

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

**Reporting Period: October 10, 2022 to
October 23, 2022**

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1.0 Executive Summary

1.1 Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.5.1	BenefitsCal Monthly Release 4.3 on 10/20/22 .
4.2	Upcoming BenefitsCal Priority Release 4.3.1 on 10/30/22 .
4.2	Upcoming BenefitsCal Priority Release 4.3.2 on 11/03/22 .
4.2	Upcoming BenefitsCal Monthly Release 4.4 on 11/20/22 .

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 is one (1) active Production defect.
Incidents		There are eleven (11) 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

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1.3 Highlights from the Reporting Period







- **Monthly Release 4.3** – The BenefitsCal Team successfully deployed the BenefitsCal Monthly Release 4.3 to BenefitsCal Production.
- **Priority Release** – None report in this reporting period.
- **Emergency Release 4.2.2** – None report in this reporting period.

Planned Outages

- Thursday, 10/20/22 from 8:00 pm to 9:30 pm PST.
 - BenefitsCal Monthly Release 4.3.

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status ^[1]	Status
WP 24.12	BenefitsCal Work Product: CX Monthly Report – September 2022	Design		DWP submitted 10/07/22 FWP submitted 10/14/22 FWP approval 10/26/22
WP 25.08	BenefitsCal Monthly M&O Report – September 2022	M&O		DWP submitted 10/07/22 FWP submitted 10/14/22 FWP approval 10/26/22
WP 26.02	BOM (Bill of Materials) Review and License Renewal	M&O		DWP submitted 10/07/22 FWP submitted 10/17/22 FWP approval 11/02/22
WP 27.02	Certificate Review	M&O		DWP submitted 10/07/22 FWP submitted 10/17/22 FWP approval 11/02/22
WP 28.06	BenefitsCal Work Plan Monthly Updates – September 2022	PMO		FWP submitted 10/05/22 FWP approval 10/17/22
WP 29.06	BenefitsCal Monthly Status Report – September 2022	PMO		FWP submitted 10/05/22 FWP approval 10/17/22

^[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:**
 - FWP 24.12: BenefitsCal Work Product: CX Monthly Report – September 2022 on 10/14/22.
 - FWP 25.08: BenefitsCal Monthly M&O Report – September 2022 on 10/14/22.

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- FWP 26.02: BOM Review and License Renewal on 10/19/22 (early).
- FWP 27.02: Certificate Review on 10/19/22 (early).
- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 28.07: BenefitsCal Work Plan Monthly Updates – October 2022 on 11/04/22.
 - FWP 29.07: BenefitsCal Monthly Status Report – October 2022 on 11/04/22.

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 Requests for Research and Analysis (SCIRFRA), SAWS Cost Estimation Requests 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	2
Duplicate	0
In Review	0
Withdrawn	0
Total	2

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

➤ **Completed**

- CSPM-58335: SCERFRA 22-555 – BenefitsCal Community Based Organizations (CBOs), AAs, and Authorized Representatives (ARs) 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

