

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: October 7, 2024 – October 20, 2024

Table of Contents

1	EXECUTIVE SUMMARY	4
1.1	Highlights of the Reporting Period	4
1.2	Deliverable Summary	6
1.3	BenefitsCal Project Status Dashboard	6
1.4	Highlights from the Reporting Period	6
2	PROJECT MANAGEMENT	7
2.1	Deliverable Management	7
2.2	CRFI/CIT Communications	7
2.3	Risks and Issues	8
2.3.1	Project Risks	8
2.3.2	Project Issues	32
2.4	Project Work Plan Reports	33
2.5	Project Action Items – Overdue	35
2.6	SCIRFRA/SCERFRA/SIRFRA/SARRA Information	36
2.7	Deviation from Plan/Adjustments	36
3	BENEFITS CAL COLLABORATION MODEL (CM)	37
4	MAINTENANCE AND OPERATIONS	39
4.1	Service Management	39
4.1.1	Overview	39
4.1.2	BenefitsCal Help Desk Metrics	40
4.2	Technology Operations	49
4.3	BenefitsCal Maintenance and Operations	49
4.4	Production Defect Backlog	49
4.4.1	Release Schedule Production Defect Fix	52
4.5	Production Operations	52
4.6	Deviation from Plan/Adjustments	52
5	APPLICATION DEVELOPMENT AND TEST	53
5.1	Priority Release Summary	53
5.2	Requirements and Design	53
5.3	User Centered Design (UCD)	54
5.4	Development	56
5.5	System Test Execution	56
5.6	User Acceptance Test (UAT) Planning	57

5.7	Release Management	57
5.7.1	Release Test Summary	57
5.7.2	Automated Regression Test (ART) Coverage	57
6	PERFORMANCE TEST.....	59
6.1	Performance Test	59
6.2	Training Materials Update	59
6.3	Deviations from Plan/Adjustments	59
7	SECURITY	60
7.1	User Conversion	60
7.2	Security	60

TABLE OF TABLES

Table 1:	Bi-Weekly Status Agenda Topics	4
Table 2:	Deliverable Summary	6
Table 3:	Status Dashboard	6
Table 4:	CITs.....	7
Table 5:	CRFIs	7
Table 6:	Overdue CRFIs	8
Table 7:	Project Risks	8
Table 8:	Project Issues	32
Table 9:	Overdue Action Items.....	35
Table 10:	Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests.....	36
Table 11:	Enhancements Updates, Prioritized by CM	37
Table 12:	Planned Activities for Next Reporting Period for Enhancements, Prioritized by CM.....	37
Table 13:	BenefitsCal Outages	49
Table 14:	BenefitsCal Upcoming Maintenance	49
Table 15:	BenefitsCal Incident Follow-Up Summary.....	Error! Bookmark not defined.
Table 16:	Production Defect Fix – Release Schedule.....	52
Table 17:	BenefitsCal Upcoming Releases.....	53
Table 18:	Enhancement Actuals for Reporting Period	56
Table 19:	Planned Enhancement Work	56
Table 20:	Automated Regression Scripts Executed in BenefitsCal.....	58
Table 21:	Performance Test Cycles and Test Case Status	59

TABLE OF FIGURES

Figure 1:	BenefitsCal ServiceNow Incidents Created	40
Figure 2:	BenefitsCal ServiceNow Incidents Resolved	41
Figure 3:	BenefitsCal ServiceNow Incidents Closed.....	42
Figure 4:	BenefitsCal ServiceNow Incidents Triaged.....	43
Figure 5:	BenefitsCal ServiceNow Problems Created	44
Figure 6:	BenefitsCal ServiceNow Problems Created	45
Figure 7:	BenefitsCal ServiceNow Incidents by State and Age	46
Figure 8:	BenefitsCal ServiceNow Incidents by Resolution Code	47
Figure 9:	BenefitsCal ServiceNow Incidents Created by Category.....	48

Figure 10: Production Defects Backlog Monthly Trend.....	51
Figure 11: UCD Stakeholder Engagement.....	55

Bi-Weekly Status – BenefitsCal M&O

1 EXECUTIVE SUMMARY

1.1 Highlights of the Reporting Period

Table 1: Bi-Weekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
1.3	<ul style="list-style-type: none"> BenefitsCal Emergency Release 24.10.07 deployed to PRD on 10/07/24. BenefitsCal Emergency Release 24.10.10 deployed to PRD on 10/10/24.
October Enhancements (Release 24.10.25)	<ul style="list-style-type: none"> Four (4) enhancements will be delivered to Production in October 2024: <ul style="list-style-type: none"> One (1) Security Enhancement: <ul style="list-style-type: none"> CSPM-71750: Enhance Login MFA Process to Allow customers more login options (Phase III). Three (3) Technical Enhancements: <ul style="list-style-type: none"> CSPM-71734: SecurityFeb2024: Technical - Change Integration Points for all ForgeRock APIs. CSPM-74665: Runtime Upgrade of python lambdas from 3.8 CSPM-75268: Add iam:PassRole permission to existing lambda and SNS topics using Textract API service (Mobius)
GCF (GetCalFresh) Parity Items	<ul style="list-style-type: none"> Premise approved and planning continued for the below Parity items: <ul style="list-style-type: none"> #22, 44: Immigrant specific help and FAQs <ul style="list-style-type: none"> CDSS (California Department of Social Services) CF (CalFresh) provided written confirmation on 06/12/24 stating that BenefitsCal recommendations will meet the gap, also provided the links to be added for Immigrants in the Help Center. Planned closure date December 2024 Design Updates in Progress #24: Update CalFresh Application Flow to reduce questions. <ul style="list-style-type: none"> CDSS CF provided written confirmation on 08/08/24 stating they agree with the BenefitsCal recommendations. Planned closure date April 2024 #30, 32: Release of Information (ROI) Contingent on the ROI workgroup outcomes. #34: CDSS CF Prime Contractor Reports

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> ◆ CDSS CF provided written confirmation on 06/12/24 stating that the BenefitsCal recommendations will meet the gap. ◆ Planned closure date January 2025 • #46, 51: Automated reminder emails and text messages for customers. <ul style="list-style-type: none"> ◆ BenefitsCal provided the baseline used for providing the SCERFRA response and the recommendations to CDSS. ◆ CDSS confirmed the recommendations would meet the gap in the GCF Parity meeting held on 07/10/24. ◆ Planned closure date March 2025 • #52: Update utilities options for CalFresh applicants in BenefitsCal <ul style="list-style-type: none"> ◆ Assumptions confirmed by CDSS CF on 10/03/23. ◆ Planned closure date April 2025 • #55: Suggest SAR 7 documents to be uploaded by the customers in BenefitsCal. <ul style="list-style-type: none"> ◆ Assumptions confirmed by CDSS CF on 10/03/23. ◆ Planned closure date February 2025.
User Centered Design (UCD) Activities	<ul style="list-style-type: none"> ▪ Activities for the Reporting Period – UCD <ul style="list-style-type: none"> • Customer Experience (CX) Measurements Data <ul style="list-style-type: none"> ◆ Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues. ◆ Analyzed Always on survey data for September. • User Engagement <ul style="list-style-type: none"> ◆ Conducted generative research sessions with CBOs for CBO Account Manager Change [CSPM-74819]. ◆ Conducted generative research sessions with county workers for CBO Account Manager Change [CSPM-74819]. ◆ Conducted customer outreach for account login. • Enhancements <ul style="list-style-type: none"> ◆ Conducted generative research sessions with CBOs for CBO Account Manager Change [CSPM-74819]. ◆ Conducted generative research sessions with county workers from San Diego, Colusa, Humboldt, and Placer for CBO Account Manager Change [CSPM-74819]. ◆ Planned and prepped for account login. ◆ Continued design on GCF Parity items (#22, #44). ◆ Planned and prepped for GCF Parity item (#34). ◆ Started design for New BenefitsCal password alert based on ForgeRock update [CSPM-75708].

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> • Advocate Engagement <ul style="list-style-type: none"> ◆ Facilitated October UCD Monthly Meeting. ◆ Sent out the comment log for October UCD Monthly Meeting. ◆ Sent out responses to stakeholders for ABAWD designs [CSPM-67652].

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 25.32	Monthly M&O Report – September 2024	On Time	FDEL due 10/23/24.
WP 24.26	CX Bimonthly Report (Aug/Sep 2024)	On Time	FDEL due 10/25/24.

1.2 BenefitsCal Project Status Dashboard

Table 3: Status Dashboard

TOPIC	STATUS	HIGHLIGHTS
Availability	On Time	The BenefitsCal System did not experience any unplanned outages.
Defects	On Time	There are twenty-nine (29) active Production defects.
Incidents	On Time	There are twenty-one (21) open Tier 3 incidents.

1.3 Highlights from the Reporting Period

- **Priority Releases** – None for the reporting period.
- **Emergency Release** – The BenefitsCal Team successfully deployed Emergency Release **24.10.07** to BenefitsCal Production.
- **Emergency Release** – The BenefitsCal Team successfully deployed Emergency Release **24.10.10** to BenefitsCal Production.
- **Monthly Release** – None for the reporting period.
- **Planned Outages**
 - Monday, 10/07/24, 8 p.m. PST to 9.30 p.m. PST
 - ✦ Emergency Release 24.10.07.
 - Thursday, 10/10/24, 8 p.m. to 9 p.m. PST
 - ✦ Emergency Release 24.10.10.

2 PROJECT MANAGEMENT

2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
 - DWP 28.30: BenefitsCal Work Plan Monthly Updates – September 2024 on 10/07/24.
 - DWP 25.32: Monthly M&O Report – September 2024 on 10/09/24.
 - DWP 24.26: CX Bimonthly Report (Aug/Sep 2024) on 10/10/24.
 - FWP 26.10: BOM Review and License Renewals (Quarterly) Jul – Sep 2024 on 10/07/24.
 - FWP 27.10: Certificate Review (Quarterly) Jul – Sep 2024 on 10/07/24.
- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 25.32: Monthly M&O Report – September 2024 on 10/23/24.
 - FWP 24.26: CX Bimonthly Report (Aug/Sep 2024) on 10/25/24.

2.2 CRFI/CIT Communications

The following table outlines the CalSAWS Information Transmittals (CITs) for the reporting period.

Table 4: CITs

CIT ID	To	SUBJECT	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0160-24	PPOCs (All); Regional Managers (All); Section Directors	BenefitsCal E-Mail Marketing Campaign for Renewals	10/15/24	Carlos Zepeda	Carrie White
0161-24	PPOCs (All); Regional Managers (All); Section Directors	Update to BenefitsCal Customizable Trifold Brochure	10/17/24	Carlos Zepeda	Carrie White

The following tables outline the CalSAWS Requests for Information (CRFIs) for the reporting period.

Table 5: CRFIs

CRFI ID	To	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	PRIMARY BENEFITS CAL CONTACT
None.						

Table 6: Overdue CRFIs

CRFI ID	TO	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	PRIMARY BENEFITS CAL CONTACT
None.						

