

CalSAWS Quality
Assurance Weekly Status
Report

Reporting Period: May 31, 2021 to June 6, 2021

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1.0 Quality Assurance

1.1 Deliverables Management

Table 1-1 – Overall Summary of CalSAWS DD&I Deliverable Status











DEL #	DELIVERABLE NAME		STATUS
3.23	QA Monthly Status Report - May 2021		<ul style="list-style-type: none"> Submitted FDEL on June 4, 2021 Approval expected by June 11, 2021
4.23	QA Work Plan - May 2021		<ul style="list-style-type: none"> Submitted FDEL on June 4, 2021 Approval expected by June 11, 2021
7.23	QA Test Monthly Report – May 2021		<ul style="list-style-type: none"> Submitted FDEL on June 7, 2021 Approval expected by June 11, 2021
8.01	QA UAT Weekly Report – 1		<ul style="list-style-type: none"> Submit FDEL by June 14, 2021
10.03	Quarterly QA Security Report		<ul style="list-style-type: none"> Submit DDEL by June 29, 2021
12.24	Assessment of CalSAWS Migration Work Plan Update – June 2021		<ul style="list-style-type: none"> Submit FDEL by June 18, 2021
40	Assessment of CalSAWS (C-IV) UAT Readiness Report/Milestone		<ul style="list-style-type: none"> Submitted DDEL on June 7, 2021 Submit FDEL by June 16, 2021
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8		<ul style="list-style-type: none"> Submit DDEL by October 15, 2021

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
12	OCAT – QA Assessment of OCAT Performance Verification Report & Final Acceptance		<ul style="list-style-type: none"> Submit DDEL by October 19, 2021
13	OCAT - QA Assessment of OCAT Phase 2 (M&O) Transition Plan		<ul style="list-style-type: none"> 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
3.09	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – May 2021		<ul style="list-style-type: none"> • Submit FDEL by June 11, 2021
4.03	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix – Conclusion of Testing		<ul style="list-style-type: none"> • Submit DDEL by August 24, 2021
12	BenefitsCal - Assessment of Portal/Mobile App M&O Plan		<ul style="list-style-type: none"> • Submitted FDED on June 7, 2021

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




DEL #	DELIVERABLE NAME		STATUS
59.05	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - May 2021		<ul style="list-style-type: none"> • Submit FDEL by June 11, 2021

Table 1-5 - Overall Summary of Central Print Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
2	Central Print - Assessment of Print Services Master Implementation Plan		<ul style="list-style-type: none"> • Submit DDEL by June 16, 2021
3	Central Print - Assessment of Print Services Maintenance and Operations Plan		<ul style="list-style-type: none"> • Submitted FDED on June 2, 2021 • Submit DDEL by June 30, 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

- ▶ Facilitated Job Aid Training Team working session on June 1, 2021
- ▶ Co-Facilitated Consortium County Validation Framework (CCCVF) Strike Team County working session on June 1, 2021
- ▶ Participated in CalSAWS Section Directors' meeting on June 1, 2021
- ▶ Co-Facilitated Outcome Based Certification (OCB) Kick-off meeting on June 1, 2021
- ▶ Participated in CalSAWS IV&V/PMO Biweekly meeting on June 4, 2021

1.2.2 Technical

- ▶ Participated in BenefitsCal/CalSAWS Performance Testing Daily Connect on June 1-4, 2021
- ▶ Participated in Integrated Tech Project Touchpoint meeting on June 1, 2021
- ▶ Participated in CalSAWS M&O meeting on June 1, 2021
- ▶ Participated in Consortium Financial Operations (FinOps) meeting on June 1, 2021
- ▶ Participated in the System Test Exit / UAT Entry Criteria with the Consortium on June 2, 2021
- ▶ Participated in Technical CAB meeting on June 2, 2021
- ▶ Participated in Environment Management review on June 3, 2021
- ▶ Batch
 - Participated in Batch Performance and Regression Status meeting on June 4, 2021
- ▶ Central Print
 - Continued Central Print Deliverable reviews June 1 - 4, 2021
 - Participated in Central Print Requirements Validation on June 2, 2021
 - Participated in the weekly Central Print Transition touchpoint on June 3, 2021
- ▶ Security
 - Participated in the Security Threat Intelligence meeting on June 1, 2021
 - Participated in Security Committee meeting on June 3, 2021
 - Continued Accenture System Security Plan review
- ▶ Analytics
 - Participated in Analytics Training Session meeting on June 2, 2021
 - Participated in Analytics Performance and Scalability meeting on June 2, 2021
 - Participated in weekly CalSAWS Analytics meeting on June 3, 2021
 - Participated in Analytics Risk 236 – Online Documentation meeting on June 3, 2021
- ▶ Help Desk
 - Monitored the ServiceNow upgrade activities

