CalSAWS BenefitsCal (Portal/Mobile) Maintenance and Operations (M&O) Biweekly Status Report

Reporting Period: March 11, 2024 to March 24, 2024

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1.1 Executive Summary Agenda Topics

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3.5.1	BenefitsCal Priority Release **24.03.21** on **03/21/24**
4.2	Upcoming BenefitsCal Major Release **24.03.25** on **03/25/24**
4.2	Upcoming BenefitsCal Monthly Release **24.03.28** on **03/28/24**

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 five (5) active Production defects.
Incidents	🟢	There are sixteen (16) 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 **24.03.21** to BenefitsCal Production.
➢ **Emergency Release** – None for the reporting period.
➢ **Monthly/Major Release** – None for the reporting period.

Planned Outages

➢ Thursday, 03/21/24 8:00 pm PST to 9:30 pm PST
  o BenefitsCal Priority Release 24.03.21

2.0   Project Management

2.1   Project Deliverables Summary

Del #	Name	Team	Status [1]	Status
WP 25.25	BenefitsCal Monthly M&O Report – February 2024	M&O	🟢	DWP submission 03/11/24 FWP submission 03/21/24 FWP approval 03/25/24

[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:**
   o DWP 25.24: BenefitsCal Monthly M&O Report – February 2024 on 03/11/24.

2.3   Activities for the Next Reporting Period
➢ **Deliverable and Work Product submissions for next reporting period:**
   o FWP 26.08: BOM Review and License Renewals (Quarterly) Jan – Mar 2024 on 04/07/24.
   o FWP 27.08: Certificate Review (Quarterly) Jan – Mar 2024 on 04/07/24.
   o FWP 28.24: BenefitsCal Work Plan Monthly Updates – March 2024 on 04/05/24.
   o FWP 29.24: BenefitsCal Monthly Status Report – March 2024 on 04/05/24.

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
0043-24	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; TombakianM@CalSAWS.org; tech.productionoperations@calsaws.org; Bill.Kelly@fisglobal.com; CalSAWS.All	Scheduled CalSAWS Maintenance – System Downtime Notification – 3/29/2024	CalSAWS M&E	03/18/24	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	4
Completed	8
Reopened	0
In Review	0
Withdrawn	0
Total	**12**

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

New / Assigned:

- CSPM-72193: Auto-mail Voter Registration card/Preference form when address changes
- CSPM-72207: SIRFRA 1366 – Cost Estimate for SB 1254(create and test a Medi-Cal and CalFresh combined application for incarcerated individuals)
- CSPM-72312: SCERFRA 24-510 – AB 305 – Veteran Services Notice
- CSPM-72313: SCERFRA 24-509 – Automation of Forms CF 28 Coversheet and CF 28A

Completed:

- o CSPM-71954: SCERFRA 24-905 – AB 2241 – Public Social Services: Reporting and Verification
- o CSPM-71999: SCERFRA 24-908 – SB 1415 – CalWORKs
- o CSPM-72010: SIRFRA 1357 – AB 2956
- o CSPM-72055: SCERFRA 24-508 – WINS Decommission
- o CSPM-72056: SIRFRA 1363 – Cost Analysis for AB 2763(Collect additional demographic data additional Middle Eastern and North African groups as to the ancestry or ethnic origin)
- o CSPM-72142: SIRFRA 1354 – Impact of SB 1355 on SAWS
- o CSPM-72155: SCERFRA 24-909 – AB 2089 – Local Government Collection of Demographic Data
- o CSPM-72231: SCERFRA 24-904 – AB 2452 – CalWORKs: Supportive Services

2.6   Deviation from Plan/Adjustments

➢ None for the reporting period.

3.0   Maintenance and Operations

➢ **Operational Support**
  - o Provided operational support for manual reprocessing of a transaction between CalSAWS and BenefitsCal.
➢ **CFA Meeting**
  - o 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**
  - o 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**
  - o Completed the initial acceptance period and moved into Maintenance and Operations.

3.1   Service Management

3.1.1   Overview

➢ **Incidents Created**
  - o Five (5) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
➢ **Incidents Resolved**
  - o The BenefitsCal Tier 3 Team resolved two (2) incidents in the biweekly reporting period.

