

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

**Reporting Period: January 29, 2024 to
February 11, 2024**

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1.0 Executive Summary

1.1 Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.2	Upcoming BenefitsCal Monthly Release 24.02.29 on 02/29/24

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 twelve (12) active Production defects.
Incidents		There are seventeen (17) 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** – None for the reporting period.

Planned Outages





None for the reporting period.

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2.0 Project Management

2.1 Project Deliverables Summary

Del #	Name	Team	Status [1]	Status
WP 24.22	CX Monthly Report – December/January 2024	UCD		DWP submission 02/12/24 FWP submission 02/23/24 FWP approval 03/01/24
WP 25.24	BenefitsCal Monthly M&O Report – January 2024	M&O		DWP submission 02/08/24 FWP submission 02/20/24 FWP approval 02/29/24
WP 28.22	BenefitsCal Work Plan Monthly Updates – January 2024	PMO		FWP submission 02/07/24 FWP approval 02/16/24
WP 29.22	BenefitsCal Monthly Status Report – January 2024	PMO		FWP submission 02/07/24 FWP approval 02/16/24

[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 25.24: BenefitsCal Monthly M&O Report – January 2024 on 02/08/24.
- FWP 28.22: BenefitsCal Work Plan Monthly Updates – January 2024 on 02/07/24.
- FWP 29.22: BenefitsCal Monthly Status Report – January 2024 on 02/07/24.

2.3 Activities for the Next Reporting Period

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

- DWP 24.22: CX Monthly Report – December/January 2024 on 02/12/24.
- FWP 25.24: BenefitsCal Monthly M&O Report – January 2024 on 02/20/24.

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Withdrawn	0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

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

New:

- CSPM-71507: SCERFRA 24-502 - Automation of Payment Verification System (PVS)

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

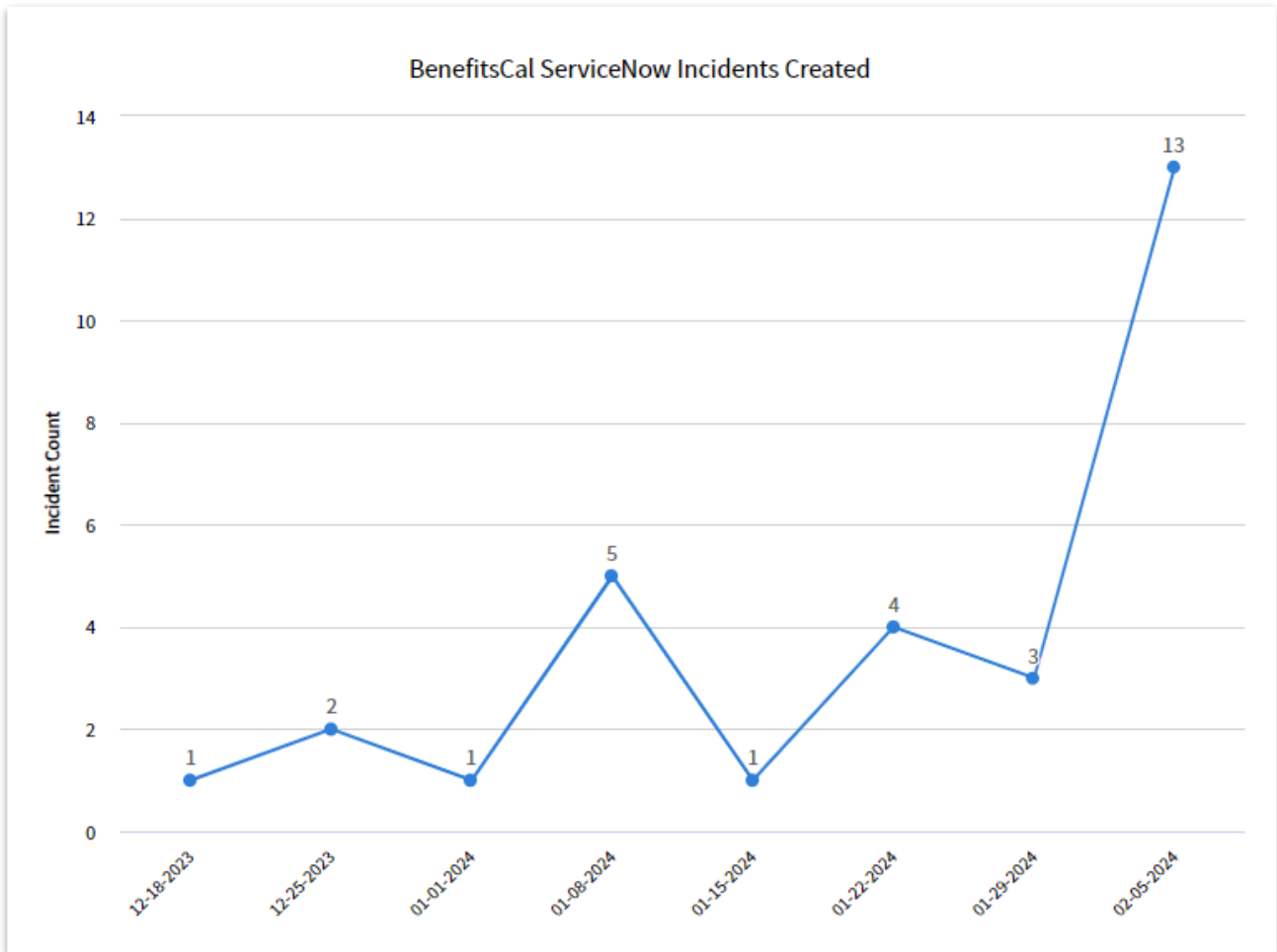
- **Incidents Created**
 - Sixteen (16) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved four (4) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed thirteen (13) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged sixty-one (61) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created three (3) problem tickets in the biweekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved zero (0) problem tickets in the biweekly reporting period.

