

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

Reporting Period: March 25, 2024 to April 7, 2024

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1.0 Executive Summary

1.1 Executive Summary Agenda Topics

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
3.5.1	BenefitsCal Priority Release 24.03.25 on 03/25/24
3.5.1	BenefitsCal Monthly Release 24.03.28 on 03/28/24
3.5.1	BenefitsCal Priority Release 24.03.29 on 03/29/24
4.2	Upcoming BenefitsCal Priority Release 24.04.11 on 04/11/24
4.2	Upcoming BenefitsCal Monthly Release 24.04.25 on 04/25/24

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 eleven (11) active Production defects.
Incidents		There are thirty-three (33) 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 **24.03.25** to BenefitsCal Production.

- **Priority Release** – The BenefitsCal Team successfully deployed Priority Release **24.03.29** to BenefitsCal Production.
- **Emergency Release** – None for the reporting period.
- **Monthly/Major Release** – The BenefitsCal Team successfully deployed Monthly release **24.03.28** to BenefitsCal Production.

Planned Outages

- Monday, 03/25/24 6:30 am PST to 7:20 am PST
 - BenefitsCal Priority Release 24.03.25
- Friday, 03/29/24 10:00 pm PST to Saturday, 03/30/2024 1:00 am PST
 - Priority Release 24.03.29







Note: There was not an outage for Monthly Release 24.03.28

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2.0 Project Management

2.1 Project Deliverables Summary

Del #	Name	Team	Status ^[1]	Status
WP 24.23	CX Bimonthly Report (Feb/Mar 2024)	UCD		DWP submission 04/10/24 FWP submission 04/22/24 FWP approval 05/01/24
WP 25.26	BenefitsCal Monthly M&O Report – March 2024	M&O		DWP submission 04/09/24 FWP submission 04/22/24 FWP approval 04/29/24
WP 26.08	BOM Review and License Renewals (Quarterly) Jan – Mar 2024	DevOps		FWP submitted 04/08/24 FWP approval 04/16/24
WP 27.08	Certificate Review (Quarterly) Jan – Mar 2024	DevOps		FWP submission 04/08/24 FWP approval 04/16/24
WP 28.24	BenefitsCal Work Plan Monthly Updates – March 2024	PMO		FWP submission 04/05/24 FWP approval 04/16/24
WP 29.24	BenefitsCal Monthly Status Report – March 2024	PMO		FWP submission 04/05/24 FWP approval 04/16/24

^[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:

- FWP 26.08: BOM Review and License Renewals (Quarterly) Jan – Mar 2024 on 04/08/24.
- FWP 27.08: Certificate Review (Quarterly) Jan – Mar 2024 on 04/08/24.
- FWP 28.24: BenefitsCal Work Plan Monthly Updates – March 2024 on 04/05/24.
- FWP 29.24: BenefitsCal Monthly Status Report – March 2024 on 04/05/24.

2.3 Activities for the Next Reporting Period

Deliverable and Work Product submissions for next reporting period:

- DWP 24.23: CX Bimonthly Report (Feb/Mar 2024) on 04/10/24.
- DWP 25.26: Monthly M&O Report – March 2024 on 04/09/24.

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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
0049-24	PPOCs (All), Self-Service Portal Committee (All), Regional Managers (All)	BenefitsCal CBO Accounts and County Delegated Admin	CalSAWS M&E	04/02/24	Joel Acevedo	Pete Quijada
0051-24	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	Scheduled CalSAWS Maintenance - System Downtime Notification – 4/14/2024	CalSAWS M&E	04/04/24	Art Robles	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

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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	7
Reopened	4
In Review	0
Withdrawn	0
Total	13

Table 0-1 – Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

New / Assigned:

- CSPM-73267: SCERFRA 24-911 - SB 950 - Reentry from Incarceration: Programs and Benefits
- CSPM-73548: SCERFRA 24-913 - SB 1254 - CalFresh: Enrollment of Incarcerated Individuals

Re-opened:

- CSPM-69575: SIRFRA 1336 – Alternate Formats In SAWS
- CSPM-71723: SCERFRA 24-902 - SB 1016 – Latino and Indigenous Disparities Reduction Act
- CSPM-72155: SCERFRA 24-909 – AB 2089 – Local Government Collection of Demographic Data
- CSPM-72207: SIRFRA 1366 – Cost Estimate for SB 1254 (create and test a Medi-Cal and CalFresh combined application for incarcerated individuals)

Completed:

- CSPM-72193: Auto-mail Voter Registration card/Preference form when address changes
- CSPM-72313: SCERFRA 24-509 – Automation of Forms CF 28 Coversheet and CF 28A
- CSPM-72312: SCERFRA 24-510 – AB 305 – Veteran Services Notice
- 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)
- CSPM-73324: SCERFRA 24-903AB 2141 – Cash Assistance Programs: Direct Deposit

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- CSPM-73266: SCERFRA 24-511 – Revised SAR 2
- CSPM-72231: SCERFRA 24-904 – AB 2452 – CalWORKs: Supportive Services

