

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

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

10/26/22

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

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 Priority Release 4.3.1 on <b>10/30/22</b> .
3.5.1	BenefitsCal Emergency Release 4.3.2 on <b>11/03/22</b> .
4.2	Upcoming BenefitsCal Priority Release 4.3.3 on <b>11/17/22</b> .
4.2	Upcoming BenefitsCal Monthly Release 4.4 on <b>11/20/22</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 eleven (11) active Production defects.
Incidents		There are sixteen (16) 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** – None to report in this reporting period.
- **Priority Release 4.3.1**– The BenefitsCal Team successfully deployed BenefitsCal Priority Release 4.3.1 to BenefitsCal Production.
- **Emergency Release 4.3.2**– The BenefitsCal Team successfully deployed BenefitsCal Priority Release 4.3.2 to BenefitsCal Production.

#### Planned Outages

- Monday, 10/30/22 from 9:00 am to 10:15 am PST.
  - BenefitsCal Priority Release 4.3.1
- Thursday, 11/03/22 from 8:00 pm to 9:30 pm PST.
  - BenefitsCal Emergency Release 4.3.2

## 2.0 Project Management

### 2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status <sup>[1]</sup>	Status
WP 28.07	BenefitsCal Work Plan Monthly Updates – October 2022	PMO		FWP submitted 11/04/22 FWP approval 11/16/22
WP 29.07	BenefitsCal Monthly Status Report – October 2022	PMO		FWP submitted 11/04/22 FWP approval 11/16/22

<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:**
  - 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.
- **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.

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### 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	1
Duplicate	0
In Review	0
Withdrawn	0
<b>Total</b>	<b>1</b>

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

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### ➤ **Completed**

- CSPM-60991: SCERFRA 22-556 - Automating Reports of Electronic Theft (EBT 2259s)

## 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

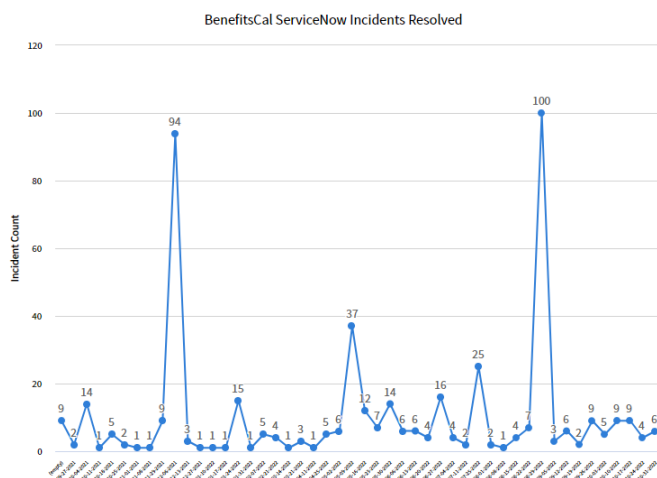
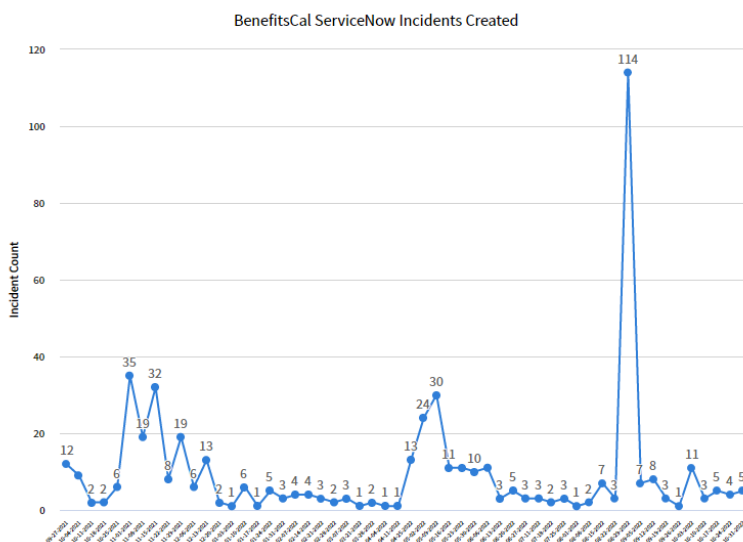
- **Incidents Created** – Nine (9) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- **Incidents Resolved** – The BenefitsCal Tier 3 team resolved ten (10) incidents in the bi-weekly reporting period.
- **Incidents Closed** – The BenefitsCal Tier 3 team closed 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 zero (0) problem ticket in the bi-weekly reporting period.