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

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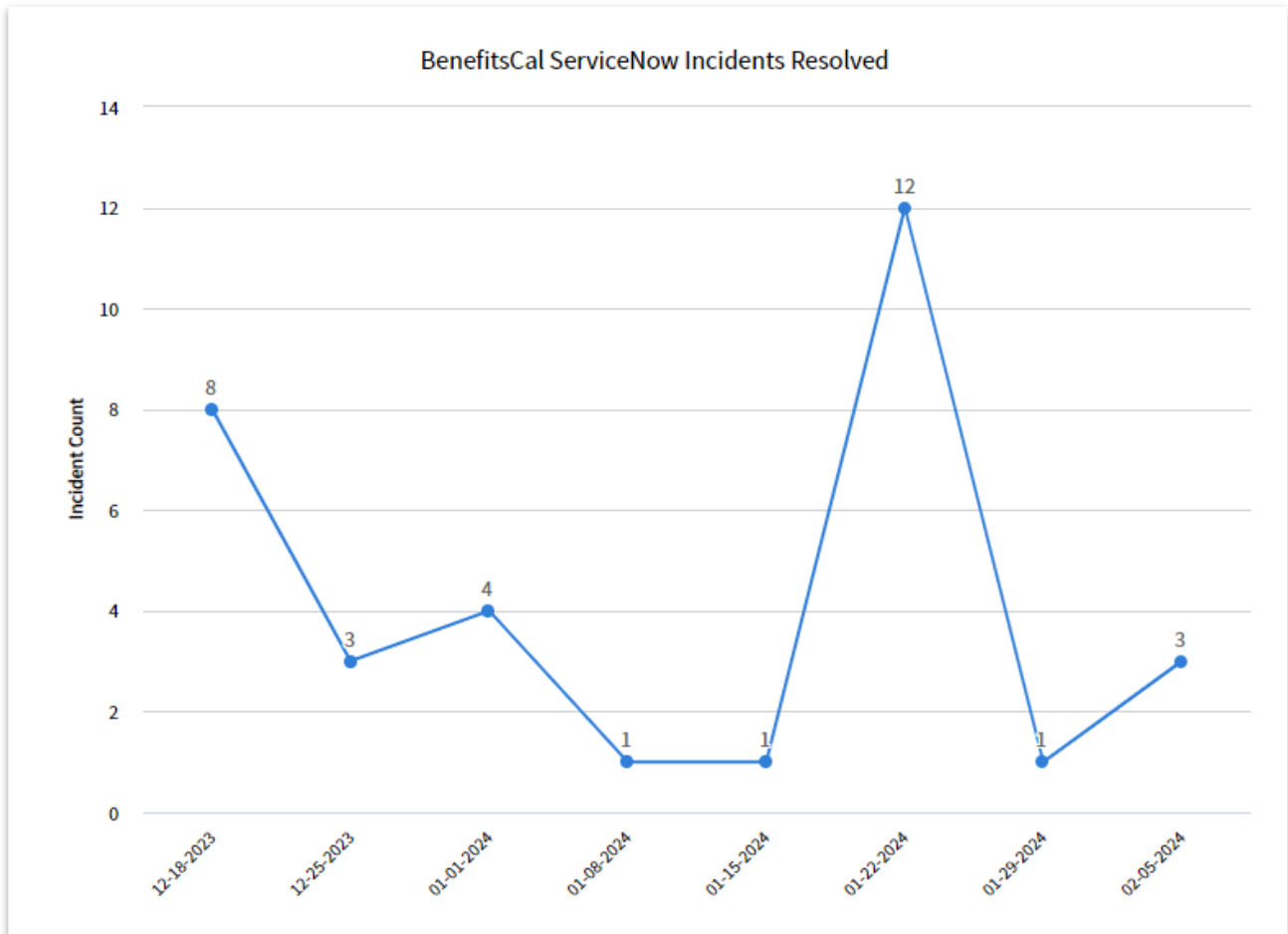
3.1.2 BenefitsCal Help Desk Metrics

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.



