

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

**Reporting Period: December 18, 2023 to  
December 31, 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 <b>23.12.19</b> on <b>12/19/23</b>
4.2	Upcoming BenefitsCal Monthly Release <b>24.01.25</b> on <b>01/25/24</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 nineteen (19) active Production defects.
Incidents		There are eleven (11) 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 23.12.19 to BenefitsCal Production.

#### Planned Outages





- Tuesday, 12/19/23 8:00 pm PST to 9:30 pm PST
  - BenefitsCal Priority Release 23.12.19

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## 2.0 Project Management

### 2.1 Project Deliverables Summary

Del #	Name	Team	Status <sup>[1]</sup>	Status
WP 24.21	CX Report – October/November 2023	UCD		DWP submitted 12/13/23 FWP submitted 12/26/23 FWP approval 01/03/23
WP 25.22	Monthly M&O Report – November 2023	M&O		DWP submitted 12/11/23 FWP submitted 12/21/23 FWP approval 12/29/23
WP 28.20	BenefitsCal Work Plan Monthly Updates – November 2023	PMO		FWP submitted 12/07/23 FWP approval 12/18/23
WP 28.20	BenefitsCal Monthly Status Report – November 2023	PMO		FWP submitted 12/07/23 FWP approval 12/18/23

<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 25.22: Monthly M&O Report – November 2023 on 12/11/23.
  - FWP 25.22: Monthly M&O Report – November 2023 on 12/21/23.
  - DWP 24.21: CX Report – October/November 2023 on 12/13/23.
  - FWP 24.21: CX Report – October/November 2023 on 12/26/23.
  - 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.

### 2.3 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
  - None.

### 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.						

**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	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.

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- **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**
  - Five (5) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved eleven (11) incidents in the biweekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed four (4) incidents in the biweekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged twenty-four (24) incidents in the biweekly reporting period.
- **Problems Created**
  - The BenefitsCal Tier 3 Team created zero (0) problem tickets in the biweekly reporting period.
- **Problems Resolved**
  - The BenefitsCal Tier 3 Team resolved six (6) problem ticket in the biweekly reporting period.

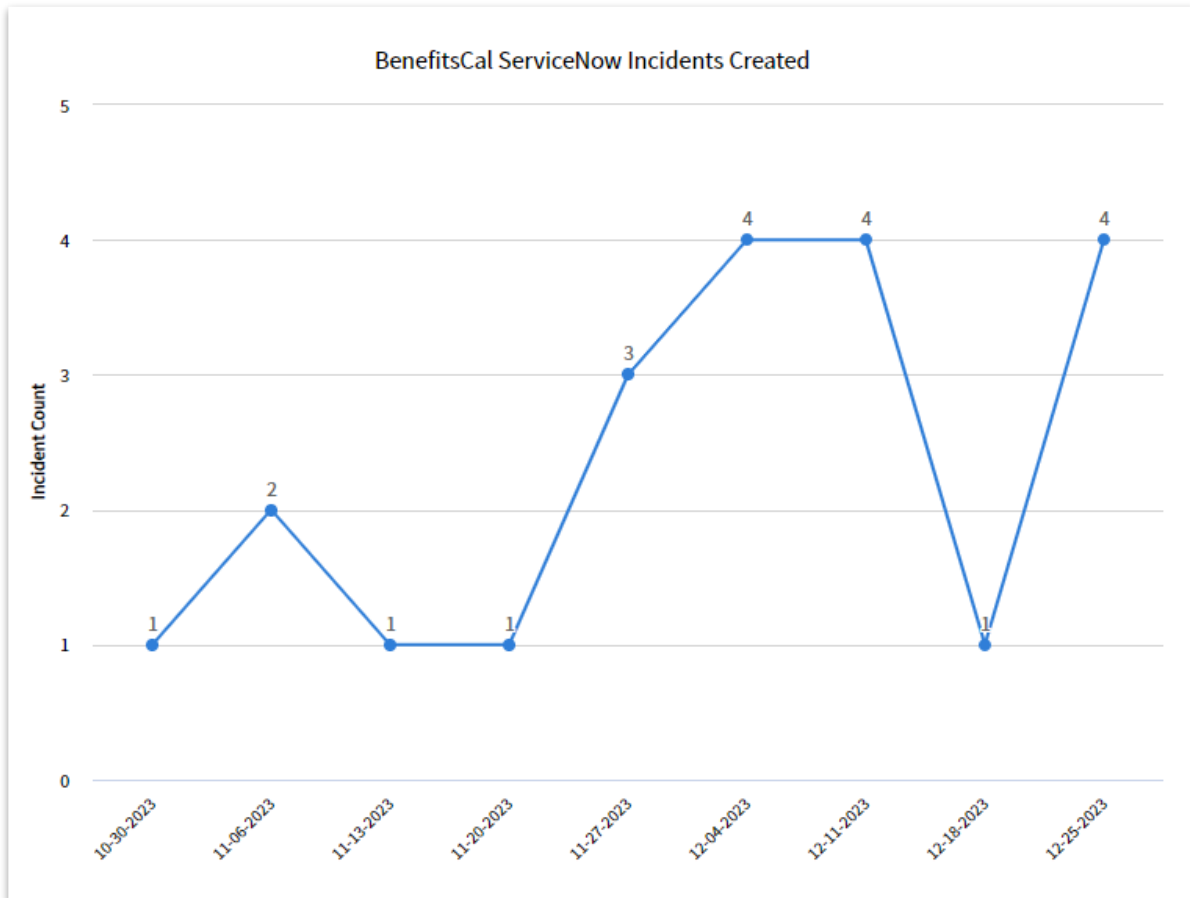
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#### 3.1.2 BenefitsCal Help Desk Metrics

