

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS BenefitsCal M&O Bi-Weekly Status Report

Reporting Period: August 10, 2026 – August 23, 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	6
2.2.1	Project Risks	6
2.2.2	Project Issues	6
2.3	Other Areas Requiring Discussion	7
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	10
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	8
Table 9: BenefitsCal ServiceNow Incidents by Status and Age	8
Table 10: BenefitsCal ServiceNow Incidents Triageed 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	Received JPA Board approval of BenefitsCal Agreement Amendment One on August 14, 2026
System Change Requests (SCRs)	- Continued Design Sessions for HR1, Truv, and ROI - Release 26.09 and 26.11 SCRs are on target
Level 3 Service Desk Support	Commenced dashboard migration to track Tier 3 incident and Service Level Agreement (SLA) metrics
Customer Outreach and Marketing	- Finalizing Truv Phase II YouTube (YT) script internal review and preparing to share with Consortium - Began Brandwatch account activation and set up activities - Began organizing existing YouTube video content within the BenefitsCal SharePoint
Security	- Completed move from Trend Micro for BenefitsCal document upload malware scanning - Analyzing cloud security findings from Security Health Improvement Program (SHIP) and Security Hub CSPM - Provided SOC 2 audit requirements document requests
Application/Architecture Evolution	- Implemented changes necessary to switch from Trend Micro to GuardDuty for document upload malware scanning in the production environment - Reviewed the automated test phased changes with the BenefitsCal Director and received approval to proceed with the plan
Innovation	Continued the Proof of Concept (PoC) for Figma Make
Production Operations (Prod Ops)	- Deployed Amazon Web Services (AWS) updates related to Security Scan findings - Deployed GuardDuty Priority Release 26.08.13 on August 13, 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 10 active Production Defects.
Incidents	On Time	There are 29 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

- Submitted monthly BenefitsCal Work Schedule to the Consortium on August 7, 2026
- Received JPA Board approval for BenefitsCal Agreement Amendment One on August 14, 2026
- Submitted Monthly Integrated Budget Workbook update to the Consortium Fiscal team on August 18, 2026
- Continued schedule management for the BenefitsCal Work Schedule and the Change Order Work Schedule
- Continued Deliverable management

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	■ Received Final Deliverable (FDEL) acceptance from the Consortium on August 20, 2026 ■ Submitted FDEL and Work Acceptance Certificate (WAC) to the Consortium for approval on August 21, 2026
BC-D09	BenefitsCal General Design Document (GDD)	■ Received FDEL and WAC approval on August 18, 2026
BC-D10	BenefitsCal Performance Test Materials Packet (Online/Batch)	■ Submitted Draft Deliverable (DDEL) to the Consortium for review on August 14, 2026 ■ Received DDEL comments from the Consortium on August 21, 2026
BC-D14	BenefitsCal Monthly Service Level Agreement (SLA) Performance Report	■ Received Final Deliverable Expectation Document (FDED) acceptance from the Consortium on August 20, 2026 ■ Submitted FDED and WAC to the Consortium for approval on August 20, 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 and WAC approval from the Consortium
BC-D08	BenefitsCal Requirements Traceability Matrix (RTM) and Report	■ Submit Draft Deliverable Expectation Document (DDED) to the Consortium for review on August 27, 2026
BC-D10	BenefitsCal General Design Document (GDD)	■ Receive DDEL comments from the Consortium on August 21, 2026 ■ Submit FDEL to the Consortium for review on August 28, 2026

DEL #	DELIVERABLE NAME	STATUS
BC-D11	Certification of Successful Production Release	Submit DDED to the Consortium for review on August 27, 2026
BC-D14	BenefitsCal Monthly SLA Performance Report	- Receive FDED and WAC approval from the Consortium - Submit DDEL to the Consortium for review on September 8, 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	August 21, 2026: BenefitsCal Prod Ops team identified changes to enable a "canary" check to notify the team of system availability. Next steps are to document a change to be brought through CAB to enable in production, UAT, SIT, TRN, and Prod Staging environments.	In progress	Medium	February 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

- Submitted RCA 433 – BenefitsCal Truv Paystubs Are Not Available in CalSAWS Imaging on August 20, 2026 versus planned date of August 26, 2026

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 System Test and Partner Interface Testing and on target for Release 26.09
 - Completed design for CSPM-84764 and presented at User Centered Design (UCD); targeted for Release 26.11
 - Completed design for CSPM-80928 and presented at UCD; targeted for Release 26.11
 - Continued HR1 Joint Command Center planning
- ROI
 - Conduct weekly meetings regarding Community-Based Organization (CBO) clean up, status, and timelines
 - Conducted first ROI Workgroup and reviewed CBO clean-up process
 - Piloted Napa County for first county for CBO clean-up.
- 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 presented design at August UCD
 - Participated in Workgroup meetings on August 11, 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
Reopened	1
Assigned (In-Progress)	1
Read for Review	2
In Review	3
Completed	2
Total	9

3.2 Due for the Next Reporting Period

- Continue Partner Testing with CalSAWS for CSPM-84131 for HR1
- Commence Truv Partner Discussions
- Commence ROI Workgroup on August 26, 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

- Commenced dashboard migration for triage trend and SLA reporting
- Opened 2 Problem records to track pre-existing defects related to office lookup, Truv income frequency

4.1.1 Tier 3 Help Desk

- The table below represents BenefitsCal ServiceNow incidents by status and aging period. **Note:** Incidents aged more than 10 days that were processed only by the previous BenefitsCal vendor team and are excluded from the tables below.

