

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

**Reporting Period: October 23, 2023 to October 22,
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	7
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: October 23, 2023 to October 22, 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 23.10.30 on 10/30/23
4.2	Upcoming BenefitsCal Priority Release 23.11.09 on 11/09/23
4.2	Upcoming BenefitsCal Monthly Release 23.11.30 on 11/30/23

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 eighteen (18) active Production defects.
Incidents		There are twenty (20) 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 23.10.30 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




- Friday, 10/27/23 8:00 pm PST to Monday, 10/30/23 6:00 am PST
 - BenefitsCal Priority Release 23.10.30

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

Period: October 23, 2023 to October 22, 2023

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Name	Team	Status ^[1]	Status
WP 25.21	Monthly M&O Report – October 2023	M&O		DWP submission 11/08/23 FWP submission 11/21/23 FWP approval 11/30/23
WP 28.19	BenefitsCal Work Plan Monthly Updates – October 2023	PMO		FWP submission 11/07/23 FWP approval 11/17/23
WP 28.19	BenefitsCal Monthly Status Report – October 2023	PMO		FWP submission 11/07/23 FWP approval 11/17/23

^[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 24.20: CX Report – Aug/Sept 2023 on 10/25/23.

2.3 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
 - BenefitsCal Monthly M&O Report – October 2023 on 11/08/23.
 - BenefitsCal Work Plan Monthly Updates – October 2023 on 11/07/23.
 - BenefitsCal Monthly Status Report – October 2023 on 11/07/23.

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

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

Period: October 23, 2023 to October 22, 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	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	0
Completed	1
Reopened	0
In Review	0
Withdrawn	0
Total	1

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

Completed:

- CSPM-68050: SIRFRA 1321 – Continuous Eligibility for Zero Through 4

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.

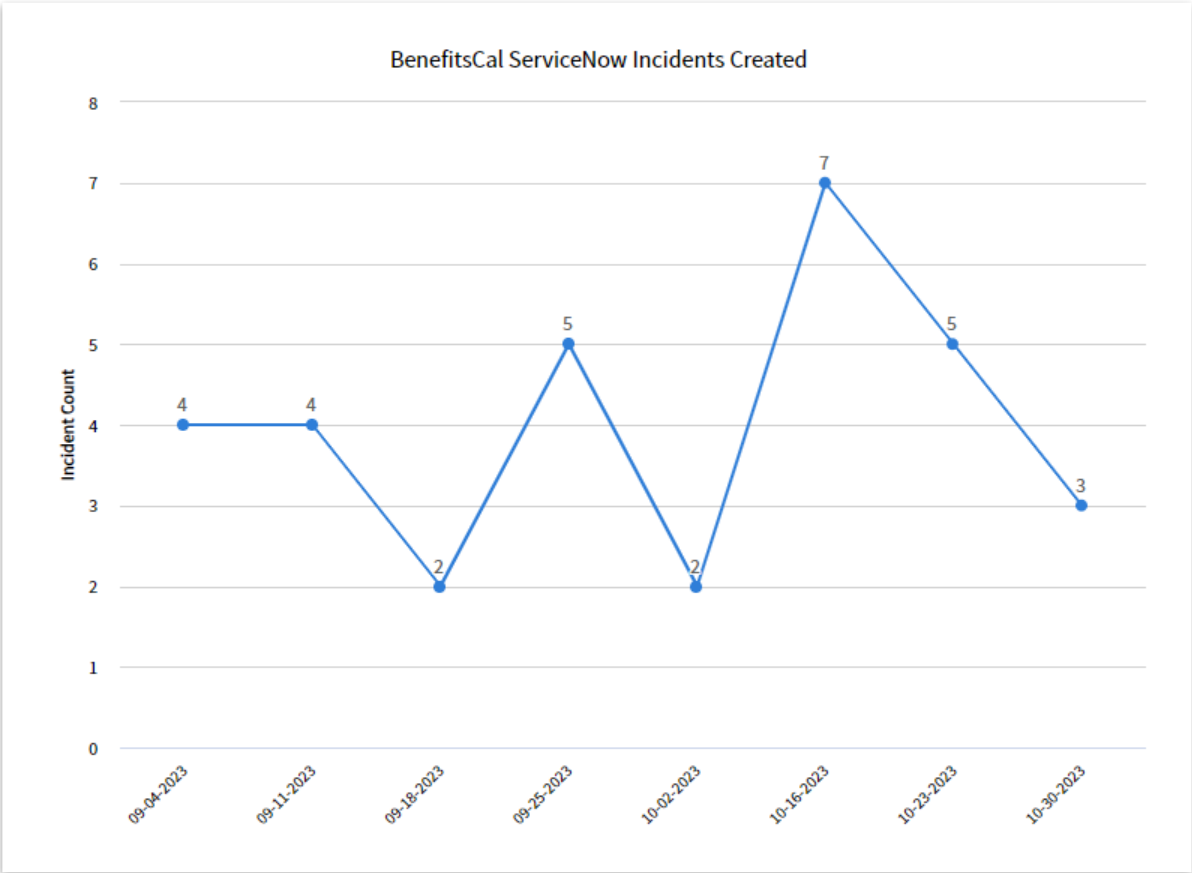
3.1 Service Management

3.1.1 Overview

- **Incidents Created**
 - Eight (8) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved nine (9) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed seventeen (17) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged thirty-four (34) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created six (6) problem tickets in the biweekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved zero (0) problem ticket in the biweekly reporting period.

