

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: May 01, 2023 to May 07, 2023

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 3, 2023

Period: May 01, 2023 to May 07, 2023

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Release of Information (ROI) Enhancement	<ul style="list-style-type: none">➤ County Validation defect retest phase is in-progress➤ State Partner and Advocate validation period 4/24 - 05/05➤ Target Production release 23.05 (based on draft ACL, and design). Will review the final ACL for potential downstream design implications.
CalWIN ISS Support	<p>Wave 3</p> <ul style="list-style-type: none">➤ Health metrics generation and M&O service management support are in-progress. <p>Wave 4</p> <ul style="list-style-type: none">➤ Monitor and validate for new CBOs added post the mock conversion run.➤ BenefitsCal Tier-1 training preparations are in progress. <p>Wave 5</p> <ul style="list-style-type: none">➤ CBO User information extract from MyBCW is complete.➤ CBO listing uploaded for the county (Alameda, Sonoma and Fresno) review.
UCD Research Activities	<ul style="list-style-type: none">➤ Continued UCD research for Collaboration Prioritized enhancements:<ul style="list-style-type: none">○ CSPM-64316 Use/function of Announcements○ CSPM-64318 Add information/menu/point of access for non-app features○ CSPM-35858: Program Selection○ CSPM-64320: Global Search
GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none">➤ Participated in bi-weekly meeting on 05/03/23.➤ CDSS informed the group about the funding confirmation for SCERFRA 23-512 and CF 303 components. There is a follow up meeting on 5/9/23 for the plan➤ CDSS continued the mapping of the components planned for decommissioning to parity list items
Training Environment	<ul style="list-style-type: none">➤ End-to-end Functional testing continued➤ Participated Training committee meeting on 5/3/23 for the communication logistics for the counties. The Training Committee gave direction to send access logistics to RMs and Training Committee members

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Collaboration Model	➤ Continued working on next collaboration meeting agenda prep, which is scheduled for June 2023.

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:**
 - None for the reporting period.
 - WP 28.13: BenefitsCal Work Plan Monthly Updates – April 2023 on 05/05/23.
 - WP 29.13: BenefitsCal Monthly Status Report – April 2023 on 05/05/23.
 -

1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next week:**
 - WP 28.13: BenefitsCal Work Plan Monthly Updates – April 2023 on 05/05/23.
 - WP 29.13: BenefitsCal Monthly Status Report – April 2023 on 05/05/23.

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-64320 (Enhancement)	Collaboration Model: Create a global search bar on BenefitsCal	Design Update Needed	Continued Design Research
CSPM-64316 (Action Item)	Research for CM Enhancement: Use/function of Announcements	In Progress	Research In Progress
CSPM-64318 (Action Item)	Research for CM Enhancement: Add information/menu/point of access for non-app features	In Progress	Research In Progress

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ID	Summary	Status	Update this Week
CSPM-65610 (Action Item)	Collaboration Model: May Research Items CSPM-35858: Program Selection CSPM-64320: Global Search	In Progress	Research In Progress
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	Not Started	N/A

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-64320 (Enhancement)	Website Functionality: Move the search bar to the main page of the BenefitsCal website.	Continue with Research & Design Updates	June 2023
CSPM-64316 (Action Item)	Research for CM Enhancement: Use/function of Announcements	Continue Research	May 2023
CSPM-64318 (Action Item)	Research for CM Enhancement: Add information/menu/point of access for non-app features	Continue Research	May 2023
CSPM-65610 (Action Item)	Collaboration Model: May Research Items CSPM-35858: Program Selection CSPM-64320: Global Search	Continue Research	May 2023
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	Begin Research	June 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**

- 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.
- Attended and supported the Release of Information (ROI) County Demo hosted by the CalSAWS BAs on 05/04/23.
- Continued pre-design work on CalWORKs Time Clocks for requirements FN-105.1 and FN-135.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➤ **Designs**

- Continue providing functional and design support for ROI and enhancements development.
- Continue working on the May 2023 release enhancements.
- Continue working on the June 2023 enhancements.
- Continue pre-design work on CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Facilitate a Discovery Research Session with the Collaboration Model members to clarify the User Stories and Requirements for enhancements CSPM-35858 and CSPM-64320 on 05/08.

