

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

**Reporting Period: January 2, 2023 to
January 15, 2022**

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1.0 Executive Summary

1.1 Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.2	Upcoming BenefitsCal Monthly/Major Release 5.0 on 01/26/23

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 nine (9) active Production defects.
Incidents		There are twenty-six (26) 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




- **Monthly Release** – None to report in this reporting period.
- **Priority Release** – None to report in this reporting period.
- **Emergency Release** – None to report in this reporting period.

Planned Outages

- None to report in this reporting period.

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status ^[1]	Status
WP 24.14	CX Monthly Report – November 2022	UCD		DWP submitted 01/09/23 FWP submitted 01/20/23 FWP approval 01/25/22
WP 25.10	Monthly M&O Report – November 2022	M&O		DWP submitted 01/09/23 FWP submitted 01/20/23 FWP approval 01/25/22
DEL 05.09	General Systems Design (GSD) (BenefitsCal ROI 23.05.23), including DDEL 04.11: Requirements Traceability Matrix	Design		FDEL submitted 01/13/23 FDEL approval 01/23/23

^[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 28.09: BenefitsCal Work Plan Monthly Updates – December 2022 on 01/06/23.
- FWP 29.09: BenefitsCal Monthly Status Report – December 2022 on 01/06/23.
- FDEL 05.09: General Systems Design (GSD) (BenefitsCal ROI 23.05.23), including FDEL 04.11: Requirements Traceability Matrix on 01/13/23.
- FDEL 05.09: General Systems Design (GSD) (BenefitsCal ROI 23.05.23), including FDEL 04.11: Requirements Traceability Matrix on 01/13/23.
- DWP 24.15: CX Monthly Report – December 2022 on 01/09/23.
- DWP 25.11: BenefitsCal Monthly M&O Report – December 2022 on 01/09/23.

➤ **Deliverable and Work Product submissions for next reporting period:**

- None for the reporting period.

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	3
Completed	0
Duplicate	0
In Review	0
Withdrawn	0
Total	0

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

New / Assigned:

- CSPM-62868: SCERFRA 23-501 - New CF 485 - ESAP Application
- CSPM-62633: 23-500 CalFresh Parity List
- CSPM-63215: 23-504 CalFresh ARPA FFY 2023 Investments

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

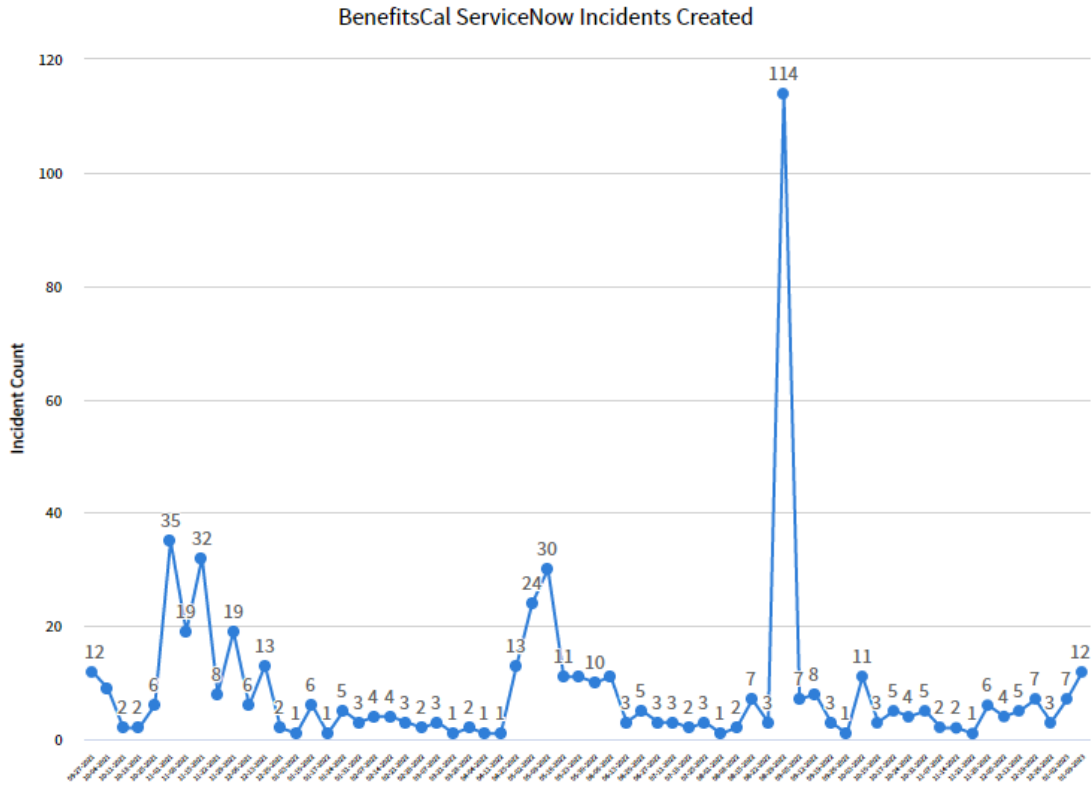
- **Incidents Created** – Nineteen (19) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- **Incidents Resolved** – The BenefitsCal Tier 3 team resolved six (6) incidents in the bi-weekly reporting period.
- **Incidents Closed** – The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.
- **Incidents Triaged** – The BenefitsCal Tier 3 team has triaged one hundred forty-six (146) 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