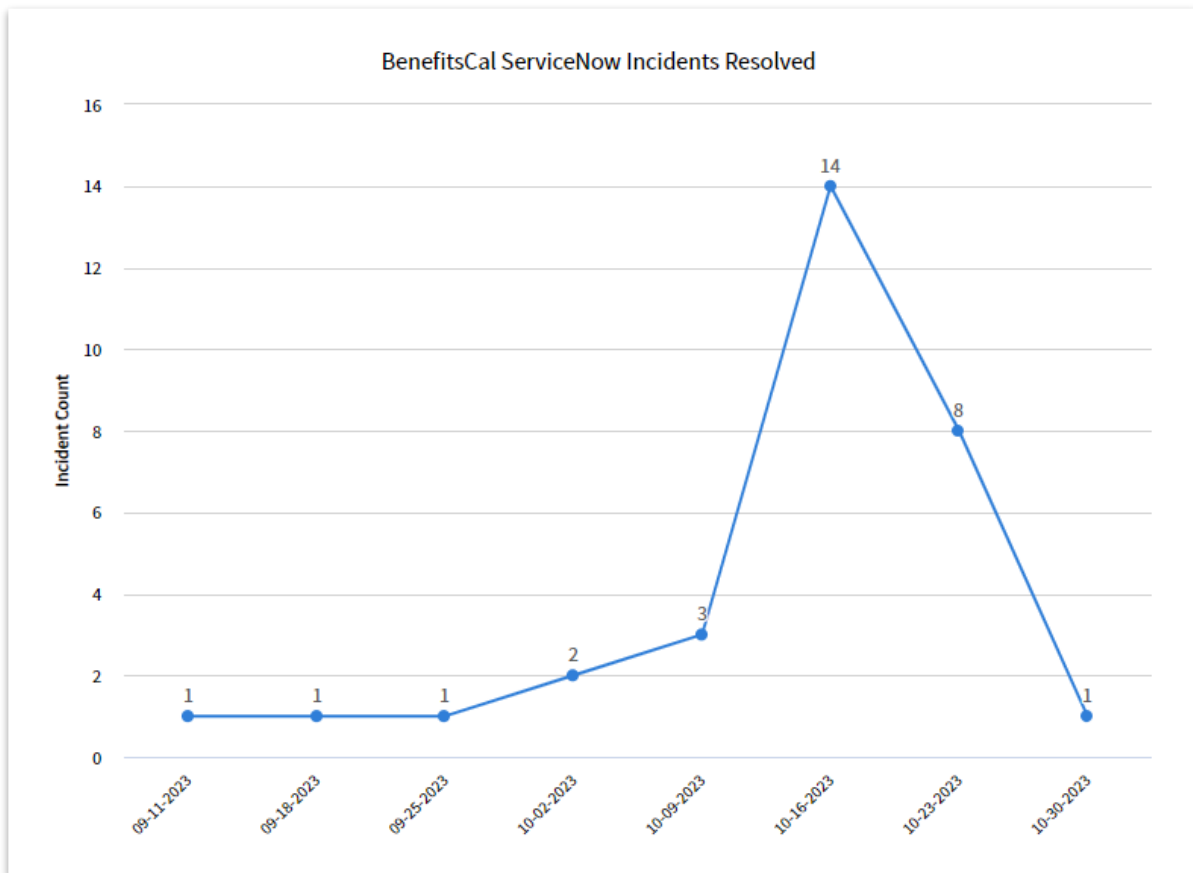
3.1.2 BenefitsCal Help Desk Metrics

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.



