

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

**Reporting Period: September 12, 2022 to  
September 25, 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.....	6
2.4	SCIRFRA/SCERFRA/SIRFRA/SARRA Information .....	6
2.5	Deviation from Plan/Adjustments.....	7
3.0	Maintenance and Operations.....	7
3.1	Service Management.....	7
3.1.1	Overview.....	7
3.1.2	BenefitsCal Help Desk Metrics.....	8
3.2	Technology Operations.....	15
3.3	BenefitsCal Maintenance and Operations.....	15
3.4	Production Defect Backlog.....	16
3.4.1	Release Schedule Production Defect Fix .....	16
3.5	Production Operations.....	17
3.5.1	Release Communications .....	17
3.5.2	Root Cause Analysis (RCA).....	17
3.6	Deviation from Plan/Adjustments.....	17
4.0	Application Development .....	17
4.1	Priority Release Summary .....	17

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

Period: September 12, 2022 to September 25, 2022

---

- 4.2 Monthly Release Summary .....17
- 4.3 Application Development Status.....18
- 4.4 Release Management .....18
  - 4.4.1 Release Test Summary.....18
  - 4.4.2 Automated Regression Test (ART) Coverage .....19
- 4.5 Training Materials Update.....20
- 4.6 Deviation from Plan/Adjustments.....20




## 1.0 Executive Summary

### 1.1 Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.5.1	BenefitsCal Monthly Release 4.1.5.1 on <b>09/12/22</b> .
4.2	Upcoming BenefitsCal Monthly Release 4.2 on <b>09/29/22</b> .

**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 twenty-three (23) active Production defects.
Incidents		There are thirty (30) 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 4.1.5.1** - The BenefitsCal Team successfully deployed BenefitsCal Priority Release 4.1.5.1 to BenefitsCal Production.

#### Planned Outages

- Monday, 09/12/22 from 8:00 pm to 9:30 pm PST.
  - BenefitsCal Priority Release 4.1.5.1.
- Saturday, 09/17/22 from 7:00 pm to Monday, 09/19/22 6:00 am PST.
  - Support CalSAWS scheduled maintenance.
- Sunday, 09/25/22 from 6:00 am to Sunday, 09/25/22 10:00 pm PST.
  - Support CalSAWS scheduled maintenance.

## 2.0 Project Management

### 2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status <sup>[1]</sup>	Status
5.07	Portal General Systems Design – Release 5.0 Part I (CalWORKs 2.0)	Design		FDEL submitted 09/22/22
5.08	Portal General Systems Design – Release 5.0 Part II (Support Requests)	Design		DDEL submitted 09/19/22
WP 24.11	BenefitsCal Work Product: CX Monthly Report – August 2022	UCD		FWP submitted 09/20/22
WP 25.07	BenefitsCal Monthly M&O Report – August 2022	M&O		FWP submitted 09/19/22

<sup>[1]</sup> **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:**

- FDEL 05.07: Portal General Systems Design (GSD) – Release 5.0 (CalWORKs 2.0) on 09/22/22 including:
  - FDEL: 04.09 RTM Update - Release 5.0 – Part I (CalWORKs 2.0).
- DDEL 05.07: Portal General Systems Design (GSD) – Release 5.0 Part II (Support Requests) on 09/19/22 including:
  - FDEL: 04.10 RTM Update - Release 5.0 Part II (Support Requests).
- FWP 24.11: BenefitsCal Work Product: CX Monthly Report – August 2022 on 09/20/22.
- FWP 25.07: BenefitsCal Monthly M&O Report – August 2022 on 09/19/22.

➤ **Deliverable and Work Product submissions for next week:**

- DWP 24.12: BenefitsCal Work Product: CX Monthly Report – September 2022 on 10/07/22.
- DWP 25.08: BenefitsCal Monthly M&O Report – September 2022 on 10/07/22.
- DWP 26.02: BOM Review and License Renewal on 10/07/22.
- DWP 27.02: Certificate Review on 10/07/22.

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

Period: September 12, 2022 to September 25, 2022

**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	2*
Completed	0
Duplicate	0
In Review	0
Withdrawn	0
<b>Total</b>	<b>0</b>

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

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

Period: September 12, 2022 to September 25, 2022

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### ➤ **New / Assigned**

- CSPM-58335: SCERFRA 22-555 – BenefitsCal CBOs, AAs, and AR Roles in CalWORKs.
- CSPM-58536: SIRFRA 1211 – Alternate Formats in SAWS.

