

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

Reporting Period: May 6, 2024 to May 19, 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	21
4.1	Priority Release Summary	21

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

Period: May 6, 2024 to May 19, 2024

- 4.2 Application Development Status21
- 4.3 Release Management.....22
 - 4.3.1 Release Test Summary22
 - 4.3.2 Automated Regression Test (ART) Coverage22
- 4.4 Training Materials Update23
- 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 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 twenty-one (21) active Production defects.
Incidents		There are twenty (20) 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 Release **24.05.19** to BenefitsCal Production.
- **Emergency Release** – None for the reporting period.
- **Monthly Release** – None for the reporting period.

Planned Outages

- Priority Release 24.05.20
 - Sunday, 05/19/24 6:00 am PST to 7:30 am PST

2.0 Project Management

2.1 Project Deliverables Summary

Del #	Name	Team	Status ^[1]	Status
WP 25.27	Monthly M&O Report – April 2024	M&O		DWP submission 05/09/24 FWP submission 05/24/24 FWP approval 05/31/24
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:

- DWP 25.27: Monthly M&O Report – April 2024 on 05/09/24.
- 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.

2.3 Activities for the Next Reporting Period

Deliverable and Work Product submissions for next reporting period:

- FWP 25.27: Monthly M&O Report – April 2024 on 05/24/24.

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

Period: May 6, 2024 to May 19, 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
0077-24	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 – 5/31/2024	CalSAWS M&E	05/16/24	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

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

Period: May 6, 2024 to May 19, 2024

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	0
Reopened	0
In Review	0
Withdrawn	0
Total	2

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

New / Assigned:

- CSPM-73841: SCERFRA 24-513 – PVS Contact Letter
- CSPM-73866: SIRFRA 1379 – CHDP Program

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.

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Period: May 6, 2024 to May 19, 2024

3.1 Service Management

3.1.1 Overview

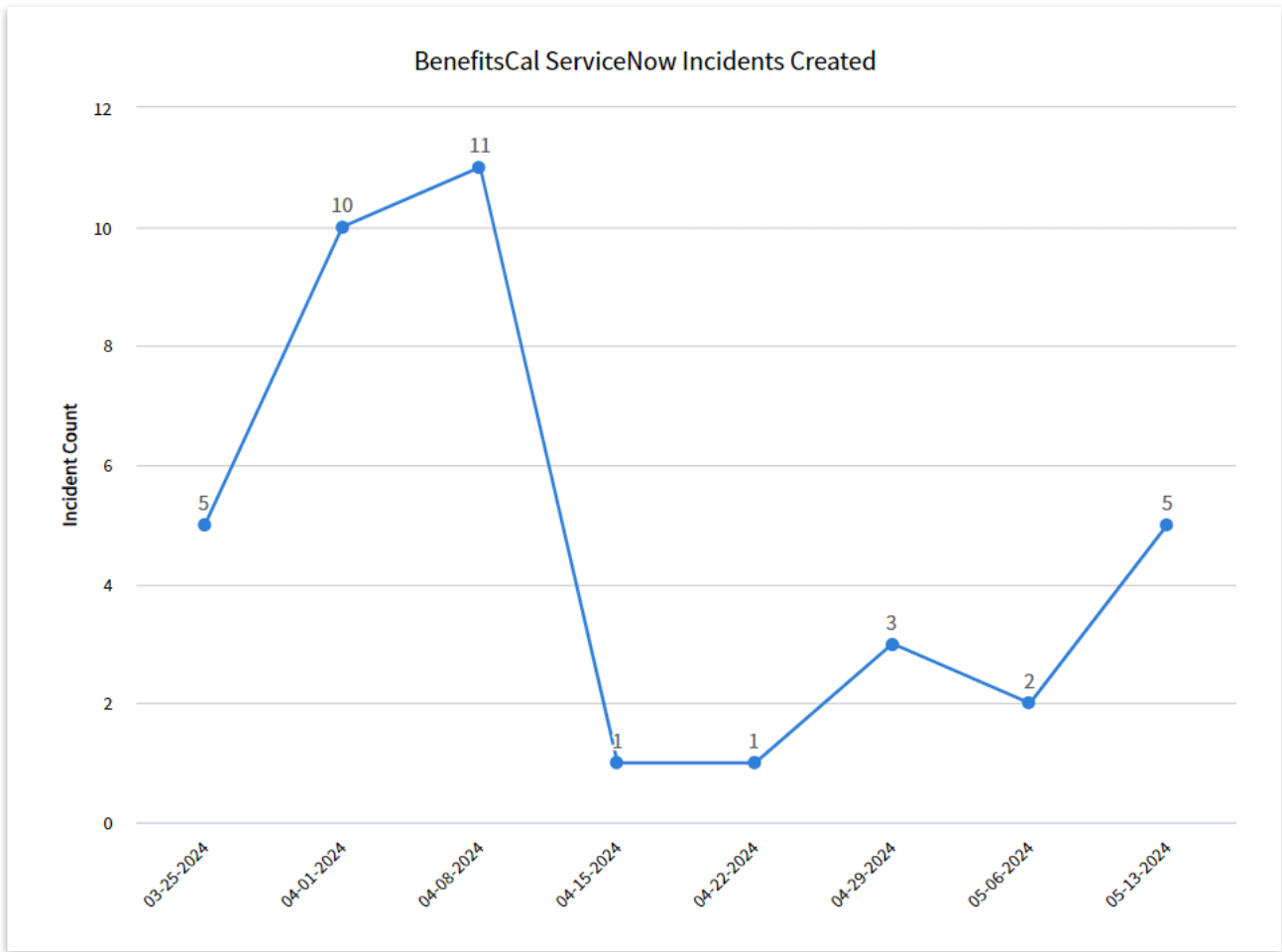
- **Incidents Created**
 - Seven (7) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved zero (0) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed three (3) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged sixty-six (66) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created nine (9) 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

