

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

Reporting Period: May 22, 2023 to June 4, 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 Monthly Release 23.05.25 on 05/25/23
4.2	Upcoming BenefitsCal Monthly Release 23.06.22 on 06/22/23

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 seventeen (17) active Production defects.
Incidents		There are thirty-one (31) 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** – None to report in this reporting period.
- **Emergency Release** – None to report in this reporting period.
- **Monthly/Major Release** – The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 23.05.25 to BenefitsCal Production.

Planned Outages






- Thursday, 05/25/23 8:00 PM PST to 9:30 pm PST
 - BenefitsCal Monthly Release 23.05.25

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2.0 Project Management

2.1 Project Deliverables Summary

Del #	Name	Team	Status ^[1]	Status
WP 24.18	CX Monthly Report – April/May 2023	UCD		DWP submission 06/09/23 FWP submission 06/20/23 FWP approval 06/28/23
WP 25.16	Monthly M&O Report – May 2023	M&O		DWP submission 06/09/23 FWP submission 06/20/23 FWP approval 06/28/23
WP 28.14	BenefitsCal Work Plan Monthly Updates – May 2023	PMO		FWP submission 06/05/23 FWP approval 06/13/23
WP 29.14	BenefitsCal Monthly Status Report – May 2023	PMO		FWP submission 06/05/23 FWP approval 06/13/23
WP 32.01	Communications and Marketing Plan	Design		DWP submitted 05/31/23 FWP submission 06/13/23 FWP approval 06/21/23

^[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:**
 - DWP 32.01: Communications and Marketing Plan on 05/31/23.

2.3 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 32.01: Communications and Marketing Plan on 05/31/23.

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
0174-23	Notify (All); usbenefitscald evops@deloitte	Scheduled Downtime Notification	CalSAWS M&E	05/26/23	Anand Kulkarni	Pete Quijada

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	e.com; operator@calheers.ca.gov					
0193-23	PPOCs (48); Regional Managers; Self Service Portal Committee; Imaging Committee	CalSAWS Imaging – Viewing Images Uploaded Through BenefitsCal	CalSAWS M&E	05/23/23	Rhiannon Chin	Inez Finnigan
0200-23	PPOCs (Solano, Santa Cruz, San Mateo, San Diego); IPOCs (Wave 4)	Wave 4 CalWIN County Go-Live Packet	CalWIN Migration	05/31/23	Kishan Mallur	Rachel Frey
0207-23	PPOCs (48, San Diego, San Mateo, Santa Cruz, Solano); Regional Managers; Help Desk; Production Operations	Wave 4B Cutover Weekend Calendar Infographic	CalSAWS M&E	06/01/23	Art Robles	Lesley Pevny

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
23-078	PPOCs (Alameda, Fresno, Sonoma); Regional Managers	CalWIN Counties BenefitsCal Options – Wave 5	05/24/23	Open	06/08/23	Marsale Eramya	Carlos Zepeda
23-079	PPOCs (San Diego, San Mateo, Santa Cruz, Solano); Regional Managers (R1, R5)	Wave 4 - Request for Counties to Identify Point of Contact for CBO Support	05/30/23	Open	06/13/23	Marsale Eramya	Carlos Zepeda

Table 2.4-2 – CRFIs

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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	4
Reopened	0
In Review	2
Withdrawn	0
Total	6

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

➤ In Review

- CSPM:66223: SIRFRA 1270 – Expanding the Release of Information (ROI) Feature
- CSPM-65968: SIRFRA 1267 – SSI Linked Medi-Cal Status Message in Portal Account

➤ Completed

- CSPM-65775: SCERFRA 23-543 – BenefitsCal Accepting Homeless Assistance Requests (CW 42)
- CSPM-66151: SCERFRA 23-545 – Removal of the Unrelated Adult Male Policy
- CSPM-66175: 23-546 – Senate Proposal SNB and TNB Parity
- CSPM-66176: 23-547 – Senate Proposal – Extend the CalFresh Safe Drinking Water Pilot

