

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: January 9, 2023 to
January 15, 2023**

01/18/23

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

Table of Contents

1.0 Project Management 4

 1.1 Executive Summary 4

 1.2 PMO 5

 1.2.1 Highlights of the Reporting Period 5

 1.2.2 Activities for the Next Reporting Period 5

 1.3 BenefitsCal Collaboration Model (CM) 5

 1.3.1 Highlights of the Reporting Period 5

 1.3.2 Activities for the Next Reporting Period 5

2.0 Application Development and Test 5

 2.1 Requirements and Design 5

 2.1.1 Highlights of the Reporting Period – Requirements and Design 5

 2.1.2 Activities for the Next Reporting Period – Requirements and Design 6

 2.1.3 Highlights of the Reporting Period – User Centered Design (UCD) 6

 2.1.4 Activities for the Next Reporting Period – UCD 6

 2.2 Development 7

 2.2.1 Highlights of the Reporting Period – Development co 7

 2.2.2 Activities for the Next Reporting Period – Development 8

 2.2.3 Burndown 8

 2.3 System Test Execution 9

 2.3.1 Highlights of the Reporting Period – System Test Execution 9

 2.3.2 Activities for the Next Reporting Period – System Test Execution 10

 2.3.3 User Acceptance Test (UAT) Planning 10

 2.3.4 Highlights of the Reporting Period – User Acceptance Test Planning 10

 2.3.5 Activities for the Next Reporting Period – User Acceptance Test Planning 10

3.0 Performance Test 11

 3.1 Highlights of the Reporting Period – Performance Test 11

 3.2 Activities for the Next Reporting Period – Performance Test 11

4.0 Security 11

 4.1 User Conversion 11

 4.1.1 Highlights of the Reporting Period – User Conversion Testing 11

 4.1.2 Activities for the Next Reporting Period – User Conversion Testing 12

 4.2 Security 12

 4.2.1 Highlights of the Reporting Period – Security 12

 4.2.2 Activities for the Next Reporting Period – Security 12

5.0 Communications 12

 5.1 Highlights of the Reporting Period 12

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

5.2	Activities for the Next Reporting Period	12
6.0	Appendices	13
6.1	Appendix A – Deliverable Summary	13
6.2	Appendix B – Risks and Issues Summary	14
6.3	Appendix C – Project Work Plan Reports	16

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
January 2023 Release (Release 5)	<ol style="list-style-type: none"> Continued providing support for Independent Testing and UAT team for Release 5.0 Support Request. UAT is currently in-progress. Submitted responses to Advocates for Release 5.0 Support Request design comments.
Release of Information (ROI) Enhancement	<ol style="list-style-type: none"> Addressed the comments on the design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix and submitted the FDEL of design documentation and RTM. Finalized responses to Advocate feedback on Release of Information to provide details on changes made or clarifications as applicable and sent the response to Advocates on 01/13/23.
Training Environment	<ol style="list-style-type: none"> Working session for the Support Model is conducted on 01/06/23 for the Training Environment. Another working session is conducted on 01/10/23. Met with Training committee on 01/11/23 on the support model and operational aspects of the TRN.
CalWIN ISS Support	<ol style="list-style-type: none"> Wave 2 <ul style="list-style-type: none"> Training sessions have been scheduled with the participants: <ul style="list-style-type: none"> 01/17/23 – Contra Costa 01/19/23 – Tulare 01/24/23 – Santa Clara Training notification distributed to RMs of the 42 supported counties so help desk staff can join the training as needed for a refresher. Wave 3 <ul style="list-style-type: none"> Conversion: County review of CBO information in-progress. Awaiting county feedback.
Screenshare Enhancement	<ol style="list-style-type: none"> Conducted a session to determine next steps on delivery of FN-89.3 Screenshare requirement with the Consortium Security, CalSAWS Contact Center, and QA teams on 12/16/22, and a follow-up meeting conducted on 12/21/22. A working session conducted on 01/13/23 with the Consortium, CalSAWS Contact Center, and Consortium Security teams to talk through the different use cases.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

1.2 PMO

1.2.1 Highlights of the Reporting Period

- ▶ **Deliverables and Work Products submitted:**
 - 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.

