

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

**Reporting Period: January 30, 2023 to  
February 12, 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 Priority Release <b>23.02.03</b> on <b>02/03/23</b>
3.5.1	BenefitsCal Priority Release <b>23.02.08</b> on <b>02/08/23</b>
4.2	Upcoming BenefitsCal Monthly Release <b>23.02.16</b> on <b>02/16/23</b>
4.2	Upcoming BenefitsCal Priority Release <b>23.02.26</b> on <b>02/26/23</b>

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 are forty-seven (47) 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





- **Priority Release** – The BenefitsCal Team successfully deployed BenefitsCal Priority Release 23.02.03 to BenefitsCal Production.
- **Priority Release** – The BenefitsCal Team successfully deployed BenefitsCal Priority Release 23.02.08 to BenefitsCal Production.
- **Emergency Release** – None to report in this reporting period.
- **Monthly/Major Release** – None to report in this reporting period.

#### Planned Outages

- Friday, 02/03/23 from 10:00 pm to 10:45 pm PST.
  - BenefitsCal Priority Release 23.02.03
- Wednesday, 02/08/23 from 11:55 pm to 12:25 am PST.
  - BenefitsCal Priority Release 23.02.08

## 2.0 Project Management

### 2.1 Project Deliverables Summary

Del #		Team	Status <sup>[1]</sup>	Status
WP 24.16	CX Monthly Report – January 2023	UCD		DWP submitted 02/09/23 FWP submission 02/21/23 FWP approval 02/28/23
WP 25.12	Monthly M&O Report – January 2023	M&O		DWP submitted 02/09/23 FWP submission 02/21/23 FWP approval 02/28/23
WP 28.10	Monthly Work Plan Updates– January 2023	PMO		FWP submitted 02/07/23 FWP approval 02/15/23
WP 29.10	Monthly Status Report– January 2023	PMO		FWP submitted 02/07/23 FWP approval 02/15/23

<sup>[1]</sup> **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:**
  - None for the reporting period.

### 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

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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 2.4-2 – 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	1
Duplicate	0
In Review	3
Withdrawn	0
<b>Total</b>	<b>4</b>

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

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### ➤ **In Review:**

- CSPM-64335: 1241 – Cost Analysis for AB 503
- CSPM-64333: Expedite: SCERFRA 23-507 – Consolidated Appropriations Act - Automation Cost
- CSPM-64289: SCERFRA 23-506 – Rebranding the CalWORKs Program

### ➤ **Completed:**

- CSPM-62633: 23-500 – CalFresh Parity List

## 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

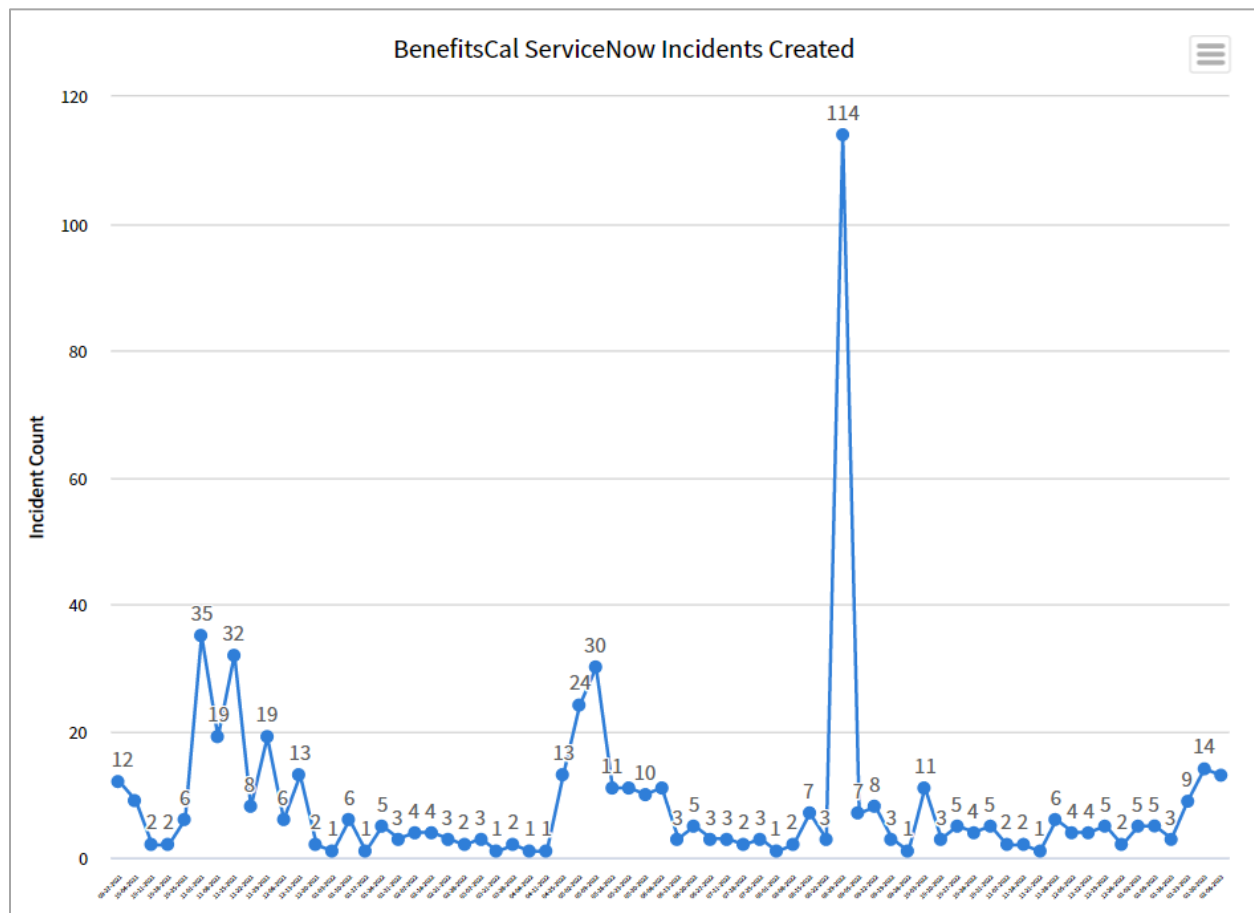
- **Incidents Created** – Twenty-seven (27) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- **Incidents Resolved** – The BenefitsCal Tier 3 team resolved four (4) incidents in the bi-weekly reporting period.
- **Incidents Closed** – The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.
- **Incidents Triaged** – The BenefitsCal Tier 3 team has triaged one hundred eight (108) 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 tickets in the bi-weekly reporting period.

