

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

**Reporting Period: February 12, 2024 to
February 25, 2024**

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	6
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: February 12, 2024 to February 25, 2024

4.2	Application Development Status	21
4.3	Release Management.....	22
4.3.1	Release Test Summary	22
4.3.2	Automated Regression Test (ART) Coverage	23
4.4	Training Materials Update	23
4.5	Deviation from Plan/Adjustments.....	23




1.0 Executive Summary

1.1 Executive Summary Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.5.1	BenefitsCal Emergency Release 24.02.13 on 02/12/24
3.5.1	BenefitsCal Priority Release 24.02.15 on 02/15/24
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 experienced one (1) any unplanned outages.
Defects		There are twelve (12) active Production defects.
Incidents		There are eighteen (18) 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 **24.02.15** to BenefitsCal Production.
- **Emergency Release** – The BenefitsCal Team successfully deployed Emergency Release **24.02.13** to BenefitsCal Production.
- **Monthly/Major Release** – None for the reporting period.

Planned Thursday, 01/25/24 8:00 pm PST to 9:30 pm PST

- Wednesday, 02/14/24 11:20pm PST to Thursday, 02/15/24 11:45 PST
 - BenefitsCal Emergency Release 24.02.13
- Thursday, 02/15/24 8:00 pm PST to 9:30 pm PST
 - BenefitsCal Priority Release 24.02.15

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 submitted 02/16/24 FWP submission 02/29/24 FWP approval 03/08/24
WP 25.24	BenefitsCal Monthly M&O Report – January 2024	M&O		DWP submitted 02/08/24 FWP submission 02/20/24 FWP approval 03/01/24
WP 28.22	BenefitsCal Work Plan Monthly Updates – January 2024	PMO		FWP submitted 02/07/24 FWP approval 02/19/24
WP 29.22	BenefitsCal Monthly Status Report – January 2024	PMO		FWP submitted 02/07/24 FWP approval 02/19/24

^[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 24.22: CX Monthly Report – December/January 2024 on 02/16/24.
 - FWP 25.24: BenefitsCal Monthly M&O Report – January 2024 on 02/20/24.

2.3 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 24.22: CX Monthly Report – December/January 2024 on 02/29/24.

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

Period: February 12, 2024 to February 25, 2024

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
0020-24	PPOCs (All); Self Service Portal Committee (All); Regional Managers (All)	BenefitsCal Production Administrator Role for Counties Update	CalSAWS M&E	02/12/24	Joel Acevedo	Pete Quijada
0024-24	PPOCs (All); Regional Managers (All)	BenefitsCal Quick Guide: Two-Step Verification	CalSAWS M&E	02/15/24	Marsale Eramya	Carrie White

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	2
Completed	2
Reopened	0
In Review	0
Withdrawn	0
Total	4

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

New / Assigned:

- CSPM-71723: SCERFRA 24-902 – SB 1016 – Latino and Indigenous Disparities Reduction Act
- CSPM-71905: SCERFRA 24-505 – CDSS Triennial Forms Review/Audit Process

Completed:

- CSPM-71507: SCERFRA 24-502 – Automation of Payment Verification System (PVS)
- CSPM-71706: SIRFRA 1350 – Impact of AB 2241

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.

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

Period: February 12, 2024 to February 25, 2024

- **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.

