

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

CalSAWS BenefitsCal M&O Transition-In Bi-Weekly Status Report

Reporting Period: April 6, 2026 – April 19, 2026

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# Bi-Weekly Status – BenefitsCal M&O Transition-In

## 1 EXECUTIVE SUMMARY

### 1.1 Highlights of the Reporting Period

Table 1: Bi-Weekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
Management (PMO)	<ul style="list-style-type: none"> <li>▪ Submitted Draft Deliverable Expectation Document (DDED) BC-D16 – BenefitsCal System Security Plan (SSP) to Consortium for review on April 10, 2026</li> <li>▪ Received DDED comments from the Consortium on April 17, 2026 for BC-D16 – BenefitsCal SSP</li> <li>▪ Received approval from the Consortium for three Final Deliverable Expectation Documents (FDEDs):               <ul style="list-style-type: none"> <li>• BC-D02 – BenefitsCal Services Plan and Operational Working Documents (OWDs) on April 8, 2026</li> <li>• BC-D07 – BenefitsCal User Centered Design (UCD) Plan on April 13, 2026</li> <li>• BC-D12 – BenefitsCal Marketing and Public Communications Plan on April 13, 2026</li> </ul> </li> <li>▪ Submitted Draft Deliverable (DDEL) OWDs to Consortium Security team for review:               <ul style="list-style-type: none"> <li>• Wave 1 on April 10, 2026</li> <li>• Wave 2 on April 17, 2026</li> </ul> </li> <li>▪ Received DDEL comments from the Consortium on April 15, 2026 for BC-D05 – BenefitsCal Project Control Document (PCD) and BC-D06 – BenefitsCal Work Schedule</li> </ul>
Transition-In	<ul style="list-style-type: none"> <li>▪ Received 125 out of the 130 document requests (96%)</li> <li>▪ Received 18 of 24 technology and tools-related requests (75%)</li> <li>▪ Continued discussion with Consortium, Deloitte, and Gainwell teams on connectivity issues from the Accenture workstations for the Accenture BenefitsCal offshore staff to the Deloitte Amazon Web Services (AWS) workspaces and Postgres databases</li> <li>▪ Continued reviewing code in Bitbucket and copy of code in SharePoint from the 14 repositories provided by Deloitte</li> </ul>
Knowledge Transfer (KT) Session Highlights	<ul style="list-style-type: none"> <li>▪ Completed a total of 77 of 87 KT sessions to date (89%)</li> <li>▪ Accenture has requested a total of 87 KT sessions and Deloitte has provided 86 available dates for these sessions (98%), with one date to be provided still pending</li> </ul>
Job Shadow (JS) Session Highlights	<ul style="list-style-type: none"> <li>▪ Accenture has consolidated 303 JS sessions down to 77 sessions for a total of 141 JS sessions</li> <li>▪ Completed a total of 50 of 141 JS sessions to date (35%)</li> </ul>

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> <li>▪ Accenture has requested a total of 141 JS sessions and Deloitte has provided 61 available dates for these sessions (27%) with 162 dates to be provided still pending</li> <li>▪ Created Issue 335 – Schedule Delay in BenefitsCal System Change Request (SCR) Job Shadow Workstream with a late start due to the JS consolidation, postponed KT to JS, and working with Deloitte on scheduling availabilities (17 open). It is necessary to extend the SCR JS end date targeted for April to end of May. This will overlap with the start of RJS that will start May 1, 2026 with Design and Test, and end of May/first week of June for the Build JS.</li> </ul>
Group 1 Cutover	<ul style="list-style-type: none"> <li>▪ Conducted Reverse Job Shadow (RJS) sessions in preparation for Group 1 readiness cutover</li> <li>▪ Conducted the Group 1 BenefitsCal Readiness Checkpoint #1 (Office Hours) meeting on April 15, 2026 for the Management and Support Services workstreams cutover targeted for April 30, 2026</li> <li>▪ Submitted evidence for 20 of 20 items for Group 1 cutover readiness for review on April 17, 2026 (100%)</li> </ul>

