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

Reporting Period: November 6, 2023 to November 19, 2023

11/22/23

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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 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 thirty-four (34) active Production defects.
Incidents	🟢	There are nineteen (19) 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 23.11.09 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

➢ Thursday, 11/09/23 8:00 pm PST to 9:30 pm PST
   o BenefitsCal Priority Release 23.11.09

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 submitted 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 submitted 11/07/23 FWP approval 11/17/23
WP 28.19	BenefitsCal Monthly Status Report – October 2023	PMO	🟢	FWP submitted 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:**
  - DWP 25.21: BenefitsCal Monthly M&O Report – October 2023 on 11/08/23.
  - FWP 28.19: BenefitsCal Work Plan Monthly Updates – October 2023 on 11/07/23.
  - FWP 29.19: BenefitsCal Monthly Status Report – October 2023 on 11/07/23.

2.3 Activities for the Next Reporting Period
- **Deliverable and Work Product submissions for next reporting period:**
  - None for the reporting period.

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

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	1
Completed	1
Reopened	0
In Review	0
Withdrawn	0
Total	**2**

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

New/Assigned:

➢ CSPM-68274: SCERFRA 23-CF 303 CFAP Update https://calsaws-portal-mobile-jira.atlassian.net/browse/CSPM-68050

Completed:

➢ CSPM-68201: SCERFRA 23-572 - Updated CAPI Language on BenefitsCal Website https://calsaws-portal-mobile-jira.atlassian.net/browse/CSPM-68050

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 six (6) incidents in the biweekly reporting period.
➤ **Incidents Closed**
  ○ The BenefitsCal Tier 3 Team closed nine (9) incidents in the biweekly reporting period.
➤ **Incidents Triaged**
  ○ The BenefitsCal Tier 3 Team has triaged forty-three (43) 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.

