

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS BenefitsCal M&O Bi-Weekly Status Report

Reporting Period: August 1, 2026 – August 9, 2026

Table of Contents

1	EXECUTIVE SUMMARY	3
1.1	Highlights of the Reporting Period	3
1.2	BenefitsCal Project Status Dashboard	4
1.3	Deviation from Plan/Adjustments	4
2	PROJECT MANAGEMENT	4
2.1	Completed from the Reporting Period	4
2.1.1	Deliverables Completed from the Reporting Period	5
2.1.2	Deliverables Due for the Next Reporting Period	5
2.2	Risks and Issues	5
2.2.1	Project Risks	5
2.2.2	Project Issues	6
2.3	Other Areas Requiring Discussion	6
2.4	Areas in the Work Plan Which Require Attention (Behind Schedule)	7
3	SCRS	7
3.1	Completed from the Reporting Period	7
3.1.1	SIRFRA/SCERFRAs	7
3.2	Due for the Next Reporting Period	8
4	LEVEL 3 SERVICE DESK SUPPORT	8
4.1	Completed from the Reporting Period	8
4.1.1	Tier 3 Help Desk	8
4.1.2	BenefitsCal Help Desk Metrics	9
4.2	Due for the Next Reporting Period	9
5	CUSTOMER OUTREACH AND MARKETING	10
5.1	Completed from the Reporting Period	10
5.2	Due for the Next Reporting Period	10
6	SECURITY	10
6.1	Completed from the Reporting Period	10
6.2	Due for the Next Reporting Period	10
7	APPLICATION/ARCHITECTURE EVOLUTION	10
7.1	Completed from the Reporting Period	10
7.2	Due for the Next Reporting Period	11
8	INNOVATION	11

8.1	Completed from the Reporting Period	11
8.2	Due for the Next Reporting Period	11
9	PRODUCTION OPERATIONS	11
9.1	Completed from the Reporting Period	11
9.2	Due for the Next Reporting Period	13

TABLE OF TABLES

Table 1: Bi-Weekly Status Agenda Topics	3
Table 2: Status Dashboard	4
Table 3: Overdue Action Items	4
Table 4: Deliverable Summary from the Reporting Period	5
Table 5: Deliverable Summary for the Next Reporting Period	5
Table 6: Project Risks	6
Table 7: Project Issues	6
Table 8: SIRFRA/SCERFRA Status Summary	7
Table 9: BenefitsCal ServiceNow Incidents by Status and Age	8
Table 10: BenefitsCal ServiceNow Incidents Triage by Week	9
Table 11: Open Technology Enablement (Action Items) Requests and Statuses	11

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
Project Management/PMO	▪ Commenced M&O Services on August 1, 2026 ▪ Submitted Amendment 1 package to the Consortium for August JPA Board approval
System Change Requests (SCRs)	▪ Design Sessions for HR1, Truv, and ROI are in progress ▪ SCRs are on target for Release 26.09
Level 3 Service Desk Support	▪ Commenced monitoring and triaging of Tier 3 incidents ▪ Applied the Accenture BenefitsCal Service Level Agreement (SLA) to the primary Tier 3 assignment group
Customer Outreach and Marketing	▪ Drafted BenefitsCal slides for August's CalSAWS All Staff meeting ▪ Continued creating Truv Phase 2 video script ▪ Gathering HR1 marketing and communication materials for website optimizations
Security	▪ Continued to prepare for Trend Micro move to Guard Duty for BenefitsCal document upload malware scanning ▪ Continued analysis of cloud security findings from Security Health Improvement Program (SHIP) and Security Hub ▪ Supported SOC 2/NIST audit requirements document requests
Application/Architecture Evolution	▪ Logged CSPM-84965 to add application monitoring and alerting for system health ▪ Drafted a phased approach for automated test streamlining to be reviewed with BenefitsCal Director
Innovation	▪ Began the Proof of Concept (PoC) for Figma Make
Production Operations (Prod Ops)	▪ Deployed Amazon Web Services (AWS) updates related to Security Scan findings ▪ Deployed Truv Priority Release 26.08.07 on August 7, 2026

1.2 BenefitsCal Project Status Dashboard

Table 2: Status Dashboard

TOPIC	STATUS	HIGHLIGHTS
Availability	On Time	The BenefitsCal System experienced zero unplanned outages.
Defects	On Time	There are 3 active Production Defects.
Incidents	On Time	There are 17 open Tier 3 incidents.

