

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

**Reporting Period: May 8, 2023 to May 21, 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 Priority Release <b>23.05.09</b> on <b>05/09/23</b>
4.2	Upcoming BenefitsCal Monthly Release <b>23.05.25</b> on <b>05/25/23</b>

**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 fourteen (14) active Production defects.
Incidents		There are fifteen (15) 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 23.05.09 to BenefitsCal Production.
- **Emergency Release** – None to report in this reporting period.
- **Monthly/Major Release** – None to report in this reporting period.

#### Planned Outages




- Tuesday, 05/09/23 8:00 PM PST to 9:30 pm PST
  - BenefitsCal Priority Release 23.05.09

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## 2.0 Project Management

### 2.1 Project Deliverables Summary

Del #	Name	Team	Status <sup>[1]</sup>	Status
WP 28.12	BenefitsCal Work Plan Monthly Updates – April 2023	PMO		FWP approval 05/15/23
WP 29.12	BenefitsCal Monthly Status Report – April 2023	PMO		FWP approval 05/15/23
WP 28.13	BenefitsCal Work Plan Monthly Updates – April 2023	M&O		DWP submission 05/09/23 FWP submission 05/19/23 FWP approval 05/26/23

<sup>[1]</sup> **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:**
  - 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.

### 2.3 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
  - None.

### 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**

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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	0
Completed	1
Reopened	0
In Review	0
Withdrawn	0
<b>Total</b>	<b>1</b>

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

- **Completed**
  - CSPM-64789: SCERFRA 23-515 – CAPI Application Flow in CalSAWS/BenefitsCal

**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

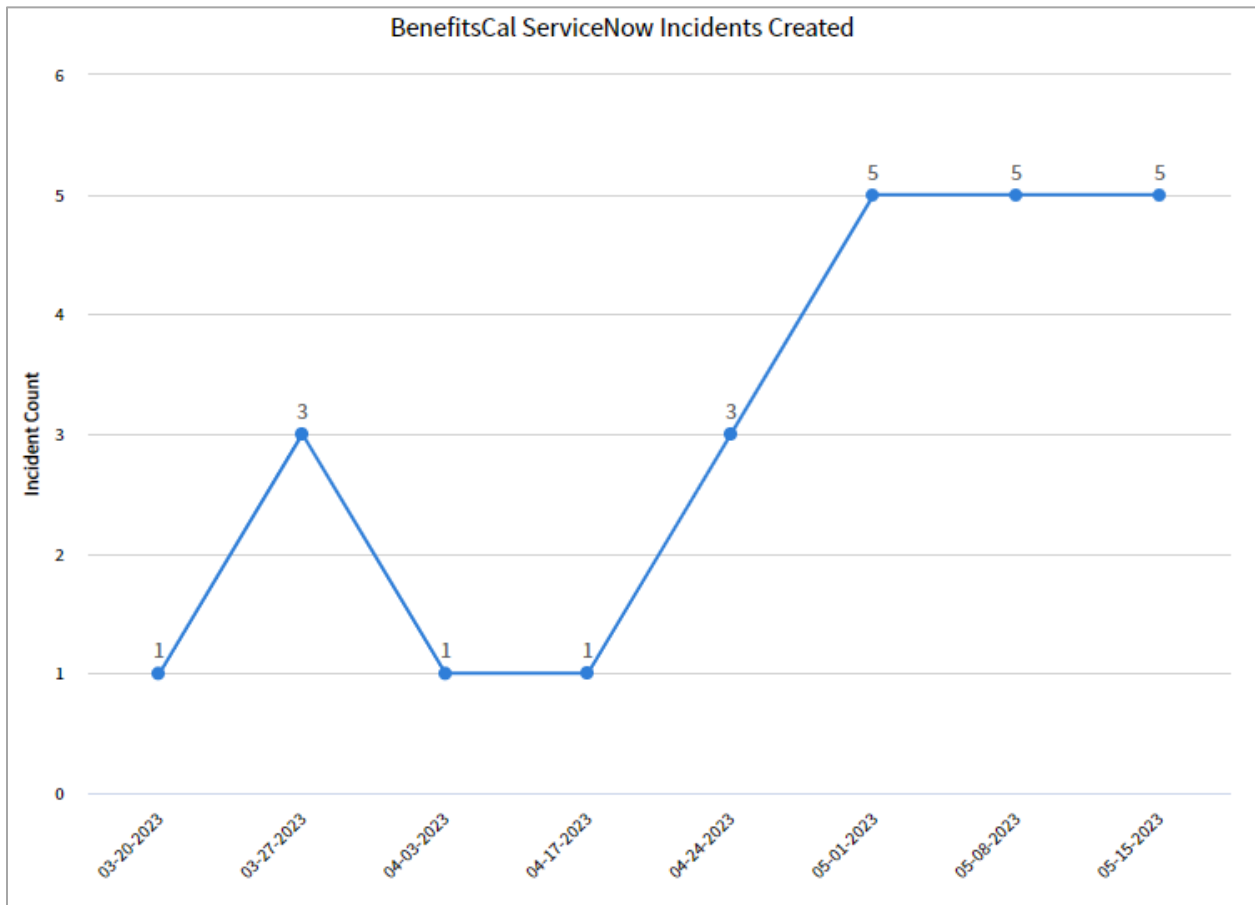
- **Incidents Created**
  - Ten (10) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved seven (7) incidents in the bi-weekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed zero (0) incidents in the bi-weekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged fifty (50) incidents in the bi-weekly reporting period.
- **Problems Created**
  - The BenefitsCal Tier 3 Team created six (6) problem tickets in the bi-weekly reporting period.
- **Problems Resolved**
  - The BenefitsCal Tier 3 Team resolved zero (0) problem tickets in the bi-weekly reporting period.