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

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### 3.1.2 BenefitsCal Help Desk Metrics

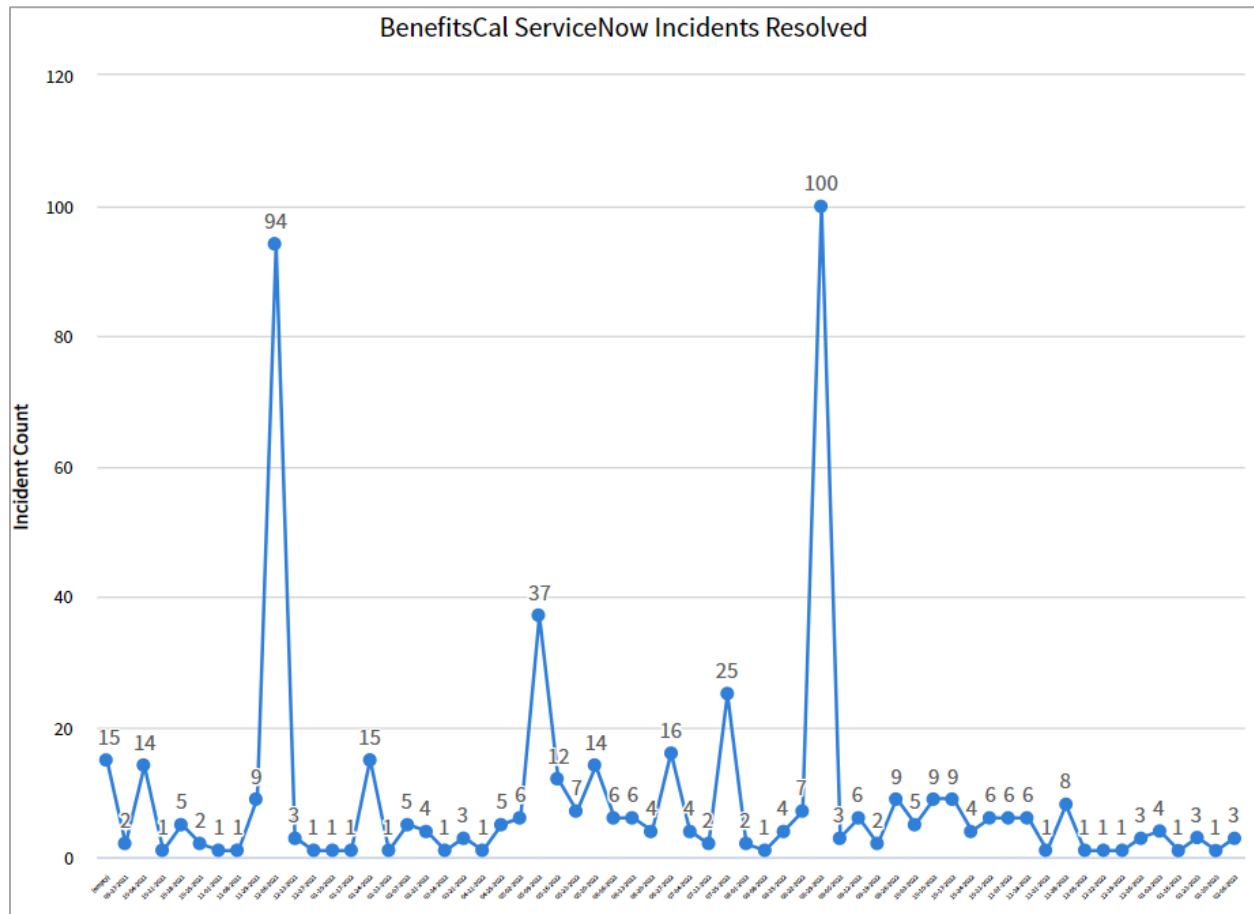
The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.





