CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: April 03, 2023 to April 09, 2023

04/12/23

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Release of Information (ROI) Enhancement	➢ Cycle 2 of System Testing is completed. ➢ Preparation activities for the County Validation testing in progress, on schedule for a 04/17/23 start. ➢ Continued providing support to independent testing which started during the week of 03/20/23. ➢ Target Production release 23.05 (based on draft ACL, and design). Will review the final ACL for potential downstream design implications.
Continuous Coverage Unwind (CCU) Enhancements	➢ Continued working on the Continuous Coverage Unwind (CCU) enhancements targeted for April 2023 releases (13 enhancements).
Training Environment	➢ Connectivity testing continued between ForgeRock, CalSAWS and BenefitsCal during the week of 04/07/23. ➢ Continued working on communication logistics. Received the list of active CBO Managers. Creation of pre-approved accounts for CBOs in ForgeRock is in-progress.

CalWIN ISS Support	**Wave 3**
	➢ Following Customer Communication Campaigns completed:
	  ➢ Wave3 e-mail2 campaign was launched successfully on 04/05/23.
	    o Total emails delivered across the three wave-3 counties: 58,302 (unique email IDs).
	  ➢ Wave3-SMS1 campaign was launched successfully on 04/06/23.
	    o Total messages delivered across the three Wave 3 Counties: 21,140 (unique phone numbers).
	➢ The prod CBO conversion extract has been placed in respective county folders for review. Following county review, the final list will be generated for wave3 and used in the upcoming prod. cutover.
	➢ Executed two tests on the March release codebase with 100% statewide rollout volume, and the results (w.r.t Avg. Response time and errors) were comparable with the baseline.
	➢ BenefitsCal cut-over plan approved by the consortium. Shared with the cutover planning team to integrate with 3B-Master-checklist.

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
	Wave 4 ➢ Mock CBO files were handed off to the ForgeRock team as of 04/07/23 to be used for the mock cutover.

Collaboration Model	➢ Continued working on the Collaboration Model prioritized enhancements for the April release.
	
	    o CSPM-64321: Collaboration Model: Prompt customers to upload relevant documents after they submit RAC.
	
	    o CSPM-64319: Collaboration Model: Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal.
	
	    o CSPM-64317: Collaboration Model: Modify YouTube videos to address modified or new changes to BenefitsCal.
	
	    o CSPM-41222: Replace word "application" with "renewal" in the document upload pop-up to align with the report the user is completing.

GetCalFresh (GCF) Parity List Items	➢ Attended a meeting with the California Department of Social Services (CDSS), the Consortium, and the County Welfare Directors Association of California (CWDA) on 04/05/23. ➢ The CDSS will confirm the mapping of the components planned for decommissioning to parity list items and confirm the funding to establish a roadmap.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 PMO

1.2.1 Highlights of the Reporting Period

➢ **Deliverables and Work Products submitted:**
    o FWP 28.11: BenefitsCal Work Plan Monthly Updates – March 2023 on 04/05/23.
    o FWP 29.11: BenefitsCal Monthly Status Report – March 2023 on 04/05/23.

1.2.2 Activities for the Next Reporting Period

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

1.3   BenefitsCal Collaboration Model (CM)

1.3.1   Highlights of the Reporting Period

➢ Continued to prepare a roadmap for the CM model prioritized items.
➢ Identified Collaboration Model priorities as enhancements versus action items to perform additional research.

The table below contains all enhancements prioritized by Collaboration Model and their updates from this week:

ID	Summary	Status	Update this Week
CSPM-64317	Modify YouTube videos to address modified or new changes to BenefitsCal.	Ready for INT Deployment	Videos created and reviewed; links yet to be created
CSPM-64319	Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal.	UAT Deployed	Awaiting UAT Results
CSPM-64320	Website Functionality: Move the search bar to the main page of the BenefitsCal website.	Design Update Needed	Started Design Updates Research
CSPM-64321	Report a Change: address the problem of people not being able to upload a verification for a new household member.	UAT Deployed	Development and SIT completed; Deployed to UAT
CSPM-41222	Several enhancements logged where the word "application" in the document upload just needs to be changed to "renewal."	UAT Deployed	Awaiting UAT Results

Table 1.3-1 – Enhancements Updates, Prioritized by CM

1.3.2   Activities for the Next Reporting Period

➢ Perform design, development, and implementation analysis for enhancements and research action items identified in the Collaboration Model.

The table below contains all enhancements prioritized by CM (not yet delivered to production) and planned activities for the next week.