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

➤ **Customer Experience (CX) Measurements Data**

- 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 05/01/23.

➤ **Enhancements**

- Continued to prepare for Collaboration Model enhancements that require additional clarification to define requirements and make estimations.

➤ **Advocate Engagement**

- Collected comments from the Advocate and CBO community on ROI functionality on 05/05/23.

➤ **Customer Engagement**

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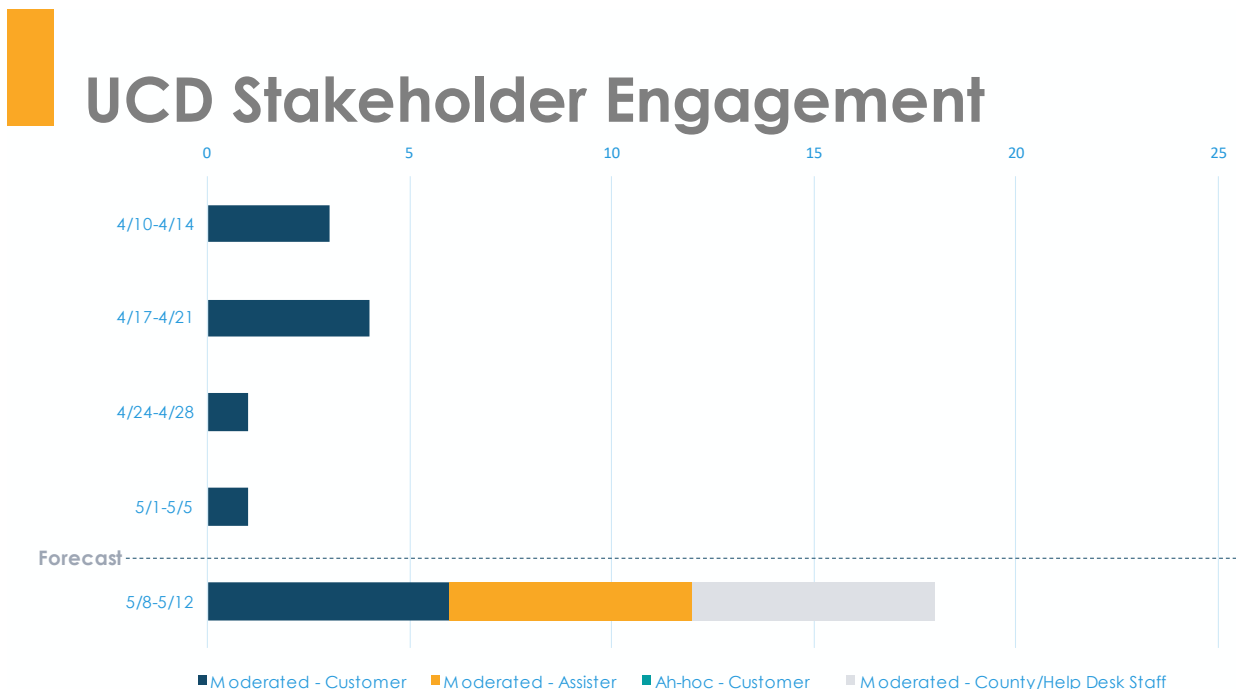
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- Prepared interview guide with design activities to engage customers in a focus group to inform the design of Collaboration Model enhancements.
- Conducted one (1) Take-it-to-the-Lab session with customers to inform the ROI design on 05/04/23.

