

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: February 6, 2023 to
February 12, 2023**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 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	6
2.1	Requirements and Design	6
2.1.1	Highlights of the Reporting Period – Requirements and Design	6
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.....	7
2.2	Development	8
2.2.1	Highlights of the Reporting Period – Development	8
2.2.2	Activities for the Next Reporting Period – Development	8
2.2.3	Burndown.....	9
2.3	System Test Execution	10
2.3.1	Highlights of the Reporting Period – System Test Execution	10
2.3.2	Activities for the Next Reporting Period – System Test Execution.....	11
2.3.3	User Acceptance Test (UAT) Planning	11
2.3.4	Highlights of the Reporting Period – User Acceptance Test Planning	11
2.3.5	Activities for the Next Reporting Period – User Acceptance Test Planning	11
3.0	Performance Test.....	11

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

3.1	Highlights of the Reporting Period – Performance Test	11
3.2	Activities for the Next Reporting Period – Performance Test	11
4.0	Security	13
4.1	User Conversion	13
4.1.1	Highlights of the Reporting Period – User Conversion Testing.....	13
4.1.2	Activities for the Next Reporting Period – User Conversion Testing	13
4.2	Security	13
4.2.1	Highlights of the Reporting Period – Security	13
4.2.2	Activities for the Next Reporting Period – Security	13
5.0	Communications	14
5.1	Highlights of the Reporting Period.....	14
5.2	Activities for the Next Reporting Period	14
6.0	Appendices	14
6.1	Appendix A – Deliverable Summary.....	14
6.2	Appendix B – Risks and Issues Summary.....	16
6.3	Appendix C – Project Work Plan Reports.....	19

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Release of Information (ROI) Enhancement	<ul style="list-style-type: none">• Development continued and on-schedule based on the current design• Incorporated revisions identified during Usability Testing with Customers and Community Based Organizations (CBO) to Release of Information designs• Shared “resubmit” ROI flow for review and feedback to the Advocate community and incorporated their feedback into design changes.• Target Production implementation date is 05/26/23.
CalWIN ISS Support	<p>Wave 2</p> <ul style="list-style-type: none">• Email2 campaign was launched successfully on 02/07/23.• Total emails delivered across the three Wave 2 Counties: 31,410 (distinct email IDs)• SMS1 campaign was successfully launched on 02/08/23.• Total SMS messages delivered across the three Wave 2 Counties: 8,867 (unique phone numbers)• Wave 2 CBO list finalized for production load. <p>Wave 3</p> <ul style="list-style-type: none">• CBO load mock run exception report review complete. No issues identified.
GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none">• Provided responses to the California Department of Social Services (CDSS) SAWS Cost Estimation Request For Research & Analysis (SCERFRA) with estimates for GCF parity list items. CDSS to review and provide confirmation on the SCERFRA and priorities to establish a roadmap.• CDSS to provide SCERFRA for the Social Security Administration (SSA) flow.
CW Timeclocks Design	<ul style="list-style-type: none">• Conducted BenefitsCal Timeclock Design Session with CalSAWS, State, County Welfare Directors Association (CWDA), and County Representatives on 02/06/23.• Preparing a meeting with the Advocates and CBOs to clarify the Time Clocks requirements (FN-135 and FN-105.1)
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.• Continued participating in touchpoint meetings to share production observations and accommodate requests.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

1.2 PMO

1.2.1 Highlights of the Reporting Period

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

1.2.2 Activities for the Next Reporting Period

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

1.3 BenefitsCal Collaboration Model (CM)

1.3.1 Highlights of the Reporting Period

- Continued to work 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

- Identify Collaboration Model priorities as enhancements vs. Action items to perform additional research
- 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

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

➤ **Designs**

- Provided functional and design support for Release of Information (ROI) and February enhancements development.
- Conducted BenefitsCal Timeclock Design Session with CalSAWS, State, CWDA, and County Representatives on 02/06/23.
- Continued design and documentation for February enhancements.
- Stated designs for March enhancements.
- Finished reviewing the ROI functionality testing scenarios.
- Incorporated changes identified during Usability Testing with Customers and CBOs to ROI designs.
- Met with CalSAWS and the Consortium on 02/08/23 to discuss ROI clarifications.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➤ **Designs**

- Continue providing functional and design support for ROI and enhancements development.
- Continue working on designs for March Enhancements.
- Host a meeting with the Advocates and CBOs to clarify the Time Clocks requirements (FN-135 and FN-105.1) - date to be confirmed.

