

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

**Reporting Period: February 13, 2023 to  
February 26, 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 Monthly Release <b>23.02.16</b> on <b>02/03/23</b>
3.5.1	BenefitsCal Priority Release <b>23.02.26</b> on <b>02/08/23</b>
4.2	Upcoming BenefitsCal Monthly Release <b>23.03.30</b> on <b>03/30/23</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 five (5) active Production defects.
Incidents		There are twelve (12) 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 23.02.26 to BenefitsCal Production.
- **Emergency Release** – None to report in this reporting period.
- **Monthly/Major Release** – The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 23.02.16 to BenefitsCal Production.

#### Planned Outages





- Thursday, 02/16/23 from 8:00 pm to 9:30 pm PST.
  - BenefitsCal Priority Release 23.02.16
- Friday, 02/24/23 from 3:00 pm to Monday, 2/27/2023 7:30 am PST.
  - BenefitsCal Priority Release 23.02.26

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## 2.0 Project Management

### 2.1 Project Deliverables Summary

Del #	Name	Team	Status <sup>[1]</sup>	Status
WP 24.16	CX Monthly Report – January 2023	UCD		DWP submitted 02/09/23 FWP submitted 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 submitted 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 24.16: CX Monthly Report – January 2023 on 02/21/23.
  - FWP 25.12: Monthly M&O Report – January 2023 on 02/21/23.

### 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**

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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	2
Completed	3
Duplicate	0
In Review	0
Withdrawn	0
<b>Total</b>	<b>5</b>

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

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### ➤ **Assigned:**

- CSPM-64746: SCERFRA 23-512 – CalFresh Application “Joint Processing” by Social Security Administration and County Welfare Departments in BenefitsCal
- CSPM-64352: SIRFRA 1242 – Incarceration Tracking and Reporting

### ➤ **Completed:**

- CSPM-64333: Expedite: SCERFRA 23-507 – Consolidated Appropriations Act – Automation Cost
- CSPM-64335: 1241 – Cost Analysis for AB 503
- CSPM-64489: SCERFRA 23-508 – Prepopulated SAR 7 Domestic Abuse Question Redaction

## 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** – Six (6) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 team.
- **Incidents Resolved** – The BenefitsCal Tier 3 team resolved eight (8) 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 forty-eight (48) incidents in the bi-weekly reporting period.
- **Problems Created** – The BenefitsCal Tier 3 team created eight (8) problem ticket in the bi-weekly reporting period.

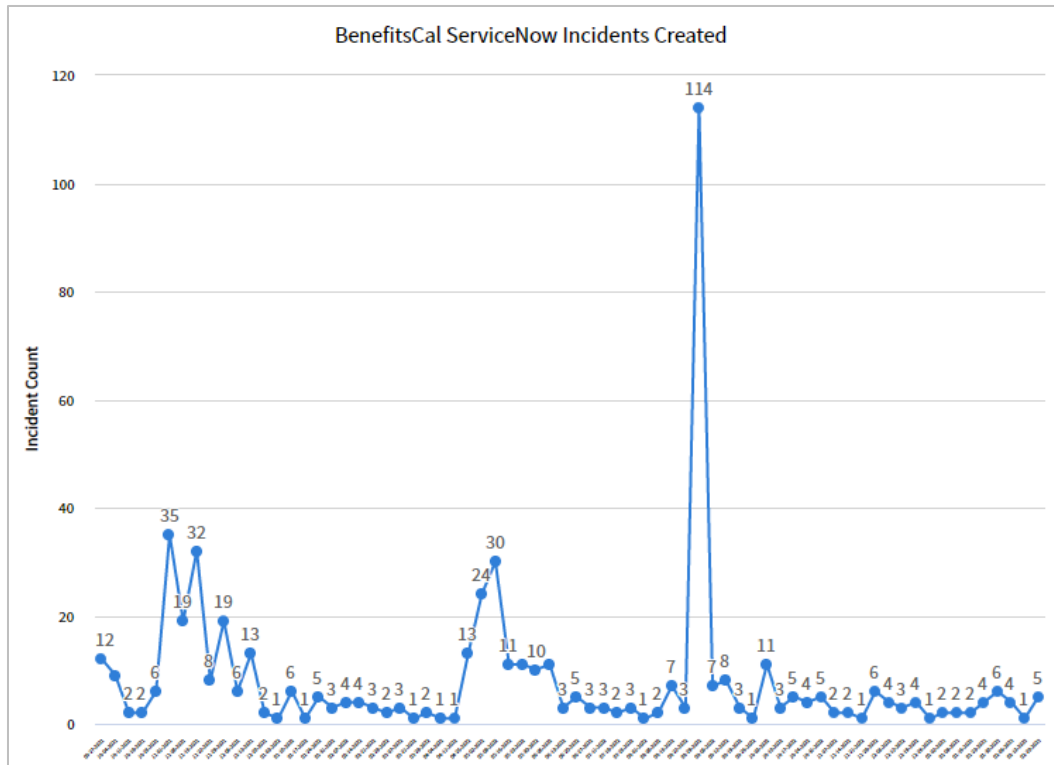
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- **Problems Resolved** – The BenefitsCal Tier 3 team resolved three (3) problem tickets in the bi-weekly reporting period.

