

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

**Reporting Period: March 13, 2023 to
March 26, 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.....	4
2.1	Project Deliverables Summary	5
2.2	Highlights for the Reporting Period.....	6
2.3	Activities for the Next Reporting Period	6
2.4	CRFI/CIT Communications Status.....	6
2.5	SCIRFRA/SCERFRA/SIRFRA/SARRA Information	10
2.6	Deviation from Plan/Adjustments.....	11
3.0	Maintenance and Operations.....	11
3.1	Service Management.....	11
3.1.1	Overview	11
3.1.2	BenefitsCal Help Desk Metrics.....	12
3.2	Technology Operations.....	21
3.3	BenefitsCal Maintenance and Operations	21
3.4	Production Defect Backlog.....	22
3.4.1	Release Schedule Production Defect Fix	23
3.5	Production Operations	23
3.5.1	Release Communications	23
3.5.2	Root Cause Analysis (RCA).....	24
3.6	Deviation from Plan/Adjustments.....	24
4.0	Application Development	24

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

Period: March 13, 2023 to March 26, 2022

4.1	Priority Release Summary	24
4.2	Monthly Release Summary	24
4.3	Application Development Status.....	25
4.4	Release Management	26
4.4.1	Release Test Summary	26
4.4.2	Automated Regression Test (ART) Coverage	26
4.5	Training Materials Update	27
4.6	Deviation from Plan/Adjustments.....	27




1.0 Executive Summary

1.1 Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.2	Upcoming BenefitsCal Monthly Release 23.03.30 on 03/30/23
4.2	Upcoming BenefitsCal Monthly Release 23.04.18 on 04/18/23
4.2	Upcoming BenefitsCal Monthly Release 23.04.24 on 04/24/23

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 seventeen (17) active Production defects.
Incidents		There are thirteen (13) 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** – None to report in this reporting period.
- **Emergency Release** – None to report in this reporting period.
- **Monthly/Major Release** – None to report in this reporting period.

Planned Outages

- None to report in this reporting period.

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Name	Team	Status ^[1]	Status
WP 25.13	Monthly M&O Report – February 2023	M&O		DWP submitted 03/09/23 FWP submitted 03/20/23 FWP approval 03/30/23
WP 28.11	Monthly Work Plan Updates – February 2023	PMO		FWP submitted 03/07/23 FWP approval 03/17/23
WP 29.11	Monthly Status Report – February 2023	PMO		FWP submitted 03/07/23 FWP approval 03/17/23

^[1] **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.

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

Period: March 13, 2023 to March 26, 2022

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0100-23	PPOCs (45); Consortium Regional Managers (All); Committee Medical CMSP (All); Committee CalWORKs CalFresh (All); Committee Welfare to Work (All); Committee HelpDesk (All)	Appointment Scheduling and Wave 3 Cutover Activities	CalSAWS M&E	03/14/23	Fred Gains	Dymas Pena
0101-23	Committee Medical CMSP (All); PPOC (All); Committee IEVS (All)	CalSAWS Applicant IEVS No File Received March 2023	CalSAWS M&E	03/17/23	John Pratt	N/A
0102-23	Committee CalWORKs CalFresh (All)	Scheduled Downtime Notification	CalSAWS M&E	03/17/23	Anand Kulkarni	Pete Quijada
0104-23	PPOCs (Contra Costa, Tulare, Santa Clara); Regional Managers (R1, R4)	CA-250200 List of Cases with Advanced RE Due Months fixed by DCR	CalSAWS M&E	03/17/23	Caroline Bui	Caroline Bui
0105-23	PPOCs (All); Consortium Regional Managers (All); Committee Medical CMSP (All)	Continuous Coverage Unwinding-Medi-Cal Renewal Packet Insert	CalSAWS M&E	03/16/23	Sarah Rich	N/A

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

Period: March 13, 2023 to March 26, 2022

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0106-23	Consortium Regional Managers (All); PPOCs (All); Committee IEVS (All)	CA-257824 Updated Job Aid Self-Service Portal (SSP)- e-Applications	CalSAWS M&E	03/17/23	Adelaide Mendoza	Maggie Orozco-Vega
0109-23	PPOCs (All); Consortium Regional Managers (All); Committee Self Service Portal (All), Committee Training (All)	INC0083515 List of CF Cases that were not Processed in CalWIN	CalSAWS M&E	03/17/23	Nina Butler	Laura Ould
0110-23	PPOCs (Contra Costa, Santa Clara, Tulare); Consortium Regional Managers (R1,R4)	CA-255586- DRAFT Job Aid for Community-Based Organization ROI for BenefitsCal	CalSAWS M&E	03/20/23	Dymas Pena	N/A
0111-23	PPOCs (All); Consortium Regional Managers (All); Committee Medical CMSP (All)	List for SCR CA-209184 of Non-MAGI Individuals that are Potentially Eligible to the Working Disabled Program	CalSAWS M&E	03/20/23	Caroline Bui	Laura Ould
0113-23	PPOCs (All); Consortium Regional Managers (All); Committee Self Service Portal (All)	INC0084515 List of Discontinued Foster Care Cases Converted as Active in CalWIN	CalSAWS M&E	03/21/23	Dymas Pena	Maggie Orozco-Vega

