

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

**Reporting Period: September 11, 2023 to  
September 24, 2023**

**Table of Contents**

- 1.0 Executive Summary ..... 4
  - 1.1 Executive Summary Agenda Topics ..... 4
  - 1.2 BenefitsCal Project Status Dashboard ..... 4
  - 1.3 Highlights from the Reporting Period ..... 4
- 2.0 Project Management ..... 5
  - 2.1 Project Deliverables Summary ..... 5
  - 2.2 Highlights for the Reporting Period ..... 5
  - 2.3 Activities for the Next Reporting Period ..... 5
  - 2.4 CRFI/CIT Communications Status ..... 5
  - 2.5 SCIRFRA/SCERFRA/SIRFRA/SARRA Information ..... 6
  - 2.6 Deviation from Plan/Adjustments ..... 6
- 3.0 Maintenance and Operations ..... 6
  - 3.1 Service Management ..... 7
    - 3.1.1 Overview ..... 7
    - 3.1.2 BenefitsCal Help Desk Metrics ..... 8
  - 3.2 Technology Operations ..... 17
  - 3.3 BenefitsCal Maintenance and Operations ..... 17
  - 3.4 Production Defect Backlog ..... 18
    - 3.4.1 Release Schedule Production Defect Fix ..... 19
  - 3.5 Production Operations ..... 19
    - 3.5.1 Root Cause Analysis (RCA) ..... 19
  - 3.6 Deviation from Plan/Adjustments ..... 19
- 4.0 Application Development ..... 19
  - 4.1 Priority Release Summary ..... 19

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

Period: September 11, 2023 to September 24, 2023

---

- 4.2 Application Development Status .....20
- 4.3 Release Management.....21
  - 4.3.1 Release Test Summary .....21
  - 4.3.2 Automated Regression Test (ART) Coverage .....22
- 4.4 Training Materials Update .....22
- 4.5 Deviation from Plan/Adjustments.....22




## 1.0 Executive Summary

### 1.1 Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.5.1	BenefitsCal Priority Release <b>23.09.24</b> on <b>09/24/23</b>
4.2	Upcoming BenefitsCal Monthly Release <b>23.09.28</b> on <b>09/28/23</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 fifteen (15) active Production defects.
Incidents		There are thirty-six (36) 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 Priority Release 23.09.24 to BenefitsCal Production.
- **Emergency Release** – None for the reporting period.
- **Emergency Release** – None for the reporting period.
- **Monthly/Major Release** – None for the reporting period.

#### Planned Outages

- Sunday 09/24/23 8:00 pm PST to 9:30 pm PST
  - BenefitsCal Priority Release 23.09.24

## 2.0 Project Management

### 2.1 Project Deliverables Summary

Del #	Name	Team	Status <sup>[1]</sup>	Status
WP 25.19	Monthly M&O Report – August 2023	M&O		DWP submitted 09/11/23 FWP submitted 09/21/23 FWP approval 09/28/23
WP 28.17	BenefitsCal Work Plan Monthly Updates – August 2023	PMO		FWP submitted 09/05/23 FWP approval 09/14/23
WP 29.17	BenefitsCal Monthly Status Report – August 2023	PMO		FWP submitted 09/05/23 FWP approval 09/14/23

<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 25.19: Monthly M&O Report – August 2023 on 09/11/23.
  - FWP 25.19: Monthly M&O Report – August 2023 on 09/21/23.

### 2.3 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
  - DWP 24.20: CX Report – Aug/Sept 2023 on 10/06/23.

### 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
0329-23	PPOCs (All); IPOCs (All); Regional Managers (All)	BenefitsCal Communication and Marketing Materials- Awareness Toolkit 2023	CalSAWS M&E	09/12/23	Carlos Zepeda	Marsale Eramya