ID	Summary	Activity for Next Week	Target Delivery Date
CSPM-64317	Modify YouTube videos to address modified or new changes to BenefitsCal.	Create new links for new videos created	April 2023
CSPM-64319	Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal.	Support UAT	April 2023
CSPM-64320	Website Functionality: Move the search bar to the main page of the BenefitsCal website.	Work on Design Updates	May 2023
CSPM-64321	Report a Change: address the problem of people not being able to upload a verification for a new household member.	Support UAT	April 2023
CSPM-41222	Several enhancements logged where the word "application" in the document upload just needs to be changed to "renewal."	Support UAT	April 2023

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**
   o Continued providing functional and design support for ROI and enhancements development.
   o Continued working on the YouTube video updates for the April release.
   o Continued working on the April 2023 release enhancements.
   o Continued working on the May 2023 release enhancements.
   o Conducted demo of the Release of Information (ROI) to CCCV counties and project test team on April 3, 3:00–5:00 pm PST.
   o Attended Self-Service Portal Committee to discuss requirement FN-105.1 on 04/03/23.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➢ **Designs**
  o Continue providing functional and design support for ROI and enhancements development.
  o Continue working on the YouTube videos enhancements for the April release.
  o Finalize work on the April 2023 release enhancements.
  o Continue working on the May 2023 release enhancements.
  o Start working on June 2023 enhancements.

2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)

➢ **Customer Experience (CX) Measurements Data**
  o 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 04/03/23.
  o Drafted the DWP 24.17: CX Report – Feb/March 2023 for submission on 04/10/23.
➢ **Advocate Engagement**
  o Collaborated with the Design Team to end Advocates draft designs for May enhancements for offline review and feedback by 04/11/23.
➢ **Enhancements**
  o Collaborated with the Design/Functional Team on enhancements for May 2023.

2.1.4 Activities for the Next Reporting Period – UCD

➢ **CX Measurements Data**
  o 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 04/10/23.
  o Submit the DWP 24.17: CX Report – Feb/March 2023 for submission on 04/10/23.
➢ **Advocate Engagement**
  o Provide written responses Advocate feedback by 04/14/23.
➢ **Enhancements**
  o Begin planning and scheduling for Collaboration Model enhancements that require additional clarification to define requirements and make estimations.
  o Collaborate with design team to integrate Advocates feedback into draft designs for May enhancements.
➢ **Customer Engagement**
  o Conduct an estimated five (5) sessions with customers to inform the design of enhancements by 04/14/23.
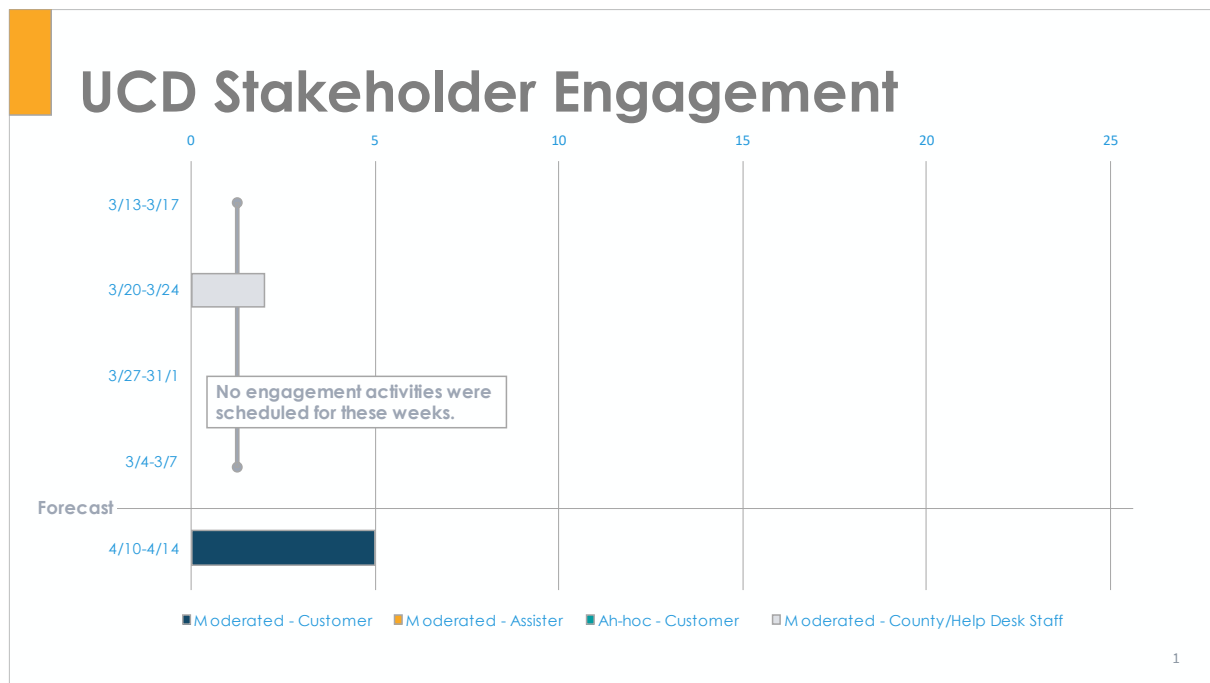
Figure 2.1-1 – UCD Stakeholder Engagement