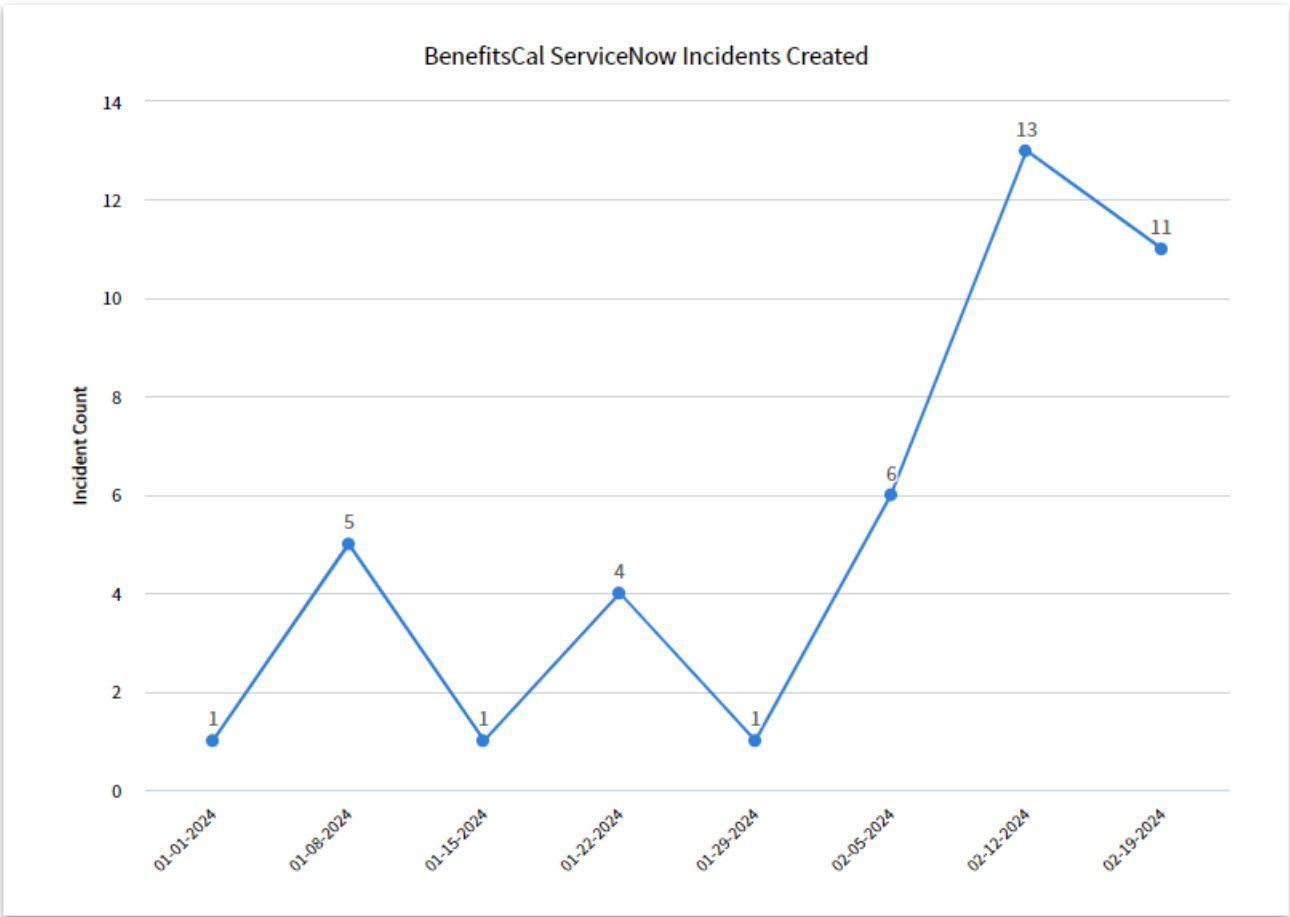
3.1 Service Management

3.1.1 Overview

- **Incidents Created**
 - Twenty-four (24) 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 one hundred twenty-three (123) 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 one (1) problem ticket in the biweekly reporting period.

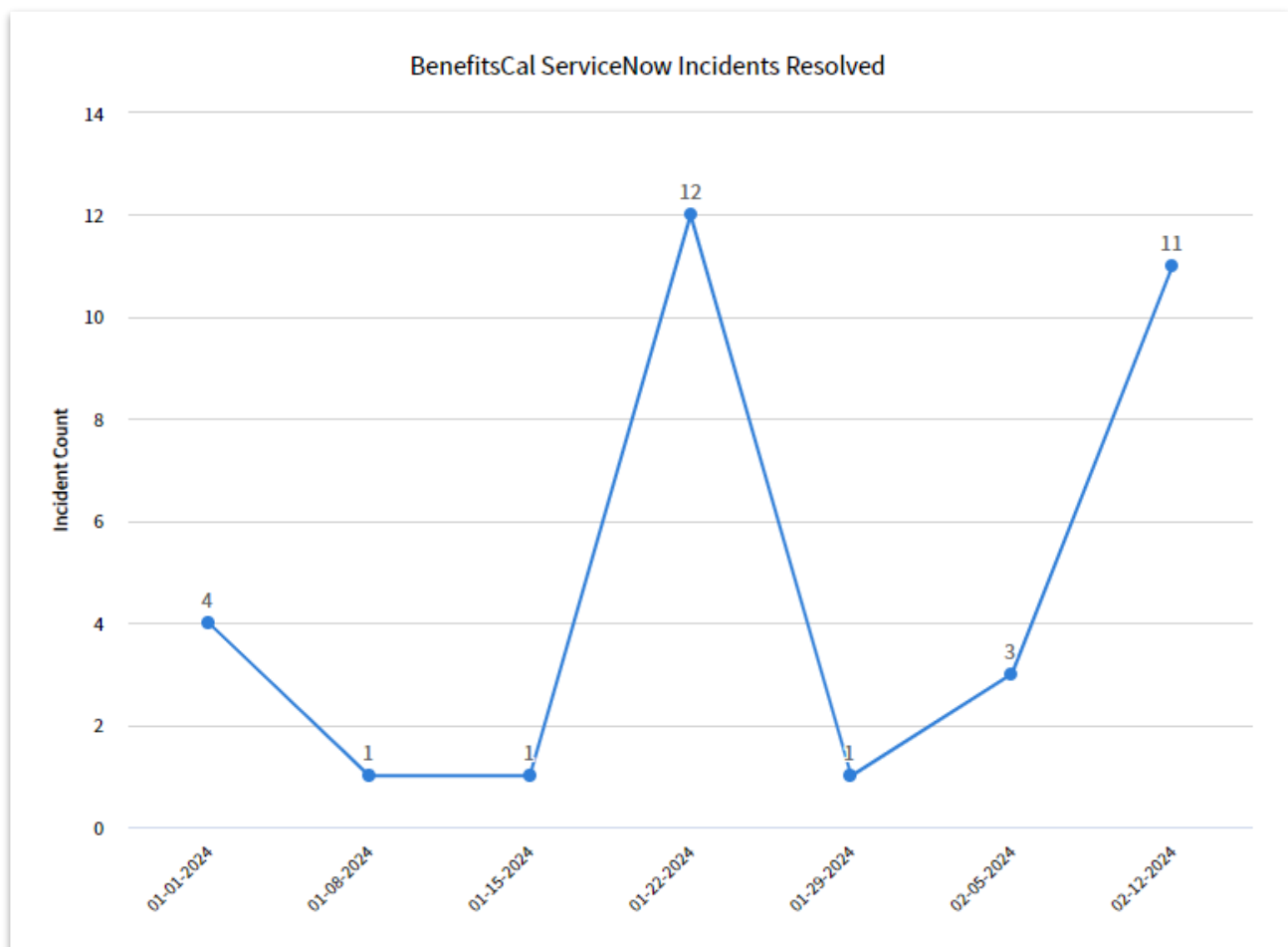
3.1.2 BenefitsCal Help Desk Metrics

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.