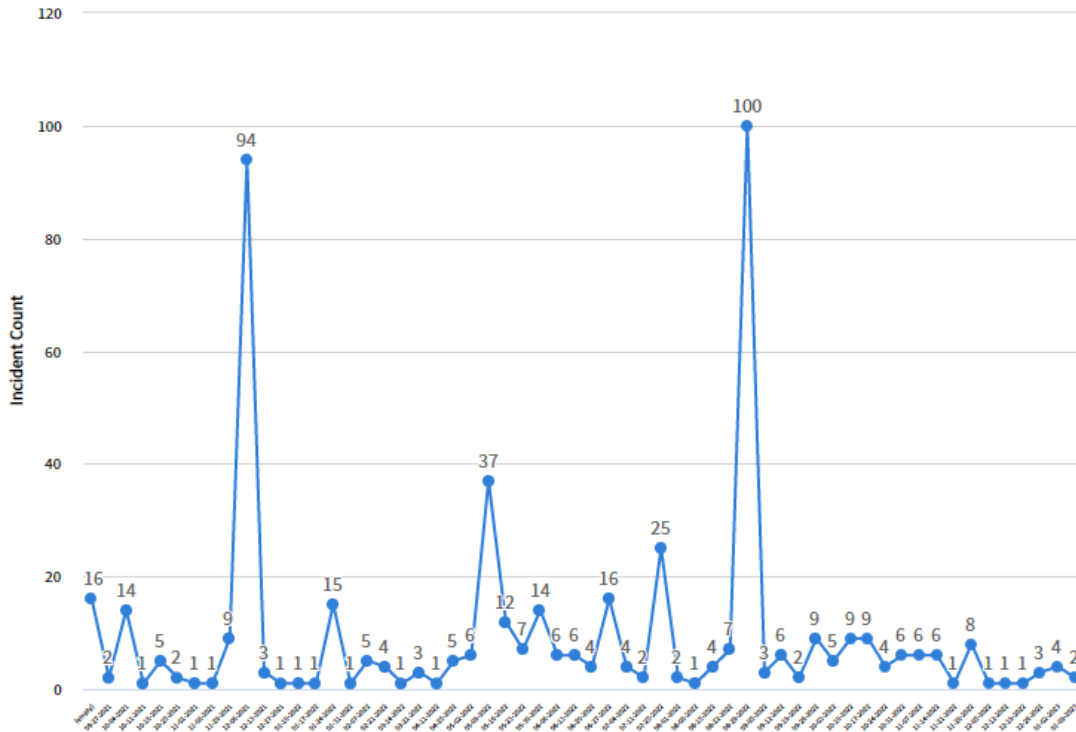
The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.