## 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 to 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.

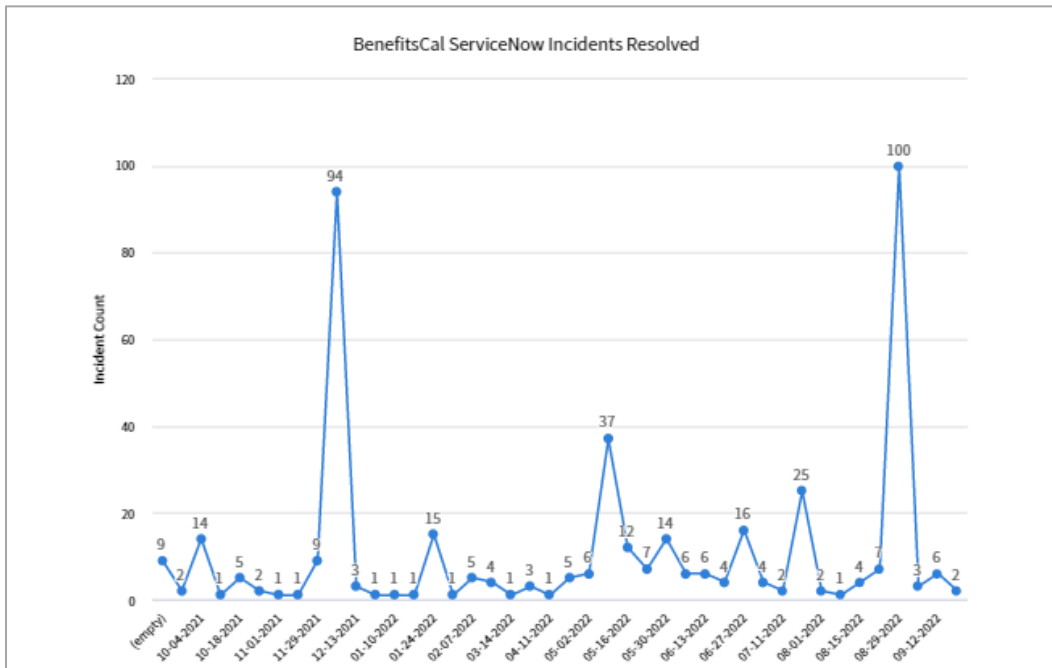
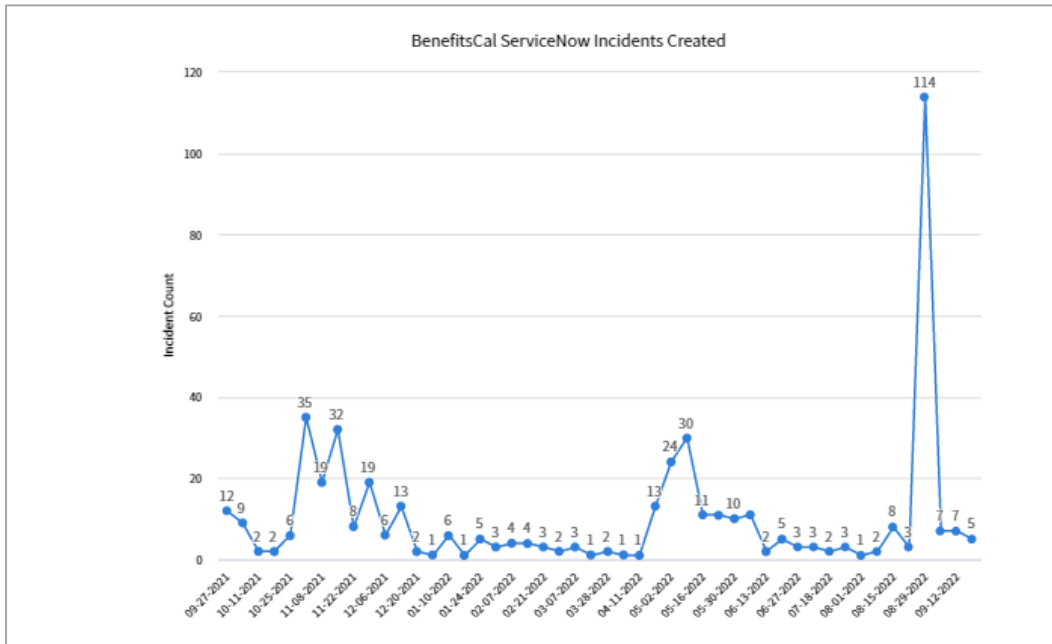
## 3.1 Service Management