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

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### 3.1.2 BenefitsCal Help Desk Metrics

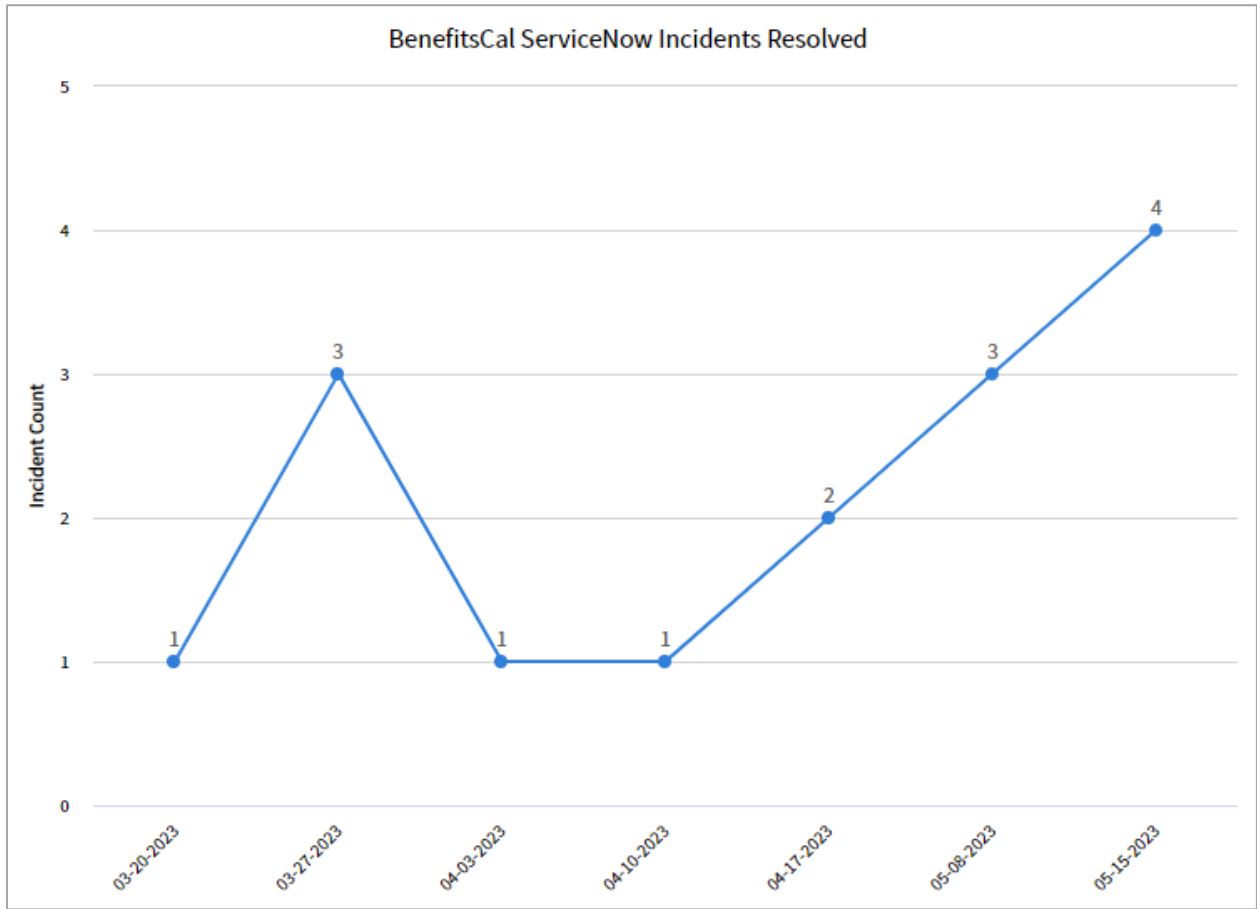
The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.