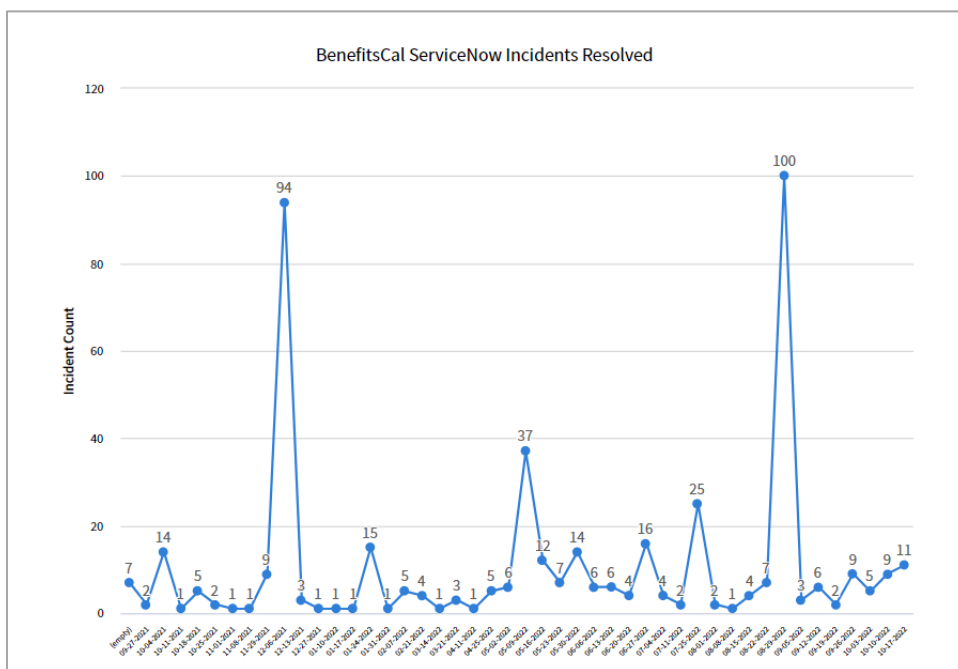
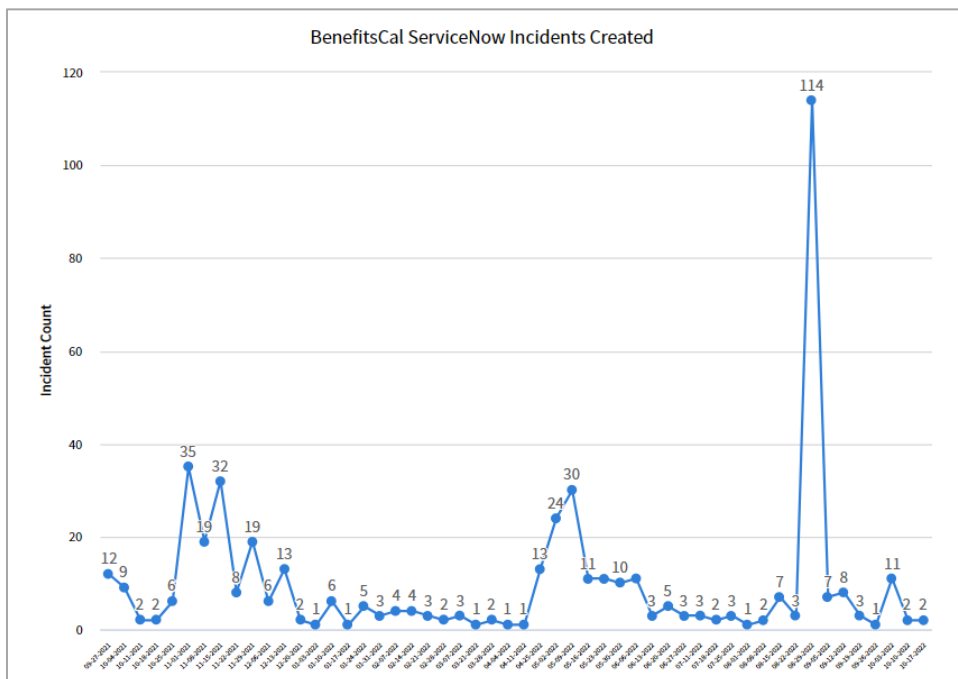
- **Incidents Created** – Four (4) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- **Incidents Resolved** – The BenefitsCal Tier 3 team resolved twenty (20) incidents in the bi-weekly reporting period.
- **Incidents Closed** – The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.
- **Incidents Triaged** – The BenefitsCal Tier 3 team has triaged twenty-six (26) 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 ticket in the bi-weekly reporting period.

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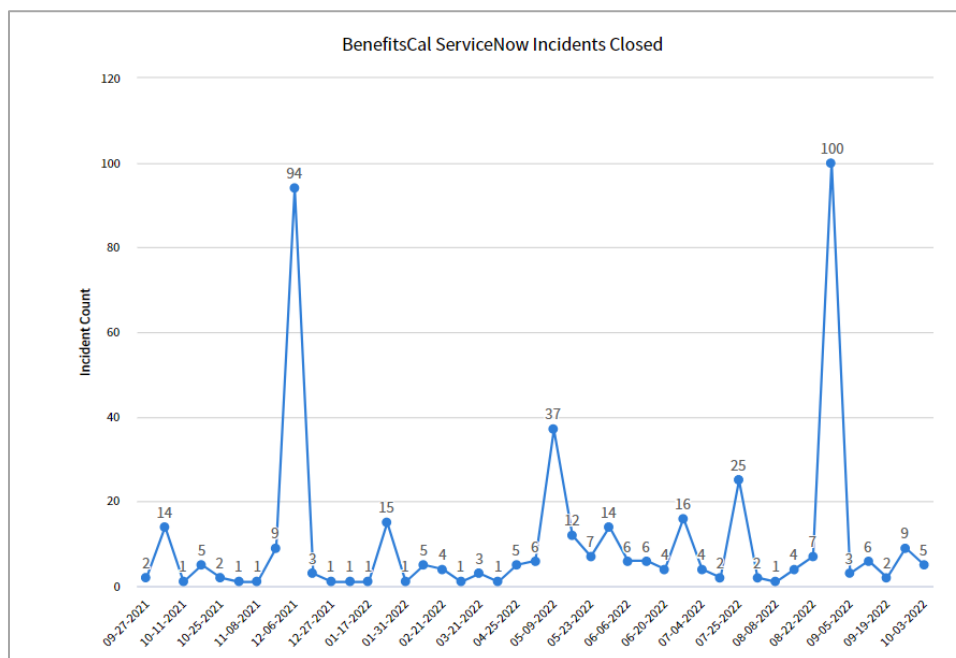
3.1.2 BenefitsCal Help Desk Metrics

