



California Statewide Automated Welfare System



## Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: January 27, 2025 – February 9, 2025

# Table of Contents

<b>1</b>	<b>EXECUTIVE SUMMARY</b>	<b>3</b>
1.1	Highlights of the Reporting Period	3
1.1.1	Deliverable Summary	6
1.2	BenefitsCal Project Status Dashboard	6
1.3	Highlights from the Reporting Period	6
<b>2</b>	<b>PROJECT MANAGEMENT</b>	<b>8</b>
2.1	Deliverable Management	8
2.2	CRFI/CIT Communications	8
2.3	Risks and Issues	9
2.3.1	Project Risks	9
2.3.2	Project Issues	9
2.4	Project Work Plan Reports	10
2.5	Project Action Items – Overdue	12
2.6	SCIRFRA/SCERFRA/SIRFRA/SARRA Information	13
2.7	Deviation from Plan/Adjustments	13
<b>3</b>	<b>BENEFITS CAL COLLABORATION MODEL (CM)</b>	<b>14</b>
<b>4</b>	<b>MAINTENANCE AND OPERATIONS</b>	<b>15</b>
4.1	Service Management	15
4.1.1	Overview	15
4.1.2	BenefitsCal Help Desk Metrics	16
4.2	Technology Operations	25
4.3	BenefitsCal Maintenance and Operations	25
4.4	Production Defect Backlog	26
4.4.1	Release Schedule Production Defect Fix	27
4.5	Production Operations	27
4.6	Deviation from Plan/Adjustments	27
<b>5</b>	<b>APPLICATION DEVELOPMENT AND TEST</b>	<b>28</b>
5.1	Priority Release Summary	28
5.2	Requirements and Design	28
5.3	User Centered Design (UCD)	29
5.4	Development	30
5.5	System Test Execution	31
5.6	User Acceptance Test (UAT) Planning	32

5.7	Release Management .....	32
5.7.1	Automated Regression Test (ART) Coverage .....	32
<b>6</b>	<b>PERFORMANCE TEST.....</b>	<b>34</b>
6.1	Performance Test .....	34
6.2	Training Materials Update .....	34
6.3	Deviations from Plan/Adjustments .....	34
<b>7</b>	<b>SECURITY .....</b>	<b>35</b>
7.1	User Conversion .....	35
7.2	Security .....	35

## TABLE OF TABLES

Table 1:	Bi-Weekly Status Agenda Topics .....	3
Table 2:	Deliverable Summary .....	6
Table 3:	Status Dashboard .....	6
Table 4:	CITs .....	8
Table 5:	CRFIs .....	9
Table 6:	Overdue CRFIs .....	9
Table 7:	Project Risks .....	9
Table 8:	Project Issues .....	9
Table 9:	Overdue Action Items .....	12
Table 10:	Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests.....	13
Table 11:	Enhancements Updates, Prioritized by CM .....	14
Table 12:	Planned Activities for Next Reporting Period for Enhancements, Prioritized by CM.....	14
Table 13:	BenefitsCal Outages .....	25
Table 14:	BenefitsCal Upcoming Maintenance .....	25
Table 15:	Production Defect Fix – Release Schedule.....	27
Table 16:	BenefitsCal Upcoming Releases.....	28
Table 17:	Enhancement Actuals for Reporting Period .....	30
Table 18:	Planned Enhancement Work .....	31
Table 19:	Automated Regression Scripts Executed in BenefitsCal.....	32
Table 20:	Performance Test Cycles and Test Case Status .....	34

## TABLE OF FIGURES

Figure 1:	BenefitsCal ServiceNow Incidents Created .....	16
Figure 2:	BenefitsCal ServiceNow Incidents Resolved .....	17
Figure 3:	BenefitsCal ServiceNow Incidents Closed.....	18
Figure 4:	BenefitsCal ServiceNow Incidents Triaged .....	19
Figure 5:	BenefitsCal ServiceNow Problems Created .....	20
Figure 6:	BenefitsCal ServiceNow Problems Resolved .....	21
Figure 7:	BenefitsCal ServiceNow Incidents by State and Age .....	22
Figure 8:	BenefitsCal ServiceNow Incidents by Resolution Code .....	23
Figure 9:	BenefitsCal ServiceNow Incidents Created by Category.....	24
Figure 10:	Production Defects Backlog Monthly Trend.....	26
Figure 11:	UCD Stakeholder Engagement.....	30

# 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"> <li>BenefitsCal CalSAWS Baseline Release 25.01 deployed to production.</li> <li>BenefitsCal Monthly Release 25.01.31 deployed to production.</li> <li>BenefitsCal CalSAWS Baseline Release 25.03 activities in progress.</li> </ul>
January Enhancements (Monthly Release 25.01.31*) <i>*Release Date changed to 01/31/25</i>	<ul style="list-style-type: none"> <li>13 enhancements for January 2025 Monthly and Baseline Release were deployed to production:               <ul style="list-style-type: none"> <li>One (1) Policy Enhancement:                   <ul style="list-style-type: none"> <li>CSPM-67652: Implement ABAWD changes in BenefitsCal.</li> <li><b>Deployed to Production on 01/26/25.</b></li> </ul> </li> <li>Five (5) Production Priority Language Enhancements:                   <ul style="list-style-type: none"> <li>CSPM-78325: Cantonese (Traditional Chinese) language translation changes in BenefitsCal</li> <li>CSPM-75419/CSPM-75420/CSPM-75421/CSPM-75422: Spanish language translation changes in BenefitsCal</li> </ul> </li> <li>Three (3) GCF Parity Enhancements:                   <ul style="list-style-type: none"> <li>CSPM-75191: GCF Parity Enhancements: GCF #22 – Immigrant changes – App Flow</li> <li>CSPM-75192: GCF Parity Enhancements: GCF #44 – Immigrant changes – Help Center</li> <li>CSPM-75194: GCF Parity Enhancement: GCF #34 – CBO Report QLIK</li> </ul> </li> <li>Four (4) Partner Support Enhancements:                   <ul style="list-style-type: none"> <li>CSPM-76496: Security questions, email &amp; OTP templates values to be translated and received in Mandarin language.</li> <li>CSPM-76202: Test Only: ForgeRock to Limit Username to 40 characters for CA-262846</li> <li>CSPM-75708: ForgeRock New Password Policy Constraints</li> <li>CSPM-74567: Regression Test Only: Strong Authentication for internal APIs</li> </ul> </li> </ul> </li> </ul>
February Enhancements (Monthly Release 25.02.27)	<ul style="list-style-type: none"> <li>24 enhancements for February 2025 Monthly Release are being worked on:               <ul style="list-style-type: none"> <li>15 GCF Parity and SSA Flow Enhancements:                   <ul style="list-style-type: none"> <li>CSPM-75161: SSA: Citizenship Screen Text update</li> </ul> </li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> <li>◆ CSPM-75160: SSA: Housing Expenses: Remove "Member Housing Expenses" for SSA flow for multi member.</li> <li>◆ CSPM-74593: SSA: Before We Begin: Add a tool tip about fields that are not marked as mandatory.</li> <li>◆ CPM-74216: SSA: Review and Submit Text Update - Interview Preferences</li> <li>◆ CPM-74213: SSA: Your Information - Remove Disability and Student screens.</li> <li>◆ CPM-74212: SSA: Update the Preferred Language dropdown in Your Information</li> <li>◆ CPM-74211: SSA: Income - Does anyone get money from these government sources? - Update Text</li> <li>◆ CPM-74209: SSA: Update page title for the "Are you a student experiencing homelessness?" question in Your Information</li> <li>◆ CPM-74208: SSA: Preliminary Overview: Update SNAP acronym</li> <li>◆ CPM-74207: SSA: Allow multiple people to be selected while adding disability.</li> <li>◆ CPM-74205: SSA: Add page numbers on the Application Summary PDF</li> <li>◆ CPM-74202: SSA: Update the Application Summary page in the Review and Submit section to include edit buttons for the user to modify their data.</li> <li>◆ CPM-74201: SSA: Include the Mailing Address on the Application Summary Screen</li> <li>◆ CPM-74200: SSA: Modify the Navigation for the Employment Change Screen</li> <li>◆ CPM-38633: GCF Parity #55: Update Document Upload tooltip and "Recommended Document Upload" Display Rules</li> <li>• Six (6) Production Priority Enhancements: <ul style="list-style-type: none"> <li>◆ CPM-78684: Technical Change to NOT display Document Needed Tiles for In Progress App Types</li> <li>◆ CPM-78650: Part 2-Cantonese (Traditional Chinese) language translation changes in BenefitsCal</li> <li>◆ CPM-76644: Modify the Count API to Invoke 10 Staff Members at a Time</li> <li>◆ CPM-76203: Update CF 303 to 7/24 version (ACL 24-53)</li> <li>◆ CPM-75754: Add Mandarin Forms to BenefitsCal List of Forms</li> <li>◆ CPM-71600: Translate Announcement for VITA EITC to threshold languages.</li> </ul> </li> <li>• Two (2) Collaboration Model Enhancements: <ul style="list-style-type: none"> <li>◆ CPM-75273: Collaboration Model: Document Upload - Multiple Docs</li> <li>◆ CPM-38570: Provide customers with information included in the "Keep for your records" section.</li> </ul> </li> <li>• One (1) Partner Support Enhancement: <ul style="list-style-type: none"> <li>◆ CPM-78445: Test Only: Update to Case Details API for Family Reunification</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS AGENDA TOPIC
GCF (GetCalFresh) Parity Items	<ul style="list-style-type: none"> <li>▪ Premise approved and planning continued for the below Parity items: <ul style="list-style-type: none"> <li>• <b>#22, 44: Immigrant specific help and FAQs</b> <ul style="list-style-type: none"> <li>◆ 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.</li> <li>◆ <b>Deployed to Production: January 2025</b></li> </ul> </li> <li>• <b>#34: CDSS CF Prime Contractor Reports</b> <ul style="list-style-type: none"> <li>◆ CDSS CF provided written confirmation on 06/12/24 stating that the BenefitsCal recommendations will meet the gap.</li> <li>◆ <b>Deployed to Production: January 2025</b></li> </ul> </li> <li>• <b>#55: Suggest SAR 7 documents to be uploaded by the customers in BenefitsCal.</b> <ul style="list-style-type: none"> <li>◆ Assumptions confirmed by the CDSS CF Team on 10/03/23.</li> <li>◆ Design sessions conducted with CDSS and Stakeholders and feedback received.</li> <li>◆ Development and testing in progress.</li> <li>◆ <b>Planned closure date February 2025 – On Track</b></li> </ul> </li> <li>• <b>#46, 51: Automated reminder emails and text messages for customers.</b> <ul style="list-style-type: none"> <li>◆ BenefitsCal provided the baseline used for providing the SCERFRA response and the recommendations to the CDSS.</li> <li>◆ The CDSS confirmed the recommendations would meet the gap in the GCF Parity meeting held on 07/10/24.</li> <li>◆ Designs sent to Stakeholders for offline review with comments due on February 10, 2025.</li> <li>◆ <b>Planned closure date: March 2025 – On Track</b></li> </ul> </li> <li>• <b>#52: Update utilities options for CalFresh applicants in BenefitsCal</b> <ul style="list-style-type: none"> <li>◆ Assumptions confirmed by CDSS CF on 10/03/23.</li> <li>◆ Design pre-work started.</li> <li>◆ <b>Planned closure date: April 2025 – On Track</b></li> </ul> </li> <li>• <b>#24: Update CalFresh Application Flow to reduce questions.</b> <ul style="list-style-type: none"> <li>◆ The CDSS CF Team provided written confirmation on 08/08/24 stating they agree with the BenefitsCal recommendations.</li> <li>◆ Design pre-work started.</li> <li>◆ <b>Planned closure date: April 2025 – On Track</b></li> </ul> </li> <li>• <b>#30, 32: Release of Information (ROI)</b> <ul style="list-style-type: none"> <li>◆ Contingent on the ROI workgroup outcomes.</li> </ul> </li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS AGENDA TOPIC
User Centered Design (UCD) Activities	<ul style="list-style-type: none"> <li>▪ <b>Customer Experience (CX) Measurements Data</b> <ul style="list-style-type: none"> <li>• Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.</li> <li>• Analyzed January Always-on survey data.</li> </ul> </li> <li>▪ <b>User Engagement</b> <ul style="list-style-type: none"> <li>• Conducted customer outreach for "Application/ Renewal Status Tracker – Take it to the lab."</li> </ul> </li> <li>▪ <b>Enhancements</b> <ul style="list-style-type: none"> <li>• Began design on Alternate Format (CSPM-74963)</li> <li>• Began design on CBO Support Assistance (CSPM-74553)</li> <li>• Began design on Tax Filer (CSPM-75039)</li> <li>• Began design on Medical Bill (CSPM-71692)</li> <li>• Began design on Income Tax Source (CSPM-71695)</li> <li>• Continued synthesis for "Take it to the lab – EBT."</li> <li>• Continued quantitative research on "Proof of Residence" [CSPM-76163].</li> </ul> </li> <li>▪ <b>Advocate Engagement</b> <ul style="list-style-type: none"> <li>• Prepped and scheduled February UCD Monthly Meeting.</li> <li>• Distributed the UCD Monthly Meeting presentation for review.</li> </ul> </li> </ul>

