

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

**Reporting Period: February 27, 2023 to  
March 12, 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	Activities for the Next Reporting Period .....	5
2.4	CRFI/CIT Communications Status.....	5
2.5	SCIRFRA/SCERFRA/SIRFRA/SARRA Information .....	6
2.6	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.....	17
3.3	BenefitsCal Maintenance and Operations .....	17
3.4	Production Defect Backlog.....	20
3.4.1	Release Schedule Production Defect Fix .....	21
3.5	Production Operations .....	21
3.5.1	Release Communications .....	21
3.5.2	Root Cause Analysis (RCA).....	22
3.6	Deviation from Plan/Adjustments.....	22
4.0	Application Development .....	22

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

Period: February 27, 2023 to March 12, 2022

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- 4.1    Priority Release Summary .....22
- 4.2    Monthly Release Summary .....22
- 4.3    Application Development Status.....23
- 4.4    Release Management .....23
  - 4.4.1   Release Test Summary .....23
  - 4.4.2   Automated Regression Test (ART) Coverage .....24
- 4.5    Training Materials Update .....24
- 4.6    Deviation from Plan/Adjustments.....24

## 1.0 Executive Summary




### 1.1 Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.5.1	BenefitsCal Priority Release <b>23.03.10</b> on <b>03/10/23</b>
4.2	Upcoming BenefitsCal Monthly Release <b>23.03.30</b> on <b>03/30/23</b>

Note: Release 23.03.10 was a technical change.

**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 eleven (11) 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** – BenefitsCal Release 23.03.10 was successfully released into production on 03/10/23.
- **Emergency Release** – None to report in this reporting period.
- **Monthly/Major Release** – None to report in this reporting period.

#### Planned Outages




- Friday, 03/10/23 from 8:00 pm to 11:00 pm PST
  - BenefitsCal Priority Release 23.03.10

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

Period: February 27, 2023 to March 12, 2022

## 2.0 Project Management

### 2.1 Project Deliverables Summary

Del #	Name	Team	Status <sup>[1]</sup>	Status
WP 25.13	Monthly M&O Report – February 2023	M&O		DWP submitted 03/09/23 FWP submission 03/20/23 FWP approval 03/28/23
WP 28.11	Monthly Work Plan Updates – February 2023	PMO		FWP submitted 03/07/23 FWP approval 03/15/23
WP 29.11	Monthly Status Report – February 2023	PMO		FWP submitted 03/07/23 FWP approval 03/15/23

<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:**

- DWP 25.13: Monthly M&O Report – February 2023 on 03/09/23.
- FWP 28.11: BenefitsCal Work Plan Monthly Updates – February 2023 on 03/07/23.
- FWP 29.11: BenefitsCal Monthly Status Report – February 2023 on 03/07/23.

### 2.3 Activities for the Next Reporting Period

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

- FWP 25.13: Monthly M&O Report - February 2023 on 03/20/23.

### 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: February 27, 2023 to March 12, 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	3
Duplicate	0
In Review	2
Withdrawn	0
<b>Total</b>	<b>5</b>

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

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

Period: February 27, 2023 to March 12, 2022

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### ➤ In Review

- CSPM-64788: SCERFRA 23-515 – CAPI Application Flow in CalSAWS/BenefitsCal
- CSPM-64789: SCERFRA 23-514 – AB 991 – Public Social Services: Reporting and Verification

### ➤ Completed

- CSPM-64352: SIRFRA 1242 – Incarceration Tracking and Reporting
- CSPM-64489: SCERFRA 23-508 – Prepopulated SAR 7 Domestic Abuse Question Redaction
- CSPM-64746: SCERFRA 23-512 – CalFresh Application “Joint Processing” by Social Security Administration and County Welfare Departments in BenefitsCal

## 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** – Seven (7) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved** – The BenefitsCal Tier 3 Team resolved two (2) 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 thirty-nine (39) 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.