1.2.2 Activities for the Next Reporting Period

- ▶ **Deliverable and Work Product submissions for next week:**
 - None for the period.

1.3 BenefitsCal Collaboration Model (CM)

1.3.1 Highlights of the Reporting Period

- ▶ The table below contains all enhancements prioritized by CM ID number and their updates from this week:

ID	Summary	Status	Update this Week
CSPM-38528	Add nudge for customer to review their tax filing status in Medi-Cal Renewal flows.	UAT Deployed	Development in Progress

Table 1.3-1 – Enhancements Updates, Prioritized by CM

1.3.2 Activities for the Next Reporting Period

- ▶ Schedule Collaboration Model priority items to for future builds.
- ▶ The table below contains all enhancements prioritized by CM (not yet delivered to production) and planned activities for next week:

ID	Summary	Activity for Next Week	Target Delivery Date
CSPM-38528	Add nudge for customer to review their tax filing status in Medi-Cal Renewal flows.	Complete UAT	01/26/23

Table 1.3-2 – Planned Activities for Next Reporting Period for Enhancements, Prioritized by CM

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ **Designs**
 - 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.

Commented [BC1]: [Hamilton, Ben] Please update the section.

Commented [TM2R1]: [Boyard, Arthur, Mike] / [Hamilton, Ben] - Please update

Commented [TM3R1]: Complete

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

- 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.
- 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.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

► Designs

- Provide support to the User Acceptance and Independent Test Team for Support Request testing.
- Prepare for the Homeless Assistance Session.
- Continue estimating the GCF parity list items.
- Prepare for the Timeclocks design sessions.
- Work with reviewers to close comments on the Final Deliverable (FDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix.
- Conduct session with the ForgeRock team to finalize the API specifications for Release of Information functionality on 01/17/23.
- Participate in the virtual green light meeting for Release 5.0 / 23.01 on 01/18/23.

2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)

► Customer Experience (CX) Measurements Data

- Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues during the week of 01/09/23.
- Drafted the DWP 24.15 CX Monthly Report – December and submitted it on 01/09/23.

► Advocate Engagement

- Finalized responses to Advocate feedback on Release of Information to provide details on changes made or clarifications as applicable and sent the response to Advocates on 01/13/23.

► Usability Testing

- Continued recruitment activities for customers and CBO Assisters for ROI usability testing beginning 01/13/23.
- Finalized two usability testing interview guides to test ROI functionality with customers and CBO Assisters by 01/13/23.
- Facilitated one (1) usability test sessions the week of 01/09/23.

2.1.4 Activities for the Next Reporting Period – UCD

► CX Measurements Data

- Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues during the week of 01/16/23.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

► **Usability Testing**

- Facilitate six (6) usability test sessions by 01/13/23.

► **Advocate Engagement**

- Finalize responses to Advocate feedback on Release 5.0 Support Request
- Advocates to close out all comments by 01/20/23.

