CalSAWS

California Statewide Automated Welfare System

Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: November 4, 2024 – November 17, 2024

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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	▪ BenefitsCal Priority Release 24.11.14 deployed to PRD on 11/14/24. ▪ BenefitsCal Monthly Release 24.11.26 to be deployed to PRD on 11/26/24.
November Enhancements (Release 24.11.26)	▪ Five (5) enhancements will be delivered to Production in November 2024: • One (1) Policy Enhancement: ♦ CSPM-75364: Update CW 2186A to newest State version 1/24 in downloadable forms • Two (2) Production Priority Enhancements: ♦ CSPM-75416: Spanish language translation changes in BenefitsCal – Across the Portal ♦ CSPM-75417: Spanish language translation changes: AFB – Before We Begin • Two (2) Partner Support Enhancements: ♦ CSPM-74565: Regression Test Only: Upgrade Authorizer Lambda for CalSAWS APIs and latest Nodejs version ♦ CSPM-74566: Regression Test Only: CalSAWS Spring Boot APIs – Upgrade Spring and Spring Boot to latest version
December Enhancements (Release 24.12.06)	▪ Two (2) enhancements will be delivered to Production in November 2024: • Two (2) Partner Support Enhancements: ♦ CSPM-75708: ForgeRock New Password Policy Constraints ♦ CSPM-75858: Try Another Way for CBOs & Admin Users Login MFA (Part II of CSPM-71750)
GCF (GetCalFresh) Parity Items	▪ Premise approved and planning continued for the below Parity items: • **#22, 44: Immigrant specific help and FAQs** ♦ 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. ♦ Currently design updates are in-progress.

Status Report Section	Status Agenda Topic
	♦ **Planned closure date: December 2024** • **#34: CDSS CF Prime Contractor Reports** ♦ CDSS CF provided written confirmation on 06/12/24 stating that the BenefitsCal recommendations will meet the gap. ♦ Conducted session with CDSS CF to review the report requirements. ♦ **Planned closure date: January 2025** • **#55: Suggest SAR 7 documents to be uploaded by the customers in BenefitsCal.** ♦ Assumptions confirmed by CDSS CF on 10/03/23. ♦ **Planned closure date February 2025.** ♦ Session conducted with CDSS for clarifications, awaiting feedback. • **#46, 51: Automated reminder emails and text messages for customers.** ♦ 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** ♦ Assumptions confirmed by CDSS CF on 10/03/23. ♦ **Planned closure date April 2025** • #24: Update CalFresh Application Flow to reduce questions. ♦ CDSS CF provided written confirmation on 08/08/24 stating they agree with the BenefitsCal recommendations. ♦ **Planned closure date: April 2025** • #30, 32: Release of Information (ROI) ♦ **Contingent on the ROI workgroup outcomes.**
User Centered Design (UCD) Activities	▪ **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 October. • **User Engagement** ✦ Conducted customer sessions for Back Button research [CSPM-74230]. • **Enhancements** ✦ Conducted generative research sessions for Back Button research [CSPM-74230]. ✦ Continued synthesis for account login [CSPM-74819].

Status Report Section	Status Agenda Topic
	✦ Continued design on GCF Parity items (#22, #44). ✦ Conducted research session with CDSS for GCF Parity item (#34). ✦ Conducted design session with CDSS for GCF Parity item (#55). ✦ **Advocate Engagement** ✦ Prepared responses for October UCD Monthly Meeting. ✦ Planned and prepped for November UCD Monthly Meeting scheduled on 11/20/24

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	Deliverable Name	Status	Next Deadline
WP 25.33	Monthly M&O Report – October 2024	On Time	FDEL due 11/21/24.

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-six (26) active Production defects.
Incidents	On Time	There are thirteen (13) open Tier 3 incidents.

1.3 Highlights from the Reporting Period

- **Priority Release** – The BenefitsCal Team successfully deployed Priority Release **24.11.14** to BenefitsCal Production.
- **Emergency Release** – None for the reporting period.
- **Monthly Release** –None for the reporting period.
- **Planned Outages**
  - Thursday, 11/14/24, 8:00 p.m. to 9:30 p.m. PST
  - Priority Release 24.11.14

2 PROJECT MANAGEMENT

2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
  - DWP 25.33: Monthly M&O Report – October 2024 on 11/08/24.
  - FWP 28.31: BenefitsCal Work Plan Monthly Updates – October 2024 on 11/07/24.
- **Deliverable and Work Product submissions for next reporting period:**
  - FWP 25.33: Monthly M&O Report – October 2024 on 11/21/24.

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
0169-24	Notify (All); BenefitsCal DevOps (usbenefitscaldevops@deloitte.com); CalHEERS Operator (operator@calheers.ca.gov); Technical Operations Manager (HoweG@CalSAWS.org); Technical Operations/Help Desk Lead (QuijadaP@CalSAWS.org); TombakianM@CalSAWS.org; Tech Production Operations (tech.productionoperations@calsaws.org); Bill.Kelly@fisglobal.com; CalSAWS (All); Regional Managers (All); Section Directors	Scheduled Downtime Notification – 11/24/2024	11/04/24	Anand Kulkarni	Pete Quijada
0170-24	PPOCs (All), Regional Managers (All)	BenefitsCal-Application Number Not Displaying	11/08/24	Carlos Zepeda	Carrie White
0171-24	Notify (All); BenefitsCal DevOps (usbenefitscaldevops@deloitte.com); CalHEERS Operator (operator@calheers.ca.gov); Technical Operations Manager (HoweG@CalSAWS.org); Technical Operations/Help Desk Lead	Scheduled Downtime Notification – 12/6/2024	11/15/24	Anand Kulkarni	Pete Quijada

CIT ID	To	Subject	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	(QuijadaP@CalSAWS.org); TombakianM@CalSAWS.org; Tech Production Operations (tech.productionoperations @calsaws.org); Bill.Kelly@fisglobal.com; CalSAWS (All); Regional Managers (All); Section Directors				
0172-24	Notify (All); BenefitsCal DevOps (usbenefitscaldevops@deloitte.com); CalHEERS Operator (operator@calheers.ca.gov); Technical Operations Manager (HoweG@CalSAWS.org); Technical Operations/Help Desk Lead (QuijadaP@CalSAWS.org); TombakianM@CalSAWS.org; Tech Production Operations (tech.productionoperations @calsaws.org); Bill.Kelly@fisglobal.com; CalSAWS (All); Regional Managers (All); Section Directors	Scheduled Downtime Notification – 12/8/2024	11/15/24	Anand Kulkarni	Pete Quijada

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 CalSAWS Contact	Backup CalSAWS Contact
24-035	PPOCs (All); Regional Managers (All); Section Directors (All)	BenefitsCal North Star Goals for Increased Utilization	11/07/24	Open	11/27/24	Carrie White	Marsale Eramya

Table 6: Overdue CRFIs

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary CalSAWS Contact	Backup CalSAWS Contact
None.							

2.3 Risks and Issues

2.3.1 Project Risks

This section includes a summary of the updates to open risks to the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each risk, please refer to the CalSAWS Consortium risk log here: CalSAWS SharePoint > Risk Log

Table 7: Project Risks

ID	Title	Updates for the Reporting Period	Status	Risk Level	Severity	Date Logged
246	Perceived Gap in Functionality	**No updates for the reporting period.**	Open	Low	Medium	05/10/21
290	Recently released ROI policy lacks clarity which may create privacy and liability exposure for counties and customers	**No updates for the reporting period.**	Open	Medium	High	05/19/23
300	Stability of the CalSAWS Enterprise Identity and Access Management Services	**No updates for the reporting period.**	Open	Medium		Risk 300 logged on 12/06/23. Risk 300 closed and logged as Issue 300 on 06/05/24. Issue 300 closed, and Risk 300 reopened on 08/28/24.
304	Unless production notification process is adapted to include BenefitsCal Training environment,	**No updates for the reporting period.**	Open	Low	Low	04/29/24

ID	Title	Updates for the Reporting Period	Status	Risk Level	Severity	Date Logged
	end users may not receive timely notification of issues impacting the environment					