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 02/06/23.
- Submitted the DWP 24.16: CX Monthly Report – January for submission on 02/09/23.

➤ **Advocate Engagement**

- Shared “resubmit” ROI flow for review and feedback to the Advocate community and incorporated their feedback into design changes.

➤ **Usability Testing**

- Finalized synthesis of ROI usability test data in order to inform design/copy changes.

➤ **Release of Information**

- Collaborated with the Design/Functional Team to Incorporated ROI usability test findings into design and copy changes into ROI functionality.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

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 02/13/23.
- **Usability Testing**
 - Draft ROI usability report by 02/17/23.
- **Advocate Engagement**
 - Submitted follow-up responses to the remaining Advocate feedback comments on ROI functionality on 02/03/23.
 - Prepare for and facilitate the UCD Monthly meeting on 02/16/23.
- **Enhancements**
 - Prepare for and facilitate a customer focus group to identify enhancements from Collaboration Model participants.
 - Develop a research plan for Collaboration Model enhancements.

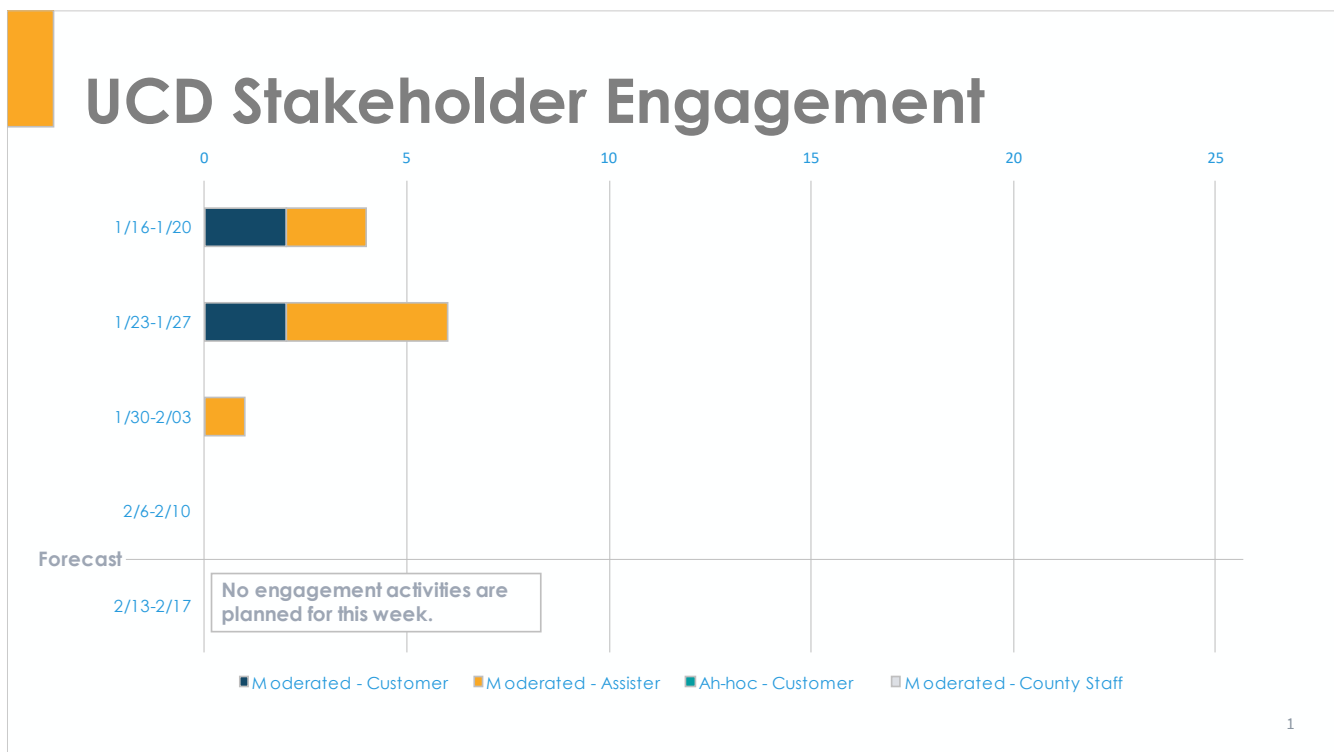


Figure 2.1-1 – UCD Stakeholder Engagement

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 02/10/23	Actual for Week Ending 02/10/23	Total Planned for the Release	Comments
23.02.08	1	1	1	Deployed to Production on 02/08/23. CSPM-64251
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.
 - Out of 13 widgets to be completed 8 widgets were on hold for DEV Integration testing because APIs were not available.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 02/17/23	Total Planned for the Release	Total Completed for the Release	Comments
23.02.16	1	8	7	