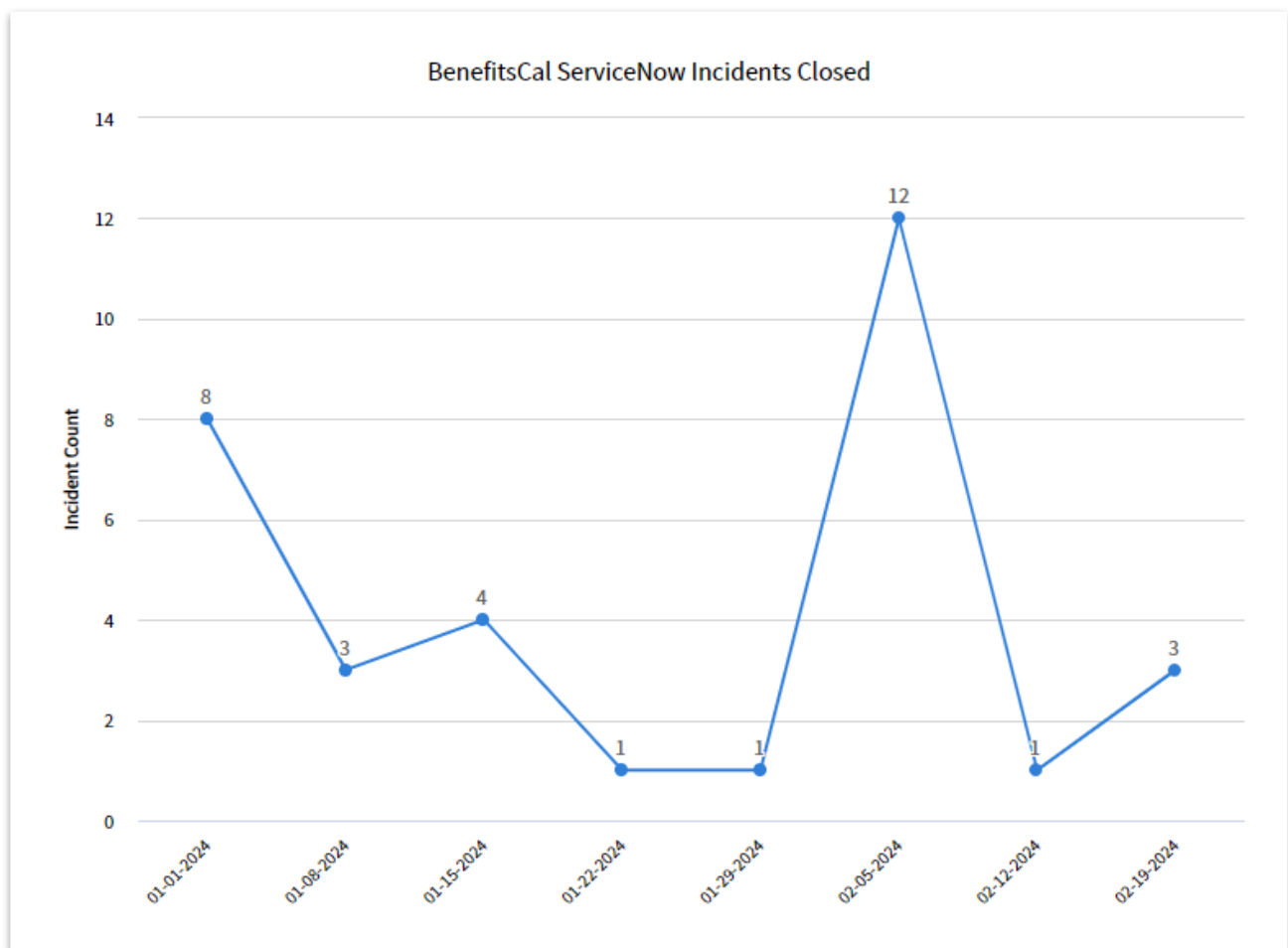
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: February 12, 2024 to February 25, 2024



