

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: January 13, 2025 – January 26, 2025

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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 CalSAWS Baseline Release 25.01 is in progress. BenefitsCal Monthly Release 25.01.30 deployment preparation activities completed.
January Enhancements (Monthly Release 25.01.31*) <i>*Release Date changed to 1/31/2025</i>	<ul style="list-style-type: none"> 13 enhancements were moved through design and development for January 2025 Monthly and Baseline Release: <ul style="list-style-type: none"> One (1) Policy Enhancement: <ul style="list-style-type: none"> CSPM-67652: Implement ABAWD changes in BenefitsCal. Deployed to Production on 01/26/25. Five (5) Production Priority Language Enhancements: <ul style="list-style-type: none"> CSPM-78325: Cantonese (Traditional Chinese) language translation changes in BenefitsCal CSPM-75419/CSPM-75420/CSPM-75421/CSPM-75422: Spanish language translation changes in BenefitsCal Three (3) GCF Parity Enhancements: <ul style="list-style-type: none"> CSPM-75191: GCF Parity Enhancements: GCF #22 – Immigrant changes – App Flow CSPM-75192: GCF Parity Enhancements: GCF #44 – Immigrant changes – Help Center CSPM-75194: GCF Parity Enhancement: GCF #34 – CBO Report QLIK Four (4) Partner Support Enhancements: <ul style="list-style-type: none"> CSPM-76496: Security questions, email & OTP templates values to be translated and received in Mandarin language. CSPM-76202: Test Only: ForgeRock to Limit Username to 40 characters for CA-262846 CSPM-75708: ForgeRock New Password Policy Constraints CSPM-74567: Regression Test Only: Strong Authentication for internal APIs
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

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<p>gap, also provided the links to be added for Immigrants in the Help Center.</p> <ul style="list-style-type: none"> ◆ Design & Development completed. ◆ Testing In Progress ◆ Planned closure date: January 2025 <ul style="list-style-type: none"> ◆ The delivery, originally scheduled for December 2024, has been postponed to January 2025. This change is due to a scope adjustment from the CDSS CalFresh (CF) Team. <ul style="list-style-type: none"> • #34: CDSS CF Prime Contractor Reports <ul style="list-style-type: none"> ◆ CDSS CF provided written confirmation on 06/12/24 stating that the BenefitsCal recommendations will meet the gap. ◆ Design and Development Completed. ◆ Testing In Progress ◆ 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 the CDSS CF Team on 10/03/23. ◆ Session conducted with CDSS for clarifications, feedback received. ◆ Design Completed; Presented in January 2024 UCD Monthly Meeting, no feedback received. ◆ Development Started ◆ Planned closure date February 2025. • #46, 51: Automated reminder emails and text messages for customers. <ul style="list-style-type: none"> ◆ BenefitsCal provided the baseline used for providing the SCERFRA response and the recommendations to the CDSS. ◆ The CDSS confirmed the recommendations would meet the gap in the GCF Parity meeting held on 07/10/24. ◆ Pre-design work started. ◆ 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"> ◆ The CDSS CF Team 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)

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> ◆ Contingent on the ROI workgroup outcomes.
Change Management (CM)	<ul style="list-style-type: none"> ▪ CSPM-75706: ABAWD OCM <ul style="list-style-type: none"> • Website updates – Program Descriptions for CalFresh and Glossary updates – 01/27/25. • ABAWD FACT sheet – 01/24/25. • ABAWD Quick Reference Guide – 01/24/25. • Awareness Sessions <ul style="list-style-type: none"> ◆ County – 01/13/25 (11:00 am – 12:00 pm; 1:00 pm – 2:00 pm PST). ◆ CBO – 01/14/25 (1:30 pm – 2:30 pm PST).
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. ▪ User Engagement <ul style="list-style-type: none"> • Conducted customer Usability Testing sessions for GCF (GetCalFresh) parity item #55, Document Upload – Multiple Doc and Keep for your Records. • Conducted customer generative research sessions for “EBT-take it to the lab.” ▪ Enhancements <ul style="list-style-type: none"> • Finalize designs for GCF Parity item #46. • Finalize designs for GCF Parity item #51. • Adjusted designs for GCF parity item #55, “Document Upload – Multiple Doc and Keep for your Records.” • Finalized research for “Proof of Residence” [CSPM-76163]. ▪ Advocate Engagement <ul style="list-style-type: none"> • Facilitated January UCD Monthly meeting presentation. • Sent out meeting minutes, UCD presentation and comment log.

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	DDEL due 02/07/25
WP 28.34	BenefitsCal Work Plan Monthly Report – January 2025	On Time	FDEL due 02/07/25

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 fifteen (15) active Production defects.
Incidents	On Time	There are eighteen (18) open Tier 3 incidents.

1.3 Highlights from the Reporting Period

- **Priority Release** – The BenefitsCal Team successfully deployed Priority Release **25.01.26** to BenefitsCal Production.
- **Emergency Release** – None for the reporting period.
- **Monthly Release** – None for the reporting period.
- **Planned Outages**
 - Sunday, 01/26/25, 6:00 am to 7:30 am PST
 - BenefitsCal Priority Release 25.01.26

2 PROJECT MANAGEMENT

2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
 - FWP 25.35: Monthly M&O Report – December 2024 on 01/22/25.
- **Deliverable and Work Product submissions for next reporting period:**
 - 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.

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
0008-25	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 – 2/2/2025	01/16/25	Anand Kulkarni	Pete Quijada
0009-25	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 – 2/9/2025	01/21/25	Anand Kulkarni	Pete Quijada
0011-25	Notify.All usbenefitscaldevops@deloitte.com operator@calheers.ca.gov HoweG@CalSAWS.org QuijadaP@CalSAWS.org	Scheduled Downtime Notification – 1/31/2025	01/22/25	Anand Kulkarni	Pete Quijada

CIT ID	To	SUBJECT	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
	TombakianM@CalSAWS.org tech.productionoperations@calsaws.org Bill.Kelly@fisglobal.com CalSAWS.All Consortium.RegionalManagers.All Consortium.SectionDirectors				

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
24-039	PPOCs (R1, R2, R3, R4, R5); Regional Managers (All); Section Directors	RPA Bots for BenefitsCal Card Requests	12/23/24	Closed	01/24/25	Inez Finnigan	Josy Thomas

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	JANUARY 10, 2025: <ul style="list-style-type: none"> Next ROI workgroup meeting scheduled on 1/13/25. CDSS ACL 24-91 published/posted 12/24/24. 	Open	Medium	High	05/19/23

ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	RISK LEVEL	SEVERITY	DATE LOGGED
		<ul style="list-style-type: none"> DHCS ACWDL 24-21 published/posted 12/30/24. 				

