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

Reporting Period: April 10, 2023 to April 23, 2023

04/26/23

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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 **23.04.18** on **04/18/23**
3.5.1	BenefitsCal Priority Release **23.04.24** on **04/24/23**
4.2	Upcoming BenefitsCal Monthly Release **23.05.25** on **05/25/23**

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 seven (7) 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** – The BenefitsCal Team successfully deployed BenefitsCal Priority Release 23.04.24 to BenefitsCal Production.
➢ **Emergency Release** – None to report in this reporting period.
➢ **Monthly/Major Release** – The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 23.04.18 to BenefitsCal Production.

Planned Outages

➢ Tuesday, 04/18/23 from 8:00 pm to 9:30 pm PST
  o BenefitsCal Monthly Release 23.04.18
➢ Friday, 04/21/23 3:40 PM PST to Monday 04/24/23 5:30 am PST
  o BenefitsCal Priority Release 23.04.24

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 submitted 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 submitted 04/07/23 FWP submission 04/19/23 FWP approval 04/26/23
WP 26.04	BOM Review and License Renewals	DevOps	🟢	FWP submitted 04/07/23 FWP approval 04/18/23
WP 27.04	Certificate Review	DevOps	🟢	FWP submitted 04/07/23 FWP approval 04/18/23
WP 28.12	BenefitsCal Work Plan Monthly Updates – March 2023	PMO	🟡	FWP submitted 04/05/23 FWP approval 04/14/23
WP 29.12	BenefitsCal Monthly Status Report – March 2023	PMO	🟡	FWP submitted 04/05/23 FWP approval 04/14/23

[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:**
   o FWP 24.17: CX Report – Feb/March 2023 on 04/20/23.
   o FWP 25.14: Monthly M&O Report – March 2023 on 04/19/23.

2.3 Activities for the Next Reporting Period

➢ **Deliverable and Work Product submissions for next reporting period:**
   o FWP 28.13: BenefitsCal Work Plan Monthly Updates – April 2023 on 05/05/23.
   o FWP 29.13: BenefitsCal Monthly Status Report – April 2023 on 05/05/23.

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

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	2
Completed	2
Duplicate	0
In Review	0
Withdrawn	0
Total	**4**

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

> **New / Assigned**
> - CSPM-65622: SIRFRA 1245 – Impact of AB 991 on SAWS
> - CSPM-65621: SCERFRA 23-542 – AB 867 – Foster Youth
> **Completed**
> - CSPM-65523: SIRFRA 1247 Cost Analysis for SB 435
> - CSPM-65566: Expedite: SCERFRA 23-539 – CalFresh Eligibility Disqualifications for Certain Convicted Felons

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**
  - o 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**
  - o Completed the initial acceptance period and moved into Maintenance and Operations.