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

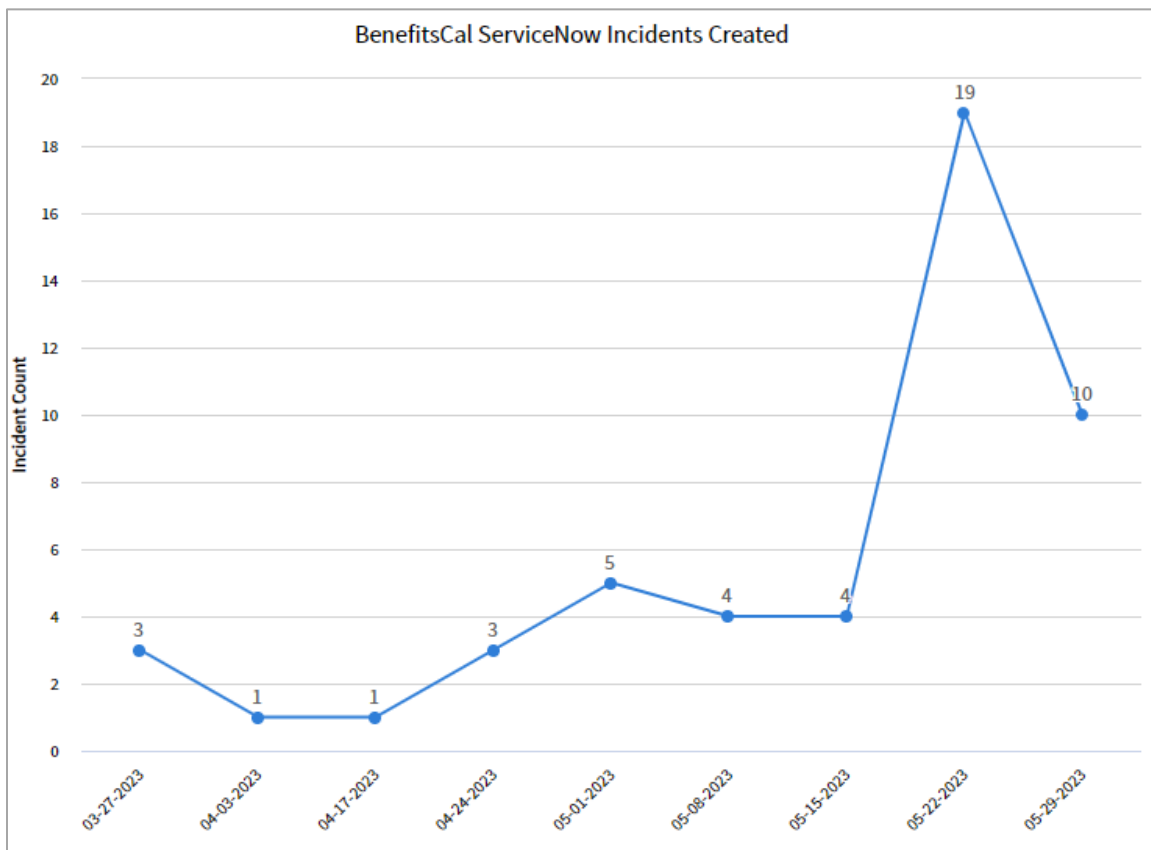
- **Incidents Created**
 - Twenty-nine (29) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved fifteen (15) incidents in the bi-weekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed seven (7) incidents in the bi-weekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged seventy-one (71) incidents in the bi-weekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created five (5) 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) Bi-Weekly M&O Report

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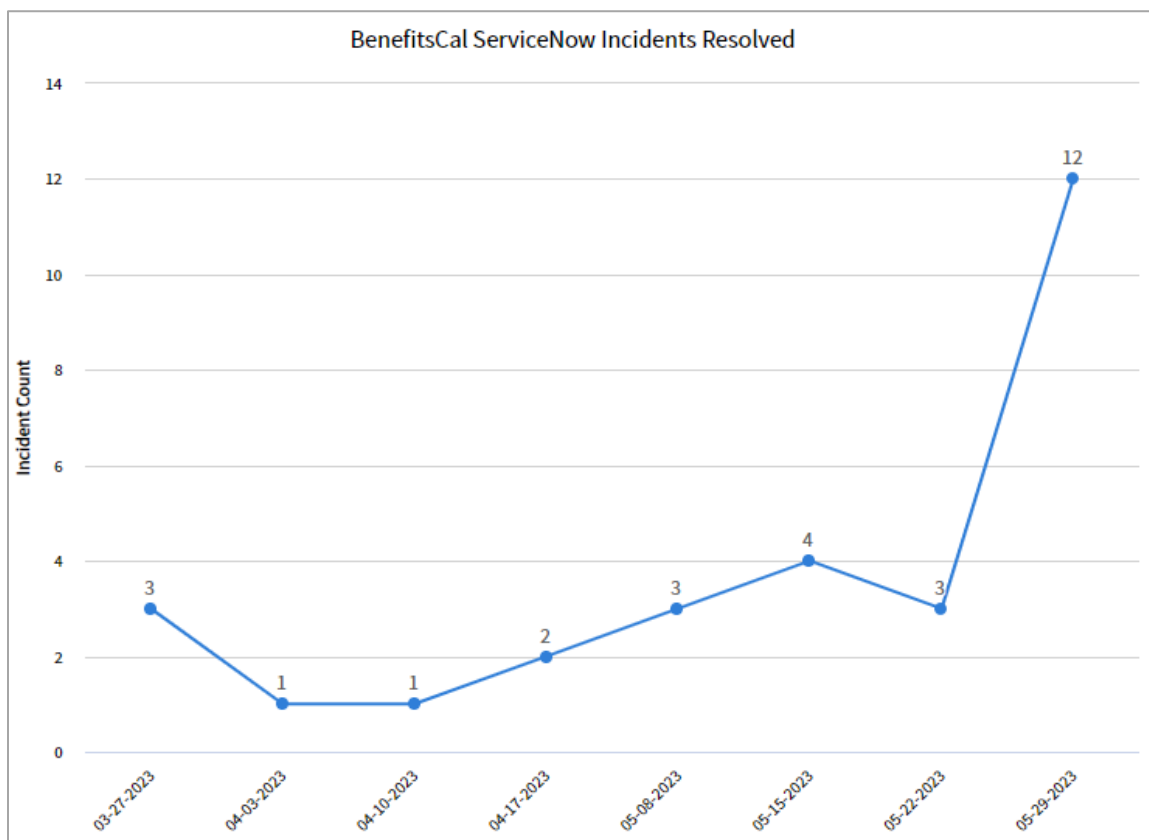
3.1.2 BenefitsCal Help Desk Metrics

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.