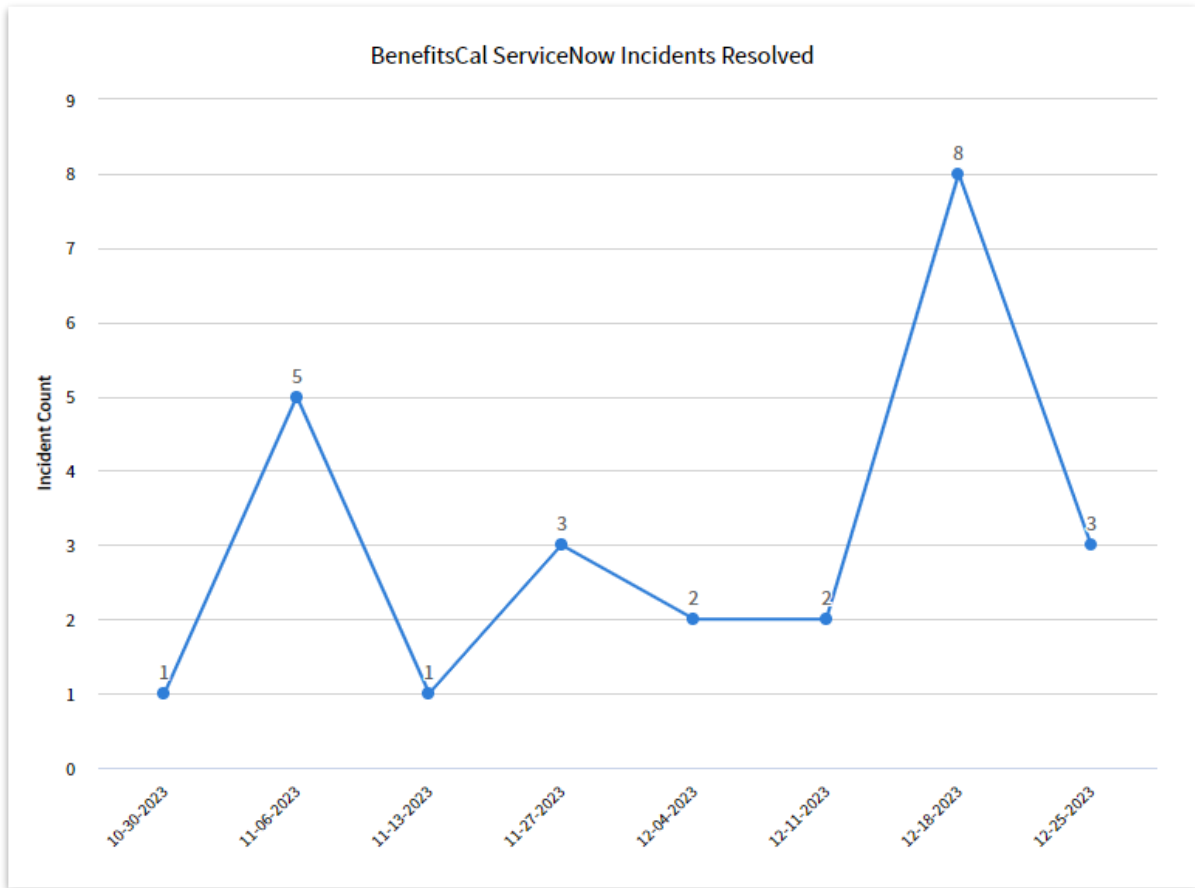
The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.





