

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

**Reporting Period: January 16, 2023 to
January 29, 2022**

Table of Contents

1.0	Executive Summary	4
1.1	Executive Summary Agenda Topics.....	4
1.2	BenefitsCal Project Status Dashboard.....	4
1.3	Highlights from the Reporting Period	4
2.0	Project Management.....	5
2.1	Project Deliverables Summary	5
2.2	Highlights for the Reporting Period.....	5
2.3	CRFI/CIT Communications Status.....	5
2.4	SCIRFRA/SCERFRA/SIRFRA/SARRA Information	6
2.5	Deviation from Plan/Adjustments.....	7
3.0	Maintenance and Operations	7
3.1	Service Management.....	7
3.1.1	Overview.....	7
3.1.2	BenefitsCal Help Desk Metrics.....	8
3.2	Technology Operations.....	16
3.3	BenefitsCal Maintenance and Operations.....	16
3.4	Production Defect Backlog.....	18
3.4.1	Release Schedule Production Defect Fix	18
3.5	Production Operations.....	19
3.5.1	Release Communications	19
3.5.2	Root Cause Analysis (RCA).....	19
3.6	Deviation from Plan/Adjustments.....	19
4.0	Application Development	19
4.1	Priority Release Summary	19

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

Period: January 16, 2023 to January 29, 2022

- 4.2 Monthly Release Summary20
- 4.3 Application Development Status.....20
- 4.4 Release Management21
 - 4.4.1 Release Test Summary.....21
 - 4.4.2 Automated Regression Test (ART) Coverage21
- 4.5 Training Materials Update.....22
- 4.6 Deviation from Plan/Adjustments.....22




1.0 Executive Summary

1.1 Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.5.1	BenefitsCal Monthly/Major Release 5.0 on 01/26/23
4.2	Upcoming BenefitsCal Priority Release 23.02.05 on 02/05/23
4.2	Upcoming BenefitsCal Monthly Release 23.02.16 on 02/16/23

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 two (2) active Production defects.
Incidents		There are thirty-six (36) 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/Major Release** – The BenefitsCal Team successfully deployed BenefitsCal Monthly/Major Release 5.0 to BenefitsCal Production.
- **Priority Release** – None to report in this reporting period.
- **Emergency Release** – None to report in this reporting period.

Planned Outages



- Thursday, 01/26/2023 from 8:00 pm to 9:30 pm PST.
 - BenefitsCal Monthly/Major Release 5.0

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

Period: January 16, 2023 to January 29, 2022

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Deliverable Name	Team	Status ^[1]	Status
WP 24.15	CX Monthly Report – December 2022	UCD		DWP submitted 01/09/23 FWP submitted 01/20/23 FWP approval 01/25/22
WP 25.11	Monthly M&O Report – December 2022	M&O		DWP submitted 01/09/23 FWP submitted 01/20/23 FWP approval 01/25/22

^[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 24.15: CX Monthly Report – December 2022 on 01/20/23.
- FWP 25.11: Monthly M&O Report – December 2022 on 01/20/23.
- FWP 26.03: BOM Review and License Renewal on 01/23/23.
- FWP 27.03: Certificate Review on 01/23/23.

2.3 Activities for the Next Reporting Period

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

- FWP 28.10: BenefitsCal Work Plan Monthly Updates – January 2023 on 02/09/23.
- FWP 29.10: BenefitsCal Monthly Status Report – January 2023 on 02/07/23.
- DWP 24.16: CX Monthly Report – January 2023 on 02/09/23.
- DWP 25.12: Monthly M&O Report – January 2023 on 02/09/23.

2.4 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 2.4-1 – CITs

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

Period: January 16, 2023 to January 29, 2022

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 2.4-2 – CRFIs

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
None					

Table 2.4-3 – Overdue CRFIs

2.5 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	1
Withdrawn	0
Total	0

Table 2.5-1 – Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

In Review:

- CSPM-62633: 23-500 CalFresh Parity List

Completed:

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

2.6 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

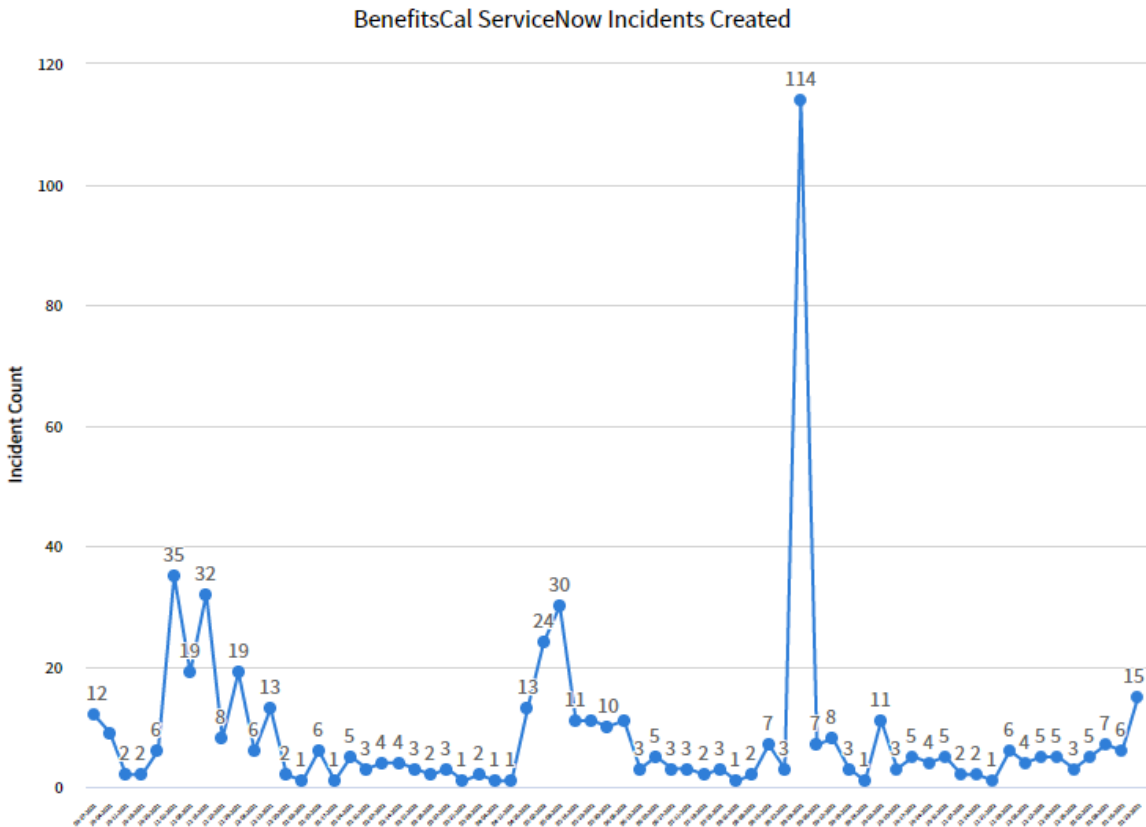
- **Incidents Created** – Twenty-one (21) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- **Incidents Resolved** – The BenefitsCal Tier 3 team resolved four (4) incidents in the bi-weekly reporting period.
- **Incidents Closed** – The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.
- **Incidents Triaged** – The BenefitsCal Tier 3 team has triaged ninety-six (96) 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.