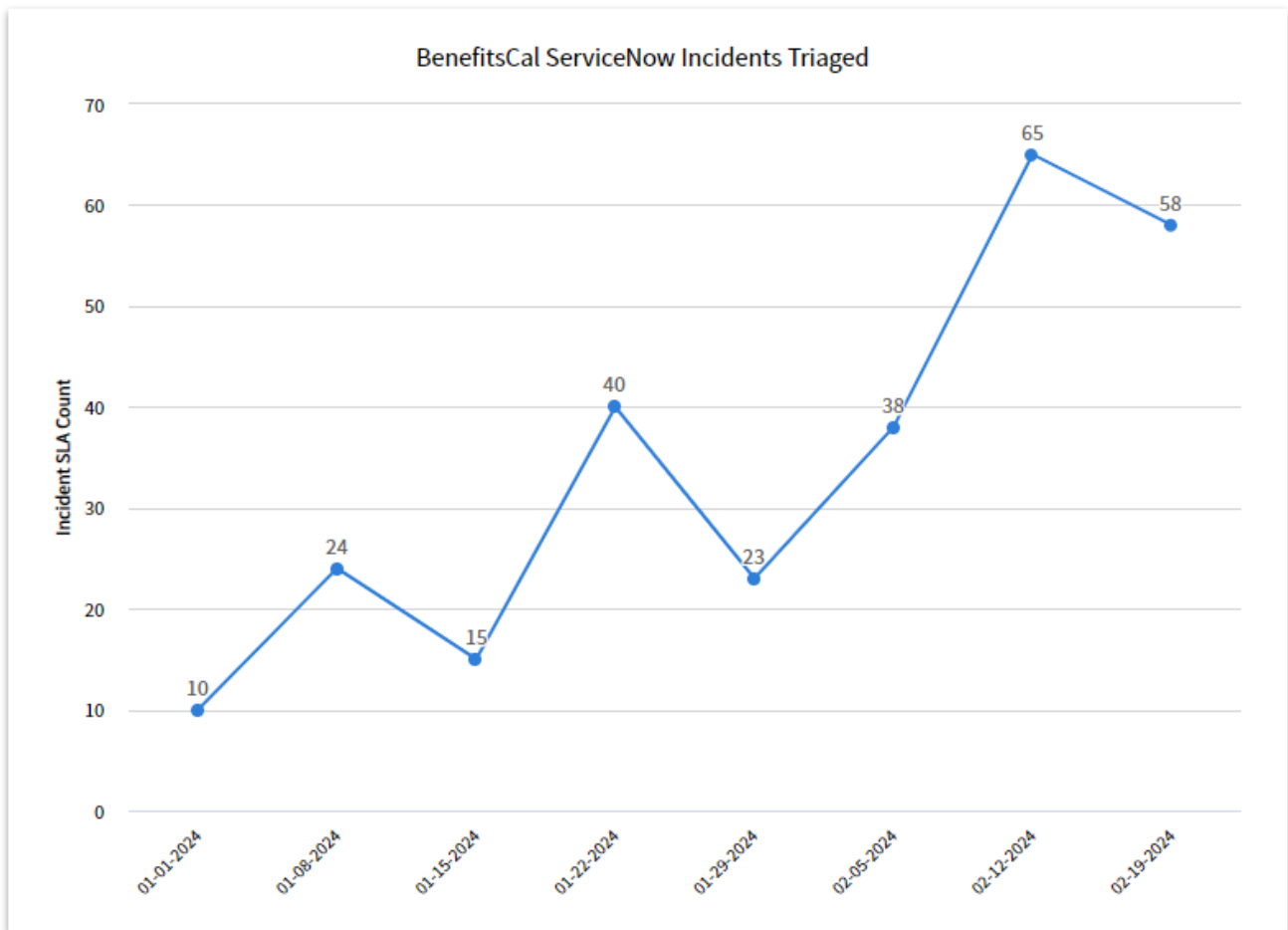
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: February 12, 2024 to February 25, 2024



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

Period: February 12, 2024 to February 25, 2024



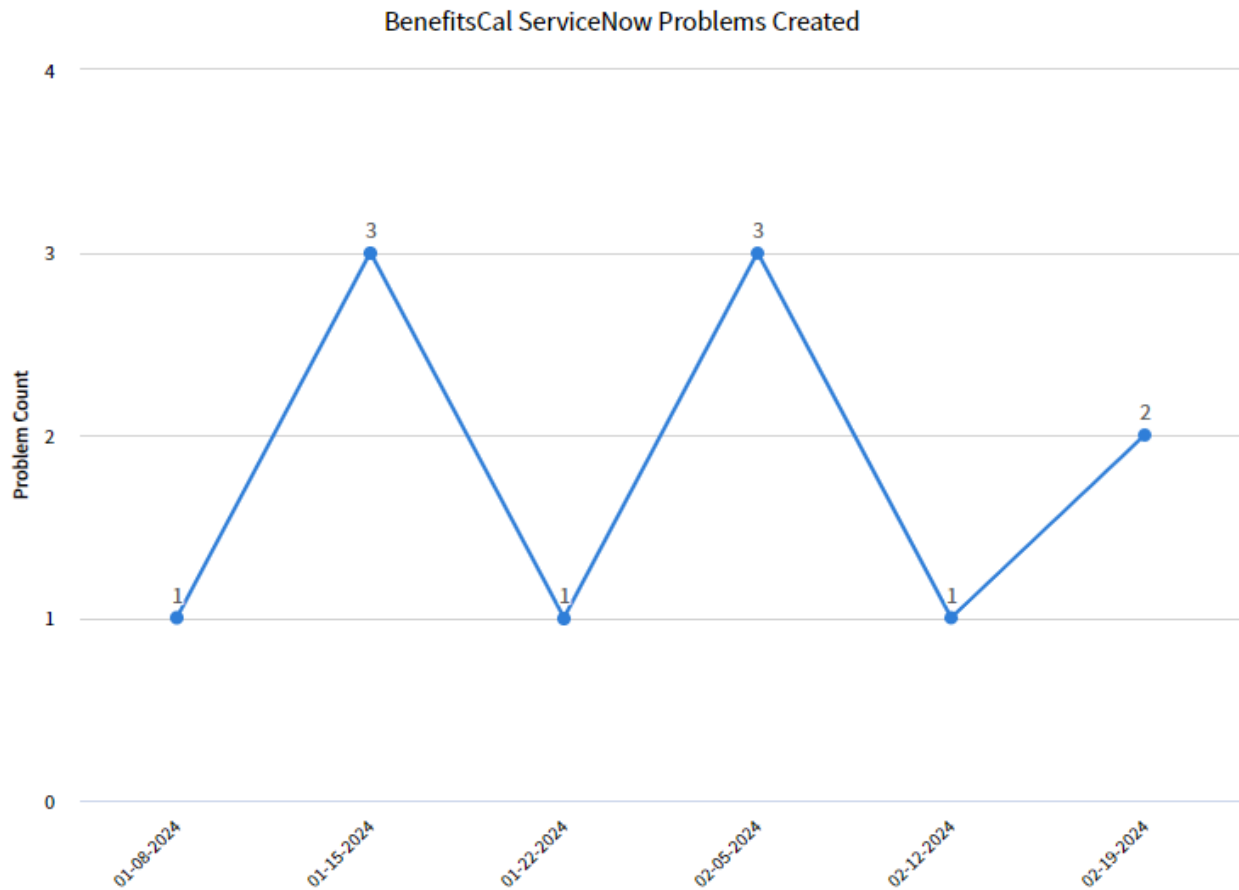
Note: The graphs represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

