

CalSAWS BenefitsCal  
(Portal/Mobile) Weekly  
Status Report

**Reporting Period: June 19, 2023 to June 25, 2023**

# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 28, 2023

Period: June 19, 2023 to June 25, 2023

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# 1.0 Project Management

## 1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
June Enhancements	<p>Release 23.06 deployed to Production on 06/22/23 as per the plan:</p> <ul style="list-style-type: none"> <li>➤ <b>Release 23.06.22:</b> Nineteen (19) Enhancements will be deployed to Production on 06/22/23.</li> </ul>
CalWIN ISS Support	<p><b>Wave 3</b></p> <ul style="list-style-type: none"> <li>➤ Health metrics generation and M&amp;O service management support are in-progress.</li> </ul> <p><b>Wave 4</b></p> <ul style="list-style-type: none"> <li>➤ BenefitsCal Email (3) and SMS (2) campaign was launched successfully on 06/19/23 and 06/20/23, respectively. <ul style="list-style-type: none"> <li>○ Total number of emails delivered: 16,345</li> <li>○ Total number of messages delivered (English + Spanish): 30,981</li> </ul> </li> <li>➤ BenefitsCal cut over checklist creation is complete and submitted to the Consortium.</li> <li>➤ The final listing is generated for the CBO conversion. The list will be shared with the ForgeRock team by 06/29/23 for the final cut over.</li> <li>➤ Email (4) campaign launch preparations are in progress.</li> </ul> <p><b>Wave 5</b></p> <ul style="list-style-type: none"> <li>➤ Community Based Organization (CBO) mock run cutover was successful and exception report review is in progress.</li> </ul>
UCD Research Activities	<p><b>Customer Experience (CX) Measurements Data</b></p> <ul style="list-style-type: none"> <li>➤ Responded to comments and submit FWP 24.18 CX Report – April/May 2023 for approval on 06/21/23.</li> </ul> <p><b>Customer Engagement</b></p> <ul style="list-style-type: none"> <li>➤ Met with two (2) CBO points of contact to plan for customer focus groups to learn more about the experience of customers who want a BenefitsCal account but do not use email on 06/22/23.</li> </ul> <p><b>Advocate Engagement</b></p> <ul style="list-style-type: none"> <li>➤ Prepared materials for UCD Monthly Meeting on 06/28/23.</li> </ul>
Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> <li>➤ Comments closed on Final Work Plan for Phase 2 (WP 32.01: Communications and Marketing Plan) on 06/19/23 and were addressed by 06/22/23.</li> <li>➤ Kickoff meeting with internal stakeholders was held 06/21/23.</li> <li>➤ Kickoff meeting with Advocate Co-Leads was held 06/22/23.</li> </ul>

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"><li>➤ Survey sent to internal stakeholders and advocate Co-Leads to prioritize campaign marketing activities on 06/21/23 and 06/22/23.</li><li>➤ The BenefitsCal and BenefitsCal Consortium teams to meet on 06/27/23 to review results and finalize plan activities (survey closes at EOD).</li></ul>
GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"><li>➤ Bi-weekly meeting held on 06/21/23.</li><li>➤ The California Department of Social Services (CDSS) continued mapping the components planned for decommissioning to the parity list items.</li></ul>
Collaboration Model	<ul style="list-style-type: none"><li>➤ Collaboration meeting conducted on 06/23/23 with participation from stakeholders.</li></ul>

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

#### 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	Analysis In Progress	Advocate Feedback incorporated; designs updated
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	In Progress	Research in progress
CSPM-35858 (Enhancement)	Add an option for Primary Applicant to apply for No Programs	Design Update Needed	Needs clarification from the state; moved to August release
CSPM-66157 (Enhancement)	Redesign the BenefitsCal announcements	Request for Estimation	Effort estimation was conducted
CSPM-66213 (Enhancement)	Redesign the BenefitsCal homepage to create additional points of access for existing and new users	Request for Estimation	Effort estimation was conducted

**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	Begin Development	July 2023
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	Continue Research	June 2023
CSPM-35858 (Enhancement)	Add an option for Primary Applicant to apply for No Programs	Begin Design work after getting clarification from the state	August 2023
CSPM-66157 (Enhancement)	Redesign the BenefitsCal announcements	Send for Consortium Approval	August 2023
CSPM-66213 (Enhancement)	Redesign the BenefitsCal homepage to create additional points of access for existing and new users	Send for Consortium Approval	August 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 design activities for the July 2023 enhancements.
  - Continued design activities for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
  - Continued analysis of SSA Get CalFresh flow based on SCERFRA 23-500 for implementation in BenefitsCal.
  - Continued design activities for the August 2023 enhancements.
  - Presented CalWORKs Time Clocks designs (FN-105.1 and FN-135) to Time Limit Committee on 06/22/23.

