

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: November 18, 2024 – December 1, 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	<ul style="list-style-type: none"> ▪ BenefitsCal Monthly Release 24.11.26 to be deployed to PRD on 11/26/24.
November Enhancements (Release 24.11.26)	<ul style="list-style-type: none"> ▪ Five (5) enhancements were delivered to Production in November 2024: <ul style="list-style-type: none"> • One (1) Policy Enhancement: <ul style="list-style-type: none"> ◆ CSPM-75364: Update CW 2186A to newest State version 1/24 in downloadable forms • Two (2) Production Priority Enhancements: <ul style="list-style-type: none"> ◆ 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: <ul style="list-style-type: none"> ◆ 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)	<ul style="list-style-type: none"> ▪ One (1) enhancement will be delivered to Production in December Priority Release 24.12.06: <ul style="list-style-type: none"> • One (1) Partner Support Enhancements: <ul style="list-style-type: none"> ◆ CSPM-75858: Try Another Way for CBOs & Admin Users Login MFA (Part II of CSPM-71750)
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. ◆ Currently design updates are in-progress. ◆ Planned closure date: January 2024 • #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. ◆ 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. <ul style="list-style-type: none"> ◆ 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. <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 ● #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 2025 ● #30, 32: Release of Information (ROI) <ul style="list-style-type: none"> ◆ Contingent on the ROI workgroup outcomes.
User Centered Design (UCD) Activities	<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 November. ● User Engagement <ul style="list-style-type: none"> ◆ Conducted customer outreach for the Proof of Residence research [CSPM-76163]. ◆ Conducted a "Take it to the lab" generative research session. ● Enhancements <ul style="list-style-type: none"> ◆ Continued synthesis of the back button research [CSPM-74230]. ◆ Continued design on GCF Parity items #22 and #44.

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> ◆ Conducted a research session with the CDSS for GCF Parity item #34. ◆ Conducted a design session with the CDSS for GCF Parity item #55. ◆ Started designs for CSPM-74686. • Advocate Engagement <ul style="list-style-type: none"> ◆ Sent out responses for the October UCD monthly meeting. ◆ Conducted the November UCD monthly meeting.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 28.32	BenefitsCal Work Plan Monthly Updates – November 2024	On Time	FDEL due 12/06/24.
WP 25.34	Monthly M&O Report – November 2024	On Time	DDEL due 12/10/24.
WP 24.27	CX Bimonthly Report (Oct/Nov 2024)	On Time	DDEL due 12/11/24.

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 eighteen (18) active Production defects.
Incidents	On Time	There are nineteen (19) open Tier 3 incidents.

1.3 Highlights from the Reporting Period

- **Priority Release** – None for the reporting period.
- **Emergency Release** – None for the reporting period.
- **Monthly Release** – The BenefitsCal Team successfully deployed Monthly Release **24.11.26** to BenefitsCal Production.
- **Planned Outages**
 - Tuesday, 11/26/24, 8:00 p.m. to 9:30 p.m. PST
 - BenefitsCal Monthly Release 24.11.26

2 PROJECT MANAGEMENT

2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
 - FWP 25.33: Monthly M&O Report – October 2024 on 11/21/24.
- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 28.32: BenefitsCal Work Plan Monthly Updates – November 2024 on 12/06/24.
 - DWP 25.34: Monthly M&O Report – November 2024 on 12/10/24.
 - DWP 24.27: CX Bimonthly Report (Oct/Nov 2024) on 12/11/24.

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
None.					

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
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

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,	RISK CLOSED	Closed	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

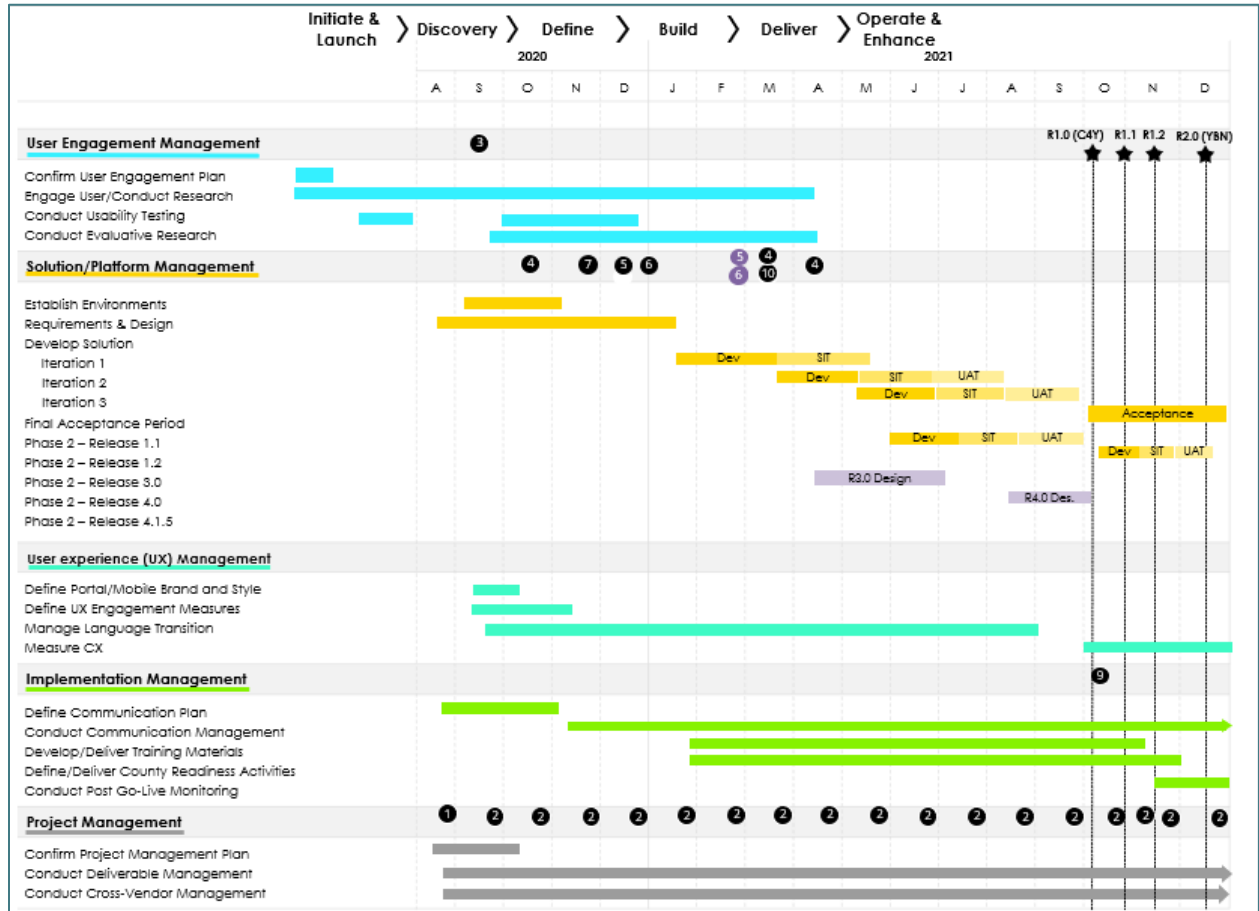
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