2.5 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

Overview

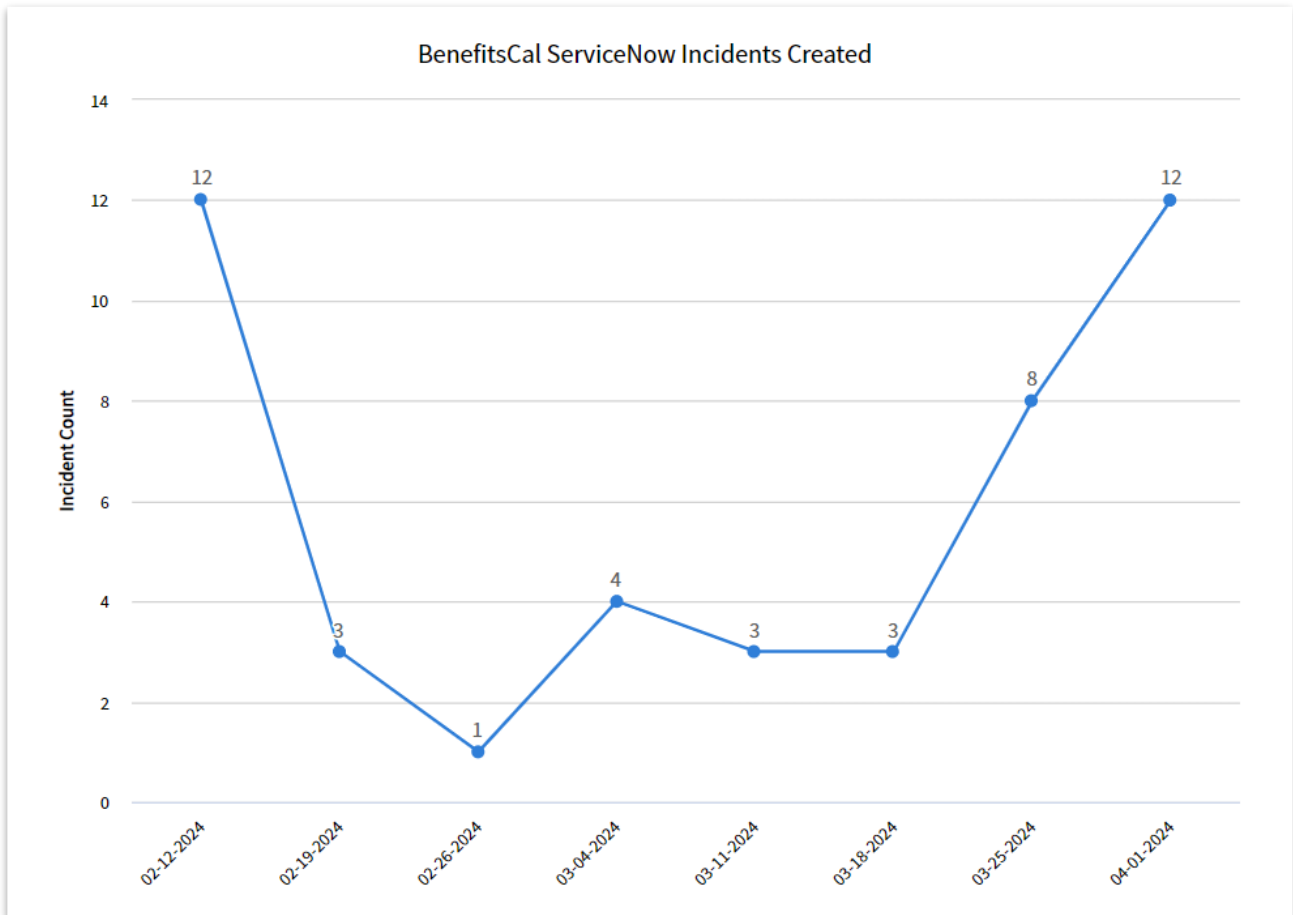
- **Incidents Created**
 - Twenty (20) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved two (2) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed two (2) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged one hundred three (103) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created ten (10) problem ticket in the biweekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved three (3) problem tickets in the biweekly reporting period.

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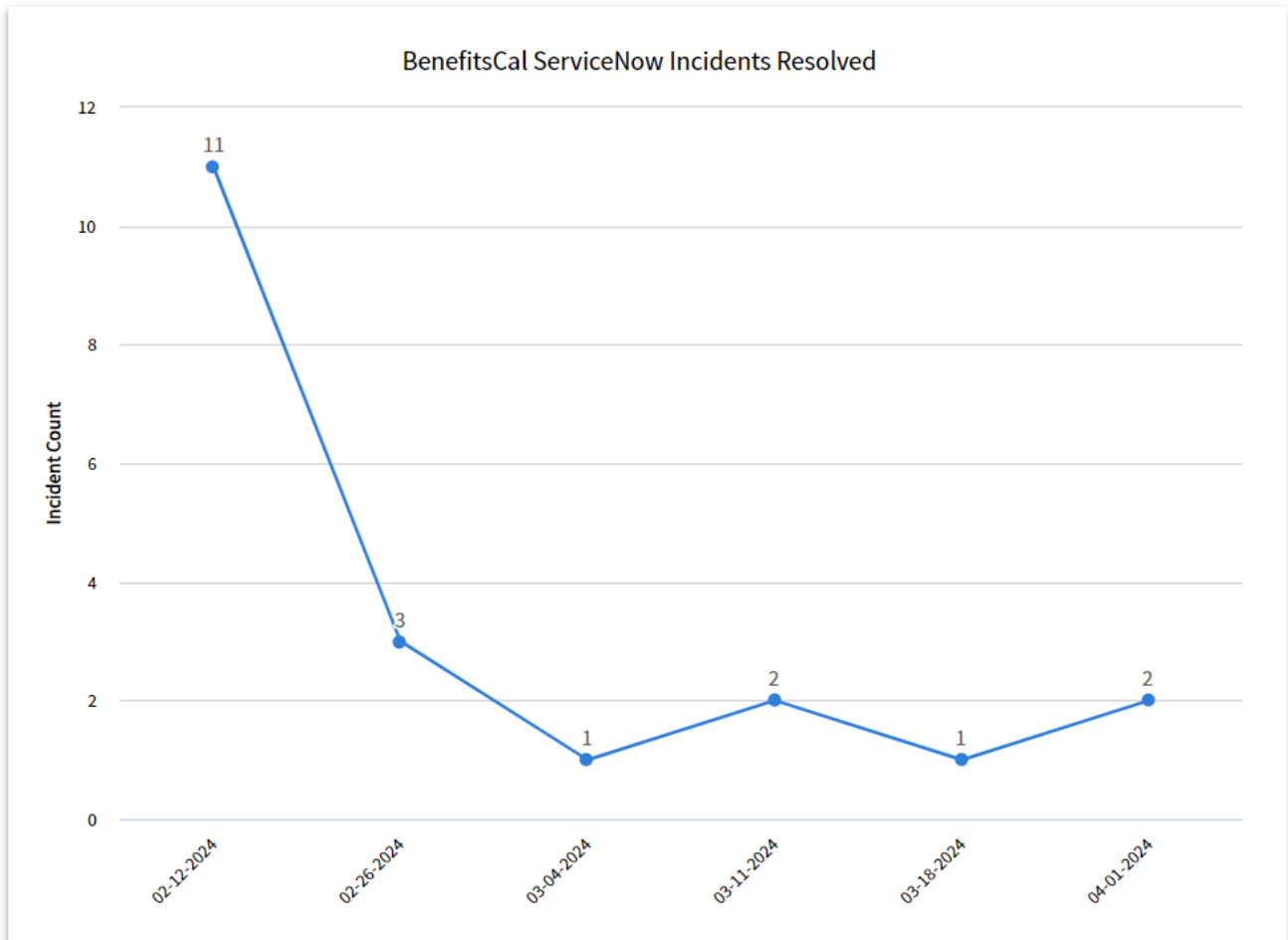
3.1.1 BenefitsCal Help Desk Metrics

