

CalSAWS Quality Assurance Weekly Status Report

Reporting Period: April 12, 2021 to April 18, 2021

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
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1.0 Quality Assurance



1.1 Deliverables Management

Table 1-1 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
3.22	QA Monthly Status Report - April 2021		• Submit FDEL by May 5, 2021
4.22	QA Work Plan - April 2021		• Submit FDEL by May 5, 2021
7.22	QA Test Monthly Report – April 2021		• Submit FDEL by May 5, 2021
8	QA UAT Weekly Report (Weekly)		• Submit DDEL by April 30, 2021
10.02	Quarterly QA Security Report		• Approval received on April 12, 2021
12.22	Assessment of CalSAWS Migration Work Plan Update – April 2021		• Submit FDEL by April 21, 2021
40	Assessment of CalSAWS (C-IV) UAT Readiness Report/Milestone		• Submit DDEL by June 4, 2021
41	Assessment of CalSAWS Migration Project Control Document - Update #2		• Submit DDEL by April 27, 2021
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8		• Submit DDEL by October 15, 2021

[1] Status: **Red:** Behind schedule and requires escalation; **Amber:** Potential delay/monitor with no material schedule impact; **Green:** On schedule, performing as planned

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
12	OCAT – QA Assessment of OCAT Performance Verification Report & Final Acceptance		• Submit DDEL by October 19, 2021
13	OCAT - QA Assessment of OCAT Phase 2 (M&O) Transition Plan		• Submit DDEL by July 27, 2021



[1] Status: **Red:** Behind schedule and requires escalation; **Amber:** Potential delay/monitor with no material schedule impact; **Green:** On schedule, performing as planned

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Table 1-3 - Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
3.07	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – March 2021		<ul style="list-style-type: none">Submitted FDEL on April 12, 2021Approval expected by April 20, 2021
4.02	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix – Conclusion of Design		<ul style="list-style-type: none">Approval received on April 12, 2021

[1] Status: **Red**: Behind schedule and requires escalation; **Amber**: Potential delay/monitor with no material schedule impact; **Green**: On schedule, performing as planned

Table 1-4 - Overall Summary of CalWIN Implementation Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
59.03	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - March 2021		<ul style="list-style-type: none">Submitted FDEL on April 12, 2021Approval expected by April 20, 2021

[1] Status: **Red**: Behind schedule and requires escalation; **Amber**: Potential delay/monitor with no material schedule impact; **Green**: On schedule, performing as planned

1.2 Highlights for the Reporting Period

1.2.1 Project Management

- ▶ Participated in Review of OCAT Monthly SLA Reports on April 12, 2021
- ▶ Facilitated CalSAWS Job Aid working session on April 12, 2021
- ▶ Facilitated Engagement Brown Bag session with Policy and Design staff on April 13, 2021
- ▶ Attended Project Schedule Update with Accenture and Consortium on April 14, 2021
- ▶ Participated in OCAT Operations and Release meeting on April 14, 2021
- ▶ Presented QA Status to CalSAWS State and Federal Partners on April 14, 2021
- ▶ Co-facilitated CalSAWS Consortium County Validation Framework (CCCVF) Working session on April 15, 2021
- ▶ Participated in GA/GR Weekly Consortium meeting on April 15, 2021
- ▶ Attended CalSAWS Project Steering Committee meeting on April 15, 2021
- ▶ Participated in Review of UAT Test Room setup in Rancho Cordova on April 16, 2021
- ▶ Attended CalSAWS JPA Board meeting on April 16, 2021
- ▶ Participated in Initial Review of OCAT M&O Plan on April 16, 2021

