

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: January 30, 2023 to
February 5, 2023**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 8, 2023

Period: January 30, 2023 to February 5, 2023

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
January 2023 Release (Release 5)	<ul style="list-style-type: none"> Started Production Monitoring following the deployment on 01/26/2023
Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> Submitted follow-up responses to the remaining Advocate feedback comments on ROI functionality on 02/03/23 Development continued and on-schedule based on the current design Target Production implementation date is 05/26/23.
GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> Attended meeting with CDSS, CalSAWS, and CWDA for the GCF Parity List on 02/02/23. Provided responses to CDSS SCERFRA with estimates for GCF parity list items
CW Timeclocks Design	<ul style="list-style-type: none"> Prepared for the CW Timeclock Design Session with CalSAWS, State, CWDA and County Representatives on 02/06/23.
CalWIN ISS Support	<p>Wave 2</p> <ul style="list-style-type: none"> BenefitsCal cutover and roll back scripts complete and integrated with 2B Cutover and roll back plans. CDSS users list received on 02/06, integration into the final conversion list is in progress. <p>Wave 3</p> <ul style="list-style-type: none"> The finalized list for mock run was handed off to ForgeRock to conduct the CBO load. Currently awaiting exception report for CBO load which is due 02/09/23.
Disaster CalFresh (D-CalFresh) Meetings	<ul style="list-style-type: none"> Completed the production deployment on 02/03/23 to accommodate the BenefitsCal requests to enable D-CalFresh

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

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1.2 PMO

1.2.1 Highlights of the Reporting Period

- **Deliverables and Work Products submitted:**
 - None.

1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next week:**
 - 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.
 - FWP 28.10: Monthly Work Plan Updates– January 2023 on 02/07/23.
 - FWP 29.10: Monthly Status Report– January 2023 on 02/07/23.

1.3 BenefitsCal Collaboration Model (CM)

1.3.1 Highlights of the Reporting Period

- Worked on preparing a roadmap for CM model prioritized items.

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

ID	Summary	Status	Update this Week
N/A	N/A	N/A	N/A

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
N/A	N/A	N/A	N/A

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

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2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

➤ **Designs**

- Provide support to the User Acceptance and Independent Test Team for Support Request testing.
- Discussed proposed design for CalWORKs Timeclock in BenefitsCal with CalSAWS and Consortium on 01/30/23.
- Continued estimating the GCF parity list items.
- Continued design and documentation of February enhancements.
- Began development of Release of Information (ROI) functionality and prepare testing scenarios.
- Attended meeting with CDSS, CalSAWS, and CWDA for the GCF Parity List on 02/02/23.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➤ **Designs**

- Conduct BenefitsCal Timeclock Design Session with CalSAWS, State, CWDA and County Representatives on 02/06/23.
- Present BenefitsCal Timeclock designs end-to-end with CalSAWS during Self-Service Portal Committee on 02/07/23.
- Continue design and documentation of February enhancements.
- Finish reviewing Release of Information (ROI) functionality testing scenarios.

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 02/03/23.
- Drafted the DWP 24.16: CX Monthly Report – January for submission by 02/09/23.

➤ **Advocate Engagement**

- Submitted follow-up responses to the remaining Advocate feedback comments on ROI functionality on 02/03/23.

➤ **Usability Testing**

- Continued recruitment activities for customers and CBO Assisters for ROI usability testing beginning.
- Facilitated two (2) usability test sessions the week of 02/03/23.
- Began synthesis activities for ROI usability tests in order to inform design changes.

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➤ Release of Information

- Collaborated with the Design/Functional team to develop a ROI “resubmit” flow based to share with State Partners and Advocates on 02/02/23.

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 02/10/23.
- Submit the DWP 24.16: CX Monthly Report – January for submission by 02/09/23.

➤ Usability Testing

- Continue recruitment activities for customers and CBO Assistors for ROI usability testing beginning.
- Facilitate two (2) usability test sessions by 02/07/23.
- Finalize synthesis activities for ROI usability tests in order to inform design changes and draft usability report.

