

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

Reporting Period: April 22, 2024 to May 5, 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 8
- 3.0 Maintenance and Operations 8
 - 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 21
 - 4.1 Priority Release Summary 21

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

Period: April 22, 2024 to May 5, 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 SUBSECTION	STATUS AGENDA TOPIC
3.5.1	BenefitsCal Monthly Release 24.04.25 on 04/25/24
4.2	Upcoming BenefitsCal Priority Release 24.05.19 on 05/19/24
4.2	Upcoming BenefitsCal Monthly Release 24.05.30 on 05/30/24

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 eight (8) active Production defects.
Incidents		There are twenty-three (23) 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.
- **Monthly/Major Release** – The BenefitsCal Team successfully deployed Monthly Release **24.04.25** to BenefitsCal Production.

Planned Outages





- Thursday, 04/25/24 8:00 pm PST to 9:30 pm PST
 - Monthly Release 24.04.25

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

Period: April 22, 2024 to May 5, 2024

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 28.25	BenefitsCal Work Plan Monthly Updates – April 2024	PMO		FWP submission 05/07/24 FWP approval 05/16/24
WP 29.25	BenefitsCal Monthly Status Report – April 2024	PMO		FWP submission 05/07/24 FWP approval 05/16/24

^[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 24.23: CX Bimonthly Report (Feb/Mar 2024) on 04/22/24.
- FWP 25.26: Monthly M&O Report – March 2024 on 04/22/24.

2.3 Activities for the Next Reporting Period

Deliverable and Work Product submissions for next reporting period:

- FWP 28.25: BenefitsCal Work Plan Monthly Updates – April 2024 on 05/07/24.
- FWP 29.25: BenefitsCal Monthly Status Report – April 2024 on 05/07/24.

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

Period: April 22, 2024 to May 5, 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
0062-24	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 – 4/28/2024	CalSAWS M&E	04/22/24	Anand Kulkarni	Pete Quijada
0063-24	PPOCs (All); Regional Managers (All); Self-Service-Portal Committee (All); Training Committee (All)	CA-276107 Update JA – Self-Service Portal (SSP) – Case Link Requests Due to CA-261398	CalSAWS M&E	04/22/24	Dymas Pena	Laura Ould
0065-24	PPOCs (All); Regional Managers (All)	BenefitsCal Fact Sheet for Case Linking and MFA Case Linking Verification	CalSAWS M&E	04/25/24	Marsale Eramya	Carrie White
0067-24	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 – 5/12/2024	CalSAWS M&E	04/30/24	Anand Kulkarni	Pete Quijada
0068-24	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 – 5/19/2024	CalSAWS M&E	05/02/24	Anand Kulkarni	Pete Quijada

Table 2.4-1 – CITs

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

Period: April 22, 2024 to May 5, 2024

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	7
Reopened	0
In Review	0
Withdrawn	0
Total	7

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

Completed:

- CSPM-73691: SCERFRA 24-512 – Foster Care Rates Proposal TBL
- CSPM-71954: SCERFRA 24-905 – AB 2241 – Public Social Services: Reporting and Verification
- CSPM-71999: SCERFRA 24-908 – SB 1415 - CalWORKs
- CSPM-73613: SCERFRA 24-914 – SB 1220 - Public Benefits Contracts: Phone Operator Jobs
- CSPM-73626: SCERFRA 24-916 – AB 2930 - Automated Decision Tools
- CSPM-73674: SIRFRA 1372 – Accelerated Enrollment Enhancement

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

Period: April 22, 2024 to May 5, 2024

- CSPM-73703: Revised SCERFRA 24-901 – AB 1968 - CalFresh: Enrollment for Senior Citizens