2.1.4 Activities for the Next Reporting Period – UCD

- **CX Measurements Data**
 - 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 05/08/23.
- **Advocate Engagement**
 - Analyze and draft responses to Advocate & CBO comments on ROI functionality by 05/12/23.
- **Enhancements**
 - Finalize materials for Collaboration Model enhancement clarification sessions 2 & 3, scheduled for the week of 05/15/23.
 - Facilitate the first of three sessions with Collaboration Model participants to clarify enhancement requests on 05/08/23.
- **Customer Engagement**
 - Conduct two (2) focus groups with customers to inform the design of enhancements by 05/12/23.



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Figure 2.1-1 – UCD Stakeholder Engagement

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2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 05/05/23	Actual for Week Ending 05/05/23	Total Planned for the Release	Comments
23.05.09	2	2	2	CSPM-65179 & CSPM-65624 are planned for Priority release
23.05.25	6	5	18	CSPM-64229 got postponed for next build because of approval on exempting its API from WAF rule.

Table 2.2-1– Enhancement Actuals for Reporting Period

- **Release of Information [DDI]**
 - Completed three (3) widgets.
 - Support for UAT testing is in progress.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 02/05/23	Total Planned for the Release	Total Completed for the Release	Comments
23.05.09	2	2	2	CSPM-65179 & CSPM-65624 are planned for priority release
23.05.25	5	18	10	

Table 2.2-2 – Planned Enhancement Work

- **Release of Information [DDI]**
 - Support for UAT testing is in progress.

Unscheduled Release Updates

- **Chatbot**
 - 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 May 2023.
 - 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

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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