1.2.2 Technical

- ▶ Participated in CalSAWS Technical Weekly meeting on April 12, 2021
- ▶ Participated in Consortium Financial Operations (FinOps) meeting on April 13, 2021
- ▶ Participated in Application Monitoring Performance (AMP) Transaction Count Reconciliation meeting on April 13, 2021
- ▶ Participated in EDBC Performance Phase 3 meeting on April 14, 2021
- ▶ Participated in Technical CAB meeting on April 14, 2021
- ▶ Participated in CalSAWS Architectural Standards Review Series on April 15, 2021
- ▶ Participated in Batch Regression Status meeting on April 16, 2021
- ▶ Security
 - Participated in weekly CloudCheckr Security meeting on April 12, 2021
 - Participated in Security Operations discussion on April 16, 2021
 - Participated in Security Remediation meeting on April 15, 2021
- ▶ Analytics
 - Participated in Analytics Performance and Scalability meeting on April 14, 2021
 - Participated in CalSAWS Analytics Training session on April 14, 2021
 - Participated in CalSAWS Weekly Analytics meeting on April 15, 2021
- ▶ ServiceNow Migration
 - Participated in ServiceNow Asset Management demonstration on April 14
 - Participated in ServiceNow Stakeholder meeting on April 15, 2021

1.2.3 Imaging

- ▶ Participated in Imaging Change Management meeting on April 14, 2021
- ▶ Participated in CalSAWS Imaging and Contact Center meeting on April 14, 2021
- ▶ Monitored the C-IV to AWS Image migration schedule and re-baseline on April 16, 2021

1.2.4 Functional

- ▶ Conversion
 - Attended the Golden Data Set (GDS) 3 Release Notes review
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design Documents
 - Discussed new reason codes with no associated correspondence
- ▶ APIs
 - Reviewed API Design Documents
 - Submitted comments on CalSAWS BenefitsCal API documentation
 - Monitored Connectivity Testing results
- ▶ Task Management
 - Reviewed 21.07 Design documents
- ▶ Lobby Management
 - Updated the requirements traceability checklist
- ▶ Contact Center
 - Reviewed SCRs and attended scheduled meetings
 - Monitored the C-IV Migration to ForgeRock
- ▶ Case Purge
 - Participated in daily scrum meetings
 - Commented on the Sprint 11 Final Design Document
 - Confirmed the extraction for CDSS is securely stored in the S3 Bucket

1.2.5 BenefitsCal

- ▶ Participated in BenefitsCal - Deloitte/Accenture Weekly Coordination meeting
- ▶ Attended daily Accenture API Scrum and Daily Sprint meetings
- ▶ Attended the daily BenefitsCal System Test Status Connect
- ▶ Attended Scrum of Scrums weekly touchpoint
- ▶ Attended the weekly BenefitsCal Test Planning meeting
- ▶ Attended the weekly BenefitsCal PM Connect meeting
- ▶ Participated in the weekly Risk meeting
- ▶ Provide comment resolutions for the final Communication Strategy Work Product

1.2.6 Test

- ▶ Release 21.05
 - Delivered the completed Release 21.05 scorecard analysis to the Consortium and received approval on March 24, 2021. Identified Release 21.05 Independent Testing scope as follows:
 - Eight (8) SCRs for Independent Testing
 - Fifteen (15) SCRs for QA Review of System Test Results
 - Continued 21.05 Independent Test execution for high-impact SCRs
 - Completed QA Review of System Test scenarios
 - Continued QA Review of System Test execution results
 - Participated in the Integrated Test team meeting on April 12, 2021