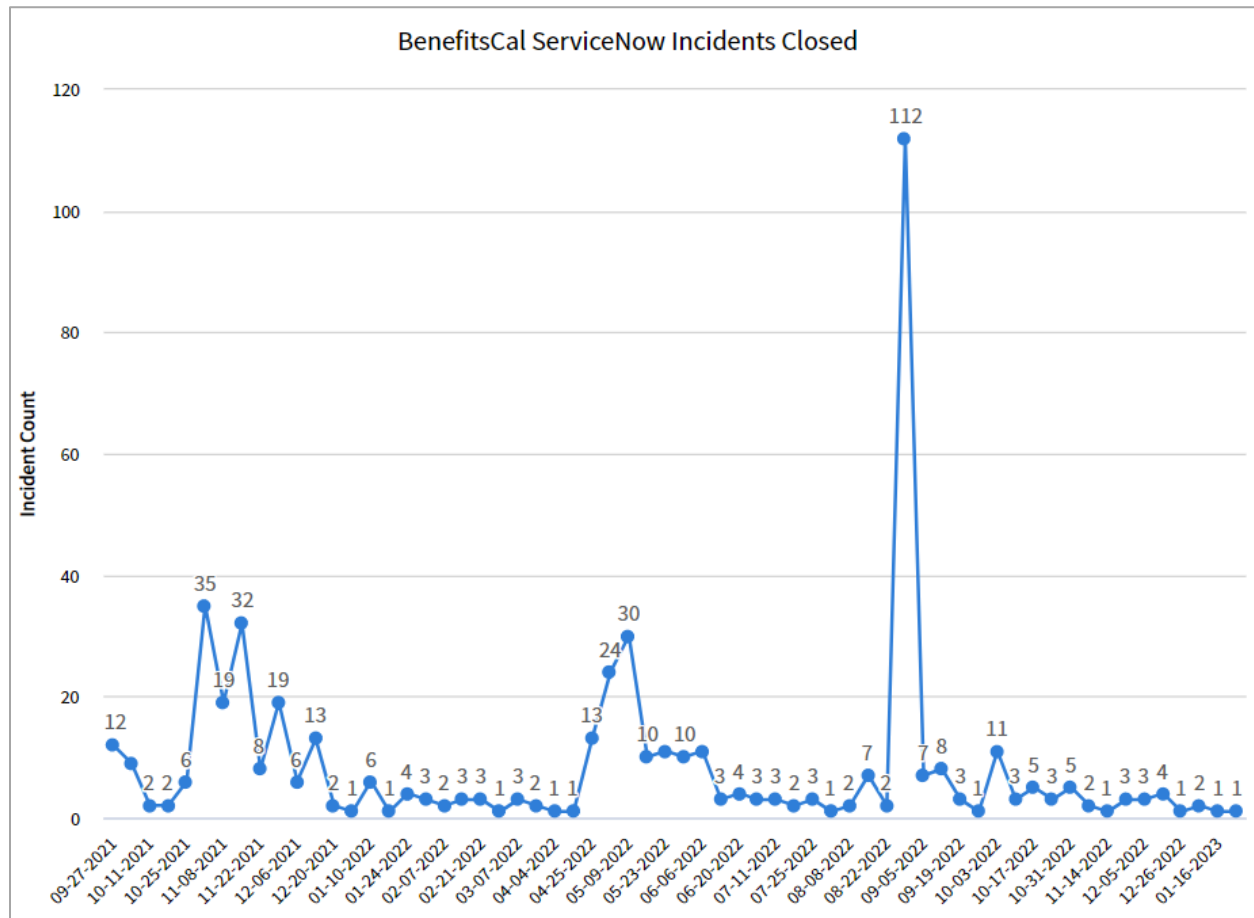
## CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

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

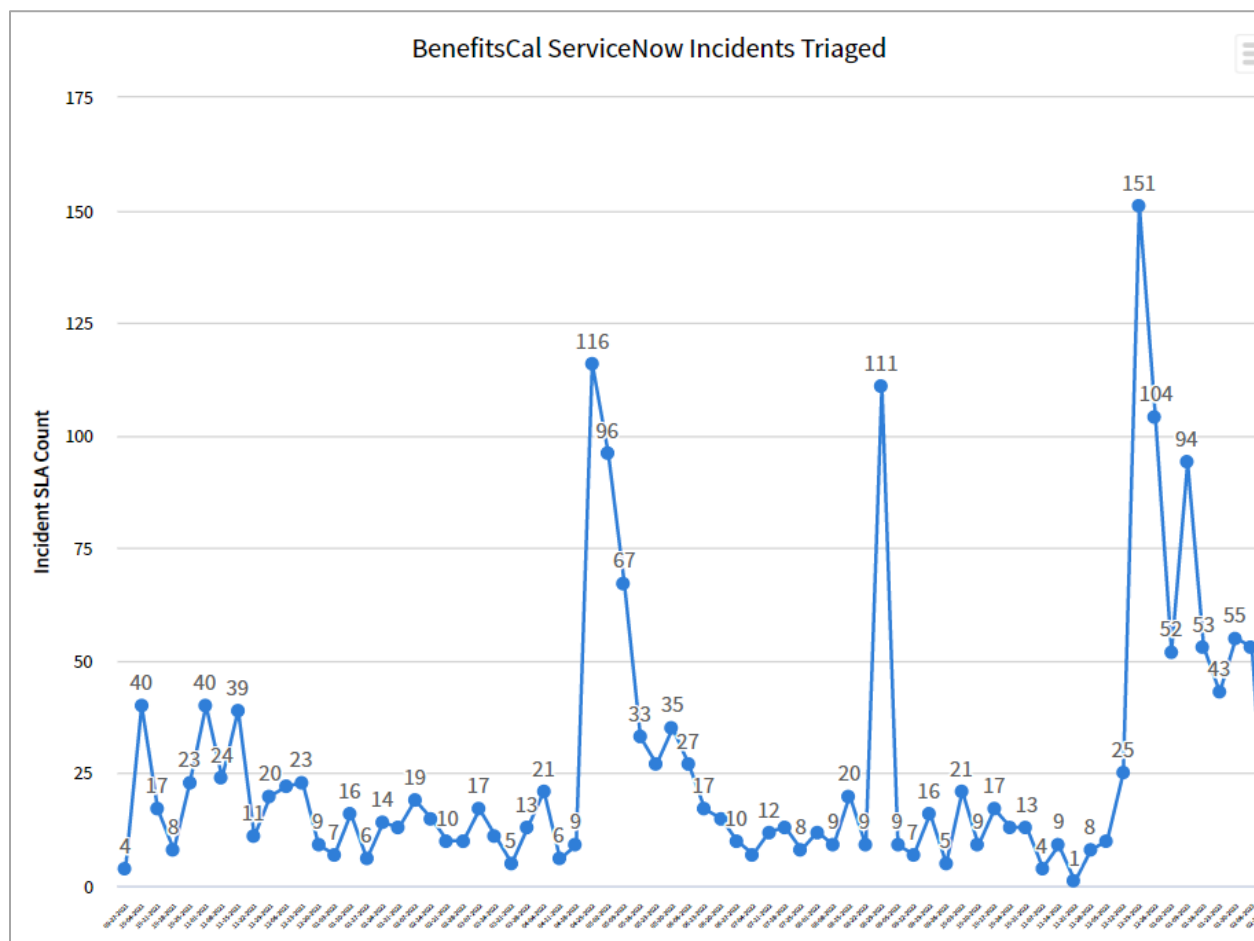
Period: January 30, 2023 to February 12, 2022