### 3.1.2 BenefitsCal Help Desk Metrics

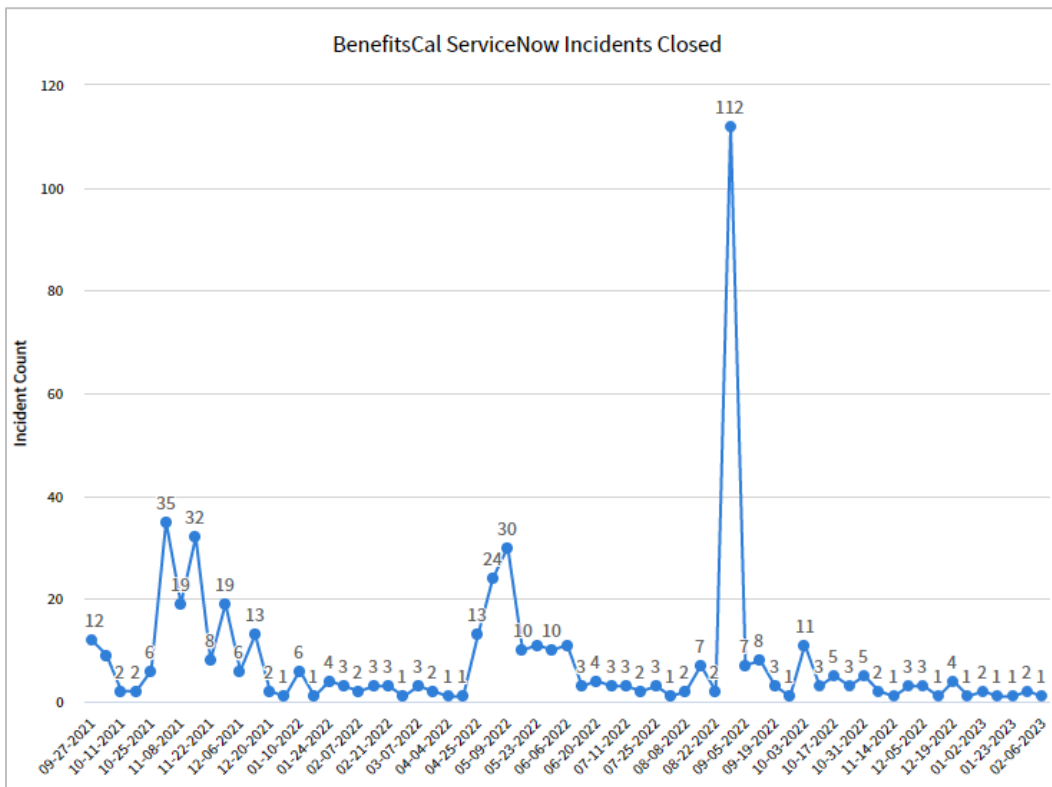
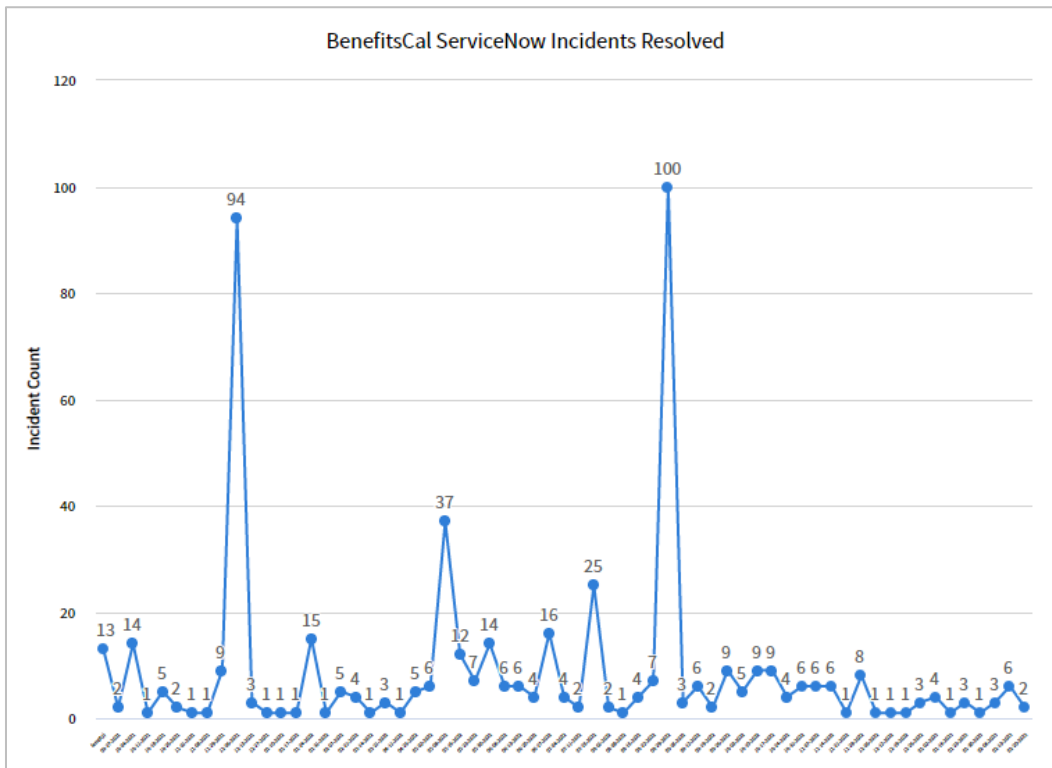
The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.