2.3.2 Project Issues

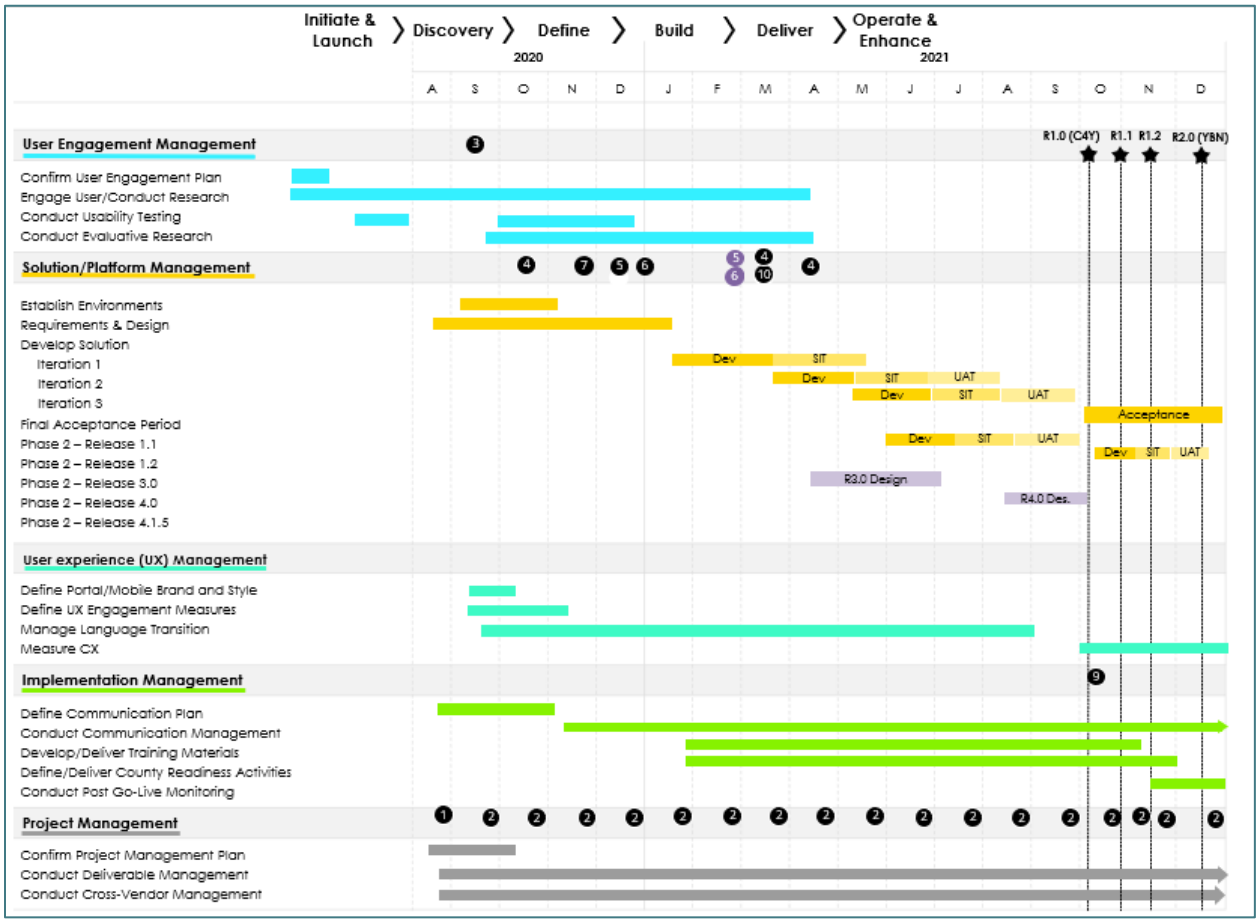
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: CalSAWS SharePoint > Issues Log

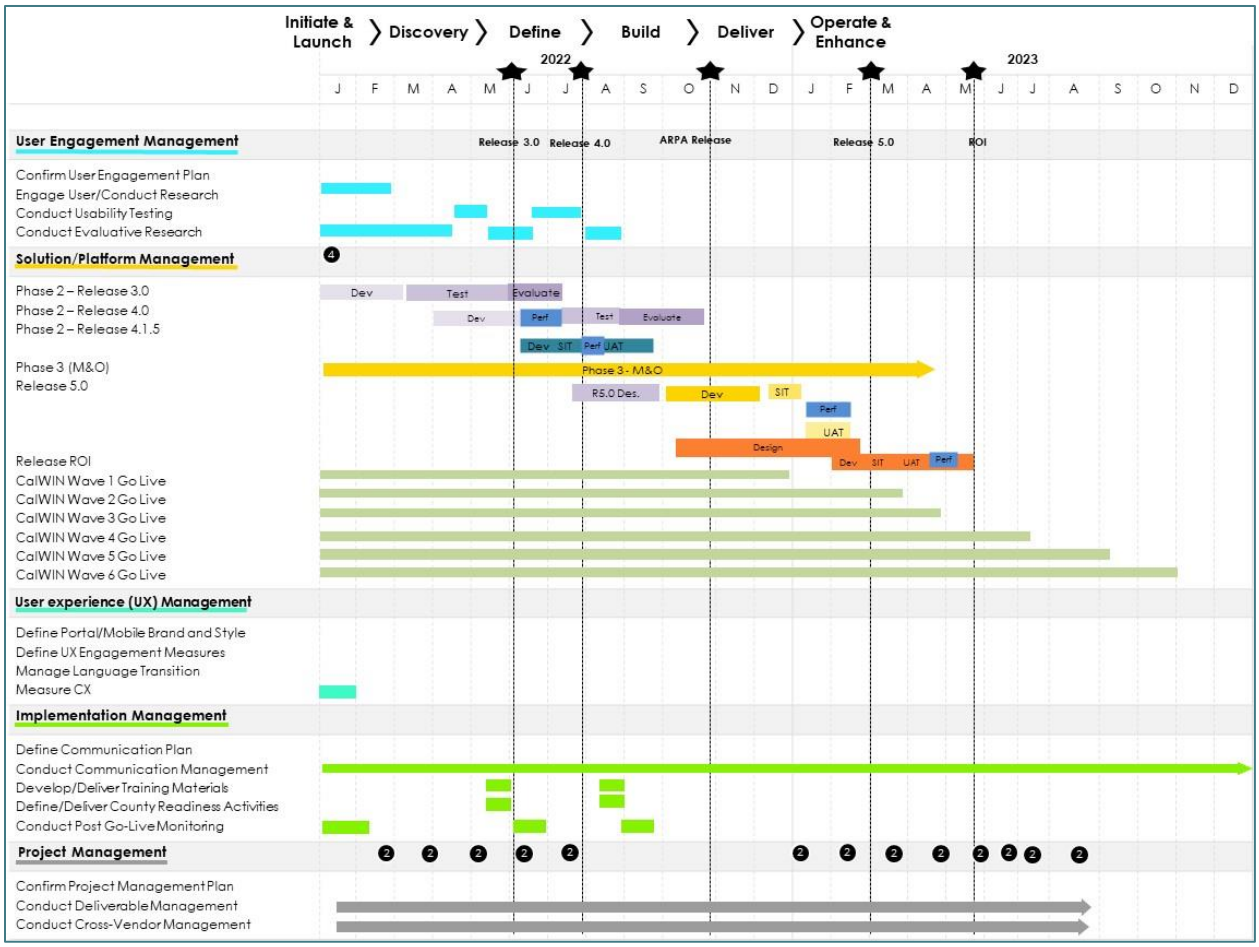
Table 8: Project Issues

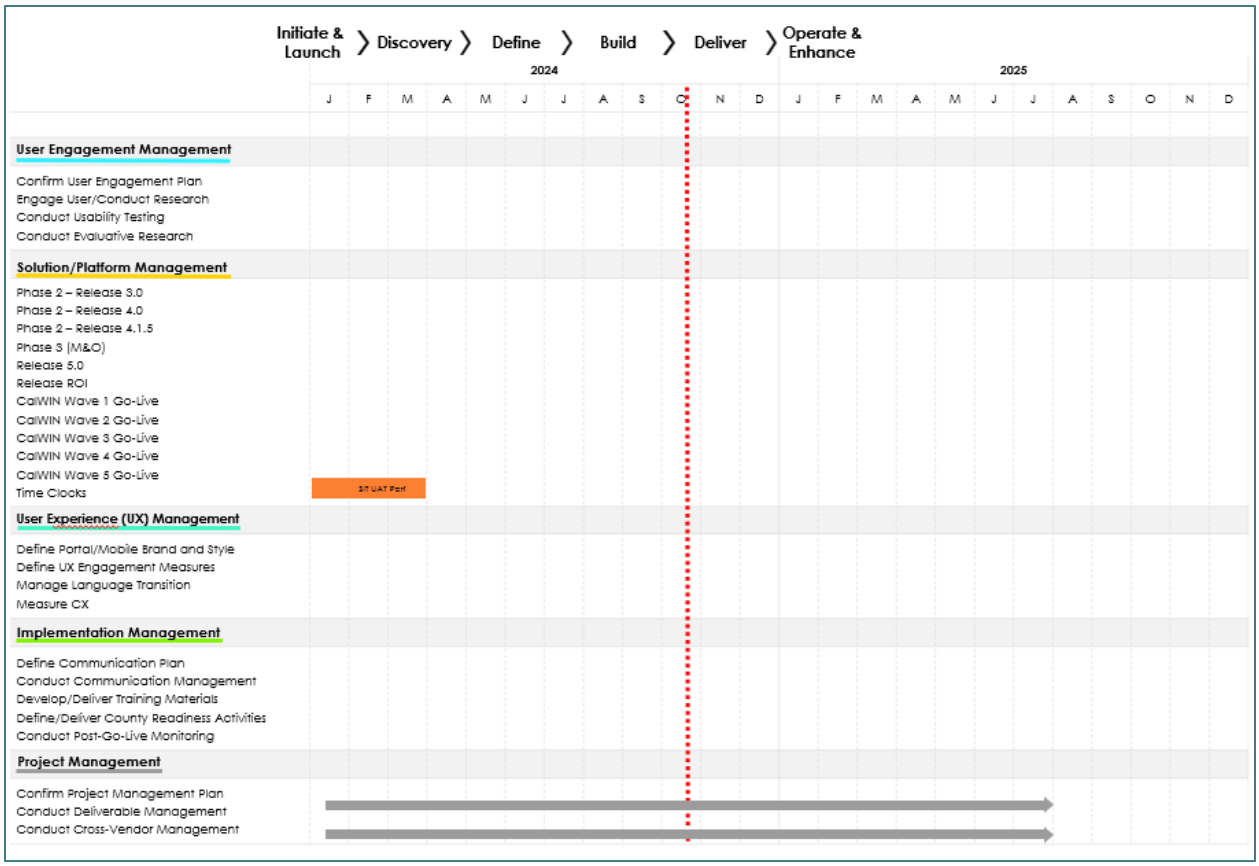
ID	Title	Updates for the Reporting Period	Status	Priority	Date Logged
None.					

