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

Reporting Period: April 24, 2023 to May 7, 2023

05/10/23

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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 Priority Release **23.04.24** on **04/24/23**
4.2	Upcoming Priority Release **23.05.09** on **05/09/23**
4.2	Upcoming Priority Release **23.05.21** on **05/21/23**
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 eight (8) active Production defects.
Incidents		There are twenty (20) 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** – None to report in this reporting period.

Planned Outages

- Friday, 04/21/23 3:40 PM PST to Monday 04/24/23 5:30 am PST
  - BenefitsCal Priority Release 23.04.24

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Name	Team	Status [1]	Status
WP 28.12	BenefitsCal Work Plan Monthly Updates – April 2023	PMO		FWP submitted 05/05/23 FWP approval 05/15/23
WP 29.12	BenefitsCal Monthly Status Report – April 2023	PMO		FWP submitted 05/05/23 FWP approval 05/15/23

[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 28.13: BenefitsCal Work Plan Monthly Updates – April 2023 on 05/05/23.
  - FWP 29.13: BenefitsCal Monthly Status Report – April 2023 on 05/05/23.

2.3 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
  - DWP 25.15: Monthly M&O Report – April 2023 on 05/09/23.
  - FWP 25.15: Monthly M&O Report – April 2023 on 05/19/23.

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
0155-23	PPOCs (Ventura, Orange, Santa Barbara, San Diego, San Mateo, Santa Cruz, Solano); Regional Managers;	Wave 3C-4A Cutover Weekend Calendar Infographic	CalSAWS M&E CalWIN Migration	05/04/23	Anand Kulkarni	Cathryn van Namen

	Help Desk (All)					
0157-23	PPOCs (Orange, Santa Barbara, Ventura); Regional Managers	Technical Contact List for CBO Support	CalSAWS M&E	04/24/23	Marsale Eramya	Carlos Zepeda
0159-23	PPOCs (45); Regional Managers	BenefitsCal Applications Submitted During Wave 3 Cut-Over	CalSAWS M&E CalWIN Migration	04/25/23	Marsale Eramya	Carlos Zepeda
0160-23	PPOCs (San Deigo, Santa Cruz, San Mateo, Solano); Regional Managers; Self Service Portal Committee (All)	BenefitsCal Community Based Organization Awareness Training – Wave 4	CalWIN Migration	04/26/23	Marsale Eramya	Carlos Zepeda
0166-23	PPOCs (48, San Diego, San Mateo, Santa Cruz, Solano); Regional Managers; Self Service Portal Committee (All)	BenefitsCal Features Training – Tier 1 Support Staff	CalWIN Migration	05/02/23	Marsale Eramya	Carlos Zepeda

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
23-063	PPOCs (San Diego, San Mateo, Santa Cruz,	Wave 4 Counties – BenefitsCal Features	04/19/23	Closed	05/03/23	Marsale Eramya	Carlos Zepeda

	Solano); Regional Managers	Training – Request to Identify Participant Information					
23-070	PPOCs (Alameda, Fresno, Sonoma); Regional Managers (R1, R4)	CalWIN Wave 5 Counties - Request to Identify/Review Portal CBO Data	05/04/23	Open	05/18/23	Marsale Eramya	Carlos Zepeda

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	1
Completed	2
Reopened	1
In Review	0
Withdrawn	0
Total	**4**

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

- **New / Assigned**
  - CSPM-65775: SCERFRA 23-543 - BenefitsCal Accepting Homeless Assistance Requests (CW 42)
- **Re-opened**
  - CSPM-64789: SCERFRA 23-515 - CAPI Application Flow in CalSAWS/BenefitsCal
- **Completed**

- CSPM-65622: SIRFRA 1245 – Impact of AB 991 on SAWS
- CSPM-65621: SCERFRA 23-542 – AB 867 – Foster Youth

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**
  - Fifteen (15) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved zero (0) incidents in the bi-weekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed three (3) incidents in the bi-weekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged seventy-six (76) incidents in the bi-weekly reporting period.
- **Problems Created**