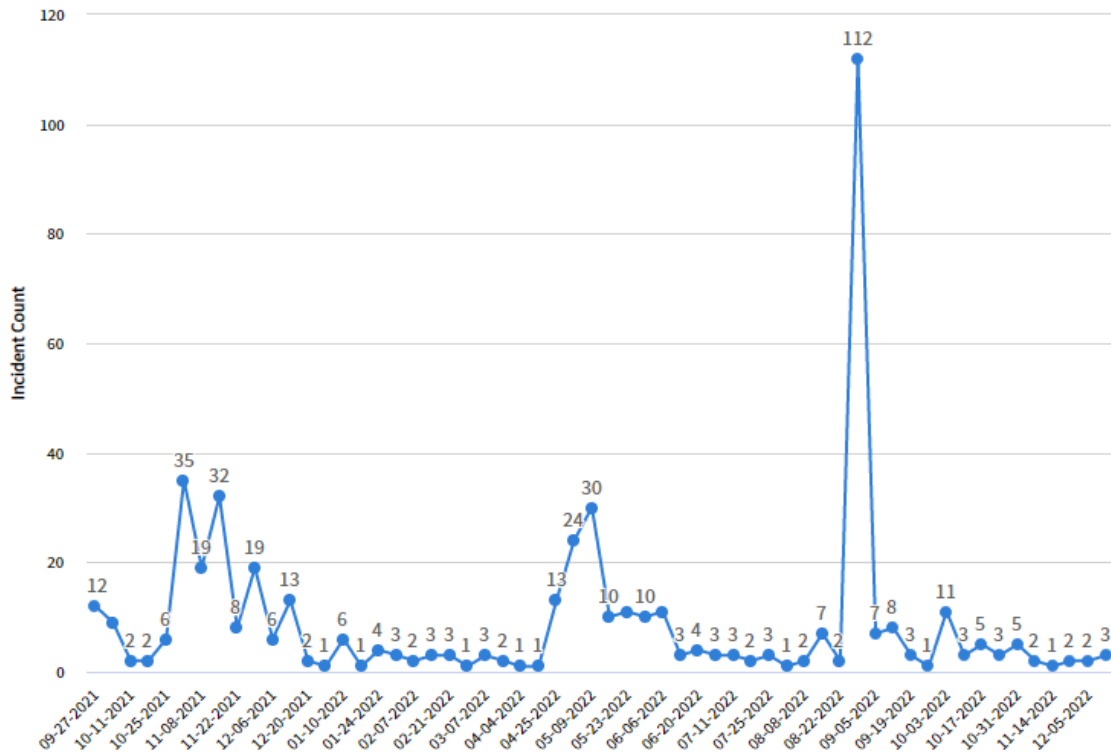
CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

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BenefitsCal ServiceNow Incidents Resolved