2.3 Risks and Issues

2.3.1 Project Risks

Table 7: Project Risks

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
246	Perceived Gap in Functionality	<p>A perceived gap in functionality between GetCalFresh and BenefitsCal was identified. Select features identified within GetCalFresh are not present within BenefitsCal as they are not part of the project requirements, and change requests were logged to address. Impacts BenefitsCal adoption by Community Partners may be lower as they rely on features (like the referral code) to complete their work. The future migration from GCF to BenefitsCal in 2022 is at risk until features are added to BenefitsCal.</p> <p>Status Updates:</p> <p>September 2, 2022:</p> <ul style="list-style-type: none"> Had multiple meetings with CDSS to discuss the GetCalFresh Gap List with Consortium and CWDA, latest on 08/29/22. There is a biweekly meeting cadence. Currently there are few enhancement suggestions from CDSS on partial gaps. Teams are going to continue having working sessions to decide any of these must have or nice to have. <p>September 30, 2022:</p>	Open	Low	Medium	05/10/21

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> Continued working sessions with CDSS, CWDA, Consortium and CalSAWS. With the CDSS's analysis, there is total of 41 gaps. 32 are logged as enhancements for prioritization and the remaining 9 will be discussed at upcoming working sessions. There is also a plan to identify/classify must have vs nice to have items. Next working session is scheduled for 10/05/22. <p>January 6, 2023:</p> <ul style="list-style-type: none"> BenefitsCal team has started working on the effort estimations for the gaps list (31 gaps/52 enhancements). Targeting to complete the estimations by 01/16 and propose prioritization. CDSS, CWDA and Consortium will provide direction on the implementation schedule. <p>January 11, 2023:</p> <ul style="list-style-type: none"> Prioritization is requested by end of month so it can be incorporated into the roadmap. <p>February 2, 2023:</p> <ul style="list-style-type: none"> Provided responses to CDSS SCERFRA with estimates for GCF parity list items. CDSS to confirm the SCERFRA approval and prioritization to establish a roadmap for implementation. <p>February 3, 2023:</p> <ul style="list-style-type: none"> Attended meeting with CDSS, CalSAWS, and CWDA for the GCF Parity List on 02/02/23. Provided responses to CDSS SCERFRA 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>with estimates for GCF parity list items.</p> <p>March 3, 2023:</p> <ul style="list-style-type: none"> RMG: Attended meeting with CDSS, CalSAWS, and CWDA for the GCF Parity List on 03/01/23. CDSS to confirm the SCERFRA approval and prioritization to establish a roadmap for implementation. <p>April 7, 2023</p> <ul style="list-style-type: none"> Attended meetings with CDSS, CalSAWS, and CWDA for the GCF Parity List on 03/22/23 and 04/05/23. CDSS shared decommissioning timeline got GCF components/CDSS will map the components planned for decommissioning to parity list items to confirm the SCERFRA approval, funding source and prioritization to establish a roadmap for implementation. <p>April 28, 2023:</p> <ul style="list-style-type: none"> Attended meetings with CDSS, CalSAWS, and CWDA for the GCF Parity List on 03/22/23 and 04/19/23. CDSS is currently mapping the components planned for decommissioning to parity list items and will confirm the SCERFRA approval for SCERFRA 23-512, CDSS is also confirming the funding source to establish a roadmap for implementation. Next meeting is scheduled on 05/03/23. <p>June 2, 2023:</p> <ul style="list-style-type: none"> Participated in the biweekly meetings on 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>05/03/23 and 05/17/23. Worked with the California Welfare Directors Association (CWDA) and the Consortium and provided line-item level analysis for a Legislative request on 05/19/23. Next biweekly meeting is scheduled for 06/07/23. The California Department of Social Services (CDSS) continued mapping the components planned for decommissioning to the parity list items.</p> <p>June 9, 2023:</p> <ul style="list-style-type: none"> BenefitsCal and CalSAWS teams connected with ODI on Friday 06/09/23. Next steps identified for ODI to provide the raw data from GCF to begin the analysis. <p>June 30, 2023:</p> <ul style="list-style-type: none"> Biweekly meeting conducted with CDSS, CWDA, Consortium and CalSAWS on 06/21/23. CDSS to provide final list of excel extract of items based on legislative response. Also, teams continued to work with ODI team on the analysis and data needs/questions. <p>July 28, 2023:</p> <ul style="list-style-type: none"> A working session is scheduled for 08/02/23 to talk about SCERFRA 23-500, SCERFRA 23-512 (SSA flow) and CF 303 – Benefit Replacement with CDSS, CWDA, Consortium and CalSAWS. <p>September 1, 2023:</p> <ul style="list-style-type: none"> Multiple working sessions have been facilitated by CDSS with participation by CWDA, Consortium, 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>BenefitsCal, and CalSAWS. Since August 02, 2023, out of 26 items, 4 items have been closed, 4 items are in-plan. 9 items are awaiting confirmation/ response by CDSS and another 9 are scheduled to be discussed with CDSS during the next working session on September 06, 2023. In plan items include the SSA Application flow in BenefitsCal, design activities for SCERFRA 23-512 (SSA flow) are on track to be completed by 09/08/23.</p> <p>September 8, 2023:</p> <ul style="list-style-type: none"> Working session facilitated by CDSS with participation by CWDA, Consortium, BenefitsCal and CalSAWS on 09/06/23. CDSS is going to provide offline response for the remaining items. Next working session is schedule on 10/04/23. Also working with ODI on recommender widget analysis. Next meeting is on 09/12/23. <p>September 29, 2023:</p> <ul style="list-style-type: none"> Continue to participate in working sessions facilitated by CDSS with participation from CWDA, Consortium, BenefitsCal and CalSAWS. Project has provided revised estimate for 5 parity items on 9/22 via SCERFRA 23-500 that includes SSA Flow, CF-303 and three other changes. Next meeting with CDSS is scheduled for 10/4/23 where 9 remaining items will be discussed. <p>October 6, 2023:</p>				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> Participated in sessions facilitated by CDSS on 09/19/23, with participation from CWDA, Consortium and BenefitsCal for parity list. BenefitsCal responses for parity list SCERFRA 23-500 for tracking IDs 9, 19, 20, 31, 63 are provided to CDSS on 09/22. Another working session is facilitated on 10/04/23 with participation from CWDA, Consortium, BenefitsCal and CalSAWS. 1 item is resolved, and 8 items are remaining where CDSS and CFA to provide confirmation to finalize. <p>November 3, 2023:</p> <ul style="list-style-type: none"> Participated in sessions facilitated by CDSS on 11/01/23, with participation from CWDA, Consortium and BenefitsCal for parity list. Three items are closed, and four items have had clarification provided to BenefitsCal team to start estimation. Three items are remaining where CDSS and CFA to provide confirmation to finalize. One on BenefitsCal team to clarify by end of week starting 11/06/23. <p>November 10, 2023:</p> <ul style="list-style-type: none"> Work order #14 is submitted on 10/23/23 including the following items: <ul style="list-style-type: none"> GCF Parity#20: CalFresh Application "Joint Processing" by Social Security Administration and County Welfare Departments in BenefitsCal – Development and Implementation 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> GCF Parity#31: CF303 GCF Parity#9: Vaccination GCF Parity#19: Self Employment Help Text GCF Parity#63 Language Specific URLs <p>December 1, 2023:</p> <ul style="list-style-type: none"> Work order 14 is presented during JPA board meeting in November 2023. BenefitsCal and CalSAWS teams provided the revised version of the estimates for the SCERFRA 23-500 including the 5 parity items (#s 22, 38, 44, 52, 55) on 11/17/23. CDSS is currently reviewing the estimates. Next working sessions is scheduled on 12/06/23. 4 items are pending clarification from CDSS & CFA before proceeding forward. <p>December 15, 2023:</p> <ul style="list-style-type: none"> Working session conducted on 12/06/23. Four (4) items are pending clarification from CDSS and CFA before proceeding forward. The BenefitsCal and CalSAWS teams provided the revised version of the estimates for SCERFRA 23-500 including the 5 parity items (#s 22, 38, 44, 52, 55) on 11/17/23. Next working session is 01/03/24. <p>December 29, 2023:</p> <ul style="list-style-type: none"> Next working session is scheduled for 01/03/24. Work is in progress for the items documented in Work Order #14. 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>January 12, 2024:</p> <ul style="list-style-type: none"> Working sessions was conducted on 01/10/23. There are 5 items (estimates provided) to CDSS require funding conversation in order to be added to roadmap/timeline. 4 items pending CFA to confirm a timeline to provide clarifications. <p>February 9, 2024:</p> <ul style="list-style-type: none"> Items #9, #19, and #63 implemented and deployed to production with January 24.01 release. Working sessions were conducted on 02/07/23. Premise budget planning discussions continued for the 5 items where the estimates were provided by BenefitsCal and CalSAWS teams. Working with CDSS, Consortium and CWDA for the remaining 4 items pending CFA to confirm final disposition and next steps. <p>March 8, 2024:</p> <ul style="list-style-type: none"> A working session was conducted on 03/06/24 with the CDSS, Consortium, and CWDA on Premise funding for implementation timeline. Premise planning discussions continued with the CDSS, Consortium, and CWDA for the four (4) parity items #22, #34, #44, #52, and #55 (where the BenefitsCal and CalSAWS teams provided the revised version of the estimates in November 2023) 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> ▪ Provided estimates to the CDSS for one (1) parity item #34 in March 2024. ▪ Item #31 is on track for March 24.03 release. ▪ Item #20 is on schedule for May 24.05 release. <p>April 5, 2024:</p> <ul style="list-style-type: none"> ▪ Item #31 deployed to production with the March 24.03 release. ▪ Item #20 is on schedule for the May 24.05 release. ▪ The CDSS suggested closure and requested BenefitsCal recommendations on three (3) parity items #24, #46, and #51. The Consortium is working with the CWDA to finalize the recommendations for these. ▪ Premise planning discussions will continue with the CDSS, Consortium, and CWDA for the four (4) parity items #22, #34, #44, #52, and #55 (where the BenefitsCal and CalSAWS teams provided). <p>April 17, 2024:</p> <ul style="list-style-type: none"> ▪ The most recent working session was conducted on 03/06/24 with the CDSS, Consortium, and CWDA on Premise funding and open items Parity items #9, #19, and #63 implemented and deployed to production with the 24.01 release in January 2024. ▪ Item #31 (CF-303) was delivered with the March 24.03 release. ▪ Item #20 (SSA Assisted Apps) is on schedule to be 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>delivered with the May 24.05 baseline release.</p> <ul style="list-style-type: none"> ▪ Premise planning discussions continued with the CDSS, Consortium, and CWDA for the five (5) parity items #22, #34, #44, #52, and #55. ▪ CDSS suggested closure on three (3) parity items #24, #46, and #51 and BenefitsCal recommendations are shared with CDSS. CDSS is working on the final decision on these. <p>May 3, 2024:</p> <ul style="list-style-type: none"> ▪ A working session was conducted on 05/01/24 with CDSS, Consortium on open items Item #20 (SSA Assisted Apps) is on schedule to be delivered with the May 24.05 baseline release. ▪ CDSS confirmed funding will be provided for items #22, #34, #44, #52. ▪ For #55, CDSS will confirm whether the Pre-populated SAR 7 funds can be utilized or not. ▪ Discussions will continue for the closure of remaining (3) parity items #24, #46, and #51. <p>May 17, 2024:</p> <ul style="list-style-type: none"> ▪ Next meeting is scheduled on 6/5/2024 with CDSS, Consortium, CWDA and CalSAWS on the open items. ▪ SSA Assisted Apps (item #20) deployed to production on 05/19/2024. ▪ Discussions will continue for the closure of remaining (3) 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>parity items #24, #46, and #51</p> <p>May 31, 2024:</p> <ul style="list-style-type: none"> Next meeting is scheduled on 6/5/2024 with CDSS, Consortium, CWDA and CalSAWS on the open items. <p>June 14, 2024:</p> <ul style="list-style-type: none"> Working session is conducted with CDSS, CWDA and Consortium on 6/5/2024. CDSS will confirm how to proceed on SCERFRA for Item #55 – Pre-pop SAR 7 For Item #22, #34 and #44, CDSS CalFresh confirmed that the recommendations and assumptions meet the gap Items #30, 32 are contingent on the ROI workgroup outcomes. Next working session is scheduled on 07/03/2024. <p>June 28, 2024:</p> <ul style="list-style-type: none"> Funding and Prioritization meeting facilitated by CDSS on 6/28/24. Next working session is scheduled on 07/03/2024. <p>July 12, 2024:</p> <ul style="list-style-type: none"> Working session is conducted with CDSS, CWDA and Consortium on 7/10/2024. Items #46, 51: Automated reminder emails and text messages for customers. CDSS confirmed the recommendations would meet the gap in the GCF Parity meeting held on 7/10/2024. Item #24: Update CalFresh Application Flow to reduce questions, CDSS CF will provide their review of the 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>recommendations by July 2024.</p> <ul style="list-style-type: none"> ▪ Items #30, 32: Release of Information, this item is Contingent on the ROI workgroup outcomes. ▪ Next working session is 08/07/2024. <p>August 9, 2024:</p> <ul style="list-style-type: none"> ▪ Received confirmation from CDSS for Item #24: Update CalFresh Application Flow to reduce questions, CDSS CF will provide their review of the recommendations by July 2024 ▪ Items #30, 32: Release of Information, this item is Contingent on the ROI workgroup outcomes. <p>August 23, 2024:</p> <ul style="list-style-type: none"> ▪ Team has identified potential deployment dates (highlighted below) for each item. These dates are awaiting confirmation on funding from CDSS. Additionally, team will work on communications for stakeholders to show how we have closed the gaps <p>Items Tracked:</p> <ul style="list-style-type: none"> • Item 20 – SSA Flow enhancements (Part 1 – 7 items) – September 2024 • Item 22, 44 – Immigrant Changes – December 2024 • Item 34 – Changes to Qlik Reports for CDSS Reporting – January 2025 • Item 20 – SSA Flow enhancements (Part 2 – 14 items) – February 2025 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> Item 55 – SAR 7 Flow Document Guidance – February 2025 Item 46 – Document Upload Reminders for CalFresh Apps – March 2025 Item 51 – Client Post Application Surveys – March 2025 Item 24 – Changes to the Application Flow for CalFresh Apps – April 2025 Item 52 – Updates to Utilities Option in CalFresh Flow – April 2025 Items 30, 32 – ROI: Awaiting outcome of ROI workgroup – TBD. <p>September 6, 2024:</p> <ul style="list-style-type: none"> CDSS Funding confirmed. BenefitsCal team will work with Consortium PMO to create work orders. Team has begun work according to the dates identified above. Latest updates on ongoing items below: <ul style="list-style-type: none"> Item 20 – SSA Flow enhancements (Part 1 – 7 items) – September 2024 <ul style="list-style-type: none"> Update: On track for SSA final sign off by 09/16/24. On track for release on 9/26/24 Item 22, 44 – Immigrant Changes – December 2024 <ul style="list-style-type: none"> Update: Design in Progress. On track for release on 12/19/24. 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
290	Recently released ROI policy lacks clarity which may create privacy and liability exposure for counties and customers	<p>Recently issued Release of Information (ROI) policy is not detailed enough, nor is it consistent between the two state Departments (CDSS and DHCS). The policy as written may create customer information privacy/security, safeguard and county operations concerns, and liabilities. As the policy was released after the completion of ROI design, development, and testing of the functionality in BenefitsCal and CalSAWS, counties have not had sufficient time to assess the ROI functionality with the high-level policy and to be able to determine impacts to their county operations and the associated alignment with the existing BenefitsCal/CalSAWS design. The policy as written does not give clear direction on County responsibilities associated with the establishment of CBO agreements, provisions of those agreements and monitoring of CBO compliance with the agreements. Counties also have not had sufficient time to be able to determine if their current CBO agreement language is adequate and includes provisions and protections to further protect customer information when being accessed by CBOs via BenefitsCal. BenefitsCal/CalSAWS initial design and implementation has been postponed until final/revised policy is issued by both CDSS and DHCS and there is operational clarity agreed to by all parties.</p> <p>Status Updates: June 16, 2023:</p>	Open	Medium	High	05/19/23