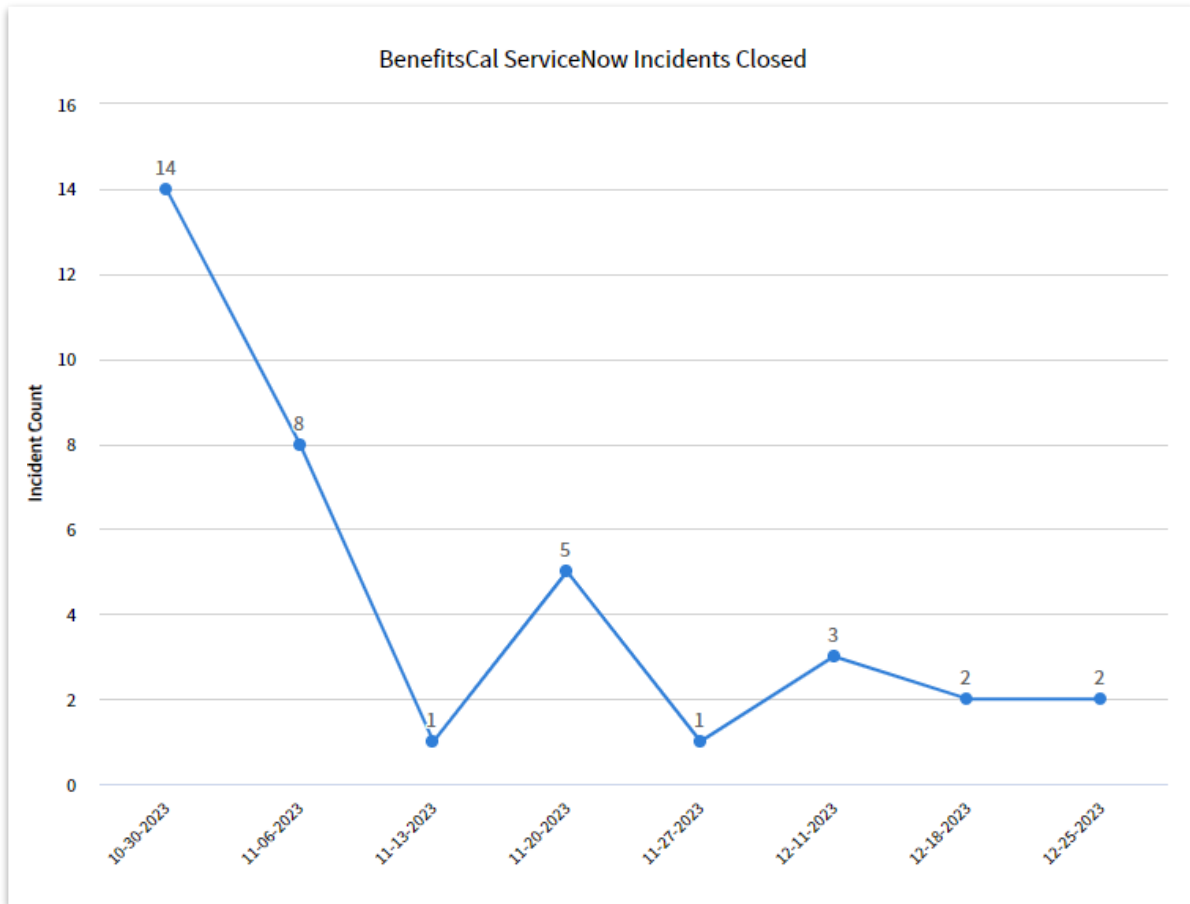
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

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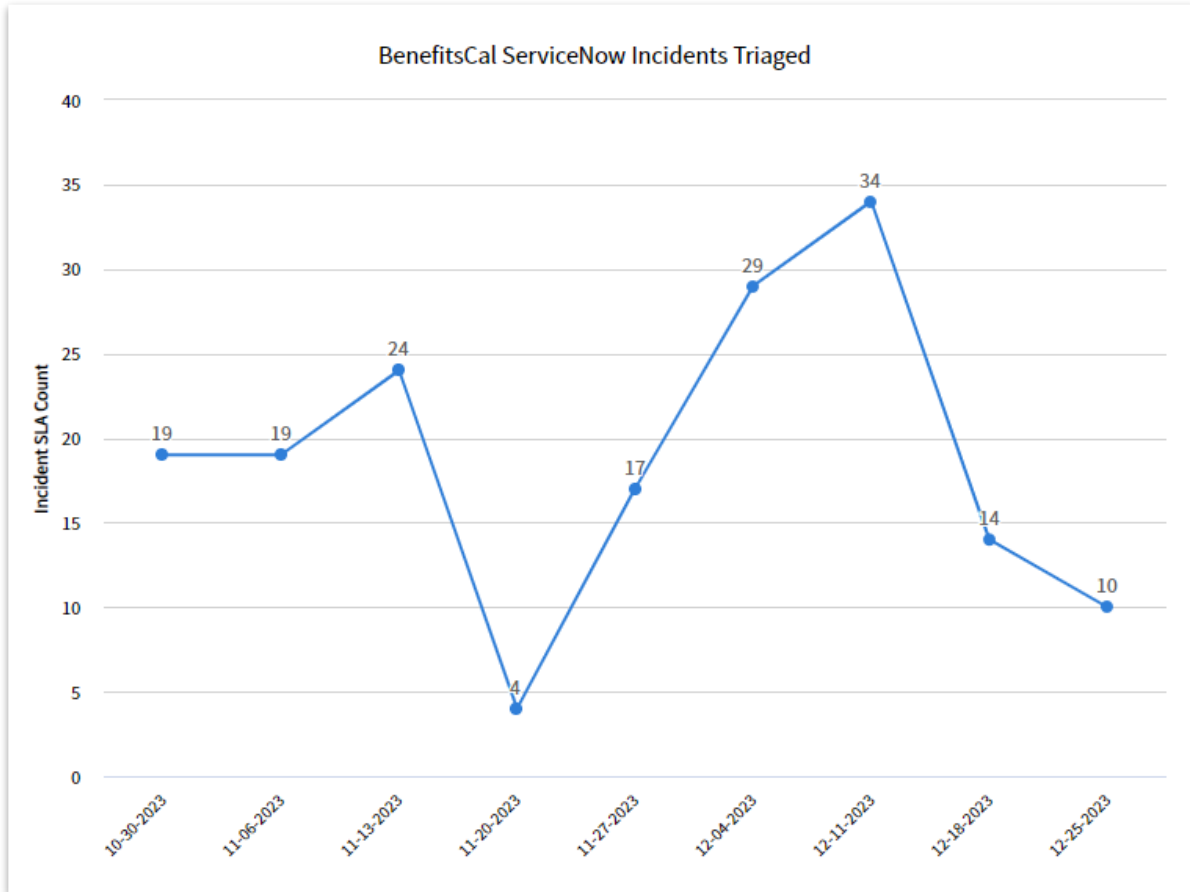
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**CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report**