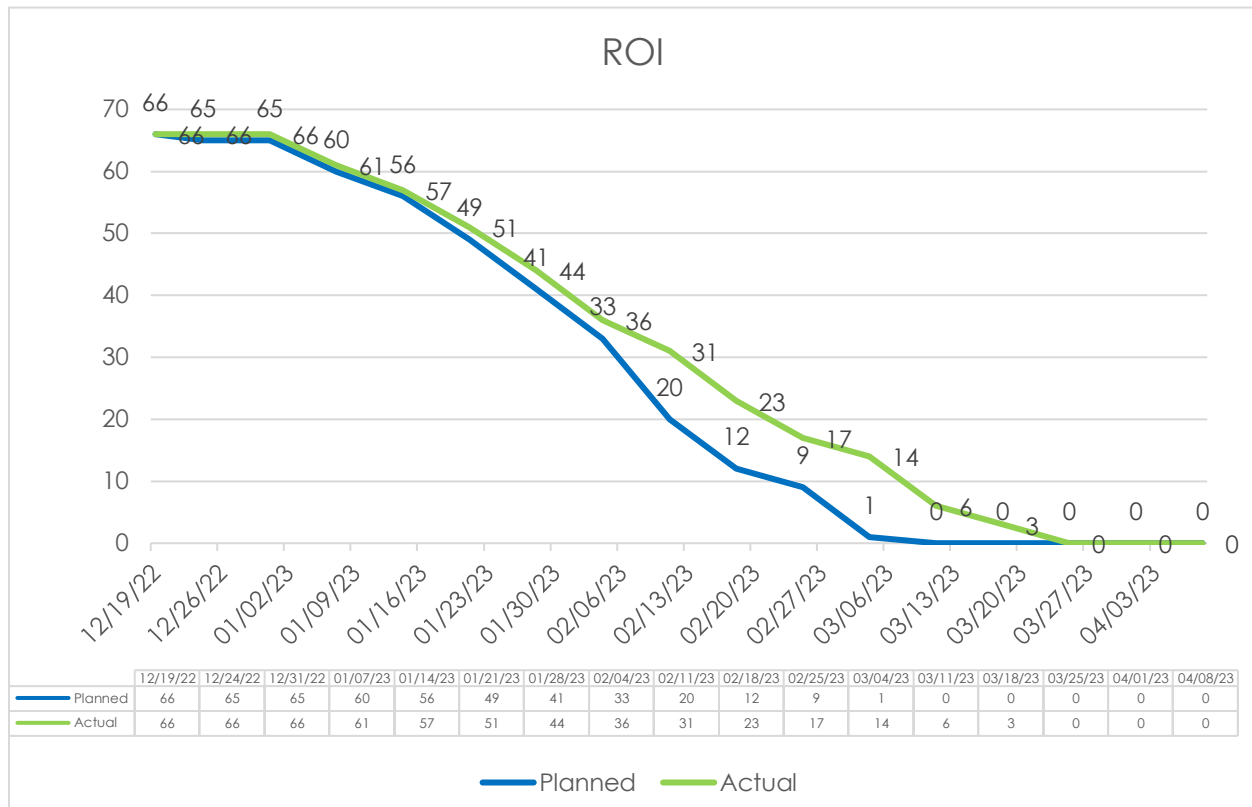


Figure 2.2-1 – Development: ROI

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.05.09 – Priority Release**
 - Deployed the Priority Release 23.05.09 into PRDSTG
- **Release 23.04.25 – May Enhancements**
 - Continued validating the enhancements planned for the May Release.
- **Release 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