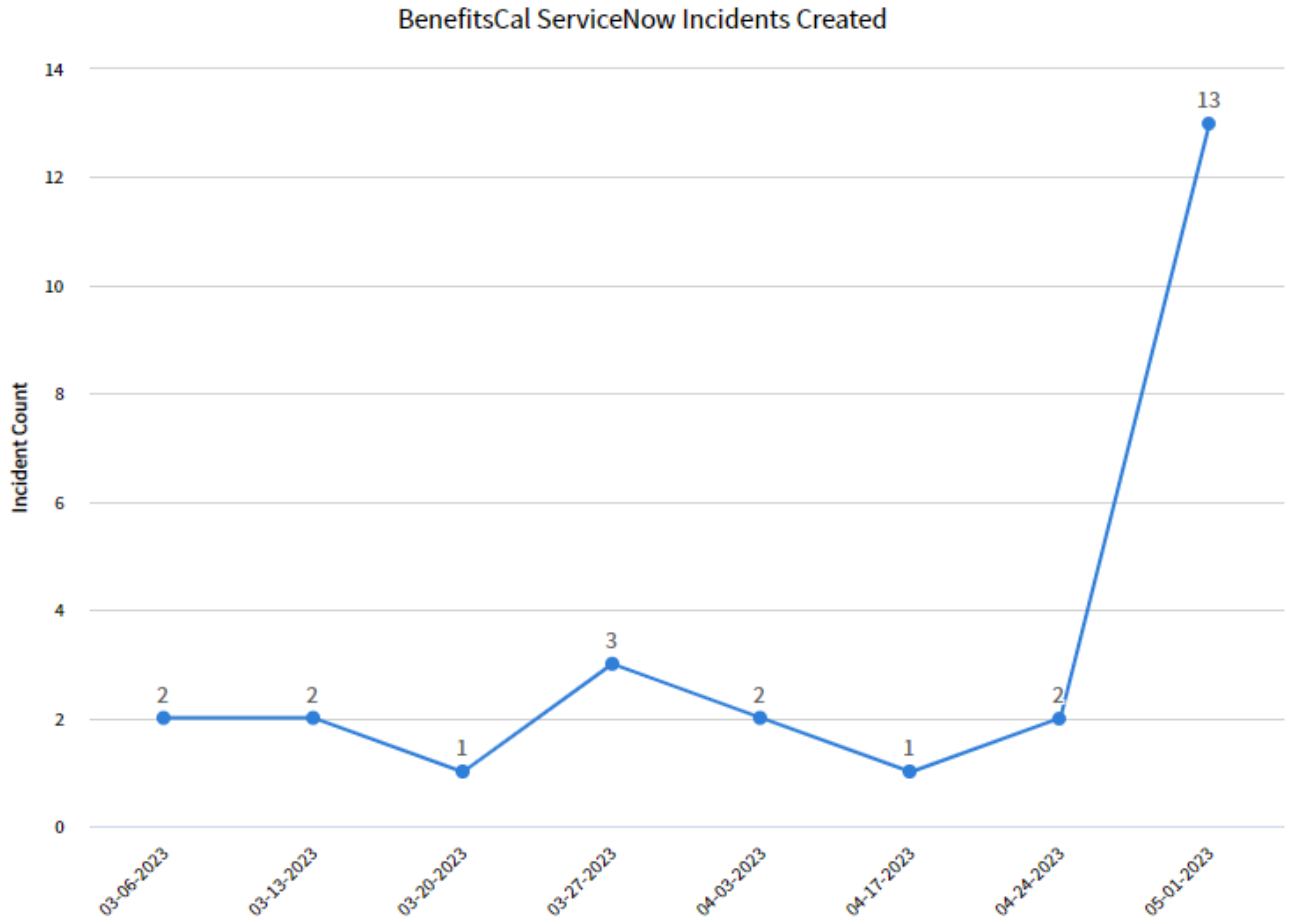
- The BenefitsCal Tier 3 Team created three (3) problem ticket in the bi-weekly reporting period.