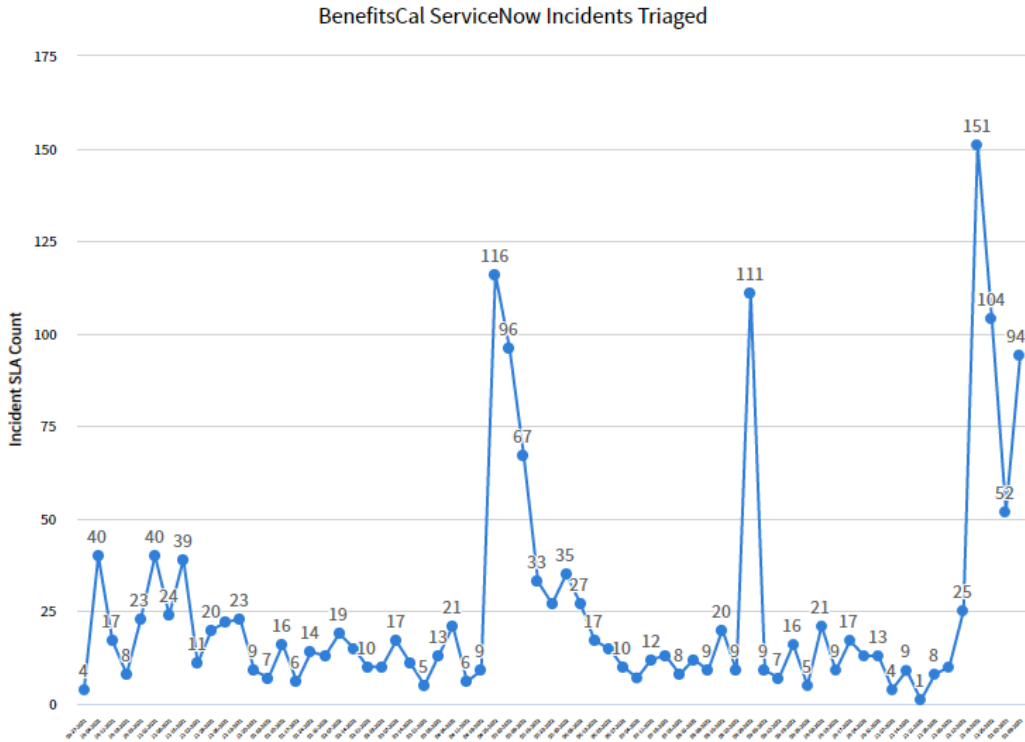
BenefitsCal ServiceNow Incidents Closed



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

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



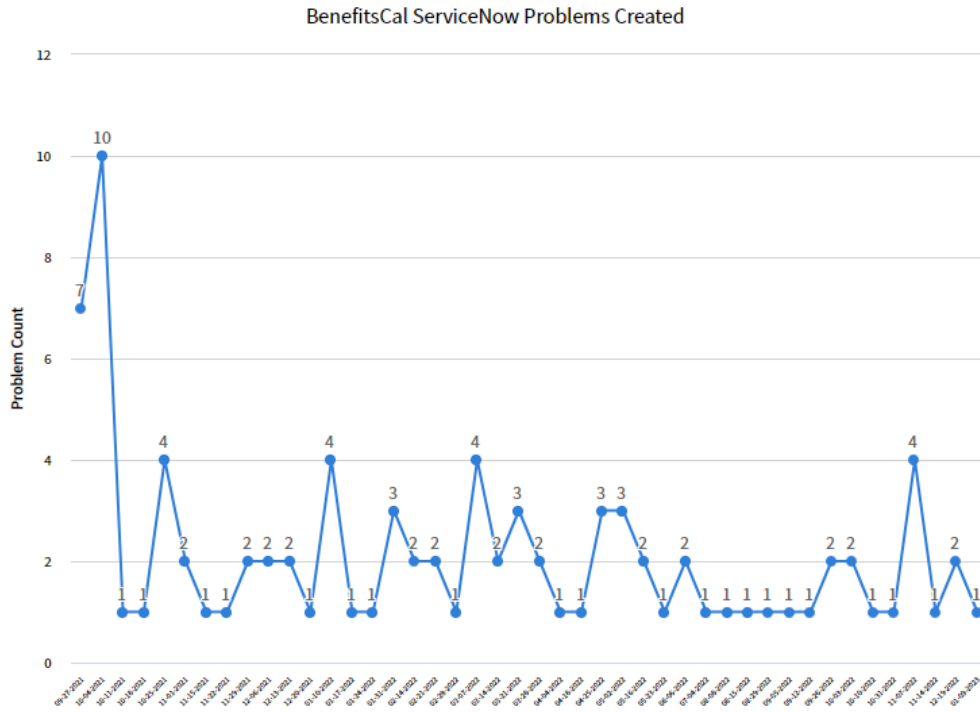
Note: The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