2.2   Development

2.2.1   Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 04/07/23	Actual for Week Ending 04/07/23	Total Planned for the Release	Comments
23.04.18	20	19	22	CSPM-65179 and CSPM-43589 are still in design phase. CSPM-38527 will be part of Tuesday SIT last build.

Table 2.2-1– Enhancement Actuals for Reporting Period

> ➢ **Release of Information [DDI]**
>   o Completed three (3) widgets.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 04/14/23	Total Planned for the Release	Total Completed for the Release	Comments
23.04.18	20	20	19	

Table 2.2-2 – Planned Enhancement Work

➢ **Release of Information [DDI]**
  o All widgets are finished.

Unscheduled Release Updates

➢ **Chatbot**
  o 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 March 2023.
  o The AWS team stated they have rolled out the fix for the mute detection issue in the Spanish, Korean, and Japanese languages, but during validation, 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 CSPM-56537.

2.2.3 Burndown

	12/19/22	12/24/22	12/31/22	01/07/23	01/14/23	01/21/23	01/28/23	02/04/23	02/11/23	02/18/23	02/25/23	03/04/23	03/11/23	03/18/23	03/25/23	04/01/23	04/08/23
Planned	66	65	65	60	56	49	41	33	20	12	9	1	0	0	0	0	0
Actual	66	66	66	61	57	51	44	36	31	23	17	14	6	3	0	0	0
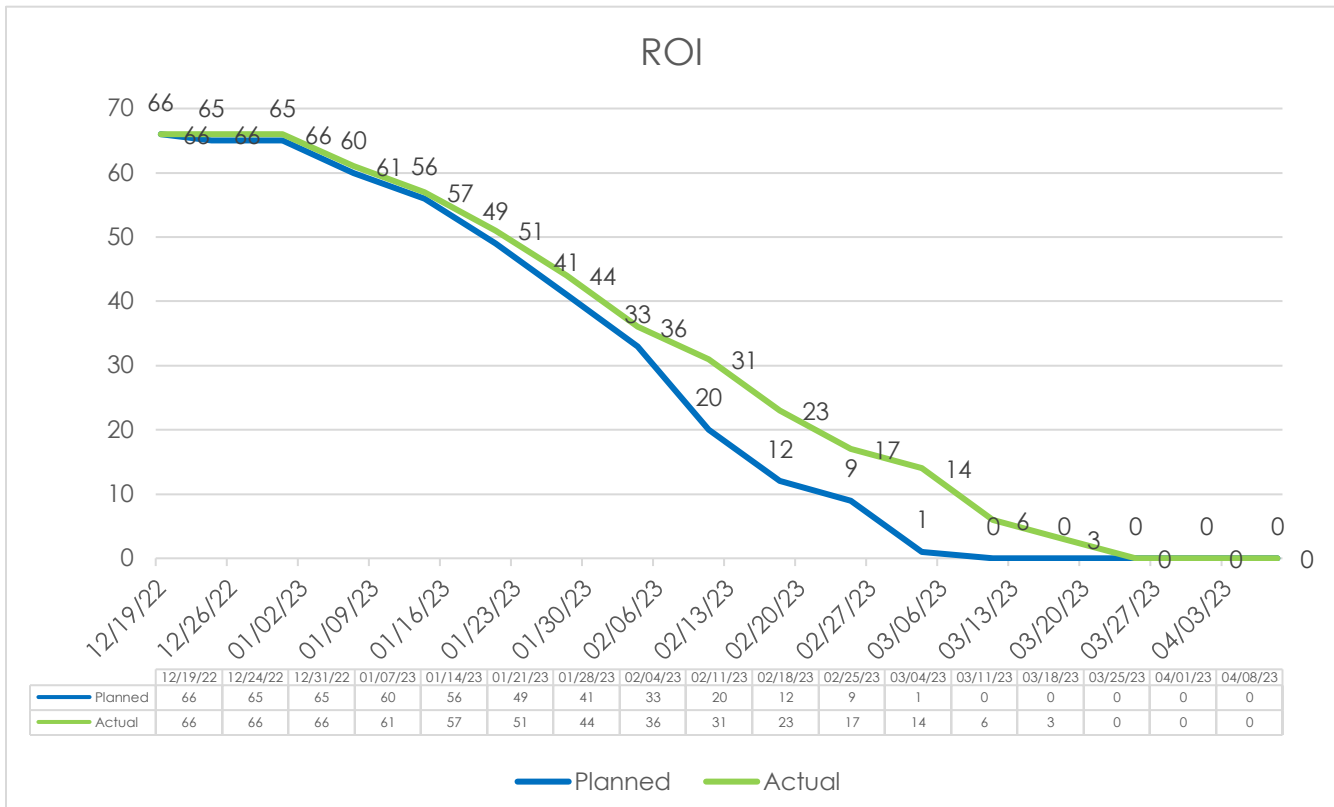
Figure 2.2-1 – Development: ROI