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**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)."

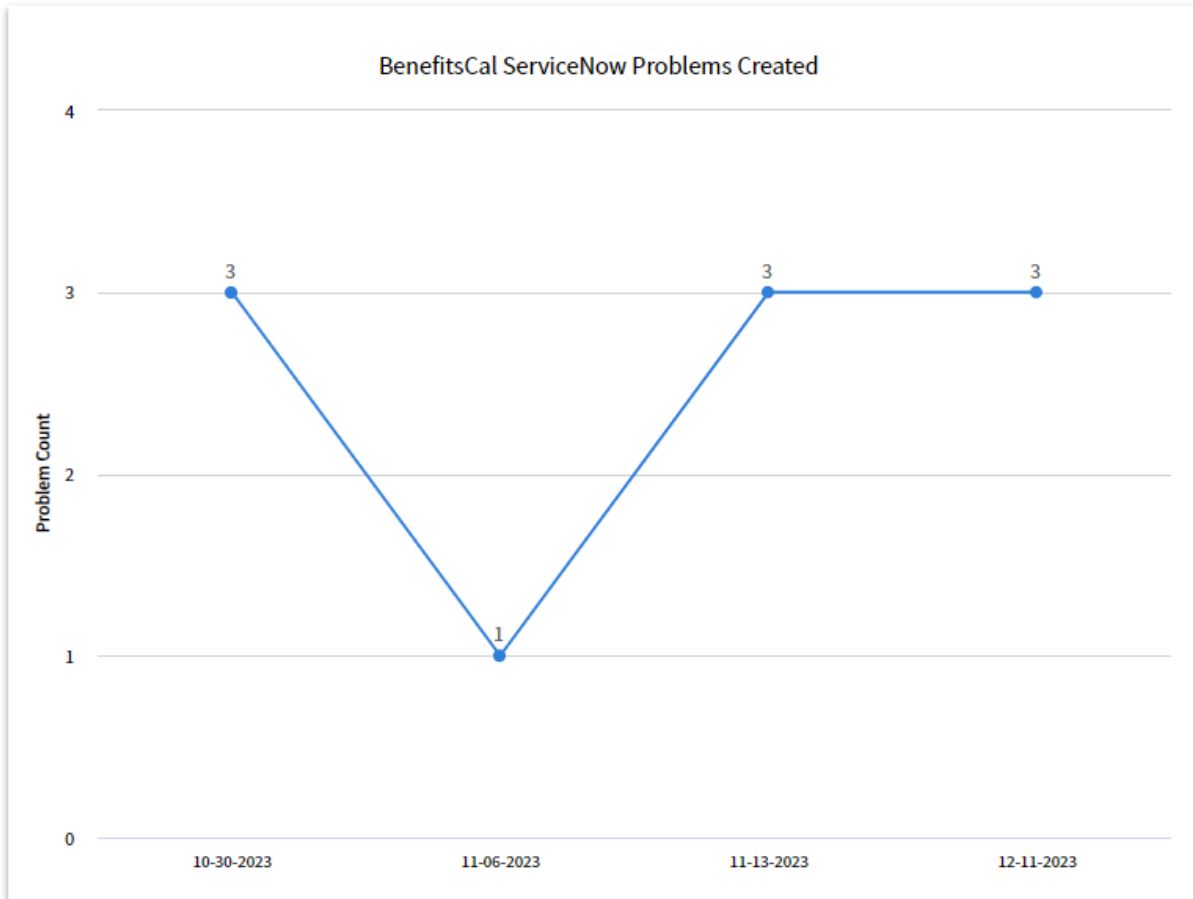
**Figures 3.1-1, 3.1-2, and 3.1-3 – BenefitsCal ServiceNow Incidents**