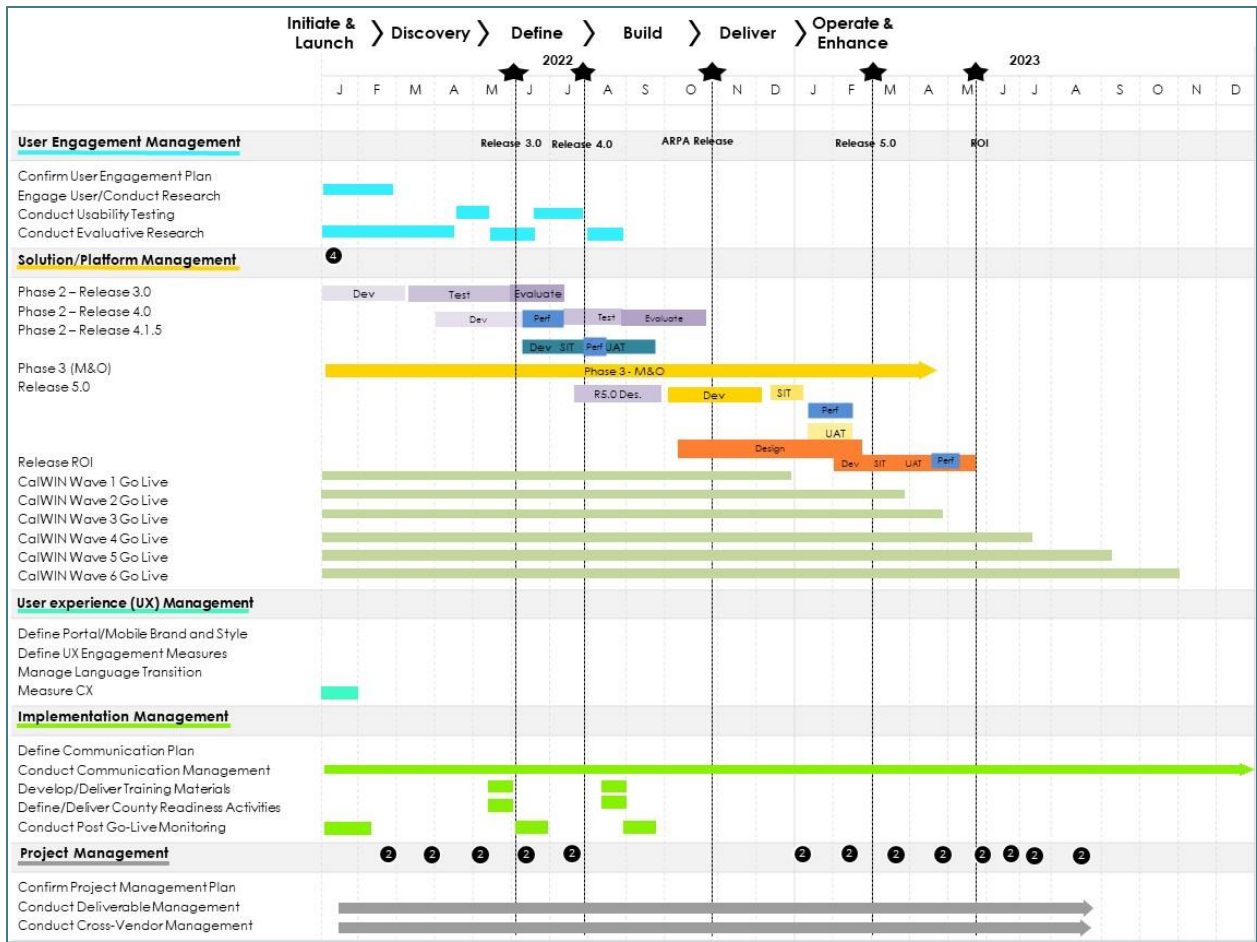
Table 8: Project Issues

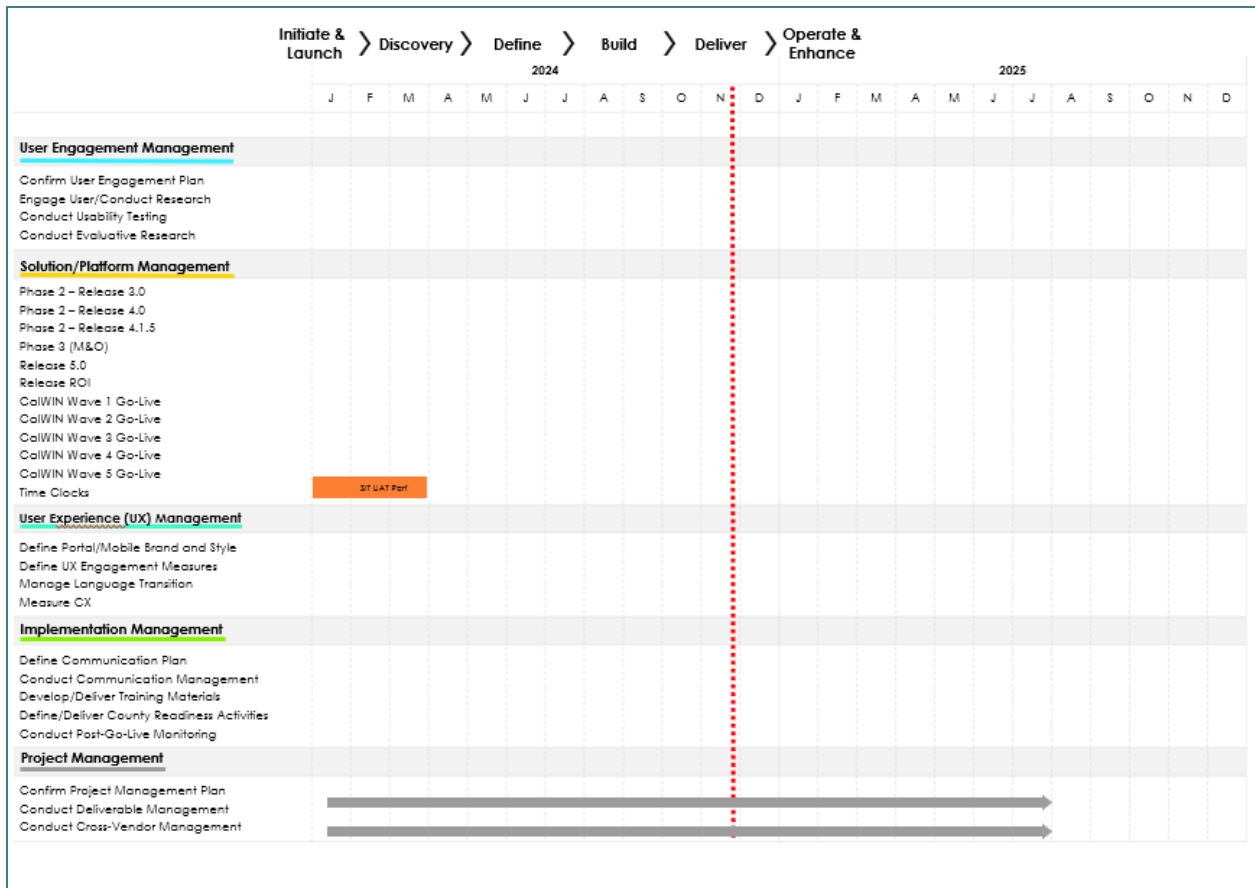
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

2.4 Project Work Plan Reports

Project Timeline







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	0
Completed	2
Reopened	0
In Review	0
Withdrawn	0
TOTAL	2