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### 2.1.2 Activities for the Next Reporting Period – Requirements and Design

#### ➤ **Designs**

- Continue design activities for the July 2023 enhancements.
- Continue design activities for the August 2023 enhancements.
- Continue design activities for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Host the BenefitsCal/CalSAWS Design Session for CalWORKs Time Clocks in BenefitsCal on 06/20/23.

### 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 06/19/23.
- Responded to comments and submit FWP 24.18 CX Report – June 2023 for submission on 06/21/23.

#### ➤ **Customer Engagement**

- Met with two (2) CBO points of contact to plan for customer focus groups to learn more about the experience of customers who want a BenefitsCal account but do not use email on 06/22/23.

#### ➤ **Enhancements**

- Collaborated with the Design/Functional team to create mockups for August enhancements.

#### ➤ **Advocate Engagement**

- Prepared materials for UCD Monthly Meeting on 06/28/23.
- Attended the Quarterly Stakeholder Meeting on 06/21/23 to understand Advocates' perspective CalWIN cutover.

### 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 06/26/23.
- Respond to any additional comments on the FWP 24.18 CX Report – June 2023 for approval on 06/28/23.

#### ➤ **Customer Engagement**

- Facilitate three (3) usability testing sessions for the Homepage and Announcement design changes during the week of 06/26/23.

#### ➤ **Enhancements**

- Plan for discovery research to learn more about the Assister experience for SSA applications.

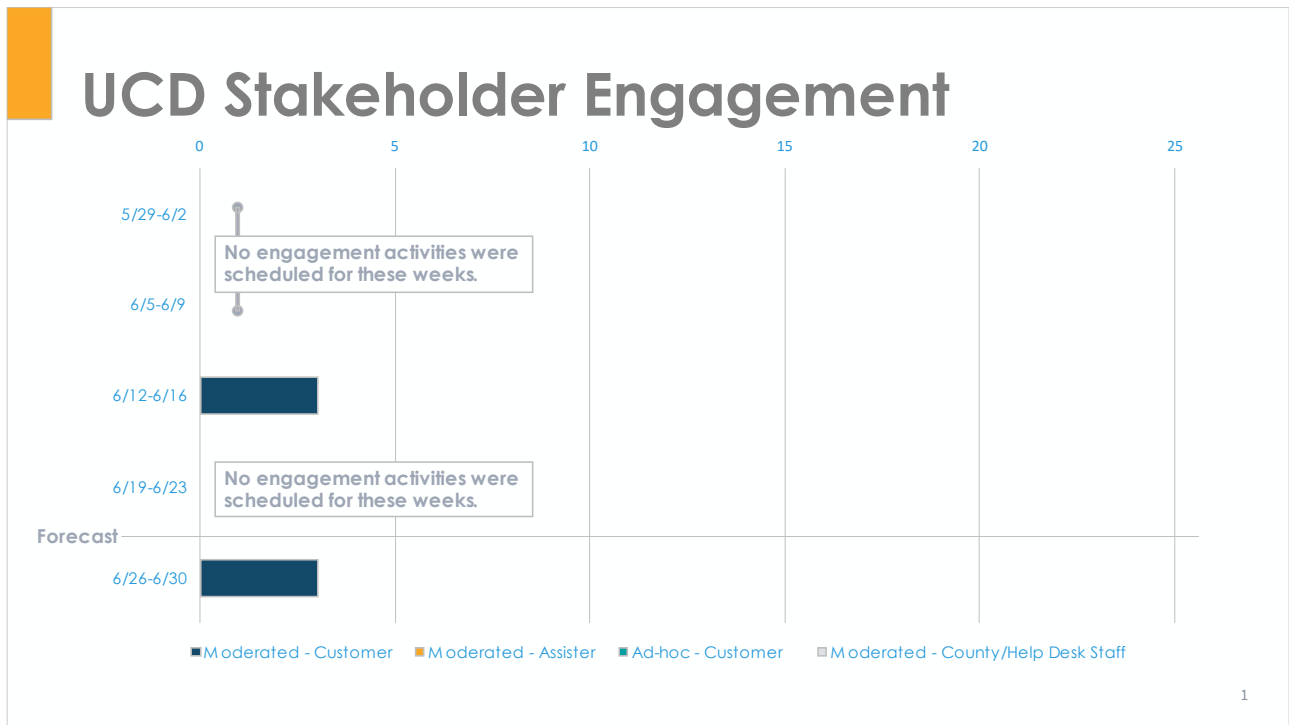


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➤ **Advocate Engagement**

- Facilitate a prep meeting with Consortium and State Partners for the UCD Monthly Meeting on 06/26/23.
- Facilitate the UCD Monthly Meeting on 06/28/23.



