CalSAWS

California Statewide Automated Welfare System

Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: May 5, 2025 – May 18, 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	▪ **Upcoming Monthly Release** – The BenefitsCal Team is planning to deploy May Monthly Release **25.05.29** to BenefitsCal Production.
May Enhancements (Monthly Release 25.05.29)	▪ Nine (9) enhancements will be worked on in the month of May 2025: • Four (4) Partner Support Enhancements: o CSPM-75756: Update e-Message Functionality to receive New Statuses from CalSAWS o CSPM-78796: Test Only: Alternate Formats process for Visually Impaired Applicants and Beneficiaries - CalSAWS Phase II o CSPM-79306: Test Only: Migration of WDTIP Data & Online Screens in CalSAWS o CSPM-39069: EBT Features Phase I: Add deposit date, unify balance display, add transaction name, and separate electronic theft reporting • Three (3) Production Priority Enhancements: o CSPM-79374: Alternate Format Phase II: Update Alternate Format Text on Support Request Homepage o CSPM-79375: CBO Support Assistance Phase II: Add CBO Information on the Before We Begin screen in the application. o CSPM-79529: Update the Locked Account error message during login and password reset to provide clearer language. • One (1) Collaboration Model Enhancement: o CSPM-74296: Collaboration Model - Q1-2024: EBT Transaction Data Expansion (Refunds and Deposits) - PAN to SUID Change in FIS EBT Transactions Rest API Request Parameter • One (1) Technical Enhancements: o CSPM-79168: Technical: Spring Vulnerabilities Upgrade to 3.4.3
GCF (GetCalFresh) Transition Items	▪ Delivered the last set of Transition items with April 2025 Monthly Release: • **#52: Update utilities options for CalFresh applicants in BenefitsCal** o Assumptions confirmed by CDSS CF on 10/03/23.

Status Report Section	Status Agenda Topic
	○ Designs presented to the stakeholders at the February 2025 UCD monthly meeting. ○ Stakeholders approved designs on 03/07/25. ○ Delivered to Production: **April 24, 2025** • **#24: Update CalFresh Application Flow to reduce questions.** ○ The CDSS CF Team provided written confirmation on 08/08/24 stating they agree with the BenefitsCal recommendations. ○ Designs presented to the stakeholders at the February 2025 UCD monthly meeting. ○ Stakeholders approved designs on 03/07/25. ○ Delivered to Production: **April 24, 2025** • **#30, 32: Release of Information (ROI)** ○ CDSS Approved to remove this from Transition tracking since this is tracked with ROI workgroup.
User Centered Design (UCD) Activities	▪ **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 outreach for Take it to the Lab – Account Creation [CSPM-80060]. • Conducted customer sessions for Take it to the Lab – Account Creation [CSPM-80060]. • Conducted Usability Testing for Customer Dashboard Revamp [CSPM-73289]. • Conducted Usability Testing for Document Upload: List of Options [CSPM-75629]. • Conducted Unmoderated Testing for Document Upload: List of Options [CSPM-75629]. ▪ **Enhancements** • Finalized designs for Enhance Display of Linked Cases [CSPM-68270]. • Finalized designs for "Medi-Cal SSApp" [CSPM-78754]. • Continued Collaboration Model: Orange Banner [CSPM-76291]. • Continued Collaboration Model: Browser back button [CSPM-66458]. • Continued designs for Document Upload: 8MB Tooltip [CSPM-71696]. • Finalized designs for Document Upload: List of Options [CSPM-75629]. • Conducted synthesis for BenefitsCal – Adoption. • Started survey design for BenefitsCal – Adoption.

Status Report Section	Status Agenda Topic
	• Created discussion guide and research materials for Take it to the Lab – Account Creation [CSPM-80060]. ▪ **Advocate Engagement** • Finalized May UCD Monthly Meeting materials. • Continued reviewing April UCD Monthly Meeting comment log.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	Deliverable Name	Status	Next Deadline
OWD 01	BenefitsCal Security Management Plan	On Time	FDEL submission 05/23/25
OWD 02	BenefitsCal Identification and Access Control Procedures	On Time	FDEL submission 05/23/25

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 fifty-three (53) active Production defects.
Incidents	On Time	There are fourteen (14) 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** – None for the reporting period.
- **Planned Outages**
  - None for the reporting period.

2 PROJECT MANAGEMENT

2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
  - FWP 25.39: Monthly M&O Report – April 2025 on 05/07/25.
  - FWP 28.37: BenefitsCal Work Plan Monthly Updates – April 2025 on 05/07/25.
  - Draft OWD 01: BenefitsCal Security Management Plan on 05/09/25.
  - Draft OWD 02: BenefitsCal Identification and Access Control Procedures on 05/09/25.

- **Deliverable and Work Product submissions for next reporting period:**
  - Final OWD 01: BenefitsCal Security Management Plan on 05/23/25.
  - Final OWD 02: BenefitsCal Identification and Access Control Procedures on 05/23/25.

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
0056-25	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; Bill.Kelly@fisglobal.com	Scheduled Downtime Notification – 05/25/25	05/06/25	Communications.Infrastructure	Pete Quijada
0061-25	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; Bill.Kelly@fisglobal.com cc: Consortium.RegionalManagers.All; Consortium.SectionDirectors; CalSAWS.All; Communications.Infra@CalSAWS.org; QuijadaP@CalSAWS.org; TombakianM@CalSAWS.org; HoweG@CalSAWS.org; tech.productionoperations@calsaws.org	Scheduled Downtime Notification – 6/1/2025	05/14/25	Communications.Infrastructure	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
312	Delays in completing requirements and design for Single Streamline Application (SSApp) may impact CalSAWS delivery and support	No updates for the reporting period.	Open	Medium	03/17/25	312

2.3.2 Project Issues

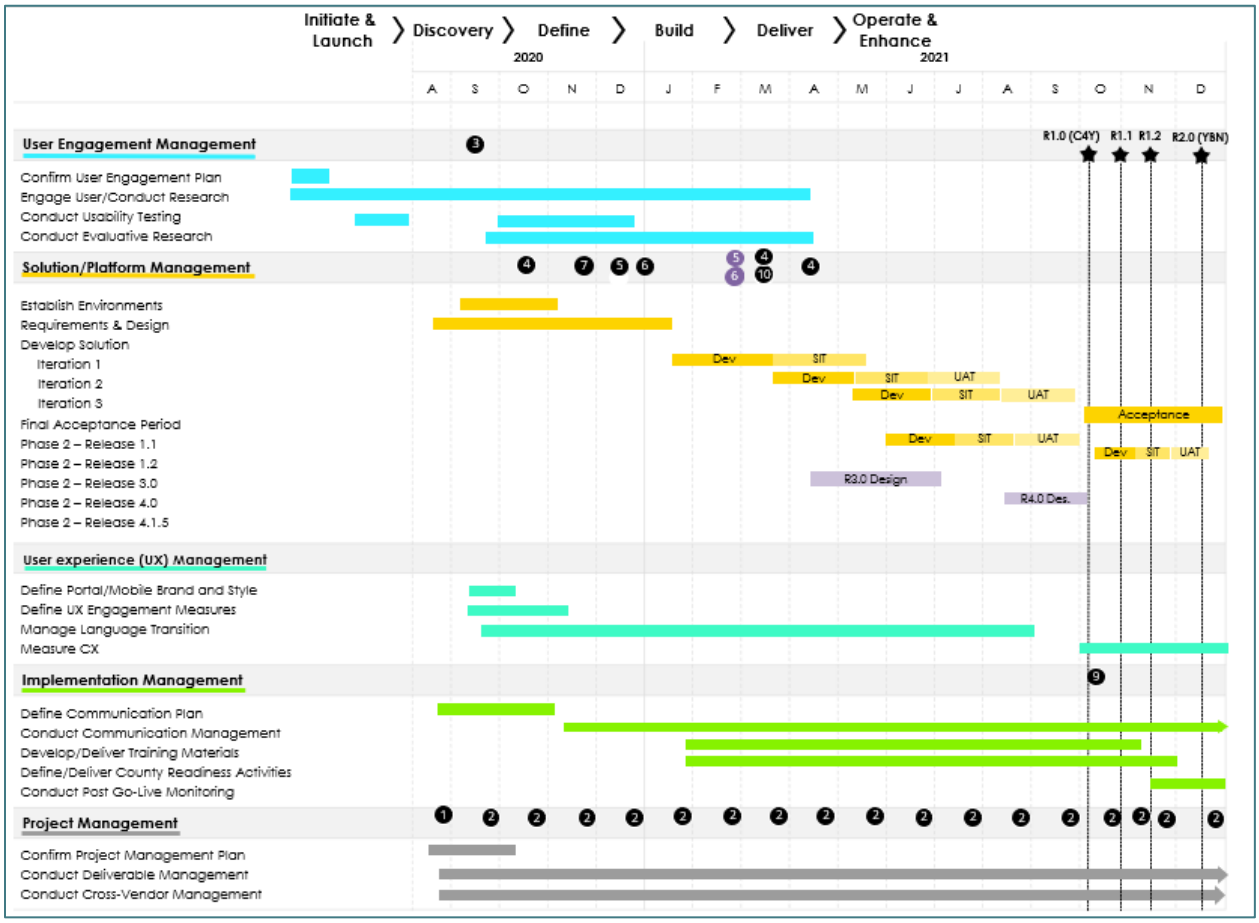
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: CalSAWS SharePoint > Issues Log