- **Completed**
 - CSPM-76114: SCERFRA 24-539 – AB 161 Sections 15 and 17
 - CSPM-76042: SCERFRA 24-541 – CalWORKs Administrative Efficiency

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	Prioritized for December 2024 Monthly Release. Development In Progress.
Research Item	CSPM-74230	Back Button	In Progress	Research conducted. To be closed after the share-out, which is expected the week of 12/02/24.
Research Item	CSPM-74819	CBO Account Manager Change	In Progress	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.	12/06/24
Enhancement	CSPM-68268	Update the language options in BenefitsCal to include Mandarin	Continue Development	12/19/24

ISSUE TYPE	ID	SUMMARY	ACTIVITY FOR NEXT WEEK	TARGET DELIVERY DATE
Research Item	CSPM-74230	Back Button	Continue Research	12/06/24
Research Item	CSPM-74819	CBO Account Manager Change	Conclude the Research	12/06/24

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**
 - Eleven (11) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved seven (7) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed three (3) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged fifty-four (54) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created two (2) problem tickets in the biweekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved three (3) 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.

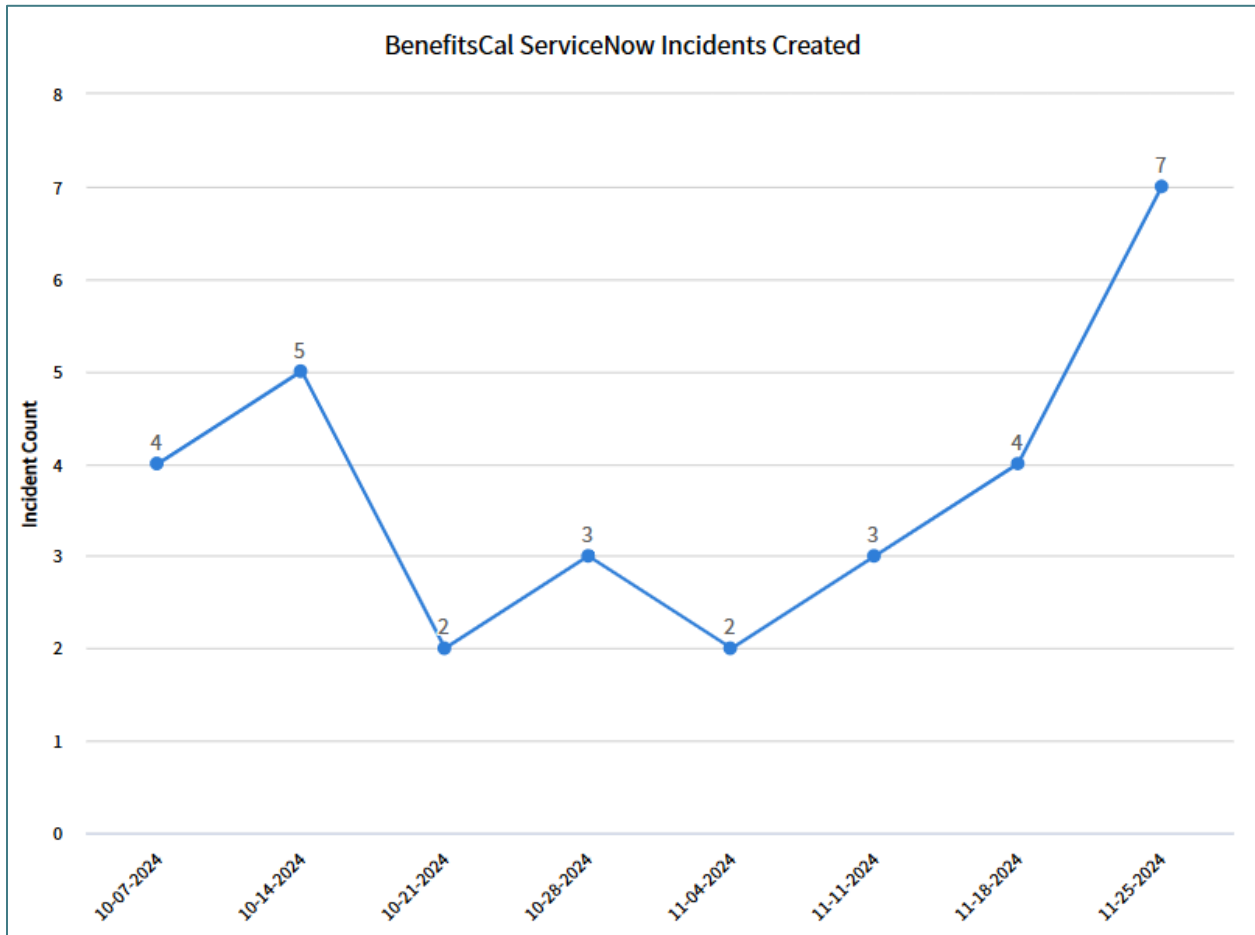


Figure 1: BenefitsCal ServiceNow Incidents Created

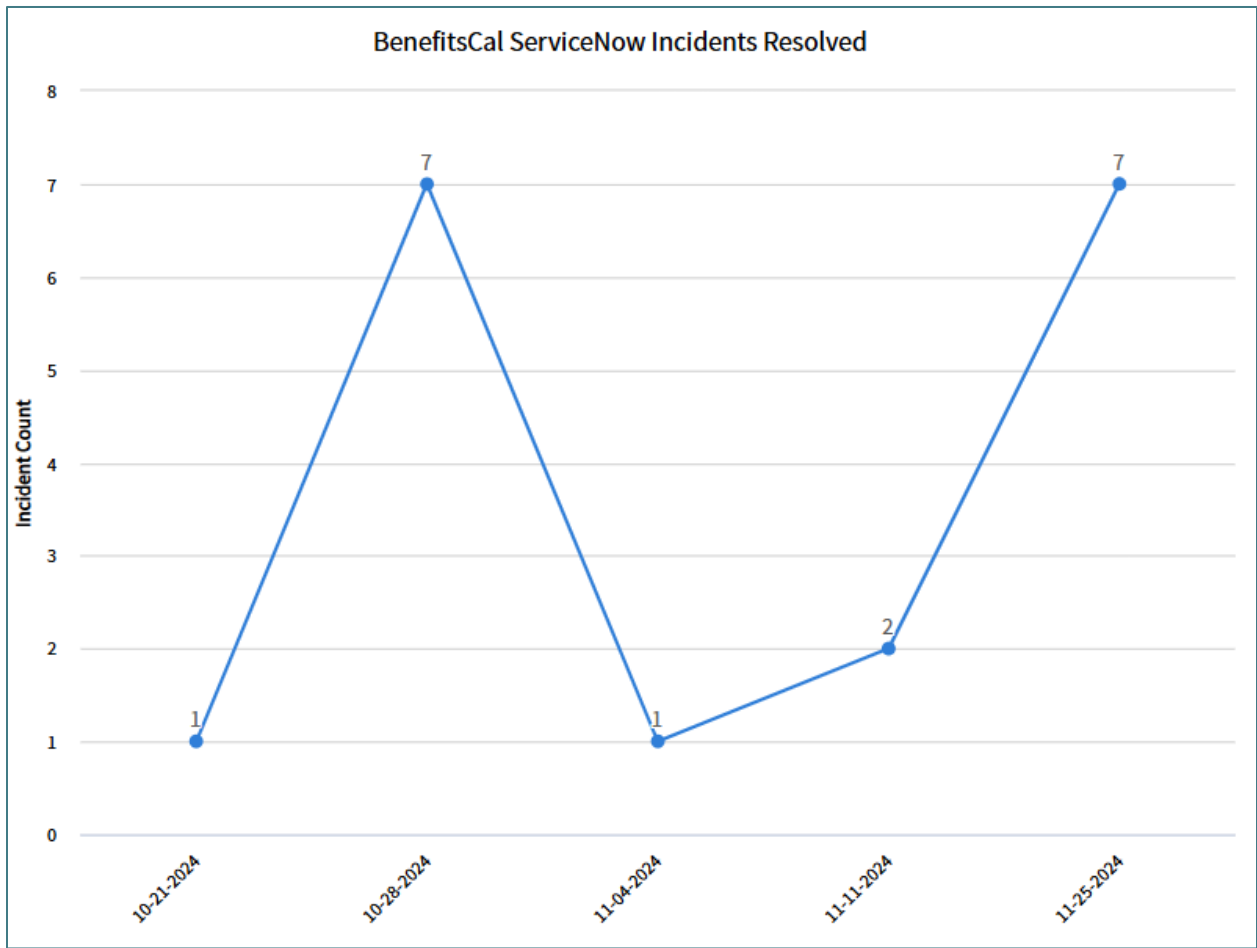


Figure 2: BenefitsCal ServiceNow Incidents Resolved

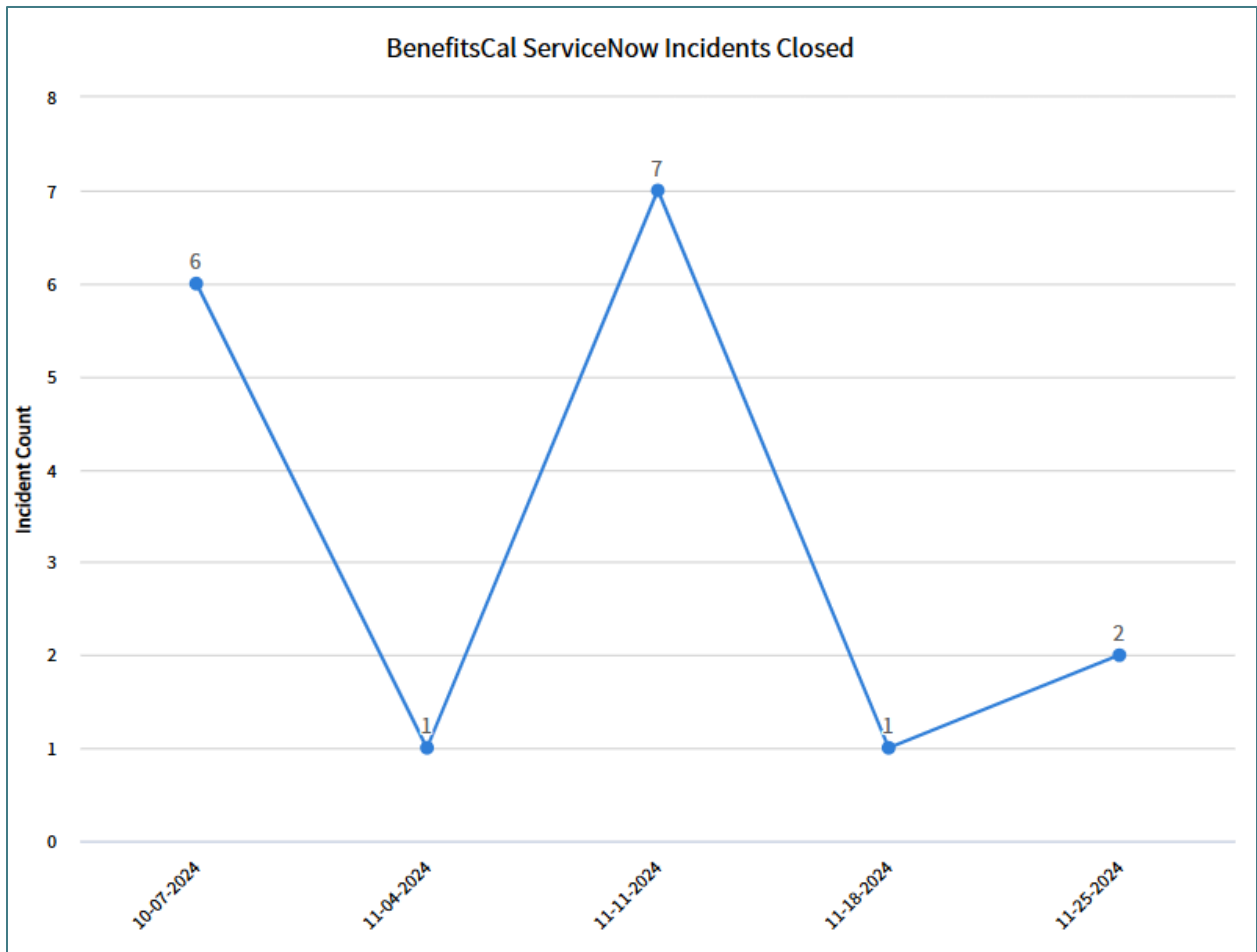


Figure 3: BenefitsCal ServiceNow Incidents Closed

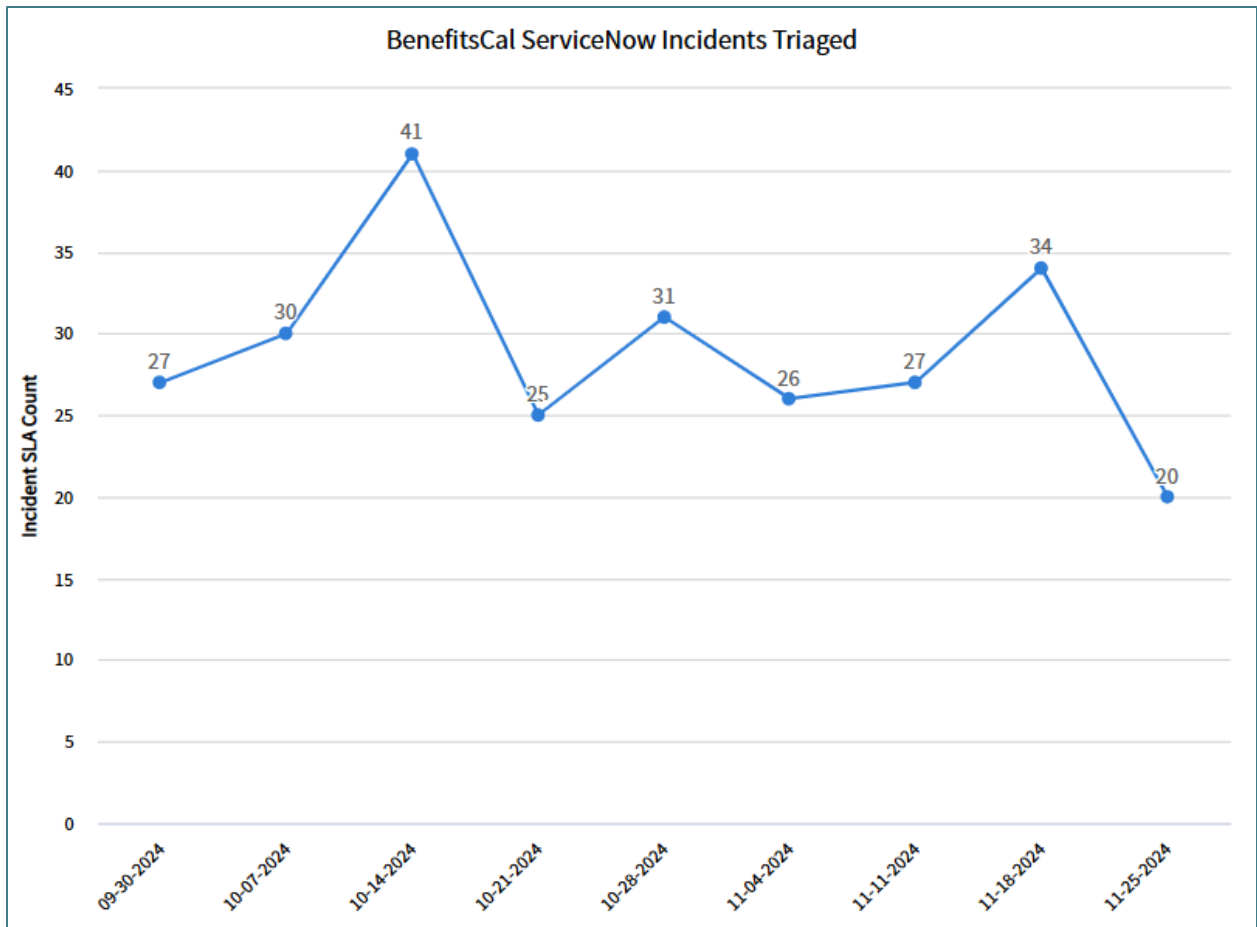


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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.