2.4 Project Work Plan Reports

Project Timeline




Initiate & Launch
Discovery
Define
Build
Deliver
Operate & Enhance
2022
2023
J F M A M J J A S O N D J F M A M J J A S O N D
User Engagement Management
Release 3.0
Release 4.0
ARPA Release
Release 5.0
ROI
Confirm User Engagement Plan
Engage User/Conduct Research
Conduct Usability Testing
Conduct Evaluative Research
Solution/Platform Management
Phase 2 – Release 3.0
Phase 2 – Release 4.0
Phase 2 – Release 4.1.5
Phase 3 (M&O)
Release 5.0
Release ROI
CalWIN Wave 1 Go Live
CalWIN Wave 2 Go Live
CalWIN Wave 3 Go Live
CalWIN Wave 4 Go Live
CalWIN Wave 5 Go Live
CalWIN Wave 6 Go Live
Dev
Test
Evaluate
Perf
SIT
UAT
Phase 3 - M&O
R5.0 Des.
Design
User experience (UX) Management
Define Portal/Mobile Brand and Style
Define UX Engagement Measures
Manage Language Transition
Measure CX
Implementation Management
Define Communication Plan
Conduct Communication Management
Develop/Deliver Training Materials
Define/Deliver County Readiness Activities
Conduct Post Go-Live Monitoring
Project Management
Confirm Project Management Plan
Conduct Deliverable Management
Conduct Cross-Vendor Management



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	1
Completed	3
Reopened	0
In Review	0
Withdrawn	0
Total	**4**

- **Completed**
  - CSPM-75875: SIRFRA 4001 – Core/Root Questions in BenefitsCal.
  - CSPM-76114: SCERFRA 24-539 – AB 161 Sections 15 and 17
  - CSPM-75922: SIRFRA 1405 – E-Message Enhancement Related to Accelerated Enrollment
- **New / Assigned**
  - CSPM-76042: SCERFRA 24-541 – CalWORKs Administrative Efficiency

2.7 Deviation from Plan/Adjustments

- None for the reporting period.

3 BENEFITSCAL 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. Received updated translations from LA County that need to be implemented. Development started.
Research Item	CSPM-74230	Back Button	In Progress	Prioritized for completion in November 2024 Monthly Release. Consortium approval captured on estimates. Research In Progress.
Research Item	CSPM-74819	CBO Account Manager Change	In Progress	Prioritized for completion in November 2024; Focused group sessions conducted; Research Synthesis in Progress.

- **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.	11/30/24
Enhancement	CSPM-68268	Update the language options in BenefitsCal to include Mandarin	Continue Development	12/19/24
Research Item	CSPM-74230	Back Button	Continue Research	11/30/24
Research Item	CSPM-74819	CBO Account Manager Change	Conclude the Research	11/30/24

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**
  - Five (5) 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 eight (8) incidents in the biweekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged fifty-four (54) incidents in the biweekly reporting period.
- **Problems Created**
  - The BenefitsCal Tier 3 Team created three (3) problem tickets in the biweekly reporting period.
- **Problems Resolved**
  - The BenefitsCal Tier 3 Team resolved one (1) problem ticket 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.