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

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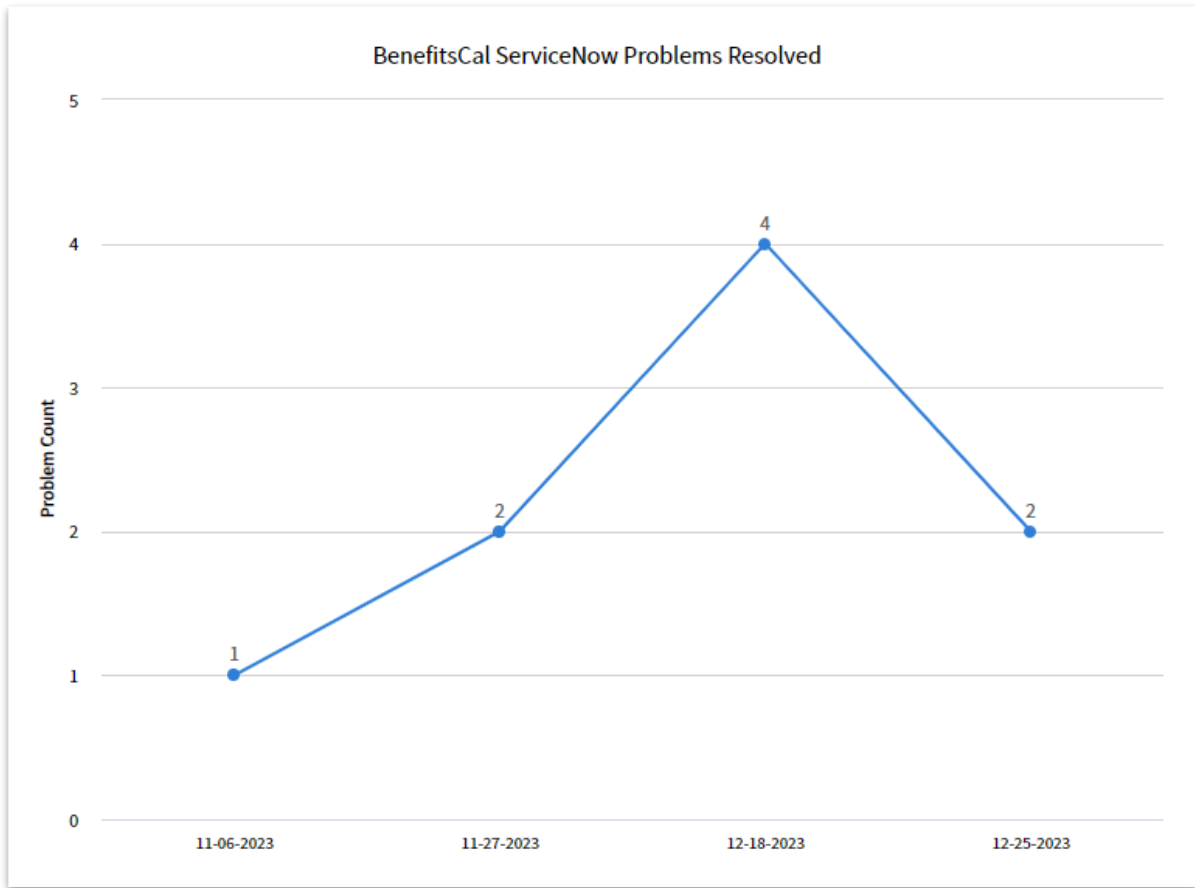
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The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.



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

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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		3	0	0	0	0	0	3
On Hold		0	1	4	2	1	0	8
Resolved		0	0	1	2	8	0	11
Closed		0	46	302	144	97	2	591
<b>Count</b>		<b>3</b>	<b>47</b>	<b>307</b>	<b>148</b>	<b>106</b>	<b>2</b>	<b>613</b>