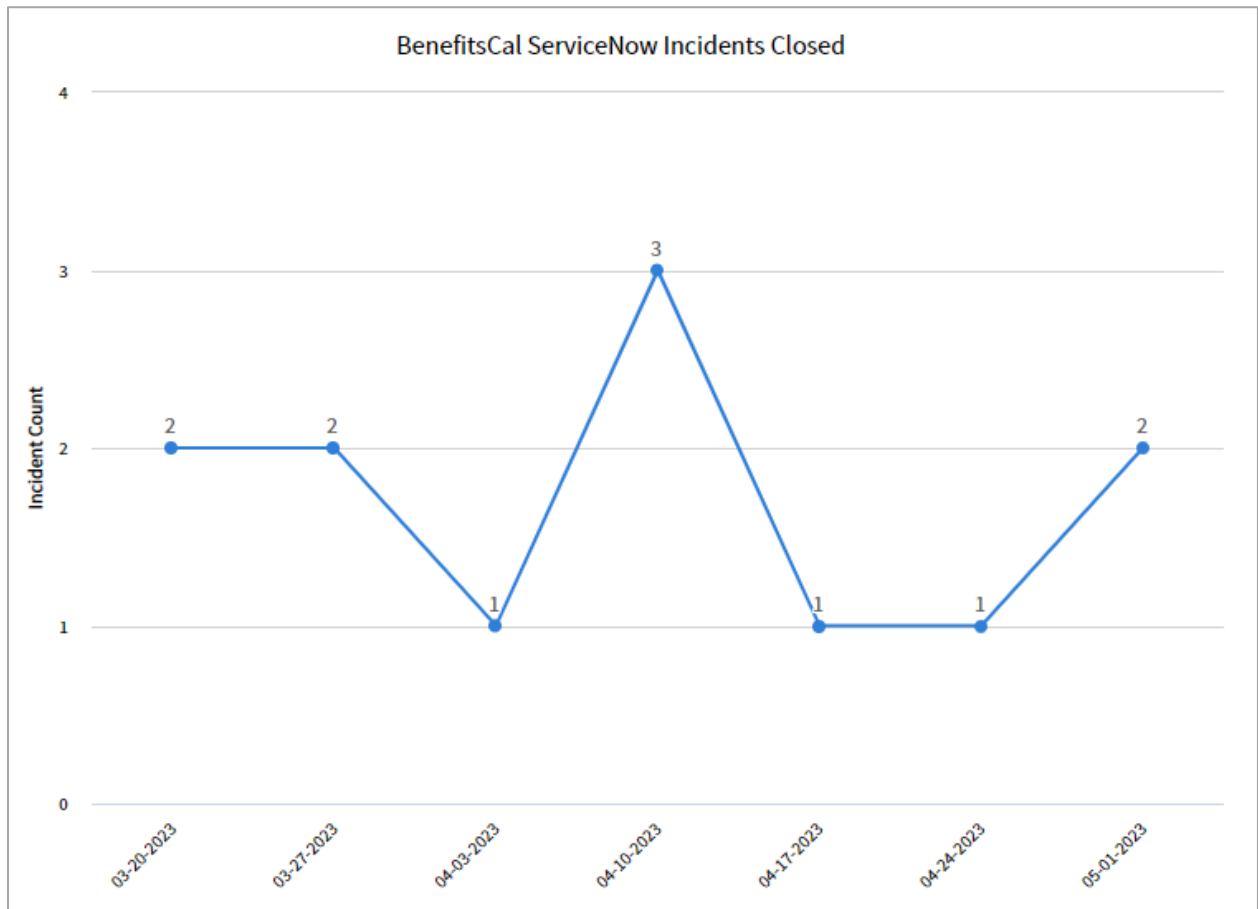
CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

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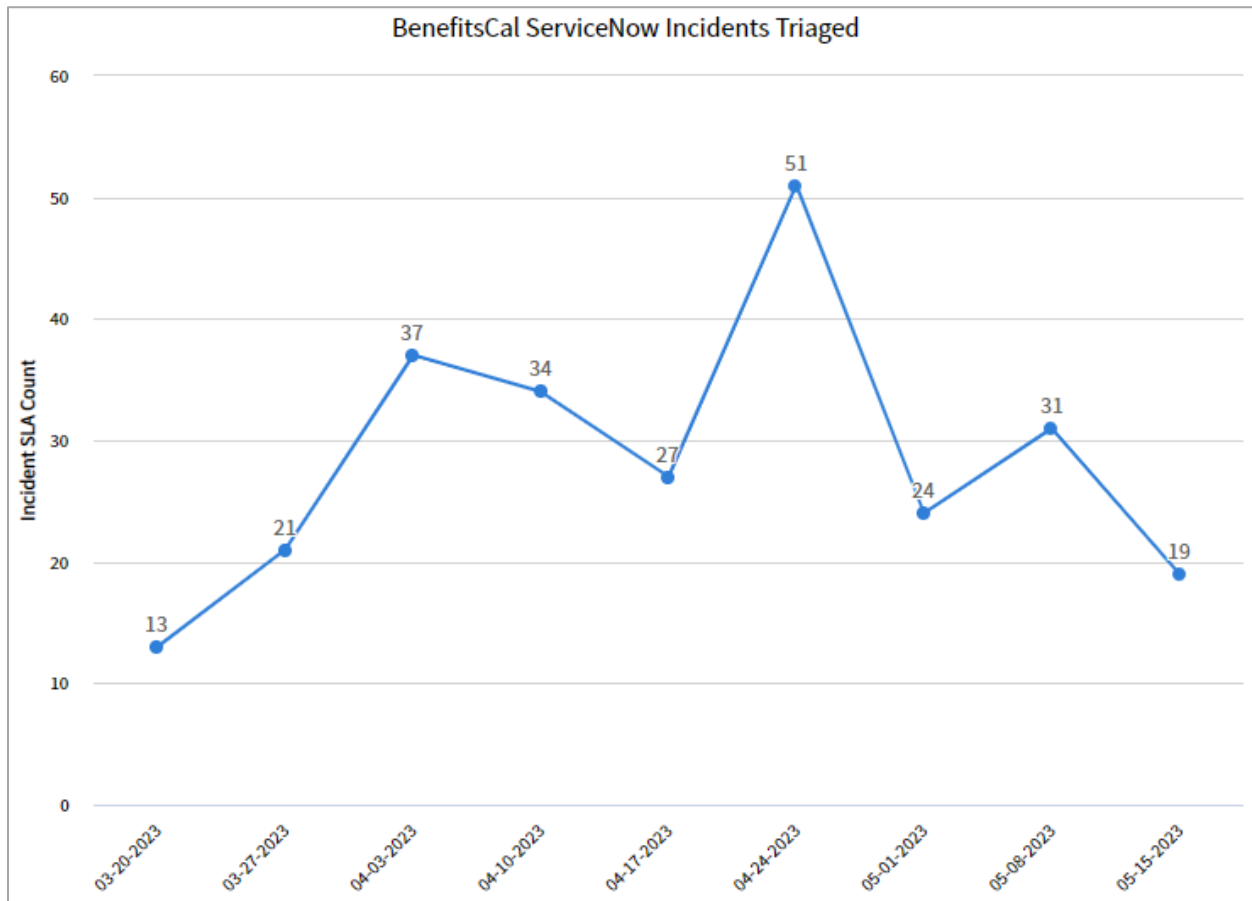
# CalSAWS – BenefitsCal (Portal/Mobile) Monthly M&O Report