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

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

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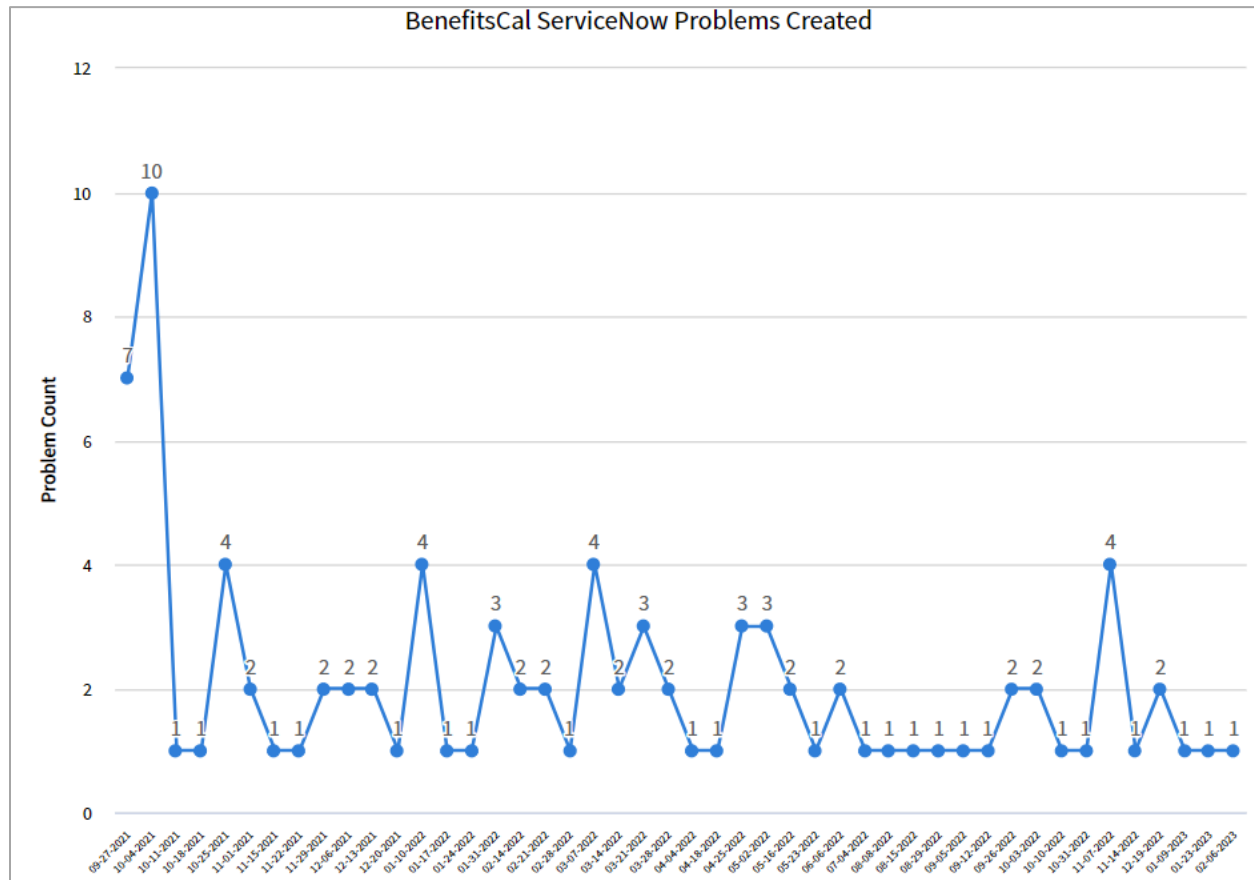
**Note:** The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