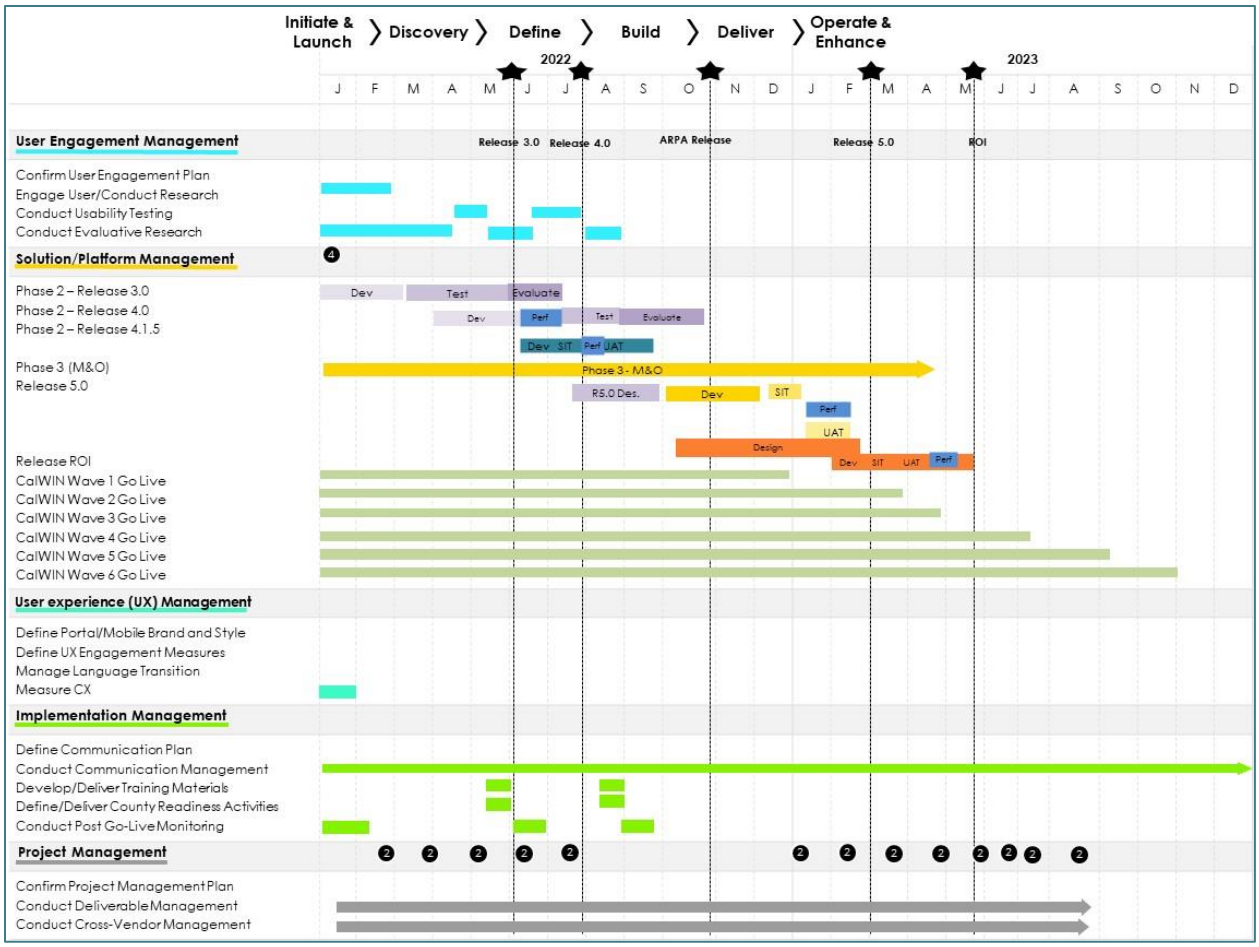
Table 8: Project Issues

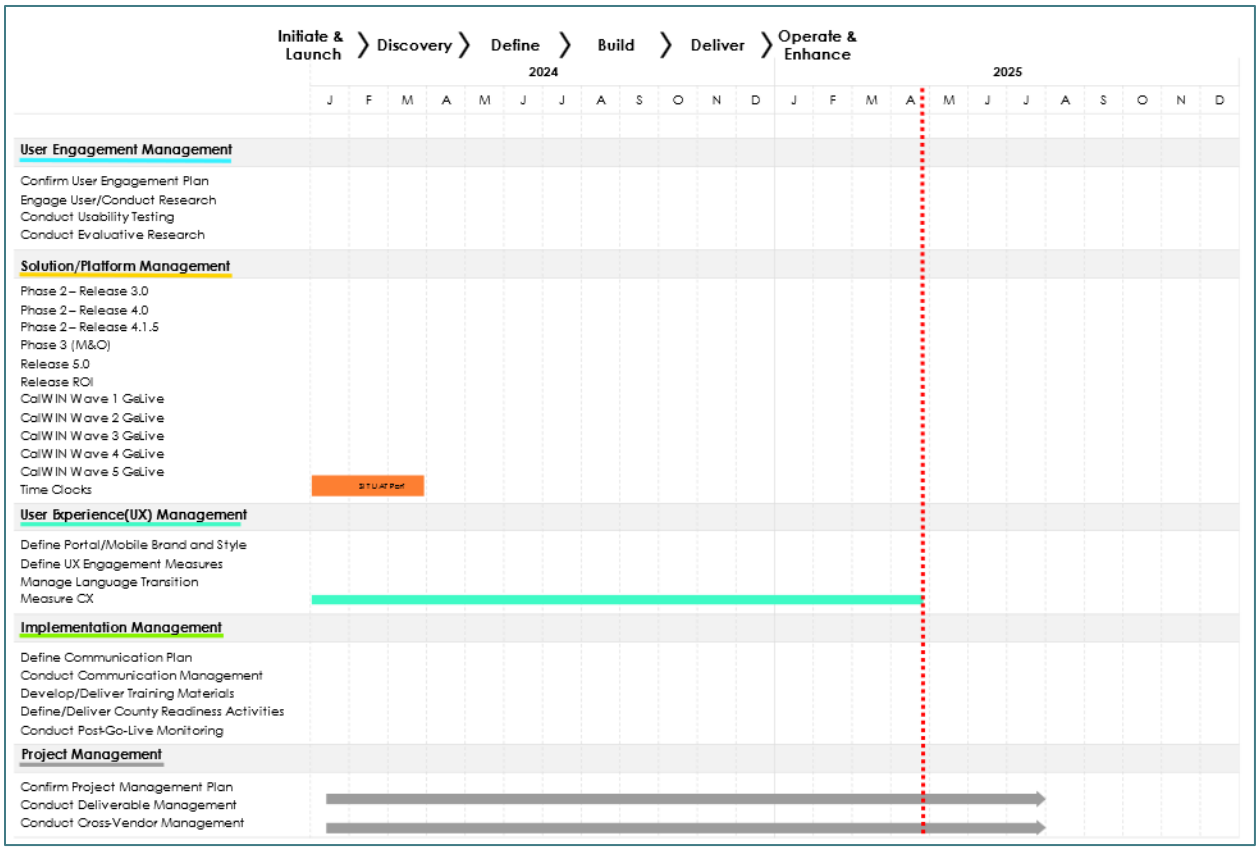
ID	Title	Updates for the Reporting Period	Status	Priority	Date Logged
None.					