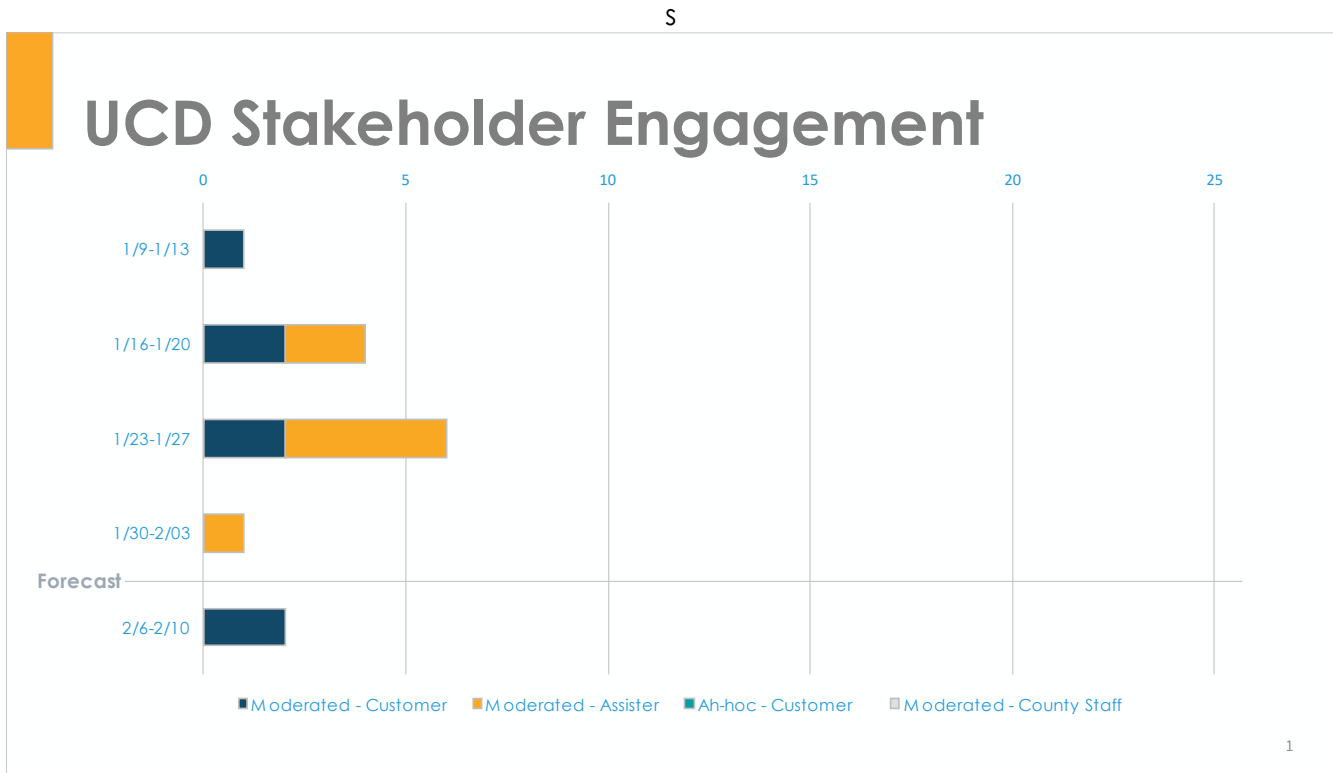


Figure 2.1-1 – UCD Stakeholder Engagement

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2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 02/03/23	Actual for Week Ending 02/03/23	Total Planned for the Release	Comments
23.02.05	1	1	1	Went into Production on 02/03
23.02.16	1	1	8	

Table 2.2-1– Enhancement Actuals for Reporting Period

- **Release of Information [DDI]**
 - Development started on 01/02/23.
 - Completed eight (8) widgets.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 02/10/23	Total Planned for the Release	Total Completed for the Release	Comments
23.02.16	0	8	1	CSPM-63249, CSPM-63248, CSPM-61669 moved out of 23.02.16 release which were technical enhancements.

Table 2.2-2 – Planned Enhancement Work

- **Release of Information [DDI]**
 - Develop thirteen (13) widgets.

Unscheduled Release Updates

- **Chatbot**
 - For the 25 issues that we have reported earlier related to Currency Slot and Custom Slot for Chinese, Japanese, and Korean languages, AWS team is updating the Language model at their end and the provided ETA for those fixes are February/March 2023.
 - AWS team stated they have rolled out the fix for mute detection issue on Spanish, Korean, and Japanese languages, but on validating we found the

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issue was still reproduceable in Spanish & Korean languages. AWS team is yet to provide an ETA and fix on that.