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

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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)."

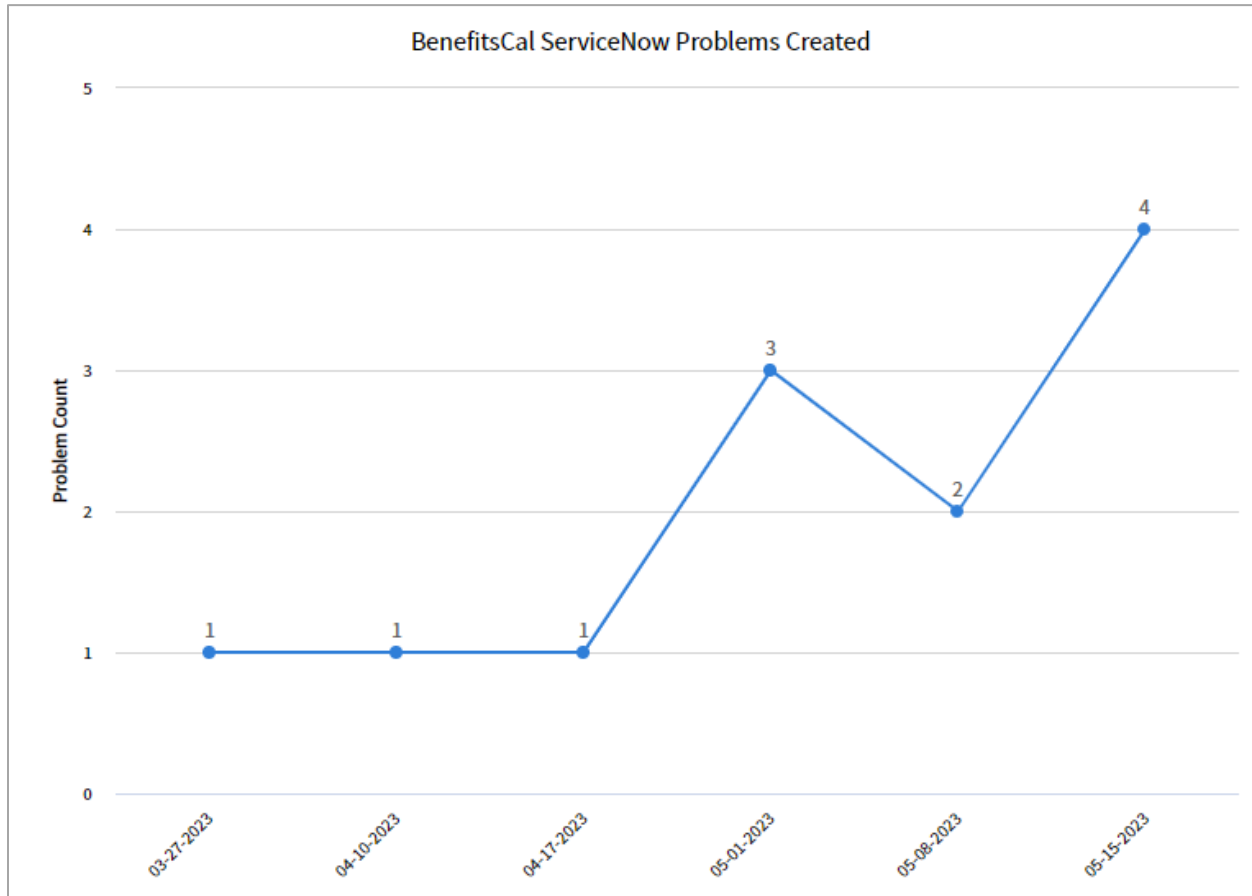
**Figures 3.1-1, 3.1-2, and 3.1-3 – BenefitsCal ServiceNow Incidents**