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.
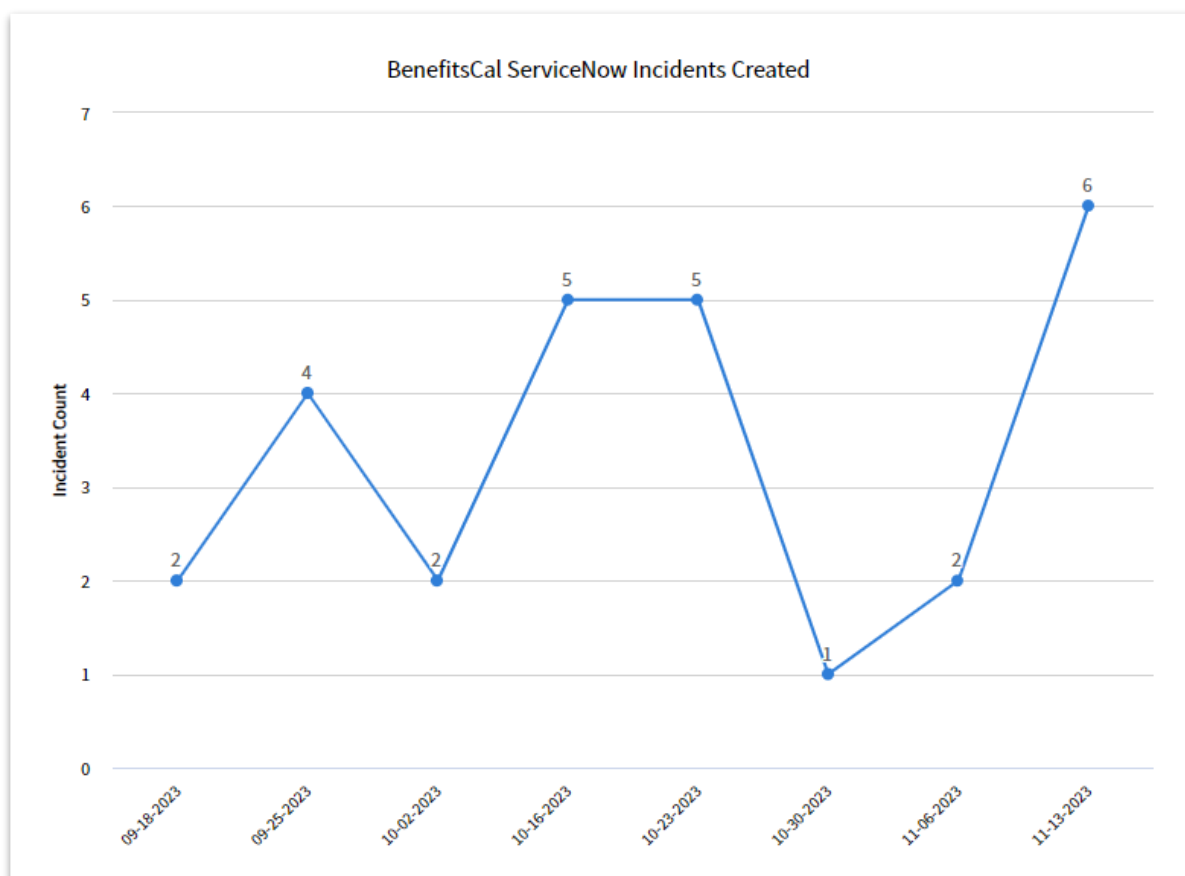