

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

Reporting Period: March 27, 2023 to April 9, 2023

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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 23.03.30 on 03/30/23
3.5.1	BenefitsCal Emergency Release 23.04.07 on 04/07/23
4.2	Upcoming BenefitsCal Monthly Release 23.04.18 on 04/18/23
4.2	Upcoming BenefitsCal Priority 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 eleven (11) active Production defects.
Incidents		There are nine (9) 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** – The BenefitsCal Team successfully deployed BenefitsCal Emergency Release 23.04.07 to BenefitsCal Production.
- **Monthly/Major Release** – The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 23.03.30 to BenefitsCal Production.







Planned Outages

- Thursday, 03/30/23 from 8:00 pm to 9:30 pm PST
 - BenefitsCal Monthly Release 23.03.30

Note: There was no down time for BenefitsCal Emergency Release 23.04.07.

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Name	Team	Status ^[1]	Status
WP 24.17	CX Report – Feb/March 2023	UCD		DWP submission 04/10/23 FWP submission 04/20/23 FWP approval 04/27/23
WP 25.14	Monthly M&O Report – March 2023	M&O		DWP submission 04/07/23 FWP submission 04/19/23 FWP approval 04/26/23
WP 26.04	BOM Review and License Renewals	DevOps		FWP submission 04/07/23 FWP approval 04/18/23
WP 27.04	Certificate Review	DevOps		FWP submission 04/07/23 FWP approval 04/18/23
WP 28.12	BenefitsCal Work Plan Monthly Updates – March 2023	PMO		FWP submission 04/05/23 FWP approval 04/13/23
WP 29.12	BenefitsCal Monthly Status Report – March 2023	PMO		FWP submission 04/05/23 FWP approval 04/13/23

^[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:**
 - FWP 28.11: BenefitsCal Work Plan Monthly Updates – March 2023 on 04/05/23.
 - FWP 29.11: BenefitsCal Monthly Status Report – March 2023 on 04/05/23.

2.3 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next week:**
 - DWP 24.17: CX Report – Feb/March 2023 on 04/10/23.
 - DWP 25.13: Monthly M&O Report – March 2023 on 04/10/23.

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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

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

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
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	6
Completed	5
Duplicate	0
In Review	0
Withdrawn	0
Total	11

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

- **New / Assigned**
 - CSPM-65294: SCERFRA 23-532 – AB 1344 – Surviving Child Benefits
 - CSPM-65295: SCERFRA 23-533 – AB 1163 – State Forms: Gender Identity
 - CSPM-65315: SCERFRA 23-537 – AB 310 - CalWORKs
 - CSPM-65364: SCERFRA 23-538 – SB 36 – Out-of-state Criminal Charges: Prosecution Related to Abortion and Gender-Affirming Care
 - CSPM-65293: SIRFRA 1254 – Cost analysis for AB 1163
 - CSPM-65314: SCERFRA 23-536 – AB 1514 – Public Social Services: Student Eligibility
- **Completed**
 - CSPM-65178: SCERFRA 23-524 – ebtEDGE 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

