

CalSAWS Quality Assurance Weekly Status Report

Reporting Period: August 9, 2021 to August 15, 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
3.26	QA Monthly Status Report - August 2021		• Submit FDEL by September 3, 2021
4.26	QA Work Plan - August 2021		• Submit FDEL by September 3, 2021
7.26	QA Test Monthly Report – August 2021		• Submit FDEL by September 3, 2021
8.10	QA UAT Weekly Report – 10		• Submitted FDEL on August 16, 2021
8.11	QA UAT Weekly Report – 11		• Submit FDEL by August 23, 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 FDEL on August 12, 2021 • Approval expected by August 19, 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
3.12	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – August 2021		<ul style="list-style-type: none">• Submit FDEL on September 13, 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 FDEL on August 12, 2021• Approval expected by August 18, 2021

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






DEL #	DELIVERABLE NAME		STATUS
59.08	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - August 2021		<ul style="list-style-type: none">• Submit FDEL on September 13, 2021
60	CalWIN Implementation - Assessment of CalWIN Implementation Support Vendor CalWIN Business Process Reengineering (BPR) Plan		<ul style="list-style-type: none">• Submitted FDEL on August 10, 2021
61	CalWIN Implementation - Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan		<ul style="list-style-type: none">• Submitted FDEL on August 10, 2021• Submit DDEL by November 2, 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		<ul style="list-style-type: none">• Submitted comments on draft OWD on August 10, 2021• Submit comments on final OWD by August 20, 2021
OWD	Central Print - System Security Plan		<ul style="list-style-type: none">• 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
- ▶ Participated in CalSAWS IV&V/PMO Biweekly meeting on August 9, 2021
- ▶ Participated in BenefitsCal Framework discussion on August 9, 2021
- ▶ Co-Presented CalSAWS Consortium County Validation Framework (CCCVF) Strike Team update at Section Directors' meeting on August 10, 2021
- ▶ Participated in CalSAWS Monthly Reports IT meeting with State and Federal Partners on August 11, 2021
- ▶ Facilitated CalSAWS Job Aid Maintenance model session on August 11, 2021
- ▶ Facilitated CCCVF Strike Team Artifacts Review session on August 12, 2021
- ▶ Participated in CalSAWS Green Light Readiness Status meeting on August 12, 2021
- ▶ Participated in CalSAWS JPA Board meeting on August 13, 2021

1.2.2 Technical

- ▶ Participated in weekly CalSAWS Technical meeting on August 9, 2021
- ▶ Participated in daily Purge Standup meetings on August 9 - 13, 2021
- ▶ Participated in CalSAWS Tech Projects Touchpoint meeting on August 10, 2021
- ▶ Participated in CalSAWS Tech M&O Tech meeting on August 10, 2021
- ▶ Participated in Technical CAB meeting on August 11, 2021
- ▶ Participated in Environment Management review on August 12, 2021
- ▶ Participated in CalSAWS Green Light Readiness Status meeting on August 12, 2021
- ▶ BenefitsCal
 - Facilitated BenefitsCal technical discussion on August 9, 2021
 - Participated in Joint Performance Test - Cycle 3 meeting on August 10 and 12, 2021
 - Participated in Weekly Analytics/BenefitsCal Touchpoint meeting on August 12, 2021
- ▶ Batch
 - Participated in Batch Operations Green Light Follow-Up on August 10, 2021
 - Participated in Interface Partner Improvements working sessions on August 10 and 12, 2021
 - Participated in Batch Operations and Performance meeting on August 13, 2021
 - Participated in Batch Performance Status Check meetings on August 11 and 13, 2021
- ▶ Central Print
 - Participated in Central Print Status meeting on August 13, 2021
 - Completed second Central Print Center facility walkthroughs on August 9, 2021
 - Completed second Central Print Center checklist on August 10, 2021
- ▶ Security
 - Participated in weekly CloudCheckr Security meetings on August 9, 2021
 - Continued review of Gainwell's System Security Plan
- ▶ Analytics
 - Participated in Analytics Geocoding Next Steps meeting on August 11, 2021
 - Participated in weekly CalSAWS Analytics meeting on August 12, 2021
 - Participated in weekly Analytics/BenefitsCal meeting on August 12, 2021