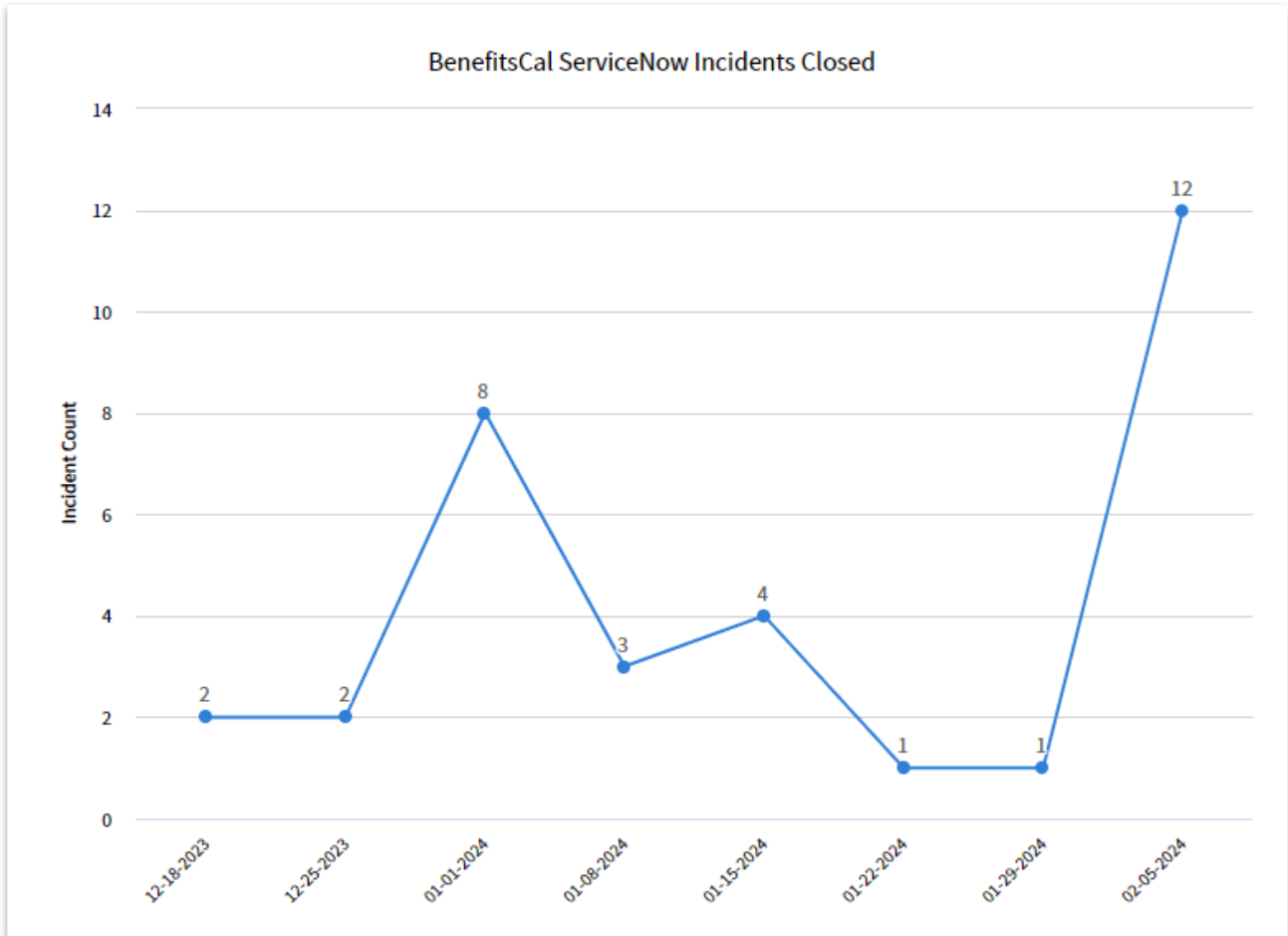
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: January 29, 2024 to February 11, 2024