1.2.3 Imaging

- Participated in review of Imaging Performance discussion on June 2, 2021
- Participated in Imaging Status review meeting on June 3, 2021
- Reviewed Schedule and activities for county image migration
- Collaborated on Imaging support of CalSAWS UAT

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1.2.4 Functional

- ▶ Requirements
 - Began review of Non-App Dev requirement status in preparation for Cutover Readiness
- ▶ Conversion
 - Participated in the Golden Data Set (GDS) #4 Release Notes review meeting
 - Attended the CalSAWS Converted Data Test (CDT) Defect follow-up on June 3, 2021
 - Attended the Conversion Strategic Direction meeting
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design Documents
 - Attended Design review sessions
 - Attended the weekly GA/GR status meeting
- ▶ Non-State Forms
 - Reviewed Design Documents
- ▶ APIs
 - Reviewed API Design Documents
- ▶ Task Management
 - Reviewed Design documents
- ▶ Contact Center
 - Reviewed Design documents
 - Attended the weekly status meeting
- ▶ Case Purge
 - Monitored daily deletion progress
 - Discussed Legacy Data System (LDS) data mappings

1.2.5 BenefitsCal

- ▶ Started Independent Testing in the BenefitsCal UAT environment
- ▶ Discussed QA Performance Testing results and scenario review
- ▶ Monitored Integration Testing progress and results
- ▶ Monitored Performance testing results
- ▶ Monitored ADA Testing results
- ▶ Attended daily Test Status meetings
- ▶ Attended the weekly Scrum of Scrums touchpoint meeting
- ▶ Attended the weekly BenefitsCal Test Planning meeting
- ▶ Participated in the weekly PM Connect meeting
- ▶ Participated in the weekly Risk Meeting
- ▶ Participated in the System Test Exit-Entry into BenefitsCal UAT meeting
- ▶ Recommend developing Service Level Agreements (SLA) as part of the M&O Plan
- ▶ Discussed changes to Release schedules and impacts
- ▶ Reviewed remaining SIT defect severities

1.2.6 Test

- ▶ Release 21.07
 - Delivered the completed Release 21.07 scorecard analysis and received approval on May 21, 2021. Identified Release 21.07 Independent Testing scope as follows:

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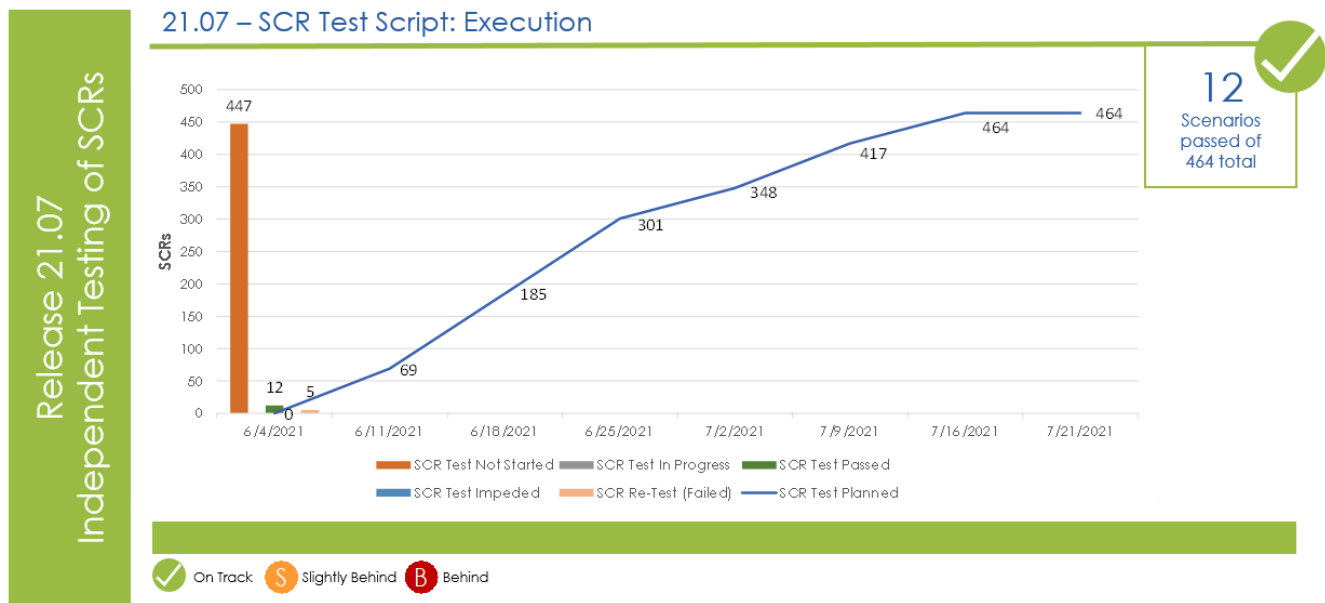
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- Five (5) SCR for Independent Testing
 - Eight (8) SCR for QA Review of System Test results
- Began test execution of high-impact SCR test scenarios
- Participated in the Test Touchpoint meeting on June 1, 2021

Table 1-6 – Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.07 Release – ClearBest QA Independent Test Results	464	96% (447)	0% (0)	3% (12)	1% (5)	0% (0)



► CalSAWS User Acceptance Test (UAT)

- Participated in Conversion GDS#4 Release notes walkthrough on June 1, 2021
- Conducted final working session with Deloitte and Consortium to align CalSAWS and BenefitsCal execution findings and dashboards on June 1, 2021
- Participated in Imaging UAT discussion with Accenture on June 1, 2021
- Conducted UAT Kick-Off Execution dry-run on June 1 and 3, 2021
- Conducted UAT Master Planning meeting on June 2, 2021
- Conducted Environment and Access support status touch point with Accenture and Consortium on June 1 and 3, 2021
- Participated in final Test Scenario review feedback touch point on June 2, 2021
- Conducted UAT and Implementation communication meeting with the Consortium and Accenture Implementation and Training teams on June 2, 2021
- Conducted UAT process walkthrough with the Consortium on June 3, 2021
- Monitored C-IV and LA UAT environment access
- Monitored and triaged emails from the CalSAWS UAT mailbox
- Finalized the June 7, 2021 UAT Execution Kick-Off presentation and training materials