**Table 2.4-1 – CITs**

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

Period: September 11, 2023 to September 24, 2023

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 for the reporting period							

**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	0
Reopened	0
In Review	0
Withdrawn	0
<b>Total</b>	<b>0</b>

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

**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.

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

Period: September 11, 2023 to September 24, 2023

---

- **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

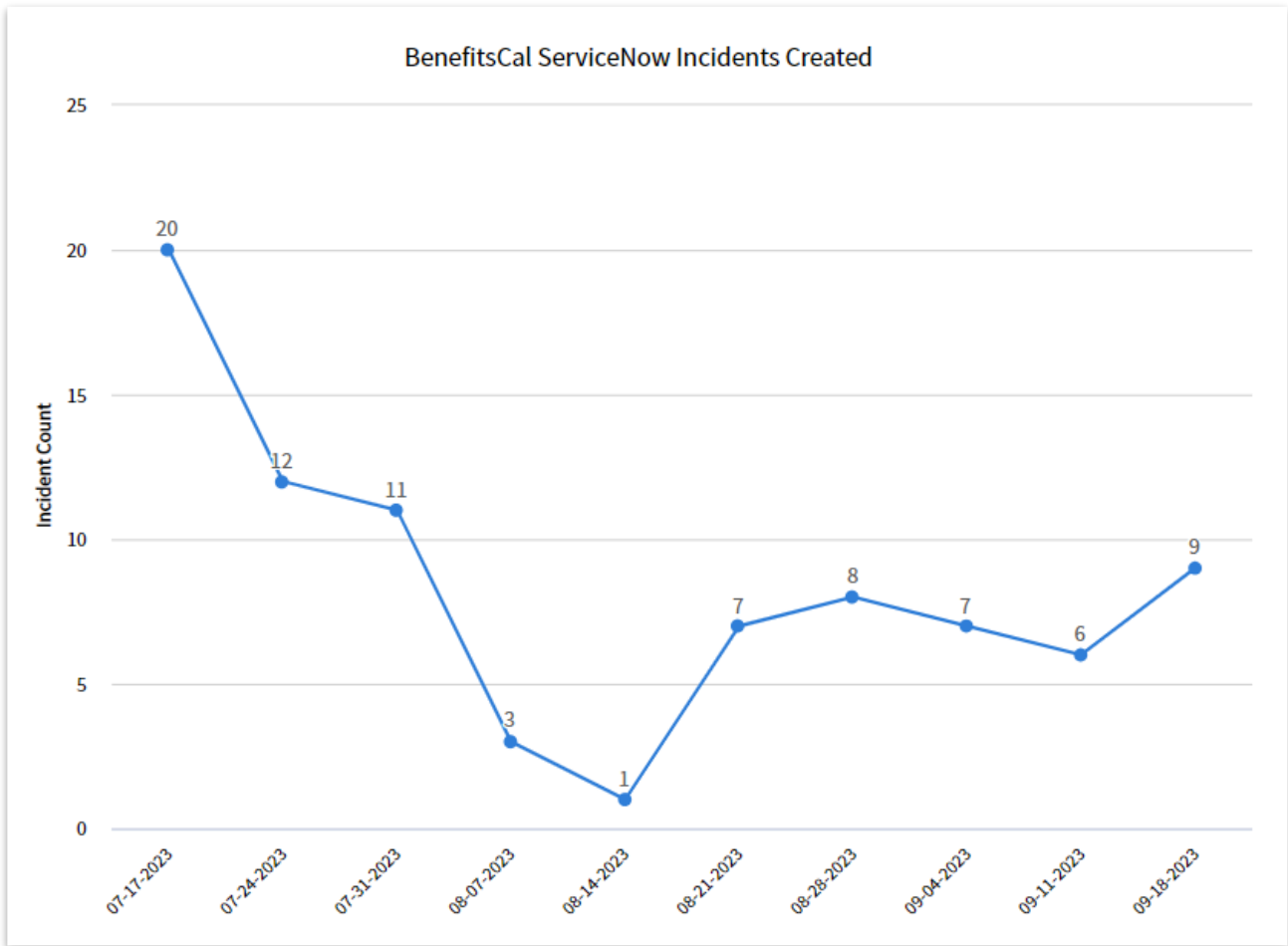
- **Incidents Created**
  - Fifteen (15) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved two (2) incidents in the biweekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed three (3) incidents in the biweekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged fifty-six (56) incidents in the biweekly reporting period.
- **Problems Created**
  - The BenefitsCal Tier 3 Team created one (1) problem tickets in the biweekly reporting period.
- **Problems Resolved**
  - The BenefitsCal Tier 3 Team resolved zero (0) problem ticket in the biweekly reporting period.

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

Period: September 11, 2023 to September 24, 2023

#### 3.1.2 BenefitsCal Help Desk Metrics

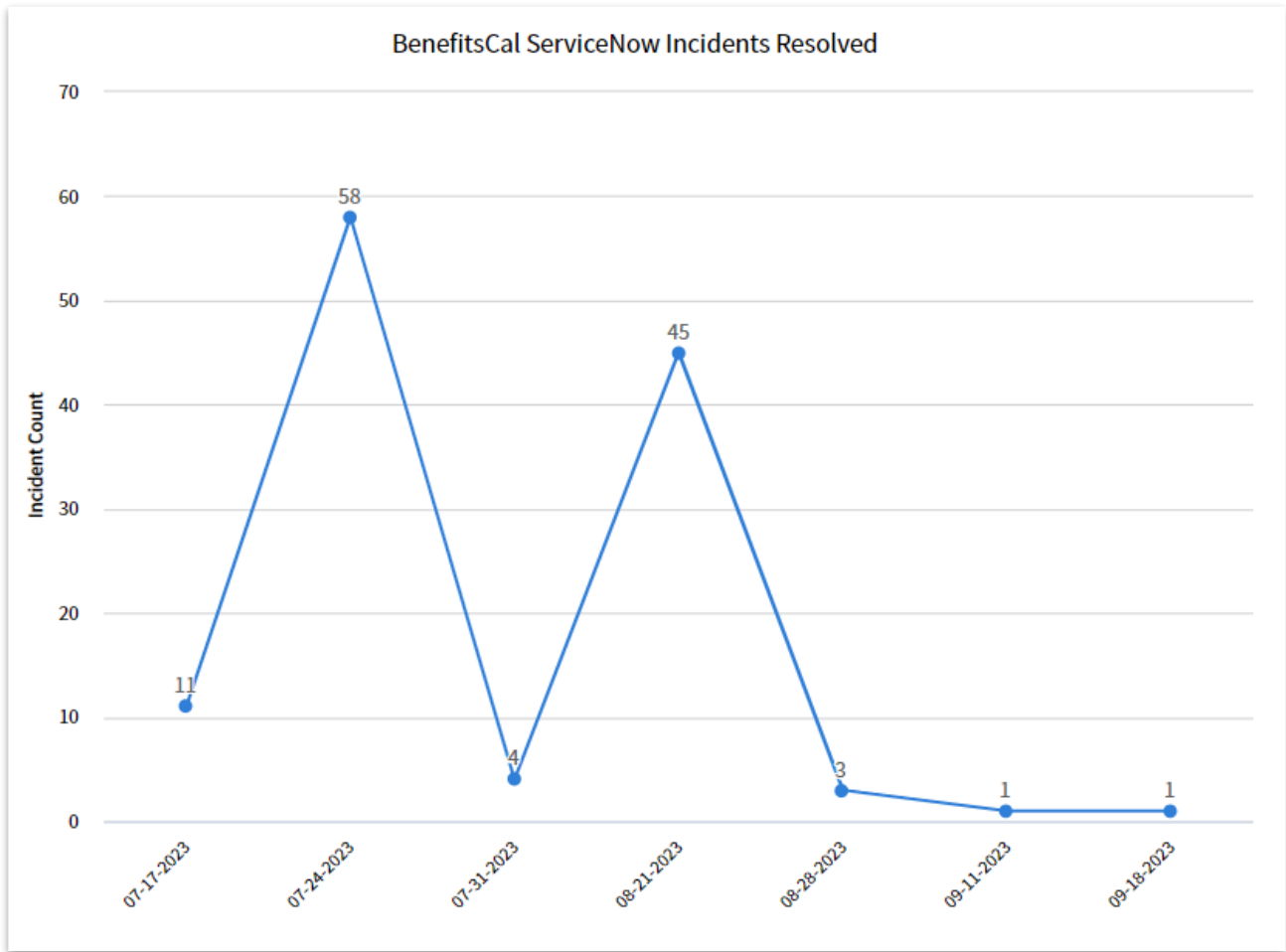
The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.





