

CalSAWS Quality Assurance Weekly Status Report

Reporting Period: August 2, 2021 to August 08, 2021

Table of Contents

1.0	Quality Assurance.....	3
1.1	Deliverables Management	3
1.2	Highlights for the Reporting Period	5
1.3	Activities for the Next Reporting Period.....	12
1.4	Deviations from Plan/Adjustments	15

Table of Tables

Table 1-1 – Overall Summary of CalSAWS DD&I Deliverable Status	3
Table 1-2 – Overall Summary of OCAT Deliverable Status	3
Table 1-3 - Overall Summary of BenefitsCal Deliverable Status.....	4
Table 1-4 - Overall Summary of CalWIN Implementation Deliverable Status.....	4
Table 1-5 - Overall Summary of Central Print Deliverable Status	4
Table 1-7 – BenefitsCal Independent Test Progress	8
Table 1-8 – BenefitsCal Independent Test Progress	9
Table 1-9 – UAT Weekly Stats.....	10

1.0 Quality Assurance

1.1 Deliverables Management

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











DEL #	DELIVERABLE NAME		STATUS
3.25	QA Monthly Status Report - July 2021		• Submitted FDEL on August 5, 2021
4.25	QA Work Plan - July 2021		• Submitted FDEL on August 5, 2021
7.25	QA Test Monthly Report – July 2021		• Submitted FDEL on August 5, 2021
8.09	QA UAT Weekly Report – 9		• Submitted FDEL on August 9, 2021
8.10	QA UAT Weekly Report – 10		• Submit FDEL by August 16, 2021
10.04	Quarterly QA Security Report		• Submit DDEL by September 29, 2021
12.26	Assessment of CalSAWS Migration Work Plan Update – August 2021		• Submit DDEL by August 20, 2021
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8		• 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		• Submit DDEL by October 19, 2021
13	OCAT - QA Assessment of OCAT Phase 2 (M&O) Transition Plan		• Submitted DDEL on August 2, 2021 • Submit FDEL by August 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

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CalSAWS Quality Assurance

Weekly Status Report Period: August 2, 2021 to August 8, 2021

Table 1-3 - Overall Summary of BenefitsCal Deliverable Status




DEL #	DELIVERABLE NAME		STATUS
3.11	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – July 2021		• Submit DDEL by August 12, 2021
4.03	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix – Conclusion of Testing		• Submit DDEL by August 24, 2021
12	BenefitsCal - Assessment of Portal/Mobile App M&O Plan		• Submit FDEL by August 12, 2021

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






DEL #	DELIVERABLE NAME		STATUS
59.07	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - July 2021		• Submit DDEL by August 12, 2021
60	CalWIN Implementation - Assessment of CalWIN Implementation Support Vendor CalWIN Business Process Reengineering (BPR) Plan		• Submit FDED by August 10, 2021
61	CalWIN Implementation - Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan		• Submit FDED by August 10, 2021

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

DEL #	DELIVERABLE NAME		STATUS
OWD	Central Print - Test Cases/Scripts/Pass-Fail Criteria – Initial draft		• Submit comments on draft OWD by August 10, 2021
OWD	Central Print - System Security Plan		• Submit comments on draft OWD by August 17, 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

- ▶ Continued gathering artifacts and preparing for Outcome Based Certification (OBC)/Operational Readiness Review (ORR) scheduled for August 24, 2021
- ▶ Conducted OBC/ORR Dry Run with State partners on August 2, 2021
- ▶ Facilitated RCM Evolved Orientation Planning Session on August 2, 2021
- ▶ Participated in OBC/ORR Checkpoint meeting with CMS on August 3, 2021
- ▶ Facilitated CalSAWS Job Aid Maintenance model session on August 4, 2021.
- ▶ Participated in OCAT Operations and Release meeting on August 4, 2021
- ▶ Participated in CalSAWS Green Light Readiness Status meeting on August 5, 2021
- ▶ Participated in BenefitsCal Project meeting on August 6, 2021
- ▶ Participated in CalSAWS IV&V/PMO Bi-weekly meeting on August 6, 2021
- ▶ Participated in Batch Operation and Performance meetings on August 6, 2021

