

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

**Reporting Period: September 25, 2023 to
October 8, 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 23.09.28 on 09/28/23
4.2	Upcoming BenefitsCal Monthly Release 23.10.19 on 10/19/23
4.2	Upcoming BenefitsCal Priority Release 23.10.30 on 10/30/23

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 sixteen (16) 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 for the reporting period.
- **Emergency Release** – None for the reporting period.
- **Emergency Release** – None for the reporting period.
- **Monthly/Major Release** – The BenefitsCal Team successfully deployed Monthly Release 23.09.28 to BenefitsCal Production.

Planned Outages





- Thursday 09/28/23 8:00 pm PST to 9:30 pm PST
 - BenefitsCal Priority Release 23.09.28

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2.0 Project Management

2.1 Project Deliverables Summary

Del #	Name	Team	Status ^[1]	Status
WP 26.06	BOM Review and License Renewals	DevOps		FWP submitted 10/06/23 FWP approval 10/17/23
WP 26.06	Certificate Review	DevOps		FWP submitted 10/06/23 FWP approval 10/17/23
WP 28.18	BenefitsCal Work Plan Monthly Updates – September 2023	PMO		FWP submitted 10/06/23 FWP approval 10/17/23
WP 29.18	BenefitsCal Monthly Status Report – September 2023	PMO		FWP submitted 10/06/23 FWP approval 10/17/23

^[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 26.06: BOM Review and License Renewals on 10/06/23.
 - FWP 27.06: Certificate Review on 10/06/23.
 - FWP 28.18: BenefitsCal Work Plan Monthly Updates – September 2023 on 10/06/23.
 - FWP 29.18: BenefitsCal Monthly Status Report – September 2023 on 10/06/23.

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 10/10/23.
 - FWP 24.20: CX Report – Aug/Sept 2023 on 10/10/23.
 - DWP 25.20: Monthly M&O Report – September 2023 on 10/19/23.
 - FWP 25.20: Monthly M&O Report – September 2023 on 10/19/23.

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
None for the reporting period						

Table 2.4-1 – CITs

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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	Distribution Date	Status	Response Due Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
None for the reporting period							

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	4
Completed	1
Reopened	0
In Review	0
Withdrawn	0
Total	5

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

New / Assigned:

- CSPM-67864: SCERFRA 23-566 – CalFresh Eligibility Disqualifications for Certain Convicted Felons
- CSPM-67860: Request for Cost Estimates: Medi-Cal Proposals
- CSPM-67859: Request for Cost Estimates: CalFresh Proposals
- CSPM-67848: SCERFRA 23-565 - CalFresh Minimum Nutrition Benefit Pilot Program

Completed:

- CSPM-67783: SCERFRA 23-564 - Enable CAPI Designated Forms Request

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

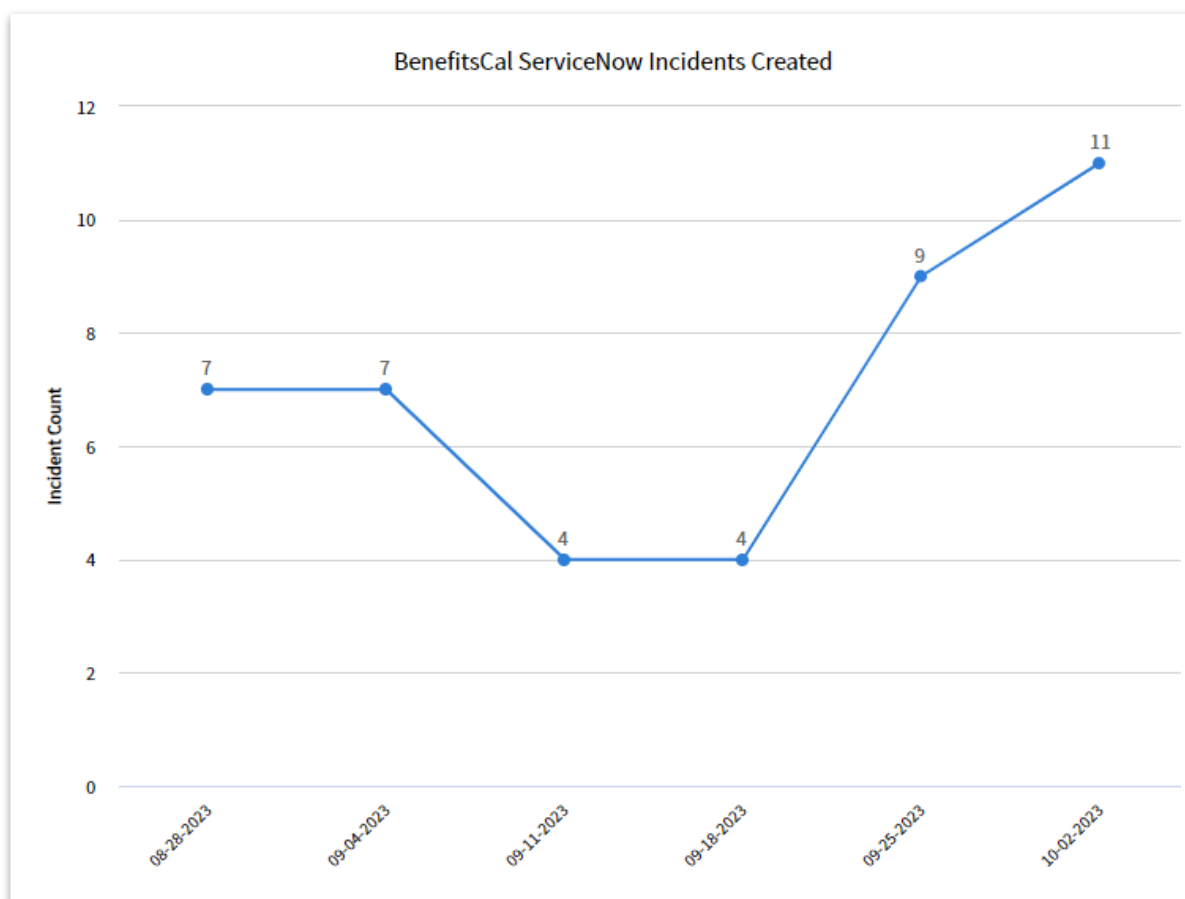
- **Incidents Created**
 - Twenty (20) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved three (3) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed two (2) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged fifty-three (53) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created four (4) problem tickets in the biweekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved one (1) problem ticket in the biweekly reporting period.