2.4 Project Work Plan Reports

Project Timeline




Initiate & Launch
Discovery
Define
Build
Deliver
Operate & Enhance
2022
2023
J F M A M J J A S O N D J F M A M J J A S O N D
User Engagement Management
Release 3.0
Release 4.0
ARPA Release
Release 5.0
ROI
Confirm User Engagement Plan
Engage User/Conduct Research
Conduct Usability Testing
Conduct Evaluative Research
Solution/Platform Management
Phase 2 – Release 3.0
Phase 2 – Release 4.0
Phase 2 – Release 4.1.5
Phase 3 (M&O)
Release 5.0
Release ROI
CalWIN Wave 1 Go Live
CalWIN Wave 2 Go Live
CalWIN Wave 3 Go Live
CalWIN Wave 4 Go Live
CalWIN Wave 5 Go Live
CalWIN Wave 6 Go Live
Dev
Test
Evaluate
Perf
SIT
UAT
Phase 3 - M&O
R5.0 Des.
Design
User experience (UX) Management
Define Portal/Mobile Brand and Style
Define UX Engagement Measures
Manage Language Transition
Measure CX
Implementation Management
Define Communication Plan
Conduct Communication Management
Develop/Deliver Training Materials
Define/Deliver County Readiness Activities
Conduct Post Go-Live Monitoring
Project Management
Confirm Project Management Plan
Conduct Deliverable Management
Conduct Cross-Vendor Management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Build
Deliver
Operate & Enhance
2024
2025
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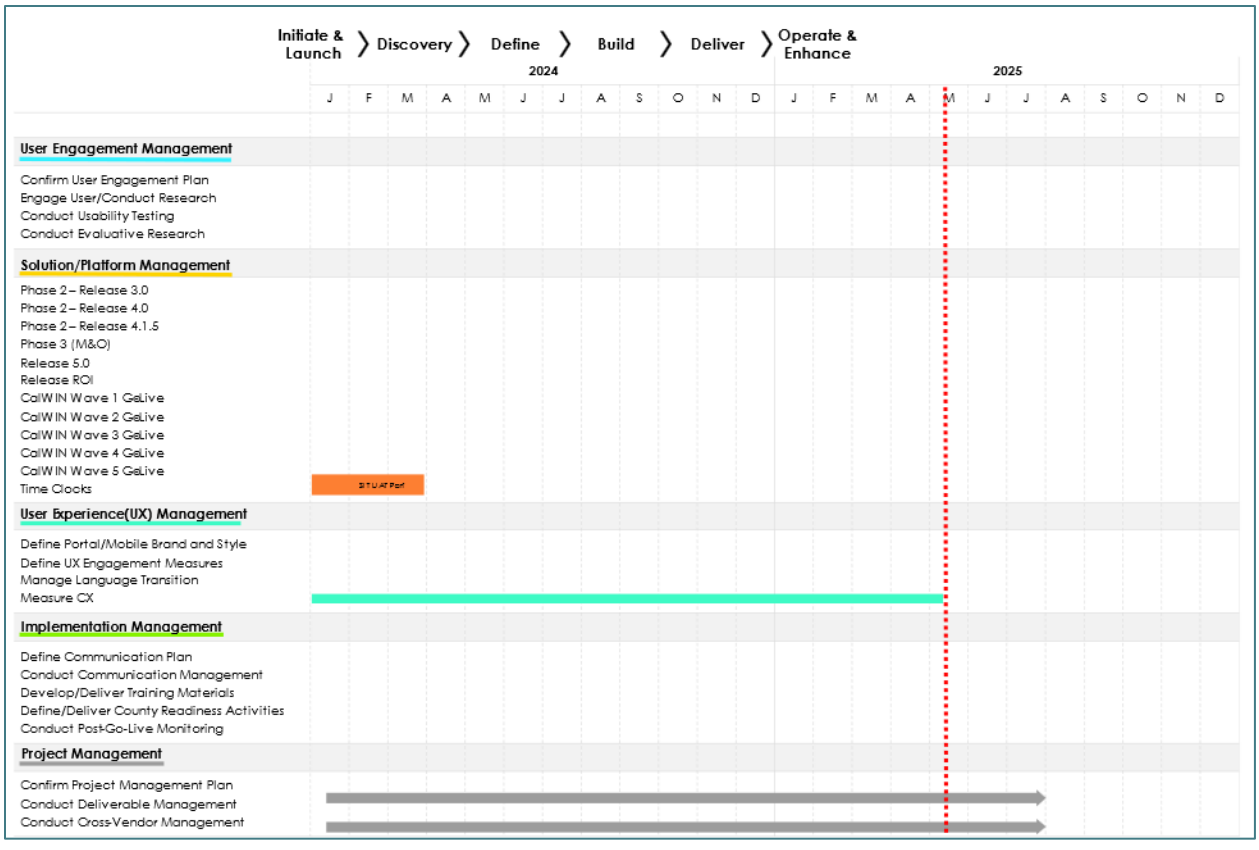
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Conduct Post-Go-Live Monitoring
Project Management
Confirm Project Management Plan
Conduct Deliverable Management
Conduct Cross-Vendor Management

2.5 Project Action Items – Overdue

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

Table 9: Overdue Action Items

ID	Description	Owner	Due Date
None.			

2.6 SIRFRA/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	1
Reopened	1
In Review	0
Withdrawn	0
Total	**4**

- **Completed**:
  - CSPM-80024: Undoc Expansions
- **New/Assigned:**
  - CSPM-80011: SCERFRA 25-933 – SB 420 – Automated Decision Systems
  - CSPM-80048: SCERFRA 25-934 – AB 1337 – Information Practices Act of 1977
- **Re-opened:**
  - CSPM-79763: SCERFRA 25-506 – SB 1254 – CalFresh: Enrollment of Incarcerated Individuals

2.7 Deviation from Plan/Adjustments

- None for the reporting period.

3 BENEFITSCAL COLLABORATION MODEL (CM)

- **Activities from the Reporting Period**

Prioritization in progress for items prioritized in Q4 2023, Q1 2024, and Q2 2024. (They have already been logged in Jira.)

The table below contains the current enhancements prioritized by CM in any quarter and their updates.

Table 11: Enhancements Updates, Prioritized by CM

Issue Type	ID	Summary	Status	Update this Week
Enhancement	CSPM-74296	Collaboration Model - Q1-2024: EBT Transaction Data Expansion (Refunds and Deposits)	Development In Progress	Design completed; FIS finalized the list of transactions; Dev In Progress
Enhancement	CSPM-68270	Collaboration Model: Enhance display of linked cases on BenefitsCal	Prioritization Needed	Tentatively prioritized for June 2025
Enhancement	CSPM-71696	Collaboration Model - Add Help Text on the Document Upload Flow (8MB Tooltip)	Prioritization Needed	Tentatively prioritized for June 2025
Enhancement	CSPM-73298	Collaboration Model: Revamp Customer Dashboard	Prioritization Needed	Tentatively prioritized for June 2025
Enhancement	CSPM-75629	Collaboration Model: Document Upload – List of Options	Prioritization Needed	Tentatively prioritized for July 2025
Enhancement	CSPM-66458	Collaboration Model: Technical change to enable use of the browser back button for unauthenticated pages	Prioritization Needed	Tentatively prioritized for July 2025
Enhancement	CSPM-74299	Collaboration Model – MC RE Flow Language When No Info is on File	Prioritization Needed	Tentatively prioritized for July 2025
Enhancement	CSPM-74295	Collaboration Model – Pronoun Continuity	Prioritization Needed	Tentatively prioritized for July 2025
Enhancement	CSPM-74300	Collaboration Model – Move "Prefer Not to Answer" Demographic Option to End of List	Prioritization Needed	Tentatively prioritized for July 2025
Enhancement	CSPM-76291	Collaboration Model: Orange Banner	Prioritization Needed	Tentatively prioritized for July 2025

- **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.

4 MAINTENANCE AND OPERATIONS

- **Operational Support**
  - Provided operational support for manual reprocessing of a transaction between CalSAWS **and** BenefitsCal.
- **CFA Meeting**
  - None for the reporting period.
- **Daily Partner Coordination Meetings**
  - Conducted daily partner coordination meetings with CalSAWS covering design, development, testing, and release management for defects and enhancements impacting both systems along with production observations.
- **M&O Phases**
  - Completed the initial **acceptance** period and moved into Maintenance and Operations.

4.1 Service Management

4.1.1 Overview

- **Incidents Created**
  - Five (5) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved zero (0) incidents in the biweekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed five (five) incidents in the biweekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged twenty-nine (29) incidents in the biweekly reporting period.
- **Problems Created**
  - The BenefitsCal Tier 3 Team created three (3) problem ticket in the biweekly reporting period.
- **Problems Resolved**
  - The BenefitsCal Tier 3 Team resolved zero (0) problem ticket in the biweekly reporting period.