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

Period: March 13, 2023 to March 26, 2022

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0100-23	PPOCs (ContraCost a, Santa Clara, Tulare); Consortium Regional Managers (R1, R4)	Appointment Scheduling and Wave 3 Cutover Activities	CalSAWS M&E	03/222/23	Nina Butler	Laura Ould

Table 2.4-1 – CITs

The following tables outline the CalSAWS Requests for Information (CRFIs) for the reporting period.

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
23-042	PPOCs (Ventura, Santa Barbara, Orange); Regional Managers (R5)	Wave 3 - Request for Counties to Identify Point of Contact for CBO Support	CalSAWS M&E	03/13/23	03/27/23
23-045	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers; IPOCs (Wave 4); TPOCs (Wave 4)	CalWIN Wave 2 Pre-Migration Regression Testing	CalSAWS M&E	03/15/23	04/10/23

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	5
Completed	2
Duplicate	0
In Review	0
Withdrawn	0
Total	7

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

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

Period: March 13, 2023 to March 26, 2022

➤ **New / Assigned**

- CSPM-64972: SIRFRA 1250 - ISO Standards
- CSPM-65178: SCERFRA 23-524 - ebEDGE Mobile Application
- CSPM-65251: SCERFRA 23-525 - SB 435 - State Agencies: Collection of Demographic Data
- CSPM-65252: SCERFRA 23-526 - AB 435 - Public Social Services: Automated Application Process
- CSPM-65267: SCERFRA 23-528 - AB 843 - Electronic Benefits Transfer System
- CSPM-65278: 23-529 – SB-773 – CalWORKs Homeless Assistance

➤ **Completed**

- CSPM-64788: SCERFRA 23-514 - AB 991 - Public Social Services: Reporting and Verification
- CSPM-64789: SCERFRA 23-515 - CAPI Application Flow in CalSAWS/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 three (3) incidents in the bi-weekly reporting period.
- **Incidents Closed** – The BenefitsCal Tier 3 Team closed zero (0) incidents in the bi-weekly reporting period.

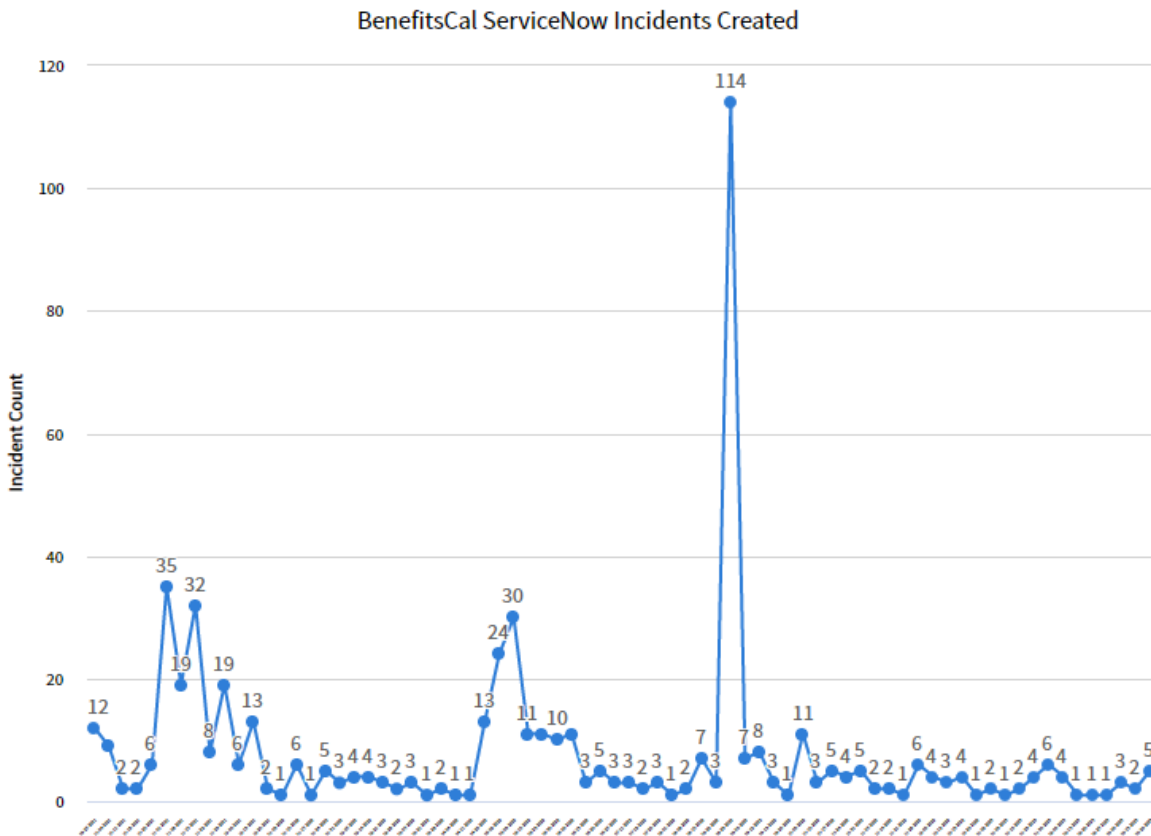
CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: March 13, 2023 to March 26, 2022