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

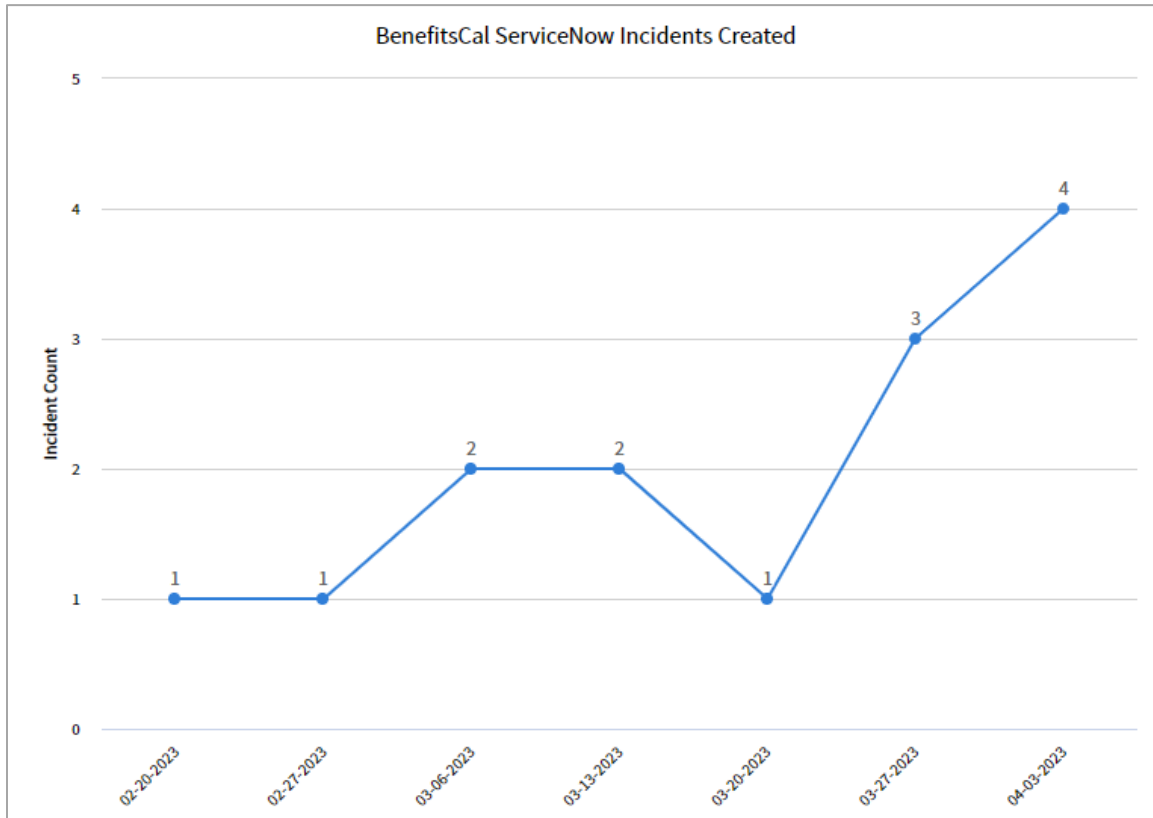
- **Incidents Created**
 - Seven (7) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved four (4) incidents in the bi-weekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed zero (0) incidents in the bi-weekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged fifty-eight (58) 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 two (2) problem tickets in the bi-weekly reporting period.

3.1.2 BenefitsCal Help Desk Metrics

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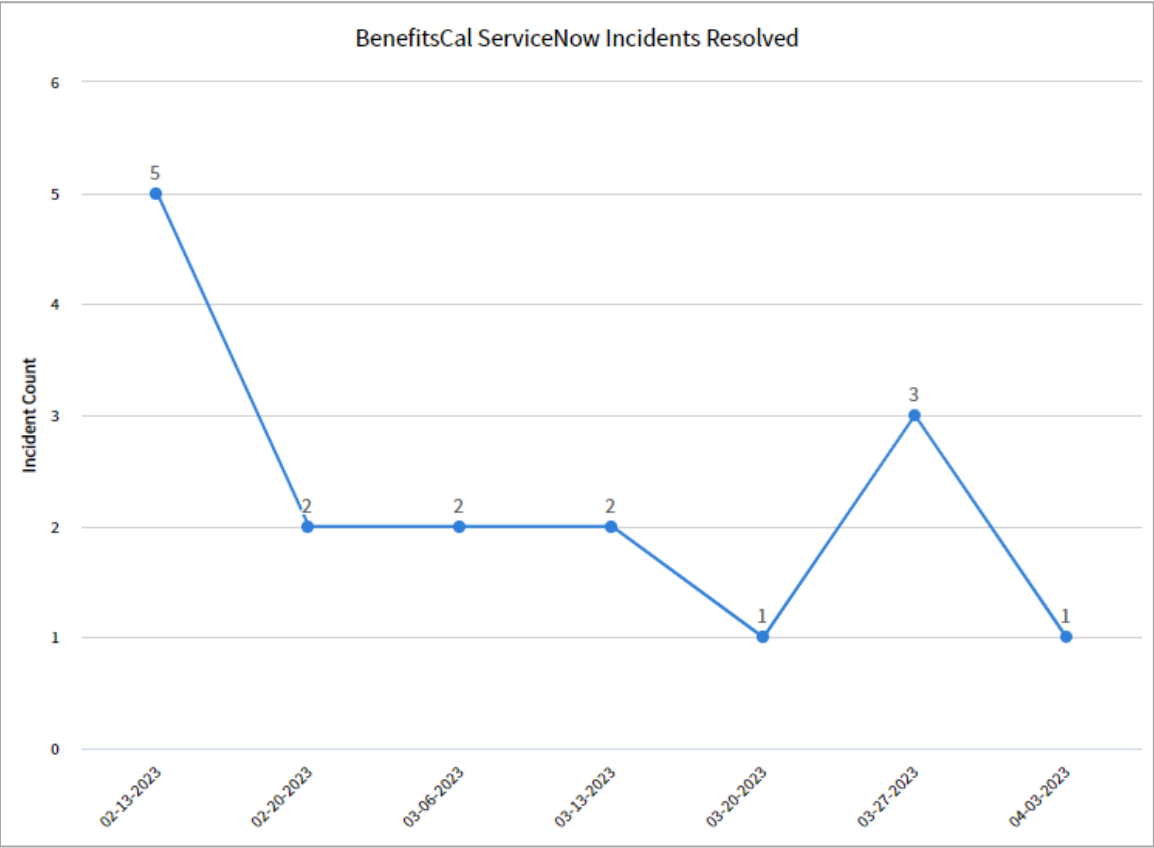
Period: March 27, 2023 to April 9, 2023