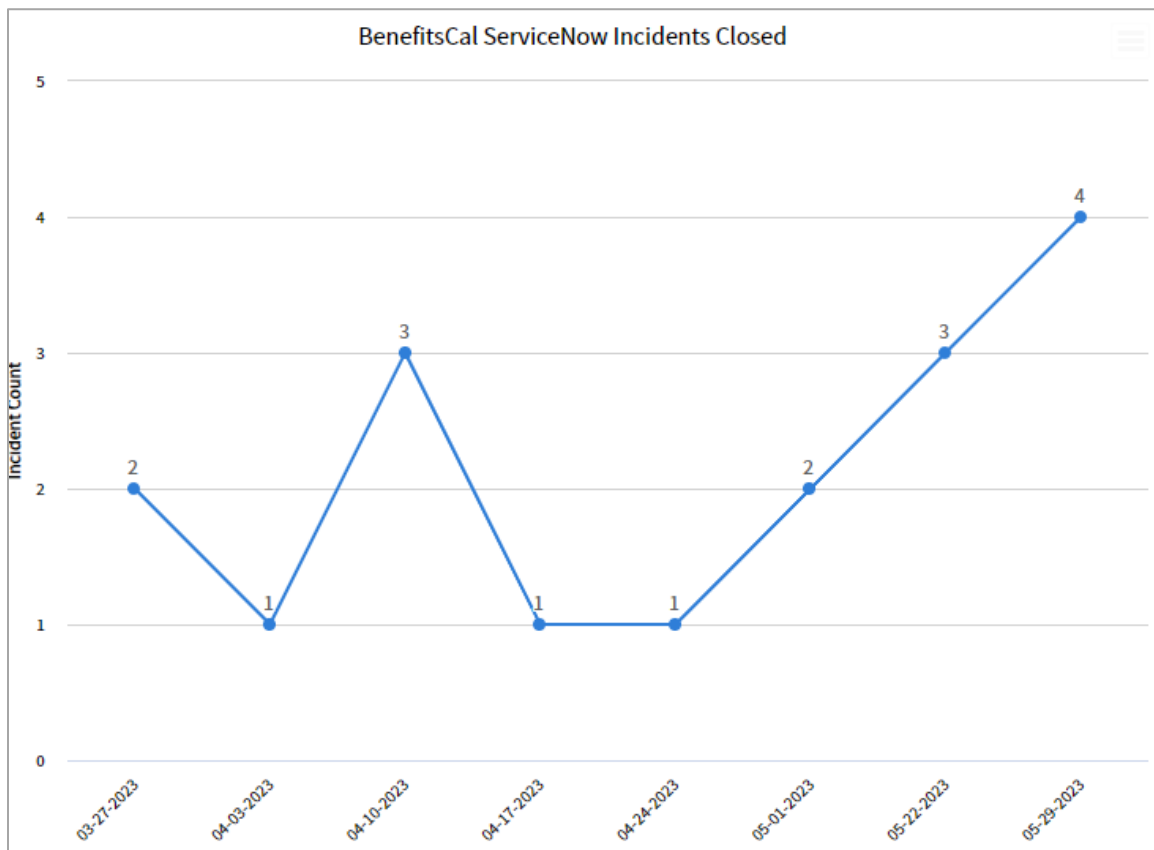
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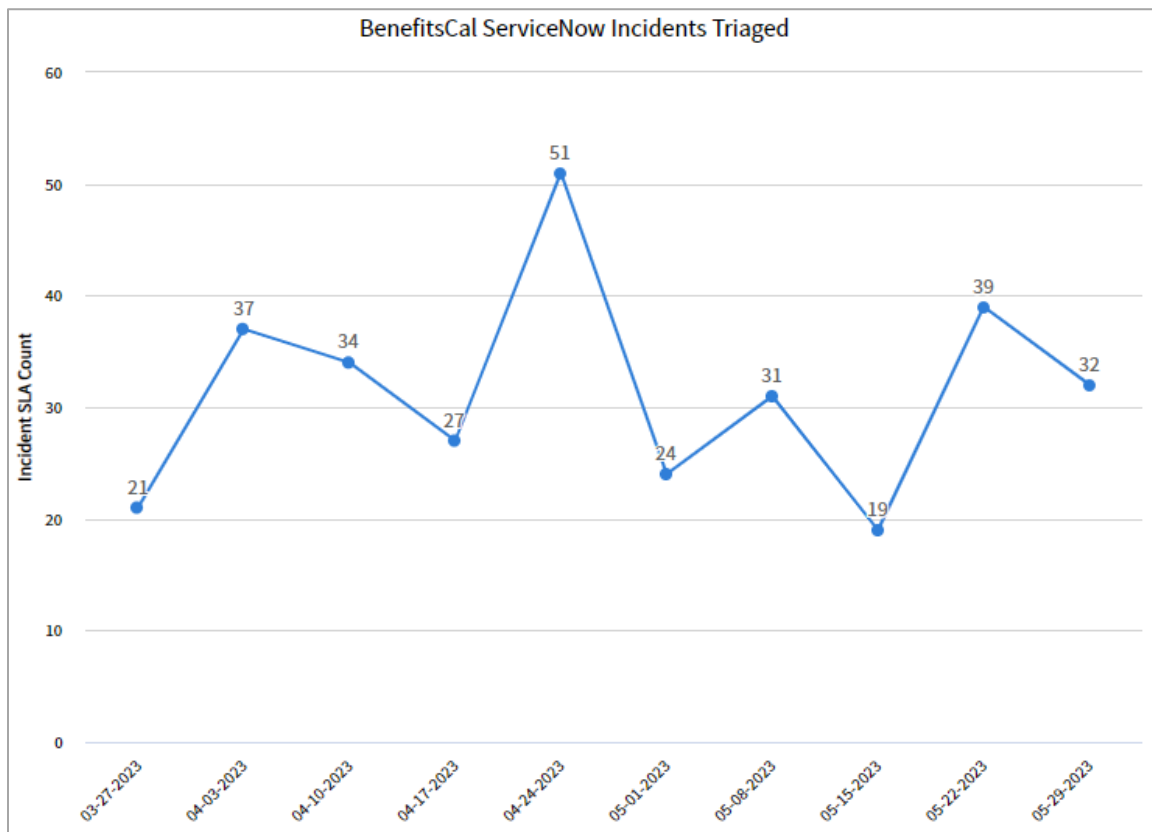
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