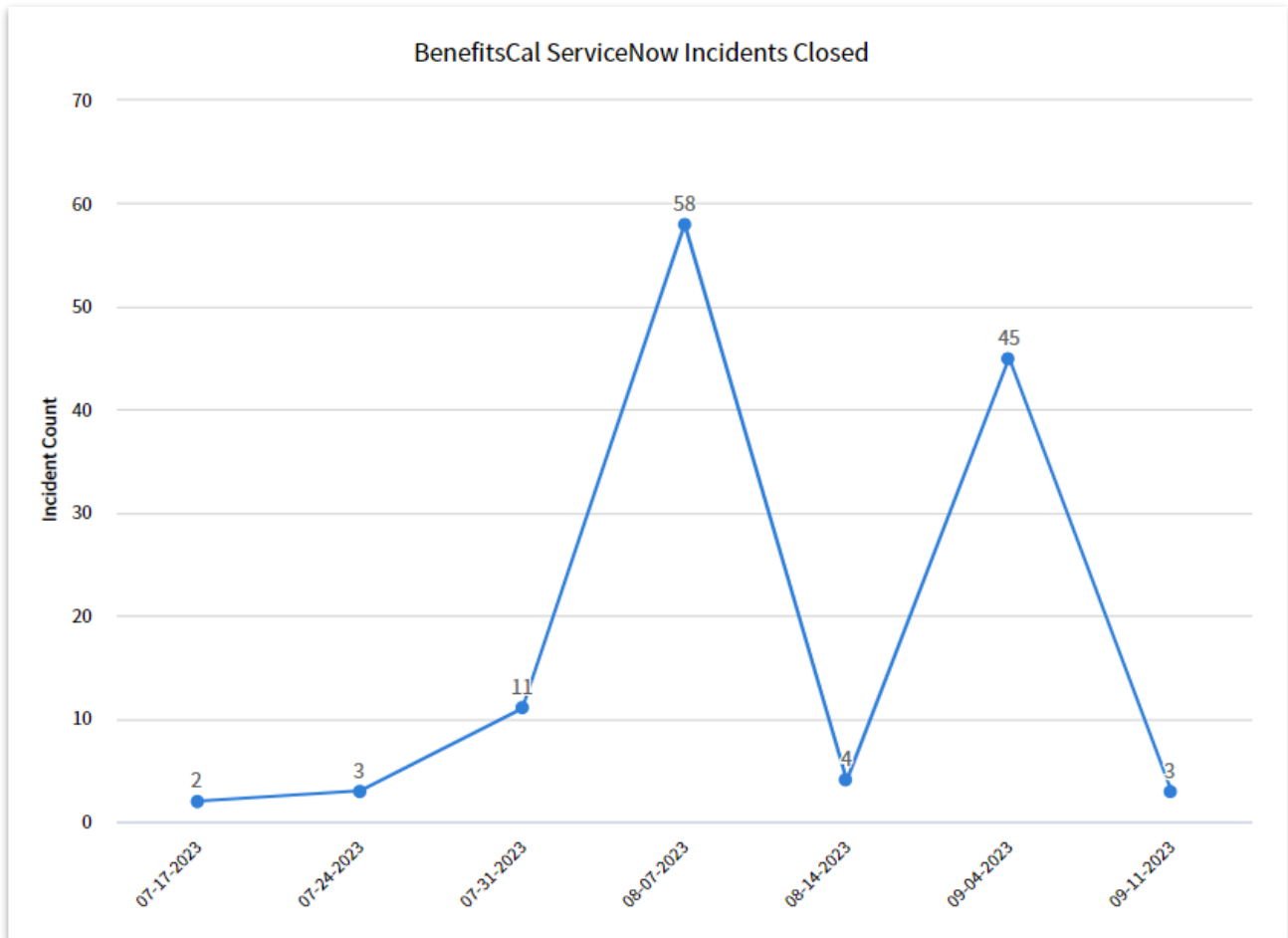
**CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report**