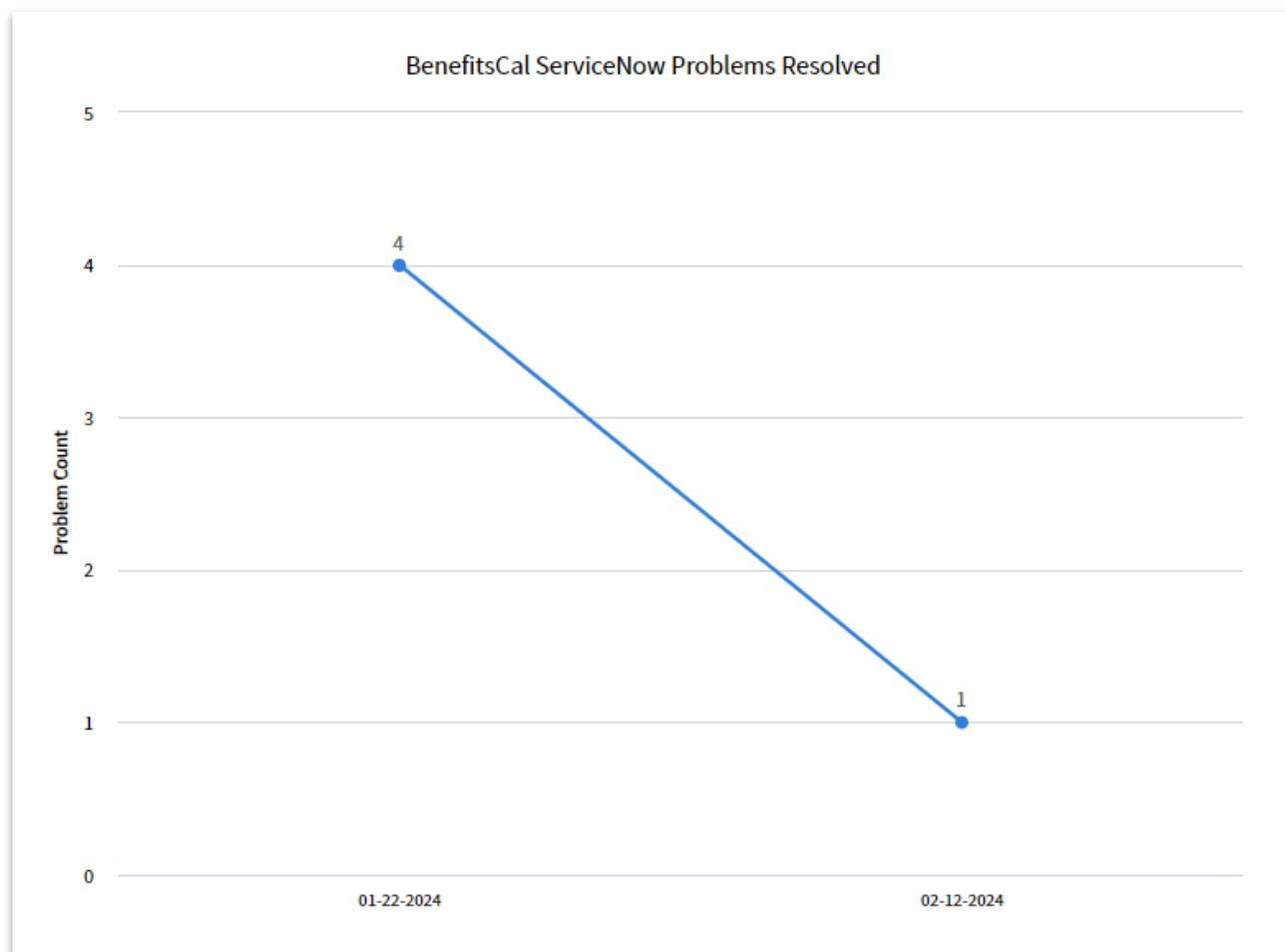
Period: February 12, 2024 to February 25, 2024

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.