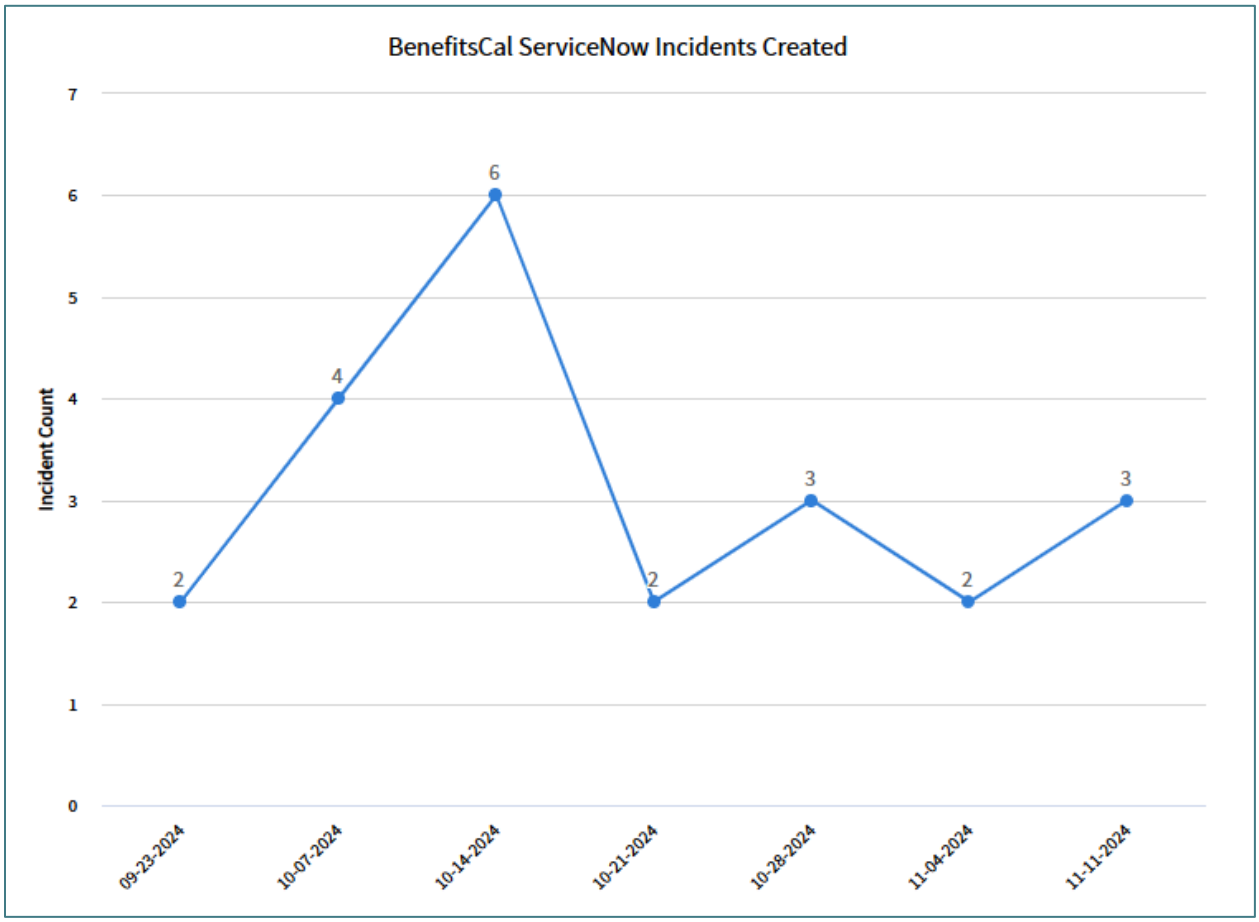


Figure 1: BenefitsCal ServiceNow Incidents Created

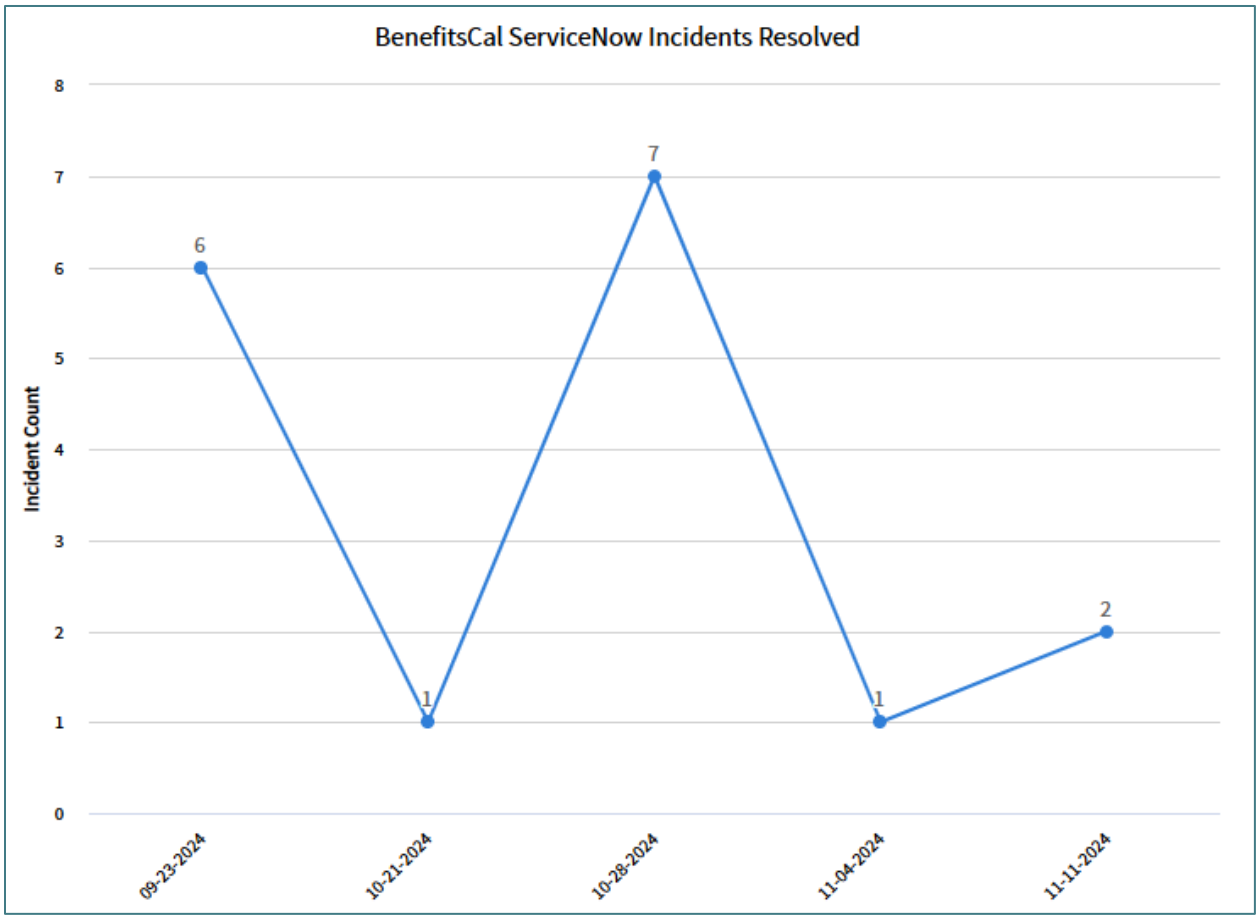


Figure 2: BenefitsCal ServiceNow Incidents Resolved

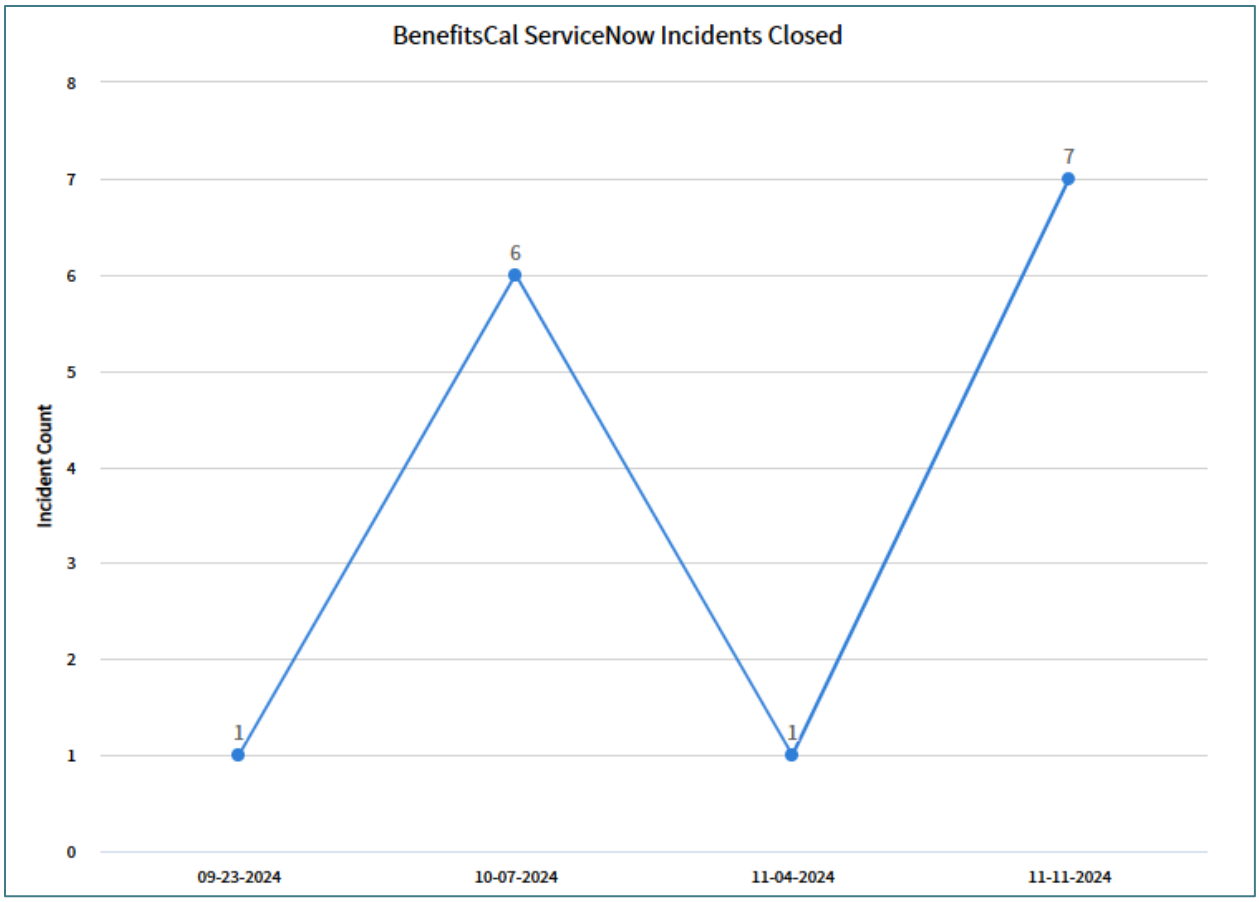


Figure 3: BenefitsCal ServiceNow Incidents Closed

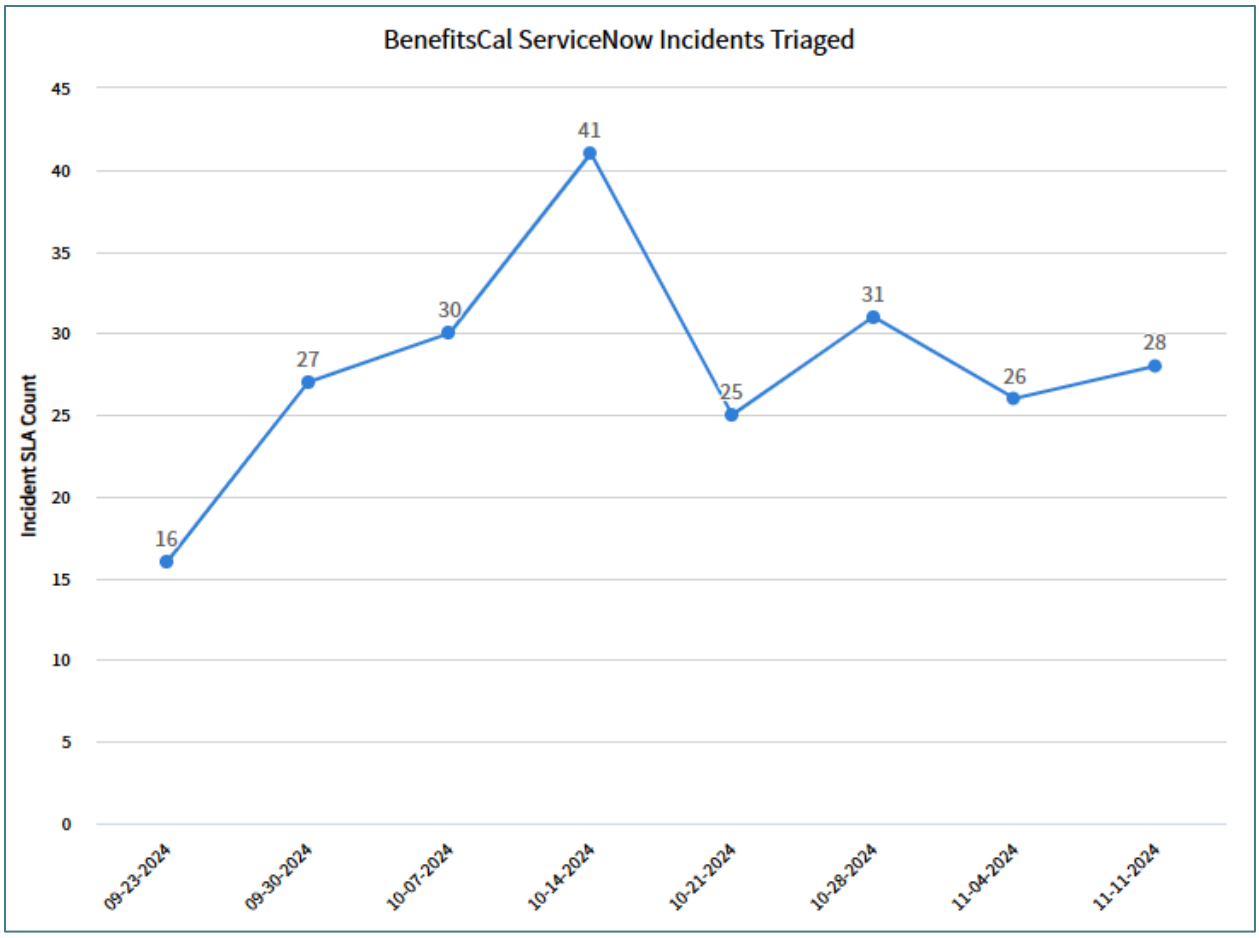


Figure 4: BenefitsCal ServiceNow Incidents Triaged

***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.

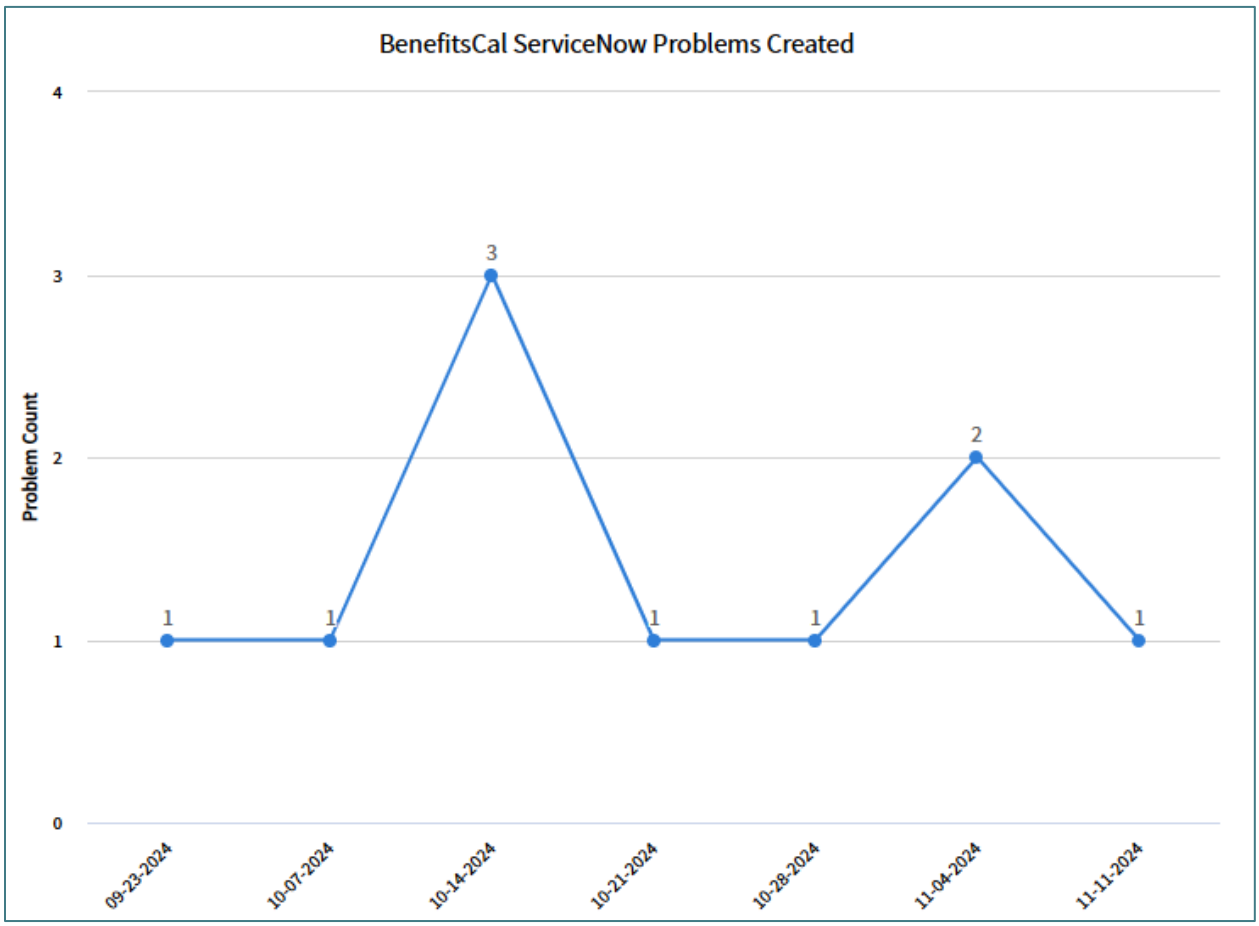


Figure 5: BenefitsCal ServiceNow Problems Created

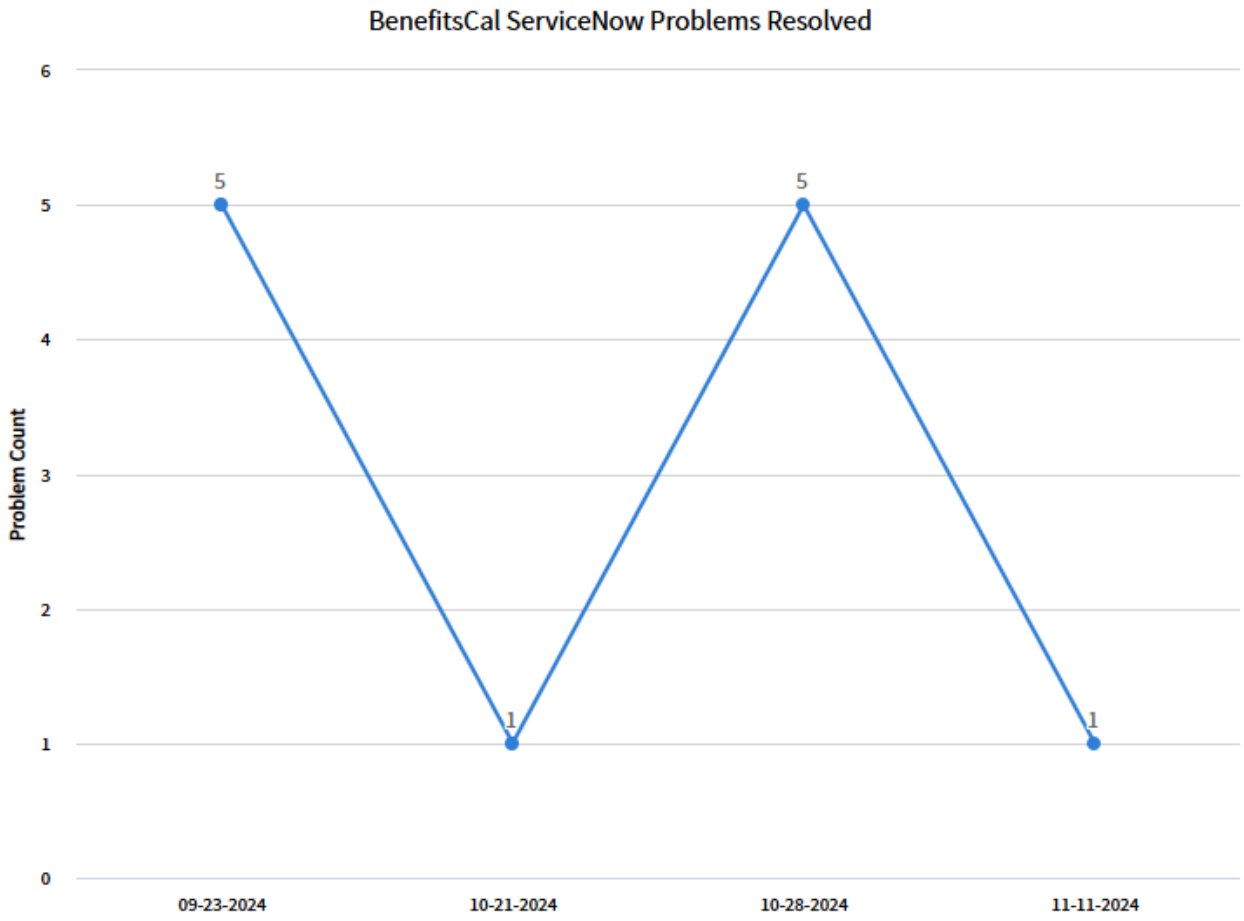