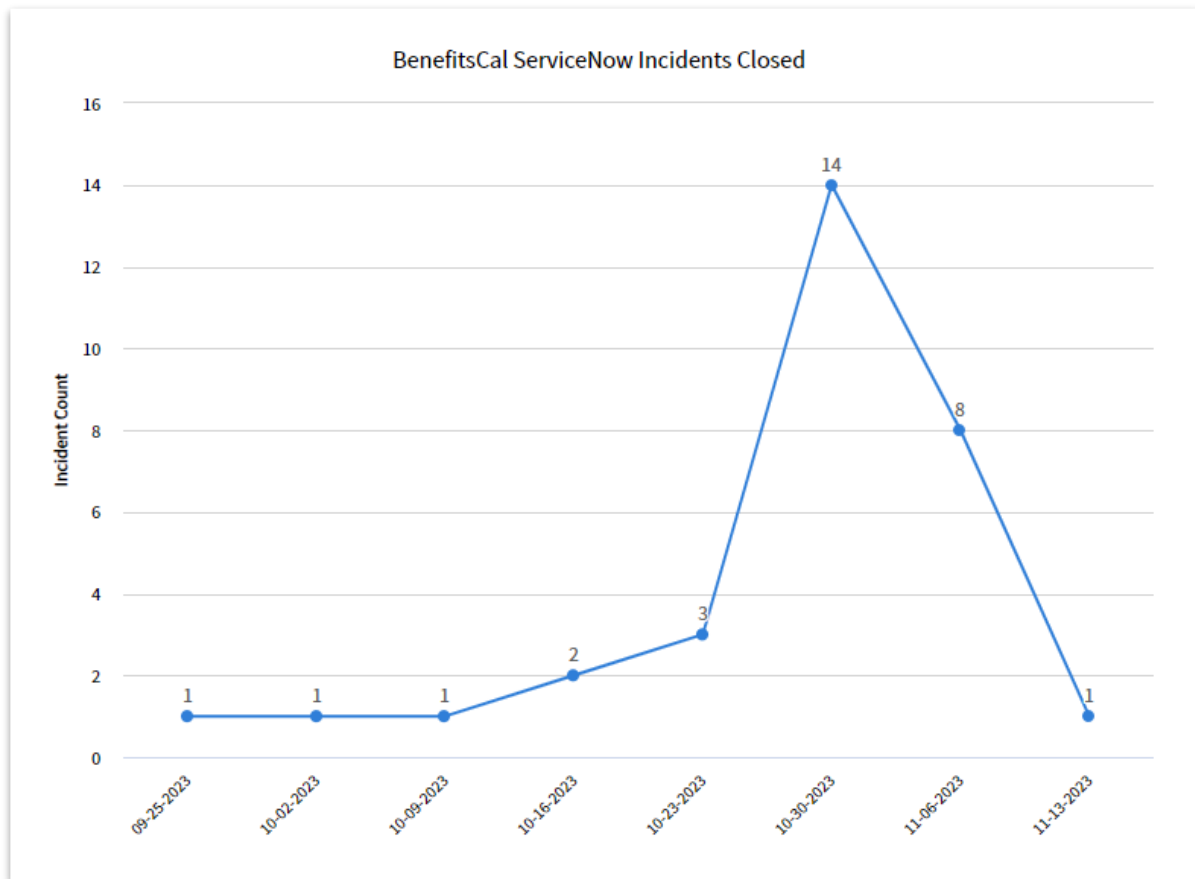
BenefitsCal ServiceNow Incidents Resolved