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

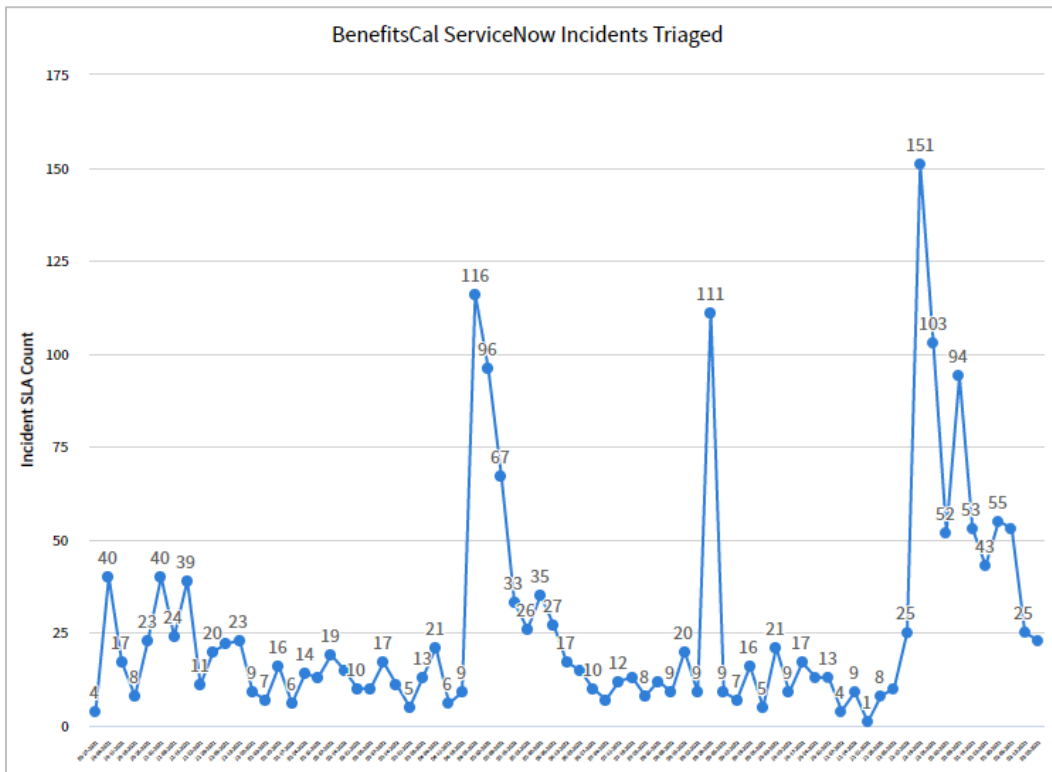
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**Note:** The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.