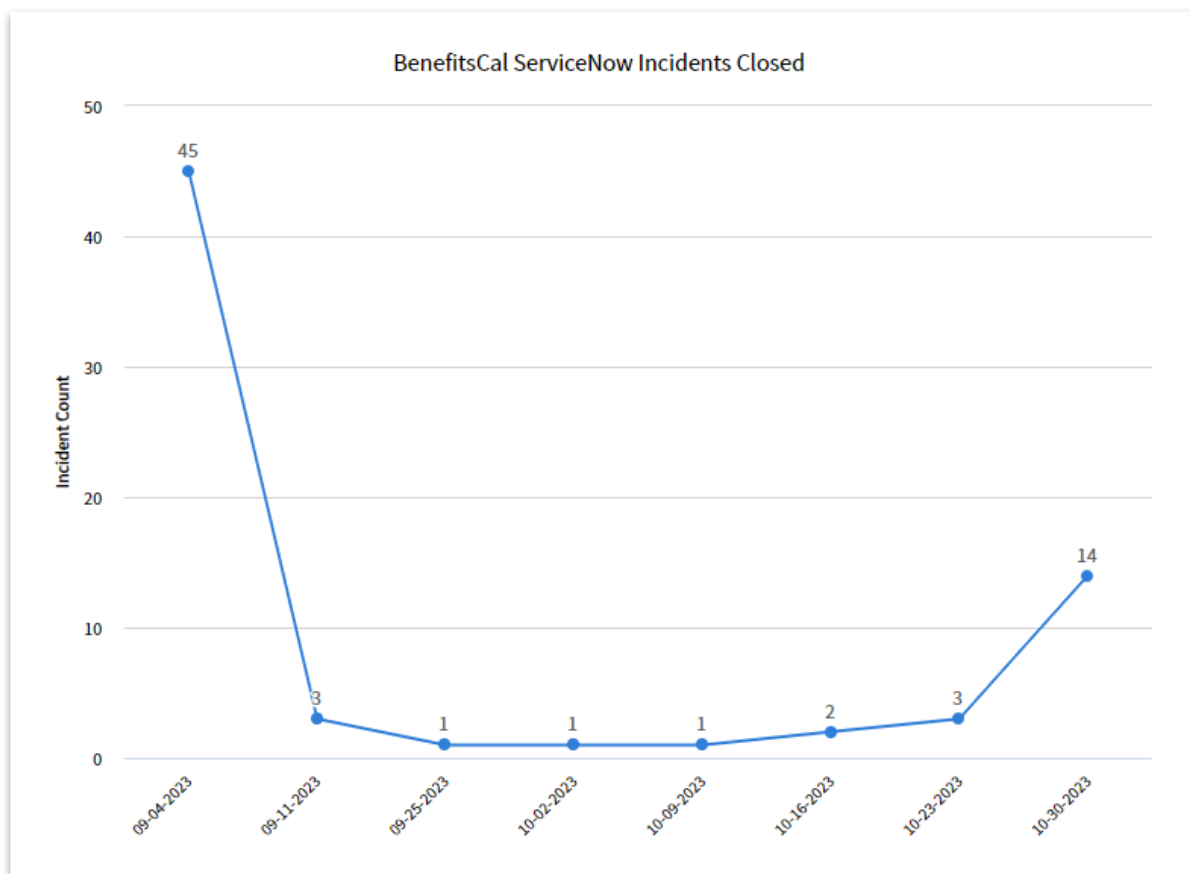
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: October 23, 2023 to October 22, 2023



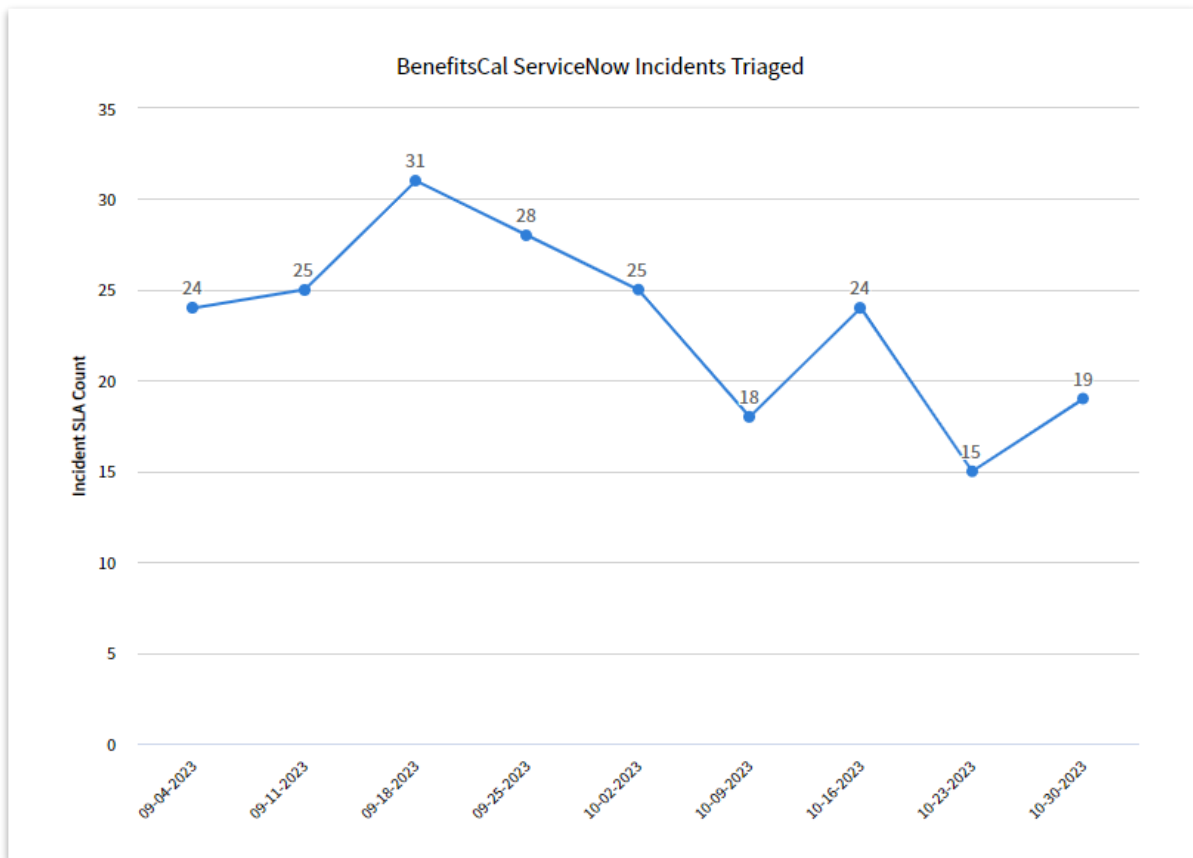
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: October 23, 2023 to October 22, 2023