➢ **Incidents Closed**
  o The BenefitsCal Tier 3 Team closed four (4) incidents in the biweekly reporting period.
➢ **Incidents Triaged**
  o The BenefitsCal Tier 3 Team has triaged eighty-one (81) incidents in the biweekly reporting period.
➢ **Problems Created**
  o The BenefitsCal Tier 3 Team created one (1) problem ticket in the biweekly reporting period.
➢ **Problems Resolved**
  o The BenefitsCal Tier 3 Team resolved zero (0) problem tickets 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.
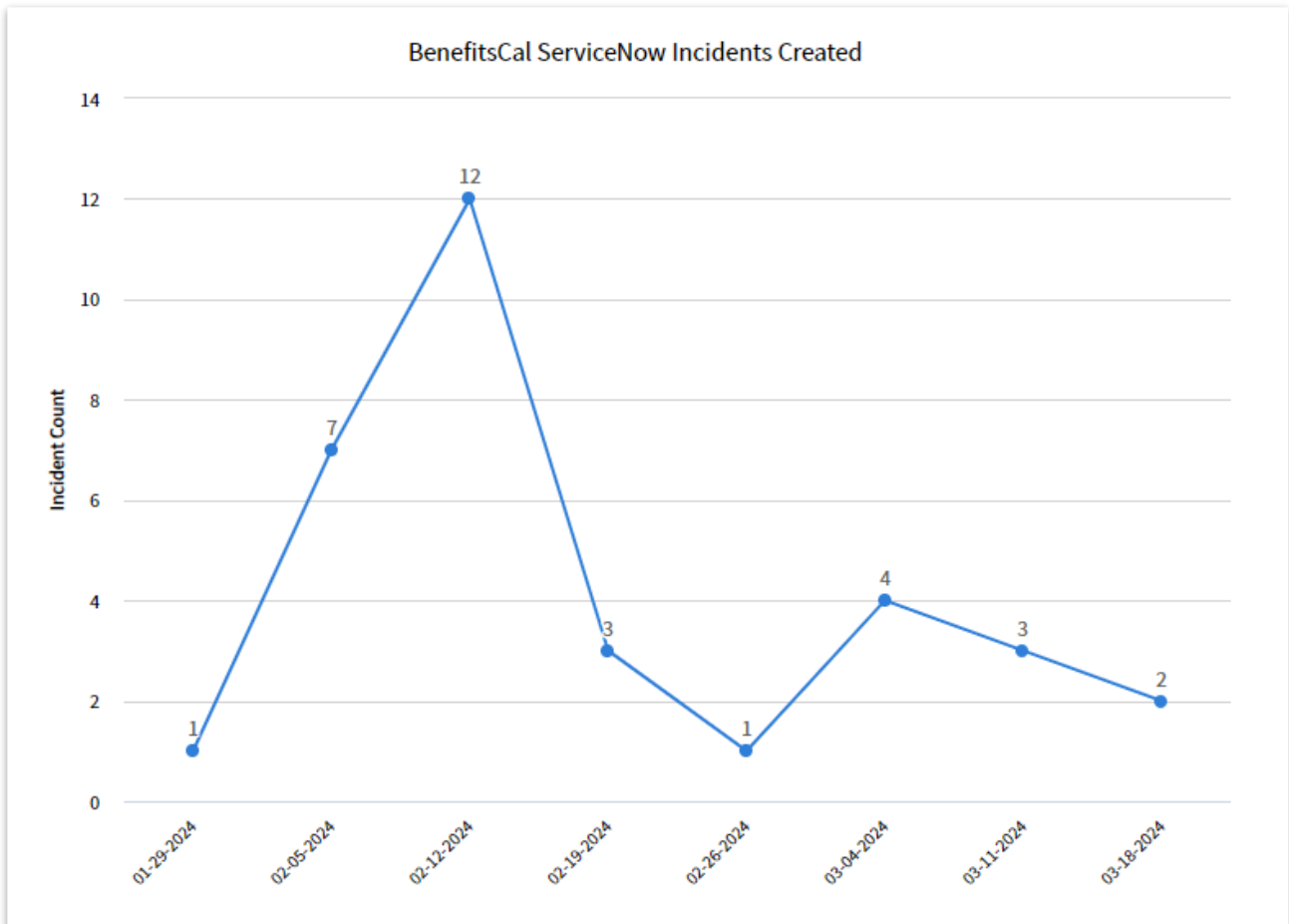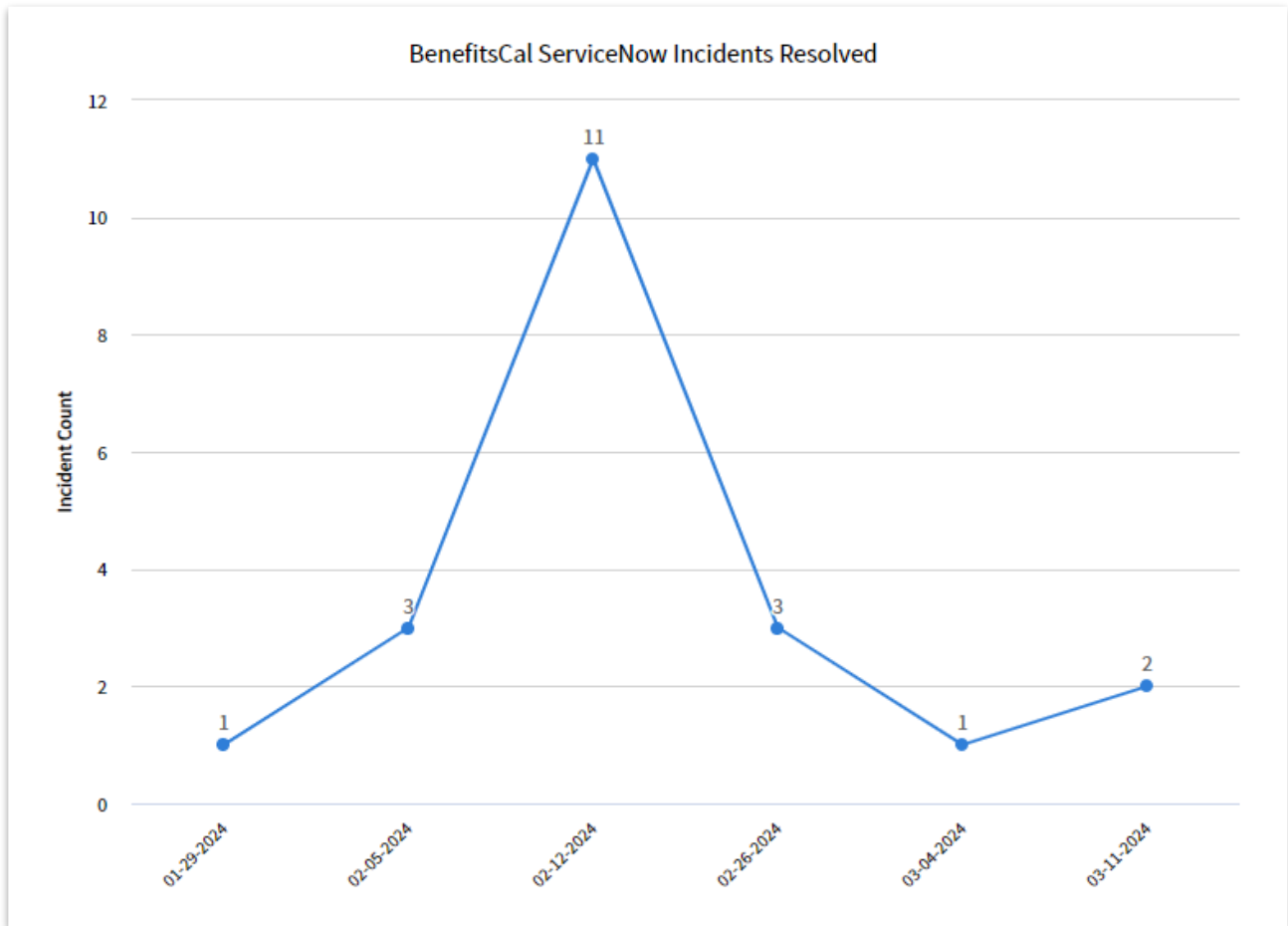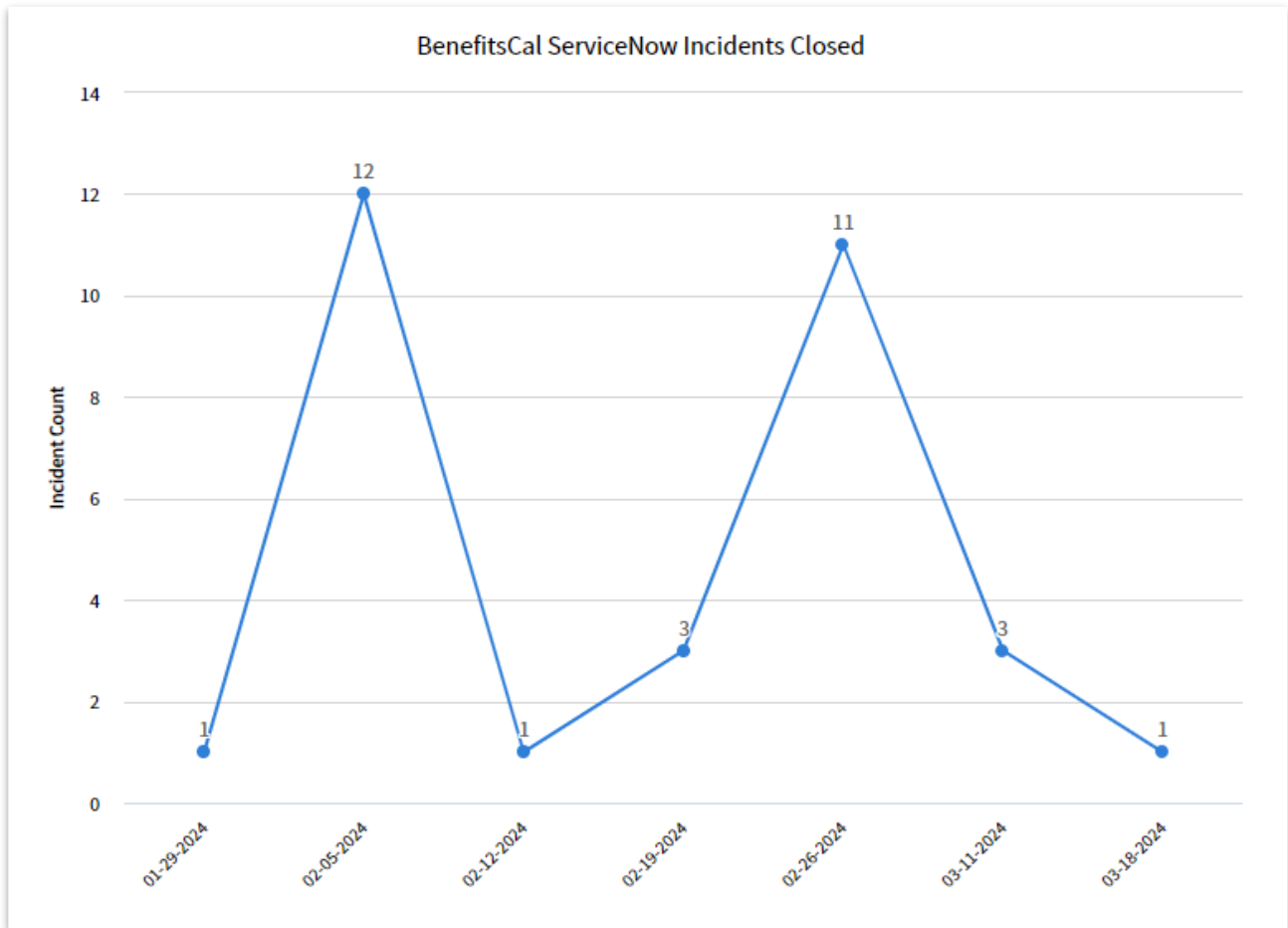
