

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: May 15, 2023 to May 21, 2023

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 24, 2023

Period: May 15, 2023 to May 21, 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"> ➤ During the Joint Powers Authorities (JPA) meeting on 05/11/23, the board provided the direction to hold the release. ➤ A workgroup will be formed to review the final policy and operational clarifications required for the next steps.
May Enhancements	<p>The team worked on 23 Enhancements/Action Items in May 2023 with the following breakup:</p> <ul style="list-style-type: none"> ➤ Priority Release 23.05.09: One (1) Enhancement was deployed to Production on 05/09/23. ➤ Release 23.05.25: Eighteen (18) Enhancements will be deployed to Production on 05/25/23. ➤ Action Items: Worked on Four (4) Research Items for Collaboration Model Enhancements
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"> ➤ BenefitsCal Email (1) campaign preparations are complete. ➤ Wave 4 training sessions are in progress: <ul style="list-style-type: none"> ○ Tier-1 training for staff in San Diego and San Mateo Counties is complete on 05/18/23. ○ Tier-1 training for staff in Santa Cruz and Solano Counties is scheduled for 05/23/23. ○ CBO Awareness Training is scheduled for 05/25/23. <p>Wave 5</p> <ul style="list-style-type: none"> ➤ Community Based Organization (CBO) User information extract from MyBCW is complete. ➤ County review of CBO listing is in progress.
UCD Research Activities	<ul style="list-style-type: none"> ➤ Completed 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

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> ➤ Participated in the bi-weekly meeting on 05/17/23. ➤ Worked with the California Welfare Directors Association (CWDA) and the Consortium and provided line-item level analysis for a Legislative request on 05/19/23. ➤ The California Department of Social Services (CDSS) continued mapping the components planned for decommissioning to the parity list items.
Training Environment	<ul style="list-style-type: none"> ➤ Access URL and code will be shared with County users during the week of 05/22/23. ➤ A webinar is being scheduled for CBO users based on the latest extract from the ForgeRock PROD instance.
Collaboration Model	<ul style="list-style-type: none"> ➤ Continued working on the next collaboration meeting agenda prep, which is scheduled for 06/23/23.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

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1.2 PMO

1.2.1 Highlights of the Reporting Period

- **Deliverables and Work Products submitted:**
 - FWP 25.15: Monthly M&O Report – April 2023 on 05/19/23.

1.2.2 Activities for the Next Reporting Period

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

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	Ready for Estimation	Research Synthesis Done
CSPM-64316 (Action Item)	Research for CM Enhancement: Use/function of Announcements	In Progress	Hosted session with the Collaboration Model on 05/19/23
CSPM-64318 (Action Item)	Research for CM Enhancement: Add information/menu/point of access for non-app features	In Progress	Hosted a session with the Collaboration Model on 05/19/23
CSPM-65610 (Action Item)	Collaboration Model: May Research Items CSPM-35858: Program Selection CSPM-64320: Global Search	In Progress	Hosted a session with the Collaboration Model on 05/08/23. Updated Feature Description for CSPM-64320 (Ready for Estimation)
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	In Progress	Started Research

Table 1.3-1 – Enhancements Updates, Prioritized by CM

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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)	Collaboration Model: Create a global search bar on BenefitsCal	Perform the Effort Estimation & Capture Consortium Approval	July 2023
CSPM-64316 (Action Item)	Research for CM Enhancement: Use/function of Announcements	Research Synthesis & Design Updates	May 2023
CSPM-64318 (Action Item)	Research for CM Enhancement: Add information/menu/point of access for non-app features	Research Synthesis & Design Updates	May 2023
CSPM-65610 (Action Item)	Collaboration Model: May Research Items CSPM-35858: Program Selection CSPM-64320: Global Search	Research Synthesis & Design Updates	May 2023
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	Continue 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 design work for the June 2023 enhancements.
 - Continued pre-design work for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
 - Facilitated a Discovery Research Session with the Collaboration Model members on 05/15/23 to clarify the User Stories and Requirements for enhancement requests.

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- Reviewed the BenefitsCal Enhancement Request (ER) and System Change Request (SCR) Process with the Consortium on 05/17/23.
- Facilitated a Discovery Research Session with the Collaboration Model members on 05/19/23 to clarify the User Stories and Requirements for enhancements CSPM-64316.

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 design work for the June 2023 enhancements.
- Continue pre-design work for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Attend and provide 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.
- Host the BenefitsCal User-Centered Design (UCD) Monthly Meeting with CBO partners and Advocates on 05/24/23.