### 1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 25.36	Monthly M&O Report – January 2025	On Time	FDEL due 02/21/25
WP 24.29	CX Bimonthly Report (Dec 2024/Jan 2025) – January 2025	On Time	DDEL due 02/12/25

## 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 eleven (11) active Production defects.
Incidents	On Time	There are thirteen (13) open Tier 3 incidents.

## 1.3 Highlights from the Reporting Period

- **Priority Release** – None for the reporting period.

- **Emergency Release** – The BenefitsCal Team successfully deployed Emergency Release **25.02.06** to BenefitsCal Production.
- **Monthly Release** – The BenefitsCal Team successfully deployed Monthly Release **25.01.31** to BenefitsCal Production.
- **Planned Outages**
  - Friday, 01/31/25, 10:00 pm to Saturday, 02/01/25 1:00 am PST
  - BenefitsCal Monthly Release 25.01.31
  - Thursday, 02/06/25 8:00 pm to 9:30pm PST
  - BenefitsCal Emergency Release 25.02.06



## 2 PROJECT MANAGEMENT

### 2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
  - DWP 25.36: Monthly M&O Report – January 2025 on 02/07/25.
  - FWP 28.34: BenefitsCal Work Plan Monthly Report – January 2025 on 02/07/25.
- **Deliverable and Work Product submissions for next reporting period:**
  - DWP 24.29: CX Bimonthly Report (Dec 2024/Jan 2025) – January 2025 on 02/12/25
  - FWP 25.36: Monthly M&O Report – January 2025 on 02/21/25.

### 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
0011-25	Notify.All usbenefitscaldevops@deloitte.com operator@calheers.ca.gov HoweG@CalSAWS.org QuijadaP@CalSAWS.org TombakianM@CalSAWS.org tech.productionoperations@calsaws.org Bill.Kelly@fisglobal.com CalSAWS.All Consortium.RegionalManagers.All Consortium.SectionDirectors	Scheduled Downtime Notification – 1/31/2025	01/22/25	Anand Kulkarni	Pete Quijada
0020-25	Notify.All usbenefitscaldevops@deloitte.com operator@calheers.ca.gov HoweG@CalSAWS.org QuijadaP@CalSAWS.org TombakianM@CalSAWS.org tech.productionoperations@calsaws.org Bill.Kelly@fisglobal.com CalSAWS.All Consortium.RegionalManagers.All Consortium.SectionDirectors	Scheduled Downtime Notification – 2/23/2025	02/03/25	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
None.							

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
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

### 2.3.2 Project Issues

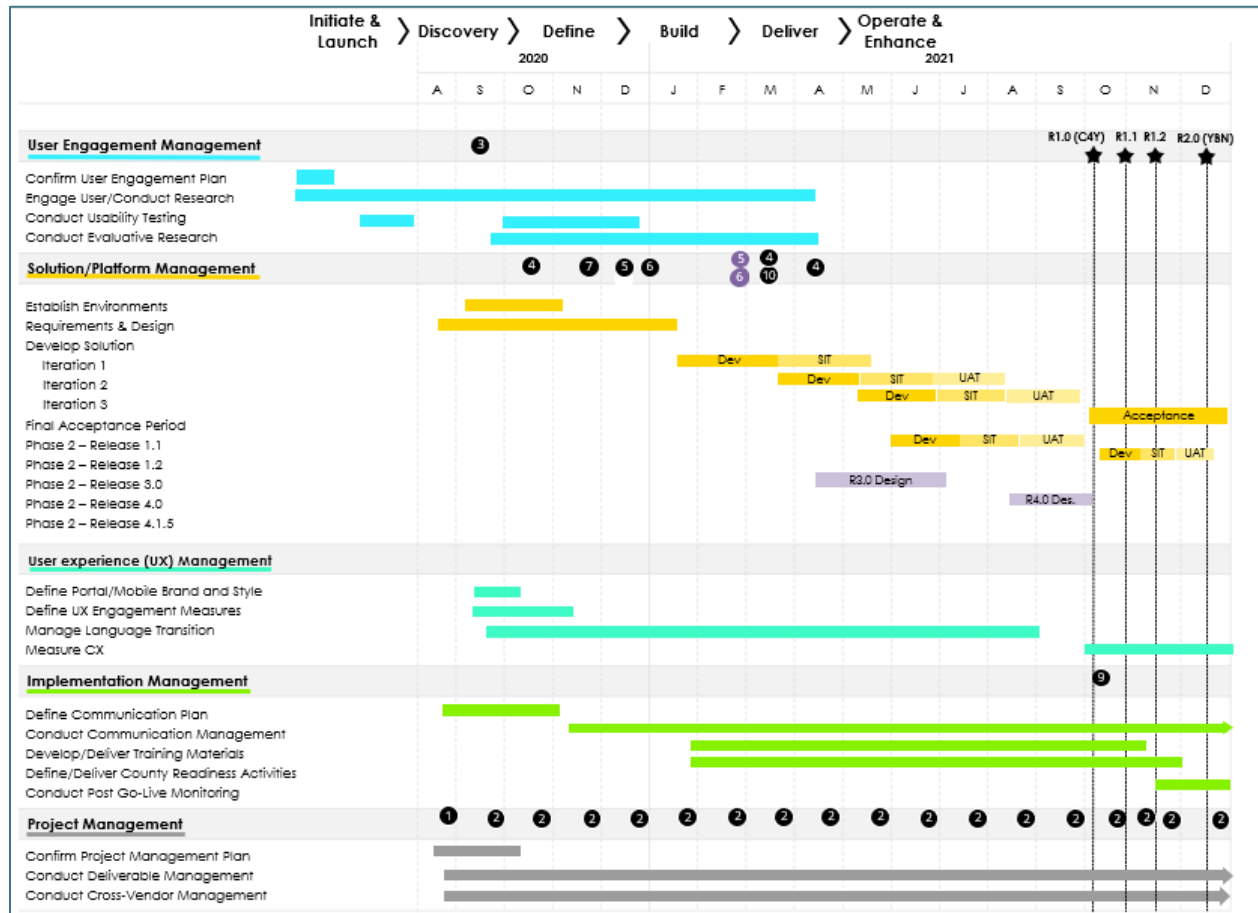
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

