

CalSAWS BenefitsCal
(Portal/Mobile)
Maintenance and
Operations (M&O)
Bi-Weekly Status Report
Reporting Period: June 19, 2023 to July 2, 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 23.06.22 on 06/22/23 |
| 4.2 | Upcoming BenefitsCal Priority Release 23.07.03 on 07/03/23 |
| 4.2 | Upcoming BenefitsCal Monthly Release 23.07.27 on 07/27/23 |

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 twenty (20) active Production defects. |
| Incidents |  | There are forty-five (45) 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 23.06.22 to BenefitsCal Production.

Planned Outages



- Thursday, 06/22/23 8:00 PM PST to 9:30 PM PST
 - BenefitsCal Monthly Release 23.06.22
- Friday, 06/30/23 8:00 PM PST to Monday 07/03/23 6:00 am PST
 - BenefitsCal Priority Release 23.07.03

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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 submitted 06/09/23 FWP submission 06/21/23 FWP approval 06/28/23 |
| WP 25.16 | Monthly M&O Report – May 2023 | M&O |  | DWP submitted 06/09/23 FWP submission 06/21/23 FWP approval 06/28/23 |

^[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 24.18: CX Report – April/May 2023 on 06/21/23.
 - FWP 25.16: Monthly M&O Report – May 2023 on 06/21/23.

2.3 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 26.05: BOM Review and License Renewals on 07/07/23.
 - FWP 27.05: Certificate Review on 07/07/23.
 - WP 28.15: BenefitsCal Work Plan Monthly Updates – June 2023 on 07/10/23.
 - WP 29.15: BenefitsCal Monthly Status Report – June 2023 on 07/10/23.

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@deloitt e.com; operator@calh eers.ca.gov | Scheduled Downtime Notification | CalSAWS M&E | 05/26/23 | Anand Kulkarni | Pete Quijada |
| 0193-23 | PPOCs (48); Regional | CalSAWS Imaging – Viewing Images | CalSAWS M&E | 05/23/23 | Rhiannon Chin | Inez Finnigan |

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| CIT ID | To | Subject | Category | Distribution Date | Primary CalSAWS Contact | Backup CalSAWS Contact |
|---------|---|--|------------------|-------------------|-------------------------|------------------------|
| | Managers; Self Service Portal Committee; Imaging Committee | Uploaded Through BenefitsCal | | | | |
| 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 |
|---------|----|---------|-------------------|--------|-------------------|-----------------------------|----------------------------|
| 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 | 2 |
| Reopened | 0 |
| In Review | 3 |
| Withdrawn | 0 |
| Total | 5 |

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

- **In Review**
 - CSPM:66238: SIRFRA 1271: BenefitsCal Application Signature Authentication for CBOs
 - CSPM-66250: SCERFRA 23-550 – California Food Assistance Program Expansion
 - CSPM-66223: SIRFRA 1270 – Expanding the Release of Information (ROI) Feature
- **Completed**
 - CSPM-65968: SIRFRA 1267: SSI Linked Medi-Cal Status Message in Portal Account <https://calsaws-portal-mobile-jira.atlassian.net/browse/CSPM-65775>
 - CSPM-66315: Expedite: SCERFRA 23-552 – FCC Ruling – CalSAWS Text Messaging Capabilities

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**

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- 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