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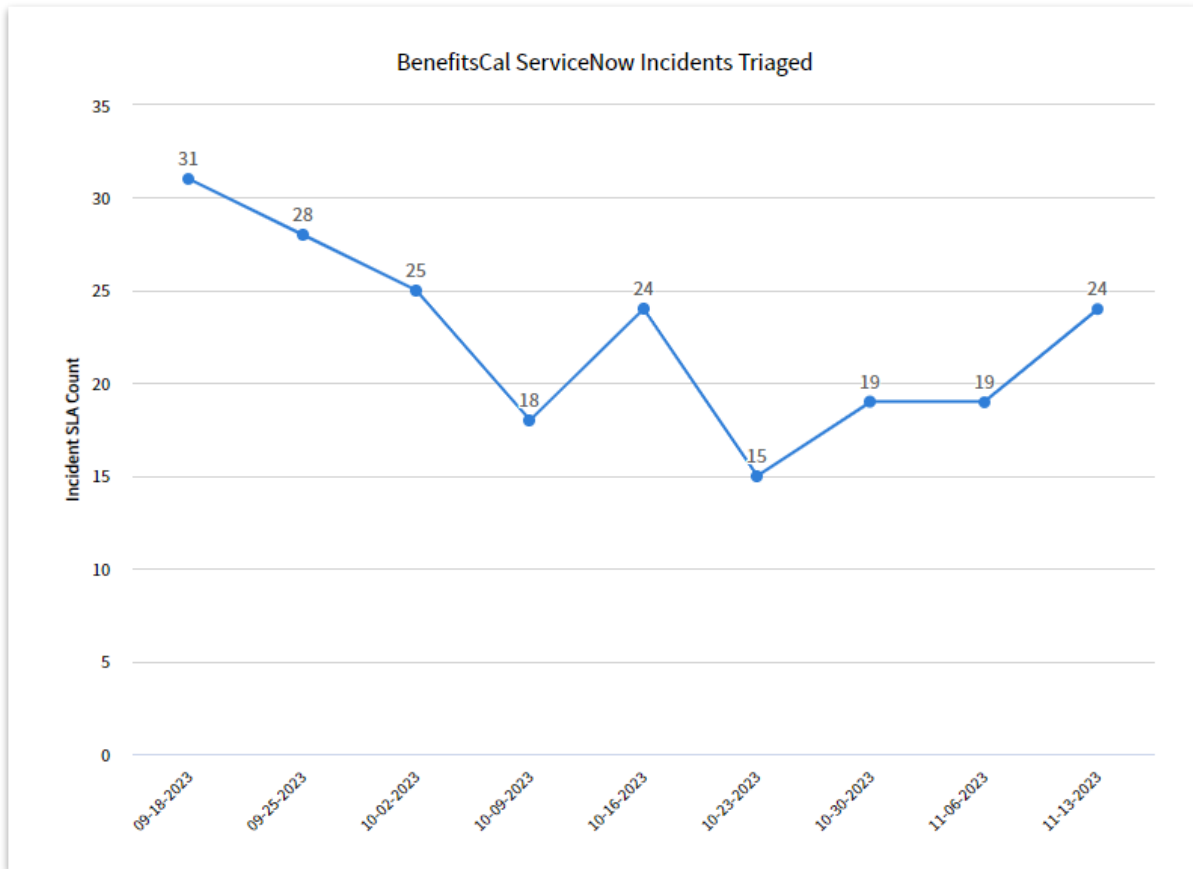
Note: The graphs represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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.
