

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

**Reporting Period: November 20, 2023 to
November 19, 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 7
 - 2.6 Deviation from Plan/Adjustments 7
- 3.0 Maintenance and Operations 7
 - 3.1 Service Management 8
 - 3.1.1 Overview 8
 - 3.1.2 BenefitsCal Help Desk Metrics 9
 - 3.2 Technology Operations 18
 - 3.3 BenefitsCal Maintenance and Operations 18
 - 3.4 Production Defect Backlog 19
 - 3.4.1 Release Schedule Production Defect Fix 20
 - 3.5 Production Operations 20
 - 3.5.1 Root Cause Analysis (RCA) 20
 - 3.6 Deviation from Plan/Adjustments 20
- 4.0 Application Development 20
 - 4.1 Priority Release Summary 20

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

Period: November 20, 2023 to November 19, 2023

- 4.2 Application Development Status21
- 4.3 Release Management.....22
 - 4.3.1 Release Test Summary22
 - 4.3.2 Automated Regression Test (ART) Coverage23
- 4.4 Training Materials Update23
- 4.5 Deviation from Plan/Adjustments.....23

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

Period: November 20, 2023 to November 19, 2023




1.0 Executive Summary

1.1 Executive Summary Agenda Topics

| STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|---------------------------|--|
| 3.5.1 | BenefitsCal Monthly Release 23.11.30 on 11/30/23 |
| 4.2 | Upcoming BenefitsCal Priority Release 23.12.07 on 12/07/23 |
| 4.2 | Upcoming BenefitsCal Monthly Release 23.12.19 on 12/19/23 |

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 twenty-five (25) active Production defects. |
| Incidents |  | There are thirteen (13) 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 23.11.30 to BenefitsCal Production.

Planned Outages




- Thursday, 11/30/23 8:00 pm PST to 9:30 pm PST
 - BenefitsCal Monthly Release 23.11.30

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

Period: November 20, 2023 to November 19, 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 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:**

- FWP 25.21: BenefitsCal Monthly M&O Report – October 2023 on 11/21/23.

2.3 Activities for the Next Reporting Period

➤ **Deliverable and Work Product submissions for next reporting period:**

- FWP 28.20: BenefitsCal Work Plan Monthly Updates – November 2023 on 12/07/23.
- FWP 29.20: BenefitsCal Monthly Status Report – November 2023 on 12/07/23.
- DWP 24.21: CX Report – October/November 2023 on 12/07/23.

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 |
|---------|--|---|-------------|-------------------|-------------------------|------------------------|
| 0390-23 | Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; TombakianM@CalSAWS.org; Tech.ProductionOperations@CalSAWS.org | Scheduled Downtime Notification – 12/3/2023 | CalSAWS M&E | 11/21/23 | Anand Kulkarni | Pete Quijada |

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

Period: November 20, 2023 to November 19, 2023

| CIT ID | To | Subject | Category | Distribution Date | Primary CalSAWS Contact | Backup CalSAWS Contact |
|---------|--|--|-------------|-------------------|-------------------------|------------------------|
| 0395-23 | Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; TombakianM@CalSAWS.org; Tech.ProductionOperations@CalSAWS.org | Scheduled Downtime Notification – 12/17/23 | CalSAWS M&E | 11/29/23 | Anand Kulkarni | Pete Quijada |

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 | 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-68274: SCERFRA 23-CF 303 CFAP Update <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.

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

Period: November 20, 2023 to November 19, 2023

3.1 Service Management

3.1.1 Overview

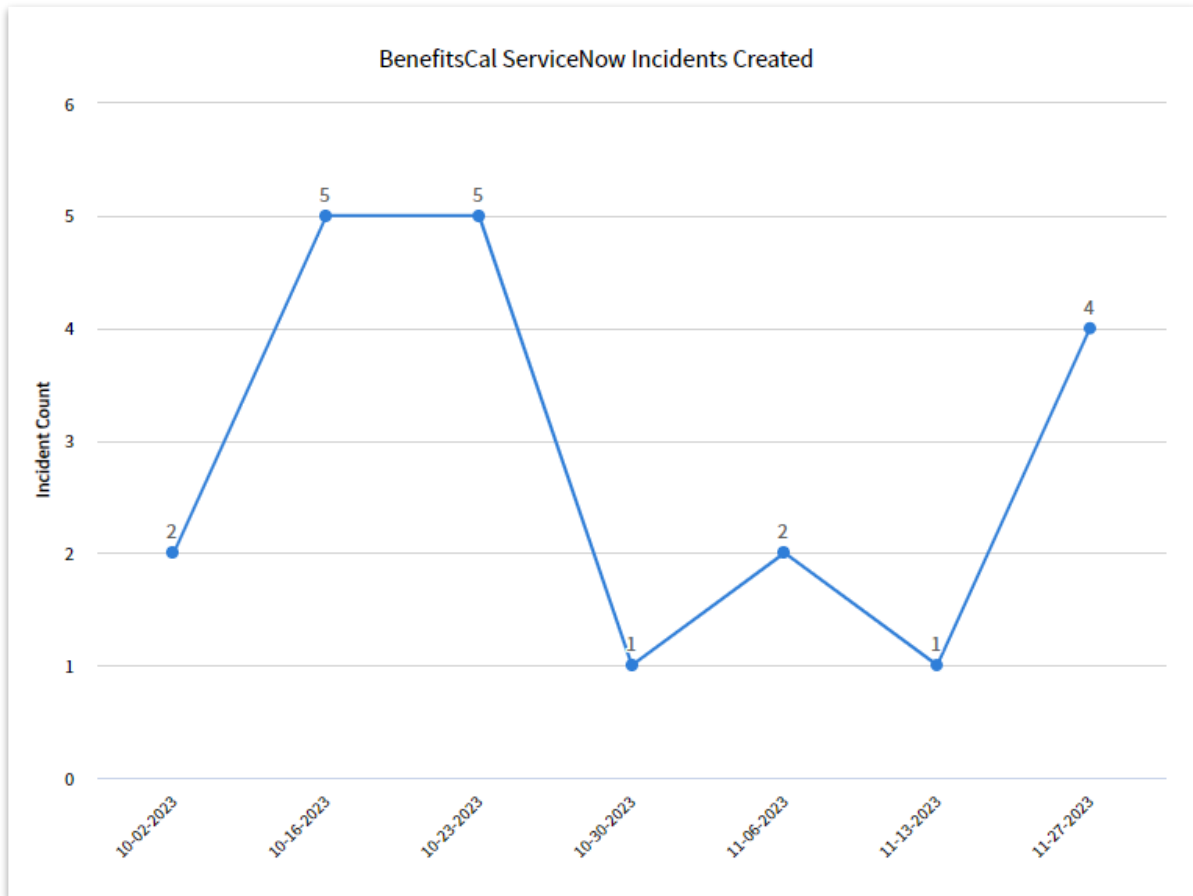
- **Incidents Created**
 - Four (4) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved three (3) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed six (6) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged twenty-one (21) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created zero (9) problem tickets in the biweekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved two (2) problem ticket in the biweekly reporting period.