Figure 6: BenefitsCal ServiceNow Problems Created

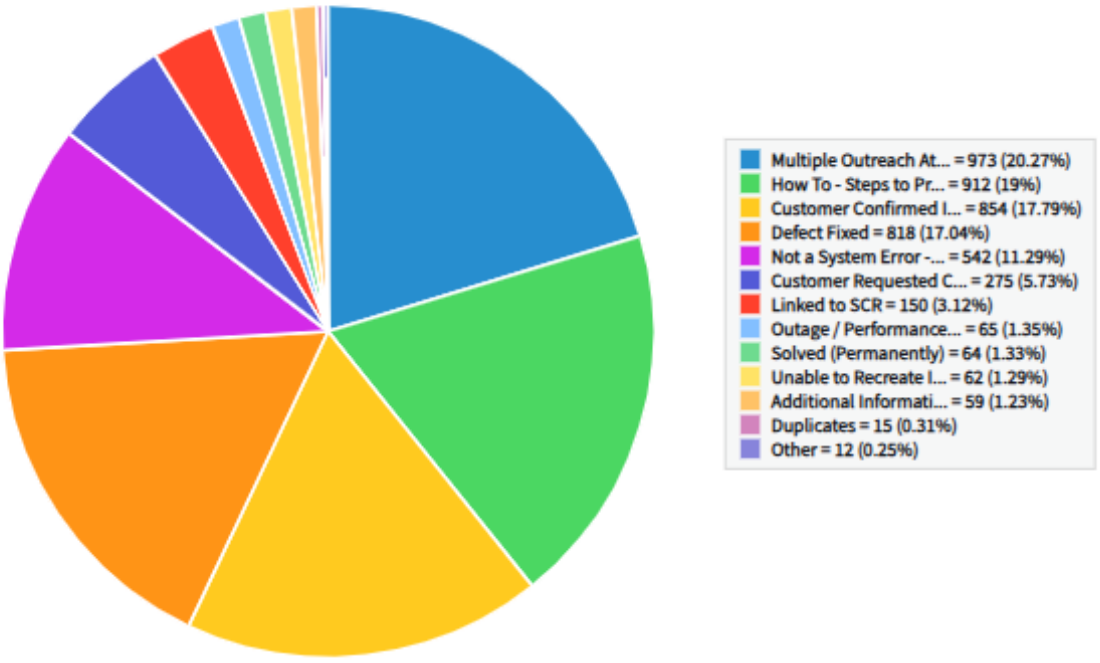
***Note**: The graphs above represent the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.*

BenefitsCal ServiceNow Incidents by State and Age

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	3
On Hold	0	1	1	3	3	2	0	10
Resolved	0	0	0	1	0	0	0	1
Closed	0	0	73	349	167	128	3	720
Count	3	1	74	353	170	130	3	734

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.

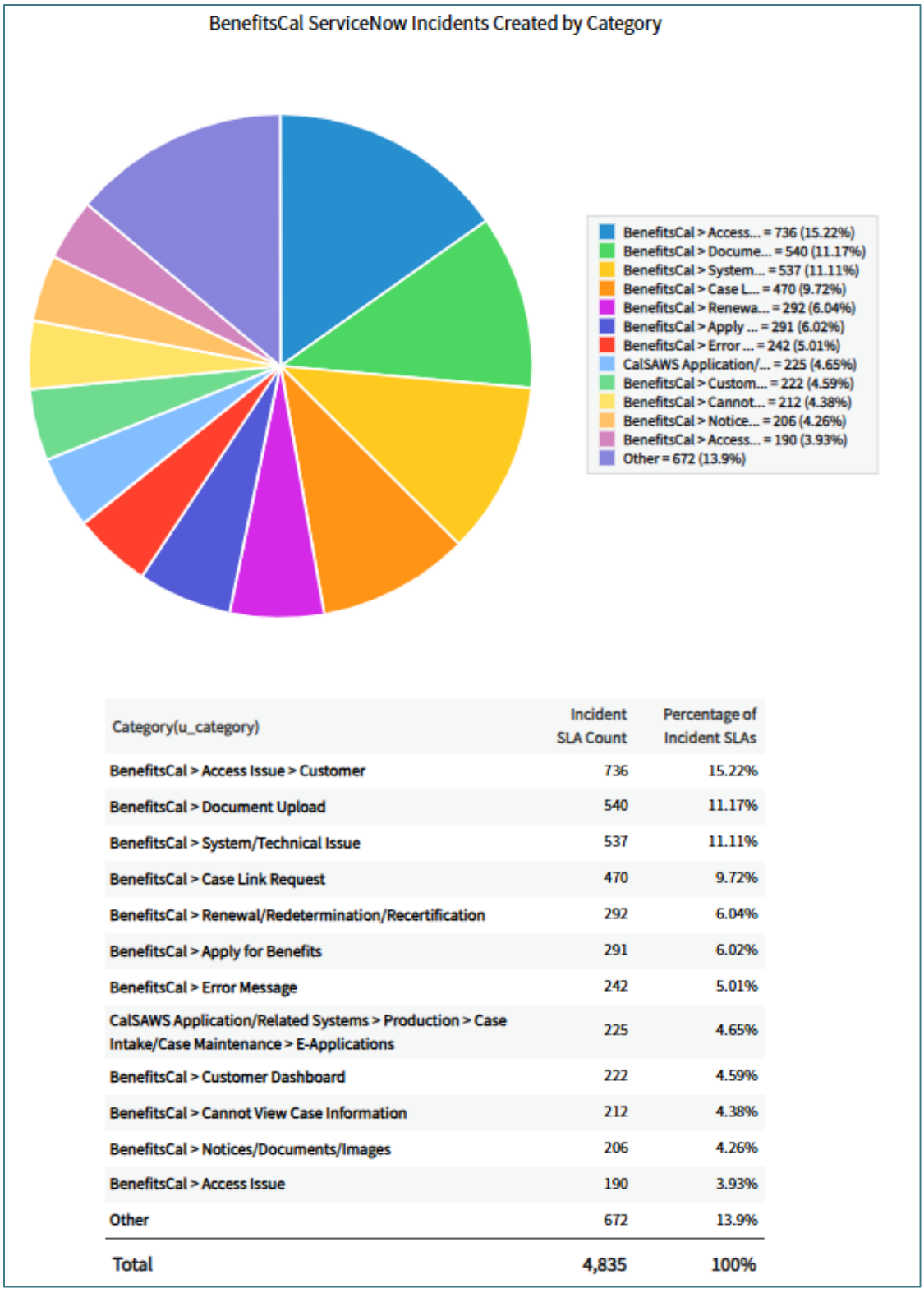
Figure 7: BenefitsCal ServiceNow Incidents by State and Age



Resolution code	Incident SLA Count	Percentage of Incident SLAs
Multiple Outreach Attempts – No Response	973	20.27%
How To - Steps to Proceed Provided	912	19%
Customer Confirmed Issue is Resolved	854	17.79%
Defect Fixed	818	17.04%
Not a System Error - With Explanation	542	11.29%
Customer Requested Closure	275	5.73%
Linked to SCR	150	3.12%
Outage / Performance Degradation	65	1.35%
Solved (Permanently)	64	1.33%
Unable to Recreate Issue	62	1.29%
Additional Information Needed	59	1.23%
Duplicates	15	0.31%
Other	12	0.25%
Total	4,801	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.*