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> Responded to SIRFRA 1270/1271 regarding Expanding the Release of Information Feature with set of questions to DHCS from BenefitsCal, CalSAWS, and CWDA on 06/12/23. <p>June 30, 2023:</p> <ul style="list-style-type: none"> Risk was reduced to probability of 30% which brings it to an overall medium level. State partners to confirm the topics and agenda items for the workgroup discussions. Topic was also covered during the June JPA Board meeting on 06/29/23. <p>July 28, 2023:</p> <ul style="list-style-type: none"> Workgroup member names are being collected including representatives from CDSS, DHCS, OSI, CWDA, Counties, Advocates and CalSAWS. Draft topics are also being reviewed, Preliminary categories including, Policy Guidance Considerations/ Questions, Processes, System Functionality/Automation. Meeting Schedule and cadence is in progress. <p>September 1, 2023:</p> <ul style="list-style-type: none"> Kickoff meeting conducted during the week of 08/14/23. Primary objective was the member introductions and review of the agenda topics, gathering topics for upcoming meetings in the areas of Policy, Processes and Automation. Next meeting is scheduled on 09/11/23 as a working session. 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>September 22, 2023:</p> <ul style="list-style-type: none"> ROI Workgroup met on 09/11/23 and 09/18/23. Group discussed policy questions and clarifications. Next meeting scheduled for 10/02/23, to discuss draft applicant/recipient roles/responsibilities (e.g., Authorized Representatives, Power of Attorney, CBOs, etc.) <p>November 3, 2023:</p> <ul style="list-style-type: none"> Applicant/recipient roles/responsibilities matrix (e.g., Authorized Representatives, Power of Attorney, CBOs, etc.) is currently jointly being developed. It will address Medi-Cal, CalFresh and CalWORKs programs. Next workgroup meeting is scheduled on 11/13/23. <p>December 1, 2023:</p> <ul style="list-style-type: none"> Workgroup sessions #6 conducted on 11/13/23. Group continued working on roles and responsibilities matrix as well as the liability and contract spectrum of the Next workgroup meeting is scheduled on 12/04/23. <p>December 15, 2023:</p> <ul style="list-style-type: none"> Workgroup session #7 and #8 conducted on 12/04/23 and 12/11/23. Discussions continued around additional chart for responsibilities to be developed to cover scenarios when contracts are in place or not. Next workgroup meeting is scheduled on 01/08/24. <p>December 29, 2023:</p>				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> Next workgroup meeting is scheduled on 01/08/24. Stakeholders received updates regarding the workgroup progress during the Quarterly Stakeholder meeting held on 12/20/23. <p>February 9, 2024:</p> <ul style="list-style-type: none"> Most recent working session held on 02/05/24. Team provided a demonstration of the ROI functionality in BenefitsCal and CalSAWS (based on the original design). Working with the Stakeholders on applicant/recipient roles/responsibilities;(e.g., Authorized Representatives, Power of Attorney, CBOs, etc.); matrix, which addresses Medi-Cal, CalFresh and CalWORKs programs completed, will be included in future Errata or state letter by both DHCS and CDSS. Additional chart for responsibilities in progress to cover scenarios when contracts in place or not. This chart is to be included in future letter. Next meeting dates scheduled: 03/04/24, 03/18/24, and 04/08/24. <p>March 8, 2024:</p> <ul style="list-style-type: none"> Workgroup session conducted on 03/04/24 with the Stakeholders. DHCS/CDSS have created two draft charts for the workgroup to review. User roles for ROI in BenefitsCal– accessing information and Responsibilities – in the event a breach or security incident. 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> ▪ Additionally, during the last workgroup meeting, milestones needed to determine the implementation timeline has been discussed. ▪ Next work group meetings are planned for 03/18/24, and 04/08/24. <p>April 5, 2024:</p> <ul style="list-style-type: none"> ▪ Workgroup session conducted on 03/18/24. ▪ DHCS and CDSS provided updates for progress of letters. ▪ Initiated discussion to capture high-level milestones including Policy, Change Management, Automation, Funding and Timing. ▪ Next meeting is scheduled for 04/08/24. <p>April 17, 2024:</p> <ul style="list-style-type: none"> ▪ Workgroup session conducted on 04/08/24. ▪ Focus of the meeting was to begin reviewing the use cases and the data points to identify any other policy clarifications or guidance that may be needed to help support counties and public. ▪ Counties worked with CWDA to capture outstanding concerns, and these have been shared with DHCS and CDSS. ▪ Next meeting is scheduled for 04/29/24. <p>May 3, 2024:</p> <ul style="list-style-type: none"> ▪ Workgroup session conducted on 04/29/24. ▪ Group continued reviewing the use cases and the data points requiring policy 				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>guidance and clarifications. Also, group began discussions about situations may occur in preparation for updating/changing business processes (for Counties and CBO/Assistors).</p> <ul style="list-style-type: none"> Next meeting is scheduled for 05/13/24. <p>May 17, 2024:</p> <ul style="list-style-type: none"> Workgroup session is scheduled on 05/20/2024. Agenda items includes the progress on the ACL letters, CBOs readiness and potential system changes for BenefitsCal and CalSAWS. In the month of June, a workgroup session is scheduled on 06/10/2024. <p>May 31, 2024:</p> <ul style="list-style-type: none"> Workgroup session conducted on 05/20/2024. Group continued reviewing the use cases and applicant and beneficiary scenarios requiring policy clarifications. Next meeting is scheduled for June 10, 2024. <p>June 14, 2024:</p> <ul style="list-style-type: none"> The workgroup session scheduled on June 10, 2024, is cancelled since the draft policy letters from DHCS and CDSS are pending. <p>June 28, 2024:</p> <ul style="list-style-type: none"> Updated trigger date to July 31, 2024, to re-evaluate the risk once the draft policy letters from DHCS and CDSS are published. <p>July 12, 2024:</p>				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> Draft policy letters have been shared for stakeholder review, input due 7/10/24. CDSS and DHCS will share the final policy after reviewing the inputs from the stakeholders. ROI Workgroup meeting conducted on 7/8/24. Next workgroup session is on 7/29/24. <p>August 9, 2024:</p> <ul style="list-style-type: none"> Next workgroup session is on 8/26/2024. CDSS and DHCS will share the final policy after reviewing the inputs from the stakeholders. CalSAWS and BenefitsCal will conduct an impact assessment based on the final policy. <p>September 10, 2024:</p> <ul style="list-style-type: none"> DHCS and CDSS completing final reviews and edits internally. Next workgroup meeting scheduled for 9/30/24, topics include draft letters status and pre-design discussion for CBO information held in CalSAWS 				
300	Stability of the CalSAWS Enterprise Identity and Access Management Services	The stability of ForgeRock CalSAWS Enterprise Identity and Access Management (IdM/IaM) solution is critical to the 58 Counties, CalSAWS, Hyland Imaging Solution, BenefitsCal Portal, and OCAT users. If ForgeRock is unavailable, it will impact user login access and authentication for Applications that use ForgeRock (e.g., CalSAWS, Hyland Imaging	Open	Medium		<p>Risk 300 logged on 12/06/23 .</p> <p>Risk 300 closed and logged as Issue 300 on</p>

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>Solution, BenefitsCal Portal, OCAT, etc.)</p> <p>May 31, 2024:</p> <ul style="list-style-type: none"> Changes to session management outside ForgeRock caused request volume to increase over 10 times for token revokes which caused a brief service disruption on 5/30/2024 Failover to the DR region restored services Changes to session-management were reverted over the weekend and ForgeRock restored to primary region Release scheduled for 5/31/2024 was rescheduled to 6/7/2024 Design document for Evolution is 91% and undergoing final internal review <p>June 5, 2024:</p> <ul style="list-style-type: none"> Risk realized into an Issue. Release scheduled for 6/7/2024 was rescheduled to 6/14/2024 with reduced feature set. Design document for Evolution is 95% and undergoing final internal review. Changes to session management outside ForgeRock caused request volume to increase Failover to the DR region restored services Changes to session-management were reverted over the weekend and ForgeRock restored to primary region Partnering with QA to implement deployment validation process that verifies configuration between east and west regions (risk status). 				<p>06/05/24</p> <p>.</p> <p>Issue 300 closed, and Risk 300 reopened on 08/28/24</p> <p>.</p>

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<p>June 28, 2024:</p> <ul style="list-style-type: none"> ▪ Additional logging that was enabled on 6/14/2024 has enabled the vendor to further understand the characteristics of the incidents impacting production services. ▪ A release is planned for 6/28/2024 that includes additional configuration items to further improve stability. <p>July 12, 2024:</p> <ul style="list-style-type: none"> ▪ On July 12 and July 14, the team deployed to both primary and DR respectively; ForgeRock is running in the DR region. ▪ This implements the changes from the June release as well as additional vendor recommendations on tuning in response to the May performance incidents. ▪ The team is providing hypercare support after implementation of the vendor recommendations for the week of July 15, 2024. ▪ Initial analysis shows that long response times have subsided after implementation; the team is continuing to monitor and continue tuning as needed. ▪ The team will evaluate the efficacy of the changes and provide a plan to return to the primary region by July 26, 2024, to allow sufficient time for traffic and analysis. <p>August 9, 2024:</p>				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> The July 12, 2024, release has been running performantly and stabile in the East region since its deployment. Typical response times in production are between 10-20ms. We see occasionally outlier response times of 1000ms; these are seen a few times per day. The next scheduled ForgeRock deployment is August 23, 2024. Having demonstrated stability in the East region, the team plans to resume running in the West region. <p>August 28, 2024:</p> <ul style="list-style-type: none"> Agree to move from Issue to Risk <p>The team has continued to monitor system performance since deployment and is observing normal operation and response times in the West (primary) region The team is working with the core-app and ECCP teams on extending session timeouts and will be executing performance testing to determine any actions that may be necessary to address changes to traffic patterns The team continues work on the long-term activities and completed the Short-term activities.</p>				
304	Unless production notification process is adapted to include BenefitsCal Training environment, end	Currently the BenefitsCal application in the training environment utilizes a non-production version of ForgeRock (ID-DEV) for authentication and authorization of customer and CBO users while the remaining applications and services present in the training	Open	Low	Low	04/29/24

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
	users may not receive timely notification of issues impacting the environment	<p>environment utilize production services. This may impact the alignment of availability of BenefitsCal with the remainder of the CalSAWS training environment application and services along with training environment communications.</p> <p>Status Updates:</p> <p>May 3, 2024:</p> <ul style="list-style-type: none"> ▪ New Risk <p>May 17, 2024:</p> <ul style="list-style-type: none"> ▪ Internal meeting to allow for communication items to be identified and developed. BenefitsCal will follow the CalSAWS communication channels leveraging existing distribution lists. Also allow for separation of technical constraints/support. <p>June 14, 2024:</p> <ul style="list-style-type: none"> ▪ The workgroup session scheduled on June 10, 2024, is cancelled since the draft policy letters from DHCS and CDSS are pending. <p>May 31, 2024:</p> <ul style="list-style-type: none"> ▪ Workgroup session conducted on 05/20/2024. ▪ Group continued reviewing the use cases and applicant and beneficiary scenarios requiring policy clarifications. ▪ Next meeting is scheduled for June 10, 2024 <p>June 28, 2024:</p> <ul style="list-style-type: none"> ▪ Tech-Ops will communicate to BenefitsCal technical teams when we there are issues with DEV ForgeRock. <p>August 9, 2024:</p>				

ID	TITLE	DETAILS	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> Updated the Production Communication plan for BenefitsCal Training environment Update 01 – OWD – CalSAWS – Production Communications Review with BenefitsCal, ProdOps, TechOps, QA Prepare for Off-Cycle submission and approval. <p>August 23, 2024:</p> <ul style="list-style-type: none"> Updates for off-cycle submission and approval are in progress. Plan to bring back to next RMG for retirement. <p>September 6, 2024:</p> <ul style="list-style-type: none"> Off cycle submission of the CalSAWS PCD Communications Plan was submitted for review on September 04, 2024. Proposing risk for retirement. 				