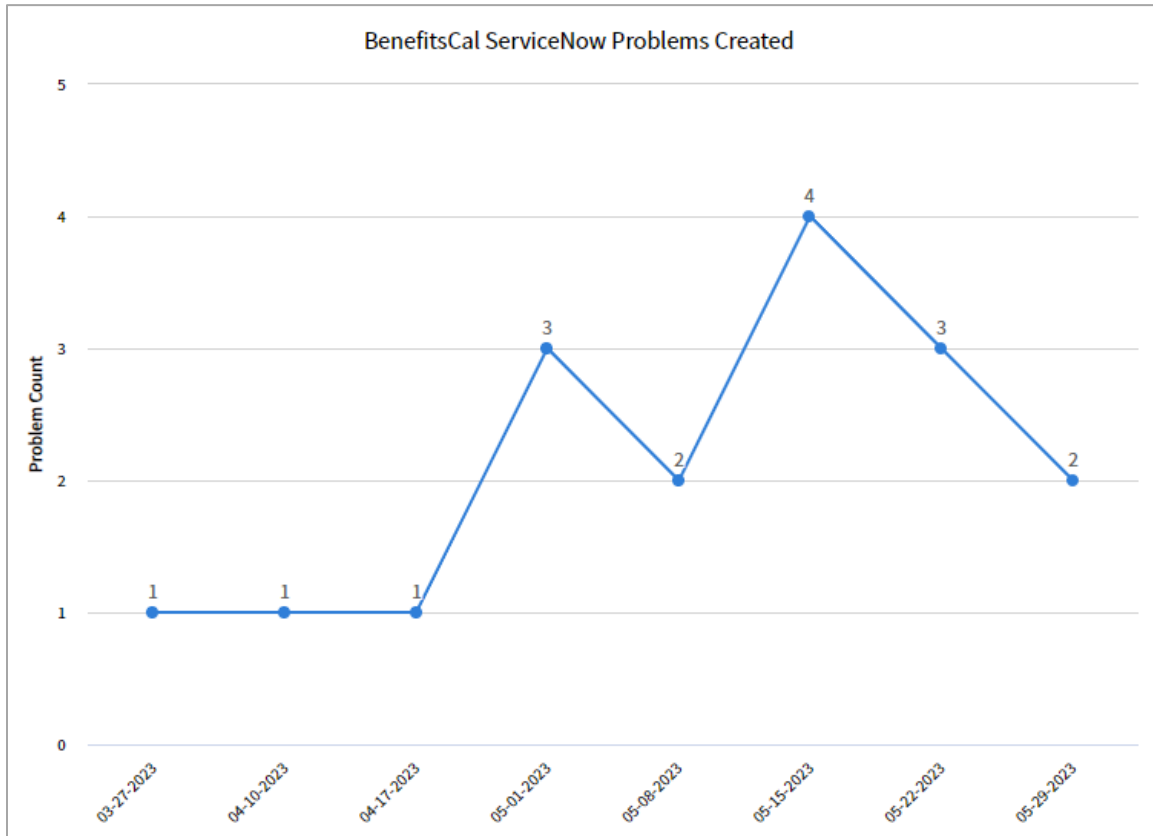
Note: The graphs represent the ServiceNow incidents associated to all 45 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