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

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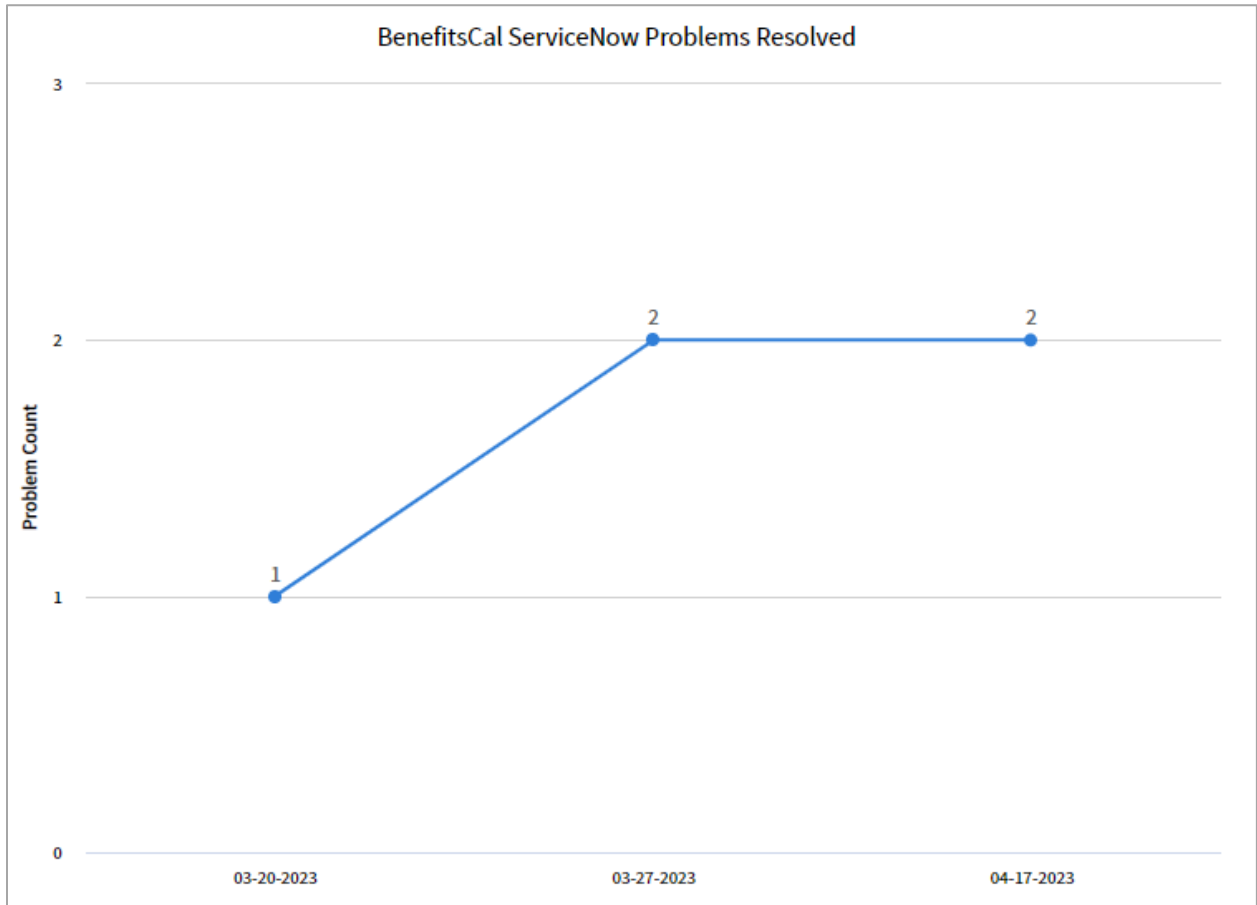
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The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.



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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**

State	Aging Category	1-5 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
	New		2	0	0	0	0	0
In Progress		0	2	0	0	0	0	2
On Hold		2	3	5	1	0	0	11
Resolved		1	0	3	2	0	0	6
Closed		0	30	240	70	57	1	398
<b>Count</b>		<b>5</b>	<b>35</b>	<b>248</b>	<b>73</b>	<b>57</b>	<b>1</b>	<b>419</b>