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- Participated in Analytics Performance and Scalability meeting on August 12, 2021
- ▶ Help Desk
 - Participated in ServiceNow Process Improvement Stakeholders meeting on August 10, 2021

1.2.3 Imaging

- ▶ Participated in the Imaging Migration Standup calls on August 10 and 12, 2021
- ▶ Participated in Imaging Status review on August 12, 2021
- ▶ Participated in weekly LA Document Migration Check-in meeting on August 12, 2021
- ▶ Participated in C-IV Metadata and Imaging Validation Testing

1.2.4 Functional

- ▶ Requirements
 - Validated DD&I requirements status in preparation for Green Light
- ▶ Conversion
 - Attended daily C-IV Stand-up meetings
 - Attended the daily Triage calls for County Data Validation
 - Discussed CalWIN data sets for testing
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents and updates
 - Attended the weekly GA/GR status meeting
- ▶ 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
 - QA validation dependent on execution of batch jobs and resolution of environment issues for Sprints 1 & 2

1.2.5 BenefitsCal

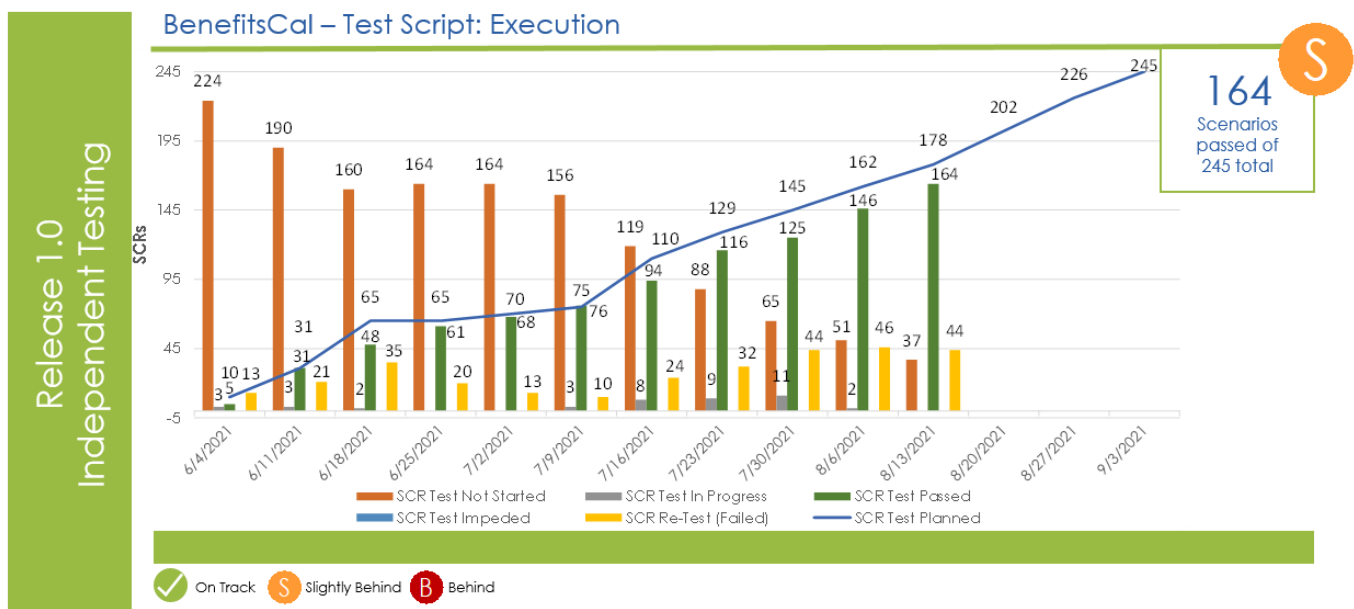
- ▶ Attended CalSAWS/BenefitsCal Application Transfer - Office Mapping / Office 99 meeting on August 9, 2021
- ▶ Attended Statewide/Portal Mobile: ABAWD Design session on August 12, 2021
- ▶ Monitored identified language translation risks
- ▶ Reviewed of DEL #4.03 Portal/Mobile App Requirements Traceability 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 approval on August 5, 2021
 - Met with the Consortium to discuss the 21.11 Scorecard on August 12, 2021
 - Participated in the Integrated Test meeting on August 10, 2021
 - Attended walk-through meeting of CA-211719 on August 11, 2021
 - Continued development of test scenarios for high-impacting 21.11 SCR's
- BenefitsCal Test Activities
 - Continued Independent Test Execution on BenefitsCal
 - Participated in the weekly BenefitsCal Test Planning meeting on August 10, 2021
 - Conducted the Independent Test Touchpoint meeting on August 10 and August 13, 2021
 - Participated in the BenefitsCal Test Touchpoint meeting on August 11, 2021
 - The chart below represents the combined total Independent Test effort for Release 1.0 which includes Code Drop 1 and Code Drop 2.
 - BenefitsCal is at 85% executed and is Slightly Behind Schedule. Pass rate of the executed scenarios is at 78%.
 - Fixes were recently delivered for the Application Transfer API.
 - Continued to focus testing on the Application Transfer and the SAWS2Plus API's.