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 05/15/23.
- Redesigned the CX Monthly Public Report based on feedback from stakeholders.

➤ **Enhancements**

- Facilitated the two (2) clarification sessions on 05/15/23 and 05/19/23 with the Collaboration Model participants to clarify enhancement requests.

➤ **Advocate Engagement**

- Analyzed and drafted responses to the Advocate and CBO comments on ROI functionality to send by 05/19/23.
- Sent June enhancement materials for Advocate & CBO review and comments by 05/19/23.
- Prepared materials for the UCD Monthly Meeting on 05/24/23.

➤ **Customer Engagement**

- Began synthesis of customer focus group data to inform the design of enhancements.

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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 05/22/23.
- Prepare Enhancement Request for Collaboration Model, based on CX data, by 05/24/23 for review at the June quarterly meeting.

➤ **Advocate Engagement**

- Facilitate the UCD Monthly Meeting on 05/24/23.
- Analyze and draft responses to Advocate & CBO comments on June enhancements to send by 05/31/23.

➤ **Enhancements**

- Synthesize the feedback from the enhancement clarification sessions in order to write enhancement requirements.

➤ **Customer Engagement**

- Continue to synthesize customer focus group data to inform the design of enhancements.

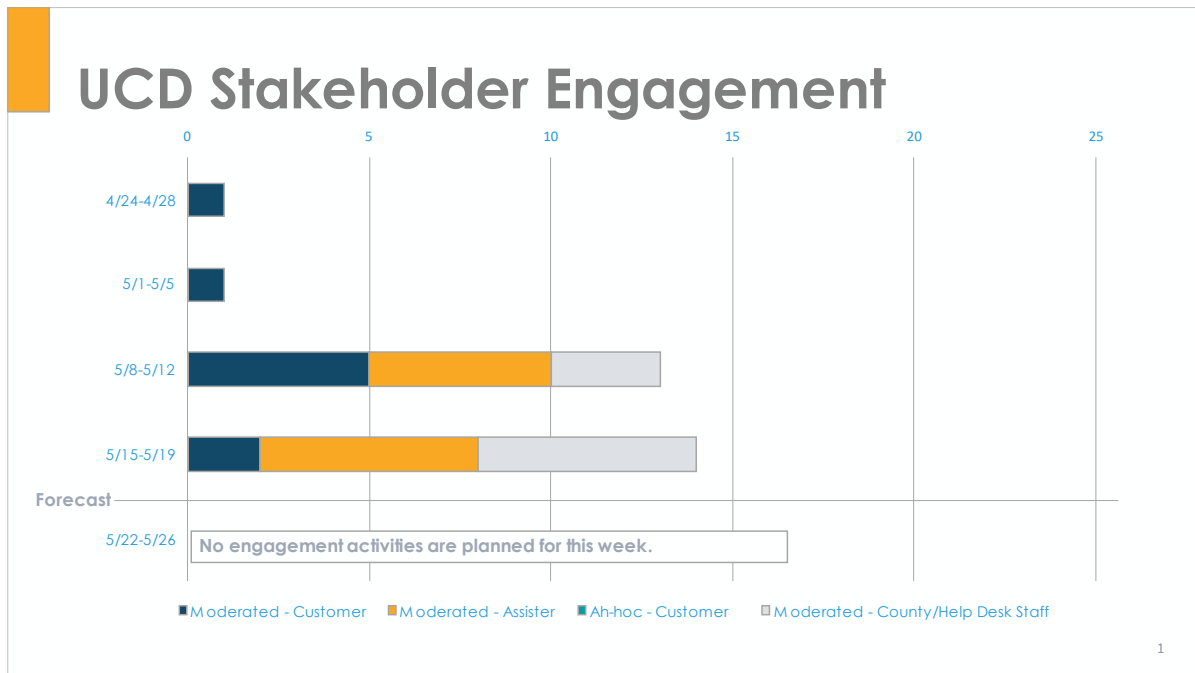


Figure 2.1-1 – UCD Stakeholder Engagement

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2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 05/12/23	Actual for Week Ending 05/12/23	Total Planned for the Release	Comments
23.05.09	2	2	2	CSPM-65179 and CSPM-65624 deployed as part of Release 23.05.09
23.05.25	5	5	18	The Consortium Team approved CSPM-64229. CSPM-63247 is not tagged for the May release because it will not be deployed to Production since the intent of this enhancement is to test in the PERF environment only.
23.06.22	1	0	17	CSPM-65521 remains on hold pending updates from the Advocate comments.