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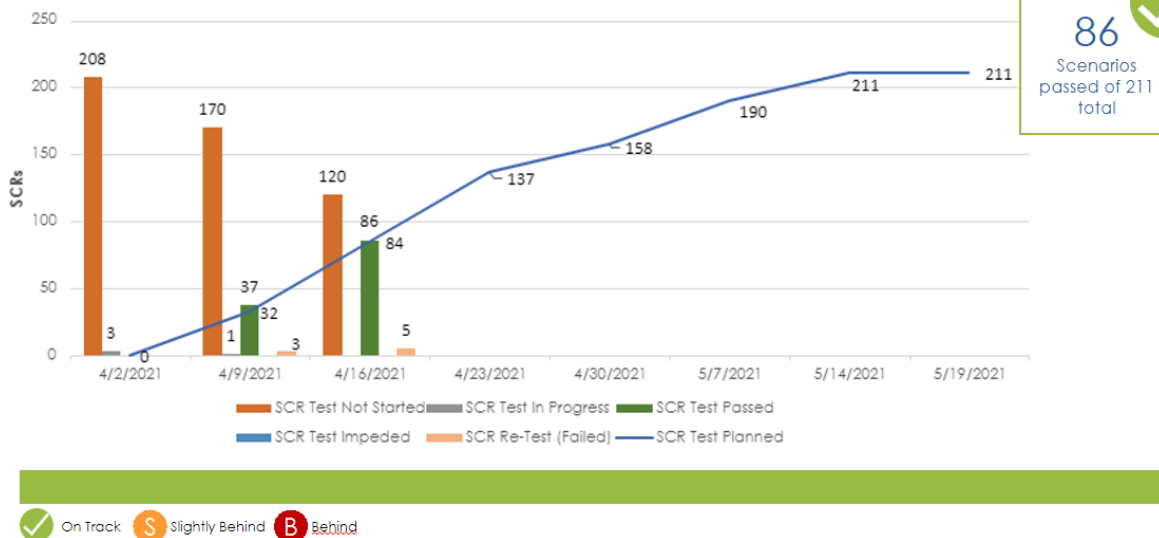
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Table 1-5 – Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.05 Release – ClearBest QA Independent Test Results	211	57% (120)	0% (0)	41% (86)	2% (5)	0% (0)

21.05 – SCR Test Script: Execution

Release 21.05
Independent Testing of SCRs



► CalSAWS User Acceptance Test (UAT)

- o Completed April 19, 2021 UAT Kick-Off materials
- o Conducted a UAT County Access Support planning session with Consortium and Accenture on April 12, 2021
- o Conducted a Dry run of the April 19 – UAT Kick-Off with Consortium and Accenture on April 13, 2021
- o Conducted UAT participant support sessions on April 13 and 15, 2021
- o Conducted a UAT Converted security profiles meeting with Consortium and Accenture on April 14, 2021
- o Conducted a UAT Master Planning meeting on April 14, 2021
- o Conducted a CalSAWS Weekly Test Case Scenario development status meeting on April 15, 2021
- o Participated in an Imaging and CalSAWS integration scenario/script meeting on April 15, 2021
- o Finalized user converted security profiles approach with Consortium and Accenture on April 14, 2021
- o Participated in a UAT Readiness checklist review meeting with Consortium on April 15, 2021
- o Reconciled receipt of C-IV and LA Environment access forms (389 of 419)
- o Continued to manage UAT Participant schedule updates for C-IV UAT Execution
- o Continued to monitor Test scenario feedback from C-IV UAT participants – GA/GR comments due April 21, 2021

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- o Provided UAT activity update and progress to the Project Steering Committee meeting on April 15, 2021

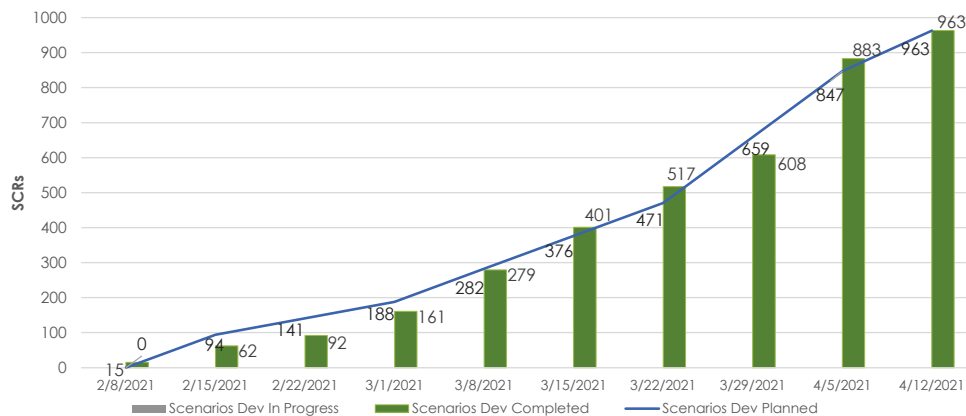
Table 1-6 – CalSAWS C-IV UAT Scenario Development