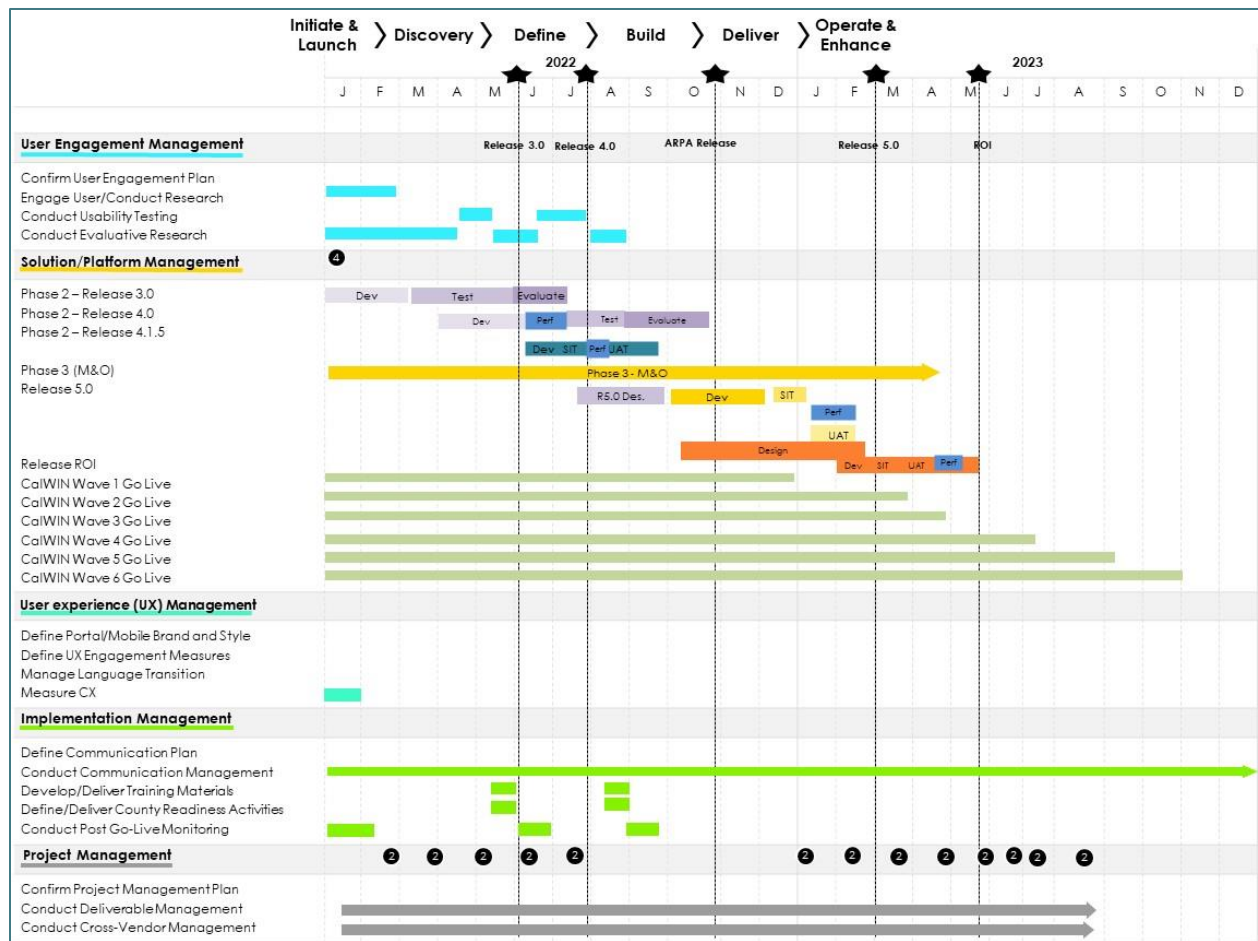
Table 8: Project Issues

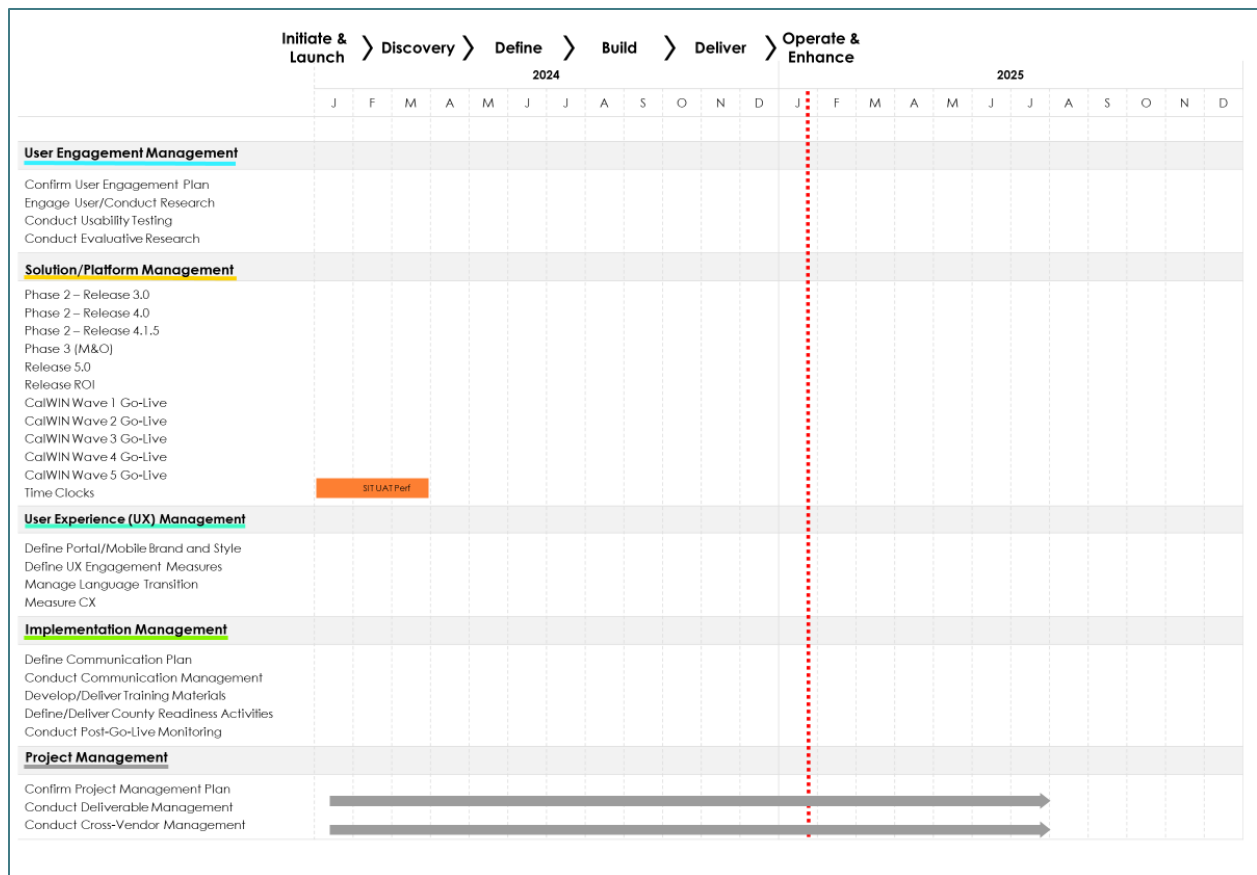
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

## 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	2
Completed	3
Reopened	1
In Review	0
Withdrawn	0
<b>TOTAL</b>	<b>6</b>