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

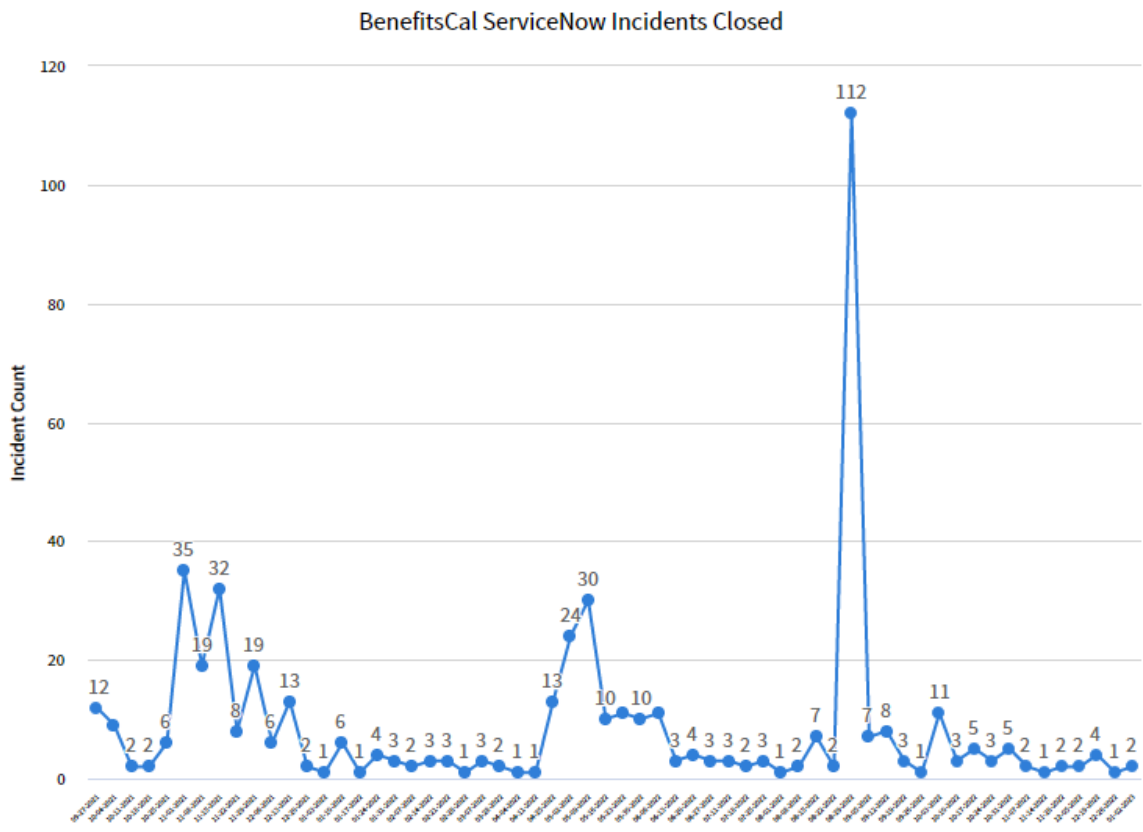
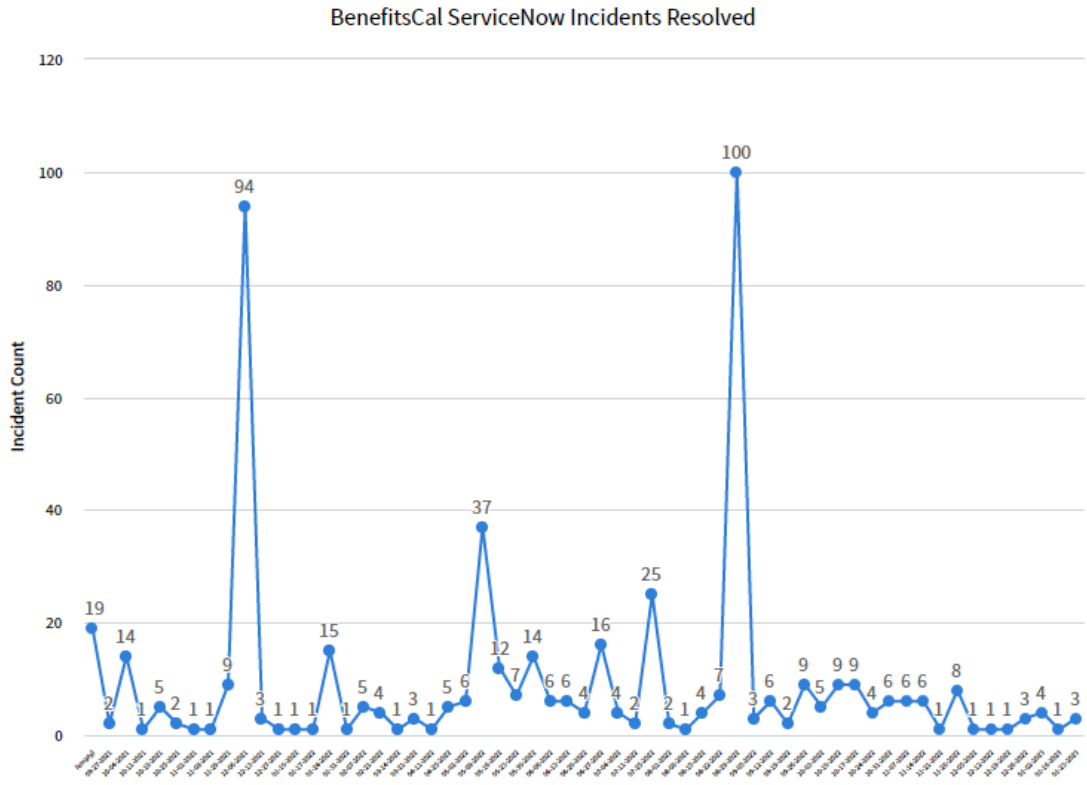
Period: January 16, 2023 to January 29, 2022

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.