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

➢ **Release 23.04.18 – April Enhancements**
  o Continued validating Enhancements for April Release and conducted Partner Integration calls for any tickets that require E2E validation.
➢ **Release ROI – 23.05.25**
  o Completed Cycle 1 & Cycle 2 for Functional Execution. Below are the details of the 11 cases that were removed and the 5 TCs that are blocked for execution.
    ▪ Eleven (11) test cases related 5xx and 408 error code/API Down Scenarios were removed from the test cycle after receiving email confirmation from CalSAWS.
    ▪ Four (4) test cases failed due to five (5) unique defects. The team is working with CalSAWS for these defects.
  o Completed Execution for Non-Functional Execution.

Below are the burndown charts used to track the progress for the Functional and Non-Functional execution.

Test Execution Planned vs. Actual Release (ROI) Functional Cycle 1

ROI Functional Execution	Cycle 1	Cycle 1	Cycle 1	Cycle 1
Week Starting	02/20/23	02/27/23	03/06/23	03/13/23
Planned Burndown	131	97	64	32	0
Actual Burndown	131	87	57	23	0
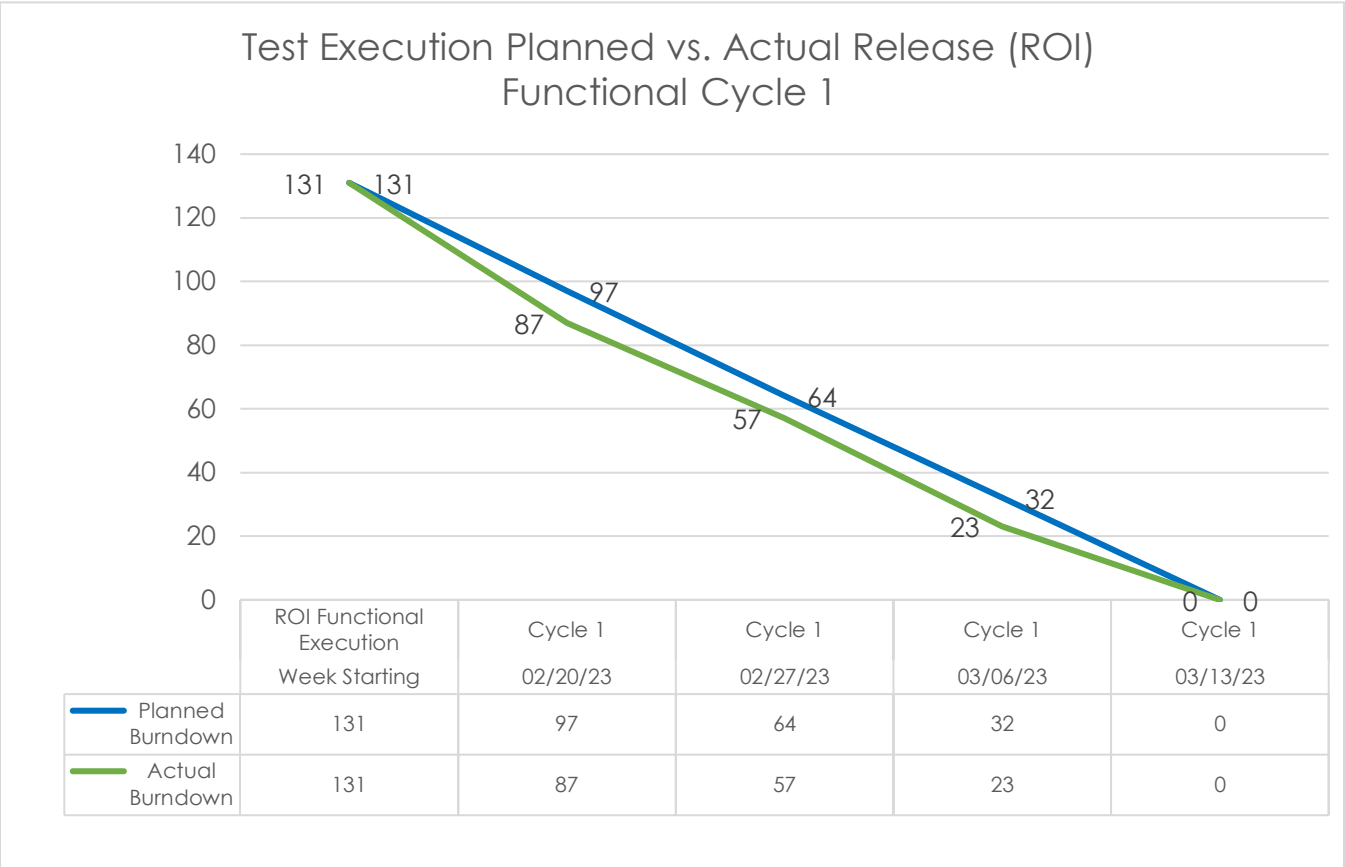
Figure 2.3-1 – ROI Functional Test Execution – Cycle 1 Burndown