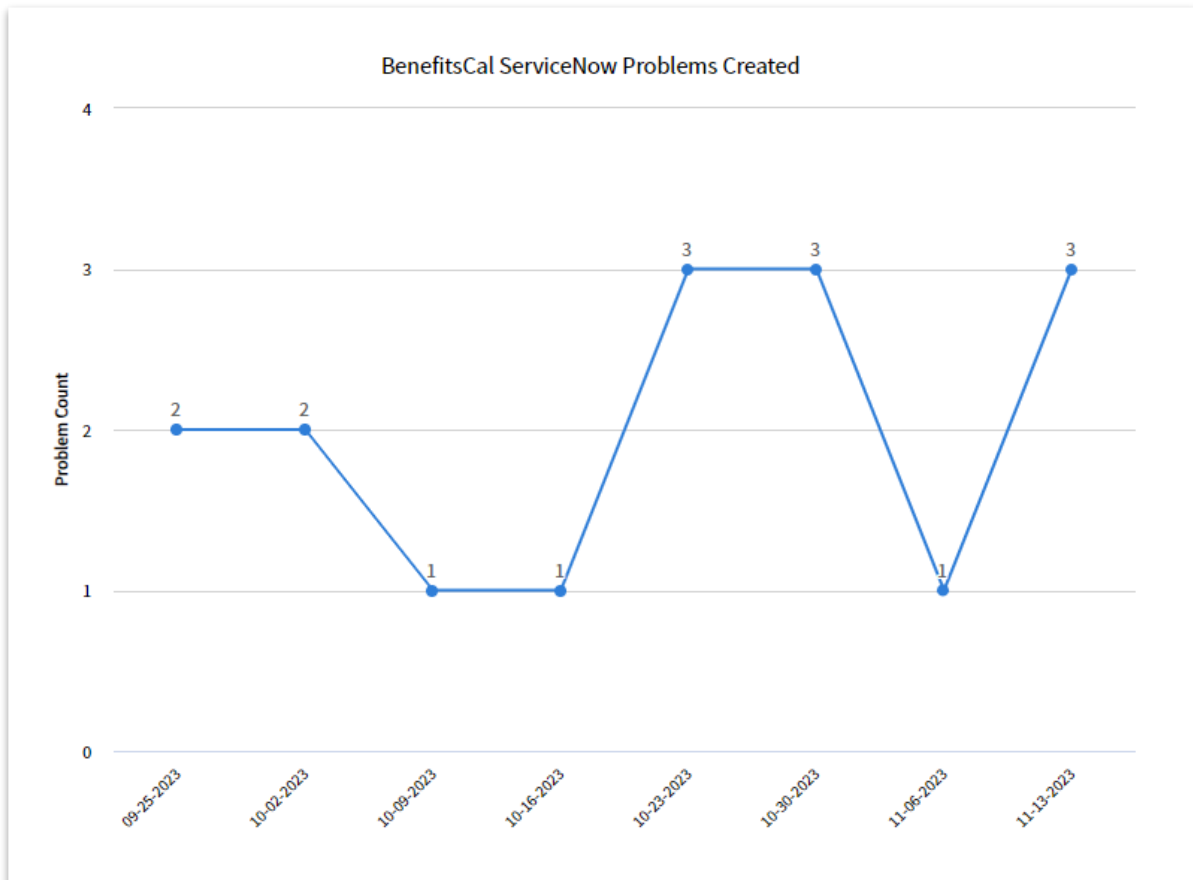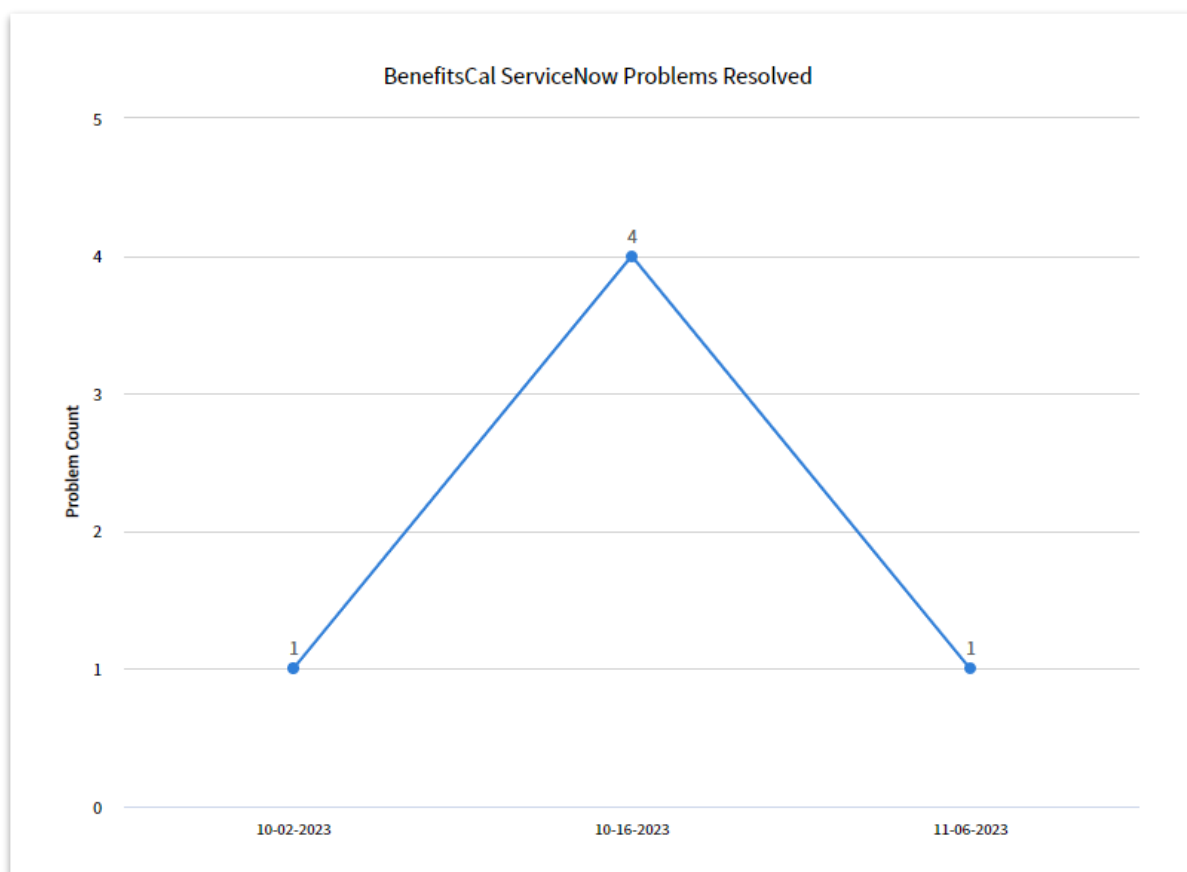
Note: *The graphs represent the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.*