1.2.2 Technical

- ▶ Participated in weekly CalSAWS Technical meeting on August 2, 2021
- ▶ Participated in UAT Defects Discussion meeting on August 2, 2021
- ▶ Participated in Integrated Tech Projects Touch Base meeting on August 3, 2021
- ▶ Participated in CalSAWS Tech M&O Tech meeting on August 3, 2021
- ▶ Participated in Consortium Financial Operations (FinOps) meeting on August 3, 2021
- ▶ Participated in Technical Readiness Checklist: C-IV on August 3, 2021
- ▶ Participated in Technical CAB meeting on August 4, 2021
- ▶ BenefitsCal
 - Participated in BenefitsCal - Deloitte/Accenture Weekly Coordination on August 3, 2021
 - Participated in BenefitsCal TSD Touchpoint on August 3, 2021
 - Participated in BenefitsCal ServiceNow Training Session on August 3, 2021
 - Participated in Weekly Analytics/BenefitsCal Touchpoint meeting on August 5, 2021
 - Participated in BenefitsCal Project meeting on August 6, 2021
- ▶ Batch
 - Participated in Interface Partner Improvements working session #4 on August 5, 2021
 - Participated in Batch Operations and Performance meeting on August 6, 2021
 - Participated in Batch Performance Status Check meetings on August 4 and 6, 2021
- ▶ Central Print
 - Facilitated meeting to review ClearBest facility checklist with Consortium on August 6, 2021
- ▶ Security
 - Participated in weekly CloudCheckr Security meetings on August 2 and 5, 2021
 - Participated in Security Operations Discussion meeting on August 6, 2021
- ▶ Analytics
 - Participated in Decommissioning of YBN/C4Y OBIEE Dashboards meeting on August 2, 2021
 - Participated in weekly CalSAWS Analytics meeting on August 5, 2021
 - Participated in weekly Analytics/BenefitsCal meeting on August 5, 2021

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CalSAWS Quality Assurance

Weekly Status Report Period: August 2, 2021 to August 8, 2021

- Participated in Analytics Qlik SaaS Ad Hoc Developer Estimate meeting on August 5, 2021
- ▶ Help Desk
 - Participate in ServiceNow Process Improvement Stakeholders meeting on August 5, 2021

1.2.3 Imaging

- ▶ Participated in the Imaging Migration Standup call on August 3 & 5, 2021
- ▶ Participated in Imaging Status Review on August 5, 2021
- ▶ Participated in weekly LA Document Migration Check-in meeting on August 5, 2021

1.2.4 Functional

- ▶ Requirements
 - Validated DD&I requirements status in preparation for Green Light
- ▶ Conversion
 - Attended daily C-IV Stand-up meetings
 - Attended Collections, Fraud, QA/QC, and Task Management Project Status meeting
 - Attended the CalWIN Conversion and Change Management meetings
 - Attended the daily Triage calls for County Data Validation
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents and updates
 - Attended the weekly GA/GR status meeting
 - Attended the monthly GA/GR Conversion meeting. Discussed the NOAs and mapped data elements.
- ▶ Task Management
 - Reviewed SCR Design documents
- ▶ Contact Center
 - Attended the weekly status meeting
 - Reviewed requirements to validate statuses
- ▶ Case Purge
 - Discussed Legacy Data System (LDS) schedule updates
 - Conducted validation for Sprints 1 & 2 QA validation. Validation completion dependent on execution of batch jobs

1.2.5 BenefitsCal

- ▶ Resolved comments on FDEL #9 Portal/Mobile M&O Plan comments and submitted our Draft Assessment. Remaining open comments are being worked collaboratively.
- ▶ Performing deep dive on architecture observations with Deloitte management.
- ▶ Attended CalSAWS/BenefitsCal Application Transfer - Office Mapping / Office 99 on August 2, 2020
- ▶ Monitored language translation, issues escalated from UAT, and the need for additional Consortium resources for translation validation
- ▶ Reviewed of DEL #4.03 Portal/Mobile App Requirements Traceability Matrix: Updates - Conclusion of Testing
- ▶ Conducted Independent Testing
- ▶ Monitored UAT
- ▶ Monitored Performance testing results

- ▶ Monitored Cross-Device/Multi-Language Testing results
- ▶ Monitored Integration Testing progress and 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 status meeting