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.



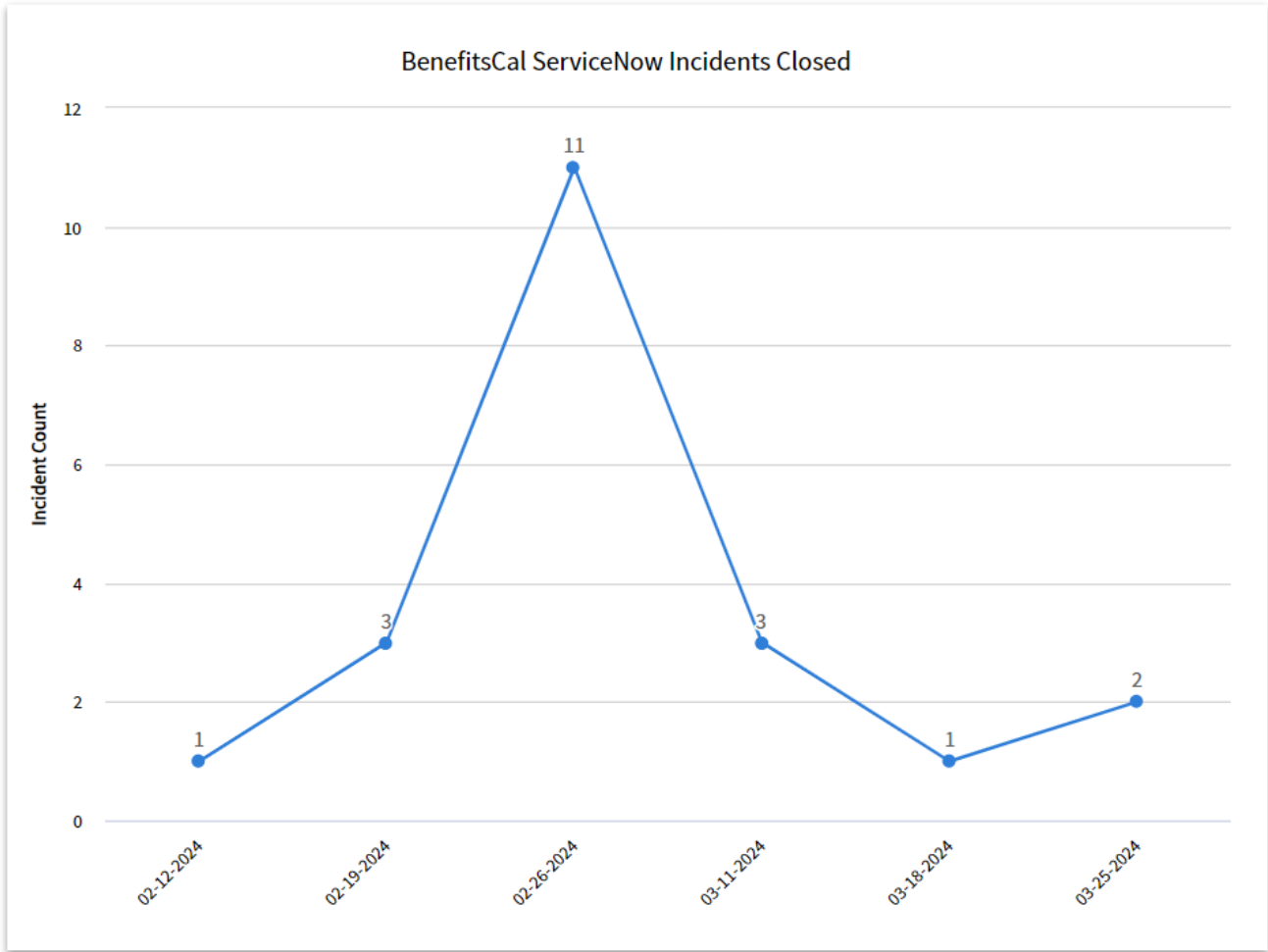
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: March 25, 2024 to April 7, 2024