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

Period: November 20, 2023 to November 19, 2023

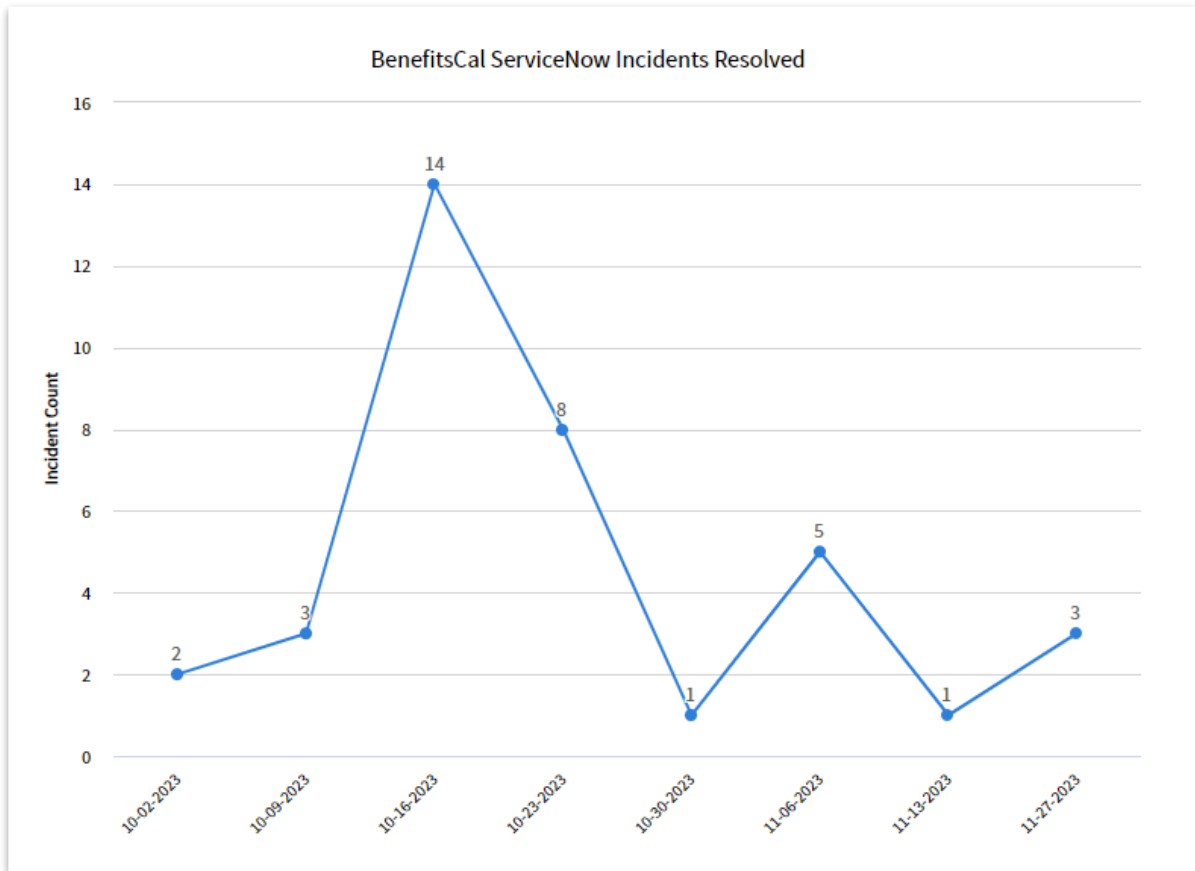
3.1.2 BenefitsCal Help Desk Metrics

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.