4.1.2 BenefitsCal Help Desk Metrics

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

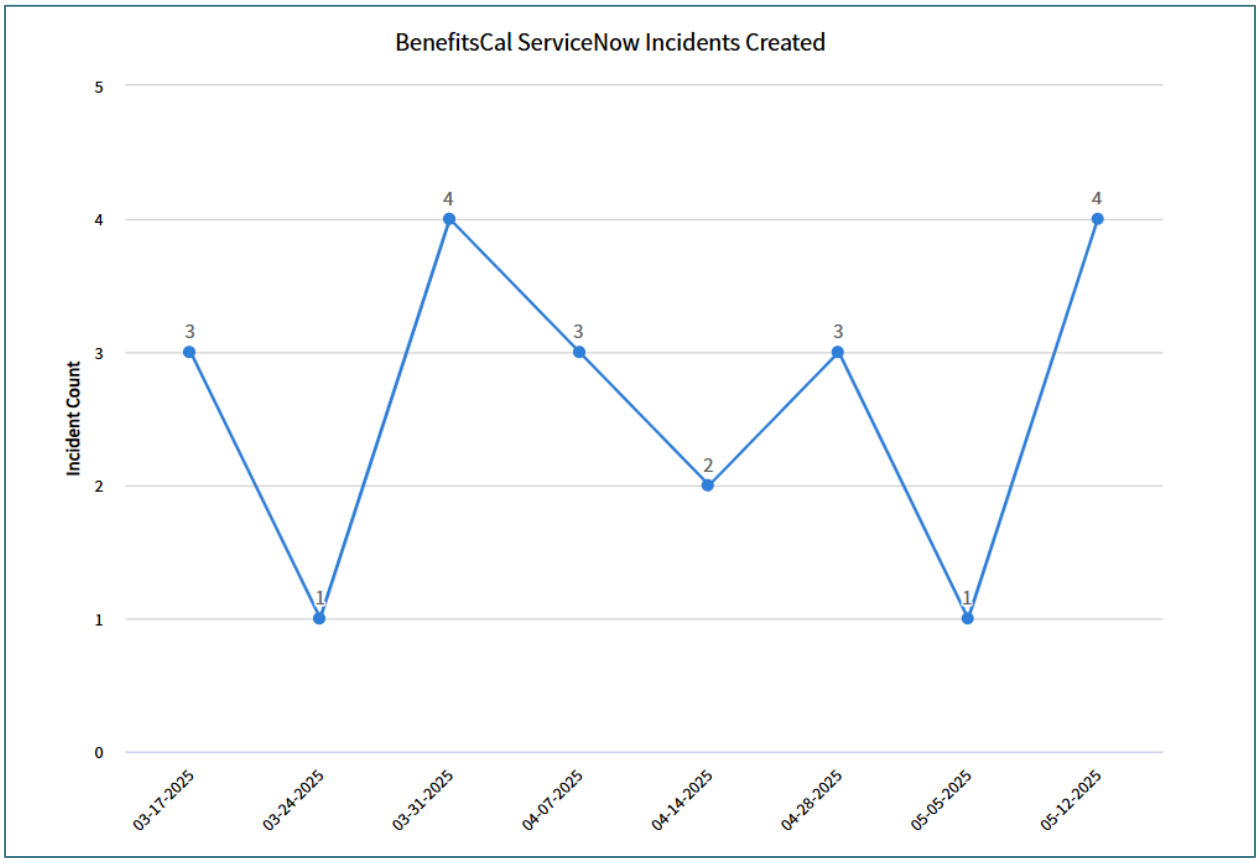


Figure 1: BenefitsCal ServiceNow Incidents Created

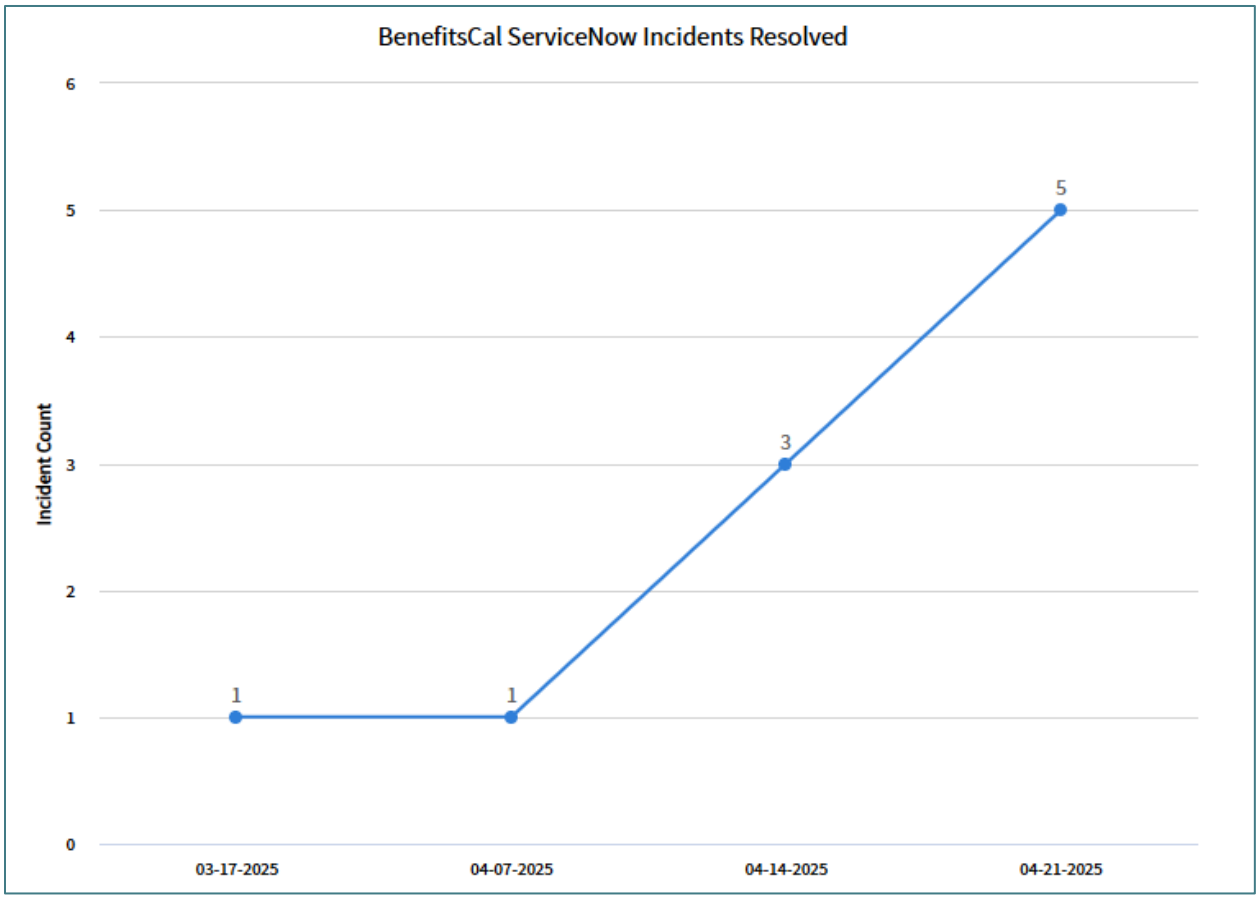


Figure 2: BenefitsCal ServiceNow Incidents Resolved

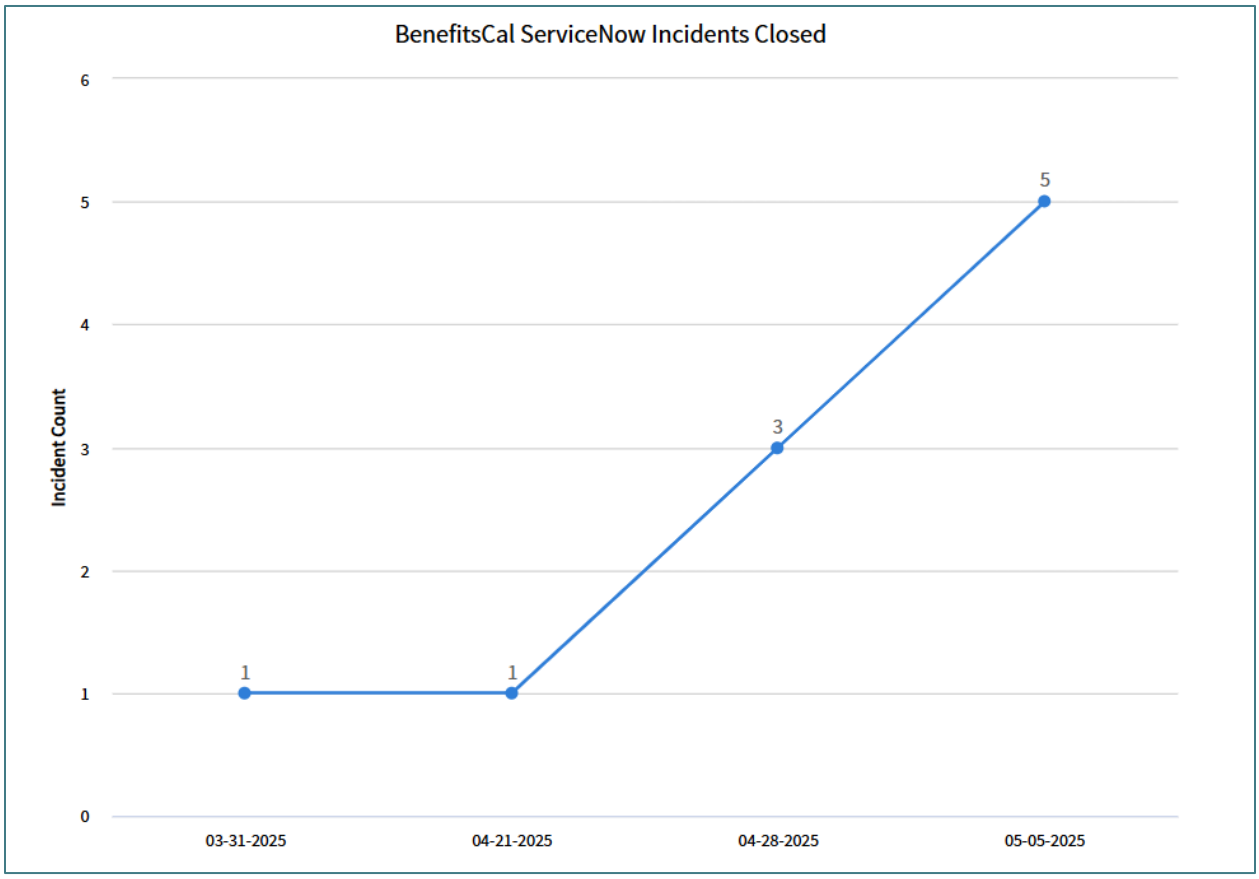


Figure 3: BenefitsCal ServiceNow Incidents Closed

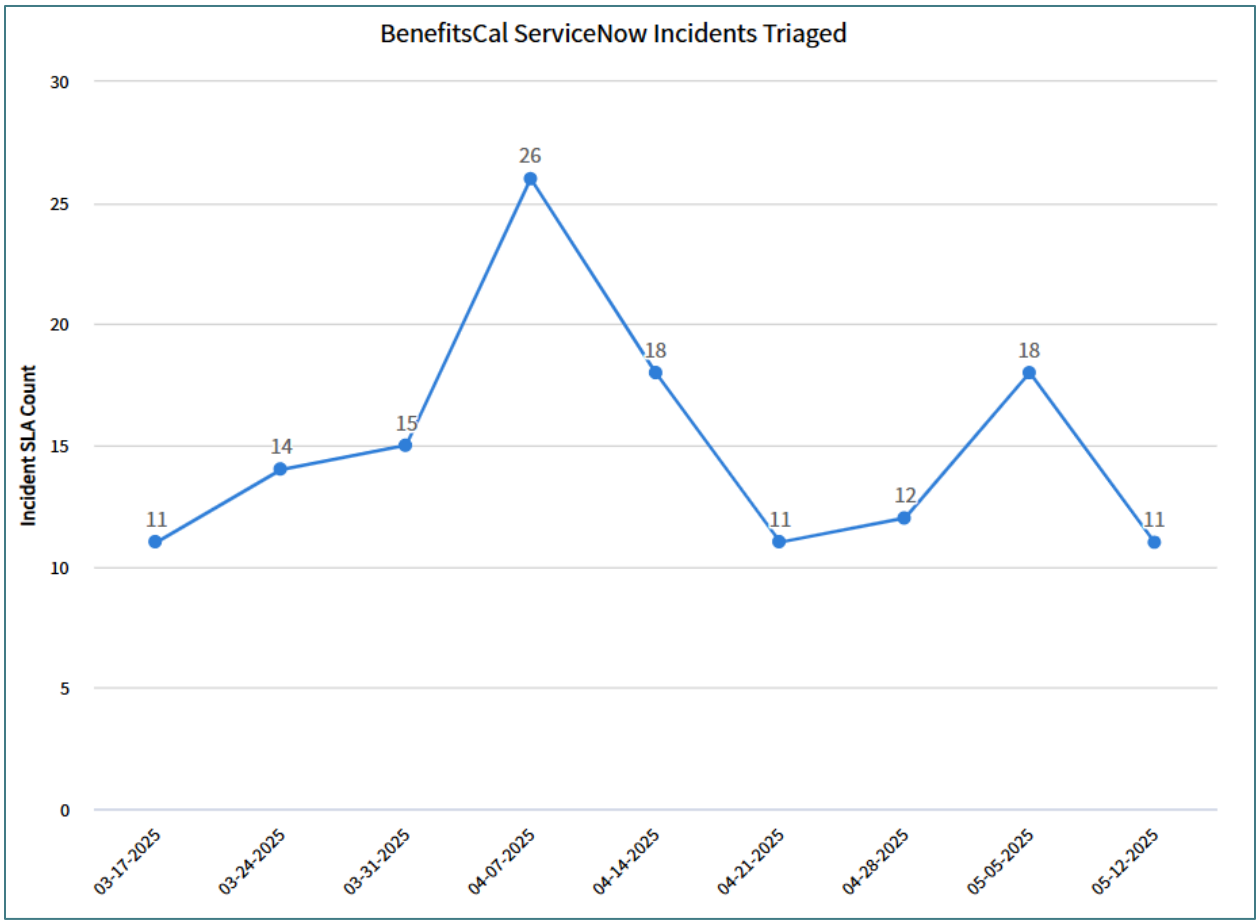


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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