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

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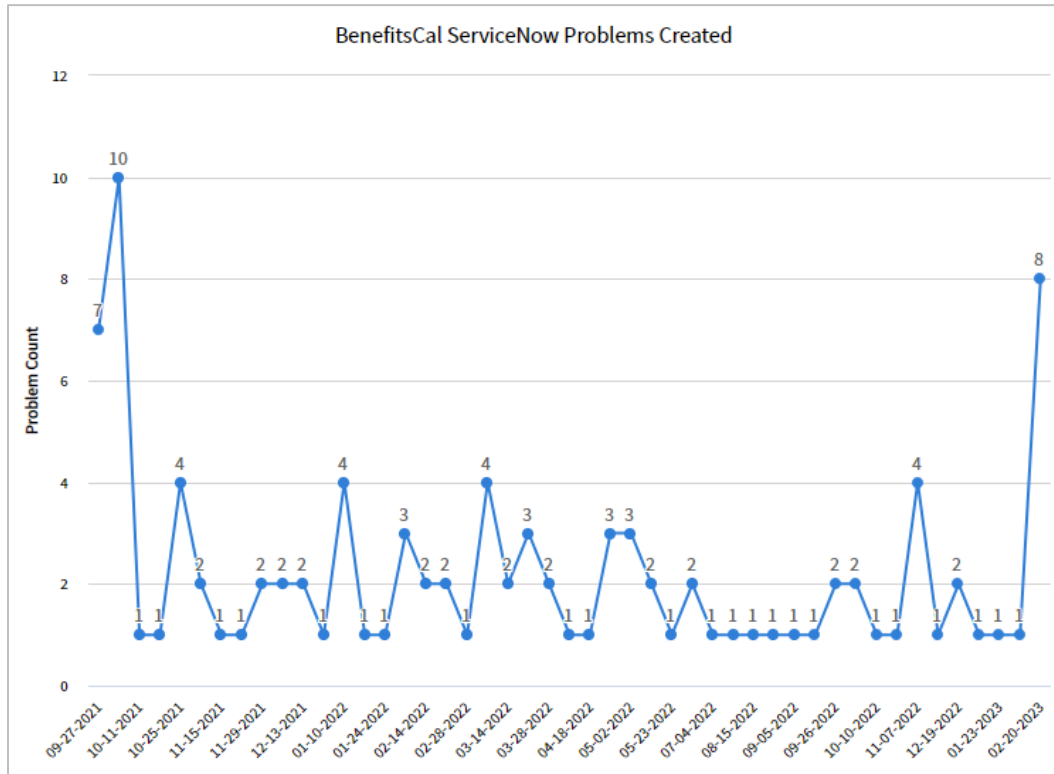
**Note:** The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

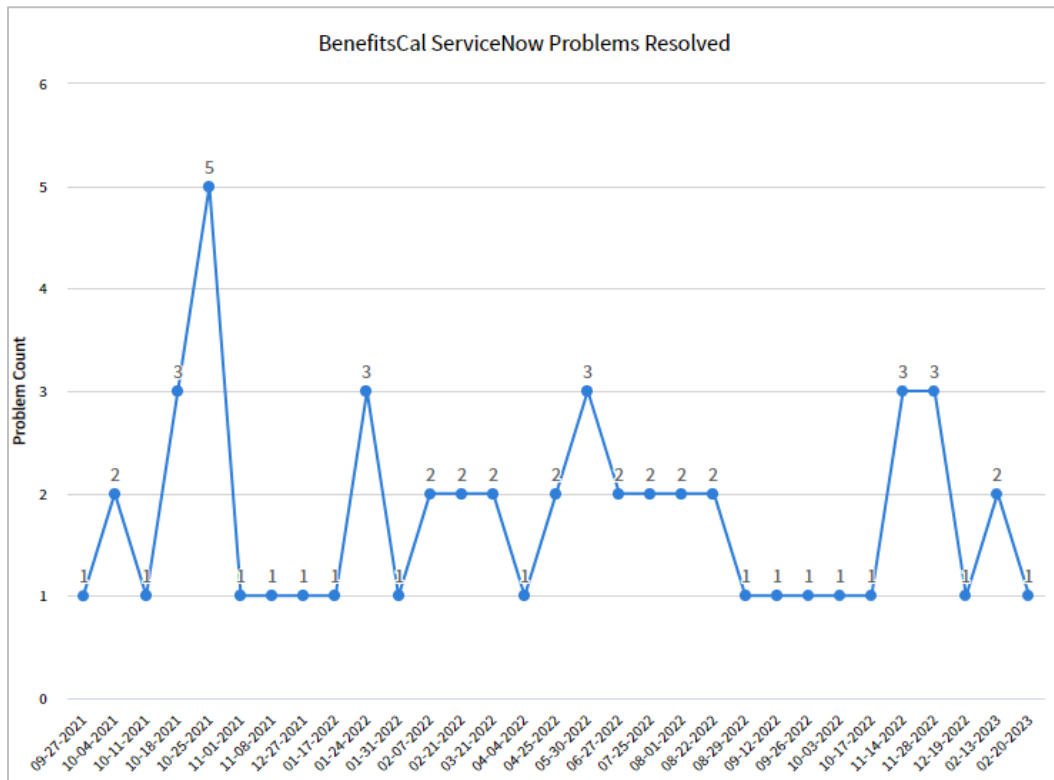
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The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.