Figures 3.1-4 and 3.1-5 – BenefitsCal ServiceNow Problems

BenefitsCal ServiceNow Incidents by State and Age

State \ Aging Category	(empty)	1-5 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New	1	3	0	0	0	0	0	4
In Progress	0	2	0	0	0	0	0	2
On Hold	0	0	1	4	6	2	0	13
Resolved	0	1	1	1	1	0	0	4
Closed	0	0	41	300	143	95	2	581
Count	1	6	43	305	150	97	2	604

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

BenefitsCal ServiceNow Incidents by Resolution Code

Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	684	21.87%
Defect Fixed	615	19.66%
Multiple Outreach Attempts – No Response	547	17.49%
Customer Confirmed Issue is Resolved	398	12.72%
Not a System Error - With Explanation	390	12.47%
Customer Requested Closure	188	6.01%
Linked to SCR	124	3.96%
Solved (Permanently)	63	2.01%
Unable to Recreate Issue	47	1.5%
Additional Information Needed	40	1.28%
Outage / Performance Degradation	21	0.67%
Duplicates	6	0.19%
Other	5	0.16%
Total	**3,128**	**100%**
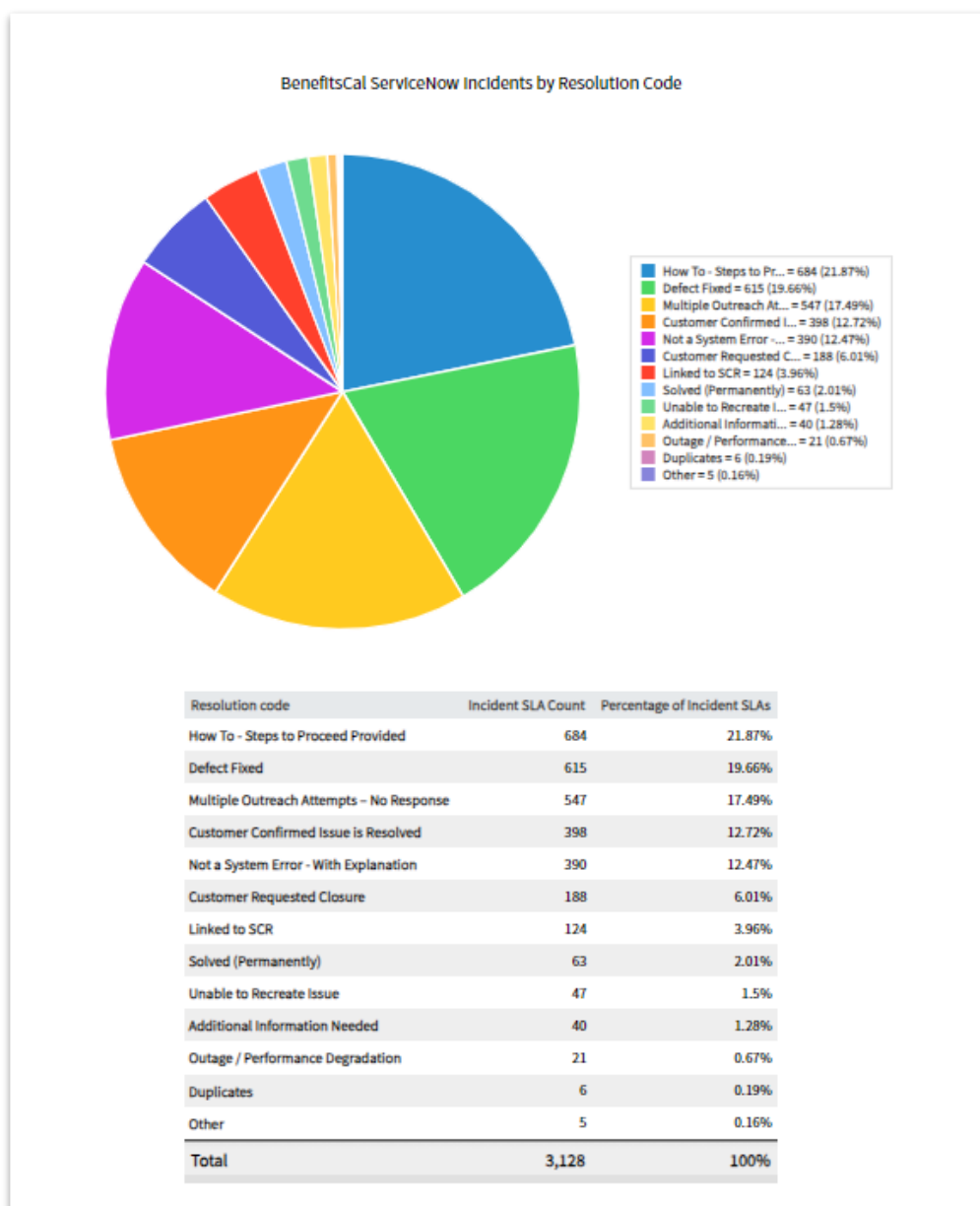
Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

BenefitsCal ServiceNow Incidents Created by Category

Category	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	469	14.82%
BenefitsCal > Document Upload	396	12.51%
BenefitsCal > System/Technical Issue	304	9.61%
BenefitsCal > Case Link Request	218	6.89%
BenefitsCal > Access Issue	177	5.59%
BenefitsCal > Error Message	174	5.5%
BenefitsCal > Apply for Benefits	161	5.09%
BenefitsCal > Notices/Documents/Images	160	5.06%
BenefitsCal > Cannot View Case Information	156	4.93%
BenefitsCal > Renewal/Redetermination/Recertification	152	4.8%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	148	4.68%
BenefitsCal > Access Issue > CBO	131	4.14%
Other	519	16.4%
Total	3,165	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.