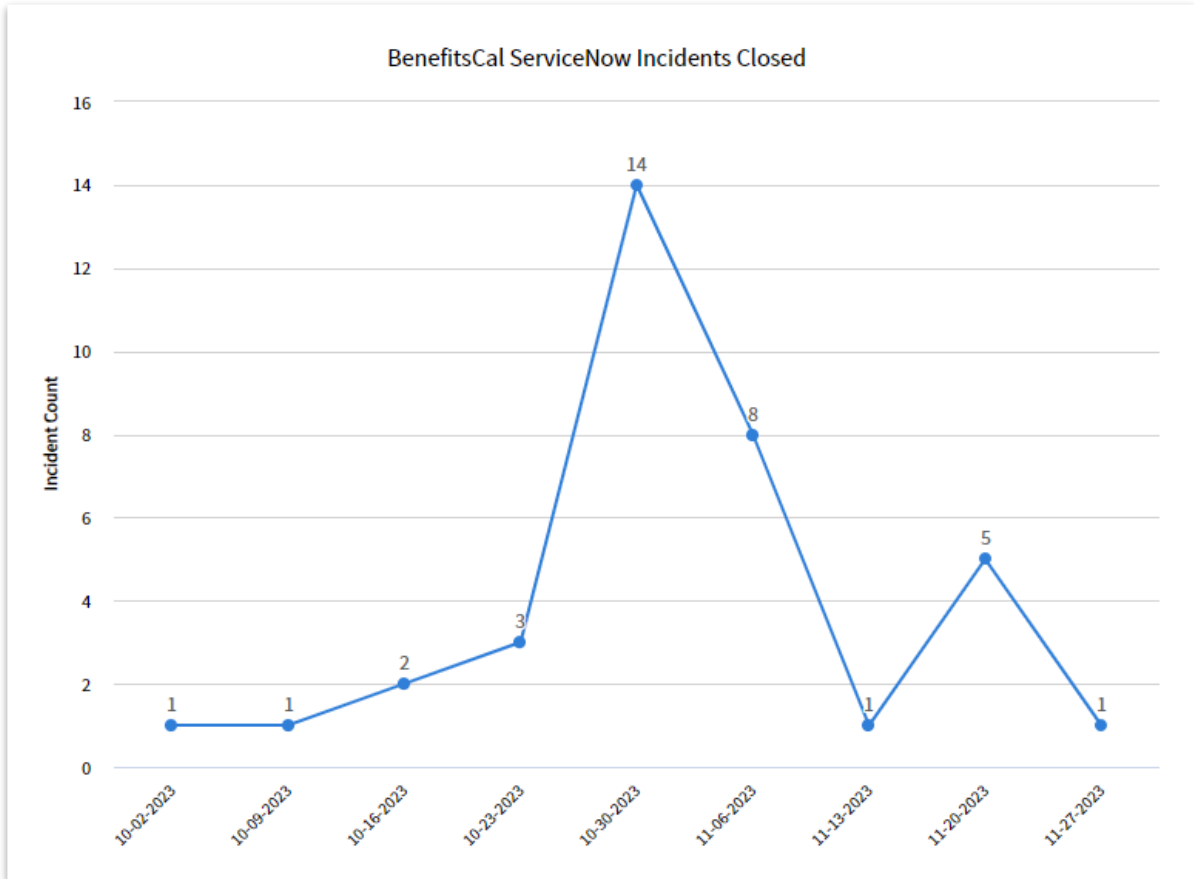
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: November 20, 2023 to November 19, 2023



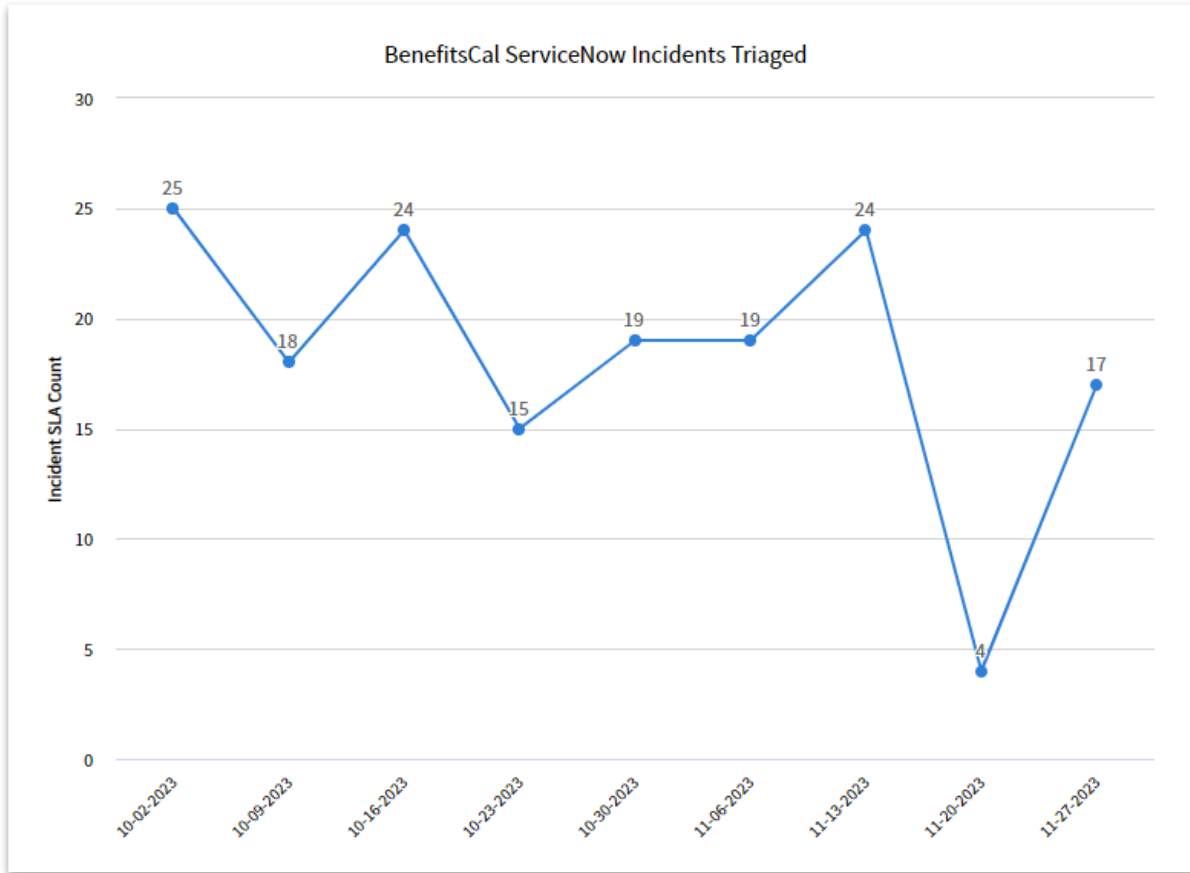
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: November 20, 2023 to November 19, 2023