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

Period: October 23, 2023 to October 22, 2023



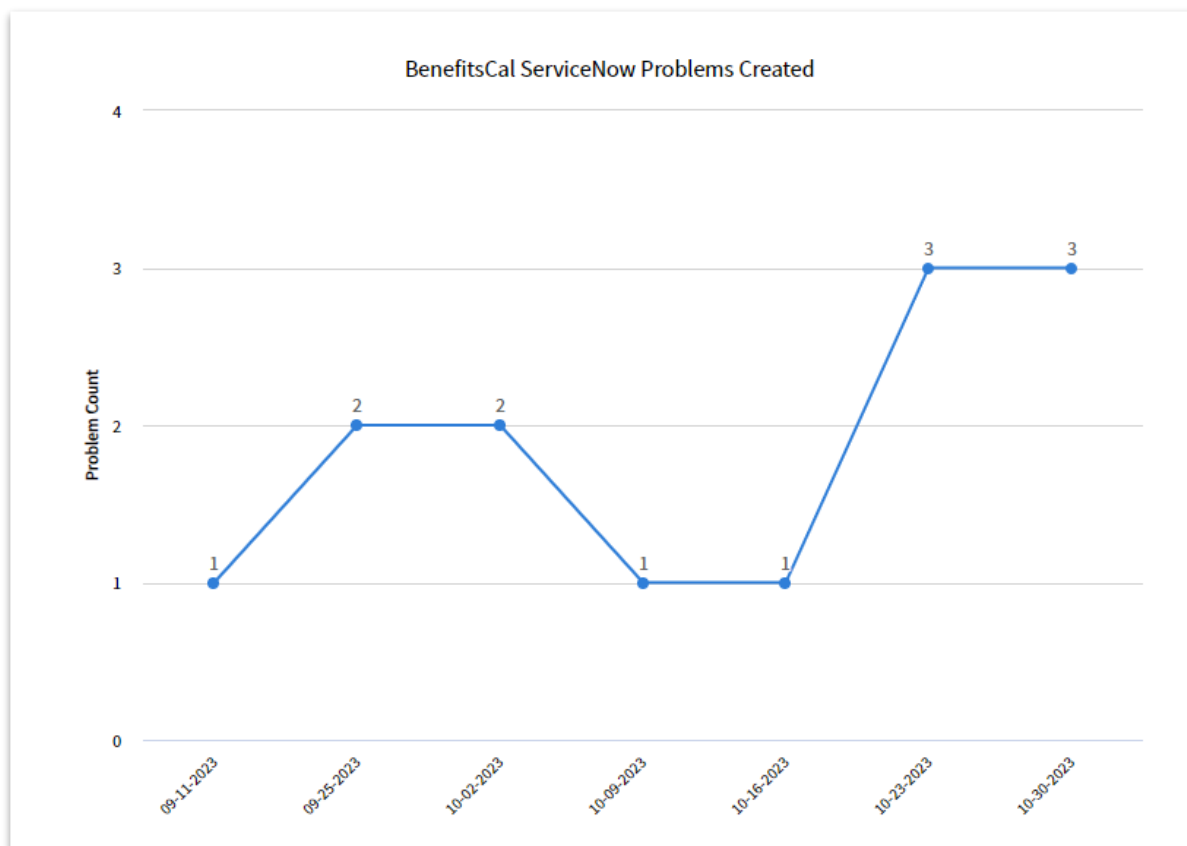
Note: The graphs represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

