

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: June 2, 2025 – June 15, 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	4
1.2	BenefitsCal Project Status Dashboard	4
1.3	Highlights from the Reporting Period	5
<b>2</b>	<b>PROJECT MANAGEMENT</b>	<b>5</b>
2.1	Deliverable Management	5
2.2	CRFI/CIT Communications	5
2.3	Risks and Issues	7
2.3.1	Project Risks	7
2.3.2	Project Issues	7
2.4	Project Work Plan Reports	8
2.5	Project Action Items – Overdue	10
2.6	SIRFRA/SCERFRA/SIRFRA/SARRA Information	11
2.7	Deviation from Plan/Adjustments	12
<b>3</b>	<b>BENEFITS CAL COLLABORATION MODEL (CM)</b>	<b>12</b>
<b>4</b>	<b>MAINTENANCE AND OPERATIONS</b>	<b>13</b>
4.1	Service Management	13
4.1.1	Overview	13
4.1.2	BenefitsCal Help Desk Metrics	15
4.2	Technology Operations	24
4.3	BenefitsCal Maintenance and Operations	24
4.4	Production Defect Backlog	25
4.4.1	Release Schedule Production Defect Fix	26
4.5	Production Operations	26
4.6	Deviation from Plan/Adjustments	26
<b>5</b>	<b>APPLICATION DEVELOPMENT AND TEST</b>	<b>27</b>
5.1	Priority Release Summary	27
5.2	Requirements and Design	27
5.3	User Centered Design (UCD)	28
5.4	Development	30
5.5	User Acceptance Test (UAT) Planning	31
5.6	Release Management	31

5.7	System Test Execution.....	31
5.7.1	Automated Regression Test (ART) Coverage .....	32
<b>6</b>	<b>PERFORMANCE TEST.....</b>	<b>33</b>
6.1	Performance Test .....	33
6.2	Training Materials Update .....	33
6.3	Deviations from Plan/Adjustments .....	33
<b>7</b>	<b>SECURITY .....</b>	<b>33</b>
7.1	User Conversion .....	33
7.2	Security .....	34

## TABLE OF TABLES

Table 1:	Bi-Weekly Status Agenda Topics .....	3
Table 2:	Deliverable Summary .....	4
Table 3:	Status Dashboard .....	4
Table 4:	CITs .....	5
Table 5:	CRFIs .....	6
Table 6:	Overdue CRFIs .....	6
Table 7:	Project Risks .....	7
Table 8:	Project Issues .....	7
Table 9:	Overdue Action Items .....	10
Table 10:	Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests.....	11
Table 11:	Enhancements Updates, Prioritized by CM .....	12
Table 12:	BenefitsCal Outages .....	24
Table 13:	BenefitsCal Upcoming Maintenance .....	24
Table 14:	Production Defect Fix – Release Schedule.....	26
Table 15:	BenefitsCal Upcoming Releases.....	27
Table 16:	Enhancement Actuals for Reporting Period .....	30
Table 17:	Planned Enhancement Work .....	30
Table 18:	Automated Regression Scripts Executed in BenefitsCal.....	32
Table 19:	Performance Test Cycles and Test Case Status .....	33

## TABLE OF FIGURES

Figure 1:	BenefitsCal ServiceNow Incidents Created .....	15
Figure 2:	BenefitsCal ServiceNow Incidents Resolved .....	16
Figure 3:	BenefitsCal ServiceNow Incidents Closed.....	17
Figure 4:	BenefitsCal ServiceNow Incidents Triaged.....	18
Figure 5:	BenefitsCal ServiceNow Problems Created .....	19
Figure 6:	BenefitsCal ServiceNow Problems Resolved .....	20
Figure 7:	BenefitsCal ServiceNow Incidents by State and Age .....	21
Figure 8:	BenefitsCal ServiceNow Incidents by Resolution Code .....	22
Figure 9:	BenefitsCal ServiceNow Incidents Created by Category.....	23
Figure 10:	Production Defects Backlog Monthly Trend.....	25
Figure 11:	UCD Stakeholder Engagement.....	29

# 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>▪ <b>Priority Release</b> – The BenefitsCal Team successfully deployed the June Priority Release <b>25.06.05</b> to BenefitsCal Production.</li> <li>▪ <b>Priority Release</b> – The BenefitsCal Team successfully deployed June Priority Release <b>25.06.15</b> to BenefitsCal Production.</li> <li>▪ <b>Upcoming Monthly Release</b> – The BenefitsCal Team is planning to deploy June Monthly Release <b>25.06.26</b> to BenefitsCal Production.</li> </ul>
June Enhancements (Priority Release 25.06.05, No Deployment Dependency)	<ul style="list-style-type: none"> <li>▪ Two (2) Enhancements were delivered to Production on 5<sup>th</sup> June 2025:</li> <li>• One (1) Collaboration Model Enhancement: <ul style="list-style-type: none"> <li>○ 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</li> </ul> </li> <li>• One (1) Production Priority Enhancement: <ul style="list-style-type: none"> <li>○ CSPM-39069: EBT Features Phase I: Add deposit date, unify balance display, add transaction name, separate electronic theft reporting, and add additional details to transactions</li> </ul> </li> <li>▪ One (1) Production Priority Enhancement was delivered to Production on 9<sup>th</sup> June 2025:</li> <li>• CSPM-80201: Translations for EBT Enhancement Announcement on BenefitsCal <ul style="list-style-type: none"> <li>○ This enhancement was deployed to Production via Admin module, and did not have any deployment dependency</li> </ul> </li> </ul>
June Enhancements (June Priority Release 25.06.15, June Monthly Release 25.06.26)	<ul style="list-style-type: none"> <li>▪ Three (3) enhancements will be worked on in the month of June 2025:</li> <li>• One (1) Collaboration Model Enhancements: <ul style="list-style-type: none"> <li>○ CSPM-73298: Collaboration Model: Revamp Customer Dashboard</li> </ul> </li> <li>• Two (2) Partner Support Enhancements: <ul style="list-style-type: none"> <li>○ CSPM-75755: Update SAR 7 to Send CW/CF Income and IRT Related Information</li> <li>○ CSPM-78463: Accelerated Enrollment (AE) Notices</li> </ul> </li> </ul>
GCF (GetCalFresh) Transition Items	<ul style="list-style-type: none"> <li>▪ GCF Parity was met with delivery of Parity Numbers #24 and #52 in April 2024. There are no outstanding items at this time,</li> </ul>

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	confirmed with CDSS on the GCF Parity Meeting on 05/28/2025.
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> </ul> </li> <li>▪ <b>User Engagement</b> <ul style="list-style-type: none"> <li>• Continue customer outreach for Take it to the Lab – Account Creation [CSPM-80060]</li> <li>• Conduct customer sessions for Take it to the Lab – Account Creation [CSPM 80060]</li> </ul> </li> <li>▪ <b>Enhancements</b> <ul style="list-style-type: none"> <li>• Finalize synthesis for “BenefitsCal – Adoption.”</li> <li>• Continue design for Collaboration Model: Move "Prefer Not to Answer" Demographic Option to End of List [CSPM-74300].</li> <li>• Started designs for Collaboration Model: MC RE Flow Language When No Info is on File [CSPM-74299].</li> <li>• Continue designs for Collaboration Model – Q1-2024: Pronoun Continuity [CSPM-74295].</li> <li>• Continue designs for Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458].</li> </ul> </li> <li>▪ <b>Advocate Engagement</b> <ul style="list-style-type: none"> <li>• Respond to May UCD Monthly Meeting comment log.</li> <li>• Develop June UCD Monthly Meeting materials.</li> <li>• Host prep calls for June UCD Monthly Meeting.</li> </ul> </li> </ul>

### 1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 24.30	CX Bimonthly Report (Apr/May 2025)	On Time	DDEL submission 06/27/25

## 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 forty-one (41) active Production defects.
Incidents	On Time	There are thirteen (13) open Tier 3 incidents.