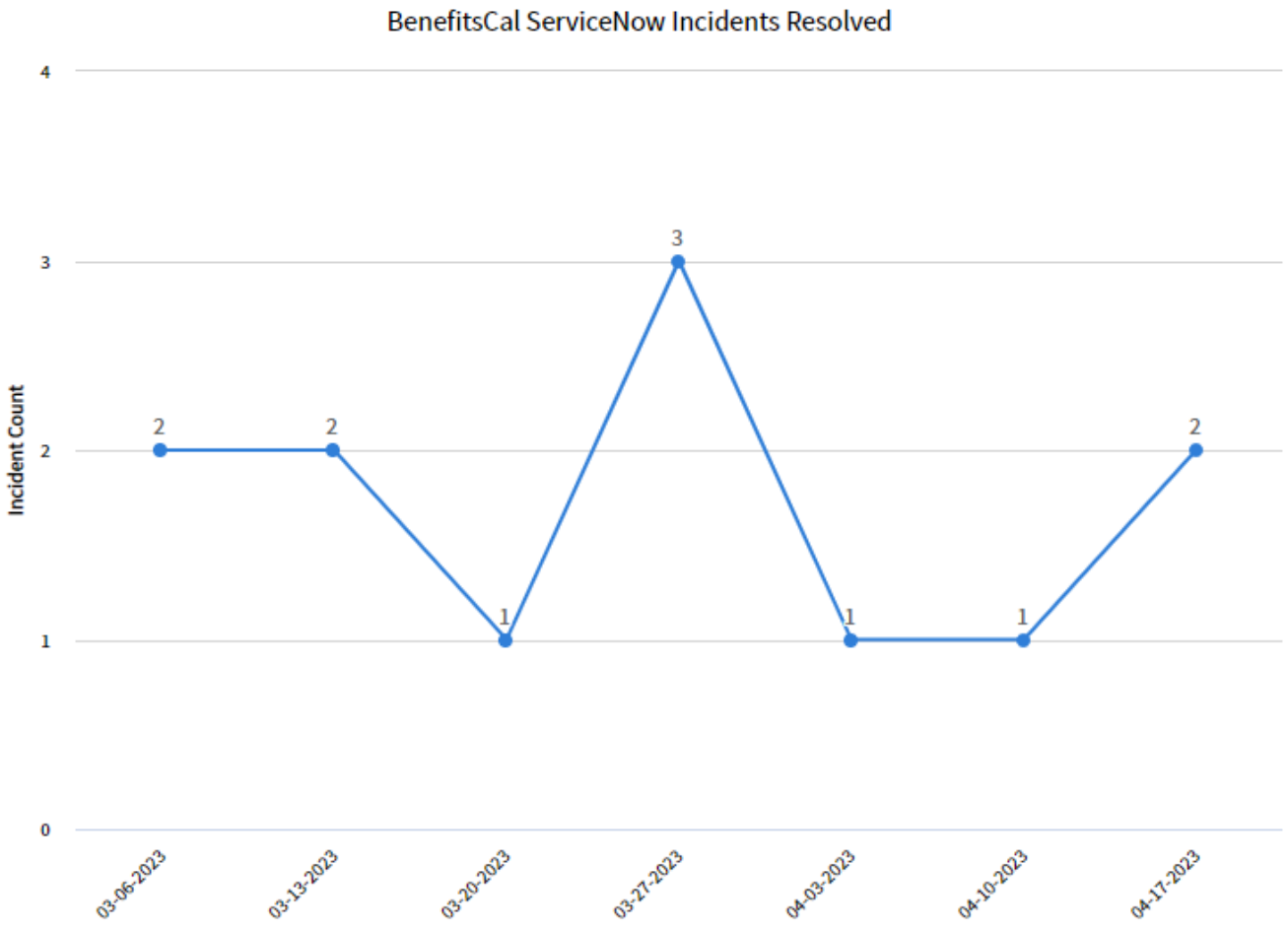
➢ **Problems Resolved**

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

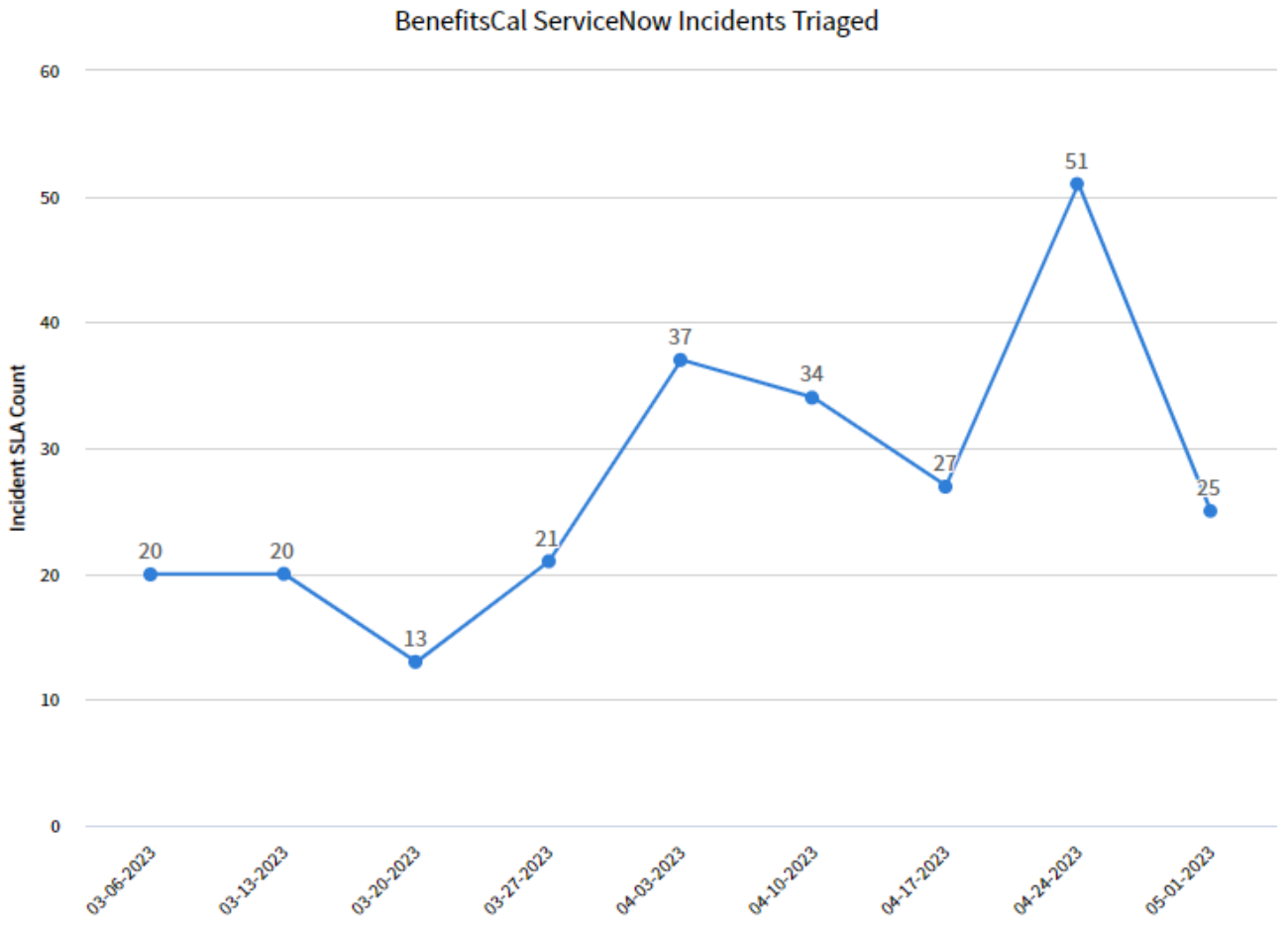
3.1.2 BenefitsCal Help Desk Metrics

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.