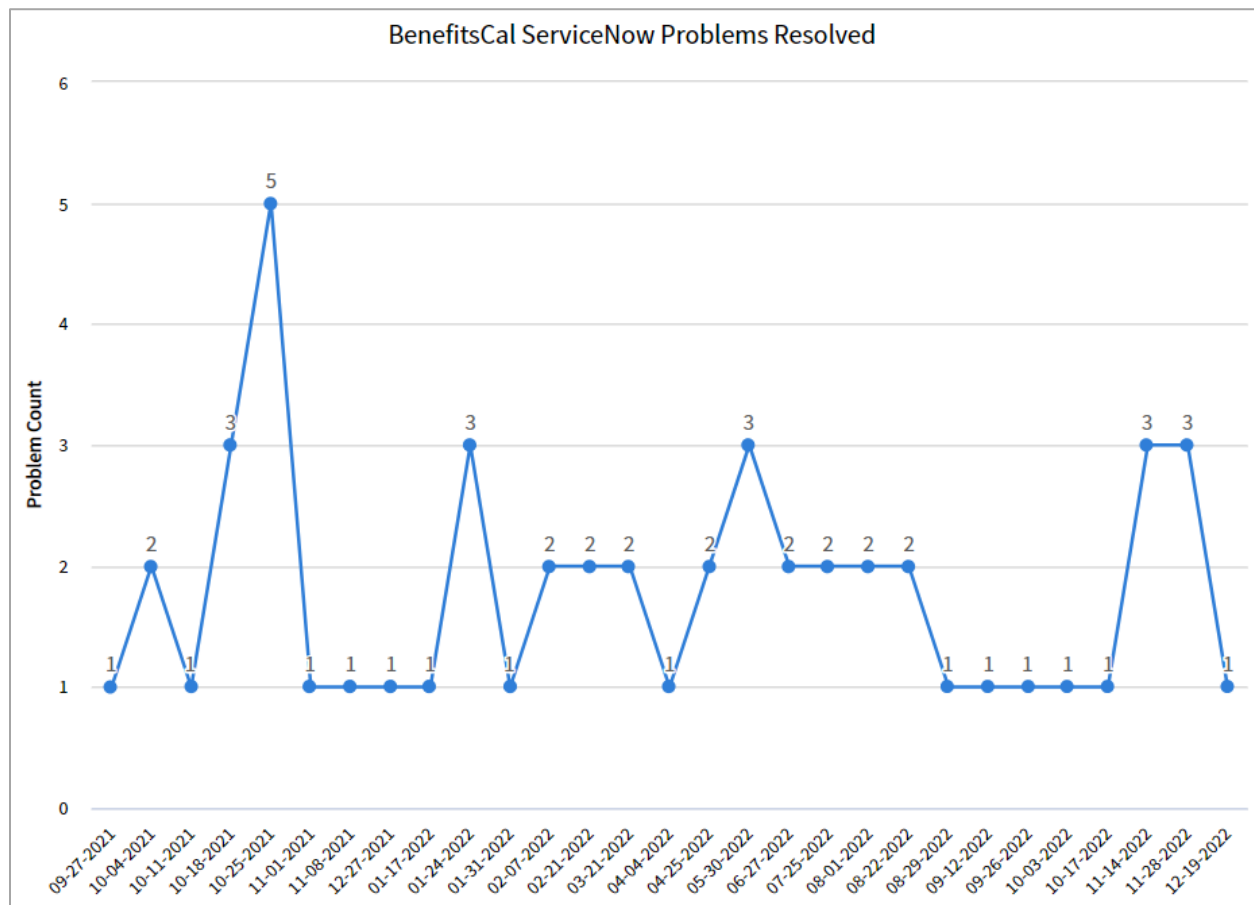
Period: January 30, 2023 to February 12, 2022

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

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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**

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

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### 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		(empty)								
New		1	3	0	0	0	0	0	0	4
In Progress		0	1	0	0	0	0	0	0	1
On Hold		0	2	9	9	10	11	1	0	42
Resolved		0	0	2	1	0	0	1	0	4
Closed		0	0	0	29	231	64	52	1	377
Count		1	6	11	39	241	75	54	1	428