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

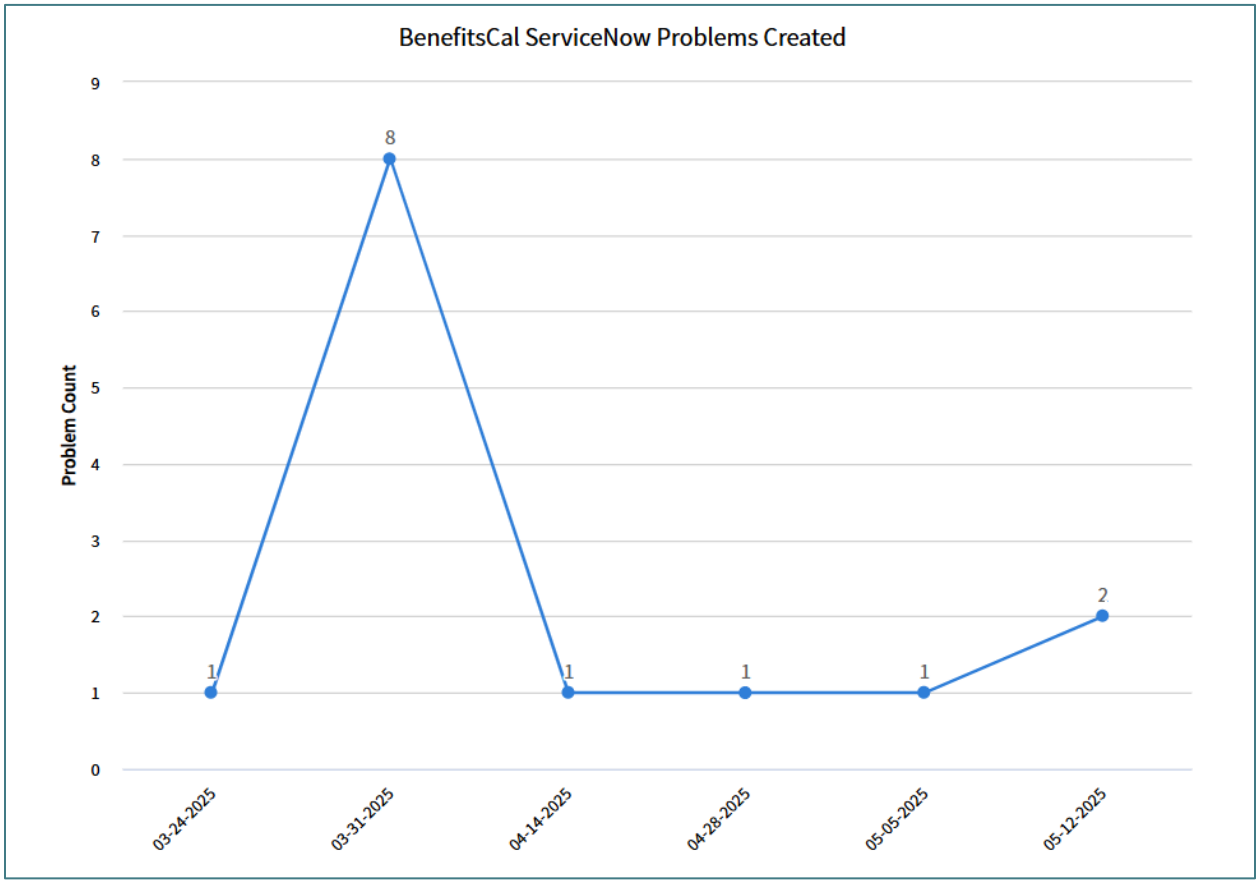


Figure 5: BenefitsCal ServiceNow Problems Created

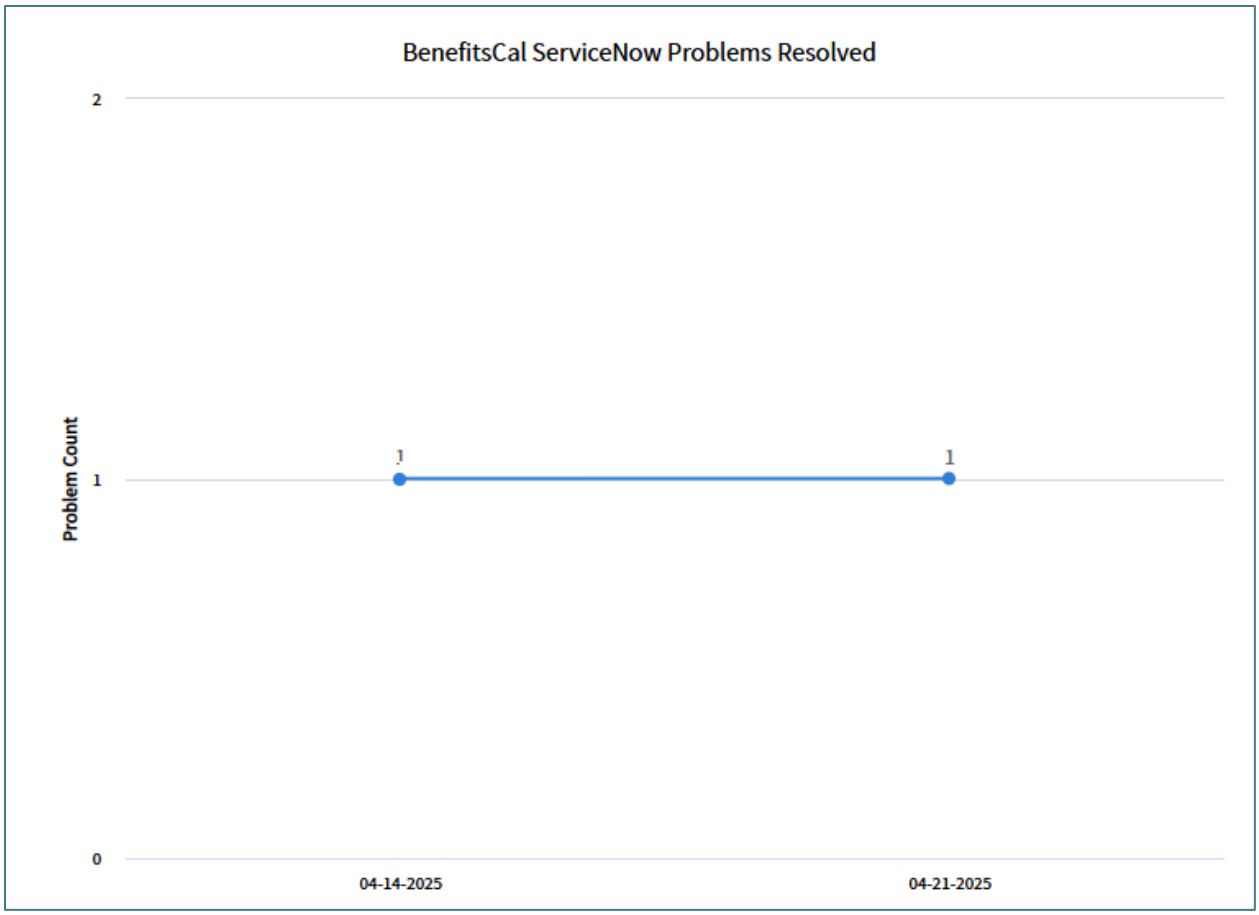


Figure 6: BenefitsCal ServiceNow Problems Resolved

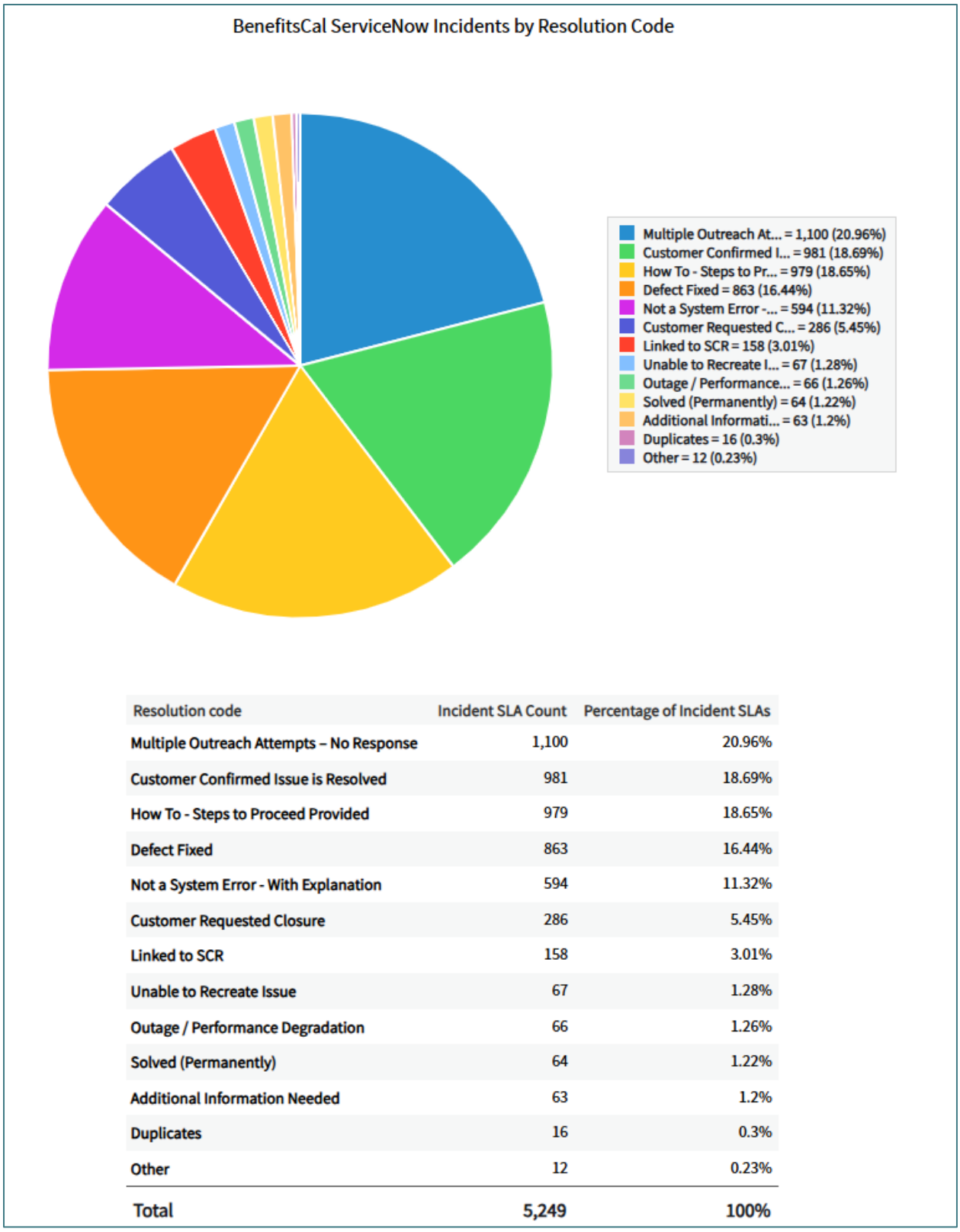
***Note**: The graphs above represent the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.