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

Period: February 12, 2024 to February 25, 2024



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: February 12, 2024 to February 25, 2024

BenefitsCal ServiceNow Incidents by State and Age

State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New		1	0	0	0	0	0	0	1
In Progress		1	0	0	0	0	0	0	1
On Hold		5	2	1	4	2	2	0	16
Resolved		0	0	11	0	0	0	0	11
Closed		0	0	48	308	155	109	2	622
Count		7	2	60	312	157	111	2	651

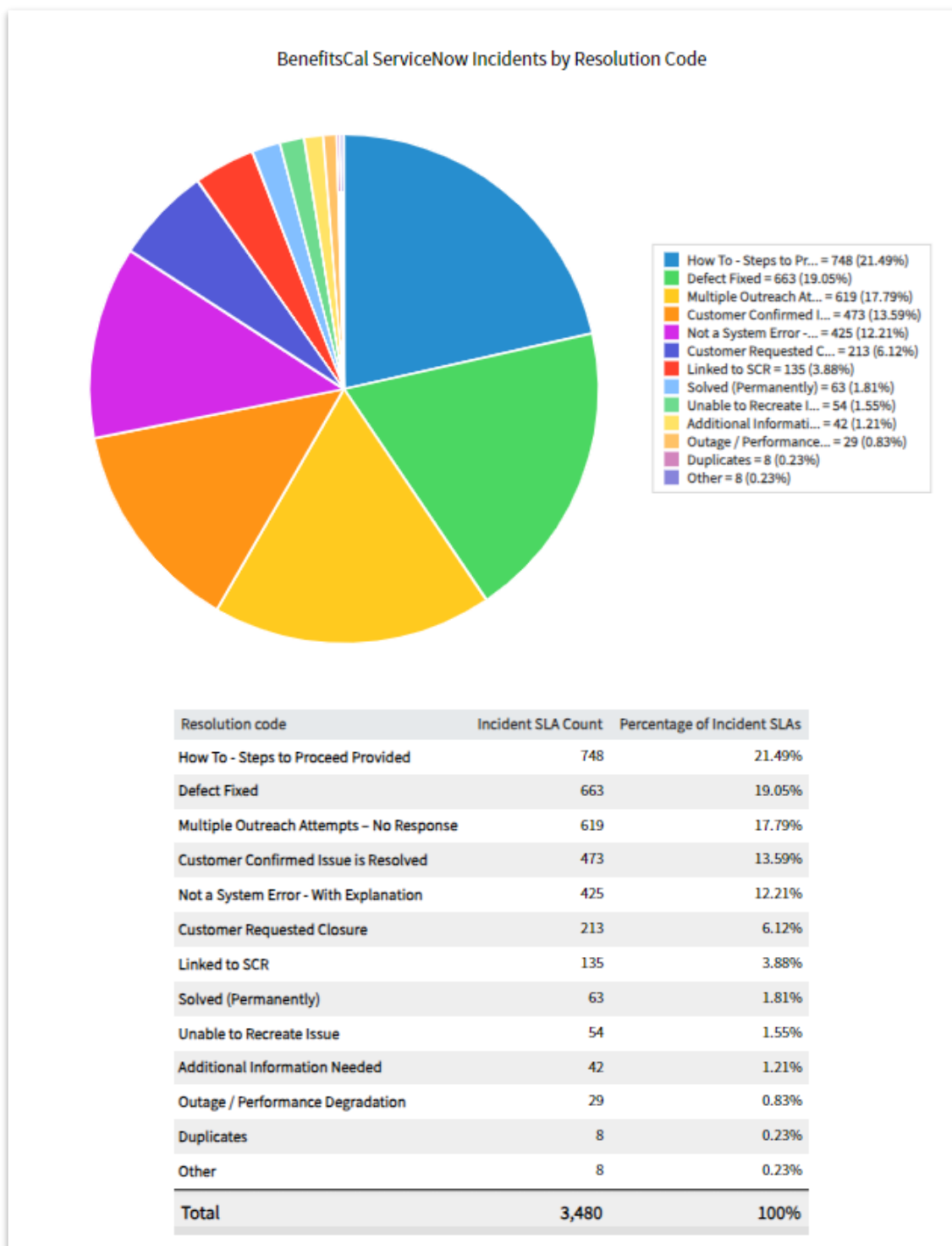
Aging "State" definitions:

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: February 12, 2024 to February 25, 2024