- This is being tracked by CSPM-56537 and a follow up call with AWS team is being schedule for the week starting 01/23/23.

2.2.3 Burndown

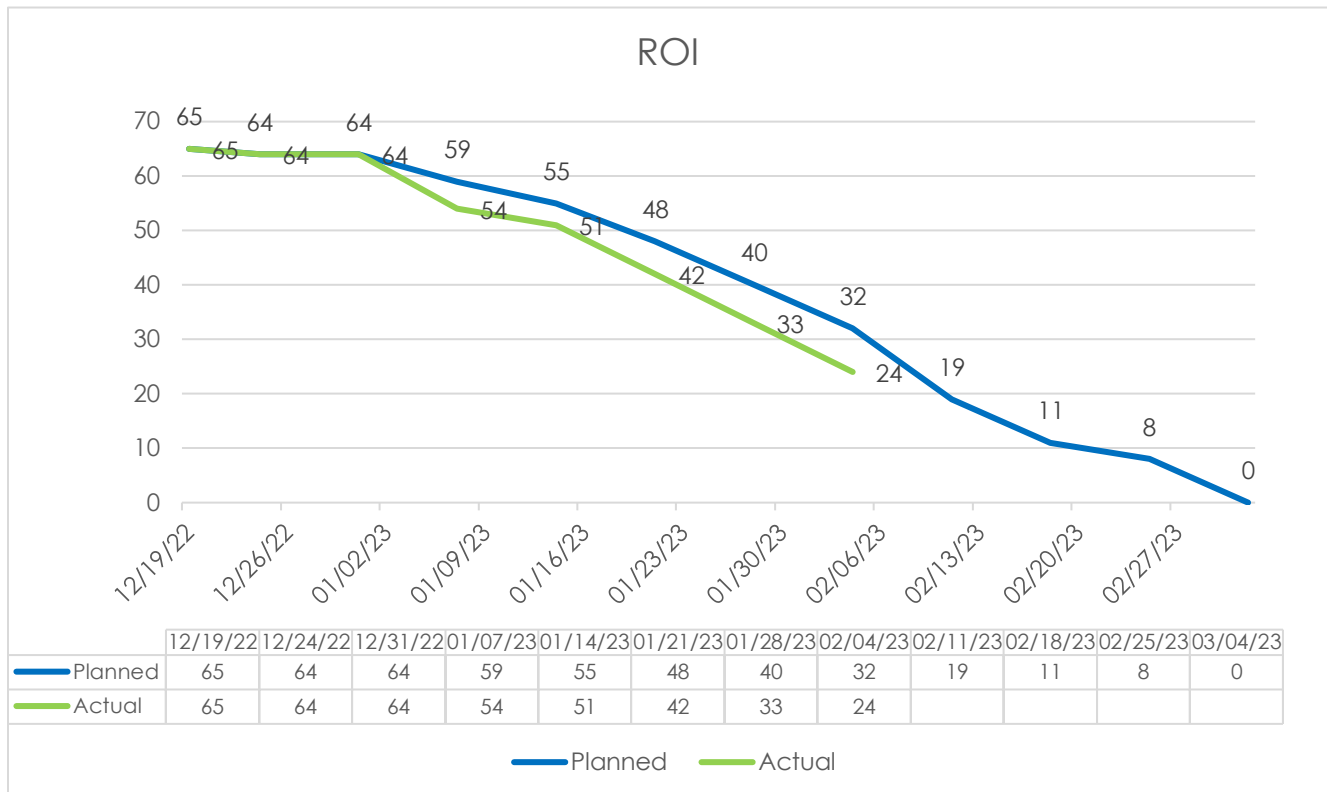


Figure 2.2-1 – Development: ROI

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2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.02.03**
 - Deployed DCF Priority Release – 23.02.03 into PRD.
- **Release 23.02.16**
 - Provided testing support for the M&O release and deployed the first build to UAT1.
- **Release ROI – 23.05.25**
 - Authored Test Scenarios and Test Cases for ROI.
 - Created scripts for Automation for ROI functionality.
- **Partner Integration Calls**
 - Conducted need-basis Partner Integration calls to triage cross-partner defects.