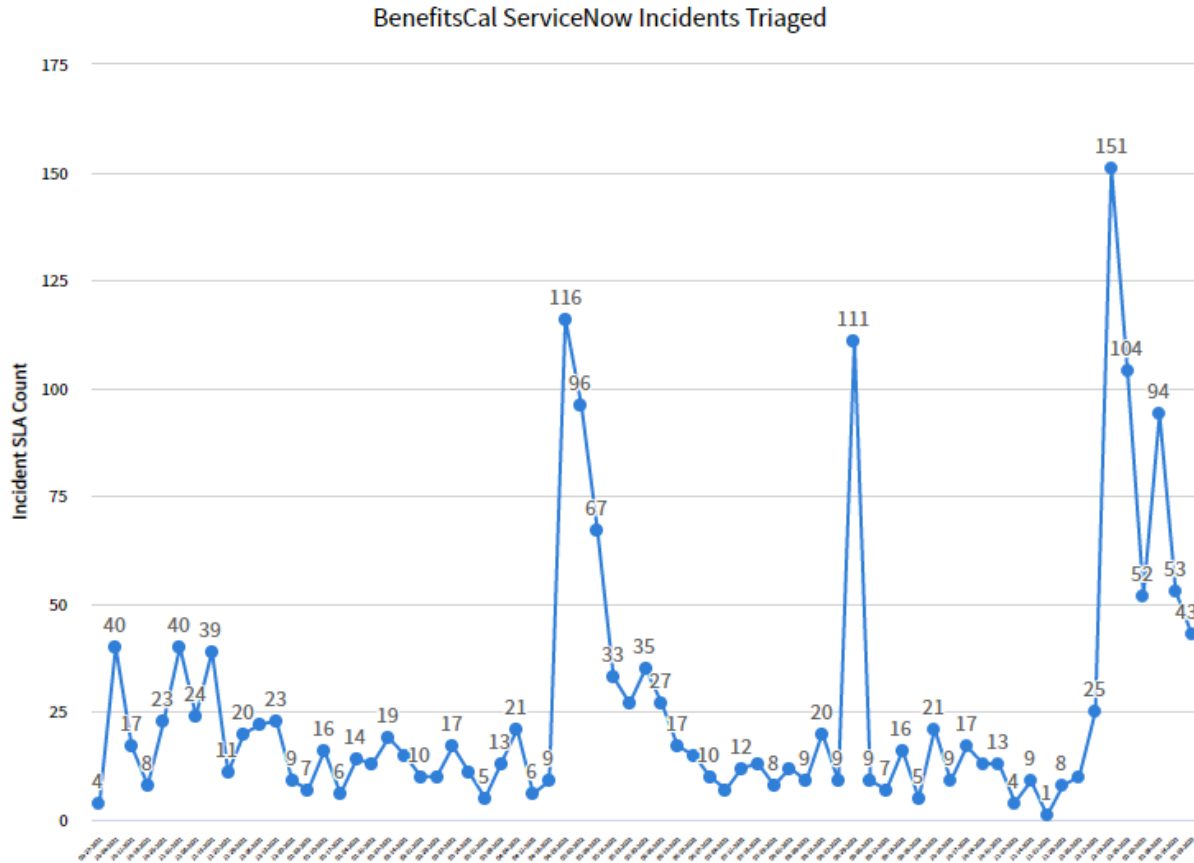
CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report
 Period: January 16, 2023 to January 29, 2022