- **Incidents Triaged** – The BenefitsCal Tier 3 Team has triaged thirty-four (34) incidents in the bi-weekly reporting period.
- **Problems Created** – The BenefitsCal Tier 3 Team created two (2) problem ticket in the bi-weekly reporting period.
- **Problems Resolved** – The BenefitsCal Tier 3 Team resolved one (1) problem tickets in the bi-weekly reporting period.

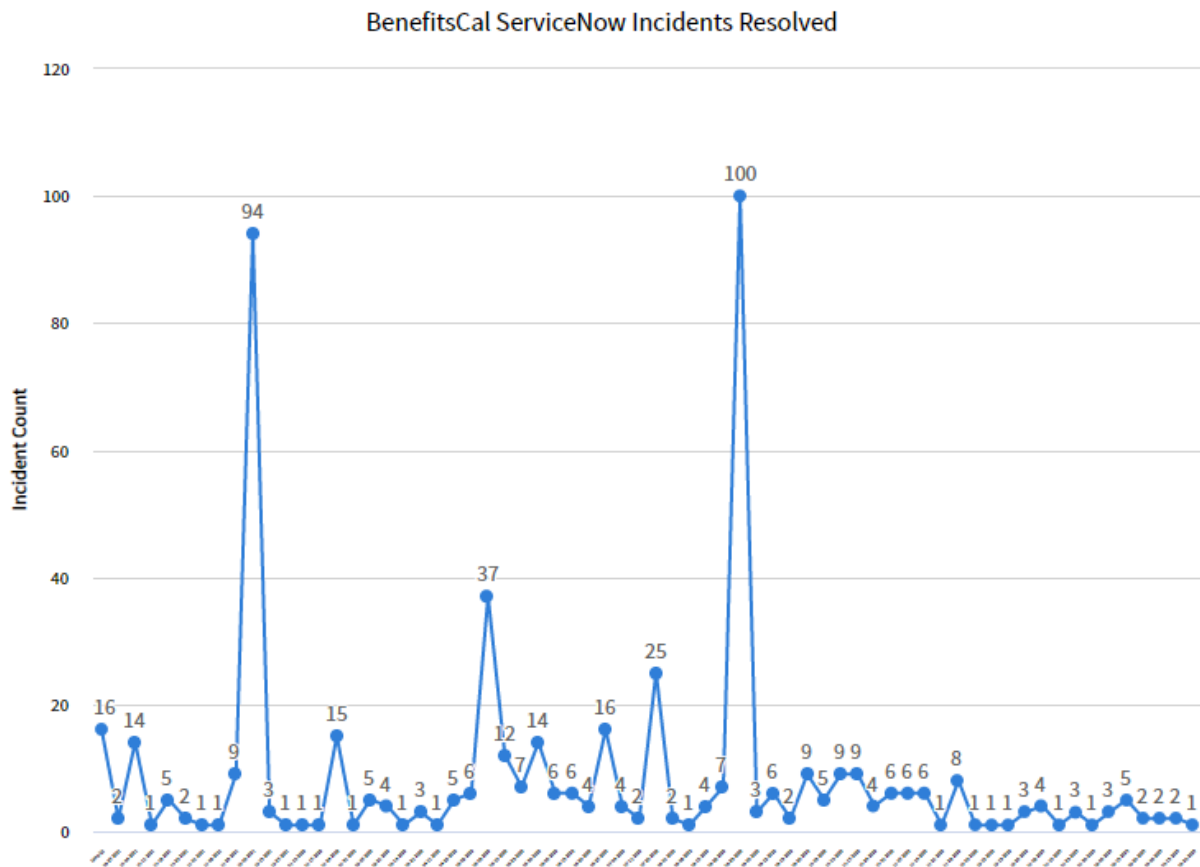
3.1.2 BenefitsCal Help Desk Metrics

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.