1.2.6 Test

- ▶ Release 21.11
 - Continued review of 21.11 SCR's and submitted the Scorecard to the Consortium for review and approval on August 5, 2021
 - Began development of test scenarios for high-impacting 21.11 SCR's
 - Participated in the Integrated Test meeting on August 3, 2021
 - Participated in the Test Touchpoint meeting on August 4, 2021
- ▶ BenefitsCal Test Activities
 - Continued Independent Test Execution on BenefitsCal
 - Participated in the weekly BenefitsCal Test Planning meeting on August 3, 2021
 - Participated in the BenefitsCal Test Touchpoint meeting on August 4, 2021
 - Attended the Portal/Mobile Project Review meeting on August 6, 2021
 - Reviewed QA Test Execution results for Code Drop 1 and 2
 - Participated in a Qlik reports set-up discussion on August 3, 2021
 - Participated in a Recertification discussion with the BenefitsCal team on August 4, 2021

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CalSAWS Quality Assurance

Weekly Status Report Period: August 2, 2021 to August 8, 2021

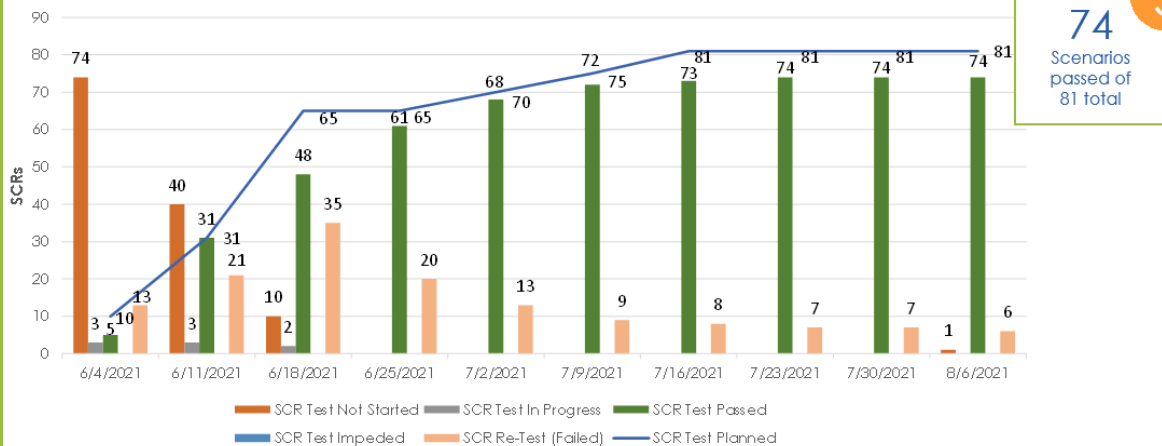
- Code Drop 1 is 100% executed however, it is slightly behind schedule pending resolution of remaining open defects around functions such as linking a BenefitsCal case to an existing CalSAWS record and TNB4 batch jobs not processing BenefitsCal records (missing Customer ID)

Table 1-6 – BenefitsCal Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Code Drop 1)	81	0% (0)	0% (0)	91% (74)	9% (7)	0% (0)