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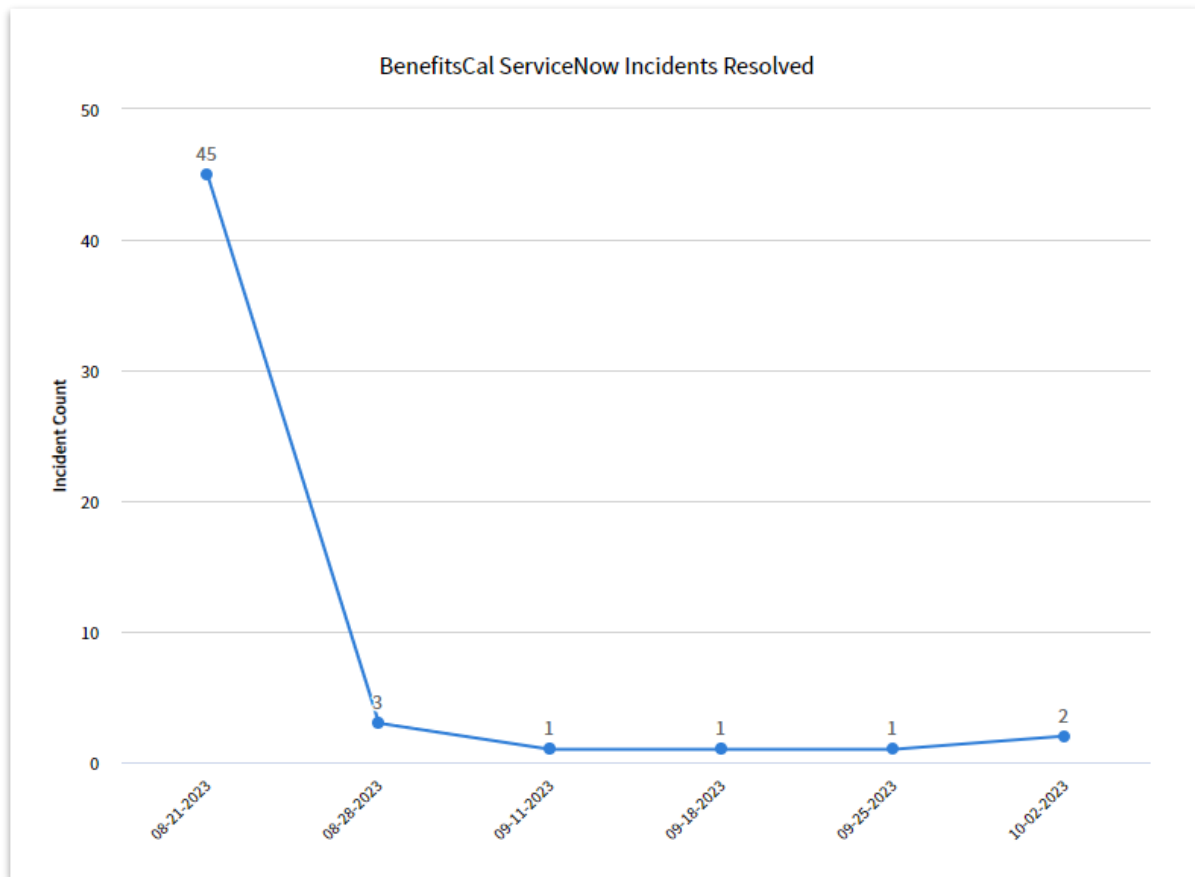
3.1.2 BenefitsCal Help Desk Metrics

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.