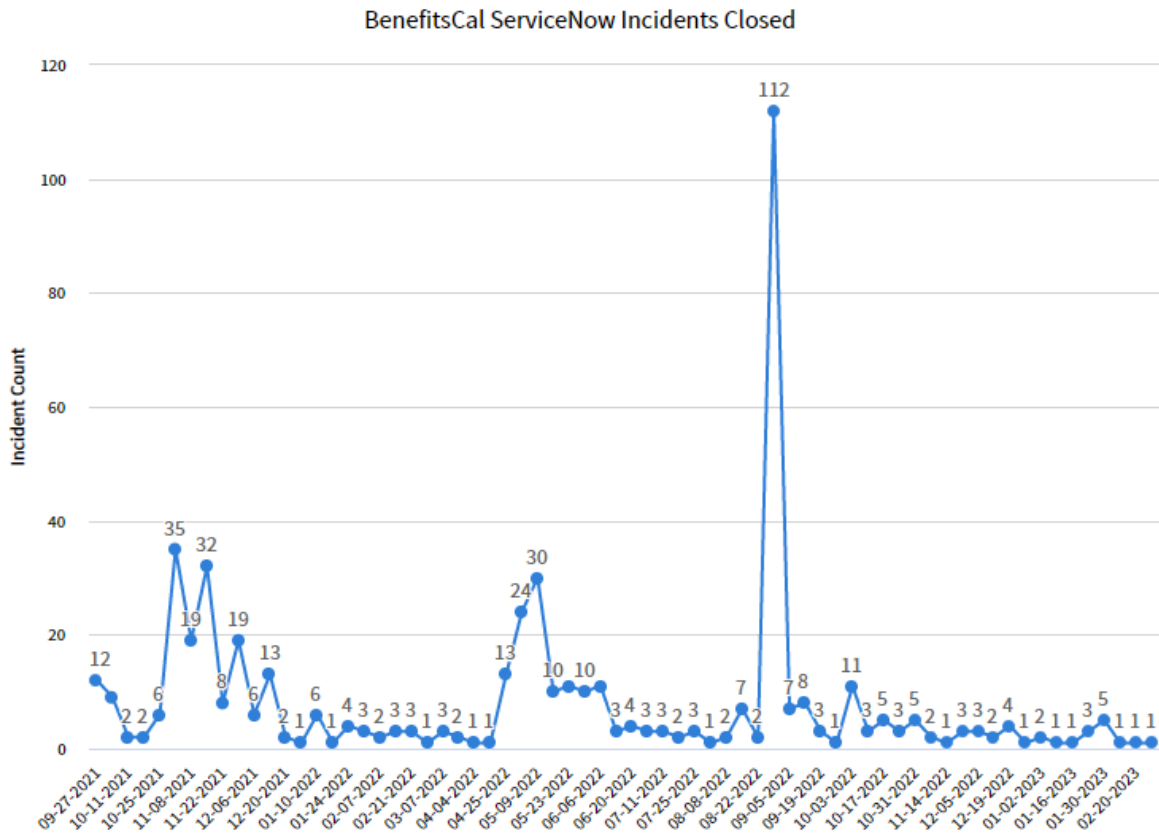
CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

Period: March 13, 2023 to March 26, 2022



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

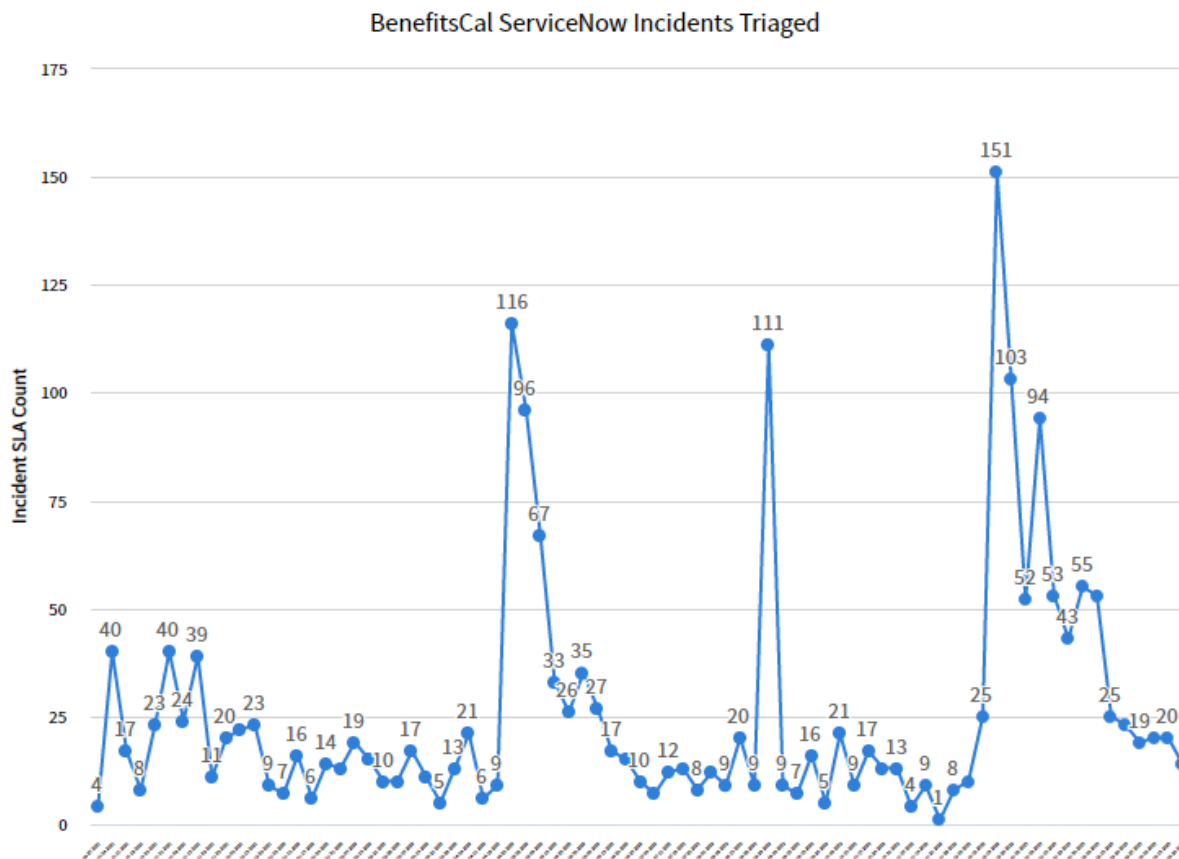
Period: March 13, 2023 to March 26, 2022