**Figure 2.1-1 – UCD Stakeholder Engagement**

**2.2 Development**

**2.2.1 Highlights of the Reporting Period – Development**

**Enhancements (M&E)**

Release	Planned for Week Ending 06/23/23	Actual for Week Ending 06/23/23	Total Planned for the Release	Comments
23.06.22	0	0	15	Release 23.06.22 was deployed to production on 06/22/23.
23.07.03	0	1	1	CSPM-65483 & CSPM-65639: CalWIN Wave 4 rollout planned for 06/03/23.
23.07.27	2	2	10	

**Table 2.2-1– Enhancement Actuals for Reporting Period**

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- **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 06/30/23	Total Planned for the Release	Total Completed for the Release	Comments
23.07.03	2	2	0	CSPM-65483 & CSPM-65639: CalWIN Wave 4 rollout planned for 06/03/23.
23.07.27	2	10	2	

**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 June 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.

## 2.3 System Test Execution

### 2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.06.22 – June Monthly Release**
  - Deployed the June Monthly Release to PRD on 06/23/23.
- **Release 23.07.27 – July Monthly Release**
  - Started validating the July Release Tickets and coordinated with the partners for any end-to-end validation.
  - Planned first UAT Build – 06/26/23.

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### 2.4 Activities for the Next Reporting Period – System Test Execution

- **Release 23.07.27 – July Monthly Release**
  - Continue validating the July Release Tickets 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.

#### 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

- None for this period

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### 3.2 Activities for the Next Reporting Period – Performance Test

- None for this period

Cycle	Start Date	End Date	Scope	Test Cases Status	Executi on Status
13	05/19/23	06/16/23	CalWIN Statewide rollout	<p><b>Scope:</b> 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><b>Executions:</b> Friday, 05/19/23 – Integrated full load Performance Pre-Test Monday, 05/22/23 – Integrated Performance Test Wednesday, 05/24/23 – Endurance Test #1 Wednesday, 05/31/23 – Stress Test Friday, 06/02/23 – Endurance Test #2 Wednesday, 06/07/23 – Endurance Test #3 Thursday, 06/15/23 - Endurance Test #4 Friday, 06/16/23 - Endurance Test #5</p>	100%

**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**
  - Started validation on the Wave 4 CBO User List which will be used for the Wave 4 PROD CBO user load.

#### 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.
  - Handoff the Wave 4 Prod CBO User Listing to the ForgeRock team to perform the user load.

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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 06/23/23.
- **Change**
  - Spoke to and received approval for the Change CHG0041635 to allow AWS developer access to the AWS Open Search Service.

#### 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
	There are currently no Deliverables scheduled.					

Table 6.1-1 – Deliverable Status for Current Reporting Period

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### Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
There are currently no Deliverables scheduled.			

**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
24.18	CX Report – April/May 2023	06/09/23	06/21/23	06/28/23
25.15	Monthly M&O Report – April 2023	05/09/23	05/19/23	05/26/23
25.16	Monthly M&O Report – May 2023	06/09/23	06/21/23	06/28/23
28.13	BenefitsCal Work Plan Monthly Updates – April 2023	N/A	05/05/23	05/16/23
28.14	BenefitsCal Work Plan Monthly Updates – May 2023	N/A	06/05/23	06/14/23
29.13	BenefitsCal Monthly Status Report – April 2023	N/A	05/05/23	05/16/23
29.14	BenefitsCal Monthly Status Report – May 2023	N/A	06/05/23	06/14/23
32.01	Communications and Marketing Plan	05/31/23	06/13/23	06/21/23