## 2 TRANSITION-IN

### 2.1 Tasks Completed from the Reporting Period

- Continued daily BenefitsCal Transition standup meeting series
- **Planning and Reporting**
  - **Document Requests:**
    - ✦ Received a total of 125 out of 130 documents requested at 96% of documents received to date. Pending 5 documents to be received by end of April.
    - ✦ The following table outlines the documents requested for the target week and the documents received to date:

Date	Requested Count	Received Count	Overdue Count	% Received
2/1 - 2/15	31	31	-	100%
2/16 - 2/20	4	4	-	100%
2/23 - 2/27	65	65	-	100%
3/2 - 3/6	6	6	-	100%
3/9 - 3/13	8	8	-	100%
3/16 - 3/20	6	5	1	83%
3/23 - 3/27	1	1	-	100%
3/30 - 4/3	1	1	-	100%
4/6 - 4/10	-	-	-	0%
4/13-4/17	8	4	4	50%
4/20-4/24	-	-	-	0%
4/27-4/30	-	-	-	0%
Not Dated	-	-	-	0%
<b>Total</b>	<b>130</b>	<b>125</b>	<b>5</b>	<b>96%</b>

Figure 1: BenefitsCal Transition-In Document Requests Status Table

- **Technology Enablement (Action Items):**

- ✦ Continued discussions with Consortium, Deloitte, and Gainwell teams for solutioning connectivity issues from the Accenture workstations to the Deloitte AWS workspaces and Postgres databases for the Accenture team
- ✦ Continued daily meetings with Deloitte, Consortium, and Quality Assurance (QA) teams to discuss software, licensing, and environment transition
- ✦ The following table outlines the Technology Enablement (Action Items) requests and their completion statuses (requested quantity may be limited due to the number of available licenses):

Table 2: Technology Enablement (Action Items) Requests and Statuses

ACCESS REQUESTS	ASSIGNEE	DATE REQUESTED	TARGET DUE DATE	HOW MANY REQUESTED	HOW MANY RECEIVED	TOTAL (% COMPLETE)
BenefitsCal Bitbucket	Deloitte	2/13/2026	2/16/2026	4	4	100%
BenefitsCal Jira	Deloitte	2/13/2026	2/16/2026	9	9	100%
ServiceNow Fulfiller	Consortium	2/17/2026	2/26/2026	21	21	100%
Add BenefitsCal Bitbucket Code to SharePoint Folder	Deloitte/ Gainwell	2/18/2026	2/18/2026	1	1	100%
SPRMG (Security Folders)	Consortium	2/20/2026	2/24/2026	2	2	100%
BenefitsCal Jira	Deloitte	2/23/2026	2/24/2026	12	12	100%
SPRMG (Security Folders)	Consortium	2/24/2026	2/25/2026	1	1	100%
SIT CalSAWS Environment	Consortium	2/24/2026	2/25/2026	2	2	100%
Code Copy Access Request	Gainwell	2/18/2026	2/25/2026	23	23	100%
AWS Single-Sign On (SSO) Read-Only Accounts for Environments	Deloitte	2/25/2026	3/4/2026	12	12	100%
ServiceNow POAM Access through Deloitte Compliance Group	Deloitte	2/26/2026	3/3/2026	2	2	100%
Add BenefitsCal Bitbucket code to SharePoint folder	Deloitte	3/3/2026	3/5/2026	1	1	100%
Read Only BenefitsCal Non-Prod Database Access Requests	Deloitte	3/6/2026	3/9/2026	18	18	100%
Read Only BenefitsCal Bitbucket Access	Deloitte	3/9/2026	3/13/2026	2	2	100%
Read-Only Jira Access	Deloitte	3/9/2026	3/13/2026	1	1	100%
Code Access in Secure SharePoint folder for Offshore team	Consortium	3/18/2026	3/19/2026	6	6	100%
<b>Access to AWS Deloitte Security Onshore</b>	Consortium	3/25/2026	3/26/2026	3	0	0%