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.

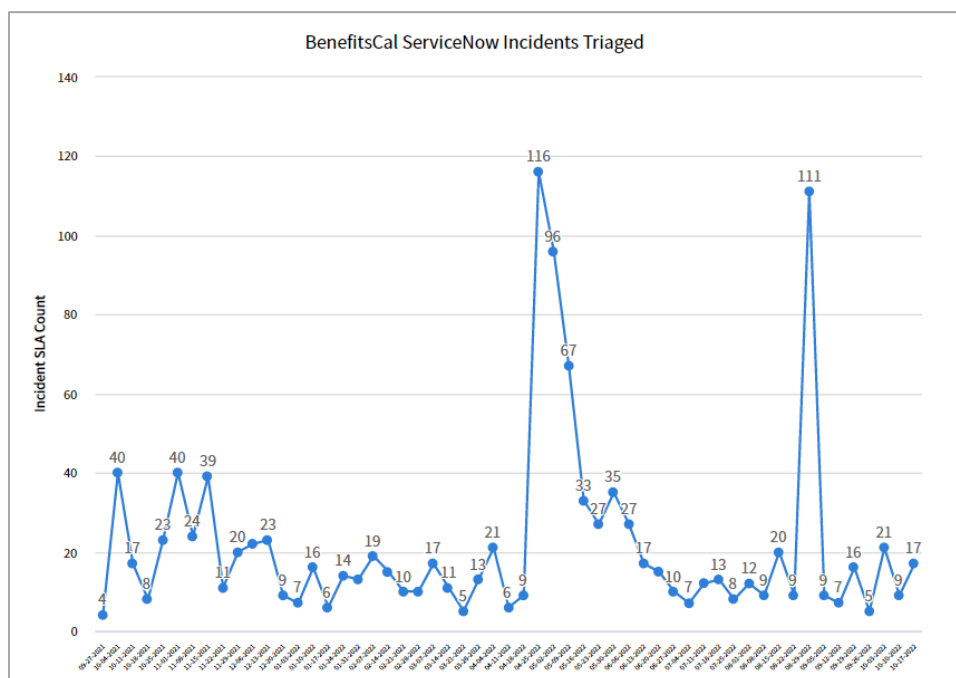


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Note: The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.



