

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

**Reporting Period: November 21, 2022 to
December 4, 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 4.4 on 11/30/22
3.5.1	BenefitsCal Emergency Release 4.4.1 on 12/02/22
4.2	Upcoming BenefitsCal Monthly Release 4.5 on 12/15/22 .

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 seven (7) active Production defects.
Incidents		There is one (1) open Tier 3 incident.

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

- **Monthly Release 4.4** – The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 4.4 to BenefitsCal Production.
- **Priority Release** – None to report in this reporting period.
- **Emergency Release 4.4.1** – The BenefitsCal Team successfully deployed BenefitsCal Emergency Release 4.4.1 to BenefitsCal Production.

Planned Outages

- Wednesday, 11/30/22 from 8:00 pm to 9:30 pm PST.
 - BenefitsCal Monthly Release 4.4





Note: There was no outage for BenefitsCal Emergency Release 4.4.1

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2.0 Project Management

2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status ^[1]	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
WP 24.13	CX Monthly Report – October 2022	UCD		FWP submitted 11/18/22 FWP approved 11/23/22
WP 25.09	Monthly M&O Report – October 2022	M&O		FWP submitted 11/18/22 FWP approved 11/23/22

^[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:**
 - None for this reporting period.
- **Deliverable and Work Product submissions for next reporting period:**
 - DWP 24.14: CX Monthly Report – November 2022 on 12/07/22.
 - DWP 25.10: Monthly M&O Report – November 2022 on 12/07/22.
 - FWP 28.08: BenefitsCal Work Plan Monthly Updates – October 2022 on 12/05/22.
 - FWP 29.08: BenefitsCal Monthly Status Report – November 2022 on 12/05/22.

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

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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
Total	1

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

- **Completed:**
 - CSPM-62148: SCERFRA 22-559 – AB 1965 – California Antihunger Response Act of 2022

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

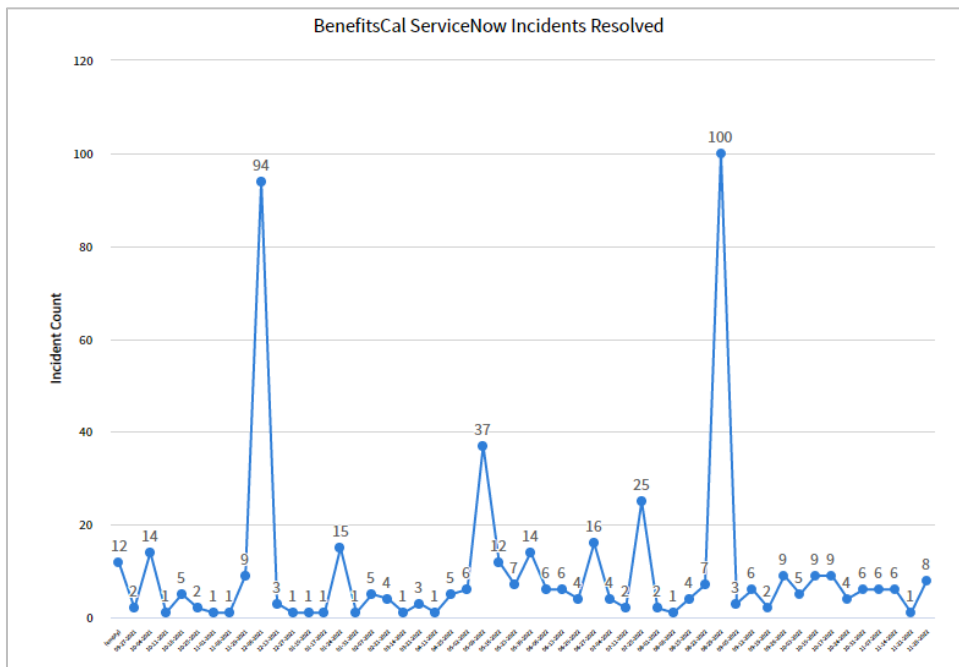
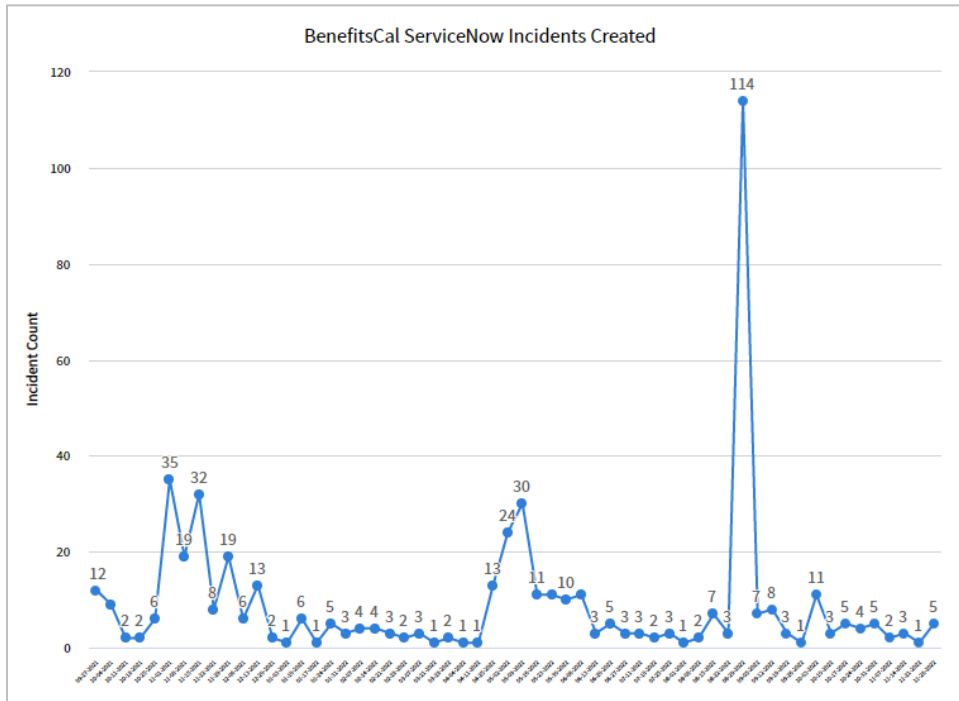
- **Incidents Created** – Six (6) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- **Incidents Resolved** – The BenefitsCal Tier 3 team resolved nine (9) incidents in the bi-weekly reporting period.
- **Incidents Closed** – The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.
- **Incidents Triaged** – The BenefitsCal Tier 3 team has triaged nine (9) incidents in the bi-weekly reporting period.
- **Problems Created** – The BenefitsCal Tier 3 team created zero (0) problem tickets in the bi-weekly reporting period.
- **Problems Resolved** – The BenefitsCal Tier 3 team resolved three (3) problem ticket in the bi-weekly reporting period.