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 05/19/23	Total Planned for the Release	Total Completed for the Release	Comments
23.05.25	0	18	18	
23.06.22	2	17	0	

Table 2.2-2 – Planned Enhancement Work

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

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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 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

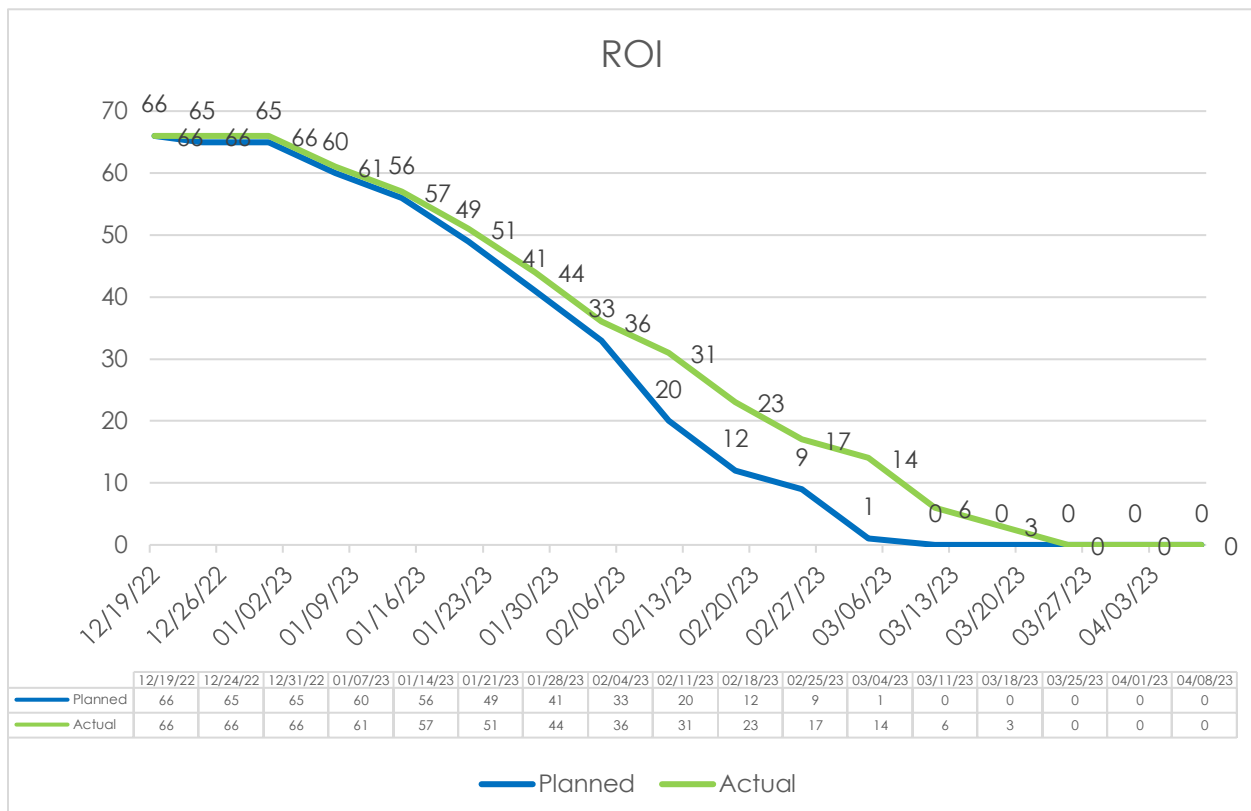


Figure 2.2-1 – Development: ROI

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2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.05.25 – May Monthly Release**
 - Deployed the last UAT build for this release.
- **Release 23.06.22 – June Monthly Release**
 - Started deploying the code to SIT. Planned first build to UAT – 05/29/23.