BenefitsCal ServiceNow Incidents Resolved
Incident Count
4
3
2
1
0
2
2
1
3
1
1
2
03-06-2023
03-13-2023
03-20-2023
03-27-2023
04-03-2023
04-10-2023
04-17-2023

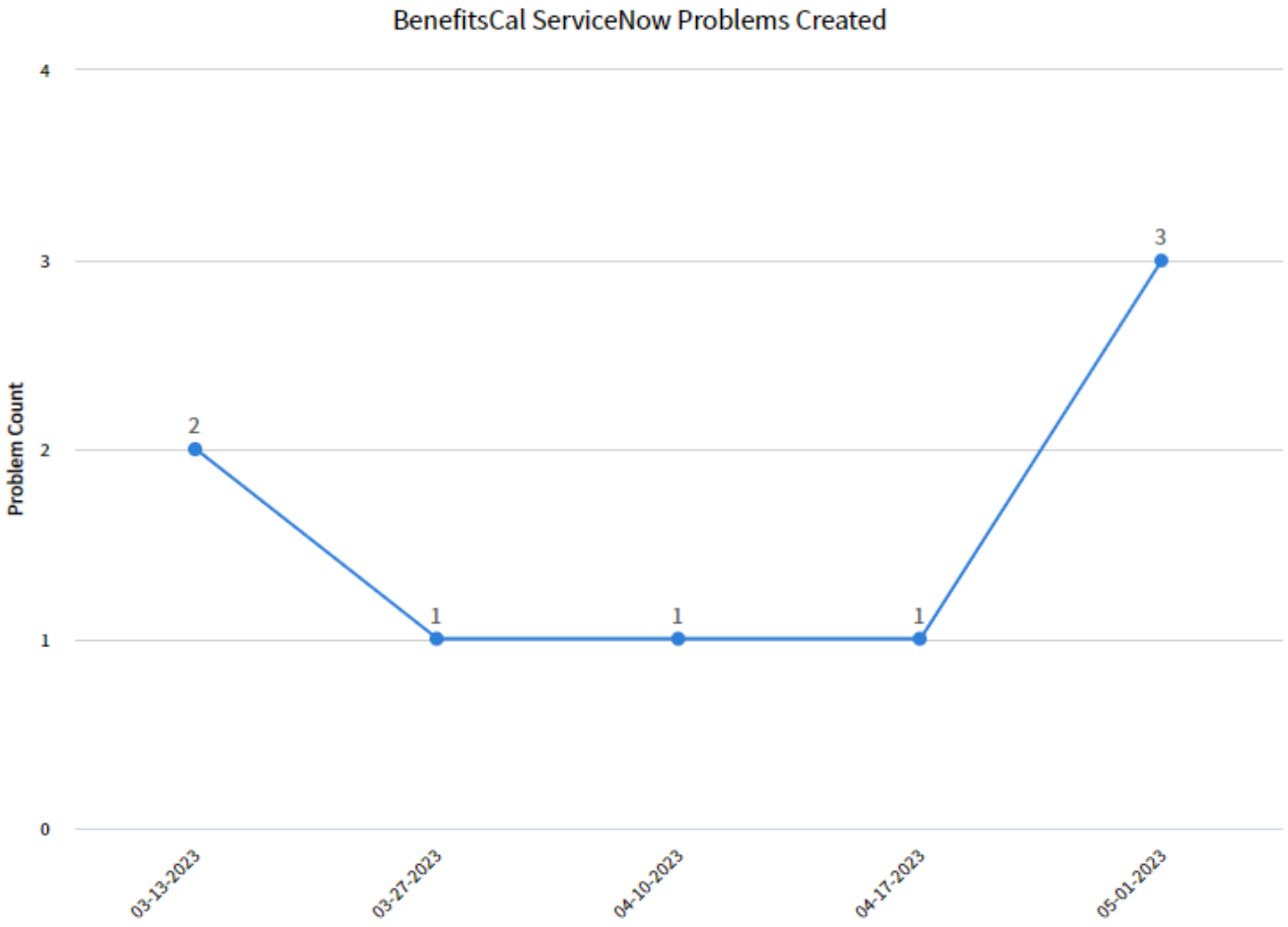
BenefitsCal ServiceNow Incidents Closed
Incident Count
4
3
2
1
0
2
2
2
1
3
1
1
2
03-06-2023
03-20-2023
03-27-2023
04-03-2023
04-10-2023
04-17-2023
04-24-2023
05-01-2023