Period: September 11, 2023 to September 24, 2023



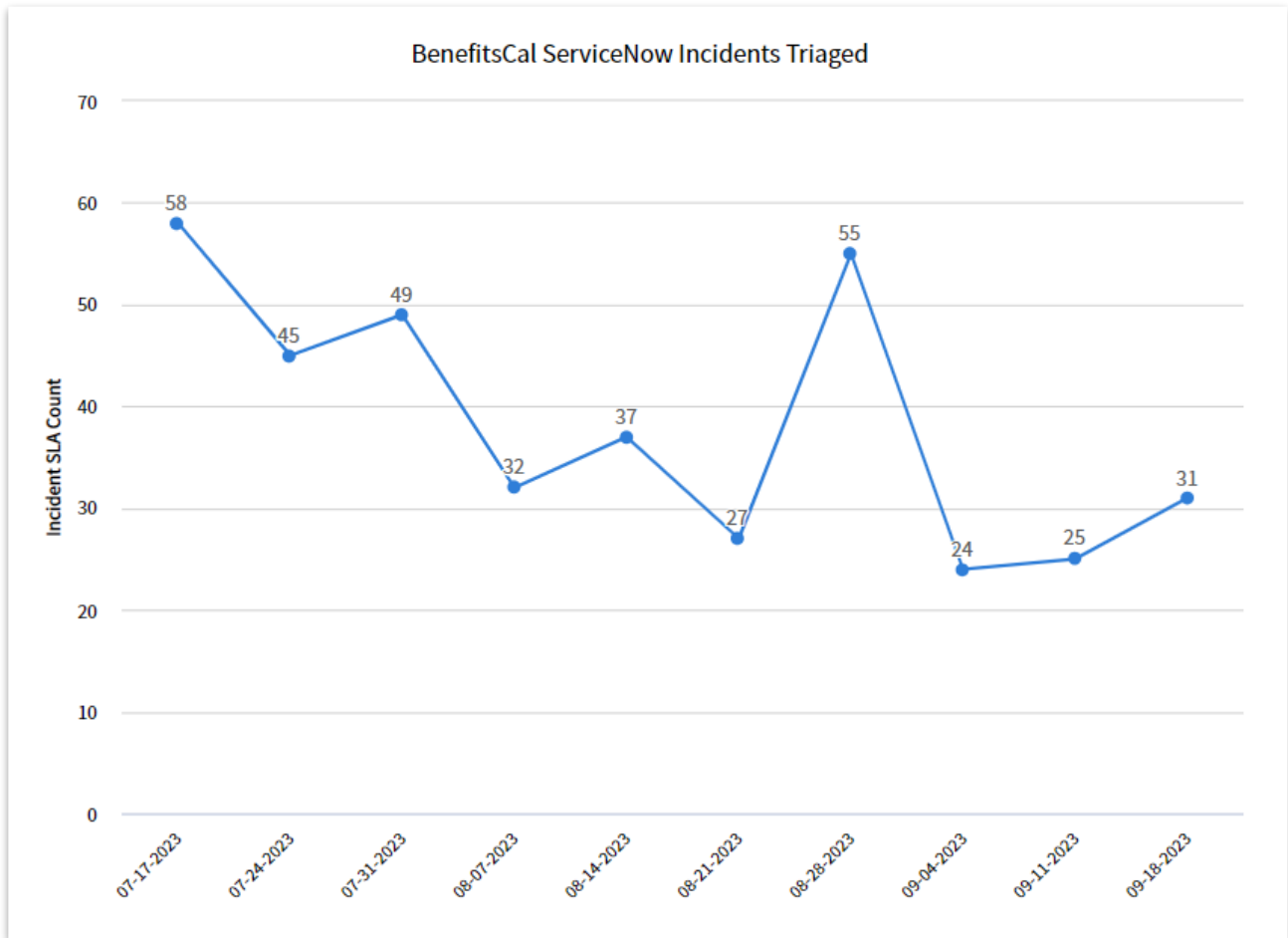
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: September 11, 2023 to September 24, 2023



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

Period: September 11, 2023 to September 24, 2023



**Note:** The graphs represent the ServiceNow incidents associated to all 55 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)."

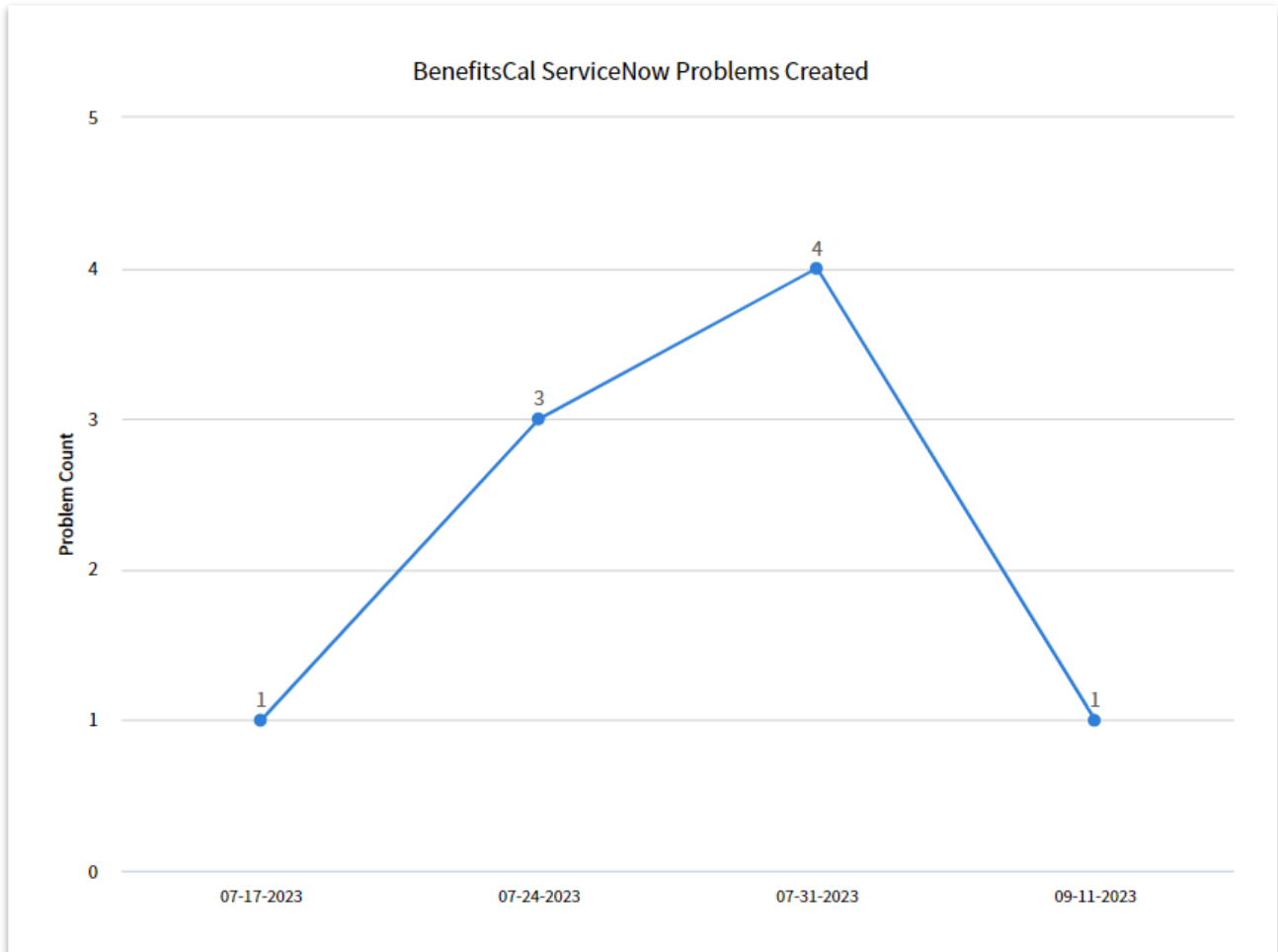
**Figures 3.1-1, 3.1-2, and 3.1-3 – BenefitsCal ServiceNow Incidents**