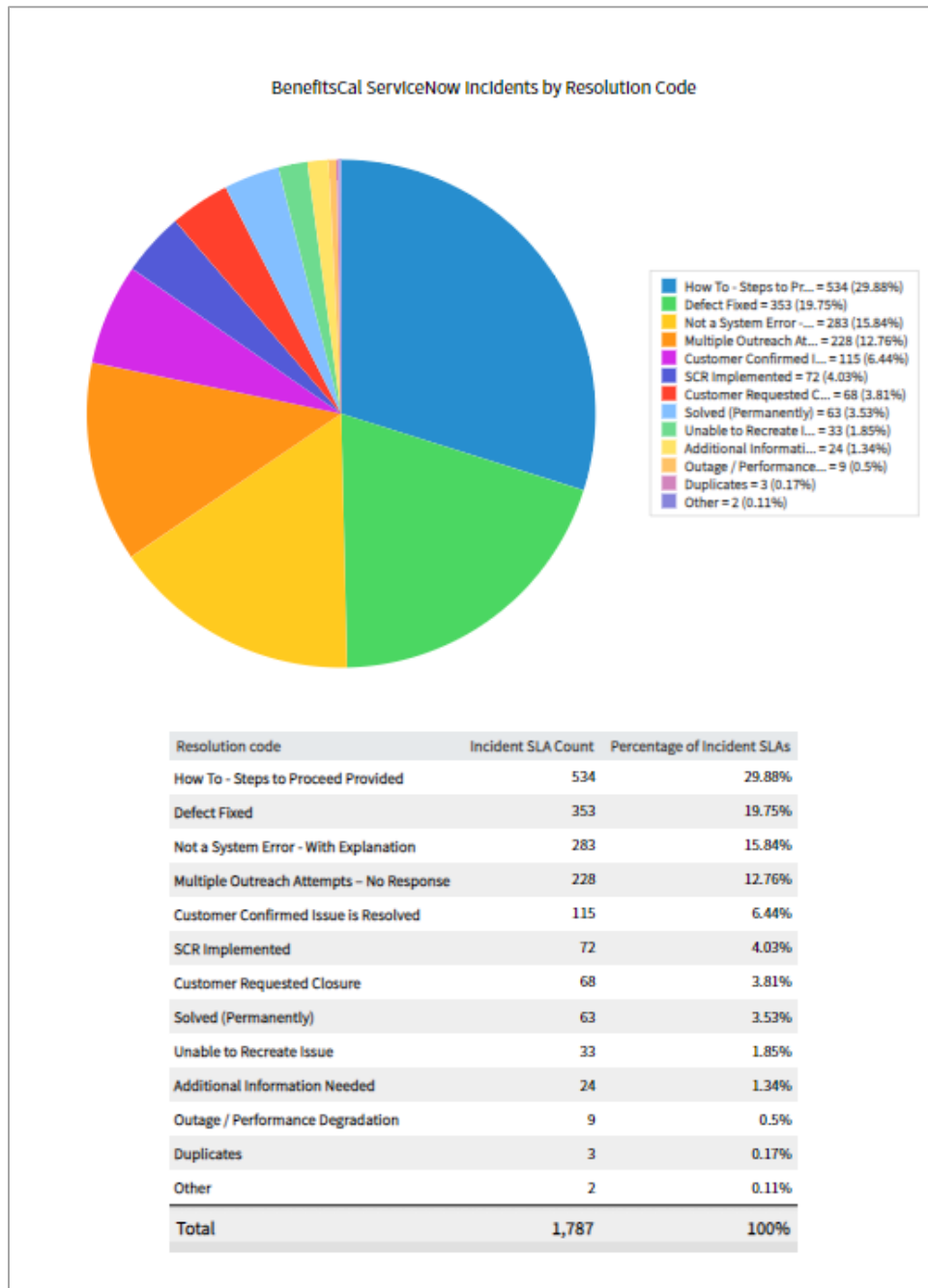
#### Aging "State" definitions:

<b>New</b>	Incident triage not started.
<b>In Progress</b>	Incident triage in progress.
<b>On Hold</b>	Incident triage paused – awaiting information/problem.
<b>Resolved</b>	Incident triage completed providing steps for resolution.
<b>Closed</b>	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

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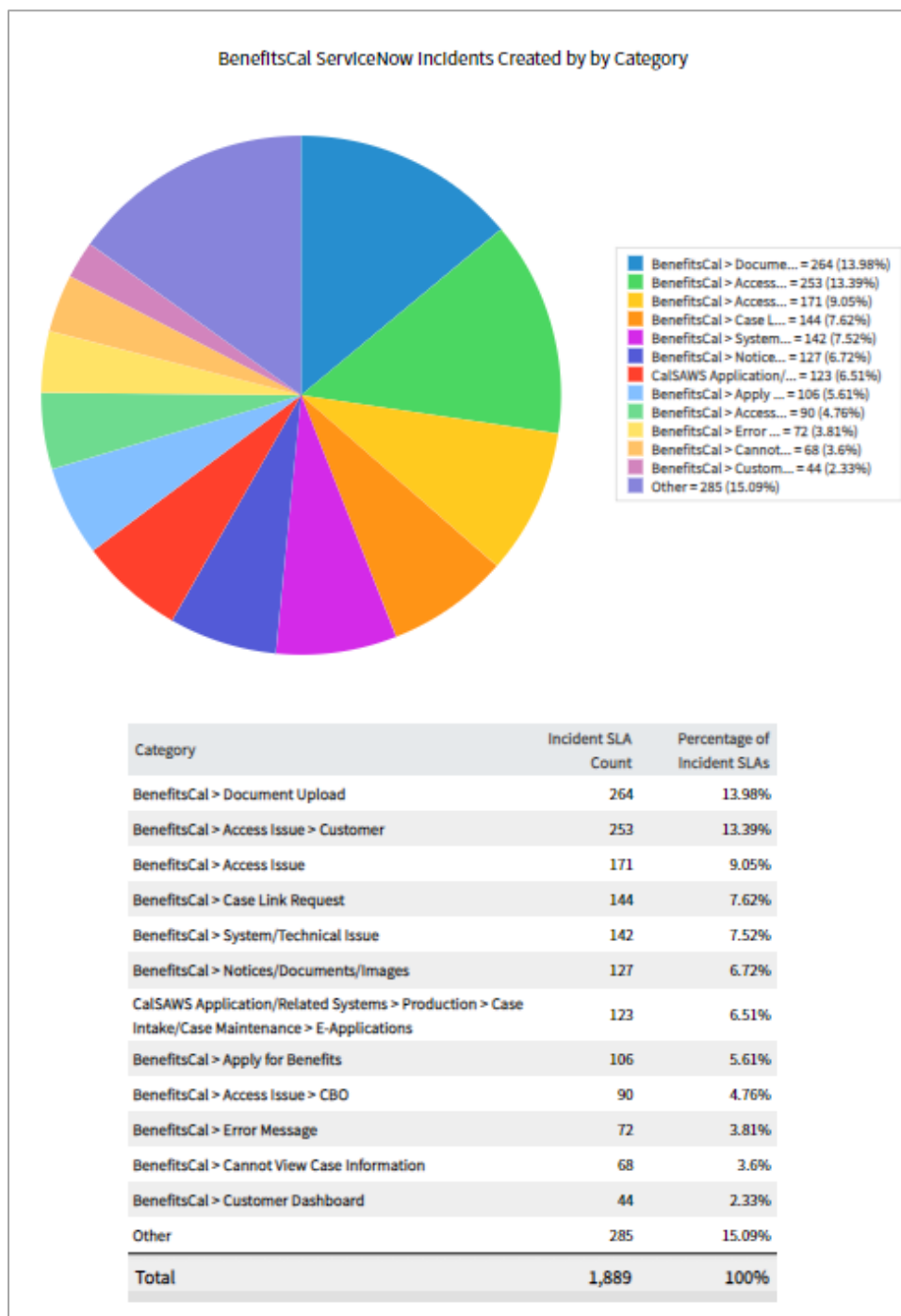