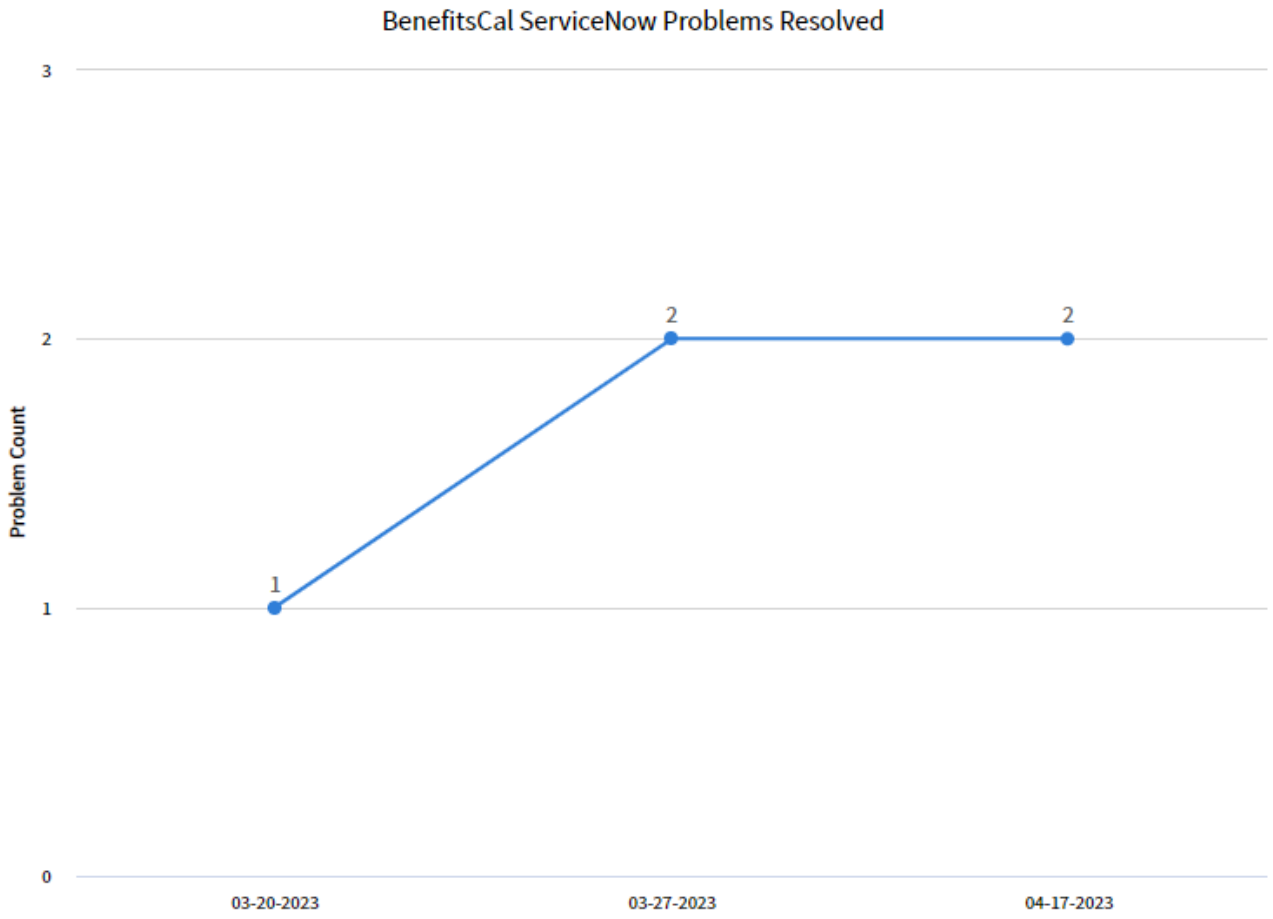


***Note**: The graphs represent the ServiceNow incidents associated to all 45 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."*

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

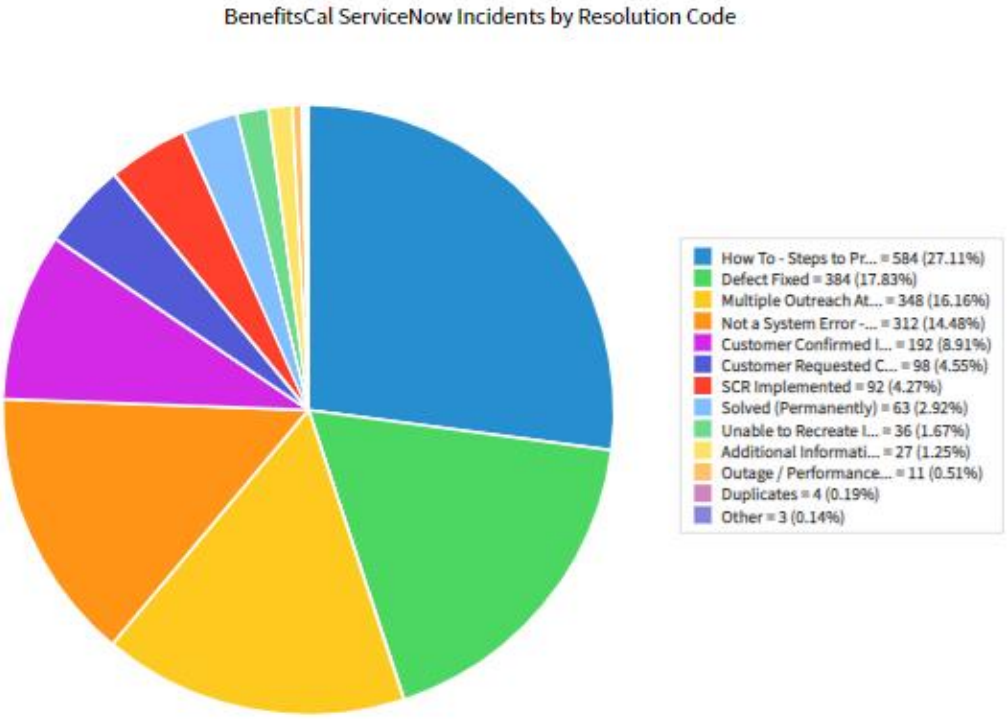
BenefitsCal ServiceNow Incidents by State and Age

State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New		8	0	0	0	0	0	0	8
On Hold		2	3	2	1	3	1	0	12
Closed		0	0	30	240	70	57	1	398
Count		10	3	32	241	73	58	1	418

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.

