CalSAWS Quality Assurance Weekly Status Report

Reporting Period: May 3, 2021 to May 9, 2021

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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	• Submitted FDEL on May 5, 2021		
4.22	QA Work Plan - April 2021	• Submitted FDEL on May 5, 2021		
7.22	QA Test Monthly Report – April 2021	• Submitted FDEL on May 5, 2021		
8	QA UAT Weekly Report	Submit FDED by May 12, 2021Approval expected by May 18, 2021		
10.03	Quarterly QA Security Report	• Submit DDEL by June 29, 2021		
12.23	Assessment of CalSAWS Migration Work Plan Update – May 2021	• Submit FDEL by May 19, 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	Submitted FDEL by May 7, 2021Approval expected by May 13, 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		
3.08	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – April 2021	Submit FDEL by May 12, 2021Approval expected by May 20, 2021		
4.03	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix – Conclusion of Testing	• Submit DDEL by August 24, 2021		
12.00	BenefitsCal - Assessment of Portal/Mobile App M&O Plan	• Submit DDED by May 25, 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		
59.04	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - April 2021	Submit FDEL by May 12, 2021Approval expected by May 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

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1.2 Highlights for the Reporting Period

1.2.1 Project Management

- ► Conducted Effective Virtual Meetings Soft Skills training for CalWIN on May 3, 2021
- ▶ Presented RCM and CalSAWS Consortium County Validation (CCCV) Strike Team status at Section Directors' meeting on May 4, 2021
- ► Facilitated Job Aid Training Team planning session on May 4, 2021
- ▶ Co-Facilitated RCM Evolved Orientation Speaker Preparation session on May 5, 2021
- ► Co-Facilitated CCCV Framework Strike Team session on May 6, 2021
- ▶ Participated in Batch Regression Test Status meeting on May 7, 2021
- ▶ Attended Region 4 Virtual Management site visit on May 7, 2021

1.2.2 Technical

- ▶ Participated in weekly CalSAWS Technical meeting on May 3, 2021
- ▶ Participated in Integrated Tech Projects Touch Base meeting on May 4, 2021
- ▶ Participated in CalSAWS Technical M&O meeting on May 4, 2021
- ▶ Participated in API Touchpoint on May 4, 2021
- ▶ Participated in Technical CAB meeting on May 5, 2021
- ► Participated in BenefitsCal Deliverables Walkthrough: Maintenance & Operations (M&O) Plan on May 5, 2021
- ▶ Participated in Monthly JUnit touchpoint meeting on May 6, 2021
- ► Batch
 - o Participated in EDBC Performance Phase 3 meeting on May 5, 2021
 - o Participated in UAT Batch Schedule meeting on May 6, 2021
 - o Participated in EDBC Off Prime discussion on May 6, 2021
 - o Participated in Batch Regression Test Status meeting on May 7, 2021

▶ Central Print

- Participated in Central Print Requirements Validation Facilities & Tech meeting on May 5, 2021
- o Participated in Print Transition Checklist review on May 5, 2021
- Reviewed Central Print Deliverables and provided comments on May 6, 2021
- Facilitated comment review with Consortium Technical Production Operations on May 7, 2021

Security

- o Reviewed BenefitsCal System Security Plan (SSP) on May 3 8, 2021
- o Participated in ForgeRock Delegated Administration Alignment on May 3, 2021
- o Participated in weekly CloudCheckr Security meeting on May 4, 2021
- o Participated in BenefitsCal Draft SSP Walkthrough meeting on May 5, 2021
- o Reviewed ForgeRock AT Environment Testing Environment on May 6, 2021
- o Participated in Security Remediation Status meeting on May 6, 2021
- o Participated in CalSAWS Security Committee meeting on May 6, 2021

Analytics

- o Participated in Analytics Training Session meeting on May 5, 2021
- o Participated in Analytics Performance and Scalability meeting on May 5, 2021
- o Participated in weekly CalSAWS Analytics meeting on May 6, 2021
- ► CalSAWS Helpdesk (ServiceNow Migration)
 - o Participated in the ServiceNow Post Go-Live Support sessions on May 3 7, 2021

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1.2.3 Imaging

- ▶ Participated in Imaging Status Review on May 6, 2021
- ▶ Reviewed Imaging Performance Results on May 3 5, 2021