Period: May 6, 2024 to May 19, 2024

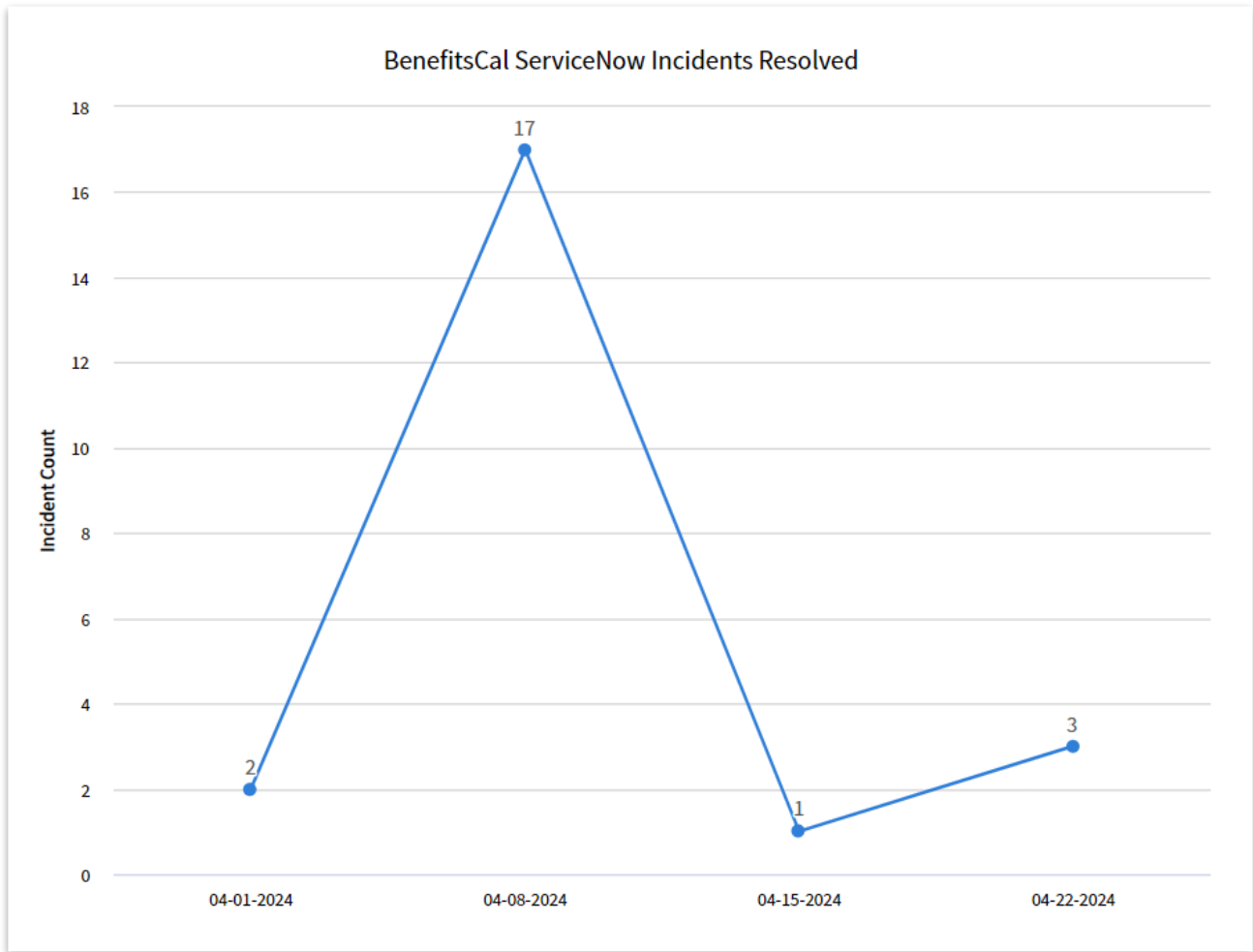
3.1.2 BenefitsCal Help Desk Metrics

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.