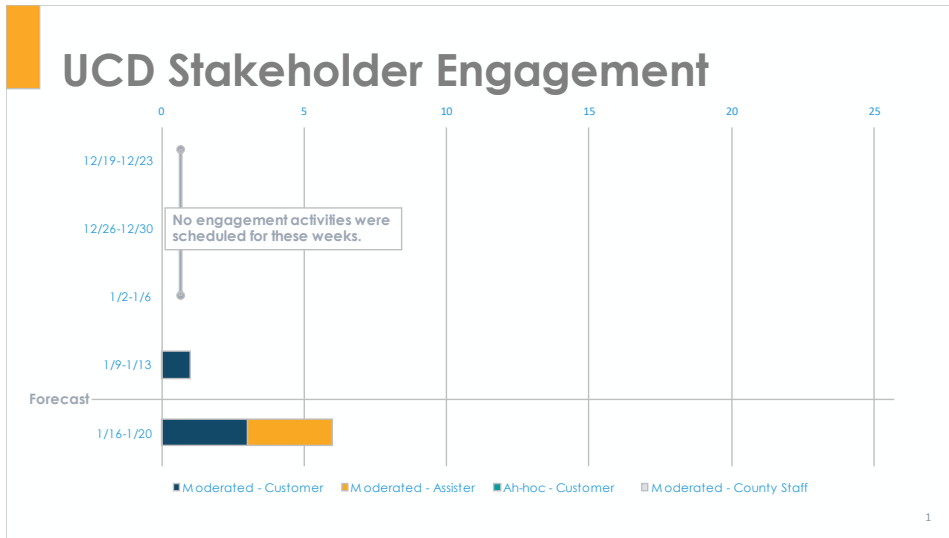


Figure 2.1-1 – UCD Stakeholder Engagement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development co

Enhancements (M&E)

Release	Planned for Week Ending 01/13/23	Actual for Week Ending 01/13/23	Total Planned for the Release	Comments
5.0	4	5	14	

Table 2.2-1– Enhancement Actuals for Reporting Period

► **Release 5.0**

- Support Request.
 - Translations for Support Request delivered to SIT.
 - Supported SIT and defect fixes.
 - UAT Independent testing in progress.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023
 Period: January 9, 2023 to January 15, 2023

- ▶ Release of Information [DDI]
 - Development started on 01/02/23.
 - Completed 4 (four) widgets.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 01/13/23	Total Planned for the Release	Total Completed for the Release	Comments
5.0	3	14	12	Two enhancements got added → CSPM-62884 and CSPM-62273

Table 2.2-2 – Planned Enhancement Work

- ▶ **Release 5.0**
 - Support Request
 - Supporting SIT and UAT testing.
- ▶ Release of Information [DDI]
 - Develop seven (7) widgets.

Unscheduled Release Updates

- ▶ **Chatbot**
 - Resolution of silence detection in Chatbot was provided by the Amazon Web Services (AWS) Product Team last week for three (3) languages (English, Portuguese, and Chinese). The dates need to be decided for the fix for the remaining three (3) languages (Spanish, Korean, and Japanese).

2.2.3 Burndown

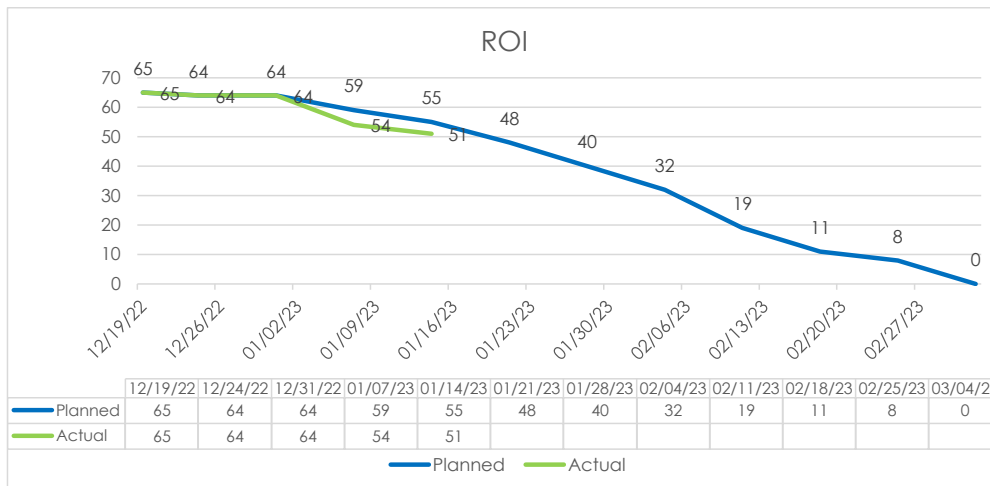


Figure 2.2-1 – Development: ROI

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023
 Period: January 9, 2023 to January 15, 2023

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Testing Support**
 - Provided testing support for the Independent Testing/UAT Testing for Support Request functionality and provided fixes for any reported issues.
- ▶ **Release ROI – 23.05.25**
 - Authoring Test Scenarios for ROI.
- ▶ **Test Prep Release 5.0**
 - Execution burndowns displayed below.