BenefitsCal – Test Script: Execution

Code Drop 1 Independent Testing



✓ On Track S Slightly Behind B Behind

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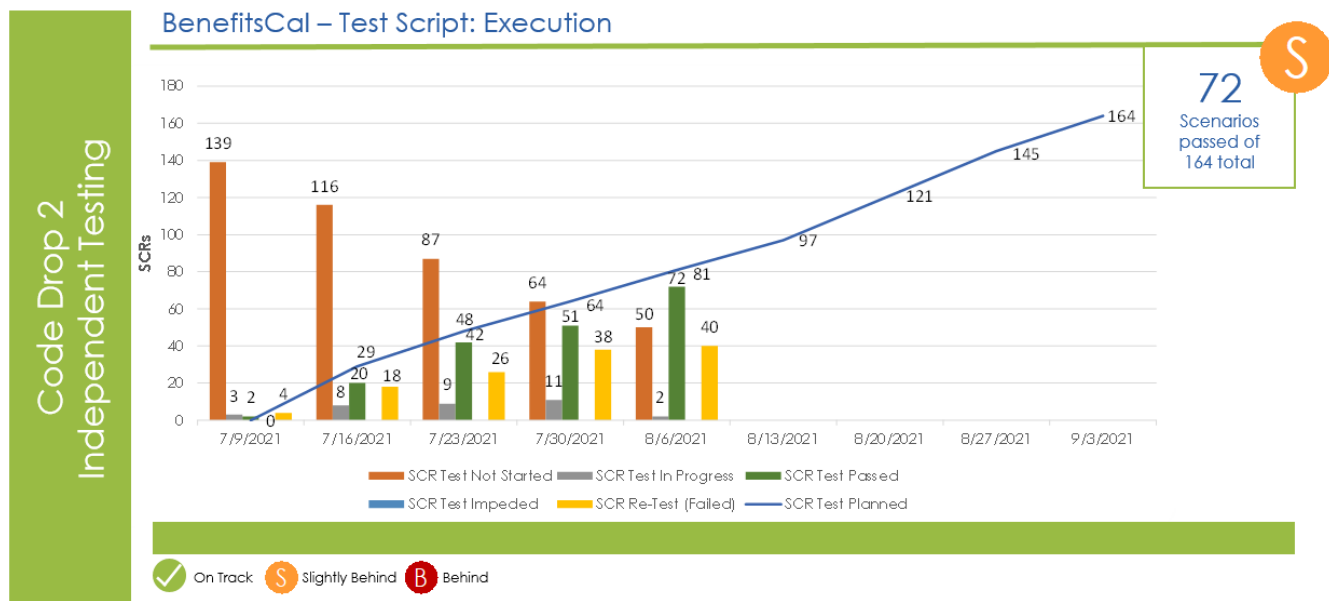
CalSAWS Quality Assurance

Weekly Status Report Period: August 2, 2021 to August 8, 2021

- Code Drop 2 is 68% executed and is Slightly Behind Schedule. Fixes were recently delivered for the SAWS2 Plus, image display, and error handling which should address existing failure rate. Verification of APIs and Community Based Organization (CBO) functionality is in process.

Table 1-7 – BenefitsCal Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Code Drop 2)	164	31% (50)	1% (2)	44% (72)	24% (40)	0% (0)



► CalSAWS User Acceptance Test (UAT)

- Total test scenarios have dropped from a total of 941 to 919. This is due to the following reasons:
 - Removed CalWIN specific General Relief / General Assistance and LA specific county test scenarios because they are not C-IV related
 - Removed Eligibility batch EDBC skip tests deemed low to no impact by the counties and being confirmed via other batch testing efforts
- Conducted Monday morning meetings with all UAT participants to discuss assignments on August 2, 2021
- Conducted daily Test Status meetings August 3 - 6, 2021
- Conducted daily Triage meetings August 2 - 6, 2021
- Supported testers throughout test execution, defect logging, redacting PII, and uploading/downloading information from the UAT Web Portal

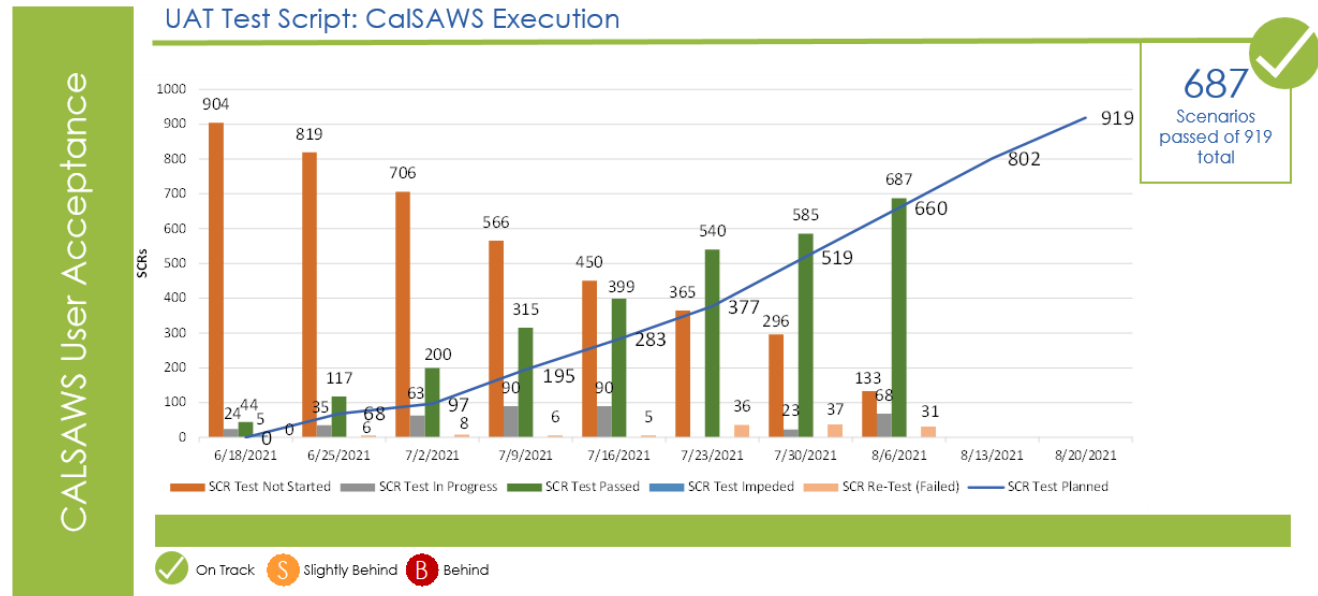
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CalSAWS Quality Assurance