BenefitsCal ServiceNow Incidents Closed
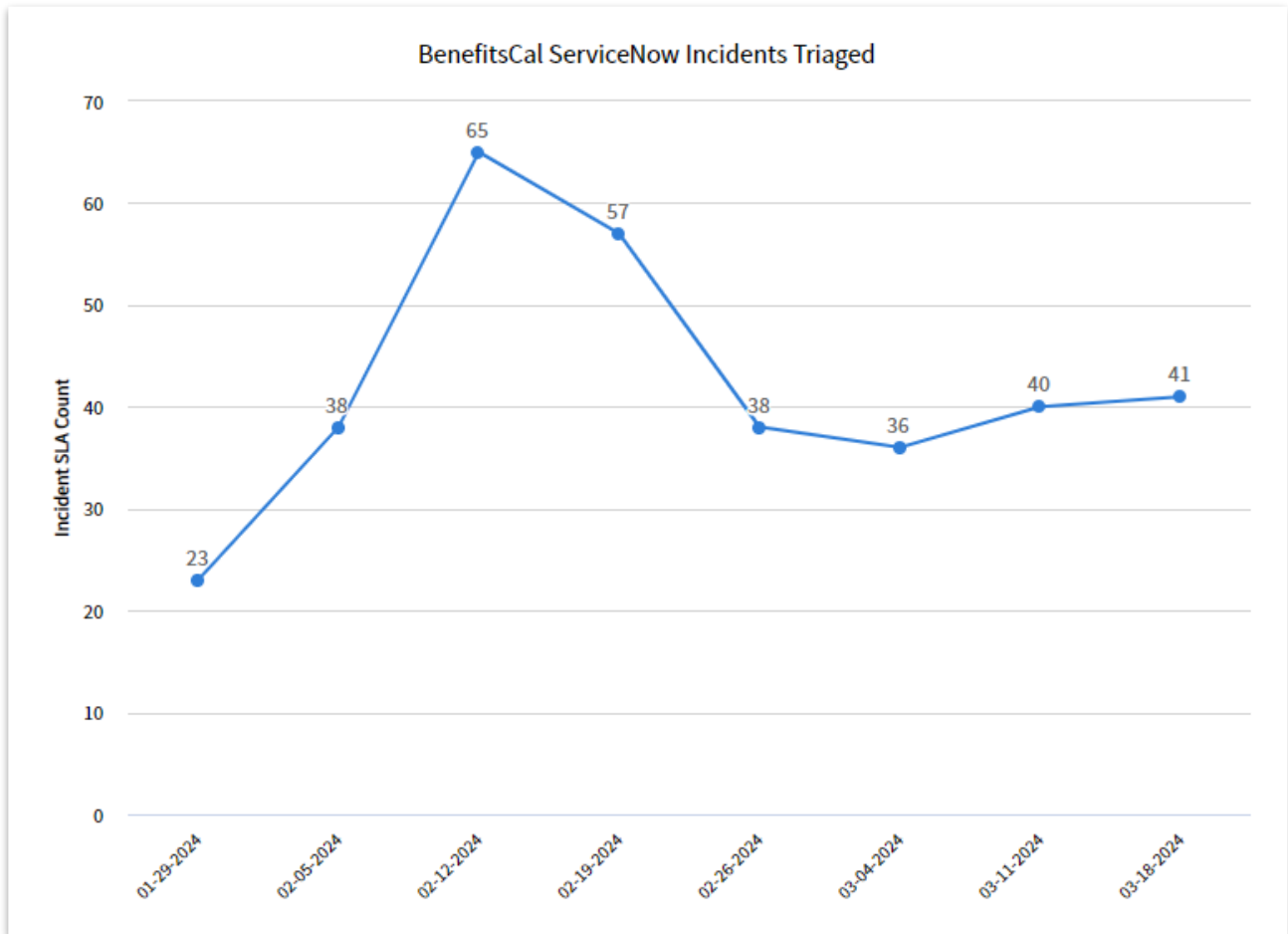
Note: The graphs represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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.
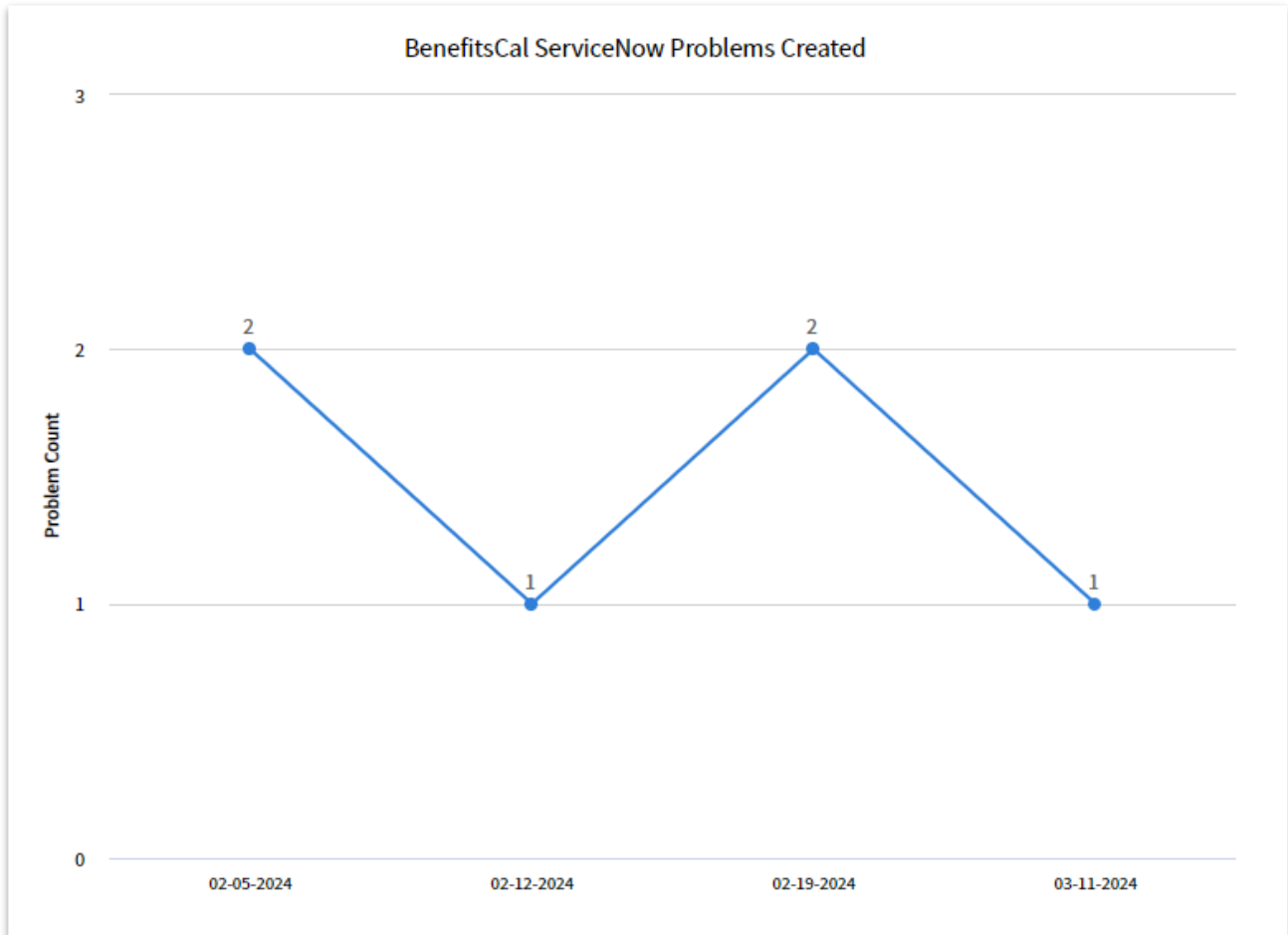