1.2.4 Functional

- ▶ Conversion
 - Participated in the C-IV to CalSAWS Conversion Cutover Go Live (1B) Mock Conversion review
 - o Participated with the Consortium during Click-Thru tasks for Mock Conversion 1
 - o Attended the Conversion Strategic Direction, Touchpoint, Status meeting
- ► Assistance/General Relief (GA/GR)
 - o Reviewed SCR Design Documents
 - o Inquired into SCR release shifts
- ▶ Non-State Forms
 - o Reviewed several Design Documents for translated forms
- ► APIs
 - o Reviewed API Design Documents
- Task Management
 - o Reviewed Design documents
- ► Lobby Management
 - o Updated the requirements traceability checklist
- ▶ Contact Center
 - o Reviewed SCRs and attended scheduled meetings
 - o Reviewed IVR functionality moving to Release 21.07 testing
- Case Purge
 - Verified the Case Purge restoration and confirmed the code fix functioned correctly
 - o Facilitated a Lessons Learned on the C-IV Case Purge
 - o Attended the Sprint O discussions for the CalSAWS Case Purge

1.2.5 BenefitsCal

- Reviewed BenefitsCal Work Products: System Security Plan and Customer Experience Measurement Plan
- ▶ Reviewed and provided comments on the BenefitsCal M&O Plan DED
- Discussed comments on the Awareness toolkit and draft communications for resolutions
- ▶ Discussed Interface Partner test case outstanding comments
- Participated in the weekly BenefitsCal Coordination meeting with Deloitte and Accenture
- Attended the daily BenefitsCal System Test Status Connect meetings
- ► Attended the weekly BenefitsCal Test Planning meeting

1.2.6 Test

- ► Release 21.05 Readiness
 - Prepared Project Readiness artifacts for the Release 21.05 Project Readiness T-2 Integrated Readiness Status
- ► 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
- Continued QA Review of System Test execution results
- o Participated in the CalSAWS Integrated Test team meeting on May 4, 2021

Table 1-5 – Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.05 Release – ClearBest QA	206	1%	0%	93%	6%	0%
Independent Test Results		(2)	(0)	(191)	(13)	(O)



▶ Release 21.07

- Began Release 21.07 scorecard analysis to identify Independent Testing Scope
- CalSAWS User Acceptance Test (UAT)
 - o Collaborated with Deloitte to align Jira configurations on May 3, 2021
 - o Participated in Batch Schedule discussions on May 3 and 5, 2021
 - o Continued work on UAT Integrated Findings and Defect tool set up with Consortium and Accenture on May 3, 2021
 - o Conducted UAT Master Planning meetings on May 3 and 5, 2021
 - o Conducted UAT participant support sessions on May 4 and 6, 2021
 - o Conducted a UAT Dashboard working session with Accenture on May 5, 2021
 - Conducted Environment Access support touch points with Accenture on May 5 and 7, 2021
 - o Participated in Execution, Communication, and Meeting Schedule discussions with the Consortium on May 5 and 6, 2021

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- o Monitored C-IV UAT participant county test scenario feedback
- ▶ Other Consortium Support Test Activities
 - o Participated in the weekly BenefitsCal Test Planning meeting on May 4, 2021
 - Continued comment resolution process for the BenefitsCal Work Products –
 Conversion + ADA Scenario and Test Case Review
 - o Drafted Increment 1 Cycle 1 and Increment 1 Cycle 2 scorecards and submitted to the Consortium for approval
 - o Began drafting Increment 2 scorecard
 - o Continued setup of the QA BenefitsCal Dashboard
 - o Discussed with BenefitsCal team Jira Access rights on May 6, 2021
 - o Completed QA Review of System Test execution results Increment 1 Cycle 1
 - o Began QA Review of System Test execution results Increment 1 Cycle 2
 - o Converted Data Test (CDT) Activities
 - Attended the weekly Batch Regression Status meeting on May 7, 2021
 - Continued CDT Batch Regression scenario and execution QA reviews
 - Other Activities
 - Conducted a touchpoint meeting with the Consortium Application Development/Test/Release Director on May 3, 2021
 - Attended the weekly Release-When-Ready meeting on May 3, 2021
 - Attended the Test Touchpoint meeting with the Consortium and Accenture Test Leads on May 5, 2021
 - Participated in CCCVF Strike Team meeting on May 6, 2021
 - Participated in the Consortium FinOps meeting on May 4, 2021
 - Participated in the ForgeRock AT environment meeting on May 6, 2021
 - Participated in the DEL #52 C-IV UAT Readiness DDEL walk through with Accenture and the Consortium on May 6, 2021

1.2.7 Implementation

- ► C-IV Migration
 - Participated in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and Targeted Onsite Support Services (TOSS) teams
 - o Participated in Support Model for County Prep Phase discussion on May 3, 2021
 - Participated in Change Impact Analysis (CIA) outcomes meeting on May 3, 2021
 - o Participated June JPA Planning meetings on May 4 and 6, 2021
 - Participated in Post-Deployment Support Customer Engagement Management discussion on May 4, 2021
 - o Participated in Training Case Copy Standup meeting on May 4, 2021
 - o Refined Request for Early Training Participants CRFI on May 4, 2021
 - o Participated in CalSAWS Imaging demonstrations on May 4 6, 2021
 - o Participated in CalSAWS Training Committee meeting on May 5, 2021
 - Supported the monthly Implementation Readiness Checkpoint meeting on May
 5, 2021
 - o Conducted checkpoint on Green Light draft presentation on May 5, 2021