Weekly Status Report Period: August 2, 2021 to August 8, 2021

Table 1-8 – UAT Weekly Stats

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CalSAWS UAT Execution	919	14% (133)	8% (68)	75% (687)	3% (31)	0% (0)



- Other Consortium Support Test Activities
 - Participated in the Release-When-Ready meeting on August 2, 2021
 - Prepared materials for and participated in the CalSAWS Greenlight Readiness Status meeting on August 5, 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 August 2 - 6, 2021
 - Participated in Bi-weekly Implementation, Change, and Training Managers meeting on August 2, 2021
 - Participated in twice monthly Implementation, Training, and Change Team meeting on August 3, 2021
 - Participated in Technical Readiness: C-IV County connectivity coordination on August 3, 2021
 - Planned for County Prep Phase Click Through Kickoff on August 4, 2021
 - Supported the monthly Implementation Readiness Checkpoint on August 4, 2021
 - Participated in Case Review Guides - Pre and Post Conversion Prep meeting on August 4, 2021
 - Participated in the weekly UAT Touchpoint on August 4, 2021
 - Prepared for T-3M Los Angeles Imaging Survey on August 4-5, 2021

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CalSAWS Quality Assurance

Weekly Status Report Period: August 2, 2021 to August 8, 2021

- Prepared for Just-in-Time Demonstration: Supervisor Authorization on August 5, 2021
- Participated in CalSAWS Release Communication Planning meeting on August 5, 2021
- Prepared for August Change Network Champion meeting on August 5, 2021
- Supported CalSAWS Greenlight Readiness Status on August 5, 2021
- Participated in Biweekly BenefitsCal/Implementation Coordination on August 6, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in CalWIN ISS Management meetings August 2 and 4, 2021
 - Participated in CalWIN ISS OCM - Planning meeting on August 3, 2021
 - Participated in Contra Costa, Placer and Yolo To-Be BPR Session De-Briefs on August 3 - 5, 2021
 - Participated in Yolo To-Be Process Mapping sessions on August 3 - 6, 2021
 - Participated in Wave 2 To-Be Approach meeting on August 3, 2021
 - Conducted QA Check-In meeting with Consortium Project Management on August 3, 2021
 - Participated in Wave 1 Check In meeting on August 4, 2021
 - Planned for the Money Management/Service Arrangement Demonstration on August 4, 2021
 - Reviewed Wave 1 To-Be Process Maps for Contra Costa August 4 - 6, 2021
 - Reviewed Wave 1 To-Be Process Maps for Placer August 5 and 6, 2021
 - Participated in CalWIN ISS OCM - Planning meeting on August 5, 2021
 - Planned for Task and Caseload Management Demonstration on August 5, 2021
 - Prepared for August Change Network meeting on August 5, 2021
 - Participate in Business Analyst support for Wave 2 To-Be Sessions on August 5, 2021
- ▶ Special Projects
 - Supported IDEA Pulse Survey #2 on August 2 - 6, 2021