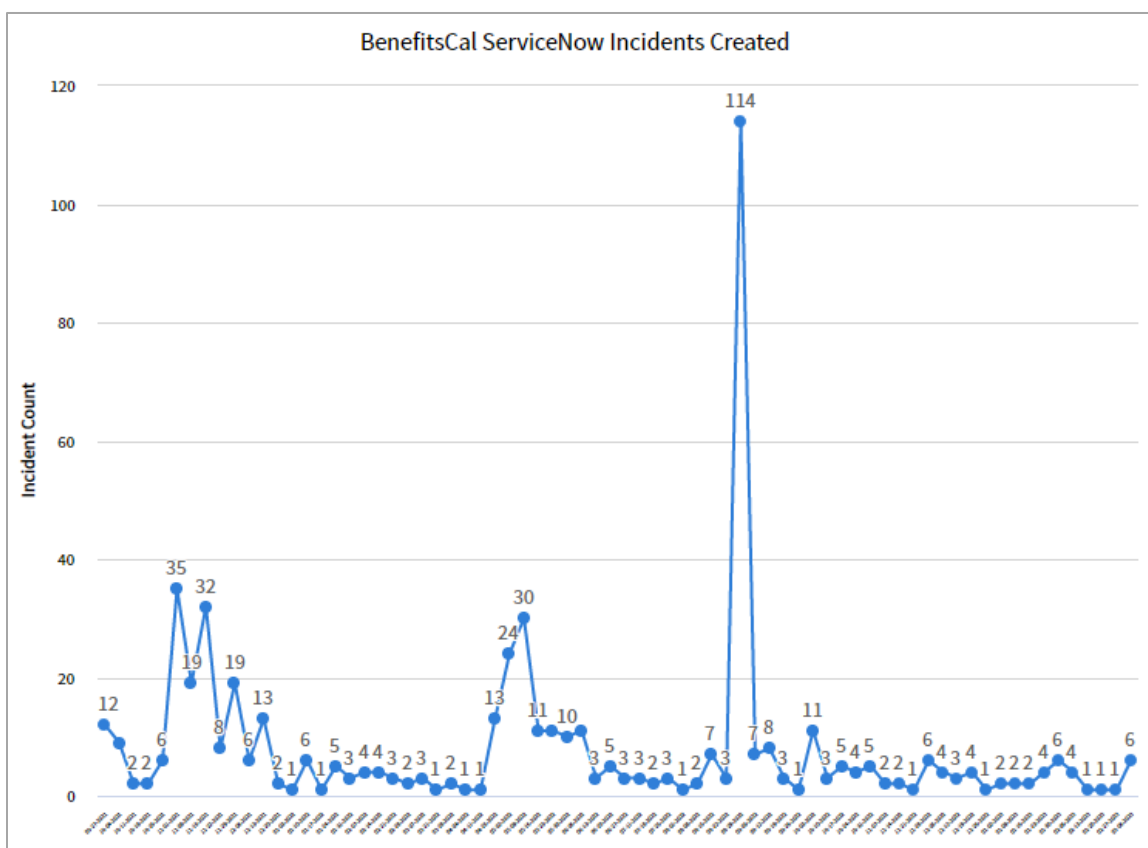
## CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: February 27, 2023 to March 12, 2022

- **Problems Resolved** – The BenefitsCal Tier 3 Team resolved zero (0) problem tickets in the bi-weekly reporting period.

### 3.1.2 BenefitsCal Help Desk Metrics

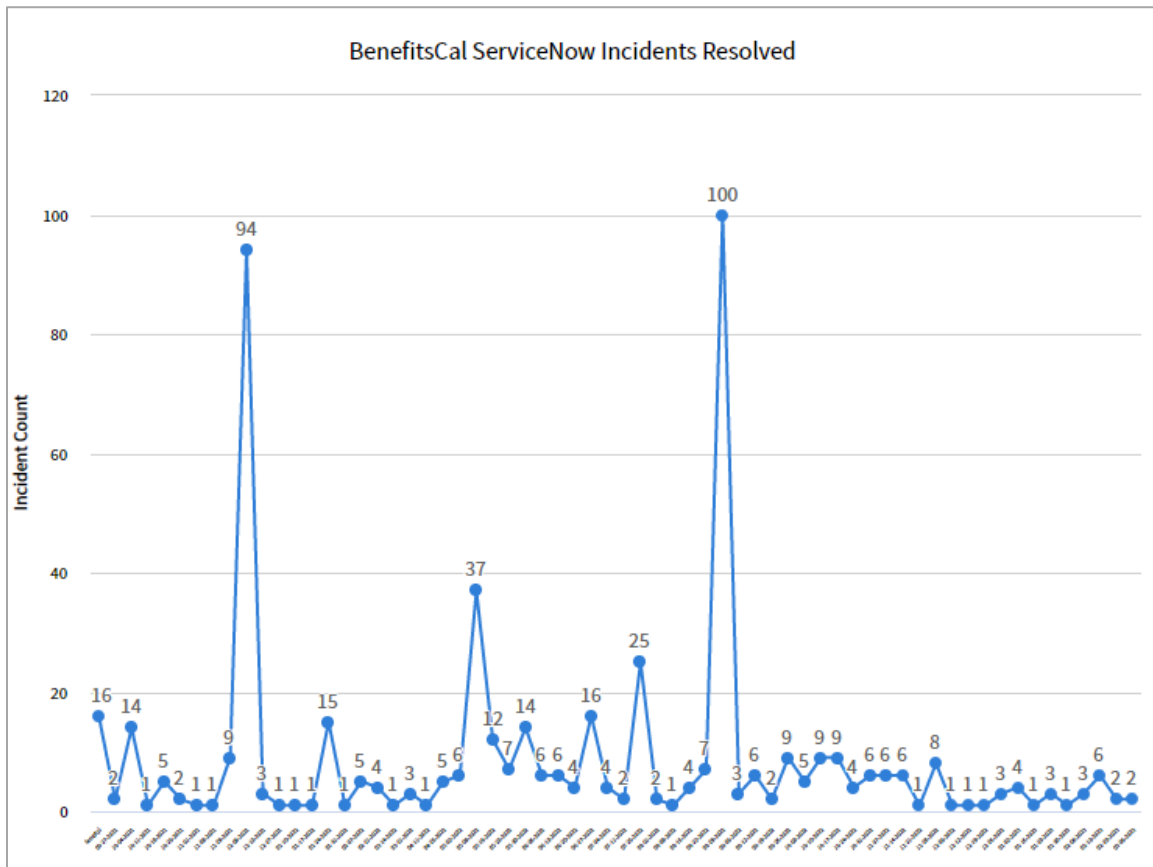
The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.