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 Programing 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
11/09/23 - 11/09/23	11/09/23 8:00 pm – 11/09/23 9:30 am PST	BenefitsCal Production Deployment
11/10/23 - 11/12/23	11/10/23 6:00 pm – 11/12/23 6:10 pm PST	CalSAWS Application Maintenance
11/19/23	11/19/23 6:00 am – 11/19/23 3:00 pm PST	CalSAWS Application Maintenance

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
INC0111305	500 responses on API	11/06/23	Users are unable to access CalSAWS API during this time.	Resolved	CalSAWS
INC0111961	504 errors on API	11/14/23	Users are unable to access CalSAWS API during this time.	In Progress	CalSAWS
INC0112285	500 responses on API	11/16/23	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.
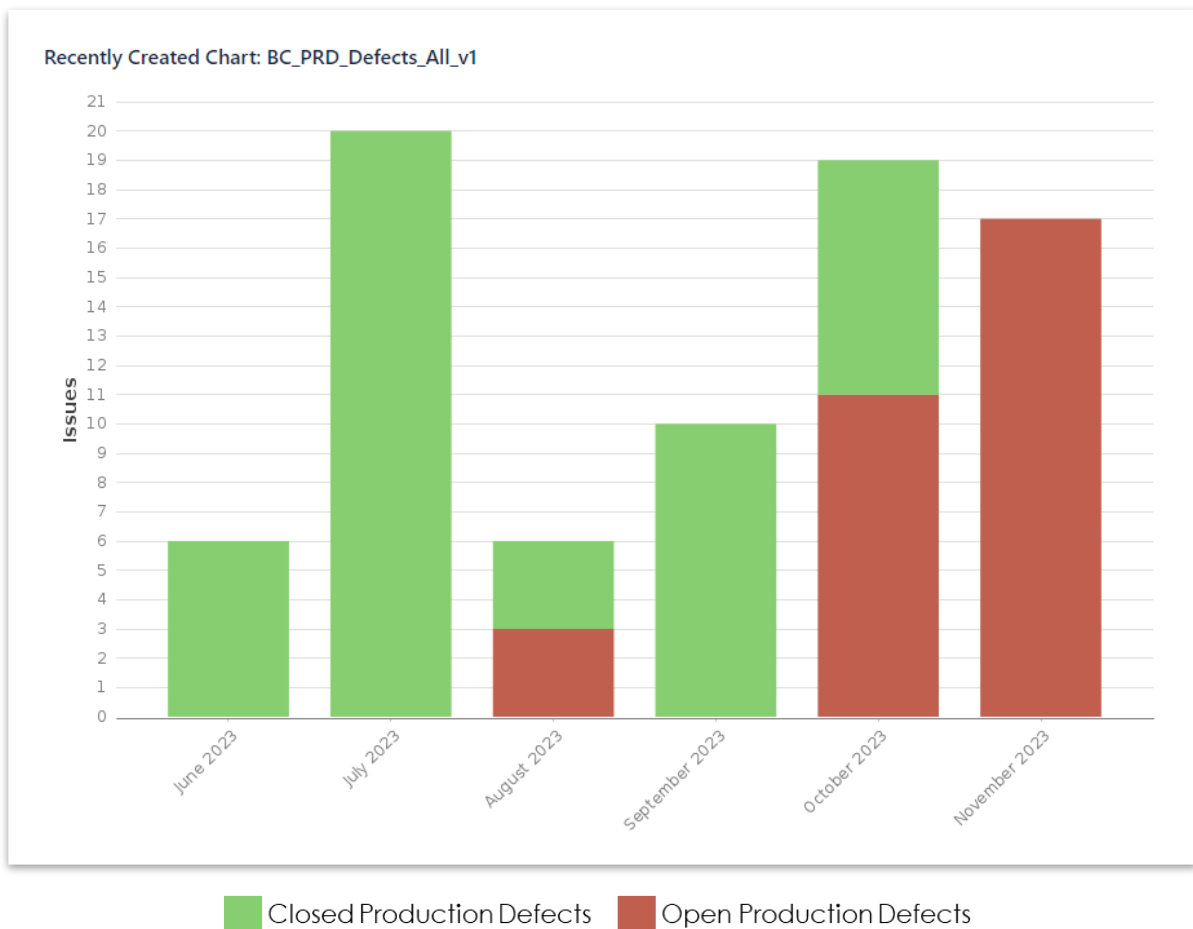
Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1   Release Schedule Production Defect Fix