3.1 Service Management

3.1.1 Overview

- ➢ **Incidents Created**
  - o Five (5) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 Team.
- ➢ **Incidents Resolved**
  - o The BenefitsCal Tier 3 Team resolved four (4) incidents in the bi-weekly reporting period.
- ➢ **Incidents Closed**
  - o The BenefitsCal Tier 3 Team closed four (4) incidents in the bi-weekly reporting period.
- ➢ **Incidents Triaged**
  - o The BenefitsCal Tier 3 Team has triaged sixty-two (62) incidents in the bi-weekly reporting period.
- ➢ **Problems Created**
  - o The BenefitsCal Tier 3 Team created two (2) problem ticket in the bi-weekly reporting period.
- ➢ **Problems Resolved**
  - o The BenefitsCal Tier 3 Team resolved two (2) 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.
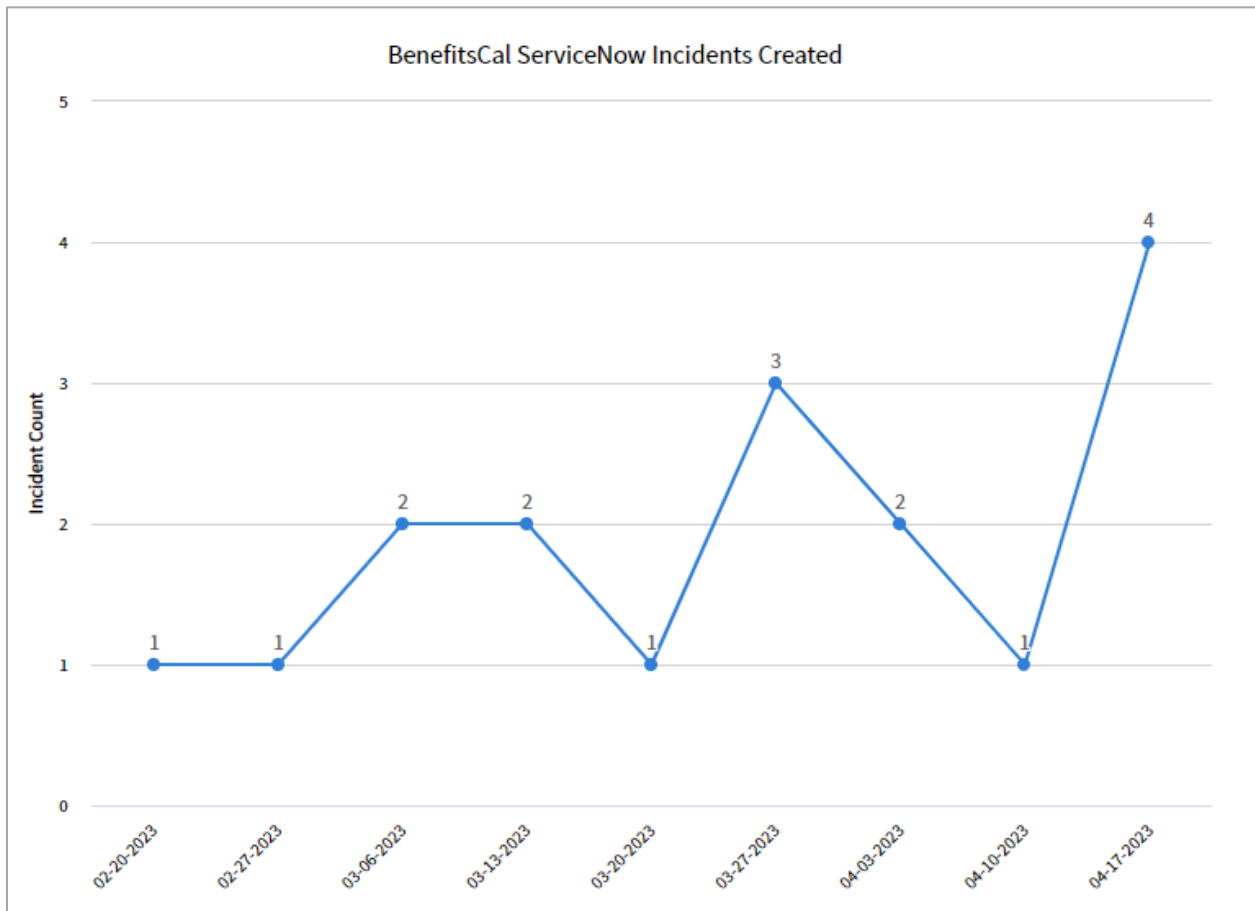
BenefitsCal ServiceNow Incidents Resolved
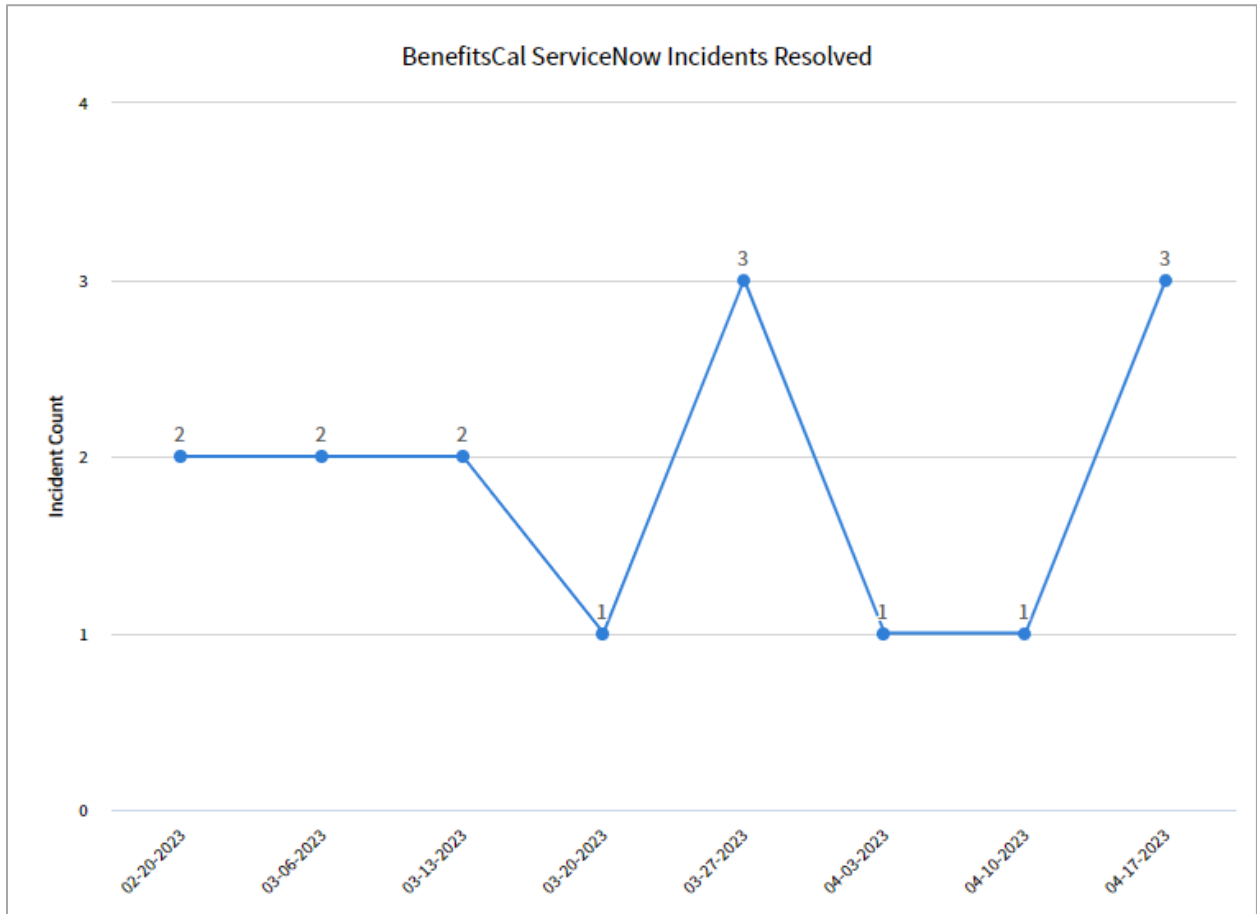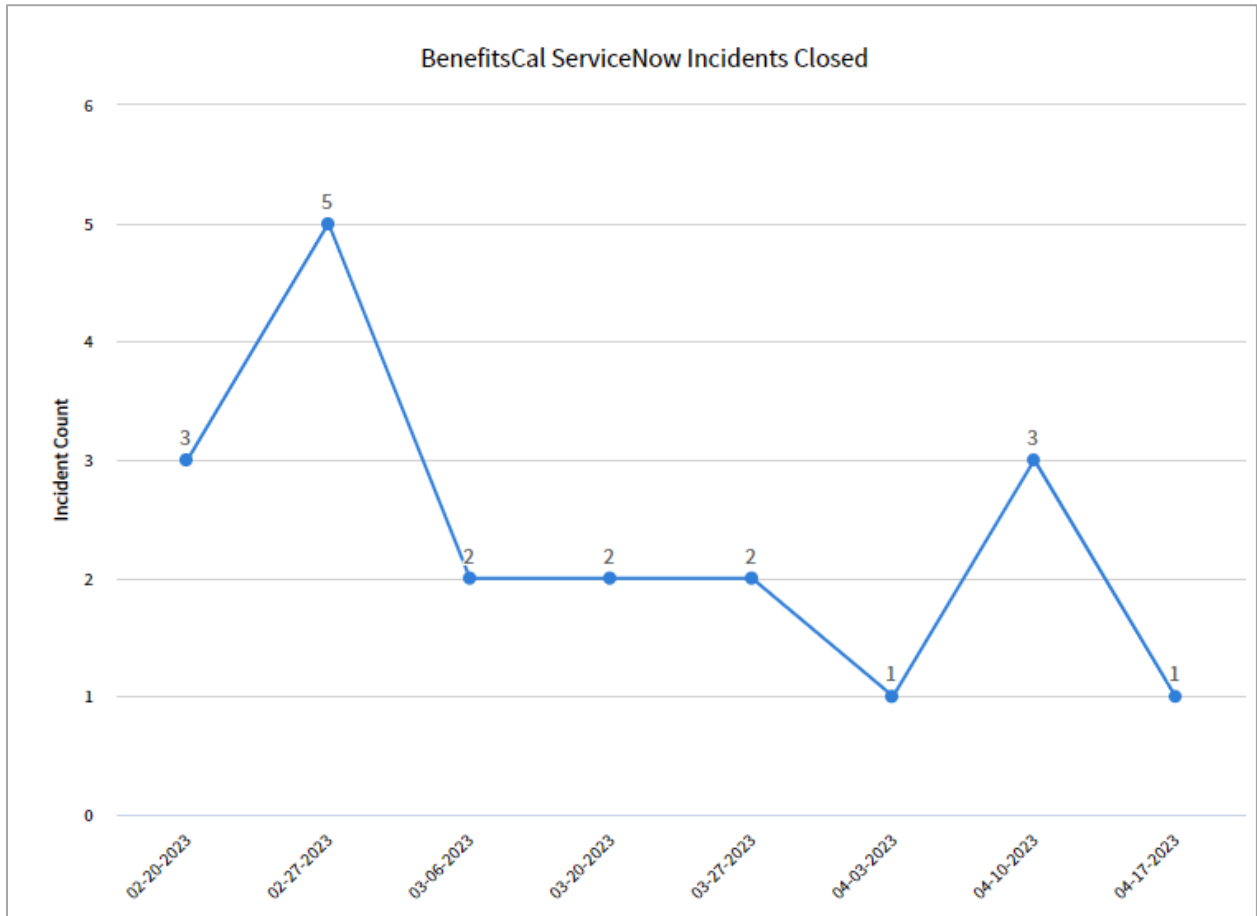