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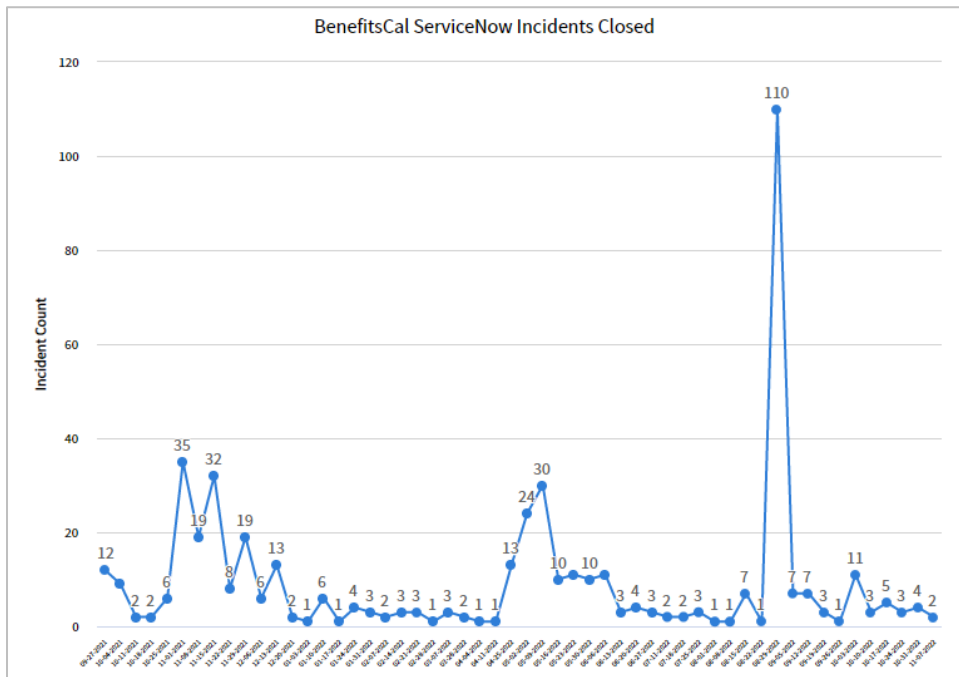
3.1.2 BenefitsCal Help Desk Metrics