**Note:** The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

**Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code**

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

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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**



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

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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
02/16/23	8:00 pm – 9:30 pm PST	BenefitsCal Monthly Release 23.02.16
02/26/23	8:00 pm – 8:00 am PST	BenefitsCal CalWIN Wave#2 Release 23.02.26

**Table 3.3-1 – BenefitsCal Upcoming Maintenance**

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0045238	Humboldt County users may not be able to access CalSAWS and associated systems.	02/02/23 8:46 am – 02/02/23 9:00 am	Humboldt County users may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0045246	Riverside County users at the 12625 Heacock Street, Moreno Valley site may not be able to access CalSAWS and associated systems.	02/02/23 2:54 pm – 02/02/23 3:50 pm	Riverside County users may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	ForgeRock
PRB0045262	Siskiyou County users at three (3) sites listed below may not be able to access CalSAWS and associated systems due to a power outage.	02/06/23 7:30 am – 02/06/23 9:10 am	Siskiyou County users at the impacted sites may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS

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

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<b>Ticket ID</b>	<b>Description</b>	<b>Impact Date/Time</b>	<b>Impact</b>	<b>Status</b>	<b>Owner</b>
	<ul style="list-style-type: none"><li>• 818 S Main St, Yreka</li><li>• 311 4Th St, Yreka</li><li>• 2060 Campus Dr, Yreka</li></ul>				
PRB0045277	Kern County users at the Lake Isabella site may not be able to access CalSAWS and associated systems due to a local internet outage.	02/07/23 11:17 am – 02/07/23 11:19 am	Kern County users at the Lake Isabella site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0045309	Some counties may have received higher than normal volume of e-applications routed to the county's default office between 8:35 PM on Saturday, February 11, 2023, to 9:18 PM on Sunday February 12, 2023.	02/11/23 8:35pm – 02/12/23 9:18 pm	Some e-applications submitted from BenefitsCal during the impacted period may have been routed to the county's default office.	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.