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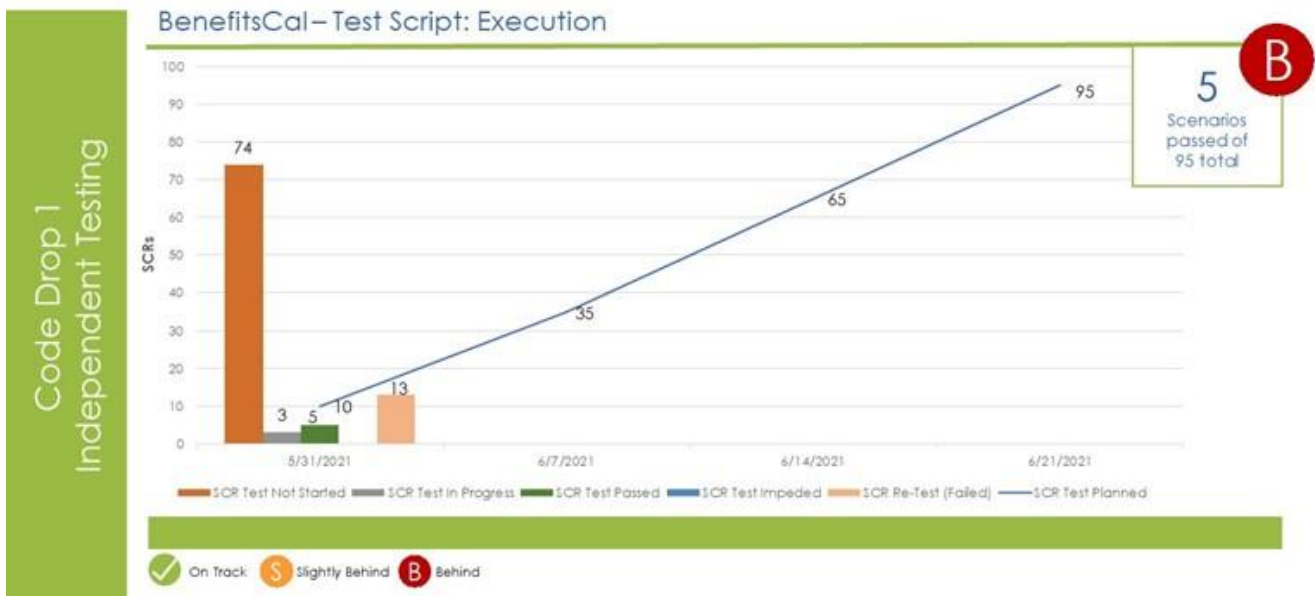
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- o Finalized the June 8, 2021 UAT County SME Triage training presentation and materials
- ▶ **BenefitsCal Test Activities**
 - o Began BenefitsCal Independent Test Execution
 - o Participated in the weekly BenefitsCal Test Planning meeting on June 1, 2021
 - o Attended the Portal/Mobile Risk Review meeting on June 1 and 4, 2021
 - o Participated in a BenefitsCal Independent Test touchpoint meeting with the BenefitsCal team
 - o Participated in BenefitsCal System Test Exit / UAT Entry Criteria meetings on June 2 and 4, 2021
 - o Discussed functionality delivered in Code Drop 1 vs. Code Drop 2 at the BenefitsCal UAT Touchpoint meeting on June 2 and 4, 2021
 - o Discussed Jira dashboard set up with BenefitsCal test leads on June 3, 2021
 - o Participated in a BenefitsCal UAT Readiness session on June 4, 2021
 - o Conducted over-the-shoulder test collaboration on June 4, 2021

Table 1-7 – BenefitsCal Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Code Drop 1)	95	78% (74)	3% (3)	5% (5)	14% (13)	0% (0)



- ▶ **Other Consortium Support Test Activities**
 - o Participated in CDT Defect follow up meeting with CDT team on June 3, 2021
 - o Participated in CalSAWS Consortium County Validation Framework (CCCVF) Strike Team meeting for Project on June 3, 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 on June 1 – 4, 2021
 - Supported the T-6 Month Los Angeles County Imaging Survey on June 1 – 4, 2021
 - Refined draft Pre-Green Light/Green Light Presentation on June 1 – 4, 2021
 - Conducted Early Training Preparation session with the Consortium, Accenture, and QA training teams on June 1, 2021
 - Conducted the monthly Implementation Readiness Checkpoint with Counties on June 2, 2021
 - Participated in UAT and Implementation coordination meeting on June 2, 2021
 - Prepared for June Change Network Champion meeting on June 3, 2021
 - Finalized County Preparation Phase Packet/Matrix on June 3, 2021
 - Prepared for Just-In-Time Demonstration – Employment Services on June 3, 2021
 - Participated in the Imaging WBT Build Walkthrough: Virtual Printer Capture and Import on June 3, 2021
 - Conducted Green Light Presentation Check-In on June 3, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Submitted comments for San Diego and San Mateo As-Is Maps on May 31, 2021
 - Participated in daily CalWIN ISS Management meetings June 1 – 4, 2021
 - Participated in San Luis Obispo As-Is Sessions on June 1-4, 2021
 - Reviewed Wave 1 To-Be Presentation comments on June 1, 2021
 - Participated in WCDS Slide Walkthrough on June 1, 2021
 - Reviewed County Stakeholder Register and Process on June 2, 2021
 - Submitted comments on Stakeholder Registry presentation for OCM POC meeting on June 2, 2021
 - Reviewed Intake To-Be Process Flows on June 2, 2021
 - Participated in CalWIN Implementation Wave 1 Check In meeting on June 2, 2021
 - Reviewed Case Maintenance To-Be Process Flows on June 4, 2021
 - Participated in Wave 1 County CalSAWS Demo planning on June 4, 2021
- ▶ Release Management
 - Prepared for 21.07 Training SCRs verification on June 1 - 4, 2021
- ▶ Special Projects
 - Planned for Asian American Pacific Islander (AAPI) Employee Resource Group (ERG) Kickoff