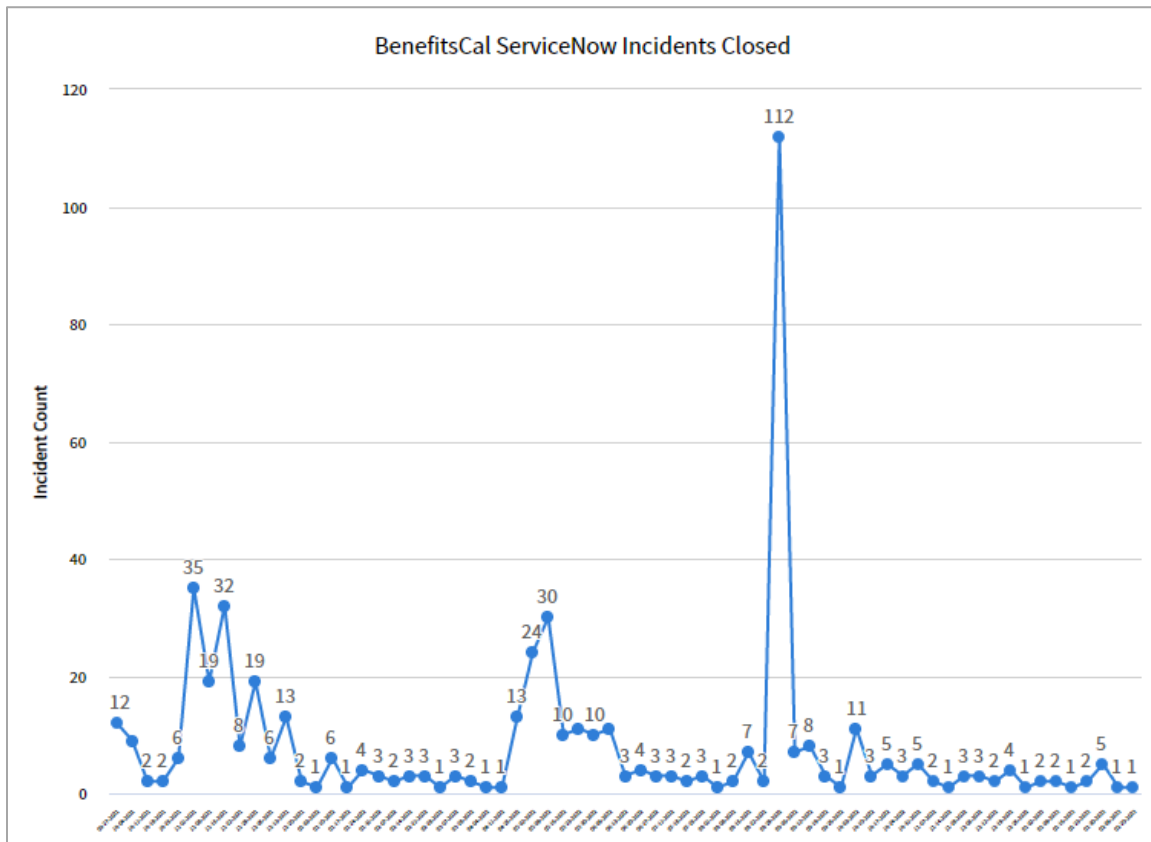
## CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: February 27, 2023 to March 12, 2022