Test Cycle	Total Scenarios	Not Complete	In Progress	Completed*
CalSAWS C-IV UAT Test Scenario development	963	0% (0)	0% (0)	102% (963)

*Test Scenario exceeded original target of 941

CalSAWS C-IV UAT Test Scenario: Development

CalSAWS C-IV User Acceptance



963
Scenarios
developed of
963 total

On Track S Slightly Behind B Behind

► Other Consortium Support Test Activities

o BenefitsCal Activities

- Participated in the weekly BenefitsCal Test Planning meeting to discuss test status and the BenefitsCal QA Review Checklist / BenefitsCal Scorecard with the Deloitte on April 13, 2021
- Conducted an Interface Test Coverage Touchpoint meeting with the Consortium on April 15, 2021
- Completed comment resolutions on the BenefitsCal Work Product – End-to-End test cases
- Began review on the BenefitsCal Work Products - GSD Part II Test Case Review (New Features, e.g., Disaster CalFresh)
- Continued test case development for Independent test

o Converted Data Test (CDT) Activities

- Attended the Weekly CDT Test/QA Touchpoint meeting on April 13, 2021
- Continued functional End-to-End scenario test execution
- Attended the Golden Data Set #3 Release Notes Overview meeting on April 12, 2021
- Met with Batch Regression team to review CDT Batch Regression test cases on April 13 and 16, 2021

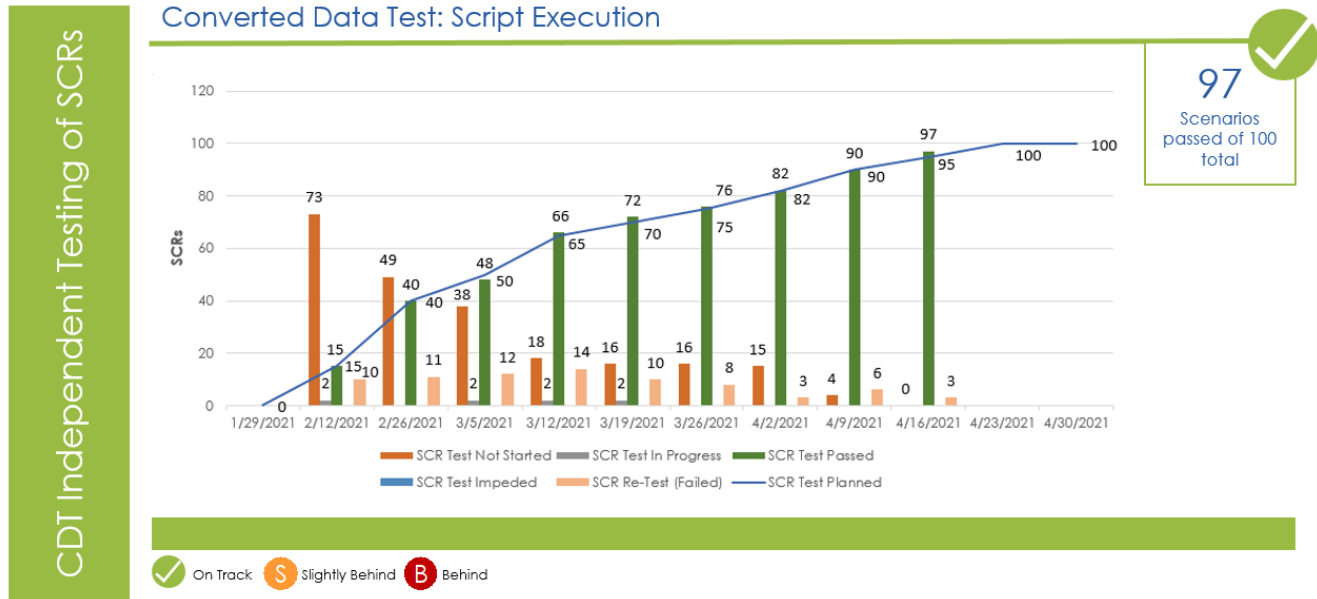
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Table 1-7 – Converted Data Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CDT – QA Independent Test Results	100	0% (0)	0% (0)	97% (97)	3% (3)	0% (0)