- **Completed:**
  - CSPM-78703: 1422 – AB 91
  - CSPM-78736: SIRFRA 1420 – Warning notification when running EDBC for SI populations
  - CSPM-78725: SCERFRA 25-901 – AB 91 – State and Local Agencies: Demographic Data
- **New/Assigned:**
  - CSPM-78773: SIRFRA 1423 – QLE questions added to BenefitsCal
  - CSPM-78823: SCERFRA 25-902 – AB 320 Public Social Services: Eligibility: Income Exclusions
- **Re-Opened:**
  - CSPM-73548: SCERFRA 24-913 – SB 1254 – CalFresh: Enrollment of Incarcerated Individuals

## 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
Enhancement	CSPM-75273	Document Upload - Multiple Docs	Development In Progress	<ul style="list-style-type: none"> <li>▪ Design hand-off to dev team complete.</li> <li>▪ Development continued.</li> <li>▪ Prioritized for February 2025 Delivery.</li> </ul>
Enhancement	CSPM-38570	Add a link to the "Keep for Your Records" section on the MC Renewal Forms.	Development In Progress	<ul style="list-style-type: none"> <li>▪ Design hand-off to dev team complete.</li> <li>▪ Development continued.</li> <li>▪ Prioritized for February 2025 Delivery.</li> </ul>

#### ▪ 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	STATUS	UPCOMING ACTIVITIES
Enhancement	CSPM-75273	Document Upload – Multiple Docs	Prioritization needed	Complete development and begin testing
Enhancement	CSPM-38570	Add a link to the "Keep for Your Records" section on the MC Renewal Forms.	Prioritization needed	Complete development and begin testing

## 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**
  - Eighteen (18) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved sixteen (16) incidents in the biweekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed one (1) incident 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 two (2) 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.