Note: *The BenefitsCal Tier 3 team closed zero (0) incidents in the bi-weekly reporting period.*
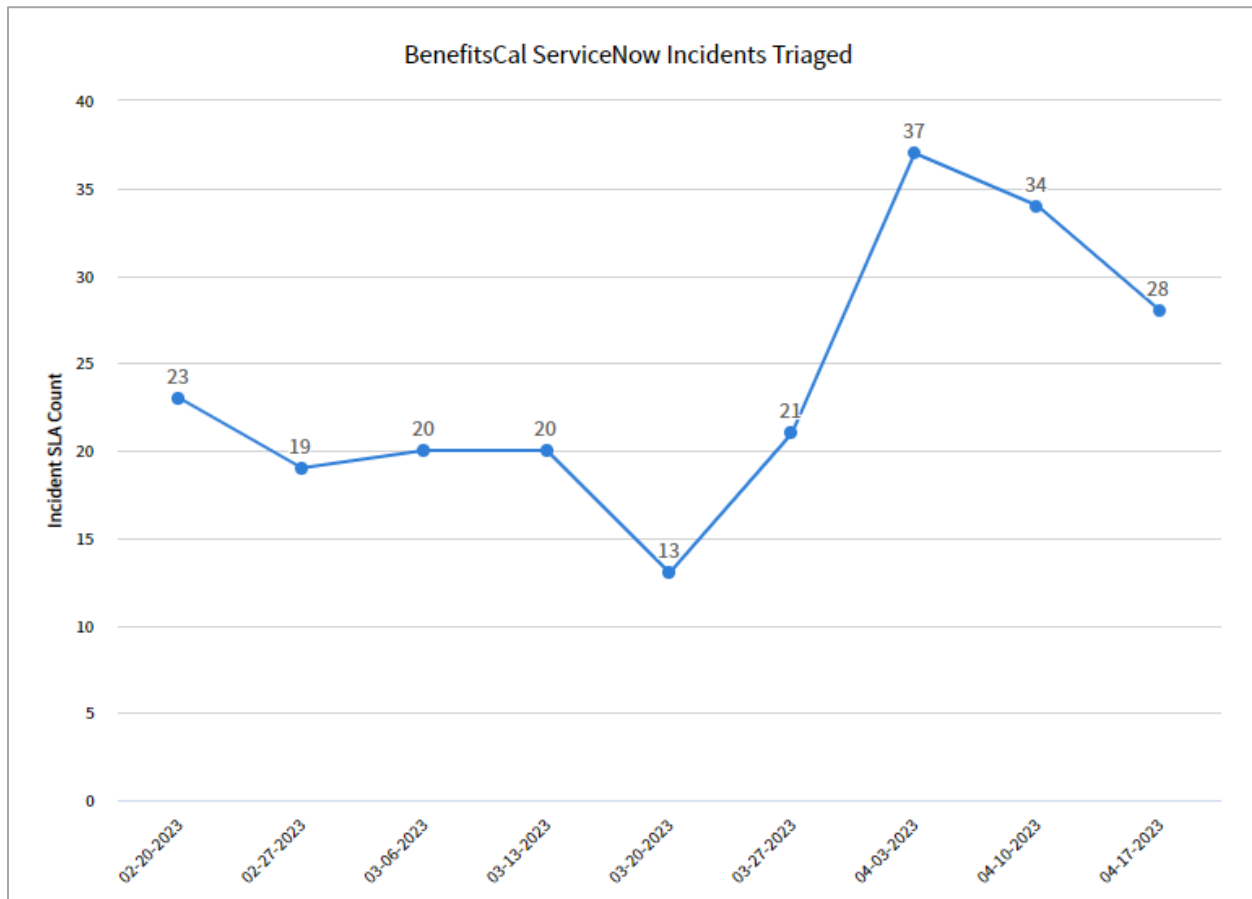
Note: *The graphs represent the ServiceNow incidents associated to all 45 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."*