o Other Activities

- Attended the weekly Release-When-Ready meeting on April 12, 2021
- Attended the Test Touchpoint meeting with the Consortium and Accenture Test Leads on April 14, 2021
- Participated in CCCVF Strike Team meeting on April 15, 2021
- Met with First Data on M&O transition activities on April 15, 2021
- Attended the monthly Implementation Readiness meeting on April 15, 2021

1.2.7 Implementation

- ▶ Participated in weekly touchpoints with Implementation, Change Management, Training, Imaging, and Targeted Onsite Support Services (TOSS) teams
- ▶ Participated in daily Training Case Copy standups on April 12 - 16, 2021
- ▶ Provided comments on C-IV Migration Web-Based Training (WBT) Captivate files on April 12 - 16, 2021
- ▶ Participated in Bi-weekly Implementation, Training, and Change Management leads meeting on April 12, 2021
- ▶ Participated in As-Is Business Process Re-engineering (BPR) Work Product - PMO Process Formal Review on April 12, 2021
- ▶ Participated in weekly CalWIN Implementation Support Services (ISS) Management meeting on April 12, 2021
- ▶ Participated in reviews and provided comments on CalWIN ISS OPAC presentation on April 12 - 15, 2021

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- ▶ Participated in CalWIN ISS Standup meetings on April 13 - 15, 2021
- ▶ Participated in Orange & Ventura County BPR Sessions - Debrief on April 13 - 15, 2021
- ▶ Conducted CalWIN ISS QA and Consortium Check In on April 13, 2021
- ▶ Participated in Training, Implementation, and Change team meeting on April 13, 2021
- ▶ Participated in Job Aid Process on April 13, 2021
- ▶ Participated in Early WBT Access for County Supervisors meeting on April 14, 2021
- ▶ Conducted Early Training – Planning meeting on April 14, 2021
- ▶ Participated in Imaging Change Management, Training, and Implementation Checkpoint Slides meeting on April 14, 2021
- ▶ Supported CalWIN Implementation Support Services (ISS) Organizational Change Management (OCM) Point of Contact (POC) Kick-Off meeting on April 14, 2021
- ▶ Participated in LA County T-6 Month Imaging Change Readiness Assessment Planning meeting on April 14, 2021
- ▶ Participated in Implementation coordination – BenefitsCal meeting on April 14, 2021
- ▶ Presented Path to Green Light Governance Timeline at Project Steering Committee (PSC) meeting on April 15, 2021
- ▶ Participated in CalWIN Project Updates meeting on April 15, 2021
- ▶ Participated in Pre-Meet - monthly Implementation Readiness Checkpoint with Regional Managers on April 15, 2021
- ▶ Supported monthly Implementation Readiness working session on April 15, 2021
- ▶ Participated in All Staff ServiceNow Overview session on April 15, 2021
- ▶ Conducted Green Light Planning with Accenture and Consortium on April 16, 2021
- ▶ Prepared for CalWIN ISS QA Services Overview on April 16, 2021
- ▶ Formulated Training Material Status Charts on April 16, 2021