Test Execution Planned vs. Actual Release (ROI) Functional Cycle 2

	ROI Functional Execution Cycle 2 Start	Cycle 2 03/20/23	Cycle 2 03/27/23	Cycle 2 04/03/23
Planned Burndown	75	50	20	0
Actual Burndown	75	49	20	0
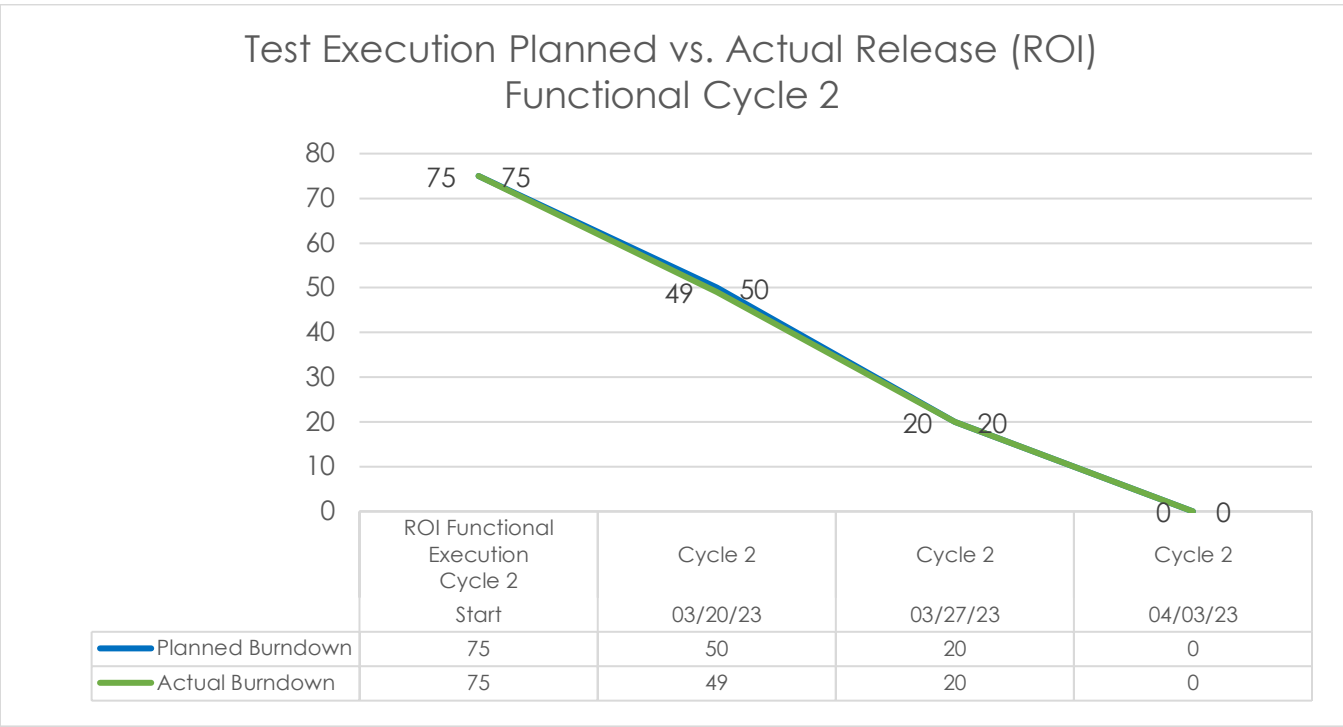
Figure 2.3-2 – ROI Functional Test Execution – Cycle 2 Burndown