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: March 13, 2023 to March 26, 2022



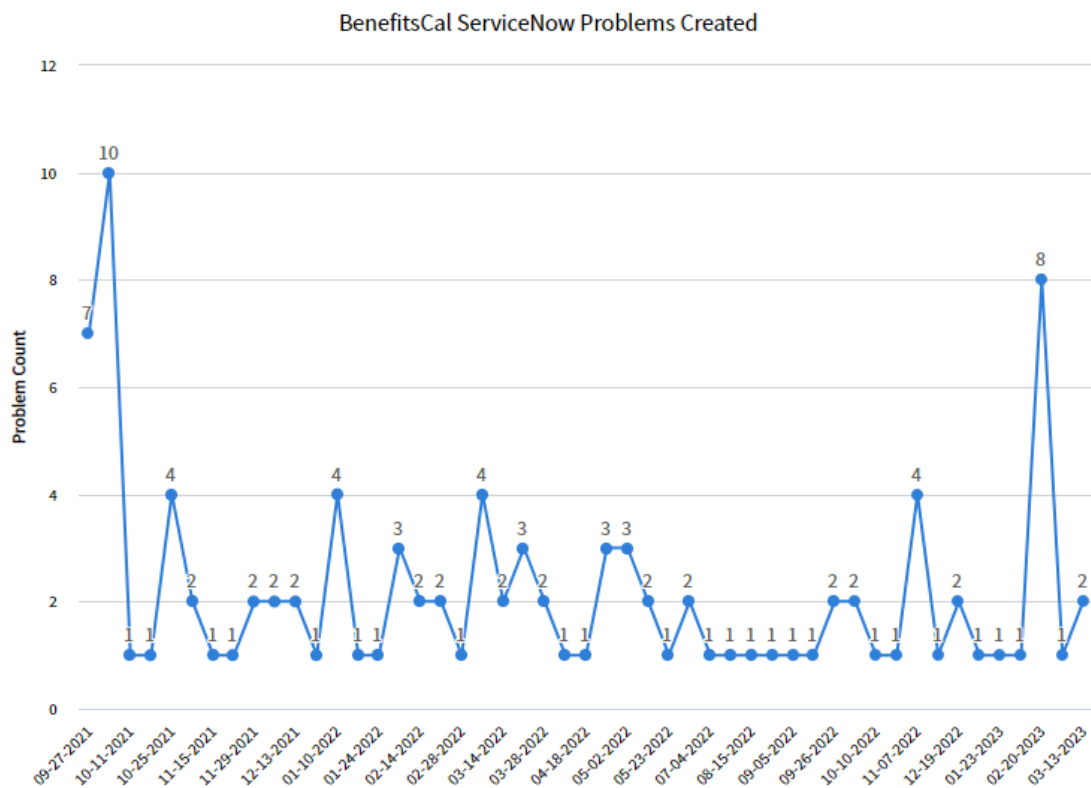
Note: The graphs represent the ServiceNow incidents associated to all 40 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