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

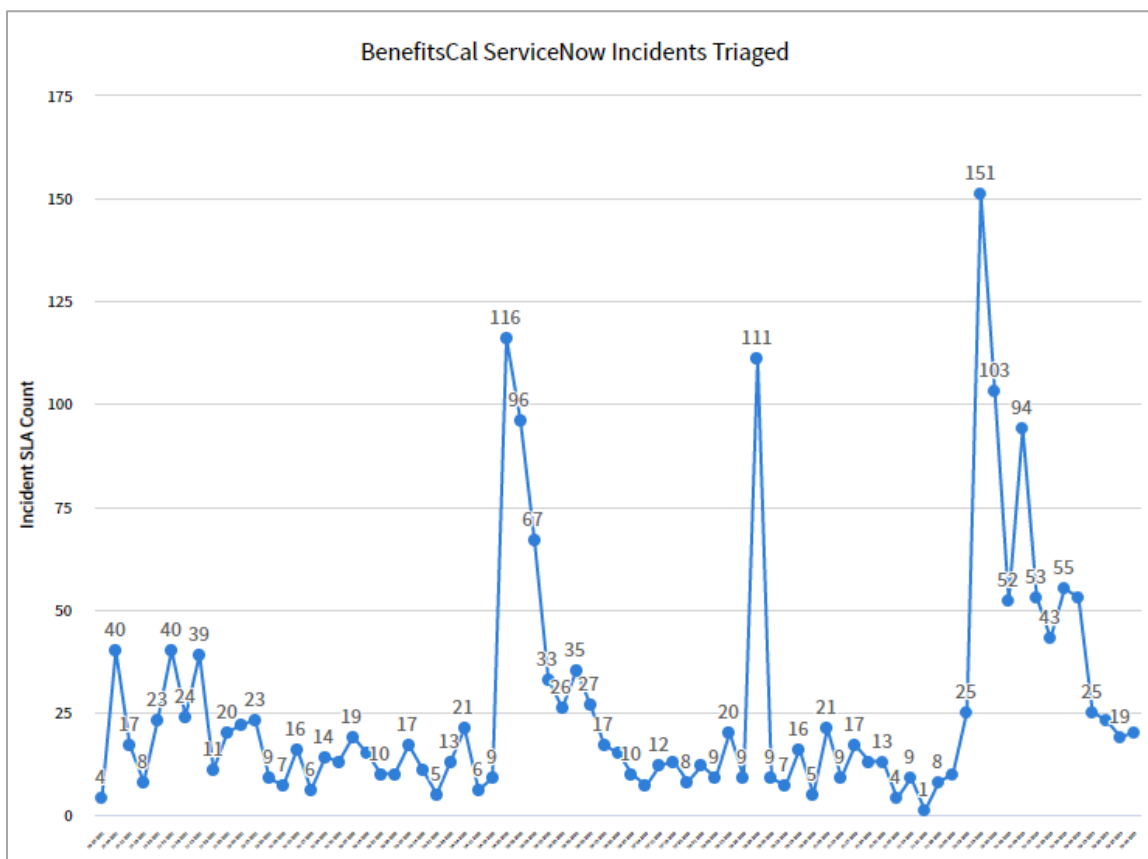
Period: February 27, 2023 to March 12, 2022



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

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

Period: February 27, 2023 to March 12, 2022



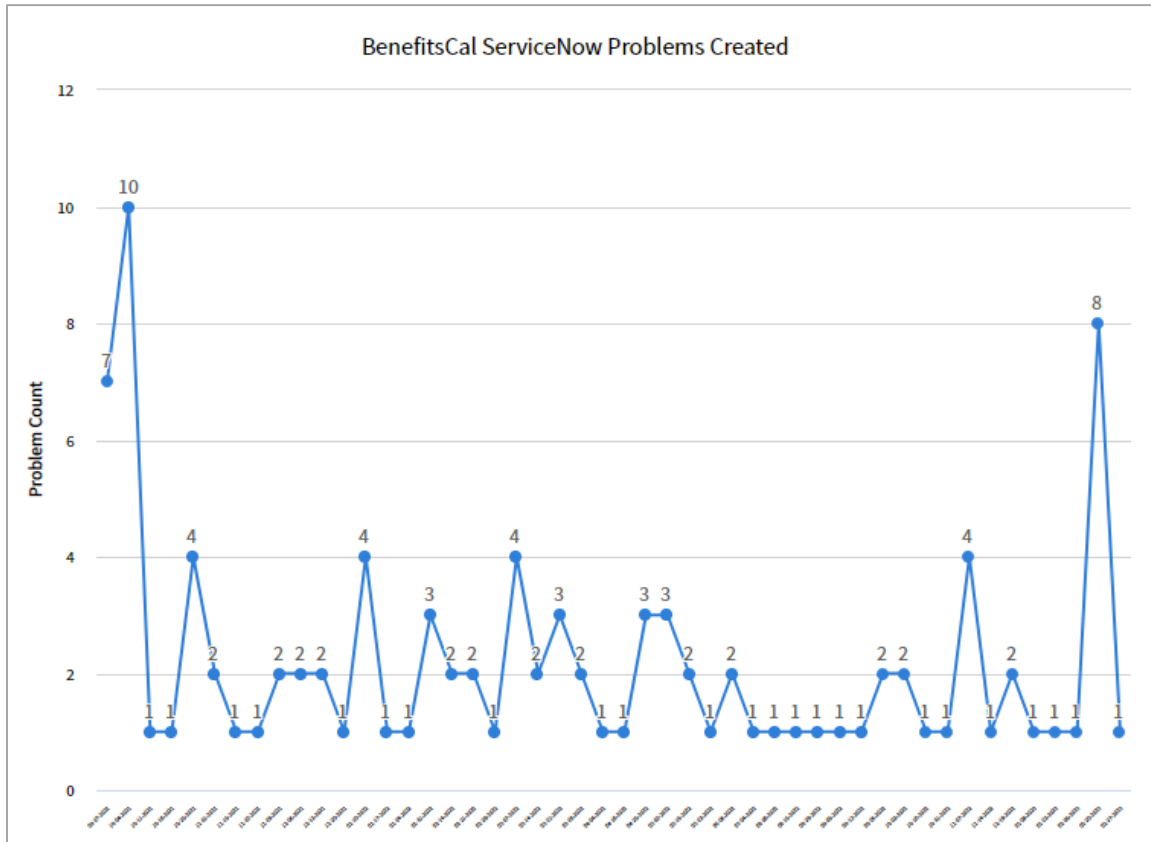
**Note:** The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