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

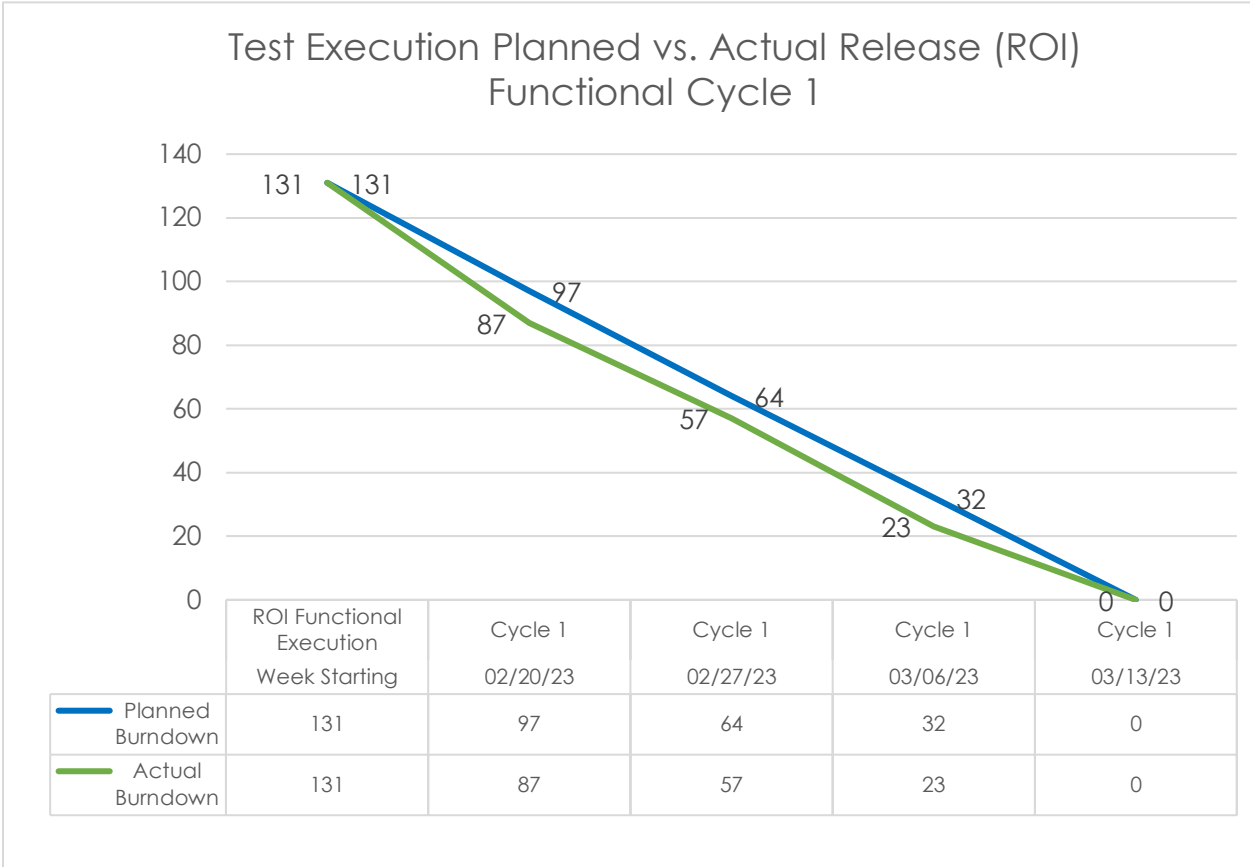


Figure 2.3-1 – ROI Functional Test Execution – Cycle 1 Burndown

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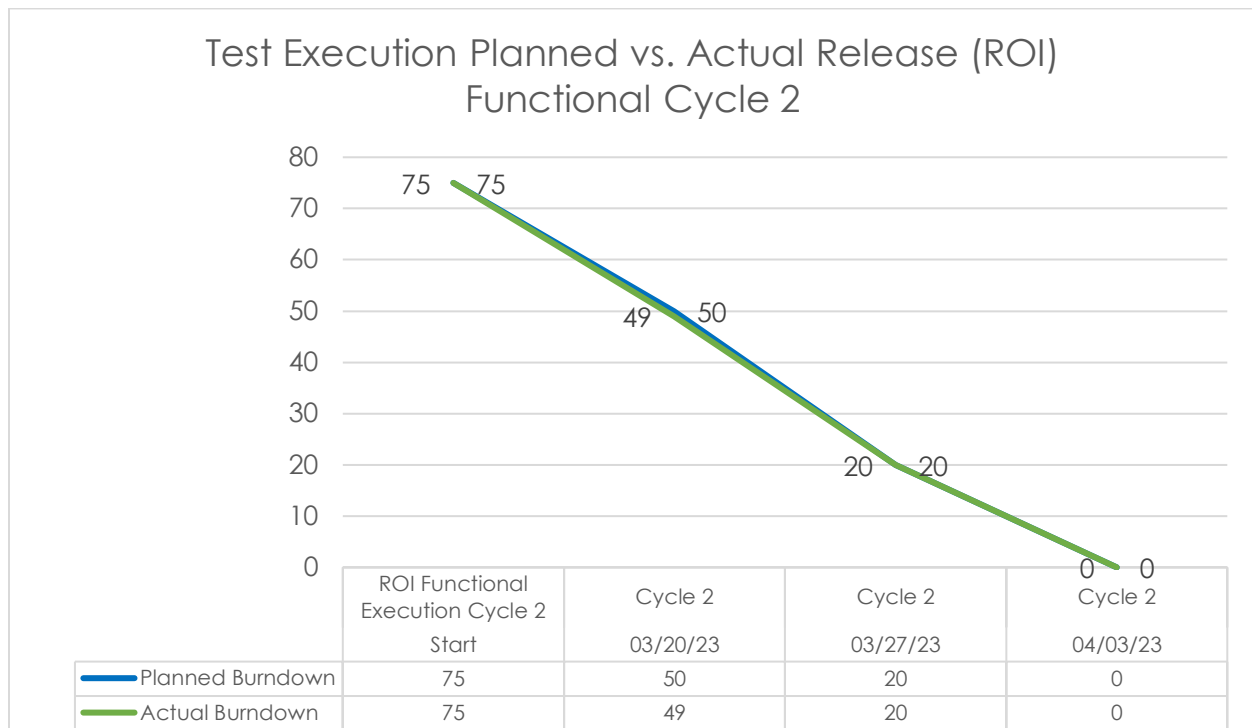