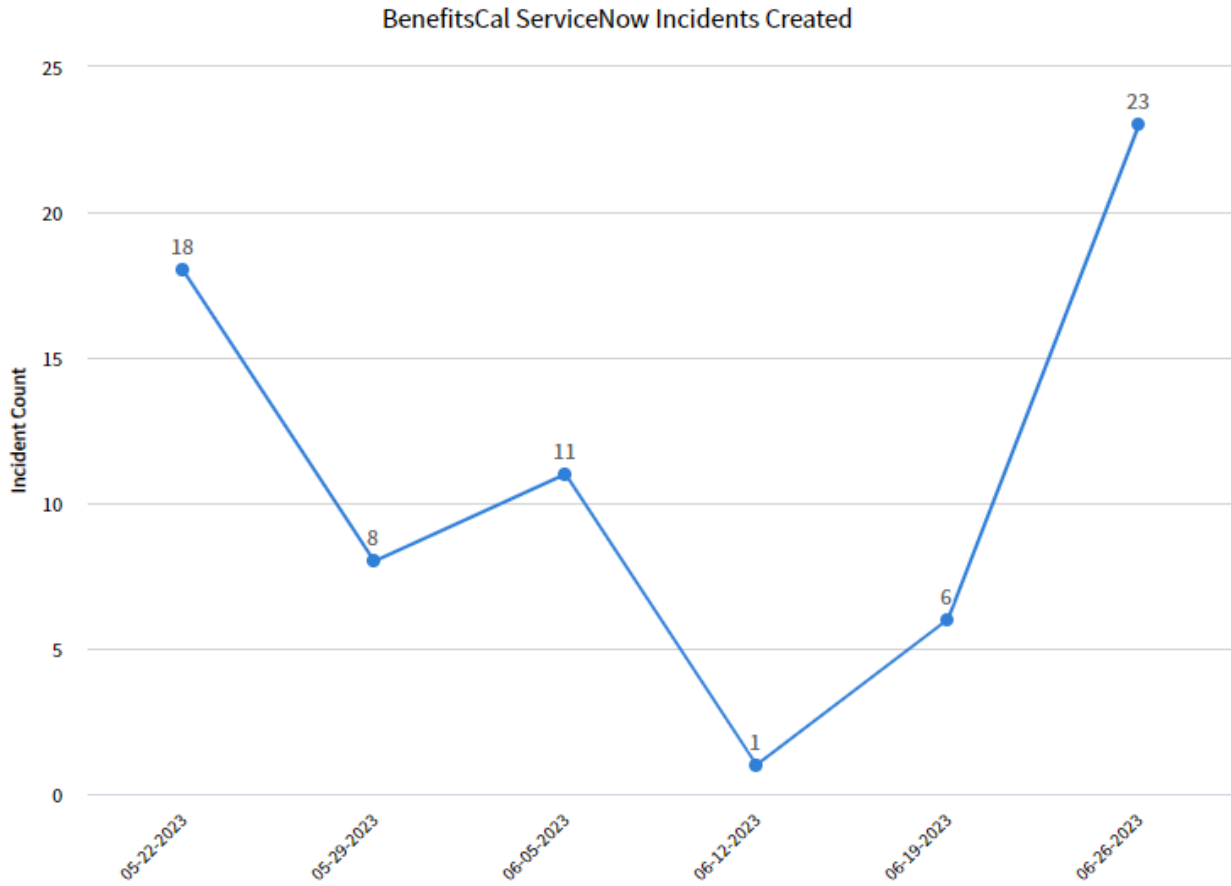
- **Incidents Created**
 - Twenty-nine (29) incidents were created in the bi-weekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved twelve (12) incidents in the bi-weekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed nine (9) incidents in the bi-weekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged one-hundred twenty-one (121) incidents in the bi-weekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created four (4) problem tickets in the bi-weekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved five (5) problem ticket in the bi-weekly reporting period.

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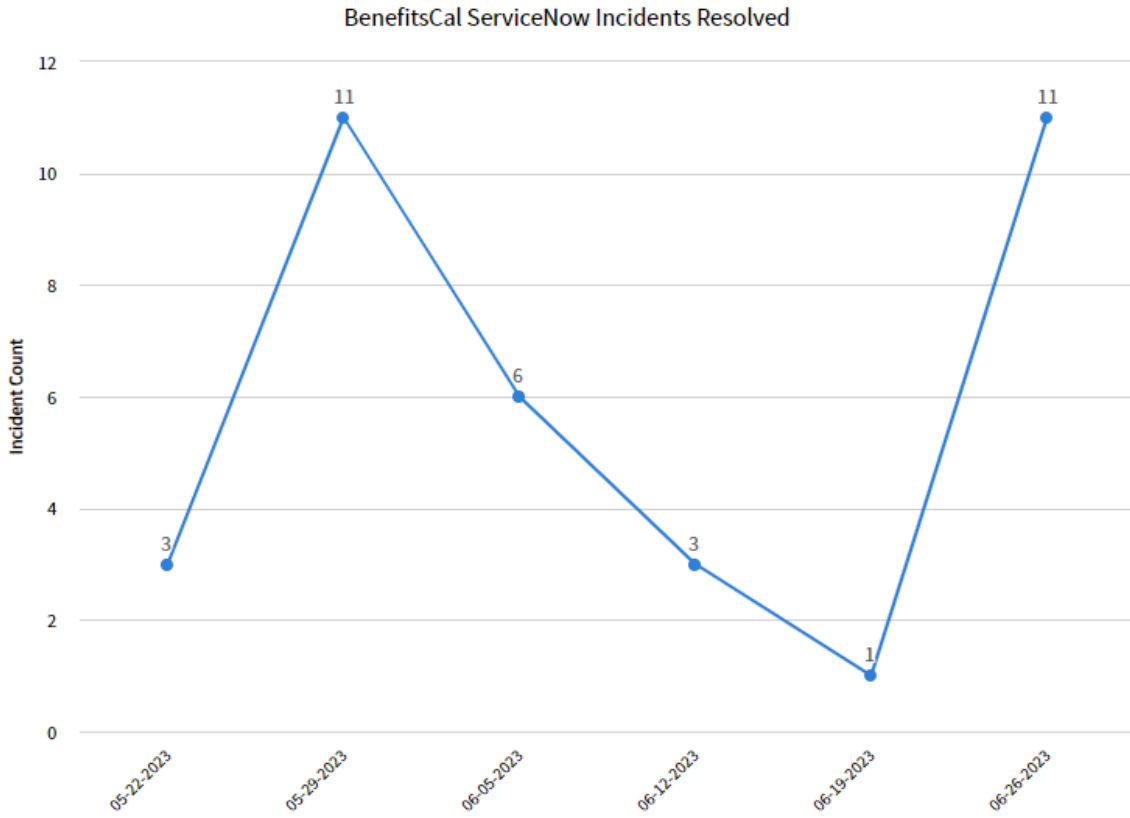
3.1.2 BenefitsCal Help Desk Metrics

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.