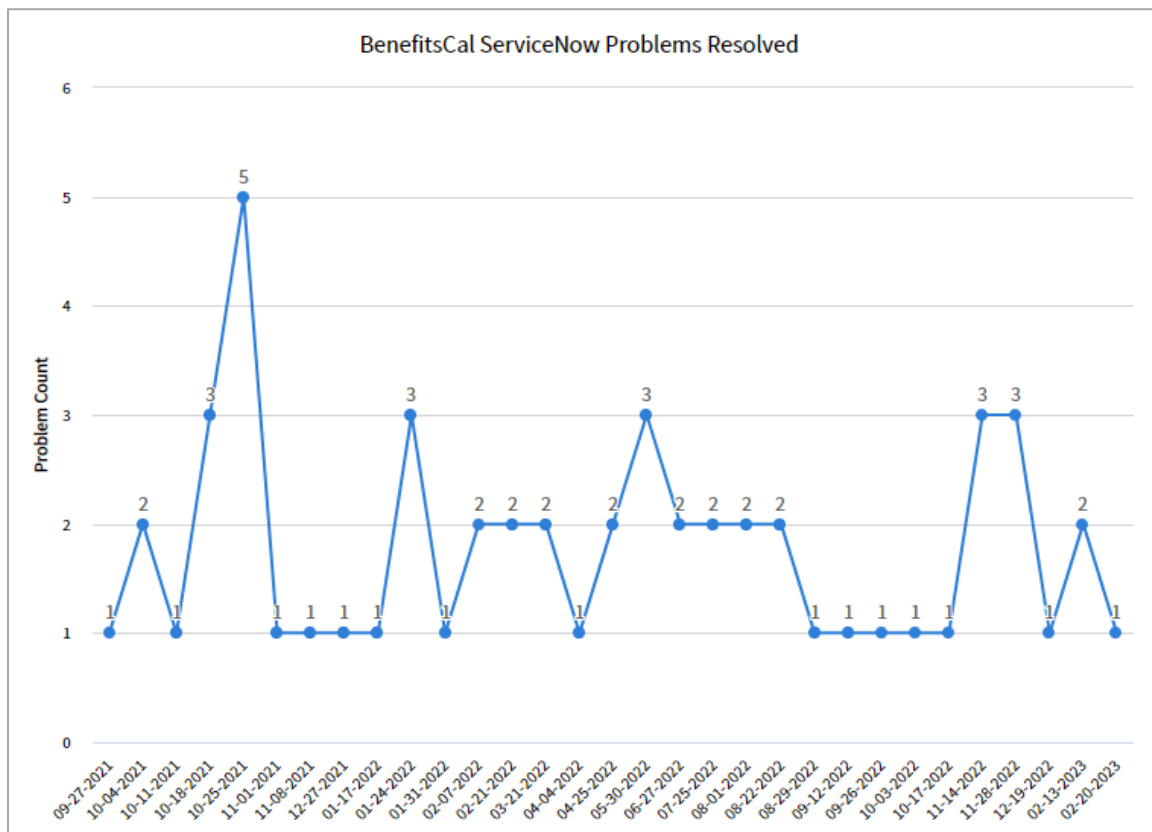
Period: February 27, 2023 to March 12, 2022

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

Period: February 27, 2023 to March 12, 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**

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

Period: February 27, 2023 to March 12, 2022

**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									
New		4	0	0	0	0	0	0	4
In Progress		1	0	0	0	0	0	0	1
On Hold		0	0	0	1	6	0	0	7
Resolved		0	1	0	0	1	0	0	2
Closed		0	0	29	237	68	54	1	389
Count		5	1	29	238	75	54	1	403