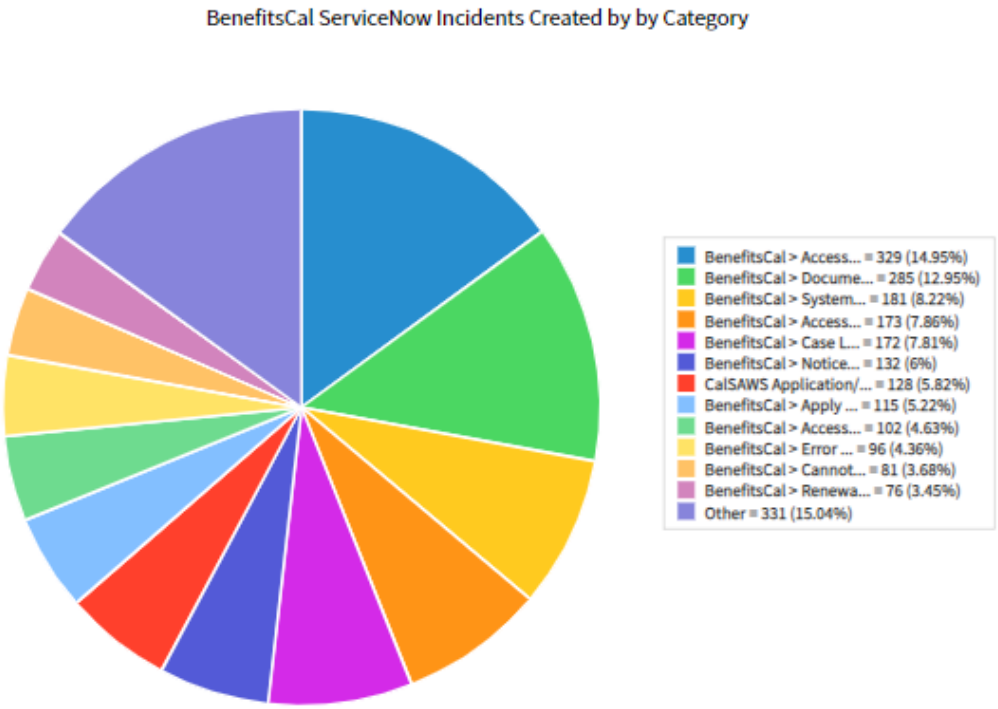
Figure 3.1-6 – BenefitsCal ServiceNow Incidents by State and Age



Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	584	27.11%
Defect Fixed	384	17.83%
Multiple Outreach Attempts – No Response	348	16.16%
Not a System Error - With Explanation	312	14.48%
Customer Confirmed Issue is Resolved	192	8.91%
Customer Requested Closure	98	4.55%
SCR Implemented	92	4.27%
Solved (Permanently)	63	2.92%
Unable to Recreate Issue	36	1.67%
Additional Information Needed	27	1.25%
Outage / Performance Degradation	11	0.51%
Duplicates	4	0.19%
Other	3	0.14%
Total	**2,154**	**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



Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	329	14.95%
BenefitsCal > Document Upload	285	12.95%
BenefitsCal > System/Technical Issue	181	8.22%
BenefitsCal > Access Issue	173	7.86%
BenefitsCal > Case Link Request	172	7.81%
BenefitsCal > Notices/Documents/Images	132	6%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	128	5.82%
BenefitsCal > Apply for Benefits	115	5.22%
BenefitsCal > Access Issue > CBO	102	4.63%
BenefitsCal > Error Message	96	4.36%
BenefitsCal > Cannot View Case Information	81	3.68%
BenefitsCal > Renewal/Redetermination/Recertification	76	3.45%
Other	331	15.04%
Total	**2,201**	**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. The Redis Cluster mem cache is upgraded to 6.2.6

3.3 BenefitsCal Maintenance and Operations

Scheduled Date	Outage Timeframe	Activity Description
04/24/23	05:00 am – 07:30 am PST	CalWIN Wave#3 rollout 23.04.24
04/30/23	02:00 pm – 08:00pm PST	CalSAWS Application maintenance
05/03/23	07:30 pm – 08:30pm PST	CalSAWS Application maintenance
05/07/23	06:00 pm – 06:30pm PST	CalSAWS Application maintenance