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

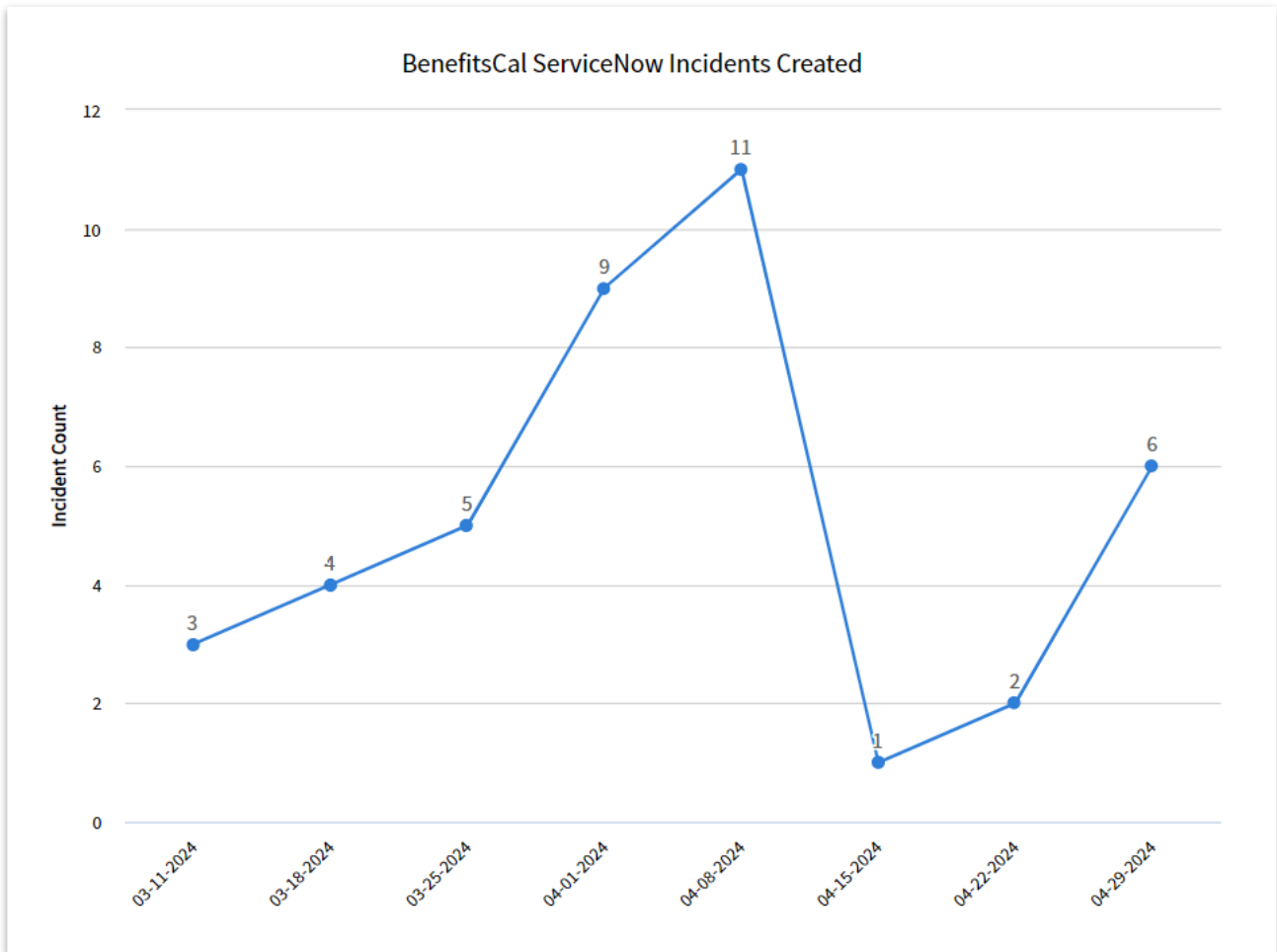
- **Incidents Created**
 - Eight (8) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved three (3) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed eighteen (18) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged seventy-seven (77) 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 two (2) problem tickets in the biweekly reporting period.

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

Period: April 22, 2024 to May 5, 2024

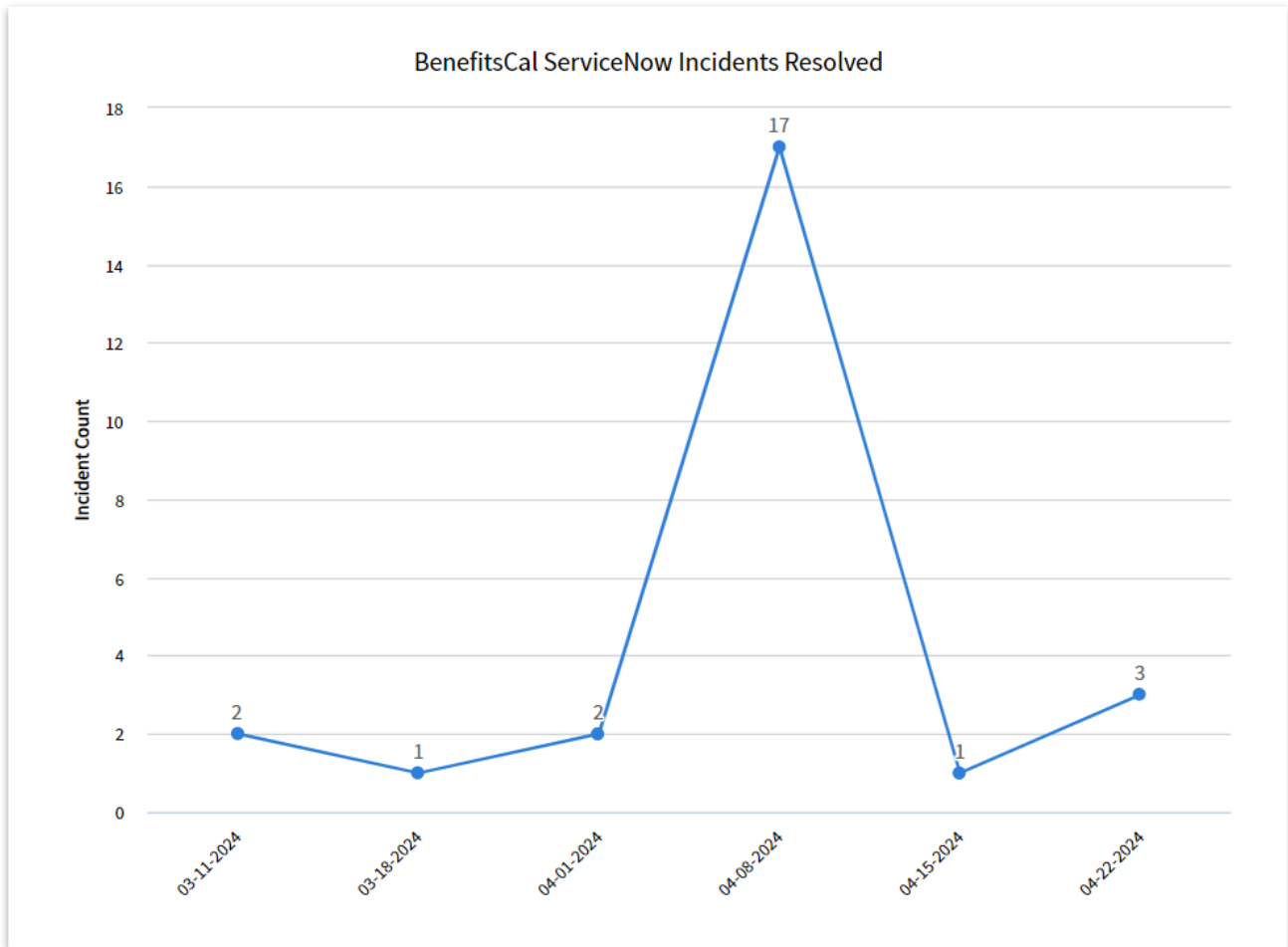
3.1.2 BenefitsCal Help Desk Metrics

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.