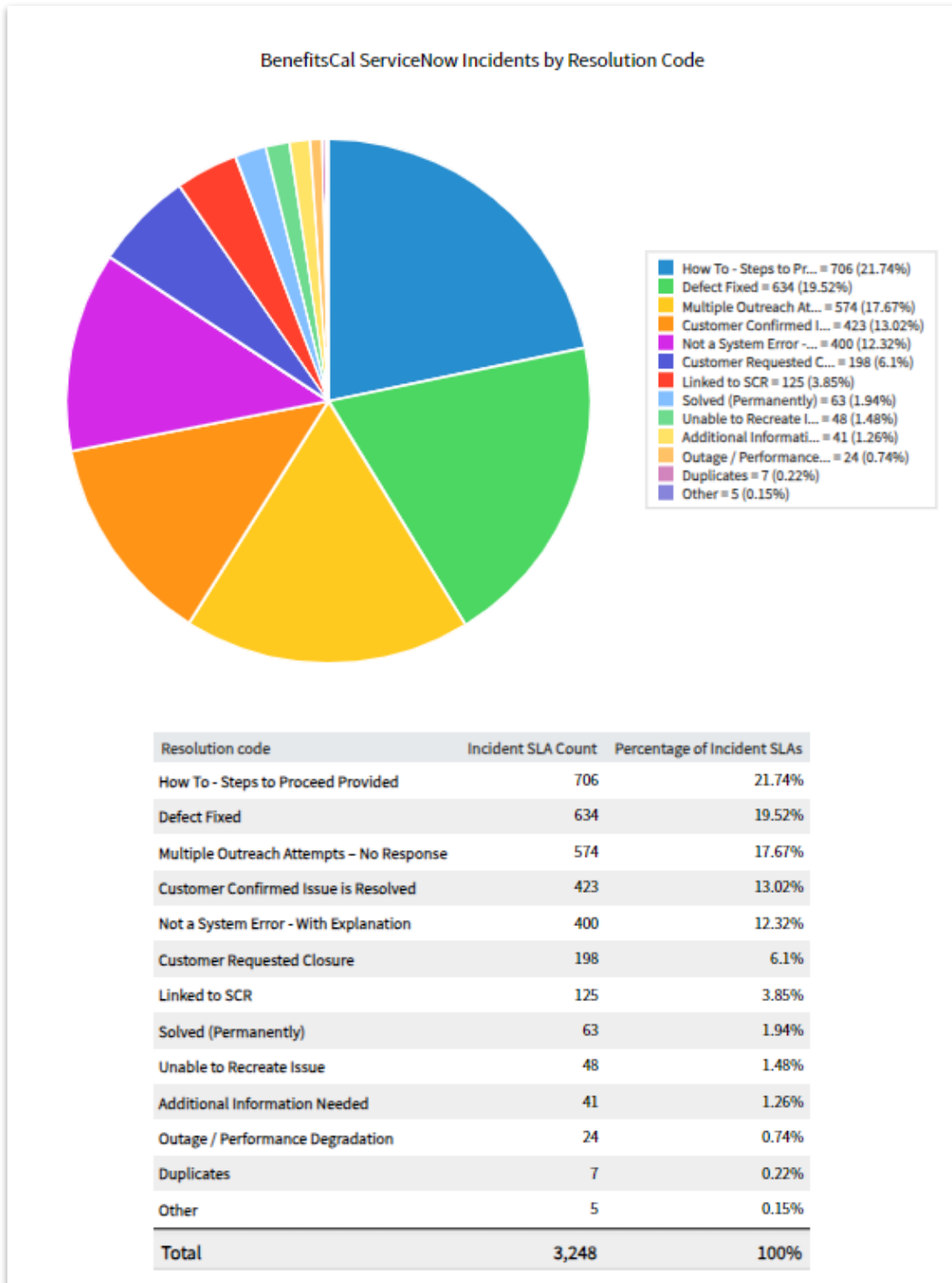
**Aging "State" definitions:**

- 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**

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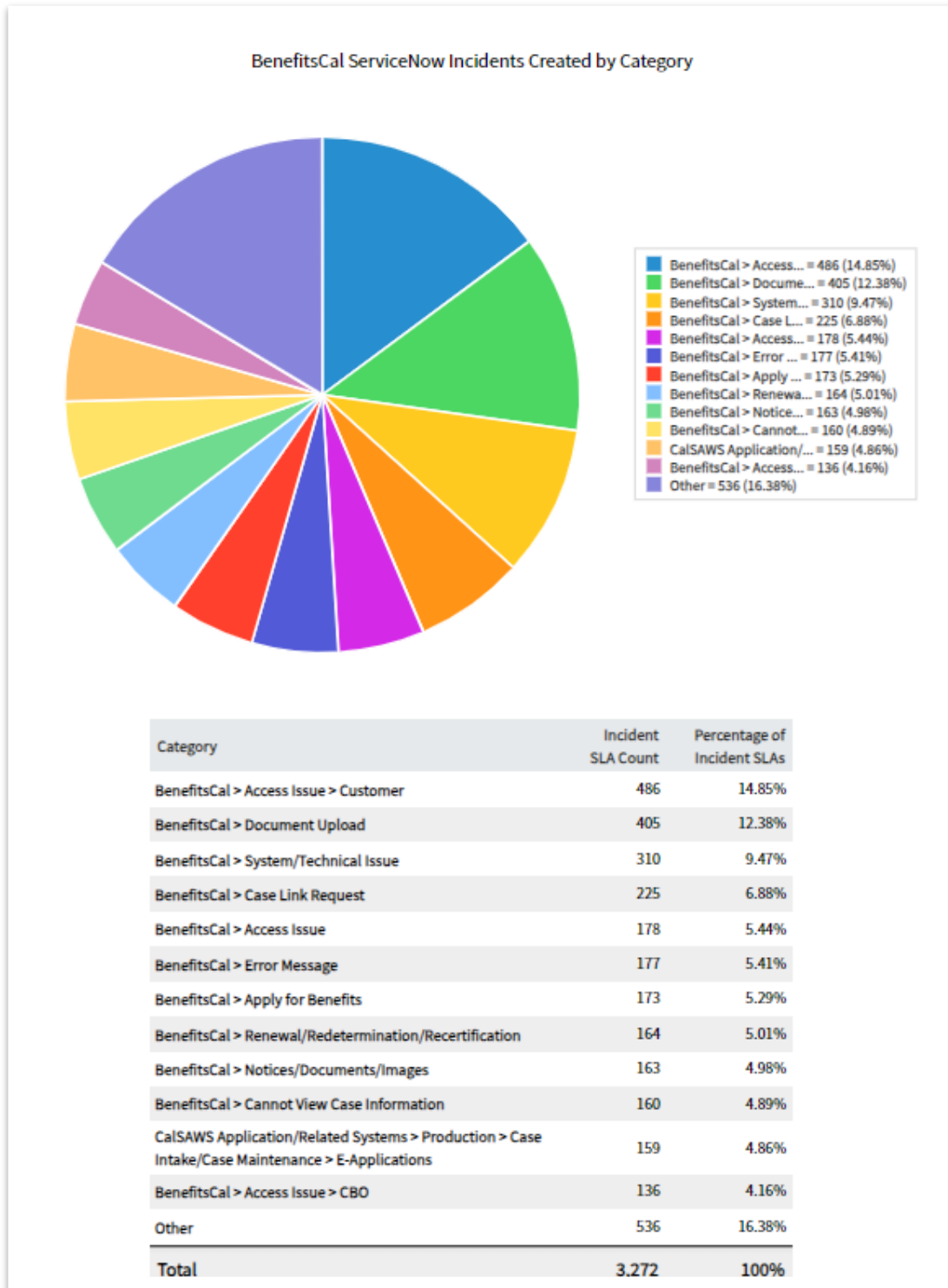


**Note:** The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

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