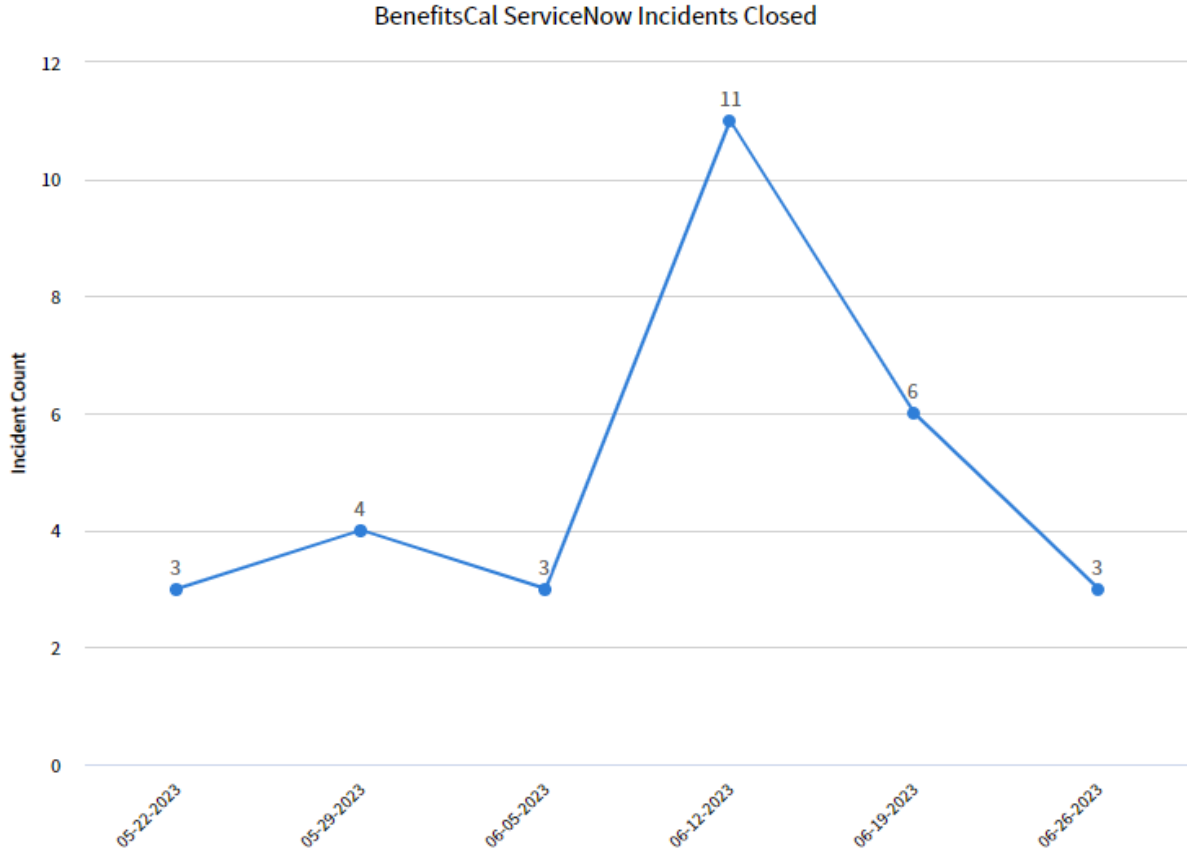
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: June 19, 2023 to July 2, 2023