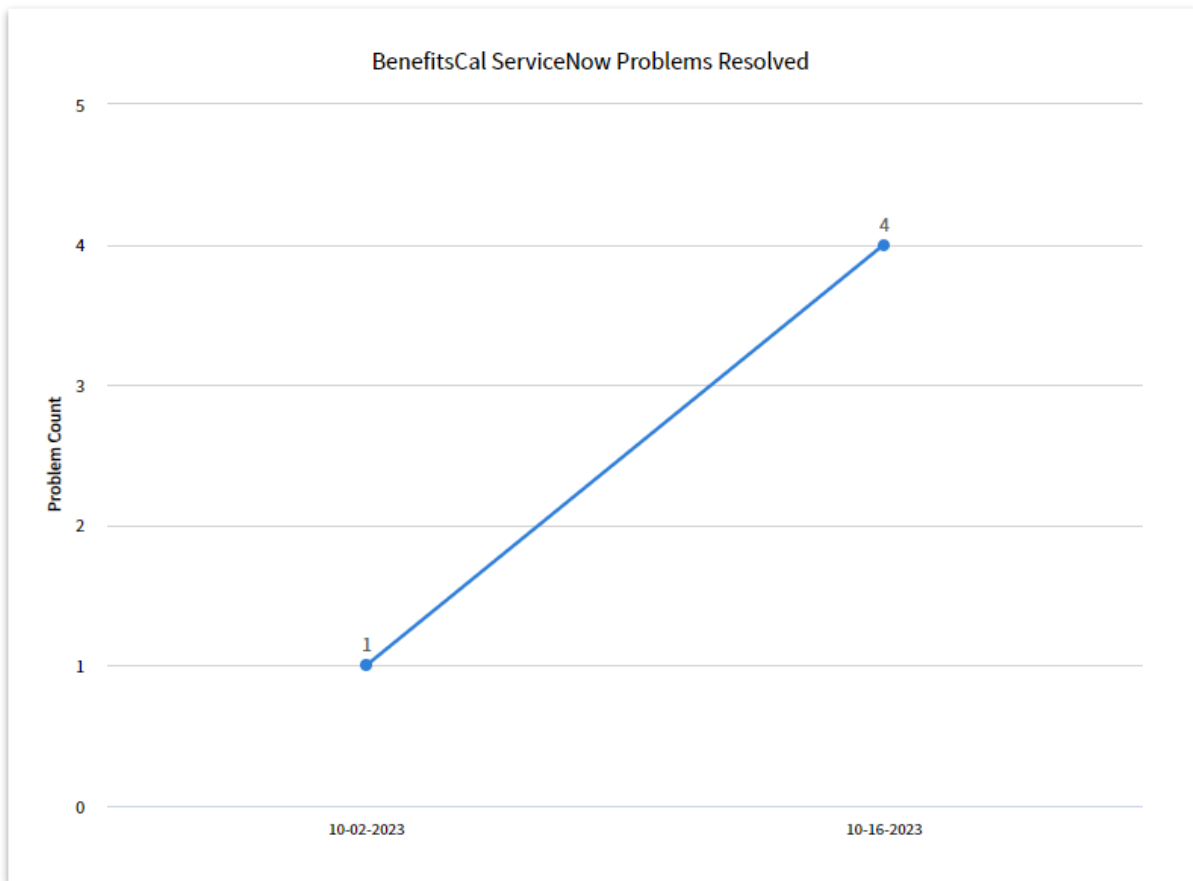
Period: October 23, 2023 to October 22, 2023

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: October 23, 2023 to October 22, 2023



Note: The graphs represent the ServiceNow problems associated to 58 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: October 23, 2023 to October 22, 2023

BenefitsCal ServiceNow Incidents by State and Age

	Aging Category	(empty)	1-5 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
State									
New		1	2	1	1	0	0	0	5
In Progress		0	1	0	0	0	0	0	1
On Hold		0	0	3	4	5	2	0	14
Resolved		0	0	1	1	4	3	0	9
Closed		0	0	41	298	140	92	1	572
Count		1	3	46	304	149	97	1	601