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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**

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**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		2	0	0	0	0	0	
In Progress		2	0	0	0	0	0	0	2
On Hold		0	0	1	4	3	0	0	8
Resolved		0	1	0	3	3	1	0	8
Closed		0	0	29	234	64	53	1	381
<b>Count</b>		<b>4</b>	<b>1</b>	<b>30</b>	<b>241</b>	<b>70</b>	<b>54</b>	<b>1</b>	<b>401</b>

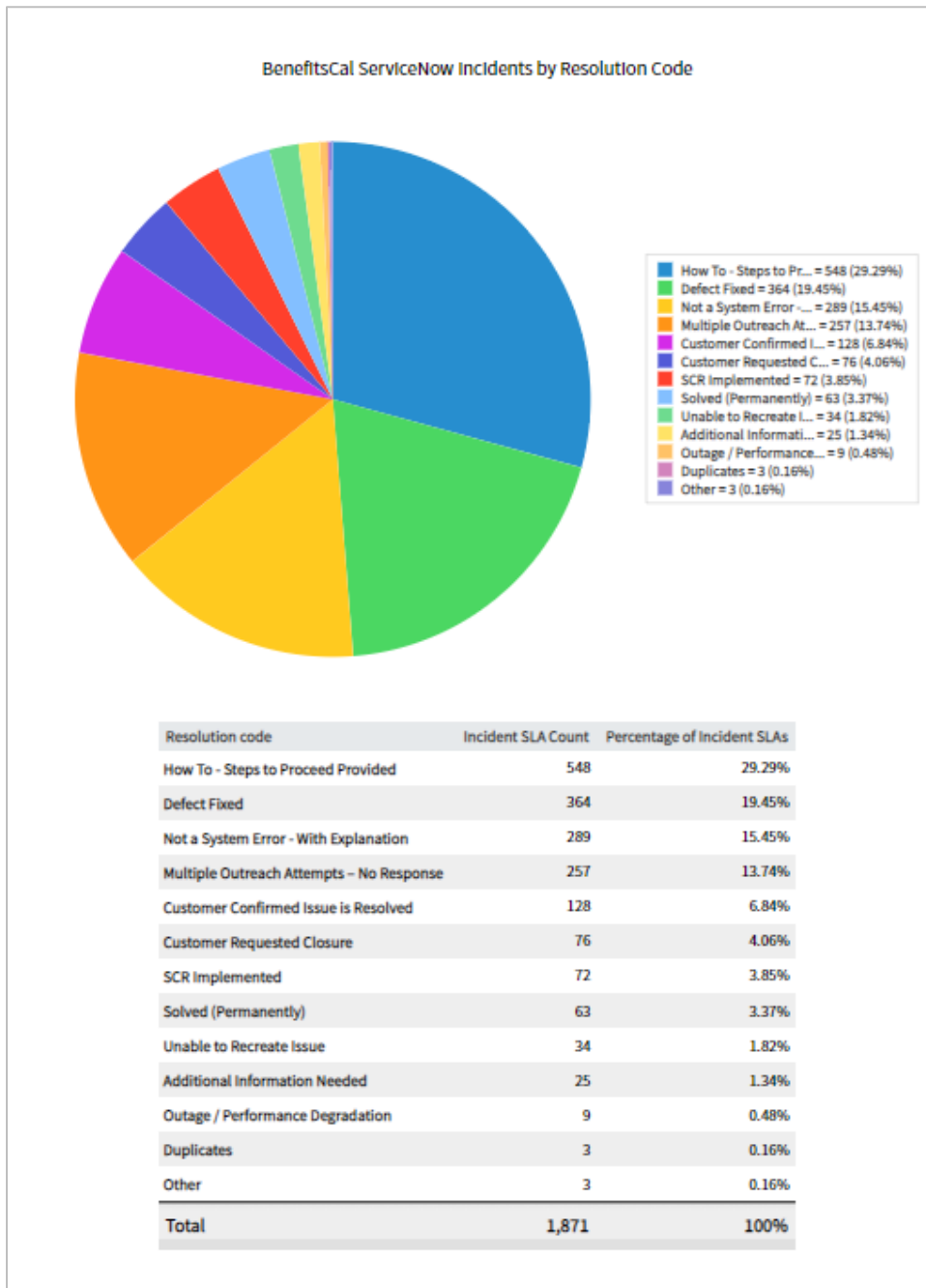
**Aging "State" definitions:**

- 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**

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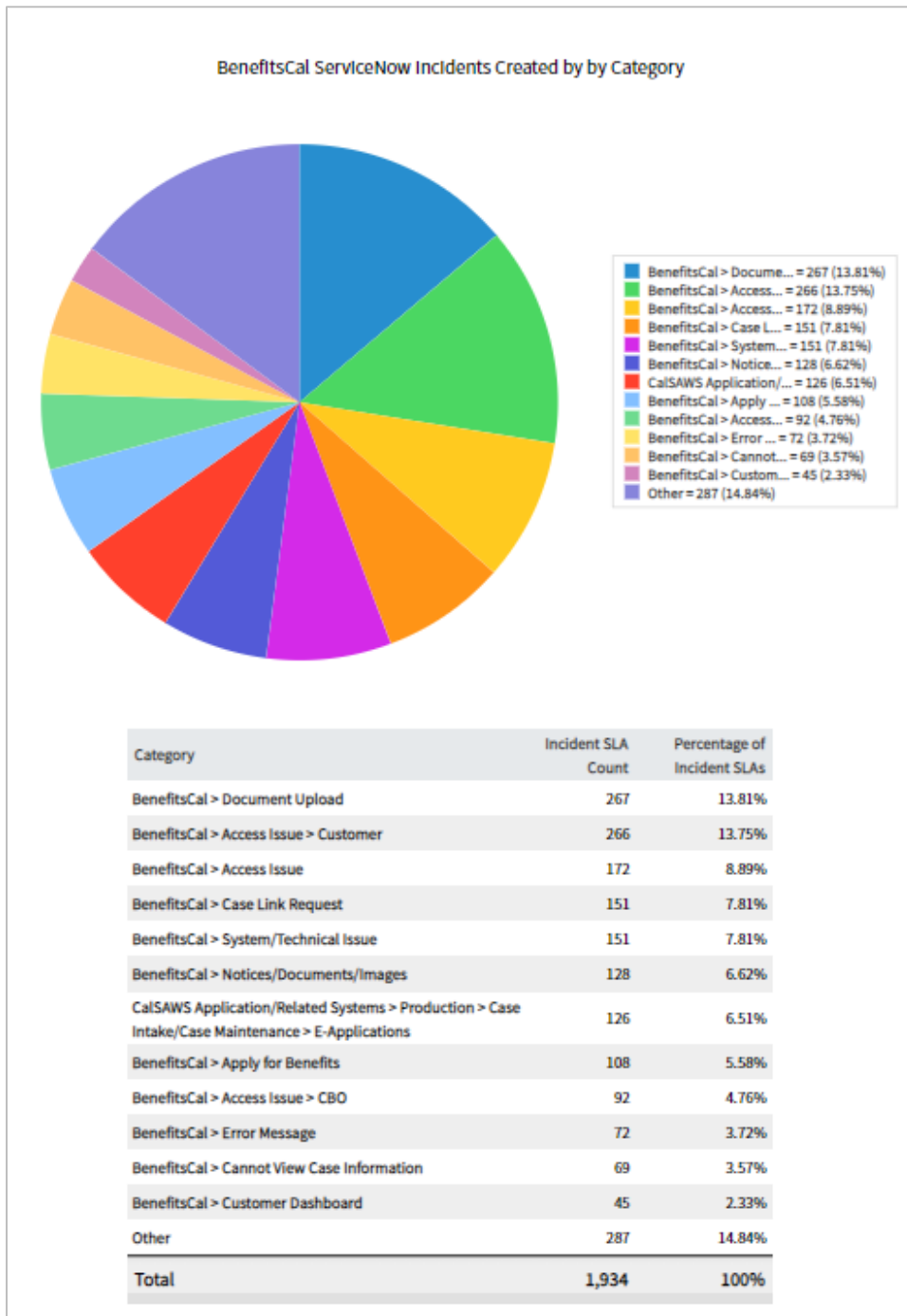