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

Period: November 20, 2023 to November 19, 2023



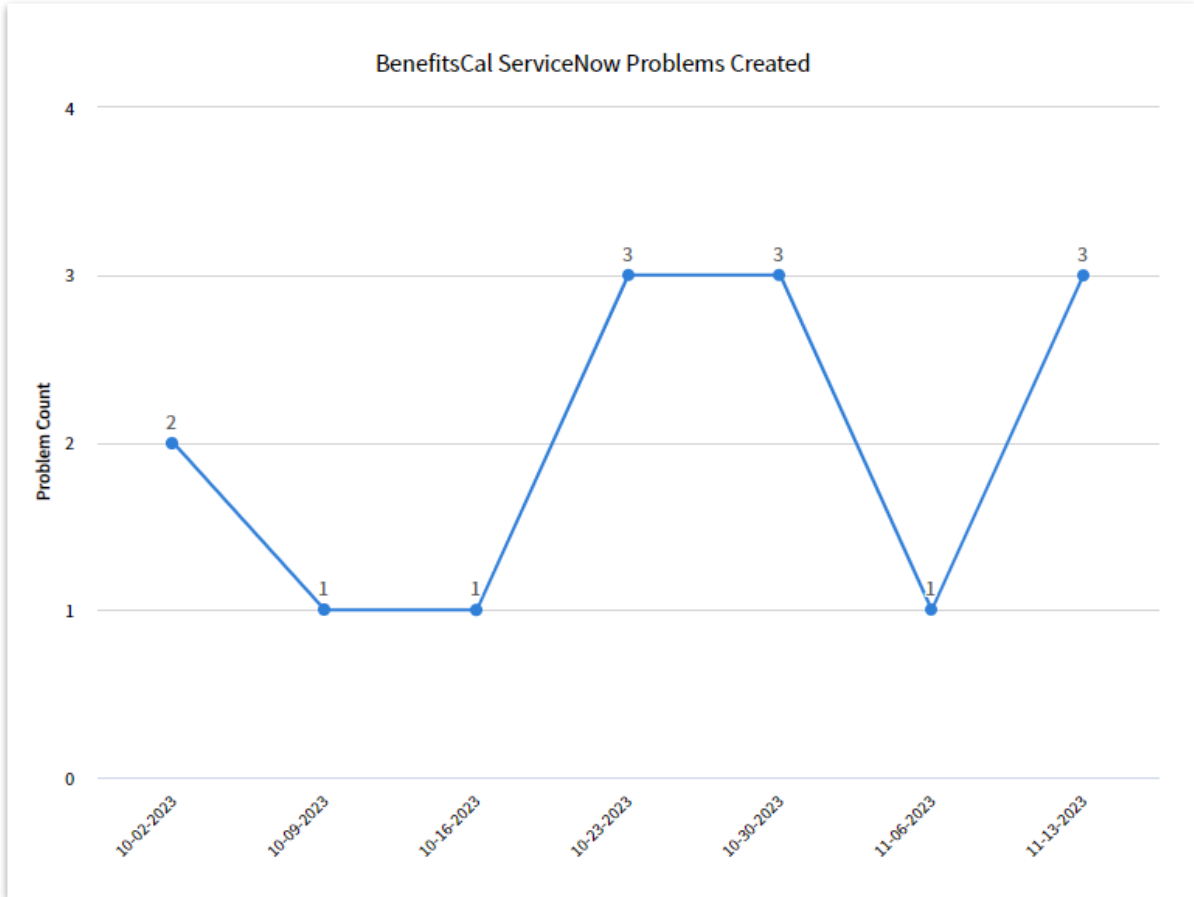
Note: The graphs represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