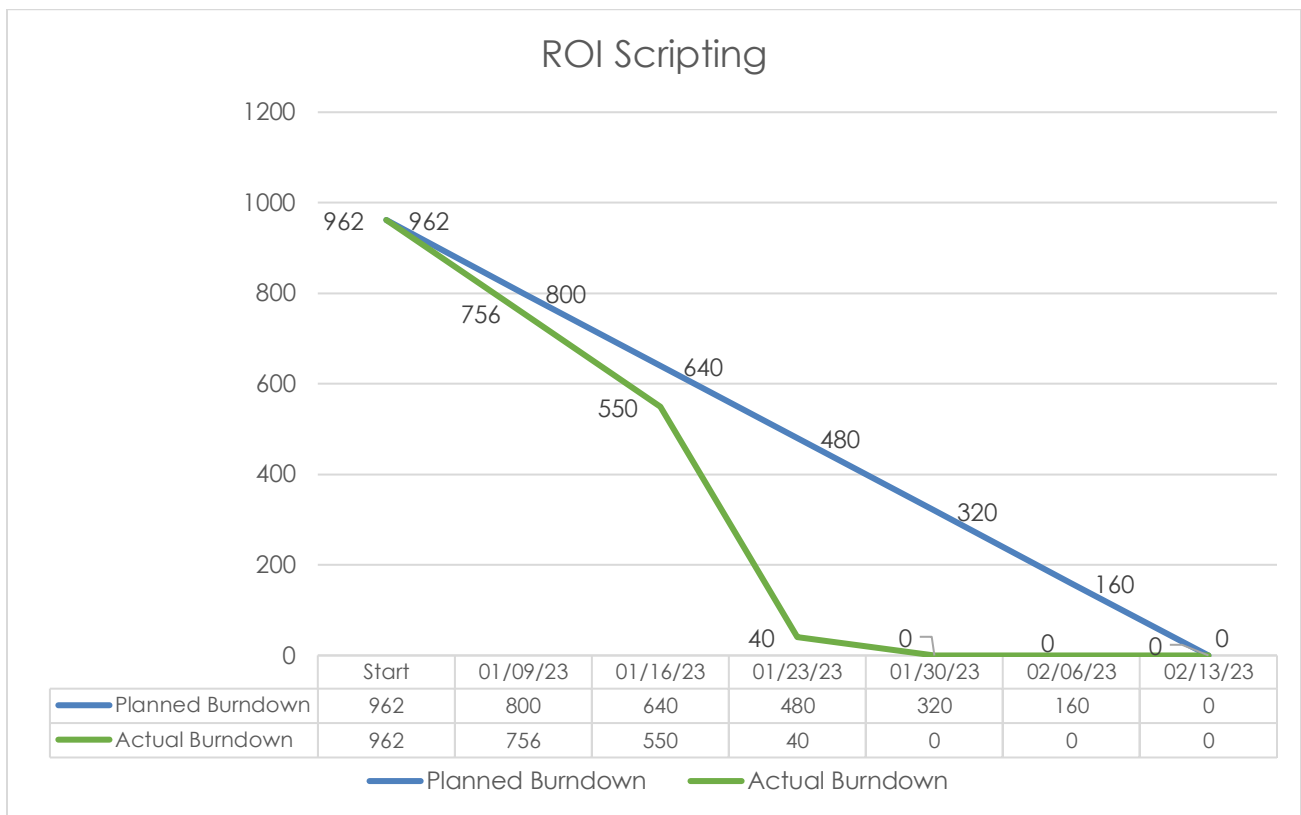


Figure 2.3-1 – ROI Test Scripting Burndown

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2.3.2 Activities for the Next Reporting Period – System Test Execution

- **M&O Priority Release Support - 23.02.16**
 - Provide testing support for the M&O release and deploy the builds to UAT.
- **Partner Integration Items**
 - Conduct need-basis Partner Integration calls to triage cross-partner defects.
- **Release ROI – 23.05.25**
 - Continue authoring Test Scenarios for ROI.
 - Continue scripting automation scripts 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.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- **Release 5.0 Performance Testing Activities**
 - The BenefitsCal team has shared further details related to the Data exchange Case details API and Office mapping API slowness across a few scenarios as compared to baseline with CalSAWS team. CalSAWS team is analyzing reasons for more SQL execution against those calls. The detailed JMeter reports are uploaded to the CalSAWS SharePoint. Performance tests result summary and comparison with the baseline tests are presented in the chart below.