Category(u_category)	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	736	15.22%
BenefitsCal > Document Upload	540	11.17%
BenefitsCal > System/Technical Issue	537	11.11%
BenefitsCal > Case Link Request	470	9.72%
BenefitsCal > Renewal/Redetermination/Recertification	292	6.04%
BenefitsCal > Apply for Benefits	291	6.02%
BenefitsCal > Error Message	242	5.01%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	225	4.65%
BenefitsCal > Customer Dashboard	222	4.59%
BenefitsCal > Cannot View Case Information	212	4.38%
BenefitsCal > Notices/Documents/Images	206	4.26%
BenefitsCal > Access Issue	190	3.93%
Other	672	13.9%
Total	**4,835**	**100%**

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 Programing Interface (API) Gateway, Lambdas, Simple Queue Service (SQS), CloudWatch, X-Ray and Aurora Postgres, Postgres Relational Database Service (RDS), and RDS Proxy. Application maintenance and support includes release and configuration management across 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
11/04/24	11/04/24 8:00 pm – 11/04/24 9:00 pm PST	BenefitsCal Production Deployment – 24.11.14

Table 14: BenefitsCal Upcoming Maintenance

Scheduled Date	Outage Timeframe	Application Mode
11/20/24	11/20/24 8:00 pm – 11/20/24 9:30 pm PST	BenefitsCal Production Deployment – 24.11.20.

Table 15: BenefitsCal Incident Follow-Up Summary

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0050377	San Bernardino County users at the 2740 Little Mountain Drive site are unable to access CalSAWS and associated systems due to a power outage.	11/06/24 7:50 am – 11/06/24 10:05 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
PRB0050381	San Bernardino County users at the 2740 Little Mountain Drive site are unable to access CalSAWS and associated systems due to a power outage.	11/06/24 12:06 pm – 11/06/24 12:45 pm 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

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0050380	Riverside County users at the 2300 Market Street site are unable to access CalSAWS and associated systems due to a power outage.	11/06/24 11:49 am – 11/06/24 3:58 pm PST	Riverside County users at the Market Street site will not be able to access CalSAWS and associated systems until the issue is resolved	Resolved	CalSAWS
PRB0050390	San Bernardino County users at the 2740 Little Mountain Drive site are unable to access CalSAWS and associated systems due to a power outage.	11/07/24 10:45 am – 11/07/24 1:30 pm 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
PRB0050396	San Bernardino County users at the 10875 Rancho Road site are unable to access CalSAWS and associated systems due to a power outage.	11/8/24 9:00 am – 11/08/24 3:24 pm PST	San Bernardino County users at the Rancho Road site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0050400	Riverside County users at the 23119 Cottonwood Ave, Moreno Valley site are unable to access CalSAWS and associated systems due to a network device issue.	11/11/24 9:35 am – 11/12/24 2:32 pm PST	Riverside County users at the Moreno Valley site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0050398	Alpine County users at the 75A Diamond Valley Road, Markleeville site are unable to access CalSAWS and associated systems due to a power outage.	11/11/24 9:01 am – 11/11/24 2:55 pm PST	Alpine County users at the Markleeville site will be unable to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0050412	San Bernardino County users at the 1090 E. Broadway Street, Needles site are unable to access CalSAWS and associated systems due to a power outage.	11/13/24 1:45 PM – 11/13/24 2:53 pm PST	San Bernardino County users at the Needles site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0050422	Kern County users at the 7050 Lake Isabella Boulevard site are unable to access CalSAWS and associated systems.	11/14/24 4:51 PM – 11/14/24 6:45 pm PST	Kern County users at the Lake Isabella site will experience issues accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0050423	Customers are experiencing an error when accessing the BenefitsCal Call Me functionality.	11/15/24 8:32 am PST	Customers will experience issues accessing the BenefitsCal Call Me functionality until the issue is resolved.	In Progress	CalSAWS
PRB0050424	Kern County users at the 7050 Lake Isabella Boulevard site are unable to access CalSAWS and associated systems due to a power outage.	11/15/24 10:24 am – 11/15/24 12:01 pm PST	Kern County users at the Lake Isabella site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	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.

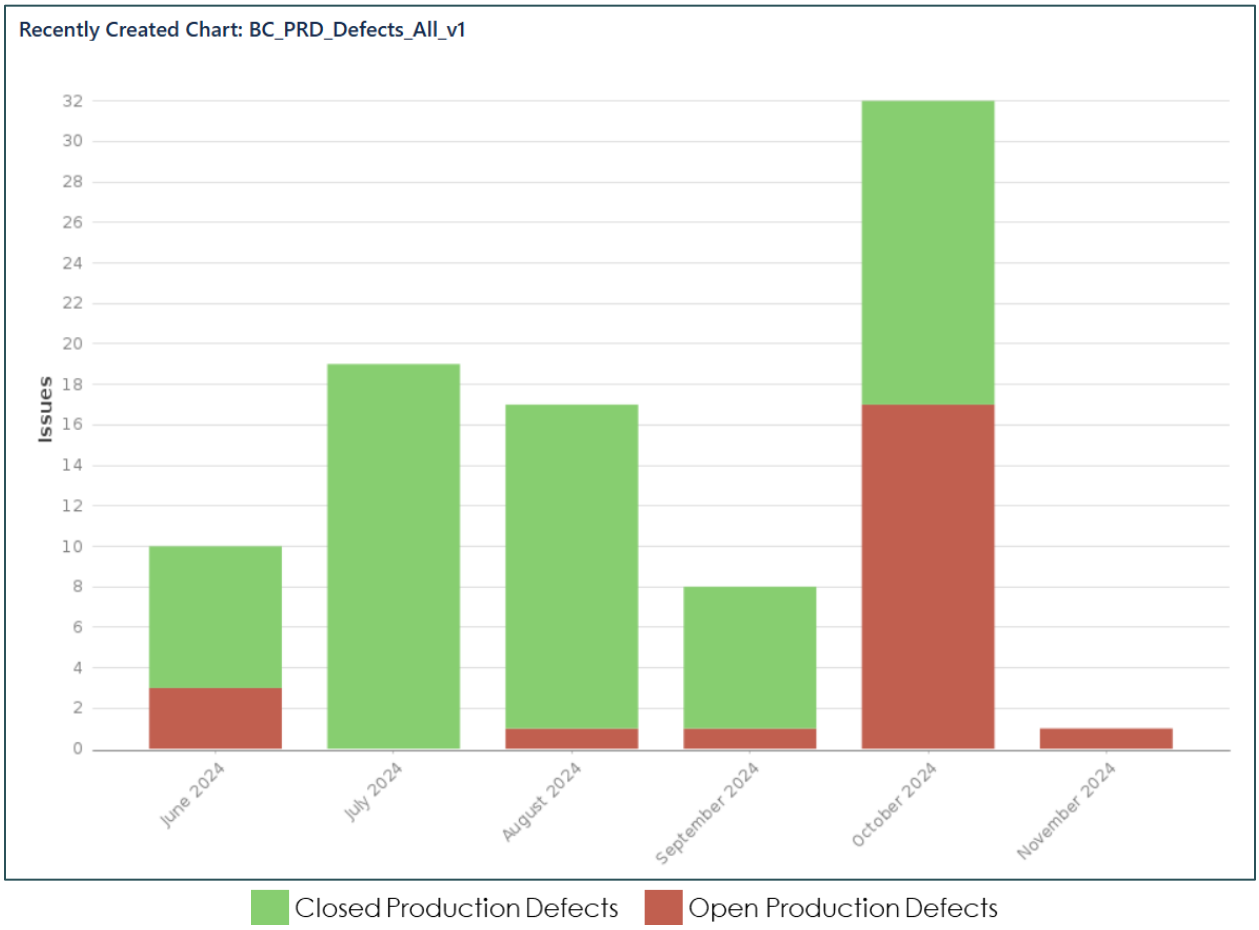


Figure 10: Production Defects Backlog Monthly Trend

4.4.1 Release Schedule Production Defect Fix

Table 16: Production Defect Fix – Release Schedule

Severity	Release 24.11.26	Release 24.12.19	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	**17**	**4**	**2**	**23**
New	0	0	0	0
In Progress	17	4	2	23
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	***17***	***4***	***2***	***23***

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**
- **Priority Release** – Two (2) production defects were deployed with BenefitsCal Priority Release 24.11.14 for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Emergency Release**
  - **Emergency Release** – None for the reporting period.
- **BenefitsCal Monthly Release**
- **Monthly Release** – None for the reporting period.