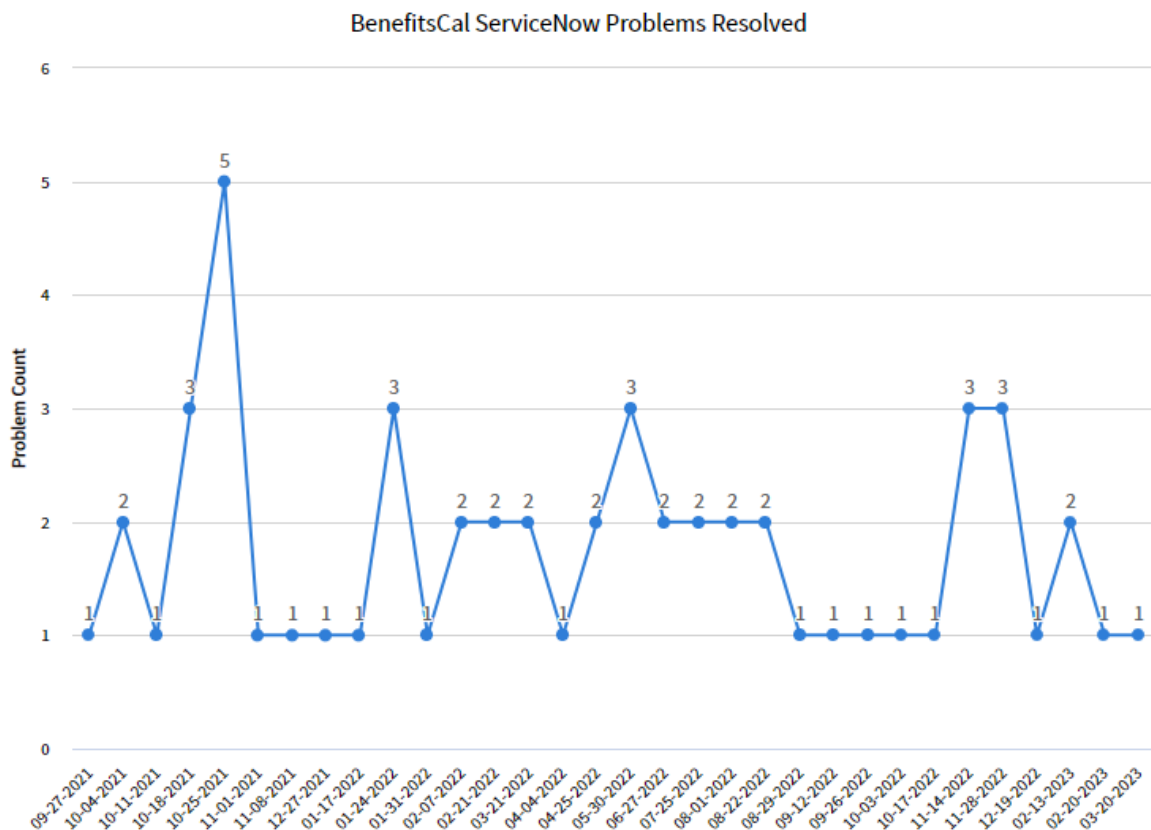
Period: March 13, 2023 to March 26, 2022

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: March 13, 2023 to March 26, 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: March 13, 2023 to March 26, 2022

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		4	0	0	0	0	0	0	4
On Hold		0	0	1	1	6	1	0	9
Resolved		0	1	0	1	0	0	0	2
Closed		0	0	29	238	68	54	1	390
Count		4	1	30	240	74	55	1	405

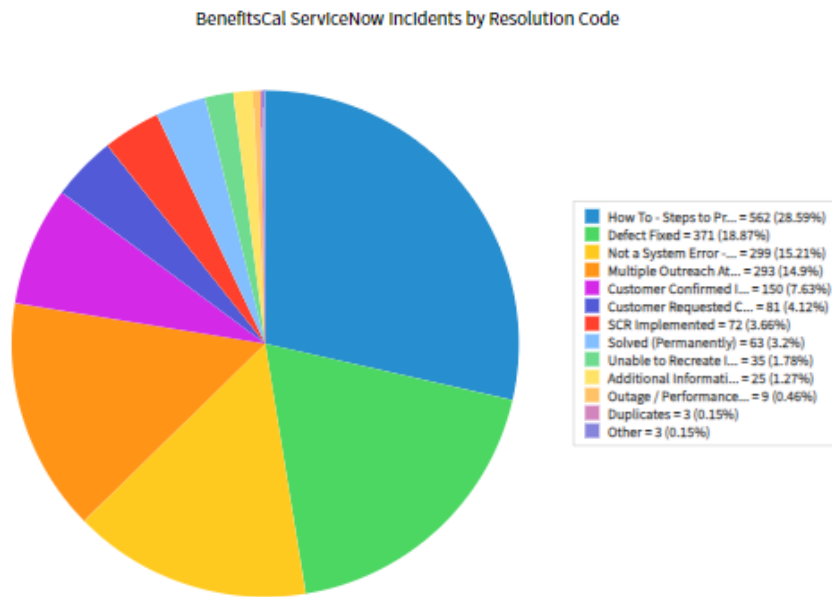
Aging "State" definitions:

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

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

Period: March 13, 2023 to March 26, 2022



Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	562	28.59%
Defect Fixed	371	18.87%
Not a System Error - With Explanation	299	15.21%
Multiple Outreach Attempts - No Response	293	14.9%
Customer Confirmed Issue is Resolved	150	7.63%
Customer Requested Closure	81	4.12%
SCR Implemented	72	3.66%
Solved (Permanently)	63	3.2%
Unable to Recreate Issue	35	1.78%
Additional Information Needed	25	1.27%
Outage / Performance Degradation	9	0.46%
Duplicates	3	0.15%
Other	3	0.15%
Total	1,966	100%

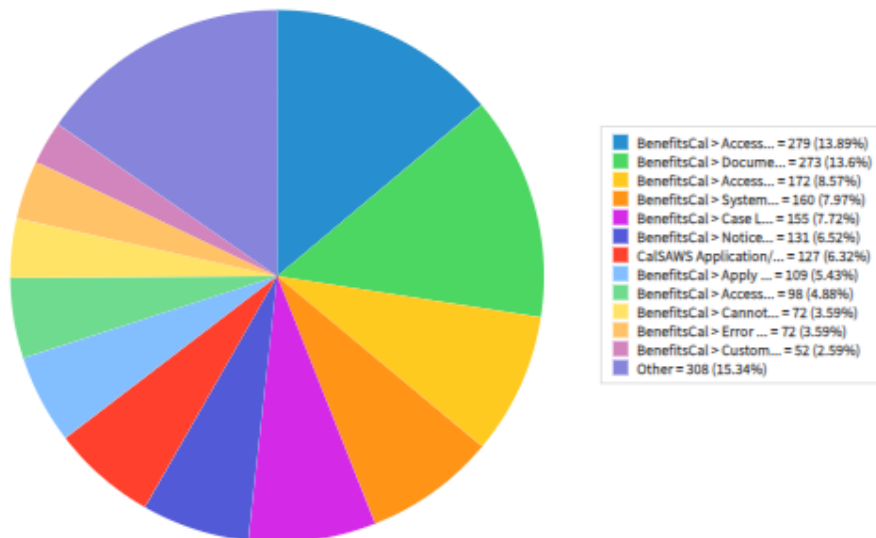
Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

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

Period: March 13, 2023 to March 26, 2022

BenefitsCal ServiceNow Incidents Created by Category



Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	279	13.89%
BenefitsCal > Document Upload	273	13.6%
BenefitsCal > Access Issue	172	8.57%
BenefitsCal > System/Technical Issue	160	7.97%
BenefitsCal > Case Link Request	155	7.72%
BenefitsCal > Notices/Documents/Images	131	6.52%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	127	6.32%
BenefitsCal > Apply for Benefits	109	5.43%
BenefitsCal > Access Issue > CBO	98	4.88%
BenefitsCal > Cannot View Case Information	72	3.59%
BenefitsCal > Error Message	72	3.59%
BenefitsCal > Customer Dashboard	52	2.59%
Other	308	15.34%
Total	2,008	100%

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: March 13, 2023 to March 26, 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

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
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 - 03/13/2023 09:16 AM	Sierra County users at the Downieville site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
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 - 03/13/2023 10:00 AM	Mono County users at the Coleville 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, Weaverville and 6641 State Highway 3, Hayfork sites may not	3/10/2023 7:30 AM - 3/14/2023 11:30 AM	Trinity County users may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS

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

Period: March 13, 2023 to March 26, 2022

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
	be able to access CalSAWS and associated systems due to a power outage.				