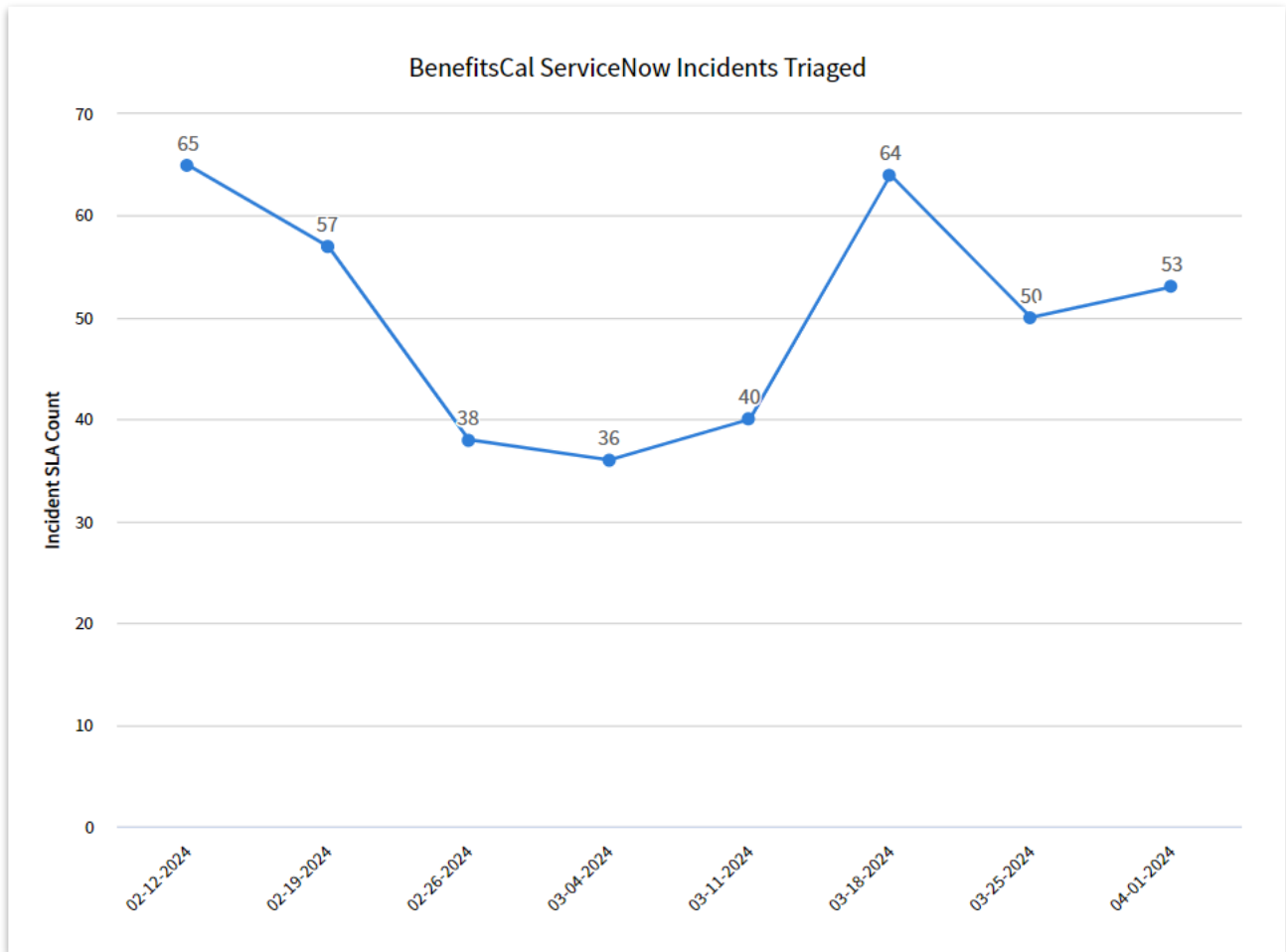
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: March 25, 2024 to April 7, 2024