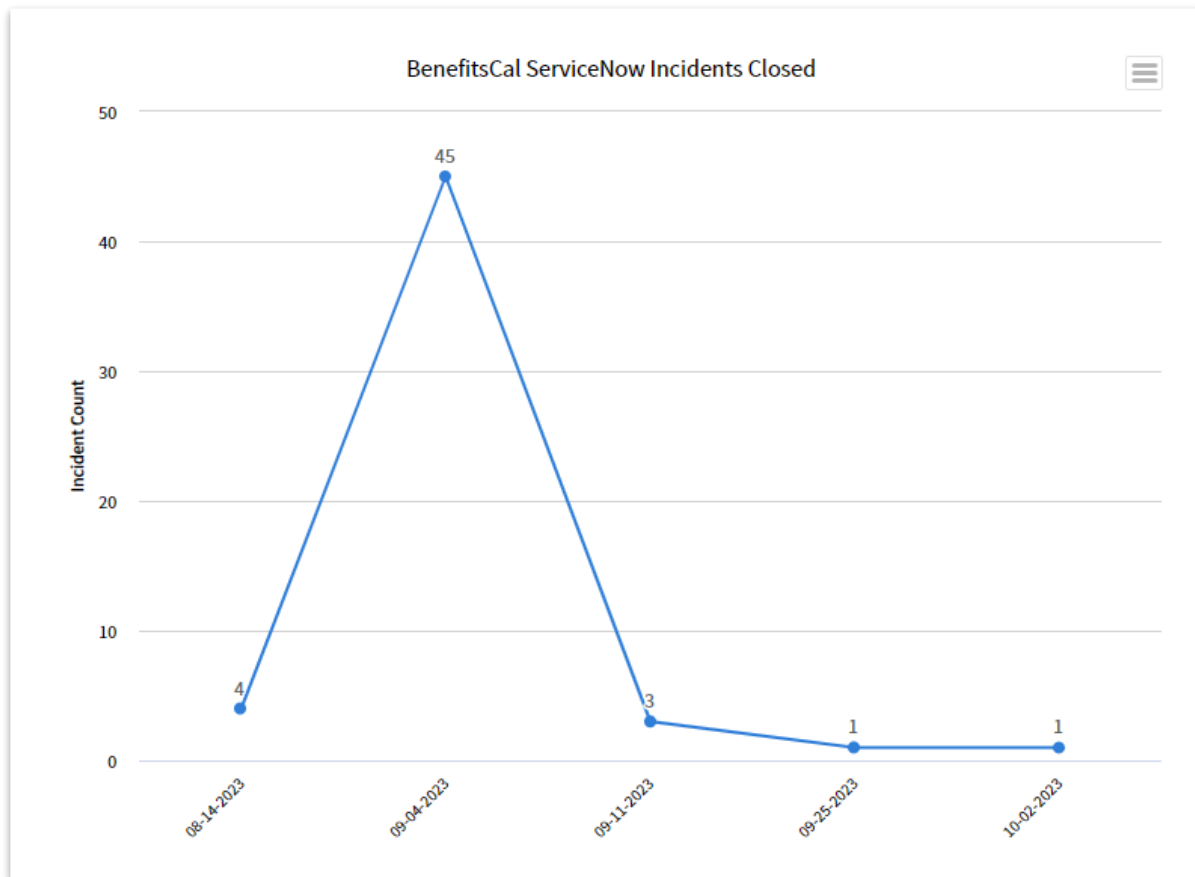
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