Table 2.2-2 – Planned Enhancement Work

- **Release of Information [DDI]**
 - Develop sixteen (16) 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, the AWS team is updating the Language model at their end and the provided ETA for those fixes is February/March 2023.
 - The AWS team stated they have rolled out the fix for the mute detection issue in the Spanish, Korean, and Japanese languages, but on validating we found the issue was still reproduceable in the Spanish and Korean languages. The AWS team is yet to provide an ETA for the resolution and fix. This is being tracked by

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

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

2.2.3 Burndown

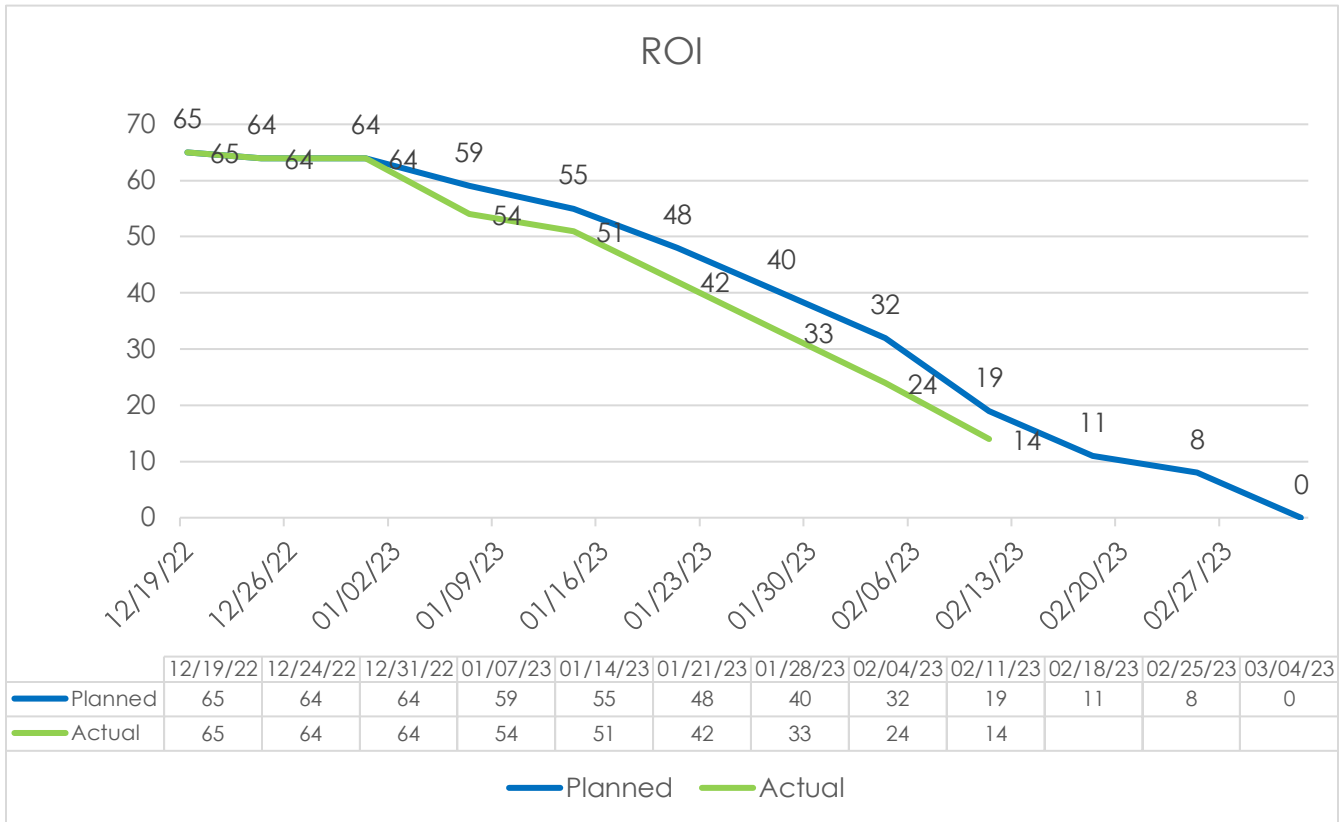


Figure 2.2-1 – Development: ROI

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.02.08**
 - Deployed DCF Priority Release – 23.02.08 into PRD.
- **Release 23.02.16**
 - Provided testing support for the M&O release.
- **Release ROI – 23.05.25**
 - Authored Test Scenarios and Test Cases for ROI and packaged them for Consortium Review.
 - Created scripts for Automation for ROI functionality.
- **Partner Integration Calls**
 - Conducted need-basis Partner Integration calls to triage cross-partner defects.