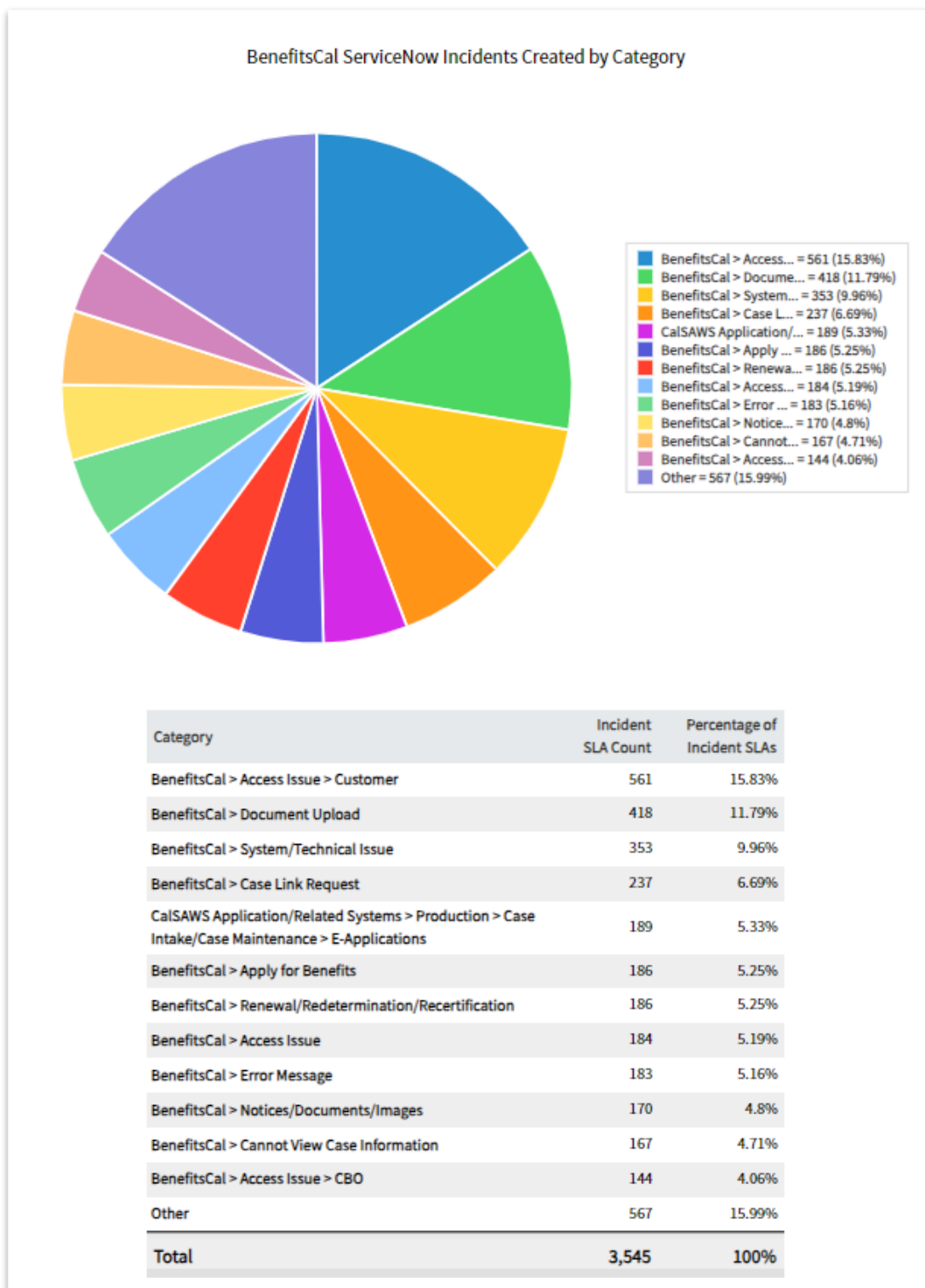


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

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

Period: February 12, 2024 to February 25, 2024



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: February 12, 2024 to February 25, 2024

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
02/14/24 – 02/15/24	02/14/24 11:20 pm – 02/15/24 11:45 pm	CalSAWS Application Maintenance –Emergency maintenance mode
02/15/24	02/15/24 08:00 pm – 02/15/24 09:00 pm PST	Chatbot - Production deployment - 24.02.15
02/18/24	02/18/24 04:00 pm – 02/18/24 08:00 pm PST	CalSAWS Application Maintenance – Offline Mode
02/23/24	02/23/24 10:00 pm – 02/24/24 01:00 am	CalSAWS Application Maintenance – Hold on Document Transfers to support Hyland maintenance activity

Table 3.3-1 – BenefitsCal Outages

Scheduled Date	Outage Timeframe	Application Mode
02/29/24	02/29/24 08:00 pm – 02/29/24 9:30 pm PST	CalSAWS Application Maintenance – Maintenance mode

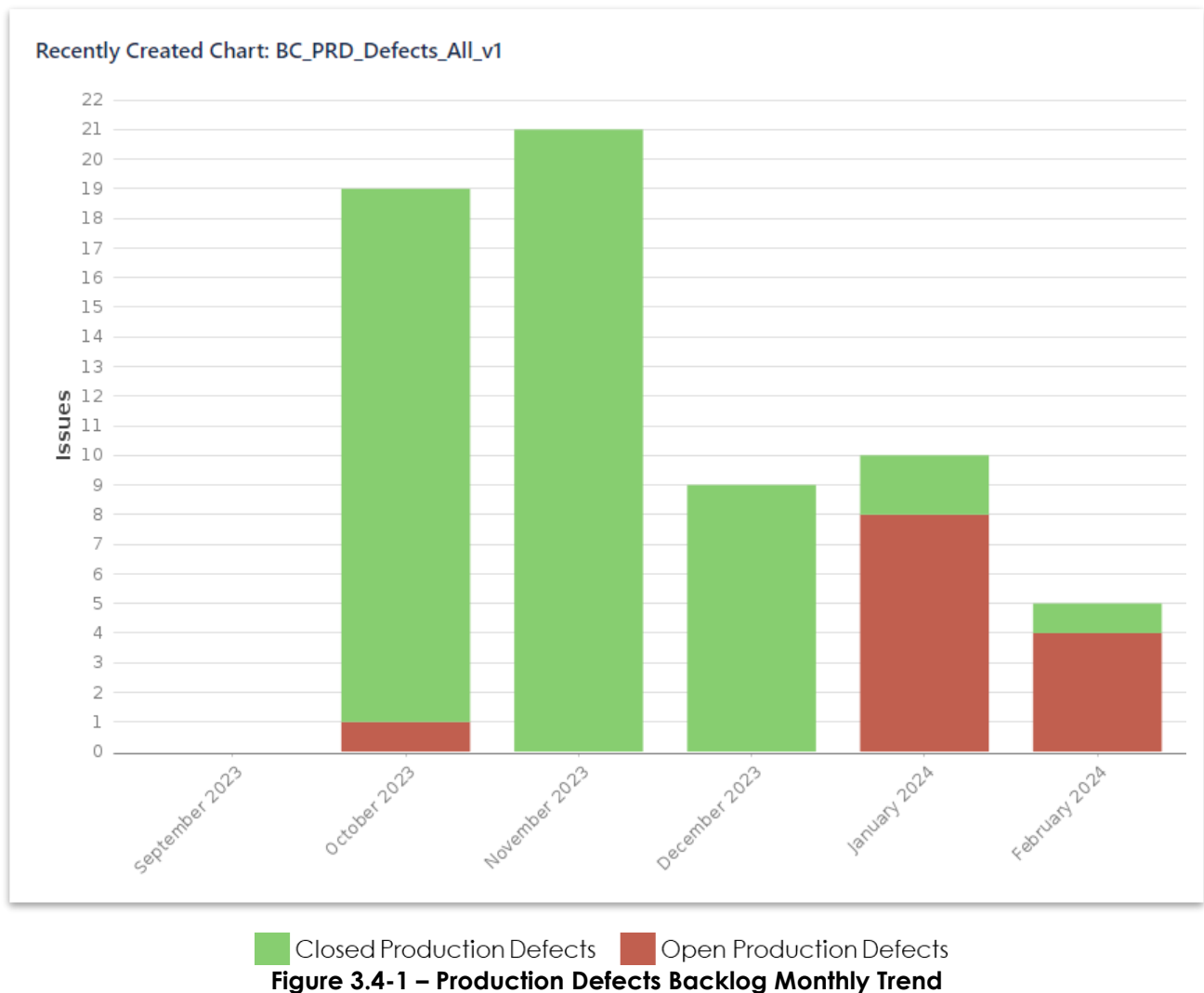
Table 3.3-2 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
The BenefitsCal DevOps Team is not currently on the email distribution list for the CalSAWS issue notifications. The BenefitsCal Team has requested the BenefitsCal DevOps Team members be added back to this distribution list.					