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

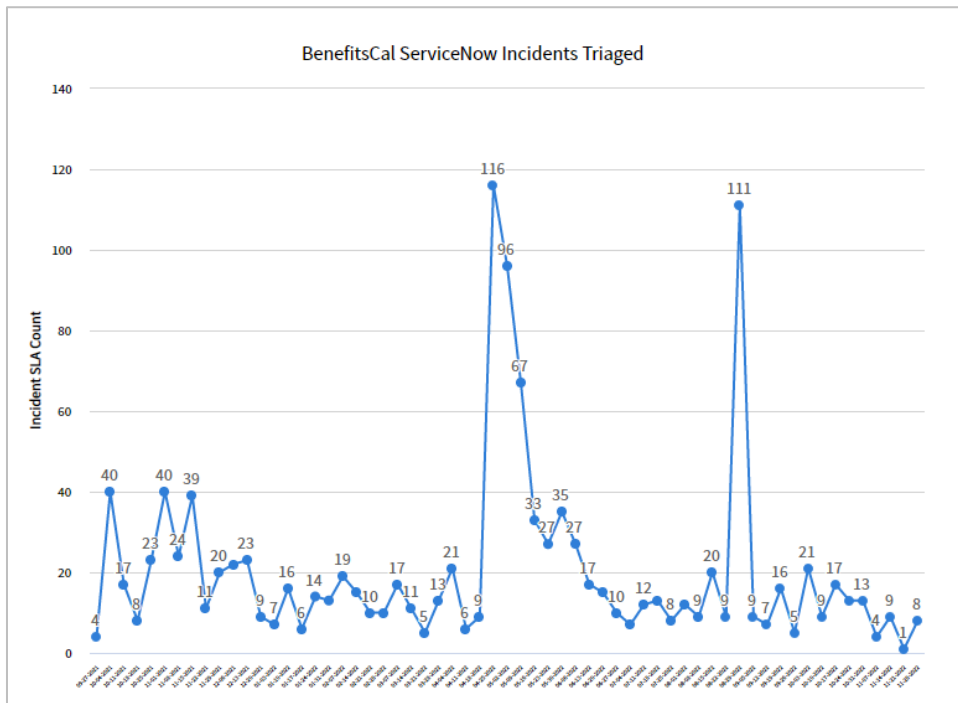
Period: November 21, 2022 to December 4, 2022



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: November 21, 2022 to December 4, 2022