*

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	1	0	0	0	0	0	**3**
On Hold	1	0	1	3	4	2	0	**11**
Closed	0	0	76	365	179	136	3	**759**
Count	**3**	**1**	**77**	**368**	**183**	**138**	**3**	**773**

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

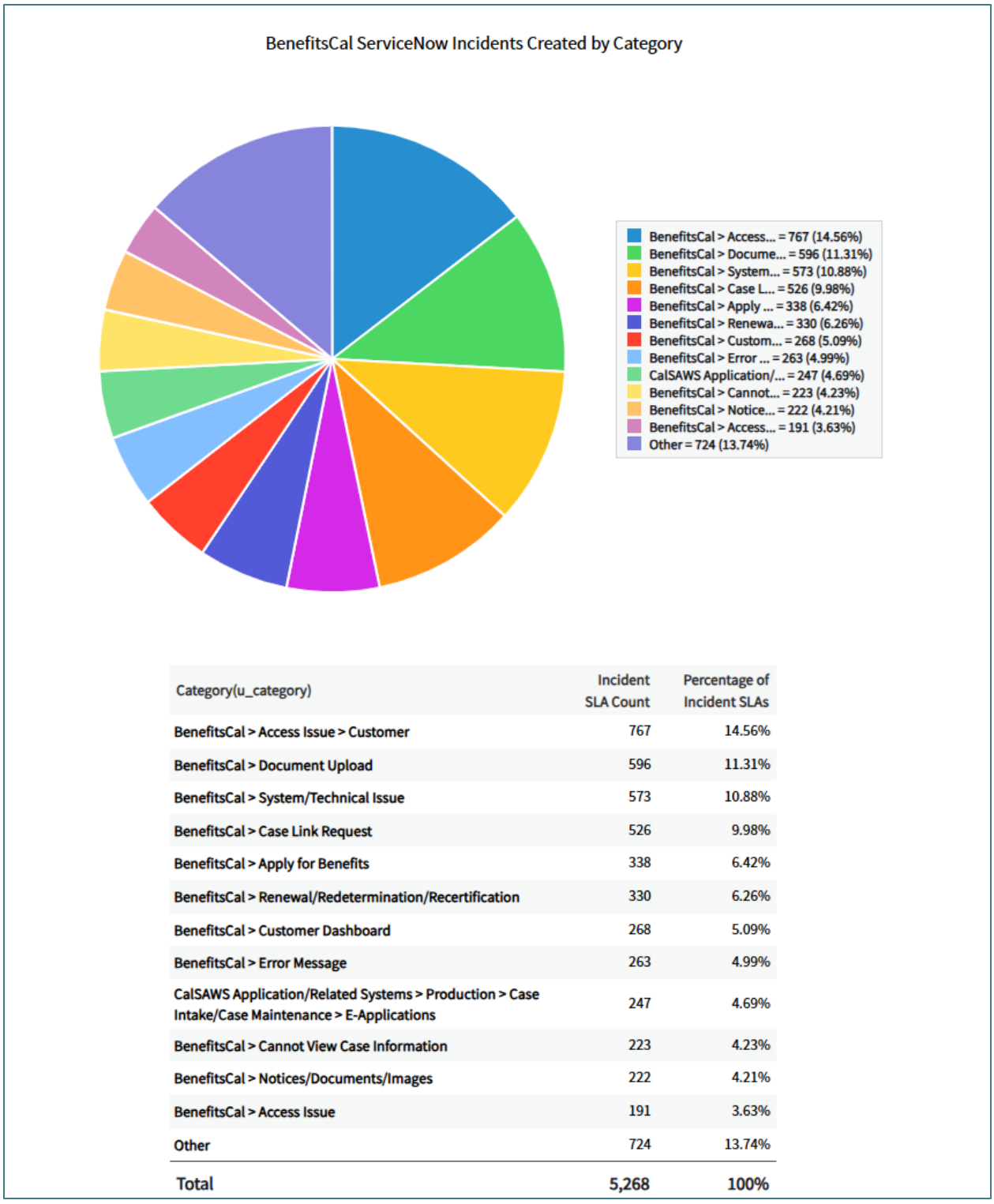
Figure 7: BenefitsCal ServiceNow Incidents by State and Age