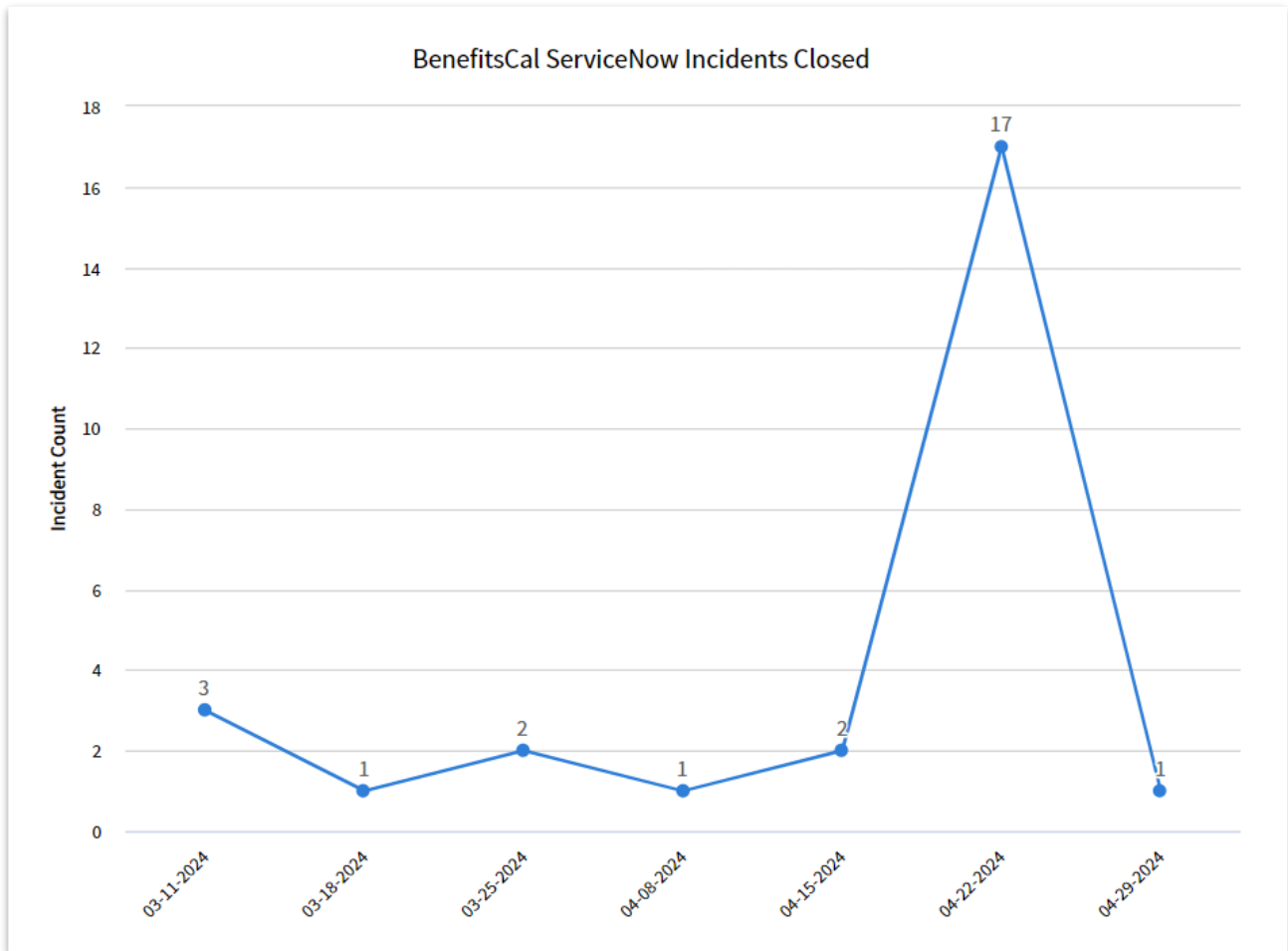
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: April 22, 2024 to May 5, 2024