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

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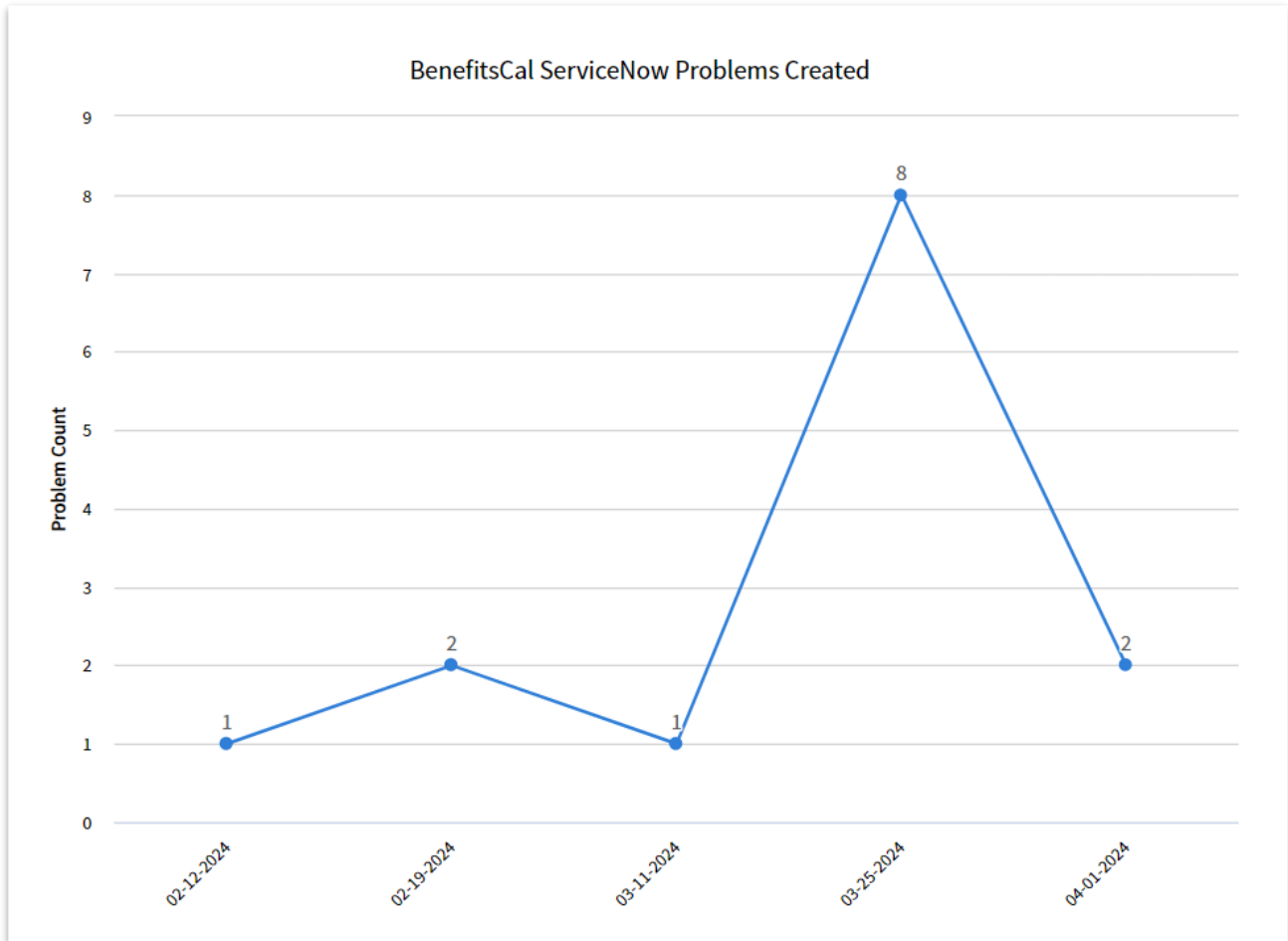
Note: The graphs represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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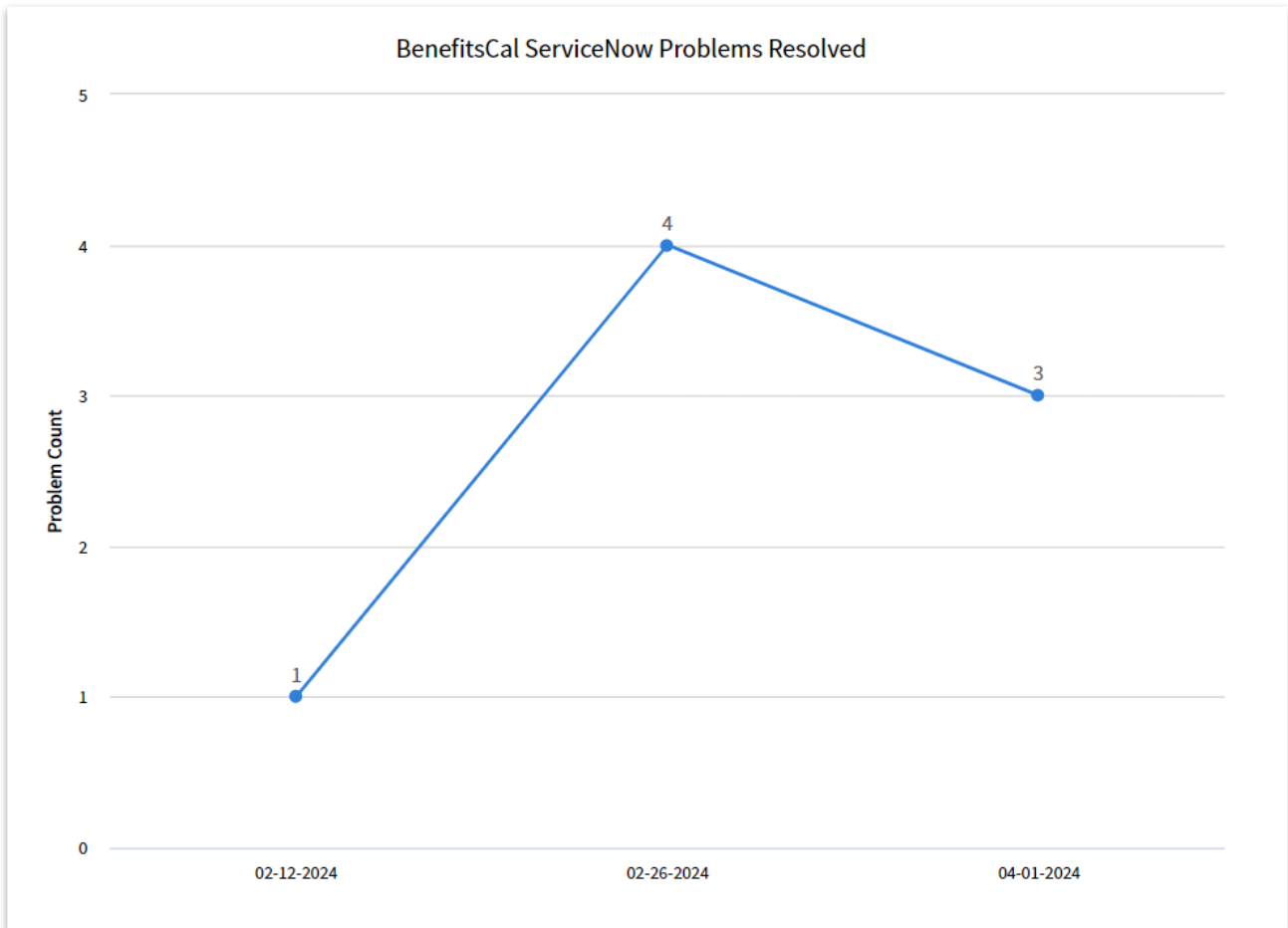
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The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.