Test Execution Planned vs. Actual
Release (ROI) Non-Functional

	ROI Non-Functional Week Starting	Non-Functional Execution 02/20/23	Non-Functional Execution 02/27/23	Non-Functional Execution 03/06/23	Non-Functional Execution 03/13/23	Non-Functional Execution 03/20/23	Non-Functional Execution 03/27/23	Non-Functional Execution 04/03/23
Planned Burndown	840	720	600	480	360	240	120	0
Actual Burndown	840	685	558	377	191	100	78	0
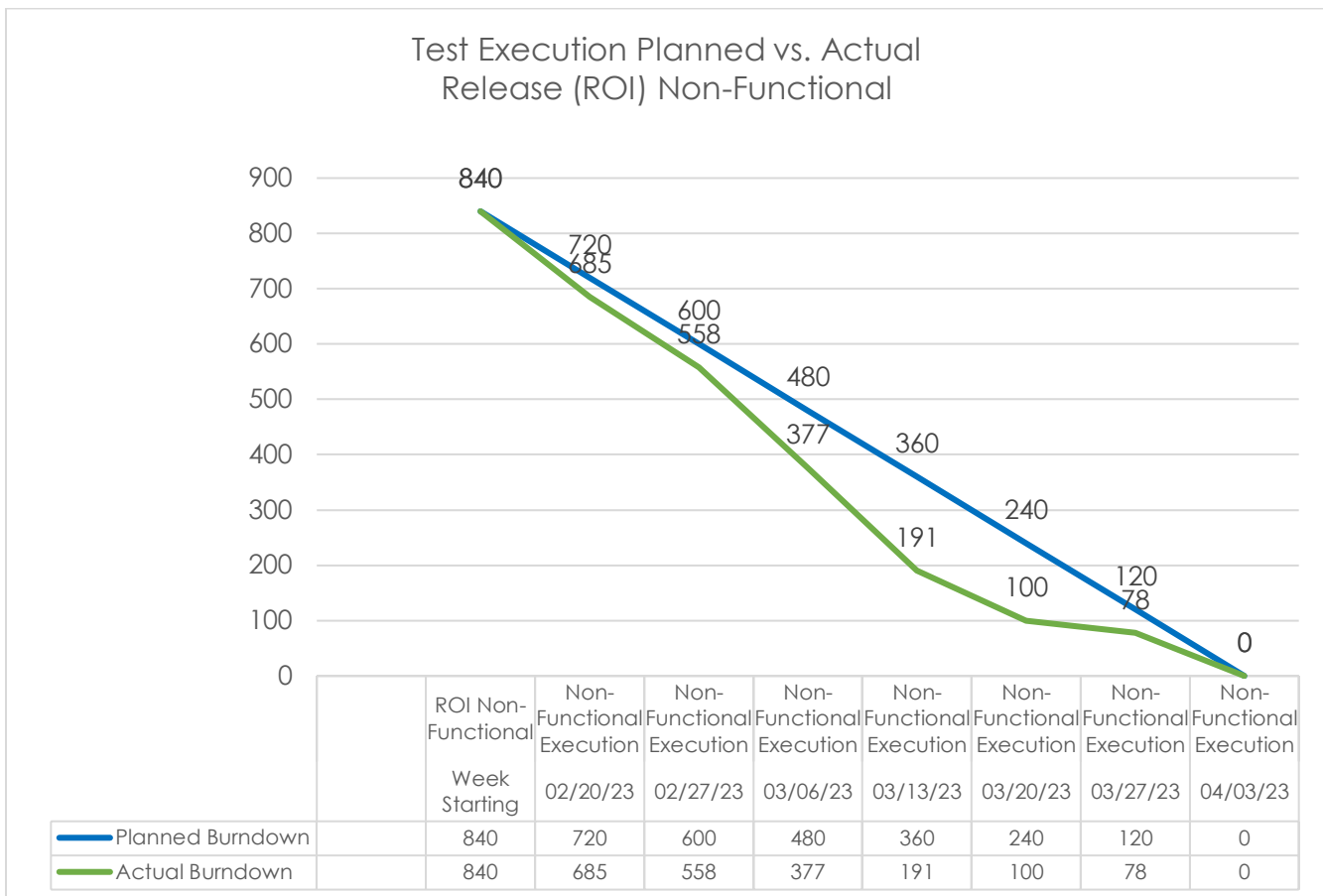
Figure 2.3-3 – ROI Non-Functional Test Execution Burndown

2.4 Activities for the Next Reporting Period – System Test Execution

➢ **Release ROI – 23.05.25**
  o Continue deploying fixes for ROI Execution based on the Independent Testing and UAT Testing defects (if any).
➢ **Release 23.04.18**
  o Continue validating Enhancements for April Release and conduct Partner Integration calls for any tickets that require E2E validation.