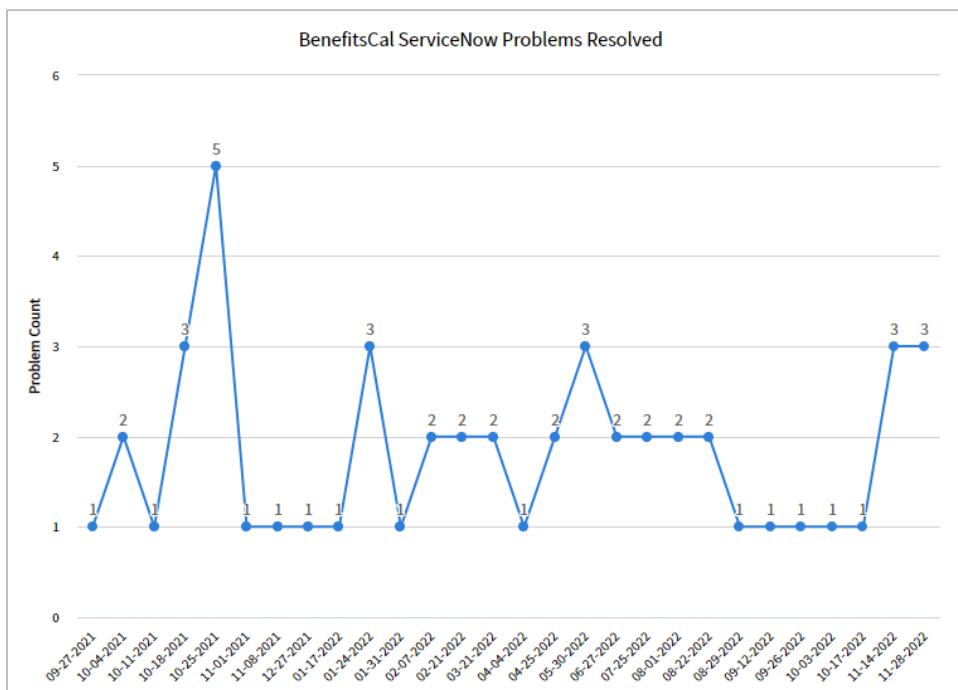
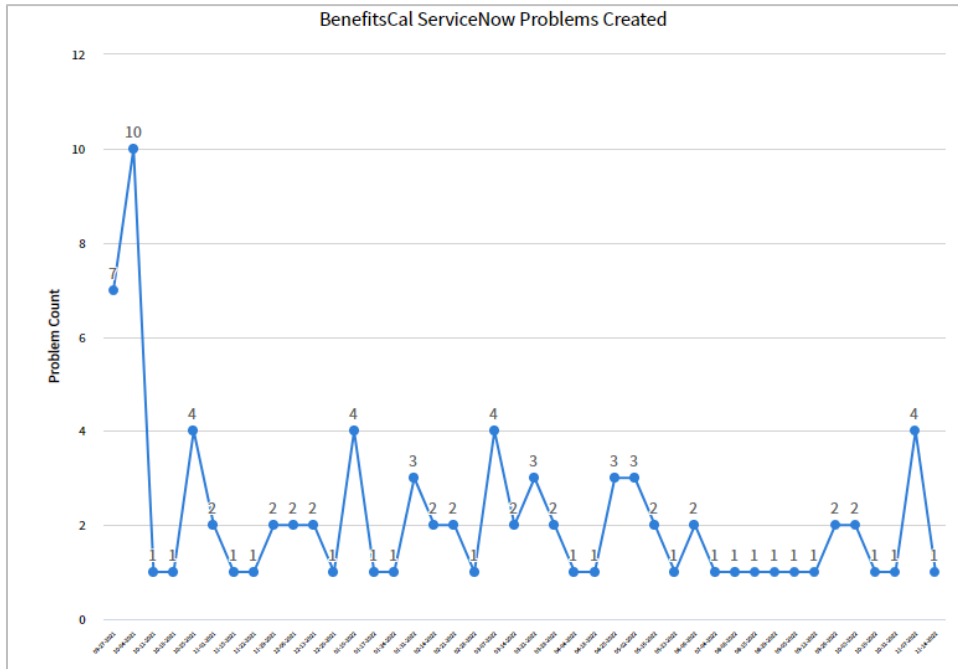
Note: The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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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