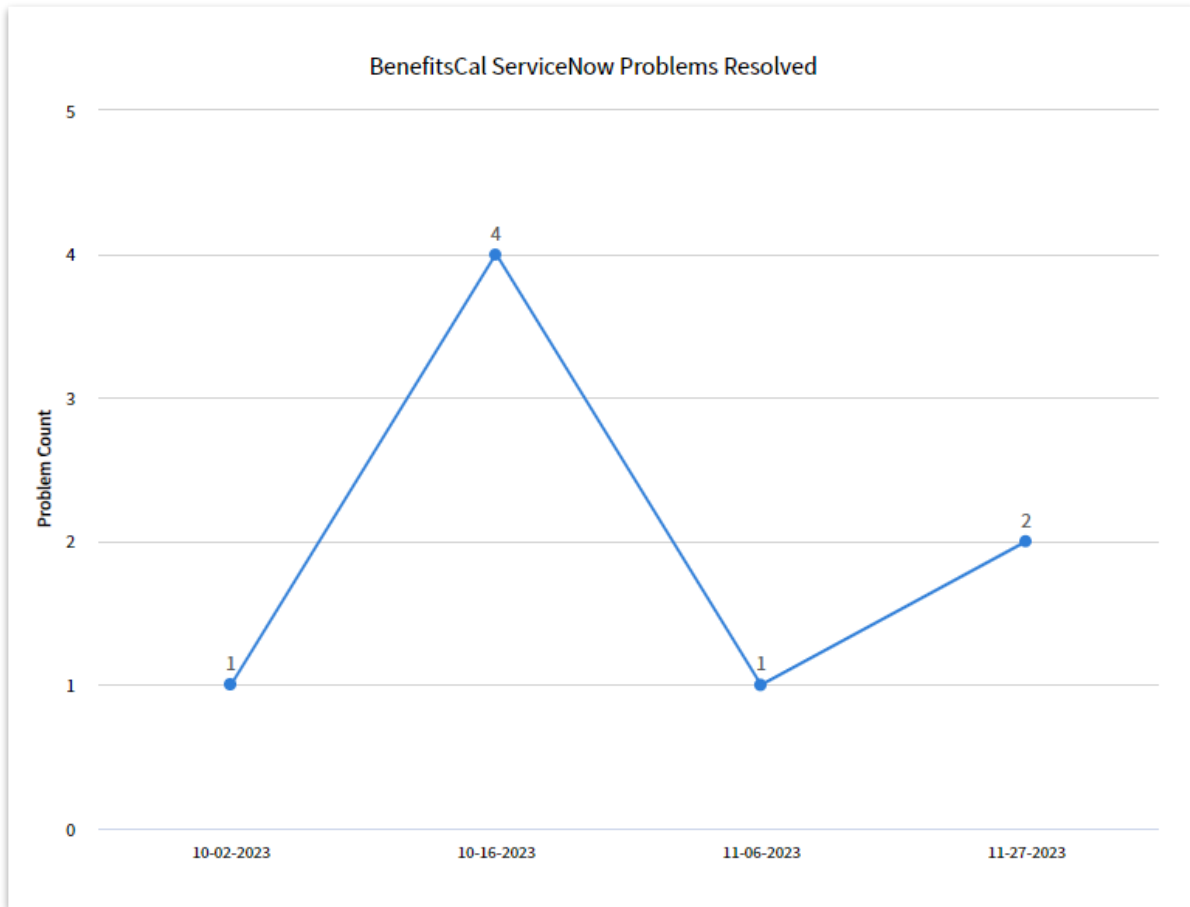
Period: November 20, 2023 to November 19, 2023

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: November 20, 2023 to November 19, 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: November 20, 2023 to November 19, 2023

BenefitsCal ServiceNow Incidents by State and Age

| | Aging Category | 1-5 Days | 11-15 Days | 16-30 Days | 30-60 Days | 60-180 Days | >180 Days | Count |
|--------------|----------------|----------|------------|------------|------------|-------------|-----------|------------|
| State | | | | | | | | |
| New | | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| On Hold | | 0 | 0 | 1 | 7 | 3 | 0 | 11 |
| Resolved | | 1 | 0 | 0 | 0 | 2 | 0 | 3 |
| Closed | | 0 | 43 | 301 | 144 | 95 | 2 | 585 |
| Count | | 3 | 43 | 302 | 151 | 100 | 2 | 601 |