1.2.8 OCAT

- ▶ Participated in OCAT BRE Checkpoints on June 1 – 4, 2021
- ▶ Participated in OCAT BRE UAT Test Scenarios meeting on June 2, 2021
- ▶ Participated in OCAT Work Plan Update meeting on June 3, 2021
- ▶ Began review of Cambria updates to OCAT BRE Manual comments

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Co-Facilitate CCCVF Strike Team County working session on June 7, 2021
- ▶ Facilitate Job Aid team status report out session on June 7, 2021
- ▶ Participate June JPA Walkthrough meeting on June 8, 2021
- ▶ Present QA status at Monthly CalSAWS IT meeting on June 9, 2021
- ▶ Facilitate Job Aid Training working session on June 9, 2021
- ▶ Participate in Central Print Requirements Validation – Security meeting on June 9, 2021
- ▶ Co-Facilitate CCCVF Strike Team Joint Session on June 10, 2021
- ▶ Facilitate RCM Evolved Orientation working session on June 11, 2021
- ▶ Participate in CalSAWS IV&V/PMO Biweekly meeting on June 11, 2021

1.3.2 Technical

- ▶ Participate in BenefitsCal/CalSAWS Performance Testing Daily Connect on June 7 - 11, 2021
- ▶ Participate in CA-215665 Facilitated Code Review meeting on June 7, 2021
- ▶ Participate in the CalSAWS Technical Weekly meeting on June 7, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on June 8, 2021
- ▶ Participate in CA-54527 and CA-225842 Facilitated Code Review meetings on June 8, 2021
- ▶ Participate in Technical CAB meeting on June 9, 2021
- ▶ Participate in HTML5 - POC Updates on June 9, 2021
- ▶ Participate in Environment Management review on June 10, 2021
- ▶ Participate in CalSAWS Architectural Standards Review series on June 10, 2021
- ▶ Batch
 - Participate in Batch Performance and Regression Status meeting on June 11, 2021
- ▶ Central Print
 - Continue Central Print Deliverable reviews June 7 - 11, 2021
 - Participate in weekly Central Print Transition Touchpoint meeting on June 10, 2021
- ▶ Security
 - Participate in weekly CloudCheckr Security meeting on June 7, 2021
 - Participate in Risk Review meeting on June 8, 2021
 - Participate in Security Remediation Status meeting on June 10, 2021
 - Participate in Security Operations discussion on June 11, 2021
- ▶ Analytics
 - Participate in CalSAWS Analytics Training session on June 9, 2021
 - Participate in Analytics Performance and Scalability meeting on June 9, 2021
 - Participate in weekly CalSAWS Analytics meeting on June 10, 2021
- ▶ Help Desk
 - Participate in ServiceNow Process Improvement Stakeholders meeting on June 10, 2021

1.3.3 Imaging

- Participate in Imaging Change Management meeting on June 9, 2021

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- Participate in Hyland Cloud Performance Testing Results review on June 10, 2021
- Participate in Imaging Status Review on June 10, 2021

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Review requirements status
- ▶ Conversion
 - Participate in Mock Conversion #2 Part 1A touchpoints and click through
 - Attend the CalWIN Conversion and Change Management meetings
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Review SCR schedule and reconcile with Jira
 - Attend weekly GA/GR meeting
- ▶ Non-State Forms (NSF)
 - Review NSF Design documents
- ▶ APIs
 - Review Design documents
- ▶ Task Management
 - Review Design documents
- ▶ Lobby Management
 - Review SCRs and attend scheduled meetings
- ▶ Contact Center
 - Review SCRs and attend scheduled meetings
- ▶ Case Purge
 - Monitor Case Purge progress
 - Review Legacy Data System (LDS) Sprint 1 Design document
 - Attend daily stand-up meetings