**Table 6.1-3 – Upcoming Work Product Deadlines**

### Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.18	CX Monthly Report – April/May 2023	On Track	DWP submitted 06/09/23 FWP submitted 06/21/23 FWP approval 06/28/23
25.16	Monthly M&O Report – May 2023	On Track	DWP submitted 06/09/23 FWP submitted 06/21/23 FWP approval 06/28/23
28.14	BenefitsCal Work Plan Monthly Updates – May 2023	On Track	FWP submitted 06/05/23 FWP approval 06/13/23
29.14	BenefitsCal Monthly Status Report – May 2023	On Track	FWP submitted 06/05/23 FWP approval 06/13/23
32.01	Communications and Marketing Plan	On Track	DWP submitted 05/31/23 FWP submitted 06/13/23 FWP approval 06/21/23

**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"> <li>▶ 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.</li> </ul> <p>January 8, 2023</p> <ul style="list-style-type: none"> <li>▶ 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.</li> </ul> <p>May 5, 2023</p> <ul style="list-style-type: none"> <li>▶ Participated in bi-weekly meeting on 05/03/23.</li> <li>▶ 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</li> </ul>	Open	2	Medium	05/10/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
		<ul style="list-style-type: none"> <li>▶ CDSS continued the mapping of the components planned for decommissioning to parity list items</li> </ul>				

**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**



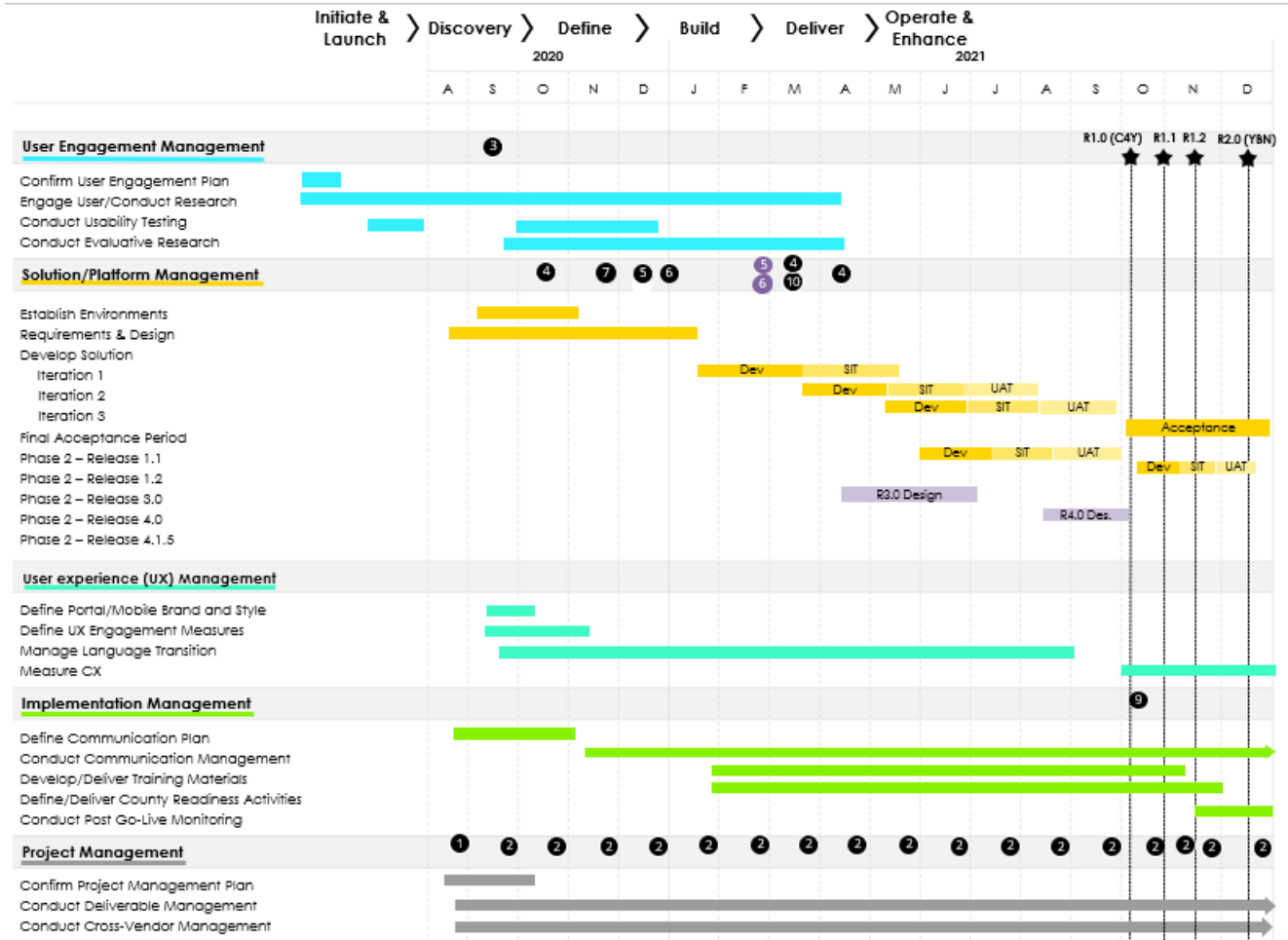
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## 6.4 Appendix C – Project Work Plan Reports