2.3.2 Project Issues

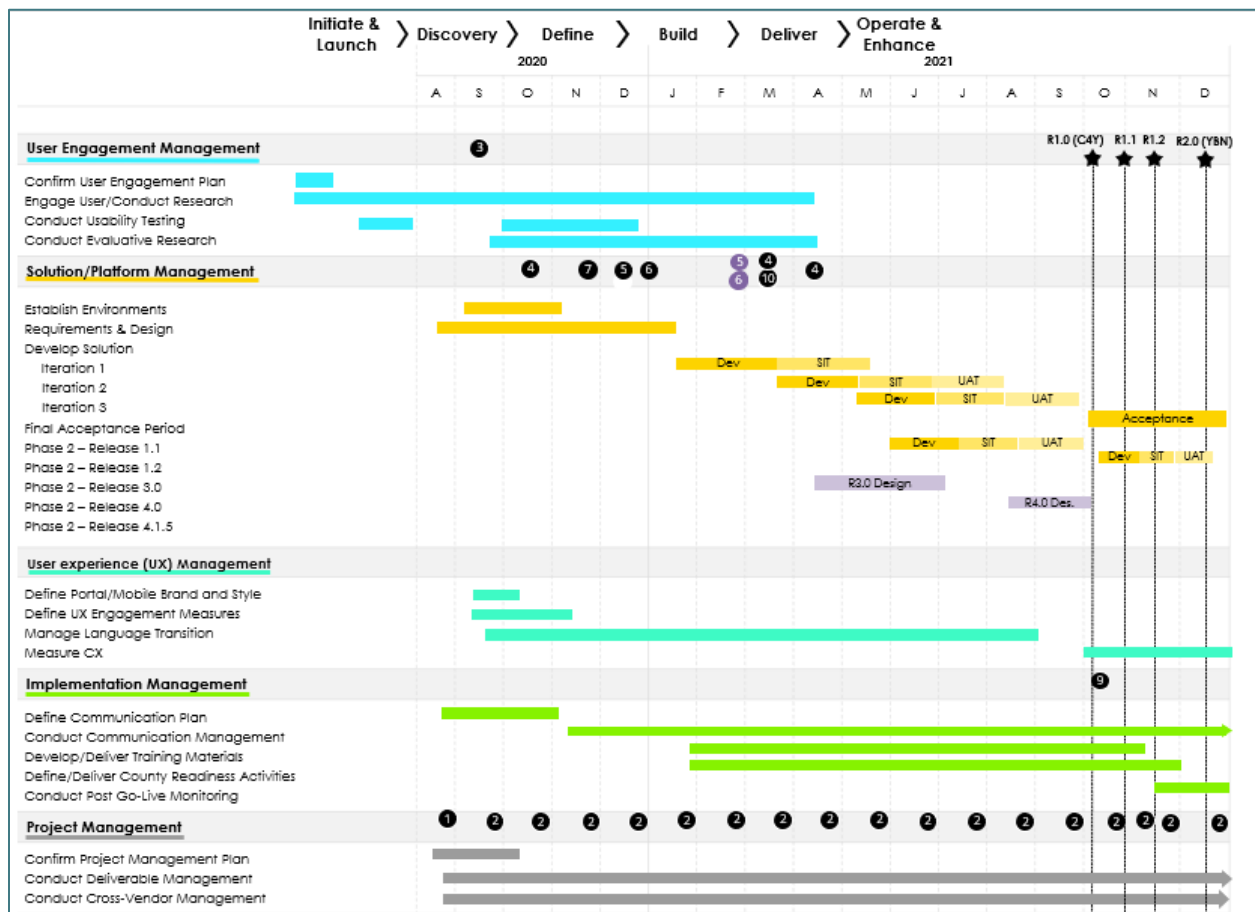
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