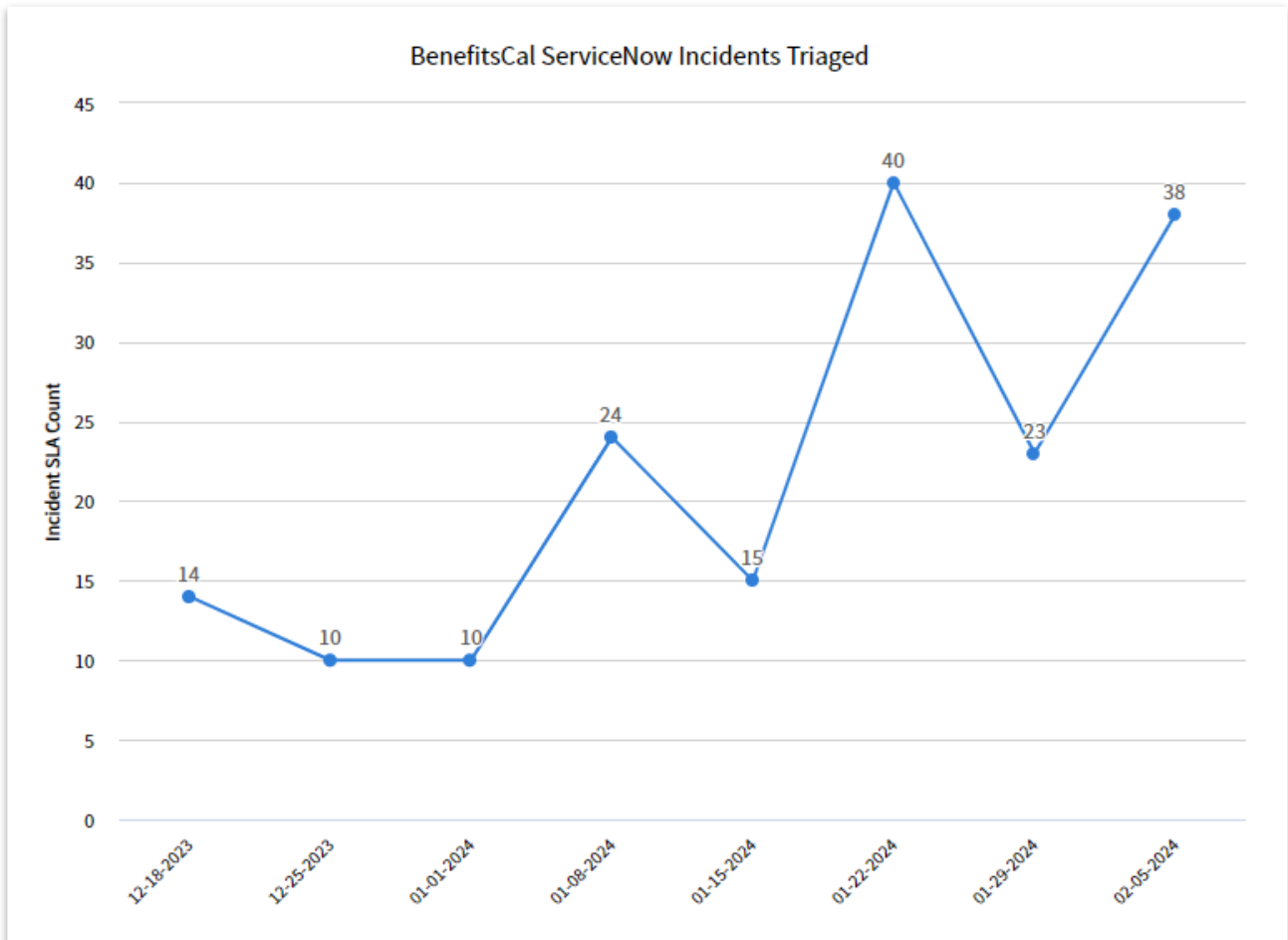
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: January 29, 2024 to February 11, 2024