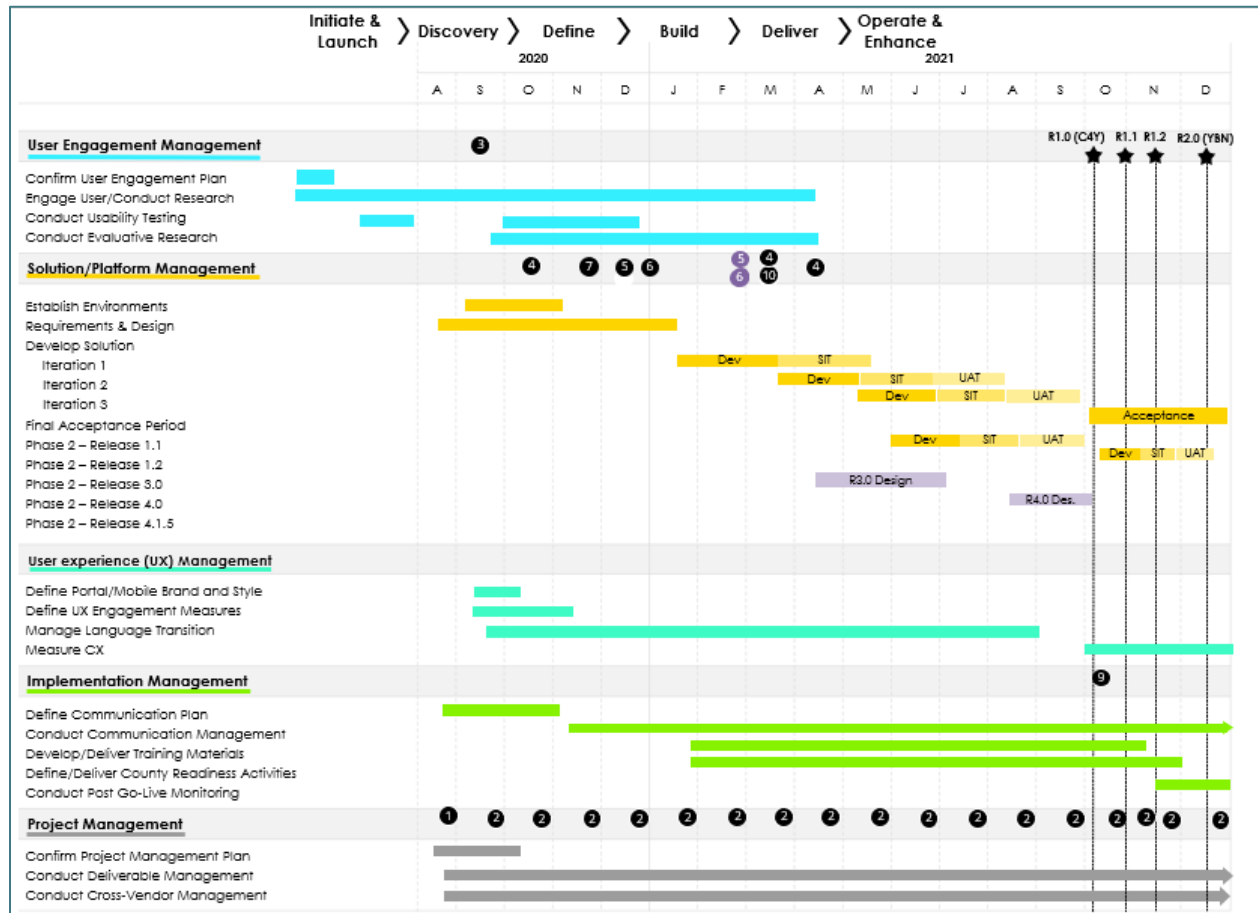
2.3.2 Project Issues

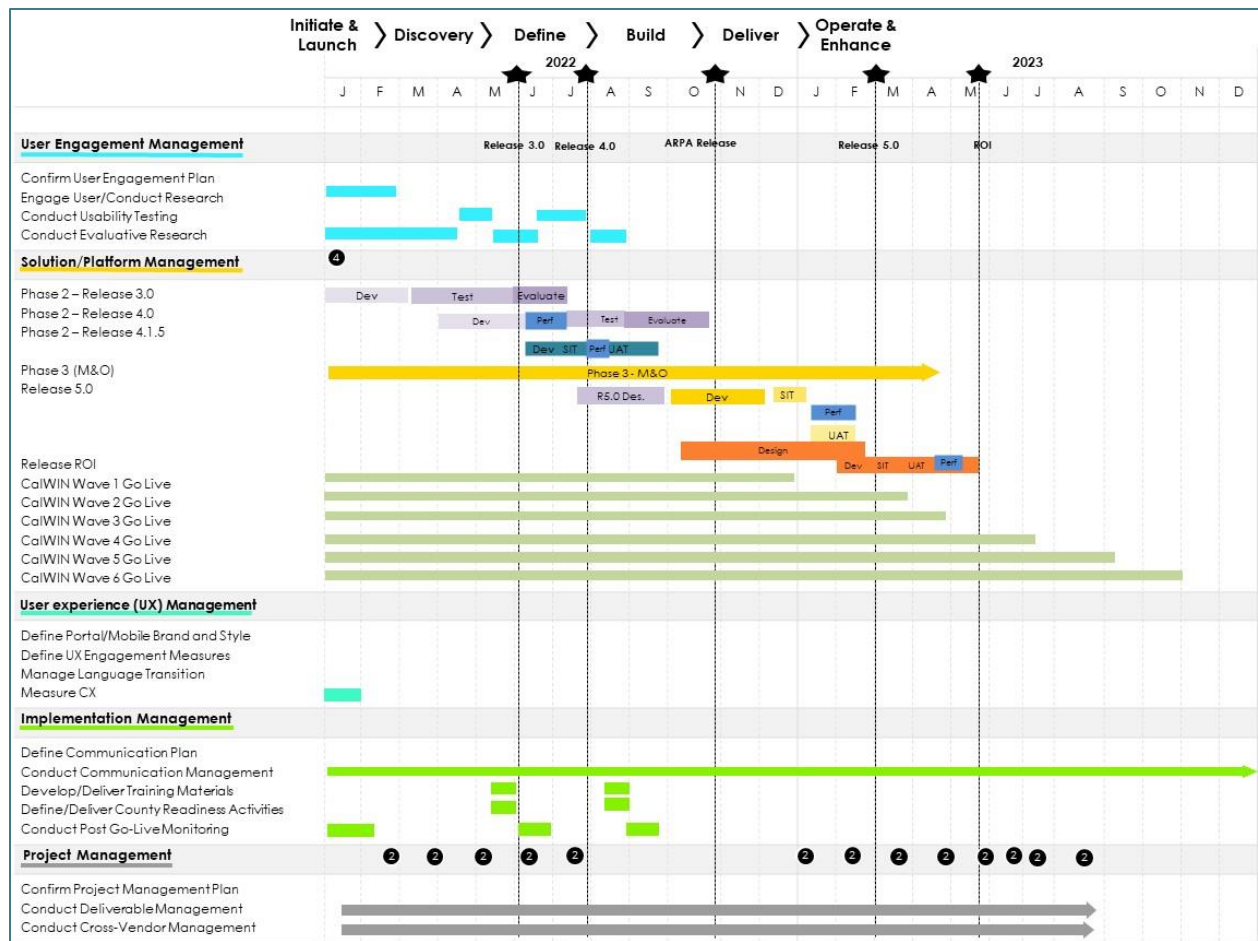
Table 8: Project Issues

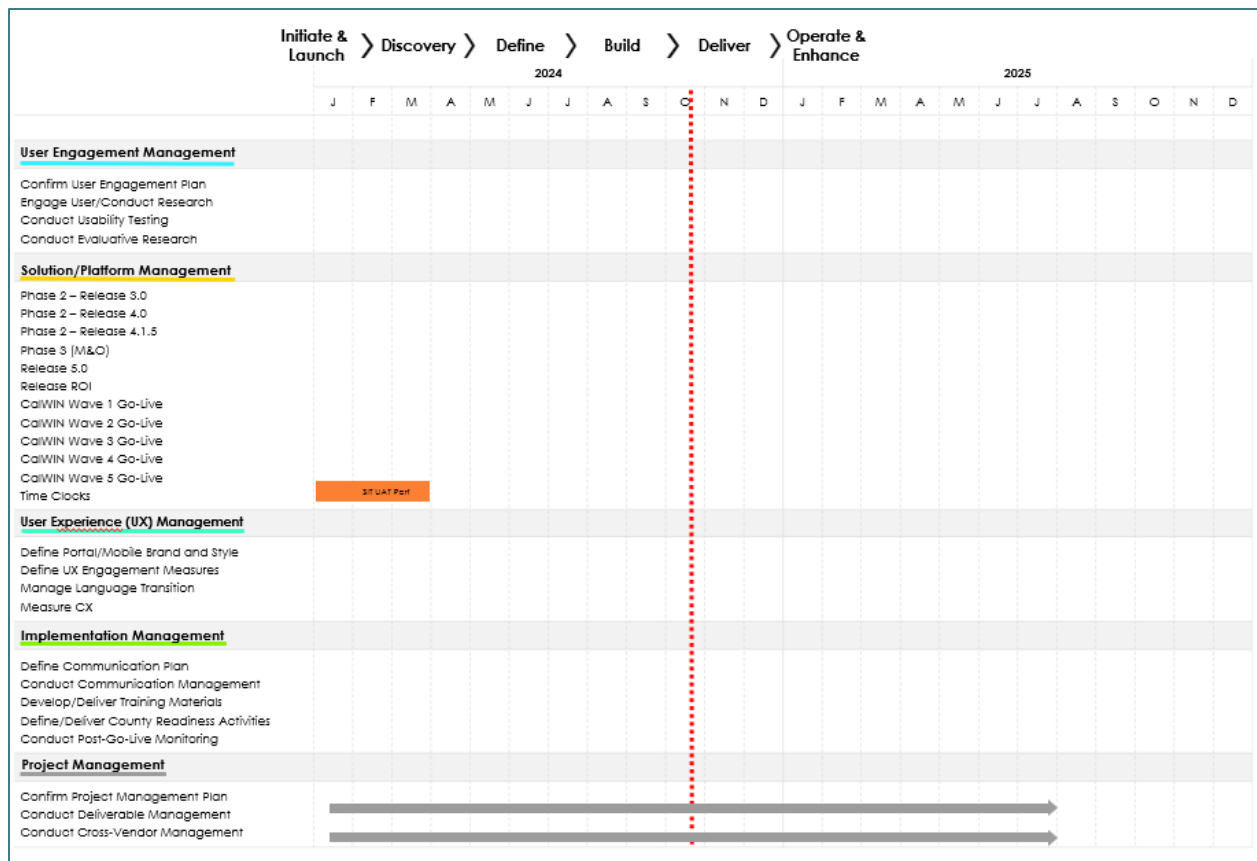
ID	TITLE	DETAILS	STATUS	PRIORITY	DATE LOGGED
None.					