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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	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
	New		3	0	0	0	0	0	0
In Progress		1	2	0	0	0	0	0	3
On Hold		5	3	3	5	9	2	0	27
Resolved		0	0	2	0	0	1	0	3
Closed		0	0	51	319	155	112	2	639
Count		9	5	56	324	164	115	2	675

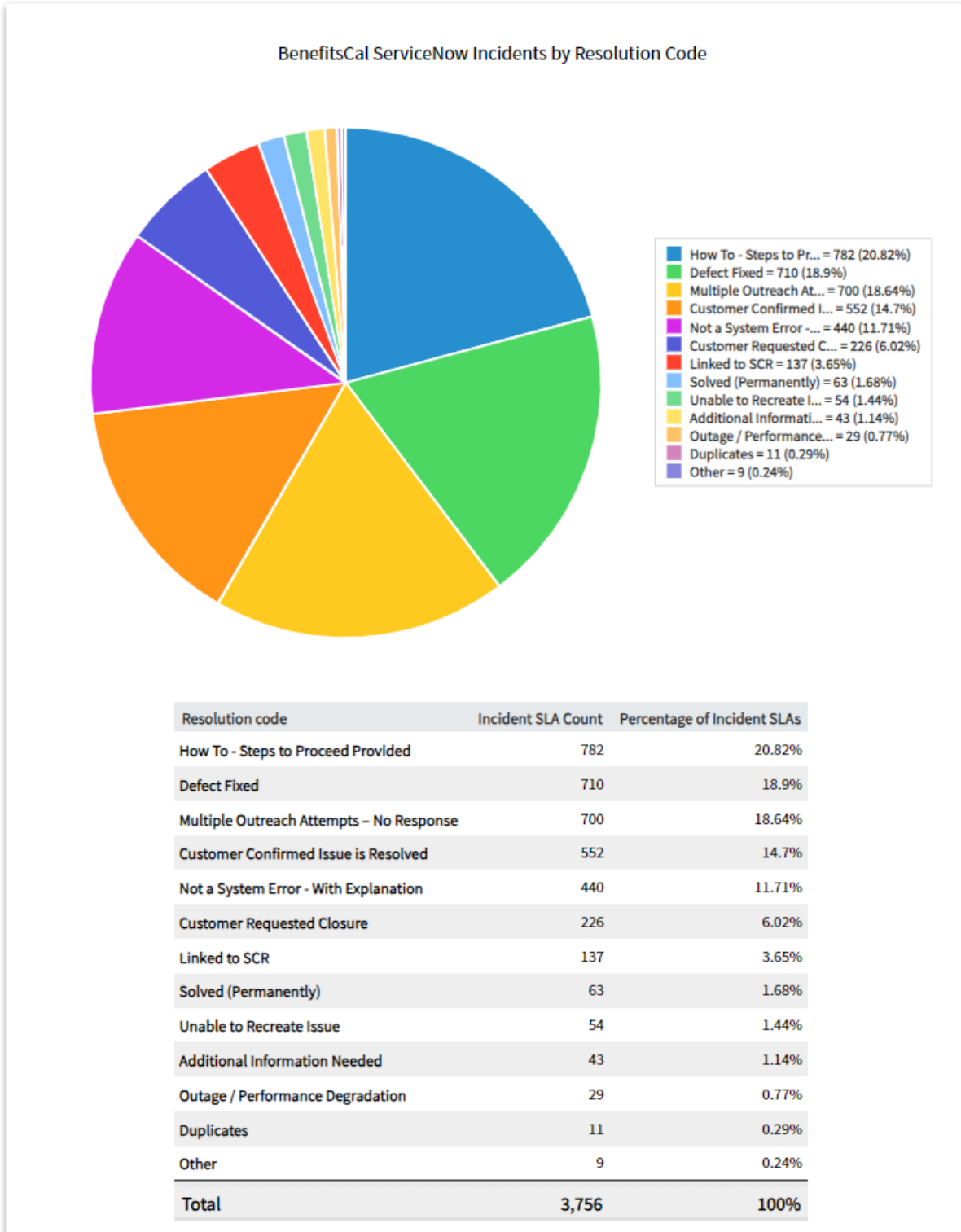
Aging "State" definitions:

- 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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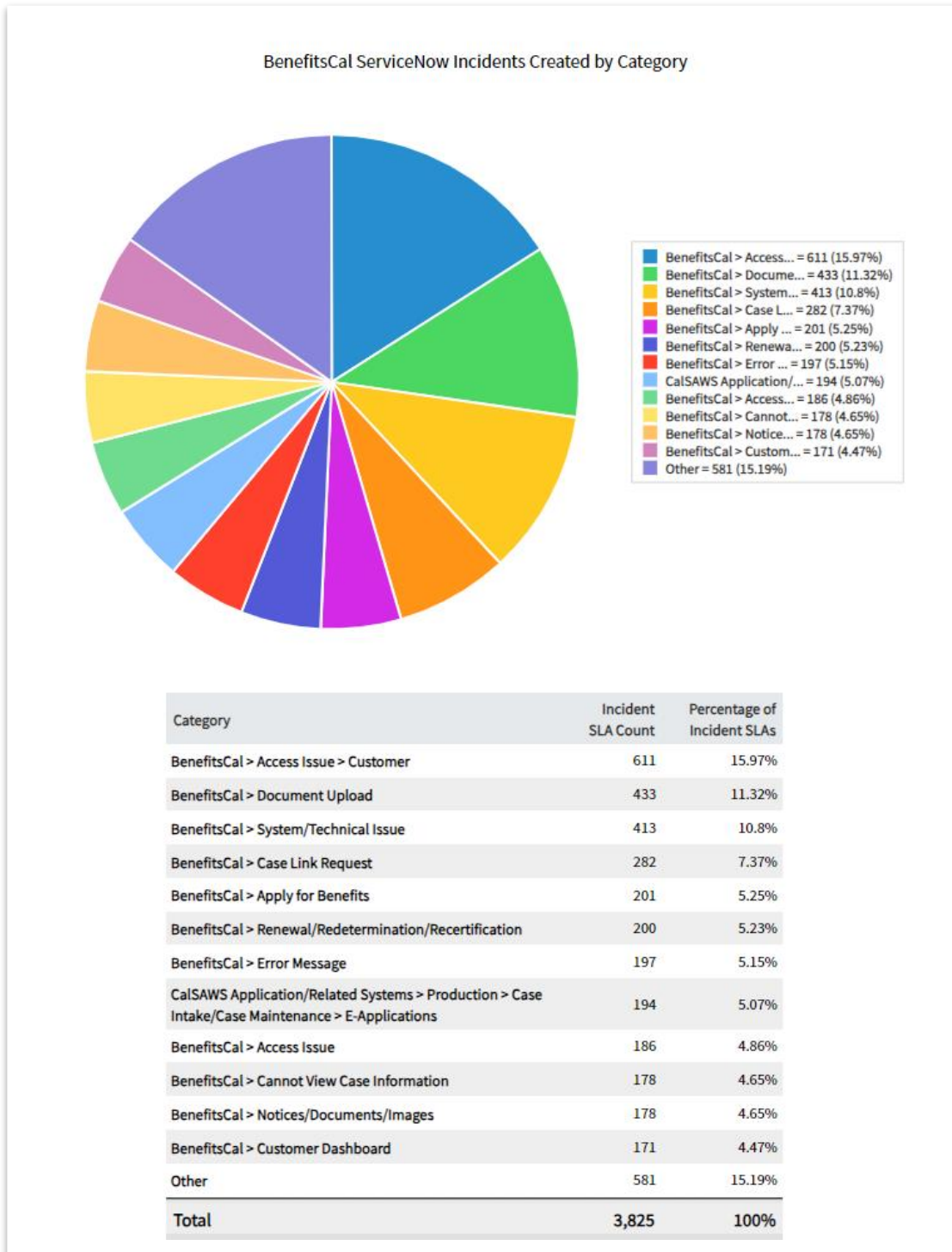


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

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.

BenefitsCal Maintenance and Operations

Scheduled Date	Outage Timeframe	Activity Description
03/25/24	03/25/24 7:30 am – 8:08 am PST	Emergency release -24.03.25
03/29/24 - 03/30/24	03/29/24 10:00 pm – 03/30/24 02:00 am PST	ForgeRock Maintenance (maintenance Mode)
03/29/24	03/29/24 10:00 pm – 10:38 pm PST	BenefitsCal Production Deployment -24.03.29
03/31/24	03/31/24 4:00 pm – 11:00 pm PST	CalSAWS Application maintenance (Offline Mode)

Table 0-1 – BenefitsCal Outages

Scheduled Date	Outage Timeframe	Application Mode
04/14/24	04/14/24 6:00 am – 10:00 pm PST	CalSAWS Application maintenance (Offline mode).

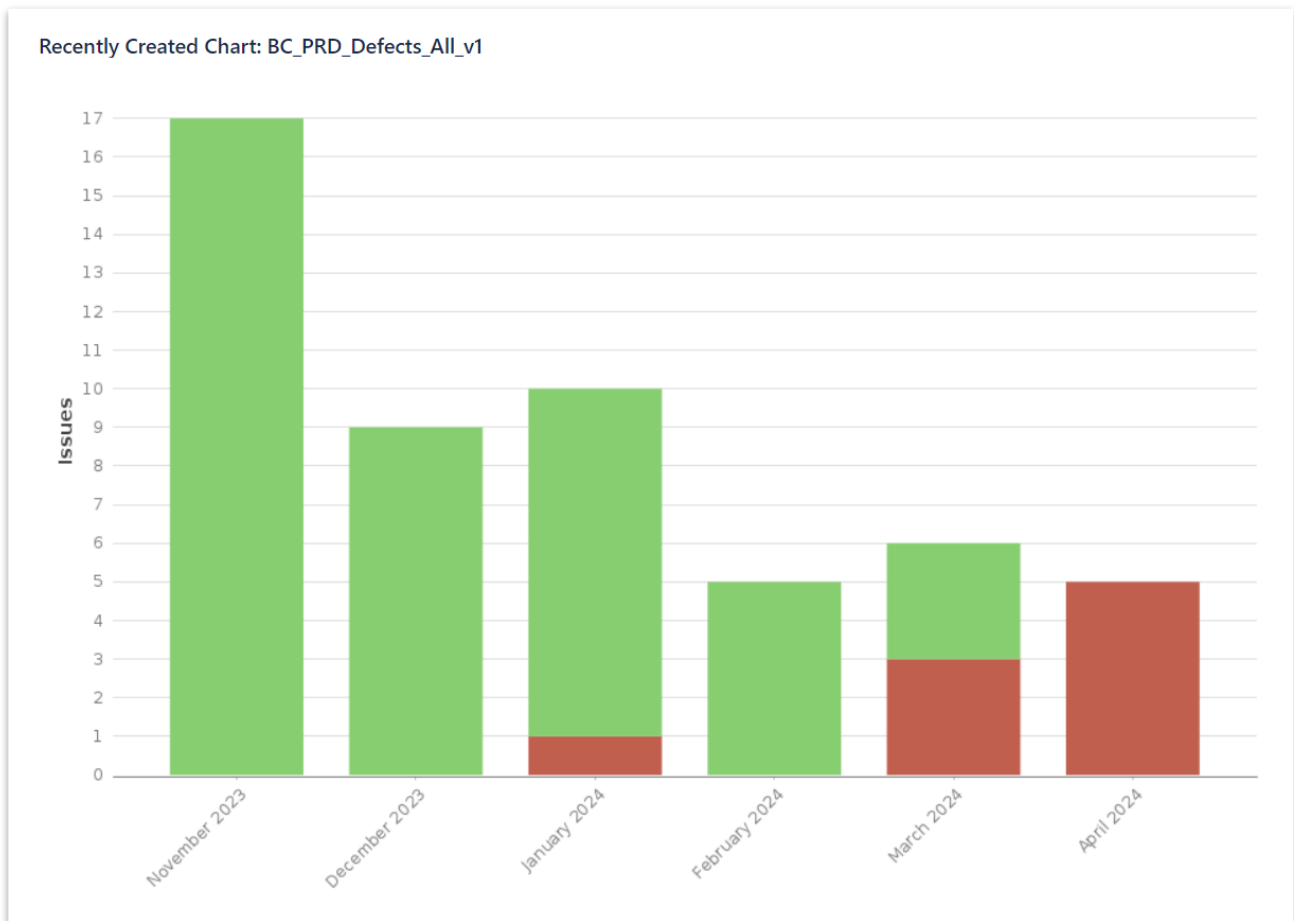
Table 0-2 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0048759	Mono County users at the 107384 Highway 395, Coleville site is unable to access CalSAWS and associated systems due to a power outage	03/28/24 2:20 pm – 03/28/24 3:07 pm	Mono County users at the Coleville site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0048779	Modoc County users at the 120 North Main Street, Alturas site is unable to access CalSAWS and associated systems due to a power outage.	04/01/24 7:00 am – 04/01/24 5:33 pm	Modoc County users at the Alturas site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS

Table 0-3 – BenefitsCal Incident Follow-Up Summary

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.



Donme

■ Closed Production Defects ■ Open Production Defects

Figure 0-1 – Production Defects Backlog Monthly Trend

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3.2.1 Release Schedule Production Defect Fix

Severity	Release 24.04.11	Release 24.04.25	Release 24.05.30	TBD	Total
2-Normal/Medium	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
3-Normal/Low	3	2	1	5	11
New	0	0	0	0	0
In Progress	3	2	1	5	11
Closed	0	0	0	0	0
4-Cosmetic	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
Total	3	2	1	5	11

Table 0-2 – Production Defect Fix – Release Schedule

3.3 Production Operations

3.3.1 Root Cause Analysis (RCA)

None for the reporting period.

3.4 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 24.03.25 was successfully deployed on 03/25/24 to BenefitsCal Production. One (1) defect was planned for User Error Handling, Exception Handling, and Application Summary.

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- **BenefitsCal Priority Release** – BenefitsCal Priority Release 24.03.29 was successfully deployed on 03/29/24 to BenefitsCal Production. Two (2) defects and two (2) enhancements were planned for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Emergency** – None for the reporting period.
- **BenefitsCal Monthly Release** – BenefitsCal Monthly Release 24.03.28 was successfully deployed on 03/28/24 to BenefitsCal Production. One (1) enhancement was planned for User Error Handling, Exception Handling, and Application Summary.

Release	Release Date	Summary
24.04.11 – Priority	04/11/24	Three (3) production defect and two (2) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
24.04.25 – Monthly	04/25/24	Two (2) production defect and two (2) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.

Table 4.1-1 – BenefitsCal Upcoming Releases

Application Development Status

➤ Designs and Design Meetings

- Continued working with the development and testing teams on the March and April 2024 enhancements.
- Continued working with the development and testing teams on the SSA (Social Security Administration) Application on BenefitsCal enhancement CSPM-65292.
- Hosted the BenefitsCal CWDA Check-Ins on 03/25/24 and 04/01/24.
- Hosted the DDI and M&O Biweekly calls on 03/26/24, 03/28/24, 04/02/24, and 04/04/24.
- Attended the CalSAWS Security Incident Follow-up with Advocates on 03/26/24.
- Co-hosted SCERFRA/SIRFRA meeting with CalSAWS on 03/26/24 and 04/02/24.
- Attended the CFAP Expansion Meeting on 03/26/24.
- Hosted the Chatbot Recommendation Review with Consortium on 03/27/24.
- Attended EBT 2259 User Group meeting on 03/27/24.
- Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 03/27/24 and 04/03/24.
- Attended the Self-Service Portal Committee meeting on 04/02/24.
- Attended WIC display on BenefitsCal meeting with WIC team and OTSI on 04/04/24.
- Attended the SCERFRA 24-904 meeting with Consortium and CalSAWS on 04/04/24.
- Hosted security discussion for SSA flow on BenefitsCal with Consortium security on 04/04/24.

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- **Release 24.03.29 Development**
 - Provided support to SIT and Independent test teams for the March priority enhancements.
 - Delivered release to production.
- **Release 24.04.11 Development**
 - Continued development and partner coordination for the April priority release enhancements.
 - Provided support to SIT teams for the April priority release enhancements.
- **Release 24.04.25 Development**
 - Continued development and partner coordination for the April monthly release enhancements.
 - Provided support to SIT teams for the April enhancements.

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

Release	Release Date	Summary
24.03.29	03/29/24	Delivered the release to Production
24.04.11	04/11/24	Began development and provided test support.
24.04.25	04/25/24	Began development and provided test support.

Table 0-1 – BenefitsCal Enhancements Development Status

4.2 Release Management

Release Test Summary

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

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4.2.1 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 4.2-1 – 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.

4.3 Training Materials Update

None for the reporting period.

4.4 Deviation from Plan/Adjustments

None for the reporting period.