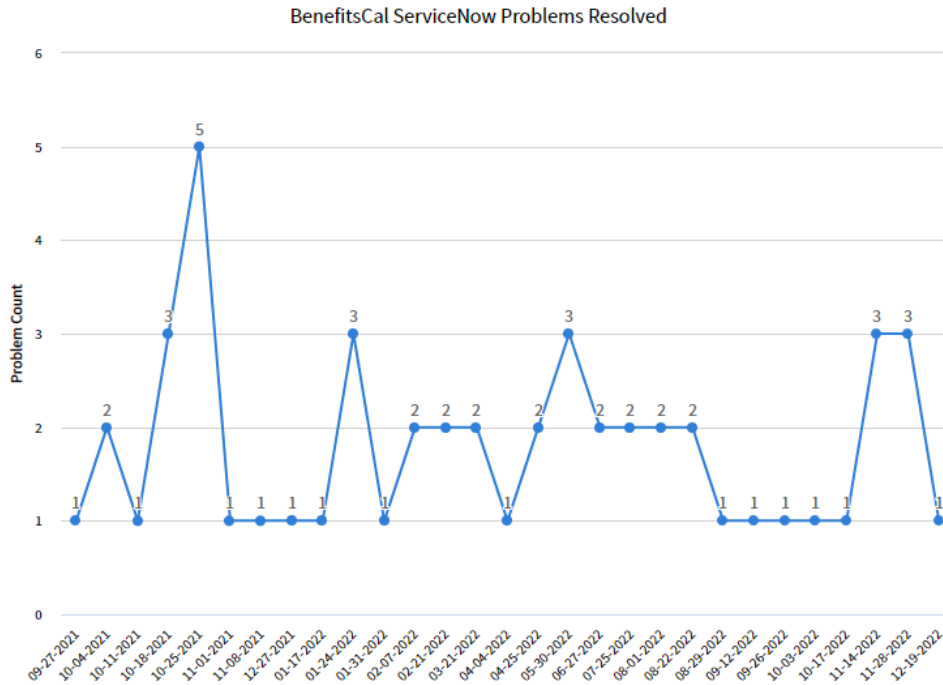
CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

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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.



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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

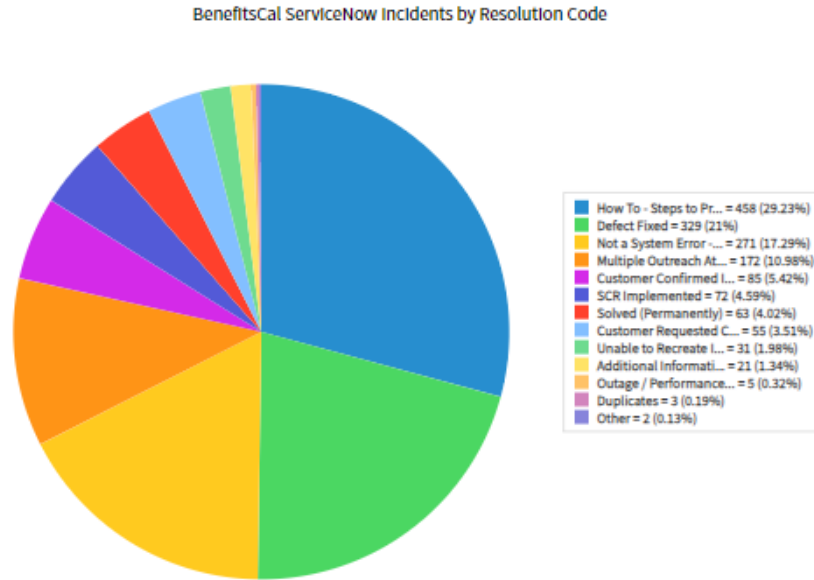
BenefitsCal ServiceNow Incidents by State and Age

	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
State									
New		5	0	0	0	0	0	0	5
On Hold		2	3	5	5	6	0	0	21
Resolved		2	0	2	2	0	0	0	6
Closed		0	0	27	227	64	50	1	369
Count		9	3	34	234	70	50	1	401