2.4 Project Work Plan Reports

Project Timeline







2.5 Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

Table 9: Overdue Action Items

ID	DESCRIPTION	OWNER	DUE DATE
None.			

2.6 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.

Table 10: Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

STATUS	TOTAL
Rejected	0
New/Assigned	2
Completed	3
Reopened	0
In Review	0
Withdrawn	0
Total	5

- **Completed**
 - CSPM-75299: SCERFRA 24-534 - Streamlining Application and RE Packet.
 - CSPM-75705: SIRFRA 1400- Elimination of Requirement to Apply for Other Benefits.
 - CSPM-75632: SIRFRA 1399- CalHeers Portal Update for SSApp Changes.
- **New / Assigned**
 - CSPM-75534: ROM for efforts associated with BenefitsCal adoption.
 - CSPM-75771: SIRFRA 1404- LIS Application Packet Research.

2.7 Deviation from Plan/Adjustments

- None for the reporting period.

3 BENEFITS CAL COLLABORATION MODEL (CM)

■ Activities from the Reporting Period

- Prioritization In Progress for items prioritized in Quarter 3 and Quarter 4 of 2023, as well as Quarter 1 of 2024. (These have already been logged in Jira.)

The table below contains the enhancements prioritized by Collaboration Model and their updates from this week:

Table 11: Enhancements Updates, Prioritized by CM

ISSUE TYPE	ID	SUMMARY	STATUS	UPDATE THIS WEEK
Research Item	CSPM-71552	Orange Banner	In Progress	Research In Progress; Focused group sessions conducted followed by share out session. Enhancement needs to be logged based on the research outcome and research item to be closed after review.
Enhancement	CSPM-68268	Update the language options in BenefitsCal to include Mandarin	Analysis In Progress	Tentatively Prioritized for December 2024 Monthly Release. Captured Consortium approval, awaiting direction from the Consortium on validation of the translations.
Research Item	CSPM-74230	Back Button	Not Started	Prioritized for October 2024 Monthly Release. Consortium approval captured on estimates. Research to begin soon per the Research plan.
Research Item	CSPM-74819	CBO Account Manager Change	Not Started	Prioritized for October 2024 Monthly Release. Consortium approval captured on estimates. Research to begin soon per the Research plan.

■ Activities for the Next Reporting Period

- Prioritize Collaboration Model Items for future releases.
- Perform design, development, and implementation analysis for enhancements and research action items identified in the Collaboration Model.

The table below contains planned activities for the next reporting period.

Table 12: Planned Activities for Next Reporting Period for Enhancements, Prioritized by CM

ISSUE TYPE	ID	SUMMARY	ACTIVITY FOR NEXT WEEK	TARGET DELIVERY DATE
Research Item	CSPM-71552	Orange Banner	Conclude the research.	10/31/24

ISSUE TYPE	ID	SUMMARY	ACTIVITY FOR NEXT WEEK	TARGET DELIVERY DATE
Enhancement	CSPM-68268	Update the language options in BenefitsCal to include Mandarin	Work on the ticket after getting directions from the Consortium.	12/19/24
Research Item	CSPM-74230	Back Button	Continue Research	10/31/24
Research Item	CSPM-74819	CBO Account Manager Change	Continue Research	10/31/24

4 MAINTENANCE AND OPERATIONS

- **Operational Support**
 - Provided operational support for manual reprocessing of a transaction between CalSAWS and BenefitsCal.
- **CFA Meeting**
 - None for the reporting period.
- **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.

4.1 Service Management

4.1.1 Overview

- **Incidents Created**
 - Fifteen (15) 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 six (6) incidents in the biweekly reporting period.
- **Incidents Triage**
 - The BenefitsCal Tier 3 Team has triaged seventy-one (71) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created four (4) problem tickets in the biweekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved zero (0) problem tickets in the biweekly reporting period.

4.1.2 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.