Table 1-6 – BenefitsCal Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.0)	245	15% (37)	0% (0)	67% (164)	18% (44)	0% (0)



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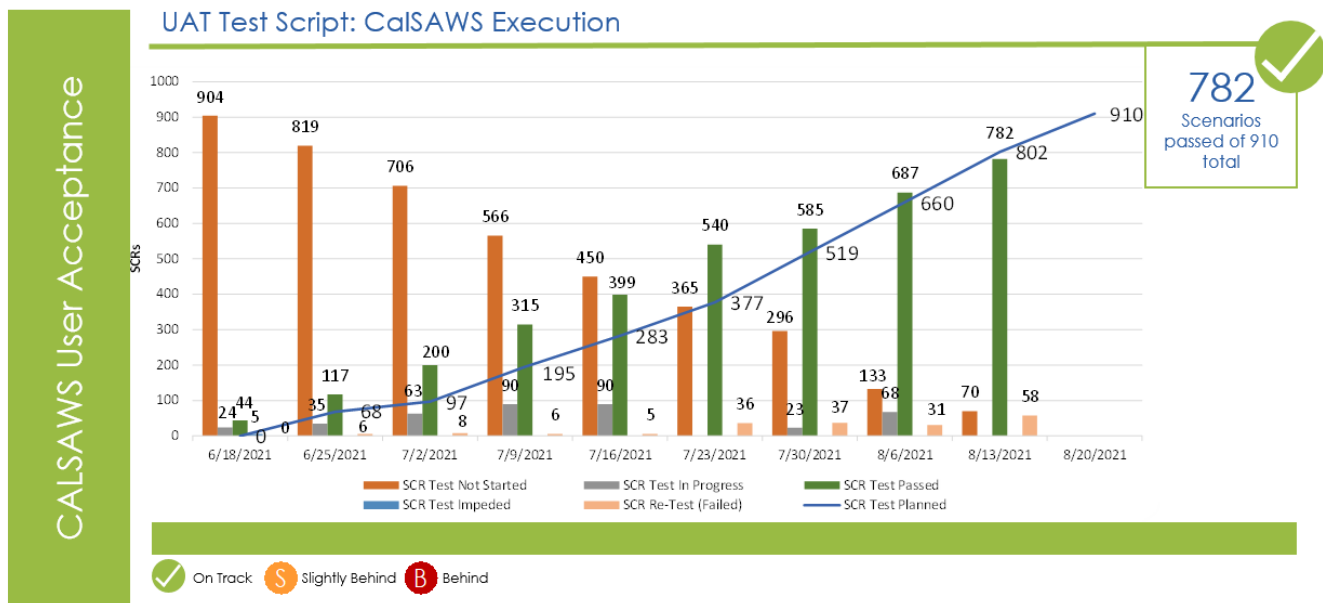
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► CalSAWS User Acceptance Test (UAT)