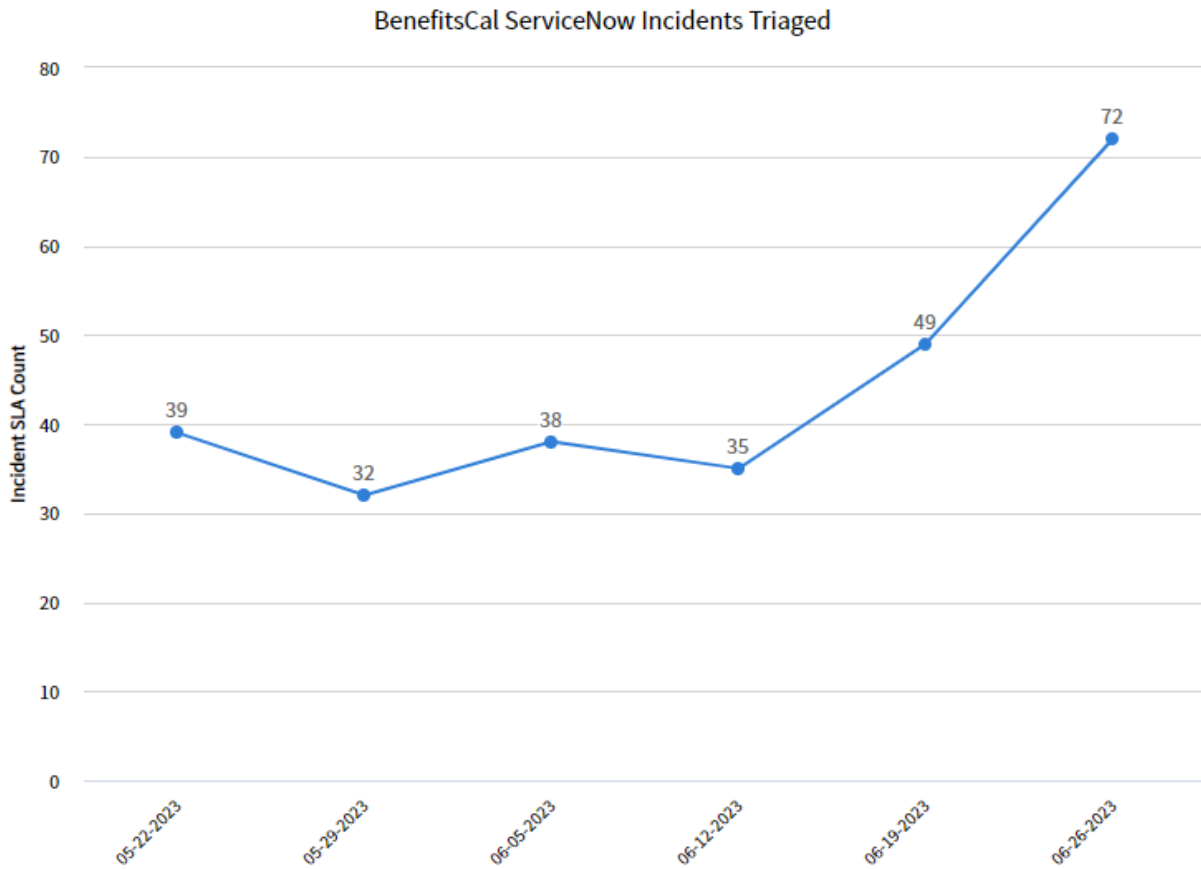
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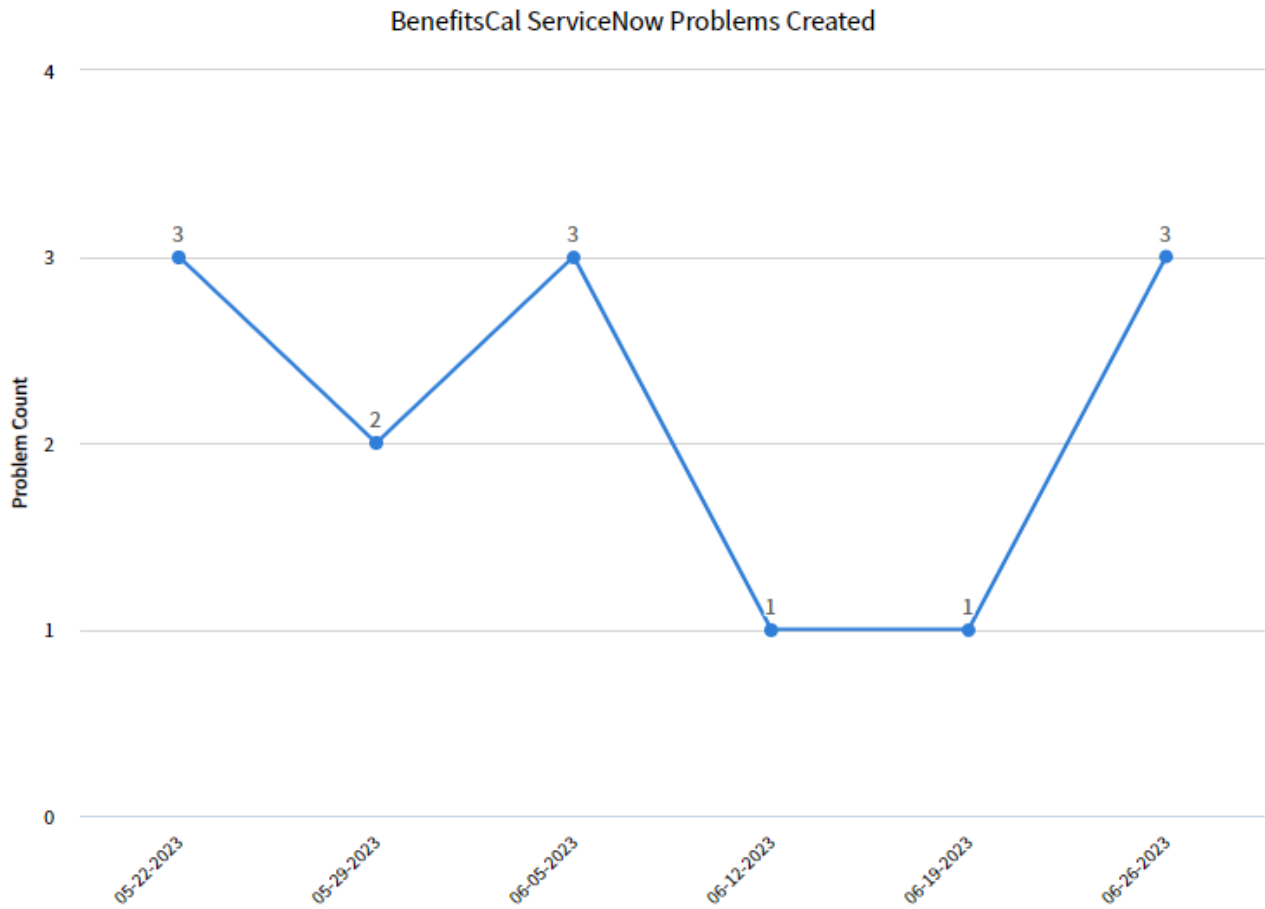
Note: The graphs represent the ServiceNow incidents associated to all 45 