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	Release 24.03.21	Release 24.02.29	Total
2-Normal/Medium	0	1	0	1
New	0	0	0	0
In Progress	0	1	0	1
Closed	0	0	0	0
3-Normal/Low	7	0	4	11
New	0	0	0	0
In Progress	7	0	4	11
Closed	0	0	0	0
4-Cosmetic	0	0	0	0
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
Total	7	1	4	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** – BenefitsCal Priority Release 24.02.14 was successfully deployed on 02/15/24 to BenefitsCal Production. One (1) production defect was planned for User Error Handling, Exception Handling, and Application Summary.

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

Period: February 12, 2024 to February 25, 2024

- **BenefitsCal Emergency** – BenefitsCal Emergency Release 24.02.13 was successfully deployed on 02/13/24 to BenefitsCal Production. One (1) enhancement was planned for User Error Handling, Exception Handling, and Application Summary.

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
24.02.29 – Monthly	02/29/24	Seven (7) production defects and three (3) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
24.03.21 – Priority	03/21/24	One (1) production defect 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 the BenefitsCal CWDA Check-Ins on 02/12/24 and 02/19/24.
 - Hosted the DDI and M&O Biweekly calls on 02/13/24, 02/15/24, 02/20/24, and 02/22/24.
 - Attended the County Validation 24.03 Touchpoints on 02/13/24, 02/14/24, 02/15/24, 02/16/24, 02/20/24, 02/21/24, 02/22/24, and 02/23/24.
 - Attended EBT 2259 API Update Call on 02/13/24.
 - Attended the CFAP Expansion Meeting on 02/13/24.
 - Co-Hosted EBT 2259 County Demo Prep Call on 02/14/24.
 - Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 02/14/24 and 02/21/24.
 - Attended CM Q1 Items Review Call on 02/15/24.
 - Hosted Code For America Script Issue Call on 02/16/24.
 - Hosted MFA Walkthrough with ForgeRock on 02/19/24.
 - Attended the CAPI Automation Meeting on 02/20/24.
 - Attended Special Circumstance Design in CalSAWS Meeting on 02/20/24.
 - Attended SCERFRA Discussion with CalSAWS on 02/21/24.
 - Attended Disaster CalFresh Planning Discussion on 02/21/24.
 - Attended Case Link MFA API Design on 02/22/24.
 - Hosted BenefitsCal Pipeline Discussion on 02/23/24.

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

Period: February 12, 2024 to February 25, 2024

- **Release 24.02.29 Development**
 - Provided support to SIT and Independent test teams on February enhancements.
 - Worked with Development teams to clarify functional queries.
- **Release 24.03.25 Development**
 - Continued development and partner coordination on March Enhancements
 - Provided support to SIT teams on March enhancements.
 - Provided support to SIT, County Validation and Independent test 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	Continued development and provided test support on February enhancements.
24.03.25	03/25/24	Continued development and provided test support on March enhancements.

Table 4.2-1 – BenefitsCal Enhancements Development Status

4.3 Release Management

4.3.1 Release Test Summary

- **Release 24.02.13 – February Emergency Release**
 - Removed the link to view the History of the application/case from the Customer Dashboard
- **Release 24.02.15 – February Priority Release**
 - Fixed the defect in Chatbot where user was able to view "See If I Qualify" intent.
- **Release 24.02.29 – February Monthly Release**
 - Continued validated the items for the February release and coordinated with the Partner for items that require E2E coordination. Planned Production deployment on 02/29/24.
- **Release 24.03.25 – March Monthly Release**
 - Continued Test Execution for the March Monthly Release – Time Clock, CF 303 and EBT 2259. Co-ordinated with the partners for any E2E validation.

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

Period: February 12, 2024 to February 25, 2024

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.