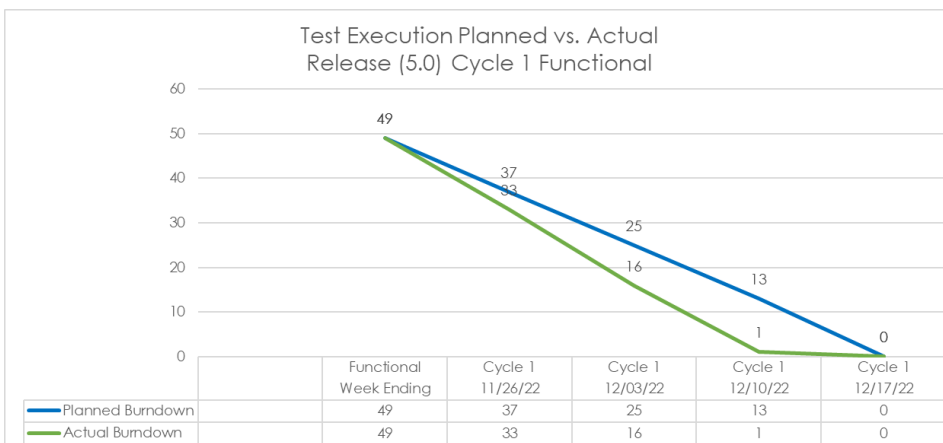


Figure 2.3-1 – Execution Burndown Chart: Release 5.0, Cycle 1 Functional

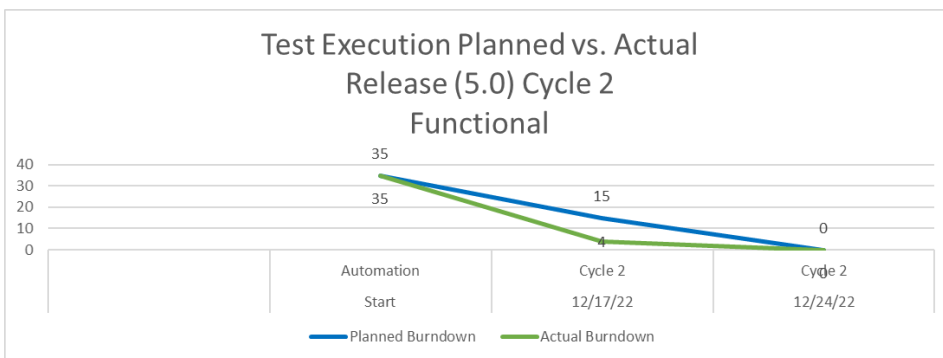


Figure 2.3-2 – Execution Burndown Chart: Release 5.0, Cycle 2 Functional

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

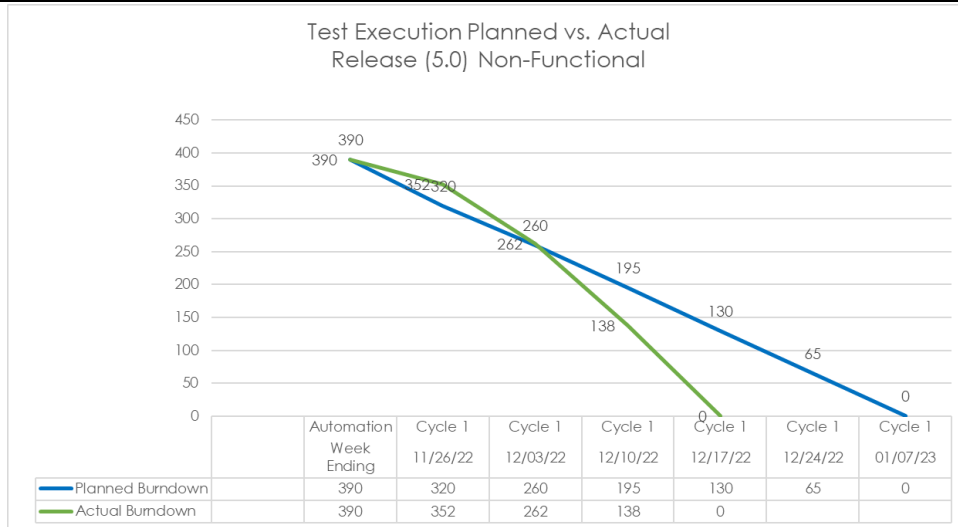


Figure 2.3-3 – Execution Burndown Chart: Release 5.0 Non-Functional

▶ **Partner Integration Calls**

- Conducted need-basis Partner Integration calls to triage cross-partner defects.

2.3.2 Activities for the Next Reporting Period – System Test Execution

▶ **M&O Priority Release Support**

- None for the period.

▶ **Partner Integration Items**

- Continue to participate in the coordination of ad-hoc partner integration items.

▶ **Release 5.0**

- Continue to support Independent Testing/UAT Testing for Support Request functionality and provide fixes for any reported issues.

▶ **Release ROI – 23.05.25**

- Continue authoring for Test Scenarios for ROI.

2.3.3 User Acceptance Test (UAT) Planning

2.3.4 Highlights of the Reporting Period – User Acceptance Test Planning

▶ **UAT Test Execution**

- None for the period.

2.3.5 Activities for the Next Reporting Period – User Acceptance Test Planning

▶ **Test Support**

- None for the period.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ **Release 5.0 Performance Testing Activities**
 - The BenefitsCal team executed another isolated performance test on January 11th with 42 scripts, 1,844 Users at 90% volume load. Two (2) scripts (one (1) CalWORKs redetermination scenarios and one (1) receive message scenario) were not included in this test as team is waiting on the data setup completion from CalSAWS end. The test execution was successful, and results are comparable to the baseline results in terms of Average Response