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### 3.1.2 BenefitsCal Help Desk Metrics

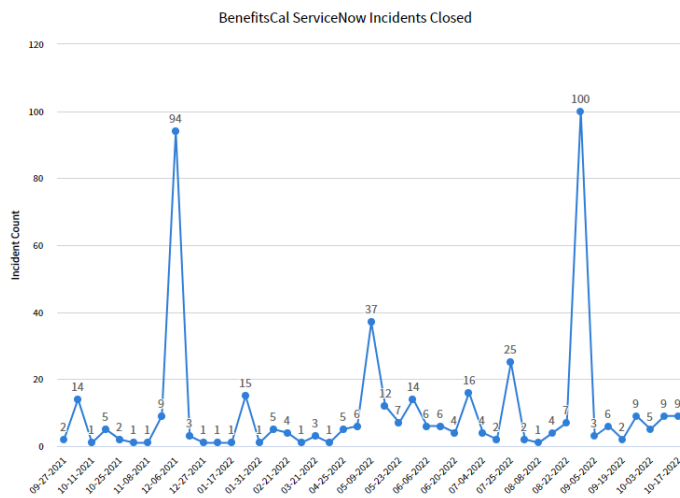
The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.





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

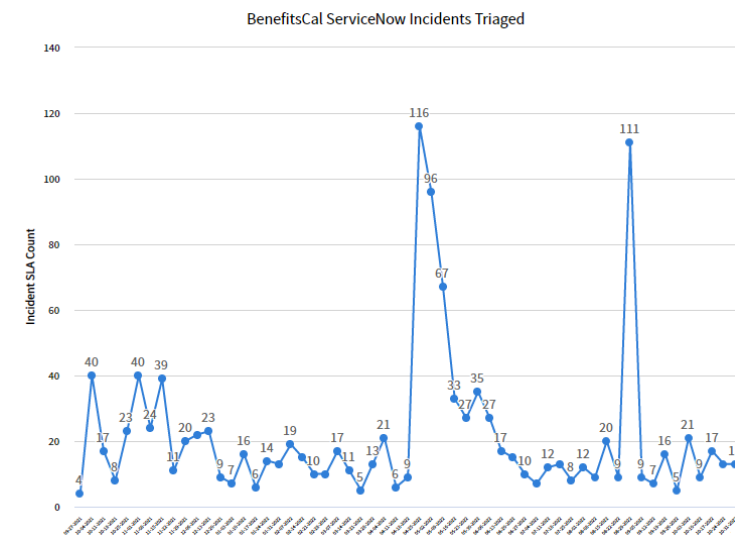
Period: October 10, 2022 to October 23, 2022



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



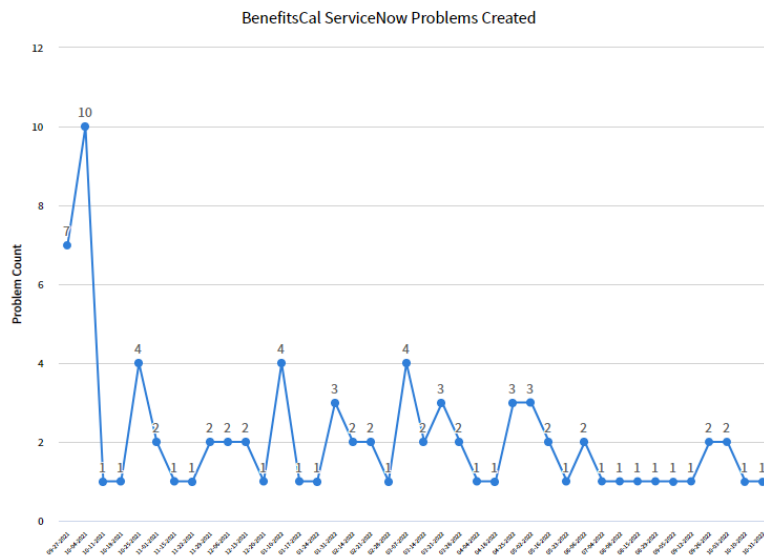
**Note:** The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