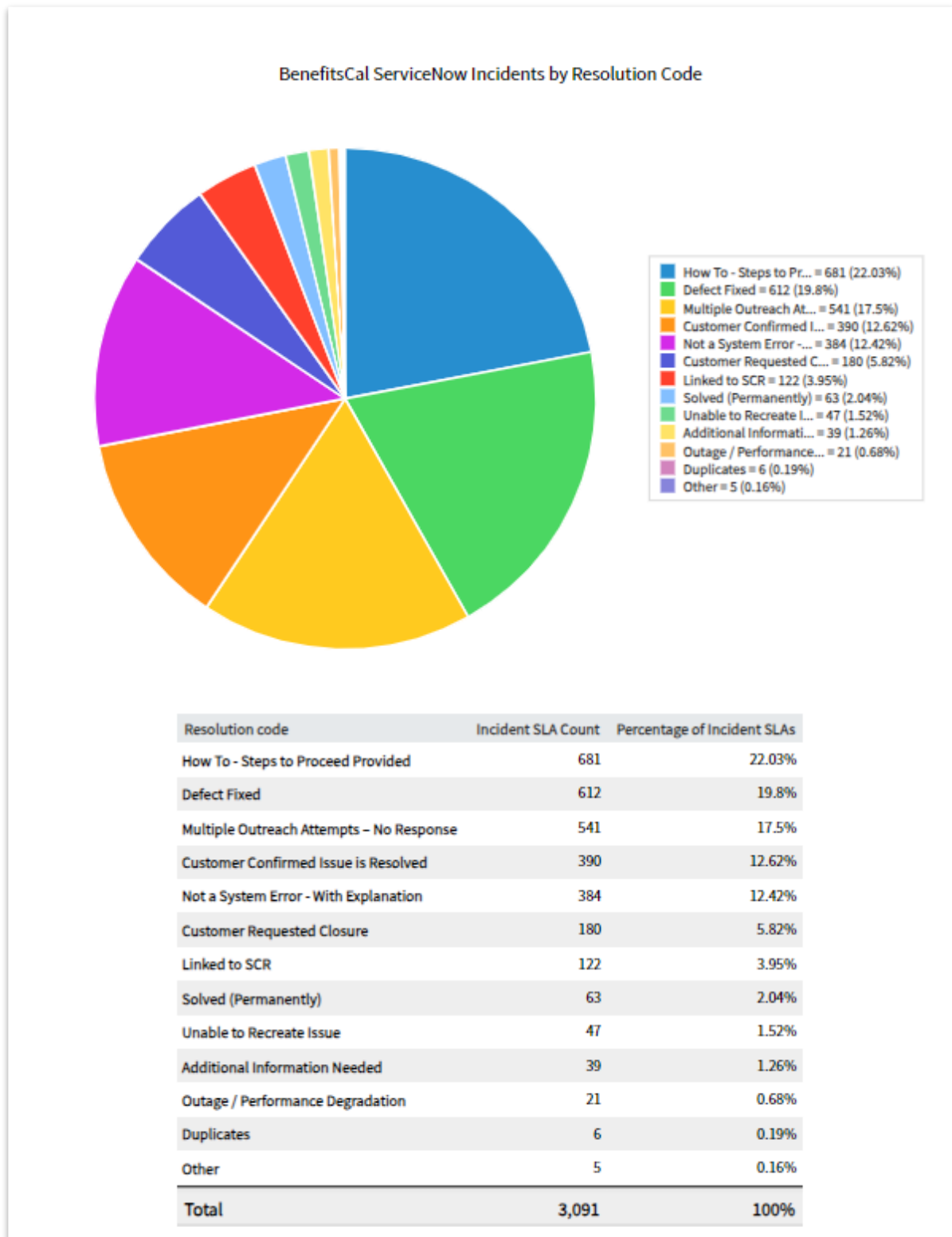
Aging "State" definitions:

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: October 23, 2023 to October 22, 2023

