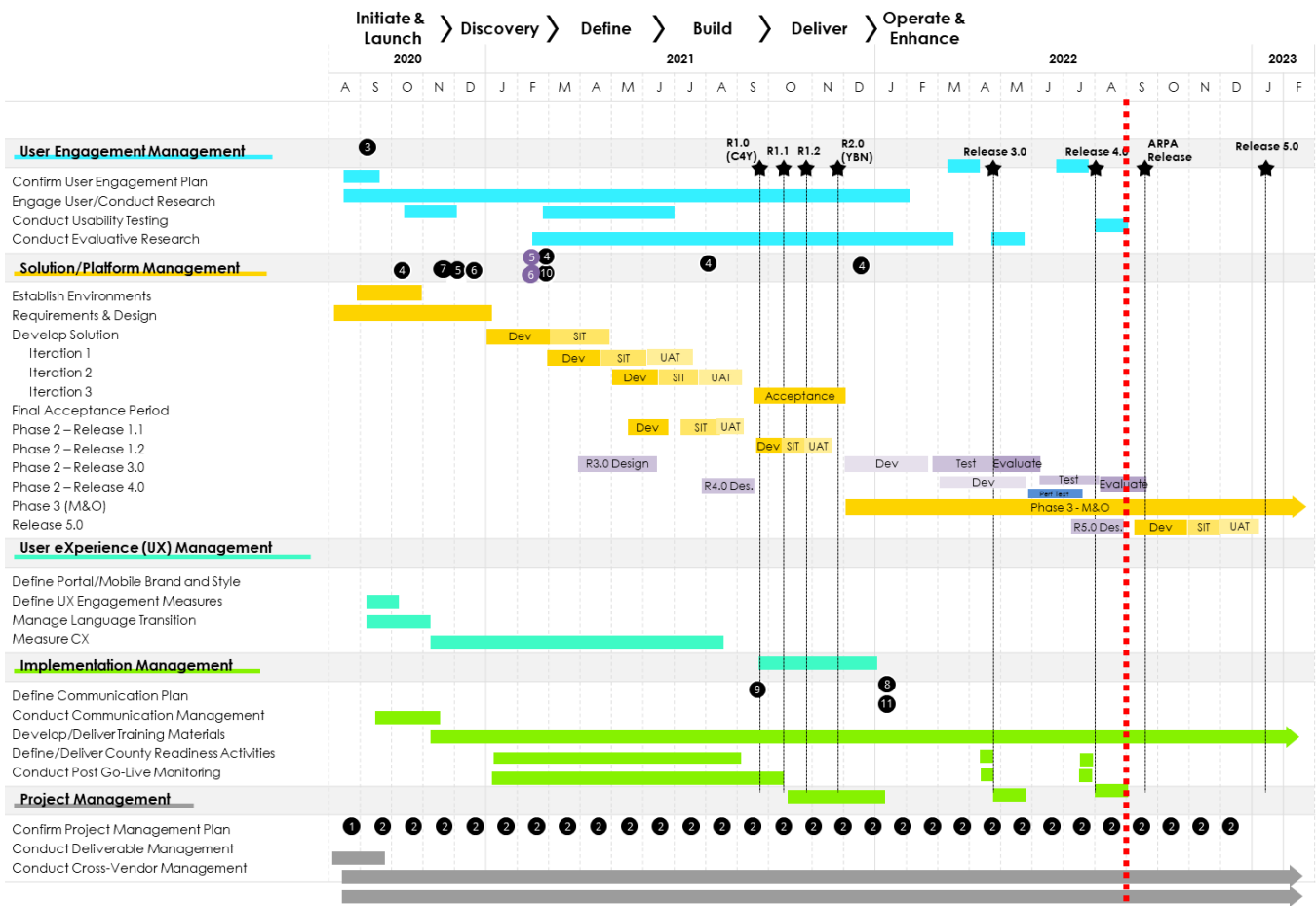Period: August 22, 2022 to August 28, 2022

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.							

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Table 0-3 – CRFIs

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Appendix C – Project Work Plan Reports

Project Timeline

Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None.			

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Table 0-1 – Overdue Action Items

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