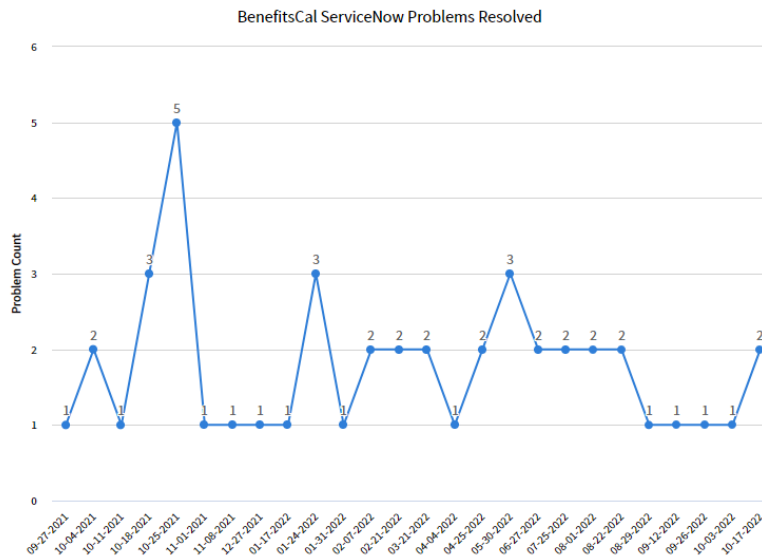
Period: October 10, 2022 to October 23, 2022

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.



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**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
New		1	0	0	0	0	0	1
On Hold		0	1	1	0	6	7	15
Resolved		2	1	0	4	0	0	7
Closed		0	0	25	212	61	37	335
Problem in Diagnosis		0	0	0	0	0	1	1
Count		3	2	26	216	67	45	359

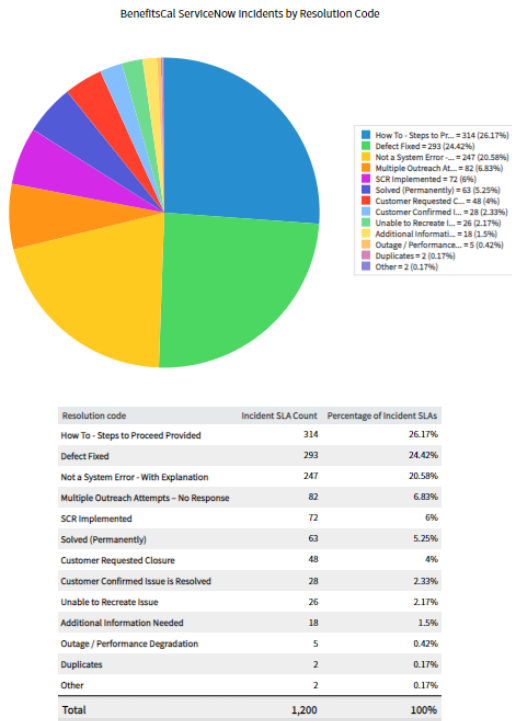
### Aging "State" definitions:

<b>New</b>	Incident triage not started.
<b>In Progress</b>	Incident triage in progress.
<b>On Hold</b>	Incident triage paused – awaiting information/problem.
<b>Resolved</b>	Incident triage completed providing steps for resolution.
<b>Closed</b>	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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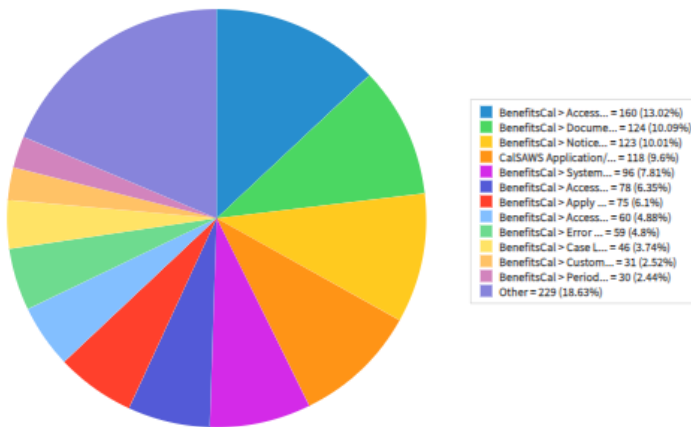
**Note:** The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

**Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code**

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BenefitsCal ServiceNow Incidents Created by Category



Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue	160	13.02%
BenefitsCal > Document Upload	124	10.09%
BenefitsCal > Notices/Documents/Images	123	10.01%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	118	9.6%
BenefitsCal > System/Technical Issue	96	7.81%
BenefitsCal > Access Issue > CBO	78	6.35%
BenefitsCal > Apply for Benefits	75	6.1%
BenefitsCal > Access Issue > Customer	60	4.88%
BenefitsCal > Error Message	59	4.8%
BenefitsCal > Case Link Request	46	3.74%
BenefitsCal > Customer Dashboard	31	2.52%
BenefitsCal > Periodic Reports	30	2.44%
Other	229	18.63%
<b>Total</b>	<b>1,229</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**

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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
11/01/22	2:50 pm–3:15 pm PST	BenefitsCal Priority Release 4.3.2
11/17/22	8:00 pm–08:30 pm PST	BenefitsCal Priority Release 4.3.3
11/30/22	8:00 pm–09:30 pm PST	BenefitsCal Monthly Release 4.4

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

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0044596	BenefitsCal observed 500 errors across multiple CalSAWS portal APIs on	10/31/2022 09:30 PM – 11/01/2022 03:38 AM	End users were not able to view their case details and notices information.	N/A	Resolved
PRB0044584	BenefitsCal observed 500 errors across multiple CalSAWS portal APIs on	10/27/2022 03:54 PM – 10/27/2022 04:05 PM.	End users were not able to view their case details and notices information.	N/A	Resolved

**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



**Figure 3.4-1 – Production Defects Backlog Monthly Trend**

#### 3.4.1 Release Schedule Production Defect Fix

Severity	4.3.3	4.4	Total
<b>2-Normal/Medium</b>	<b>0</b>	<b>1</b>	<b>1</b>
New	0	0	0
In Progress	0	1	1
Closed	0	0	0
<b>3-Normal/Low</b>	<b>1</b>	<b>7</b>	<b>8</b>
New	0	0	0
In Progress	1	7	8
Closed	0	0	0

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Severity	4.3.3	4.4	Total
<b>4-Cosmetic</b>	<b>2</b>	<b>0</b>	<b>2</b>
New	0	0	0
In Progress	2	0	2
Closed	0	0	0
<b>Total</b>	<b>3</b>	<b>8</b>	<b>11</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 draft Release Notes file for Priority Release 4.3.1 to the Consortium staff and QA Partners for review.	10/25/22	Production Operations
Sent the final Release Notes file for Priority Release 4.3.1 to the Communication Team to publish.	10/27/22	Production Operations
Sent the draft Release Notes file for Emergency Release 4.3.2 to the Consortium staff and QA Partners for review.	11/01/22	Production Operations
Sent the final Release Notes file for Emergency Release 4.3.2 to the Communication Team to publish.	11/02/22	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.

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### 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 4.3.1** – Priority Release 4.3.1 was successfully deployed on 10/30/22. One (1) production defect and one (1) production enhancement were deployed for CalWIN rollout.
- **BenefitsCal Emergency Release 4.3.2** – Priority Release 4.3.2 was successfully deployed on 11/03/22. One (1) production defect was deployed for Office ID updated.

#### 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 Monthly Release**– None for the reporting period.

Release	Release Date	Summary
4.3.3 - Priority	11/07/2022	Three (3) production defects are planned for User Error Handling, Exception Handling, and Application Summary.
4.4 – Monthly	11/30/22	Eight (8) production defect and one (1) enhancement 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 on Release 5.0 and 4.4 enhancements.
  - Met with Region 6 reviewers to resolve their comments for FDEL 05.08 GSD Release 5.0 Part II (Support Requests) on 10/24/22.
  - Resolved all comments received for FDEL 05.08 GSD Release 5.0 Part II (Support Requests) and 04.10 RTM Update 10 – Release 5.0 Part II (Support Request) on 10/26/22.
  - Facilitated an ROI Requirement Clarification session with the State Partners on 10/24/22.
  - Conducted Support Request Design Review session with Advocates and CBOs on 10/27/22.
  - Worked on the Collaboration Model enhancements prioritized for Release 4.4.