time and errors. Regarding the new Release 5.0 Welfare to Work (WTW) program support request scenario, no performance issues were observed. The detailed jMeter report is uploaded to the CalSAWS SharePoint. Next isolated performance test is planned on January 18th to establish the new baseline with repeatable results.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ **Release 5.0 Performance Testing Activities**
 - Execute another round of Release 5.0 performance tests and share the observation and results.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	11/21/22	01/18/23	Release 5.0	Scope: One (1) new Support request scenario to be scripted with Welfare to worker cases data setup at CalSAWS end. Additionally, several scripts enhancements in scope. Execution: 01/06/23, 01/11/23, and 01/18/23.	66%

Table 3.2-1 – Performance Test Cycles and Test Case Status

4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

- ▶ **CalWIN Conversion**
 - Collaborated with the Consortium Business team to have a CRFI generated and sent out to inform the Wave 3 Counties of the CBO User Listing validation they will conduct to create an accurate list for their user conversion.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

▶ Perform CBO User Data Validation

- Identify Primary Points of Contact (PPOCs) for the rest of the CalWIN Counties to perform Community Based Organization (CBO) user data validation.
- Collaborate with the Consortium to generate and send out a CRFI to the Wave 3 Counties to validate the CBO User Listing.

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

▶ SAST

- Executed the weekly Static Application Security Testing (SAST) of the application source code and shared the analysis of the security scan reports with the BenefitsCal Development Team for remediation on 1/13/23.