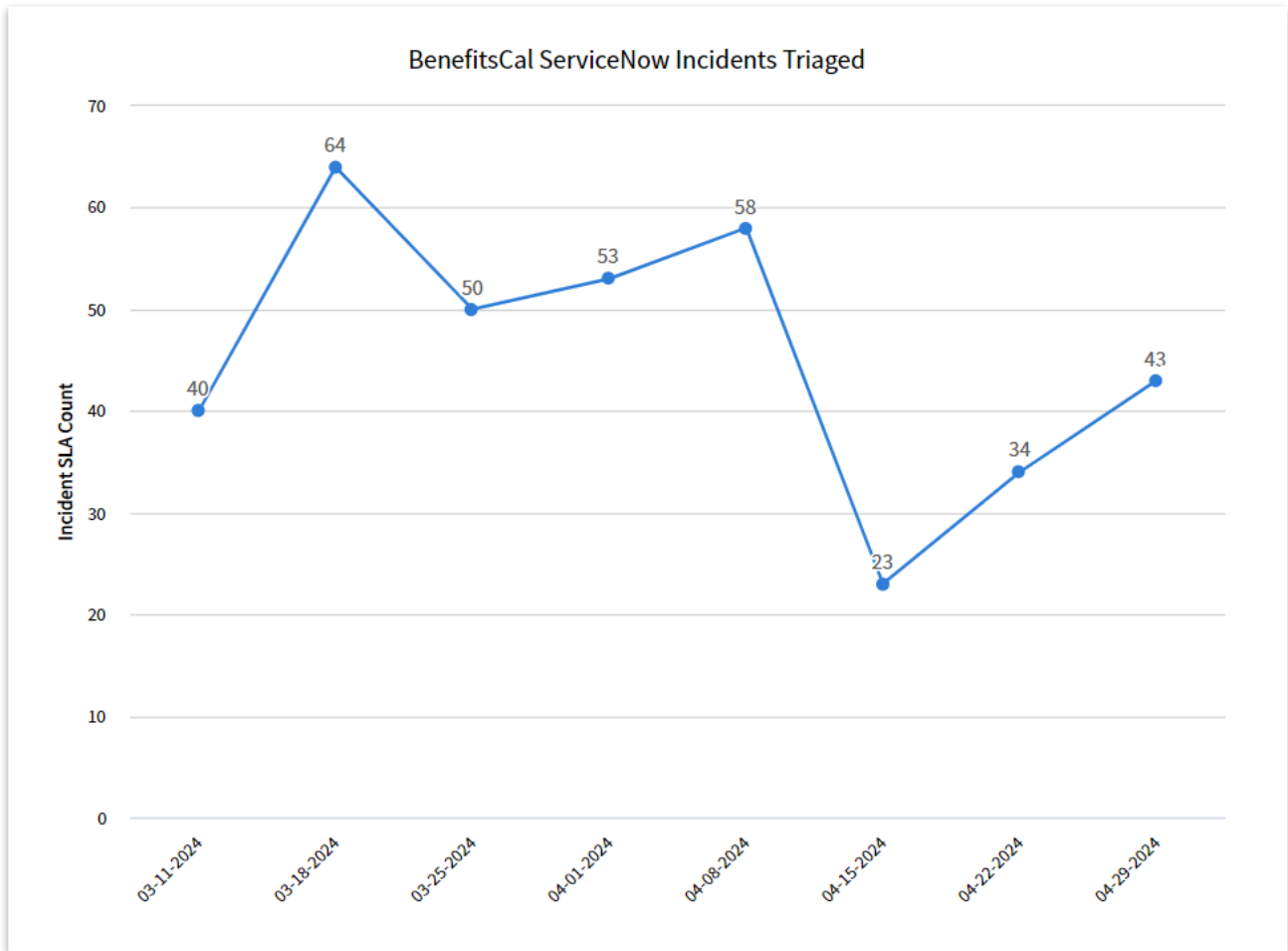
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: April 22, 2024 to May 5, 2024



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

Period: April 22, 2024 to May 5, 2024



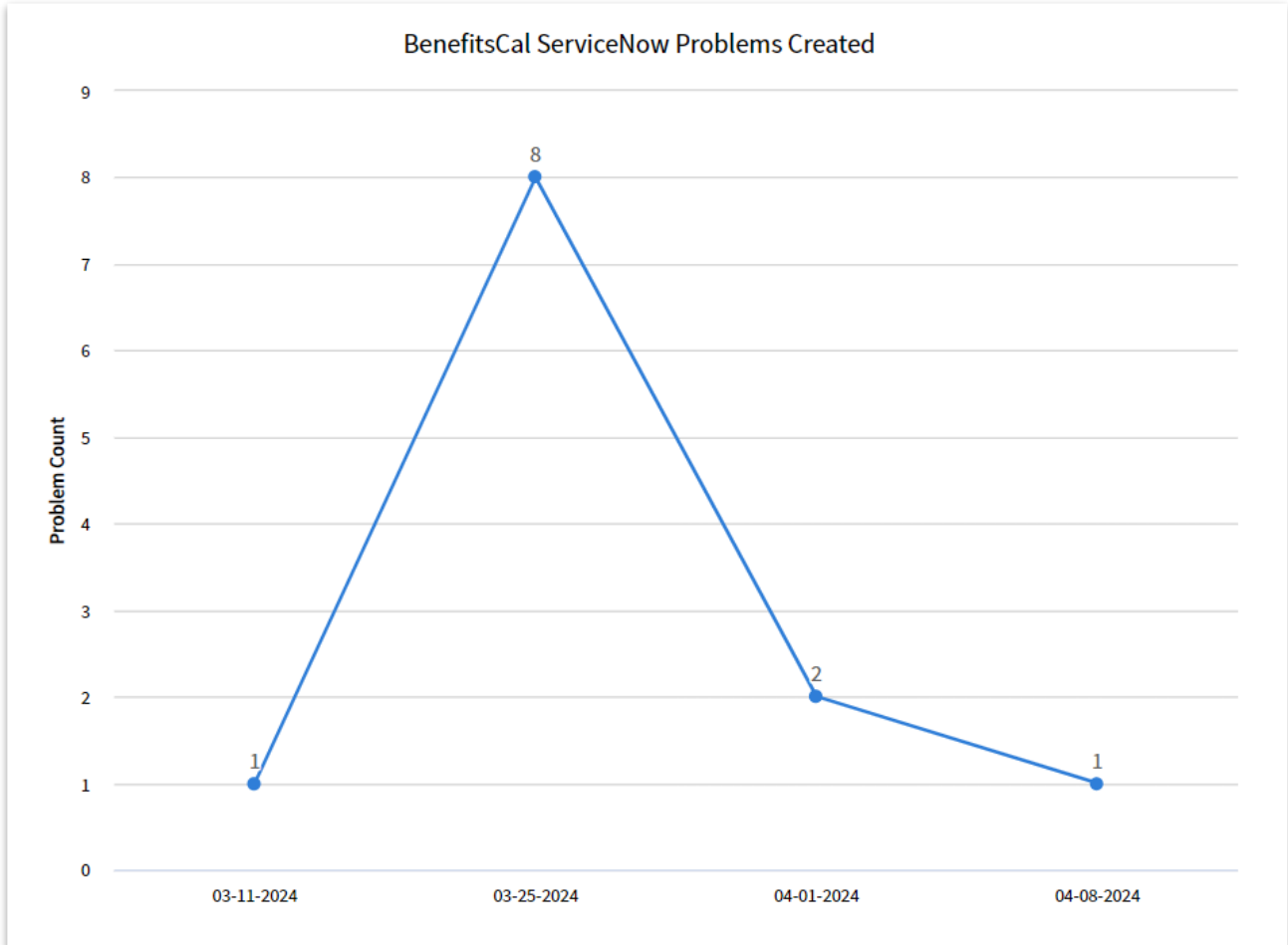
Note: The graphs represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