- Total test scenarios have dropped from a total of 919 to 910. This is due to the following reasons:
 - Three task management test scenarios were removed as these were deemed lower in priority.
 - Four LA-specific supervisory authorization test scenarios were removed as they are not related to C-IV.
 - Two internal reports were confirmed by the counties not to be part of UAT scope.
- Conducted Monday morning meetings to discuss assignments with all UAT participants on August 9, 2021
- Conducted daily Test Status meetings August 10 - 13, 2021
- Conducted daily Triage meetings August 9 - 13, 2021
- Supported testers throughout test execution, defect logging, redacting PII, and uploading/downloading information from the UAT Web Portal
- Conducted a meeting with Accenture and Consortium to discuss CalSAWS exit criteria and process on August 10, 2021

Table 1-7 – UAT Weekly Stats

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CalSAWS UAT Execution	910	8% (70)	0% (0)	86% (782)	6% (58)	0% (0)



► Other Consortium Support Test Activities

- Participated in the Release-When-Ready meeting on August 9, 2021
- Attended the GA/GR Test Plan meeting on August 9, 2021
- Participated in a First Data transition meeting regarding manual regression on August 12, 2021

- Participated in the CCCVF Test Artifacts working session on August 12, 2021
- Prepared materials for and participated in the CalSAWS Green Light Readiness Status meeting on August 12, 2021
- Prepared materials for and participated in the CalSAWS JPA meeting on August 13, 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 9 - 13, 2021
- Prepared for Regional Touchpoint on August 9, 2021
- Prepared for T-3M Los Angeles Imaging Survey on August 9 – 13, 2021
- Conducted Implementation Team Weekly meeting on August 9, 2021
- Conducted three Just-In-Time Demonstration for Supervisor Authorization meetings; Administration, Eligibility, and Fiscal Functions on August 10, 2021
- Planned for County Prep Phase Click-Through on August 11, 2021
- Participated in weekly UAT Touchpoint on August 11, 2021
- Participated in Imaging Materials review on August 11, 2021
- Participated in Statewide/Portal Mobile: ABAWD Design session on August 12, 2021
- Participated in Fiscal Authorization Updates in the County Prep Phase Packet discussion on August 12, 2021
- Conducted August Change Network meeting on August 12, 2021
- Supported CalSAWS Green Light Readiness Status meeting on August 12, 2021
- Participated in Deliverable Process Review for CalWIN ISS Consortium reviewers on August 12, 2021
- Participate in State Executive Go-Live Readiness Review meeting on August 12, 2021
- Discussed options for Riverside virtual Post Go-Live support on August 13, 2021
- Supported implementation content for CalSAWS JPA Board of Directors meeting on August 13, 2021

► CalWIN Implementation Support Services (ISS)

- Participated in CalWIN ISS Management meetings on August 9 and 11, 2021
- Conducted a QA Checklist overview for Training deliverables on August 9, 2021
- Participated in CalWIN ISS Standup meeting with the counties on August 9, 2021
- Reviewed Wave 1 To-Be Process Maps for Contra Costa August 9 - 13, 2021
- Reviewed Wave 1 To-Be Process Maps for Placer August 9 - 13, 2021
- Participated in CalWIN ISS OCM - Planning meeting on August 10, 2021
- Supported Service Arrangement/Money Management demonstration on August 10, 2021
- Supported Task, Appointment, Caseload Management demonstration on August 10, 2021
- Supported Resource Databank and IEVS demonstration on August 12, 2021
- Supported Fiscal Q&A session on August 12, 2021
- Participated in CalWIN ISS OCM POC meeting on August 11, 2021

► Special Projects

- Closed the IDEA Pulse Survey #2 survey and performed wrap up activities on August 9, 2021