### 3.1.1 Overview

- **Incidents Created** – Twelve (12) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- **Incidents Resolved** – The BenefitsCal Tier 3 team resolved eight (8) incidents in the bi-weekly reporting period.
- **Incidents Closed** – The BenefitsCal Tier 3 team closed one hundred and three (103) incidents in the bi-weekly reporting period.
- **Incidents Triaged** – The BenefitsCal Tier 3 team has triaged twenty-four (24) 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 one (1) problem ticket in the bi-weekly reporting period.

### 3.1.2 BenefitsCal Help Desk Metrics

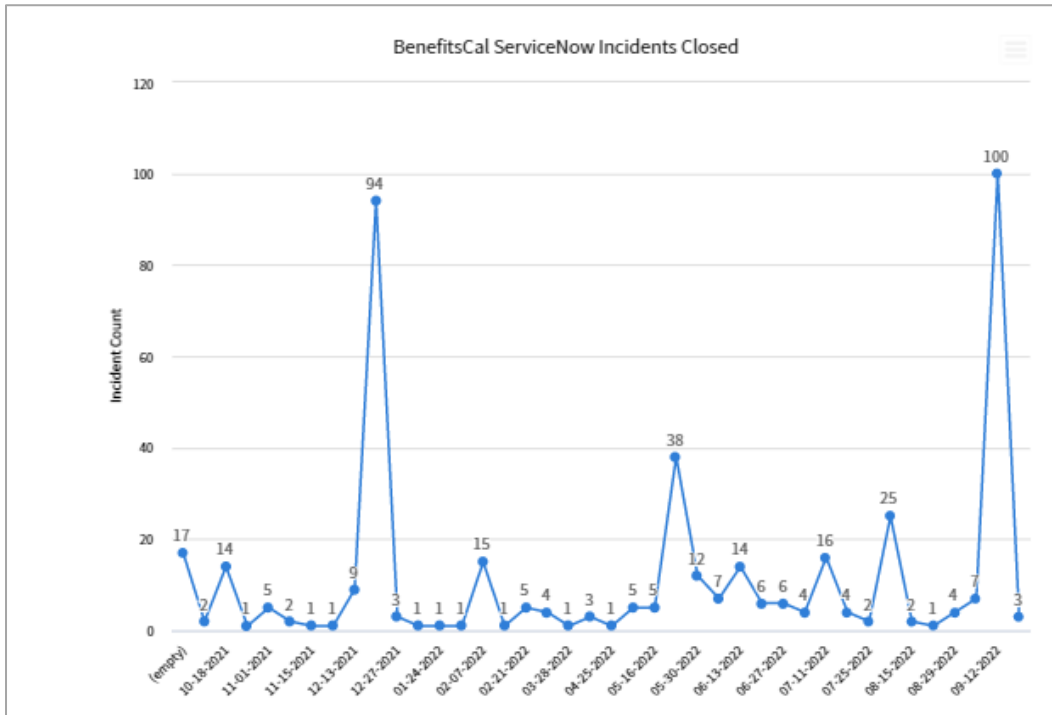
The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.