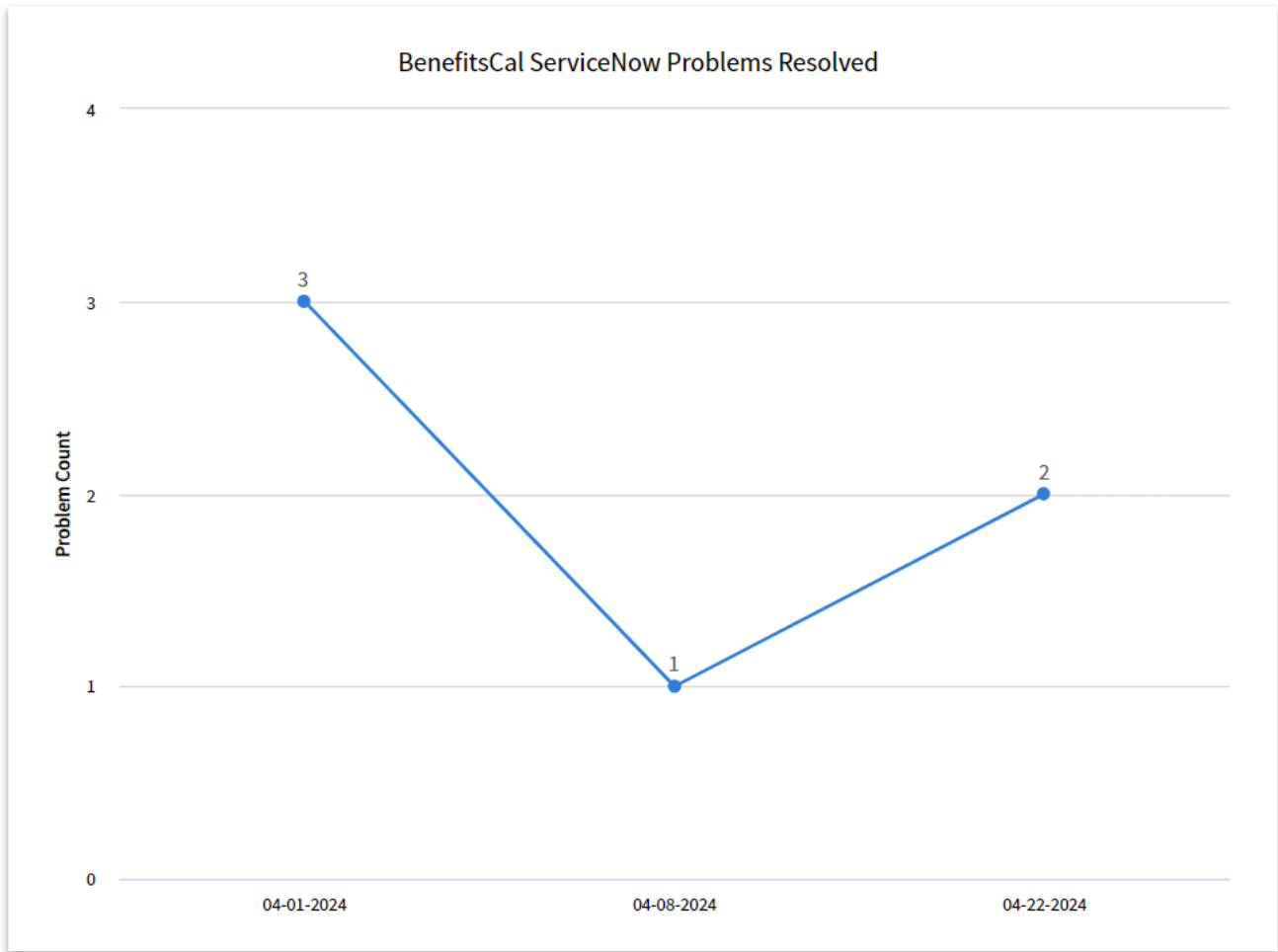
Period: April 22, 2024 to May 5, 2024

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: April 22, 2024 to May 5, 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: April 22, 2024 to May 5, 2024