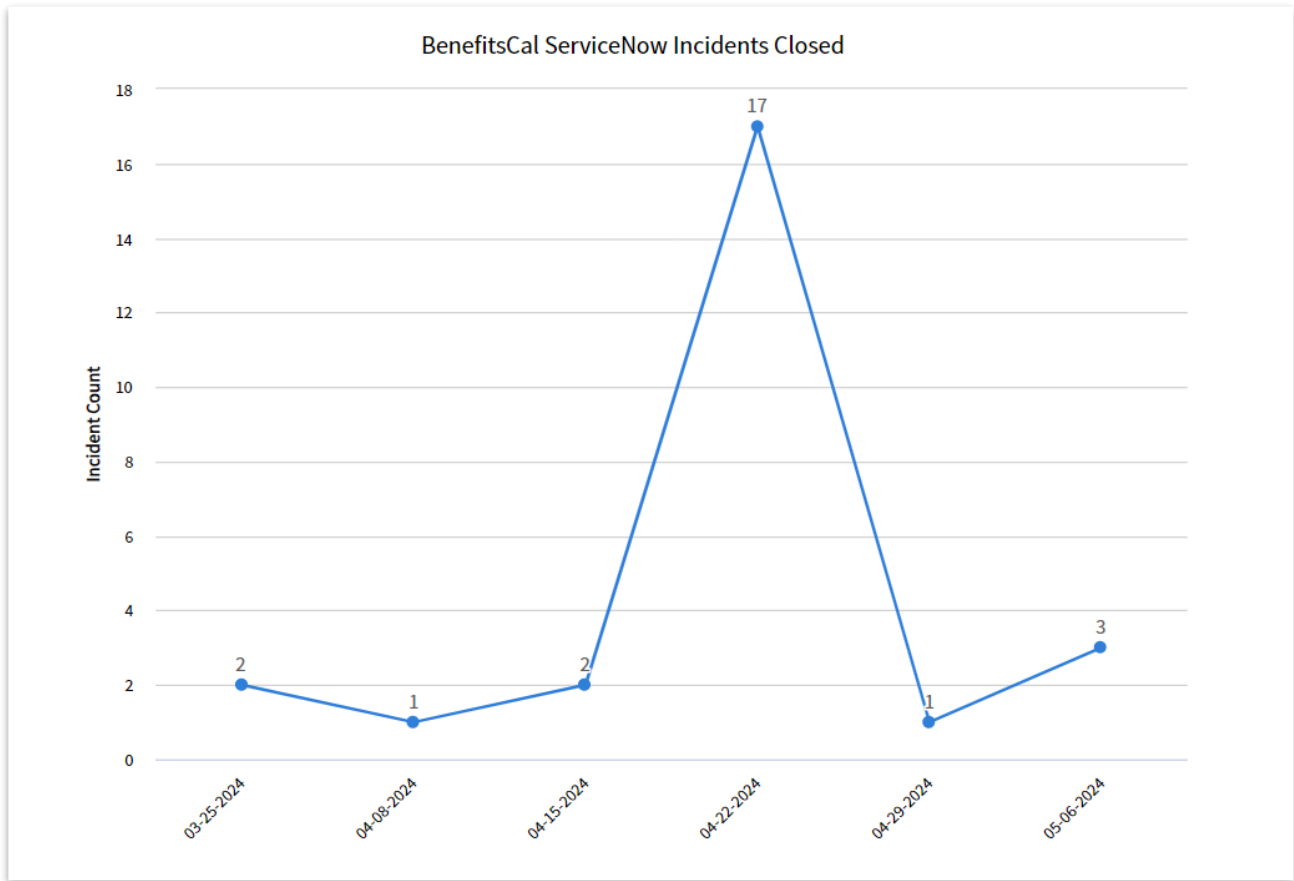
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