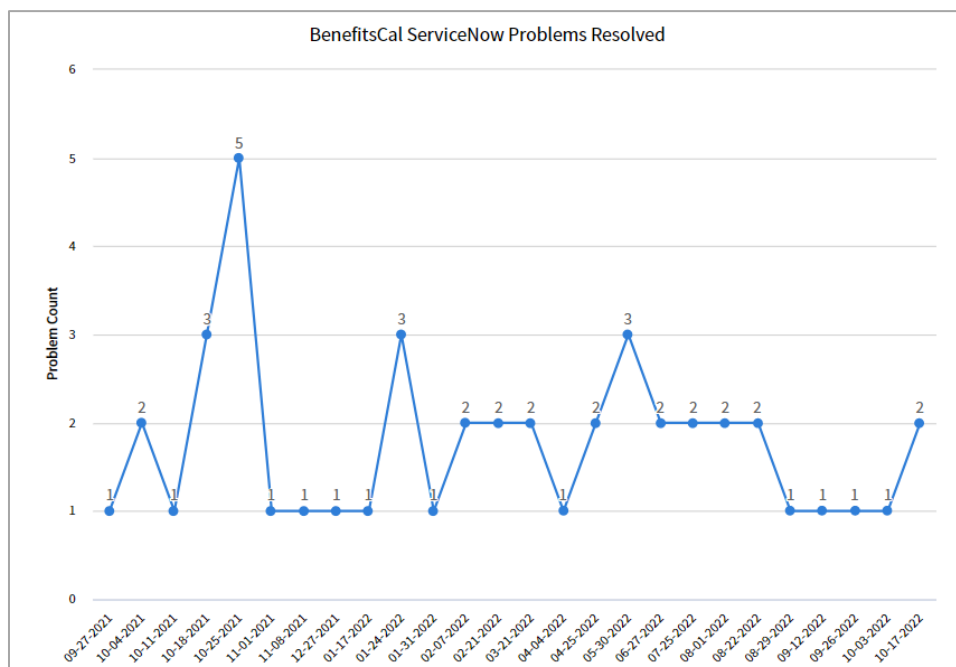
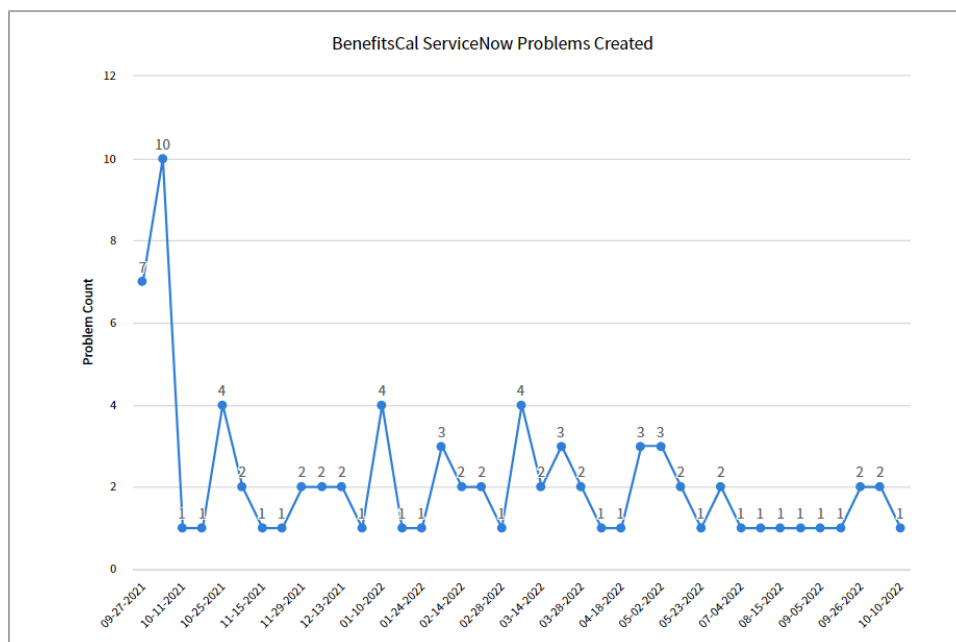
Note: The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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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.



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

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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
On Hold		0	0	0	0	8	3	11
Resolved		1	1	1	6	6	5	20
Closed		0	0	25	204	56	32	317
Problem in Diagnosis		0	0	0	0	0	1	1
Count		1	1	26	210	70	41	349