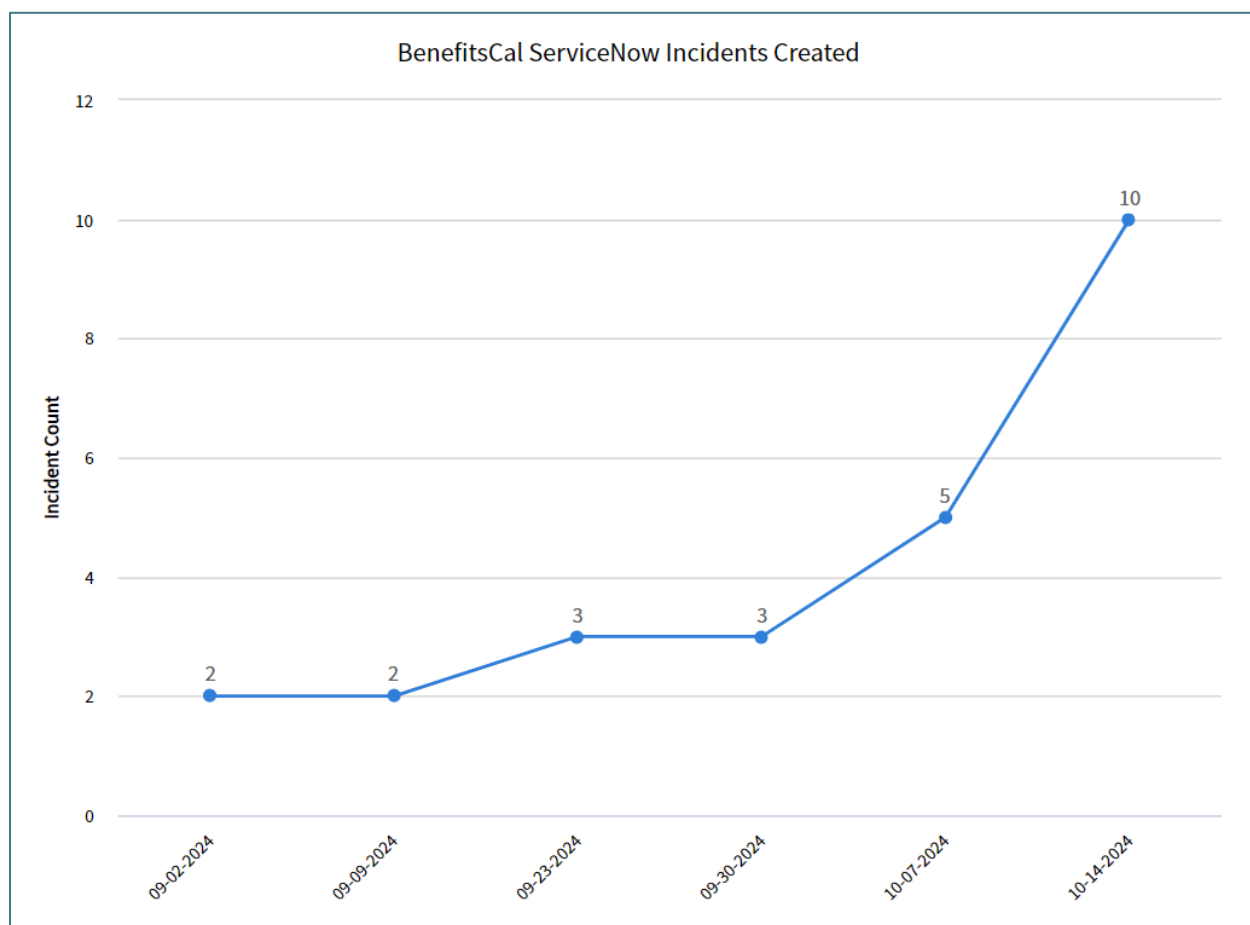


Figure 1: BenefitsCal ServiceNow Incidents Created

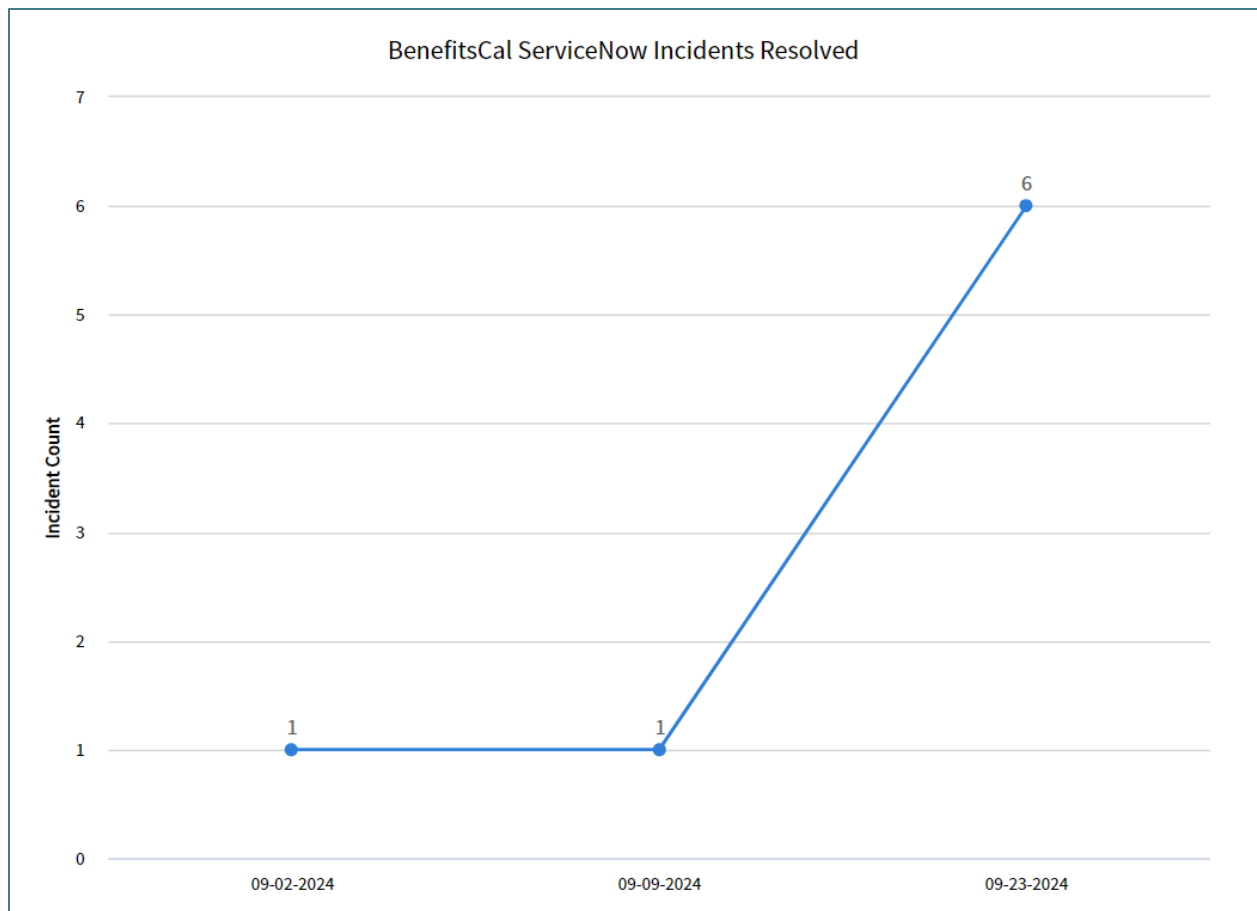


Figure 2: BenefitsCal ServiceNow Incidents Resolved

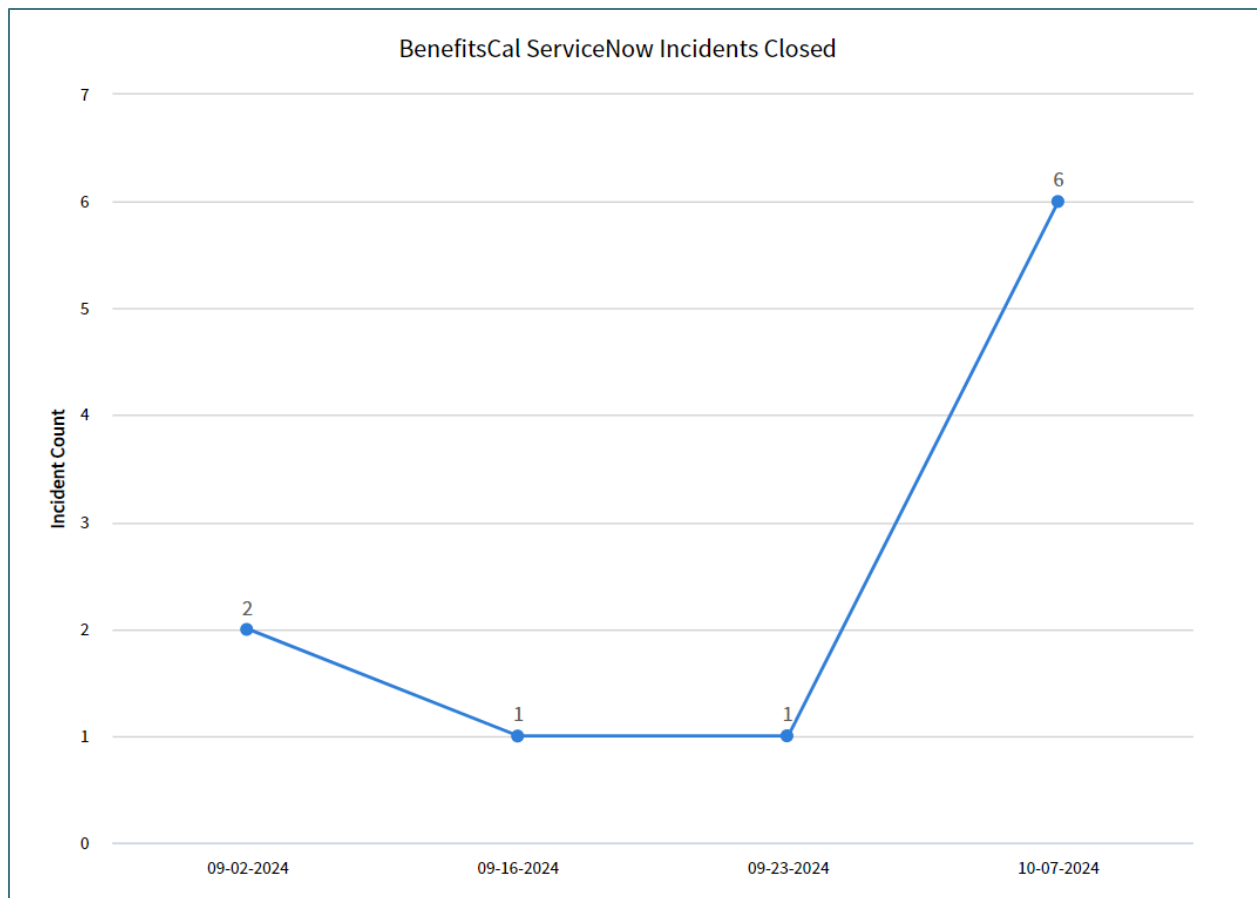


Figure 3: BenefitsCal ServiceNow Incidents Closed

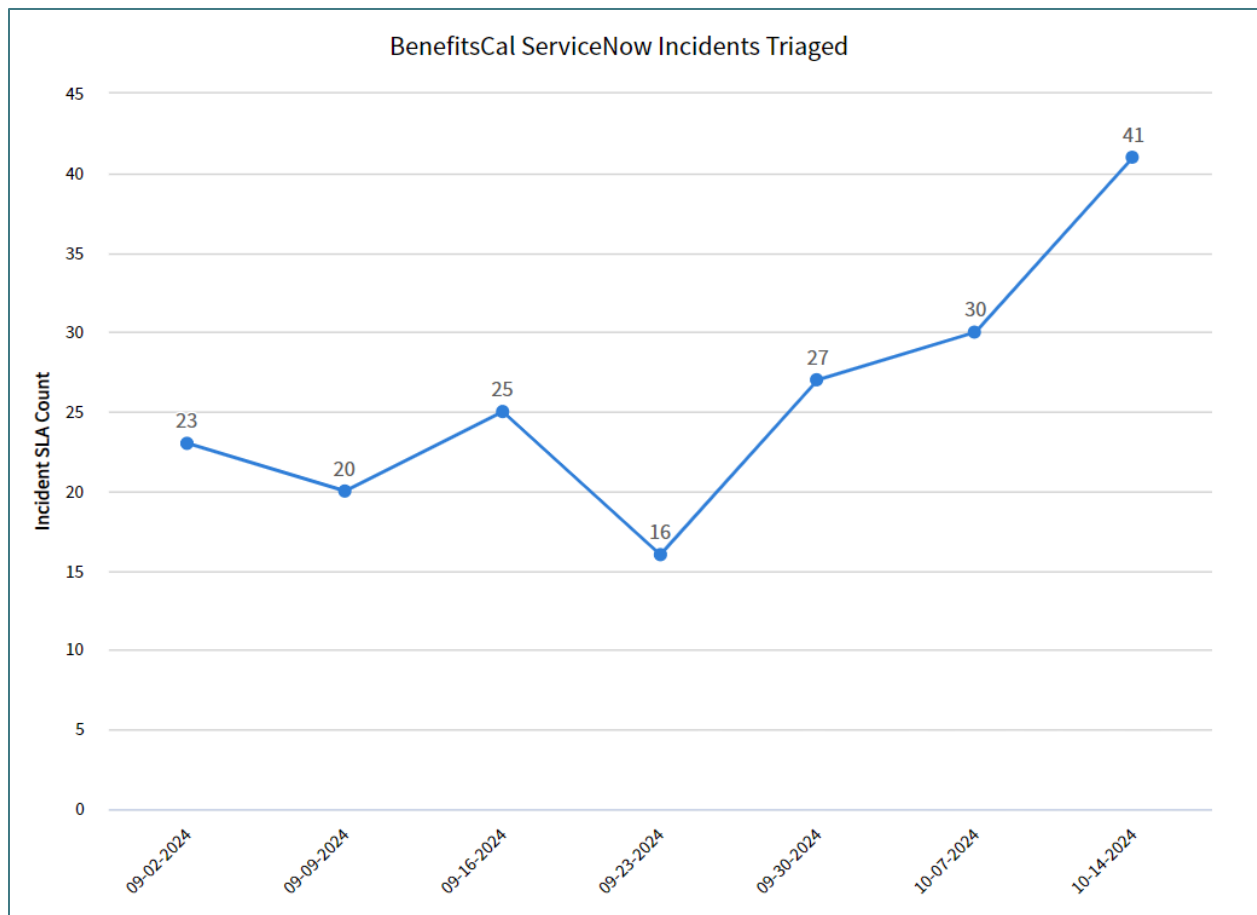


Figure 4: BenefitsCal ServiceNow Incidents Triaged

Note: The graphs above 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)."

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.

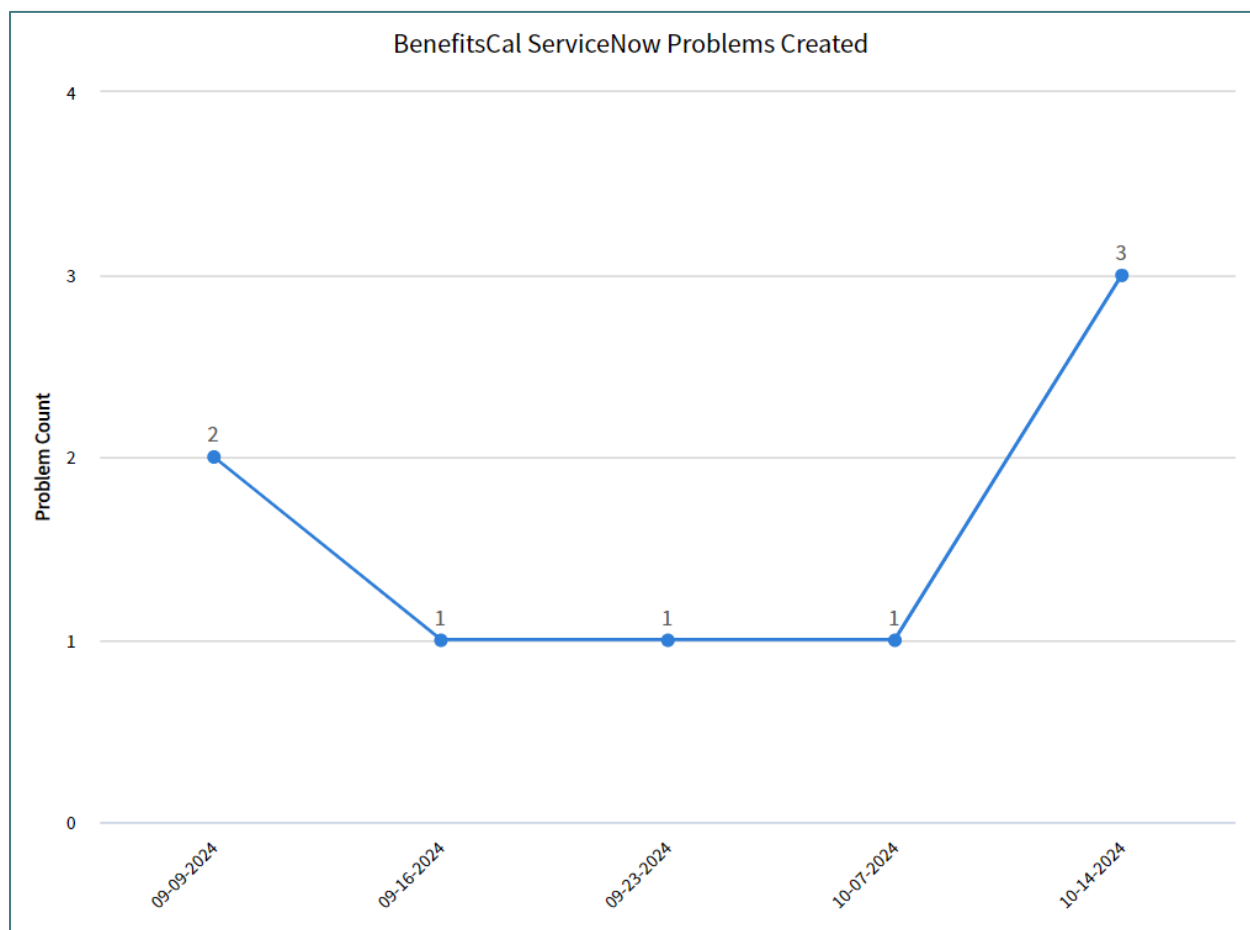


Figure 5: BenefitsCal ServiceNow Problems Created

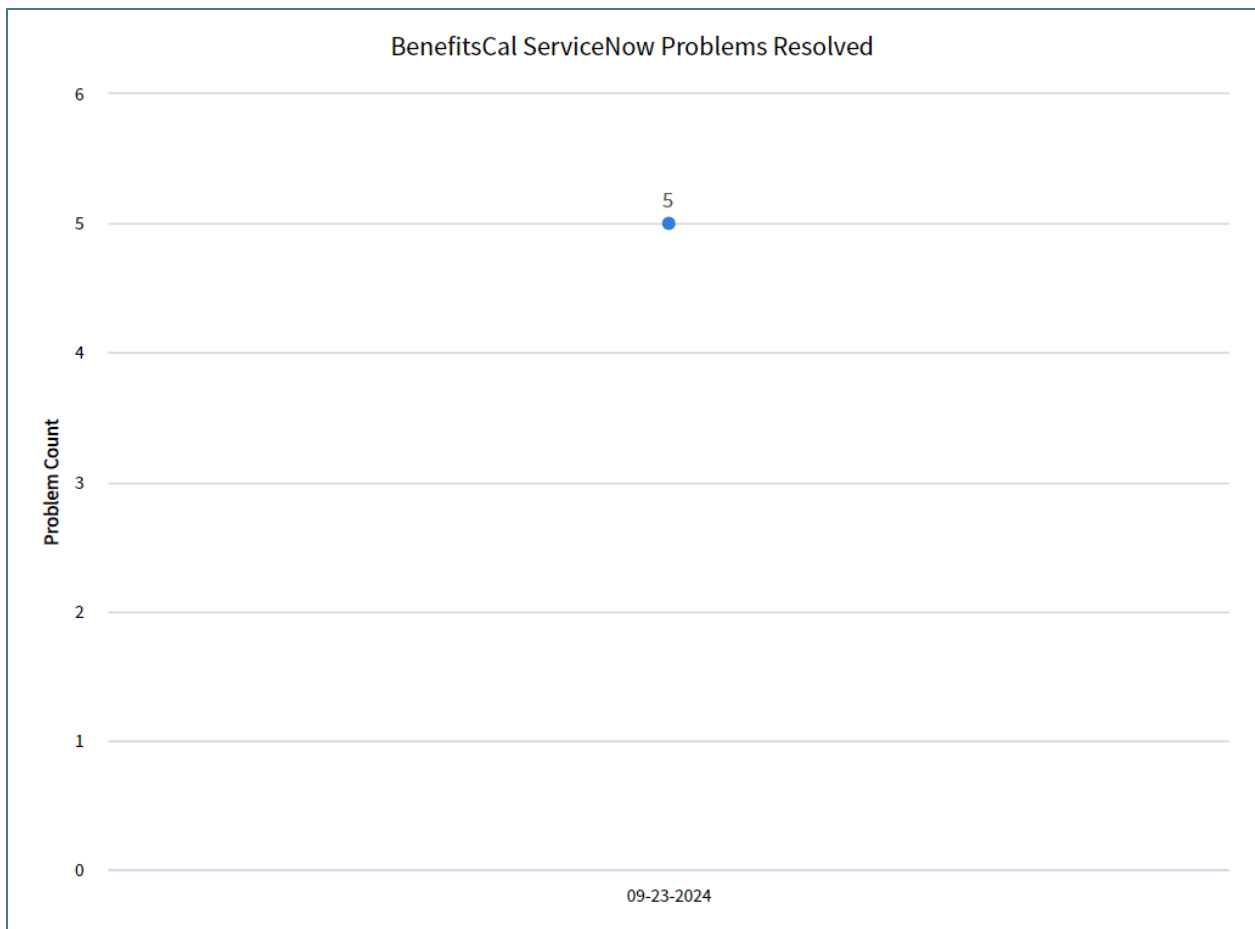


Figure 6: BenefitsCal ServiceNow Problems Created

Note: The graphs above 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.