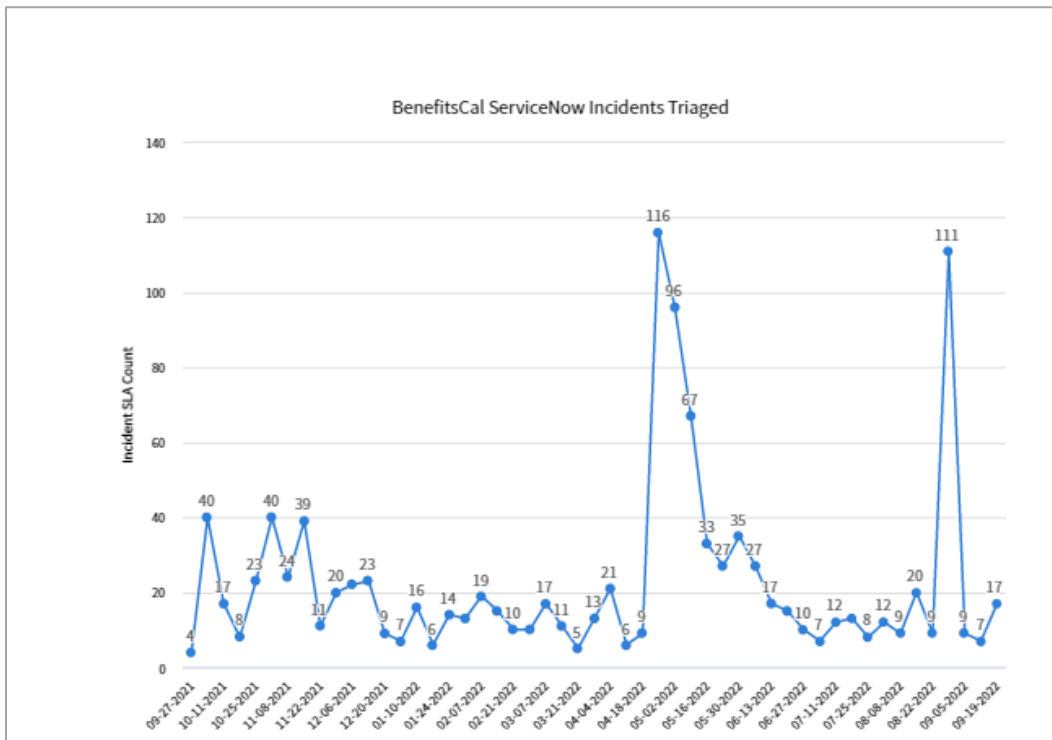
# CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 12, 2022 to September 25, 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 12, 2022 to September 25, 2022



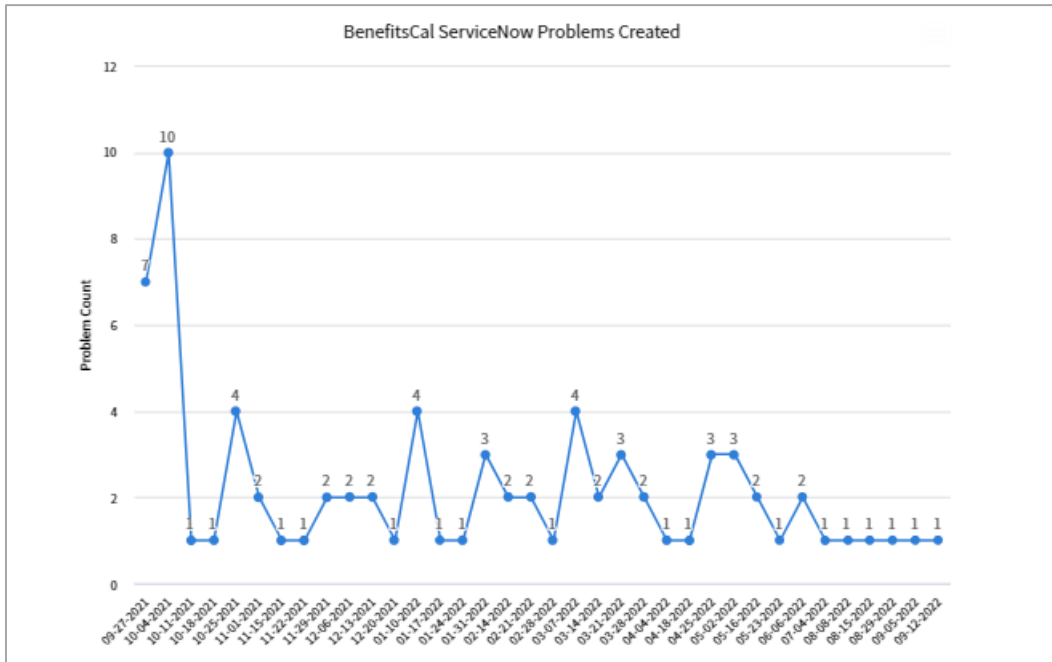
**Note:** The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