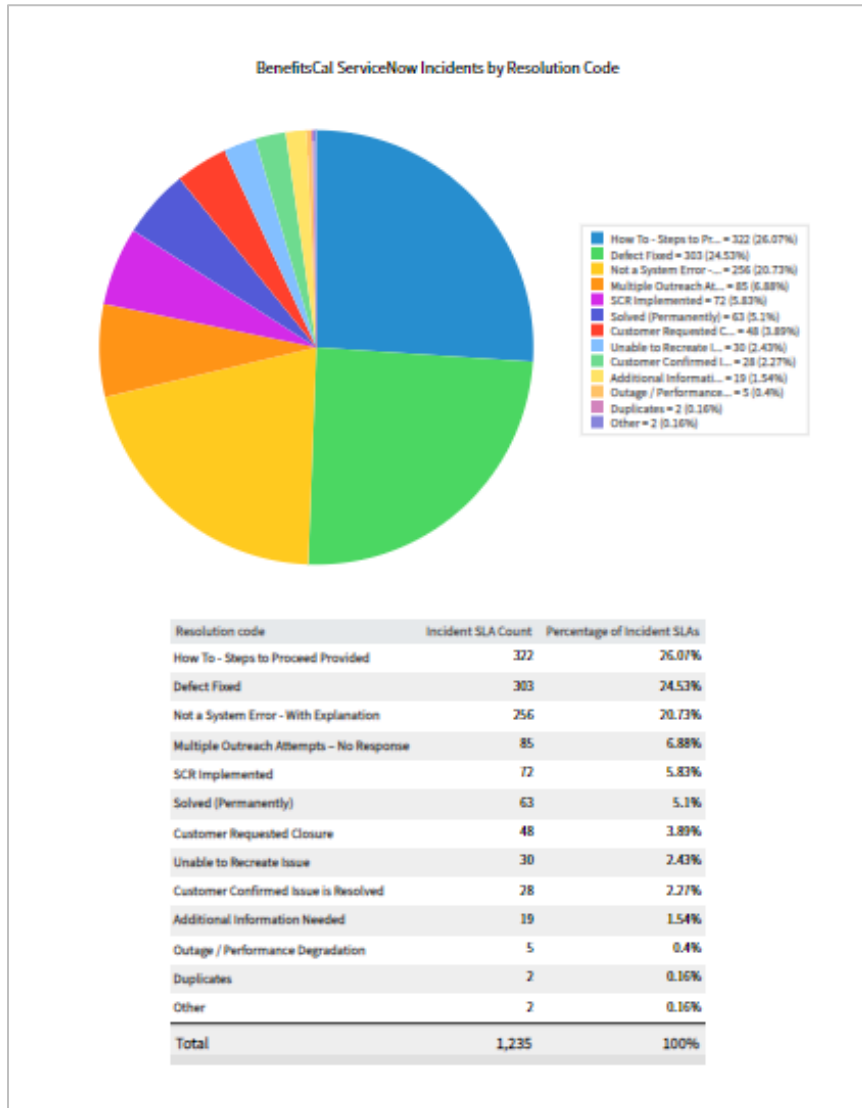
	Aging Category	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	Count
State							
On Hold		0	0	1	0	0	1
Resolved		2	0	2	0	5	9
Closed		0	26	220	63	45	354
Problem in Diagnosis		0	0	0	0	1	1
Count		2	26	223	63	51	365

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

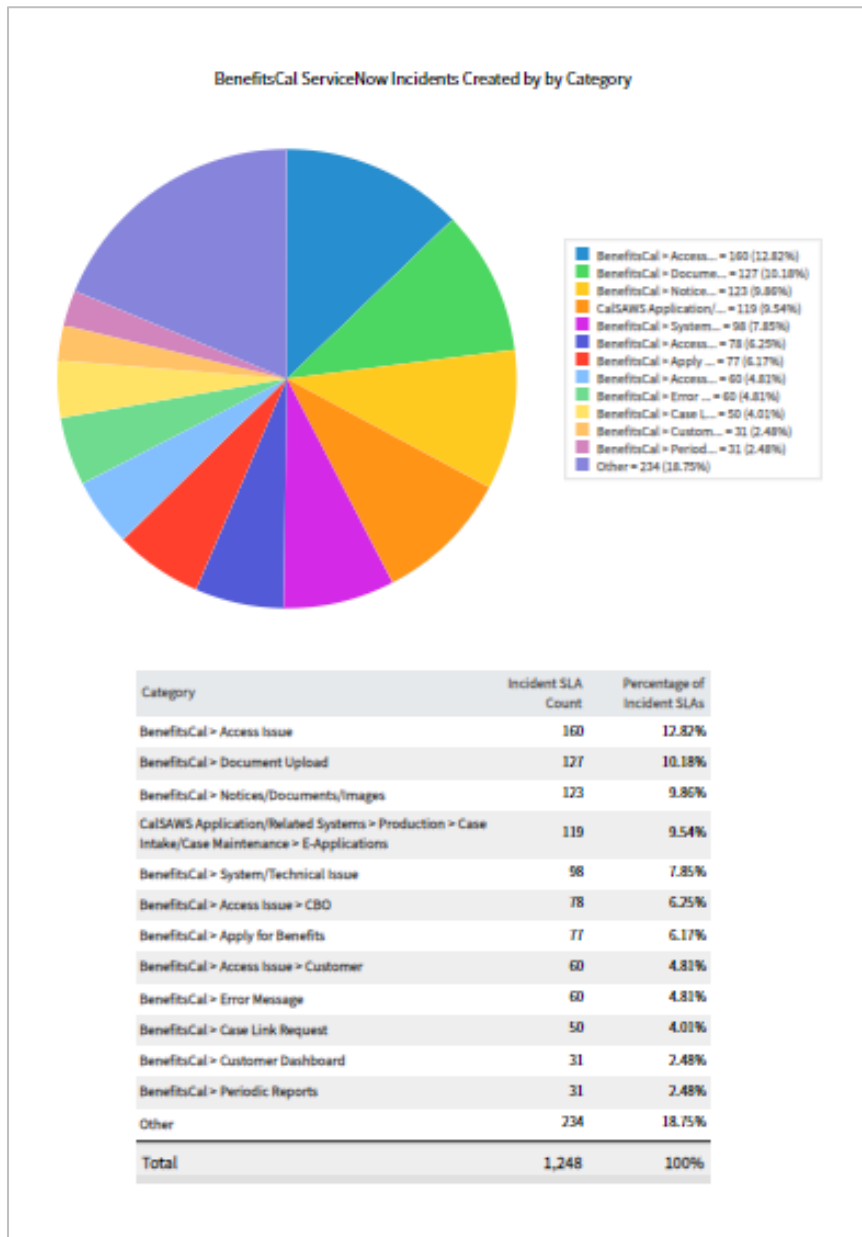
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Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