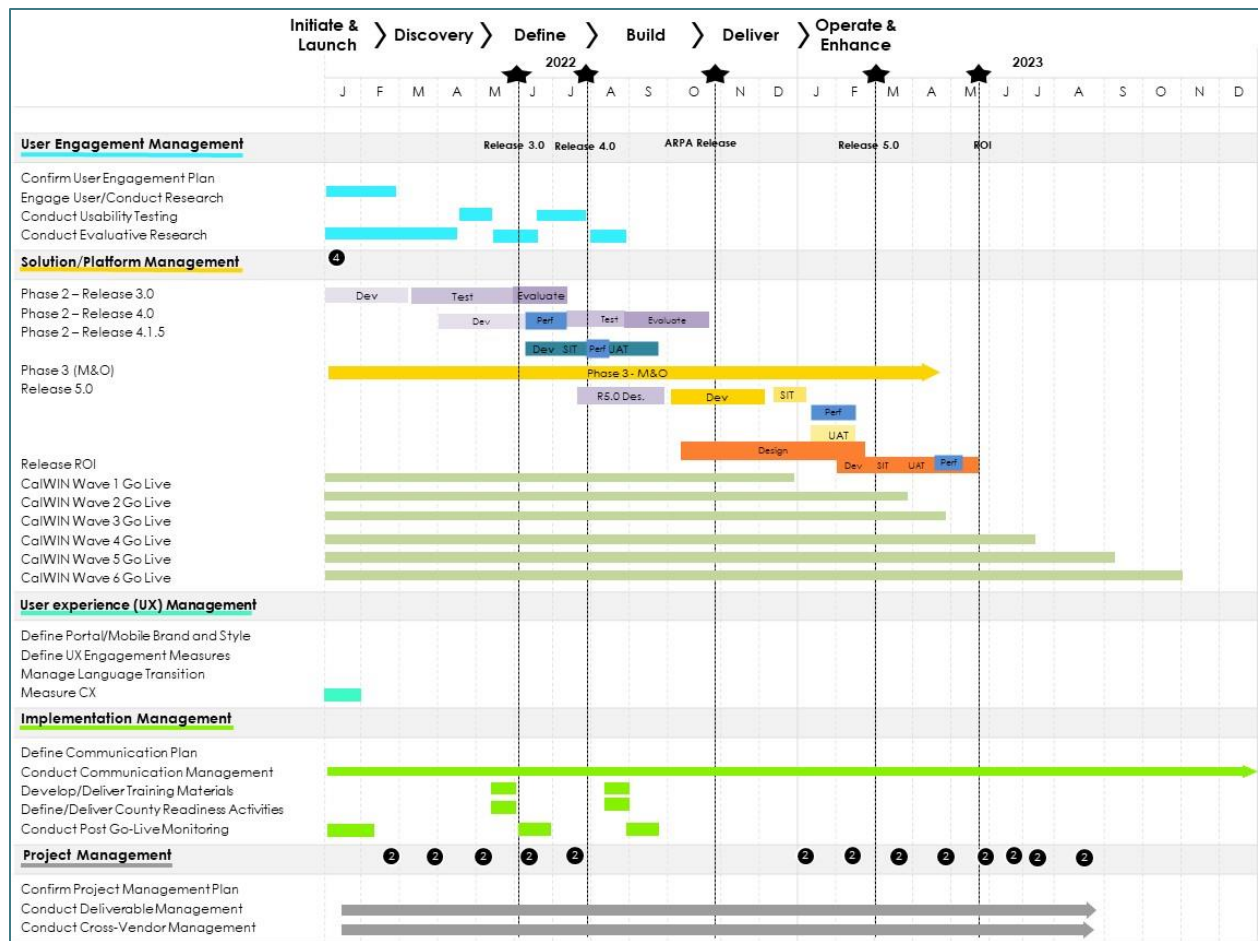
Table 8: Project Issues

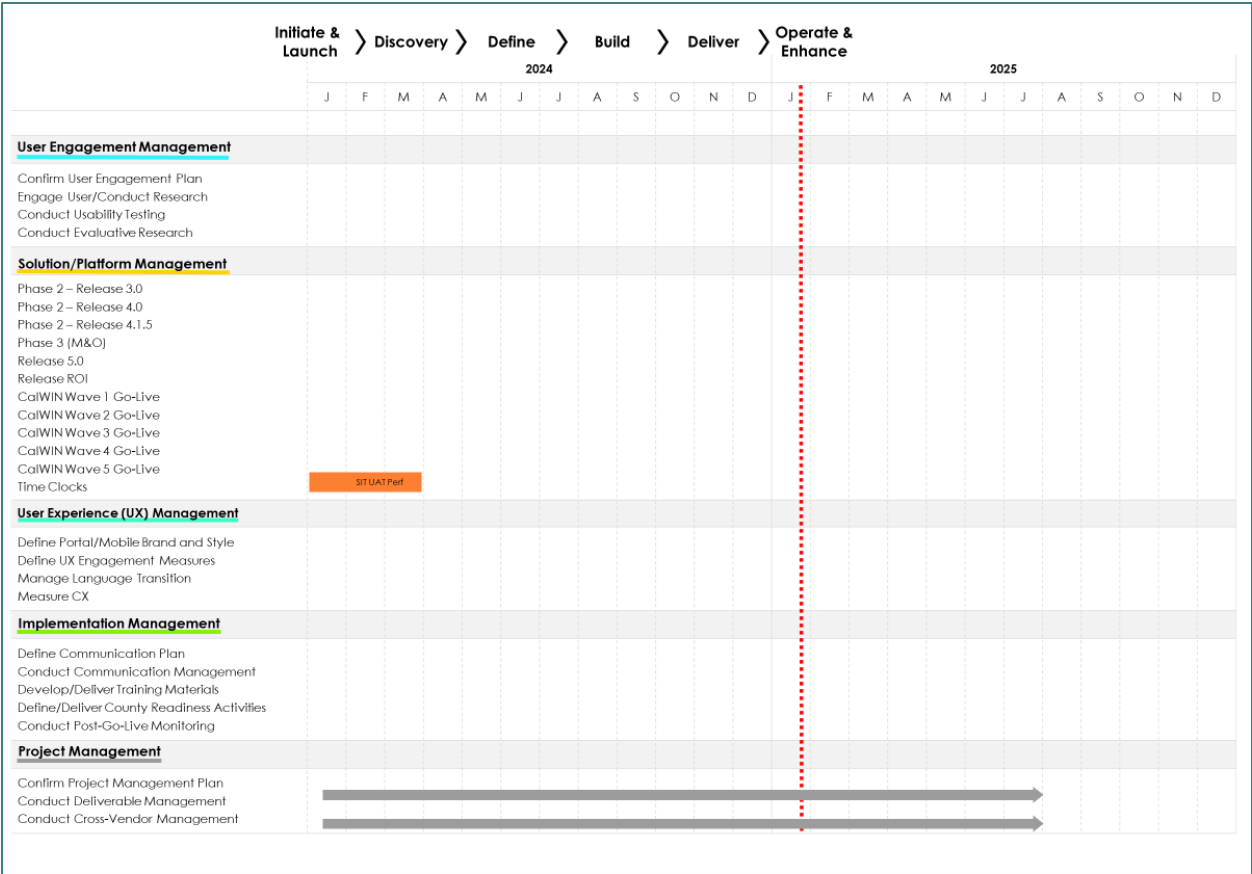
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

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	1
Completed	1
Reopened	0
In Review	0
Withdrawn	0
TOTAL	2

- **Completed:**
 - CSPM-78543: CalWORKs HA Applications / BenefitsCal: Stakeholder Engagement.
- **New/Assigned:**
 - CSPM-78703: 1422 – AB 91.

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"> ▪ Design work completed. ▪ Development started. ▪ Prioritized for February 2025 Delivery.
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"> ▪ Design work completed. ▪ Development started. ▪ Prioritized for February 2025 Delivery.

▪ 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**
 - Eleven (11) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved one (1) incident in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed zero (0) incidents in the biweekly reporting period.
- **Incidents Triage**
 - The BenefitsCal Tier 3 Team has triaged thirty-eight (38) 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 zero (0) problem tickets in the biweekly reporting period.

4.1.2 BenefitsCal Help Desk Metrics

The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.