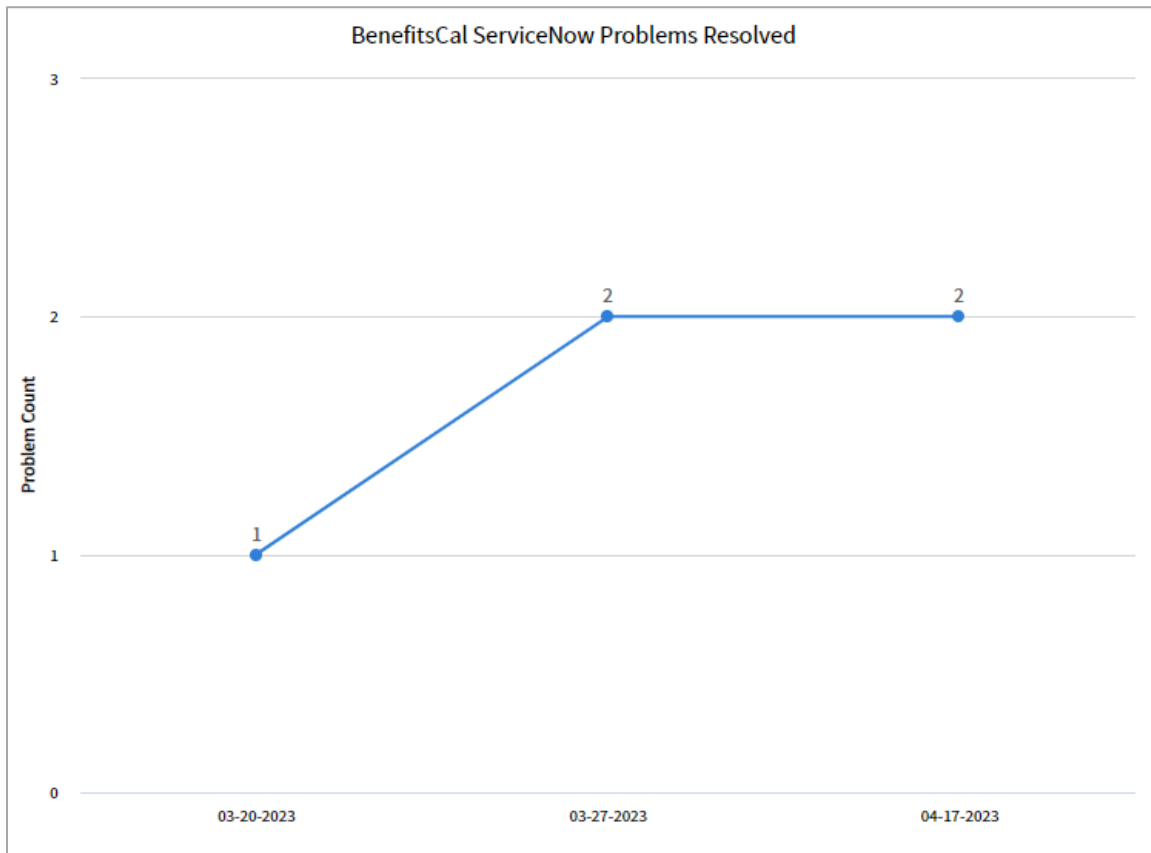
Period: May 22, 2023 to June 4, 2023

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

	Aging Category									
State		(empty)	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New		4	5	0	1	0	0	0	0	10
In Progress		0	1	0	0	0	0	0	0	1
On Hold		0	0	3	7	4	5	1	0	20
Resolved		0	2	3	6	2	0	0	0	13
Closed		0	0	0	30	244	72	57	1	404
Count		4	8	6	44	250	77	58	1	448