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

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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
12/19/23 – 12/19/23	12/19/23 08:00 pm – 12/19/23 9:30 pm PST	CalSAWS Application Maintenance

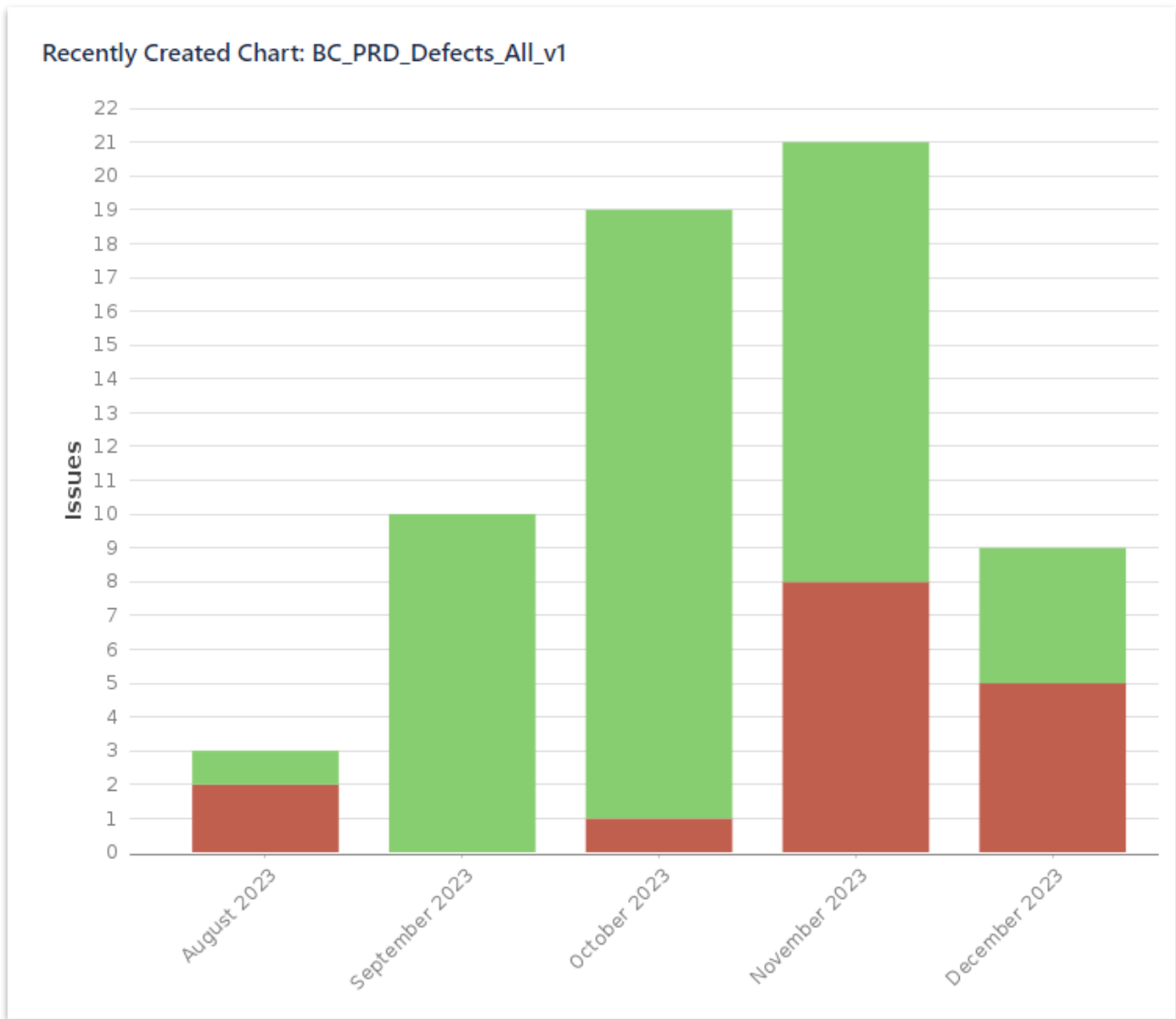
**Table 3.3-1 – BenefitsCal Upcoming Maintenance**