### 1.3 Highlights from the Reporting Period

- **Priority Release** – The BenefitsCal Team successfully deployed Priority Release **25.06.05** to BenefitsCal Production.
- **Priority Release** – The BenefitsCal Team successfully deployed Priority Release **25.06.15** to BenefitsCal Production.
- **Emergency Release** – None for the reporting period.
- **Monthly Release** – None for the reporting period.
- **Planned Outages**
  - Thursday, 06/05/25 8:00 pm to 9:30 pm PST
  - BenefitsCal Priority Release 25.06.05
  - Sunday, 06/15/25 7:00 am to 8:30 am PST
  - BenefitsCal Priority Release 25.06.15

## 2 PROJECT MANAGEMENT

### 2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
  - FWP 25.40: Monthly M&O Report – May 2025 on 06/06/25.
  - FWP 28.38: BenefitsCal Work Plan Monthly Updates – May 2025 on 06/06/25.
  - Final OWD 03: BenefitsCal Incident Response Plan and Procedures on 06/12/25.
  - Draft OWD 04: BenefitsCal Contingency Plan and Procedures on 06/08/25.
  - Draft OWD 05: BenefitsCal Risk Assessment Procedures on 06/08/25.
- **Deliverable and Work Product submissions for next reporting period:**
  - DWP 24.30: CX Bimonthly Report (Apr/May 2025) on 06/20/25.
  - Final OWD 04: BenefitsCal Contingency Plan and Procedures on 06/20/25.
  - Final OWD 05: BenefitsCal Risk Assessment Procedures on 06/20/25.

### 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
0070-25	Regional Managers (All); PPOCs (All); Consortium Section Directors;	GetCalFresh Sunsetting: Transition to BenefitsCal by July 1, 2025  Revised GetCalFresh Application Assistance Tool Retiring: Transition to	06/03/25 Revised 06/09/25	Marsale Eramya	Carrie White

CIT ID	To	SUBJECT	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
		BenefitsCal by July 1, 2025			
0071-25	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@calaws.org	Scheduled Downtime Notification – 6/27/2025	06/09/25	Clay Erickson	Pete Quijada
0072-25	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@calaws.org	Scheduled Downtime Notification – 6/29/2025	06/09/25	Communications.Infra@CalSAWS.org	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	<b>June 1, 2025:</b> DHCS requirements changes completed. Early Trigger Date changed 6/27/25 and Trigger Date changed to 7/25/25 since SSApp is on track for 25.09 completion.;	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](#)

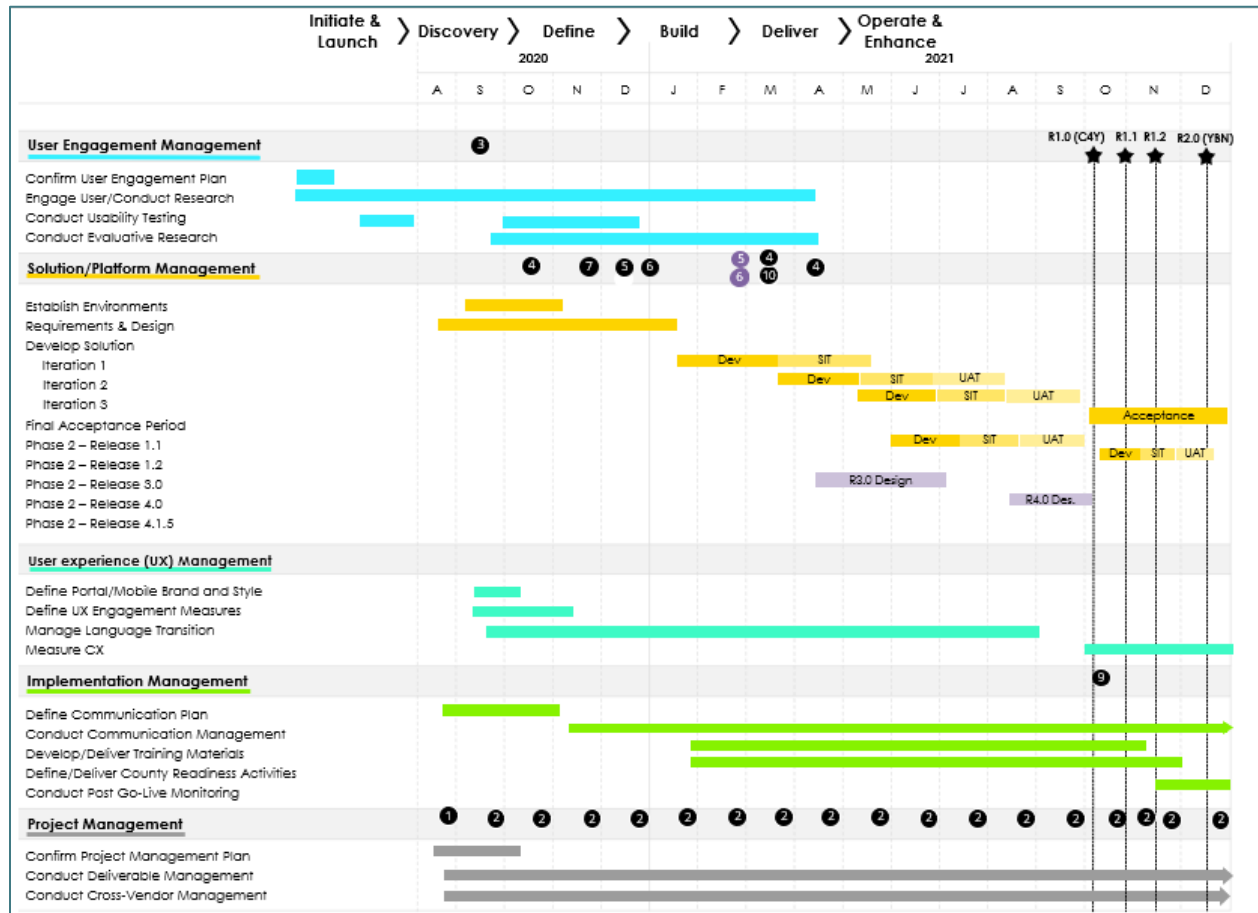
Table 8: Project Issues

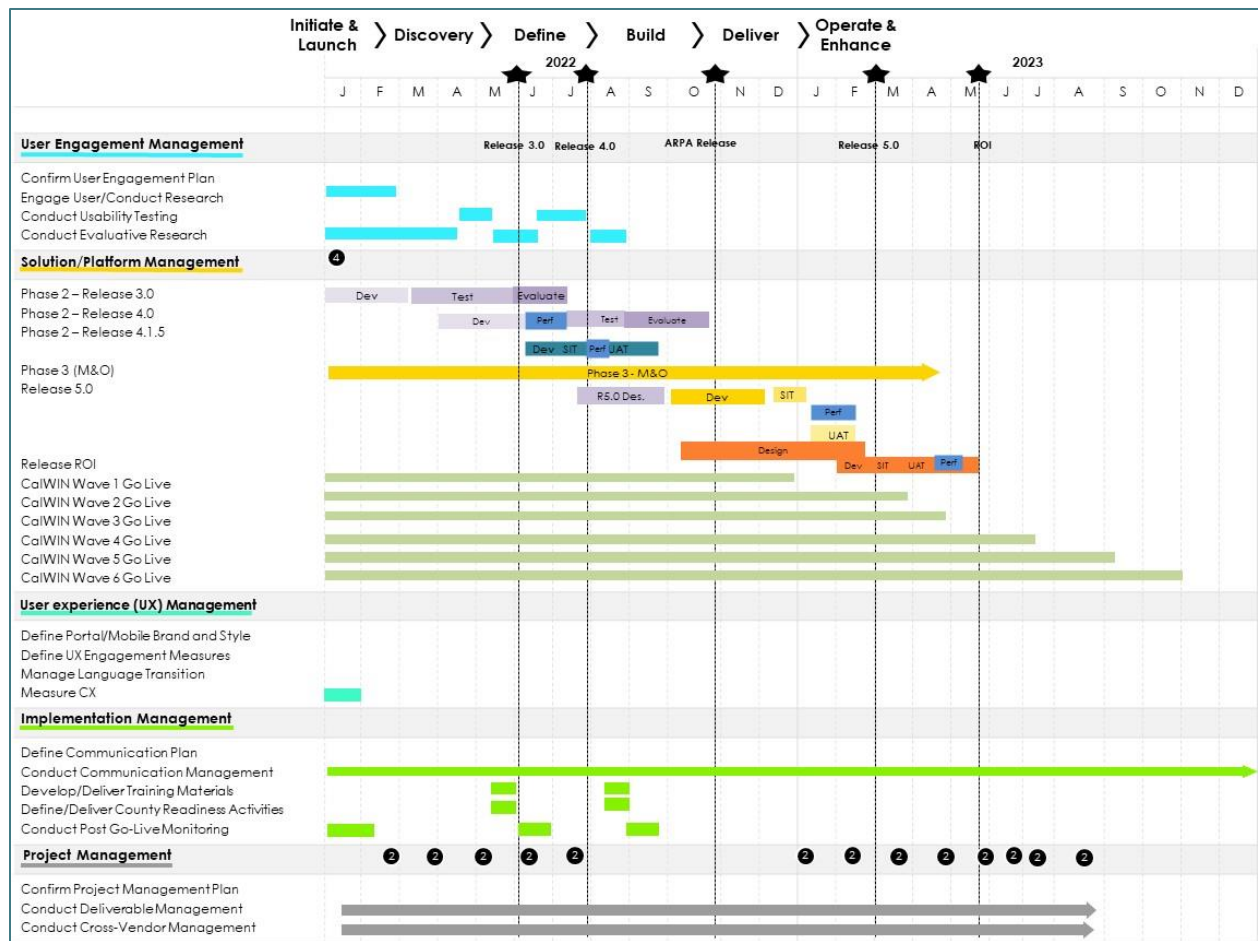
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