1.3 Deviation from Plan/Adjustments

- None for the reporting period

The table below lists overdue action items, including the assignee, impact, and status.

Table 3: Overdue Action Items

ID	DESCRIPTION	ASSIGNEE	DATE REQUESTED	IMPACT DATE	IMPACT/STATUS
None					

2 PROJECT MANAGEMENT

2.1 Completed from the Reporting Period

- Commenced M&O Services on August 1, 2026
- Submitted Amendment 1 package on August 5, 2026 to the Consortium for August JPA Board approval
- Submitted August Projections to the Consortium PMO team on August 5, 2026
- Received signed BenefitsCal Transition-In Cutover Open Items Memo on August 6, 2026
- Submitted the August BenefitsCal Team Onsite Schedule on August 7, 2026
- Continued schedule management for the BenefitsCal Work Schedule and the Change Order Work Schedule

2.1.1 Deliverables Completed from the Reporting Period

- Deliverables from the reporting period:

Table 4: Deliverable Summary from the Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D06	BenefitsCal Work Schedule	■ Submitted monthly Final Deliverable (FDEL) to the Consortium for review on August 7, 2026
BC-D09	BenefitsCal General Design Document (GDD)	■ Submitted FDEL to the Consortium for review on August 6, 2026
BC-D14	BenefitsCal Monthly Service Level Agreement (SLA) Performance Report	■ Received Draft Deliverable Expectation Document (DDED) comments from the Consortium on August 7, 2026

2.1.2 Deliverables Due for the Next Reporting Period

- Deliverables for the next reporting period:

Table 5: Deliverable Summary for the Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D06	BenefitsCal Work Schedule	■ Receive FDEL comments from the Consortium on August 15, 2026
BC-D09	BenefitsCal General Design Document (GDD)	■ Receive FDEL comments from the Consortium on August 11, 2026
BC-D14	BenefitsCal Monthly Service Level Agreement (SLA) Performance Report	■ Submit FDED to the Consortium for review on August 12, 2026 ■ Receive FDED approval from the Consortium on August 21, 2026

2.2 Risks and Issues

2.2.1 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 6: Project Risks

RISK ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	RISK LEVEL	DATE LOGGED
330	Current BenefitsCal System Performance May Not Meet the New SLA Performance Standards Set In The New Contract	System performance continues to remain in line with the new performance metrics under the new contract for the 26.07 Release (deployed July 19, 2026). During transition, it was discovered that the production and lower environments have no automated alerts to notify the Prod Ops team of system availability. The new contract has an availability SLA for production and certain lower environments. Logged SCR CSPM-84965, to add automated application monitoring and alerting of production and the lower environments so that the team will be notified when system availability is experiencing issues. Recommend moving this transition risk to the M&O phase.	In progress	Medium	2/4/2026

2.2.2 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 7: Project Issues

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

2.3 Other Areas Requiring Discussion

- None for this reporting period

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

- None for this reporting period

3 SCRS

3.1 Completed from the Reporting Period

- HR1
 - CSPM-84131 is currently in Development and on target for Release 26.09
 - CSPM-84764 is in Design and targeted for Release 26.11
 - CSPM-80928 is in Design and targeted for Release 26.11
 - Met with the State to determine most viable product (MVP) for January 1, 2027 release for Work and Community Engagement Rules
- ROI
 - Conduct weekly meetings regarding Community-Based Organization (CBO) clean up, status, and timelines
- Okta
 - CSPM-84459 is in progress and on target for Release 27.01.10
 - Continued weekly meetings with Identity Access Management (IAM) team
- Truv
 - Phase 2 CSPM-83660 is currently in Design and targeted for Release 27.01
 - Participated in Workgroup meetings on July 27, 2026 and August 4, 2026
 - Continued weekly meetings with Truv, State Partners, and CalSAWS teams on joint design

3.1.1 SIRFRA/SCERFRAs

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.