1.2.8 OCAT

- ▶ Participated in Review of OCAT Monthly SLA Reports on April 12, 2021
- ▶ Participated in OCAT Operations and Release meeting on April 14, 2021
- ▶ Reviewed OCAT Data Change Request OP-2628 on April 16, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Facilitate Evolved Orientation presenter training prep session on April 19, 2021
- ▶ Participate in Batch Recommendations Paper review on April 20, 2021
- ▶ Attend FDEL #55 - CalSAWS Migration Work Plan Update #24 Touchpoint meeting on April 20, 2021
- ▶ Participate in June JPA Planning meeting on April 21, 2021
- ▶ Participate in GA/GR Weekly Consortium meeting on April 22, 2021
- ▶ Facilitate CCCVF Internal Working session on April 22, 2021
- ▶ Participate in CalSAWS IV&V/PMO Biweekly meeting on April 23, 2021

1.3.2 Technical

- ▶ Participate in weekly CalSAWS Technical meeting on April 19, 2021
- ▶ Participate in CalSAWS UAT Environment Access meeting on April 19, 2021
- ▶ Participate in BenefitsCal: Release 3.0 Design session on April 20 and 22, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on April 20, 2021
- ▶ Participate in EDBC Performance Phase 3 meeting on April 21, 2021
- ▶ Participate in Technical CAB meeting on April 21, 2021
- ▶ Participate in Environment Management review on April 21, 2021
- ▶ Participate in Batch Regression Status meeting on April 22, 2021
- ▶ Security
 - Participate in weekly CloudCheckr Security meetings on April 19, 2021
 - Participate in Security Remediation meeting on April 22, 2021
- ▶ Analytics
 - Participate in Analytics Performance and Scalability meeting on April 21, 2021
 - Participate in CalSAWS Analytics Training session on April 21, 2021
 - Participate in CalSAWS Weekly Analytics meeting on April 22, 2021
- ▶ ServiceNow Migration
 - Participate in ServiceNow Greenlight meeting on April 22, 2021
 - Participate in ServiceNow Stakeholder meeting on April 15, 2021

1.3.3 Imaging

- Participate in Imaging meetings as scheduled
- Continue to monitor the C-IV Image migration to AWS and schedule re-baseline on April 16, 2021

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Conversion
 - Attend the CalWIN Conversion and Change Management Meetings
 - Attend the Ancillary Project Status meeting
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Track resolution of new reason codes with no associated correspondence
- ▶ Non-State Forms (NSF)
 - Review NSF Design documents

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- ▶ APIs
 - Validate comment resolution for BenefitsCal portal APIs
 - Attend API User Group meeting
- ▶ Task Management
 - Review 21.07 Design documents
- ▶ Lobby Management
 - Review SCRs and attend scheduled meetings
 - Update the requirements traceability checklist
- ▶ Contact Center
 - Review SCRs and attend scheduled meetings
- ▶ Case Purge
 - Review Final Design document
 - Review Performance metrics documentation

1.3.5 BenefitsCal

- ▶ Attend Statewide/Portal Mobile: Release 3.0 Design Session
- ▶ Attend daily Test Status meetings
- ▶ Attend Accenture API Daily Scrum and daily Sprint meetings
- ▶ Attend weekly Scrum of Scrums touchpoint meeting
- ▶ Attend the weekly BenefitsCal Test Planning meeting
- ▶ Participate in weekly Risk meeting
- ▶ Participate in the weekly PM Connect meeting

1.3.6 Test

- ▶ Release 21.05
 - Continue Independent test execution for high-impact SCRs
 - Continue QA Review of System Test Execution results
 - Participate in the CalSAWS Integrated Test team meeting on April 20, 2021
- ▶ CalSAWS UAT
 - Conduct the April 19, 2021 UAT Kick-Off for LA and CalWIN
 - Conduct a UAT Environment Access validation session with C-IV and LA UAT participants April 19, 2021
 - Conduct an Integrated UAT Checklist review with Consortium and Accenture on April 20, 2021
 - Conduct UAT participant support sessions on April 20 – 21, 2021
 - Conduct a UAT Master Planning meeting on April 22, 2021
 - Conduct a UAT Imaging test approach meeting regarding virtual print with Consortium and Accenture on April 22, 2021
 - Conduct a CalSAWS Weekly Test Case Scenario development status meeting on April 22, 2021
 - Co-develop the BenefitsCal UAT Environment Definition Document
 - Distribute CalWIN Environment access forms on April 19, 2021 with a due date of June 7, 2021
 - Continue managing UAT Participant schedule updates for C-IV UAT Execution
 - Continue to monitor GA/GR Test scenario feedback from C-IV UAT participants due April 23, 2021