**Note:** The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

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

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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**

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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
02/27/23	7:00 am – 8:00 am PST	BenefitsCal CalWIN Wave#2 Release 23.02.26
03/10/23	10:00 pm-1:00 am PST	Aurora Cluster Major version (11.x to 12.x) upgrade
03/30/23	8:00 pm – 9:30 pm PST	BenefitsCal Monthly Release 23.03.30

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

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0045310	Mono County users at the 107384 Highway 395, Coleville site may not be able to access CalSAWS and associated systems.	02/13/23 08:03 am – 02/13/23 02:46 pm	Mono County users at the Coleville site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0045323	Mono County users at the 107384 Highway 395, Coleville site may not be able to access CalSAWS and associated systems.	02/14/23 03:28 pm– 02/14/23 05:28 pm	Mono County users at the Coleville site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0045366	San Bernardino County users at the 295 E. Caroline Street, Suite C, San Bernardino site may not be able to access CalSAWS and associated systems due to a power outage.	02/22/23 07:00 am – 02/22/23 12:35 pm	San Bernardino County users at the 295 E. Caroline Street site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS



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

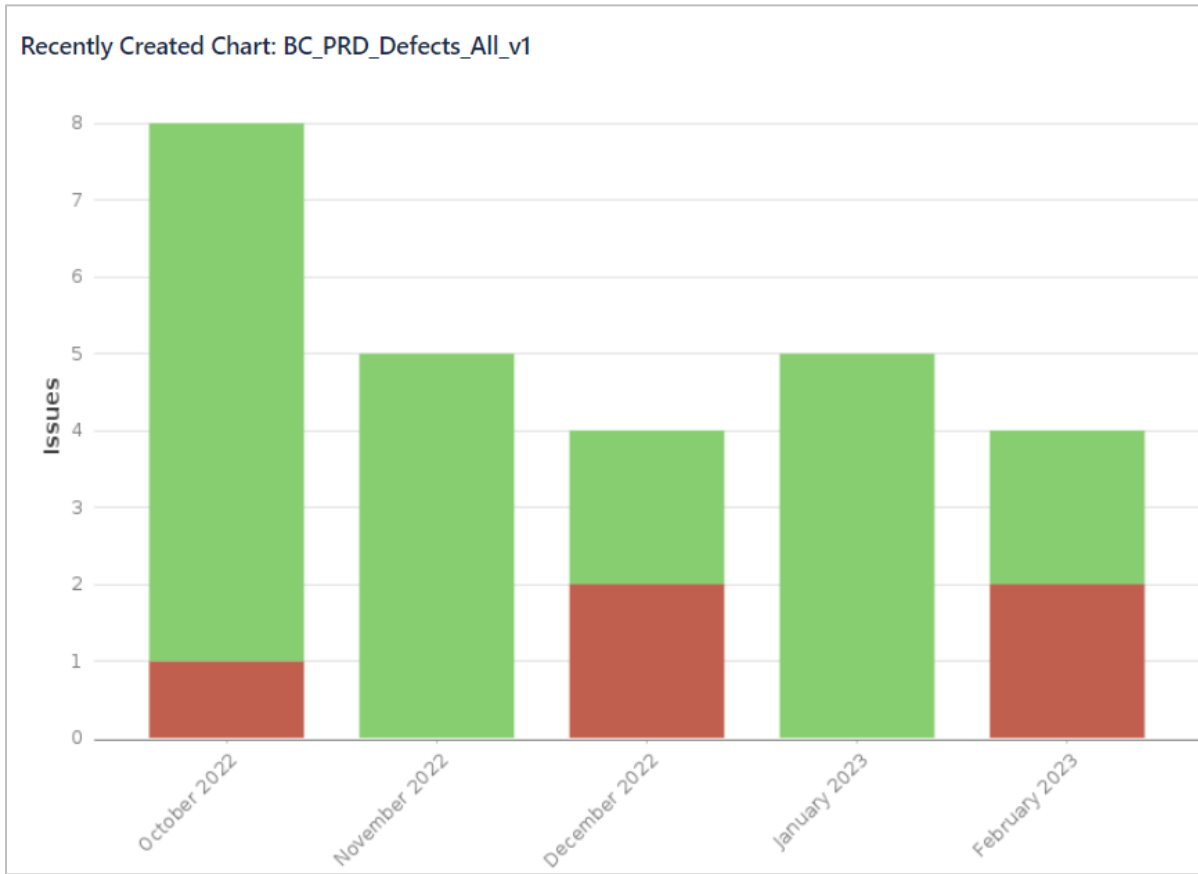
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Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0045383	<p>San Bernardino County users at the following sites may not be able to access CalSAWS and associated systems:</p> <ul style="list-style-type: none"> <li>• 15010 Palmdale Rd, Building A, Victorville</li> <li>• 9655 9th Avenue, Hesperia</li> <li>• 1895 Del Rosa Dr, San Bernardino</li> <li>• 2050 N. Massachusetts, San Bernardino</li> <li>• 1900 West Valley Blvd, Colton</li> </ul> <p>1175 W Foothill Blvd, Rialto</p>	02/22/23 02:08 pm – 02/22/23 04:20 pm	San Bernardino County users at multiple sites 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.