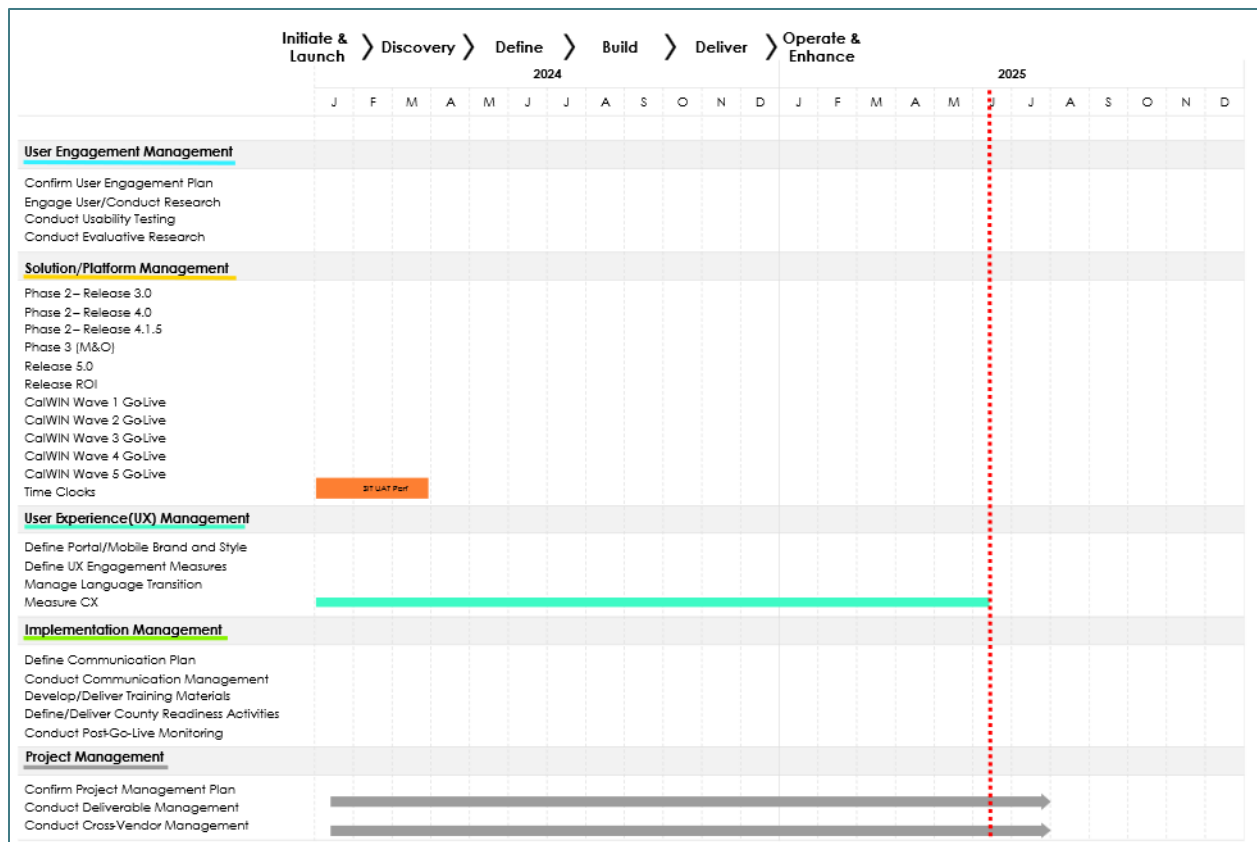


## 2.4 Project Work Plan Reports

### Project Timeline







## 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	1
Completed	9
Reopened	0
In Review	2
Withdrawn	0
<b>TOTAL</b>	<b>12</b>

### ■ Completed:

- CSPM-80281: SIRFRA 1444 – AB 1337 information Practices Act of 1977
- CSPM-80213: SCERFRA 25-511 – ABAWD Automation
- CSPM-80204: SIRFRA 1443 – VCI Restoration
- CSPM-79135: SCERFRA 25-918 – AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information
- CSPM-80212: SCERFRA 25-510 – Reimagine CalWORKs Coalition Proposal
- CSPM-80202: SCERFRA 25-509 – WTW Flow Proposal
- CSPM-80118: SCERFRA 25-508 – SUA Final Rule
- CSPM-79763: SCERFRA 25-506 – SB 1254 – CalFresh: Enrollment of Incarcerated Individuals
- CSPM-80098: SCERFRA 25-507 – EBT Benefit Type for Family Reunification

### ■ New/Assigned:

- CSPM-80280: SIRFRA 4018 – EBT Training & Cardholder Notification Requirements

### ■ In Review:

- CSPM-80332: SCERFRA 25-514 – BenefitsCal Accepting Homeless Assistance Requests (CW 42)
- CSPM-80294: SCERFRA 25-512 – CalFresh Impact Analysis – One Big Beautiful Bill Act (HR 1)

## 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 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)	Closed	Deployed to Production on 06/05/2025.
Enhancement	CSPM-73298	Collaboration Model: Revamp Customer Dashboard	Development In Progress	Design complete, development in progress; Prioritized for June 2025.
Enhancement	CSPM-68270	Collaboration Model: Enhance display of linked cases on BenefitsCal	Ready for Prioritization	Design in progress, tentatively prioritized for July 2025
Enhancement	CSPM-71696	Collaboration Model - Add Help Text on the Document Upload Flow (8MB Tooltip)	Ready for Prioritization	Design in progress, tentatively prioritized for July 2025
Enhancement	CSPM-74299	Collaboration Model – MC RE Flow Language When No Info is on File	Ready for Prioritization	Design in progress, tentatively prioritized for July 2025
Enhancement	CSPM-74295	Collaboration Model – Pronoun Continuity	Ready for Prioritization	Design in progress, tentatively prioritized for July 2025
Enhancement	CSPM-74300	Collaboration Model – Move “Prefer Not to Answer” Demographic Option to End of List	Ready for Prioritization	Design in progress, tentatively prioritized for July 2025
Enhancement	CSPM-75629	Collaboration Model: Document Upload – List of Options	Prioritization Needed	Tentatively prioritized for August 2025

ISSUE TYPE	ID	SUMMARY	STATUS	UPDATE THIS WEEK
Enhancement	CSPM-66458	Collaboration Model: Technical change to enable use of the browser back button for unauthenticated pages	Prioritization Needed	Tentatively prioritized for August 2025
Enhancement	CSPM-76291	Collaboration Model: Orange Banner	Prioritization Needed	Tentatively prioritized for August 2025
Enhancement	CSPM-74269	Collaboration Model: CBO Account Creation	Prioritization Needed	Tentatively prioritized for August 2025
Enhancement	CSPM-74297	Collaboration Model: Error Message Display During Account Creation	Prioritization Needed	Tentatively prioritized for August 2025
Enhancement	CSPM-74298	Collaboration Model: Student Exemption for LPIE in CalFresh	Prioritization Needed	Tentatively prioritized for August 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

- Ninety-seven (97) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.

■ **Incidents Resolved**

- The BenefitsCal Tier 3 Team resolved Ninety-seven (97) incident 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 one hundred twenty-two (122) incidents in the biweekly reporting period.

■ **Problems Created**

- The BenefitsCal Tier 3 Team created two (2) problem ticket in the biweekly reporting period.

■ **Problems Resolved**

- The BenefitsCal Tier 3 Team resolved three (3) 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.