4.2.2 Activities for the Next Reporting Period – Security

▶ Identified Vulnerabilities

- After the validation of the identified vulnerabilities, advise on the remediation activities to be performed by the BenefitsCal Development Team. Log defects in Jira for tracking purposes (Weekly recurring activity).

▶ AWS SSO for BenefitsCal

- Collaborate with the Consortium Security Team to update Amazon Web Services Single Sign-On (AWS SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ No activities planned for the reporting period.

5.2 Activities for the Next Reporting Period

- ▶ No activities planned for the next reporting period.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

6.0 Appendices

6.1 Appendix A – Deliverable Summary

Deliverable Status by Submission

		Complete	Coming Soon	WAC Approval Pending		
DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
04.11	Requirements Traceability Matrix (BenefitsCal ROI 23.05.23)	N/A	N/A	12/21/22	01/13/23	01/23/23
05.09	General Systems Design (BenefitsCal ROI 23.05.23)	N/A	N/A	12/21/22	01/13/23	01/23/23
08.01	Implement, Complete Report & Final Acceptance – L.A. County	N/A	N/A	05/27/22	06/20/22	TBD
09.01	Maintenance & Operations (M&O) Plan – L.A. County	N/A	N/A	N/A	06/20/22	TBD
11.01	Mobile App Implementation Complete Report – L.A. County	N/A	N/A	05/27/22	06/20/22	TBD

Table 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
05.09	General Systems Design (GSD) (BenefitsCal ROI 23.05.23), including DDEL 04.11: Requirements Traceability Matrix	On Track	FDEL submitted 01/13/23 FDEL approval 01/23/23

Table 6.1-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

		Complete	Coming Soon	WAC Approval Pending	
ID	Work Product Name	DWP	FWP	Final Approval	
24.14	CX Monthly Report – November 2022	12/12/22	01/03/23	01/09/23	
24.15	CX Monthly Report – December 2022	01/09/23	01/18/23	01/25/23	
25.10	Monthly M&O Report – November 2022	12/07/22	12/19/22	12/22/22	
25.11	Monthly M&O Report – December 2022	01/09/23	01/18/23	01/25/23	
28.08	BenefitsCal Work Plan Monthly Updates – November 2022	N/A	12/05/22	12/14/22	
28.09	BenefitsCal Work Plan Monthly Updates – December 2022	N/A	01/06/23	01/15/23	
29.08	BenefitsCal Monthly Status Report – November 2022	N/A	12/05/22	12/14/22	
29.09	BenefitsCal Monthly Status Report – December 2022	N/A	01/06/23	01/15/23	

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.15	CX Monthly Report – December 2022	On track	DWP submitted 01/09/23 FWP submission 01/18/23 FWP approval 01/25/23

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

WP #	Work Product Name	Status	Next Deadline
25.11	Monthly M&O Report – November 2022	On track	DWP submitted 01/09/23 FWP submission 01/18/23 FWP approval 01/25/23
28.09	BenefitsCal Work Plan Monthly Updates – December 2022	On track	FWP approval 01/15/23
29.09	BenefitsCal Monthly Status Report – December 2022	On track	FWP approval 01/15/23

Table 6.1-4 – Upcoming Work Product Deadlines

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Probability	Date Logged
246	Perceived Gap in Functionality	<p>A perceived gap in functionality between GetCalFresh and BenefitsCal was identified. Select features identified within GetCalFresh are not present within BenefitsCal as they are not part of the project requirements, and change requests were logged to address. Impacts BenefitsCal adoption by Community Partners may be lower as they rely on features (like the referral code) to complete their work. The future migration from GCF to BenefitsCal in 2022 is at risk until features are added to BenefitsCal.</p> <p>Status Updates:</p> <p>September 2, 2022:</p> <ul style="list-style-type: none"> Had multiple meetings with CDSS to discuss the GetCalFresh Gap List with Consortium and CWDA, latest on 08/29/22. There is a bi-weekly meeting cadence. Currently there are few enhancement suggestions from CDSS on partial gaps. <p>October 3, 2022:</p> <ul style="list-style-type: none"> Continued working sessions with CDSS, CWDA, Consortium and CalSAWS. With the CDSS's analysis, there is total of 41 gaps. 32 of are logged as 	Open	2	Medium	05/10/21