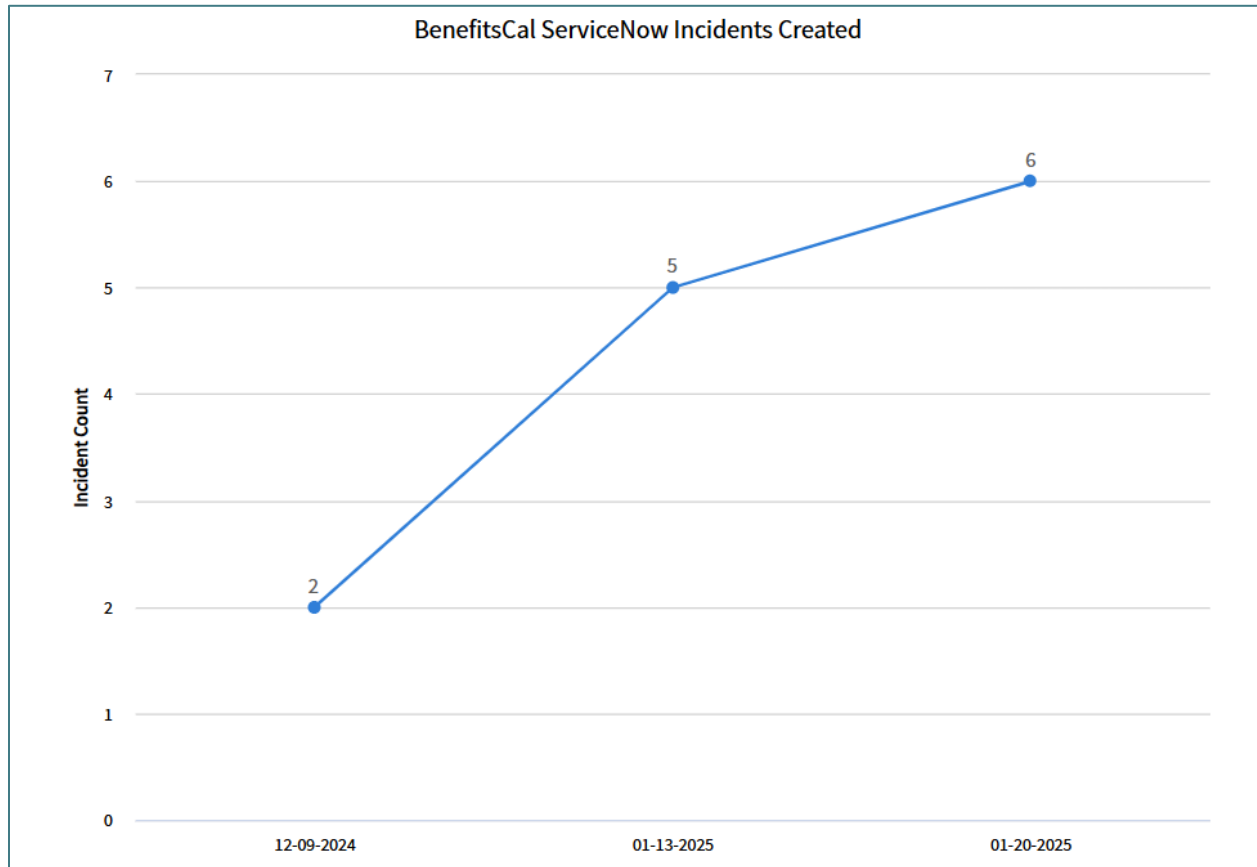


Figure 1: BenefitsCal ServiceNow Incidents Created

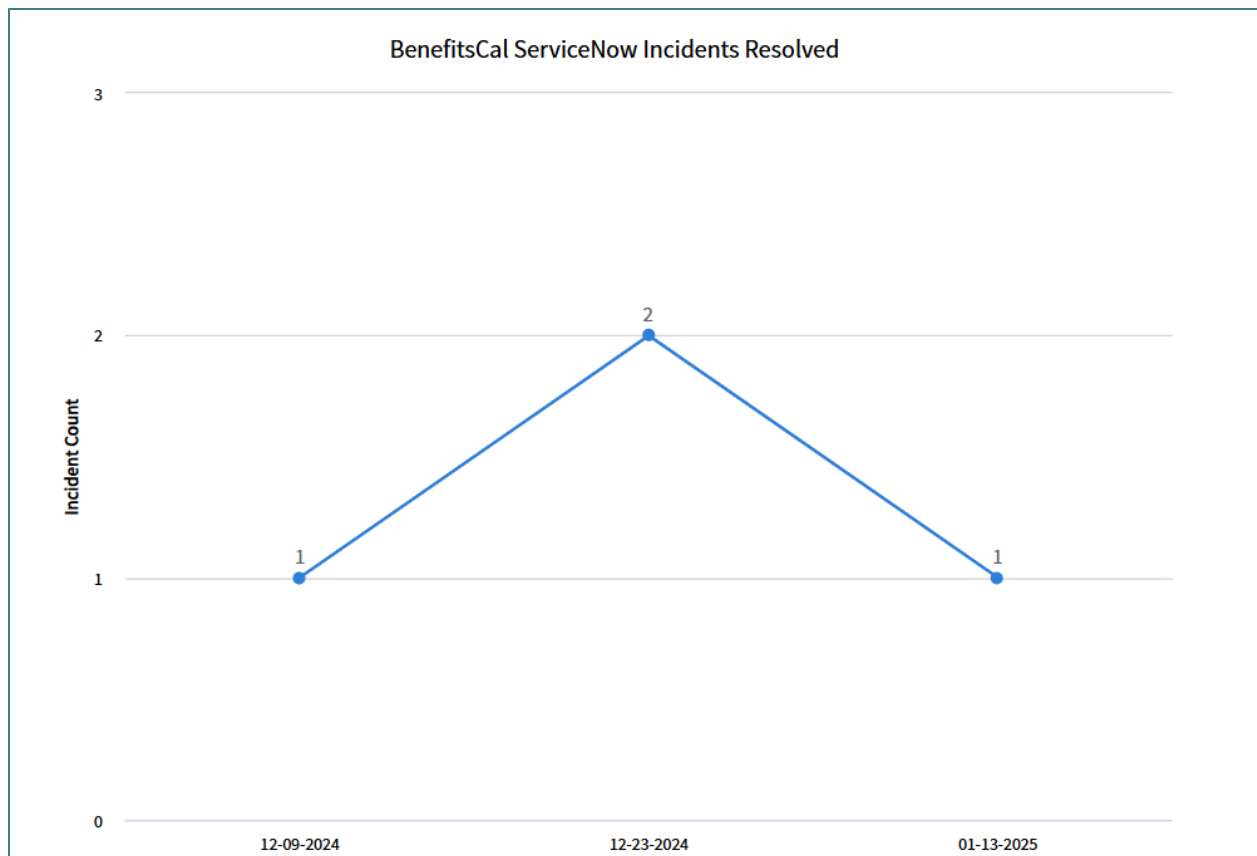


Figure 2: BenefitsCal ServiceNow Incidents Resolved

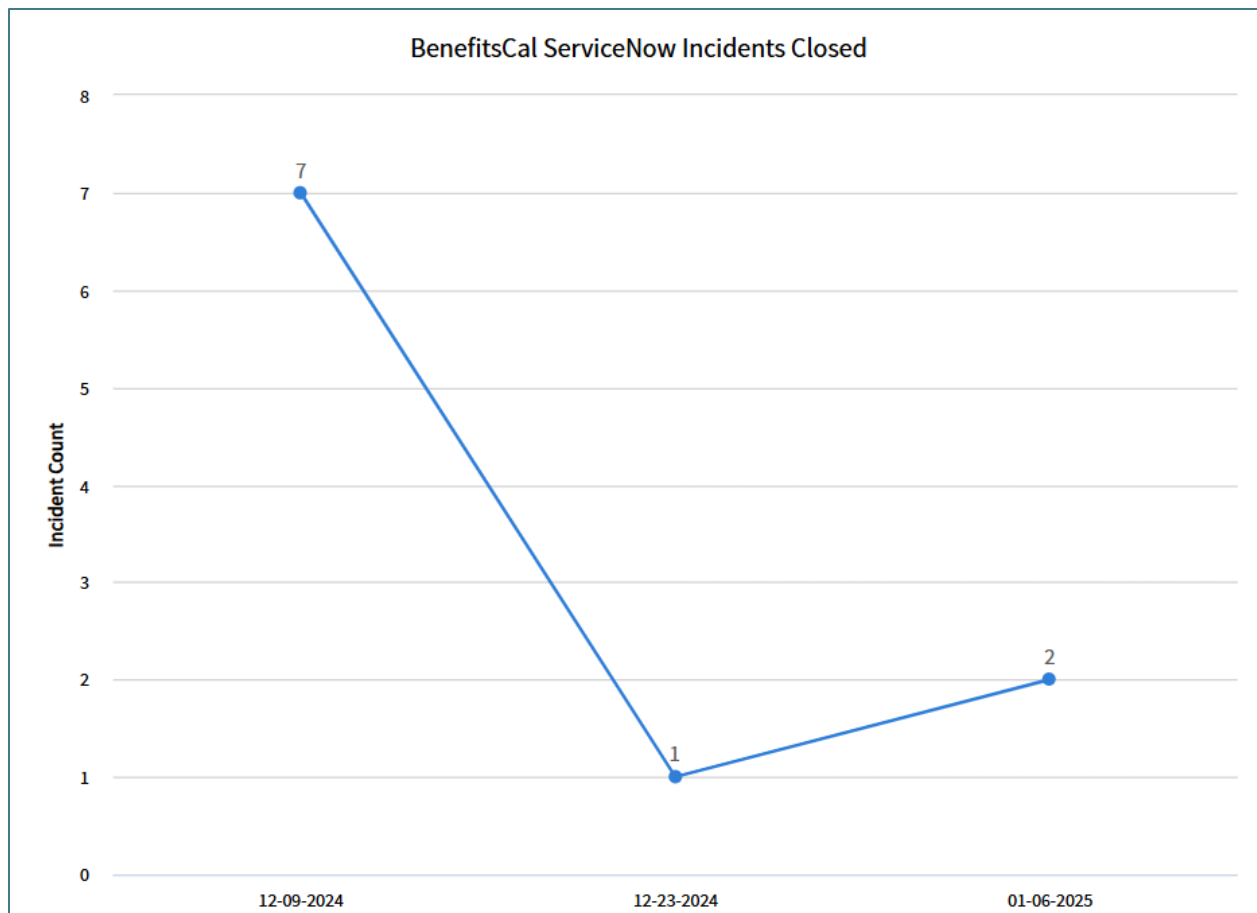


Figure 3: BenefitsCal ServiceNow Incidents Closed

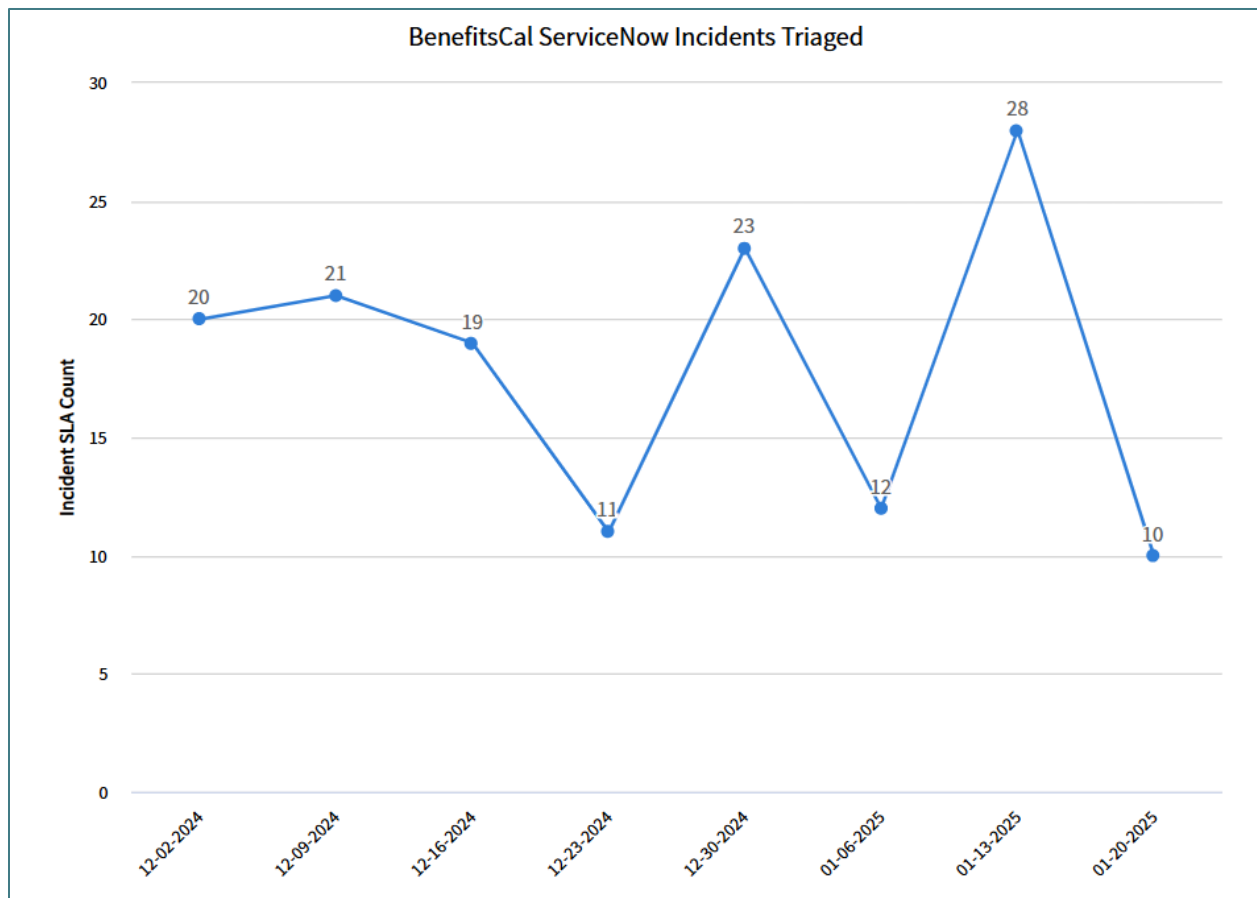


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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