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

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.
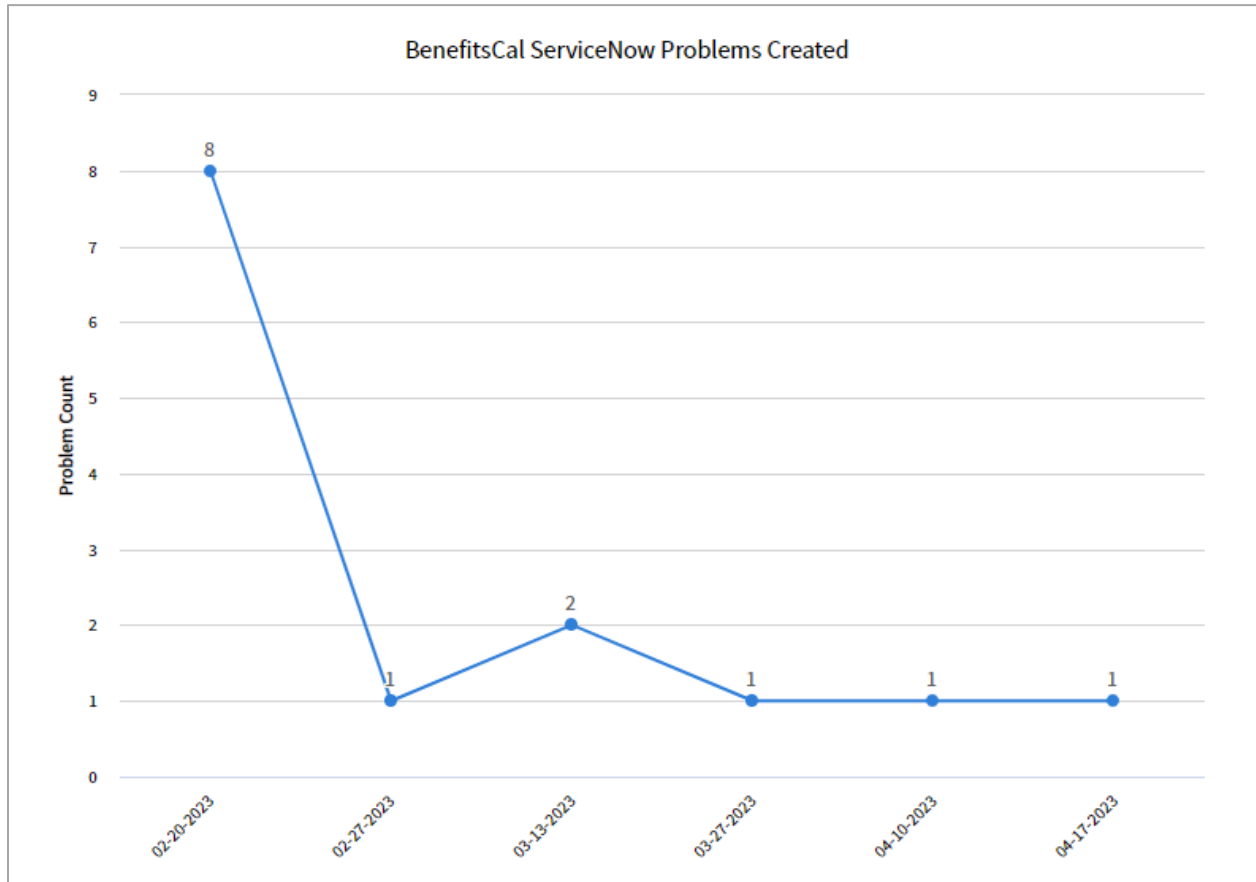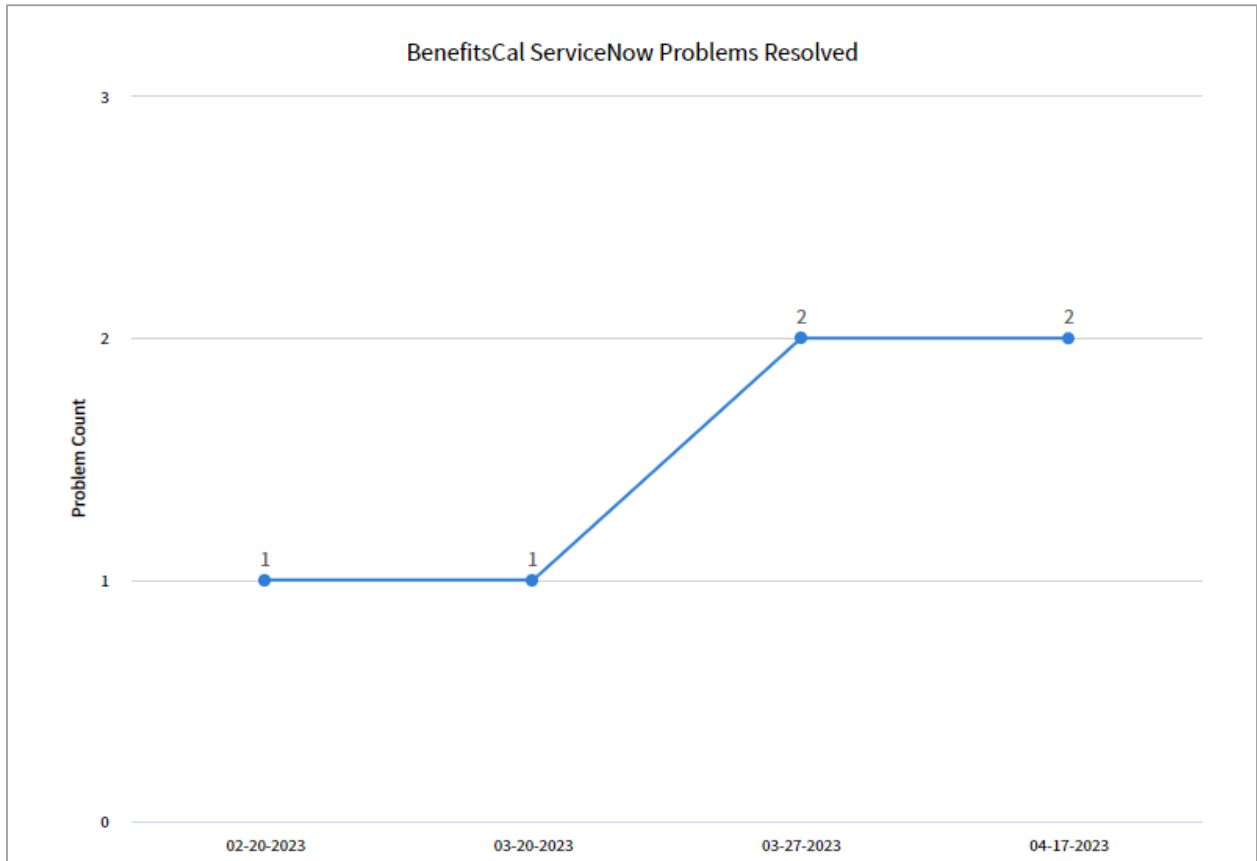
Note: The graphs represent the ServiceNow problems associated to 45 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.