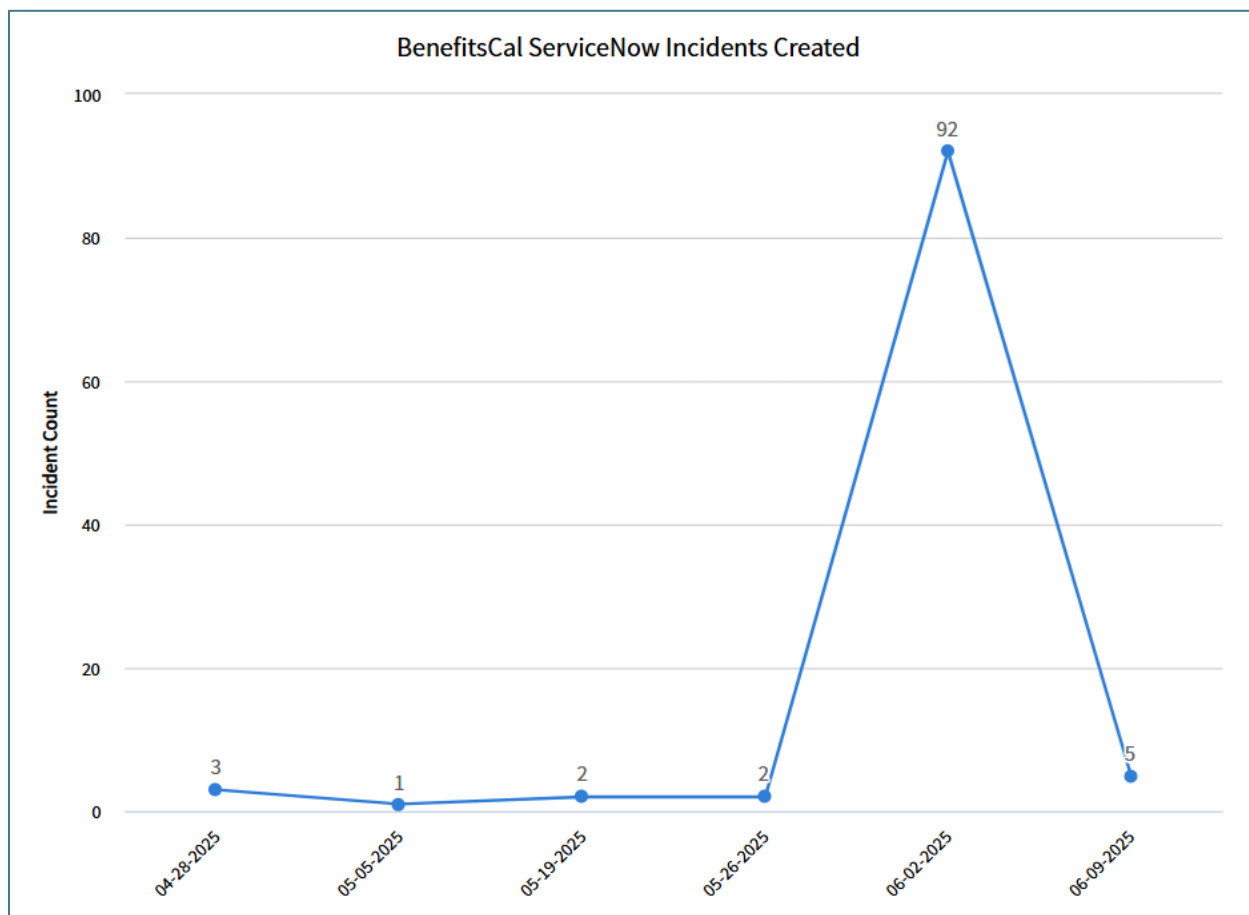


Figure 1: BenefitsCal ServiceNow Incidents Created



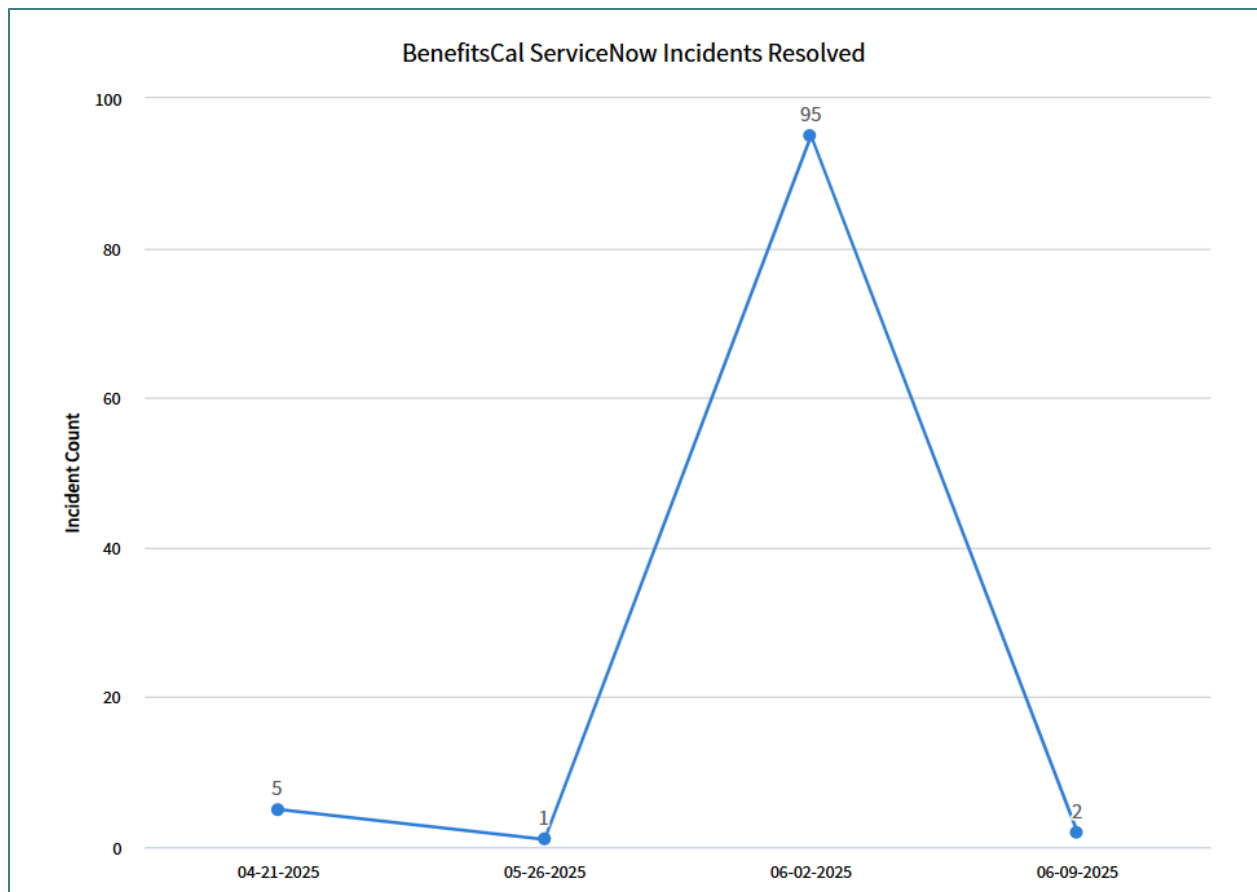


Figure 2: BenefitsCal ServiceNow Incidents Resolved

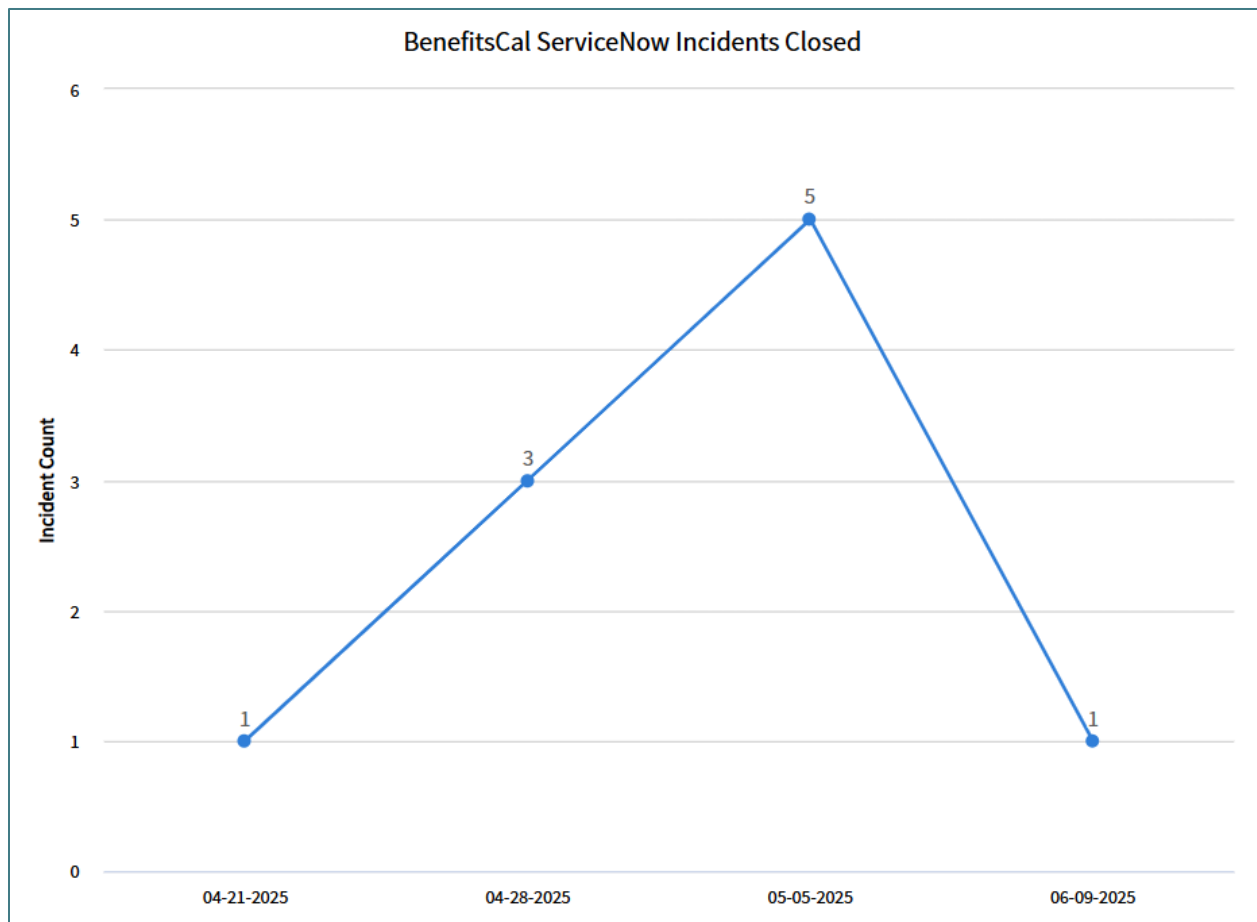


Figure 3: BenefitsCal ServiceNow Incidents Closed

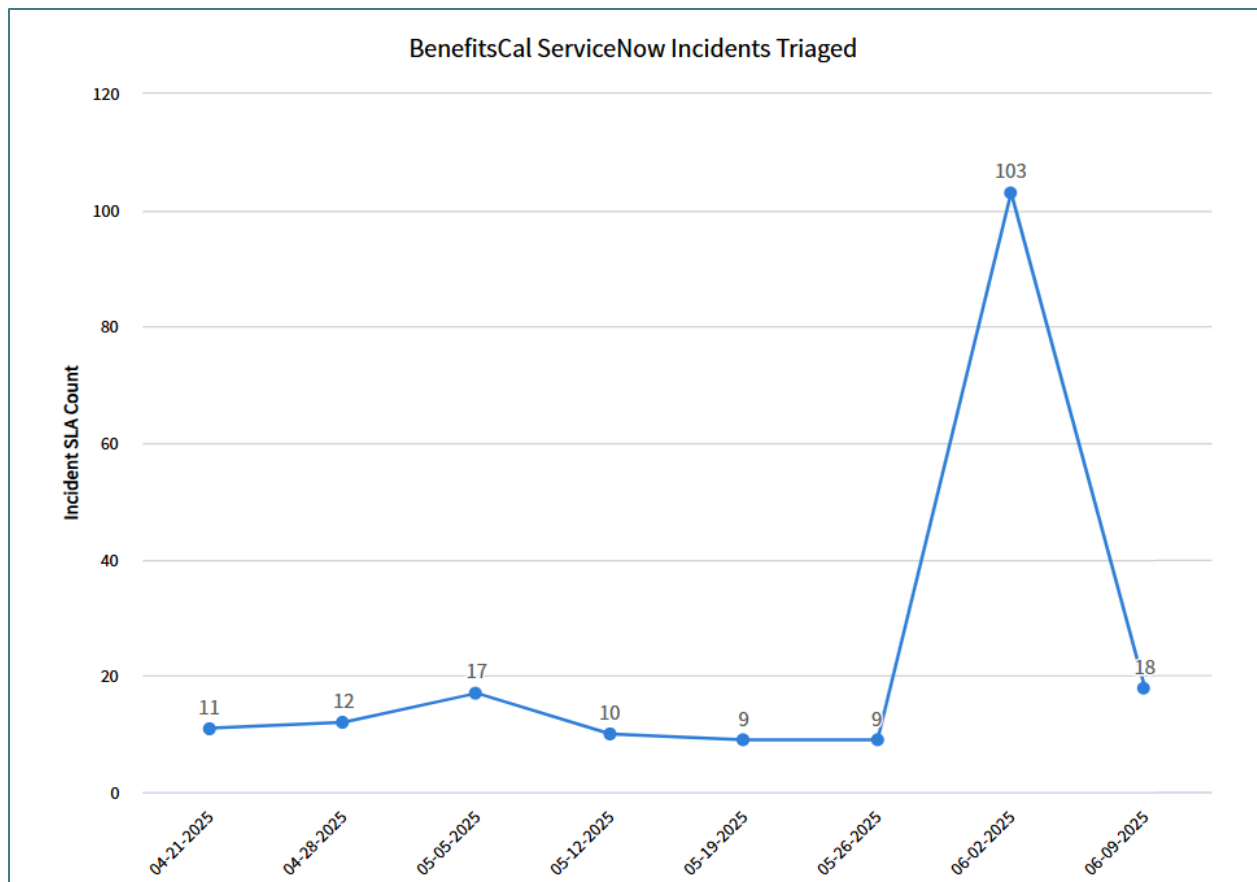


Figure 4: BenefitsCal ServiceNow Incidents Triaged

**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.

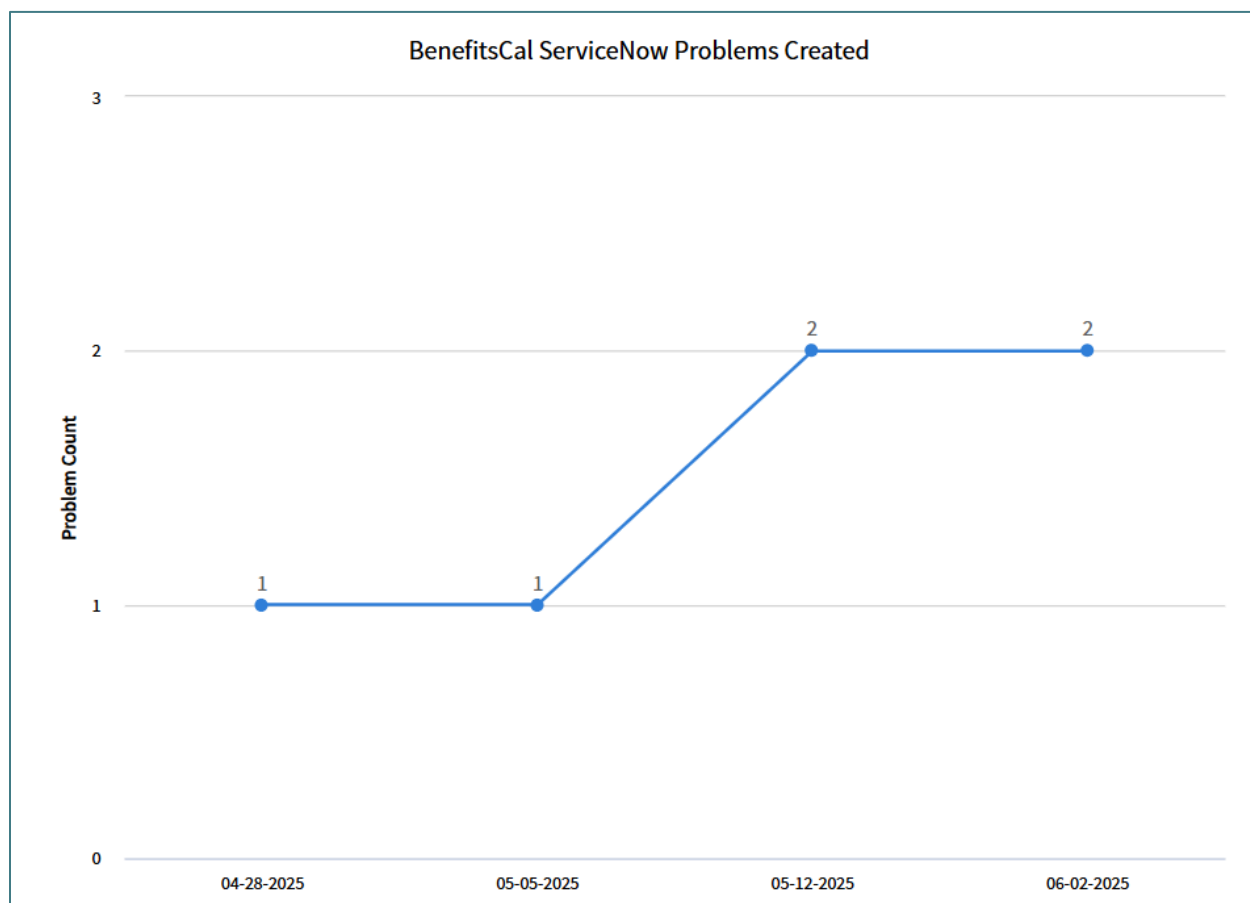


Figure 5: BenefitsCal ServiceNow Problems Created