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

ID	Title	Details	Status	Impact	Probability	Date Logged
		<p>enhancements for prioritization and the remaining 9 will be discussed at upcoming working sessions. There is also a plan to identify/classify must have vs nice to have items. Next working session is scheduled for 10/05/22.</p> <p>November 11, 2022</p> <ul style="list-style-type: none"> ▶ CDSS is currently reviewing the final list to confirm dispositions and next steps for prioritization. Any items that are identified as "must have" will be taken to collaboration model meeting. CDSS is targeting the end of the calendar year to complete the review. <p>January 08, 2023</p> <ul style="list-style-type: none"> ▶ BenefitsCal team has started working on the effort estimations for the gaps list (31 gaps/52 enhancements). CWDA and Consortium will provide direction on the implementation schedule 				

Table 6.2-1 – Project Risks and Issues

CRFI/CIT/CalSAWS CR Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
None.						

Table 6.2-2 – CITs

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 18, 2023

Period: January 9, 2023 to January 15, 2023

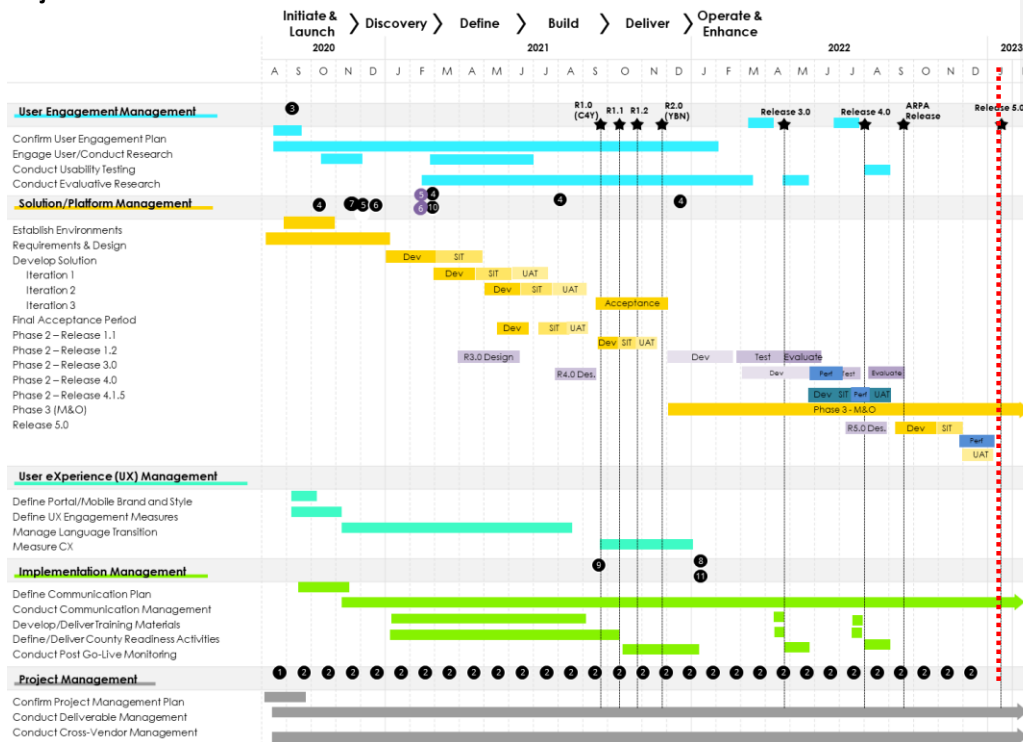
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
None.							

Table 6.2-3 – CRFIs

6.3 Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None			

Table 6.3-1 – Overdue Action Items