BenefitsCal ServiceNow Incidents by State and Age

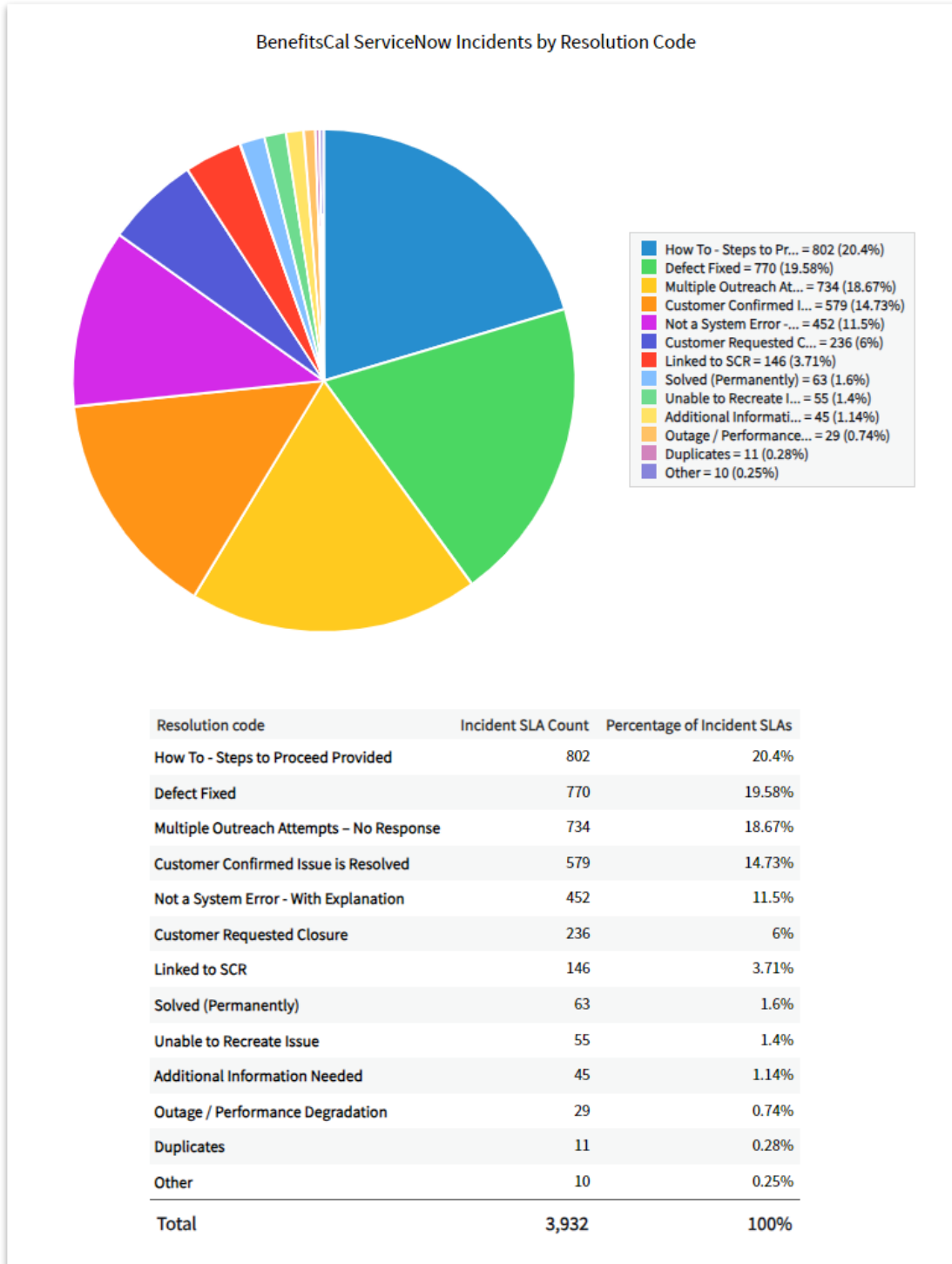
State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
	New		1	0	0	0	0	0	0
In Progress		2	0	0	0	0	0	0	2
On Hold		1	1	2	0	10	5	1	20
Resolved		0	0	0	2	0	1	0	3
Closed		0	0	51	337	157	113	2	660
Count		4	1	53	339	167	119	3	686

- 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: April 22, 2024 to May 5, 2024