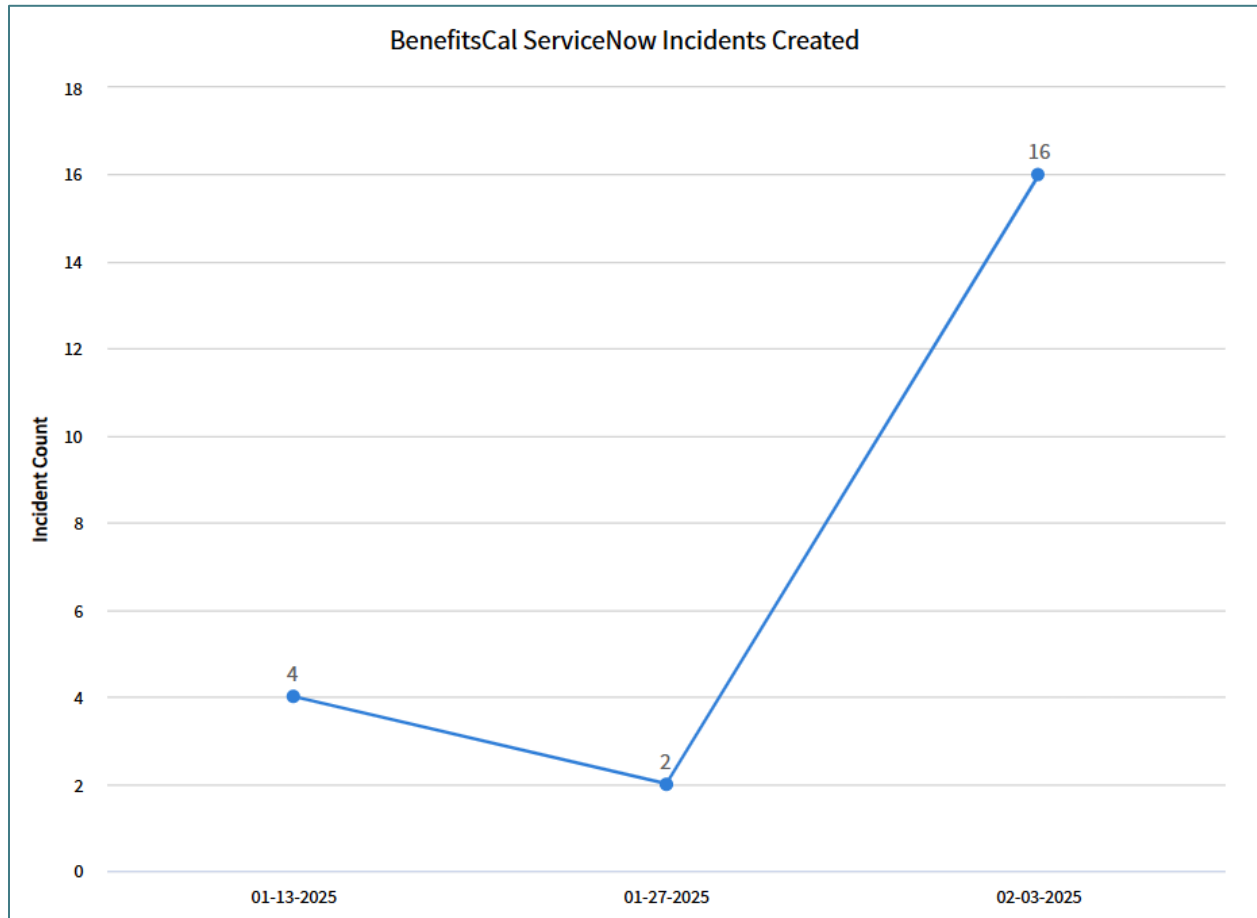


Figure 1: BenefitsCal ServiceNow Incidents Created

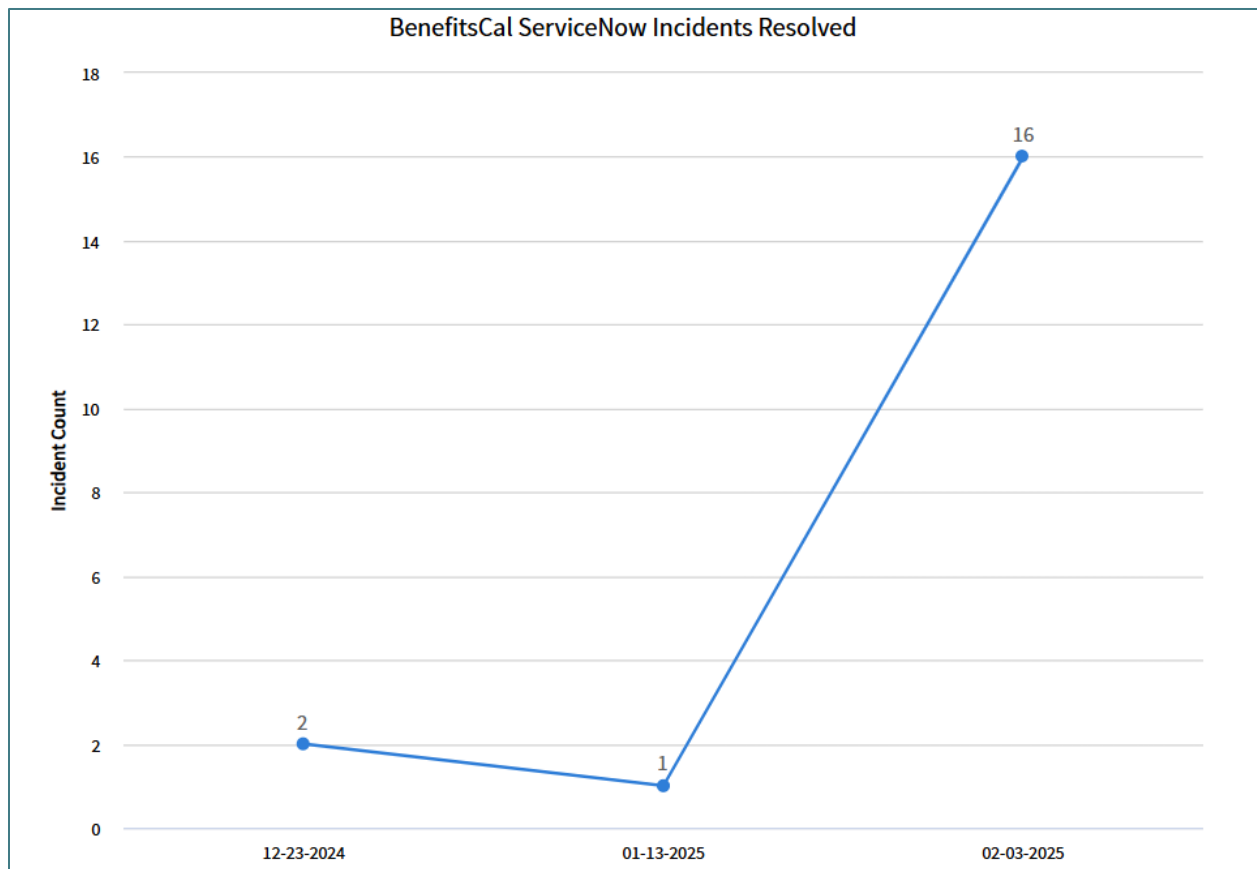


Figure 2: BenefitsCal ServiceNow Incidents Resolved

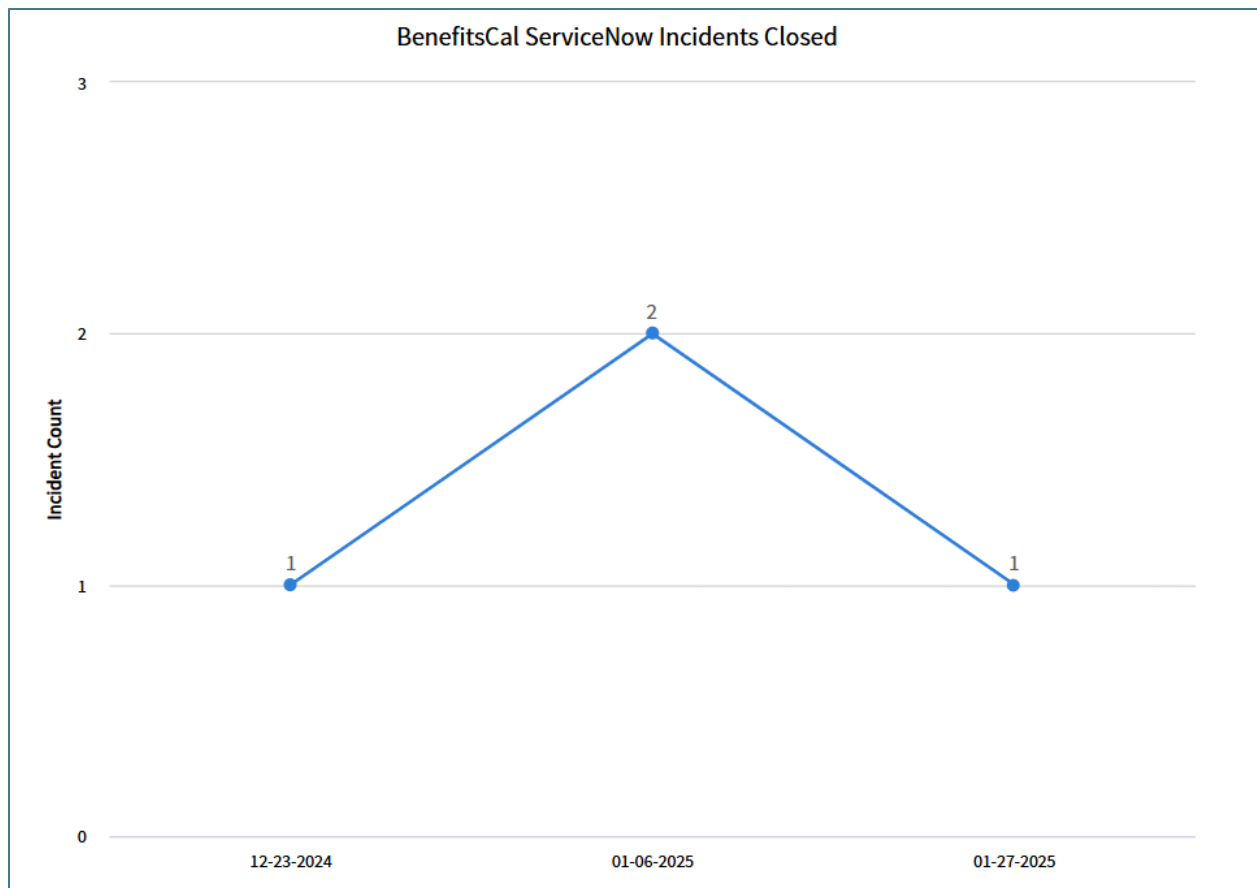


Figure 3: BenefitsCal ServiceNow Incidents Closed

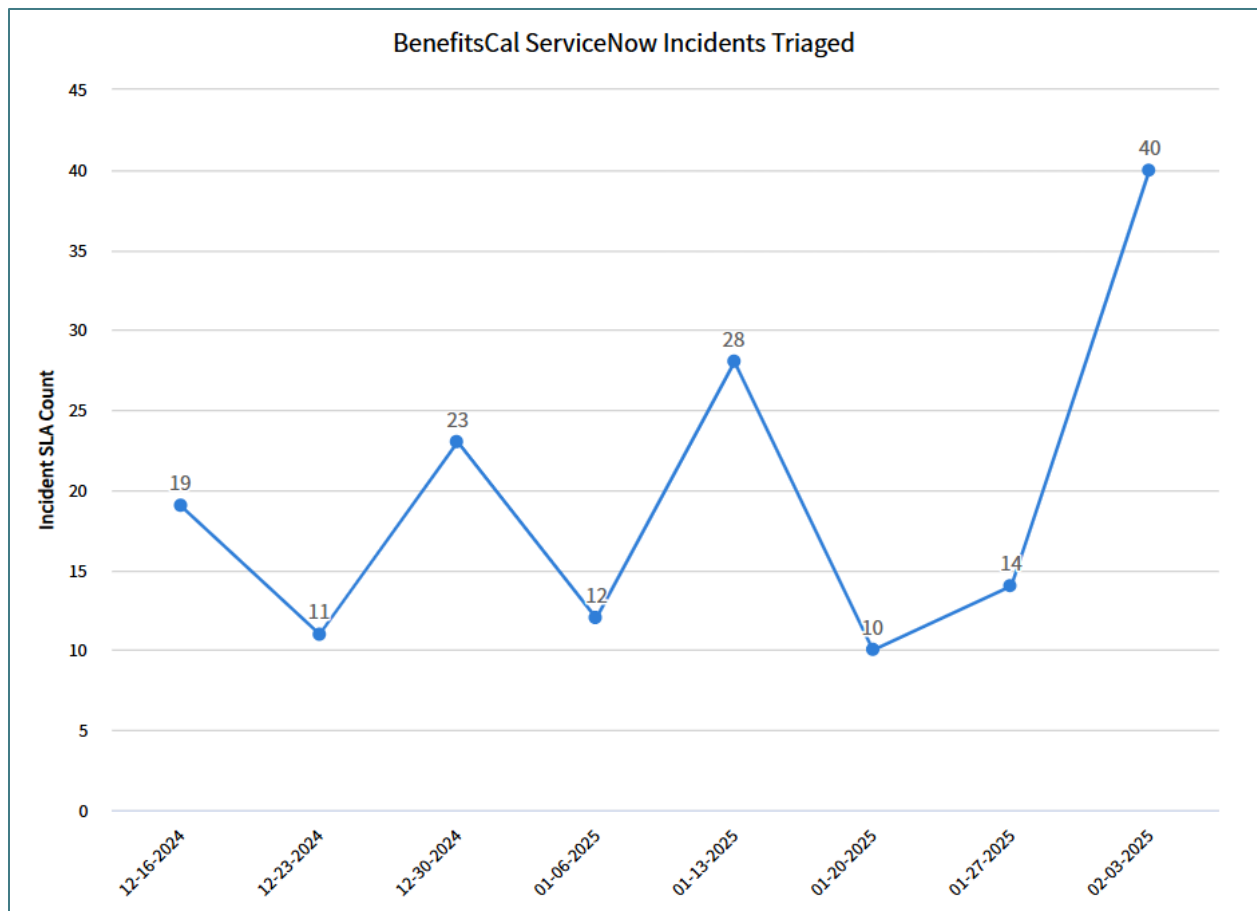


Figure 4: BenefitsCal ServiceNow Incidents Triaged

**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.

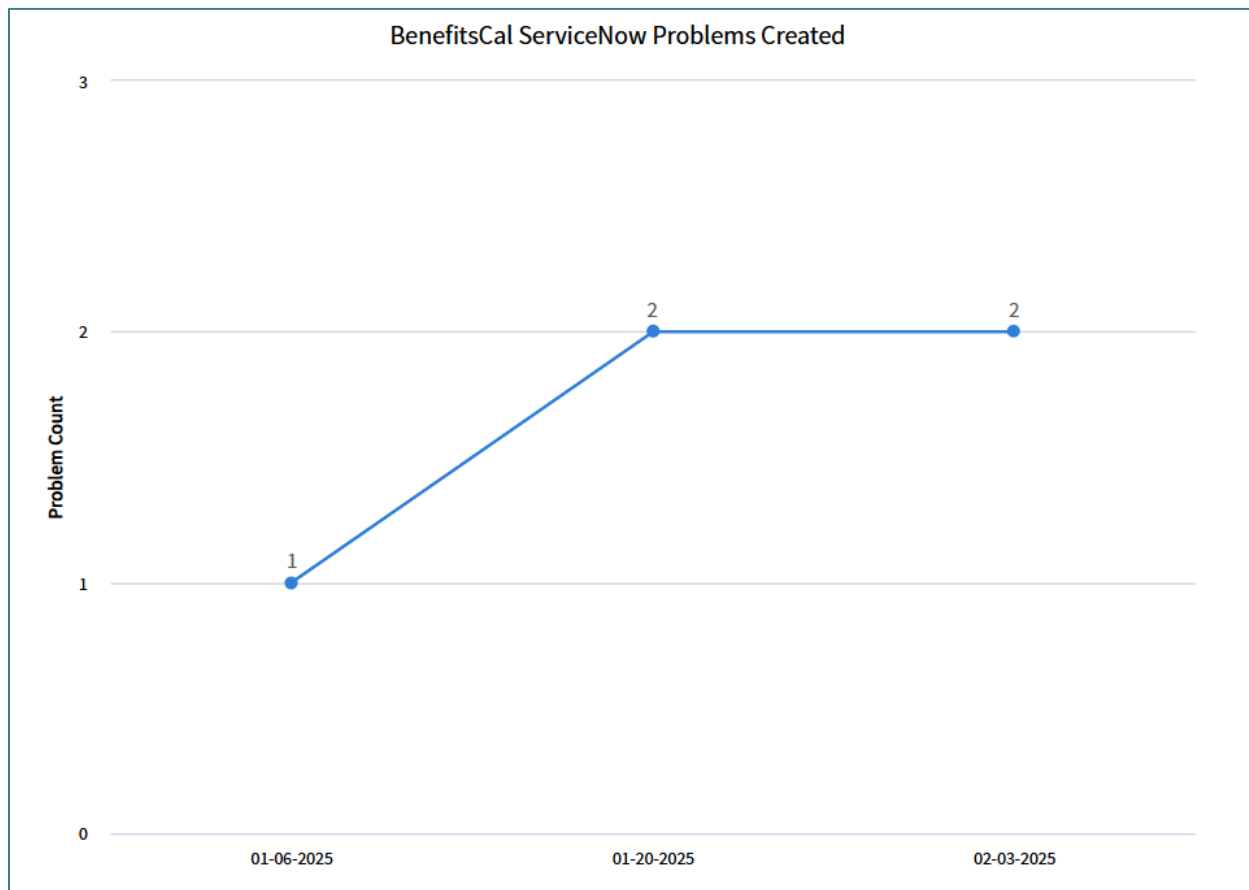


Figure 5: BenefitsCal ServiceNow Problems Created

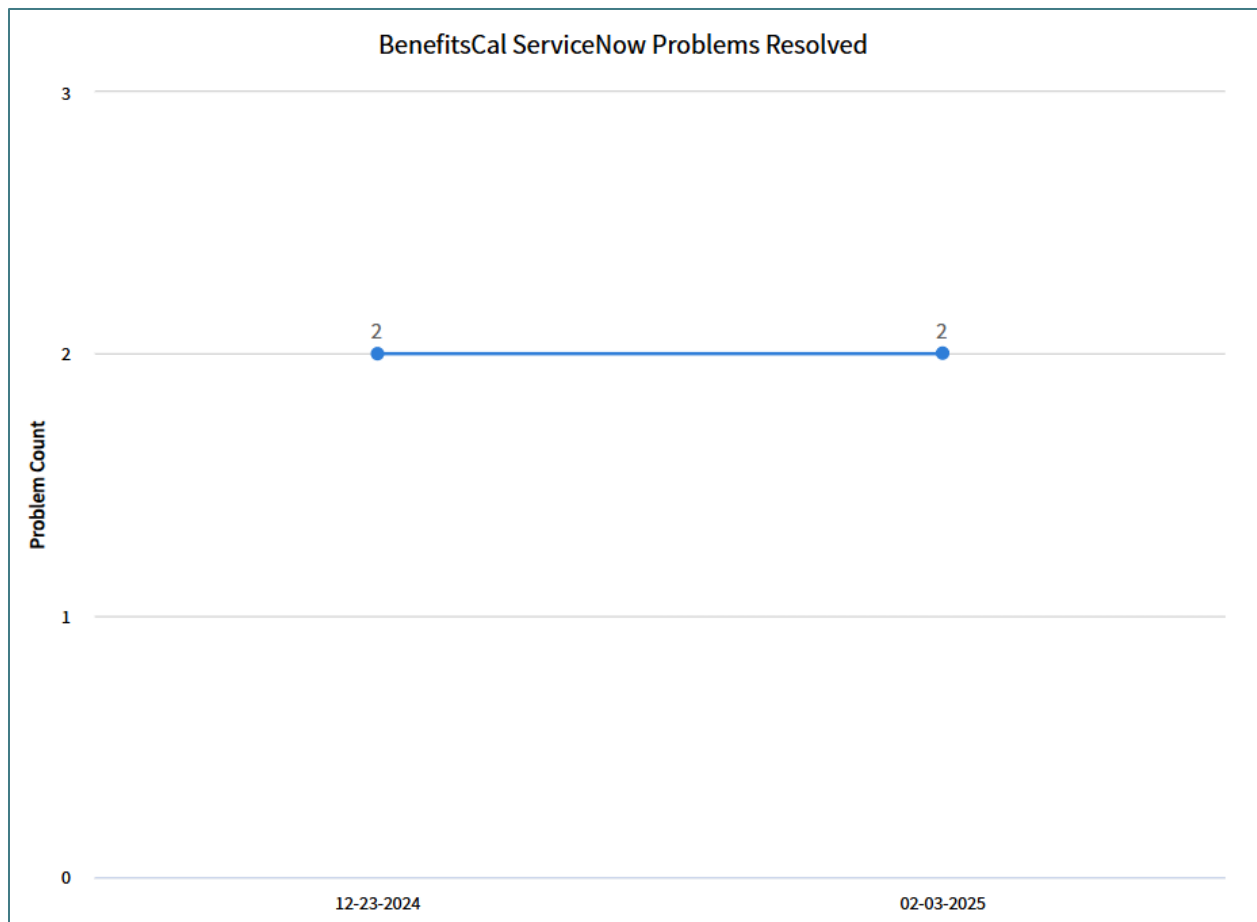


Figure 6: BenefitsCal ServiceNow Problems Resolved

**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		2	0	0	0	0	0	0	2
In Progress		1	0	0	0	0	0	0	1
On Hold		0	1	2	3	0	3	0	9
Resolved		7	4	0	0	0	5	0	16
Closed		0	0	74	352	172	131	3	732
Count		10	5	76	355	172	139	3	760

#### Aging "State" definitions:

<b>New</b>	Incident triage not started.
<b>In Progress</b>	Incident triage in progress.
<b>On Hold</b>	Incident triage paused – awaiting information/problem.
<b>Resolved</b>	Incident triage completed providing steps for resolution.
<b>Closed</b>	Incident triage completed after a defect fix or change request implementation.