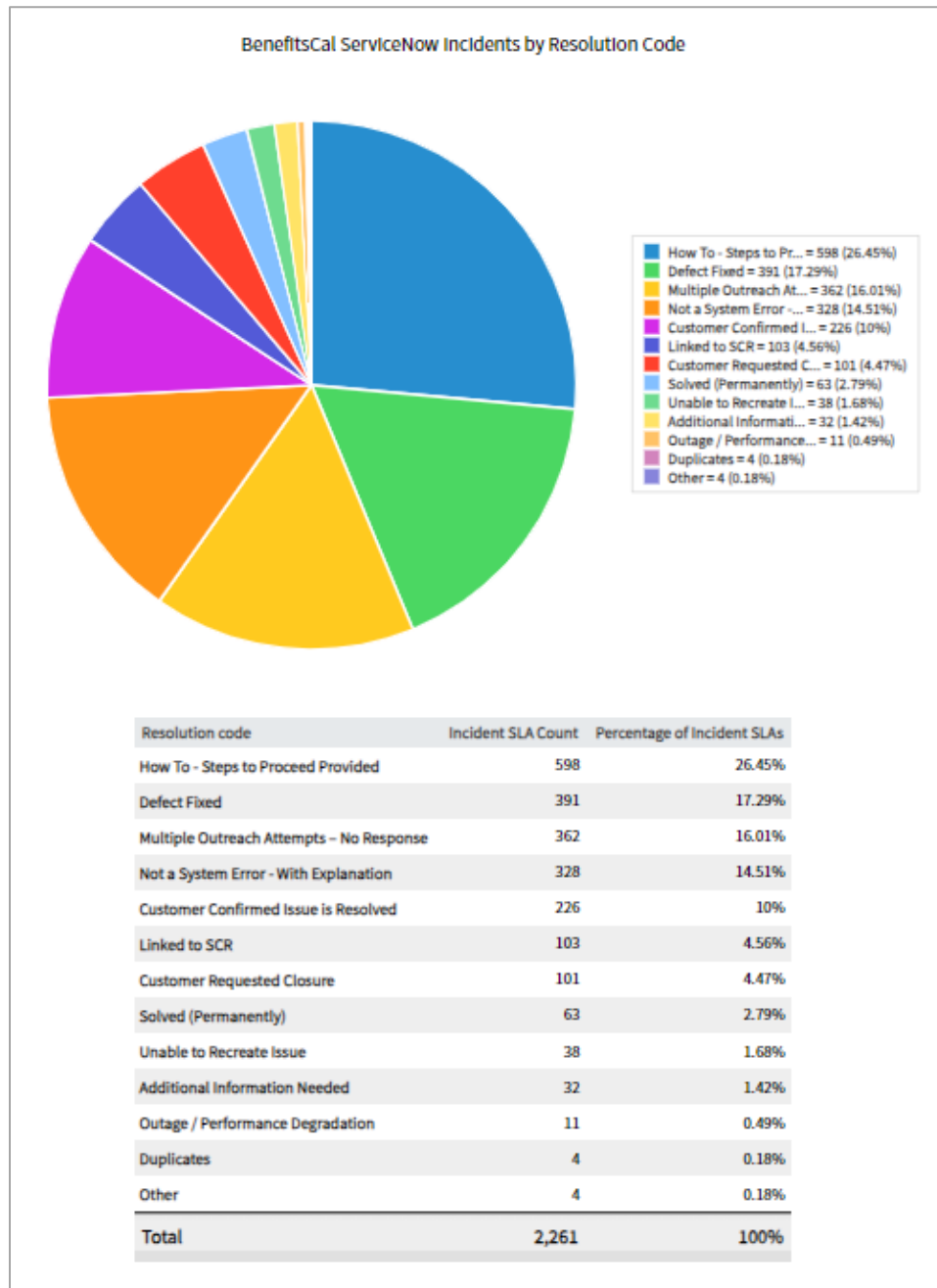
Aging "State" definitions:

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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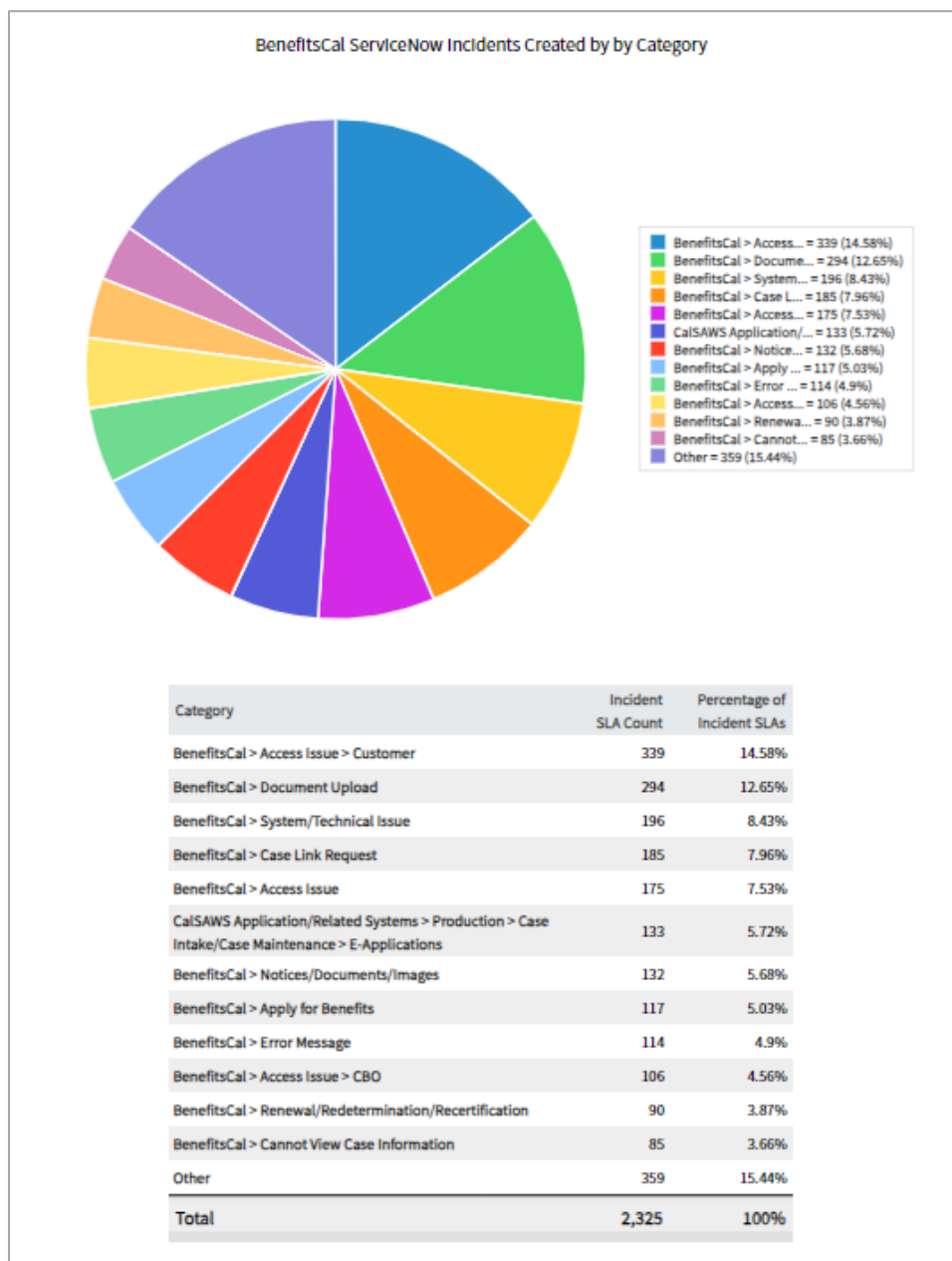