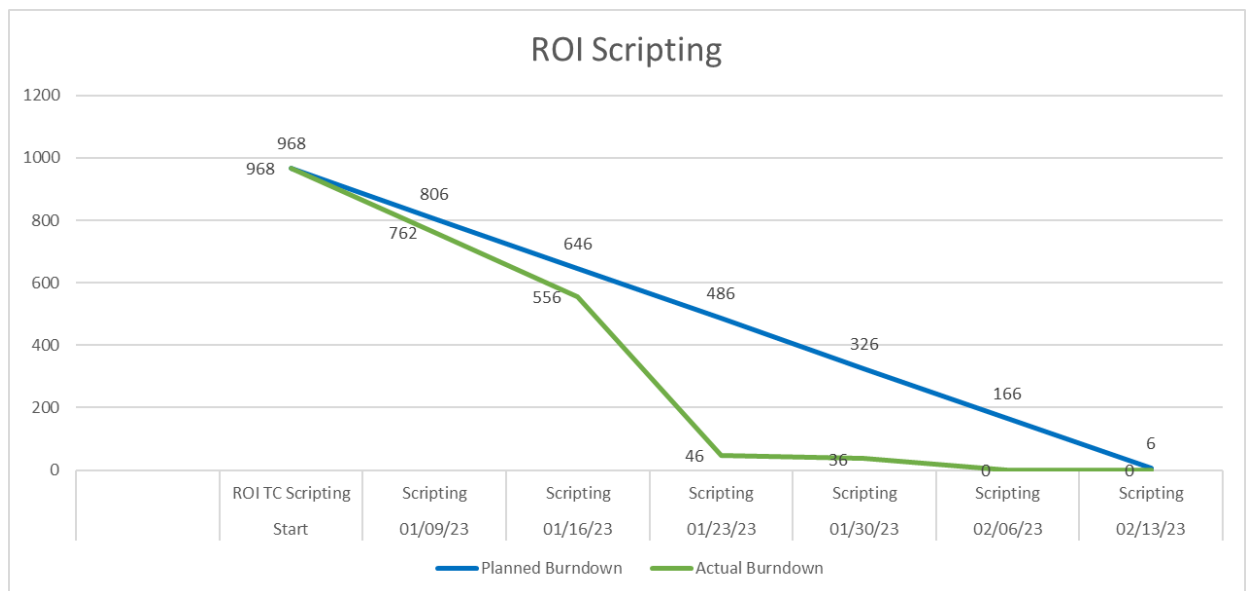


Figure 2.3-1 – ROI Test Scripting Burndown

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

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 and subsequently to PRD as per the plan.
- **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 based on the review comments/changes to the functionality.
 - Continue scripting automation scripts for ROI post receiving the translations.

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 onwards Performance Testing Activities**
 - The CalSAWS and Hyland team are planning and preparing for the next round of Integrated performance test in the month of April with GDS# 58 data set, new 58 county data set created for Scaled performance testing which will include data from all waves. The BenefitsCal team shared the workload model and scenarios details and the results summary from the previous integration tests. Please see below more details in the table below.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ None.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	04/03/23	04/14/23	Release 5.0 onward	Scope: The BenefitsCal team has identified 32 scripts leveraging and calling Hyland Imaging APIs for next	0%

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
				round of Integrated testing with CalSAWS and Hyland teams. Executions: Monday, 04/03/23 – Smoke Test Tuesday, 04/04/23 – Integration Performance Test Thursday, 04/05/23 – Integration Performance Test Monday, 04/10/23 – Endurance Test Tuesday, 04/11/23 – Stress Test Wednesday, 04/12/23 – Optional Day	

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 ForgeRock team to perform the Mock Run of Wave 3 CBO users. The exception report was reviewed to improve the accuracy of the user listing.

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.
 - Finalize the 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 02/10/23.

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.