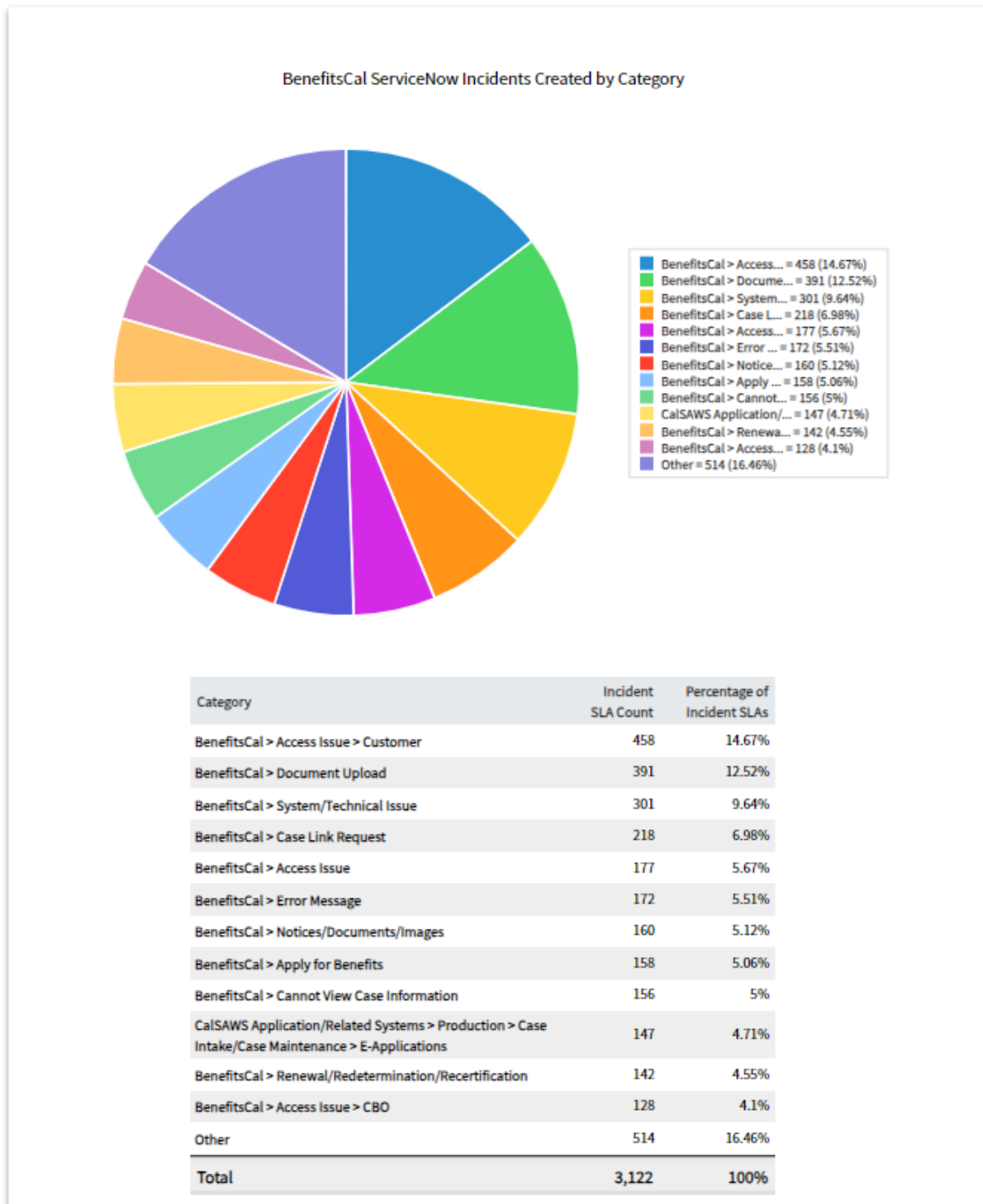


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

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

Period: October 23, 2023 to October 22, 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: October 23, 2023 to October 22, 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
10/27/23 - 10/30/23	10/27/23 8:00 pm – 10/30/23 6:00 am PST	CalSAWS Application Maintenance

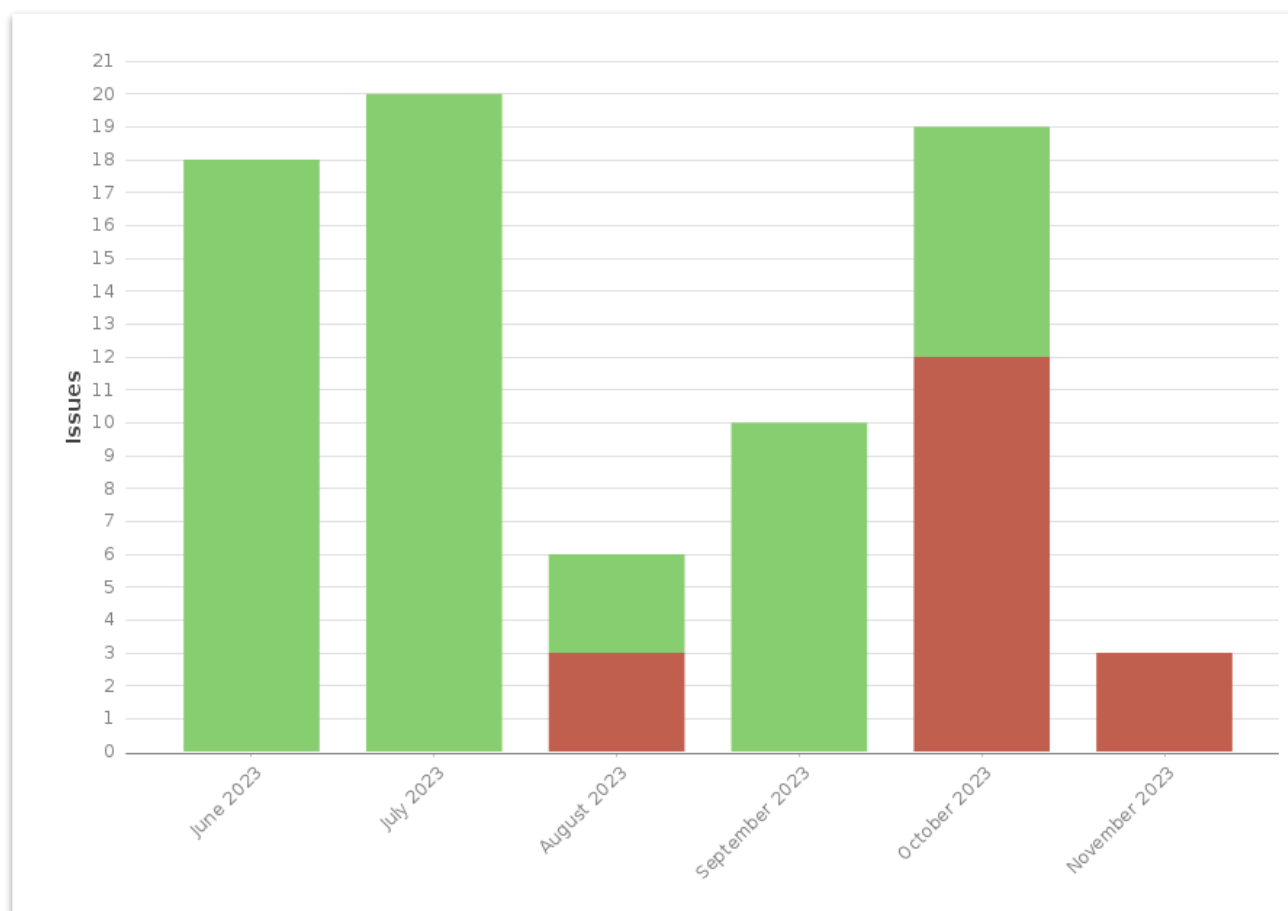
Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0047643	Sierra County users at the 22 Maiden Lane, Downie Ville site is unable to access CalSAWS and associated systems due to a power outage.	10/24/23 12:25 pm – 10/24/23 5:00 pm PST	Sierra County users at the 22 Maiden Lane, Downie Ville site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
INC0110142	400 responses on API	10/26/23	Users are unable to access CalSAWS API during this time.	In Progress	CalSAWS
INC0110703	500 errors o API	11/01/23	Users are 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 23.11.09	Release 23.11.30	Release 23.12.21	TBD	Total
2-Normal/Medium	0	0	0	1	1
New	0	0	0	0	0
In Progress	0	0	0	1	1
Closed	0	0	0	0	0
3-Normal/Low	1	8	3	5	17
New	0	0	0	0	0
In Progress	1	8	3	5	17
Closed	0	0	0	0	0
4-Cosmetic	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
Total	1	8	3	6	18