ACCESS REQUESTS	ASSIGNEE	DATE REQUESTED	TARGET DUE DATE	HOW MANY REQUESTED	HOW MANY RECEIVED	TOTAL (% COMPLETE)
<b>Monitoring group/role</b>						
<b>Figma Workspace Extract</b>	Deloitte	3/26/2026	4/10/2026	1	0	0%
<b>Access to CAPTCHA solution</b>	Deloitte	3/26/2026	4/10/2026	1	0	0%
SonarQube Rules Extract	Deloitte	4/1/2026	4/6/2026	1	1	100%
<b>Read-Only Jira Access</b>	Deloitte	4/3/2026	4/10/2026	3	0	0%
<b>BenefitsCal Development Panel Jira Access</b>	Deloitte	4/8/2026	4/10/2026	1	0	0%
Amplitude Access	Deloitte	4/14/2026	4/16/2026	15	15	100%
<b>Read-Only Bitbucket Access</b>	Deloitte	4/15/2026	4/17/2026	20	0	0%

■ **Knowledge Transfer (KT):**

- Completed 77 out of 87 KT sessions planned (89%), with one date to be provided still pending
- The figure below illustrates the number of completed and remaining KT sessions by group:

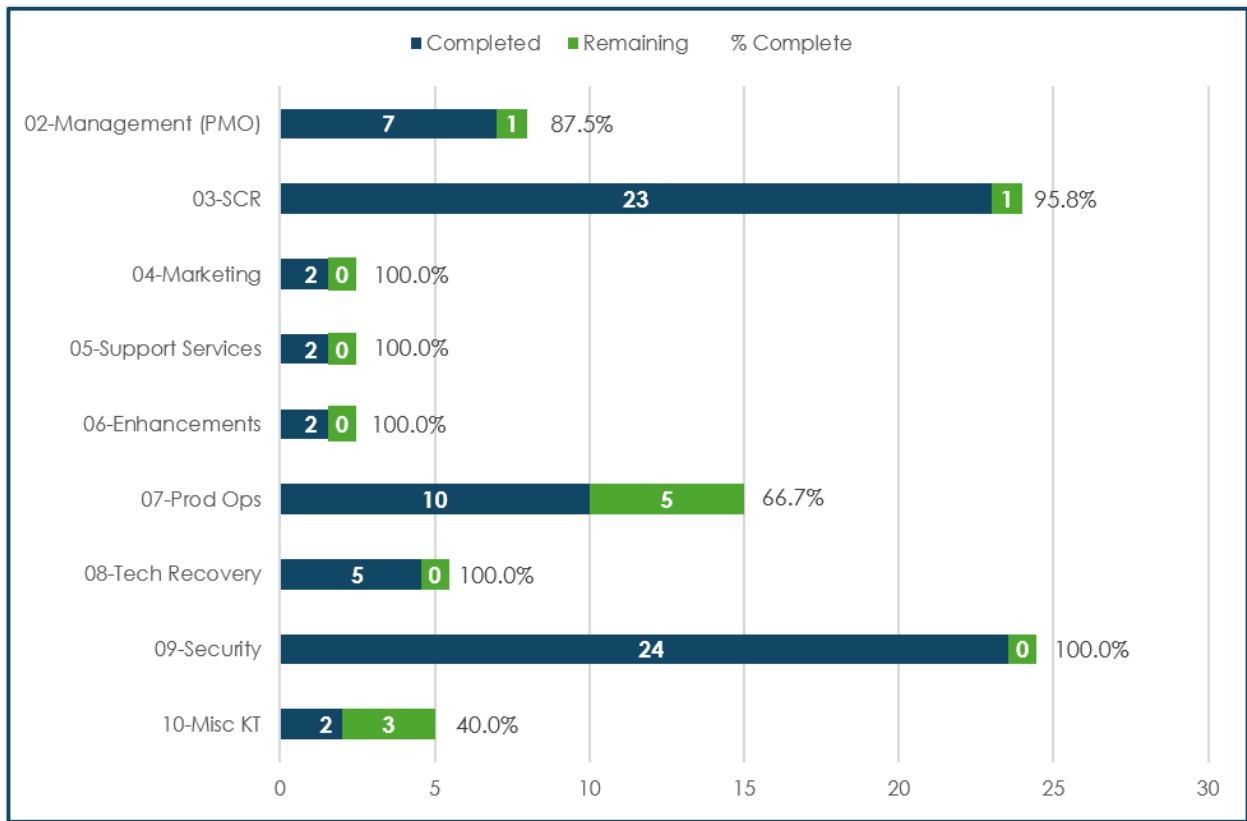


Figure 2: BenefitsCal Transition-In KT Session Group Completion Chart

- The figure below illustrates the number of KT sessions requested by Accenture on a weekly basis and the corresponding KT sessions date provided by Deloitte for the respective weeks:



Figure 3: BenefitsCal Transition-In KT Sessions Weekly Schedule

- Continued reviewing documentation and drafting KT session agendas
- **Job Shadow (JS):**
  - Consolidated 303 JS sessions down to 141 JS sessions
  - Completed a total of 50 of 141 JS sessions to date (35%)
  - The figure below illustrates the number of completed and remaining JS sessions by group:

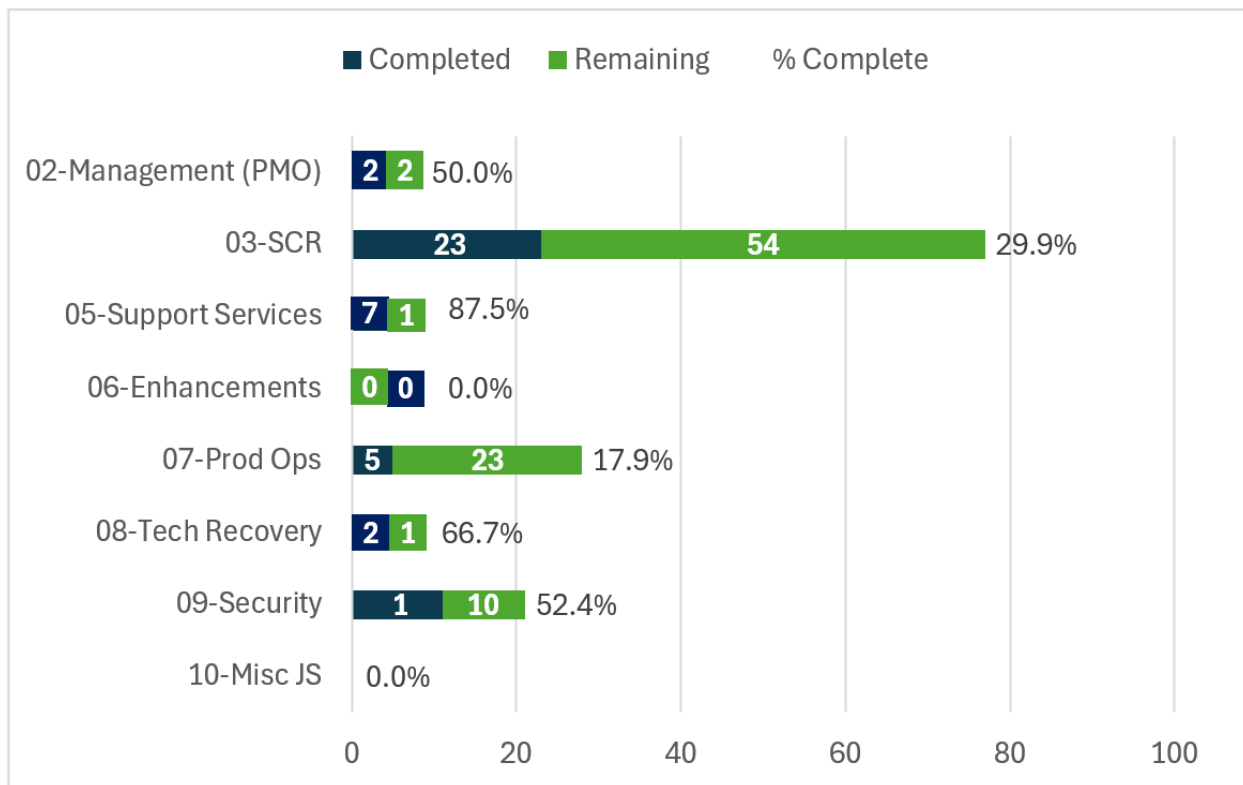


Figure 4: BenefitsCal Transition-In JS Session Group Completion Chart

- The figure below illustrates the number of JS sessions requested by Accenture on a weekly basis and the corresponding JS sessions date provided by Deloitte for the respective weeks:

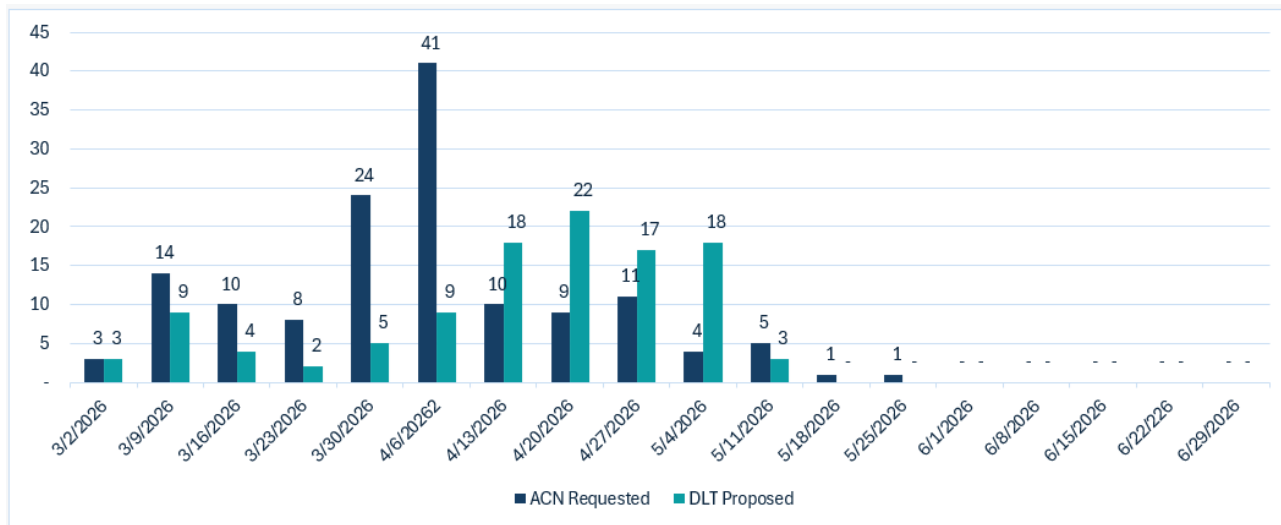


Figure 5: BenefitsCal Transition-In JS Sessions Weekly Schedule

- **Cutover Readiness:**
  - Conducted Group 1 RJS activities in preparation for cutover readiness reviews
  - Conducted Transition Readiness Checkpoint #1 (Office Hours) meeting with Consortium and QA teams for Group 1 on April 15, 2026
  - Provided 20 of 20 evidence items in Group 1 for review. Sent email to Consortium and QA teams to review the remaining evidence for criteria requirements on April 17, 2026 for the following workstreams:
    - ✘ Management – submitted 11 of 13 evidence items for review
    - ✘ Support Services – submitted 4 of 7 evidence items for review