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.



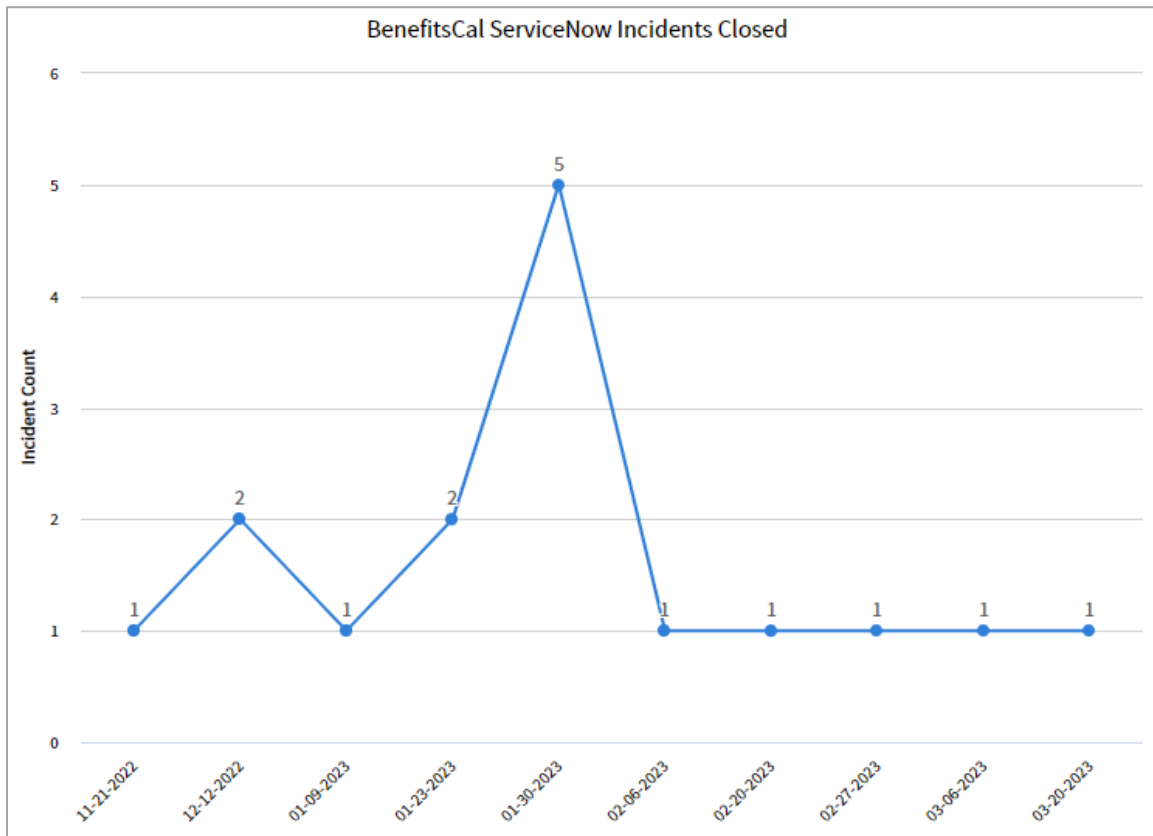
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CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