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 23.10.30 was successfully deployed on 10/19/23 to BenefitsCal Production. Two (2) enhancements planned for CalWIN Wave 6 (Sacramento, San Francisco, San Luis Obispo) Roll Out.
- **BenefitsCal Emergency** – None for the reporting period.

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

Period: October 23, 2023 to October 22, 2023

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
23.11.09 – Priority	11/09/23	One (1) enhancement and one (1) production defect are planned for User Error Handling, Exception Handling, and Application Summary.
23.11.30 – Monthly	11/30/23	Eight (8) production defects and four (4) 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 the development and testing teams for the October 2023 enhancements.
 - Continued working with the development and testing teams for the November 2023 enhancements.
 - Continued working with the development and testing teams for CalWORKs Time Clocks.
 - Continued working with the development and testing teams for the Social Security Administration (SSA) Application on BenefitsCal enhancement CSPM-65292.
 - Hosted the BenefitsCal CWDA Check-In on 10/23/23.
 - Attended ROI Workgroup Meeting on 10/23/23.
 - Attended the App Dev Meeting on 10/24/23.
 - Attended California Food Assistance Program (CFAP) Expansion Meeting on 10/24/23.
 - Co-Hosted the SCERFRA Touchpoint with CalSAWS on 10/25/23.
 - Hosted the BenefitsCal PM Standup with Consortium on 10/25/23.
 - Attended the Termination Reasons Discussion hosted by CalSAWS 10/26/23.
 - Hosted the ABAWD Follow-Up Discussion with CalSAWS on 10/26/23.
 - Host the BenefitsCal Pipeline Discussion on 10/27/23.
 - Cohosted a GCF Parity Prep meeting with the Consortium on 10/30/23.
 - Hosted the BenefitsCal County Welfare Directors Association of California (CWDA) Check-In on 10/30/23.
 - Participated in a CM Enhancement Request Review meeting hosted by the Consortium on 10/31/23 and a CM Enhancement Request Process Flow meeting on 11/01/23.
 - Participated in a meeting on 10/31/23 hosted by the Consortium to review the CM Enhancement Request.

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

Period: October 23, 2023 to October 22, 2023

- Participated in a meeting on 11/01/23 hosted by the Consortium to review the CM Enhancement Request Process Flow.
- Hosted a meeting on 11/02/23 with the Consortium to review the CM Enhancement Request.
- Hosted the DDI and M&O Biweekly meeting on 10/31/23 and 11/02/23.
- Participated in the App Dev meeting on 10/31/23.
- Cohosted the SCERFRA Touchpoint with CalSAWS on 11/01/23.
- Participated in the GCF Parity meeting on 11/01/23.
- Hosted a meeting to discuss the Termination Reasons BenefitsCal Mapping on 11/03/23.
- **Release 23.10.30 Development**
 - Provided support to the Consortium Test and QA teams for the Wave 6 Go-Live activities.
 - Delivered the release to Production.
- **Release 23.11.30 Development**
 - Worked with functional team to clarify questions on November release.
 - Continued development activities on November enhancements.

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

Release	Release Date	Summary
23.10.30	10/30/23	Delivered to production.
23.11.30	11/30/23	Continued development

Table 4.2-1 – BenefitsCal Enhancements Development Status

4.3 Release Management

4.3.1 Release Test Summary

- **Release 23.10.30 CalWIN Wave 6 Release**
 - Deployed the CalWIN Wave 6 Release into Production on 10/30
- **Release 23.11.30 November Monthly Release**
 - Started validating the tickets tagged to the November Release. Co-ordinated with the partners for E2E co-ordination.

4.3.2 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 23.10.19.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
23.10.19	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.