Figures 3.1-4 and 3.1-5 – BenefitsCal ServiceNow Problems

BenefitsCal ServiceNow Incidents by State and Age

State \ Aging Category	1-5 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New	3	0	0	0	0	0	3
On Hold	1	1	3	0	1	0	6
Resolved	0	0	0	1	2	0	3
Closed	0	30	240	69	56	1	396
Count	4	31	243	70	59	1	408

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

BenefitsCal ServiceNow Incidents by Resolution Code

Legend:
- How To - Steps to Pr... = 573 (27.63%)
- Defect Fixed = 380 (18.32%)
- Multiple Outreach At... = 331 (15.96%)
- Not a System Error -... = 306 (14.75%)
- Customer Confirmed I... = 175 (8.44%)
- Customer Requested C... = 93 (4.48%)
- SCR Implemented = 72 (3.47%)
- Solved (Permanently) = 63 (3.04%)
- Unable to Recreate I... = 36 (1.74%)
- Additional Informati... = 27 (1.3%)
- Outage / Performance... = 11 (0.53%)
- Duplicates = 4 (0.19%)
- Other = 3 (0.14%)

Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	573	27.63%
Defect Fixed	380	18.32%
Multiple Outreach Attempts – No Response	331	15.96%
Not a System Error - With Explanation	306	14.75%
Customer Confirmed Issue is Resolved	175	8.44%
Customer Requested Closure	93	4.48%
SCR Implemented	72	3.47%
Solved (Permanently)	63	3.04%
Unable to Recreate Issue	36	1.74%
Additional Information Needed	27	1.3%
Outage / Performance Degradation	11	0.53%
Duplicates	4	0.19%
Other	3	0.14%
Total	**2,074**	**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

BenefitsCal ServiceNow Incidents Created by by Category

Legend:
- BenefitsCal > Access... = 315 (14.82%)
- BenefitsCal > Docume... = 279 (13.12%)
- BenefitsCal > System... = 175 (8.23%)
- BenefitsCal > Access... = 173 (8.14%)
- BenefitsCal > Case L... = 164 (7.71%)
- BenefitsCal > Notice... = 132 (6.21%)
- CalSAWS Application/... = 128 (6.02%)
- BenefitsCal > Apply ... = 114 (5.36%)
- BenefitsCal > Access... = 100 (4.7%)
- BenefitsCal > Cannot... = 78 (3.67%)
- BenefitsCal > Error ... = 75 (3.53%)
- BenefitsCal > Renewa... = 69 (3.25%)
- Other = 324 (15.24%)

Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	315	14.82%
BenefitsCal > Document Upload	279	13.12%
BenefitsCal > System/Technical Issue	175	8.23%
BenefitsCal > Access Issue	173	8.14%
BenefitsCal > Case Link Request	164	7.71%
BenefitsCal > Notices/Documents/Images	132	6.21%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	128	6.02%
BenefitsCal > Apply for Benefits	114	5.36%
BenefitsCal > Access Issue > CBO	100	4.7%
BenefitsCal > Cannot View Case Information	78	3.67%
BenefitsCal > Error Message	75	3.53%
BenefitsCal > Renewal/Redetermination/Recertification	69	3.25%
Other	324	15.24%
Total	**2,126**	**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

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 Programing 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
05/25/23	8:00 pm – 9:30 pm PST	BenefitsCal Monthly Release 23.05.25