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	0	5	0	0	0	0	0	0	5
In Progress	0	1	2	1	0	0	0	0	4
On Hold	0	2	5	2	7	0	0	0	16
Resolved	0	0	0	0	1	0	0	0	1
Problem in Diagnosis	0	0	0	0	0	0	0	0	0

STATUS	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
Closed	0	0	0	0	0	0	0	0	0
Total	0	8	7	3	8	0	0	0	26

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	07/13/26	07/20/26	07/27/26	08/03/26	08/10/26	08/17/26	TOTAL
Created	0	2	5	16	21	11	55
Triaged	0	0	1	6	16	23	46
Resolved	0	0	0	2	10	12	24

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.

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

- Preparing Truv Phase II YouTube to be shared with the Consortium. Targeting sending by August 21, 2026 or August 24, 2026, depending on final internal review.
- Activated and set up Brandwatch (social listening tool) account
- Preparing Client-facing walkthrough of Brandwatch account and its capabilities
- Downloading and organizing existing YouTube video content to be accessible within the CalSAWS SharePoint

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 move from Trend Micro for BenefitsCal document upload malware scanning
- Provided requested documents for SOC 2 audit
- Analyzing Cloud Security findings - SHIP and Security Hub CSPM
- Completed monthly AWS access review

6.2 Due for the Next Reporting Period

- Complete analysis of SHIP findings
- Participate in SOC 2 audit observations
- Analyze SAST scan results for release 26.09.20

7 APPLICATION/ARCHITECTURE EVOLUTION

7.1 Completed from the Reporting Period

- Implemented changes necessary to switch from Trend Micro to GuardDuty for document upload malware scanning in the production environment
- Reviewed the automated test phased changes with the BenefitsCal Director and received approval to proceed with the plan

7.2 Due for the Next Reporting Period

- Create a CHG for CAB to update application availability monitoring for Production, Prod Staging, TRN, UAT, and SIT environments to resolve CSPM-84965

8 INNOVATION

8.1 Completed from the Reporting Period

- Continued monitoring of the Figma Make POC

8.2 Due for the Next Reporting Period

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

9 PRODUCTION OPERATIONS

9.1 Completed from the Reporting Period

- Deployed GuardDuty replacement for Trend Micro, priority Release 26.08.13 (CHG0060832)
- Supported CalSAWS August 16, 2026 Exadata maintenance window, BenefitsCal in offline mode from 12:00 a.m. to 7:30 a.m.
- Completed CHG0060939 BenefitsCal Non-Prod: Enable Deletion Protection for ELBv2 Load Balancers in DEVSIT
- Preparing for 26.09 Performance Test executions
- Preparing for security patch to leverage scheduled downtime during August 28, 2026 maintenance window (August 28, 2026 10 p.m. – August 29, 2026 2 a.m.)
- Investigating Security Scan findings:
 - CSPM-84746 DAST Finding: HTTP PUT method is enabled
 - CSPM-84746 SNS topic is not encrypted at rest with KMS
 - CSMPS 85106 and 85107 – Secrets in Lambda functions variables
- 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	Submitted RITM to Gainwell for security review. Chrome extension used for logging Jmeter performance scripts.

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
Brandwatch Software Procurement (RITM0113913)	Gainwell	5/28/2026	8/15/2026	1	Completed. Software procured and provided to the BenefitsCal Marketing and Comms team. 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	Submitted RITM 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	Submitted RITM for CapCut procurement request for 2 licenses.
Font Awesome Pro 5 License Transfer / Procurement (RITM0115815)	Gainwell	6/18/2026	8/31/2026	1	Completed. Additional seats licenses purchased on August 21, 2026. 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.

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
					Procurement in progress by Gainwell team. Potential impact to production deployments referencing images/icons using font.
GuardDuty in place of TrendMicro for Document Scanning (Prod) (TBD)	Deloitte	5/15/2026	8/7/2026	1	Completed. GuardDuty was deployed to production on August 13, 2026. 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	August 20, 2026 – Purchase Order submitted. Submitted RITM for procurement request for Zoom language add-ons.

9.2 Due for the Next Reporting Period

- Apply security patch for August 2026 during scheduled ForgeRock downtime on August 28, 2026
- Enable chatbot text logging for user experience analysis