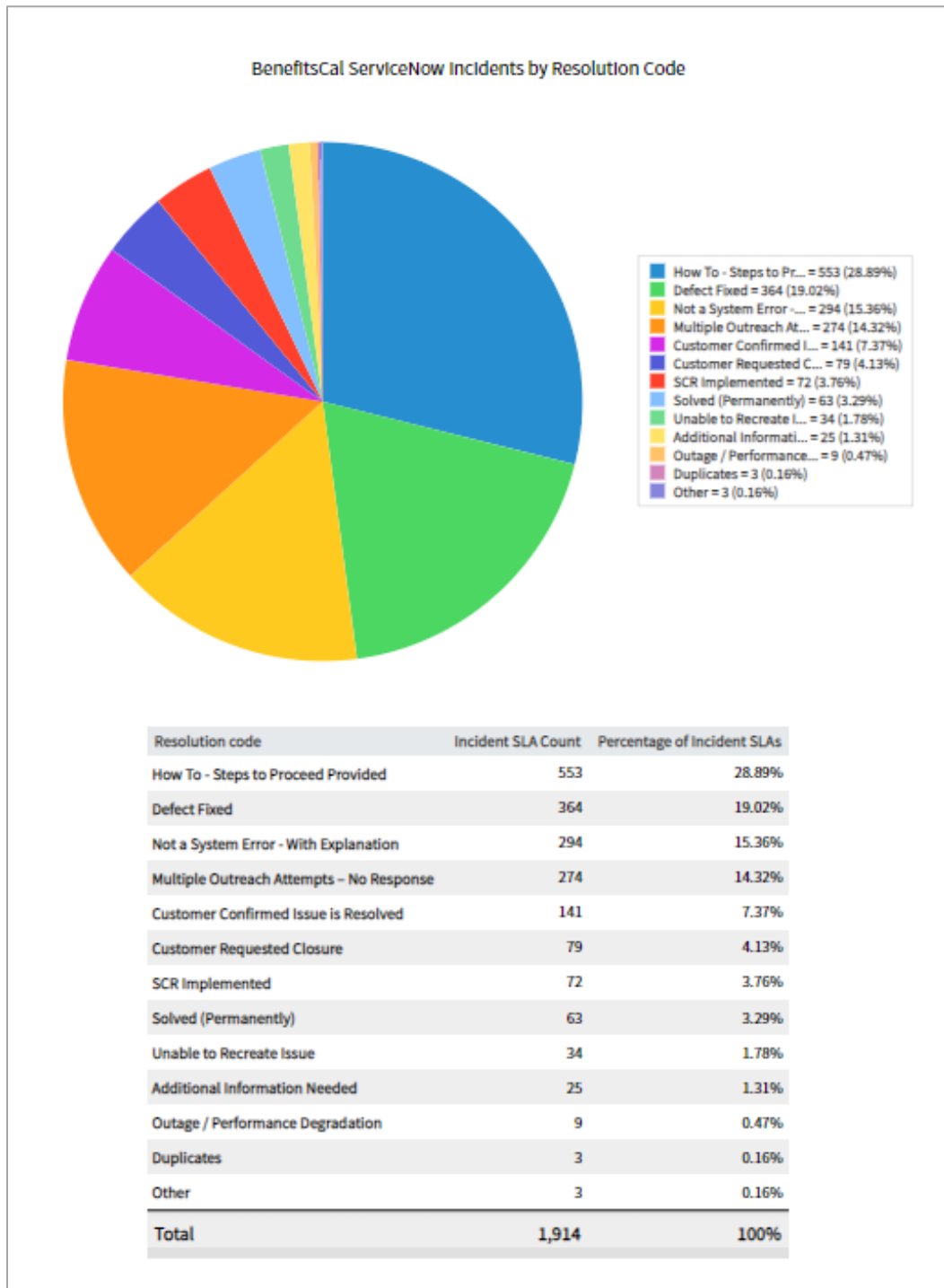
**Aging "State" definitions:**

<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

Period: February 27, 2023 to March 12, 2022

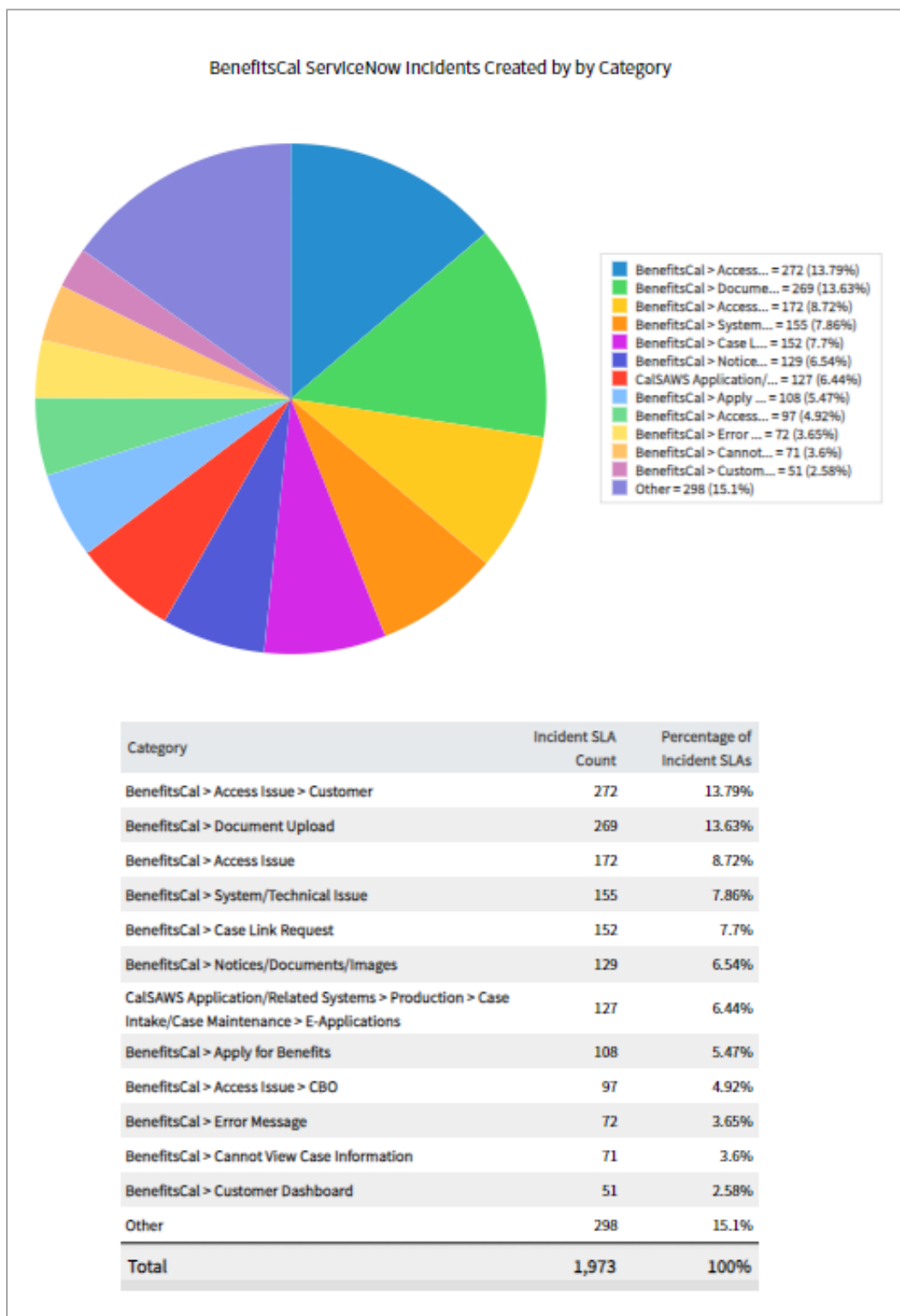


**Note:** The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

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

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

Period: February 27, 2023 to March 12, 2022



**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: February 27, 2023 to March 12, 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

- CHG0038911- BenefitsCal – Minor Version Upgrade for Reporting Prod DB
- CHG0037892- BenefitsCal – Major Upgrade [11.15 to 12.13] Aurora Postgres Databases

Scheduled Date	Outage Timeframe	Activity Description
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
PRB0045411	Mariposa County users at the 5362 Lemee Lane site may not be able to access CalSAWS and associated systems.	02/27/23 9:05 am– 02/28/23 10:06 am	Mariposa County users at the 5362 Lemee Lane 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 3:28 pm– 02/27/23 8:15 am	Mono County users at the Coleville site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0045419	Merced County users at the 1920 Customer Care Way, Atwater site may not be able	02/27/23 3:09 pm – 02/28/23 7:30 am	Merced County users at the 1920 Customer Care Way, Atwater site	Resolved	CalSAWS

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

Period: February 27, 2023 to March 12, 2022

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
	to access CalSAWS and associated systems		may experience issues accessing CalSAWS and associated systems until the issue is resolved.		
PRB0045423	Mono County users at the 37 Emigrant Drive, Bridgeport site may not be able to access CalSAWS and associated systems due to a power outage.	02/28/23 7:30 am – 02/28/23 10:48 am	Mono County users at the Bridgeport site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0045428	Sierra County users at the 22 Maiden Lane, Downieville site may not be able to access CalSAWS and associated systems due to a power outage.	02/28/23 12:00 pm	Sierra County users at the Downieville site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	In progress	CalSAWS
PRB0045491	Mono County users at the 37 Emigrant Drive, Bridgeport site may not be able to access CalSAWS and associated systems due to a power outage.	03/06/23 11:51 am- 03/7/23 8:00 am	Mono County users at the Bridgeport site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0045512	San Bernardino County users at the 2740 Little Mountain Dr site may not be able to access CalSAWS and associated systems due to a power outage.	03/08/23 7:50 am- 03/08/23 8:55 am	San Bernardino County users at the impacted site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0045538	Trinity County users at the 51 Industrial Parkway Building #1, 11 Court Street,	03/10/23 7:30 am	Trinity County users may experience issues accessing CalSAWS and	In progress	CalSAWS