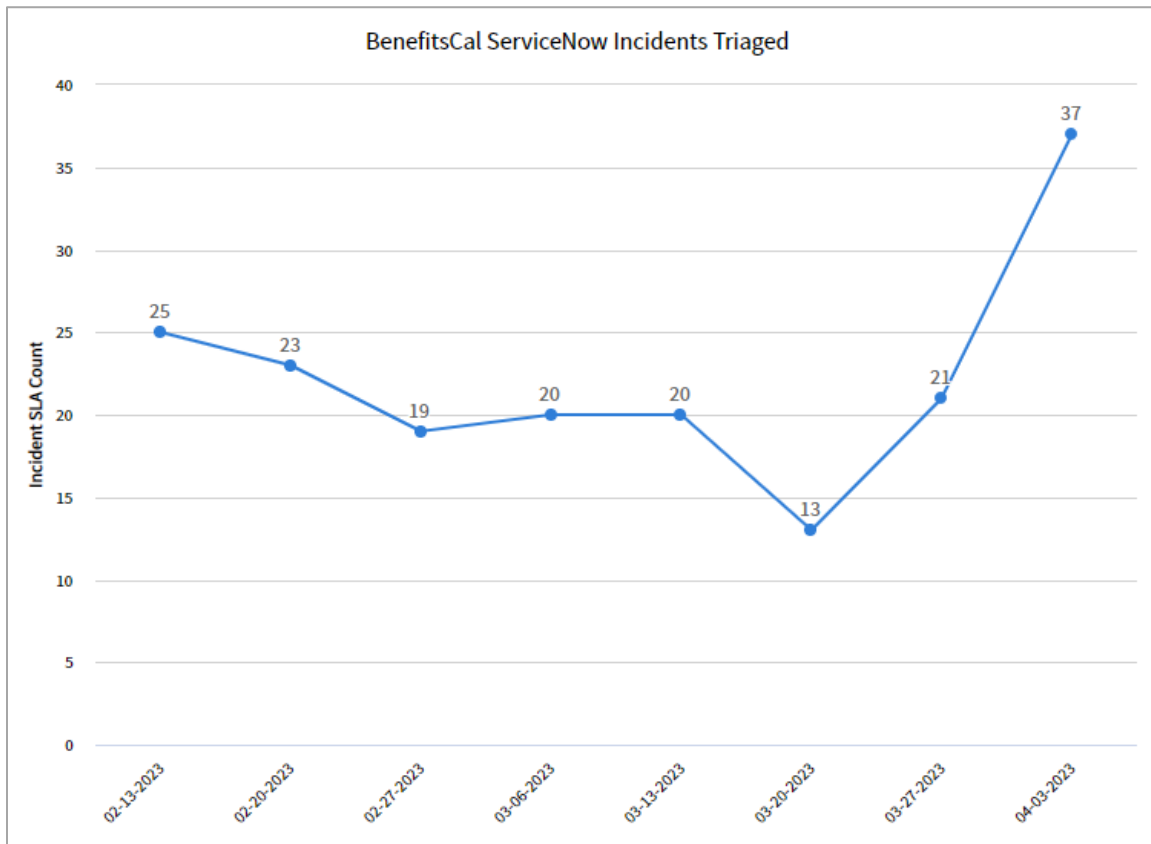
Period: March 27, 2023 to April 9, 2023



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

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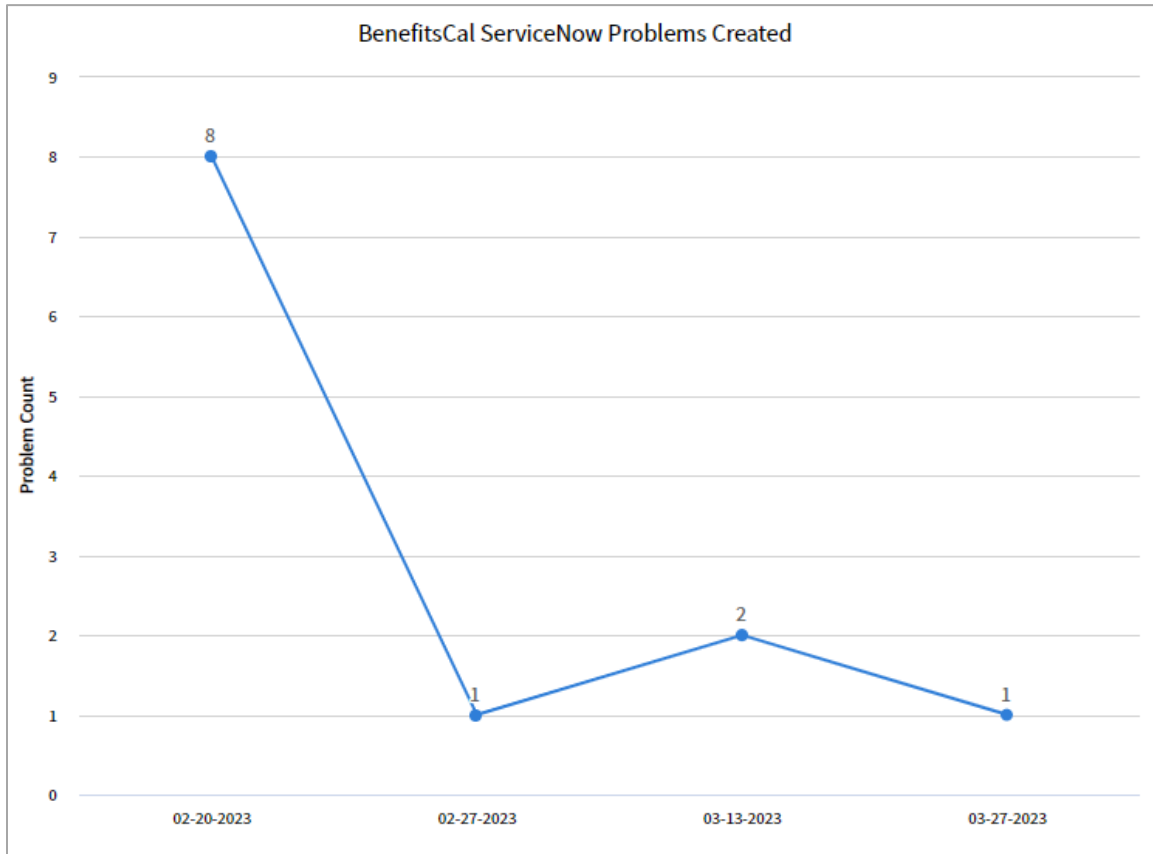
Note: The graphs represent the ServiceNow incidents associated to all 45 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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