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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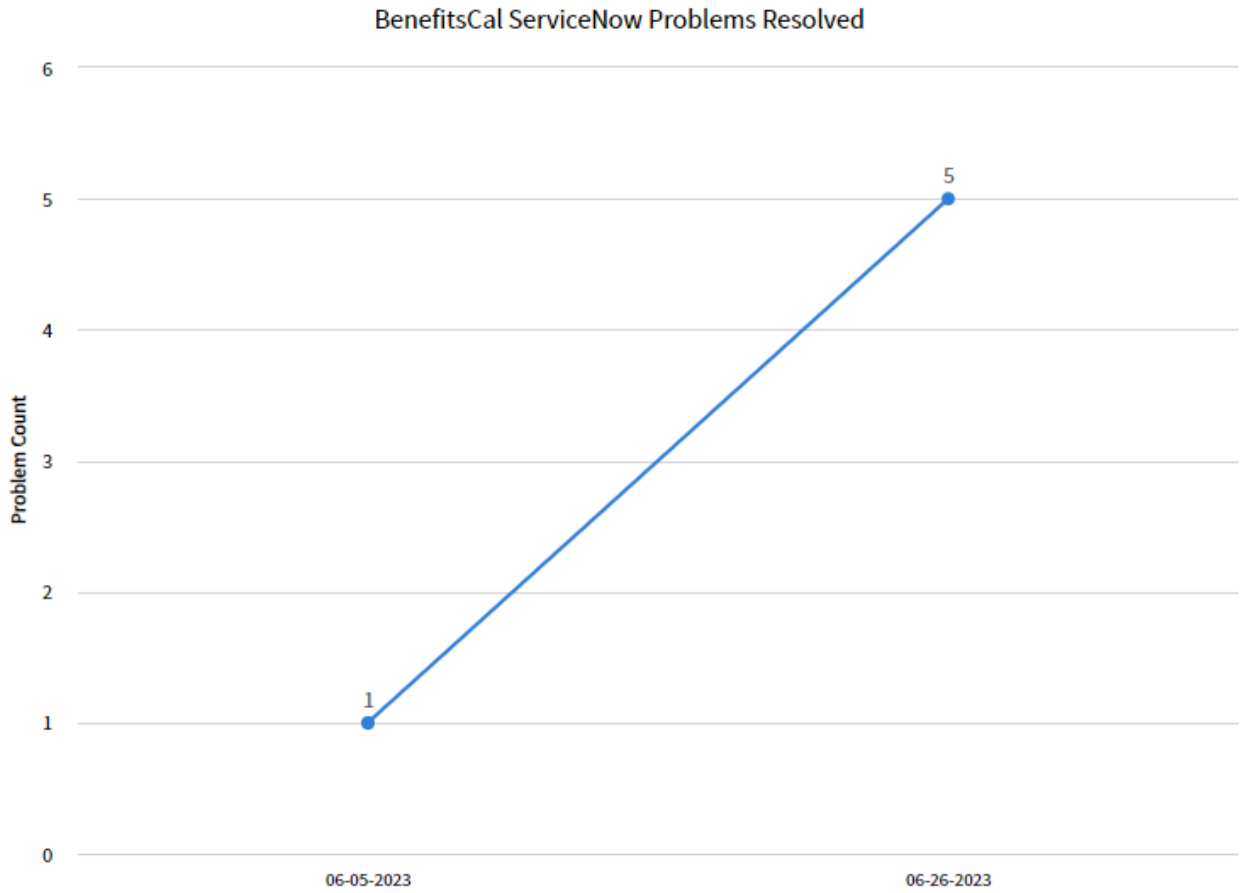
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The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.