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
11/30/22	8:00 pm – 9:30 pm PST	BenefitsCal Monthly Release 4.4
12/02/22	N/A	BenefitsCal Emergency Release 4.4.1
12/14/22	8:00 pm – 9:30 pm PST	BenefitsCal Monthly Release 4.5

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
INC0074652	Imaging API were returning 503 error	11/18/22 10:15 pm – 10:45 pm PST	785 documents were not transferred to the DMS. These documents were manually reprocessed on Monday by M&O Team	N/A	In Progress

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 (resolved Production defects – Green), month-over-month. Defects are closed upon system test validation and release deployment to Production.

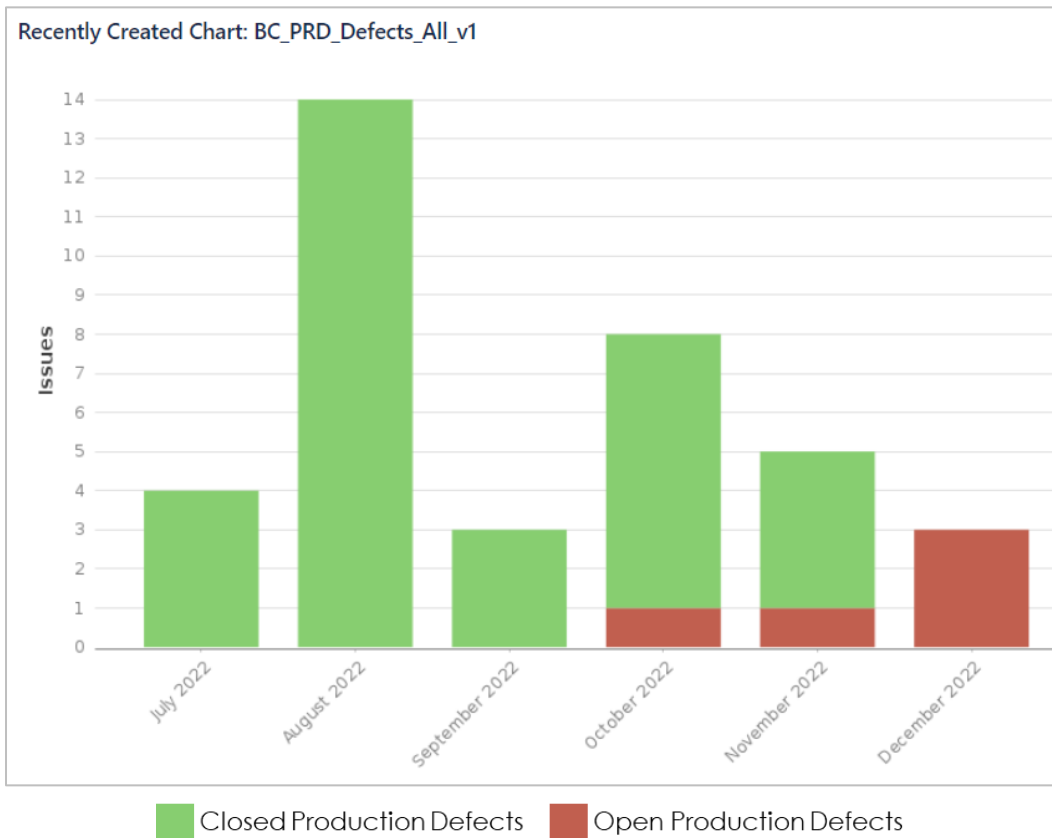


Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Severity	4.5	TBD	Total
2-Normal/Medium	0	1	1
New	0	0	0
In Progress	0	1	1
Closed	0	0	0
3-Normal/Low	6	0	6
New	0	0	0
In Progress	6	0	6
Closed	0	0	0