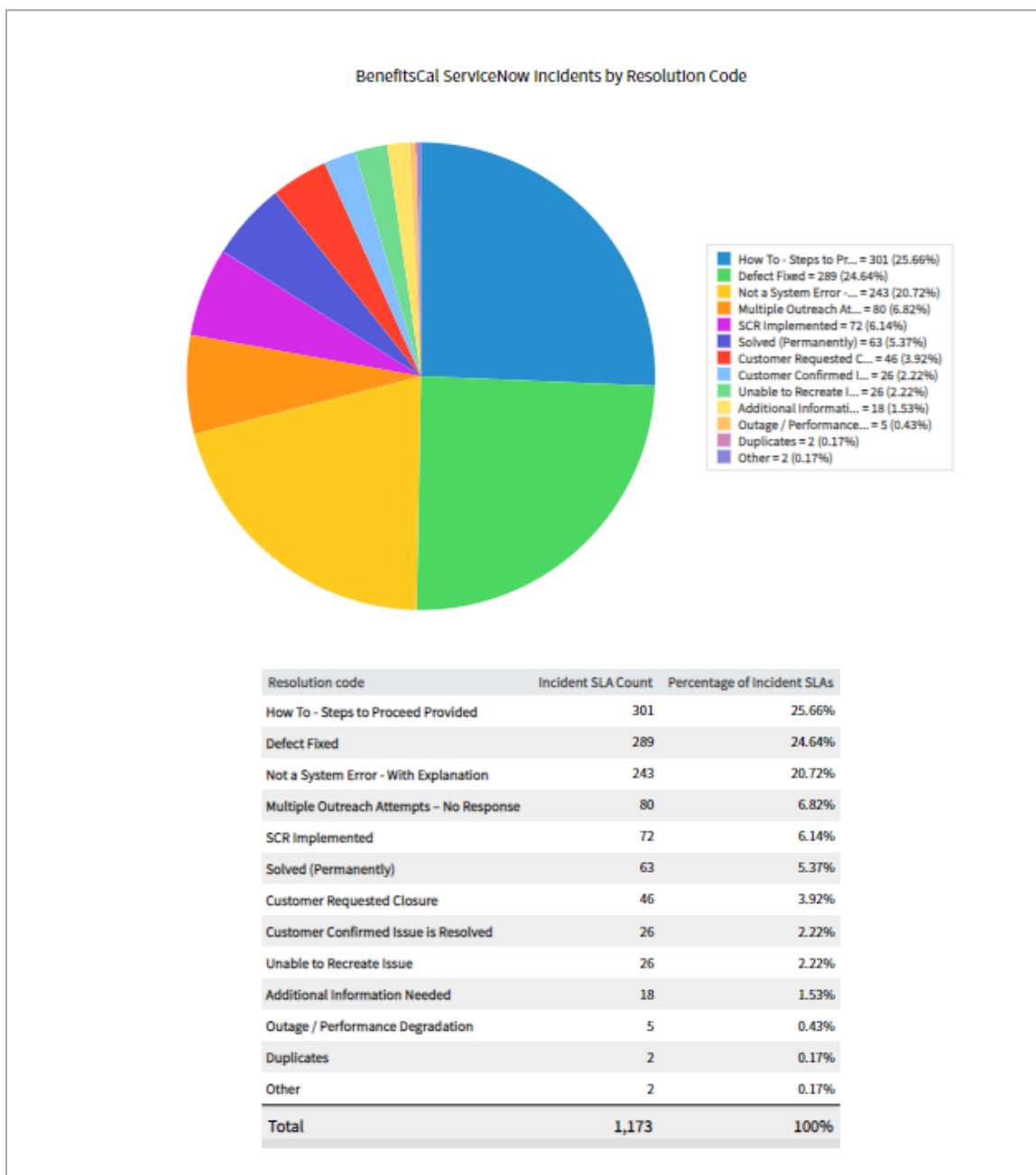
Aging "State" definitions:

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

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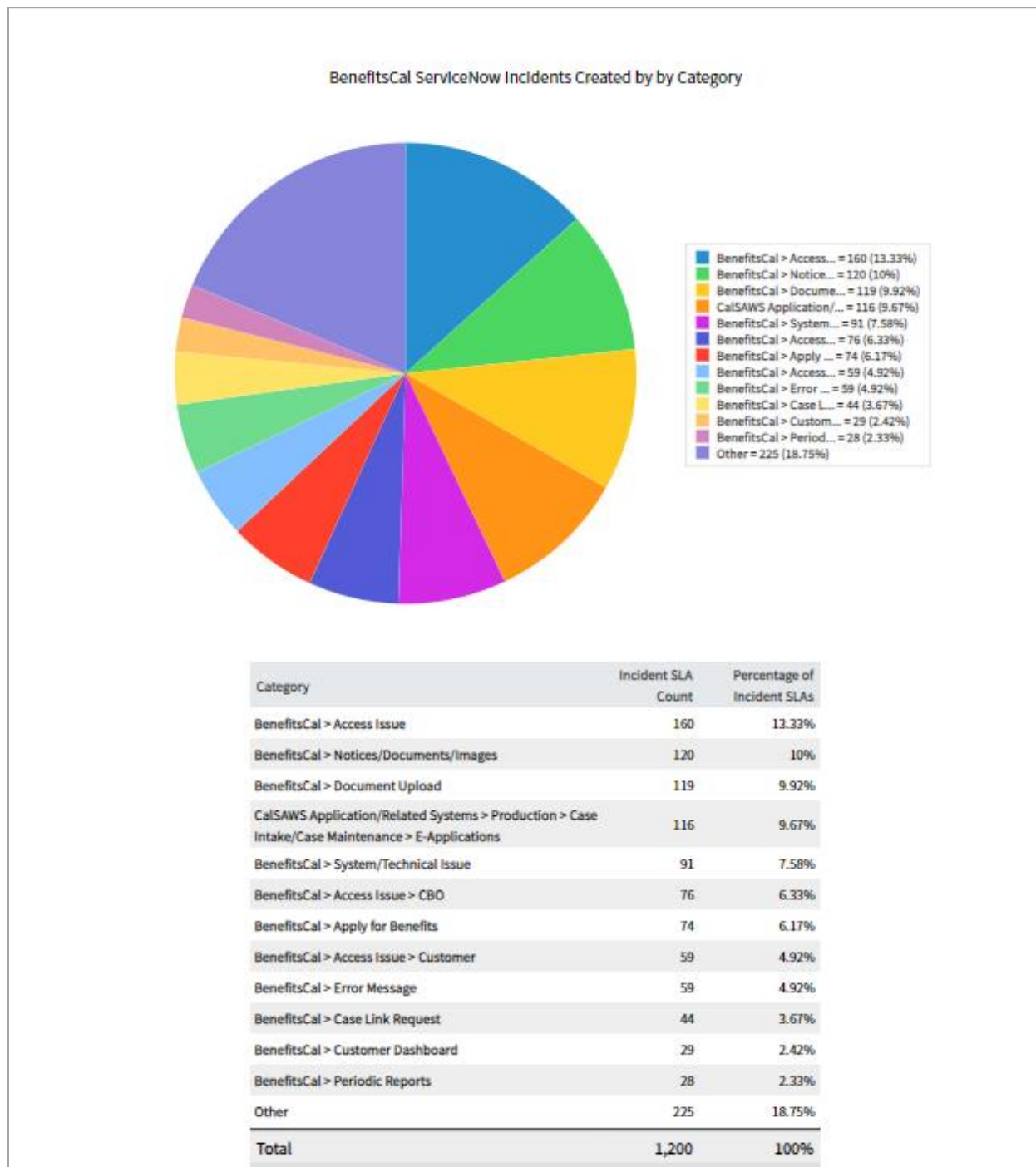


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

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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

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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
10/16/22	3:00 pm – 8:00 PM PST	BenefitsCal system was unavailable for CalSAWS maintenance.
10/20/22	8:00 pm – 9:30 pm PST	BenefitsCal 4.3 monthly release deployment
10/21/22	10:00 pm- 1:00 am PST	BenefitsCal system was unavailable for ForgeRock maintenance.
10/24/22	8:00 pm – 1:15 am PST	BenefitsCal system was unavailable for CalSAWS maintenance.

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
None					

Table 3.3-2 – BenefitsCal Incident Follow-Up Summary

Note: The FIS Team does not have access to the ServiceNow Portal. Hence, ServiceNow tickets were not 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.