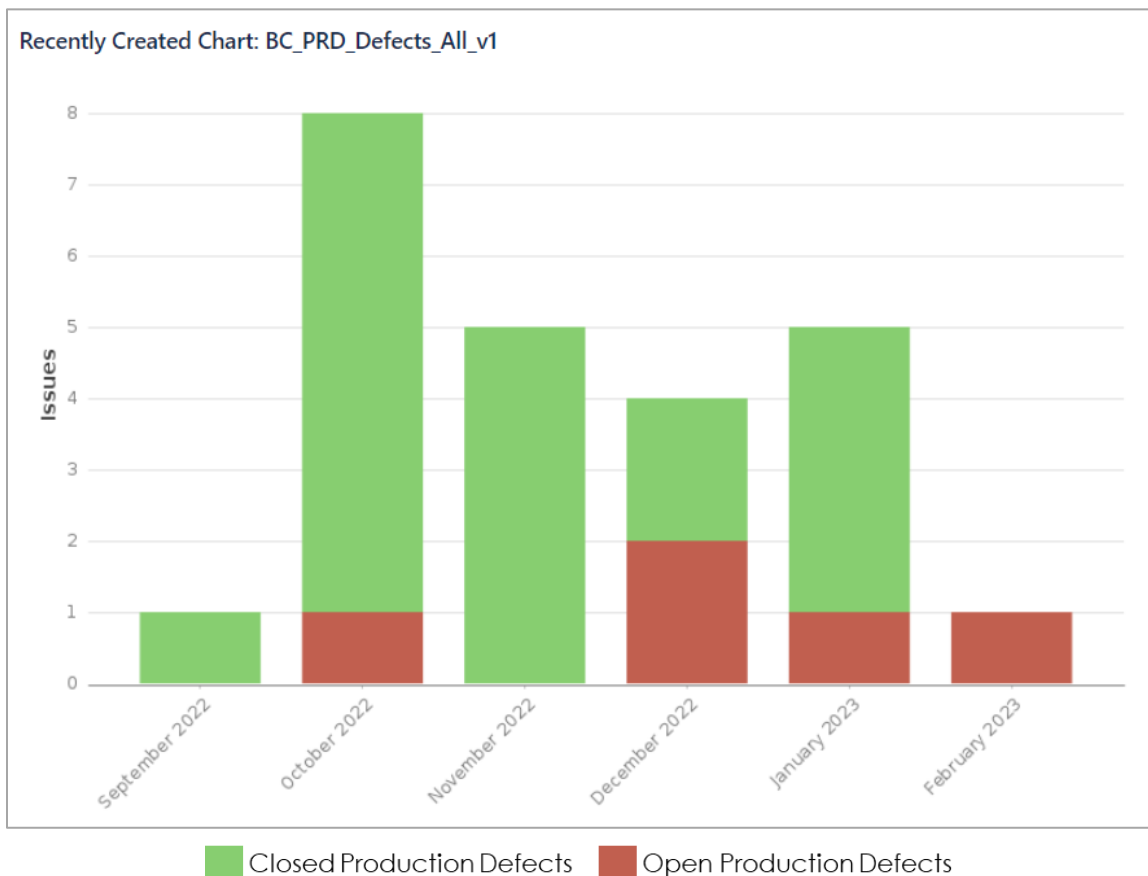


Figure 3.4-1 – Production Defects Backlog Monthly Trend

#### 3.4.1 Release Schedule Production Defect Fix

Severity	Release 23.02.16	TBD	Total
<b>2-Normal/Medium</b>	<b>1</b>	<b>0</b>	<b>1</b>
New	0	0	0
In Progress	1	0	1
Closed	0	0	0
<b>3-Normal/Low</b>	<b>5</b>	<b>1</b>	<b>6</b>
New	0	0	0
In Progress	5	1	6

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Severity	Release 23.02.16	TBD	Total
Closed	0	0	0
<b>4-Cosmetic</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
<b>Total</b>	<b>6</b>	<b>1</b>	<b>7</b>

**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 Priority Release 23.02.03 to the Consortium staff and QA Partners for review.	02/01/23	Production Operations
Sent the final Release Notes file for BenefitsCal Priority Release 23.02.03 to the Communication Team to publish.	02/02/23	Production Operations
Sent the final Release Notes file for BenefitsCal Priority Release 23.02.08 to the Communication Team to publish.	02/07/23	Production Operations
Sent the final Release Notes file for BenefitsCal Priority Release 23.02.08 to the Communication Team to publish.	02/08/23	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** – BenefitsCal Priority Release 23.02.03 was successfully deployed on 02/03/23 to BenefitsCal Production. One (1) enhancement for Enabling Disaster CalFresh for Calaveras, Monterey, Merced, and San Joaquin Counties was executed to production.
- **BenefitsCal Priority Release** – BenefitsCal Priority Release 23.02.08 was successfully deployed on 02/08/23 to BenefitsCal Production. One (1) enhancement for Enabling Disaster CalFresh for Mendocino County was executed to production.
- **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** – None for the reporting period.

Release	Release Date	Summary
23.02.16 – Monthly	02/16/23	Nine (9) production defects and eight (8) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
23.02.26 – Priority	02/26/23	One (1) enhancement is planned for Enabling next wave of CalWIN counties.

**Table 4.2-1 – BenefitsCal Upcoming Releases**

### 4.3 Application Development Status

- **Designs and Design Meetings**
  - Discussed proposed design for CalWORKs Timeclock in BenefitsCal with CalSAWS and the Consortium on 01/30/23.
  - Continued estimating the GetCalFresh (GCF) parity list items.
  - Continued design and documentation for the February enhancements.
  - Started the designs for the March Enhancements.
  - Began development of Release of Information (ROI) functionality and prepare testing scenarios.
  - Attended meeting with the California Department of Social Services (CDSS), CalSAWS, and County Welfare Directors Association (CWDA) for the GCF Parity List on 02/02/23.
  - Provided functional and design support for ROI and February enhancements development.
  - Conducted BenefitsCal Timeclock Design Session with CalSAWS, State, CWDA, and County Representatives on 02/06/23.
  - Finished reviewing the ROI functionality testing scenarios.
  - Incorporated changes identified during Usability Testing with Customers and CBOs to the Release of Information designs.
  - Met with CalSAWS and the Consortium on 02/08/23 to discuss Release of Information (ROI) clarifications.
- **Release 23.03.03 Development**
  - Provided support for SIT, UAT and Independent test.
  - Delivered Disaster CalFresh enhancement (CSPM-63314) to Production.
- **Release 23.03.08 Development**
  - Provided support for SIT, UAT and Independent test.
  - Delivered Disaster CalFresh enhancement (CSPM-64251) to Production.
- **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
23.02.03	02/03/23	Delivered enhancement for Disaster CalFresh to Production: CSPM-63314
23.02.08	02/08/23	Delivered enhancement for Disaster CalFresh to Production: CSPM-64251
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

- Deployed DCF Priority Releases – 23.02.03 and 23.02.08.
- Provided testing support for the upcoming Monthly Release – 23.02.16.
- Continued the authoring of Test Scenarios and Test Cases for ROI.

Below are the automated regression scripts executed for regression in BenefitsCal for the Release 5.0.

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 a new script to the repository or modifying an 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.