Figure 2.3-2 – ROI Functional Test Execution – Cycle 2 Burndown

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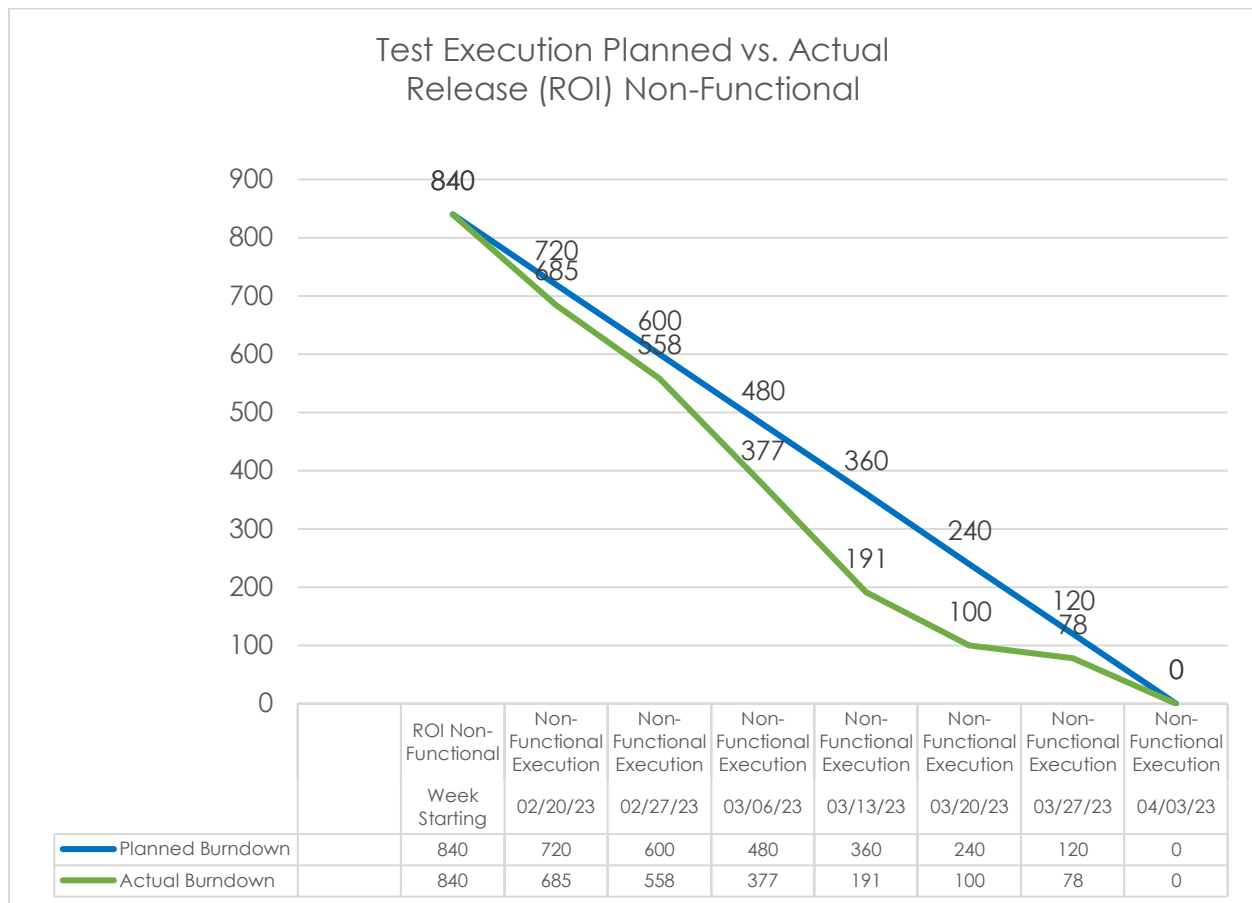


Figure 2.3-3 – ROI Non-Functional Test Execution Burndown

2.4 Activities for the Next Reporting Period – System Test Execution

- **Release ROI – 23.05.21**
 - Continue deploying fixes for ROI Execution based on the Independent Testing and UAT Testing defects (if any).
 - Validate the FormsAPI changes for App Num in SIT and plan for UAT build.
- **Release 23.05.09**
 - Deploy the priority release – 23.05.09 into PRD
- **Release ROI – 23.05.25**
 - Continue validating May Release Enhancements and coordinate with the partners for any end-to-end validation.