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



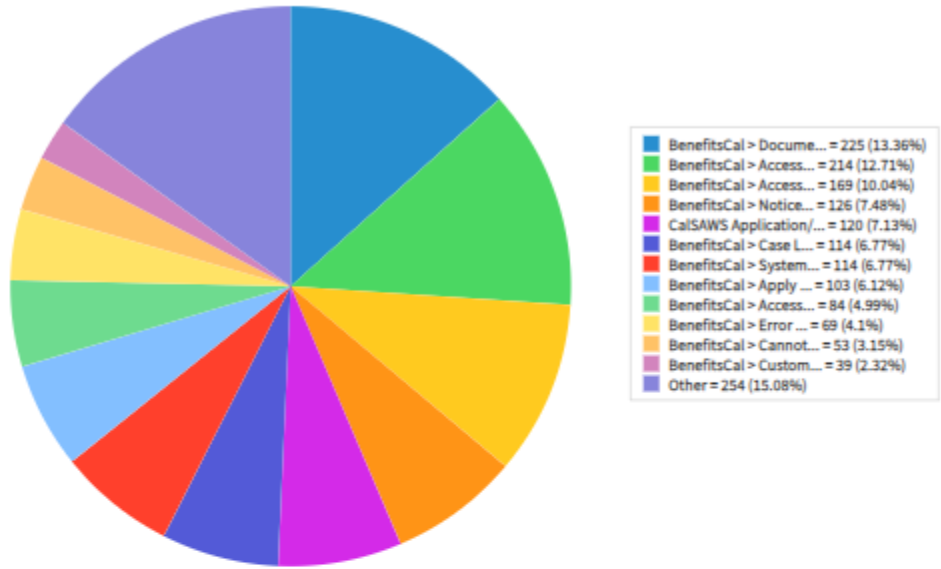
Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	458	29.23%
Defect Fixed	329	21%
Not a System Error - With Explanation	271	17.29%
Multiple Outreach Attempts - No Response	172	10.98%
Customer Confirmed Issue is Resolved	85	5.42%
SCR Implemented	72	4.59%
Solved (Permanently)	63	4.02%
Customer Requested Closure	55	3.51%
Unable to Recreate Issue	31	1.98%
Additional Information Needed	21	1.34%
Outage / Performance Degradation	5	0.32%
Duplicates	3	0.19%
Other	2	0.13%
Total	1,567	100%

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 > Document Upload	225	13.36%
BenefitsCal > Access Issue > Customer	214	12.71%
BenefitsCal > Access Issue	169	10.04%
BenefitsCal > Notices/Documents/Images	126	7.48%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	120	7.13%
BenefitsCal > Case Link Request	114	6.77%
BenefitsCal > System/Technical Issue	114	6.77%
BenefitsCal > Apply for Benefits	103	6.12%
BenefitsCal > Access Issue > CBO	84	4.99%
BenefitsCal > Error Message	69	4.1%
BenefitsCal > Cannot View Case Information	53	3.15%
BenefitsCal > Customer Dashboard	39	2.32%
Other	254	15.08%
Total	1,684	100%

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
01/26/23	8:00 pm – 11:59 pm PST	BenefitsCal Monthly/Major Release 5.0

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0045108	<p>Customers are experiencing EBT slowness and issues accessing EBT related information from BenefitsCal.</p> <p>CalSAWS users are also experiencing slowness performing EBT related transactions but are able to view EBT information in CalSAWS.</p>	<p>1/11/2023 12:55 PM – 1/12/2023 4:45 PM</p>	<p>Customers may experience issues accessing EBT related information from BenefitsCal and CalSAWS users may experience slowness accessing EBT information in CalSAWS until the issue is resolved.</p>	Resolved	FIS