BenefitsCal ServiceNow Incidents by State and Age

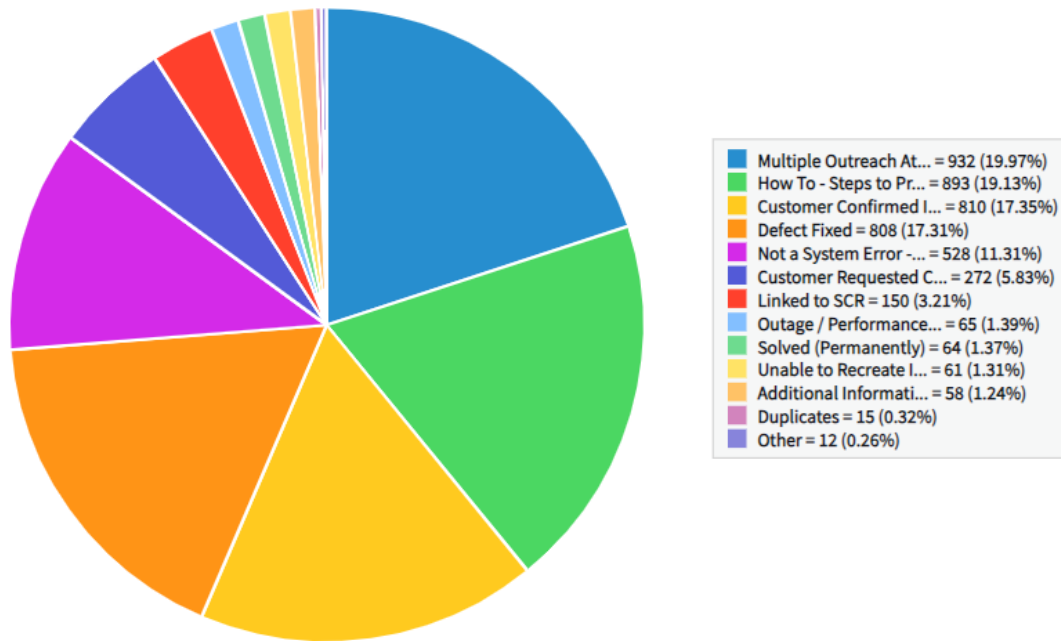
	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
State									
New		5	1	0	1	0	0	0	7
On Hold		0	3	3	4	4	0	0	14
Closed		0	0	73	345	163	128	3	712
Count		5	4	76	350	167	128	3	733

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 7: BenefitsCal ServiceNow Incidents by State and Age

BenefitsCal ServiceNow Incidents by Resolution Code



Resolution code	Incident SLA Count	Percentage of Incident SLAs
Multiple Outreach Attempts – No Response	932	19.97%
How To - Steps to Proceed Provided	893	19.13%
Customer Confirmed Issue is Resolved	810	17.35%
Defect Fixed	808	17.31%
Not a System Error - With Explanation	528	11.31%
Customer Requested Closure	272	5.83%
Linked to SCR	150	3.21%
Outage / Performance Degradation	65	1.39%
Solved (Permanently)	64	1.37%
Unable to Recreate Issue	61	1.31%
Additional Information Needed	58	1.24%
Duplicates	15	0.32%
Other	12	0.26%
Total	4,668	100%

Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

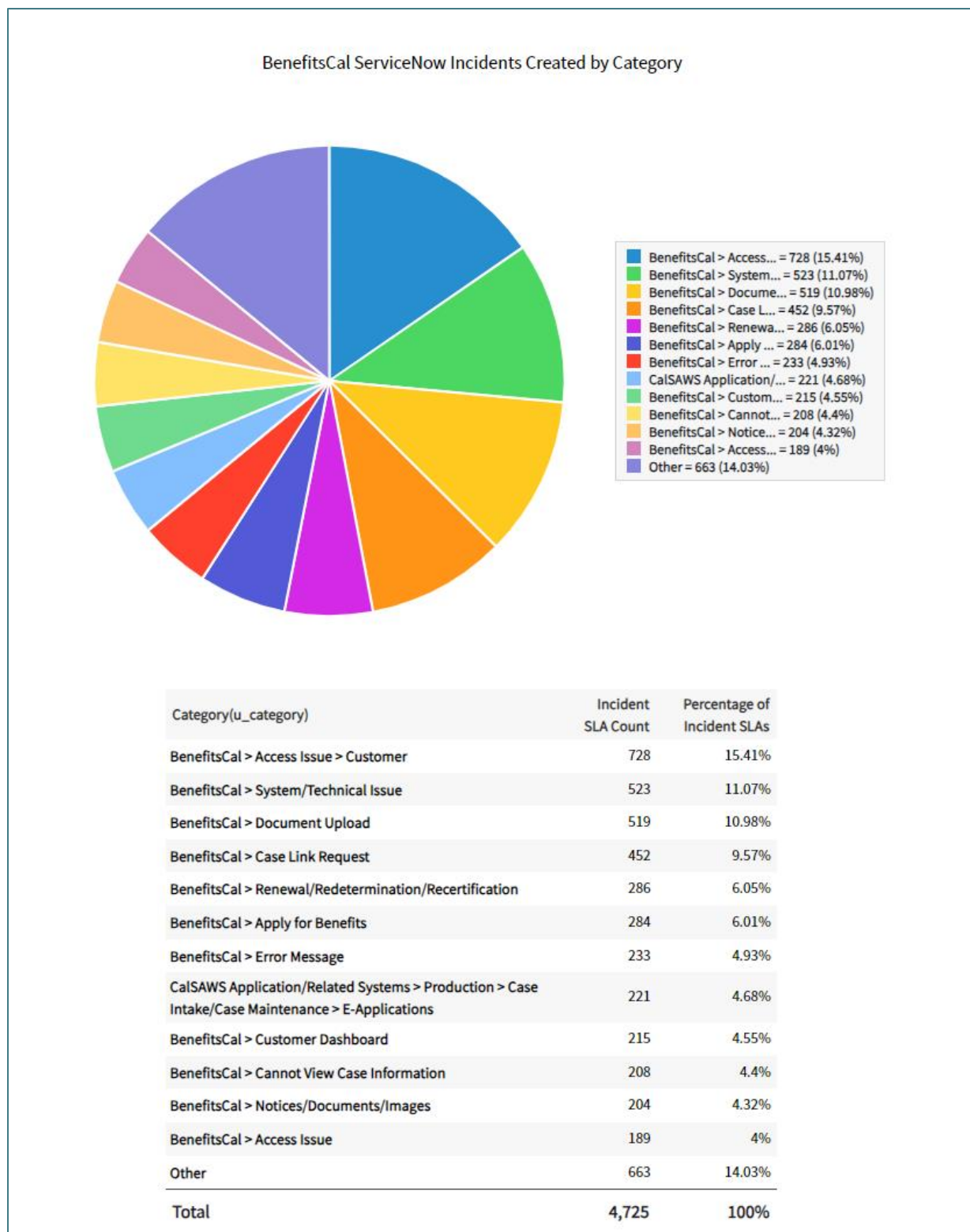


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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.

4.2 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.

4.3 BenefitsCal Maintenance and Operations

Table 13: BenefitsCal Outages

SCHEDULED DATE	OUTAGE TIMEFRAME	ACTIVITY DESCRIPTION
10/07/24	10/07/24 8:00 pm – 10/07/24 09:00 pm PST	BenefitsCal Production Deployment – 24.10.07
10/10/24	10/10/24 8:00 pm – 10/10/24 09:00 pm PST	BenefitsCal Production Deployment – 24.10.10
10/20/24	10/20/24 2:00 pm – 10/20/24 6:30pm PST	CalSAWS Application Maintenance (Offline Mode)

Table 14: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
10/31/24	10/31/24 8:00 pm – 10/31/24 9:30 pm PST	BenefitsCal Production Deployment – 24.10.31.

Table 15: BenefitsCal Incident Follow-Up Summary

TICKET ID	DESCRIPTION	IMPACT DATE/TIME	IMPACT	STATUS	OWNER
PRB0050197	Some users may experience errors while accessing CalSAWS and associated systems.	10/08/24 9:37 am – 10/08/24 8:52 pm PST	Some users may experience errors while accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS

TICKET ID	DESCRIPTION	IMPACT DATE/TIME	IMPACT	STATUS	OWNER
PRB0050261	Modoc County users at the 120 North Main Street, Alturas site are unable to access CalSAWS and associated systems due to a county network device issue.	10/17/24 11:33 am – 10/21/24 8:00 am PST	Modoc County users at the Alturas site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0050267	San Bernardino County users at the 2740 Little Mountain Drive site are unable to access CalSAWS and associated systems	10/18/24 8:00 am – 10/19/24 4:34 am PST	San Bernardino County users at the Little Mountain Drive site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
INC0159584	CalSAWS API /case-details are responding with 500 error code.	10/15/24 09:00 am – 10/15/24 11:00 am PST	User will not be able to access API/site in the period.	On Hold	CalSAWS
INC0158520	CalSAWS API /case-details are responding with 500 error code.	10/07/24 1:00 pm – 10/07/24 2:00 pm PST	User will not be able to access API/site in the period.	On Hold	CalSAWS

4.4 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 10: Production Defects Backlog Monthly Trend

4.4.1 Release Schedule Production Defect Fix

Table 16: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 24.10.25	RELEASE 24.10.31	RELEASE 24.11.26	RELEASE 24.12.19	TBD	TOTAL
1-High	0	0	0	0	0	0
New	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	0	0	0	0	0	0
2-Normal/Medium	0	0	0	0	0	0
New	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	0	0	0	0	0	0
3-Normal/Low	13	13	2	8	2	28
New	0	0	0	0	0	0
In Progress	13	3	2	8	2	28
Closed	0	0	0	0	0	0
4-Cosmetic	0	0	1	0	0	1
New	0	0	0	0	0	0
In Progress	0	0	1	0	0	1
Closed	0	0	0	0	0	0
Total	13	3	3	8	2	29

4.5 Production Operations

- **Root Cause Analysis (RCA)**
 - None for the reporting period.

4.6 Deviation from Plan/Adjustments

- None for the reporting period.

5 APPLICATION DEVELOPMENT AND TEST

5.1 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 Release**
 - **Emergency Release** – One (1) production defect was deployed with BenefitsCal Emergency Release 24.10.07 for User Error Handling, Exception Handling, and Application Summary.
 - **Emergency Release** – One (1) production defect was deployed with BenefitsCal Emergency Release 24.10.10 for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Monthly Release**
 - None for the reporting period.

Table 17: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
24.10.25 – Priority	10/07/24	Thirteen (13) defects and four (4) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
24.10.31 – Monthly	09/26/24	Three (3) production defects and one (1) enhancement are planned for User Error Handling, Exception Handling, and Application Summary.