Period: May 6, 2024 to May 19, 2024



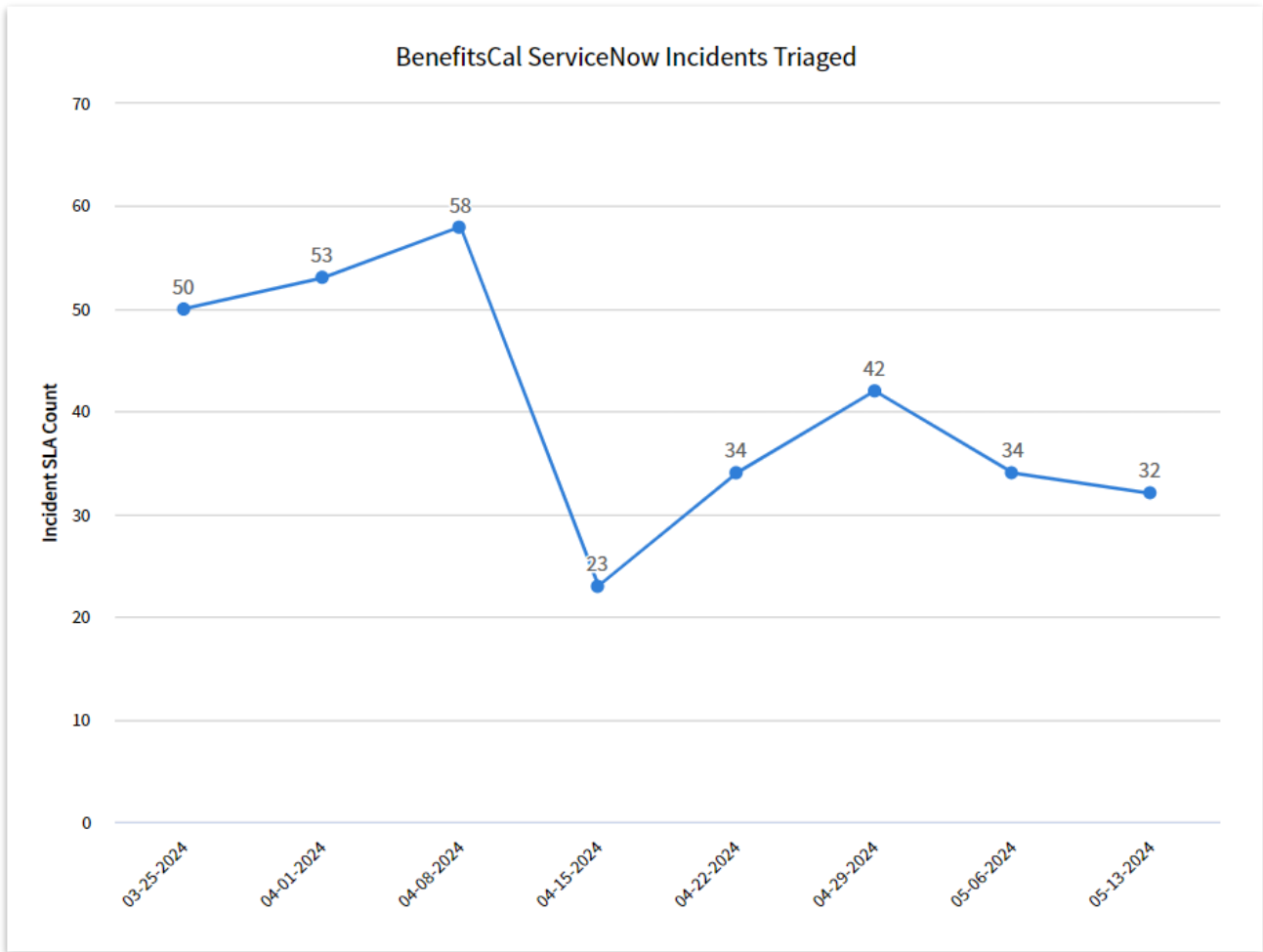
CalSAWS – BenefitsCal (Portal/Mobile) Bi-Weekly M&O Report

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

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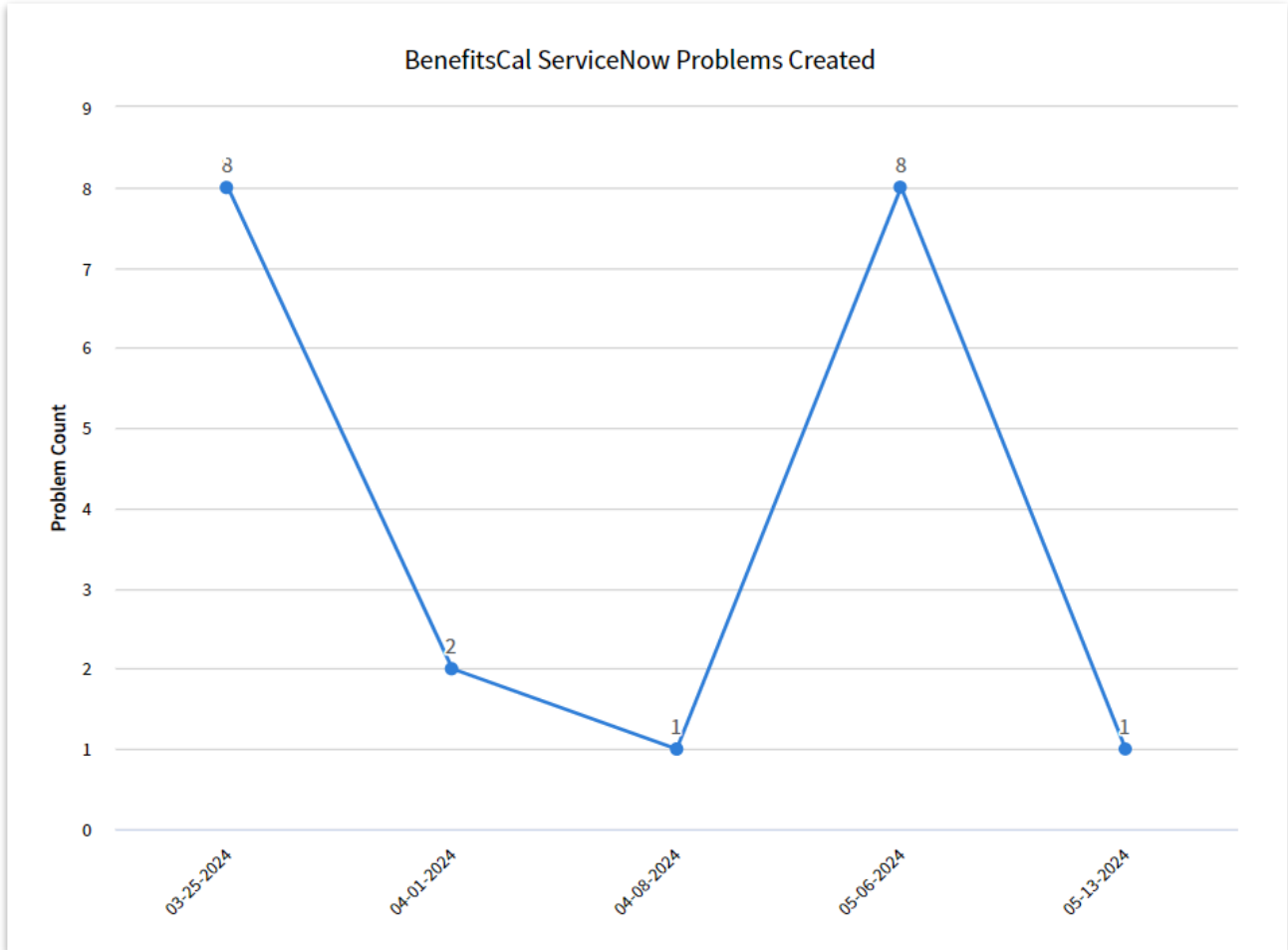
Note: The graphs represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