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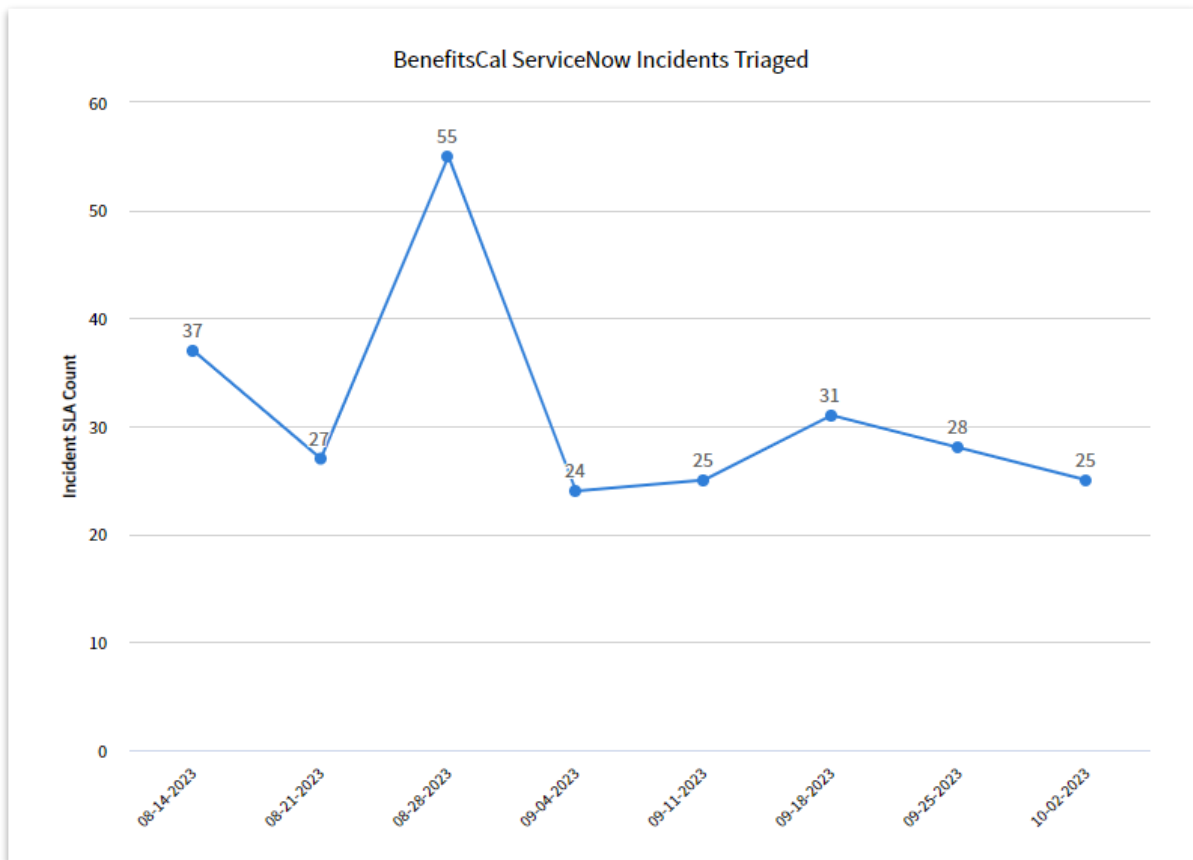
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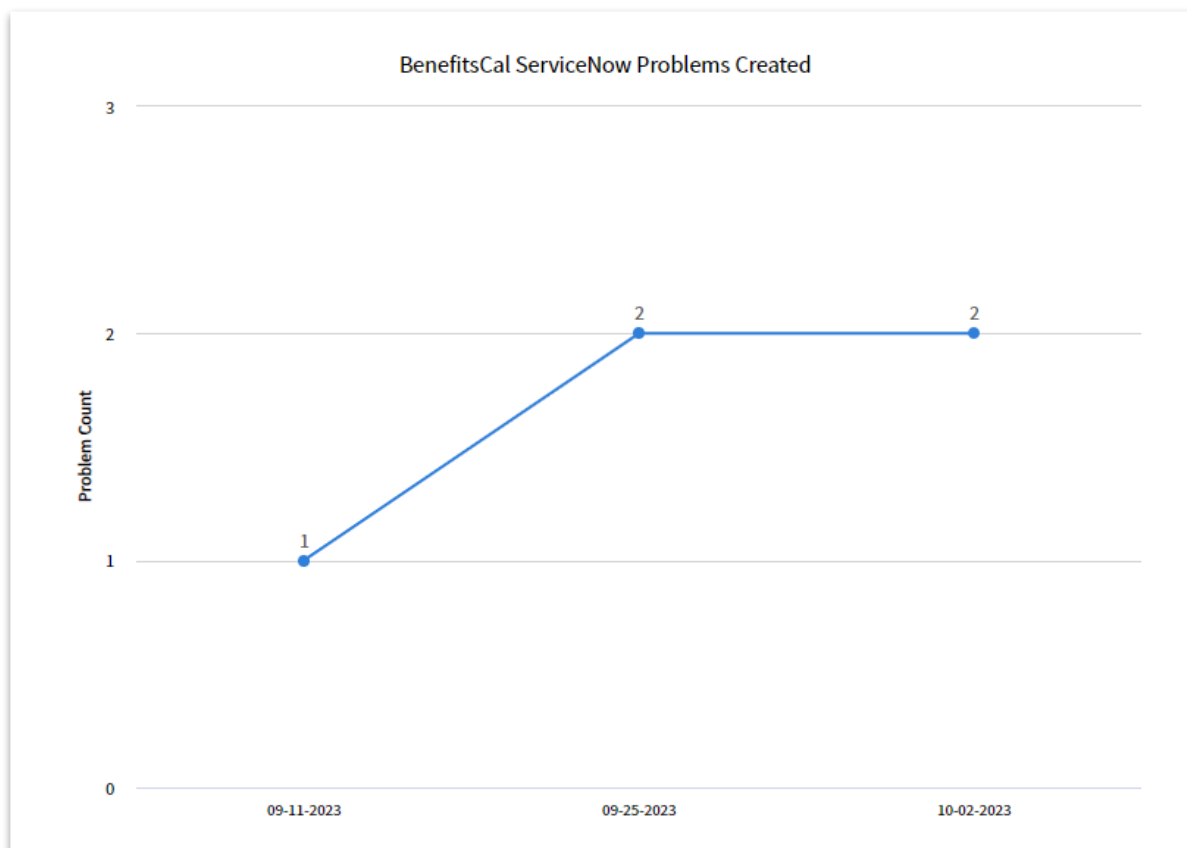
Note: The graphs represent the ServiceNow incidents associated to all 55 