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

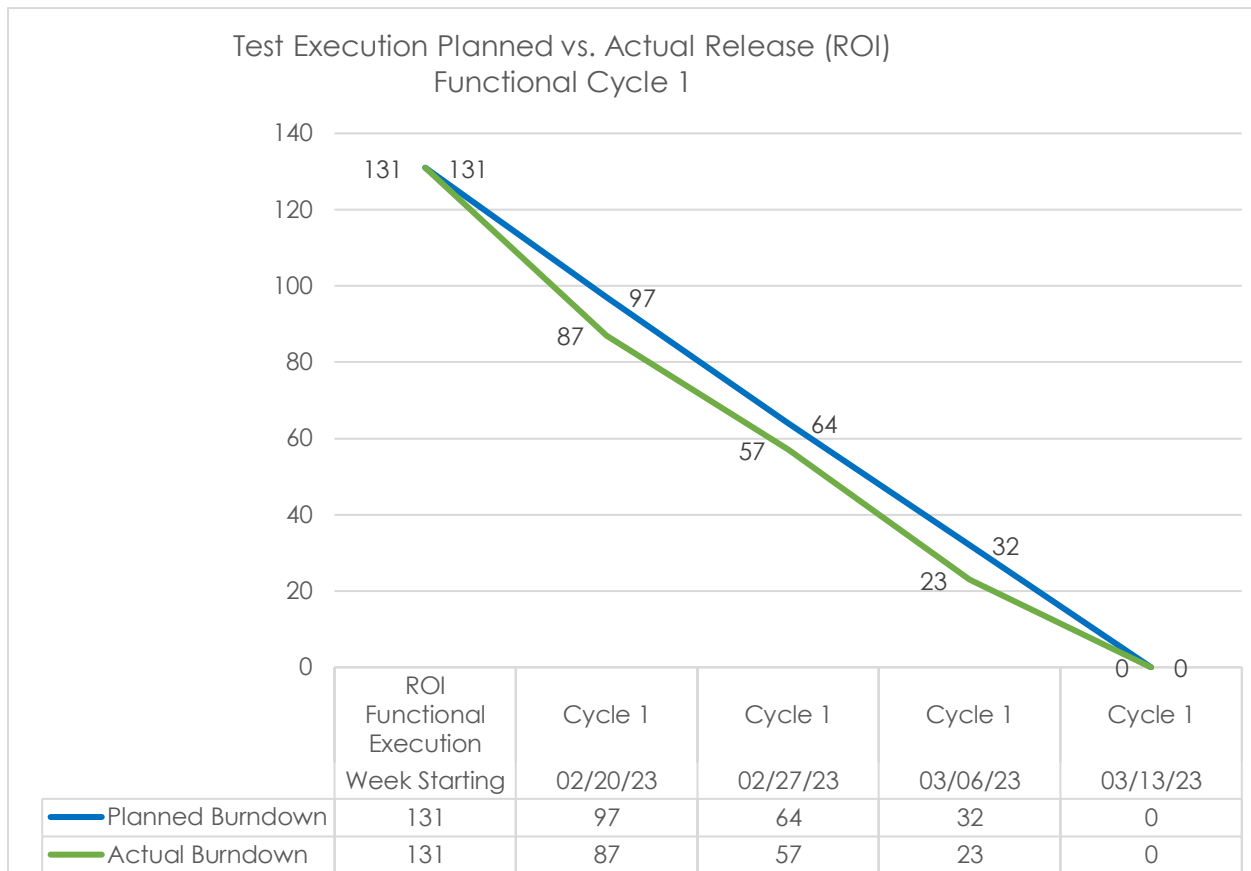


Figure 2.3-1 – ROI Functional Test Execution – Cycle 1 Burndown

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