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 45 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

	Aging Category	1-5 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
State								
New		4	0	0	0	0	0	4
On Hold		0	1	1	0	3	0	5
Resolved		0	1	0	1	2	0	4
Closed		0	30	239	68	54	1	392
Count		4	32	240	69	59	1	405

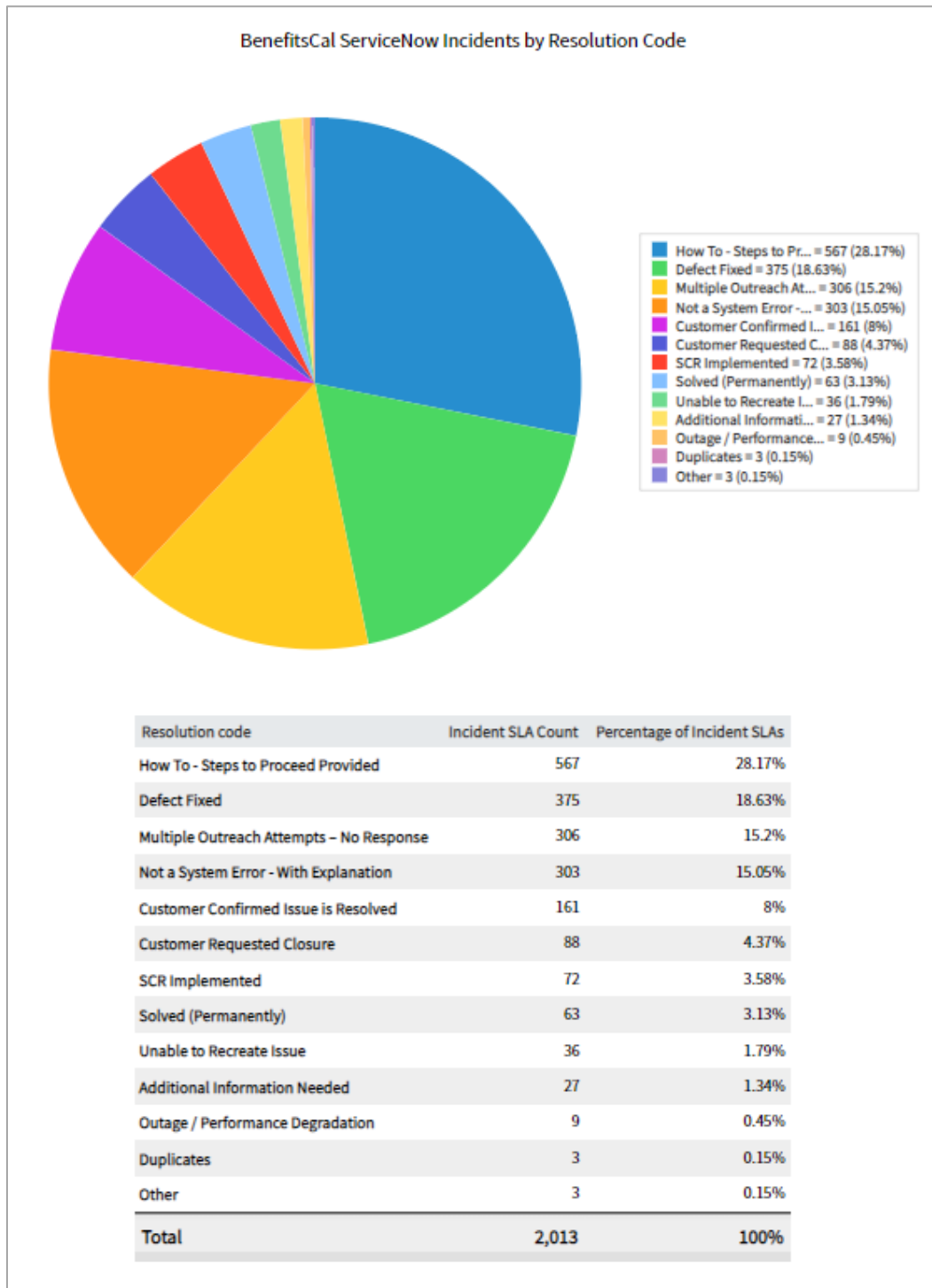
Aging "State" definitions:

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

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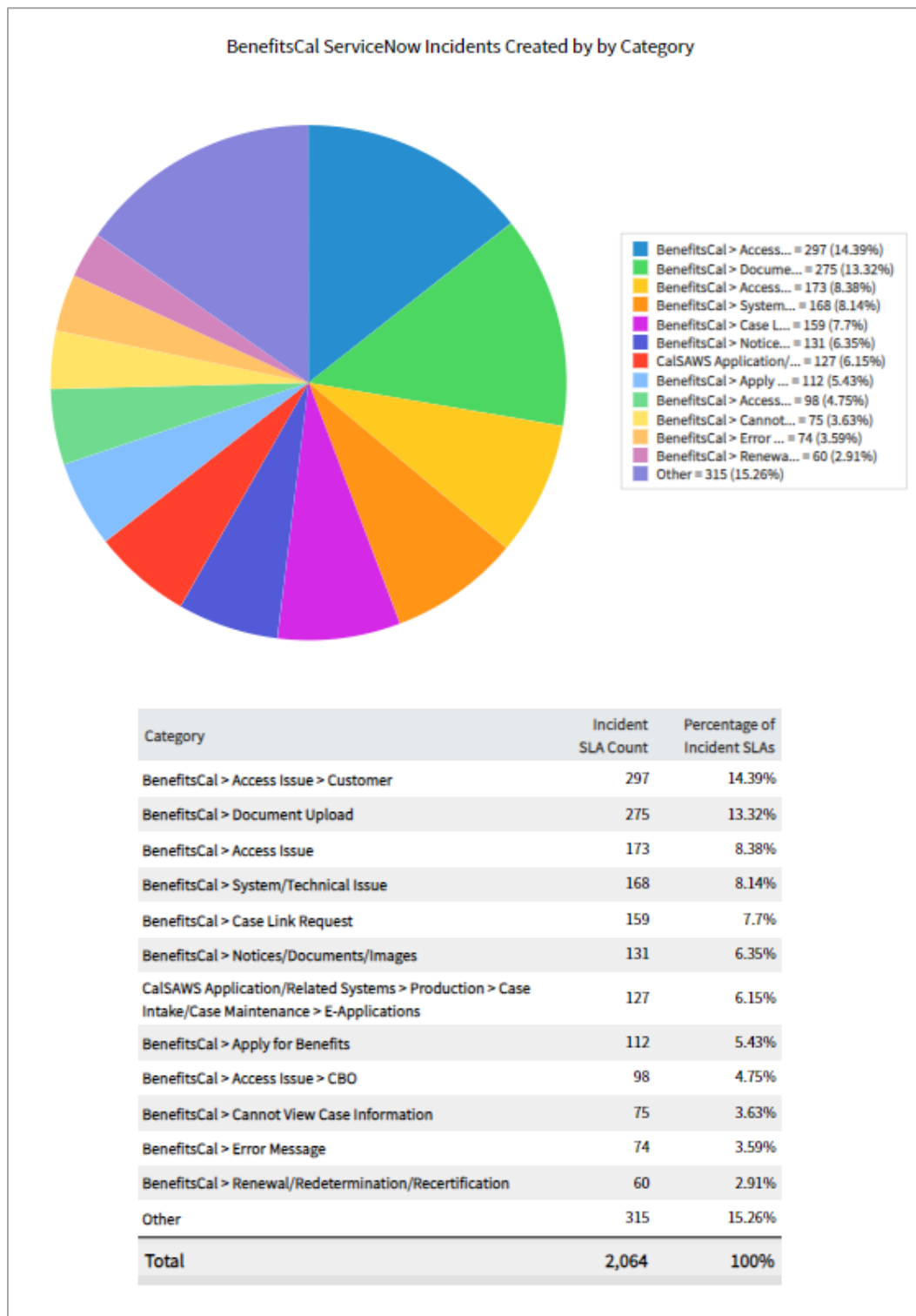