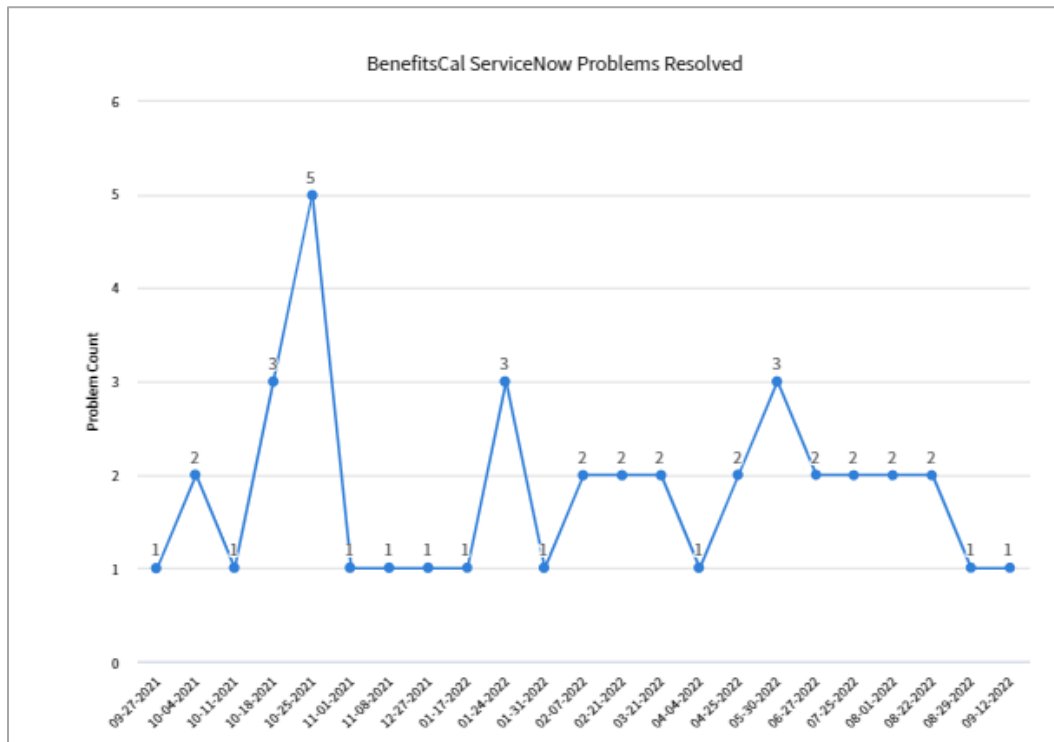
# CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: September 12, 2022 to September 25, 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 12, 2022 to September 25, 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**

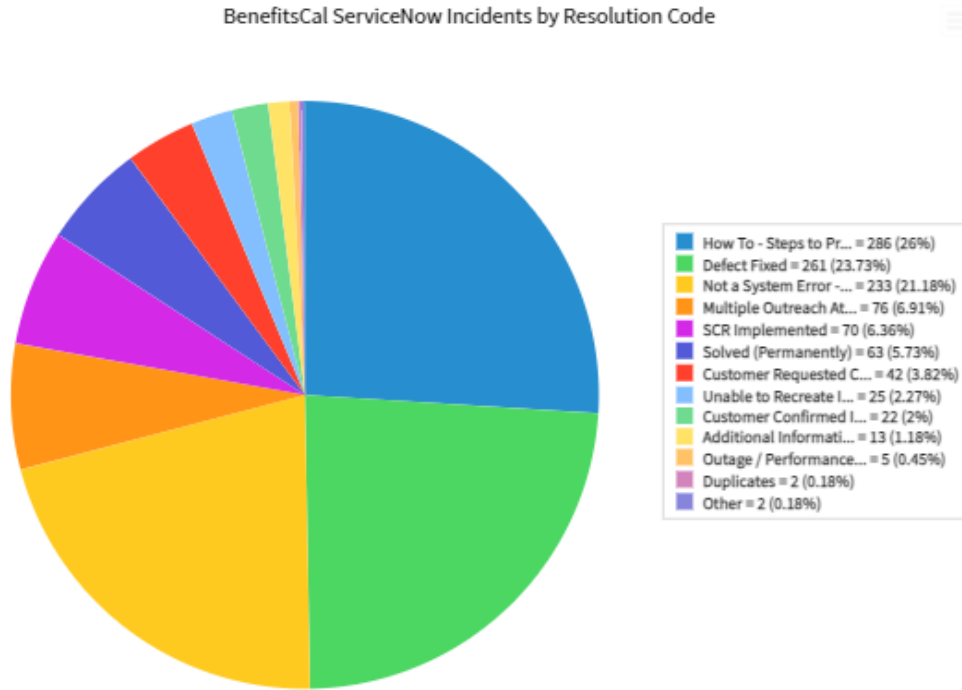
**BenefitsCal ServiceNow Incidents by State and Age**