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

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
05/28/23	06:00 pm – 11:00 pm PST	CalSAWS Application maintenance
06/02/23 – 06/03/23	06/02/23 10:00 pm – 06/03/23 01:00 am PST	CalSAWS Application maintenance
06/04/23	04:00 pm – 08:20 pm PST	CalSAWS Application maintenance

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0046391	Imperial County users at the 2995 S. 4th Street, El Centro site may be experiencing slowness while navigating through and performing transactions in CalSAWS.	06/02/23 2:00 pm	Imperial County users may experience slowness while navigating through and performing transactions in CalSAWS	In Progress	CalSAWS
PRB0046391	San Bernardino County users at 2740 N. Little Mountain Drive site may be experiencing slowness while navigating through and performing transactions in CalSAWS	06/02/23 2:00 pm	San Bernardino County users may experience slowness while navigating through and performing transactions in CalSAWS	In Progress	CalSAWS
PRB0046391	Merced County users at 2115 West Wardrobe Ave site may be experiencing slowness while navigating	06/02/23 2:00 pm	Merced County users may experience slowness while navigating through and	In Progress	CalSAWS

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Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
	through and performing transactions in CalSAWS.		performing transactions in CalSAWS		
PRB0046366	San Bernardino and Santa Barbara County users may not be able to access CalSAWS and associated systems due to a data center issue.	06/01/23 7:30 am	San Bernardino and Santa Barbara County users may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0046353	Users logged into BenefitsCal are receiving the following error "Sorry we are not able to show your case details at this time. Please come back later. Reference code WCE7463093" when trying to view case details for programs that were discontinued or denied.	05/31/23 3:30 pm - 05/31/23 8:50 pm	Users may not be able to view case information in BenefitsCal until the issue is resolved.	Resolved	CalSAWS
PRB0046307	Merced County users at the 1920 Customer Care Way, Atwater site may not be able to access CalSAWS and associated systems due to 1 of 15 access network switches experiencing an issue.	05/26/23 8:41 am – 05/26/23 10:40 am	Merced County users at the impacted Atwater site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0046266	San Bernardino County users at the 1900 East Main Street, Barstow site may not be able to access CalSAWS and associated systems due to network connectivity issue after a power outage.	05/23/23 7:00 am – 05/23/23 9:39 am	San Bernardino 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.