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Severity	4.5	TBD	Total
4-Cosmetic	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
Total	6	1	7

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 4.4 to the Consortium staff and QA Partners for review.	11/23/22	Production Operations
Sent the final Release Notes file for Monthly Release 4.4 to the Communication Team to publish.	11/30/22	Production Operations

Table 3.5-1 – BenefitsCal Communication Activities

Note: There was no release notes for BenefitsCal Emergency Release 4.4.1 as this was a technical change.

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 4.4.1** – Emergency Release 4.4.1 was successfully deployed on Friday 12/02/22. One (1) defect were deployed for email verification issue.

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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 4.4** – Monthly Release 4.4 was successfully deployed on Wednesday 11/30/22. Twelve (12) defects and seven (7) enhancements were deployed for User Error Handling, Exception Handling, and Application Summary.

Release	Release Date	Summary
4.5 – Monthly	12/15/22	Six (6) production defects and nine (9) 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 on Release 5.0 and enhancements for Release 4.5.
 - Facilitated an end-to-end ROI Design Session with CalSAWS, State Partners, CWDA, SSP Committee Members, Consortium, QA, OSI, and IV&V on 11/22/22.
 - Attended the BenefitsCal inclusion in CCB session hosted by Consortium on 11/22/22
 - Received and reviewed all translations from the Secretary of State for the Voter Registration Enhancement (CSPM-16979) for Release 4.4.
 - Worked on Release 4.5 enhancements designs.
 - Analyzed feedback received from CBO and Advocate Community for Release 5.0 Support Requests designs.
 - Met with DHCS to discuss and clarify Collaboration Model prioritized enhancement for Medi-Cal Renewal CSPM-38528 on 11/30/22.
 - Met with the UAT team to assist in test data preparation for Release 5.0 testing on 11/30/22.
 - Started preparing Release of Information (ROI) General System Design (GSD) documentation.
 - Prepared for 12/06/22 Self-Service Portal Committee Meeting design walkthrough of Release of Information (ROI) designs.
 - Prepared for 12/07/22 Advocate and CBO Design Review of Release of Information (ROI) designs.
 - Worked with Consortium to identify enhancement priorities for Jan and Feb 2023 on 12/02/22.
 - Conducted ROI interface discussion sessions with CalSAWS and Hyland on 12/01/22 and 12/02/22.

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➤ Release 4.4 Development

- Delivered seven (7) enhancements to production.
- Provided System Test and Independent test support for testing the enhancements.

➤ Release 4.5 Development

- Delivered seven (7) out of the nine (9) planned enhancements to SIT and/or UAT.
- Provided System Test and Independent test support for testing the enhancements.
- Continued development on the remaining two (2) enhancements

➤ Release 5.0 Development

- Provided support for SIT and defect fixes for Functional and Non-Functional testing
- Provided estimates for January 2023 enhancements
- CalWORKs 2.0 is on hold.

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

Release	Release Date	Summary
4.4	11/30/22	Delivered seven (7) enhancements to Production
4.5	12/14/22	Developed and delivered seven (7) enhancements to SIT/UAT.
5.0	01/26/23	SIT Support on track for Support Requests Estimated enhancement work CalWORKs 2.0 on hold

Table 4.3-1 – BenefitsCal Enhancements Development Status

4.4 Release Management

4.4.1 Release Test Summary

Release 5.0 Pass of Executed Target as of 12/04/22 – Functional	97%
Release 5.0 Pass of Executed Target as of 12/04/22 – Non-Functional	84%

Table 4.4-1 – System Change Request (SCR) Test Status – Release 5.0

4.4.2 Automated Regression Test (ART) Coverage

- Below are the automated regression scripts executed for regression in BenefitsCal for Release 4.4.
- Smoke test and regression are currently being performed for Release 4.5 planned for 12/14/22.

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Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
4.4	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.

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 the coverage column.

4.5 Training Materials Update

- None for the reporting period.

4.6 Deviation from Plan/Adjustments

- None for the reporting period.