Resolution code	Incident SLA Count	Percentage of Incident SLAs
Multiple Outreach Attempts – No Response	1,100	20.96%
Customer Confirmed Issue is Resolved	981	18.69%
How To - Steps to Proceed Provided	979	18.65%
Defect Fixed	863	16.44%
Not a System Error - With Explanation	594	11.32%
Customer Requested Closure	286	5.45%
Linked to SCR	158	3.01%
Unable to Recreate Issue	67	1.28%
Outage / Performance Degradation	66	1.26%
Solved (Permanently)	64	1.22%
Additional Information Needed	63	1.2%
Duplicates	16	0.3%
Other	12	0.23%
Total	**5,249**	**100%**

Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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



Category(u_category)	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	767	14.56%
BenefitsCal > Document Upload	596	11.31%
BenefitsCal > System/Technical Issue	573	10.88%
BenefitsCal > Case Link Request	526	9.98%
BenefitsCal > Apply for Benefits	338	6.42%
BenefitsCal > Renewal/Redetermination/Recertification	330	6.26%
BenefitsCal > Customer Dashboard	268	5.09%
BenefitsCal > Error Message	263	4.99%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	247	4.69%
BenefitsCal > Cannot View Case Information	223	4.23%
BenefitsCal > Notices/Documents/Images	222	4.21%
BenefitsCal > Access Issue	191	3.63%
Other	724	13.74%
Total	**5,268**	**100%**

Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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

4.2 Technology Operations

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

4.3 BenefitsCal Maintenance and Operations

Table 12: BenefitsCal Outages

Scheduled Date	Outage Timeframe	Activity Description
05/09/25	10:00 pm – 2:00 am PST	CalSAWS Application maintenance (maintenance mode)
05/11/25	2:00 pm – 6:30 pm PST	CalSAWS Application maintenance (offline mode)
05/18/25	6:00 am – 11:59 pm PST	CalSAWS Application maintenance (offline mode)
04/30/25	6:00am – 1:00 pm PST	CalSAWS Application maintenance (offline mode)

Table 13: BenefitsCal Upcoming Maintenance

Scheduled Date	Outage Timeframe	Application Mode
05/24/25 - 05/25/25	10:00pm – 2:00 am PST	Hyland Maintenance (Holding queues)
05/29/25	8:00 pm – 9:30 pm PST	BenefitsCal Production Release 25.05.29

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.

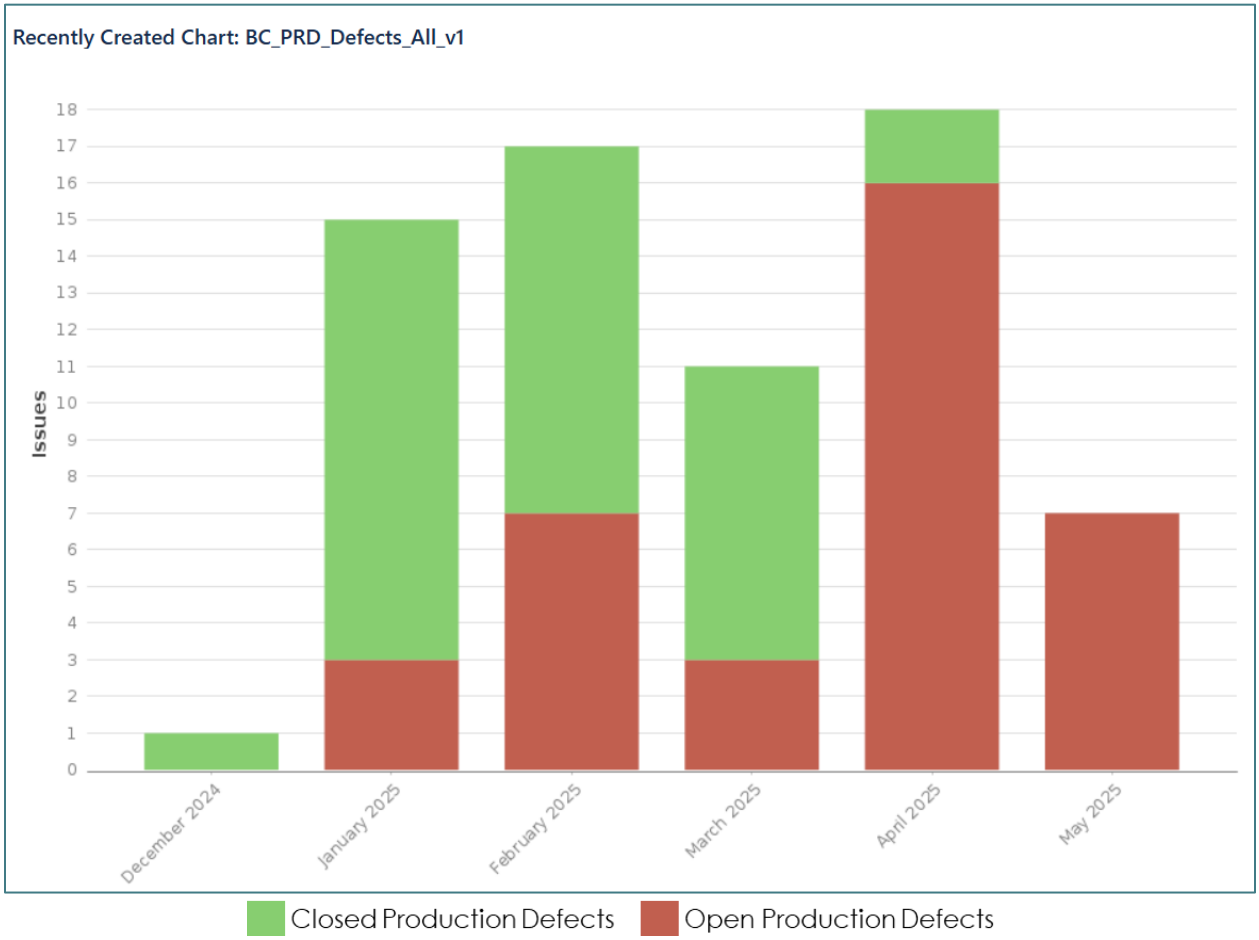


Figure 10: Production Defects Backlog Monthly Trend

4.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

Severity	Release 25.05.29	Release 25.06.26	Release 25.07.31	TBD	Total
1-High	**0**	**0**	**0**	**0**	**0**
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
2-Normal/Medium	**0**	**0**	**0**	**0**	**0**
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
3-Normal/Low	**25**	**12**	**15**	**1**	**53**
New	0	0	0	0	0
In Progress	25	12	15	1	53
Closed	0	0	0	0	0
4-Cosmetic	**0**	**0**	**0**	**0**	**0**
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
Total	***25***	***12***	***15***	***1***	***53***

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

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.05.29 – Monthly	05/29/25	Nine (9) enhancements and twenty-five (25) production defects are planned for User Error Handling, Exception Handling, and Application Summary.

5.2 Requirements and Design

- **Activities for the Reporting Period – Requirements and Design**
  - Designs and Design Meetings
    - Continued design work for the June 2025 enhancements.
    - Hosted the BenefitsCal CWDA Check-in Meeting on 05/05/25.
    - Attended the Project Milestone Meetings with the Consortium and CalSAWS on 05/05/25 and 05/12/25.
    - Hosted the DDI and M&O Biweekly meetings on 05/06/25, 05/08/25, 05/13/25, and 05/15/25.
    - Attended SIRFRAs 1372, 1399, and 1423 Discussion with DHCS on 05/06/25.
    - Hosted BenefitsCal – CalSAWS Connect: EBT on 05/06/25.
    - Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 05/07/25 and 05/14/25.
    - Attended Single Streamline Application (Discussion) with DHCS on 05/07/25.
    - Attended CalSAWS, BenefitsCal, and EBT System Supported Languages Discussion on 05/12/25.
    - Attended Review SUID query pull with more than one SUIDs with FIS and Consortium om 05/12/25.
    - Hosted Medi-Cal SSApp Enhancement - Design Review with CWDA and State Partners on 05/13/25.
    - Hosted PAN to SUID Change Discussion with FIS and Consortium on 05/14/25.
    - Host BenefitsCal Enhancements Pipeline Meeting on 05/15/25.
- **Activities for the Next Reporting Period – Requirements and Design**
  - Designs and Design Meetings
    - Finalize design work for the June 2025 enhancements.
    - Begin design work for the July 2025 enhancements.
    - Host the BenefitsCal CWDA Check-in Meetings on 05/19/25 and 05/26/25.