■ Closed Production Defects    ■ Open Production Defects  
**Figure 3.4-1 – Production Defects Backlog Monthly Trend**

#### 3.4.1 Release Schedule Production Defect Fix

Severity	Release 23.03.30	Total
<b>2-Normal/Medium</b>	<b>0</b>	<b>0</b>
New	0	0
In Progress	0	0
Closed	0	0

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Severity	Release 23.03.30	Total
<b>3-Normal/Low</b>	<b>5</b>	<b>5</b>
New	0	0
In Progress	5	5
Closed	0	0
<b>4-Cosmetic</b>	<b>0</b>	<b>0</b>
New	0	0
In Progress	0	0
Closed	0	0
<b>Total</b>	<b>5</b>	<b>5</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 Monthly 23.02.16 to the Consortium staff and QA Partners for review.	02/09/23	Production Operations
Sent the final Release Notes file for BenefitsCal Monthly Release 23.02.16 to the Communication Team to publish.	02/16/23	Production Operations
Sent the final Release Notes file for BenefitsCal Priority Release 23.02.26 to the Communication Team to publish.	02/24/23	Production Operations
Sent the final Release Notes file for BenefitsCal Priority Release 23.02.26 to the Communication Team to publish.	02/21/23	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 23.02.26 was successfully deployed on 02/26/23 to BenefitsCal Production. One (1) enhancement for Enabling Next Wave of CalWIN Counties
- **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 Release 23.02.16 was successfully deployed on 02/16/23 to BenefitsCal Production. Six (6) production defects and seven (7) enhancements for User Error Handling, Exception Handling, and Application Summary were executed to production.

Release	Release Date	Summary
23.03.30 – Monthly	03/30/23	Five (5) 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 providing functional and design support for ROI and enhancements development.
  - Finalized the designs for the March enhancements.
  - Met with the CalSAWS and ForgeRock partners on 02/14/23 to discuss the Community Based Organizations (CBO) Organization API and how to ensure

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- customers and caseworkers select the correct organization as part of the Release of Information (ROI).
- Reviewed the Release of Information (ROI) ACL to provide comments to the State.
- Conducted a Requirement Discovery Activity with Advocate/CBO to collect their feedback for timeclock requirements (FN-135 and FN-105.1) during UCD Monthly Meeting on 02/16/23.
- Conducted a Requirement Discovery Activity with the Time Limit Committee on 02/21/23.
- Met with CalSAWS, Consortium, CalSAWS Security team, BenefitsCal Security team to discuss Community-Based Organization (CBO) accounts for Release of Information (ROI) functionality on 02/23/23.
- Worked on the enhancement for the March release.
- Worked on Continuous Coverage Unwind (CCU) Enhancements targeted for March 2023 and April 2023 releases.
- **Release 23.03.16 Development**
  - Delivered seven (7) enhancements to Production.
- ▶ **Release 23.03.26 Development**
  - Delivered one (1) Wave 2 cutover enhancement to Production.
- **Release 23.03.30 Development**
  - Began development on the thirteen (13) planned enhancements.

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

Release	Release Date	Summary
23.02.16	02/16/23	Delivered seven enhancements to Production
23.02.26	02/26/23	Delivered enhancement for Wave 2 cutover to Production
23.03.30	03/30/23	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**

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### 4.4.2 Automated Regression Test (ART) Coverage

- Deployed the Release 23.02.16 – February Monthly Release in PRD.
- Deployed the Release 23.02.26 – CalWIN Wave 2 in PRDSTG.
- Started executing the Functional and Non-Functional Test Cases for ROI.

Below are the automated regression scripts executed for regression in BenefitsCal for Release 23.02.16.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
23.02.16	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.