1.2.8 OCAT

- ▶ Submitted ClearBest DEL #13 – QA Assessment of OCAT Phase 2 Transition Plan DDEL
- ▶ Participated in OCAT Operations and Release meeting on August 4, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Continue gathering artifacts and preparing for Outcome Based Certification (OBC)/Operational Readiness Review (ORR) on August 24, 2021
- ▶ Co-Facilitate CalSAWS Consortium County Validation Framework (CCCVF) Strike Team County Session on August 9, 2021
- ▶ Participate in Section Directors' meeting to provide CCCVF Strike Team update on August 10, 2021
- ▶ Facilitate CalSAWS Job Aid Maintenance model session on August 11, 2021.
- ▶ Facilitate CCCVF Strike Team internal sessions on August 11 and 12, 2021
- ▶ Participate in CalSAWS Green Light Readiness Status meeting on August 12, 2021
- ▶ Participate in CalSAWS JPA Board meeting on August 13, 2021
- ▶ Participate in BenefitsCal Project meeting on August 13, 2021
- ▶ Participate in Batch Operation and Performance meeting on August 13, 2021

1.3.2 Technical

- ▶ Participate in weekly CalSAWS Technical meeting on August 9, 2021
- ▶ Participate in Review Monthly OCAT SLA Reporting meeting on August 9, 2021
- ▶ Participate in daily Purge Standup meetings on August 9 - 13, 2021
- ▶ Participate in CalSAWS Integrated Tech Projects Touchpoint meeting on August 10, 2021
- ▶ Participate in CalSAWS Tech M&O Tech meeting on August 10, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on August 10, 2021
- ▶ Participate in Technical CAB meeting on August 11, 2021
- ▶ Participate in Environment Management review on August 12, 2021
- ▶ Participate in CalSAWS Greenlight Readiness Status on August 12, 2021
- ▶ BenefitsCal
 - Participate in BenefitsCal - Framework UI errors, End User experience and Resolution process meeting on August 9, 2021
 - Participate in Joint Performance Test - Cycle 3 meeting on August 10, 2021
 - Participate in BenefitsCal Project meeting on August 13, 2021
- ▶ Batch
 - Participate in Batch Ops Greenlight Follow-Up meeting on August 10, 2021
 - Participate in Interface Partner Improvements working sessions #5 and #6 on August 10 and 12, 2021
 - Participate in Batch Operations and Performance meeting on August 13, 2021
 - Participate in Batch Performance Status Check meetings on August 11 and 13, 2021
- ▶ Central Print
 - Participate Central Print Status meeting on August 9, 2021
- ▶ Security
 - Participate in weekly CloudCheckr Security meeting on August 9, 2021
- ▶ Analytics
 - Participate in Analytics Geocoding Next Steps meeting on August 11, 2021
 - Participate in Analytics Performance and Scalability meeting on August 11, 2021
 - Participate in weekly CalSAWS Analytics meeting on August 12, 2021
 - Participate in weekly Analytics/BenefitsCal meeting on August 12, 2021

- ▶ Help Desk
 - Participate in Introduction to CalSAWS ServiceNow Session for BenefitsCal team on August 10, 2021

1.3.3 Imaging

- ▶ Participate in the Imaging Migration Standup calls on August 10 and 12, 2021
- ▶ Participate in Imaging Status review on August 12, 2021
- ▶ Participate in weekly LA Document Migration Check-in meeting on August 12, 2021

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Validate requirements status in preparation for Green Light weekly meetings
- ▶ Conversion
 - Attend daily C-IV Stand-up meetings
 - Review the Case Review Report
 - Attend the CalWIN Conversion and Change Management meetings
 - Attend monthly CalWIN Conversion Leads meeting
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Attend weekly GA/GR meeting
- ▶ Task Management
 - Review Design documents
 - Monitor Task Management and Implementation Readiness approach decision
 - Monitor Task Management case purge decision
- ▶ Contact Center
 - Review SCRs and attend scheduled meetings
- ▶ Case Purge
 - Attend daily stand-up meetings
 - Complete testing on Sprint 1 and Sprint 2