- Completed SIRFRA/SCERFRA activities below:

Table 8: SIRFRA/SCERFRA Status Summary

STATUS	COUNT
New	1
Assigned (In-Progress)	1
Read for Review	1
Completed	2

STATUS	COUNT
Total	5

3.2 Due for the Next Reporting Period

- Commence Partner Testing with CalSAWS for CSPM-84131 for HR1
- Present designs for CSPM-84764 and CSPM-80928 in User Centered Design (UCD) Meeting scheduled for August 19, 2026.
- Conduct Truv Workgroup on August 11, 2026 and present Truv designs for feedback in UCD meeting on August 19, 2026
- Commence ROI Workgroup on August 12, 2026
- Continue to meet with CalSAWS and Infrastructure team on Okta Implementation and begin developing build specifications

4 LEVEL 3 SERVICE DESK SUPPORT

4.1 Completed from the Reporting Period

- Established and applied post-Transition SLAs to the primary Tier 3 assignment group
- Completed membership migration of the primary Tier 3 assignment group and Questions assignment group

4.1.1 Tier 3 Help Desk

- Commenced Tier 3 Incident monitoring on July 28, 2026. Incidents aged more than 10 days that were processed only by the previous BenefitsCal vendor team and are excluded from the tables below.
- The table below represents BenefitsCal ServiceNow incidents by status and aging period.

Table 9: BenefitsCal ServiceNow Incidents by Status and Age

STATUS	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
New	5	0	0	0	0	0	0	0	5
In Progress	0	4	0	0	0	0	0	0	4
On Hold	0	0	1	1	0	0	0	0	2
Resolved	0	0	0	0	0	0	1	1	2
Problem in Diagnosis	0	2	2	0	0	0	0	0	4
Closed	0	0	0	0	0	0	0	0	0
Total	5	6	3	1	0	0	1	1	17

Aging Status	Aging Status 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.
Problem in Diagnosis	Incident triage completed and a defect has been submitted.
Closed	Incident triage completed after a defect fix or change request implementation.

4.1.2 BenefitsCal Help Desk Metrics

The table below represents incidents created, triaged, and resolved within the reporting period and previous two reporting periods. Incidents processed solely by the previous BenefitsCal vendor team are excluded. Incidents transitioned from the previous BenefitsCal vendor, or that returned to Tier 3 after Incident monitoring commenced July 28, 2026, are included.

Table 10: BenefitsCal ServiceNow Incidents Triaged by Week

ACTIVITY	06/29/26	07/06/26	07/13/26	07/20/26	07/27/26	08/03/26	TOTAL
Created	0	0	0	2	5	13	20
Triaged	0	0	0	0	1	5	6
Resolved	0	0	0	0	0	2	2

Activity	Activity Date Definitions
Created	Incident first transferred to the Tier 3 group.
Triaged	Incident triage completed, and either placed on hold pending fix or transferred to another assignment group.
Resolved	Incident triage completed and state updated to Resolved or later.

Note: The tables above represent the ServiceNow incidents associated to all 58 Counties. Incidents represent tickets that were previously triaged by the Tier 2 Technical Service Desk within the ServiceNow system. The dates on the x-axis represent the start of week. The metrics do not include "Tier 3– BenefitsCal Questions."

4.2 Due for the Next Reporting Period

- Update the ServiceNow Dashboard to improve efficiency in gathering Tier 3 Incident metrics

5 CUSTOMER OUTREACH AND MARKETING

5.1 Completed from the Reporting Period

- Prepared BenefitsCal updates for August's All Staff meeting
- Participated in Truv Phase 2 workgroup sessions, gathering and applying stakeholder feedback to video script to improve user experience
- Continued ongoing coordination with partnered agencies, such as DHCS, regarding HR1 marketing materials that can be applied to the BenefitsCal website

5.2 Due for the Next Reporting Period

- Complete first draft of Truv Phase 2 video script and share with Consortium for review
- Provide HR1-related content to be added to BenefitsCal website to support customer awareness

6 SECURITY

6.1 Completed from the Reporting Period

- Completed Static Application Security Testing (SAST) (Snyk scan) for BenefitsCal Release 26.08.06
- Continued to prepare for Trend Micro move to Guard Duty for BenefitsCal document upload malware scanning
- Worked on requests for information to support Fraud investigations from San Francisco County
- Analyzed Cloud Security findings - Security Health Improvement Program (SHIP) and Security Hub
- Supported SOC 2/NIST audit requirements document requests

6.2 Due for the Next Reporting Period

- Complete move from Trend Micro to GuardDuty for BenefitsCal end user document upload malware scanning
- Provide requested documents for SOC 2/NIST audit
- Complete monthly access review