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

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

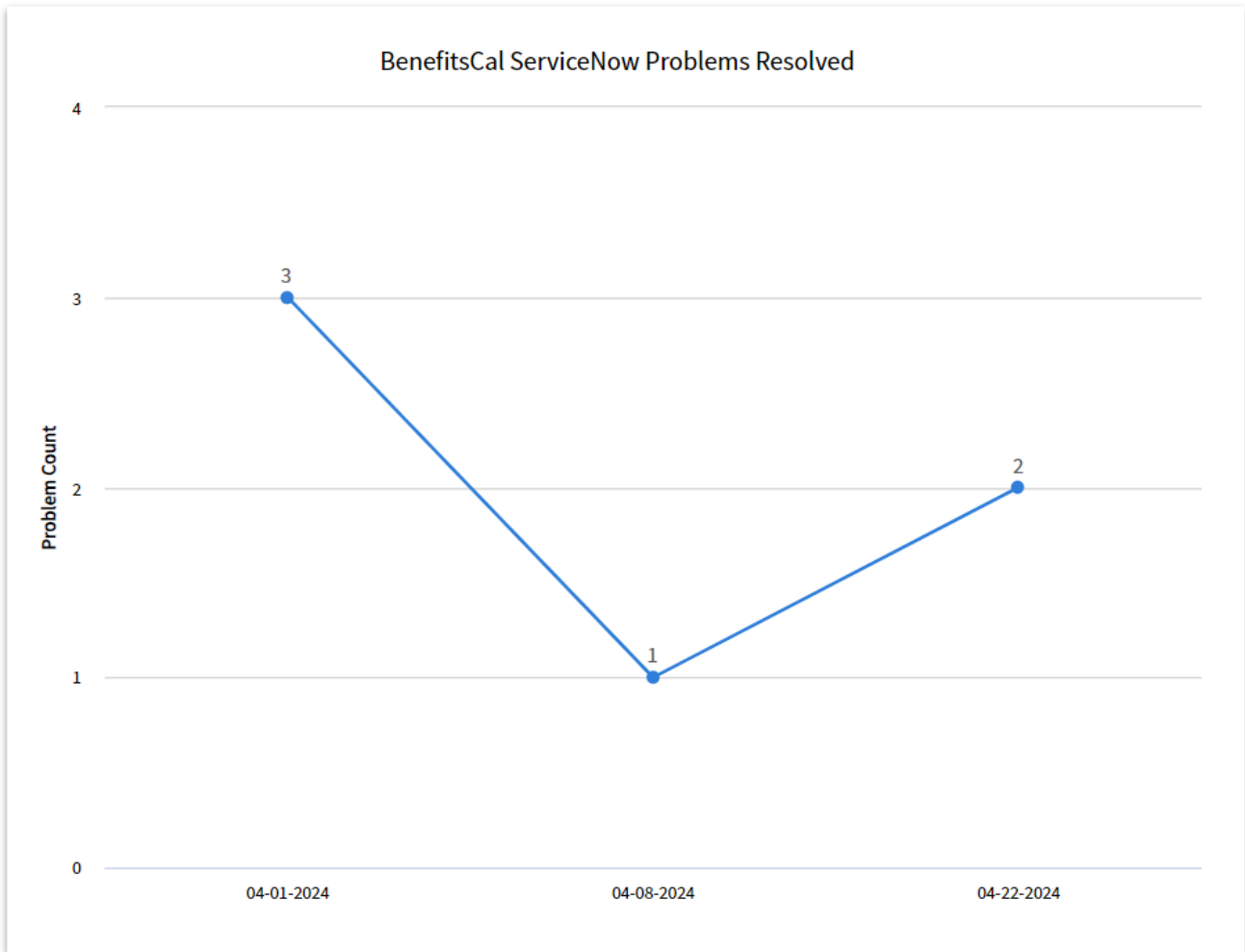
Period: May 6, 2024 to May 19, 2024

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: May 6, 2024 to May 19, 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: May 6, 2024 to May 19, 2024