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	0	0	0
In Progress		1	1	0	0	0	0	2
On Hold		0	3	3	11	6	3	26
Resolved		0	2	0	4	1	1	8
Closed		0	0	23	193	50	30	296
Problem in Diagnosis		0	0	0	0	0	1	1
<b>Count</b>		<b>3</b>	<b>6</b>	<b>26</b>	<b>208</b>	<b>57</b>	<b>35</b>	<b>335</b>

**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



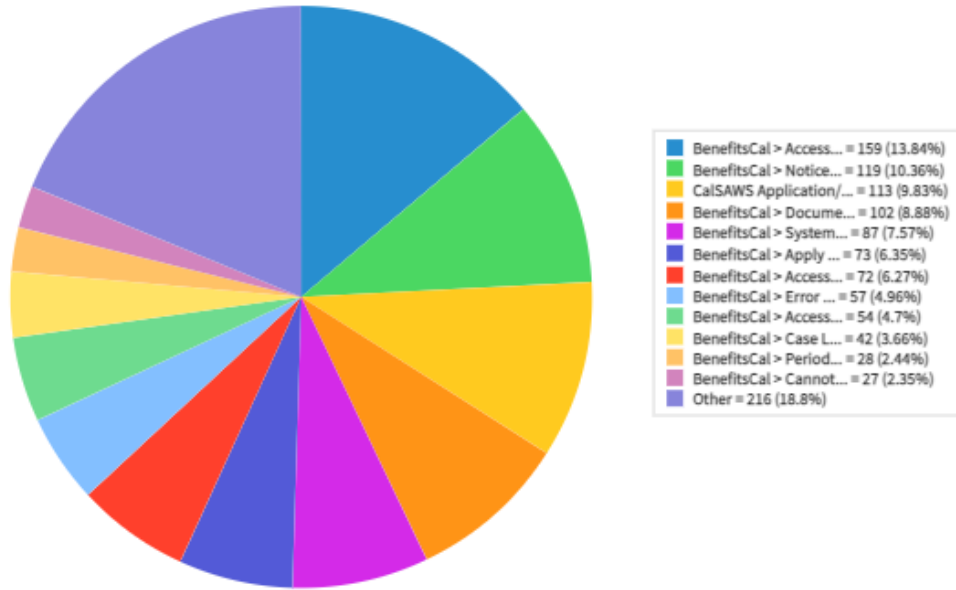
Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	286	26%
Defect Fixed	261	23.73%
Not a System Error - With Explanation	233	21.18%
Multiple Outreach Attempts – No Response	76	6.91%
SCR Implemented	70	6.36%
Solved (Permanently)	63	5.73%
Customer Requested Closure	42	3.82%
Unable to Recreate Issue	25	2.27%
Customer Confirmed Issue is Resolved	22	2%
Additional Information Needed	13	1.18%
Outage / Performance Degradation	5	0.45%
Duplicates	2	0.18%
Other	2	0.18%
<b>Total</b>	<b>1,100</b>	<b>100%</b>

**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 12, 2022 to September 25, 2022

BenefitsCal ServiceNow Incidents Created by by Category



Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue	159	13.84%
BenefitsCal > Notices/Documents/Images	119	10.36%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	113	9.83%
BenefitsCal > Document Upload	102	8.88%
BenefitsCal > System/Technical Issue	87	7.57%
BenefitsCal > Apply for Benefits	73	6.35%
BenefitsCal > Access Issue > CBO	72	6.27%
BenefitsCal > Error Message	57	4.96%
BenefitsCal > Access Issue > Customer	54	4.7%
BenefitsCal > Case Link Request	42	3.66%
BenefitsCal > Periodic Reports	28	2.44%
BenefitsCal > Cannot View Case Information	27	2.35%
Other	216	18.8%
<b>Total</b>	<b>1,149</b>	<b>100%</b>

**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 12, 2022 to September 25, 2022

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### 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
09/29/22	8:00 pm – 9:30 pm PST	BenefitsCal 4.2 monthly release deployment.