BenefitsCal ServiceNow Problems Created
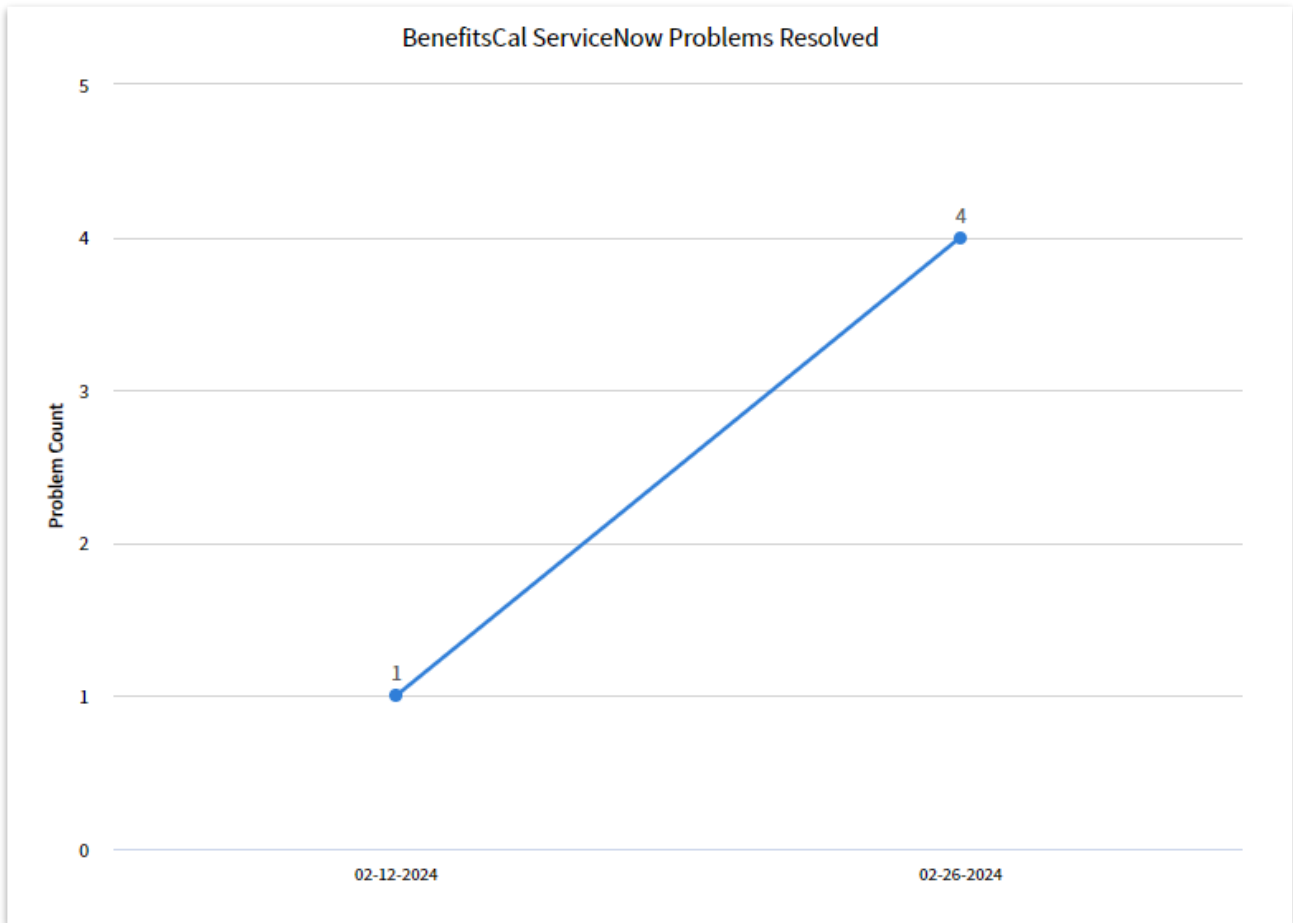
Note: The graphs represent the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.