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

Period: September 11, 2023 to September 24, 2023

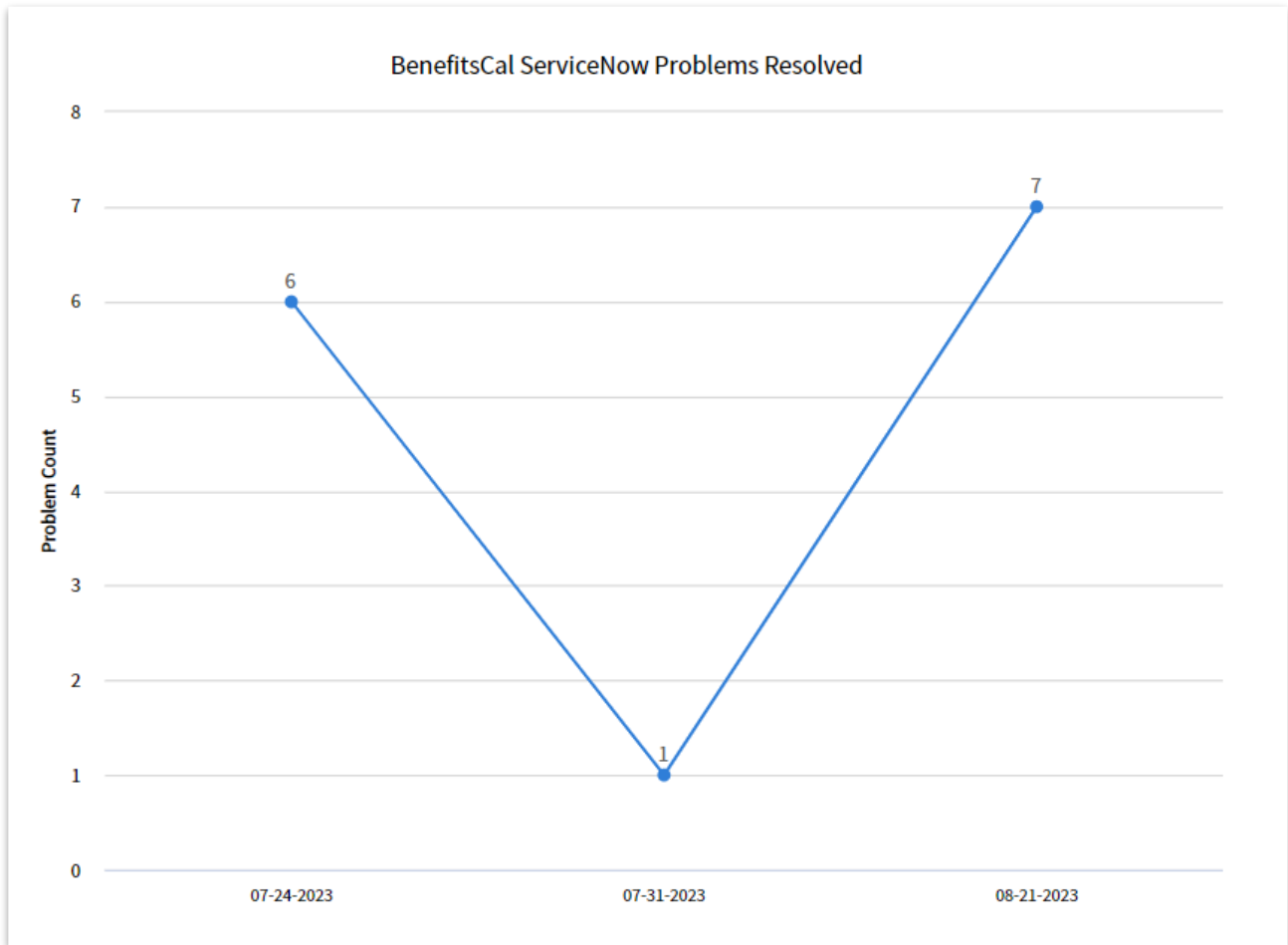
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The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.