**Table 3.3-1 – BenefitsCal Upcoming Maintenance**

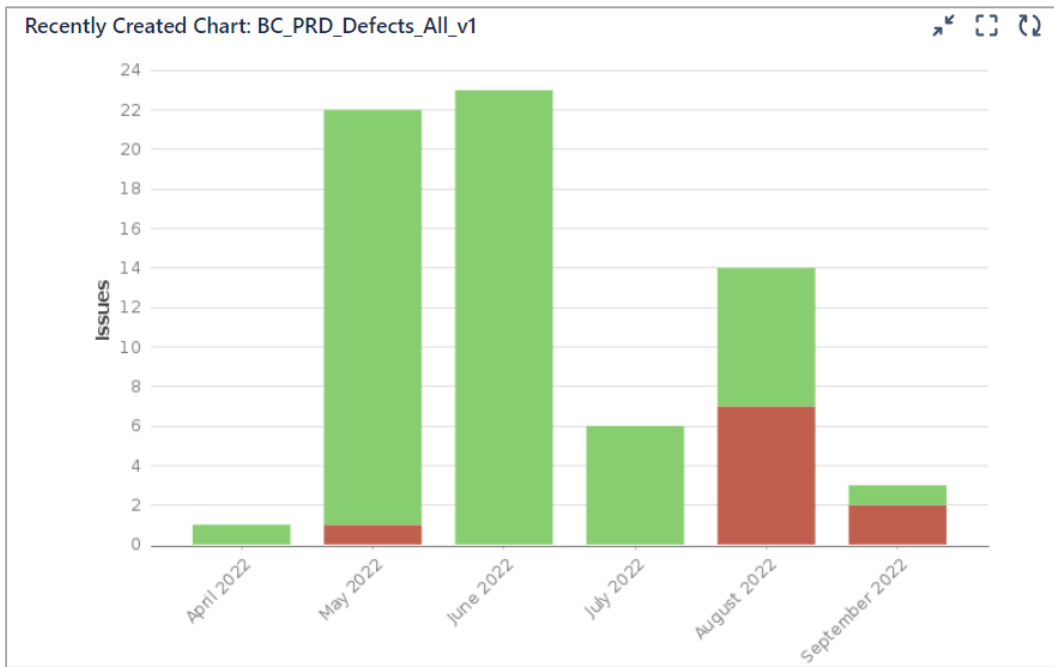
Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
INC0066653	CalSAWS portal APIs have returned 504 error response	08/26/22 1:40 pm PST – 2:10 pm PST	Users were not able to retrieve notices and case related information from CalSAWS system.	In Progress	CalSAWS
N/A	FIS Slowness and Timeouts	09/19/22 2:30 pm PST – 3:30 pm PST	Users were not able to view their EBT balance and transactional information.	Resolved	FIS

**Table 3.3-2 – BenefitsCal Incident Follow-Up Summary**

Note: FIS team doesn't have access to the ServiceNow Portal. Hence, ServiceNow ticket wasn't created for the same.

### 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.



■ 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	4.3	Total
<b>2-Normal/Medium</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0
In Progress	0	1	1
Closed	0	0	0
<b>3-Normal/Low</b>	<b>13</b>	<b>7</b>	<b>20</b>
New	0	0	0
In Progress	13	7	13
Closed	0	0	0
<b>4-Cosmetic</b>	<b>2</b>	<b>1</b>	<b>3</b>
New	0	0	0
In Progress	2	0	3



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

Period: September 12, 2022 to September 25, 2022

Severity	4.2	4.3	Total
Closed	0	0	0
<b>Total</b>	<b>15</b>	<b>8</b>	<b>23</b>

**Table 3.4-2 – Production Defect Fix – Release Schedule**

### 3.5 Production Operations

#### 3.5.1 Release Communications

Task	Date(s)	Owner
Sent the final Release Notes file for Priority Release 4.1.5.1 to the Communication Team to publish.	09/12/22	Production Operations
Sent the final Release Notes file for Priority Release 4.1.5.1 to the Communication Team to publish.	09/12/22	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 4.1.5.1** –successfully deployed on 09/12/22. One (1) production defect and one (1) enhancement were deployed for Student Application Summary and two-way messaging functionality.

### 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.

- None. There were no BenefitsCal monthly releases in the bi-weekly reporting period.