BenefitsCal ServiceNow Incidents by State and Age

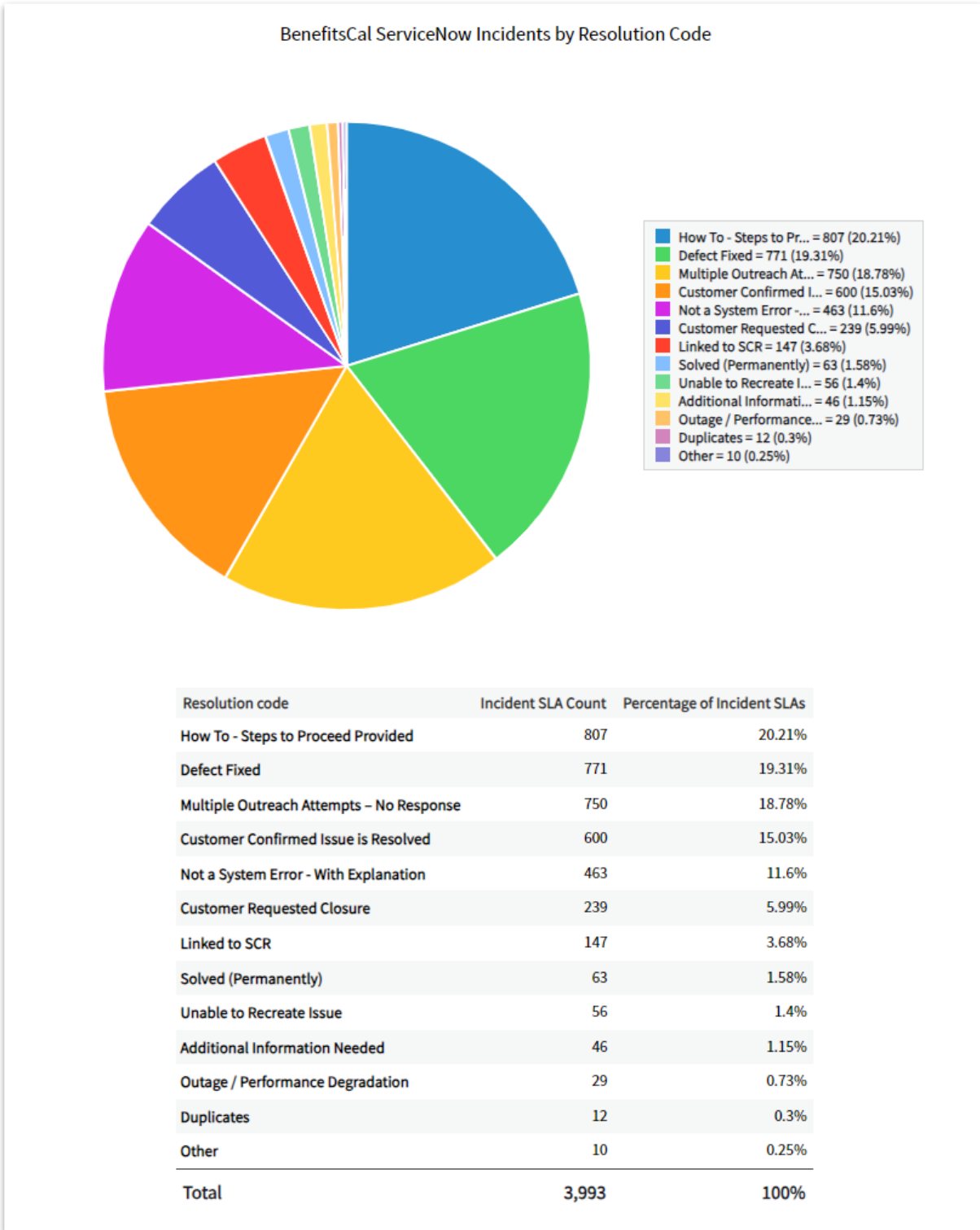
State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
	New		3	0	0	0	0	0	0
In Progress		1	0	0	0	0	0	0	1
On Hold		0	1	1	3	3	8	0	16
Closed		0	0	51	338	158	114	2	663
Count		4	1	52	341	161	122	2	683

- 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: May 6, 2024 to May 19, 2024