2.5 User Acceptance Test (UAT) Planning

2.5.1 Highlights of the Reporting Period – User Acceptance Test Planning

- **UAT Test Execution**

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- None for the period.

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

- **Test Support**
 - None for the period.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- **Release ROI – 23.05.25 performance test plan**
 - The performance team is currently validating all the scripts including the ROI scenarios on the latest UAT passed build in the performance environment and preparing for isolated performance test executions. Considering the revised integrated performance test plan, the BenefitsCal team will deploy the May monthly release codebase in performance environment on May 12th and plan to execute round 2 of the ROI performance tests along with the May release. Please see further details in the table below.
- **CalWIN ISS Support and BenefitsCal May monthly release Integrated performance test plan**
 - The next/second round of Integrated performance test inclusive of Load, Endurance, and Stress tests with the BenefitsCal, CalSAWS and Hyland teams is planned to start on the revised date 05/19/23.

3.2 Activities for the Next Reporting Period – Performance Test

- **Release ROI – 23.05.25 performance test plan**
 - Continuing validating new ROI scenarios and other BenefitsCal performance scripts and execute latest release performance tests.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	04/10/23	05/17/23	Release of Information (ROI) Enhancement And BenefitsCal May monthly release	Scope: Isolated BenefitsCal performance test with three (3) new scripts and enhancements to existing Apply for Benefits scripts. Executions: Round 1 execution: Monday, 05/08/23 - Smoke test	50%

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Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
				Tuesday, 05/09/23 - Isolated performance test Round 2 execution: Monday, 05/15/23 - Isolated performance test Tuesday, 05/16/23 - Isolated performance test	
13	05/19/23	06/07/23	CalWIN Statewide rollout	Scope: The BenefitsCal team has identified 32 scripts leveraging and exercising Hyland Imaging APIs for the 2 nd round of Integrated testing with the CalSAWS and Hyland teams. Executions: Friday, 05/19/23 – Integrated full load Performance Pre-Test Monday, 05/22/23 – Integrated Performance Test Wednesday, 05/24/23 – Endurance Test Wednesday, 05/31/23 – Stress Test Friday, 06/02/23 – Contingency Test Day 1 Wednesday, 06/07/23 – Contingency Test Day 2	0%

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**
 - Uploaded the Wave 5 CBO Mock Run User Listings for Wave 5 County review. The respective counties will be validating these users in preparation for the Wave 5 Mock Run.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- **Perform CBO User Data Validation**

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- Identify Primary Points of Contact (PPOCs) for the rest of the CalWIN Counties to perform Community Based Organization (CBO) user data validation.
- Review the Exception Report generated from the Wave 3 Prod CBO user load

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

- **SAST**
 - 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 05/05/23.

4.2.2 Activities for the Next Reporting Period – Security

- **Identified Vulnerabilities**
 - 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**
 - 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.

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Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
28.13	BenefitsCal Work Plan Monthly Updates – April 2023	On-Track	FWP submission 05/05/23 FWP approval 05/15/23
29.13	BenefitsCal Monthly Status Report – April 2023	On-Track	FWP submission 05/05/23 FWP approval 05/15/23

Table 6.1-4 – Upcoming Work Product Deadlines

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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	<p>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.</p> <p>Status Updates:</p> <p>November 11, 2022</p> <ul style="list-style-type: none">► 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. <p>January 08, 2023</p> <ul style="list-style-type: none">► 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. <p>May 05, 2023</p> <ul style="list-style-type: none">► Participated in bi-weekly meeting on 05/03/23.► CDSS informed the group about the funding confirmation for SCERFRA 23-512 and CF 303 components. There is a follow up meeting on 5/9/23 for the plan	Open	2	Medium	05/10/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
		► CDSS continued the mapping of the components planned for decommissioning to parity list items				