## 2.2 Tasks Due for the Next Reporting Period

- **Planning and Reporting:**
  - Receive all 5 remaining documents of the 130 documents requested
  - Receive 1 remaining KT session date from Deloitte of the 87 total KT sessions
- **Technology Enablement:**
  - Receive 6 pending technology and tools-related requests that were due in March 2026 and April 2026, which include Figma Workspace extract, access to Captcha, AWS group role for the Security team, BenefitsCal read-only Jira access, BenefitsCal read-only access, and BenefitsCal Jira Development Panel access
- **Knowledge Transfer:**
  - Continue reviewing existing documentation and BenefitsCal code
  - Continue preparing for 10 remaining KT sessions scheduled in April and May 2026
  - Conduct 4 KT sessions targeted for the next reporting period
- **Job Shadow:**
  - Work with Deloitte team on scheduling remaining 17 JS sessions
- **Reverse Job Shadow:**
  - Work with Deloitte team to plan RJS sessions for Group 2 and 3 workstreams
- **Cutover Readiness:**
  - Conduct second Group 1 Evidence Checkpoint Office Hours meeting with Consortium and QA teams on April 22, 2026, and Disposition of Readiness meeting on April 24, 2026
  - Prepare for Group 1 cutover readiness for Project Management and Support Services workstreams targeted for April 30, 2026

## 2.3 Transition-In Work Plan

- Submitted weekly Transition-In Work Schedule to Consortium on April 10, 2026 and April 17, 2026

### 2.3.1 Areas in the Work Plan Which Require Attention (Behind Schedule)

- **Technology Enablement** – Connectivity issues from the CalSAWS workstations to the Deloitte workspaces and Postgres databases for the Accenture onshore team have been resolved. Pending resolution for the offshore team. Access to Postgres was

targeted for March 9, 2026. Accenture continues to seek resolution with the assistance from Gainwell, Deloitte, and Consortium Security teams.

- **Workstreams** – Accenture is actively working with the Deloitte team to schedule JS sessions for the following areas that have a schedule variance. The Accenture team is closely monitoring the impact. Per Risk Management Group (RMG) consensus on April 8, 2026, Accenture created Issue 335 – Created Schedule Delay in BenefitsCal SCR Job Shadow Workstream with a late start due to the JS consolidation, postponed KT to JS, and working with Deloitte on scheduling availabilities (17 open). It is necessary to extend the SCR JS end date of April to end of May. This will overlap with the start of RJS that will start May 1, 2026 with Design and Test, and end of May/first week of June for the Build JS. Expecting to submit revised plan for Consortium approval.
  - **SCR Workstream – Design/Build JS:** This task was planned to complete April 10, 2026. The task is currently 48% complete.
  - **SCR Workstream – Build/Test JS:** This task was planned to start March 16, 2026 and complete by April 30, 2026. The task is currently 19% complete.
  - **SCR Workstream – Test/Deployment JS:** This task was planned to start April 1, 2026 and complete by April 30, 2026. The task is currently 0% complete.

### 2.3.2 Critical Path Analysis

- No issues for this reporting period

### 2.3.3 Schedule Issues and Risks

- Updated risk status and trigger dates on April 6, 2026 and presented risk updates during the RMG meeting on April 8, 2026 for the following risks:
  - 327 - Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule
    - Per RMG on April 8, 2026, Risk 327 has been escalated to an issue. The team will be developing a contingency plan.
  - 328 - Lack of Availability of Deloitte Offshore Resources May Impact Transition of Development KT/JS Activities
  - 329 - Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities
  - 330 - Current BenefitsCal System Performance May Not Meet The New Service Level Agreement (SLA) Performance Standards Set In The New Contract
- Created Issue 335 – Schedule Delay in BenefitsCal SCR JS Workstream with a late start due to the JS consolidation, postponed KT to JS, and working with Deloitte on scheduling availabilities with 17 dates pending. It is necessary to extend the SCR JS end date of April to end of May. This will overlap with the start of RJS that will start May 1, 2026 with Design and Test, and end of May/first week of June for the Build JS. Issue resolution date expected May 29, 2026.
- Continued tracking new connectivity issue and LIFT framework risk that was discussed on March 31, 2026 and with Leadership on April 1, 2026