Load Tests Summary (PTC)	06/29/22	07/05/22	01/11/23	01/19/23
	7:14 am–9:00 am	6:12 am–7:59 am	3:48 am–5:50 am	10:09 am–12:12 pm
Build/Code Base	Cycle 11 R4.00_0110	Cycle 11 R4.00_0110	Cycle 12 R5.00_0190	Cycle 12 R5.00_0190
Total Scripts	42	42	42	43
Total Vusers	1,334	1,334	1,844	1,872
Total Hits	5,329,157	5,192,123	8,800,673	8,910,537

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Load Tests Summary (PTC)	06/29/22	07/05/22	01/11/23	01/19/23
	7:14 am–9:00 am	6:12 am–7:59 am	3:48 am–5:50 am	10:09 am–12:12 pm
Avg Hits/Sec	835.63	811.87	1,202.16	1,203.30
Avg Response Time (Ms)	67.06	66.11	64.08	66.77
Total Errors	178	136	124	133
Error Rate (%)	0.00%	0.00%	0.00%	0.00%

Table 3.1-1 – Performance Test Results Comparison

3.2 Activities for the Next Reporting Period – Performance Test

► None.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	11/21/22	01/20/23	Release 5.0	<p>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.</p> <p>Execution: 01/06/23, 01/11/23, and 01/19/23.</p>	100% Complete

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

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4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

➤ **CalWIN Conversion**

- Created the CBO User file for the Wave 3 Mock Run using the CBO User listing files from the respective Wave 3 Counties. This will be used by the ForgeRock team in the upcoming Mock Run.

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.
- Review Wave 3 Mock Run Exception List.
- Finalize Wave 2 Prod Run 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 02/03/23.

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.

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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.

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 23.05.25)	N/A	N/A	12/21/22	01/13/23	01/23/23
05.09	General Systems Design (BenefitsCal ROI 23.05.25)	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
	None for the reporting period.		

Table 6.1-2 – Upcoming Deliverable Deadlines

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Work Product Status by Submission

		Complete	Coming Soon	WAC Approval Pending
ID	Work Product Name	DWP	FWP	Final Approval
17.01	System Security Plan (SSP) – Annual Update	12/07/22	01/11/23	01/19/23
24.14	CX Monthly Report – November 2022	12/12/22	01/03/23	01/11/23
24.15	CX Monthly Report – December 2022	01/09/23	01/20/23	01/27/23
24.16	CX Monthly Report – January 2023	02/09/23	02/21/23	02/28/23
25.10	Monthly M&O Report – November 2022	12/07/22	12/20/22	12/26/22
25.11	Monthly M&O Report – December 2022	01/09/23	01/20/23	01/27/23
25.12	Monthly M&O Report – January 2023	02/09/23	02/21/23	02/28/23
26.03	BOM Review and License Renewal	01/06/23	01/23/23	02/01/23
27.03	Certificate Review	01/06/23	01/23/23	02/01/23
28.09	BenefitsCal Work Plan Monthly Updates – December 2022	N/A	01/06/23	01/15/23
28.10	BenefitsCal Work Plan Monthly Updates – January 2023	N/A	02/07/23	02/15/23
29.09	BenefitsCal Monthly Status Report – December 2022	N/A	01/06/23	01/15/23
29.10	BenefitsCal Monthly Status Report – January 2023	N/A	02/07/23	02/15/23

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.16	CX Monthly Report – January 2023	On Track	DWP submission 02/09/23 FWP submission 02/21/23 FWP approval 02/28/23
25.12	Monthly M&O Report – January 2023	On Track	DWP submission 02/09/23 FWP submission 02/21/23 FWP approval 02/28/23
28.10	Monthly Work Plan Updates– January 2023	On Track	FWP submission 02/07/23 FWP approval 02/15/23
29.10	Monthly Status Report– January 2023	On Track	FWP submission 02/07/23 FWP approval 02/15/23