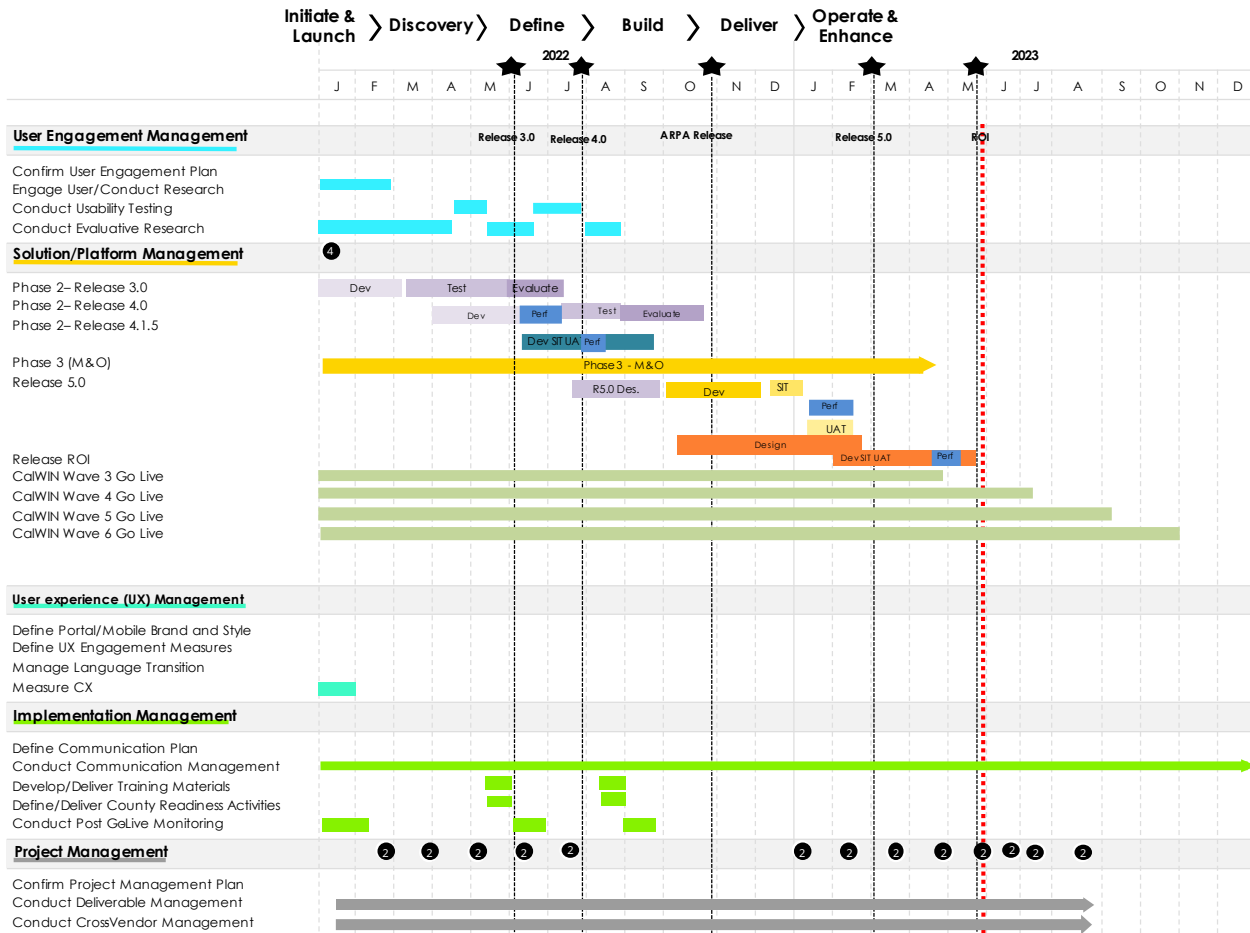
### Project Timeline



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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