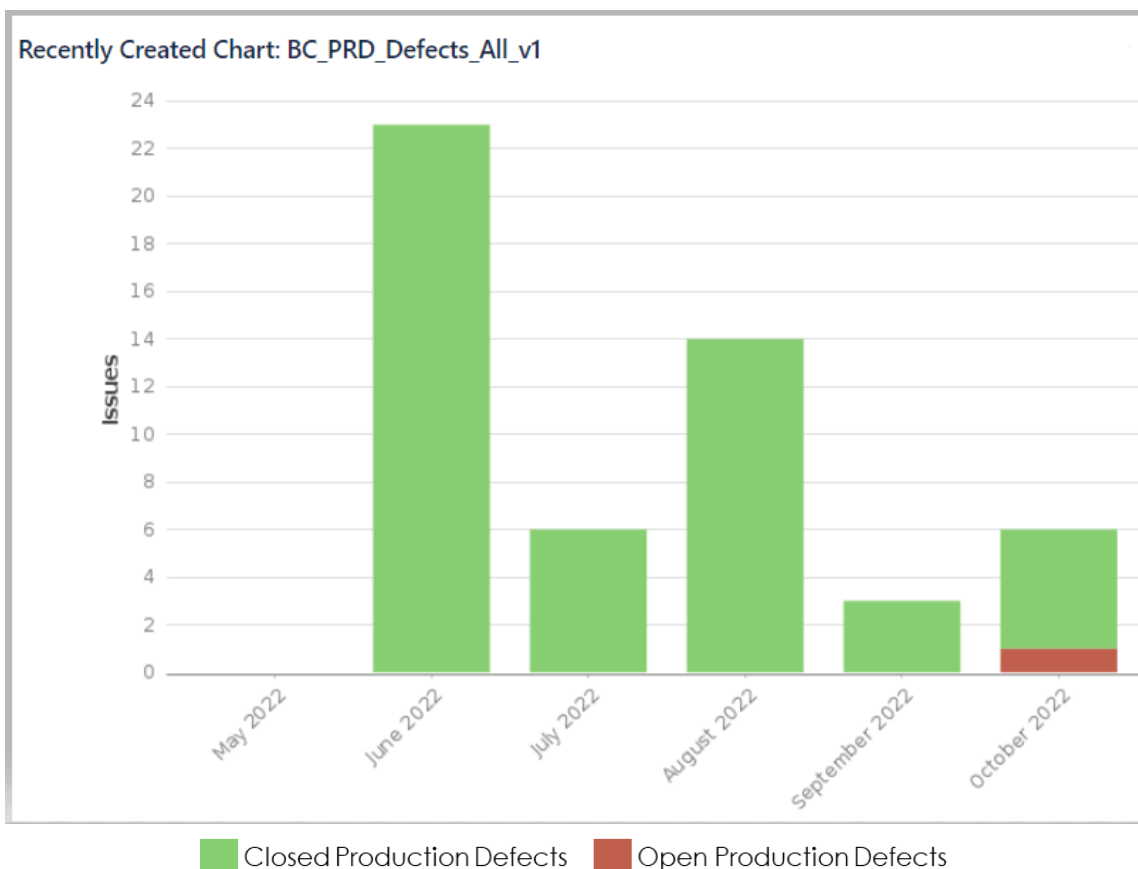


Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

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

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Severity	TBD	Total
4-Cosmetic	0	0
New	0	0
In Progress	0	0
Closed	0	0
Total	1	1

Table 3.4-2 – Production Defect Fix – Release Schedule

3.5 Production Operations

3.5.1 Release Communications

Task	Date(s)	Owner
Sent the draft Release Notes file for Monthly Release 4.3 to the Communication Team to review.	10/13/22	Production Operations
Sent the final Release Notes file for Monthly Release 4.3 to the Communication Team to publish.	10/19/22	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.
- **BenefitsCal Emergency 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.

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- **BenefitsCal Monthly Release 4.3** –successfully deployed on 10/20/22. Sixteen (16) production defects and two (2) enhancements were deployed for User Error Handling, Exception Handling, and Application Summary.

Release	Release Date	Summary
4.3.1 - Priority	10/30/2022	One (1) production enhancement is planned for User Error Handling, Exception Handling, and Application Summary.
4.3.2 - Priority	11/03/2022	Two (2) production enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
4.4 – Monthly	11/30/22	Eleven (11) production enhancements 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.
 - Created wireframe mock-ups, documented changes, and updated flow diagrams for the Voter Registration Enhancement CSPM-16979.
 - Hosted a meeting with CalSAWS to discuss the feedback from the County Welfare Directors Association of California (CWDA) and prepare for the Request for Information (ROI) Requirement Clarification session with the State Partners.
 - Submitted the FDEL 05.08: GSD – Release 5.0 Part II (Support Request) including the 04.10: Requirement Traceability Matrix on 10/13/22.
 - Prepared materials for the Support Request design review session with the Advocates and CBOs for the prep session with the Consortium and State Partners on 10/20/22.
 - Facilitated the ROI Requirement Clarification session with the State Partners on 10/19/22.
 - Met with the Consortium and State Partners on 10/20/22 to prepare for the Support Request design review session with Advocates and CBOs.
 - Worked on the Collaboration Model enhancements prioritized for Release 4.4.
- **Release 4.3 Development**
 - Delivered two (2) enhancements to production.
 - Provided System Test and Independent test support for testing enhancements.
- **Release 4.3.1 Development**
 - Delivered Wave 1 County configuration changes to System Test (SIT) and User Acceptance Test (UAT).
 - Provided System Test and Independent test support for testing configuration changes.
- **Release 4.3.2 Development**
 - Delivered one (1) enhancement to SIT.
 - Provided System Test support for testing enhancement.
 - Enhancement CSPM-49955 to be moved out due to unavailability of CalSAWS APIs Application Programming Interfaces (UAT).