Weekly Status Report, February 15, 2023
Period: February 6, 2023 to February 12, 2023

5.1 Highlights of the Reporting Period

- ## 5.2 Activities for the Next Reporting Period

- ## 6.0 Appendices

Deliverable Status by Submission

Table 6.1-1 – Deliverable Status for Current Reporting Period

DEL #	Deliverable Name	Status	Next Deadline
	None for the reporting period.		

14 of 19

Weekly Status Report, February 15, 2023
Period: February 6, 2023 to February 12, 2023

Complete Coming Soon WAC Approval Pending

Table 6.1-3 – Upcoming Work Product Deadlines

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

15 of 19

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 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

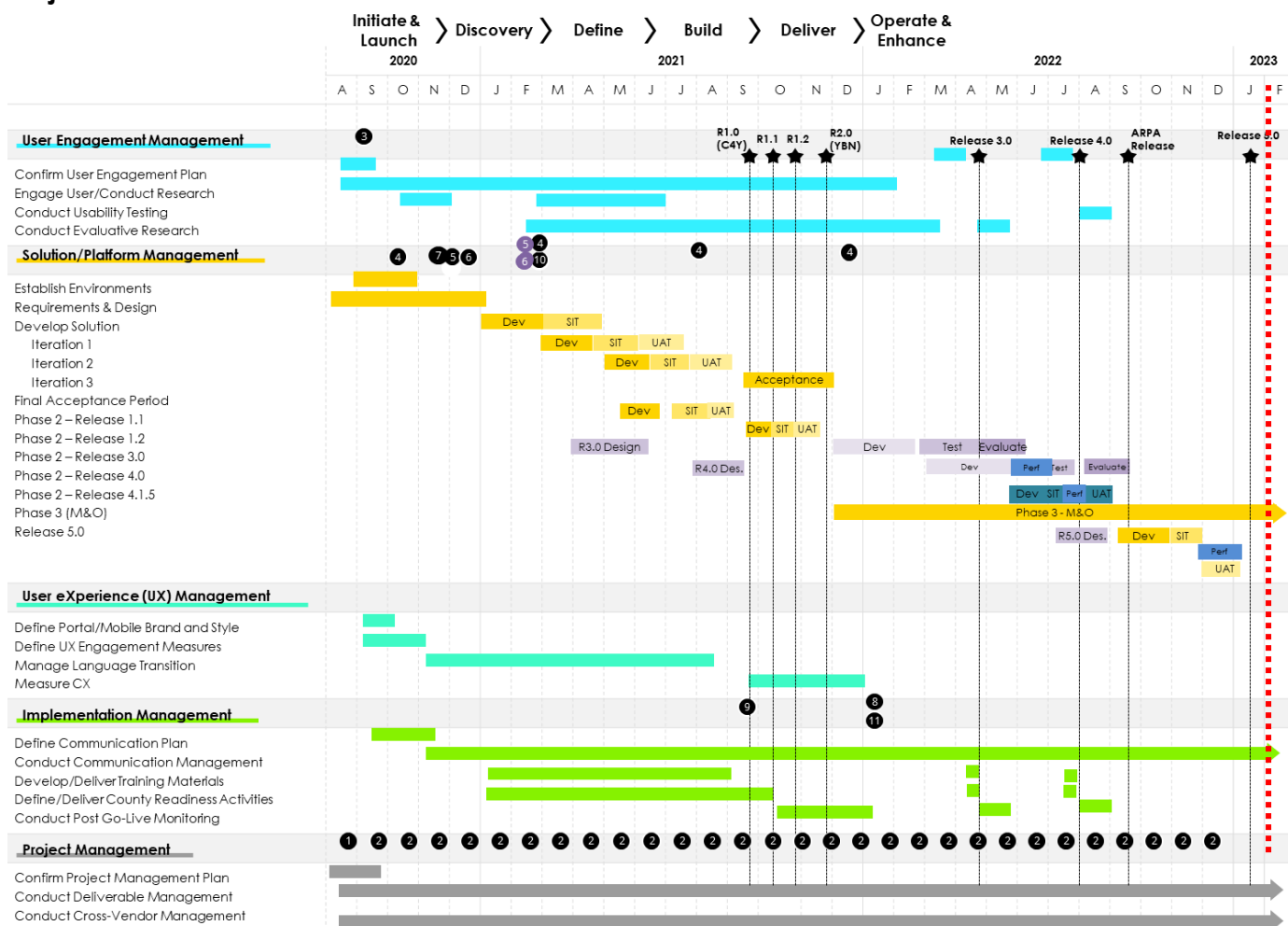
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 15, 2023

Period: February 6, 2023 to February 12, 2023

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