1.3.5 BenefitsCal

- ▶ Submit comments for DEL #4.03 Portal/Mobile App Requirements Traceability Matrix: Updates - Conclusion of Testing
- ▶ Attend CalSAWS/BenefitsCal Application Transfer - Office Mapping / Office 99 on August 10, 2020
- ▶ Conduct Independent Testing
- ▶ Monitor UAT
- ▶ Monitor Performance test results
- ▶ Monitor Cross-Device/Multi-Language Test results
- ▶ Monitor Integration Test 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 status meeting

1.3.6 Test

- ▶ Release 21.11 Readiness
 - Receive approval from the Consortium on the 21.11 Scorecard
 - Continue development of test scenarios for high-impacting 21.11 SCR's
 - Participate in the Integrated Test meeting on August 10, 2021
 - Participate in the Test Touchpoint meeting on August 11, 2021
- ▶ BenefitsCal Test Activities
 - Continue BenefitsCal Independent Test Execution
 - Conduct Independent Test Touchpoint meetings on August 10 and 13, 2021
 - Participate in the weekly BenefitsCal Test Planning meeting on August 10, 2021
 - Participate in the BenefitsCal Test Touchpoint meeting on August 11, 2021
 - Attend the Portal/Mobile Project Review meeting on August 6, 2021
- ▶ CalSAWS UAT
 - Conduct a meeting with the Consortium, Accenture, and Deloitte regarding the UAT Exit Criteria and Approach for re-testing any remaining defect fixes and how to close out a report on remaining defects on August 10, 2021
 - Conduct Monday morning meetings with all UAT participants to discuss assignments on August 9, 2021
 - Conduct daily Test Status meetings August 10 - 13, 2021
 - Conduct daily Triage meetings August 9 - 13, 2021
 - Support testers throughout test execution, defect logging, redacting PII, and uploading/downloading information from the UAT Web Portal
- ▶ Other Consortium Support Test Activities
 - Attend the Release-When-Ready meeting on August 9, 2021
 - Prepare materials for and participate in the CalSAWS Greenlight Readiness Status meeting on August 12, 2021
 - Participate in the CalSAWS Greenlight State Partners meeting on August 12, 2021
 - Prepare materials and participate in the JPA meeting on August 13, 2021
 - Participate in the GA/GR Test Plan meeting on August 9, 2021
 - Participate in the CCCVF – Timeline Execution discussion on August 11, 2021
 - Participate in the CCCVF – Test Artifacts discussion on August 12, 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 August 9 - 13, 2021
 - Prepare for Regional Touchpoint #4 on August 9, 2021
 - Prepare for T-3M Los Angeles Imaging Survey on August 9 – 13, 2021
 - Conduct Just-In-Time Demonstration for Supervisor Authorization – 3 sessions total – Administration, Eligibility, and Fiscal Functions on August 10, 2021
 - Plan for County Prep Phase Click-Through on August 11, 2021
 - Participate in State IT Greenlight Readiness meeting on August 11, 2021
 - Participate in weekly UAT Touchpoint on August 11, 2021
 - Participate in Imaging Materials review on August 11, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 2, 2021 to August 8, 2021

- Participate in Statewide/Portal Mobile: ABAWD Design Session on August 12, 2021
- Conduct August Change Network meeting on August 12, 2021
- Support CalSAWS Greenlight Readiness Status meeting on August 12, 2021
- Participate in State Executive Go-Live Readiness Review meeting on August 12, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in CalWIN ISS Management meetings August 9 and 11, 2021
 - Conduct QA Checklist overview for Training Deliverables on August 9, 2021
 - Participate in CalWIN ISS Standup meeting with counties on August 9, 2021
 - Review Wave 1 To-Be Process Maps for Contra Costa August 9 - 13, 2021
 - Review Wave 1 To-Be Process Maps for Placer August 9 - 13, 2021
 - Participate in CalWIN ISS OCM - Planning meeting on August 10, 2021
 - Participate in CalWIN ISS OCM POC meeting on August 11, 2021
- ▶ Special Projects
 - Support IDEA Pulse Survey #2 on August 9 - 13, 2021

1.3.8 OCAT

- ▶ Participate in monthly OCAT SLA Reporting meeting on August 9, 2021
- ▶ Submit ClearBest DEL #13 – QA Assessment of OCAT Phase 2 Transition Plan FDEL

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period