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➤ Release 5.0 Development

- Developed forty-seven (47) widgets out of the total eighty (80) widgets for CalWORKs 2.0.
- CalWORKs 2.0 is on hold.
- Developed five (5) widgets out of the total fifteen (15) widgets for Support Requests.
- Worked with functional teams to understand the Support Request design changes for the comments received from Region 6 counties.

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

Release	Release Date	Summary
4.3	10/20/22	Developed and delivered two (2) enhancements to Production
4.3.1	10/31/22	Developed and delivered Wave 1 county configuration changes to SIT and UAT
4.3.2	11/03/22	Developed and delivered one (1) enhancement to SIT. Failed due to unavailability of CalSAWS API
5.0	01/26/23	Development on track for Support Requests CalWORKs 2.0 development on hold

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

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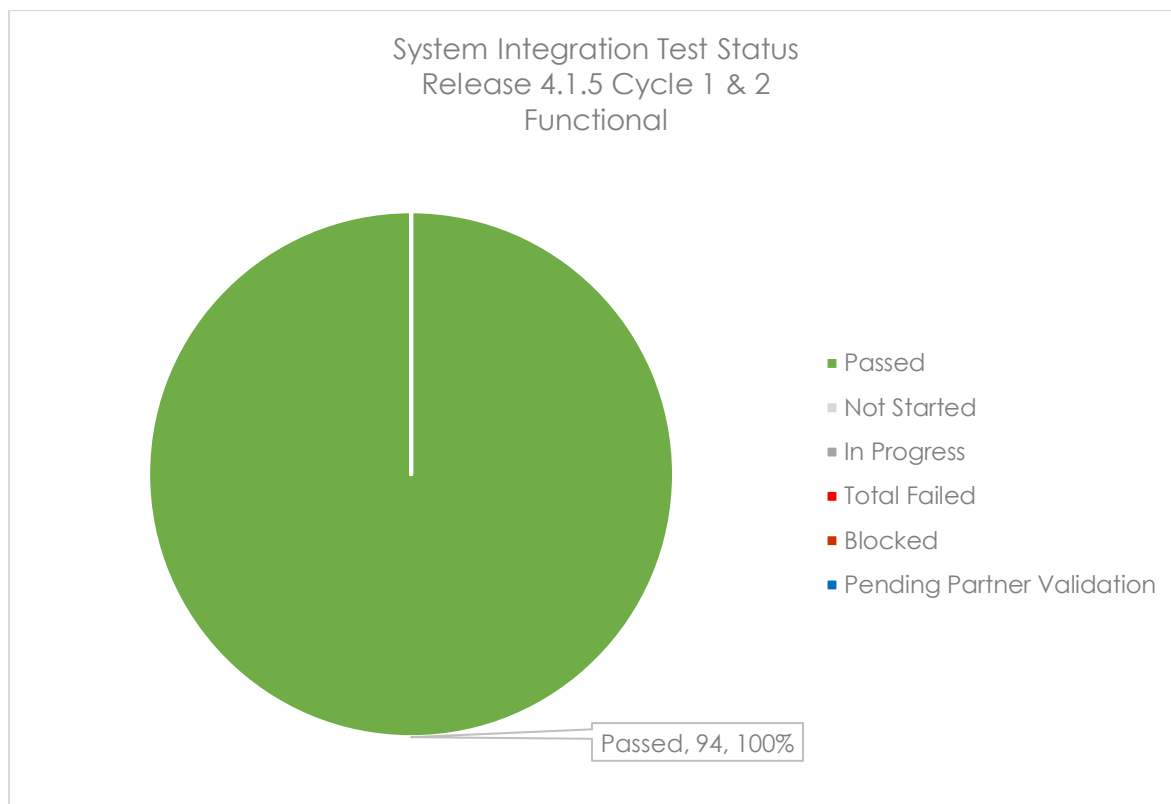


Figure 4.4-1 – System Change Request (SCR) Test Status – Release 4.0

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 4.3.
- Enhanced Smoke Tests performed for Priority Releases 4.3.2.

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 (Income Reporting Threshold), TWM along with Appointments, Administrative and static validations covered by automated regression.

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Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
4.3	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.