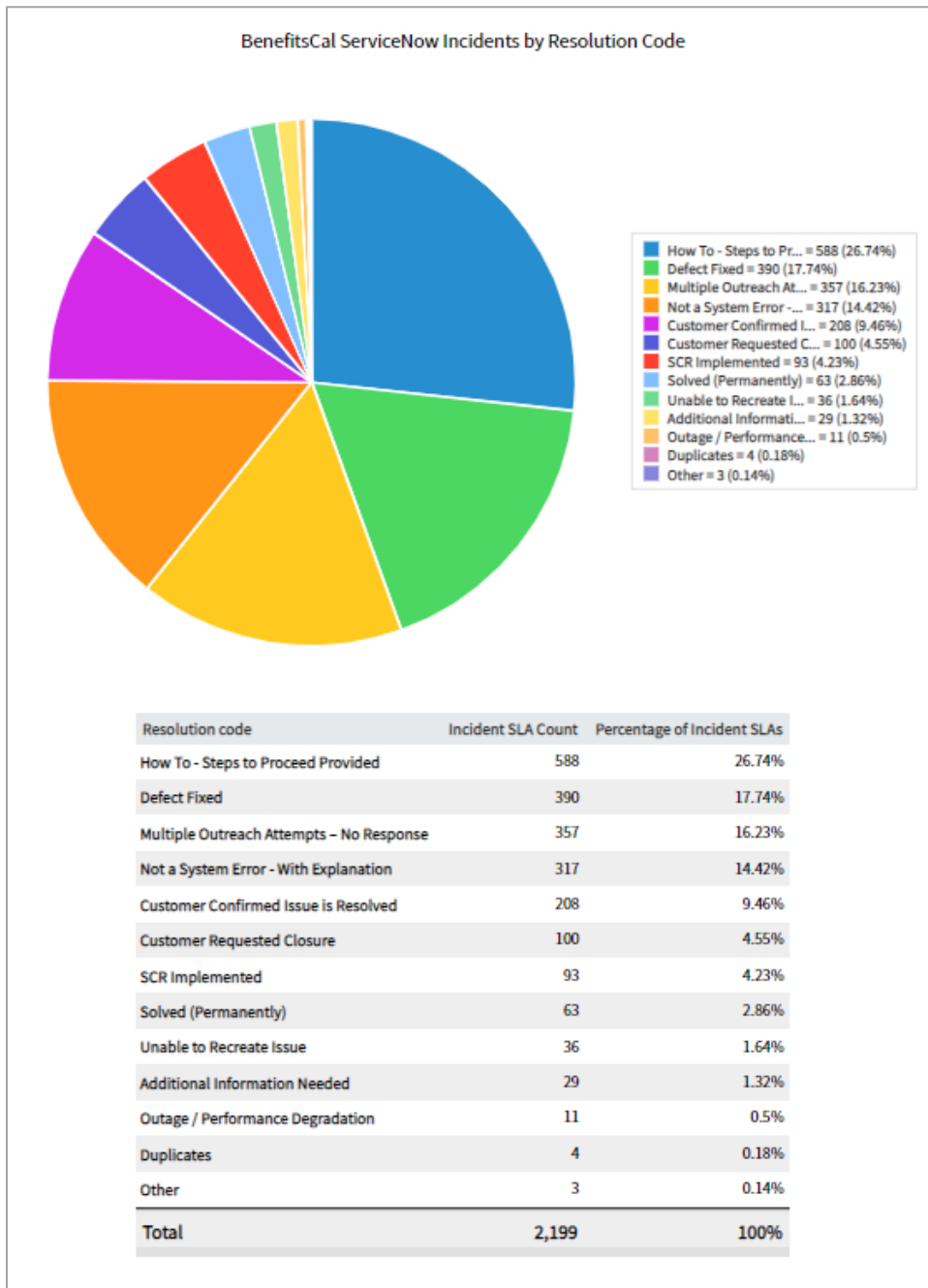
**Aging "State" definitions:**

- 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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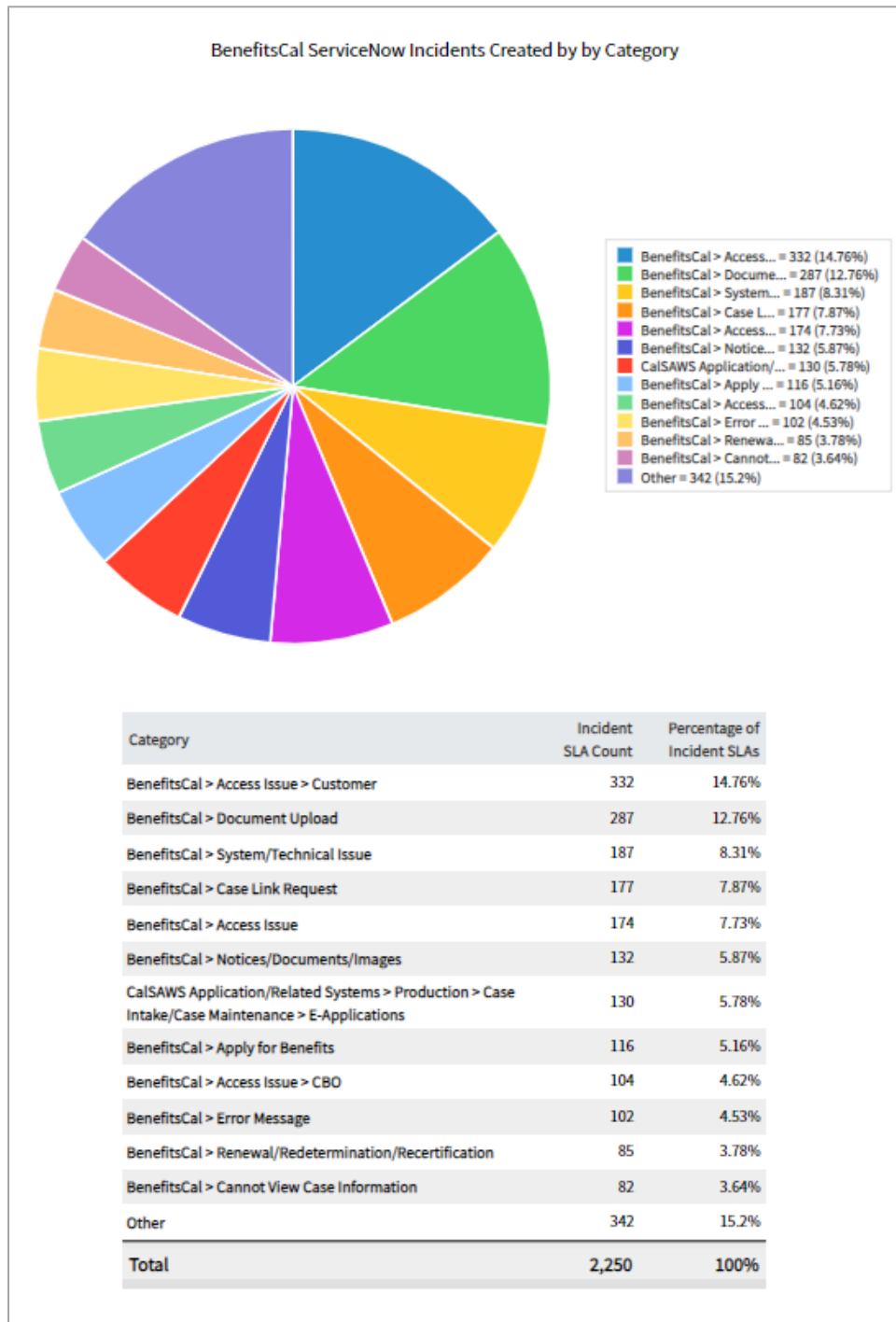


**Note:** The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

**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. The Redis Cluster mem cache is upgraded to 6.2.6

### 3.3 BenefitsCal Maintenance and Operations

Scheduled Date	Outage Timeframe	Activity Description
05/09/23	08:00 pm – 09:30 pm PST	BenefitsCal Maintenance
05/12/23 – 05/14/23	05/12/23 08:00 pm – 05/14/23 08:30 pm PST	CalSAWS Application maintenance
05/19/23 – 05/21/23	05/19/23 08:00 pm – 05/21/23 04:15 pm PST	CalSAWS Application maintenance

**Table 3.3-1 – BenefitsCal Upcoming Maintenance**

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner	
PRB0046169	Sierra County users at the 202 Front Street, Loyalton site may not be able to access CalSAWS and associated systems due to a local power outage.	05/11/23 07:00 am – 05/11/23 08:54 am	Sierra County users at the 202 Front Street, Loyalton site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	N/A	Resolved	CalSAWS
PRB0046206	San Bernadino County users at the 73629 Sun Valley Dr, Twentynine Palms site may experience slowness due to a local internet issue	05/15/23 01:05 pm	Users may experience slowness accessing CalSAWS and associated systems until the issue is resolved.		In Progress	CalSAWS
PRB0046199	Kern County users at the 3711 Columbus Street, Bakersfield site may not be able to access CalSAWS and associated systems.	05/15/23 09:10 am – 05/15/23 11:00 PM	Kern County users at the impacted Bakersfield site may experience issues accessing CalSAWS and associated		Resolved	CalSAWS