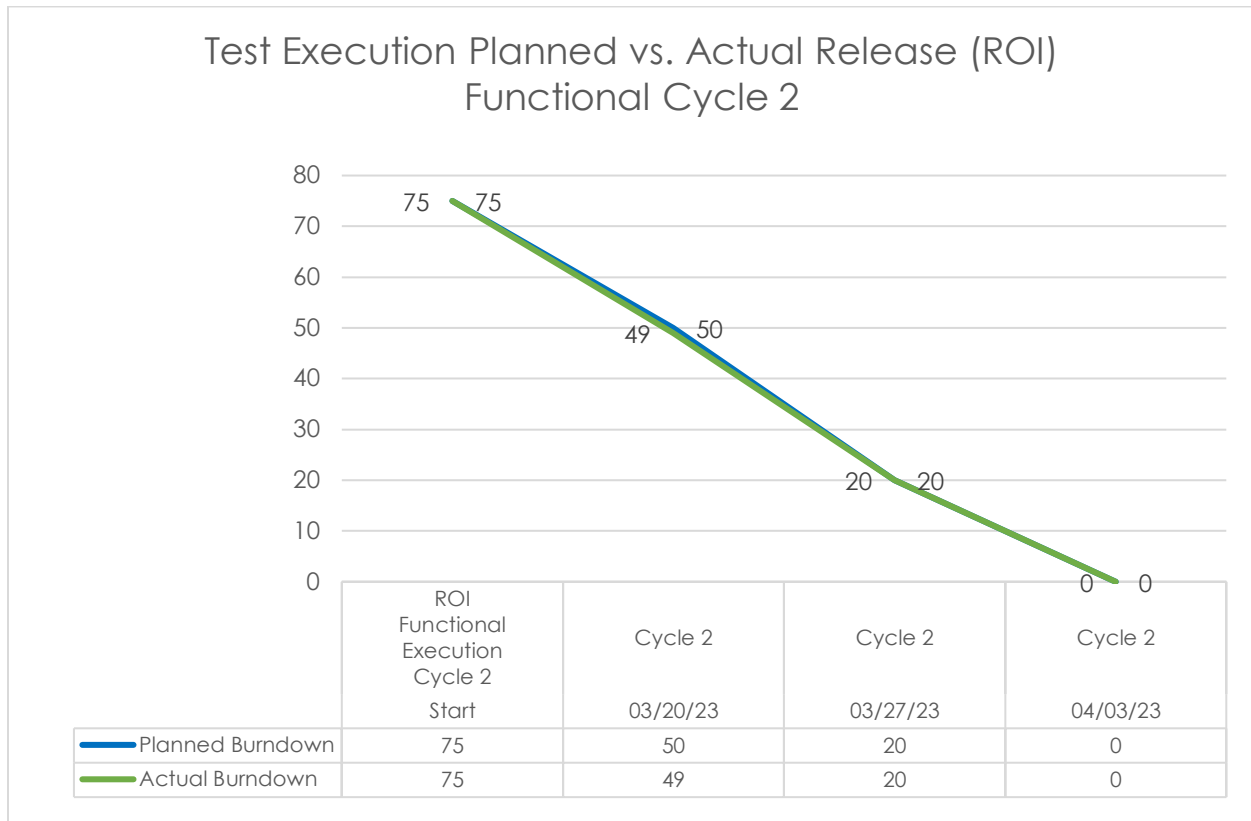


Figure 2.3-2 – ROI Functional Test Execution – Cycle 2 Burndown

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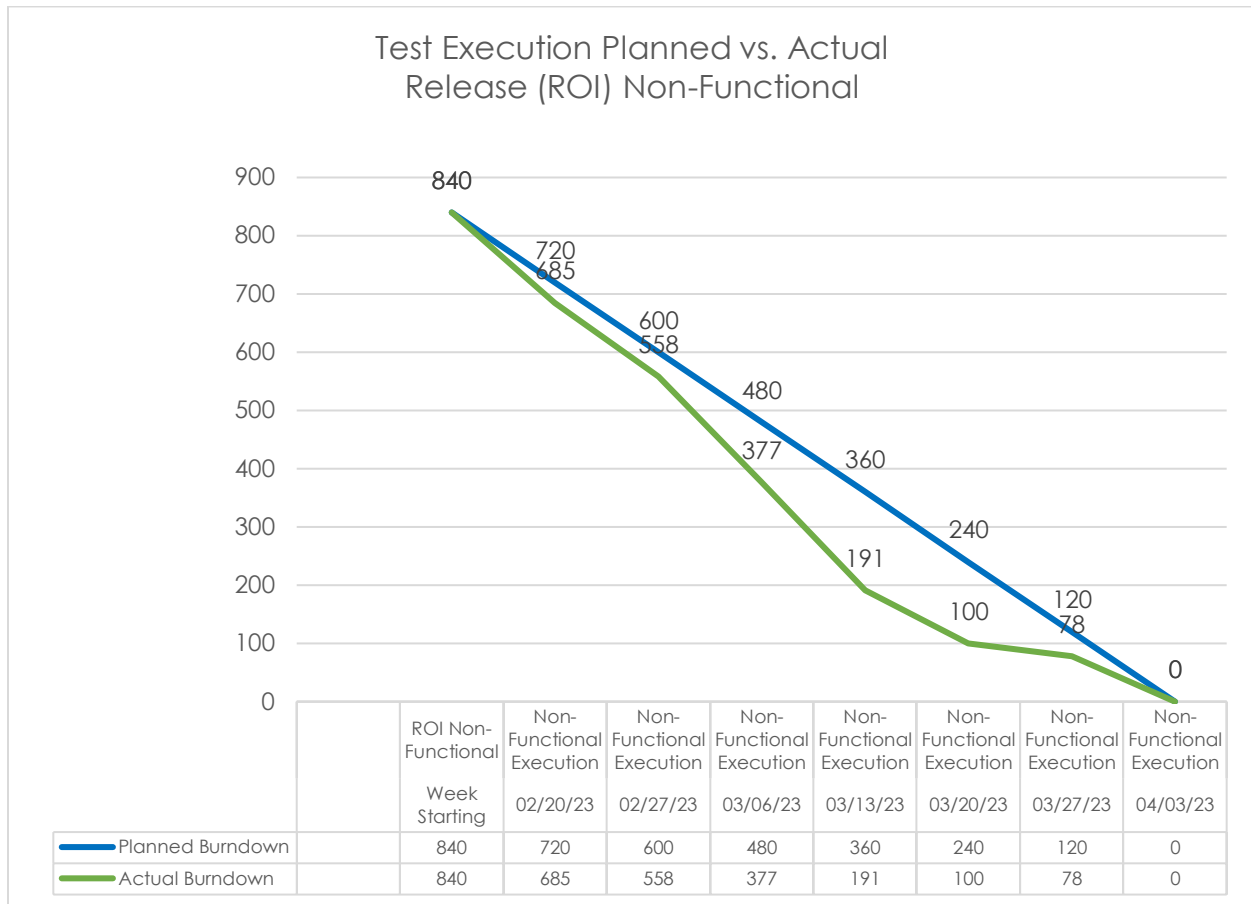