The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.

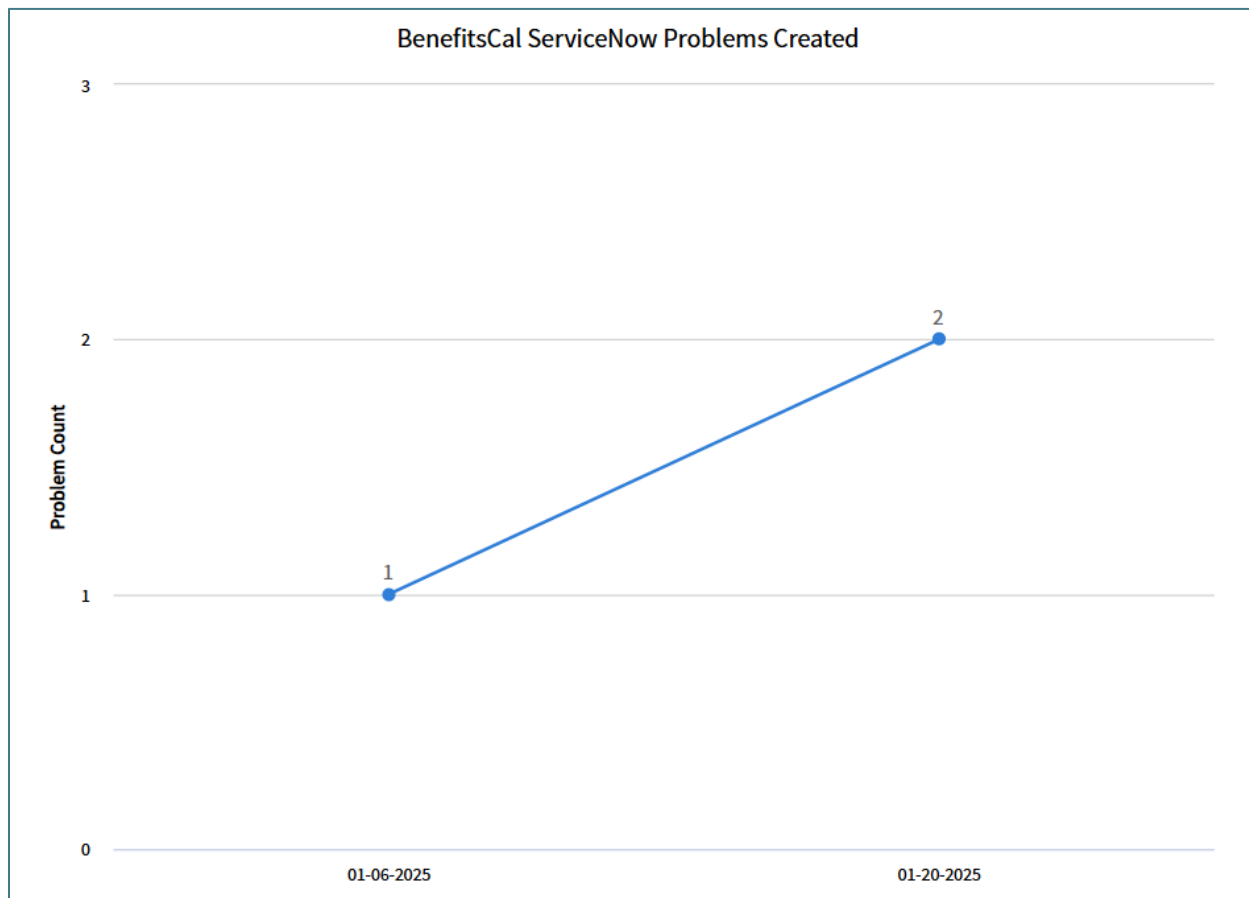


Figure 5: BenefitsCal ServiceNow Problems Created



Figure 6: BenefitsCal ServiceNow Problems 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		5	0	0	0	0	0	0	5
In Progress		0	1	0	0	0	1	0	2
On Hold		0	0	3	0	1	7	0	11
Resolved		0	0	1	0	0	0	0	1
Closed		0	0	73	352	172	131	3	731
Count		5	1	77	352	173	139	3	750