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

BenefitsCal ServiceNow Incidents by State and Age

State \ Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
In Progress	1	0	0	0	0	0	0	1
On Hold	1	2	2	3	6	1	0	15
Resolved	0	0	1	1	0	0	0	2
Closed	0	0	51	317	155	112	2	637
Count	2	2	54	321	161	113	2	655

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	776	21.41%
Multiple Outreach Attempts – No Response	672	18.54%
Defect Fixed	668	18.43%
Customer Confirmed Issue is Resolved	512	14.13%
Not a System Error - With Explanation	435	12%
Customer Requested Closure	217	5.99%
Linked to SCR	136	3.75%
Solved (Permanently)	63	1.74%
Unable to Recreate Issue	54	1.49%
Additional Information Needed	43	1.19%
Outage / Performance Degradation	29	0.8%
Duplicates	10	0.28%
Other	9	0.25%
Total	**3,624**	**100%**
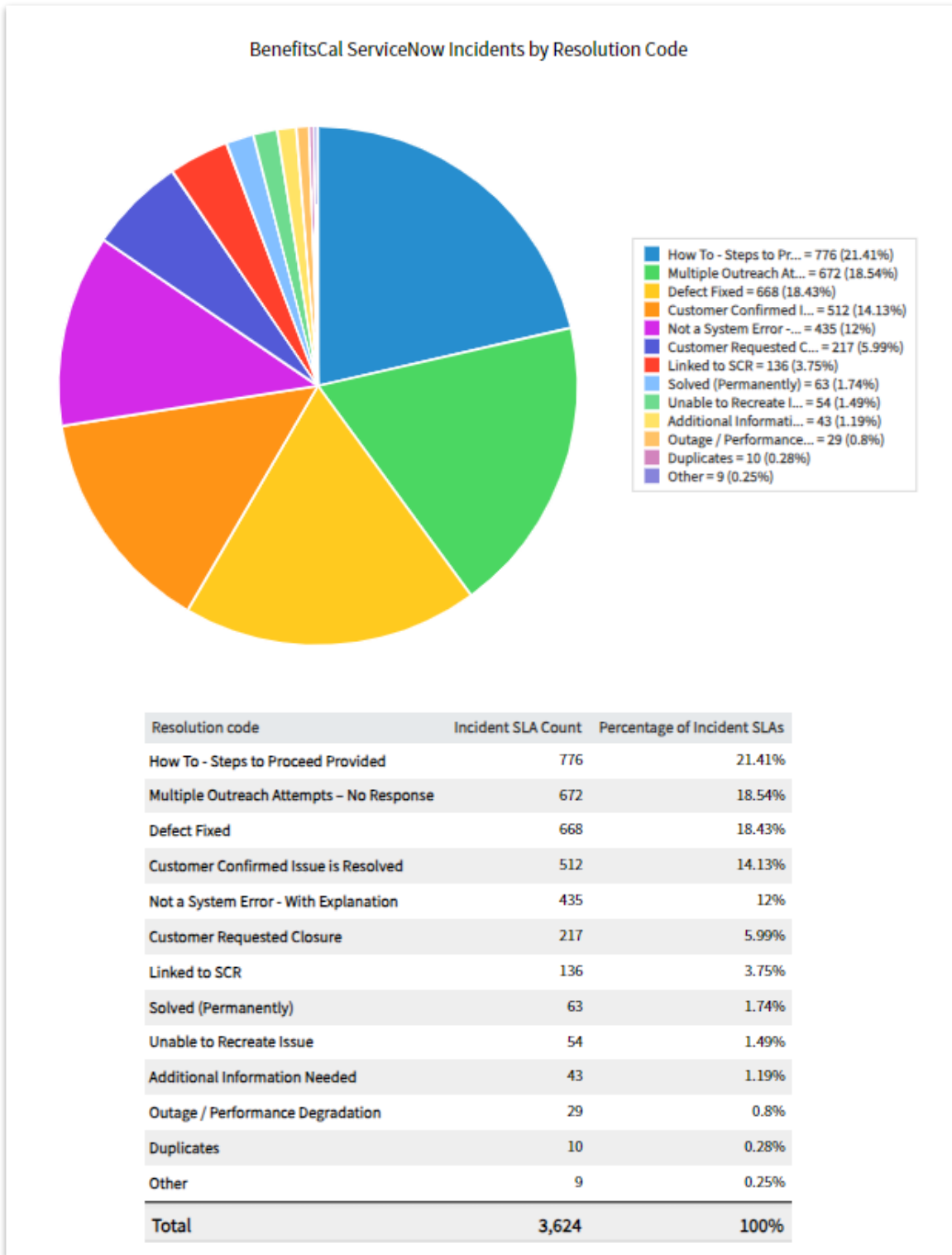
Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

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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 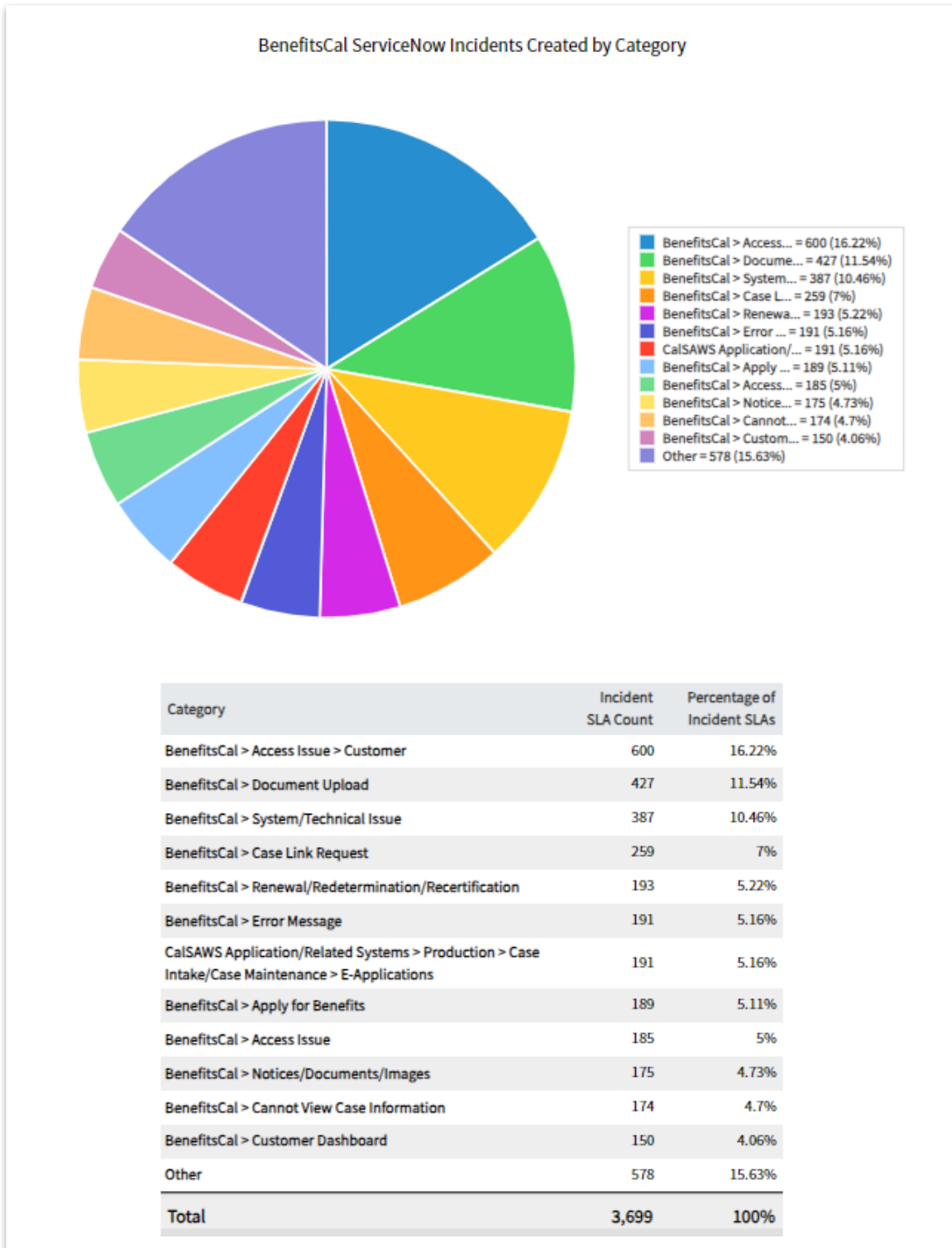are performed in accordance with the Consortium change control process. AWS serverless infrastructure support activities include upgrades to AWS components such as the Web Application Firewall (WAF), CloudFront, Application Programing Interface (API) Gateway, Lambdas, Simple Queue Service (SQS), CloudWatch, 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
03/12/24	03/12/24 8:00 pm – 03/12/24 8:45 pm PST	BenefitsCal Production Deployment – 24.03.12
03/21/24	03/21/24 8:00 pm – 10:00 pm PST	BenefitsCal Production Deployment – 24.03.21
03/24/24	03/24/24 6:30 am – 7:20 am PST	BenefitsCal Production Deployment – 24.03.25
03/24/24	03/24/24 6:30 am – 11:30 am PST	CalSAWS Application maintenance (Offline mode)