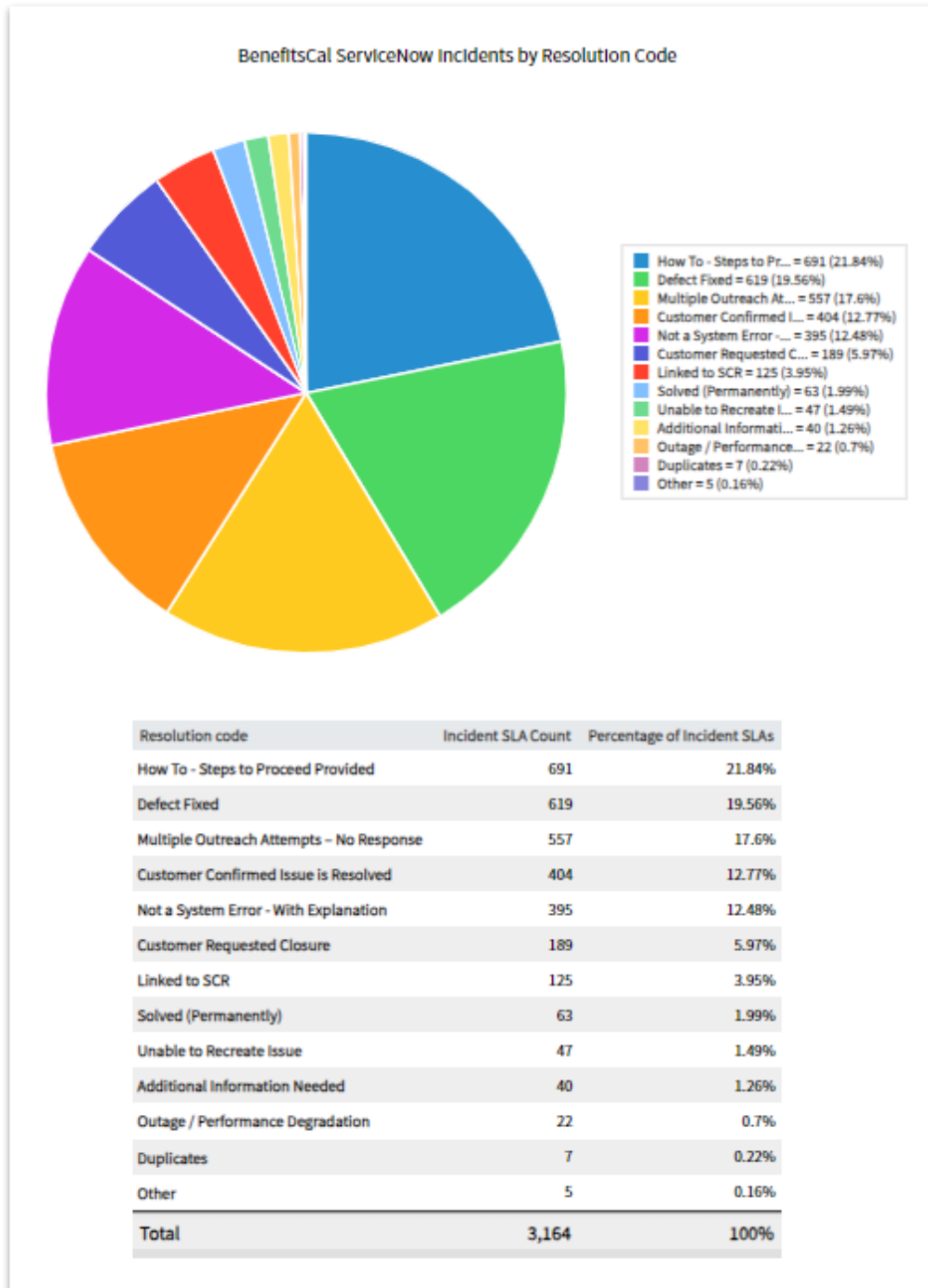
Aging "State" definitions:

- 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

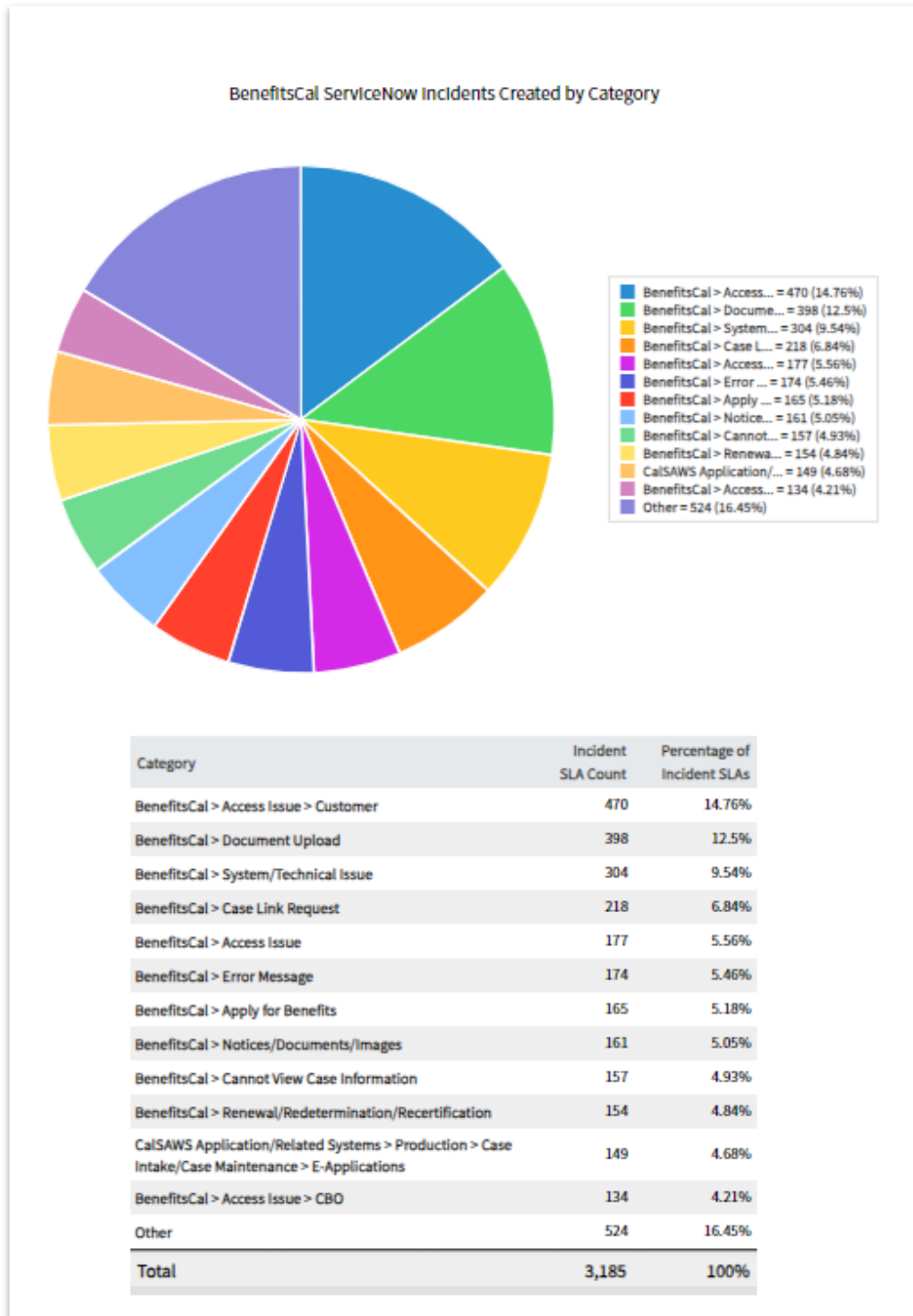
Period: November 20, 2023 to November 19, 2023