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

Period: September 11, 2023 to September 24, 2023



**Note:** The graphs represent the ServiceNow problems associated to 55 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**

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

Period: September 11, 2023 to September 24, 2023

**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		7	1	1	0	0	0	0	9
On Hold		1	3	1	14	4	4	0	27
Resolved		0	0	1	1	0	0	0	2
Closed		0	0	40	296	133	89	1	559
<b>Count</b>		<b>8</b>	<b>4</b>	<b>43</b>	<b>311</b>	<b>137</b>	<b>93</b>	<b>1</b>	<b>597</b>

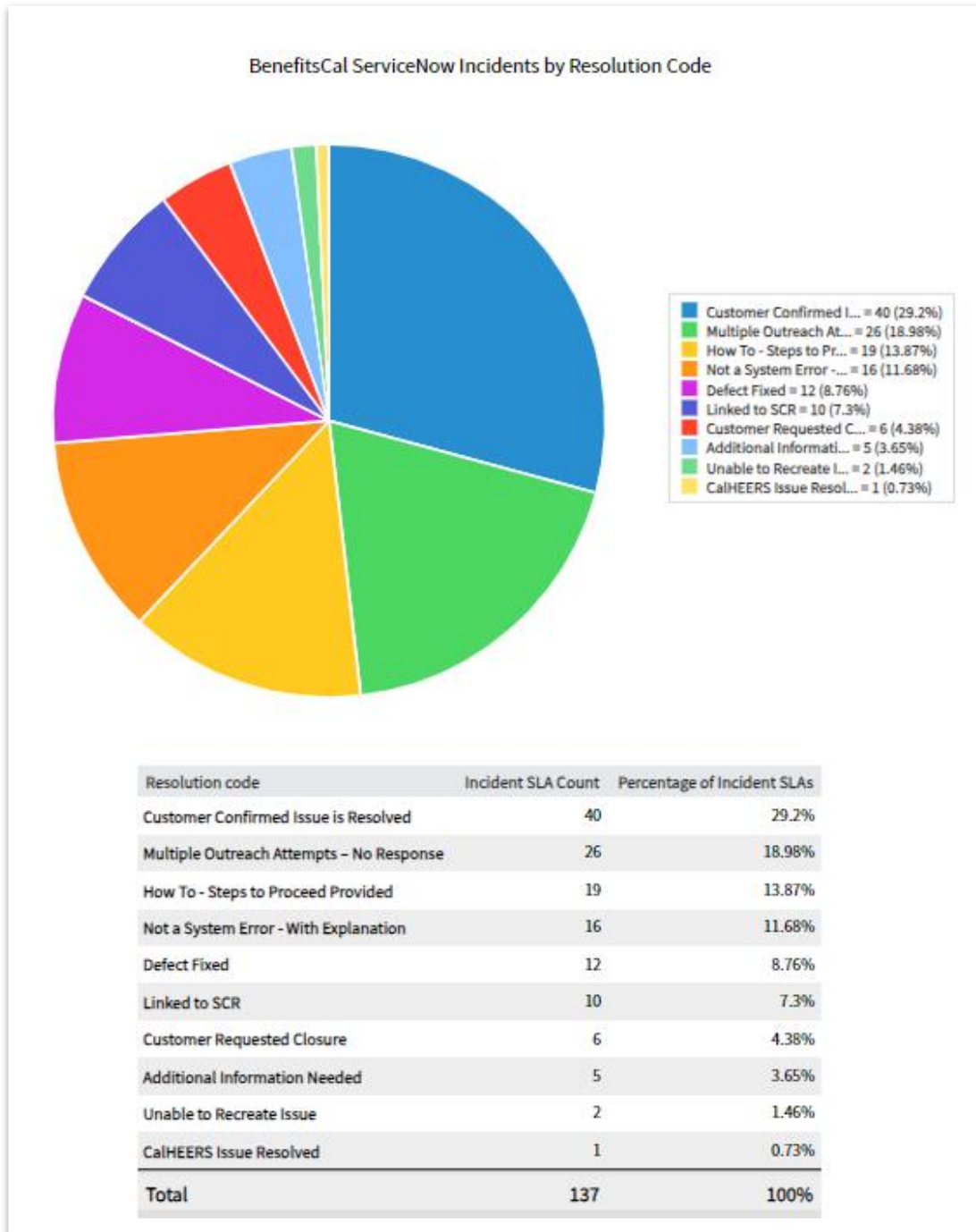
**Aging "State" definitions:**

- 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**

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

Period: September 11, 2023 to September 24, 2023

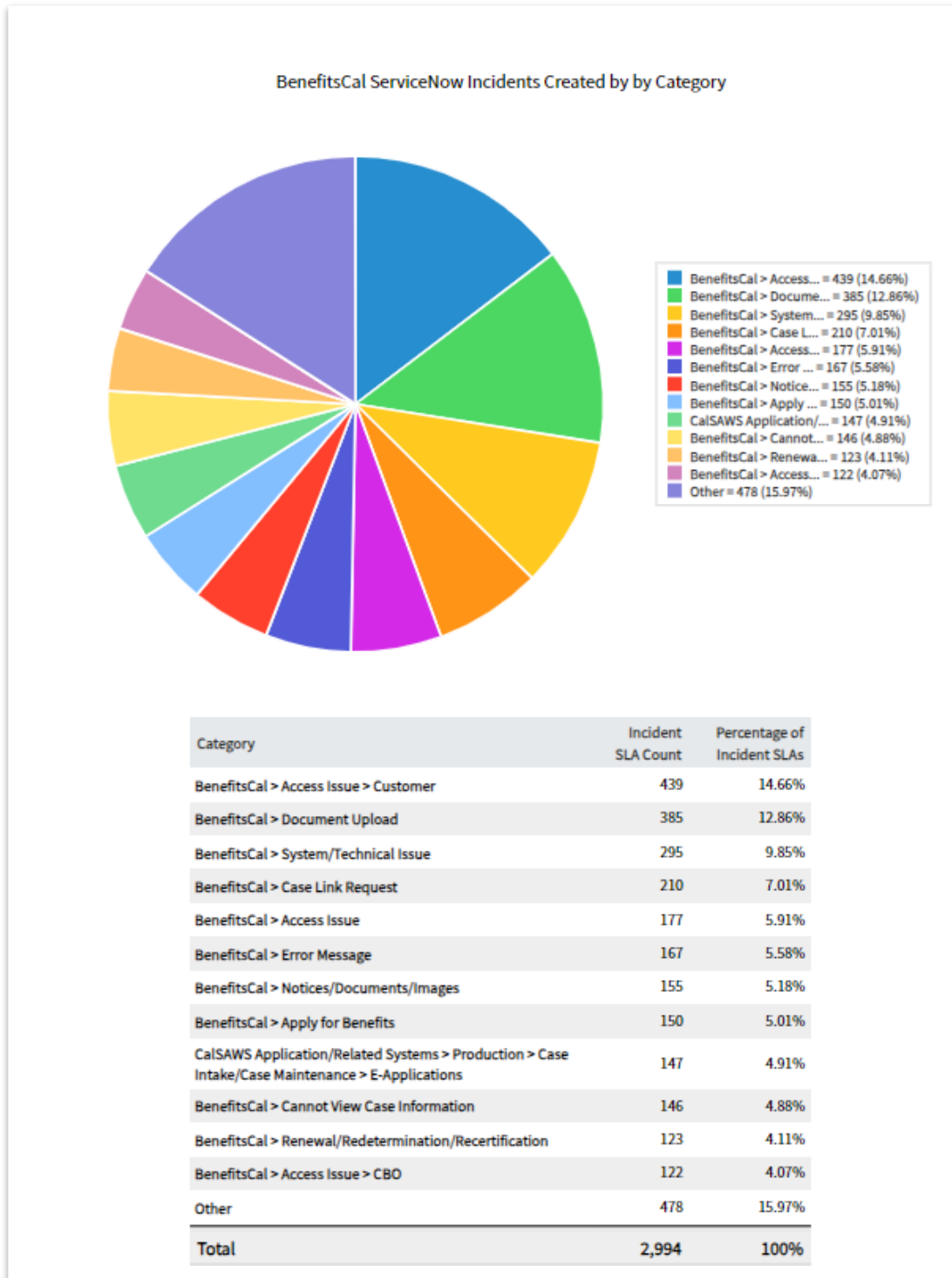