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

Period: January 16, 2023 to January 29, 2022

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



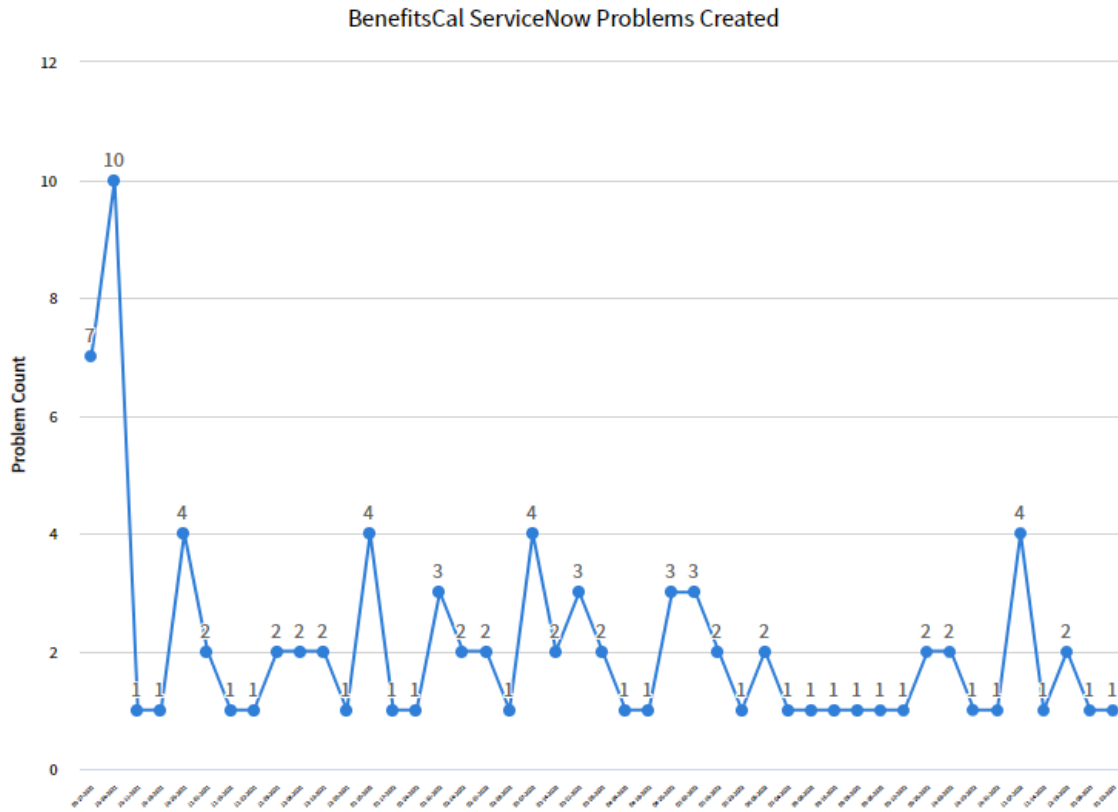
Note: The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

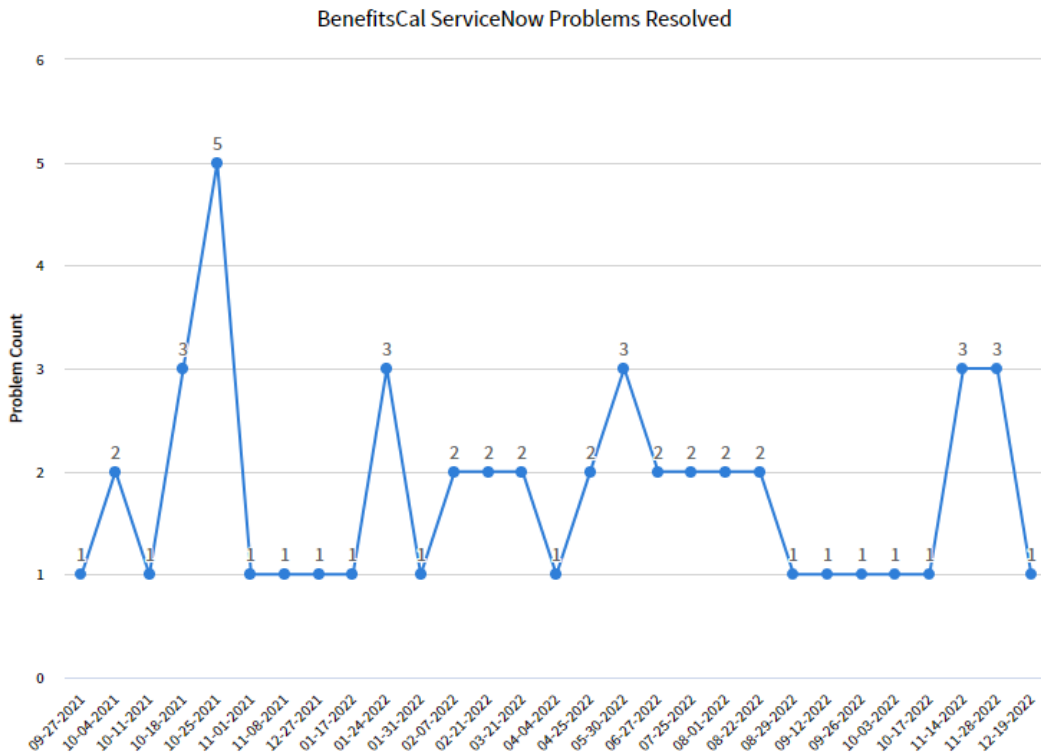
Period: January 16, 2023 to January 29, 2022