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: November 20, 2023 to November 19, 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: November 20, 2023 to November 19, 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 |
|---------------------|--|-----------------------------------|
| 11/30/20 – 11/30/23 | 11/30/23 8:00 pm – 11/30/23 9:30 pm PST | BenefitsCal Production Deployment |
| 12/01/23 – 12/02/23 | 12/01/23 10:00 pm – 12/02/23 1:00 am PST | CalSAWS Application Maintenance |
| 12/03/23 – 12/03/23 | 12/03/23 8:00 am – 12/03/23 2:00 pm PST | BenefitsCal Production Deployment |

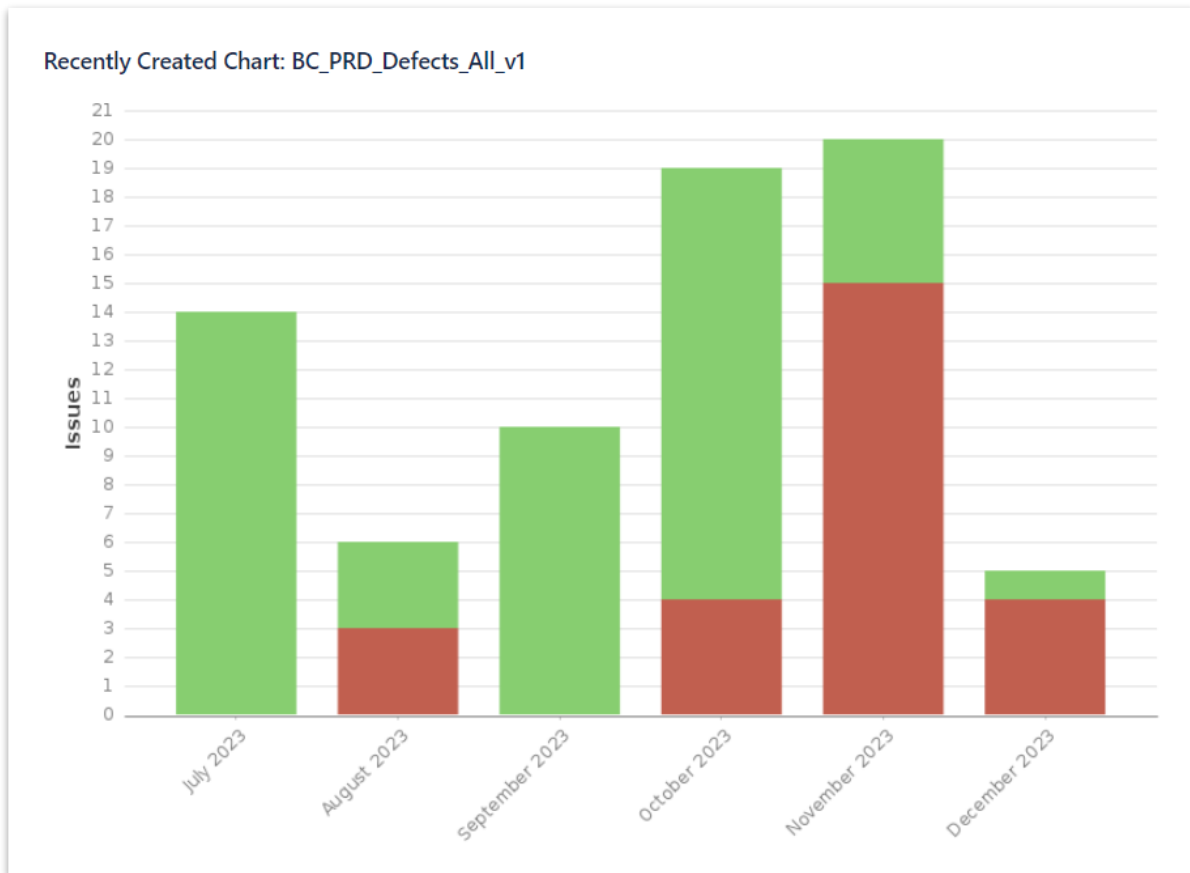
Table 3.3-1 – BenefitsCal Upcoming Maintenance

| Ticket ID | Description | Impact Date/Time | Impact | Status | Owner |
|------------|--|---|---|-------------|---------|
| PRB0047909 | As of 7:00 am this morning, a subset of Fiscal Analytics reports (approximately 50 reports) are delayed due to a planned (Adult Expansion) batch run last night. | 11/28/23 7:00 am 11/28/23 7:52 am | Users will not be able to view the latest version of these reports until they are generated. | Resolved | CalSAWS |
| PRB0047897 | Los Angeles Contact Center agents are experiencing an error when clicking on the eCCP dashboard link. | 11/27/23 10:16 am 11/27/23 9:00 pm | Los Angeles Contact Center agents will be unable to access the eCCP dashboard until the issue is resolved. | Resolved | CalSAWS |
| PRB0047865 | Users are unable to discontinue Medi-Cal Cases for December 2023. | 11/20/23 12:00 pm 11/28/23 8:00 am | MEDS Renewal processing is earlier than expected, therefore, users will not be able to discontinue Medi-Cal cases effective December 1, 2023. | Resolved | CalSAWS |
| INC0112565 | Errors on /office and /case details API | 11/20/23 | We have received 500, 404 errors during the maintenance window and it was intermittent. | 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.