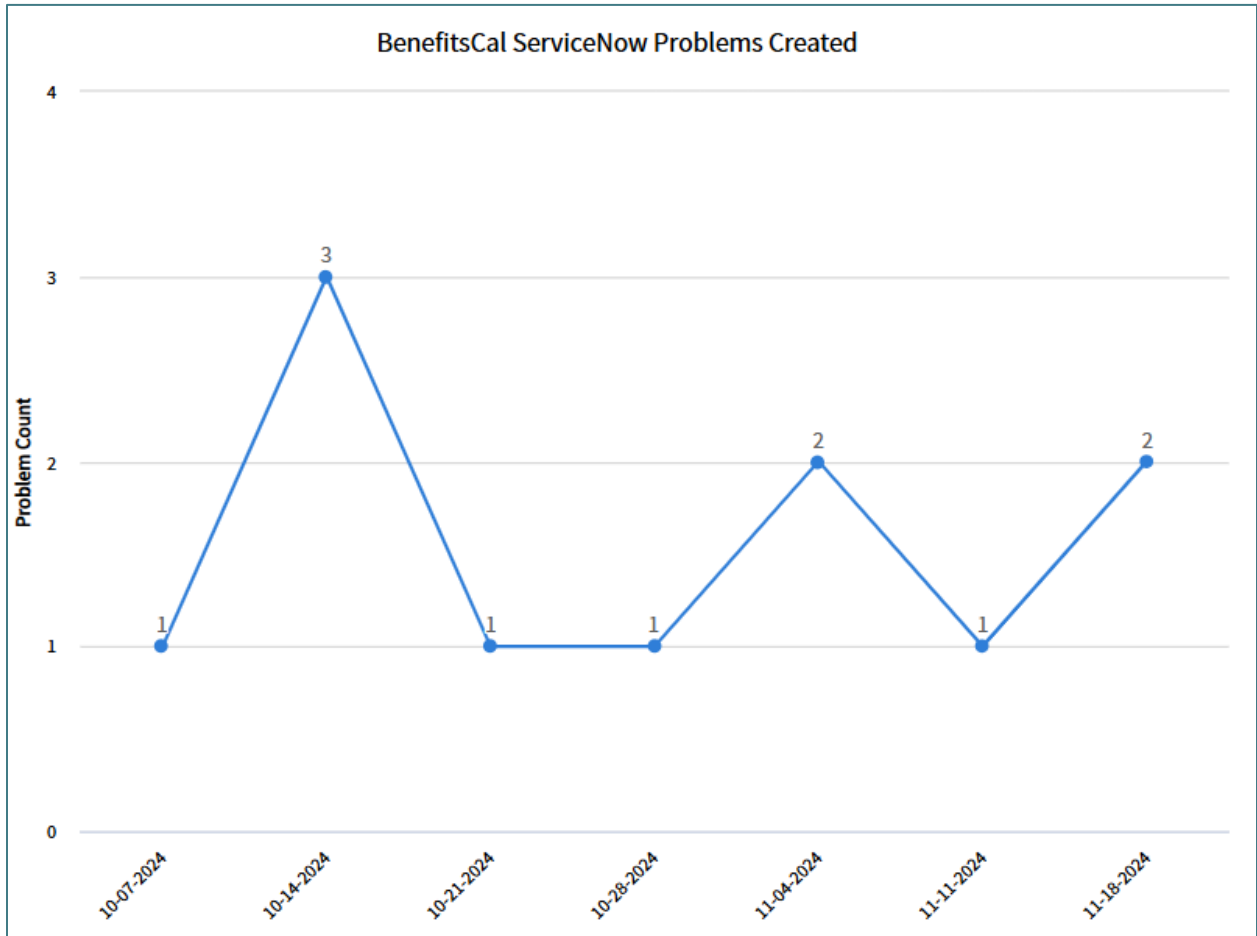


Figure 5: BenefitsCal ServiceNow Problems Created

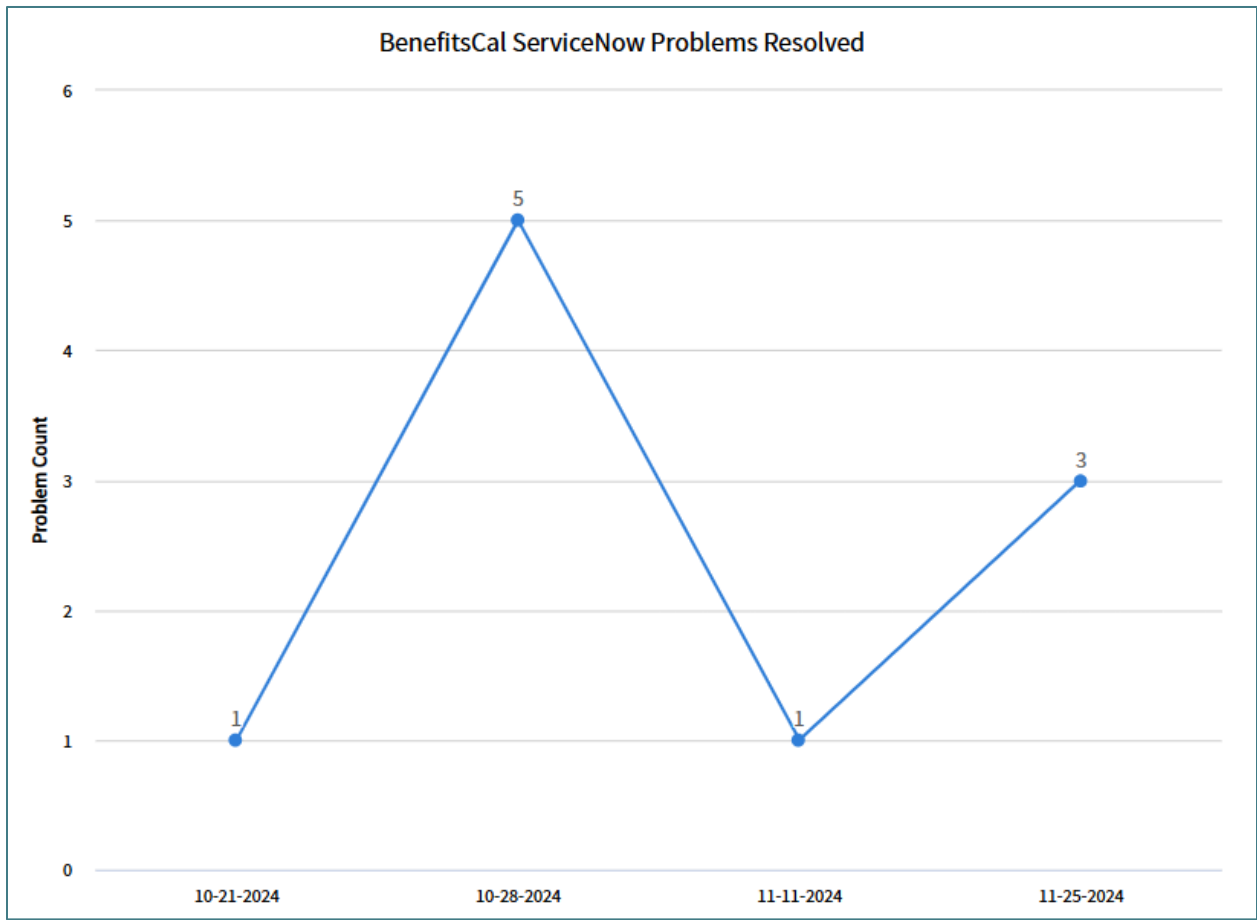


Figure 6: BenefitsCal ServiceNow Problems Created

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

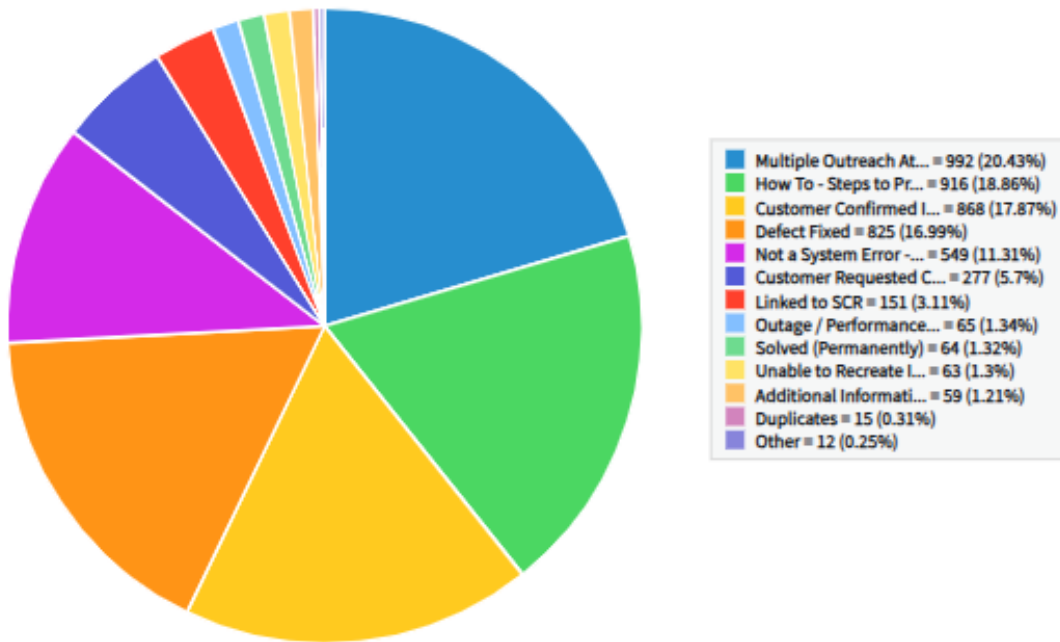
State	Aging Category	(empty)	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
	New		3	3	2	0	1	0	0	0
In Progress		0	0	0	1	0	0	0	0	1
On Hold		0	1	1	1	2	3	1	0	9
Resolved		0	0	0	1	2	3	1	0	7
Closed		0	0	0	73	350	167	128	3	721
Count		3	4	3	76	355	173	130	3	747

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