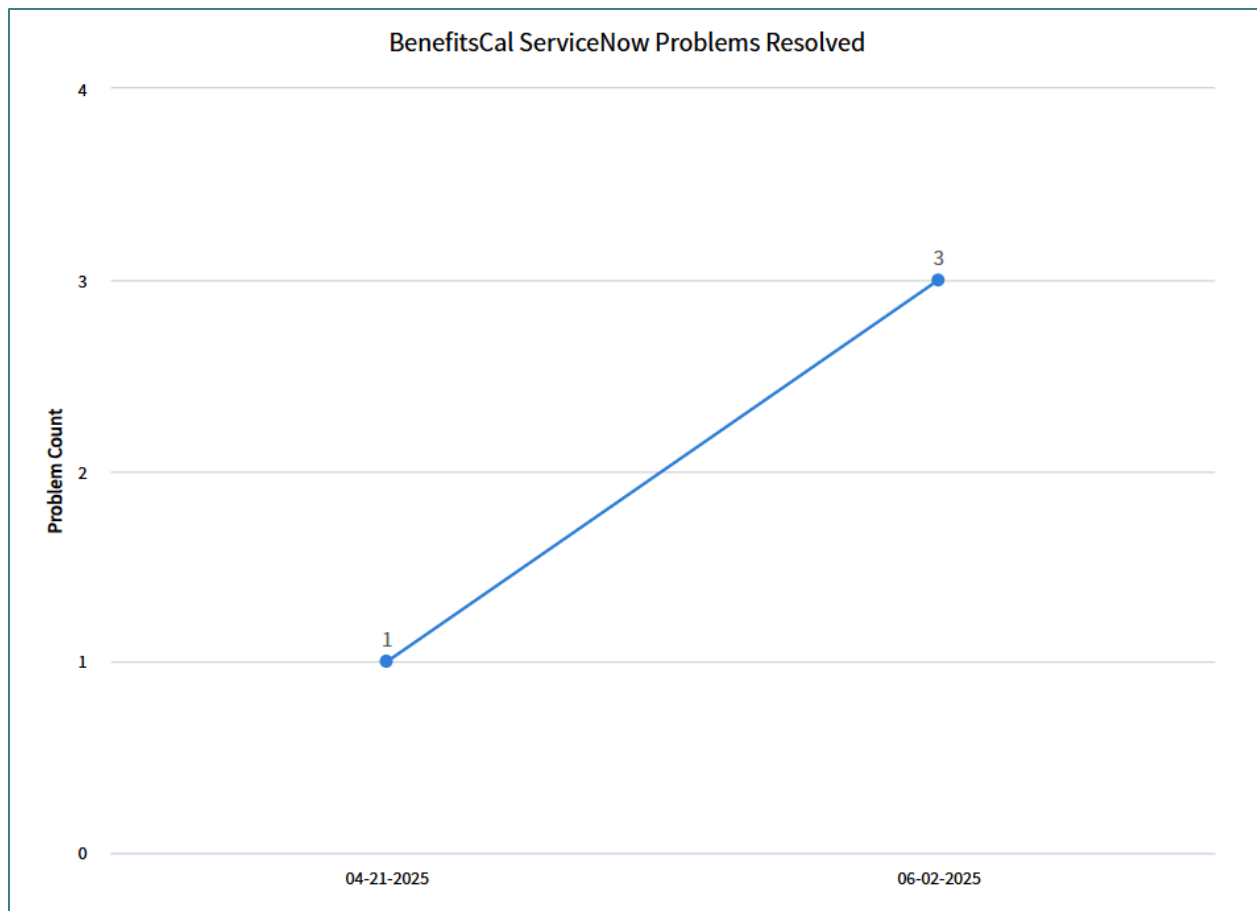


Figure 6: BenefitsCal ServiceNow Problems Resolved

**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

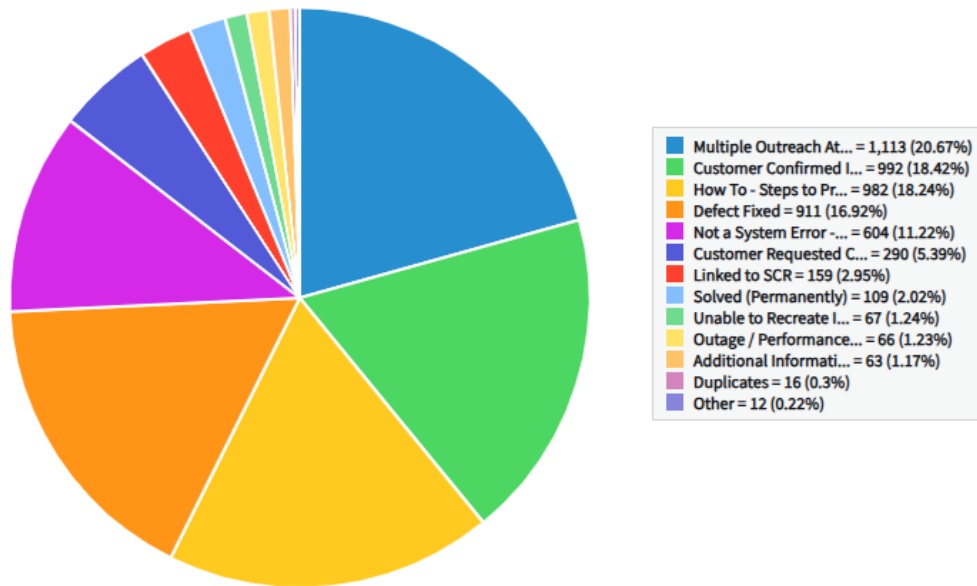
State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New		3	0	1	0	0	0	0	4
On Hold		1	0	1	1	4	2	0	9
Resolved		1	2	88	3	0	3	0	97
Closed		0	0	76	365	179	137	3	760
Count		5	2	166	369	183	142	3	870

#### 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

BenefitsCal ServiceNow Incidents by Resolution Code



Resolution code	Incident SLA Count	Percentage of Incident SLAs
Multiple Outreach Attempts – No Response	1,113	20.67%
Customer Confirmed Issue is Resolved	992	18.42%
How To - Steps to Proceed Provided	982	18.24%
Defect Fixed	911	16.92%
Not a System Error - With Explanation	604	11.22%
Customer Requested Closure	290	5.39%
Linked to SCR	159	2.95%
Solved (Permanently)	109	2.02%
Unable to Recreate Issue	67	1.24%
Outage / Performance Degradation	66	1.23%
Additional Information Needed	63	1.17%
Duplicates	16	0.3%
Other	12	0.22%
<b>Total</b>	<b>5,384</b>	<b>100%</b>

Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

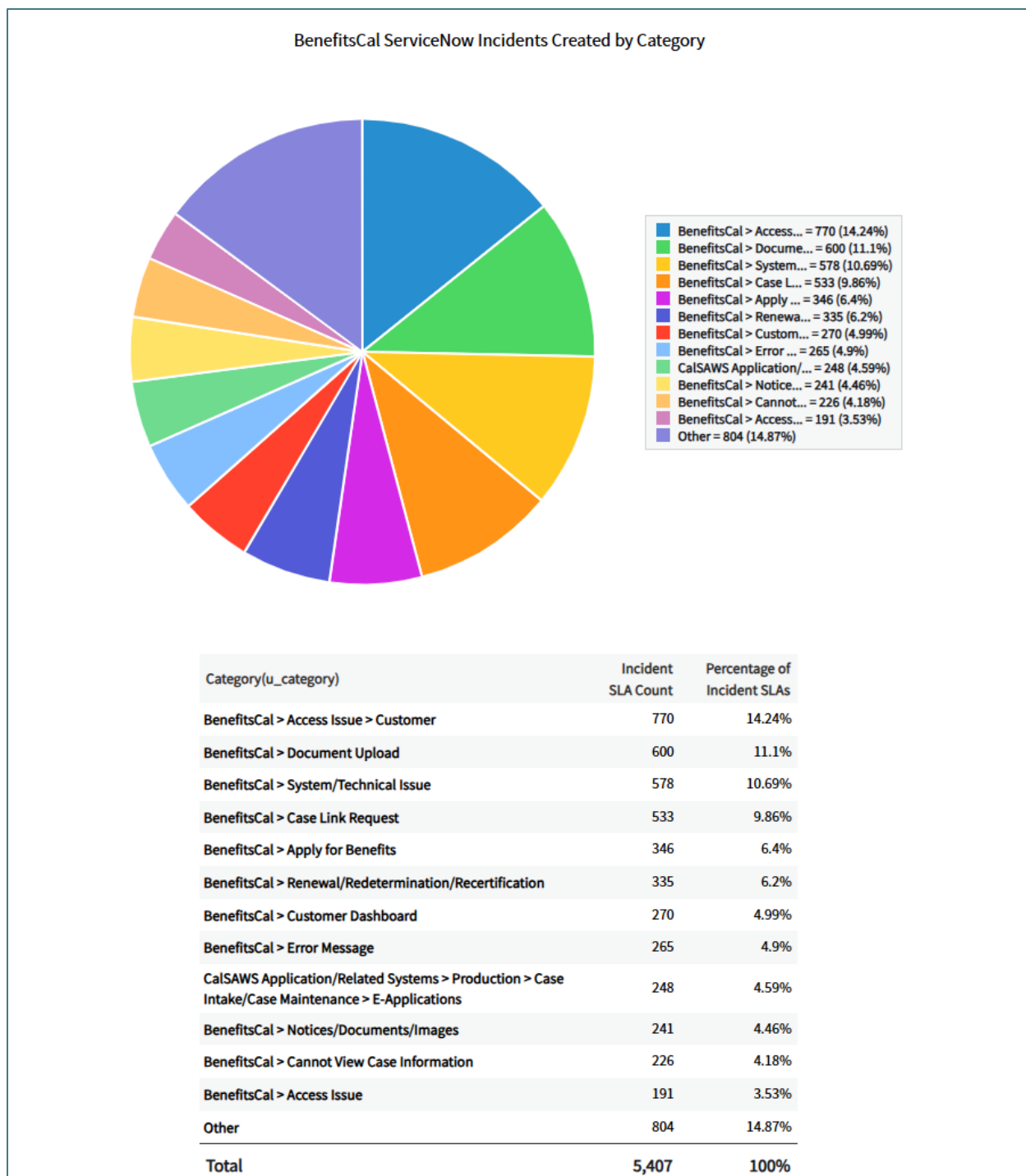


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

**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 12: BenefitsCal Outages

SCHEDULED DATE	OUTAGE TIMEFRAME	ACTIVITY DESCRIPTION
06/05/25	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.06.05.
06/15/25	6:00am – 10:00 am PST	CalSAWS Application maintenance (offline mode).
06/15/25	7:00am – 8:30 am PST	BenefitsCal Production Deployment – 25.06.15.

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
06/26/25	8:00pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.06.26.

## 4.4 Production Defect Backlog

The Production defect backlog bar chart depicts the balance of open (unresolved Production defects assigned to present months production release – Red and closed defects – Green), month-over-month. Defects are closed upon system test validation and release deployment to Production.

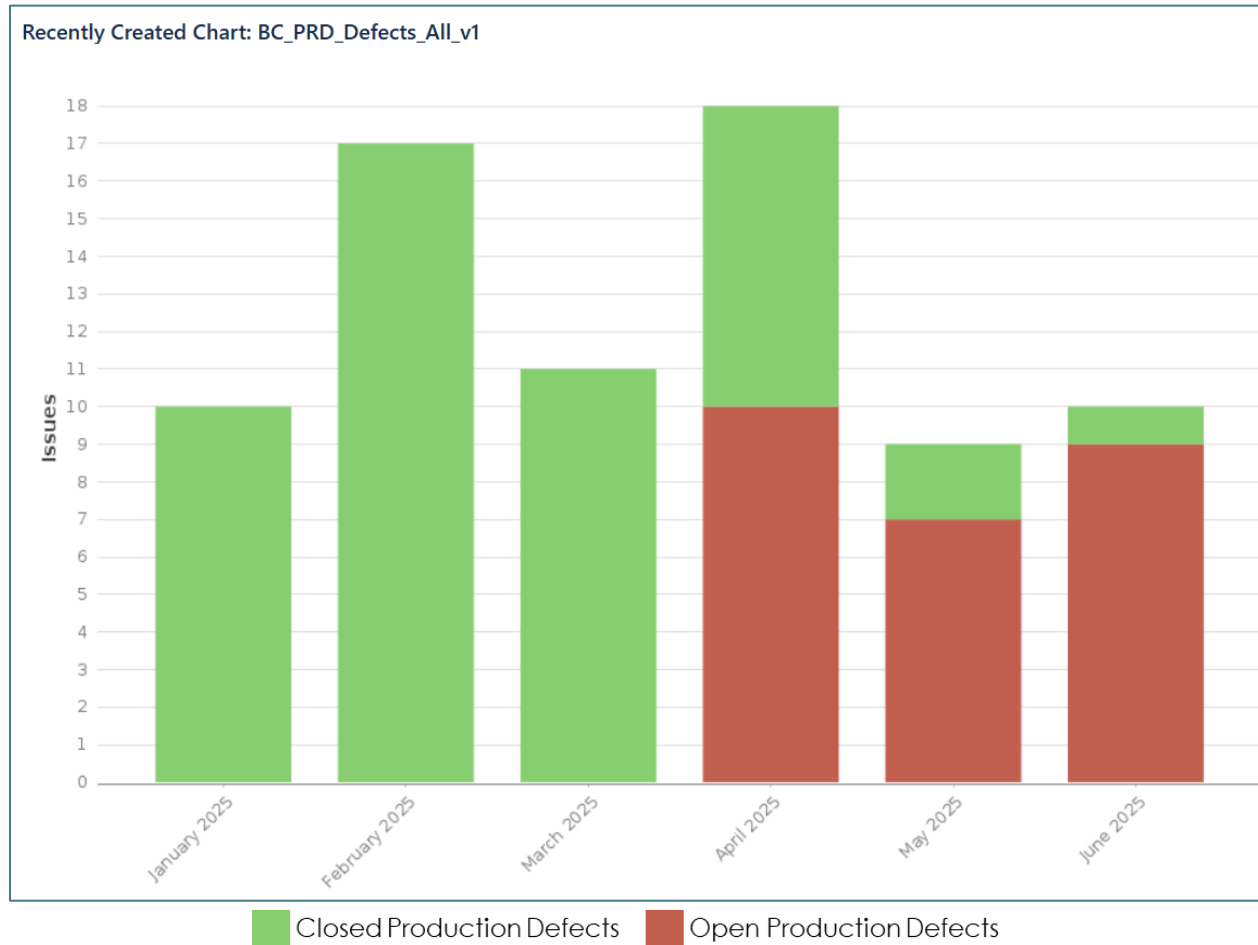


Figure 10: Production Defects Backlog Monthly Trend

#### 4.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.06.26	RELEASE 25.07.31	RELEASE 25.08.28	NONE	TOTAL
<b>1-HIGH</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
<b>2-NORMAL/MEDIUM</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
<b>3-NORMAL/LOW</b>	<b>26</b>	<b>11</b>	<b>1</b>	<b>3</b>	<b>41</b>
New	0	0	0	0	0
In Progress	26	11	1	3	41
Closed	0	0	0	0	0
<b>4-COSMETIC</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
<b>TOTAL</b>	<b>26</b>	<b>11</b>	<b>1</b>	<b>3</b>	<b>41</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** – Two (2) enhancements and two (2) production defects were deployed with BenefitsCal Monthly Release 25.06.05 for User Error Handling, Exception Handling, and Application Summary.
- **Priority Release** – One (1) enhancement was deployed with BenefitsCal Monthly Release 25.06.15 for User Error Handling, Exception Handling, and Application Summary.

#### ■ BenefitsCal Monthly Release

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

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.06.26 – Monthly	06/26/25	Two (2) enhancements and twenty-six (26) 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 July 2025 enhancements.
  - ◆ Hosted the BenefitsCal CWDA Check-in Meetings on 06/02/25 and 06/09/25.
  - ◆ Attended the SSP Committee Prep Meeting on 06/02/25.
  - ◆ Attended the Project Milestone Meeting with the Consortium and CalSAWS on 06/09/25.
  - ◆ Hosted the DDI and M&O Biweekly meetings on 06/03/25, 06/05/25, 06/10/25, and 06/12/25.
  - ◆ Attended the Self-Service Portal Committee Meeting on 06/03/25.
  - ◆ Attended Case/EBT Details Discussion with CalSAWS and Consortium on 06/04/25.
  - ◆ Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 06/04/25 and 06/11/25.
  - ◆ Hosted the BenefitsCal Pipeline Call - New Series on 06/05/25.
  - ◆ Attended the Project Milestone Meeting with the Consortium and CalSAWS on 06/09/25.
  - ◆ Hosted the Prep for June 2025 UCD Monthly Meeting on 06/11/25.