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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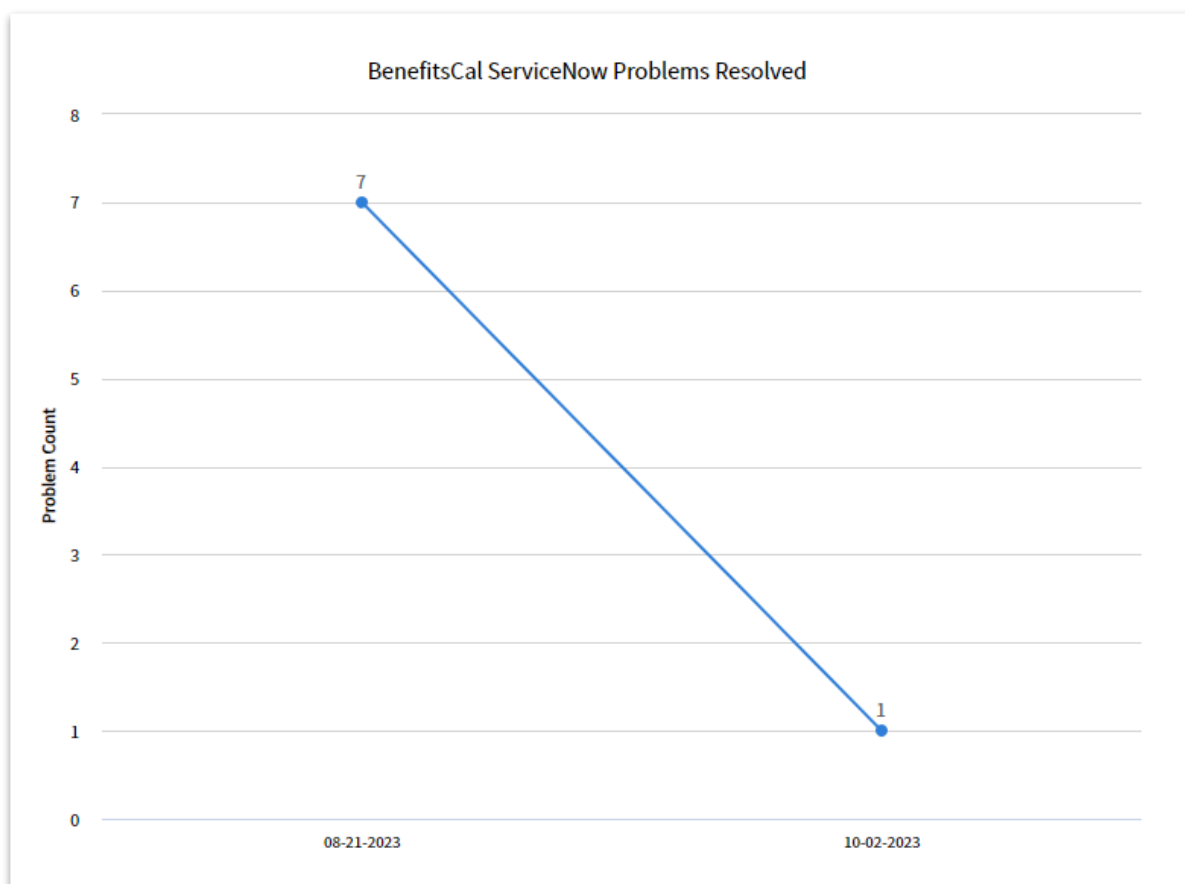
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The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.