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0048071	The project team is actively investigating the issue with the imaging vendor (Hyland). An update will be provided as additional information becomes available.	12/18/23 9:42 am 12/18/23 12:35 pm	County users may not be able to view impacted customer uploaded BenefitsCal images until the issue is resolved. Note: Impacted images are queued up and will be processed when the issue is resolved.	Resolved	CalSAWS
PRB0048109	The CalSAWS project team is actively monitoring updates from the utility provider and will update when the issue is resolved.	12/21/23 12:00 pm	Kern County users at the 10215 Stobaugh St, Lamont site will experience issues accessing CalSAWS and associated systems until the issue is resolved.	New	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 24.01.25	TBD	Total
<b>2-Normal/Medium</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
<b>3-Normal/Low</b>	<b>16</b>	<b>3</b>	<b>19</b>
New	0	0	0
In Progress	16	3	19
Closed	0	0	0
<b>4-Cosmetic</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
<b>Total</b>	<b>16</b>	<b>3</b>	<b>19</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** – 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 23.12.19 was successfully deployed on 12/19/23 to BenefitsCal Production. Eighteen (18) production defects and four (4) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.

Release	Release Date	Summary
24.01.25 – Monthly	01/25/24	Sixteen (16) production defects and seven (7) 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 design work for the January 2024 enhancements.
- Continued working with the development and testing teams for the December 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 Association (SSA) Application on BenefitsCal enhancement CSPM-65292.
- Hosted the BenefitsCal County Welfare Directors Association of California (CWDA) Check-In on 12/18/23.
- Hosted DDI and M&O Biweekly Call on 12/19/23.
- Attended App Dev Meeting on 12/19/23.
- Attended CAPI Workgroup Meeting on 12/19/23.
- Hosted SSA BenefitsCal Web Portal Guide Discussion on 12/20/23.
- Attended Leg Briefing Meeting on 12/20/23.
- Hosted the BenefitsCal PM Stand-Up Meeting with the Consortium on 12/20/23.
- Hosted Discussion on GCF Parity on 12/20/23.
- Hosted DDI and M&O Biweekly Call on 12/21/23.
- Hosted BenefitsCal Enhancement Pipeline Discussion on 12/22/23.

### ➤ Release 23.12.19 Development

- Provided support to SIT, Consortium test and QA teams for December enhancements.
- Delivered release to production.

### ➤ Release 24.01.25 Development

- Continued development on January Enhancements.
- Worked with functional team to clarify questions on January enhancements.

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

Release	Release Date	Summary
23.12.19	12/19/23	Delivered to production
24.01.25	01/25/24	Continued development on January Enhancements

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

**4.3 Release Management**

**4.3.1 Release Test Summary**

- **Release 23.12.07 Priority Release**
  - Deployed the Priority Release into Production for EBT 2259 Spanish form on 12/07/23.
- **Release 23.12.11 Priority Release**
  - Deployed the Priority Release into Production for the case number uppercase issue for anonymous document upload on 12/11/23.
- **Release 23.12.19 December Monthly Release**
  - Continued validating the December Release and coordinated with partners for E2E validation.

**4.3.2 Automated Regression Test (ART) Coverage**

The following are the automated regression scripts executed for regression in BenefitsCal for Release 23.12.19.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
23.12.19	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), TWB 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**

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**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.