1.2.8 OCAT

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

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
- ▶ Facilitate CCCVF Strike Team (Timeline) session on August 16, 2021
- ▶ Facilitate CCCVF Strike Team (Support) session on August 16, 2021
- ▶ Co-Facilitate CCCVF Strike Team County Session on August 17, 2021
- ▶ Facilitate CCCVF Strike Team (Communication) session August 17, 2021
- ▶ Facilitate CCCVF Strike Team (Environment/Testing Onboarding) session on August 18, 2021
- ▶ Participate in the FDEL #60 - CalSAWS Migration Work Plan Update #28 Touchpoint Meeting on August 18, 2021
- ▶ Participate in CalSAWS Green Light Readiness Status meeting on August 19, 2021
- ▶ Participate in CalSAWS Project Steering Committee (PSC) meeting August 19, 2021
- ▶ Participate in CalSAWS IV&V/PMO Biweekly meeting on August 20, 2021
- ▶ Participate in BenefitsCal Project meeting on August 20, 2021
- ▶ Facilitate RCM Evolved Orientation planning status session on August 20, 2021

1.3.2 Technical

- ▶ Participate in weekly CalSAWS Technical meeting on August 16, 2021
- ▶ Participate in daily Purge Standup meetings on August 10, 2021
- ▶ Participate in CalSAWS Tech M&O Tech meeting on August 17, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on August 17, 2021
- ▶ Participate in Technical CAB meeting on August 18, 2021
- ▶ Participate in Environment Management review on August 19, 2021
- ▶ Participate in CalSAWS Green Light Readiness Status on August 12, 2021
- ▶ BenefitsCal
 - Participate in BenefitsCal – ForgeRock meetings on August 16 - 20, 2021
 - Participate in Joint Performance Test - Cycle 3 meeting on August 17 - 18, 2021
 - Participate in BenefitsCal Project meeting on August 20, 2021
- ▶ Batch
 - Participate in Batch Ops Green Light Follow-Up meeting on August 10, 2021
 - Participate in Batch Operations and Performance meeting on August 20, 2021
 - Participate in Batch Performance Status Check meetings on August 18 and 20, 2021
- ▶ Central Print
 - Complete third Central Print Center facility walkthroughs on August 16, 2021
 - Complete third Central Print Center checklist on August 17, 2021
- ▶ Security
 - Participate in weekly CloudCheckr Security meeting on August 16, 2021
 - Participate in Security Operations Discussion meeting on August 20, 2021
- ▶ Analytics
 - Participate in Analytics Geocoding Next Steps meeting on August 18, 2021
 - Participate in Analytics Performance and Scalability meeting on August 18, 2021
 - Participate in weekly CalSAWS Analytics meeting on August 19, 2021
 - Participate in weekly Analytics/BenefitsCal meeting on August 19, 2021

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- ▶ Help Desk
 - Participate in ServiceNow Process Improvement meeting on August 19, 2021

1.3.3 Imaging

- ▶ Participate in the Imaging Migration Standup calls on August 17 and 19, 2021
- ▶ Participate in Imaging Status review on August 19, 2021
- ▶ Participate in weekly LA Document Migration Check-in meeting on August 19, 2021
- ▶ Participate and finalize C-IV Metadata and Imaging Validation Testing

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
- ▶ Lobby Management
 - Review SCRs and attend scheduled meetings
- ▶ 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

- ▶ Review comment resolution for DEL #4.03 Portal/Mobile App Requirements Traceability Matrix: Updates - Conclusion of Testing
- ▶ Attend Self-Service Portal Committee meeting on August 17, 2021
- ▶ Attend Statewide/Portal Mobile: ABAWD Design Session meeting on August 17, 2021
- ▶ Attend Statewide/Portal Mobile: Ad Hoc Reporting Design meeting on August 19, 2021
- ▶ Conduct Independent Testing complete on August 20, 2021
- ▶ 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 17, 2021
 - Participate in the Test Touchpoint meeting on August 18, 2021
- ▶ BenefitsCal Test Activities
 - Continue BenefitsCal Independent Test Execution
 - Participate in the weekly BenefitsCal Test Planning meeting on August 17, 2021
 - Participate in the BenefitsCal Test Touchpoint meeting on August 18, 2021
 - Conduct Independent Test Touchpoint meetings on August 20, 2021
 - Attend the Portal/Mobile Project Review meeting on August 20, 2021
- ▶ CalSAWS UAT
 - Attend a CalSAWS application exit criterion meeting to review slide deck on August 16, 2021
 - Attend a CalSAWS conversion defect closeout meeting on August 17, 2021
 - Discuss with the Consortium, Accenture, and Deloitte the UAT Exit Criteria and Approach for re-testing and reporting remaining defect fixes on August 18, 2021
 - Conduct Monday morning meetings to discuss assignments with all UAT participants on August 16, 2021
 - Conduct daily Test Status meetings August 17 - 20, 2021
 - Conduct daily Triage meetings August 16 - 20, 2021
 - Support testers throughout test execution, defect logging, redacting PII, and uploading/downloading information from the UAT Web Portal