**Note:** The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

**Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code**

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

Period: September 11, 2023 to September 24, 2023



**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**



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

Period: September 11, 2023 to September 24, 2023

### 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.H

### 3.3 BenefitsCal Maintenance and Operations

Scheduled Date	Outage Timeframe	Activity Description
09/15/23 – 09/18/23	09/15/23 8:00 pm – 09/18/23 9:00 pm PST	CalSAWS Application Maintenance
09/18/23	09/18/23 11:50 am – 1:00 pm	CalSAWS Application Maintenance
09/24/23	09/24/23 6:00 am – 09/24/23 10:00 am PST	CalSAWS Application Maintenance

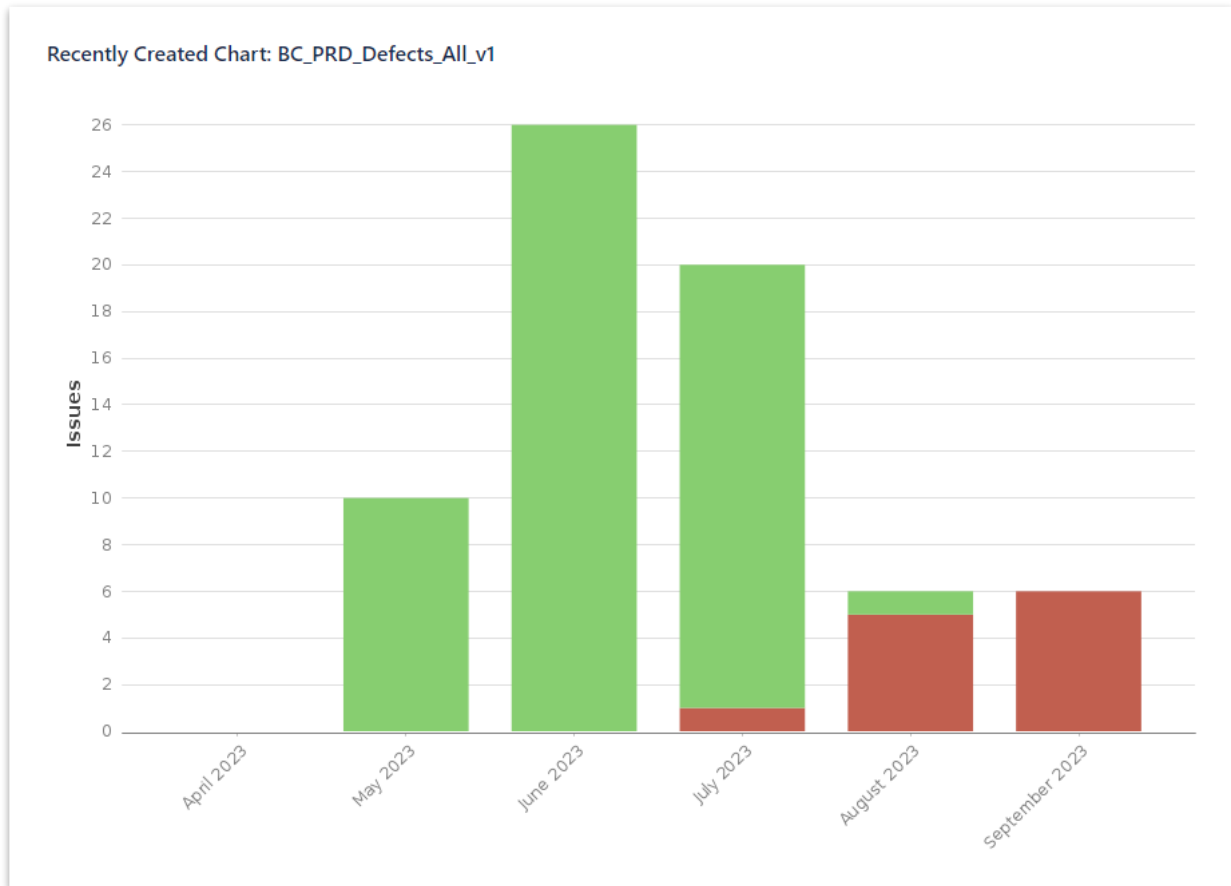
**Table 3.3-1 – BenefitsCal Upcoming Maintenance**