Severity	Release 23.11.30	Release 23.12.19	Release 24.01.25	TBD	Total
2-Normal/Medium	**1**	**1**	**0**	**0**	**2**
New	0	0	0	0	0
In Progress	1	1	0	0	2
Closed	0	0	0	0	0
3-Normal/Low	**14**	**11**	**1**	**5**	**31**
New	0	0	0	0	0
In Progress	14	11	1	5	31
Closed	0	0	0	0	0
4-Cosmetic	**1**	**0**	**0**	**0**	**1**
New	0	0	0	0	0
In Progress	1	0	0	0	1
Closed	0	0	0	0	0
Total	*16*	*12*	*1*	*5*	*34*

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 23.11.09 was successfully deployed on 11/09/23 to BenefitsCal Production. One (1) enhancement and one (1) production defect are planned for User Error Handling, Exception Handling, and Application Summary.

➢ **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.

➢ **BenefitsCal Monthly Release** – None for the reporting period.

Release	Release Date	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 November 2023 enhancements.
- Continued working with the development and testing teams for CalWORKs Time Clocks enhancement.
- Continued working with the development and testing teams for the Social Security Administration (SSA) Application on BenefitsCal enhancement CSPM-65292.
- Began design work for the December 2023 enhancements.
- Hosted Follow up Discussion on Case Unlink and Relink on 11/06/2023.
- Hosted Discussion for County Welfare Directors Association of California (CWDA) Collaboration Model Requests with the Consortium on 11/06/23.
- Attended a discussion on EBT Edge Announcement in BenefitsCal on 11/06/23.
- Hosted the BenefitsCal County Welfare Directors Association of California (CWDA) Check-In on 11/06/23.
- Hosted the DDI and M&O Bi-Weekly Meetings on 11/07/23 and 11/09/23.
- Hosted Case Relink Unlink Request Call on 11/07/23.
- Attended App Dev Meeting on 11/07/23.
- Attended the Quarter 4 Collaboration Model Enhancement Review on 11/08/23.
- Attended the BenefitsCal Analytics Session on 11/08/23.
- Hosted the BenefitsCal PM Stand-Up Meeting with the Consortium on 11/08/23.
- Hosted the GCF Parity Round 2 Estimates Meeting with CalSAWS on 11/09/23.
- Attended ROI Workgroup Meeting on 11/13/23.
- Attended CM Final Material Review on 11/13/23.
- Hosted the BenefitsCal County Welfare Directors Association of California (CWDA) Check-In on 11/13/23.
- Hosted the DDI and M&O Bi-Weekly Call on 11/14/23.

- o Attended App Dev Meeting on 11/14/23.
- o Cohosted SCERFRA Weekly Touchpoint on 11/15/23.
- o Hosted the GCF Parity Responses Review with the Consortium on 11/15/23.
- o Hosted the BenefitsCal PM Stand-Up Meeting with the Consortium on 11/15/23.
- o Hosted the DDI and M&O Bi-Weekly Call on 11/16/23.
- o Cohosted EBT 2259 and CF 303 Working Design Sessions on 11/16/23.
- o Hosted SSA User Guide Review on 11/17/23.
- o Attended Plan for Re-enabling Chatbot on 11/17/23.
- ➢ **Release 23.11.09 Development**
  - o Provided support to the Consortium Test and QA teams for the November priority release.
  - o Delivered the priority release to Production.
- ➢ **Release 23.11.30 Development**
  - o Continued development activities on November enhancements.
  - o Provided support to SIT for the November enhancements.
- ➢ **Release 23.12.19 Development**
  - o Estimated December Enhancements.
  - o Worked with functional team to clarify questions on December enhancements.

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

Release	Release Date	Summary
23.11.09	11/09/23	Delivered to production.
23.11.30	11/30/23	Continued development and provided SIT Support
23.12.19	12/19/23	Estimated December Enhancements

Table 4.2-1 – BenefitsCal Enhancements Development Status

4.3   Release Management

4.3.1 Release Test Summary

- ➢ **Release 23.11.09 Priority Release**
  - o Deployed the SAR7 and Chatbot changes as part of the Priority Release into Production on 11/09
- ➢ **Release 23.11.30 November Monthly Release**
  - o Continued 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.