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Note: The graphs represent the ServiceNow problems associated to 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

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BenefitsCal ServiceNow Incidents by State and Age

State	Aging Category	1-5 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New		9	2	1	0	0	0	12
On Hold		2	6	6	14	5	0	33
Resolved		0	0	0	2	0	0	2
Closed		0	40	298	133	89	1	561
Count		11	48	305	149	94	1	608

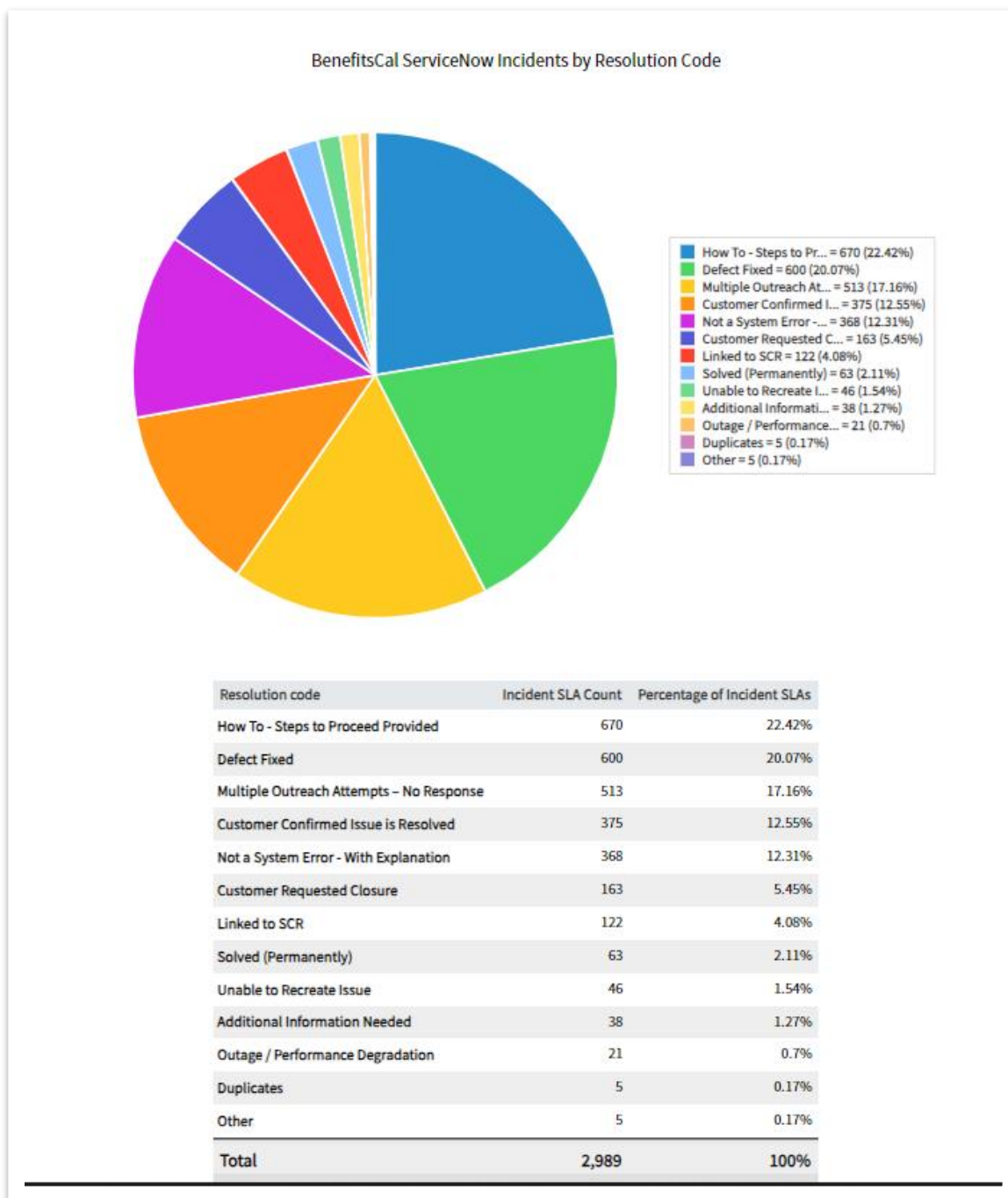
Aging "State" definitions:

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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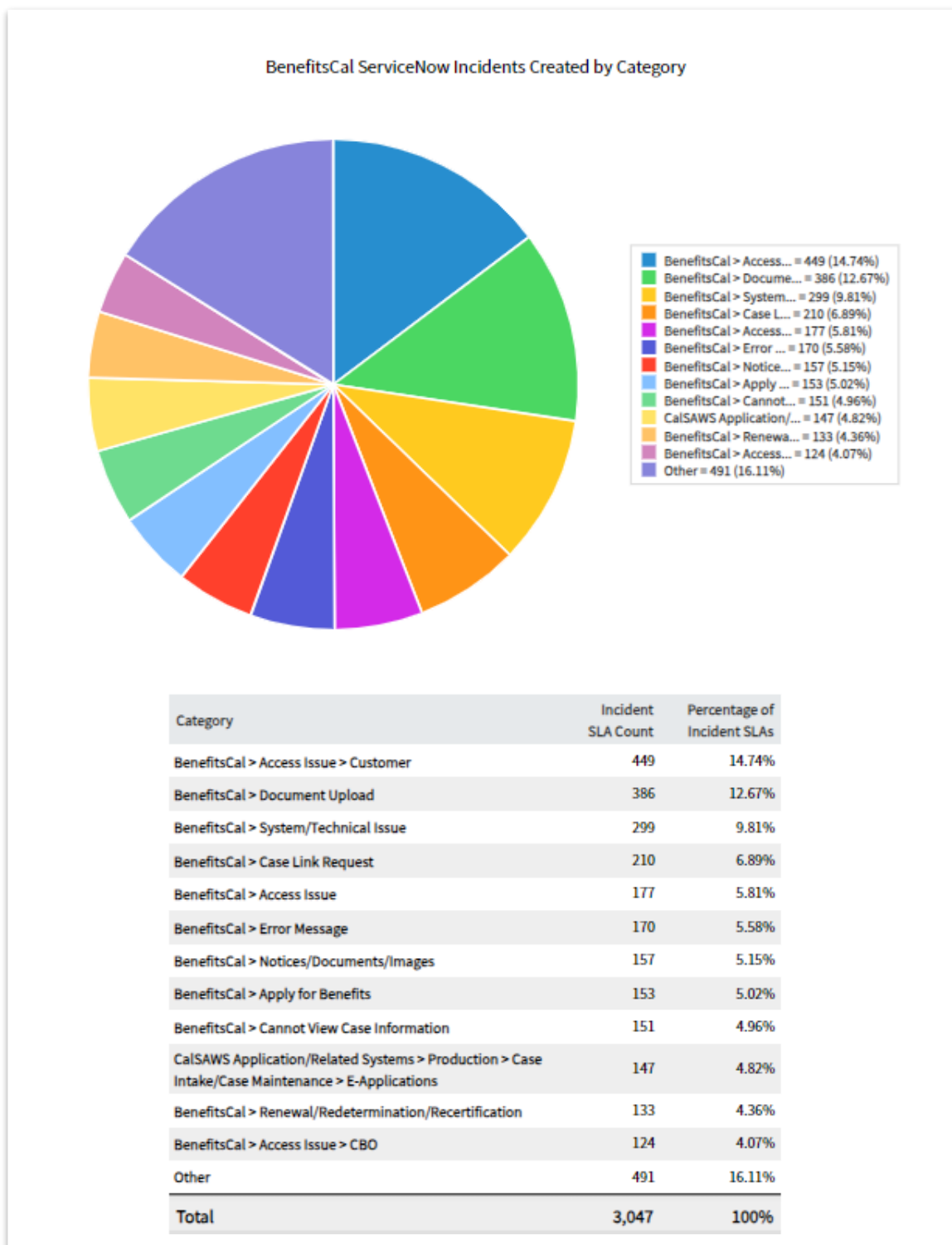