2.5 User Acceptance Test (UAT) Planning

2.5.1 Highlights of the Reporting Period – User Acceptance Test Planning

➢ **UAT Test Execution**
  o None for the period.

2.5.2 Activities for the Next Reporting Period – User Acceptance Test Planning

➢ **Test Support**
  o None for the period.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

➢ The BenefitsCal team has completed executing two cycles of performance test executions for March Release with 30 test scenarios. Results published for the same.
➢ Hyland integrated tests Performance Testing Activities.
  o The team has already performed Smoke testing and two (2) rounds of partner integration performance tests for the week ending April 8, 2023.
  o The team is prepping for Endurance and Smoke tests for the week ending April 15, 2023.

3.2 Activities for the Next Reporting Period – Performance Test

➢ None for the period.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	03/13/23	03/24/23	March Maintenance Release	**Scope:** Isolated BenefitsCal performance test with 18 scripts for the March maintenance release **Execution**: Wednesday, 03/22/23 – Isolated Performance Test Thursday, 03/23/23 – Isolated Performance Test Friday, 03/24/23 – Isolated Performance Test	100%
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 the next round of Integrated testing with CalSAWS and Hyland teams. **Executions**: Monday, 04/03/23 – Smoke Test Tuesday, 04/04/23 – Integration Performance Test	50%

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
				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**
  o Prepared the Wave 4 Mock Run CBO User list for ForgeRock to use in the Mock Run CBO user load.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

➢ **Perform CBO User Data Validation**
  o Identify Primary Points of Contact (PPOCs) for the rest of the CalWIN Counties to perform Community Based Organization (CBO) user data validation.
  o Review any issues with the exception report from the Wave 4 Mock Run CBO user load.

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

➢ **SAST**
  o 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 04/07/23.

4.2.2 Activities for the Next Reporting Period – Security

➢ **Identified Vulnerabilities**
  o 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**

- o 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.

5.0 Communications

5.1 Highlights of the Reporting Period

➢ No activities planned for the reporting period.

5.2 Activities for the Next Reporting Period

➢ No activities planned for the next reporting period.

6.0 Appendices

6.1 Appendix A – Deliverable Summary

Deliverable Status by Submission

	Complete		Coming Soon		WAC Approval Pending

DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
08.01	Implement. Complete Report & Final Acceptance – L.A. County	N/A	N/A	05/27/22	06/20/22	TBD
09.01	Maintenance & Operations (M&O) Plan – L.A. County	N/A	N/A	N/A	06/20/22	TBD
11.01	Mobile App Implementation Complete Report – L.A. County	N/A	N/A	05/27/22	06/20/22	TBD

Table 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

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

Table 6.1-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

| | Complete | | Coming Soon | | WAC Approval Pending |

ID	Work Product Name	DWP	FWP	Final Approval
24.17	CX Report – Feb/March 2023	04/10/23	04/20/23	04/27/23
25.13	Monthly M&O Report – February 2023	03/09/23	03/21/23	03/30/23
25.14	Monthly M&O Report – March 2023	04/07/23	04/19/23	04/26/23
26.03	BOM Review and License Renewal	01/06/23	01/23/23	02/01/23
26.04	BOM Review and License Renewal	N/A	04/07/23	04/18/23
27.03	Certificate Review	01/06/23	01/23/23	02/01/23
27.04	Certificate Review	N/A	04/07/23	04/18/23
28.12	BenefitsCal Work Plan Monthly Updates – March 2023	N/A	04/05/23	04/13/23
29.11	BenefitsCal Monthly Status Report – February 2023	N/A	03/07/23	03/17/23
29.12	BenefitsCal Monthly Status Report – March 2023	N/A	04/05/23	04/13/23

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.17	CX Report – Feb/March 2023	On-Track	DWP submission 04/10/23 FWP submission 04/20/23 FWP approval 04/27/23
25.14	Monthly M&O Report – March 2023	On-Track	DWP submission 04/07/23 FWP submission 04/19/23 FWP approval 04/26/23
26.04	BOM Review and License Renewals	On-Track	FWP submission 04/07/23 FWP approval 04/18/23
27.04	Certificate Review	On-Track	FWP submission 04/07/23 FWP approval 04/18/23
28.12	BenefitsCal Work Plan Monthly Updates – March 2023	On-Track	FWP submission 04/05/23 FWP approval 04/13/23
29.12	BenefitsCal Monthly Status Report – March 2023	On-Track	FWP submission 04/05/23 FWP approval 04/13/23