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

Period: February 27, 2023 to March 12, 2022

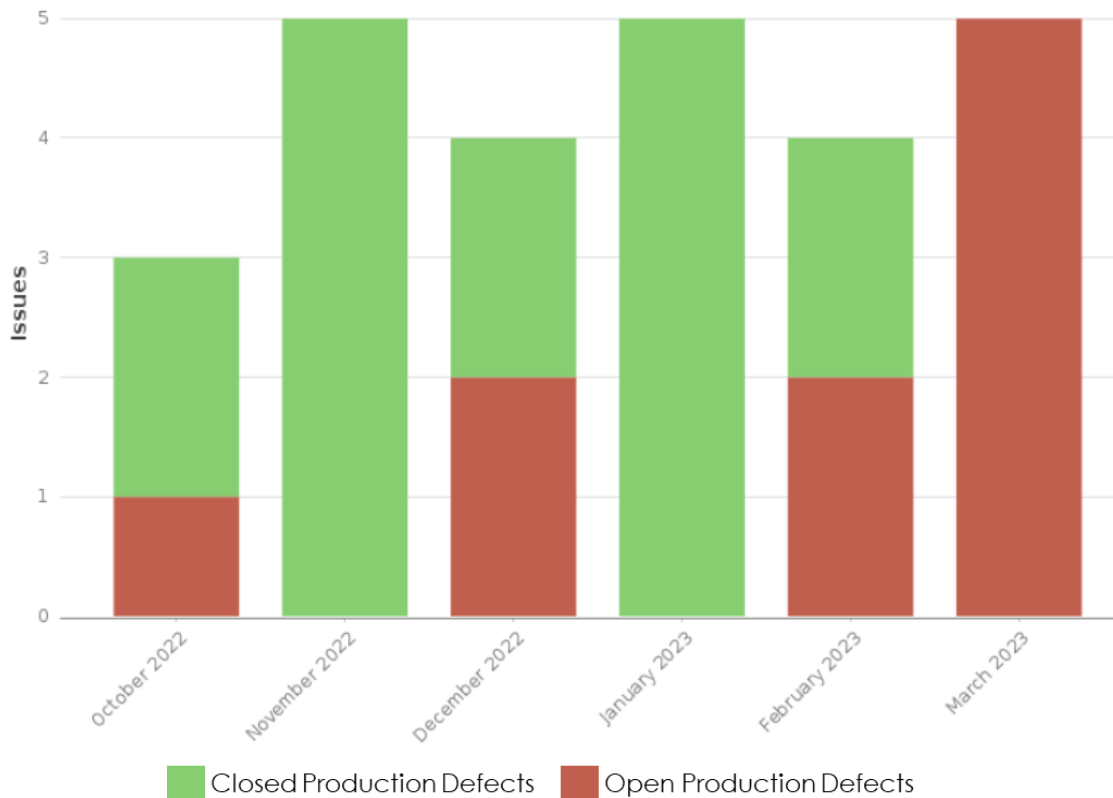
<b>Ticket ID</b>	<b>Description</b>	<b>Impact Date/Time</b>	<b>Impact</b>	<b>Status</b>	<b>Owner</b>
	Weaverville and 6641 State Highway 3, Hayfork sites may not be able to access CalSAWS and associated systems due to a power outage.		associated systems until the issue is resolved.		
PRB0045541	Mono County users at the 107384 Highway 395, Coleville site may not be able to access CalSAWS and associated systems due to a local power outage.	03/10/23 10:10 am	Mono County users at the Coleville site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	In Progress	CalSAWS
PRB0045539	Sierra County users at the 202 Front St, Loyalton site may experience intermittent slowness while navigating or performing transactions in CalSAWS.	03/10/23 7:30 am – 03/10/23 10:30 am	Sierra County users at the impacted site may experience intermittent slowness while navigating or performing transactions in CalSAWS 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**

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

Period: February 27, 2023 to March 12, 2022

### 3.4.1 Release Schedule Production Defect Fix

Severity	Release 23.03.30	TBD	Total
<b>2-Normal/Medium</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
<b>3-Normal/Low</b>	<b>9</b>	<b>2</b>	<b>11</b>
New	0	0	0
In Progress	9	2	11
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>9</b>	<b>2</b>	<b>11</b>

Table 3.4-2 – Production Defect Fix – Release Schedule

## 3.5 Production Operations

### 3.5.1 Release Communications

Task	Date(s)	Owner
None to report for this report period	N/A	Production Operations

**Note:** There were no release notes for 23.03.10 as this was a technical change.

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 23.03.10 was successfully deployed on 03/10/23 to BenefitsCal Production were two (2) technical enhancement were released for Database Updates/Upgrades.
- **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
23.03.30 – Monthly	03/30/23	Nine (9) production defects and ten (10) 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.
  - Met with CalSAWS on 03/02/23 to discuss the revised Time Clocks Requirements scope and assumptions.
  - Developed the enhancements for the March release.
  - Developed the Continuous Coverage Unwind enhancements targeted for the March 2023 and April 2023 releases.
  - Met with CalSAWS and Consortium to review SCERFRA 23-515 CAPI Applications on 03/03/23.
  - Developed the Continuous Coverage Unwind enhancements targeted for the March 2023 and April 2023 releases.
  - Worked on the YouTube videos enhancements for the April release.
- **Release 23.03.30 Development**
  - Continued development on the thirteen (13) planned enhancements.
- **Release 23.04.18 Development**
  - Estimated development effort on the thirteen (13) planned enhancements.

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

Release	Release Date	Summary
23.03.30	02/30/23	Continued development on 13 enhancements
23.04.18	02/26/23	Estimated development effort for 13 enhancements

**Table 4.3-1 – BenefitsCal Enhancements Development Status**

### 4.4 Release Management

#### 4.4.1 Release Test Summary

Release 23.05.25 Pass of Executed Target as of 03/10/22 – Functional (Cycle 1)	87%
Release 23.05.25 Pass of Executed Target as of 03/10/22 – Non-Functional	99%

**Table 4.4-1 – System Change Request (SCR) Test Status – Release 5.0**

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

Period: February 27, 2023 to March 12, 2022

### 4.4.2 Automated Regression Test (ART) Coverage

- Deployed the Release 23.02.26 – CalWIN Wave 2 in PRD.
- Continued executing the Functional and Non-Functional Test Cases for ROI.
- Continued working on the bugs and enhancements planned for the March Release – 23.03.30

Below are the automated regression scripts executed for regression in BenefitsCal for Release 23.05.25.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
23.03.30	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.