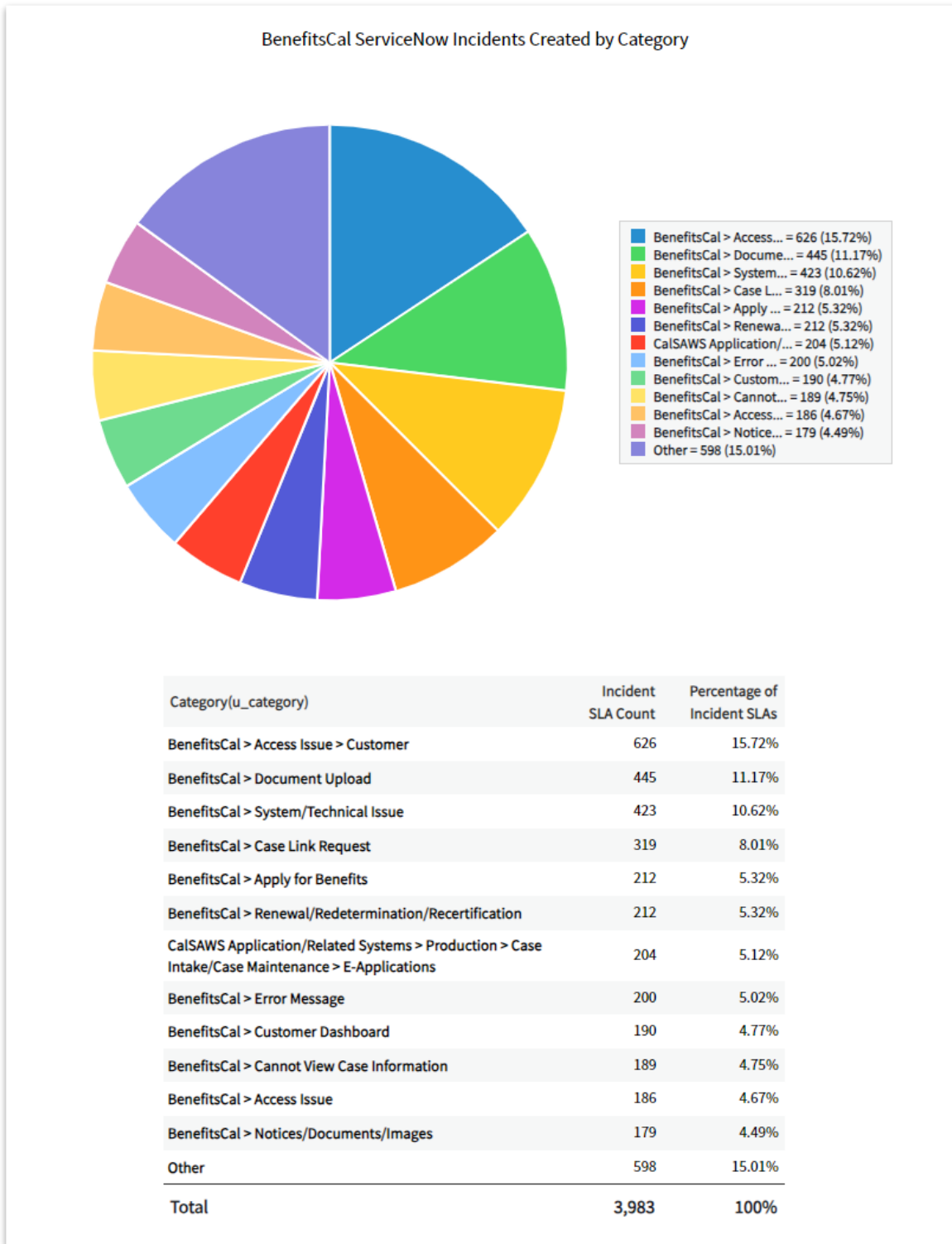


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

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

Period: April 22, 2024 to May 5, 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: April 22, 2024 to May 5, 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 the 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
04/25/24	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 24.04.25
04/26/24 – 04/27/24	04/26/24 10:00 pm – 04/27/24 02:00 am PST	CalSAWS Application maintenance (Maintenance mode)
04/28/24	2:00 pm – 6:30 pm PST	CalSAWS Application maintenance (Offline mode)

Table 3.3-1 – BenefitsCal Outages

Scheduled Date	Outage Timeframe	Application Mode
05/19/24	6:00 am – 7:00 am PST	BenefitsCal Production Deployment – 24.04.19

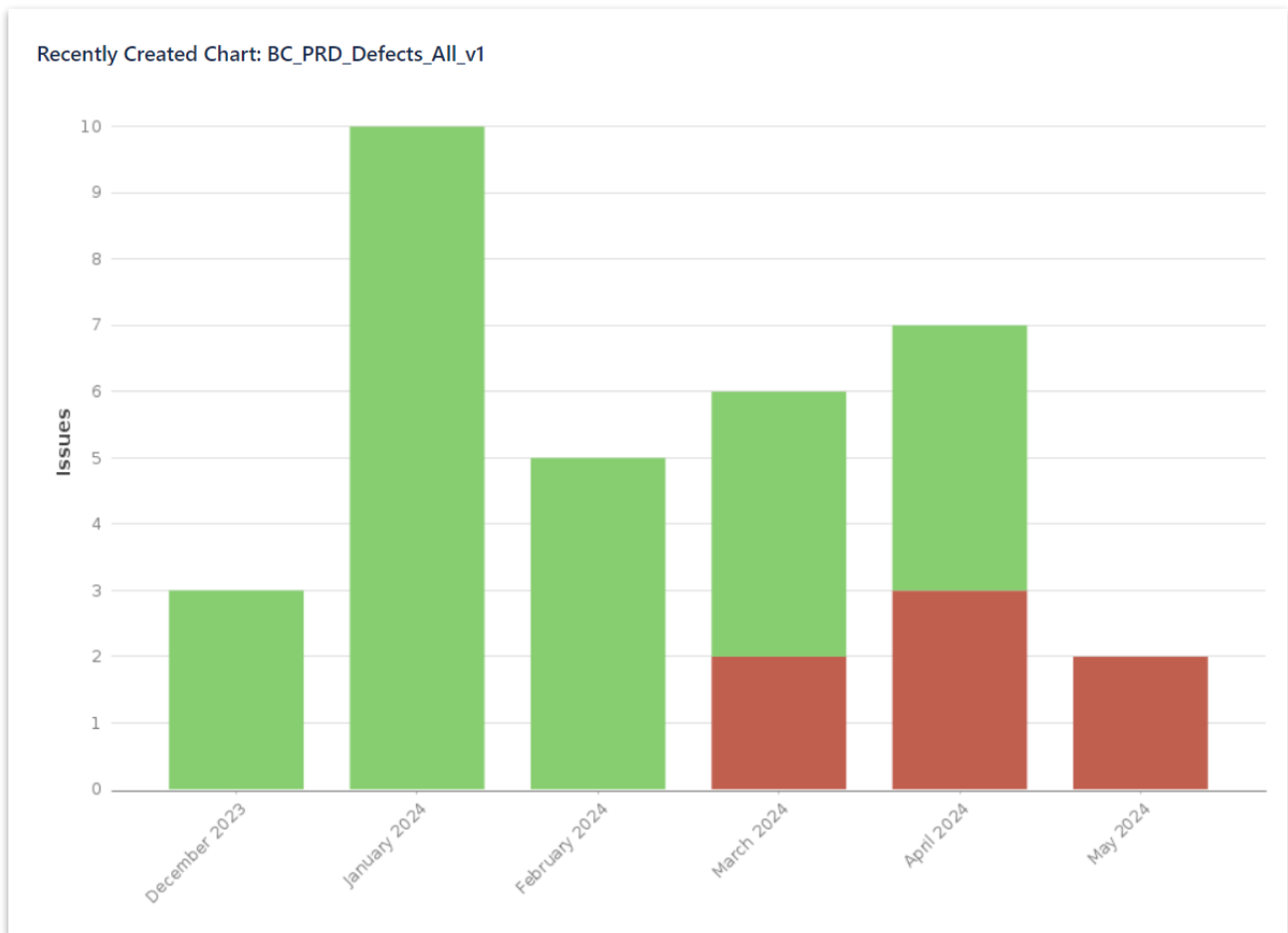
Table 3.3-2 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0049017	Kern County users at the 10215 Stobaugh Street, Lamont site is unable to access CalSAWS and associated systems due to a power outage	04/30/24 9:47 am – 04/30/24 10:53 am PST	Kern County users at the Lamont site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0049016	San Bernardino County users at the 15980 Main Street, Hesperia site may be unable to access CalSAWS and associated systems.	04/30/24 7:00 am – 04/30/24 9:21 am PST	San Bernardino County users at the Hesperia site may experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	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.