Figure 7: BenefitsCal ServiceNow Incidents by State and Age

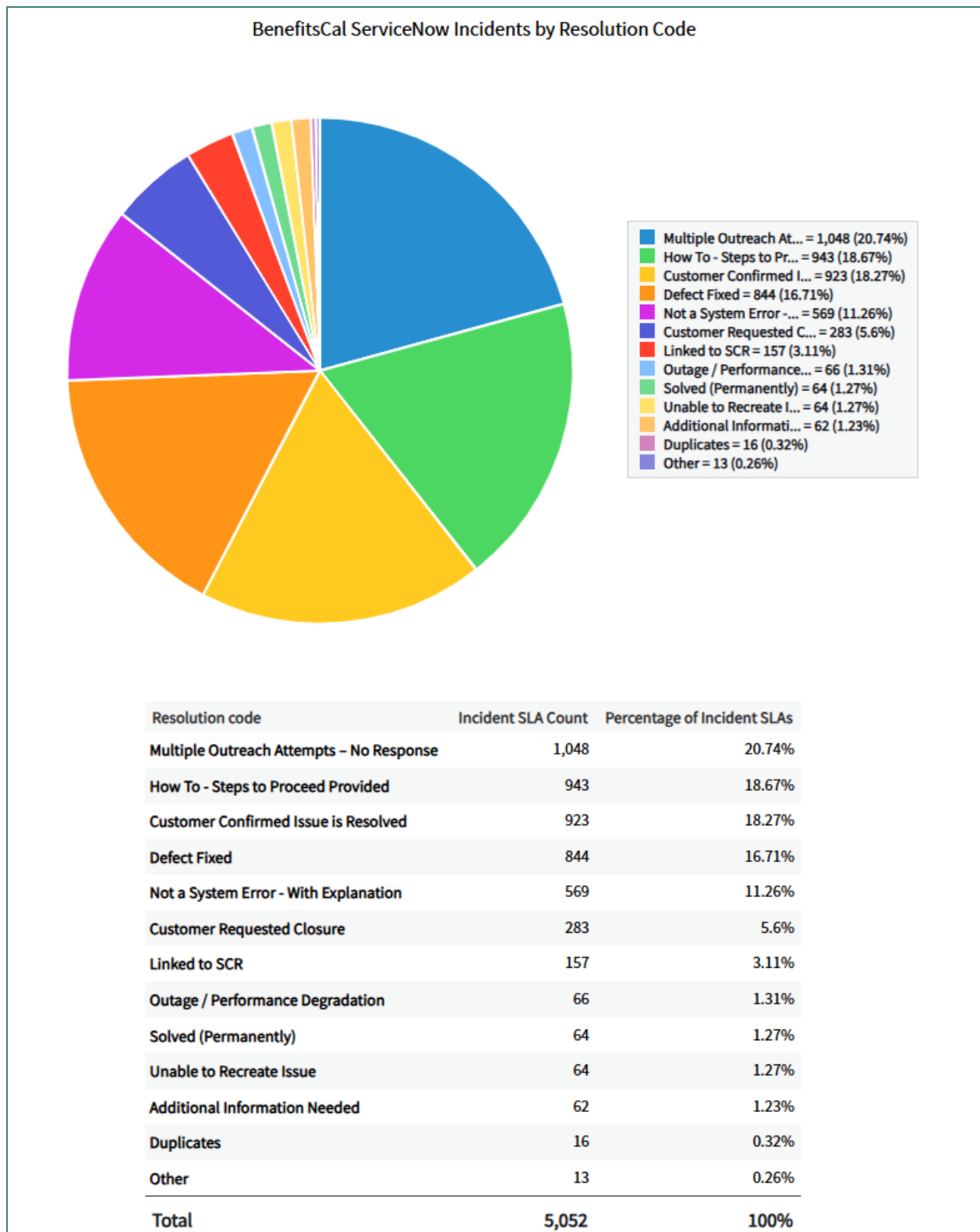
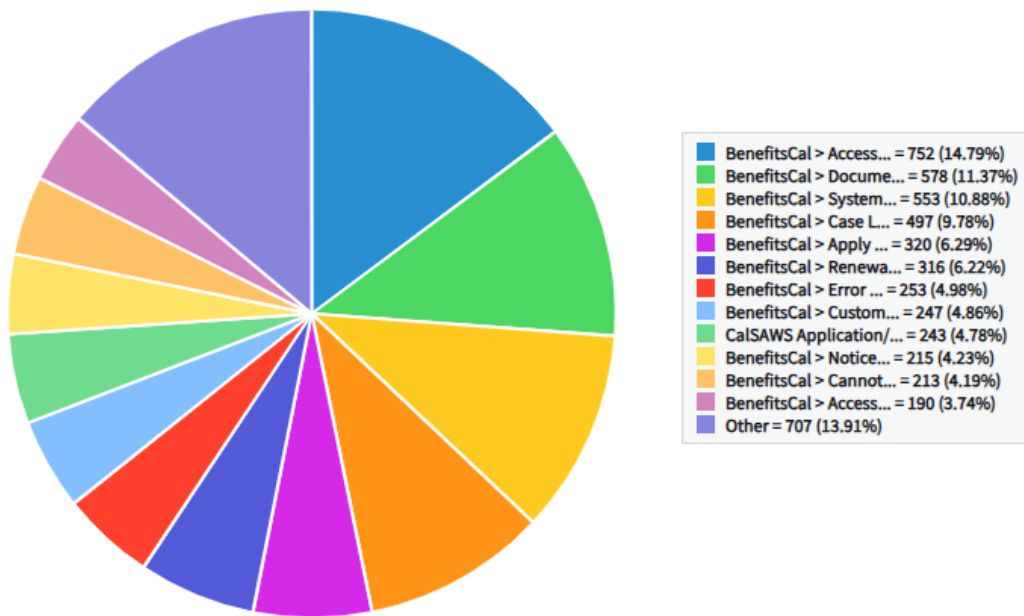


Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

**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	752	14.79%
BenefitsCal > Document Upload	578	11.37%
BenefitsCal > System/Technical Issue	553	10.88%
BenefitsCal > Case Link Request	497	9.78%
BenefitsCal > Apply for Benefits	320	6.29%
BenefitsCal > Renewal/Redetermination/Recertification	316	6.22%
BenefitsCal > Error Message	253	4.98%
BenefitsCal > Customer Dashboard	247	4.86%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	243	4.78%
BenefitsCal > Notices/Documents/Images	215	4.23%
BenefitsCal > Cannot View Case Information	213	4.19%
BenefitsCal > Access Issue	190	3.74%
Other	707	13.91%
<b>Total</b>	<b>5,084</b>	<b>100%</b>

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.

## 4.3 BenefitsCal Maintenance and Operations

Table 13: BenefitsCal Outages

SCHEDULED DATE	OUTAGE TIMEFRAME	ACTIVITY DESCRIPTION
01/31/25	10:00 pm – 12:00 am PST	BenefitsCal Production Deployment - 25.01.31
02/01/25	10:00 pm – 2:00 am PST	CalSAWS Application maintenance (maintenance mode)
02/02/25	3:00 pm – 9:00 pm PST	CalSAWS Application maintenance (offline mode)
02/06/25	8:00 am – 9:00 pm PST	BenefitsCal Production Deployment – 25.02.06

Table 14: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
None		

## 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.

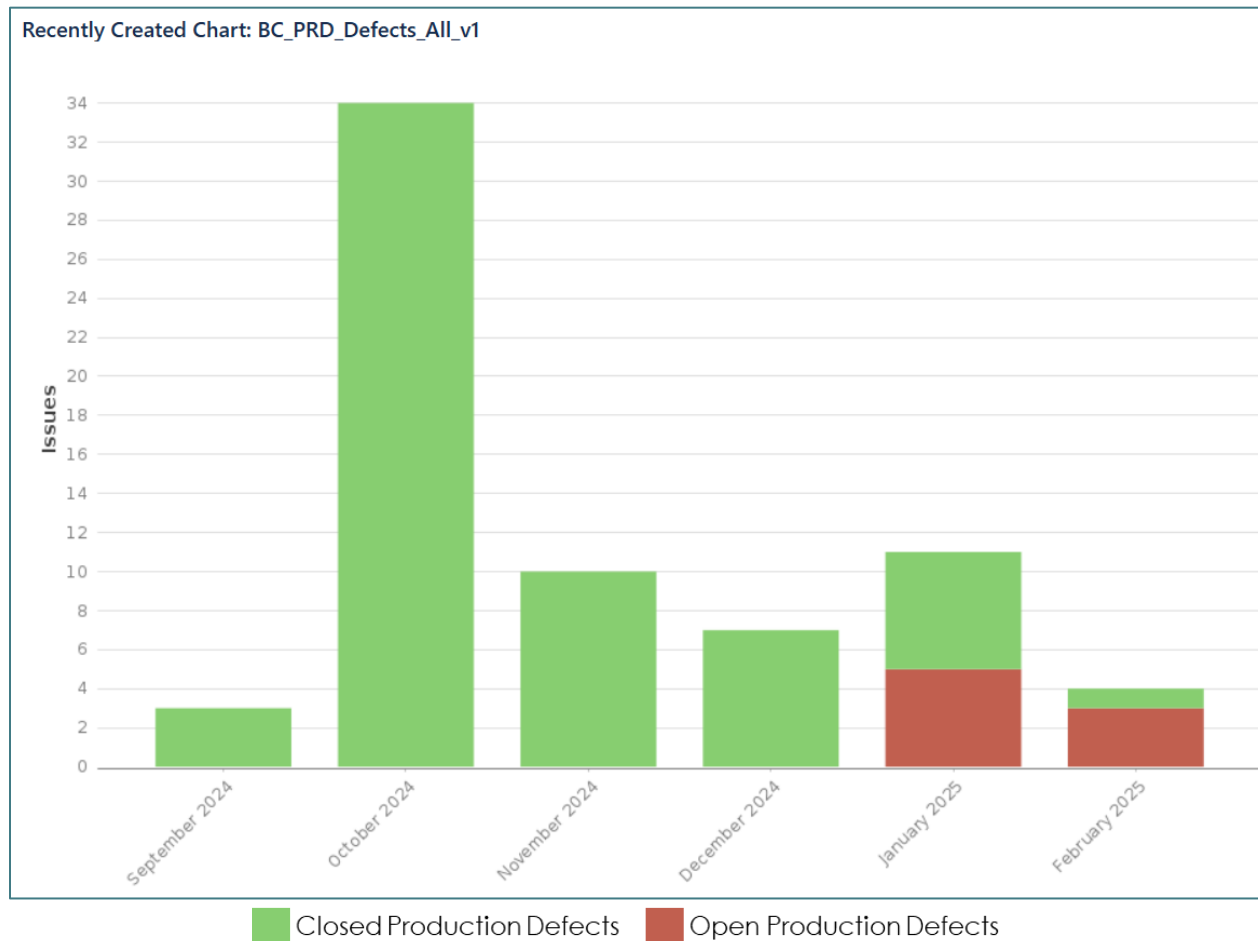


Figure 10: Production Defects Backlog Monthly Trend

#### 4.4.1 Release Schedule Production Defect Fix

Table 15: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.02.11	RELEASE 25.02.27	TBD	TOTAL
<b>1-HIGH</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
<b>2-NORMAL/MEDIUM</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
<b>3-NORMAL/LOW</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>11</b>
New	0	0	0	0
In Progress	1	8	2	11
Closed	0	0	0	0
<b>4-COSMETIC</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
<b>TOTAL</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>11</b>

#### 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** – One (1) production defect was deployed with BenefitsCal Emergency Release 25.02.06 for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Monthly Release**
  - **Monthly Release** – Ten (10) enhancements and eighteen (18) production defects were deployed with BenefitsCal Monthly Release 25.01.31 for User Error Handling, Exception Handling, and Application Summary.