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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

| | Aging Category | 1-5 Days | 6-10 Days | 11-15 Days | 16-30 Days | 30-60 Days | 60-180 Days | >180 Days | Count |
|--------------|----------------|-----------|-----------|------------|------------|------------|-------------|-----------|------------|
| State | | | | | | | | | |
| New | | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| In Progress | | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 3 |
| On Hold | | 4 | 9 | 4 | 3 | 12 | 1 | 0 | 33 |
| Resolved | | 0 | 0 | 0 | 3 | 5 | 3 | 0 | 11 |
| Closed | | 0 | 0 | 36 | 259 | 72 | 57 | 1 | 425 |
| Count | | 14 | 11 | 40 | 265 | 89 | 61 | 1 | 481 |

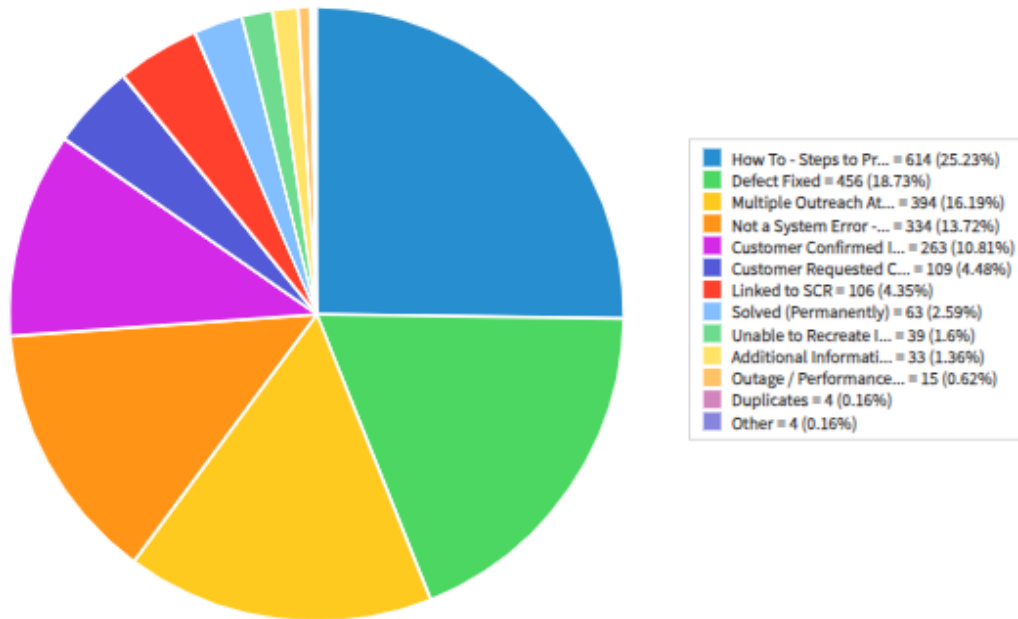
Aging "State" definitions:

- 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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BenefitsCal ServiceNow Incidents by Resolution Code



| Resolution code | Incident SLA Count | Percentage of Incident SLAs |
|--|--------------------|-----------------------------|
| How To - Steps to Proceed Provided | 614 | 25.23% |
| Defect Fixed | 456 | 18.73% |
| Multiple Outreach Attempts - No Response | 394 | 16.19% |
| Not a System Error - With Explanation | 334 | 13.72% |
| Customer Confirmed Issue is Resolved | 263 | 10.81% |
| Customer Requested Closure | 109 | 4.48% |
| Linked to SCR | 106 | 4.35% |
| Solved (Permanently) | 63 | 2.59% |
| Unable to Recreate Issue | 39 | 1.6% |
| Additional Information Needed | 33 | 1.36% |
| Outage / Performance Degradation | 15 | 0.62% |
| Duplicates | 4 | 0.16% |
| Other | 4 | 0.16% |
| Total | 2,434 | 100% |

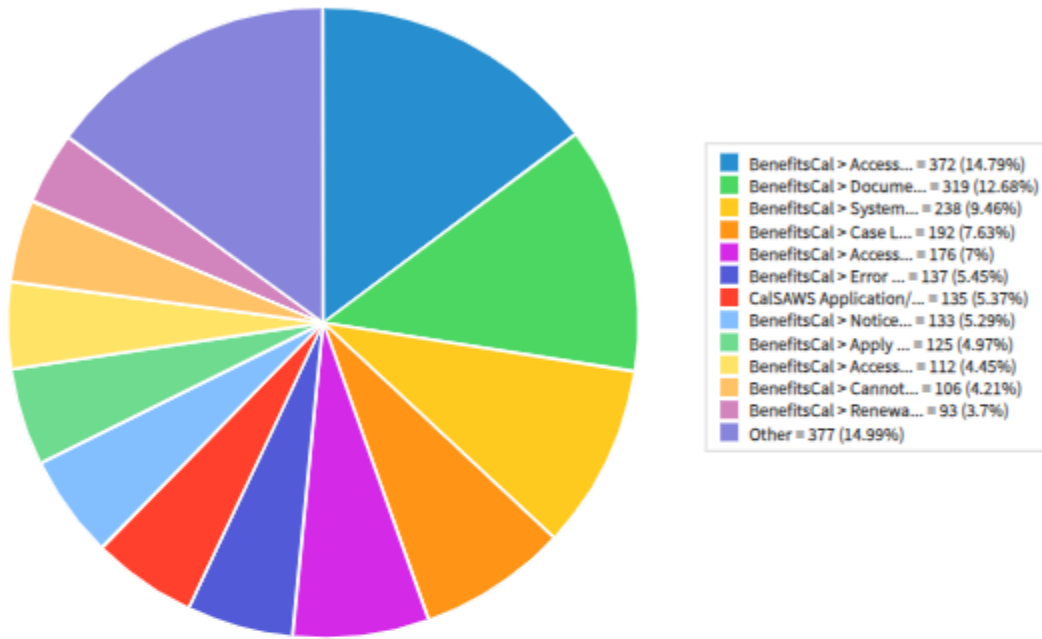
Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