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- Conducted dry run for May Change Network Champion (CNC) meeting on May 6, 2021
- o Participated in Introduction to C-IV Migration Training WBT Detailed Design Walk-through on May 6, 2021
- o Supported Region 4 Virtual CalSAWS Management site visit on May 7, 2021
- ► CalWIN Implementation Support Services (ISS)
 - o Participated in daily CalWIN ISS Management meetings May 3 6, 2021
 - o Participated in San Diego and San Mateo As-Is Sessions and Daily Debriefs May 3 6, 2021
 - Conducted CalWIN ISS Requirements Traceability Matrix JIRA review on May 4, 2021
 - o Participated in Surveys: C-IV and Tools Walk-Through with the CalWIN ISS team on May 5, 2021
 - o Participated in CalWIN ISS OCM POC Planning meeting on May 6, 2021
 - Reviewed Deloitte CalWIN ISS OCM Requirements with the Consortium on May
 6, 2021

▶ Release Management

- Completed initial verification of Training System Change Requests (SCRs) for Release 21.05
- Retested defects identified in initial verification of Training System Change Requests (SCRs) for Release 21.05

► Special Projects

- Performed wrap up activities for CalSAWS Work Location Preference Survey on May 3, 2021
- o Supported three IDEA Surveys on May 3 6, 2021

1.2.8 OCAT

► Participate in meetings as scheduled

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Participate in Release 21.05 Project Readiness T-2 Status meeting on May 10, 2021
- ▶ Participate in OCAT Monthly SLA review on May 10, 2021
- ▶ Participate in Deloitte Central Print Requirements Validation meeting on May 10, 2021
- ▶ Participate in June JPA Planning meeting on May 11, 2021
- ▶ Present QA Status at Monthly CalSAWS IT Report meeting on May 12, 2021
- ▶ Participate in OCAT Operations and Release meeting on May 12, 2021
- ▶ Participate in CalSAWS IV&V/PMO Biweekly review on May 13, 2021
- ► Attend CalSAWS JPA Board meeting on May 14, 20210

1.3.2 Technical

- ▶ Participate in weekly CalSAWS Technical meeting on May 10, 2021
- ▶ Participate in 21.05 Project Readiness Integrated Readiness Areas T-2 Integrated Readiness Status on May 10, 2021
- ▶ Participate in CalSAWS M&O meeting on May 11, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on May 11, 2021
- ▶ Participate in QA M&O Transition meeting on May 11, 2021
- ▶ Participate in Technical CAB meeting on May 12, 2021
- ▶ Participate in Environment Management review on May 13, 2021
- ▶ Participate in CalSAWS Architecture Standards Review on May 13, 2021
- ► Batch
 - o Participate in UAT Batch Schedule meeting on May 10, 2021
 - Participate in Batch Regression Status meeting on May 14, 2021

► Central Print

- Participated in Central Print Requirements Validation PMO Related Items May 10, 2021
- Participate in Central Print Requirements Validation Facilities & Tech on May
 12, 2021
- o Continue review of Gainwell Central Print Deliverables on May 3 5, 2021

Security

- o Participate in weekly CloudCheckr Security meeting on May 10, 2021
- o Participate in Security Remediation meeting on May 13, 2021
- o Participate in Security Operations Discussion on May 14, 2021

Analytics

- Participate in Analytics Report's CalSAWS Batch Solution Update on May 11, 2021
- Participate in Analytics Performance and Scalability meeting on May 12, 2021
- o Participate in CalSAWS Analytics Training session on May 12, 2021
- o Participate in CalSAWS Weekly Analytics meeting on May 13, 2021

ServiceNow Migration

Participate in ServiceNow migration stakeholder meeting on May 13, 2021

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1.3.3 Imaging

- ▶ Participate in CalSAWS Imaging and Contact Center Projects Joint Status meeting on May 12, 2021
- ▶ Participated in Imaging Status review on May 13, 2021

1.3.4 Functional

- ► Attend the Application Development Leads meeting
- ▶ Conversion
 - Participate in Mock Conversion 1B review
 - o Participate in the click through of Mock Conversion 1B
 - Attend CalWIN Conversion and Change Management meetings
- ► General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
- ▶ Non-State Forms (NSF)
 - Review NSF Design documents
- ► APIs
 - Validate comment resolution for BenefitsCal portal API test scenarios
 - Attend API User Group meeting
- ▶ Task Management
 - o Review Design documents
- Lobby Management
 - Review SCRs and attend scheduled meetings
 - o Update the requirements traceability checklist
- ► Contact Center
 - Review SCRs and attend scheduled meetings
- Case Purge
 - Monitor Case Purge progress
 - Review data validation metrics
 - Participate in Sprint 1 for the CalSAWS Case Purge