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

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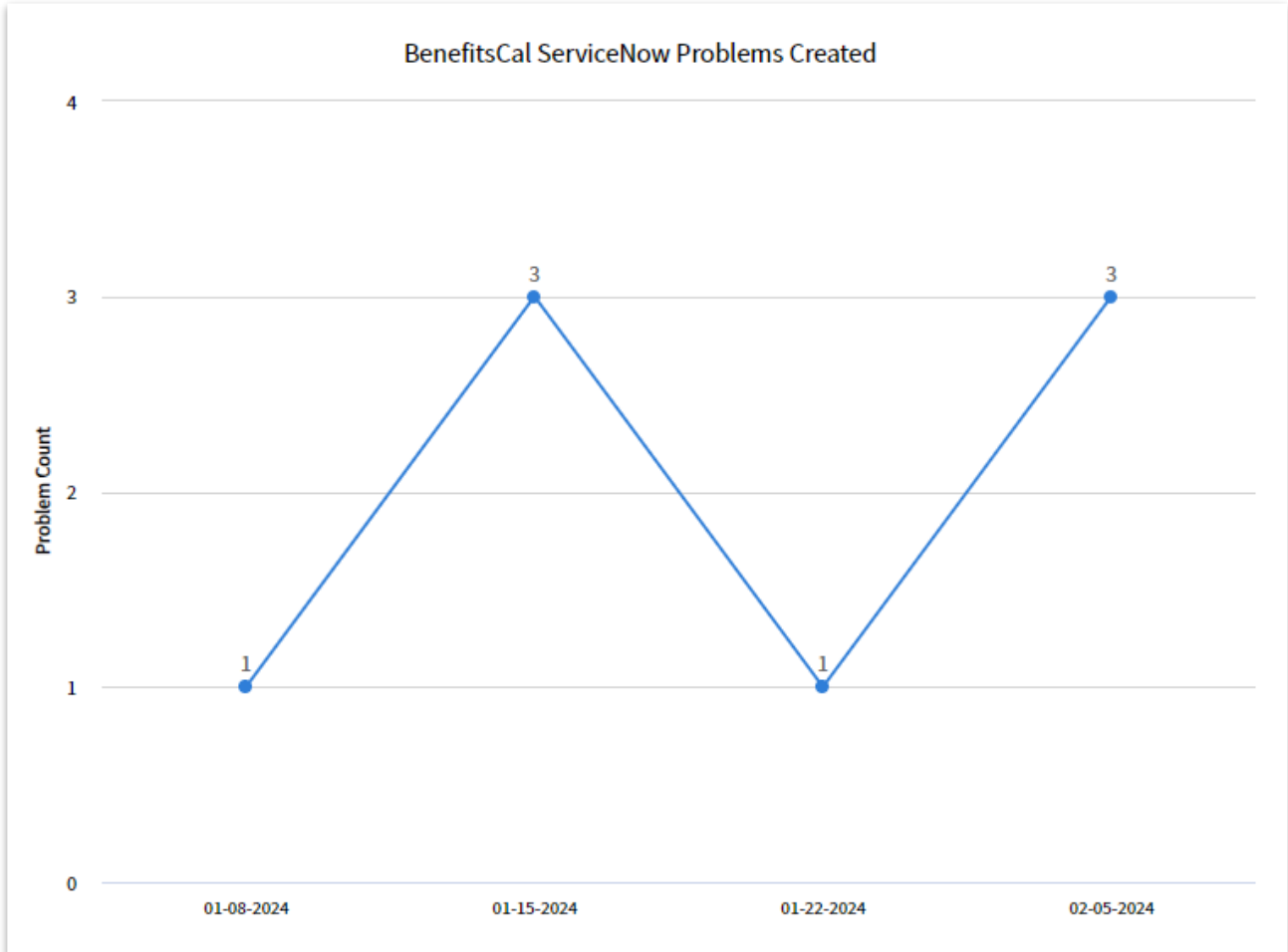
Note: The graphs represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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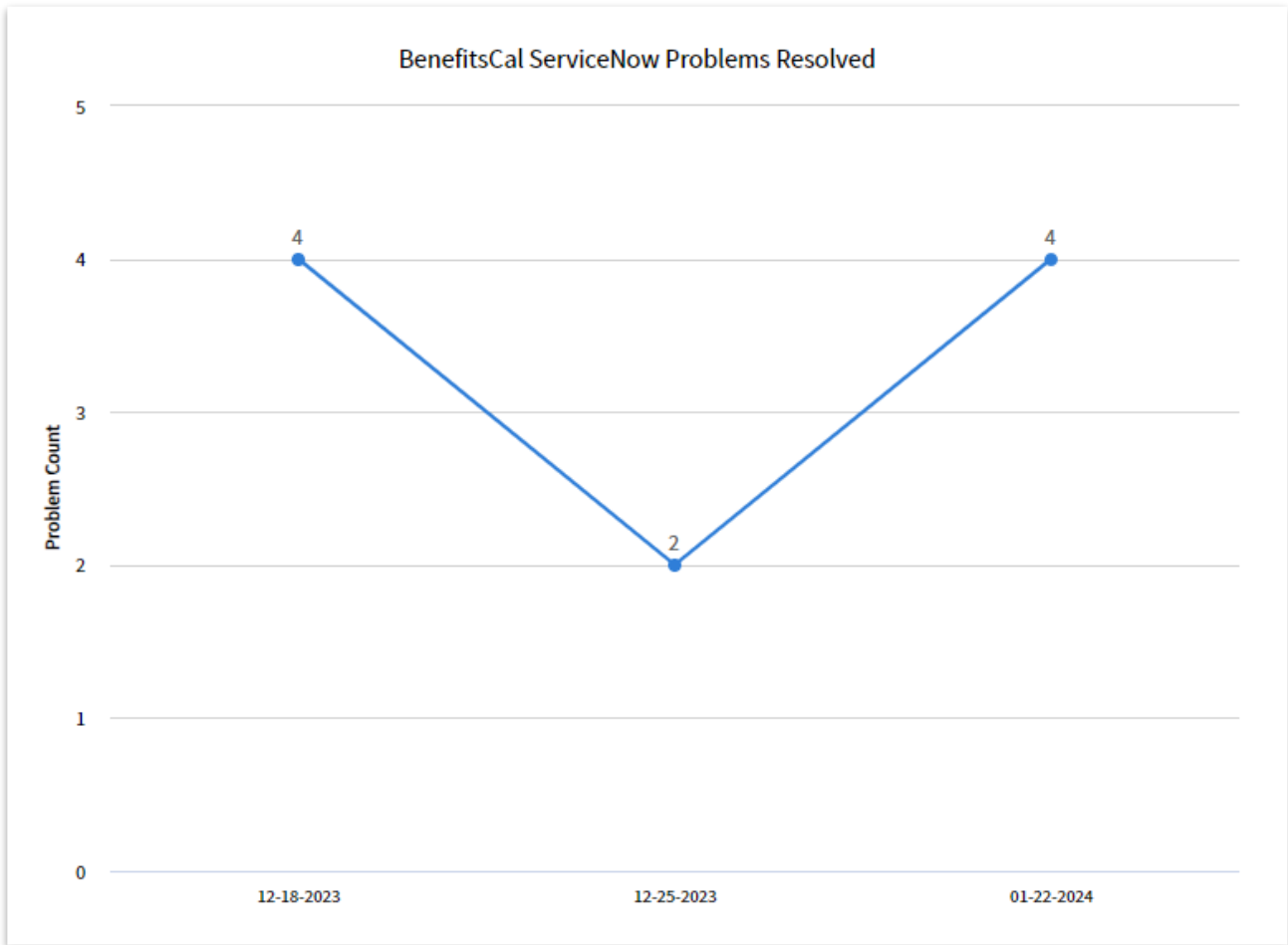
Period: January 29, 2024 to February 11, 2024

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

	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
State									
New		7	0	1	0	0	0	0	8
In Progress		0	0	1	0	0	0	0	1
On Hold		2	2	0	0	2	2	0	8
Resolved		1	0	0	1	1	0	0	3
Closed		0	0	47	308	153	109	2	619
Count		10	2	49	309	156	111	2	639