Figure 2.3-3 – ROI Non-Functional Test Execution Burndown

2.4 Activities for the Next Reporting Period – System Test Execution

- **Release 23.05.25 – May Monthly Release**
 - Deploy 23.05.25 into PRD
- **Release 23.06.22 – June Monthly Release**
 - Continue validating the June 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**
 - None for the period.

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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 BenefitsCal team executed three (3) isolated performance tests on 05/17/23 and 05/18/23 with 34 scripts, 1,666 Users at 100% volume load. ROI related scripts were excluded from these May release test executions. Upon analyzing the 05/17 test results, the BenefitsCal team identified a performance issue related to the Household demographics lambda. The DB CPU utilization was above 99% and connection leaks were observed due to two (2) update queries on the cp_app_transfer_events table. The team identified the root cause and fixed the issue by changing the datatype of a database entity from BigInteger to Long. This was part of the JDBC to JPC connection enhancement.
 - Overall, the test execution was successful, and results are comparable to the baseline results in terms of Average Response time and errors. The detailed JMeter report is uploaded to the CalSAWS SharePoint. Performance tests result summary and comparison with the baseline tests are presented in the chart below.

Load tests summary (PTC)	01/19/23 10:09 am– 12:12 pm	05/11/23 01:51 am– 03:47 am	05/18/23 11:17 pm– 01:14 am	05/18/23 02:57 am– 05:06 am
Performance Test Cycle/ Build/Code Base	Cycle 12 R5.00_0190	Cycle 13 R23.05.21_0180	Cycle 13 R23.05.25-0080	Cycle 13 R23.05.25-0080
Total Scripts	43	36	34	34
Total vUsers	1,872	1,649	1,666	1,666
Total Hits	8,910,537	7,634,224	7,540,623	7,695,830
Avg Hits/sec	1,203.30	1,098.40	1,078.23	997.72
Avg Response time (ms)	66.77	59.24	58.89	58.14
Total Errors	133	3,853	7,537	252
Error Rate (%)	0.00%	0.05%	0.10%	0.0%

Table 3.1-1 – Performance Tests Result Summary and Comparison

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- **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

- **CalWIN Statewide rollout performance test plan**
 - Continuing executing the Document upload/store related scripts for the Integrated 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	<p>Scope: Isolated BenefitsCal performance test with three (3) new scripts and enhancements to existing Apply for Benefits scripts.</p> <p>Executions: Round 1 execution: Monday, 05/08/23 – Smoke test Thursday, 05/11/23 – Isolated performance test Round 2 execution: Monday, 05/15/23 – Isolated performance test Tuesday, 05/16/23 – Isolated performance test</p>	100%

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Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	05/19/23	06/07/23	CalWIN Statewide rollout	<p>Scope: The BenefitsCal team has identified 32 scripts leveraging and exercising Hyland Imaging APIs for the second round of Integrated testing with the CalSAWS and Hyland teams.</p> <p>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</p>	20%

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**
 - Assisted Wave 5 Counties with queries regarding CBO User validation.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- **Perform CBO User Data Validation**
 - Identify Primary Points of Contact (PPOCs) for the rest of the CalWIN Counties to perform Community Based Organization (CBO) user data validation.
 - Validate Wave 5 CBO User listing.

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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 05/19/23.

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.