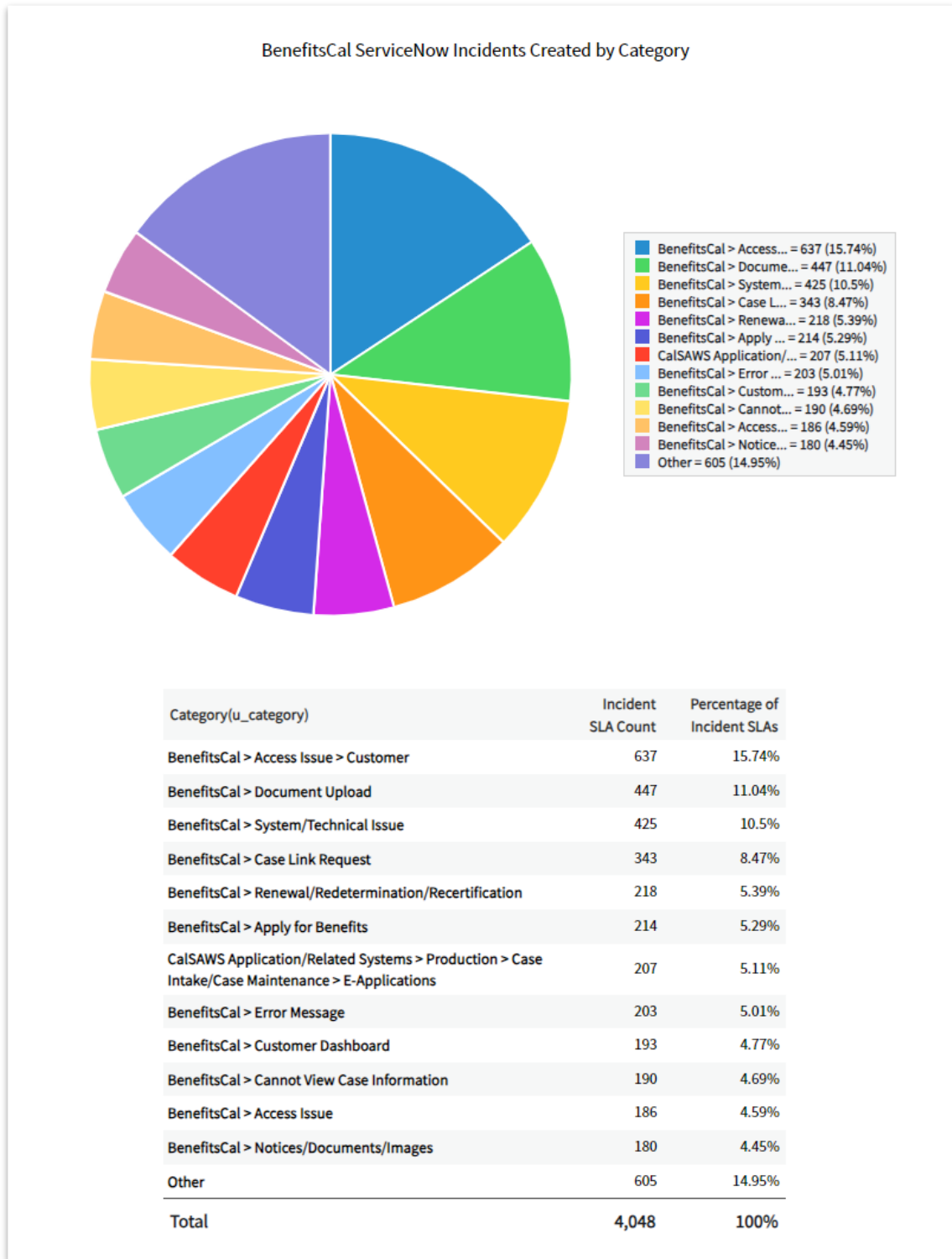


Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 3.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

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

Period: May 6, 2024 to May 19, 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: May 6, 2024 to May 19, 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
05/12/24	2:00 pm – 6:30 pm PST	CalSAWS Application maintenance (Offline mode)
05/19/24	6:30 am – 7:20 am PST	BenefitsCal Production Deployment – 24.05.19
05/19/24	6:00 am – 12:00 pm PST	CalSAWS Application maintenance (Offline mode)

Table 3.3-1 – BenefitsCal Outages

Scheduled Date	Outage Timeframe	Application Mode
05/30/24	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 24.05.30