- Attend the Project Milestone Meetings with the Consortium and CalSAWS on 05/19/25 and 05/26/25.
- Host Prep for May 2025 UCD Monthly Meeting with State Partners on 05/19/25.
- Host the DDI and M&O Biweekly meetings on 05/20/25, 05/22/25, 05/27/25, and 05/29/25.
- Attend NA 1273/eNotification in BenefitsCal Discussion on 05/20/25.
- Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 05/21/25 and 05/28/25.
- Host the BenefitsCal - May 2025 UCD Monthly Meeting with Advocates and State Partners on 05/21/25.
- Host BenefitsCal Enhancements Pipeline Meeting on 05/30/25.

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.
  - **User Engagement**
    - Conducted customer outreach for Take it to the Lab – Account Creation [CSPM-80060].
    - Conducted customer sessions for Take it to the Lab – Account Creation [CSPM-80060].
    - Conducted Usability Testing for Customer Dashboard Revamp [CSPM-73289].
    - Conducted Usability Testing for Document Upload: List of Options [CSPM-75629].
    - Conducted Unmoderated Testing for Document Upload: List of Options [CSPM-75629].
  - **Enhancements**
    - Finalized designs for Enhance Display of Linked Cases [CSPM-68270]
    - Finalized designs for "Medi-Cal SSApp" [CSPM-78754].
    - Continued Collaboration Model: Orange Banner [CSPM-76291]
    - Continued Collaboration Model: Browser back button [CSPM-66458].
    - Continued designs for Document Upload: 8MB Tooltip [CSPM-71696].
    - Finalized designs for Document Upload: List of Options [CSPM-75629].
    - Conducted synthesis for BenefitsCal – Adoption.
    - Started survey design for BenefitsCal – Adoption.
    - Created discussion guide and research materials for Take it to the Lab – Account Creation [CSPM-80060].
  - Advocate Engagement
    - Finalized May UCD Monthly Meeting materials.
    - Continued reviewing April UCD Monthly Meeting 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 May Always-on survey data.
- **User Engagement**
  - Conduct usability testing sessions.
  - Continue customer outreach for Take it to the Lab – Account Creation [CSPM-80060]
  - Conduct customer sessions for Take it to the Lab – Account Creation [CSPM 80060]
  - Conduct Unmoderated Testing for Document Upload: List of Options [CSPM-75629]
- **Enhancements**
  - Continue synthesis for "BenefitsCal – Adoption."
  - Continue Collaboration Model: Browser back button (CSPM-66458).
  - Continue Document Upload: List of Items (CSPM-75629).
- **Advocate Engagement**
  - Respond to April UCD Monthly Meeting comment log.
  - Conduct May UCD Monthly Meeting.

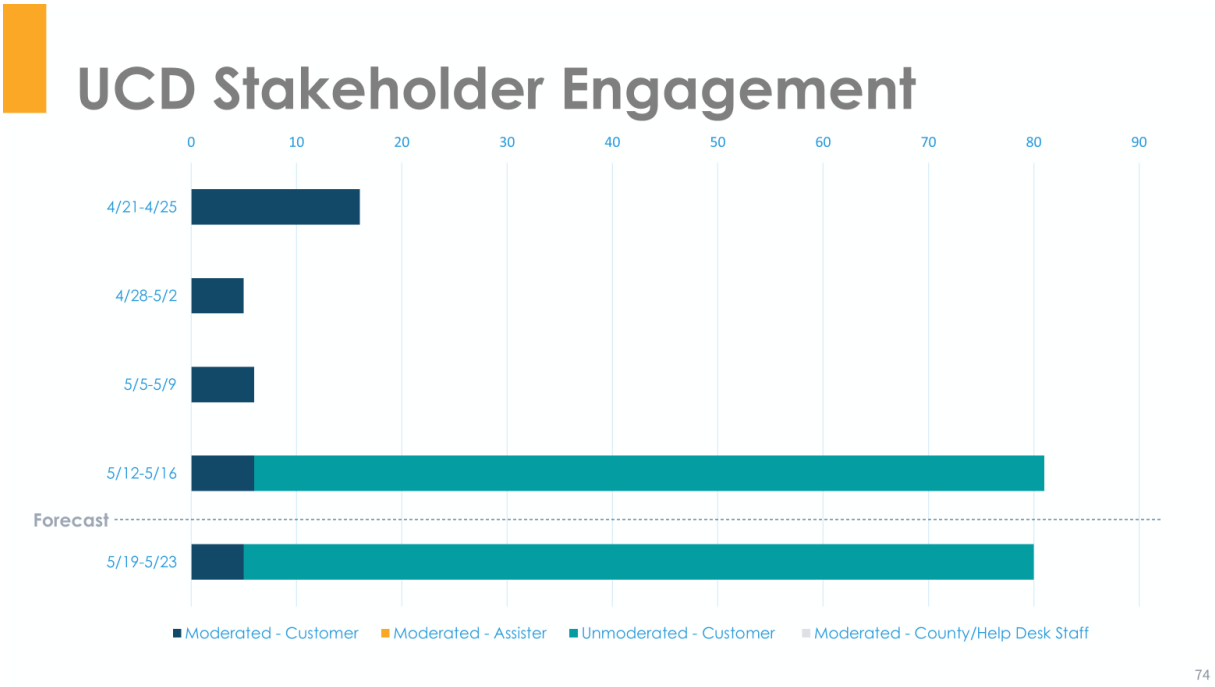


Figure 11: UCD Stakeholder Engagement

5.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

Release	Planned for Week Ending 05/16/25	Actual for Week Ending 05/16/25	Total Planned for the Release	Comments
Release 25.05.29	1	1	9	Release 25.05.29 is planned for deployment on 05/29/25.
Release 25.06.26	1	1	4	Release 25.06.26 is planned for deployment on 06/26/25.

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

Table 17: Planned Enhancement Work

Release	Planned for Week Ending 05/30/25	Total Planned for the Release	Total Completed for the Release	Comments
Release 25.04.24	8	8	8	Release 25.04.24 was deployed to production on 04/24/25.
Release 25.05.29	6	9	9	Release 25.05.29 is planned for deployment on 05/29/25.
Release 25.06.26	2	4	1	Release 25.06.26 is planned for deployment on 06/26/25.

- **Unscheduled Release Updates**
  - **Chatbot**
    - Reported the issues for Chinese, Japanese, and Korean languages to AWS, and have received confirmation that these issues have been resolved.
    - Engaging with 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 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.

5.6 Release Management

- **Release 25.05.29 – May Monthly Release**
  - Validating the tickets planned for the May Monthly Release.

5.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
- **Release 25.05.29 – May Monthly Release**
  - Validating the tickets planned for the May Monthly Release.

5.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.04.24.

Table 18: Automated Regression Scripts Executed in BenefitsCal

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass %	Pass of Executed	Coverage
25.04.24	57	57	0	100	100	CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster CalFresh programs with the Apply for Benefits, Report Change, Renewal, and Recertification for the MC, CF, GA/GR, and SAR 7 flows, IRT (Income Reporting Threshold), TWM along with Appointments, Administrative, ROI and SSA not enabled, E-Signature, Global Search, static validations, EBT2259 and CF303 are covered by automated regression. We will also validate 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, Bulk Doc Upload

***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 25.05.29 – May Monthly Release**
  - BenefitsCal May monthly release performance testing scope includes three (3) enhancements and two (2) defects as "CSPM-75756: Update e-Message

Functionality to receive New Statuses from CalSAWS," "CSPM-79375: CBO Support Assistance Phase II: Add CBO Information on the Before We Begin screen in the application," "CSPM-79168: Technical: Spring Vulnerabilities Upgrade to 3.4.3," "CSPM-79595: CBO Reports: Unresponsive behavior of screen on page load," and "CSPM-79661: Applications are auto re-triggered and end up with 409 status." The performance testing team will update the impacted scripts on the latest codebase to reflect the enhancements and defect changes and ensure all other scripts work as expected.

Table 19: Performance Test Cycles and Test Case Status

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
15	04/28/25	05/23/25	Release 25.07.29 May Monthly Release	**Scope**: Three (3) enhancements and two (2) defects in scope. **Executions:** BenefitsCal isolated Load tests with mock services. ▪ Wednesday, May 21 ▪ Thursday, May 22	60%

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 05/16/25.
- [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 Single Sign-On (SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.