Legend: Closed Production Defects (Green), Open Production Defects (Red)
Figure 3.4-1 – Production Defects Backlog Monthly Trend

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

Period: November 20, 2023 to November 19, 2023

3.4.1 Release Schedule Production Defect Fix

| Severity | Release 23.12.19 | Release 24.01.25 | Total |
|------------------------|---------------------|---------------------|-----------|
| 2-Normal/Medium | 0 | 0 | 0 |
| New | 0 | 0 | 0 |
| In Progress | 0 | 0 | 0 |
| Closed | 0 | 0 | 0 |
| 3-Normal/Low | 19 | 6 | 25 |
| New | 0 | 0 | 0 |
| In Progress | 19 | 6 | 25 |
| Closed | 0 | 0 | 0 |
| 4-Cosmetic | 0 | 0 | 0 |
| New | 0 | 0 | 0 |
| In Progress | 0 | 0 | 0 |
| Closed | 0 | 0 | 0 |
| Total | 19 | 6 | 25 |

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.

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

Period: November 20, 2023 to November 19, 2023

- **BenefitsCal Monthly Release** – BenefitsCal Monthly Release 23.11.30 was successfully deployed on 11/30/23 to BenefitsCal Production. Five (5) enhancements and sixteen (16) production defect are planned for User Error Handling, Exception Handling, and Application Summary.

| Release | Release Date | Summary |
|---------------------|--------------|--|
| 23.12.07 – Priority | 12/07/23 | One (1) enhancement are planned for User Error Handling, Exception Handling, and Application Summary. |
| 23.12.19 – Monthly | 12/19/23 | Nineteen (19) 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**

- Began design work for the January 2024 enhancements.
- Continued design work for the December 2023 enhancements.
- Began working with the development and testing teams for the December 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 enhancement.
- Continued working with the development and testing teams for the SSA Application on BenefitsCal enhancement CSPM-65292.
- Hosted the BenefitsCal County Welfare Directors Association of California (CWDA) Check-In on 11/20/23.
- Hosted DDI and M&O Bi-Weekly Call on 11/21/23.
- Hosted EBT 2259 and CF 303 Design Review with CalSAWS on 11/21/23.
- Attended CAPI Workgroup Meeting on 11/21/23.
- Hosted the BenefitsCal PM Stand-Up Meeting with the Consortium on 11/22/23.
- Attended the Collaboration Model Request Process Flow Meeting on 11/22/23.
- Hosted Discussion with CalSAWS for Implementation of MFA for Case Linking on 11/22/23.
- Hosted Termination Reasons Working Session with Consortium on 11/22/23.
- Hosted the BenefitsCal County Welfare Directors Association of California (CWDA) Check-In on 11/27/23.
- Hosted Prep for November UCD Monthly Meeting on 11/27/23.
- Hosted DDI and M&O Bi-Weekly Call on 11/28/23.

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

Period: November 20, 2023 to November 19, 2023

- Attended App Dev Meeting on 11/28/23.
- Hosted EBT 2259 and CF 303 Discussion with CalSAWS on 11/28/23.
- Attended CFAP Expansion Meeting on 11/28/23.
- Cohosted SCERFRA Weekly Touchpoint on 11/29/23.
- Hosted the November UCD Monthly Meeting with State Partners and Advocates on 11/29/23.
- Hosted the BenefitsCal PM Stand-Up Meeting with the Consortium on 11/29/23.
- Hosted DDI and M&O Bi-Weekly Call on 11/30/23.
- Cohosted EBT 2259 and CF 303 Working Design Sessions on 11/30/23.
- Cohosted Collaboration Model Meeting on 12/01/23.
- Cohosted the SSP Committee Review Meeting with CalSAWS on 12/01/23.
- **Release 23.11.30 Development**
 - Provided support to the Consortium Test and QA teams for November enhancements.
 - Delivered the release to Production.
- **Release 23.12.19 Development**
 - Began development on December Enhancements.
 - Worked with functional team to clarify questions on December enhancements.
- **Release 24.01.25 Development**
 - Estimated January Enhancements.
 - Worked with functional team to clarify questions on January enhancements.

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

| Release | Release Date | Summary |
|----------|--------------|--|
| 23.11.30 | 11/30/23 | Delivered to production |
| 23.12.19 | 12/19/23 | Began development on December Enhancements |
| 24.01.25 | 01/25/24 | Estimated January Enhancements |

Table 4.2-1 – BenefitsCal Enhancements Development Status

4.3 Release Management

4.3.1 Release Test Summary

- **Release 23.11.30 November Monthly Release**
 - Deployed the November Release into Production on 11/30/23.

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

Period: November 20, 2023 to November 19, 2023

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 |
|----------|-------------------------|-----------------------|-----------------------|---------------|------------------|--|
| 23.11.30 | 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.