5.2 Requirements and Design

- **Activities for the Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ✦ Continued design work for the October 2024 enhancements.
 - ✦ Hosted the BenefitsCal CWDA Check-in meeting on 10/07/24.
 - ✦ Hosted the ABAWD County Call Dry Run meeting with CalSAWS on 10/07/24.
 - ✦ Attended the CalSAWS Design Overview and Walkthrough for BenefitsCal ABAWD Time Limits API with SSP and CalFresh Committee Members meeting on 10/08/24.
 - ✦ Hosted the DDI and M&O Biweekly meetings on 10/08/24, 10/10/24, 10/15/24, and 10/17/24.
 - ✦ Attended a WIAM 18 Password policy change walkthrough with BenefitsCal on 10/09/24.
 - ✦ Hosted the BenefitsCal PM Stand-Up meetings with the Consortium on 10/09/24 and 10/16/24.
 - ✦ Hosted the Mandarin Translation Review Touchpoint meeting on 10/10/24.
 - ✦ Hosted BenefitsCal Enhancements Pipeline meeting on 10/11/24.

- ✦ Attended CAPI Automation Workgroup meeting on 10/15/24.
- ✦ Hosted a discussion regarding Figma Security Recommendations on 10/15/24.
- ✦ Hosted the October UCD Monthly meeting with State Partners and Advocates on 10/16/24.
- ✦ Attended CR 287402 – Single Streamline Application (SSApp) – Pre-JAD 1 on 10/17/24.
- ✦ Hosted a discussion regarding the upcoming baseline releases with CalSAWS on 10/18/24.
- **Activities for the Next Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ✦ Finalize design work for the October 2024 enhancements.
 - ✦ Begin design work for the November 2024 enhancements.
 - ✦ Host the BenefitsCal CWDA Check-in meetings on 10/21/24 and 10/28/24.
 - ✦ Host the DDI and M&O Biweekly meetings on 10/22/24, 10/24/24, 10/29/24, and 10/31/24.
 - ✦ Attend CR 278587 – Accelerated Enrollment Enhancements – JAD Session 2 (TDD walkthrough) on 10/22/24.
 - ✦ Attend SIRFRA 1397 meeting on 10/23/24.
 - ✦ Attend Get CalFresh Parity Meeting on 10/23/24.
 - ✦ Host the BenefitsCal PM Stand-Up meetings with the Consortium on 10/23/24 and 10/30/24.
 - ✦ Host GCF Parity #34 Discussion on 10/24/24.
 - ✦ Host BenefitsCal Enhancements Pipeline on 10/25/24.
 - ✦ Attend EBT 2259 User Group on 10/30/24.

5.3 User Centered Design (UCD)

- **Activities for the Reporting Period – UCD**
 - **Customer Experience (CX) Measurements Data**
 - ✦ Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.
 - ✦ Analyzed Always on survey data for September.
 - **User Engagement**
 - ✦ Conducted generative research sessions with CBOs for CBO Account Manager Change [CSPM-74819].
 - ✦ Conducted generative research sessions with county workers for CBO Account Manager Change [CSPM-74819].
 - ✦ Conducted customer outreach for account login.
 - **Enhancements**
 - ✦ Conducted generative research sessions with CBOs for CBO Account Manager Change [CSPM-74819].
 - ✦ Conducted generative research sessions with county workers from San Diego, Colusa, Humboldt, and Placer for CBO Account Manager Change [CSPM-74819].
 - ✦ Planned and prepped for account login.
 - ✦ Continued design on GCF Parity items (#22, #44).

- ✦ Planned and prepped for GCF Parity item (#34).
- ✦ Started design for New BenefitsCal password alert based on ForgeRock update [CSPM-75708].
- **Advocate Engagement**
 - ✦ Facilitated October UCD Monthly Meeting
 - ✦ Sent out the comment log for October UCD Monthly Meeting
 - ✦ Sent out responses to stakeholders for ABAWD designs [CSPM-67652].
- **Activities for the Next Reporting Period – UCD**
 - **CX Measurements Data**
 - ✦ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.
 - ✦ Analyze October Always-on survey data.
 - **User Engagement**
 - ✦ Conduct customer outreach for Back button.
 - ✦ Conduct generative research sessions for account login.
 - **Enhancements**
 - ✦ Continue synthesis for CBO Account Manager Change [CSPM-74819].
 - ✦ Conduct customer sessions with the customers for account login.
 - ✦ Continue design on GCF parity designs #22 and #44.
 - ✦ Conduct research session with CDSS on GCF parity #34.
 - ✦ Continue design for New BenefitsCal password alert based on ForgeRock update [CSPM-75708].
 - **Advocate Engagement**
 - ✦ Review comment log from October UCD Monthly meeting.
 - ✦ Send hold for November UCD Monthly meeting.

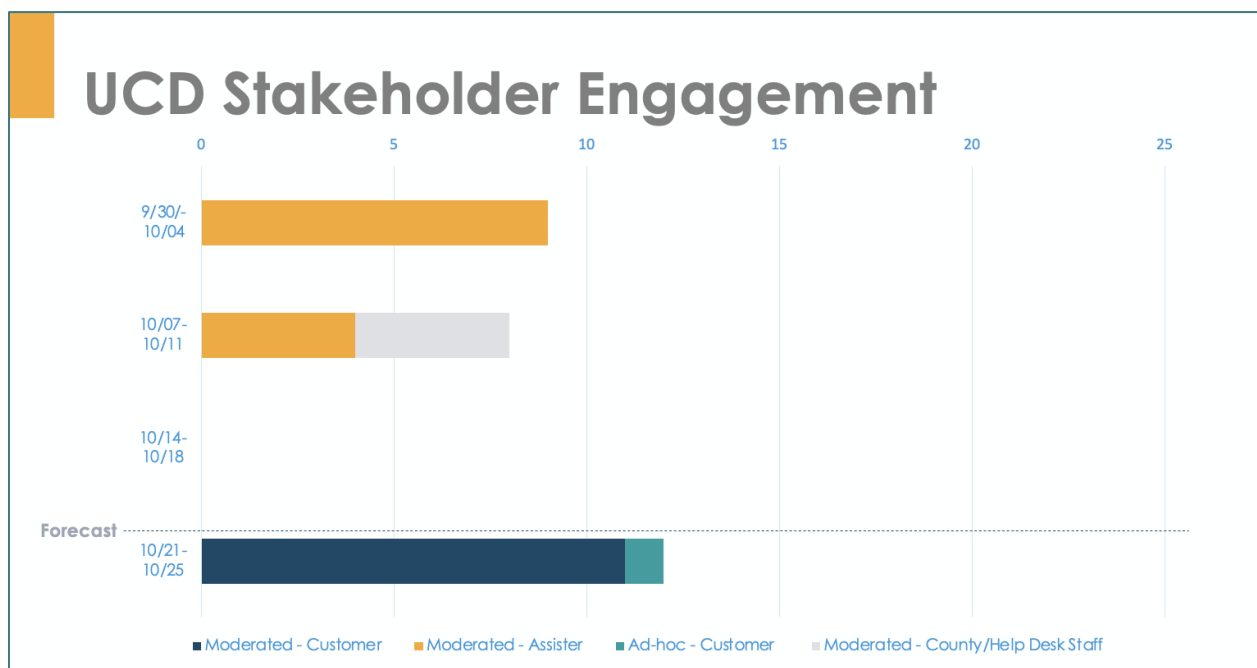


Figure 11: UCD Stakeholder Engagement

5.4 Development

■ Activities the Reporting Period – Development

● Enhancements (M&E)

Table 18: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 10/18/24	ACTUAL FOR WEEK ENDING 10/18/24	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 24.10.25	2	2	4	Release 24.10.25 as a priority release is planned for deployment on 10/25/24 to be aligned with ForgeRock's deployment.
Release 24.10.31	0	0	0	Release 24.10.31 is planned for deployment on 10/31/24.

■ Activities for the Next Reporting Period – Development

● Enhancements (M&E)

Table 19: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 10/18/24	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 24.10.25	2	2	4	Release 24.10.25 as a priority release is planned for deployment on 10/25/24 to be aligned with ForgeRock's deployment
Release 24.10.31	0	0	0	Release 24.10.31 is planned for deployment on 10/31/24.

■ Unscheduled Release Updates

● Chatbot

- ✦ We are working with the testers for the voice version in the native languages for Korean, Japanese, and Chinese.
- ✦ We have raised tickets to AWS team for issues about basic inputs in Japanese, Chinese, and Korean.

5.5 System Test Execution

■ Activities for the Reporting Period – System Test Execution

● Release 24.10.07 – October Priority Release

- ✦ Deployed October Priority Release to Production on 10/07/24.

● Release 24.10.10 – October Priority Release

- ✦ Deployed October Priority Release to Production on 10/10/24.

- **Activities for the Next Reporting Period – System Test Execution**
 - **Release 24.10.25 – October Priority Release**
 - ✦ Deploy the October Priority Release in Production on 10/25/24.
 - **Release 24.10.31 – October Monthly Release**
 - ✦ Deploy the October Monthly Release in Production on 10/31/24.

5.6 User Acceptance Test (UAT) Planning

- **Activities for the Reporting Period – User Acceptance Test Planning**
 - **UAT Test Execution**
 - ✦ None for the period.
 - **Test Support**
 - ✦ None for the period.
- **Activities for the Next Reporting Period – User Acceptance Test Planning**
 - **UAT Test Execution**
 - ✦ None for the period.
 - **Test Support**
 - ✦ None for the period.

5.7 Release Management

5.7.1 Release Test Summary

- **Release 24.10.07 – October Priority Release**
 - ✦ Deployed October Priority Release to Production on 10/07/24.
- **Release 24.10.10 – October Priority Release**
 - ✦ Deployed October Priority Release to Production on 10/10/24.

5.7.2 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 24.08.29.

Table 20: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
24.09.26	56	56	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 and SSA not enabled, E-Signature, Global Search, static validations, EBT2259 and CF303 are covered by automated regression. We will also validate following flows with data in every field – AFB with all programs, CF37, DCF, MC 210, Redet CWF, MC 216, MC 217, CF Only AFB, GA/GR, Redet CW, CW Only AFB, MC Only AFB, RAC, SAR 7

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.

6 PERFORMANCE TEST

6.1 Performance Test

▪ Release 24.10.31 – October Monthly Release

- The BenefitsCal team executed two (2) rounds of performance tests for the October monthly release with scope as three (3) enhancements and one (1) defect – “SecurityFeb2024: Technical – Change Integration Points for all ForgeRock APIs,” “Runtime Upgrade of python lambdas from 3.8,” “Add iam: PassRole permission to existing lambda and SNS topics using Textract API service (Mobius),” and “Design Defect: Updating CBO Dashboard to make that in sync with Application/Case Tracker,” respectively. The team rescripted the scenarios with the release implementation and validated all the scripts on the latest build/codebase. The results were consistent as compared to the previous baselines in terms of the average response time of the entire application and overall errors. The detailed JMeter reports, and the results comparison spreadsheet are uploaded to the CalSAWS SharePoint.

Table 21: Performance Test Cycles and Test Case Status

CYCLE	START DATE	END DATE	SCOPE	TEST CASES STATUS	EXECUTION STATUS
13	09/30/24	10/25/24	Release 24.10.31 – October Monthly Release	Scope: The BenefitsCal September 2024 monthly release has three (3) enhancements and one (1) defect. Performance testing is planned for the entire suite including the scripts. Executions: BenefitsCal isolated Load tests with mock services: <ul style="list-style-type: none">• Friday, October 18• Monday, October 21	100%

6.2 Training Materials Update

- None for the reporting period.

6.3 Deviations from Plan/Adjustments

- None for the reporting period.

7 SECURITY

7.1 User Conversion

- **Activities for the Reporting Period – User Conversion Testing**
 - None for the reporting period.
- **Activities for the Next Reporting Period – User Conversion Testing**
 - None for the reporting period.

7.2 Security

- **Activities for the Reporting Period – Security**
 - [REDACTED]
 - [REDACTED]
 - **DAST**
 - ✦ Executed the biweekly Dynamic Application Security Testing (DAST) manual penetration testing test cases and shared the analysis of the security scan reports with the BenefitsCal Development Team on 10/18/24.
 - [REDACTED]
 - ✦ [REDACTED]
- **Activities for the Next Reporting Period – Security**
 - [REDACTED]
 - ✦ [REDACTED]
- **AWS SSO (Shared Services and Outsourcing) for BenefitsCal**
 - Collaborate with the Consortium Security Team to update Amazon Web Services Single Sign-On (AWS SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.