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BenefitsCal ServiceNow Incidents Created by Category



| Category | Incident SLA Count | Percentage of Incident SLAs |
|--|-----------------------|--------------------------------|
| BenefitsCal > Access Issue > Customer | 372 | 14.79% |
| BenefitsCal > Document Upload | 319 | 12.68% |
| BenefitsCal > System/Technical Issue | 238 | 9.46% |
| BenefitsCal > Case Link Request | 192 | 7.63% |
| BenefitsCal > Access Issue | 176 | 7% |
| BenefitsCal > Error Message | 137 | 5.45% |
| CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications | 135 | 5.37% |
| BenefitsCal > Notices/Documents/Images | 133 | 5.29% |
| BenefitsCal > Apply for Benefits | 125 | 4.97% |
| BenefitsCal > Access Issue > CBO | 112 | 4.45% |
| BenefitsCal > Cannot View Case Information | 106 | 4.21% |
| BenefitsCal > Renewal/Redetermination/Recertification | 93 | 3.7% |
| Other | 377 | 14.99% |
| Total | 2,515 | 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.

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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 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 |
|---------------------|-------------------------------|---------------------------------|
| 06/20/23 | 11:00 PM - 6/21/2023 12:00 AM | ForgeRock Maintenance |
| 06/25/23 | 04:00 pm – 10:00 pm | CalSAWS Application maintenance |
| 06/30/23 - 07/03/23 | 8:00 pm – 07/03/23 :30 pm PST | CalSAWS Application maintenance |

Table 3.3-1 – BenefitsCal Upcoming Maintenance

| Ticket ID | Description | Impact Date/Time | Impact | Status | Owner |
|----------------|--|---|--|----------|-----------|
| PRB0046573 | County users are experiencing slowness while accessing CalSAWS and associated systems through the identity access and management solution (ForgeRock). | 6/22/2023 8:00 PM - 6/22/2023 11:30 PM | County users will experience slowness while accessing CalSAWS and associated systems until the issue is resolved. | Resolved | CalSAWS |
| PRB0046632 | Merced County users at the 947 W. Pacheco Blvd, Los Banos site are unable to access CalSAWS and associated systems due to a power outage. | 6/29/2023 2:20 PM - 6/29/2023 4:11 PM | Some Merced County users may experience issues accessing CalSAWS and associated systems until the issue is resolved. | Resolved | CalSAWS |
| INC009729 1 | CalSAWS APIs are responding with 500 codes across the board | 06/21/23 08:00AM - 12:00 PM PST | User will not be able to access site in the timeframe | Resolved | ForgeRock |

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| Ticket ID | Description | Impact Date/Time | Impact | Status | Owner |
|------------|---|---|---|-------------|-----------|
| INC0097978 | CalSAWS APIs are responding with 500 codes across the board | 2023-06-24 12:00 PM - 13:00 PM PST | User will not be able to access site in the timeframe | In Progress | ForgeRock |
| INC0098335 | CalSAWS APIs are responding slow | 2023-06-29 15:15 PM – 15:40 PM | User will not be able to access site in the timeframe | In Progress | ForgeRock |

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 (resolved Production 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