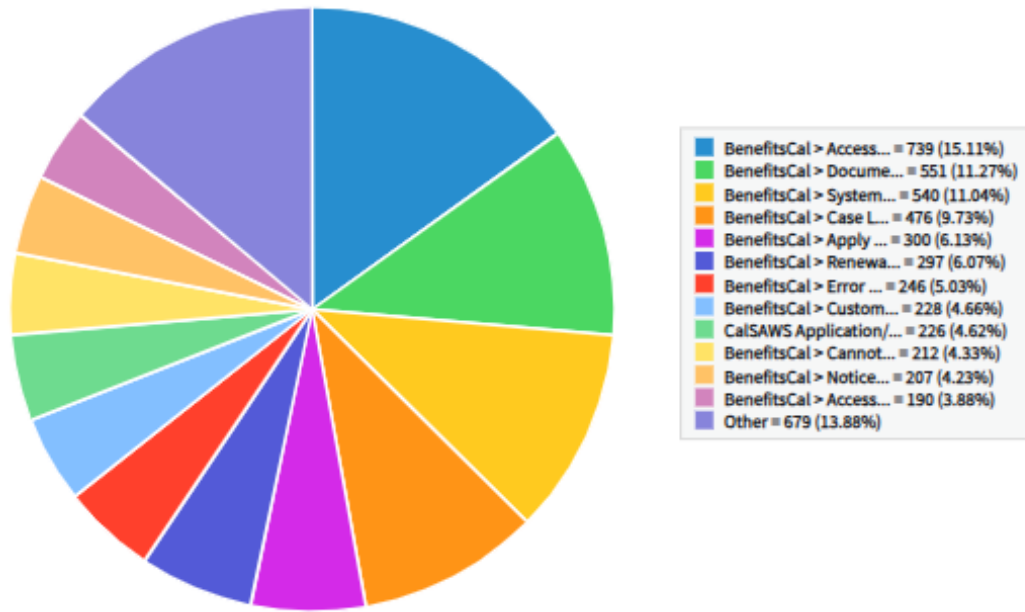


Resolution code	Incident SLA Count	Percentage of Incident SLAs
Multiple Outreach Attempts - No Response	992	20.43%
How To - Steps to Proceed Provided	916	18.86%
Customer Confirmed Issue is Resolved	868	17.87%
Defect Fixed	825	16.99%
Not a System Error - With Explanation	549	11.31%
Customer Requested Closure	277	5.7%
Linked to SCR	151	3.11%
Outage / Performance Degradation	65	1.34%
Solved (Permanently)	64	1.32%
Unable to Recreate Issue	63	1.3%
Additional Information Needed	59	1.21%
Duplicates	15	0.31%
Other	12	0.25%
Total	4,856	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.