■ 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 24.05.30	TBD	Total
1-High	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
2-Normal/Medium	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
3-Normal/Low	5	3	8
New	0	0	0
In Progress	5	3	8
Closed	0	0	0
4-Cosmetic	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
Total	5	3	8

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.
- **BenefitsCal Monthly Release** – BenefitsCal Monthly Release 24.04.25 was successfully deployed on 04/25/24 to BenefitsCal Production. Five (5) defects and two (2) enhancements were planned for User Error Handling, Exception Handling, and Application Summary.

Release	Release Date	Summary
24.05.19 – Priority	05/19/24	One (1) enhancement is planned for User Error Handling, Exception Handling, and Application Summary.
24.05.30 – Monthly	05/30/24	Five (5) production defects and three (3) 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

- Finalized design work for April 2024 enhancements.
- Continued design work for May 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 04/22/24 and 04/29/24.
- Attended the 24.05 County Validation touchpoint call on 04/22/24, 04/23/24, 04/24/24, 04/25/24, 04/26/24, 04/29/24, 04/30/24, 05/01/24, 05/02/24, and 05/03/24.
- Hosted the DDI and M&O Biweekly calls on 04/23/24, 04/25/24, 04/30/24, and 05/02/24.
- Attended CFAP Expansion Meeting on 04/23/24.
- Attended EBT 2259 User Group on 04/24/24.
- Hosted SCERFRA Discussion on 04/24/24.
- Attended Case link Phase 2 Design Discussion on 04/24/24.
- Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 04/24/24 and 05/01/24.
- Attended SIRFRA Discussion on 04/25/24.
- Hosted BenefitsCal Pipeline Discussion on 04/26/24.
- Attended ROI Workgroup Meeting on 04/29/24.
- Attended Alternate Formatted Forms Discussion SCERFRA on 04/29/24.
- Cohosted BenefitsCal Demo with FNS on 04/30/24.

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

Period: April 22, 2024 to May 5, 2024

- Attended BenefitsCal Security Incident Update with Advocate Co-leads on 04/30/24.
- Attended GCF Parity Meeting on 05/01/24.
- Attended Accelerated Enrollment Prep Session on 05/01/24.
- Hosted BenefitsCal Case Link MFA Phase 2 Design Review on 05/02/24.
- Cohosted 24.07 Planning Discussions on 05/02/24.
- Hosted BenefitsCal Pipeline Discussion Meeting on 05/03/24.

Release 24.04.25 Development

- Provided support to SIT teams for the April monthly enhancements.
- Delivered release to production.

Release 24.05.19 Development

- Provided support to SIT and Independent test teams for the May Baseline release enhancements.

Release 24.05.30 Development

- Continued development on the May monthly release enhancements.

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

Release	Release Date	Summary
24.04.25	04/25/24	Delivered to production.
24.05.19	05/19/24	Continued development and provided test and county support.
24.05.30	05/30/24	Continued development and provided test support.

Table 4.2-1 – BenefitsCal Enhancements Development Status

4.3 Release Management

4.3.1 Release Test Summary

Release 24.04.11 – April Priority Release

- Deployed the Priority Release to Production on 04/11/24 for redaction and message for deactivated messages upon login.

Release 24.04.25 – April Monthly Release

- Deployed the Monthly Release to Production on 04/25/24.

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

Period: April 22, 2024 to May 5, 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
24.04.25	42	42	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 and CF303 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.