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

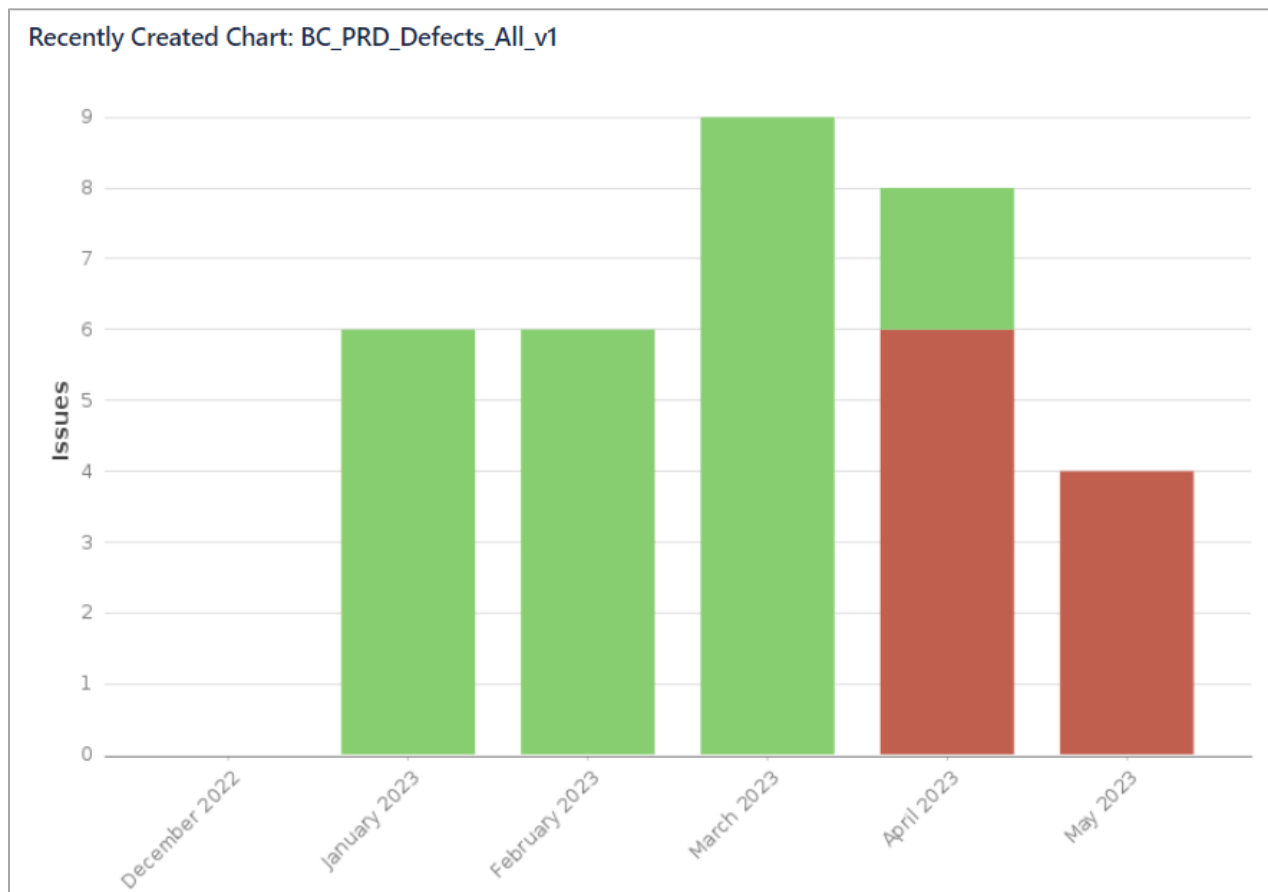
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Ticket ID	Description	Impact Date/Time	Impact	Status	Owner	
			systems until the issue is resolved.			
PRB0046243	Some County users in six counties were not able to access CalSAWS and associated systems	05/19/23 08:26 am – 05/19/23 08:46 am	Some County users in six counties were experiencing issues accessing CalSAWS and associated systems during the impacted period.	N/A	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 23.05.21	Release 23.05.25	Release 23.06.22	TBD	Total
<b>2-Normal/Medium</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
<b>3-Normal/Low</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>13</b>
New	0	0	0	0	0
In Progress	2	5	3	3	13
Closed	0	0	0	0	0
<b>4-Cosmetic</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
New	0	0	0	0	0
In Progress	0	1	0	0	1
Closed	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>14</b>

**Table 3.4-2 – Production Defect Fix – Release Schedule**

**3.5 Production Operations**

**3.5.1 Release Communications**

Task	Date(s)	Owner
Sent the final Release Notes file for BenefitsCal Priority Release 23.05.09 to the Communication Team to publish.	05/08/23	Production Operations
Sent the draft Release Notes file for BenefitsCal Priority Release 23.05.25 to the Consortium staff and QA Partners for review.	05/18/2023	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 23.05.09 was successfully deployed on 05/09/23 to BenefitsCal Production. One (1) production defect and One (1) enhancement were planned for User Error Handling, Exception Handling, and Application Summary.
- **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
23.05.25 – Monthly	05/25/23	Six (6) 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 working on the May 2023 release enhancements.
  - Continue providing functional and design support for ROI and enhancements development.
  - Continue design work for the June 2023 enhancements.
  - Continue pre-design work for the 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 enhancement requests on 05/15/23.

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- Review the BenefitsCal Enhancement Request (ER) & System Change Request (SCR) Process with the Consortium on 05/17/23.
- Facilitate a Discovery Research Session with the Collaboration Model members to clarify the User Stories and Requirements for enhancements CSPM-64316 on 05/19/23.
- **Release 23.05.09 Development**
  - Delivered planned enhancements to production
- **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**
  - Provided SIT and Independent Test support for the 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 production.
23.05.21	05/21/23	Provided SIT, County Validation, and Independent Test Support for ROI Functionality.
23.05.25	05/25/23	Provided SIT and Independent test support 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**

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### 4.3.2 Automated Regression Test (ART) Coverage

- Deployed the Priority Release – 23.05.09 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. Deployed the last build to UAT.
- Continued working on the bugs and enhancements planned for the May Release – 23.05.25. Deployed the last build to UAT.
- Started validation on the June Monthly Release – 23.06.22 into SIT.

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
23.05.25	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.

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### 4.4 Training Materials Update

- None for the reporting period.

### 4.5 Deviation from Plan/Adjustments

- None for the reporting period.