1.3.5 BenefitsCal

- ▶ Meet with Consortium to review SIT defect severity discrepancies
- ▶ Conduct Independent Testing
- ▶ Prepare for UAT and measure Entry Criteria
- ▶ Monitor UAT environment progress
- ▶ Monitor Performance testing results
- ▶ Monitor ADA Testing results
- ▶ 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
- ▶ Review impacts to Release schedule and artifact timeline

1.3.6 Test

- ▶ Release 21.07
 - Continue execution of high-impact SCRs test scenarios
 - Begin QA Review of System Test scenarios

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- Participate in the Integrated Test Team meeting on June 8, 2021
- Participate in the Test Touchpoint meeting on June 9, 2021
- ▶ CalSAWS UAT
 - Conduct CalSAWS UAT Execution Kick-Off meeting on June 7, 2021
 - Review daily, weekly, monthly UAT Batch Schedule and reports with Accenture on June 7, 2021
 - Conduct June 8, 2021 CalSAWS UAT SME training
 - Conduct Environment and Access support status touch point with Accenture and Consortium on June 8 and 10, 2021
 - Conduct UAT Master Planning meeting on June 9, 2021
 - Conduct the CalSAWS UAT Managed Security Roles touchpoint on June 10, 2021
 - Complete final preparations for CalSAWS UAT June 14, 2021 execution
- ▶ BenefitsCal Test Activities
 - Continue Independent Test Execution on BenefitsCal
 - Participate in the weekly BenefitsCal Test Planning meeting on June 8, 2021
 - Participate in the BenefitsCal System Test Exit / UAT Entry Criteria with the Consortium on June 9, 2021
 - Participate in the BenefitsCal Portal Mobile UAT URL and Access entry point meeting on June 10
 - Attend the Portal/Mobile Risk Review meeting on June 11, 2021
- ▶ Other Consortium Support Test Activities
 - Attend the CalSAWS Test Leads Touchpoint meeting on June 9, 2021
 - Participate in CalSAWS Consortium County Validation Framework (CCCVF) Strike Team meeting for Project on June 10, 2021
 - Participate in the June JPA Walkthrough meeting on June 8, 2021
 - Attend the Cross Team Defect Management meeting for dashboards and reports on June 9, 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 June 7 – 11, 2021
 - Support the T-6 Month Los Angeles County Imaging Survey on June 7 – 11, 2021
 - Finalize draft Pre-Green Light/Green Light Presentation on June 7 – 11, 2021
 - Prepare for Just-In-Time Demonstration on Eligibility Processing on June 8, 2021
 - Participate in Imaging WBT Build Walkthrough: County-Maintained Workflow Queues on June 8, 2021
 - Participate in monthly Touchbase of Release 1A Activities and Packet Preparation meeting on June 8, 2021
 - Participate in T-6M Imaging Change Readiness Assessment Debrief on June 9, 2021
 - Participate Case Review Guides - Pre and Post Conversion Prep on June 9, 2021
 - Participate in Implementation coordination – BenefitsCal on June 9, 2021
 - Participate in Imaging WBT Build Walkthrough: Single Case Capture on June 9, 2021

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- Prepare for Just-In-Time demonstration – Employment Services on June 10, 2021
- Conduct Early Training Prep Session on June 10, 2021
- Conduct Monthly CalSAWS Change Network Meeting on June 10, 2021
- Participate in CalSAWS Release Communications Planning on June 10, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in daily CalWIN ISS Management meetings 7 – 11, 2021
 - Participate in San Francisco As-Is Session on June 8, 2021
 - Participate in San Luis Obispo As-Is Sessions on June 7 – 10, 2021
 - Participate in CalWIN Project Updates meeting on June 10, 2021
- ▶ Release Management
 - Continue 21.07 Training SCRs verification on June 7 – 11, 2021
- ▶ Special Projects
 - Plan for Asian American Pacific Islander (AAPI) Employee Resource Group (ERG) Kickoff

1.3.8 OCAT

- ▶ Participate in OCAT Business Rule Engine (BRE) checkpoints on June 7 - 11, 2021
- ▶ Participate in OCAT Operations and Release meeting on June 9, 2021
- ▶ Continue reviews of Cambria updates to OCAT BRE Manual comments

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period