Recently Created Chart: BC_PRD_Defects_All_v1

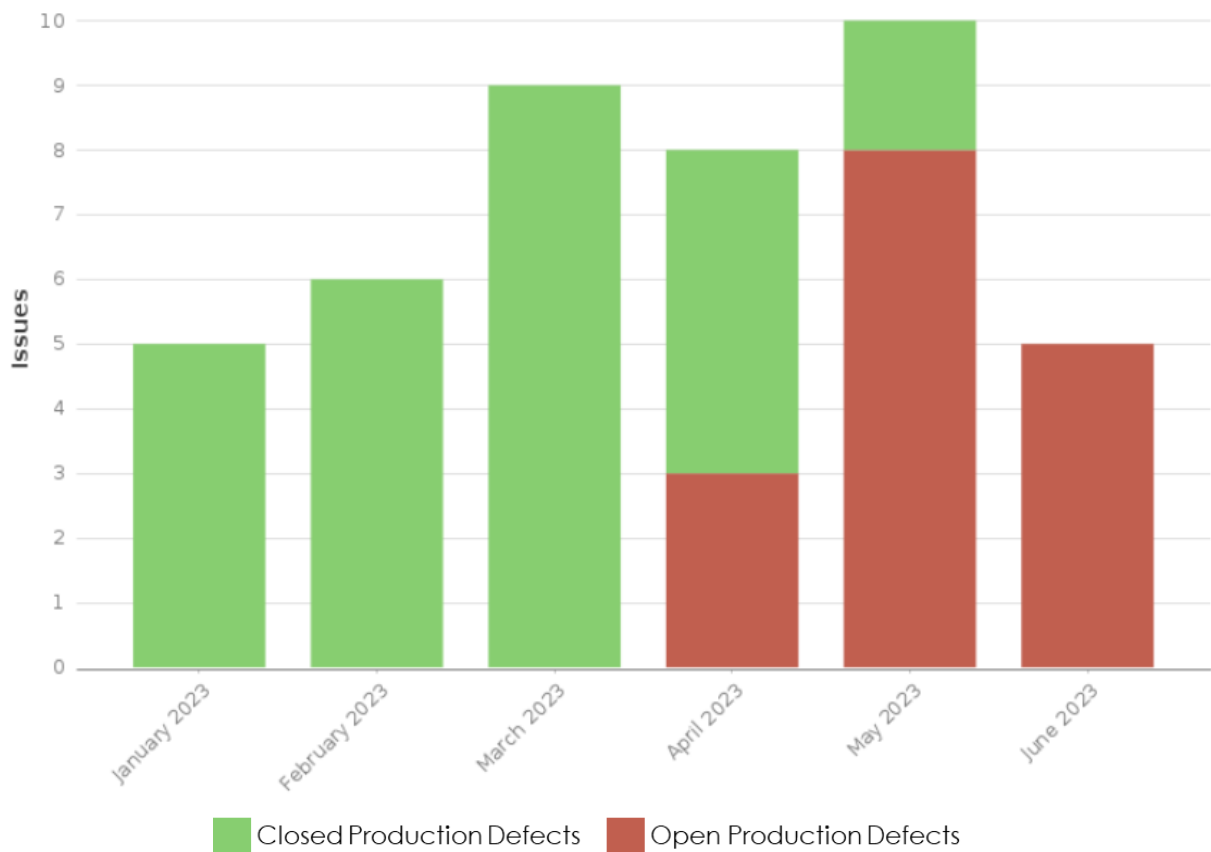


Figure 3.4-1 – Production Defects Backlog Monthly Trend

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3.4.1 Release Schedule Production Defect Fix

Severity	Release 23.06.22	Release 23.07.27	Total
2-Normal/Medium	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
3-Normal/Low	11	5	16
New	0	0	0
In Progress	11	5	16
Closed	0	0	0
4-Cosmetic	1	0	1
New	0	0	0
In Progress	1	0	1
Closed	0	0	0
Total	12	5	17

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 Monthly Release 23.05.25 to the Communication Team to publish.	05/25/23	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** – None for the reporting period.
- **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 23.05.25 was successfully deployed on 05/25/23 to BenefitsCal Production. Eight (8) production defects and Eighteen (18) enhancements were planned for User Error Handling, Exception Handling, and Application Summary.

Release	Release Date	Summary
23.06.22 – Monthly	06/22/23	Twelve (12) 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**
 - Continued design work for the June 2023 enhancements.
 - Continued pre-design work for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
 - Attended and provided support during the Community-Based Organization (CBO) Release of Information (ROI) to BenefitsCal Demo – Rerun for Counties hosted by CalSAWS Consortium Business Analysts on 05/25/23.
 - Participated in the BenefitsCal User-Centered Design (UCD) Monthly Meeting with CBO partners and Advocates on 05/24/23.

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- Conducted a CalWORKs Timeclocks API (for FN-105.1 and FN-135) session with CalSAWS and the Consortium on 05/30/23.
- Conducted a session to discuss June and July end to end tickets with CalSAWS on 05/30/23.
- Conducted a session to discuss the BenefitsCal Enhancement Request process with the Consortium on 05/31/23
- Attended the June Collaboration Model prep session with QA and Consortium on 05/31/23

Release 23.05.25 Development

- Delivered the 18 planned enhancements to production

➤ **Release 23.06.22 Development**

- Estimated efforts for the June enhancements.
- Worked with Design team to clarify design questions on enhancements.

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

Release	Release Date	Summary
23.05.25	05/25/23	Delivered planned enhancements to production.
23.06.22	06/22/23	Estimated efforts for the June enhancements.

Table 4.2-1 – BenefitsCal Enhancements Development Status

4.3 Release Management

4.3.1 Release Test Summary

Release 23.05.21 Pass of Executed Target as of 03/24/22 – Functional (Cycle 1)	97%
Release 23.05.21 Pass of Executed Target as of 03/24/22 – Functional (Cycle 2)	95%
Release 23.05.21 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 May Monthly Release – 23.05.25 into PRD.
- Started validating the tickets tagged to the June Monthly Release – 23.06.22 into SIT and deployed the first build to UAT on 05/29

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.

4.4 Training Materials Update

- None for the reporting period.

4.5 Deviation from Plan/Adjustments

- None for the reporting period.