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

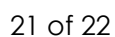
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

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

Table 6.3-2 – CRFIs

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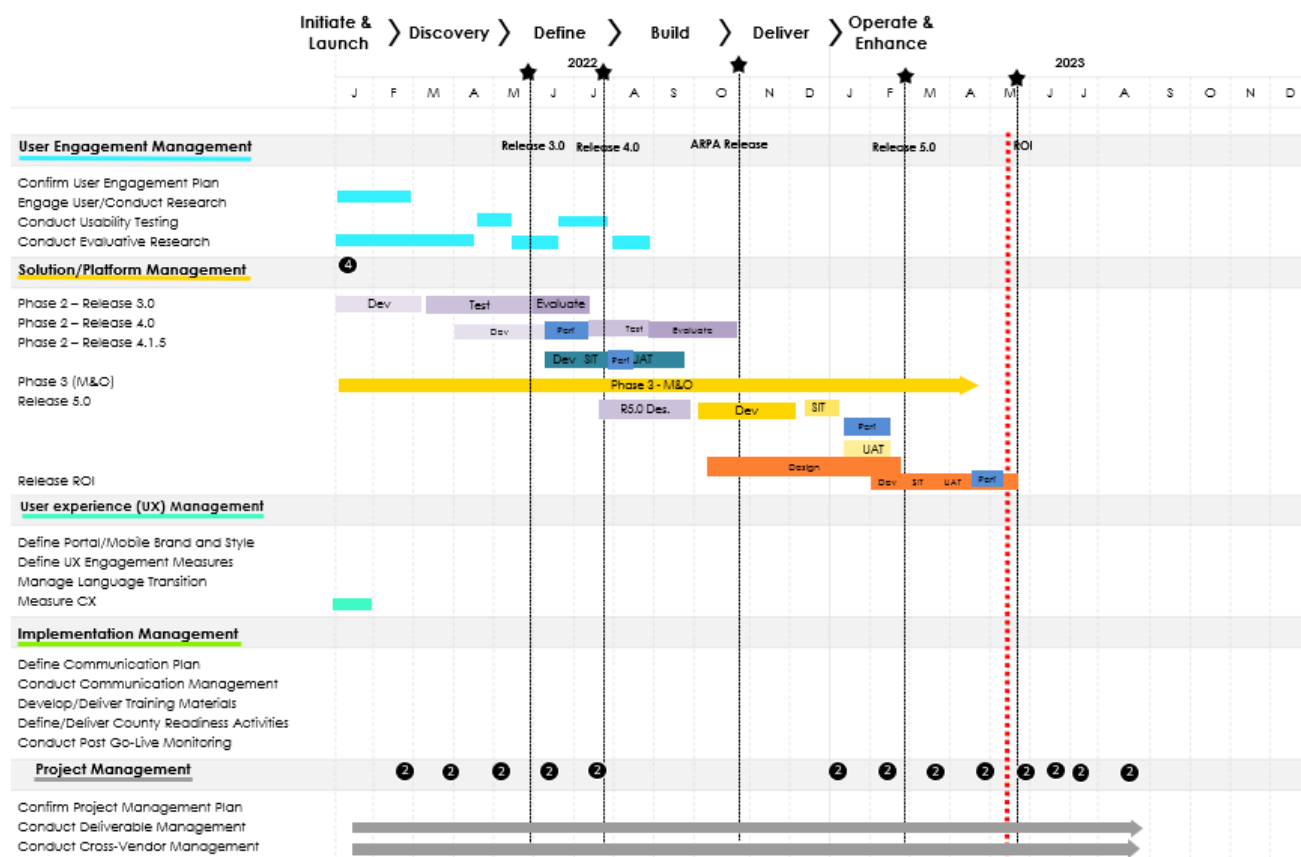
Project Timeline



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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