Table 17: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
24.11.26 – Monthly	11/26/24	Sixteen (16) production defects and three (3) enhancements 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 November 2024 enhancements.
    - Hosted the BenefitsCal CWDA Check-in meetings on 11/04/24 and 11/11/24.
    - Hosted Discussion on Transactions Requests for EBT2259 on 11/04/24.
    - Attended BenefitsCal and ForgeRock – Terminate User Sessions on Password Change and Session Lifetime Limits on 11/05/24.
    - Hosted the DDI and M&O Biweekly meetings on 11/05/24, 11/07/24, 11/12/24, and 11/14/24.
    - Hosted the BenefitsCal PM Stand-Up meetings with the Consortium on 11/06/24 and 11/13/24.
    - Attended CalFresh Stakeholder Meeting with CDSS on 11/06/24.
    - Attended Texting Opt-In by Program Premise Discussion on 11/07/24.
    - Attended CA-262846 – Update ForgeRock to limit the username to 40 Characters Discussion on 11/07/24.
    - Hosted Review of GCF Parity Item #55 on 11/12/24.
    - Hosted Collaboration Model 2.0 Discussion on 11/14/24.
    - Hosted GCF Parity Item #34 Discussion on 11/15/24.
- **Activities for the Next Reporting Period – Requirements and Design**
  - Designs and Design Meetings
    - Finalize design work for the November 2024 enhancements.

- Begin design work for the December 2024 enhancements.
- Host the BenefitsCal CWDA Check-in meetings on 11/18/24 and 11/25/24.
- Host Prep for November 2024 UCD Monthly Meeting on 11/18/24.
- Host the DDI and M&O Biweekly meetings on 11/19/24, 11/21/24, and 11/26/24.
- Host the November UCD Monthly Meeting with Advocates and State Partners on 11/20/24.
- Host the BenefitsCal PM Stand-Up meeting with the Consortium on 11/20/24.

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 October.
  - **User Engagement**
    - Conducted customer sessions for Back Button research [CSPM-74230].
  - **Enhancements**
    - Conducted generative research sessions for Back Button research [CSPM-74230].
    - Continued synthesis for account login [CSPM-74819].
    - Continued design on GCF Parity items (#22, #44).
    - Conducted research session with CDSS for GCF Parity item (#34).
    - Conducted design session with CDSS for GCF Parity item (#55).
    - **Advocate Engagement**
    - Prepared responses for October UCD Monthly Meeting.
    - Planned and prepped for November UCD Monthly Meeting
- **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.
    - Analyzed Always on survey data for November.
  - **User Engagement**
    - Conduct generative research session for a 'Take it to the Lab' session.
    - Conduct ethnographic research during County Visit – Alameda
  - **Enhancements**
    - Finalize synthesis for Back button [CSPM-74320].
    - Continue design on GCF parity designs #55.
    - Finalize design on GCF Parity items (#22, #44).
    - Conduct follow-up research session with CDSS on GCF parity #34.
  - **Advocate Engagement**
    - Facilitate November UCD Monthly meeting.

- Send out comment log for November UCD Monthly meeting.

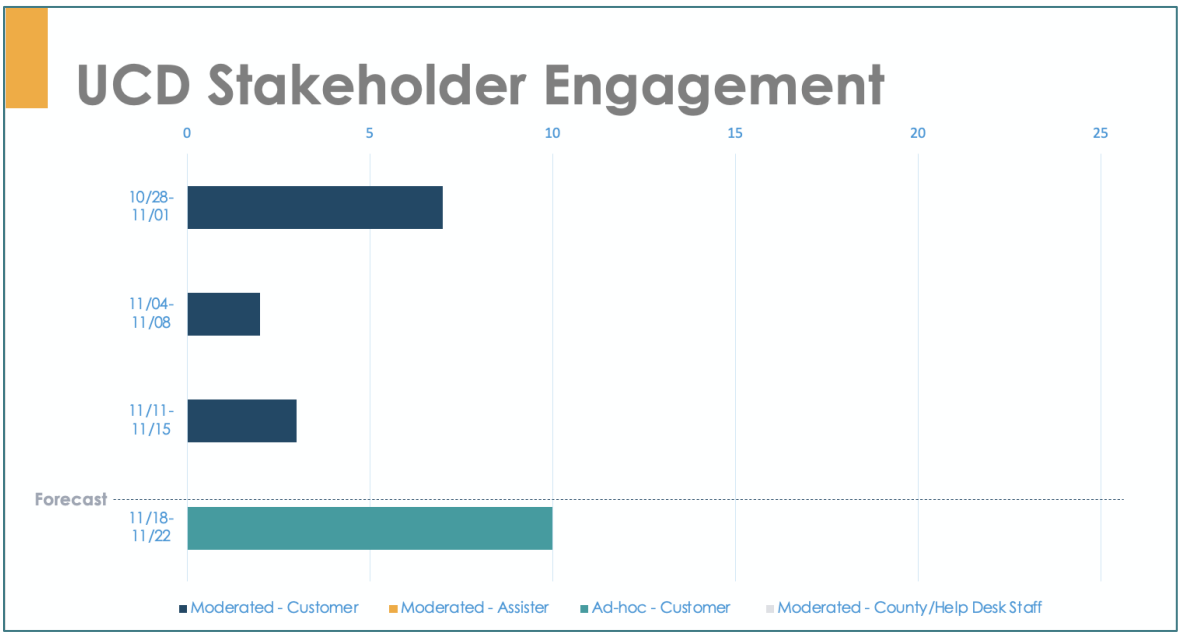


Figure 11: UCD Stakeholder Engagement

5.4 Development

- **Activities the Reporting Period – Development**
  - Enhancements (M&E)

Table 18: Enhancement Actuals for Reporting Period

Release	Planned for Week Ending 11/15/24	Actual for Week Ending 11/15/24	Total Planned for the Release	Comments
Release 24.11.14	0	0	0	Release 24.11.14 as a priority release was deployed to production on 11/14/24. CSPM-7599 & CPSM-75884 were part of this release.
Release 24.11.26	3	1	3	Release 24.11.26 is planned for deployment on 11/26/24. CSPM-75708 is moved to Release 24.12.06 to be aligned with ForgeRock.
Release 24.12.06	0	0	2	Release 24.12.06 is planned as a priority release to be aligned with ForgeRock team since the CSPM-75708 & CSPM-75858 are dependent on ForgeRock.

- **Activities for the Next Reporting Period – Development**
  - Enhancements (M&E)

Table 19: Planned Enhancement Work

Release				Planned for Week Ending 11/29/24	Total Planned for the Release	Total Completed for the Release	Comments
Release 24.11.14	0	0	0	Release 24.11.14 as a priority release was deployed to production on 11/14/24. CSPM-7599 & CPSM-75884 were part of this release.			
Release 24.11.26	3	3	1	Release 24.11.26 is planned for deployment on 11/26/24. CSPM-75708 is moved to Release 24.12.06 to be aligned with ForgeRock.			
Release 24.12.06	2	2	2	Release 24.12.06 is planned as a priority release to be aligned with ForgeRock team since the CSPM-75708 & CSPM-75858 are dependent on ForgeRock.			

- **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 the 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 24.11.14 – November Priority Release
    - Deployed November Priority Release to Production on 11/14/24.
- **Activities for the Next Reporting Period – System Test Execution**
  - Release 24.11.26 – November Monthly Release
    - Deploy the November Monthly Release in Production on 11/26/24.

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 24.11.14 – November Priority Release
  - Deployed November Priority Release to Production on 11/14/24.

5.7.2 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 24.10.25.

Table 20: Automated Regression Scripts Executed in BenefitsCal

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass %	Pass of Executed	Coverage
24.10.25	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 24.11.26 – November Monthly Release**
  - BenefitsCal November 2024 monthly release performance testing scope includes regression scenarios as most of the enhancements doesn't fall under performance testing scope since they are mostly frontend/cosmetic changes.
  - Perf team is going to validate fix for count API (https://calsaws-portal-mobile-jira.atlassian.net/browse/CSPM-75921)taking high response time for which team work towards bumping up records for cp_app_request table in perf db to 10.1M records.

Table 21: Performance Test Cycles and Test Case Status

CYCLE	START DATE	END DATE	SCOPE	TEST CASES STATUS	EXECUTION STATUS
13	10/28/24	11/20/24	Release 24.11.26 – November Monthly Release	**Scope**: Finalized. The team will include regression scenarios for performance testing as most of the enhancements are cosmetic changes and doesn't fall under performance testing scope for November release. Perf team to validate fix for count API https://calsaws-portal-mobile-jira.atlassian.net/browse/CSPM-75921 as part of November release. **Executions (Tentative plan):** BenefitsCal isolated Load tests with mock services: ▪ Monday, November 18th ▪ Wednesday, November 20th	50%

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 11/15/24.
  - [redacted]
    - [redacted]
- **Activities for the Next Reporting Period – Security**
  - Identified Vulnerabilities
    - [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.