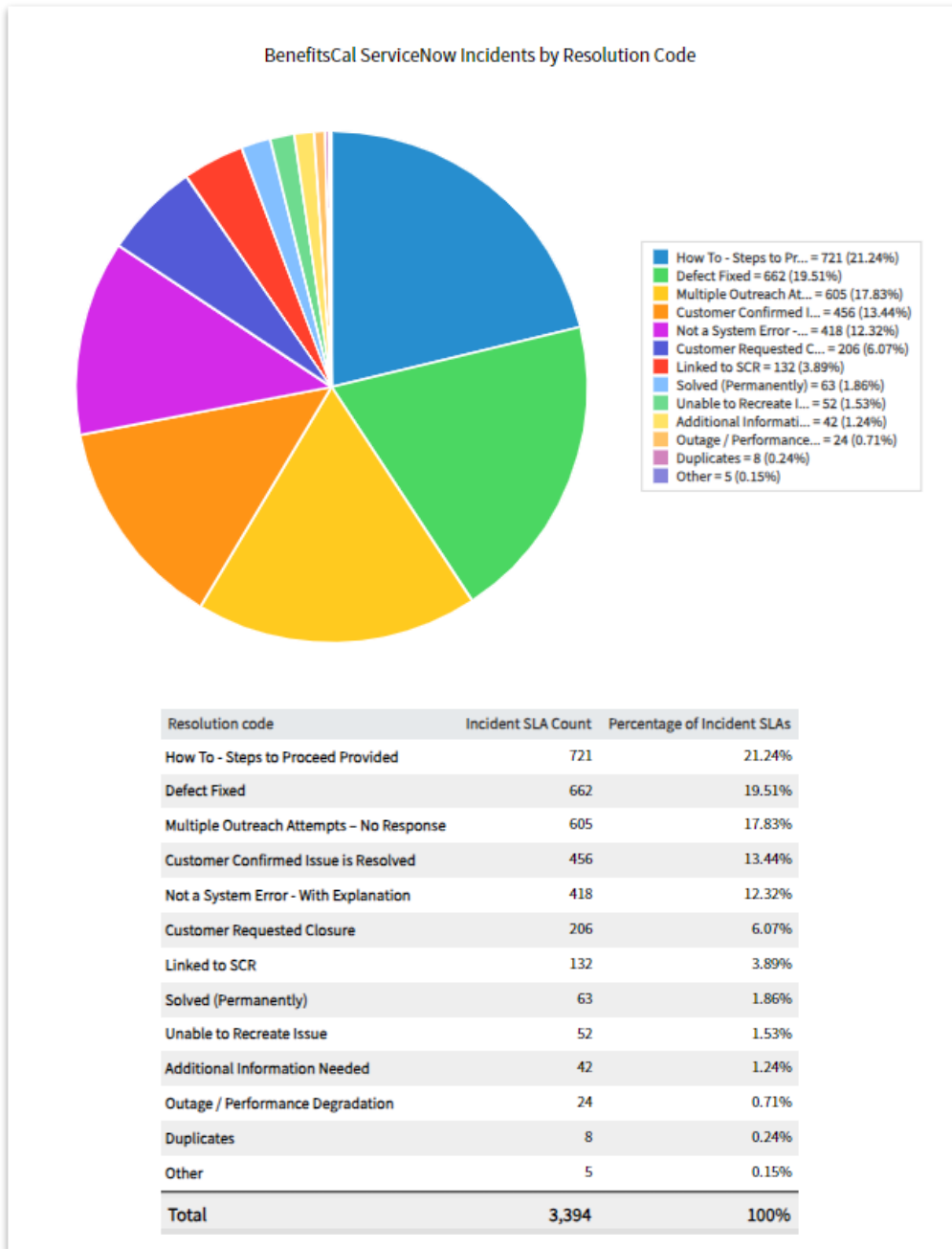
Aging "State" definitions:

- 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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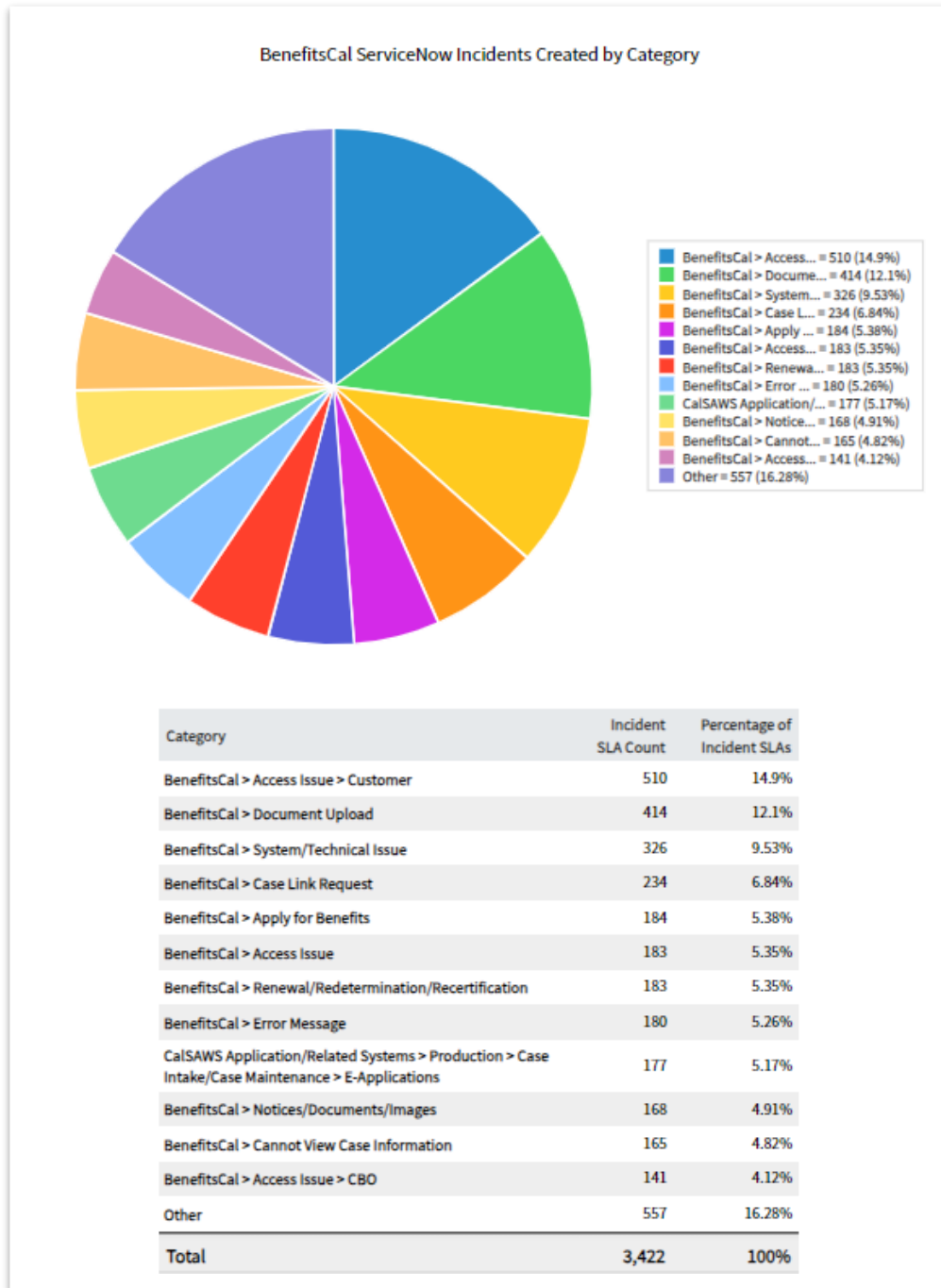


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

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
	No maintenance activity has been performed during 01/29/24 – 02/11/24.	

Table 3.3-1 – BenefitsCal Upcoming Maintenance

Scheduled Date	Outage Timeframe	Application Mode
02/18/24	02/18/24 4:00 pm – 02/18/24 8:00 pm PST	CalSAWS Application Maintenance – Offline Mode
02/23/24 – 02/24/24	02/23/24 10:00 pm – 02/24/24 1:00 am PST	CalSAWS Application Maintenance – Maintenance mode