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- ▶ **BenefitsCal Activities**
 - Support the comment resolution process for the BenefitsCal Work Product – Interface test cases
 - Complete review and submit comments on the BenefitsCal Work Products - GSD Part II Test Case Review (New Features, e.g., Disaster CalFresh) on April 19, 2021
 - Begin review on the BenefitsCal Work Products – Conversion + ADA Scenario and Test Case Review on April 19, 2021
 - Participate in the BenefitsCal Test Planning meeting on April 20, 2021
 - Continue test case development for Independent test
- ▶ **Converted Data Test (CDT) Activities**
 - Attend the weekly CDT Test/QA Touchpoint meeting on April 20, 2021
 - Continue CDT End-to-End scenarios Independent test execution
 - Attend the weekly Batch Regression Status check point meeting on April 23, 2021
 - Continue QA scenario and execution reviews for CDT Batch Regression identified on the scorecard
 - Begin QA review of CDT Batch Regression to verify all migrated C-IV batch jobs in the first 4 migration phases are included in the scheduler.
- ▶ **Other Activities**
 - Participate in the Environment Integration/Management meeting on April 22, 2021
 - Attend the monthly Implementation Readiness meeting on April 21, 2021
 - Attend the weekly Release-When-Ready meeting on April 19, 2021
 - Attend the Test Touchpoint meeting with the CalSAWS Test Leads on April 21, 2021
 - Attend the Implementation Readiness checkpoint meeting on April 21, 2021
 - Participate in CCCVF Strike Team on April 22, 2021

1.3.7 Implementation

- ▶ Participate in weekly touchpoints with Implementation, Change Management, Training, Imaging, and Targeted Onsite Support Services (TOSS) teams
- ▶ Participate in daily Training Case Copy standups on April 19 - 23, 2021
- ▶ Provide comments on C-IV Migration Web-Based Training (WBT) Captivate files on April 19 - 23, 2021
- ▶ Participate in Santa Cruz and Solano County As-Is sessions April 19 - 23, 2021
- ▶ Participate in CalWIN ISS Standup meetings on April 19 - 23, 2021
- ▶ Participate in Monthly Training meeting April 20, 2021
- ▶ Participate in Bi-Monthly Implementation Readiness Checkpoint on April 20, 2021
- ▶ Conduct CalSAWS Task Management Targeted Topic session on April 20, 2021
- ▶ Prepare for Just-In-Time Change Reason Demonstration on April 20, 2021
- ▶ Participate in Dry Run - LA County Imaging CNC meeting on April 20, 2021
- ▶ Participate in Training Advisory Council: CalWIN to CalSAWS Overview on April 21, 2021
- ▶ Participate in C-IV to CalSAWS Conversion Cutover 1A preparation session on April 21, 2021
- ▶ Participate in Twice-Monthly Implementation Readiness Checkpoint on April 21, 2021
- ▶ Participate in CalWIN ISS OCM POC meeting preparation on April 21, 2021
- ▶ Participate in monthly CalWIN OPAC meeting on April 22, 2021

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- ▶ Conduct Early Training Planning session with QA, Consortium, and Accenture teams on April 22, 2021
- ▶ Conduct monthly LA County Imaging CNC meeting on April 22, 2021
- ▶ Formulate Training Material Status Charts on April 22, 2021

1.3.8 OCAT

- ▶ Participate in OCAT Business Rules Engine (BRE) Status meeting on April 20, 2021

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period