Table 3.3-1 – BenefitsCal Outages

Scheduled Date	Outage Timeframe	Application Mode
03/31/24	03/31/24 4:00 pm – 11:00 pm PST	CalSAWS Application maintenance (Offline mode).

Table 3.3-2 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0048661	Sierra County users at the 22 Maiden Lane, Downieville site are unable to access CalSAWS and associated systems due to a power outage.	03/14/24 8:45 am – 12:00 pm PST	Sierra County users at the Downieville site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0048692	Sierra County users at the 202 Front Street, Loyalton site are unable to access CalSAWS and associated systems.	03/19/24 8:00 am – 10:15 am PST	Sierra County users at the Loyalton site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0048693	Riverside County users at the 541 N. San Jacinto Street, Hemet site is	03/19/24 8:30 am – 10:30 am PST	Riverside County users at the Hemet site will experience issues accessing	Resolved	CalSAWS

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
	unable to access CalSAWS and associated systems.		CalSAWS and associated systems until the issue is resolved.		
INC0128660	CalSAWS /form/VOB API is responding with 500 codes	03/11/24 11:00 am – 11:30 am PST	User will not be able to access the API in the timeframe.	In Progress	CalSAWS

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.
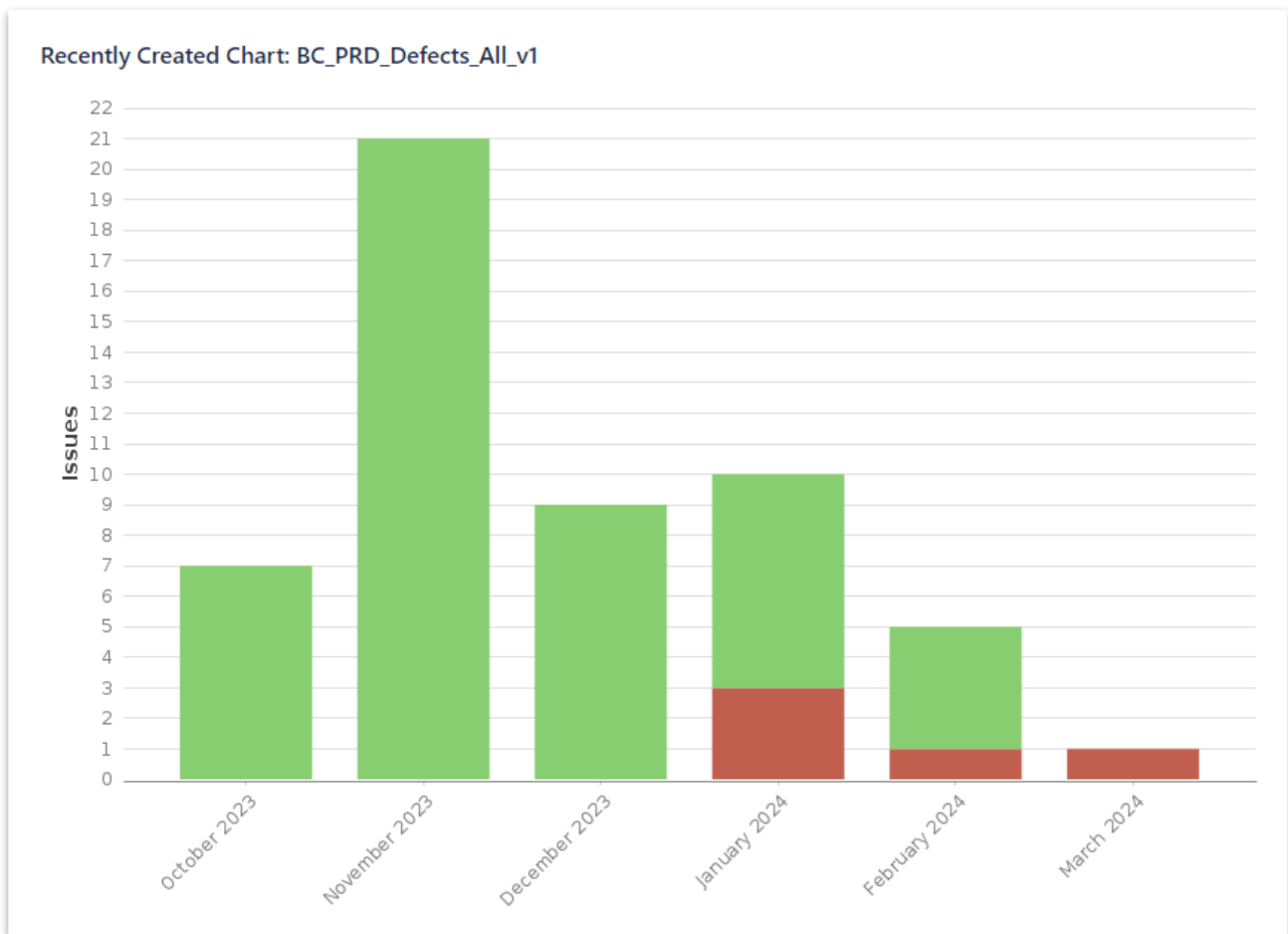
Figure 3.4-1 – Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Severity	Release 24.04.25	TBD	Total
2-Normal/Medium	**0**	**0**	**0**
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
3-Normal/Low	**4**	**1**	**5**
New	0	0	0
In Progress	4	1	5
Closed	0	0	0
4-Cosmetic	**0**	**0**	**0**
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
Total	*4*	*1*	*5*