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

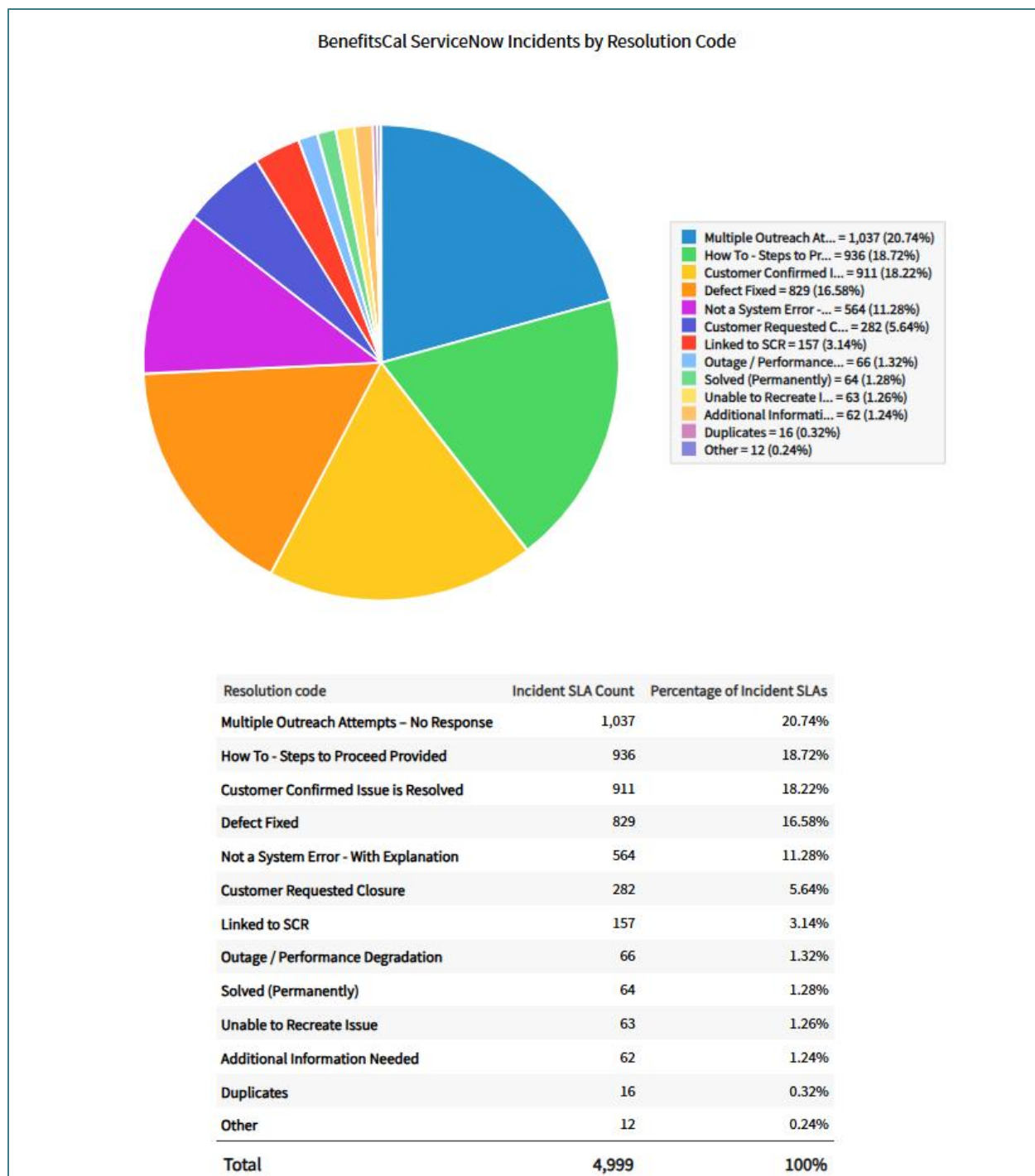


Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

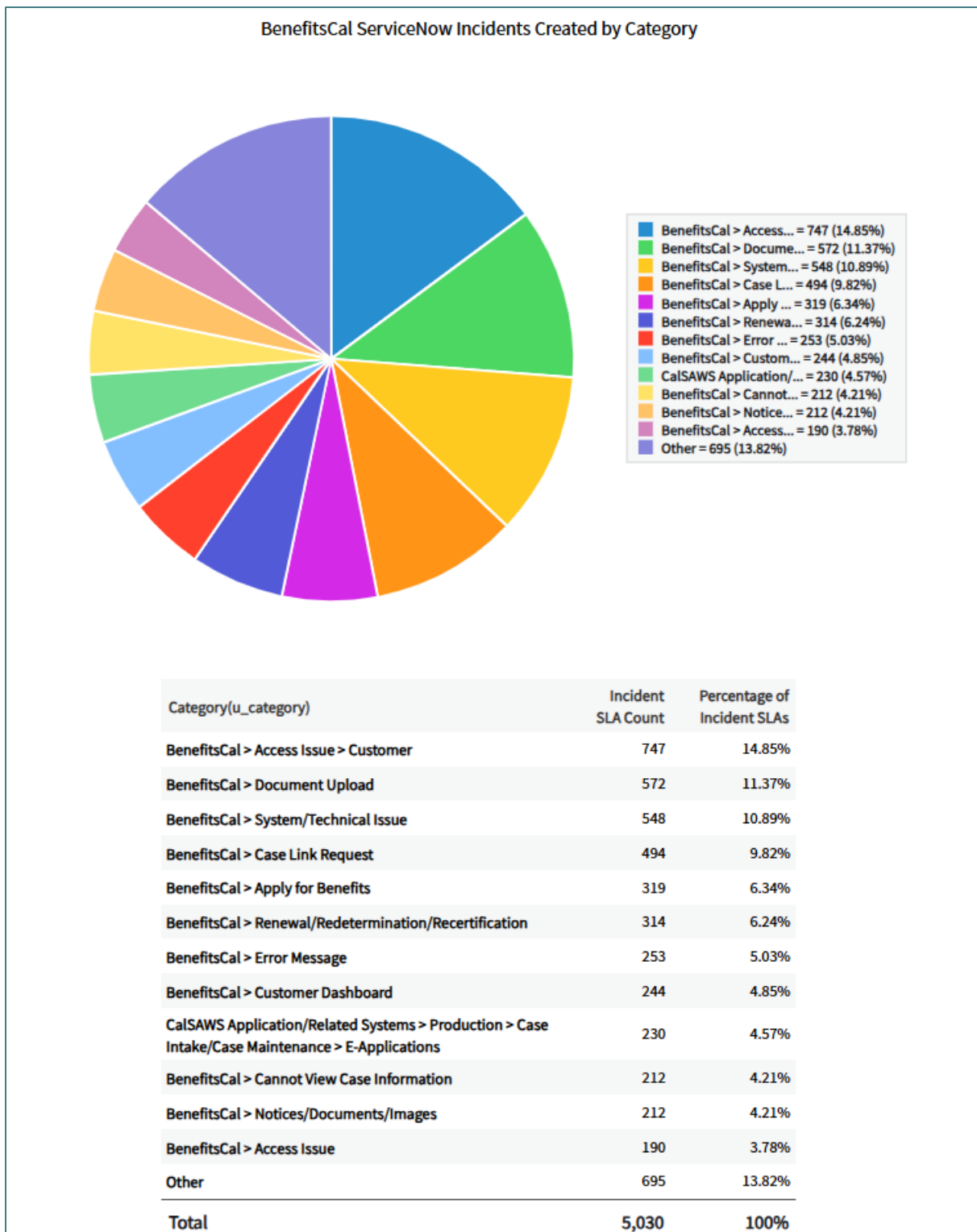


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by category created since BenefitsCal Go-Live on 09/27/21. The “Other” category will cover incidents related to BenefitsCal module such as Dashboard, Help Center, Homepage, Report a Change, Application Summary.

4.2 Technology Operations

The BenefitsCal technology operations team provides Amazon Web Services (AWS) serverless infrastructure and BenefitsCal application support. All upgrades and changes to the infrastructure and application are performed in accordance with the Consortium change control process. AWS serverless infrastructure support activities include upgrades to AWS components such as the Web Application Firewall (WAF), CloudFront, Application Programming Interface (API) Gateway, Lambdas, Simple Queue Service (SQS), CloudWatch, X-Ray and Aurora Postgres, Postgres Relational Database Service (RDS), and RDS Proxy. Application maintenance and support includes release and configuration management across the non-production and production environments.