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	04/14/23			
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	04/14/23			

Table 6.1-1 – Deliverable Status for Current Reporting Period

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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
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ID	Work Product Name	DWP	FWP	Final Approval
24.17	CX Report – Feb/March 2023	04/10/23	04/20/23	04/27/23
25.14	Monthly M&O Report – March 2023	04/07/23	04/19/23	04/26/23
25.15	Monthly M&O Report – April 2023	05/09/23	05/19/23	05/26/23
26.04	BOM Review and License Renewal	N/A	04/07/23	04/18/23
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	04/14/23
28.13	BenefitsCal Work Plan Monthly Updates – April 2023	N/A	05/05/23	05/16/23
29.12	BenefitsCal Monthly Status Report – March 2023	N/A	04/05/23	04/14/23
29.13	BenefitsCal Monthly Status Report – April 2023	N/A	05/05/23	05/16/23

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 submitted 05/05/23 FWP approval 05/15/23
29.13	BenefitsCal Monthly Status Report – April 2023	On-Track	FWP submitted 05/05/23 FWP approval 05/15/23
25.15	Monthly M&O Report – April 2023	On-Track	DWP submitted 05/09/23 FWP submission 05/19/23 FWP approval 05/26/23

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 8, 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 5, 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
		<ul style="list-style-type: none"> ▶ 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

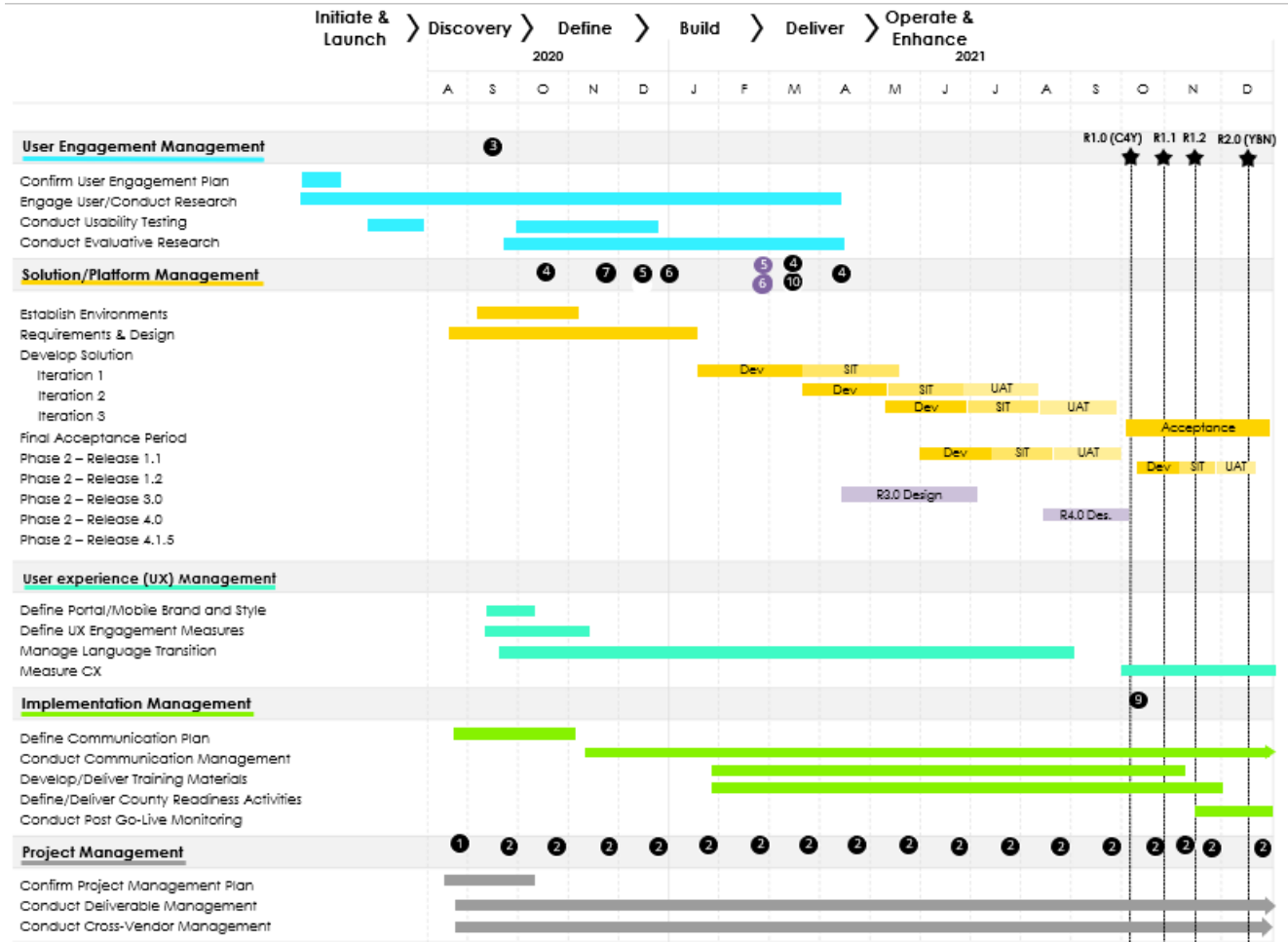
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 24, 2023