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner	
PRB0045975	Mono County users at the 1290 Tavern Road, Mammoth Lakes site may not be able to access CalSAWS and associated systems due to a local power outage.	4/24/2023 8:30 AM - 4/24/2023 2:00 PM	Mono County users may experience issues accessing CalSAWS and associated systems until the issue is resolved.	N/A	Resolved	CalSAWS
PRB0045976	San Benito County users at the 1111 San Felipe Road, Hollister site may not be able to access CalSAWS and associated systems to a network connectivity issue.	4/24/2023 8:20 AM - 4/24/2023 3:10 PM	San Benito County users may experience issues accessing CalSAWS and associated systems until the issue is resolved.		Resolved	CalSAWS

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner	
PRB0045978	Some users are experiencing slowness while navigating through the CalSAWS imaging solution.	4/24/2023 10:10 AM - 4/24/2023 10:30 AM	Impacted users may experience slowness while navigating through the CalSAWS imaging solution until the issue is resolved.		Resolved	CalSAWS
PRB0046006	Modoc County users at the 120 North Main Street, Alturas site may not be able to access CalSAWS and associated systems.	4/25/2023 11:18 AM - 4/27/2023 8:30 AM	Modoc County users may experience issues accessing CalSAWS and associated systems until the issue is resolved.	N/A	In Progress	CalSAWS
PRB0046007	Mariposa County users at the 5362 Lemee Lane, Mariposa site may not be able to access CalSAWS and associated systems due to a network connectivity issue.	4/25/2023 1:30 PM	Mariposa County users may experience issues accessing CalSAWS and associated systems until the issue is resolved.	N/A	In Progress	CalSAWS
PRB0046042	Lassen County users at the 220 South Lassen Street, Susanville site may not be able to access CalSAWS and associated systems due to a power outage.	4/27/2023 9:55 AM - 4/27/2023 11:30 AM	Lassen County users may experience issues accessing CalSAWS and associated systems until the issue is resolved.	N/A	Resolved	CalSAWS
PRB0046059	Santa Barbara County users are unable to access the read-only version of the CalWIN application.	4/28/2023 8:00 AM - 4/28/2023 11:23 AM	Santa Barbara County users will not be able to access the read-only version of the CalWIN application until the issue is resolved.	N/A	Resolved	CalSAWS
PRB0046083	Some San Bernardino County users at the 15010 Palmdale Road, Victorville site may not be able to access CalSAWS and associated systems to a faulty network switch at the site	5/2/2023 8:20 AM - 5/2/2023 6:00 PM	Some San Bernardino County users may experience issues accessing CalSAWS and associated systems until the issue is resolved	N/A	Resolved	CalSAWS
PRB0046099	Siskiyou County users at the below listed sites may not be able to access CalSAWS and	5/3/2023 12:30 PM - 5/3/2023 3:36 PM	Siskiyou County users at these sites may experience issues accessing CalSAWS and	N/A	Resolved	CalSAWS

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner	
	associated systems due to a power outage: ➢ 818 S Main Street, Yreka 2060 Campus Drive, Yreka		associated systems until the issue is resolved.			
PRB0046105	Los Angeles County users may be experiencing slowness while navigating through and performing transactions in CalSAWS	5/3/2023 4:10 PM - 5/3/2023 4:44 PM	Los Angeles County users may experience slowness while navigating through and performing transactions in CalSAWS	N/A	Resolved	CalSAWS
INC0092589	CalSAWS APIs are responding with 500 codes across the board	4/26/2023 12:00 pm – 1:00 pm	User will not be able to access site in the period	N/A	In Progress	CalSAWS
INC0092592	CalSAWS APIs are responding with 500 codes across the board	05/03/2023 10:00 AM-11:00 AM PST	User will not be able to access site in the period	N/A	In Progress	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.