### 2.3.4 Other Areas Requiring Discussion

- None for this reporting period

### 3 MANAGEMENT (PMO)

#### 3.1 Tasks Completed from the Reporting Period

- Presented updates during the All Staff meeting on April 8, 2026
- Submitted Accenture BenefitsCal Role Risk Scores to Consortium on April 17, 2026
- Deliverables from the reporting period:

Table 3: Deliverable Summary from the Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D02	BenefitsCal Services Plan and Operational Working Documents (OWDs)	<ul style="list-style-type: none"> <li>• Received FDED approval from Consortium on April 8, 2026</li> </ul>
BC-D05	BenefitsCal Project Control Document (PCD)	<ul style="list-style-type: none"> <li>• Received DDEL comments from Consortium on April 15, 2026</li> </ul>
BC-D06	BenefitsCal Work Schedule	<ul style="list-style-type: none"> <li>• Received DDEL comments from Consortium on April 15, 2026</li> </ul>
BC-D07	BenefitsCal User Centered Design (UCD) Plan	<ul style="list-style-type: none"> <li>• Submitted FDED to Consortium for review on April 6, 2026</li> <li>• Received FDED comments from Consortium on April 9, 2026</li> <li>• Resubmitted FDED to Consortium for review on April 10, 2026</li> <li>• Received FDED approval from Consortium on April 13, 2026</li> </ul>
BC-D12	BenefitsCal Marketing and Public Communications Plan	<ul style="list-style-type: none"> <li>• Submitted FDED to Consortium for review on April 6, 2026</li> <li>• Received FDED comments from Consortium on April 9, 2026</li> <li>• Resubmitted FDED to Consortium for review on April 9, 2026</li> <li>• Received FDED approval from Consortium on April 10, 2026</li> </ul>
BC-D16	BenefitsCal System Security Plan (SSP)	<ul style="list-style-type: none"> <li>• Submitted DDED to Consortium for review on April 10, 2026</li> <li>• Received DDED comments from Consortium on April 17, 2026</li> <li>• Security team submitted DDEL Wave 1 OWDs to Consortium Security team for review on April 10, 2026</li> </ul>

DEL #	DELIVERABLE NAME	STATUS
		<ul style="list-style-type: none"> <li>Security team submitted DDEL Wave 2 OWDs to Consortium Security team for review on April 17, 2026</li> </ul>

### 3.2 Tasks Due for the Next Reporting Period

- Deliverables for the next reporting period:

Table 4: Deliverable Summary for the Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D02	BenefitsCal Services Plan and Operational Working Documents (OWDs)	<ul style="list-style-type: none"> <li>Prepare for DDEL submission to Consortium planned for May 1, 2026</li> </ul>
BC-D05	BenefitsCal PCD	<ul style="list-style-type: none"> <li>Submit FDEL to Consortium for review on April 22, 2026</li> </ul>
BC-D06	BenefitsCal Work Schedule	<ul style="list-style-type: none"> <li>Submit FDEL to Consortium for review on April 22, 2026</li> </ul>
BC-D07	BenefitsCal UCD Plan	<ul style="list-style-type: none"> <li>Prepare for DDEL submission to Consortium planned for May 1, 2026</li> </ul>
BC-D12	BenefitsCal Marketing and Public Communications Plan	<ul style="list-style-type: none"> <li>Prepare for DDEL submission to Consortium planned for May 1, 2026</li> </ul>
BC-D15	BenefitsCal Technology Recovery Plan	<ul style="list-style-type: none"> <li>Prepare for DDED submission to Consortium planned for April 22, 2026</li> </ul>
BC-D16	BenefitsCal System Security Plan (SSP)	<ul style="list-style-type: none"> <li>Submit Final Deliverable Expectation Document (FDED) to Consortium for review on April 22, 2026</li> </ul>

### 3.3 Areas in the Work Plan Which Require Attention (Behind Schedule)

- None for this reporting period

### 3.4 Critical Path Analysis

- None for this reporting period

### **3.5 Schedule Issues and Risks**

- Provided risk updates on April 6, 2026 and presented risks during RMG meeting on April 8, 2026

### **3.6 Other Areas Requiring Discussion**

- None for this reporting period