4.3 BenefitsCal Maintenance and Operations

Table 13: BenefitsCal Outages

SCHEDULED DATE	OUTAGE TIMEFRAME	ACTIVITY DESCRIPTION
01/19/25	2:00 pm – 9:00 pm PST	CalSAWS Application maintenance (offline mode)
01/24/25 – 01/25/25	10:00 pm – 1:00 am PST	CalSAWS Application maintenance (holding queues for Hyland)
01/26/25	6:00 am – 1:00 pm PST	CalSAWS Application maintenance (offline mode)
01/26/25	6:00 am – 7:30 am PST	BenefitsCal Production Deployment – 25.01.26

Table 14: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
01/31/25	10:00 pm – 11:30 pm PST	BenefitsCal Production Deployment – 25.01.31

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.

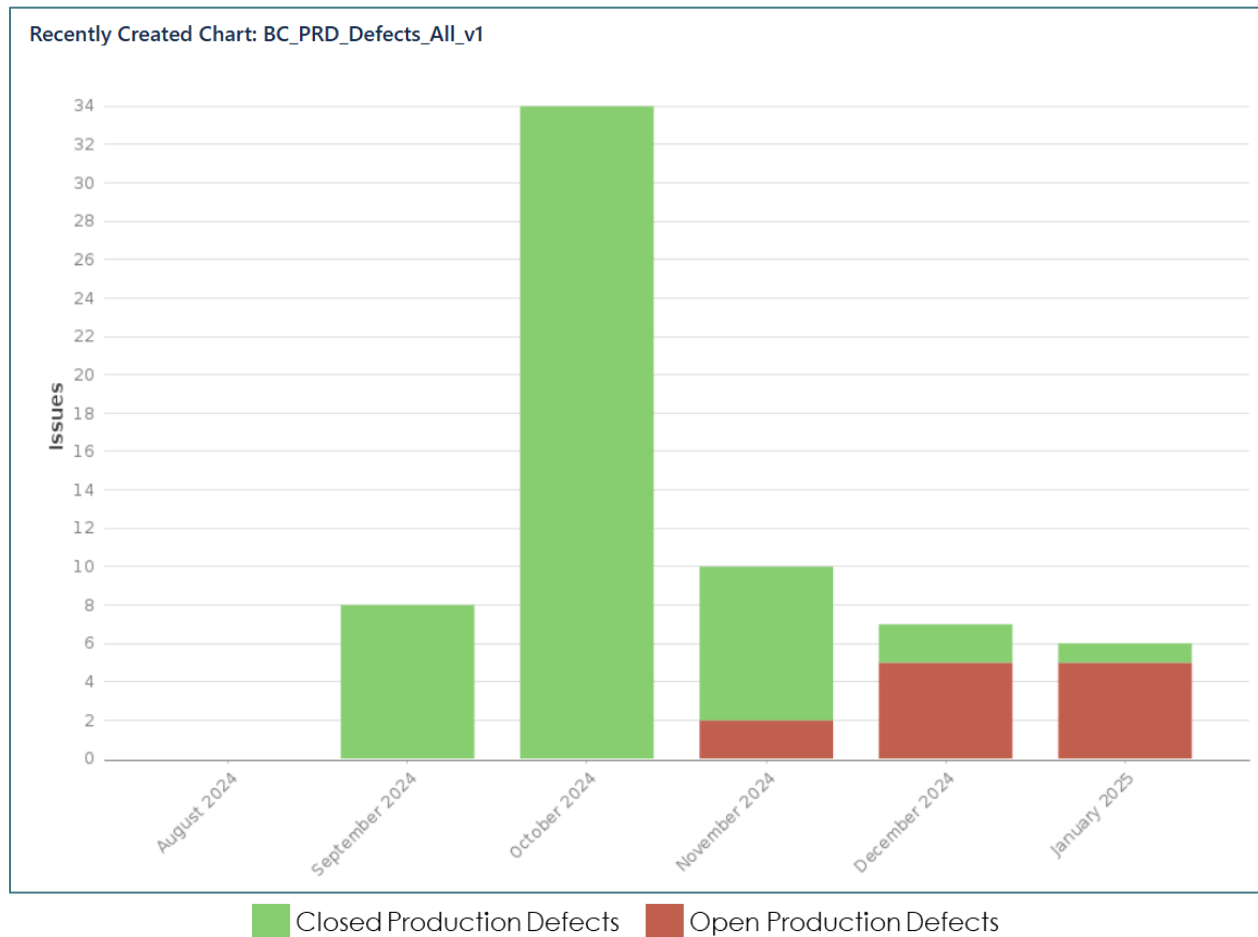


Figure 10: Production Defects Backlog Monthly Trend

4.4.1 Release Schedule Production Defect Fix

Table 15: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.01.31	RELEASE 25.02.27	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	12	3	15
New	0	0	0
In Progress	12	3	15
Closed	0	0	0
4-COSMETIC	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
TOTAL	12	3	15

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** – One (1) enhancement were deployed with BenefitsCal Priority Release 25.01.26 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 16: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.01.31 – Monthly	01/31/25	Twelve (12) production defects and ten (10) 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.
 - ✦ Hosted the BenefitsCal CWDA Weekly Check-in Meeting on 01/13/25.
 - ✦ Hosted Prep for January 2025 UCD Monthly Meeting on 01/13/25.
 - ✦ Hosted the County Webinar – ABAWD (Able-Bodied Adults Without Dependents) Time Limits on 01/13/25.
 - ✦ Attended 25.01 Project Integrated Readiness Areas - T-2 Integrated Readiness Status Meeting on 01/13/25.
 - ✦ Hosted the DDI and M&O Biweekly meetings on 01/14/25, 01/16/25, 01/21/25, and 01/23/25.
 - ✦ Hosted the BenefitsCal - CBO Webinar – ABAWD Time Limits on 01/14/25.
 - ✦ Hosted Email and Text Message API Updates Discussion with CalSAWS on 01/15/25.
 - ✦ Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 01/15/25 and 01/22/25.
 - ✦ Attended 508 Status Fail for BenefitsCal Web Portal Release with SSA 508 testing team on 01/16/25.
 - ✦ Hosted ABAWD CF 377.11E - Free Form Fields with CalSAWS and the Consortium on 01/16/25.
 - ✦ Attended Discuss CA-286526/CSPM-78445 Scope and Timeline on 01/16/25.

- ✦ Attended 25.01 Project Integrated Readiness Areas - T-1 Integrated Readiness Status on 01/21/25.
- ✦ Attended 25.01 Pre-Green Light Review on 01/21/25.
- ✦ Attended CA-262848/CSPM-75756 Update e-Message Counts on the Homepage Joint Design on 01/22/25.
- ✦ Attended CalSAWS Virtual Greenlight Release 25.01 on 01/22/25.
- ✦ Attended Get CalFresh Parity List Meeting on 01/22/25.
- **Activities for the Next Reporting Period – Requirements and Design**
 - Designs and Design Meetings
 - ✦ Continue design work for the February 2025 enhancements.
 - ✦ Begin design work for the March 2025 enhancements.
 - ✦ Host the BenefitsCal CWDA Check-in Meetings on 01/27/25 and 02/03/25.
 - ✦ Host BenefitsCal Enhancements Discussion with CalSAWS on 01/28/25.
 - ✦ Host the DDI and M&O Biweekly meetings on 01/28/25, 01/30/25, 02/04/25 and 02/06/25.
 - ✦ Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 01/29/25 and 02/05/25.
 - ✦ Attend the Self-Service Portal Committee Meeting on 02/04/24.