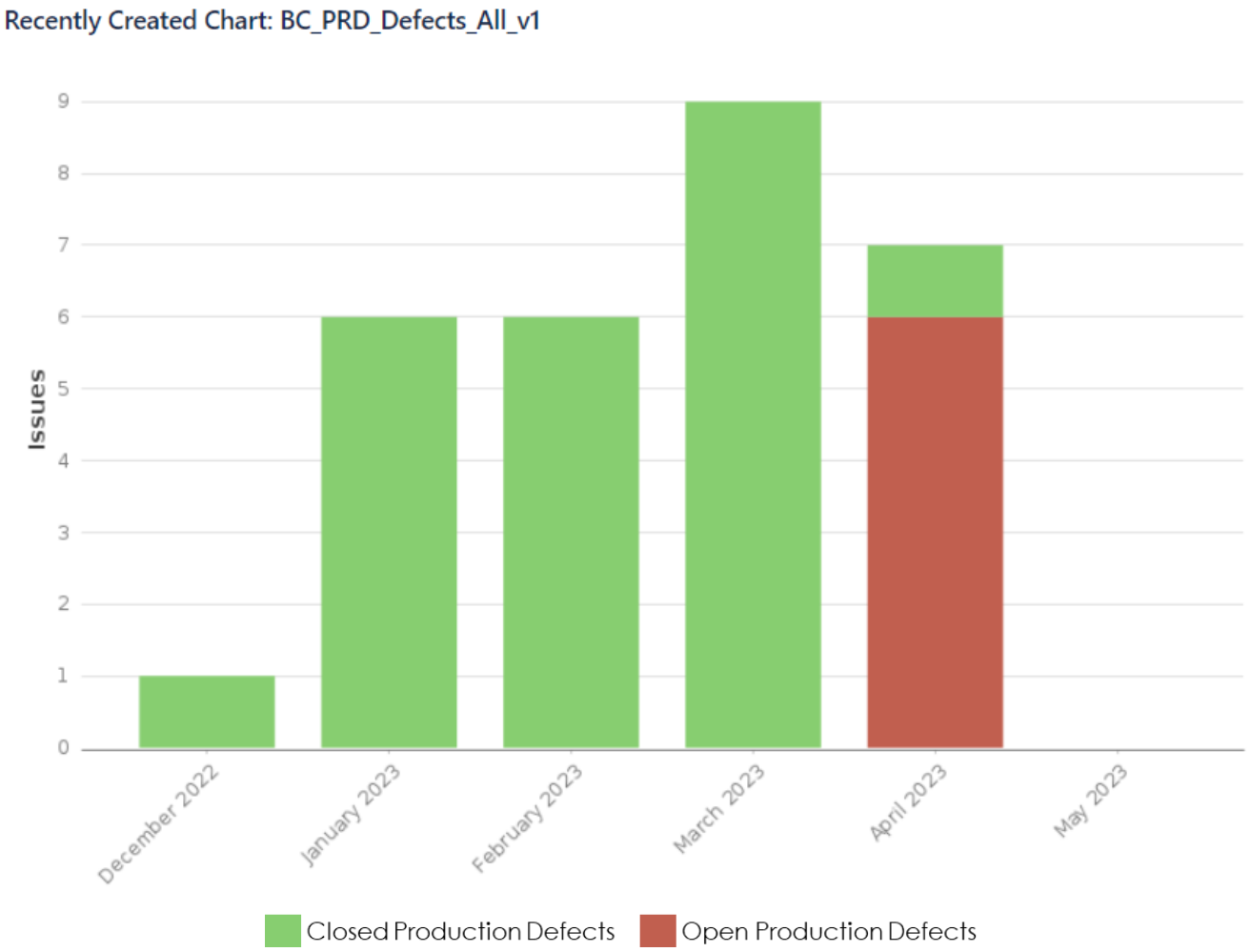


Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Severity	Release 23.05.09	Release 23.05.21	Release 23.05.25	TBD	Total
2-Normal/Medium	**0**	**0**	**0**	**0**	**0**
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
3-Normal/Low	**1**	**1**	**4**	**1**	**7**
New	0	0	0	0	0
In Progress	1	1	4	1	7
Closed	0	0	0	0	0
4-Cosmetic	**0**	**0**	**1**	**0**	**1**
New	0	0	0	0	0
In Progress	0	0	1	0	1
Closed	0	0	0	0	0
Total	***1***	***1***	***5***	***1***	***8***

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 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
Sent the draft Release Notes file for BenefitsCal Priority Release 23.05.09 to the Consortium staff and QA Partners for review.	05/1/2023	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** – None for the reporting period.

Release	Release Date	Summary
23.05.09 – Priority	05/09/23	One (1) production defect and one (1) enhancement are planned for User Error Handling, Exception Handling, and Application Summary.
23.05.21 – Priority	05/21/2023	Two (2) production defects, four (4) enhancements, and 2 (2) requirements are planned for User Error Handling, Exception Handling, and Application Summary.
23.05.25 – Monthly	05/25/23	Seven (7) production defects and eighteen (18) 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**
  - Continued providing functional and design support for ROI and enhancements development.
  - Continued working on the May 2023 release enhancements.
  - Continued working on the June 2023 enhancements.

- Met with CDSS to discuss enhancement CSPM-57458: Language Updates for RCA and TCVAP on 04/27/23.
- Presented Release of Information (ROI) Demo to Advocate and CBO Community during the UCD Monthly Meeting on 04/26/23.
- Started pre-design work on CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Supported preparation for the Release of Information (ROI) County Demo hosted by the CalSAWS BAs on 05/04/23.
- Attended the Bi-weekly meeting with the GCF team and CDSS to discuss BenefitsCal Team updates on 05/02/23.
- Hosted a Debrief session with the Consortium to receive direction on analysis RCA / TCVAP enhancement in BenefitsCal on 05/02/23.

➢ **Release 23.05.09 Development**
- Continued development effort on the emergency planned enhancement for Medi-Cal Block CSPM-65179.
- Delivered planned enhancements to SIT and UAT environments

➢ **Release 23.05.21 Development**
- Provided SIT and Independent Test support for the ROI Functionality.
- Provided County Validation support for the ROI Functionality
- Completed development of 3 ROI related enhancements

➢ **Release 23.05.25 Development**
- Continued development on 18 planned enhancements.

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

Release	Release Date	Summary
23.05.09	05/09/23	Delivered planned enhancements to SIT and UAT
23.05.21	05/21/23	Provided SIT, County Validation and Independent Test Support for ROI Functionality
23.05.25	05/25/23	Continued development on 18 planned 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 CalWIN Release – 23.04.24 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. Development in progress for the new changes related to the FormsAPI
- Continued working on the bugs and enhancements planned for the May Release – 23.05.25.
- Deployed the Priority Release – 23.05.09 into PRDSTG

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
23.04.25	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.