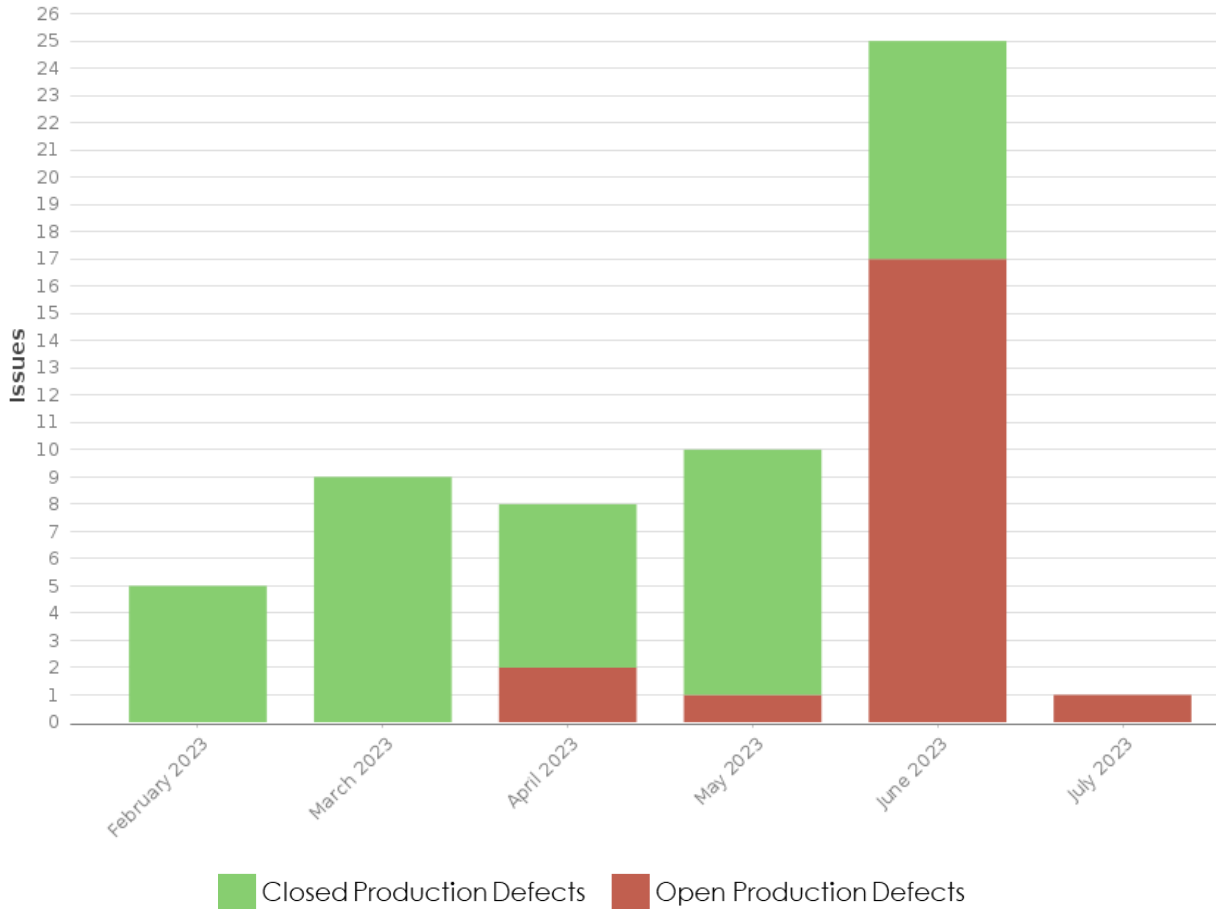


Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

| Severity | Release 23.07.27 | Release 23.08.24 | TBD | Total |
|------------------------|------------------|------------------|----------|-----------|
| 2-Normal/Medium | 0 | 0 | 0 | 0 |
| New | 0 | 0 | 0 | 0 |
| In Progress | 0 | 0 | 0 | 0 |
| Closed | 0 | 0 | 0 | 0 |
| 3-Normal/Low | 16 | 3 | 1 | 20 |
| New | 0 | 0 | 0 | 0 |
| In Progress | 16 | 3 | 1 | 20 |
| Closed | 0 | 0 | 0 | 0 |
| 4-Cosmetic | 0 | 0 | 0 | 0 |
| New | 0 | 0 | 0 | 0 |
| In Progress | 0 | 0 | 0 | 0 |
| Closed | 0 | 0 | 0 | 0 |
| Total | 16 | 3 | 1 | 20 |

Table 3.4-2 – Production Defect Fix – Release Schedule

3.5 Production Operations

3.5.1 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.

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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 23.06.22 was successfully deployed on 06/22/23 to BenefitsCal Production. Fourteen (14) production defects and fifteen (15) enhancements were planned for User Error Handling, Exception Handling, and Application Summary.

| Release | Release Date | Summary |
|---------------------|--------------|--|
| 23.07.03 - Priority | 07/03/23 | Two (2) enhancements are planned for CalWIN Wave 4 Roll Out (San Diego, San Mateo, Santa Cruz, Solano) |
| 23.07.27 | 07/27/23 | Sixteen (16) production defects and eight (8) 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.
 - Finalized design work for the June 2023 enhancements.
 - Began design work for the July 2023 enhancements.
 - Continued pre-design work for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
 - Participated in the Self-Service Portal Committee Meeting on 06/06/23.
 - Work on designs for the July 2023 enhancements.
 - Work on designs for the August 2023 enhancements.
 - Continued pre-design work for the CalWORKs Time Clocks for requirements FN--105.1 and FN-135.
 - Completed requirements and estimation for CSPM-65844, initially prioritized for August 2023 based on request from CalSAWS, but will be delayed until October based on their latest communication
 - Hosted the BenefitsCal Monthly UCD Meeting with CBO partners and Advocates on 06/28/2023.
 - Hosted the BenefitsCal/CalSAWS Design Session for CalWORKs Time Clocks in BenefitsCal on 06/30/23.
 - Worked on SSA application enhancement (CSPM-65292) analysis.

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- **Release 23.06.22 Development**
 - Continued development efforts for the June enhancements.
 - Provided SIT and Independent Test Support for June enhancements.
- **Release 23.07.27 Development**
 - Estimated development efforts for the July enhancements.
 - Worked with the design teams to get clarification on July enhancements.

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

| Release | Release Date | Summary |
|----------|--------------|--|
| 23.06.22 | 06/22/23 | Delivered planned enhancements to SIT and UAT. |
| 23.07.27 | 07/27/23 | Estimated efforts for the July 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 June Release into PRD – 23.06.22 on 06/22
- Continued validating the tickets tagged to the July Monthly Release – 23.07.27 and coordinated with the partners for any tickets that require E2E validation. Deployed the first UAT Build on 06/26/23

Below are the automated regression scripts executed for regression in BenefitsCal for Release 23.06.22

| Release | # of Scenarios Executed | # of Scenarios Passed | # of Scenarios Failed | Overall Pass% | Pass of Executed | Coverage |
|----------|-------------------------|-----------------------|-----------------------|---------------|------------------|---|
| 23.06.22 | 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.