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 24.03.21 was successfully deployed on 03/21/24 to BenefitsCal Production. One (1) production defect and two (2) enhancements were 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
24.03.25 - Major	03/25/24	Five (5) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
24.03.28- Monthly	03/28/24	One (1) enhancement is 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 on the March 2024 enhancements.
> - Continued design work for the April 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 CalWORKs Timeclocks (EBT 2259 and CF 303) March enhancements.
> - Attended the Disaster CalFresh Planning Meetings on 03/11/24, 03/12/24, 03/13/24, 03/14/24, 03/15/24, 03/18/24, 03/20/24, 03/21/24, and 03/22/24.
> - Hosted the BenefitsCal CWDA Check-Ins on 03/11/24 and 03/18/24.
> - Hosted the Prep for UCD Monthly Meeting on 03/11/24.
> - Attended the 24.03 Project Readiness T-2 Meeting on 03/11/24.
> - Hosted the DDI and M&O Biweekly calls on 03/12/24, 03/14/24, 03/19/24, and 03/21/24.
> - Attended the CalSAWS Security Incident Follow-up with Advocates on 03/12/24.
> - Attended Q&A Review for EBT 2259 County Questions on 03/12/2024.
> - Attended the BenefitsCal QR Code and Messaging for SAR 7 Meeting on 03/12/24.
> - Attended the CFAP Expansion Meeting on 03/12/24.
> - Attended Case Link with Email Verification SCR Discussion on 03/13/24.
> - Attended the UCD Monthly Meeting with State Partners and Advocates on 03/13/24.
> - Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 03/13/24 and 03/20/24.
> - Attended an ABAWD (Able-Bodied Adults Without Dependents Timeline Discussion on 03/13/24.

- o Hosted a SCERFRA Touchpoint on 03/14/24.
- o Attended Case Link SCR Security Discussion on 03/14/24.
- o Co-Hosted Case Link Follow-Up Discussion on 03/15/24.
- o Attended the ROI Work Group on 03/18/24.
- o Attended CM Presenter Dry Run on 03/18/24.
- o Attended the 24.03 Project Readiness T-1 Meeting on 03/18/24.
- o Attended the 24.03 Pre-Green Light Meeting on 03/18/24.
- o Attended the CAPI (Cash Assistance Program for Immigrants) Automation Workgroup on 03/19/24.
- o Attended CalSAWS Monthly LA County Meeting on 03/19/24.
- o Attended Case Link Verification Prep on 03/19/24.
- o Attended the Quarterly Stakeholder Meeting on 03/20/24.
- o Co-Hosted Case Link Design Walkthrough with Security on 03/20/24.
- o Attended the BenefitsCal Collaboration Model Meeting on 03/22/24.

➢ **Release 24.03.12 Development**
  - o Provided support to SIT and Independent test teams on March priority release enhancements.
  - o Delivered the release to production.

➢ **Release 24.03.21 Development**
  - o Provided support to SIT and Independent test teams on March priority release enhancements.
  - o Delivered the release to production.

➢ **Release 24.03.24 Development**
  - o Continued development and partner coordination on March baseline release enhancements.
  - o Provided support to SIT teams on March enhancements.
  - o Provided support to SIT, County Validation and Independent test teams on March enhancements.
  - o Delivered the release to production.

➢ **Release 24.03.28 Development**
  - o Continued development and partner coordination for the March monthly release enhancements.
  - o Provided support to SIT and Independent test teams for the March priority enhancements.

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

Release	Release Date	Summary
24.03.12	02/29/24	Delivered the release to Production
24.03.21	03/07/24	Delivered the release to Production
24.03.24	03/24/24	Delivered the release to Production

Release	Release Date	Summary
24.03.28	03/28/24	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 24.03.12 – March Priority Release**
  o Technical Silent Token Captcha was implemented in co-ordination with ForgeRock on 03/12.
➢ **Release 24.02.21 – March Priority Release**
  o The security ticket Login MFA would be deployed to Production on 03/21
➢ **Release 24.03.25 – March Baseline Release**
  o Deployed to Production on 03/24

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
24.03.25	43	43	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, static validations, EBT2259, CF303 and Time Clock are 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.