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.
 - **User Engagement**
 - ✦ Conducted customer Usability Testing sessions for GCF parity item #55, Document Upload – Multiple Doc and Keep for your Records.
 - ✦ Conducted customer generative research sessions for “EBT – take it to the lab.”
 - **Enhancements**
 - ✦ Finalize designs for GCF Parity item #46.
 - ✦ Finalize designs for GCF Parity item #51.
 - ✦ Adjusted designs for GCF parity item #55, Document Upload – Multiple Doc and Keep for your Records.
 - ✦ Finalized research for “Proof of Residence” [CSPM-76163].
 - **Advocate Engagement**
 - ✦ Facilitated January UCD Monthly meeting presentation.
 - ✦ Sent out meeting minutes, UCD deck and comment log.
- **Activities for the Next Reporting Period – UCD**
 - **CX Measurements Data**
 - ✦ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.
 - ✦ Analyze Always-on Survey data for January.

- **User Engagement**
 - ✦ Conduct customer outreach for “Take it to the lab – EBT.”
- **Enhancements**
 - ✦ Continue designs for Text Message Opt-in by Program
 - ✦ Begin working on GCF Parity Item #24.
 - ✦ Begin working on GCF Parity Item #52.
 - ✦ Conduct synthesis for “Take it to the lab – EBT.”
- **Advocate Engagement**
 - ✦ Respond to comment log for January UCD Monthly meeting.

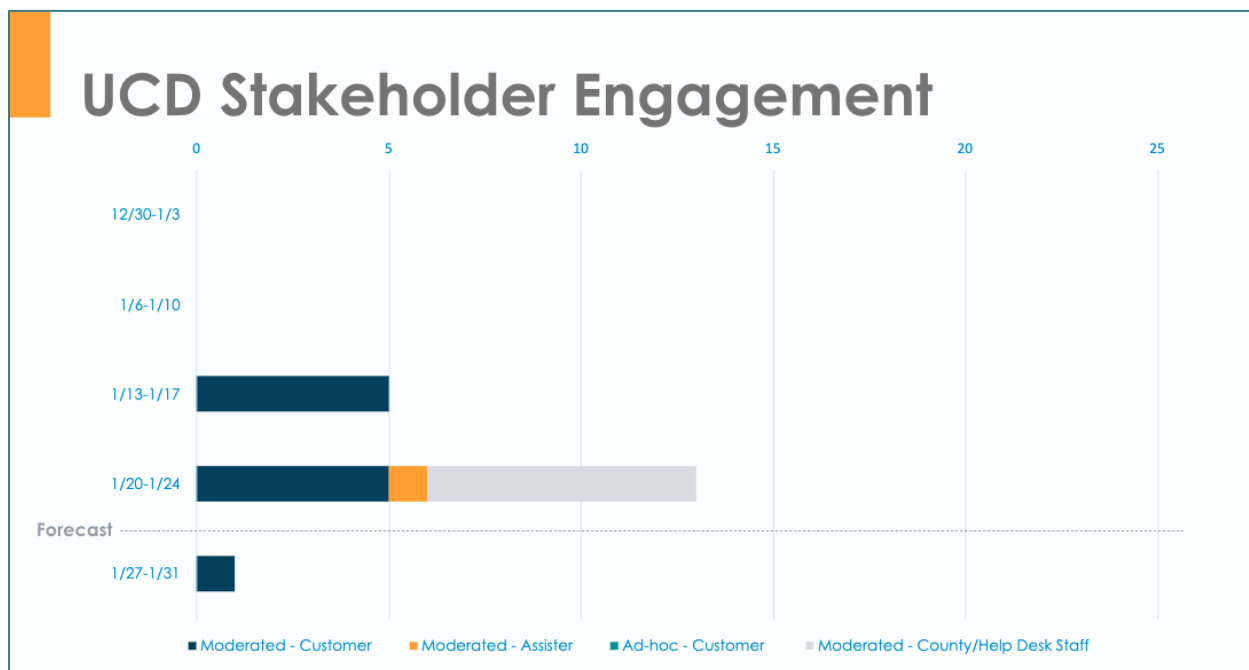


Figure 11: UCD Stakeholder Engagement

5.4 Development

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

Table 17: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 01/24/25	ACTUAL FOR WEEK ENDING 01/24/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 25.01.26	0	0	1	Release 25.01.26 was deployed to production on 01/26/25.
Release 25.01.31	3	3	11	Release 25.01.31 is planned for deployment on 01/31/25. Release

RELEASE	PLANNED FOR WEEK ENDING 01/24/25	ACTUAL FOR WEEK ENDING 01/24/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
				25.01.30 is merged with Release 25.01.31.
Release 25.02.27	0	0	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 02/07/25	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 25.01.26	0	0	1	Release 25.01.26 was deployed to production on 01/26/25.
Release 25.01.31	0	11	11	Release 25.01.31 is planned for deployment on 01/31/25. Release 25.01.30 is merged with Release 25.01.31.
Release 25.02.27	0	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 25.01.26 – January Baseline Release
 - ✦ Deployed January Baseline Release into Production on 01/26/25.
- **Activities for the Next Reporting Period – System Test Execution**
 - Release 25.01.31 – January Monthly Release
 - ✦ Deploy the January Monthly Release into Production on 01/31/25.

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 25.01.26 – January Baseline Release
 - Deployed January Baseline Release into Production on 01/26/25.

5.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.01.26.

Table 19: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
25.01.26	56	56	0	100	100	CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster CalFresh programs with the Apply for Benefits, Report Change, Renewal, and Recertification for the MC, CF, GA/GR, and SAR 7 flows, IRT (Income Reporting Threshold), TWM along with Appointments, Administrative, ROI and SSA not enabled, E-Signature, Global Search, static

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
						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 25.01.30 – January Monthly Release**
 - BenefitsCal January 2025 monthly release performance testing scope includes three (3) enhancements/defects: “CSPM-67652: Implement ABAWD changes in BenefitsCal,” “CSPM-76215: Updating Package Versions,” and “CSPM-78465: Minor DB Upgrade.” The performance testing team executed two (2) rounds of performance tests with the mock services and the results look comparable to the baseline test in terms of Average Response time and overall errors. The detailed jMeter reports and consolidated results summary/comparison report are uploaded to the CalSAWS SharePoint.

Table 20: Performance Test Cycles and Test Case Status

CYCLE	START DATE	END DATE	SCOPE	TEST CASES STATUS	EXECUTION STATUS
14	12/19/24	01/24/25	Release 25.01.30–January Monthly Release	Scope: Three (3) enhancements/defects in scope. Executions: BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none">▪ Tuesday, January 2 (Completed)▪ Wednesday, January 22 (Completed)	100%

6.2 Training Materials Update

- None for the reporting period.

6.3 Deviations from Plan/Adjustments

- None for the reporting period.

7 SECURITY

7.1 User Conversion

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

7.2 Security

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

- [REDACTED]
 - ✦ [REDACTED]
- DAST
 - ✦ Executed the biweekly Dynamic Application Security Testing (DAST) manual penetration testing test cases and shared the analysis of the security scan reports with the BenefitsCal Development Team on 01/24/24.

- [REDACTED]
 - ✦ [REDACTED]

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

- [REDACTED]
 - ✦ [REDACTED]
- AWS SSO (Shared Services and Outsourcing) for BenefitsCal
 - ✦ Collaborate with the Consortium Security Team to update Amazon Web Services Single Sign-On (AWS SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.