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

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
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 – 03/13/23 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 – 03/13/23 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 be able to access CalSAWS and associated systems due to a power outage.	03/10/23 7:30 am – 03/14/23 11:30 am	Trinity County users 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.

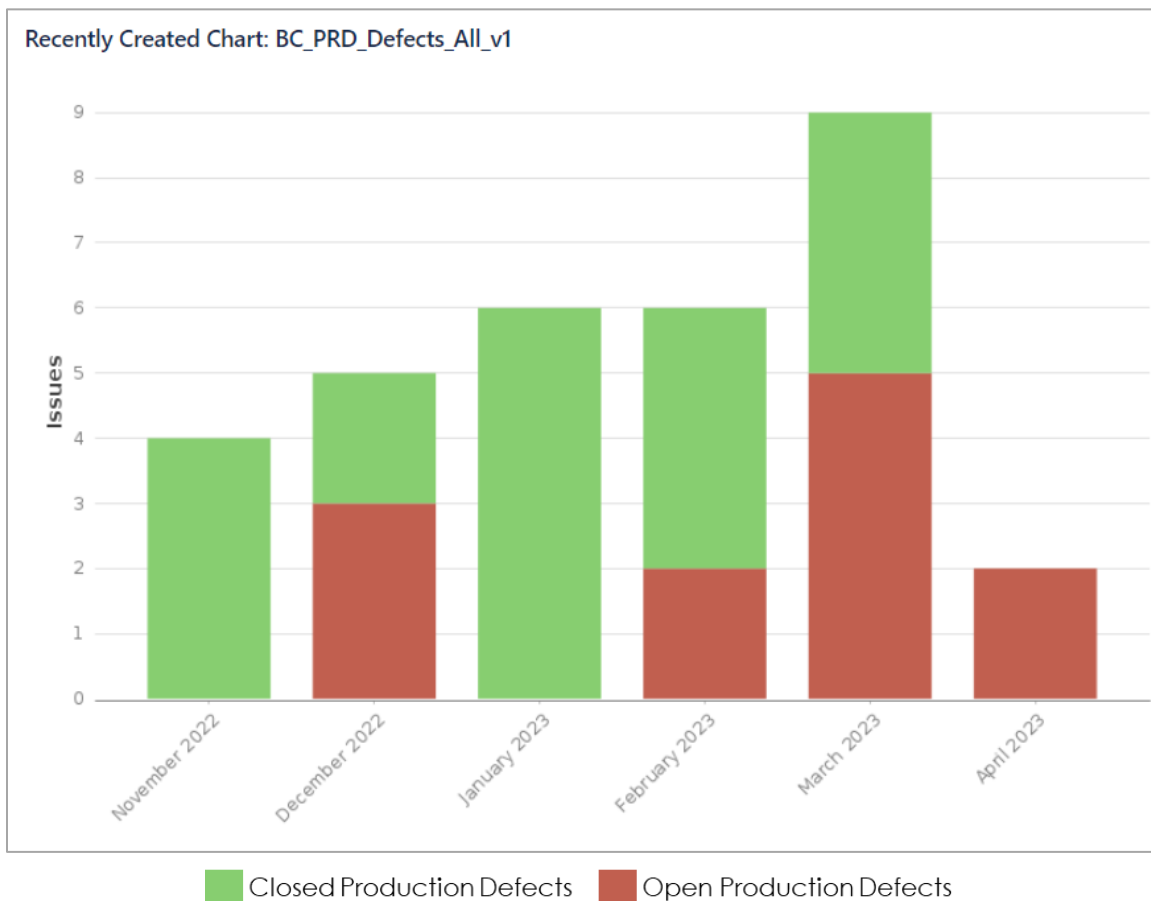


Figure 3.4-1 – Production Defects Backlog Monthly Trend

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3.4.1 Release Schedule Production Defect Fix