Commented [AN1]: [Timaker, Mufadda](#) can you please update? Thank you.

Commented [TM2R1]: Done

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- Facilitated an ROI Requirement Clarification session with the State Partners on 10/31/22.
  - Worked on the Collaboration Model enhancements prioritized for Release 4.4.
  - Worked on Release 4.5 enhancements designs.
  - Supported Usability Testing activities for Release 5.0 Support Requests.
  - Prepared for Release of Information (ROI) Design Sessions with the State, Counties, QA, CWDA, and Consortium.
- **Release 4.3.1 Development**
- Delivered Wave 1 County configuration changes to Production.
  - Provided System Test and Independent test support for testing configuration changes.
- **Release 4.3.2 Development**
- Delivered one (1) enhancement to production.
  - Provided System Test and Independent test support for testing the enhancement.
  - Enhancement CSPM-49955 to be moved out due to unavailability of CalSAWS APIs Application Programming Interfaces (UAT).
- **Release 5.0 Development**
- Developed forty-seven (67) widgets out of the total eighty (80) widgets for CalWORKs 2.0.
  - CalWORKs 2.0 is on hold.
  - Developed 12 widgets out of the total 15 widgets for Support Requests.
  - 3 Widgets pending due to unavailability of partner end point from CalSAWS.
  - 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
4.3.1	10/31/22	Developed and delivered Wave 1 county configuration changes to production
4.3.2	11/03/22	Developed and delivered one (1) enhancement to production.
4.3.3	11/17/22	Developed one (1) enhancement.
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 4.3.1 Pass of executed Target as of 11/06/22	100%
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**Table 4.4-1 – System Change Request (SCR) Test Status – Release 4.3.1**

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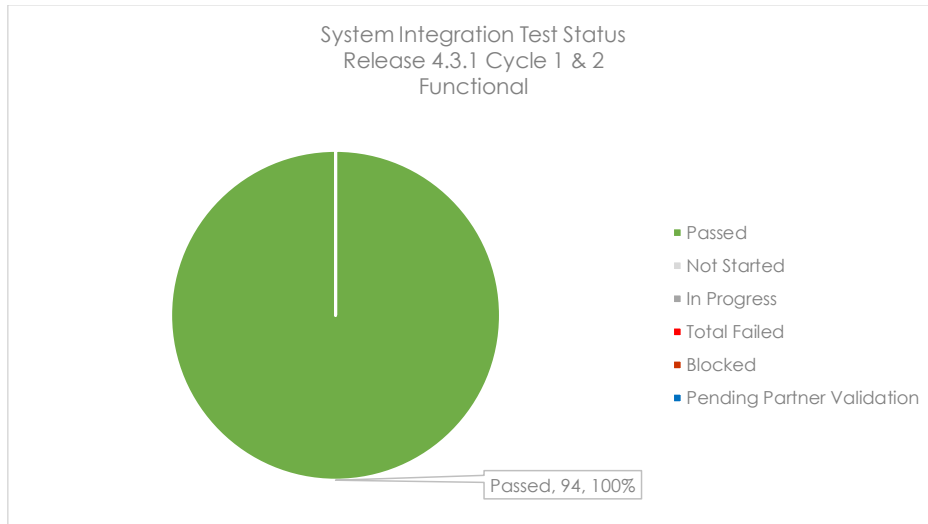


Figure 4.4-1 – System Change Request (SCR) Test Status – Release 4.3.1

### 4.4.2 Automated Regression Test (ART) Coverage

- Below are the automated regression scripts executed for regression in BenefitsCal for Releases 4.3.1.
- Smoke test and regression were performed in Release 4.3.1.
- Enhanced Smoke Tests performed for Emergency Releases 4.3.2.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
4.3.1	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
4.3.2	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, TWB 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.