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

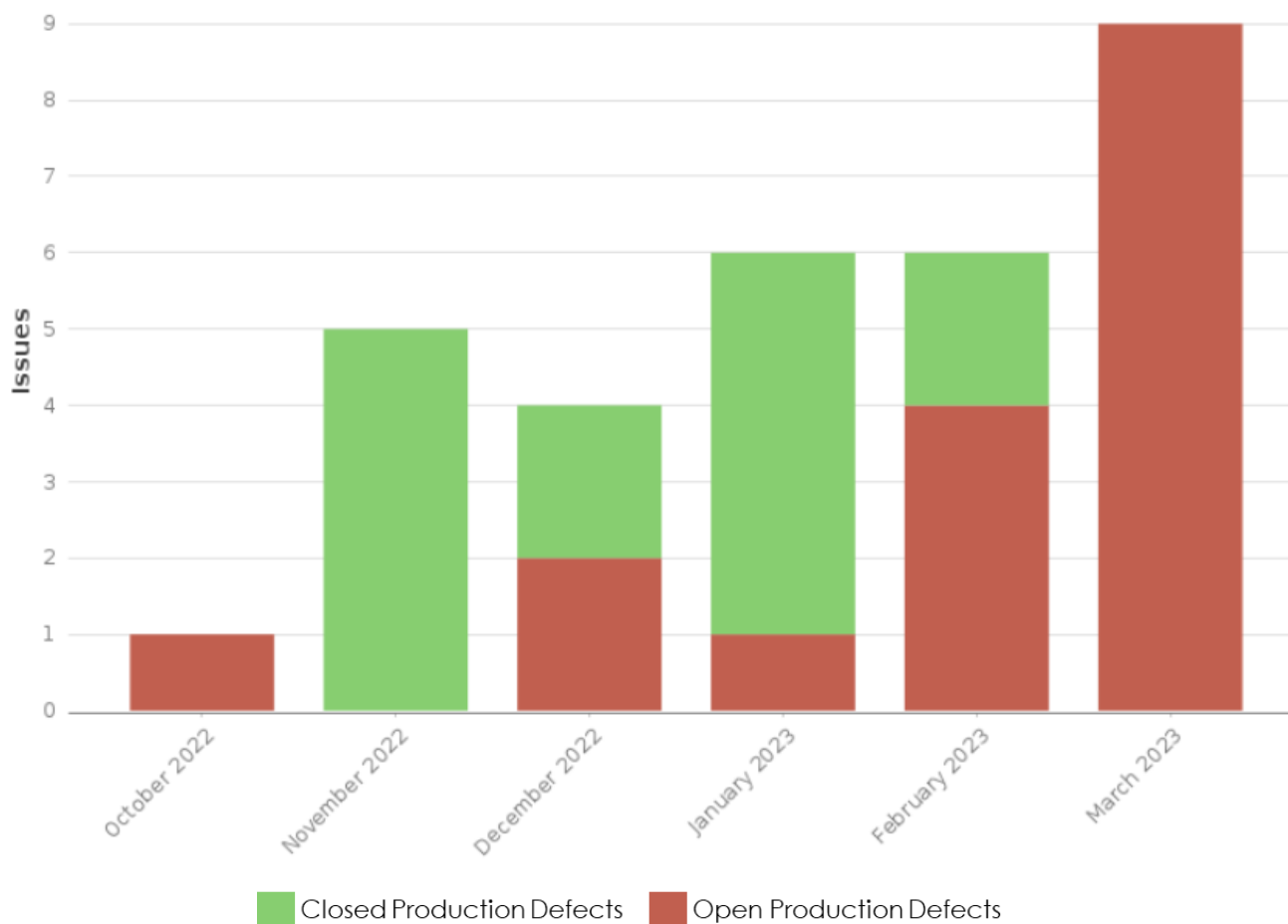


Figure 3.4-1 – Production Defects Backlog Monthly Trend

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

Period: March 13, 2023 to March 26, 2022

3.4.1 Release Schedule Production Defect Fix

Severity	Release 23.03.30	23.04.18	Total
2-Normal/Medium	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
3-Normal/Low	11	6	17
New	0	0	0
In Progress	11	6	17
Closed	0	0	0
4-Cosmetic	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
Total	11	6	17

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

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** – None for the reporting period.
- **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	Eleven (11) production defects and nine (9) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
23.04.18 – Monthly	04/18/23	Six (6) production defects and twenty-two (22) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
23.04.24 – Priority	04/24/23	One (1) enhancement are planned for Wave 3 CalWIN County go live.

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.
- Continued working on the enhancements for March and April releases.
- Continued working on the Continuous Coverage Unwind enhancements targeted for the March 2023 and April 2023 releases.
- Continued working on the YouTube videos enhancements for the April release.
- Conducted a Design Review during the UCD Monthly Meeting with State and Advocate partners to discuss BenefitsCal enhancements related to the Medi-Cal Continuous Coverage Unwinding on 03/16/23.
- Continue providing functional and design support for ROI and enhancements development.
- Continue incorporating Advocate/CBO suggestions and finalize designs of the Continuous Coverage Unwind enhancements targeted for the April 2023 releases
- Continue working on the YouTube videos enhancements for the April release.
- Continue working on the April 2023 release enhancements.
- Continue pre-work on of the BenefitsCal chatbot enhancement targeted for May 2023.
- Prepare for Release of Information (ROI) Demo to CCCV counties and project test team on 04/03/23

➤ Release 23.03.30 Development

- Continued providing SIT and Independent Test support on the nine (9) planned enhancements.

➤ Release 23.04.18 Development

- Began development effort on the 22 planned enhancements.

▶ Release 23.04.24 Development

- Provided SIT and Independent Test support for the Wave 3 enhancement.

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

Release	Release Date	Summary
23.03.30	03/30/23	Continued SIT and Independent Test Support on 9 enhancements
23.04.18	04/18/23	Began development effort for 22 enhancements
23.04.23	04/24/23	Provided SIT and Independent Test support for the Wave 3 enhancement

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 03/24/22 – Functional (Cycle 1)	92%
Release 23.05.25 Pass of Executed Target as of 03/24/22 – Functional (Cycle 2)	94%
Release 23.05.25 Pass of Executed Target as of 03/24/22 – Non-Functional	99%

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

4.4.2 Automated Regression Test (ART) Coverage

- 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 23.05.30.

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.