BenefitsCal ServiceNow Incidents Created by Category



Category(u_category)	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	739	15.11%
BenefitsCal > Document Upload	551	11.27%
BenefitsCal > System/Technical Issue	540	11.04%
BenefitsCal > Case Link Request	476	9.73%
BenefitsCal > Apply for Benefits	300	6.13%
BenefitsCal > Renewal/Redetermination/Recertification	297	6.07%
BenefitsCal > Error Message	246	5.03%
BenefitsCal > Customer Dashboard	228	4.66%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	226	4.62%
BenefitsCal > Cannot View Case Information	212	4.33%
BenefitsCal > Notices/Documents/Images	207	4.23%
BenefitsCal > Access Issue	190	3.88%
Other	679	13.88%
Total	4,891	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 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
11/24/24	11/24/24 6:00 am – 11/24/24 2:00 pm PST	BenefitsCal Production Deployment – 24.24.14

Table 14: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
12/06/24	12/06/24 8:00 am – 12/06/24 9:30 pm PST	BenefitsCal Priority Release – 24.12.06
12/19/24	12/19/24 8:00 am – 12/19/24 9:30 pm PST	BenefitsCal Monthly Release – 24.12.19

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.	11/08/24 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
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

TICKET ID	DESCRIPTION	IMPACT DATE/TIME	IMPACT	STATUS	OWNER
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.

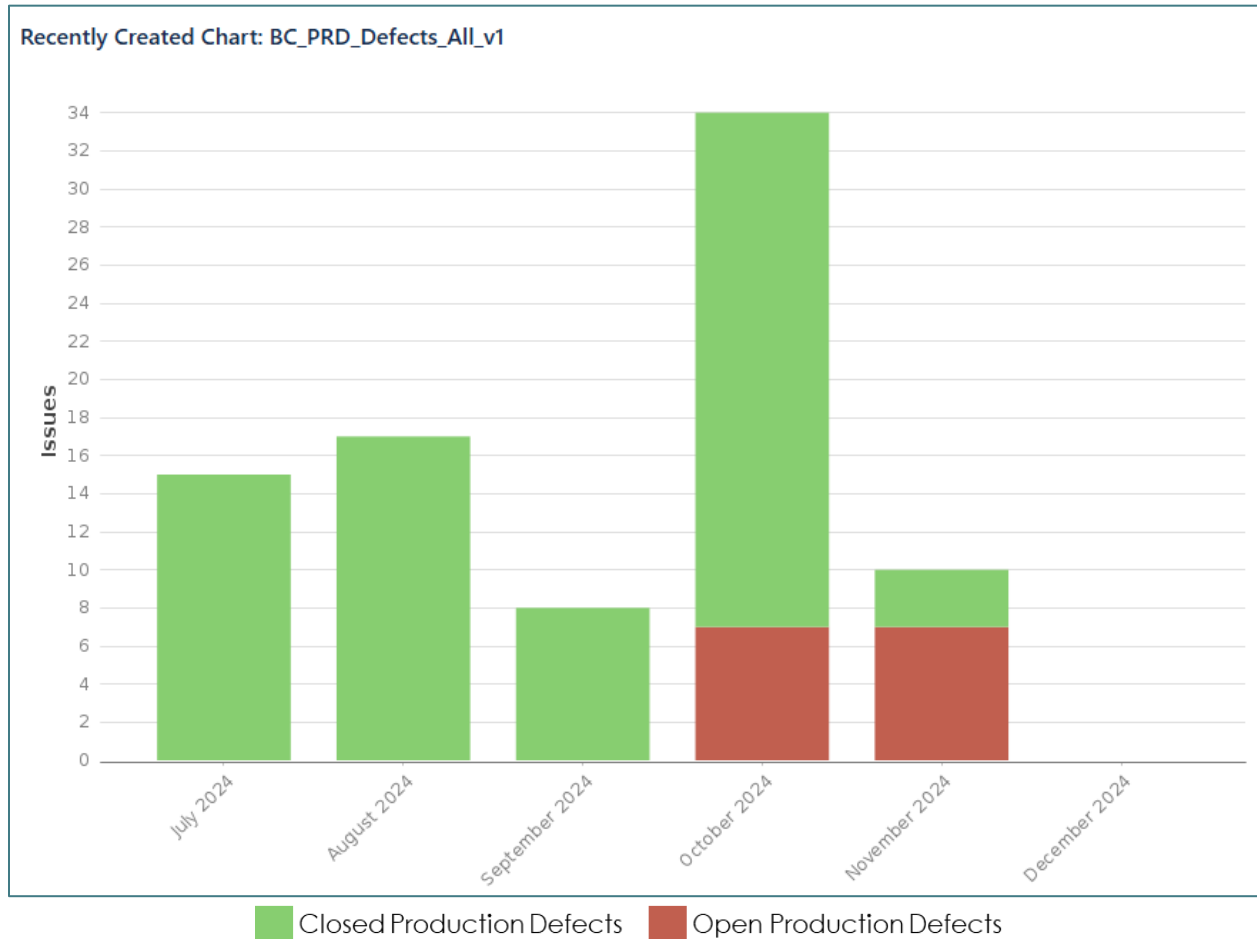


Figure 10: Production Defects Backlog Monthly Trend

4.4.1 Release Schedule Production Defect Fix

Table 16: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 24.12.19	RELEASE 24.01.30	TOTAL
1-HIGH	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
2-NORMAL/MEDIUM	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
3-NORMAL/LOW	17	1	18
New	0	0	0
In Progress	17	1	18
Closed	0	0	0
4-COSMETIC	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
TOTAL	17	1	18

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** – None for the reporting period.
- **BenefitsCal Emergency Release**
 - **Emergency Release** – None for the reporting period.
- **BenefitsCal Monthly Release**
 - **Monthly Release** – Fifteen (15) production defects and two (2) enhancements were deployed with BenefitsCal Priority Release 24.11.14 for User Error Handling, Exception Handling, and Application Summary.

Table 17: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
24.12.19 – Monthly	12/19/24	Seventeen (17) production defects and four (4) 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
 - ✦ Finalized design work for the November 2024 enhancements.
 - ✦ Began design work for the December 2024 enhancements.
 - ✦ Hosted the BenefitsCal CWDA Check-in meeting on 11/18/24.
 - ✦ Hosted Prep for November 2024 UCD Monthly Meeting on 11/18/24.
 - ✦ Hosted the DDI and M&O Biweekly meetings on 11/19/24, 11/21/24, and 11/26/24.
 - ✦ Hosted the November UCD Monthly Meeting with Advocates and State Partners on 11/20/24.
 - ✦ Hosted Discuss CA-260623/CSPM-74686 Update CalSAWS Text Messaging Functionality to Allow Opt-In by Program – Phase 3 with CalSAWS on 11/20/24.
 - ✦ Hosted GCF Parity Item #34 Discussion on 11/21/24.
- **Activities for the Next Reporting Period – Requirements and Design**
 - Designs and Design Meetings
 - ✦ Continue design work for the December 2024 enhancements.
 - ✦ Host the BenefitsCal CWDA Check-in meetings on 12/02/24 and 12/09/24.
 - ✦ Host the DDI and M&O Biweekly meetings on 12/03/24, 12/05/24, 12/10/24, and 12/12/24.
 - ✦ Host CBO API (getOrgDetails) Update Discussion with ForgeRock on 12/03/24.