1.3.5 BenefitsCal

- Submit comments on BenefitsCal Work Products: System Security Plan and Customer Experience Measurement Plan
- ► Submit comments on BenefitsCal M&O Work Plan
- Review Integration Testing comment resolutions
- ► Monitor Integration Testing progress and results
- ► Attend daily Test Status meetings
- ► Attend the weekly Scrum of Scrums touchpoint meeting
- ► Attend the weekly BenefitsCal Test Planning meeting
- ► Participate in the weekly Risk meeting
- ▶ Participate in the weekly PM Connect meeting

1.3.6 Test

- ► Release 21.05 Readiness
 - Prepare Project Readiness artifacts for the Release 21.05 Project Readiness T-1
 Integrated Readiness Status
- ► Release 21.05

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- Complete Independent test execution for high-impact SCRs
- Complete QA Review of System Test Execution results
- o Participate in the CalSAWS Integrated Test team meeting on May 11, 2021

► Release 21.07

- Complete Release 21.07 scorecard analysis to identify Independent Testing Scope and submit to the Consortium for approval.
- Begin development of high-impact SCRs test scenarios

► CalSAWS UAT

- Conduct UAT participant support sessions on May 11 and 13, 2021
- Conduct UAT Master Planning meetings on May 10 and 12, 2021
- Monitor C-IV UAT participant county test scenario feedback
- o Participate in Batch Schedule discussion meetings on May 10 and 11, 2021
- Conduct a UAT Dashboard working session with Accenture on May 13, 2021

▶ BenefitsCal Activities

- o Support the comment resolution process for BenefitsCal Work Products
- o Participate in the BenefitsCal Test Planning meeting on May 11, 2021
- o Continue QA BenefitsCal Dashboard setup
- o Continue QA Review of System Test execution results Increment 1 Cycle 2
- o Continue Independent Test development for Increment 1 and Increment 2
- o Complete Increment 2 scorecard
- o Begin QA Review of System Test execution results Increment 2 Cycle 1
- o Continue System Test execution results QA review

► Converted Data Test (CDT)

o Participate in the Batch Regression Status Check on May 14, 2021

Other Activities

- o Attend the weekly Release-When-Ready meeting on May 10, 2021
- o Attend the CalSAWS Test Leads Touchpoint meeting on May 12, 2021
- Participate in CCCVF Strike Team meeting on May 13, 2021

1.3.7 Implementation

► C-IV Migration

- Participate in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and Targeted Onsite Support Services (TOSS) teams on May 10 – 13, 2021
- Prepare for the weekly Targeted Onsite Support Services (TOSS) Team Announcements meeting on May 10, 2021
- o Participate in Regional Touchpoint #3 Global Dry-Run on May 11, 2021
- o Participate in Just-in-Time: Change Reason Dry-Run on May 11, 2021
- o Participate in Training Case Copy Standup meetings on May 11 and 13, 2021
- Participate in Case Review Guides Pre and Post Conversion Prep touchpoint on May 12, 2021
- o Conduct Implementation coordination with BenefitsCal team on May 12, 2021
- o Discuss Regional Post Deployment Support Model on May 12, 2021
- o Conduct Monthly CalSAWS Change Network meeting on May 13, 2021
- Participate in CalSAWS Release Communication Planning meeting on May 13, 2021

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- o Discuss C-IV County's Plan for Scheduling Renewal Appointments 1st Week Post Go-Live on May 13, 2021
- ► CalWIN Implementation Support Services (ISS)
 - o Participate in daily CalWIN ISS Management meetings May 10 13, 2021
 - o Participate in May OPAC Presentation review on May 10, 2021
 - o Participate in San Mateo As-Is Sessions and Daily debriefs on May 10 11, 2021
 - Conduct QA check-in with CalWIN ISS Consortium Management on May 11, 2021
 - o Participate in CalWIN ISS May OCM POC Meeting Prep Final Team Walkthrough on May 11, 2021
 - o Support CalWIN ISS OCM Point of Contact meeting on May 12, 2021
 - o Participate in CalWIN Project Updates meeting on May 13, 2021
- ▶ Release Management
 - o Verify Training System Change Requests (SCRs) for Release 21.05
- ► Special Projects
 - o Close All Staff Survey on Remote Work Preferences on May 3, 2021
 - o Support three IDEA Surveys on May 3 6, 2021

1.3.8 OCAT

- ▶ Participate in OCAT Monthly SLA Review on May 10, 2021
- ▶ Participate in OCAT Operations and Release meeting on May 12, 2021

1.4 Deviations from Plan/Adjustments

▶ None for the reporting period