Table 16: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.02.11 – Priority	02/11/25	One (1) production defect is planned for User Error Handling, Exception Handling, and Application Summary.
25.02.27 – Monthly	02/27/25	Eight (8) production defects and twenty-three (23) 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 January 2025 enhancements.
    - ✦ Continued design work for the February 2025 enhancements.
    - ✦ Began design work for the March 2025 enhancements.
    - ✦ Hosted the BenefitsCal CWDA Check-in Meetings on 01/27/25 and 02/03/25.
    - ✦ Hosted BenefitsCal Enhancements Discussion with CalSAWS on 01/29/25.
    - ✦ Hosted the DDI and M&O Biweekly meetings on 01/28/25, 01/30/25, 02/04/25 and 02/06/25.
    - ✦ Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 01/29/25 and 02/05/25.
    - ✦ Attended BenefitsCal GetCalFresh Issue Discussion on 02/03/25.
    - ✦ Hosted CSPM-78619 / CA-287269 (Suspend BenefitsCal User Sessions on Password Change or Deactivation) Discussion with ForgeRock on 02/03/25.
    - ✦ Attended the Self-Service Portal Committee Meeting on 02/04/24.

- ✦ Attended Update on BenefitsCal - Simplified Chinese (referred to by BenefitsCal as Mandarin) on 02/06/25.
- ✦ Attended CR 287402 - Single Streamline Application (SSApp) – JAD 5 on 02/06/25.
- **Activities for the Next Reporting Period – Requirements and Design**
  - Designs and Design Meetings
    - ✦ Finalize design work for the February 2025 enhancements.
    - ✦ Continue design work for the March 2025 enhancements.
    - ✦ Host the BenefitsCal CWDA Check-in Meetings on 02/10/25 and 02/17/25.
    - ✦ Host the DDI and M&O Biweekly meetings on 02/11/25, 02/13/25, 02/18/25 and 02/20/25.
    - ✦ Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 02/12/25 and 02/19/25.
    - ✦ Host Prep for February 2025 UCD Monthly Meeting on 02/17/25.
    - ✦ Host the BenefitsCal - February 2025 UCD Monthly Meeting on 02/19/25.

### 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 January Always-on survey data.
  - **User Engagement**
    - ✦ Conducted customer outreach for “Application/ Renewal Status Tracker – Take it to the lab.”
  - **Enhancements**
    - ✦ Began design on Alternate Format (CSPM-74963)
    - ✦ Began design on CBO Support Assistance (CSPM-74553)
    - ✦ Began design on Tax Filer (CSPM-75039)
    - ✦ Began design on Medical Bill (CSPM-71692)
    - ✦ Began design on Income Tax Source (CSPM-71695)
    - ✦ Continued synthesis for “Take it to the lab – EBT.”
    - ✦ Continued quantitative research on “Proof of Residence” [CSPM-76163].
  - **Advocate Engagement**
    - ✦ Prepped and scheduled the February UCD Monthly Meeting.
    - ✦ Distributed the UCD Monthly Meeting presentation for review.
- **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.
  - **User Engagement**

- ✦ Conduct customer sessions for “Application/ Renewal Status Tracker – Take it to the lab.”
- **Enhancements**
  - ✦ Finalize all enhancements for February UCD Monthly meeting.
  - ✦ Finalize synthesis for “Take it to the lab – EBT.”
  - ✦ Conduct customer sessions for “Application/ Renewal Status Tracker – Take it to the lab.”
  - ✦ Finalize quantitative research on “Proof of Residence” [CSPM-76163].
- **Advocate Engagement**
  - ✦ Finalize the February UCD Monthly Meeting presentation.

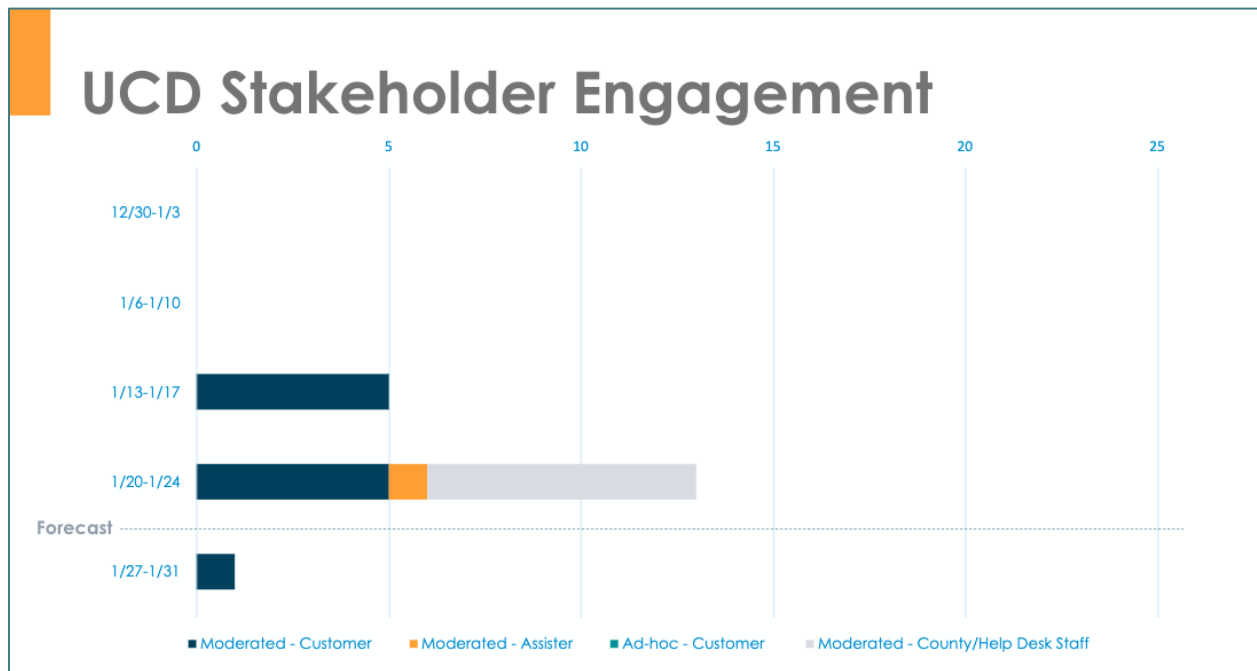


Figure 11: UCD Stakeholder Engagement

## 5.4 Development

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

Table 17: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 02/07/25	ACTUAL FOR WEEK ENDING 02/07/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 25.01.31	0	0	11	Release 25.01.31 was deployed to production on 01/31/25.
Release 25.02.27	0	5	8	Release 25.02.27 is planned for deployment on 02/27/25.

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

- Enhancements (M&E)

Table 18: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 02/21/25	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 25.01.31	0	11	11	Release 25.01.31 was deployed to production on 01/31/25.
Release 25.02.27	8	8	8	Release 25.02.27 is planned for deployment on 02/27/25.

- **Unscheduled Release Updates**

- **Chatbot**

- ✦ We have reported the issues for Chinese, Japanese, and Korean languages to AWS, and have received confirmation that these issues have been resolved.
- ✦ Currently, we are working with the native speakers to conduct thorough testing of the bot. Following their validation, we will collaborate with the AWS team to address any further issues that may arise.

## 5.5 System Test Execution

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

- Release 25.01.31 – January Monthly Release
  - ✦ Deployed January Monthly Release into Production on 01/31/25.
- Release 25.02.06 – February Priority Release
  - ✦ Deployed February Priority Release into Production on 02/26/25.

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

- Release 25.02.27 – February Monthly Release
  - ✦ Deploy the January Monthly Release into Production on 02/27/25.



## 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

- **Release 25.01.31 – January Monthly Release**
  - ✦ Deployed January Monthly Release into Production on 01/31/25.
- **Release 25.02.06 – February Priority Release**
  - ✦ Deployed February Priority Release into Production on 02/26/25.

### 5.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.01.31.

Table 19: Automated Regression Scripts Executed in BenefitsCal

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

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
						Signature, Global Search, static validations, EBT2259 and CF303 are covered by automated regression. We will also validate the 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 25.02.27 – February Monthly Release**
  - BenefitsCal February 2025 monthly release performance testing scope includes three (3) enhancements/defects as “CSPM-76644: Modify the Count API to Invoke 10 Staff Members at a Time,” “CSPM-78545: Update package versions PostgreSQL, groovy and log4j,” and “CSPM-75273: collaboration Model: Document Upload – Multiple Docs.” The performance testing team will validate all the scripts on the latest codebase to reflect the enhancement/defect changes and ensure all scripts work as expected. No new script development is anticipated for this release.

Table 20: Performance Test Cycles and Test Case Status

CYCLE	START DATE	END DATE	SCOPE	TEST CASES STATUS	EXECUTION STATUS
14	02/03/25	02/21/25	Release 25.02.27– February Monthly Release	<b>Scope:</b> Three (3) enhancements/defects in scope. <b>Executions:</b> BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none"><li>▪ Tuesday, February 18</li><li>▪ Thursday, February 20</li></ul>	20%

### 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 02/07/25.

- [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.