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

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.H.

3.3 BenefitsCal Maintenance and Operations

Scheduled Date	Outage Timeframe	Activity Description
09/28/23	09/28/23 8:00 pm – 09/28/23 9:30 pm PST	BenefitsCal Production Deployment
10/01/23	10/01/23 08:00 pm – 9:00 pm	CalSAWS Application Maintenance
10/08/23	10/08/23 6:00 am – 10/08/23 10:00 pm PST	CalSAWS Application Maintenance

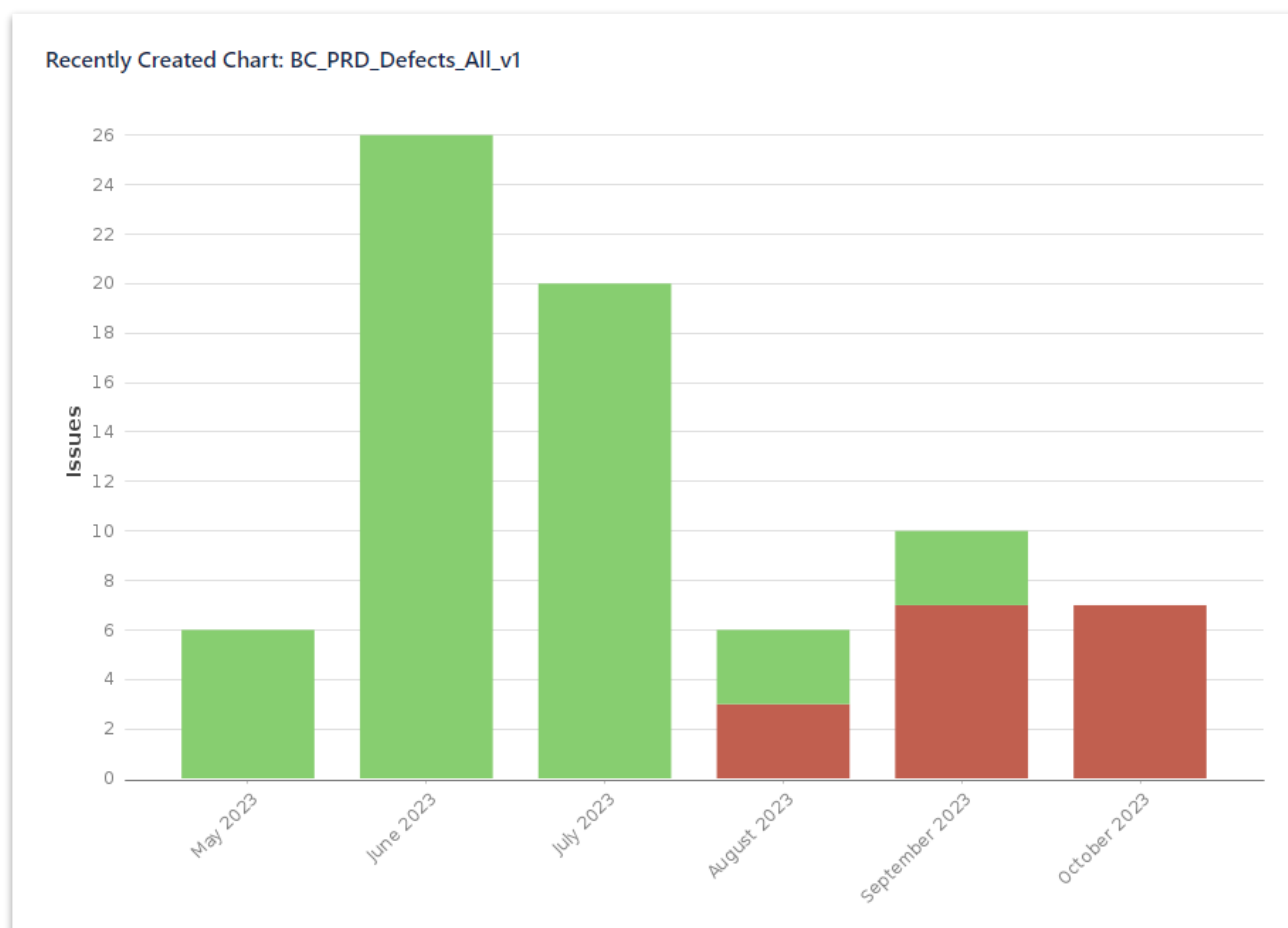
Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0047370	Plumas County users at the 270 County Hospital Road, Quincy site is unable to access CalSAWS and associated systems due to a local internet outage.	09/22/23 2:00 pm – 09/26/23 8:14 am PST	Plumas County users at the Quincy site will experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0047408	Trinity County users are not able to access CalSAWS and associated systems.	09/27/23 3:45 pm – 09/27/23 4:15 pm PST	Trinity County users will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
INC0107555	Receiving 500 Errors on API	09/30/23 5:02 am – 10/01/23 1:40 am PST	Unable to access CalSAWS API during this time.	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 (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 23.10.19	Total
2-Normal/Medium	0	0
New	0	0
In Progress	0	0
Closed	0	0
3-Normal/Low	16	16
New	0	0
In Progress	16	16
Closed	0	0
4-Cosmetic	0	0
New	0	0
In Progress	0	0
Closed	0	0
Total	16	16