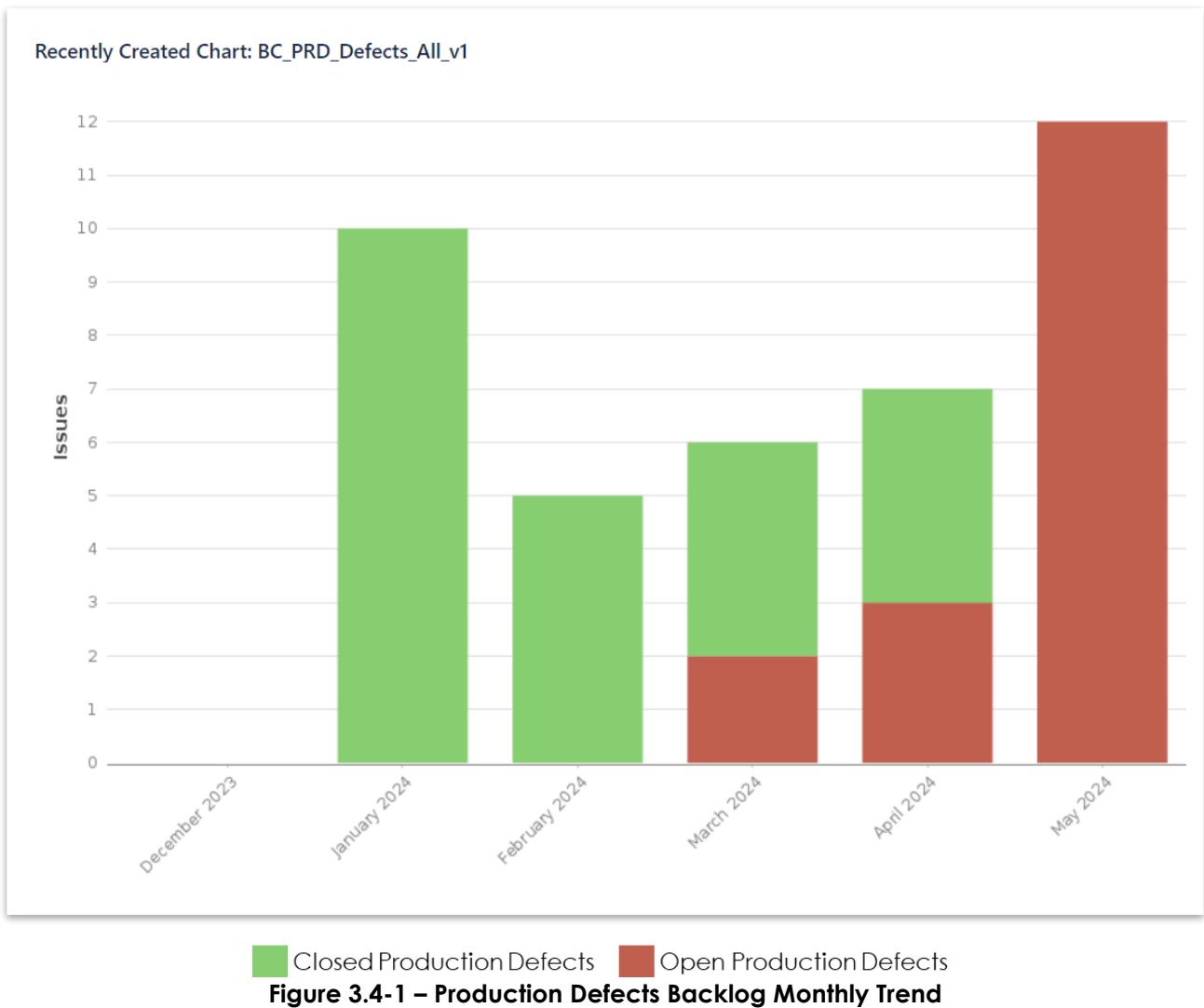
Table 3.3-2 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0049084	Kern County users at the 8300 Segreue Road, Lamont site is unable to access CalSAWS and associated systems due to a power outage.	05/08/24 11:27 am – 05/08/24 11:47 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
PRB0049172	Ventura County users at the 800 S. Victoria Ave. Ventura site are unable to access CalSAWS and associated systems.	05/17/24 12:00 pm – 05/17/24 12:20 pm PST	Ventura County users at the Victoria Ave site will not be able to access 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 (resolved Production 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 24.05.30	Release 24.06.27	TBD	Total
1-High	0	0	0	0
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
2-Normal/Medium	0	0	0	0
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
3-Normal/Low	11	4	6	21
New	0	0	0	0
In Progress	11	4	6	21
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	11	4	6	21

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 Monthly Release 24.05.19 was successfully deployed on 05/19/24 to BenefitsCal Production. One (1) enhancement was planned for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Emergency** – None for the reporting period.
- **BenefitsCal Monthly Release** – None for the reporting period.

Release	Release Date	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

- 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 05/06/24 and 05/13/24.
- Hosted the DDI and M&O Biweekly calls on 05/07/24, 05/09/24, 05/14/24, and 05/16/24.
- Attended Email Whitelisting Call on 05/06/24.
- Attended 24.05 T-2 Project Readiness Call on 05/06/24.
- Attended App Dev Meeting on 05/07/24.
- Hosted UCD/CX Check-In on 05/07/24.
- Hosted BenefitsCal SSA Accessibility Discussion on 05/08/24.
- Attended Case Link Response Design on 05/08/24.
- Attended CA-239537 | CSPM- 69825 App Transfer – Student Attendance Update on 05/09/24.
- Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 05/08/24 and 05/15/24.
- Hosted Prep for UCD Monthly Meeting on 05/13/24.
- Attended 24.05 T-1 Project Readiness on 05/13/24.
- Attended 24.05 Pre-Green Light Preview Meeting on 05/13/24.
- Attended App Dev Call on 05/14/24.
- Attend CFAP Expansion Meeting on 05/14/24.
- Hosted the UCD Monthly May Meeting with State Partners and Advocates on 05/15/24.
- Hosted SAWS Policy Implementation Meeting on 05/15/24.
- Attended BenefitsCal Metrics Pre-Meet on 05/16/24.

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

Period: May 6, 2024 to May 19, 2024

- Hosted BenefitsCal Pipeline Discussion Meeting on 05/17/24.

Release 24.05.19 Development

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

Release 24.05.30 Development

- Continued development on the May monthly release enhancements.
- Provided support to SIT and Independent test teams for the May monthly release enhancements.

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

Release	Release Date	Summary
24.05.19	05/19/24	Delivered to production.
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 24.05.19 – May Baseline Release

- Deployed the May Baseline Release to Production on 05/19/24 for SSA Functionality.

4.3.2 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 24.05.19.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
24.05.19	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, EBT 2259 and CF 303 are covered by automated regression.

Table 4.3-1 – Automated Regression Scripts Executed in BenefitsCal

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

Period: May 6, 2024 to May 19, 2024

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.