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- CalSAWS UAT Remaining Open Items
 - Several UAT Participants volunteered to return and help complete the outstanding functional areas.
 - Email notifications regarding test scenarios to be removed are being sent to the Regional Managers with a recommendation for closure.
 - The functional areas and percent of execution complete are noted below. The mitigation strategy has been listed to assist in closing out the final testing.

Table 1-8 – UAT Percent Complete by Functional Area

Functional Area	% Complete	Mitigation Strategy to Closure
Medical	96%	Retesting of defects and final execution this week.
Task Management	68%	Retesting of defects and final execution this week.
Non-State Management Reports	17%	List of 27 test scenarios being provided to the reports team to determine if reports were validated by LA. Once information is received, providing recommendation to the Regional Managers for close out. There are no logic changes to the templates.
Manage Personal Supervisory Authorization	81%	Final test scenarios scheduled this week.
Medi-Cal-Redetermination Packets	80%	Final test scenarios scheduled this week.
County Medical Services Program – Multi-Month EDBC / Negative Action- Out of Country	42%	List of 18 test scenarios not executed and should never have been part of the UAT scope as the existing manual generation process will be continued by the counties until a future SCR is implemented. Recommendation being provided to the Regional Managers for close out.

- Other Consortium Support Test Activities
 - Attend the Release-When-Ready meeting on August 16, 2021
 - Prepare materials for and participate in the CalSAWS Green Light Readiness Status meeting on August 19, 2021
 - Participate in the CalSAWS Green Light State Partners meeting on August 19, 2021
 - Prepare materials and participate in the PSC meeting on August 19, 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 16 - 20, 2021
 - Support Quarterly Regional Touchpoints for Region 4 and Region 3 on August 16, 2021
 - Participate in Biweekly Implementation, Change, and Training Managers meeting on August 16, 2021

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- Support T-3M Los Angeles Imaging Survey on August 16 – 23, 2021
- Participate in twice monthly Implementation/Change/Training team meeting on August 17, 2021
- Support Quarterly Regional Touchpoints for Region 5 on August 17, 2021
- Prepare for Child Care Demonstration for DDID 2325 on August 17, 2021
- Plan for County Prep Phase Click-Through on August 18, 2021
- Plan for System Testing efforts for Online Help (OLH) SCRs 21.11 on August 18, 2021
- Participate in Case Review Guides discussion - Pre and Post Conversion on August 18, 2021
- Participate in weekly UAT Touchpoint on August 18, 2021
- Support Quarterly Regional Touchpoints for Region 1 on August 19, 2021
- Participate in Implementation & Regional Managers Touchpoint on August 19, 2021
- Participate in Biweekly BenefitsCal/Implementation Coordination on August 20, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in CalWIN ISS Management meetings August 16 and 18, 2021
 - Review CalWIN Implementation Support Vendor County Communication Plan and provide comments on August 16 – 23, 2021
 - Participate in CalWIN ISS OCM - Planning meeting on August 17, 2021
 - Participate in CalWIN ISS Wave 2 Planning meeting on August 17, 2021
 - Support Training Advisory Council (TAC) meeting on August 18, 2021
 - Participate in OPAC ISS Materials review on August 18, 2021
 - Participate in CalWIN Project Updates meeting on August 19, 2021

1.3.8 OCAT

- ▶ Participate in OCAT Operations and Release meeting on August 18, 2021

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period