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

Period: September 12, 2022 to September 25, 2022

Release	Release Date	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 Development and System Test for the M&O and M&E releases.
- Submitted Draft Deliverables (DDELs) for 05.08: GSD – Release 5.0 Part II (Support Request) DDEL and the 04.10: Requirement Traceability Matrix on 09/19/22.
- Submitted Final Deliverables (FDELs) for 05.07: GSD – Release 5.0 and 04.09: Requirement Traceability Matrix on 09/22/22.
- Attended a meeting with the California Secretary of State National Voter Registration Act (NVRA) and CalSAWS Consortium to discuss NVRA requirements for online benefits enrollment on 09/22/22.

➤ **Release 4.2 Development**

- Delivered four (3) enhancements to UAT for testing.
- Provided System Test and User Acceptance Test support for testing enhancements.

➤ **Release 5.0 Development**

- Developed 14 widgets out of the total 94 widgets for CalWORKs 2.0.
- Worked with functional teams to understand the Support Request scope for the release.

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

Release	Release Date	Summary
4.2	09/29/22	<ul style="list-style-type: none"> <li>• Provided user acceptance test support for enhancements and defects</li> </ul>

**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**

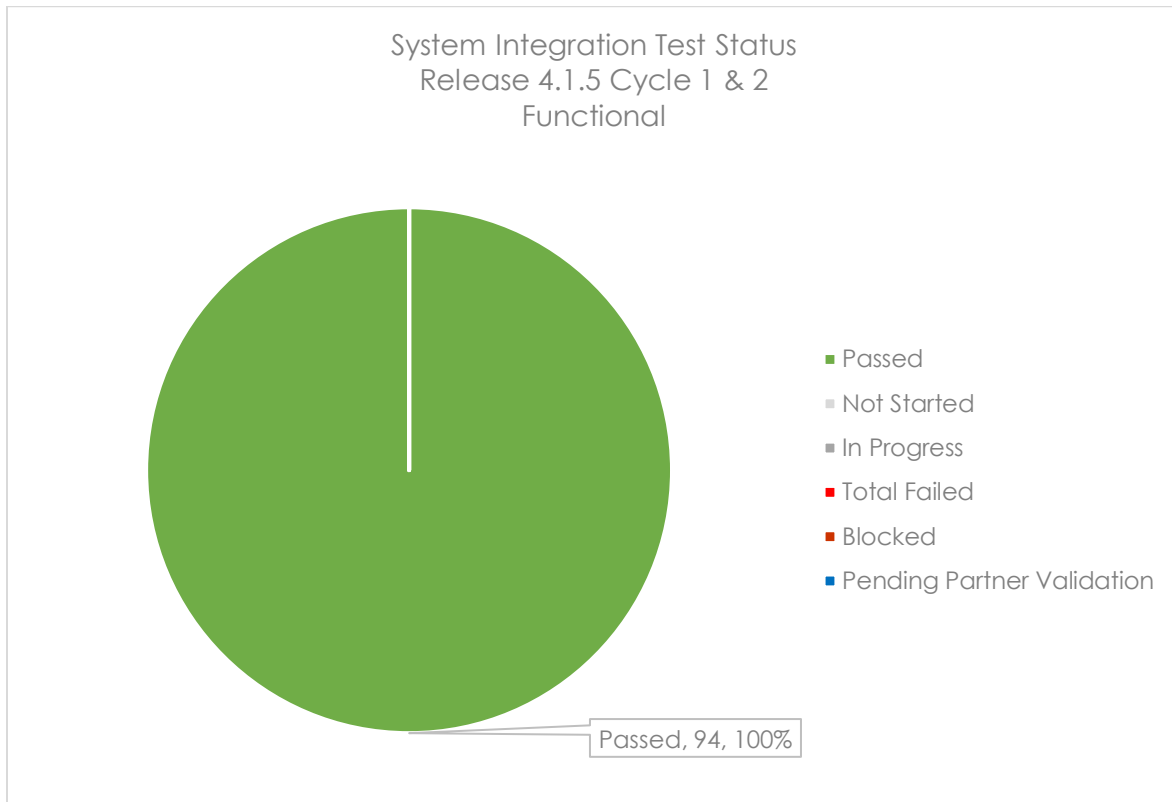


Figure 4.4-1 – System Change Request (SCR) Test Status – Release 4.0

#### 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 and regression were performed in Release 4.2.

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.

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

Period: September 12, 2022 to September 25, 2022

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
4.2	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.