7 APPLICATION/ARCHITECTURE EVOLUTION

7.1 Completed from the Reporting Period

- Drafted CSPM-84965 to add application monitoring and alerting for system health
- Drafted automated test changes in phased changes to streamline and performance tune the automated test suite
- Implemented changes necessary to switch from Trend Micro to GuardDuty for document upload malware scanning in the lower environments

7.2 Due for the Next Reporting Period

- Review the automated test phased changes with the BenefitsCal Director to get approval to commence work
- Deploy the Trend Micro to GuardDuty document upload malware scanning change into production

8 INNOVATION

8.1 Completed from the Reporting Period

- Began the PoC for Figma Make

8.2 Due for the Next Reporting Period

- Continue to work on the PoC for Figma Make
- Prepare the PoC proposal for the KnowledgeLens Impact Analysis tool

9 PRODUCTION OPERATIONS

9.1 Completed from the Reporting Period

- Deployed Truv priority fix Release 26.08.07
- Prepare for August 13, 2026 Priority Release for TrendMicro replacement with GuardDuty/Enable text logging for Chat Bot
- Supported CalSAWS August 9, 2026 Maintenance window (BenefitsCal in Offline Mode from 7:00 AM to 11:45 AM)
- Completed CHG0060703 – BenefitsCal Non-Prod: Whitelist CalSAWS VPN IP Addresses for BenefitsCal SIT environment for onshore developers
- Completed CHG0060696 – BenefitsCal - PROD - Enable Server Access Logging on S3 Bucket in Prod Account
- Completed CHG0060698 – BenefitsCal Non Prod: Update S3 Bucket Policy to Block HTTP – DEVSIT
- Completed CHG0060705 -- Deloitte Security Team distro need to be removed from BenefitsCal Security CloudWatch Alarms
- Completed CHG0060700 – Chatbot in UAT account
- Technology Enablement
 - The following table outlines the open Technology Enablement requests from Transition-In for post-cutover:

Table 11: Open Technology Enablement (Action Items) Requests and Statuses

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
BlazeMeter (RITM0115874)	Gainwell	6/24/2026	8/7/2026	1	RITM submitted to Gainwell for security review. Chrome extension used for logging Jmeter

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
					performance scripts.
Brandwatch Software Procurement (RITM0113913)	Gainwell	5/28/2026	8/15/2026	1	TBCR completed; procurement completed. Vendor to provide access to team members. Security review completed by Gainwell team. ARB assessment completed and sent to Consortium Security for review. Accenture working with Gainwell on additional questions.
Burp Suite Additional License Procurement Request (RITM0117203)	Gainwell	7/14/2026	8/31/2026	1	RITM submitted for one additional license for Burp Suite. Without additional license, team operating with a single point of failure in the event user is out of office when a scan needs to take place.
CapCut Procurement Request (RITM0117193)	Gainwell	7/14/2026	8/31/2026	2	RITM submitted for CapCut procurement request for 2 licenses.
Font Awesome Pro 5 License Transfer / Procurement (RITM0115815)	Gainwell	6/18/2026	8/31/2026	1	Gainwell to purchase 9 additional licenses. Existing Solo license has been provided to a team member. Decision made to procure Font Awesome Pro 5 license similar to what is in use by Deloitte on BenefitsCal pages. Procurement in progress by Gainwell team. Potential impact to production deployments

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
					referencing images/icons using font.
GuardDuty in place of TrendMicro for Document Scanning (Prod) (TBD)	Deloitte	5/15/2026	8/7/2026	1	Non-prod version of change completed in all non-prod environments (DEVSIT, UAT, PERF. PRODSTG) Production change targeted to be implemented by August 13, 2026. TrendMicro license ends on August 19, 2026. Delays will impact file virus scanning and the effort to compare process against the existing setup with the Deloitte team.
Zoom Additional Language Add-Ons (RITM0117765)	Gainwell	7/17/2026	8/31/2026	1	RITM submitted for procurement request for Zoom language add-ons.

9.2 Due for the Next Reporting Period

- Deploy Priority Release 26.08.13 to enable Guard Duty (Replacement for Trend Micro Virus Scan for user uploaded documents)
- Enable Chatbot text Logging for user experience analysis