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.



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

Period: January 16, 2023 to January 29, 2022



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

State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
	New		6	2	0	0	0	0	0
On Hold		4	5	2	10	7	0	0	28
Resolved		0	2	0	0	1	1	0	4
Closed		0	0	29	229	64	50	1	373
Count		10	9	31	239	72	51	1	413

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.

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

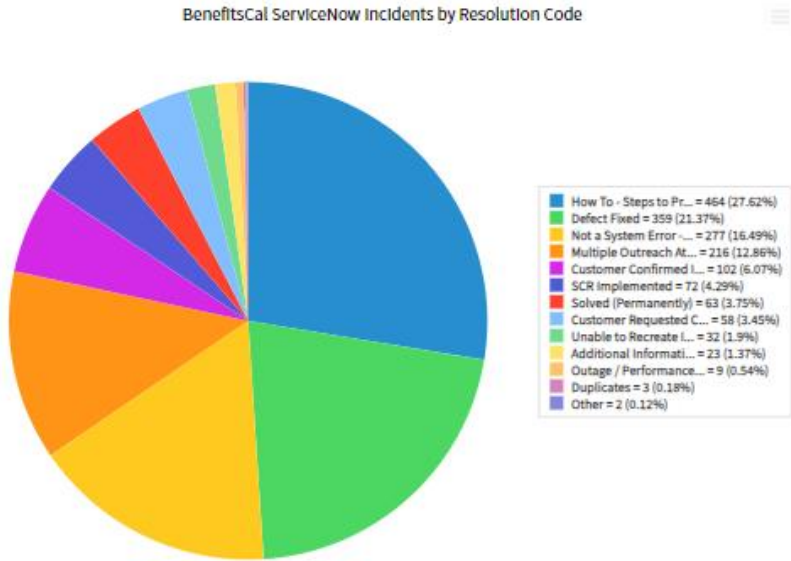
Period: January 16, 2023 to January 29, 2022

State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
	New		6	2	0	0	0	0	0
On Hold		4	5	2	10	7	0	0	28
Resolved		0	2	0	0	1	1	0	4
Closed		0	0	29	229	64	50	1	373
Count		10	9	31	239	72	51	1	413

Aging "State" definitions:	
Closed	Incident triage completed after a defect fix or change request implementation.

Figure 3.1-6 – BenefitsCal ServiceNow Incidents by State and Age

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report
 Period: January 16, 2023 to January 29, 2022



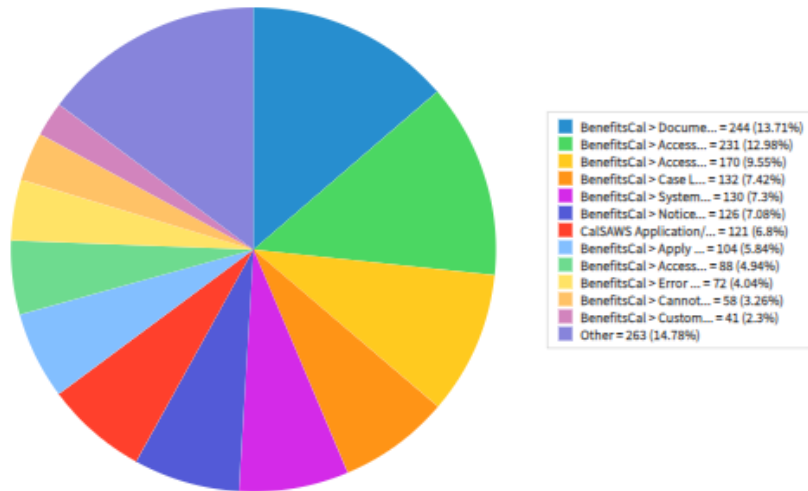
Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	464	27.62%
Defect Fixed	359	21.37%
Not a System Error - With Explanation	277	16.49%
Multiple Outreach Attempts - No Response	216	12.86%
Customer Confirmed Issue is Resolved	102	6.07%
SCR Implemented	72	4.29%
Solved (Permanently)	63	3.75%
Customer Requested Closure	58	3.45%
Unable to Recreate Issue	32	1.9%
Additional Information Needed	23	1.37%
Outage / Performance Degradation	9	0.54%
Duplicates	3	0.18%
Other	2	0.12%
Total	1,680	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

CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report
 Period: January 16, 2023 to January 29, 2022

BenefitsCal ServiceNow Incidents Created by by Category



Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Document Upload	244	13.71%
BenefitsCal > Access Issue > Customer	231	12.98%
BenefitsCal > Access Issue	170	9.55%
BenefitsCal > Case Link Request	132	7.42%
BenefitsCal > System/Technical Issue	130	7.3%
BenefitsCal > Notices/Documents/Images	126	7.08%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	121	6.8%
BenefitsCal > Apply for Benefits	104	5.84%
BenefitsCal > Access Issue > CBO	88	4.94%
BenefitsCal > Error Message	72	4.04%
BenefitsCal > Cannot View Case Information	58	3.26%
BenefitsCal > Customer Dashboard	41	2.3%
Other	263	14.78%
Total	1,780	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

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

Period: January 16, 2023 to January 29, 2022

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
02/05/23	8:00 pm – 9:30 pm PST	BenefitsCal Priority Release 23.02.05
02/16/23	8:00 pm – 9:30 pm PST	BenefitsCal Monthly Release 23.02.16

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0045145	Kern County users at the 115 Central Valley Hwy, Shafter site may not be able to access CalSAWS and associated systems due to a Kern County request to power down network devices to avoid water damage.	1/19/2023 2:40 PM	Kern County users at the Shafter site may not be able to access CalSAWS and associated systems until the issue is resolved.	In progress	CalSAWS
PRB0045155	Users are experiencing issues accessing CalSAWS, BenefitsCal, OCAT and associated systems.	1/20/2023 10:20 AM- 1/21/2023 7:00 AM	Users may not be able to access CalSAWS, BenefitsCal, OCAT and associated systems until the issue is resolved.	Resolved	ForgeRock
PRB0045174	Riverside County users at the 48113 Jackson Street, Indio site may not be able to access CalSAWS and associated	1/24/2023 7:24 AM- 1/24/2023 9:49 AM	Riverside County users may experience issues accessing CalSAWS and associated	Resolved	CalSAWS

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

Period: January 16, 2023 to January 29, 2022

	systems due to a power outage.		systems until the issue is resolved.		
PRB0045200	Riverside County users at the 901 E Ramsay St, Banning site may not be able to access CalSAWS and associated systems due to a power outage.	1/26/2023 10:00 AM- 1/26/2023 10:38 AM	Riverside County users at the Banning site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0045197	Riverside County users at the 63 S 4 th St, Banning site may not be able to access CalSAWS and associated systems due to a power outage.	1/26/2023 8:50 AM- 1/27/2023 8:45 AM	Riverside County users at the Banning site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS

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

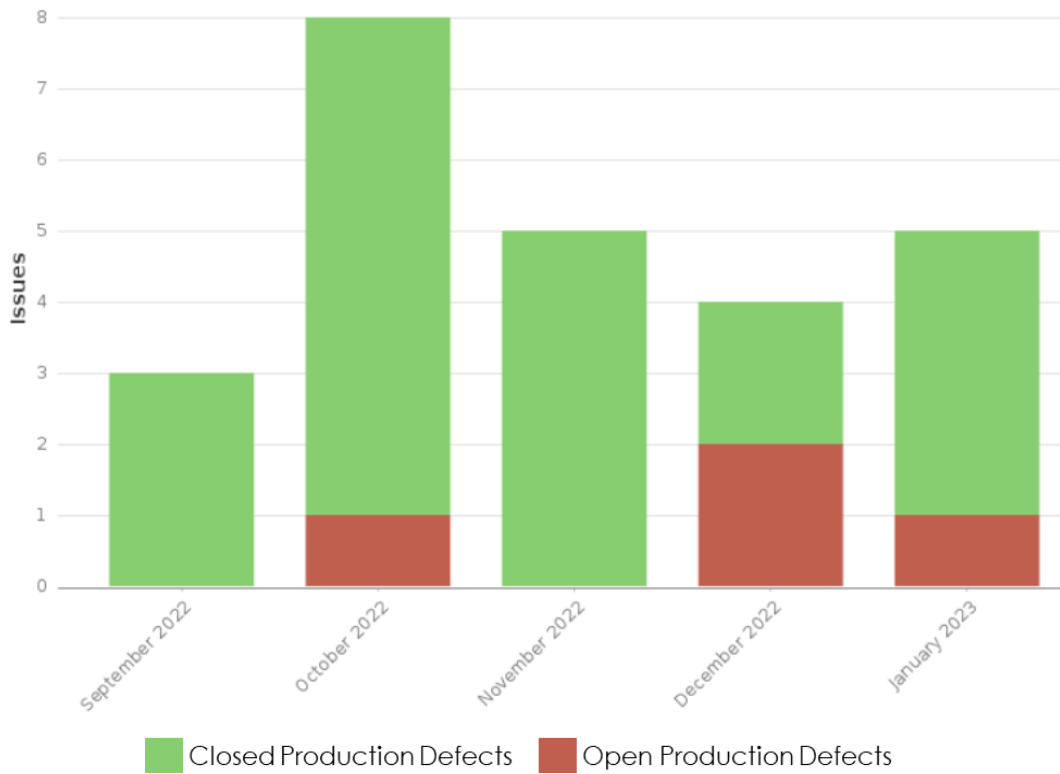


Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Severity	Release 23.02.16	TBD	Total
2-Normal/Medium	0	1	1
New	0	0	0
In Progress	0	1	1
Closed	0	0	0
3-Normal/Low	1	0	1
New	0	0	0
In Progress	1	0	1
Closed	0	0	0

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

Period: January 16, 2023 to January 29, 2022

Severity	Release 23.02.16	TBD	Total
4-Cosmetic	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
Total	1	1	2

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 BenefitsCal Monthly/Major Release 5.0 to the Consortium staff and QA Partners for review.	01/19/23	Production Operations
Sent the final Release Notes file for BenefitsCal Monthly/Major Release 5.0 to the Communication Team to publish.	01/24/23	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** - 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.

- **BenefitsCal Monthly Release** – BenefitsCal Monthly/Major Release 5.0 was successfully deployed on Thursday 01/26/23. Nine (9) production defects and sixteen (16) enhancement for User Error Handling, Exception Handling, and Application Summary was executed to production.

Release	Release Date	Summary
23.02.05 - Priority	02/05/23	On (1) enhancements are planned for Enabling next wave of CalWIN counties.
23.02.16–Monthly	02/16/23	One (1) production defect 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**
 - Provided support to the User Acceptance and Independent Test Team for Release 5.0 Support Request testing.
 - Prepared for the Homeless Assistance design session.
 - Continued estimating the GCF parity list items SCERFRA 23-500.
 - Prepared for the Timeclocks design sessions.
 - Worked 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.
 - Conducted session with the ForgeRock team to finalize the API specifications for Release of Information functionality on 01/17/23.
 - Participated in the virtual green light meeting for Release 5.0 / 23.01 on 01/18/23.
 - Estimated SCERFRA 23-501 for the Elderly Simplified Application Project (ESAP) applications on BenefitsCal.
 - Discussed Homeless Assistance Requirements in BenefitsCal with CDSS Housing Unit and CalSAWS Consortium on 01/25/23.
 - Resolved all comments for Final Deliverable (FDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix.
 - Provided support to the development team for the development of Release of Information (ROI) functionality.
 - Participated with CalSAWS to estimate SCERFRA 23-500 on 01/24/23.
 - Conducted a GCF Parity Gap List prep session with Consortium on 01/26/23.

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

Period: January 16, 2023 to January 29, 2022

- Participated in a meeting with ForgeRock to discuss ROI API and timelines on 01/26/23.
- Participated in the CalWIN demo for CBO functionality on 01/27/23.

➤ Release 5.0 Development

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

➤ Release 23.02.16 Development

- Began development on the nine planned 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
23.02.16	02/16/23	Began development for enhancements

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.
- Continuing the authoring of Test Scenarios & Test Cases for ROI.

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

Period: January 16, 2023 to January 29, 2022

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), 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.