#### ■ Activities for the Next Reporting Period – Requirements and Design

- **Designs and Design Meetings**
  - ◆ Finalize design work for the July 2025 enhancements.

- ♦ Host the BenefitsCal CWDA Check-in Meetings on 06/16/25 and 06/23/25.
- ♦ Attend the Project Milestone Meetings with the Consortium and CalSAWS on 06/16/25 and 06/23/25.
- ♦ Host the DDI and M&O Biweekly meetings on 06/17/25, 06/19/25, 06/24/25, and 06/26/25.
- ♦ Host the BenefitsCal – June 2025 UCD Monthly Meeting with Advocates and State Partners on 06/18/25.
- ♦ Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 06/18/25 and 06/25/25.
- ♦ Host the BenefitsCal Pipeline Call - New Series on 06/19/25.
- ♦ Attend the 25.07 Project Integrated Readiness Areas – T-4 Integrated Readiness Status on 06/23/25.
- ♦ Attend the Get CalFresh Parity List Meeting on 06/25/25.

## 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

- ♦ 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].

#### ● Enhancements

- ♦ Finalized synthesis for “BenefitsCal – Adoption.”
- ♦ Continued design for Collaboration Model: Move "Prefer Not to Answer" Demographic Option to End of List [CSPM-74300].
- ♦ Started designs for Collaboration Model: MC RE Flow Language When No Info is on File [CSPM-74299].
- ♦ Continued designs for Collaboration Model – Q1-2024: Pronoun Continuity [CSPM-74295].
- ♦ Continued designs for Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458]

#### ● Advocate Engagement

- ♦ Responded to May UCD Monthly Meeting comment log.
- ♦ Developed June UCD Monthly Meeting materials.
- ♦ Hosted prep calls for the June UCD Monthly Meeting.

### ■ Activities for the Next Reporting Period – UCD

#### ● CX Measurements Data

- ♦ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.
- ♦ Analyze June Always on survey data.

- **User Engagement**

- ♦ Conduct customer sessions for Take it to the Lab – Account Creation [CSPM 80060].
- ♦ Conduct synthesis for Take it to the Lab – Account Creation [CSPM-80060].

- **Enhancements**

- ♦ Finalize designs for Collaboration Model: MC RE Flow Language When No Info is on File [CSPM-74299].
- ♦ Continue designs for Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458].
- ♦ Start designs for Collaboration Model - CBO Account Creation Q1-2024 (CSPM-74269).
- ♦ Start designs for Collaboration Model – Q1-2024: Student Exemption for LPIE in CalFresh (CSPM-74298).
- ♦ Start designs for Log-In MFA Improvements to Customer Experience (CSPM-79752).

- **Advocate Engagement**

- ♦ Conduct the June UCD Monthly Meeting.
- ♦ Review June UCD Monthly Meeting comment log.

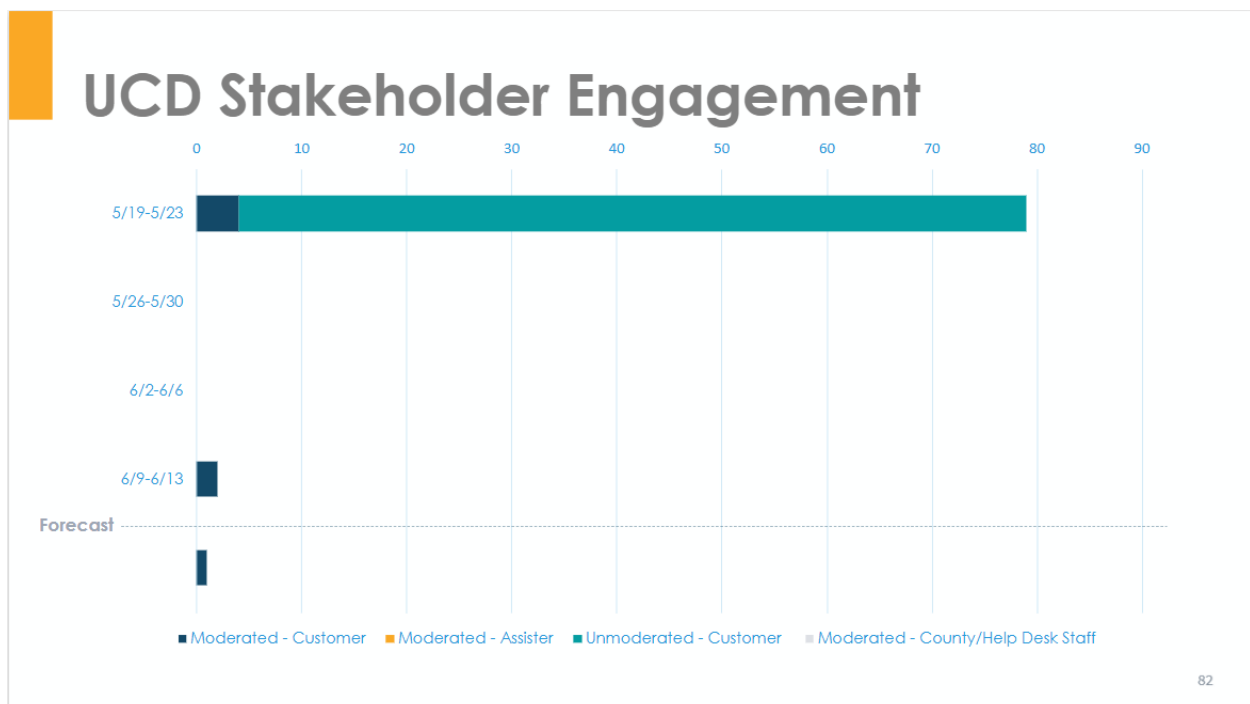


Figure 11: UCD Stakeholder Engagement

## 5.4 Development

### ■ Activities the Reporting Period – Development

- Enhancements (M&E)

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 06/13/25	ACTUAL FOR WEEK ENDING 06/13/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 25.06.05	2	2	2	Release 25.06.05 was deployed to production on 06/05/25 (CSPM-74296 and CSPM-39069).
Release 25.06.15	0	0	1	Release 25.06.15 was deployed to production on 06/15/25 (CSPM-78463).
Release 25.06.26	0	0	2	Release 25.06.26 is planned for deployment on 06/26/25 (CSPM-73298 and CSPM-75755). EBT and Accelerate enrollment were preponed to Release 25.06.05 and Release 25.06.15.

### ■ Activities for the Next Reporting Period – Development

- Enhancements (M&E)

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 06/27/25	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 25.06.05	2	2	2	Release 25.06.05 was deployed to production on 06/05/25 (CSPM-74296 and CSPM-39069).
Release 25.06.15	0	0	1	Release 25.06.15 was deployed to production on 06/15/25 (CSPM-78463).
Release 25.06.26	2	2	1	Release 25.06.26 is planned for deployment on 06/26/25 (CSPM-73298 and CSPM-75755). EBT and Accelerate enrollment were preponed to Release 25.06.05 and Release 25.06.15.

### ■ 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 25.06.05 – June Priority Release**
  - ♦ Deployed the June Priority Release to Production on 06/05.
- **Release 25.06.15 – June Priority Release**
  - ♦ Deployed the June Priority Release to Production on 06/15.

## 5.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
  - **Release 25.06.05 – June Priority Release**
    - ♦ Deployed the June Priority Release to Production on 06/05.
  - **Release 25.06.15 – June Priority Release**
    - ♦ Deployed the June Priority Release to Production on 06/15.



### 5.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.05.29.

Table 18: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
25.05.29	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, Time Clock, 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 25.06.26 – June Monthly Release

- BenefitsCal June priority and monthly releases performance testing scope includes three (3) enhancements and one (1) defect (CSPM-80061: Delete file functionality issue in the doc upload for a case/app; CSPM-74296: Collaboration Model - Q1-2024: EBT Transaction Data Expansion (Refunds and Deposits); CSPM-39069: EBT Features Phase I: Add deposit date, unify balance display, add transaction name, separate electronic theft reporting, and add additional details to transactions; and CSPM-78463: Accelerated Enrollment (AE) Notices). 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	05/27/25	06/23/25	Release 25.06.052 5.06.1525 .06.26 June Monthly Release	<b>Scope:</b> Three (3) enhancements and one (1) defect in scope. <b>Executions:</b> BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none"><li>▪ Thursday, June 19</li><li>▪ Friday, June 20</li></ul>	75%

### 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 06/13/25.

- [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.