Table 6.1-4 – Upcoming Work Product Deadlines

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	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. Status Updates: September 2, 2022: ▶ 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. October 3, 2022: ▶ 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 also a plan to identify/classify must have vs nice to have items.	Open	2	Medium	05/10/21

ID	Title	Details	Status	Impact	Probability	Date Logged
		Next working session is scheduled for 10/05/22. **November 11, 2022** ▶ 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. **January 08, 2023** ▶ 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

6.3   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 6.3-1 – CITs

The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

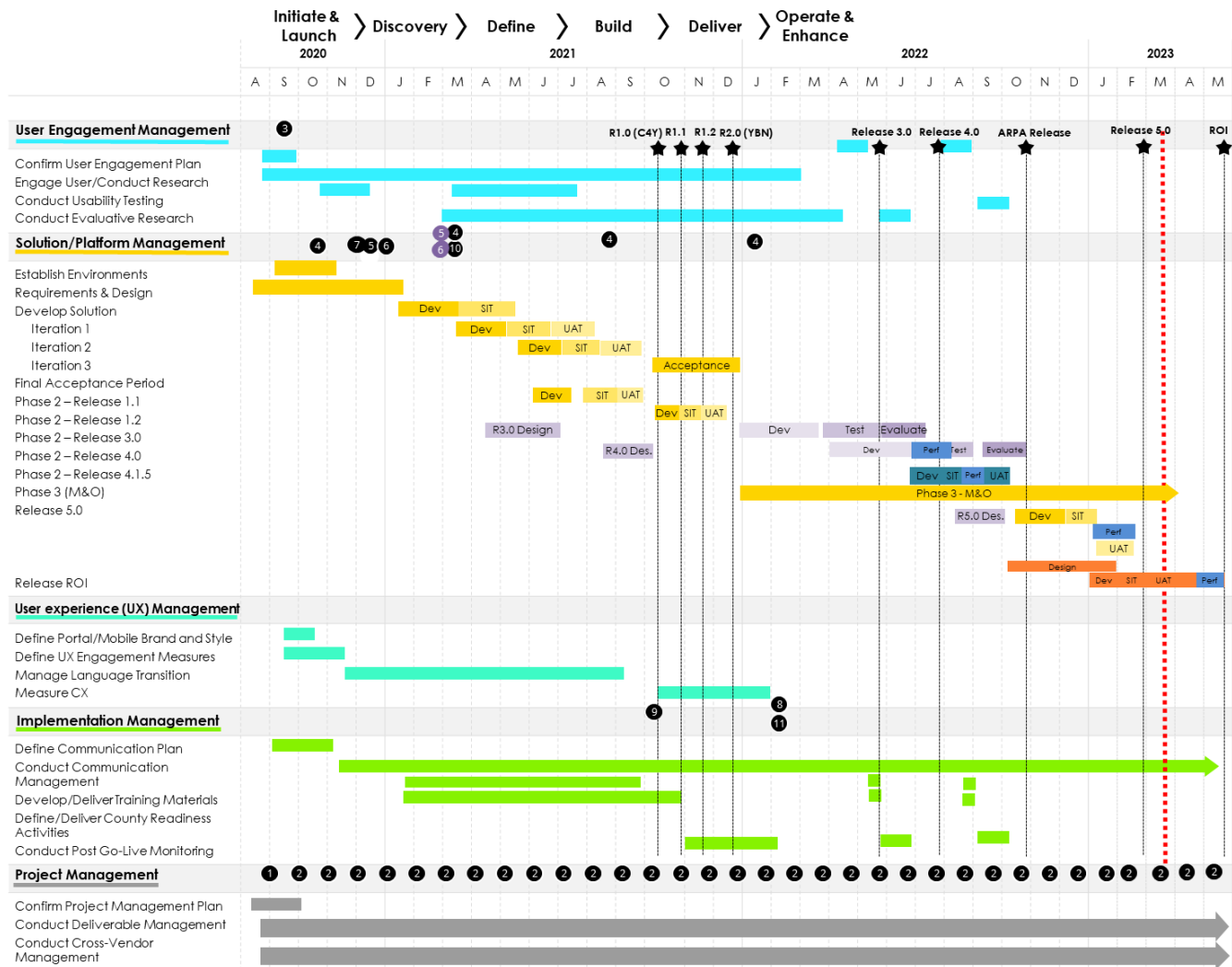| CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
None.							

Table 6.3-2 – CRFIs

Weekly Status Report, April 12, 2023
Period: April 03, 2023 to April 09, 2023

6.4   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 6.4-1 – Overdue Action Items