- ✦ Attend SIRFRA 1399 discussion regarding impacts to CalSAWS and BenefitsCal on 12/04/24.
- ✦ Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 12/04/24 and 12/11/24.
- ✦ Attend ROI: CBO Cleanup Effort on 12/05/24 & 12/12/24.
- ✦ Attend Clarifications for CERs CA-284592 and CA-284590 on 12/05/24.
- ✦ Host BenefitsCal Enhancements Pipeline Call on 12/06/24.
- ✦ Attend BC JIRA field for County Validation testing on 12/12/24.

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 November.

• User Engagement

- ✦ Conducted customer outreach for the Proof of Residence research [CSPM-76163]
- ✦ Conducted a “Take it to the lab” generative research session.

• Enhancements

- ✦ Continued synthesis on the Back Button research [CSPM-74230].
- ✦ Continued design on GCF Parity items #22 and #44.
- ✦ Conducted research session with CDSS for GCF Parity item #34.
- ✦ Conducted design session with CDSS for GCF Parity item #55.
- ✦ Started designs for CSPM-74686

• Advocate Engagement

- ✦ Sent out responses for the October UCD monthly meeting.
- ✦ Conducted November the 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.
- ✦ Continue analysis for Always on survey data for November.

• User Engagement

- ✦ Conduct customer generative research sessions for the Proof of Residence research [CSPM-76163]
- ✦ Conduct outreach for the Proof of Residence research [CSPM-76163] sessions with CBOs and county staff.
- ✦ Conduct generative research sessions for the Proof of Residence research [CSPM-76163] sessions with CBOs and county staff.

• Enhancements

- ✦ Finalize synthesis for the Back Button research [CSPM-74320].

- ✦ Continue designs for GCF parity designs #55.
- ✦ Finalize design on GCF Parity items #22 and #44.
- ✦ Continue designs for CSPM-74686.
- **Advocate Engagement**
 - ✦ Send out the comment log for the November UCD monthly meeting.

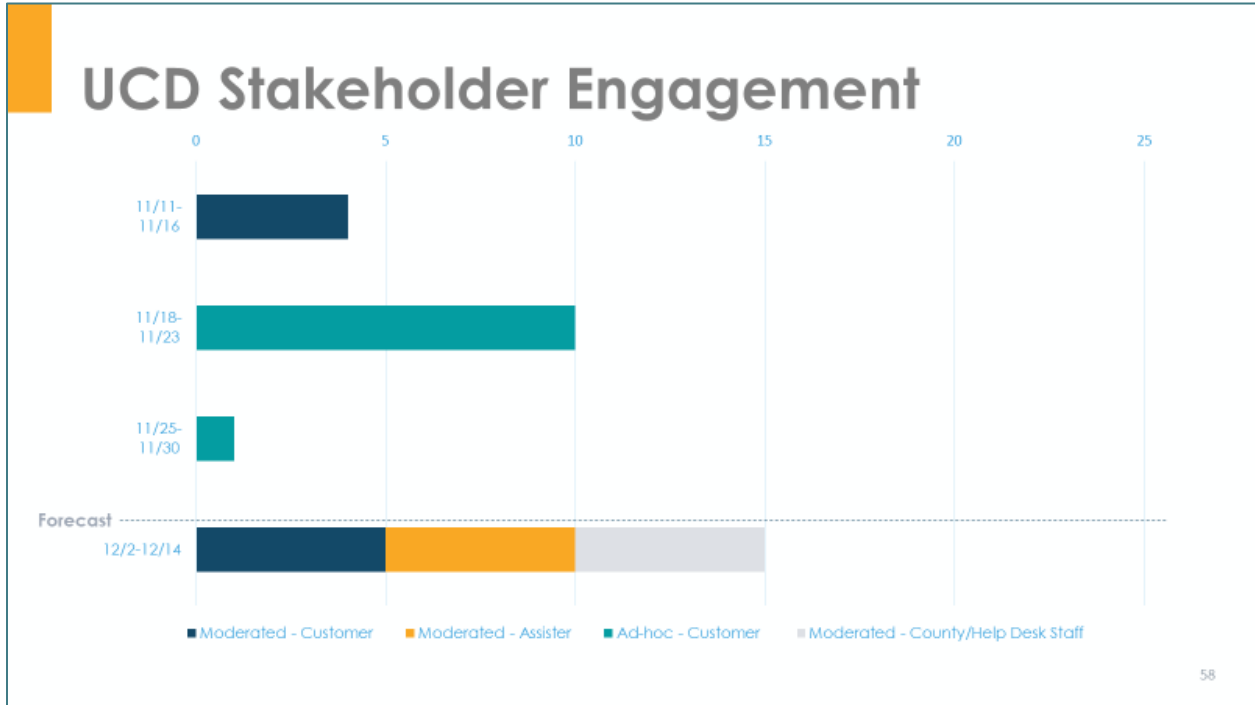


Figure 11: UCD Stakeholder Engagement

5.4 Development

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

Table 18: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 11/29/24	ACTUAL FOR WEEK ENDING 11/29/24	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 24.11.26	3	3	3	Release 24.11.26 was deployed to production 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-75858 is dependent on ForgeRock. CSPM-75708 is moved to a priority release for January month.

RELEASE	PLANNED FOR WEEK ENDING 11/29/24	ACTUAL FOR WEEK ENDING 11/29/24	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 24.12.19	0	0	4	Release 24.12.19 is planned for deployment on 11/19/24.

▪ **Activities for the Next Reporting Period – Development**

- Enhancements (M&E)

Table 19: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 12/13/24	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 24.11.26	3	3	3	Release 24.11.26 was deployed to production 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-75858 is dependent on ForgeRock. CSPM-75708 is moved to a priority release for January month.
Release 24.12.19	4	4	0	Release 24.12.19 is planned for deployment on 11/19/24.

▪ **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 the AWS Team for issues about basic inputs in Japanese, Chinese, and Korean.
 - ✦ Development for ABAWD functionality is in progress.

5.5 System Test Execution

▪ **Activities for the Reporting Period – System Test Execution**

- Release 24.11.26 – November Monthly Release
 - ✦ Deployed November Monthly Release to Production on 11/26/24.

▪ **Activities for the Next Reporting Period – System Test Execution**

- Release 24.12.19 – December Monthly Release
 - ✦ Deploy the December Monthly Release in Production on 12/19/24.

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 24.11.26 – November Monthly Release
 - ✦ Deployed the November Monthly Release to Production on 11/26/24.

5.7.2 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 24.11.26.

Table 20: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
24.11.26	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), TWIM along with Appointments, Administrative, ROI and SSA not enabled, E-Signature, Global

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
						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 don't fall under performance testing scope since they are mostly frontend/cosmetic changes.
 - Perf team completed 2 cycles of executions for November release and validated fix for Count API - (<https://calsaws-portal-mobile-jira.atlassian.net/browse/CSPM-75921>) taking high response time by 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	<p>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 validated fix for count API https://calsaws-portal-mobile-jira.atlassian.net/browse/CSPM-75921 as part of November release.</p> <p>Executions (Completed): BenefitsCal isolated Load tests with mock services:</p> <ul style="list-style-type: none"> ▪ Monday, November 18 ▪ Wednesday, November 20 	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]
- 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 11/29/24.

- [REDACTED]

- **Activities for the Next Reporting Period – Security**

- [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.