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0045860	Tuolumne County users are unable to access CalSAWS due to county wide internet outage.	04/11/23 10:10 am – 04/11/23 1:20 pm	Users may not be access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0045878	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.	04/12/23 9:49 am – 04/13/23 11:40 am	Mono 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.
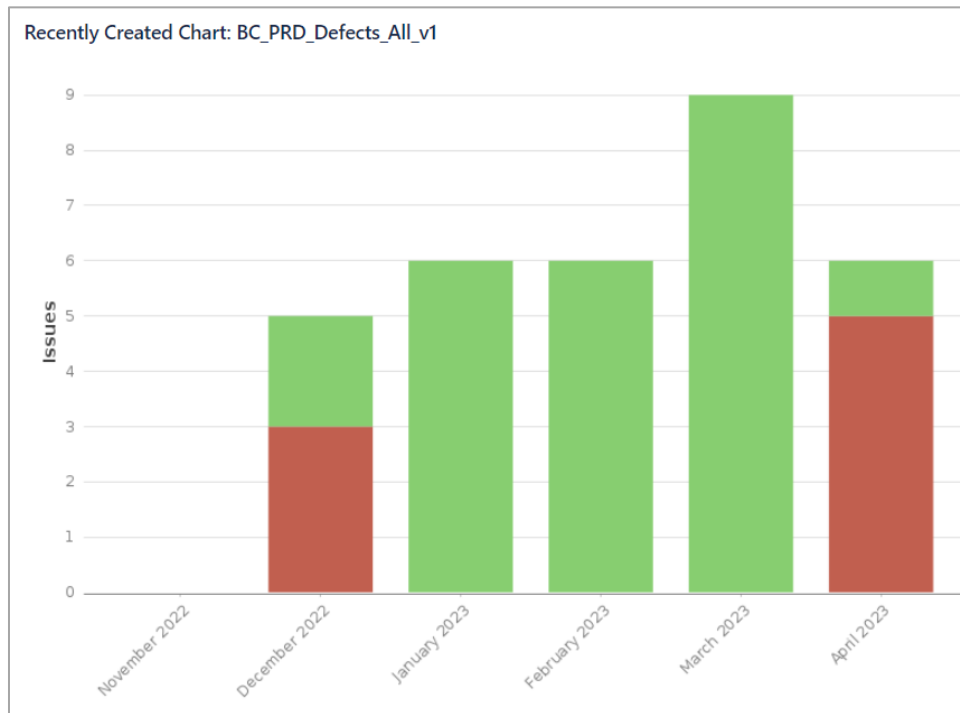
Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1   Release Schedule Production Defect Fix

Severity	Release 23.05.25	TBD	Total
2-Normal/Medium	**0**	**0**	**0**
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
3-Normal/Low	**4**	**2**	**6**
New	0	0	0
In Progress	4	2	6
Closed	0	0	0

Severity	Release 23.05.25	TBD	Total
4-Cosmetic	**0**	**1**	**1**
New	0	0	0
In Progress	0	1	1
Closed	0	0	0
Total	*4*	*3*	*7*

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 23.04.18 to the Consortium staff and QA Partners for review.	04/11/23	Production Operations
Sent the final Release Notes file for BenefitsCal Monthly Release 23.04.18 to the Communication Team to publish.	04/17/23	Production Operations
Sent the draft Release Notes file for BenefitsCal Priority Release 23.04.24 to the Consortium staff and QA Partners for review.	04/14/23	Production Operations
Sent the final Release Notes file for BenefitsCal Priority Release 23.04.24 to the Communication Team to publish.	04/24/23	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 23.04.24 was successfully deployed on 04/24/23 to BenefitsCal Production. One (1) enhancement was planned for Wave 3 CalWIN County Go-Live.
➢ **BenefitsCal Emergency** – None for the reporting period.

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 23.04.18 was successfully deployed on 04/18/23 to BenefitsCal Production. Nine (9) production defects and twenty-one (21) enhancements for User Error Handling, Exception Handling, and Application Summary were executed to production.

Release	Release Date	Summary
23.05.25 – Monthly	05/25/23	Four (4) production defects and nineteen (19) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.

Table 4.1-1 – BenefitsCal Upcoming Releases

4.2   Application Development Status

➢ **Designs and Design Meetings**
  o Continued providing functional and design support for ROI and enhancements development.
  o Continued working on the YouTube videos enhancements for the April release.
  o Finalized work on the April 2023 release enhancements.
  o Continued working on the May 2023 release enhancements.
  o Started working on June 2023 enhancements.

- o Met with CalSAWS and Consortium to discuss timeline and release date for CalWORKs Time Clock functionality on 04/14/23.
- o Started estimating on June 2023 enhancements.
- o Met with CalSAWS and Consortium to discuss BenefitsCal enhancement CSPM-61261 to display Termination Reasons in Customer Dashboard on 04/20/22.
- ➢ **Release 23.04.18 Development**
  - o Continued development effort on the 22 planned enhancements.
  - o Delivered planned enhancements to production
- ➢ **Release 23.04.24 Development**
  - o Provided SIT and Independent Test support for the Wave 3 enhancement.
- ➢ **Release 23.05.25 Development**
  - o Started development on 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

4.3.2 Automated Regression Test (ART) Coverage

➢ Deployed April Release – 23.04.18 into PRD.
➢ ROI – 23.05.21 - Continued coordinating with CalSAWS for any partner related defects and deploying fixes for any issues found during UAT or Independent Testing.
➢ Continued working on the bugs and enhancements planned for the May Release – 23.05.25.

Below are the automated regression scripts executed for regression in BenefitsCal for Release 23.04.18.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
23.04.18	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.