Period: May 15, 2023 to May 21, 2023

6.4 Appendix C – Project Work Plan Reports

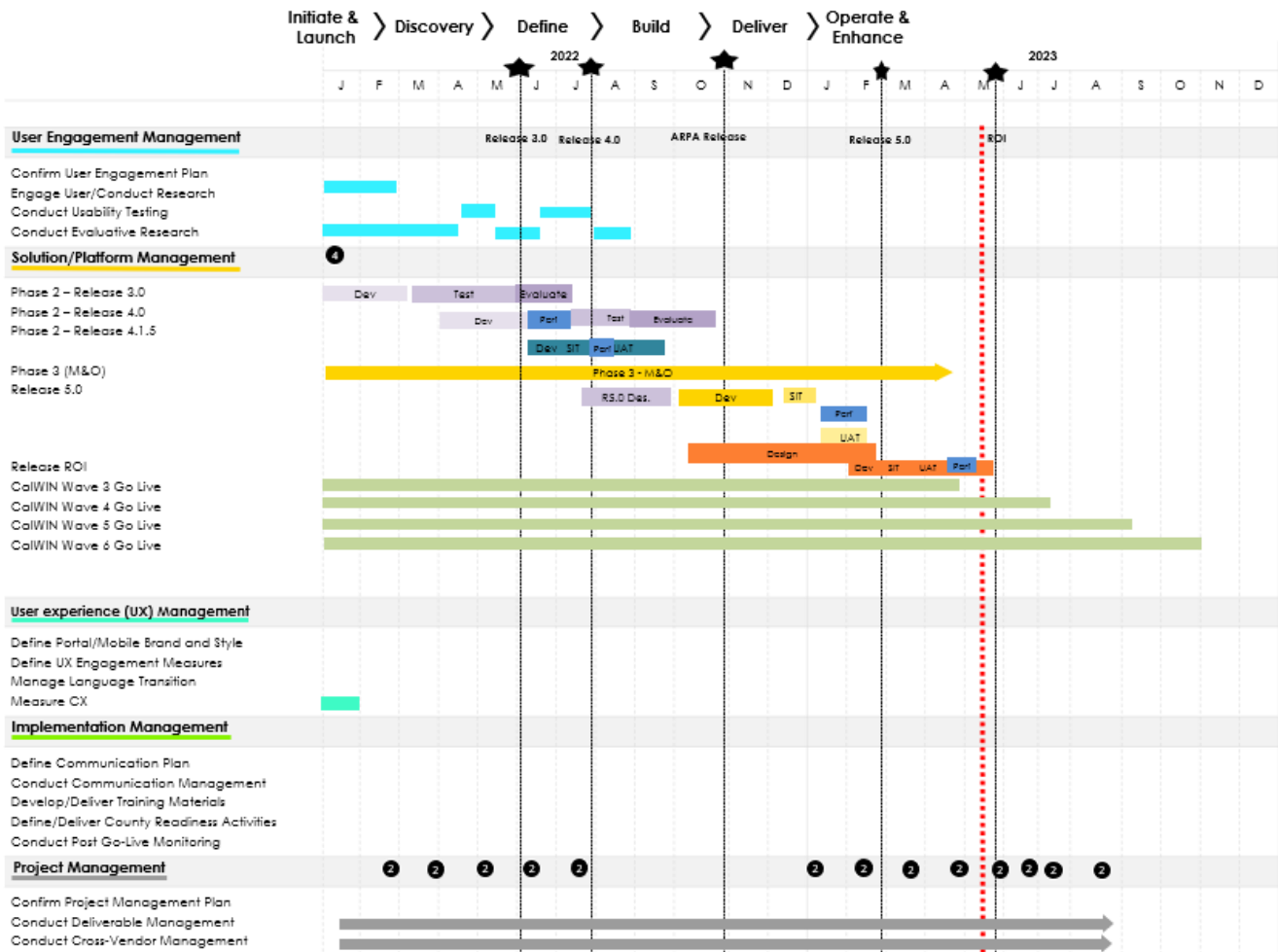
Project Timeline



CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 24, 2023

Period: May 15, 2023 to May 21, 2023



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