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

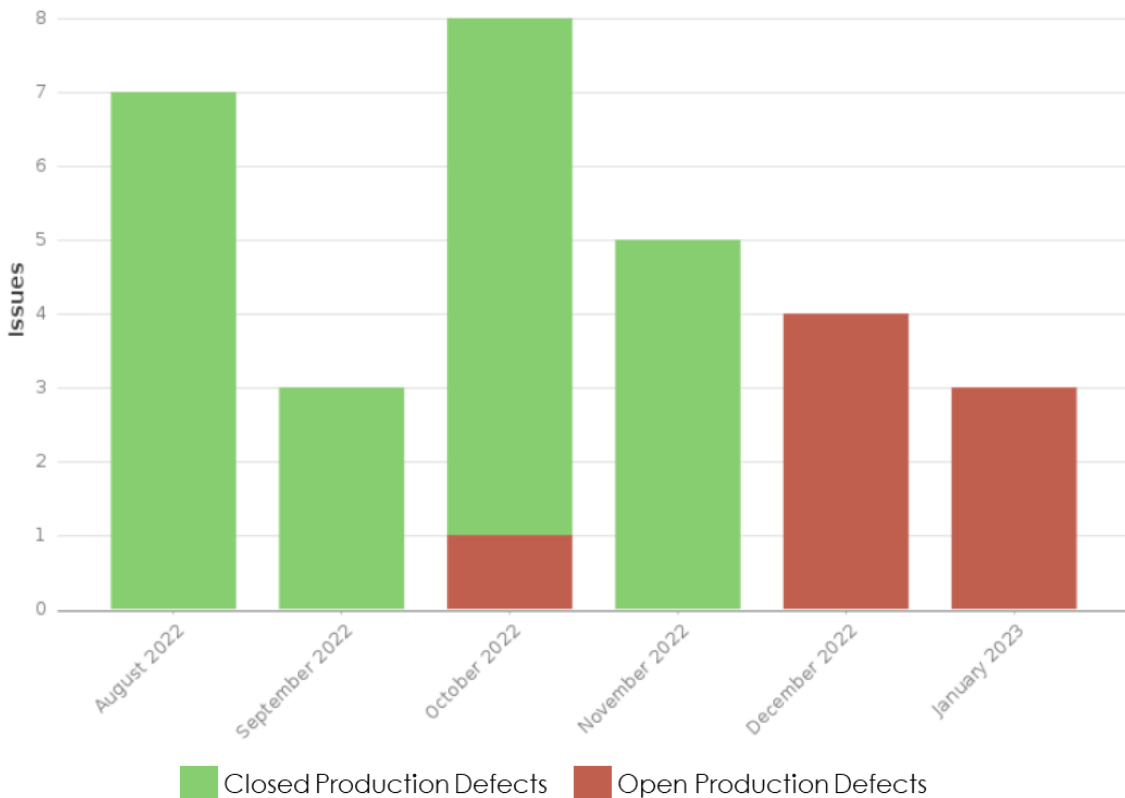


Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Severity	5.0	Total
2-Normal/Medium	1	1
New	0	0
In Progress	1	1
Closed	0	0
3-Normal/Low	5	5
New	0	0
In Progress	5	5
Closed	0	0

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Severity	5.0	Total
4-Cosmetic	3	3
New	0	0
In Progress	3	3
Closed	0	0
Total	9	9

Table 3.4-2 – Production Defect Fix – Release Schedule

3.5 Production Operations

3.5.1 Release Communications

Task	Date(s)	Owner
N/A	N/A	Production Operations
N/A	N/A	Production Operations

Note: *There were no release notes distributed in the reporting period.*

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** - None for the reporting period.

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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** – None for the reporting period.

Release	Release Date	Summary
5.0 – Major/Monthly	01/26/23	Nine (9) production defects and fifteen (15) 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.
- Continued to triage defects and support Independent and User Acceptance Test on Release 5.0 support request functionality
- Submitted FDEL of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality.
- Submitted responses to Advocates for Release 5.0 Support Request design comments
- Worked on estimating enhancements for GCF Parity List items.
- Participated in the Collaboration Model January meeting on 01/06/23.
- Conducted a meeting to discuss support request scenario for Multiple primary individuals for WTW cases with CalSAWS and Consortium on 01/09/23.
- Participated in the BenefitsCal and Get CalFresh Bi-weekly meeting on 01/10/23.
- Participated in the SIRFRA 23-501 discussion with CalSAWS on 01/12/23.
- Conducted a session to walkthrough and collate Screenshare Use Cases from different teams on 01/13/23.

-
- **Release 5.0 Development**

- Provided support for UAT and Independent test
- Completed development for January 2023 enhancements

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

Release	Release Date	Summary
5.0	01/26/23	UAT Support on track for Support Requests Completed enhancement development

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 12/24/22 – Functional (Cycle 1 + Cycle 2)	100%
Release 5.0 Pass of Executed Target as of 12/24/22 – Non-Functional	100%

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 5.0.
- Also, provided testing support for the Independent Testing/UAT Testing for Support Request functionality and provided fixes for any reported issues.
- Started authoring Test Scenarios for ROI.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
5.0	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 SAR 7 flows, IRT (Income Reporting Threshold), TWIM 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.

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4.6 Deviation from Plan/Adjustments

- None for the reporting period.