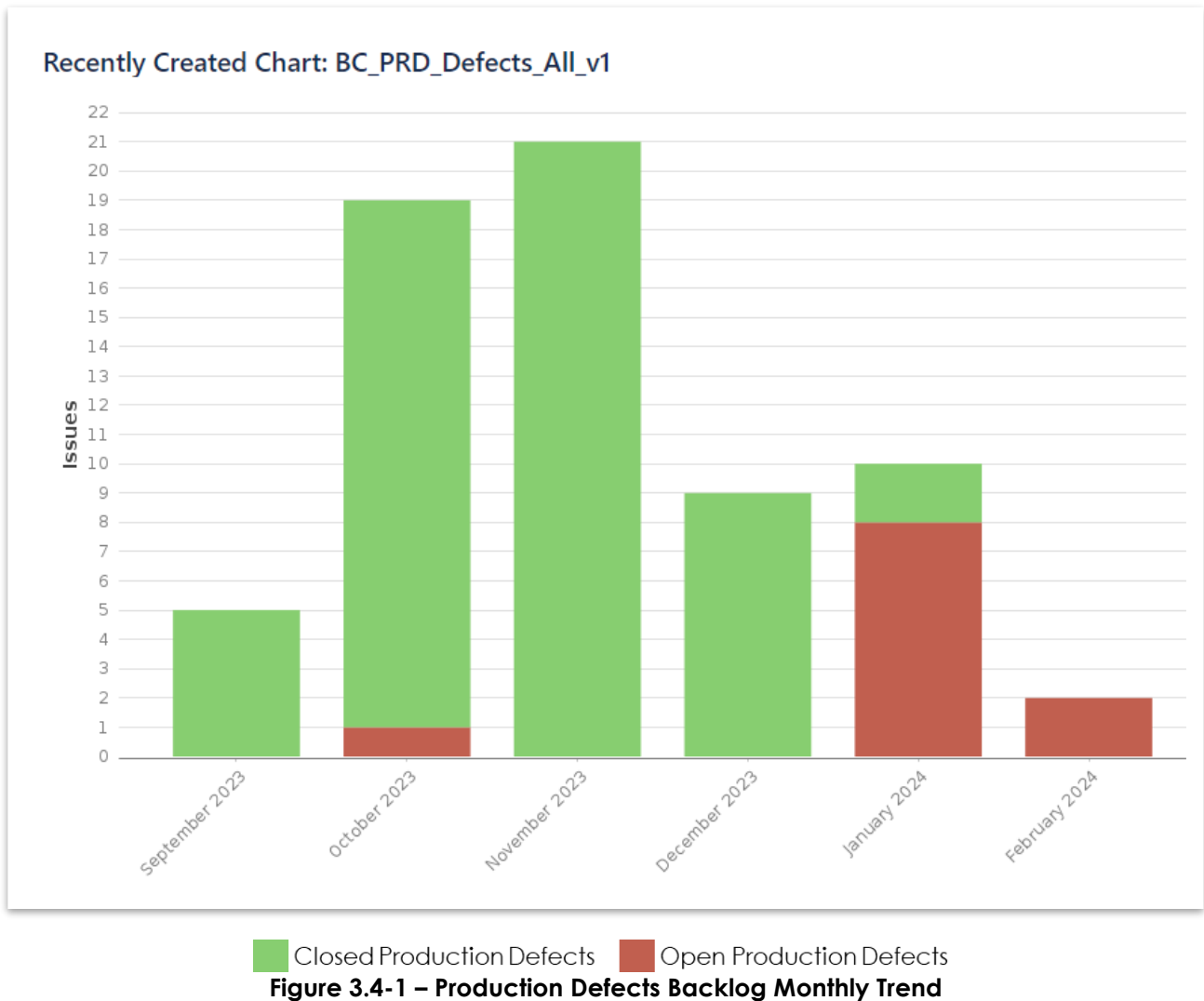
Table 3.3-2 – BenefitsCal Outages

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
	No information was available to the BenefitsCal M&O Team at the time of submission – the team has requested resolution.				

Table 3.3-3 – 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.



3.4.1 Release Schedule Production Defect Fix

Severity	Release 24.02.29	TBD	Total
2-Normal/Medium	0	1	1
New	0	0	0
In Progress	0	1	1
Closed	0	0	0
3-Normal/Low	6	5	11
New	0	0	0
In Progress	6	5	11
Closed	0	0	0
4-Cosmetic	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
Total	6	6	12

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** – None for the reporting period.

Release	Release Date	Summary
24.02.29 – Monthly	02/29/24	Six (6) production defects and two (2) 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 February 2024 enhancements.
- Continued working with the development and testing teams on the January 2024 enhancements.
- Continued working with the development and testing teams on the SSA (Social Security Administration) Application on BenefitsCal enhancement CSPM-65292.
- Continued to work with the development and testing teams to clarify designs for the CalWORKs Timeclocks (EBT 2259 and CF 303) March enhancements.
- Hosted DDI and M&O Biweekly calls on 01/30/24, 02/01/24, 02/06/24, and 02/08/24.
- Attended the ROI Demo Prep for ROI Workgroup on 01/29/24.
- Hosted the BenefitsCal CWDA Check-Ins on 01/29/24 and 02/05/24.
- Co-Hosted CV Test Timelines Discussion on 01/29/24.
- Hosted MFA Case Linkage Walkthrough with Consortium on 01/30/24.
- Hosted Timeclocks Approval Process for Updates on 01/30/24.
- Attended County Validation 24.03 Kickoff on 01/31/24.
- Hosted E-message Task Production Issue discussion on 01/31/24.
- Hosted the BenefitsCal PM Stand-Up meetings with the Consortium on 01/31/24 and 02/07/24.
- Hosted the BenefitsCal Enhancement Pipeline discussion on 02/02/24.
- Attended CV 24.05 touchpoint on 02/05/24.
- Attended ROI Workgroup Demo on 02/05/24.
- Hosted Prep for UCD Monthly Meeting with State Partners, CWDA and Consortium on 02/05/24.
- Hosted Review of GCF Parity Item #24 on 02/05/24.
- Attended Discussion on SCERFRA 23-543 on 02/05/24.
- Attended SSP Committee meeting on 02/06/24.
- Hosted Homeless Assistance Assumptions Update on 02/06/24.
- Attended Plan for Time Clocks Discussion on 02/07/24.
- Attended the CV touchpoint for 24.03 on 02/07/24.
- Attended the GCF Parity List meeting on 02/07/24.
- Hosted to the UCD Monthly Meeting with Advocates and State Partners on 02/07/24.
- Attended Discussion on Unallocated Funds on 02/07/24.
- Attended ABQ Updates for SCERFRA Meeting on 02/08/24.
- Co-Hosted Auth Rep Discussion for EBT 2259 on 02/08/24.

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- **Release 24.02.29 Development**
 - Began Development on February enhancements.
 - Provided support to SIT teams on February enhancements.
 - Worked with Development teams to clarify functional queries.
- **Release 24.03 Development**
 - Continued development and partner coordination on March Enhancements
 - Provided support to SIT teams on March enhancements.
 - Worked with Development teams to clarify functional queries.

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

Release	Release Date	Summary
24.02.29	02/29/24	Began development on February Enhancements
24.03	03/25/24	Continued development on March Enhancements

Table 4.2-1 – BenefitsCal Enhancements Development Status

4.3 Release Management

4.3.1 Release Test Summary

- **Release 24.02.29 February Monthly Release**
 - Continued validating the February Release and coordinated with partners for E2E validation.
- **Release 24.03.25 March Baseline Release**
 - Continued validating the Time Clock, CF303 and EBT2259 Functionalities for UAT1 readiness of 02/13/24.

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4.3.2 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 24.01.25.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
24.01.25	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.