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.

This section outlines the scope of defect fixes and minor enhancements included in each monthly release deployed in this reporting period.

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- **BenefitsCal Monthly Release** – BenefitsCal Monthly Release 23.09.28 was successfully deployed on 09/28/23 to BenefitsCal Production. Eleven (11) defects and six (6) enhancements planned for User Error Handling, Exception Handling, and Application Summary.

Release	Release Date	Summary
23.10.19 – Monthly	10/19/23	Sixteen (16) production defects and nine (9) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
23.10.30 – Priority	10/30/23	Two (2) enhancements are planned for CalWIN wave 6 (Sacramento, San Francisco, San Luis Obispo) Rollout.

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 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 the Social Security Administration (SSA) Application on BenefitsCal enhancement CSPM-65292.
 - Hosted the County Welfare Directors Association of California (CWDA) Weekly Discussion meeting on 09/25/23.
 - Hosted Homeless Assistance Prep Meeting on 09/27/23.
 - Hosted Discussion with CalSAWS for Document Upload for users with no account on 09/28/23.
 - Hosted Enhancements Roadmap discussion with the Consortium on 09/29/23.
 - Continued working with development and testing teams for the October 2023.
 - Started design work for the November 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.
 - Attended Request for Information (ROI) Work Group Meeting Hosted by Consortium on 10/02/23.
 - Cohosted the GetCalFresh (GCF) Parity Planning Meeting with CalSAWS on 10/02/23.
 - Cohosted Termination Reasons Meeting with CalSAWS on 10/02/23.
 - Attended Self-Service Portal Committee presenting BenefitsCal features on 10/03/23.
 - Attended App Dev Meeting hosted by the Consortium on 10/03/23.
 - Co-hosted a SCERFRA Touchpoint with CalSAWS to discuss weekly SCERFRA updates on 10/04/23.
 - Hosted GCF Parity Prep Call on 10/04/23.

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- Hosted CWDA Weekly Discussion meeting on 10/04/23.
- Attend GCF Parity List Discussion Meeting hosted by CDSS CF on 10/4/23.
- Hosted the Able-Bodied Adult Without Dependents (ABAWD) Phase 1 Kickoff Discussion on 10/05/23.
- Attended App Transfer Design Updates Meeting Hosted by CalSAWS on 10/05/23.
- **Release 23.09.28 Development**
 - Provided support to the Consortium Test and QA teams for the September enhancements.
 - Delivered the release to Production.
- **Release 23.10.19 Development**
 - Continued development efforts for the October enhancements.
 - Provided support to SIT teams for October enhancements.
- **Release 23.11.30 Development**
 - Estimated the November enhancements.
 - Worked with functional team to clarify questions on November release.

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

Release	Release Date	Summary
23.09.28	09/28/23	Delivered to production.
23.10.19	10/19/23	Continued development efforts and provided SIT support.
23.11.30	11/30/23	Estimated enhancements.

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 PRD on 09/24/23.
- **Release 23.09.28 September Monthly Release**
 - Deployed the September Monthly Release into PRD on 09/28/23.
- **Release 23.10.19 October Monthly Release**
 - Continued validating tickets tagged to the 23.10.19 release and coordinated with the partners for any tickets that require E2E.

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
23.09.28	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.