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0047311	Users may not be able to access CalSAWS and associated systems	09/18/23 10:49 am – 09/18/23 1:26 pm	Users may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0047339	San Bernardino County users are experiencing slowness while navigating through or performing transactions in CalSAWS	09/20/23 11:40 am	San Bernardino County users may experience intermittent slowness while navigating through or performing transactions in CalSAWS until the issue is resolved.	In Progress	CalSAWS
PRB0047370	Plumas County users at the 270 County Hospital Road, Quincy site is unable to access CalSAWS and associated systems due a local internet outage	09/22/23 2:00 pm	Plumas County users at the Quincy site will experience issues accessing CalSAWS and associated systems until the issue is resolved	In Progress	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 (resolved Production defects – Green), month-over-month. Defects are closed upon system test validation and release deployment to Production.



■ Closed Production Defects ■ Open Production Defects  
**Figure 3.4-1 – Production Defects Backlog Monthly Trend**

### 3.4.1 Release Schedule Production Defect Fix

Severity	Release 23.09.28	Release 23.10.19	TBD	Total
<b>2-Normal/Medium</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
<b>3-Normal/Low</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>15</b>
New	0	0	0	0
In Progress	11	3	1	15
Closed	0	0	0	0
<b>4-Cosmetic</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
<b>Total</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>15</b>

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** – BenefitsCal Priority Release 23.09.24 was successfully deployed on 09/24/23 to BenefitsCal Production. Three (2) enhancements planned for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Emergency** – None for the reporting period.

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

Period: September 11, 2023 to September 24, 2023

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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** – None for the reporting period.

Release	Release Date	Summary
23.09.28 – Monthly	09/28/23	Eleven (11) production defects and six (6) 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 with development and testing teams for the August 2023 enhancements.
- Continued working with development and testing teams for the September 2023 enhancements.
- Continued design work for the October 2023 enhancements.
- Continued working with the development and testing teams for Release 23.11.19 CalWORKs Time Clocks.
- Continued working with development and testing teams for SSA Application on BenefitsCal enhancement CSPM-65292.
- Hosted TNB4 Clarification meeting with CalSAWS on 09/11/23.
- Hosted Check-In with the CWDA on 09/11/23.
- Hosted the UCD Monthly Meeting with Advocates and State Partners on 09/12/23.
- Hosted a discussion regarding an option for users to remove a phone number from BenefitsCal on 09/13/23.
- Hosted a discussion regarding Anonymous Doc Upload with Hyland on 09/14/23.
- Hosted a TNB4 Recertification Inbound/Outbound Data Elements clarification meeting with CalSAWS on 09/14/23.
- Hosted the BenefitsCal Enhancement Pipeline Meeting on 09/15/23.
- Hosted Customer Engagement Funding Discussion on 09/18/23.
- Attended GCF Parity List Funding Discussion Hosted by CDSS on 09/19/23.
- Attended SSA/GCF BenefitsCal Portal Changes Discussion on 09/19/23.
- Attended App Dev Meeting Hosted by Consortium 09/19/23.
- Attended BenefitsCal GCF Touchpoint Hosted by CDSS on 09/19/23.
- Attended CAPI Workgroup Hosted by CDSS on 09/19/23.
- Attended Virtual Greenlight Meeting for County Validation on 09/20/23.
- Attended Renewal Due Date Discussion Hosted by CalSAWS on 09/21/23.
- Hosted Anonymous Document Upload Security Call on 09/21/23.
- Co-Hosted SSP Committee Prep Meeting on 09/21/23.

### ➤ **Release 23.09.24 Development**

- Provided support to SIT, Consortium Test and QA teams to test CalSAWS 23.09 baseline enhancements
- Delivered 23.09.24 to production.

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

Period: September 11, 2023 to September 24, 2023

---

- **Release 23.09.28 Development**
  - Provided support to, Consortium Test and QA teams for the September enhancements.
  - Worked with the design teams to get clarification on enhancements.
- ▶ **Release 23.10.19 Development**
  - Continued development efforts for the October enhancements.

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

Release	Release Date	Summary
23.09.24	09/24/23	Delivered to production.
23.09.28	09/28/23	Continued providing SIT, Consortium Test and QA team support.
23.10.19	10/19/23	Continued development efforts.

**Table 4.2-1 – BenefitsCal Enhancements Development Status**

### 4.3 Release Management

#### 4.3.1 Release Test Summary

- **Release 23.09.24 September Baseline Release**
  - Deployed the September Baseline Release into STG.
- **Release 23.09.28 September Monthly Release**
  - Continued validating tickets tagged to the 23.09.28 release and coordinated with the partners for any tickets that require E2E.

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

Period: September 11, 2023 to September 24, 2023

### 4.3.2 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 23.08.24.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
23.09.24	40	40	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, ROI not enabled, E-Signature, Global Search and static validations covered by automated regression.

**Table 4.3-1 – 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.