Table 6.1-4 – Upcoming Work Product Deadlines

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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 enhancements for prioritization and the remaining 9 will be discussed at upcoming working sessions. There is 	Open	2	Medium	05/10/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
		<p>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

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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

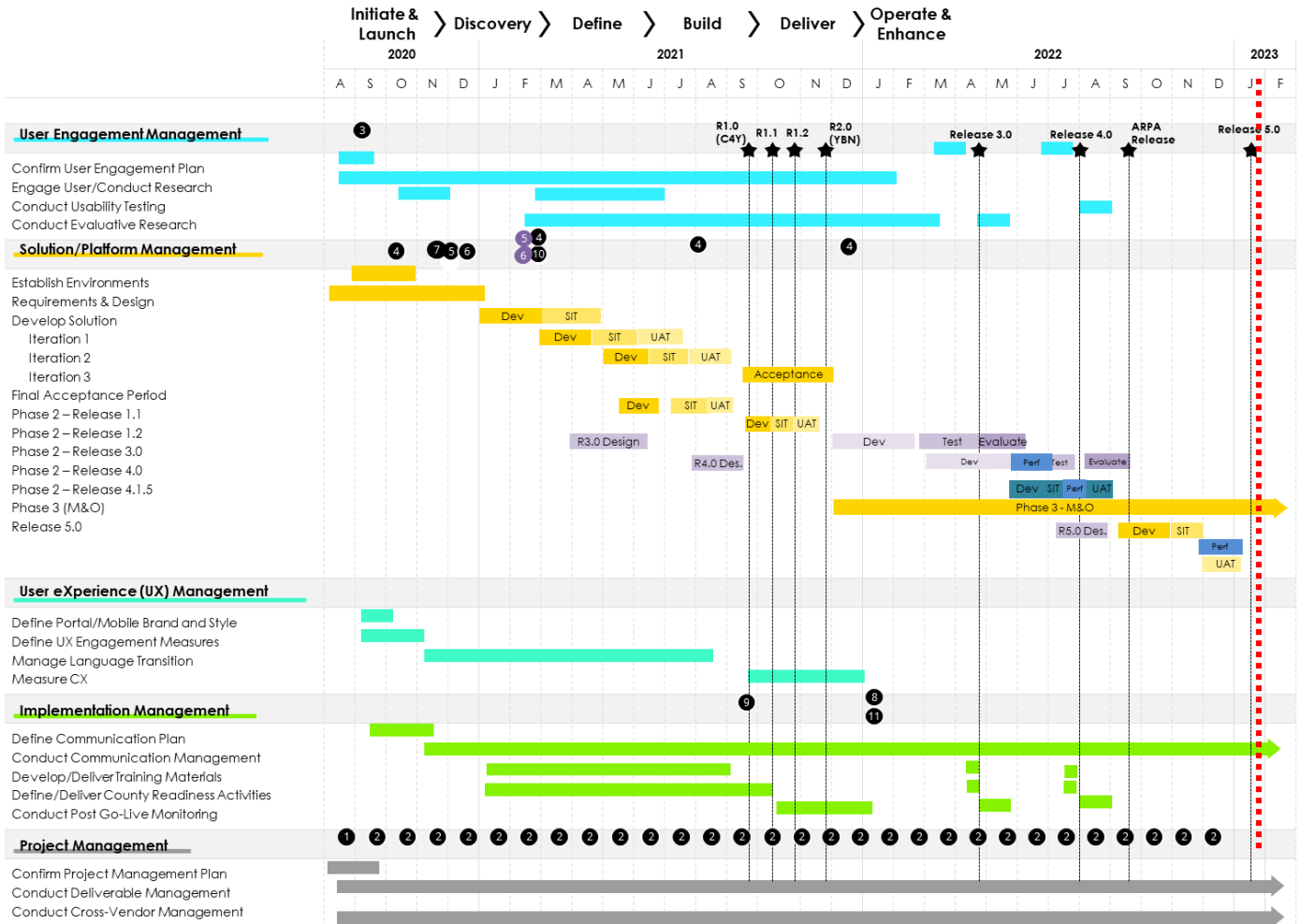
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6.3 Appendix C – Project Work Plan Reports

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