Severity	Release 23.04.18	TBD	Total
2-Normal/Medium	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
3-Normal/Low	8	2	10
New	0	0	0
In Progress	8	2	10
Closed	0	0	0
4-Cosmetic	0	1	1
New	0	0	0
In Progress	0	1	1
Closed	0	0	0
Total	8	3	11

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 Release 23.03.30 to the Consortium staff and QA Partners for review.	03/22/23	Production Operations
Sent the final Release Notes file for BenefitsCal Monthly Release 23.03.30 to the Communication Team to publish.	03/28/23	Production Operations
Sent the draft Release Notes file for BenefitsCal Emergency Release 23.04.07 to the Consortium staff and QA Partners for review.	04/07/23	Production Operations
Sent the final Release Notes file for BenefitsCal Emergency Release 23.04.07 to the Communication Team to publish.	04/07/23	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** – None for the reporting period.
- **BenefitsCal Emergency** – BenefitsCal Emergency Release 23.04.07 was successfully deployed on 04/07/23 to BenefitsCal Production. One (1) production defect for announcements was executed to production.

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 23.03.30 was successfully deployed on 03/30/23 to BenefitsCal Production. Eleven (11) production defects and nine (9) enhancements for User Error Handling, Exception Handling, and Application Summary were executed to production.

Release	Release Date	Summary
23.04.18 – Monthly	04/18/23	Eight (8) 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 4.1-1 – BenefitsCal Upcoming Releases

4.2 Application Development Status

- **Designs and Design Meetings**
 - Continued providing functional and design support for ROI and enhancements development.
 - Continued incorporating Advocate/CBO suggestions and finalizing designs for the Continuous Coverage Unwind enhancements targeted for the April 2023 releases.

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- Continued working on the YouTube video updates for the April release.
- Continued working on the April 2023 release enhancements.
- Prepared for the ROI Demo to Consortium County Validation (CCCV) counties and project test team scheduled for 04/03/23.
- Began work on the May 2023 release enhancements.
- Conducted demo of the Release of Information (ROI) to CCCV counties and project test team on April 3, 3-5 PM PST.
- Attended Self-Service Portal Committee to discuss requirement FN-105.1 on 04/03/23.
- Provided support to County Validation team for preparation of the County Validation for the May Release.
- **Release 23.03.30 Development**
 - Continued providing SIT and Independent Test support on the nine (9) planned enhancements.
 - Delivered planned enhancements to production
- **Release 23.04.18 Development**
 - Continued development effort on the 22 planned enhancements.
- ▶ **Release 23.04.24 Development**
 - Provided SIT and Independent Test support for the Wave 3 enhancement.
- ▶ **Release 23.05.25 Development**
 - Estimated 16 enhancements.

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

Release	Release Date	Summary
23.03.30	03/30/23	Delivered planned enhancements to production
23.04.18	04/18/23	Continued development effort for 22 enhancements
23.04.23	04/24/23	Provided SIT and Independent Test support for the Wave 3 enhancement
23.05.25	05/25/23	Estimated 16 enhancements

Table 4.2-1 – BenefitsCal Enhancements Development Status

4.3 Release Management

4.3.1 Release Test Summary

Release 23.05.25 Pass of Executed Target as of 03/24/22 – Functional (Cycle 1)	97%
Release 23.05.25 Pass of Executed Target as of 03/24/22 – Functional (Cycle 2)	95%
Release 23.05.25 Pass of Executed Target as of 03/24/22 – Non-Functional	100%

Table 4.3-1 – System Change Request (SCR) Test Status – Release 5.0

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4.3.2 Automated Regression Test (ART) Coverage

- Completed executing the Functional and Non-Functional Test Cases for ROI.
- Deployed March Release – 23.03.30 into PRD.
- Continued working on the bugs and enhancements planned for the April Release – 23.04.18.

Below are the automated regression scripts executed for regression in BenefitsCal for Release 23.03.30.

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 4.3-2 – 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.

4.4 Training Materials Update

- None for the reporting period.

4.5 Deviation from Plan/Adjustments

- None for the reporting period.