CalSAWS Quality Assurance Weekly Status Report

Reporting Period: August 30, 2021 to September 5, 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	🟢	• Submitted FDEL on September 3, 2021
4.26	QA Work Plan - August 2021	🟢	• Submitted FDEL on September 3, 2021
7.26	QA Test Monthly Report – August 2021	🟢	• Submitted FDEL on September 3, 2021
8.11.2	QA UAT Weekly Report	🟢	• Approval received on September 2, 2021
10.04	Quarterly QA Security Report	🟢	• Submit DDEL by September 29, 2021
12.26	Assessment of CalSAWS Migration Work Plan Update – August 2021	🟢	• Approval received on August 31, 2021
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8	🟢	• Submit DDEL by October 15, 2021
45	Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV	🟢	• Submit DDED by October 6, 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

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

Table 1-3 - Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
3.12	**BenefitsCal** – Assessment of Portal/Mobile App Work Plan Update – August 2021	🟢	• Submit FDEL on September 13, 2021
4.03	**BenefitsCal –** Assessment of Portal/Mobile App Requirements Traceability Matrix – Conclusion of Testing	🟢	• Submit FDEL by September 9, 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	🟢	• Submit FDEL on September 13, 2021
61	**CalWIN Implementation** - Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan	🟢	• Submit DDEL by November 2, 2021

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

DEL #	DELIVERABLE NAME		STATUS
OWD	**Central Print -** System Security Plan	🟢	• Review in progress; pending final submission date

[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 CalSAWS Consortium County Validation Framework (CCCV) Strike Team session on September 1, 2021
► Participated in LA County 21.11 County Validation prep sessions on August 30 and 31, 2021
► Facilitated RCM Evolved Orientation Segment 4 working session on August 31, 2021
► Participated in M&O Transition Status update with First Data on August 31, 2021
► Participated in IV&V Go Live Report Draft 2 Walkthrough on September 1, 2021
► Participated in OCAT Release Management meeting on September 1, 2021
► Participated in CalSAWS Green Light Readiness Status on September 2, 2021
► Co-Facilitated CCCVF Regional Model RM R&Rs session on September 2, 2021
► Participated in CalSAWS IV&V/PMO Biweekly meeting on September 3, 2021

1.2.2 Technical
► Participate in weekly CalSAWS Technical meeting on August 30, 2021
► Participate in daily Purge Standup meetings on August 31 – Sept 2, 2021
► Participate in CalSAWS Tech M&O meeting on August 31, 2021
► Participate in Consortium Financial Operations (FinOps) meeting on August 31, 2021
► Participate in Technical CAB meeting on September 1, 2021
► Participate in CalSAWS Green Light Readiness Status on September 2, 2021
► Participate in Environment Management review on September 2, 2021
► BenefitsCal
  o Participate in BenefitsCal – ForgeRock meetings on August 30 – September 2, 2021
  o Participate in BenefitsCal: Tier 1 Training and Q&A August 30, 2021
  o Participate in BenefitsCal: Tier 2 Training and Q&A August 31, 2021
  o Participate in BenefitsCal Performance Testing meeting on September 1, 2021
► Batch
  o Participated in Batch Performance Status meetings on September 1 and 3, 2021
  o Participated in Batch Operations Communications meeting on September 2, 2021
  o Participated in Batch Core vs. Non-Core Categorization meeting on September 2, 2021
► Central Print
  o Participated in Central Print Status meeting on August 31, 2021
► Security
  o Participated in weekly CloudCheckr Security meetings on August 30 and August 31, 2021
  o Participated in Security Operations Discussion on September 3, 2021
  o Continued review of CalSAWS Policies
  o Provided comments on BenefitsCal System Security Plan September 2, 2021
► Analytics
  o Participated in Analytics Performance and Scalability meeting on September 1, 2021
  o Participated in weekly CalSAWS Analytics meeting on September 2, 2021
  o Participated in weekly Analytics/BenefitsCal meeting on September 2, 2021
► Help Desk

○ Reviewed CMDB Continuous Improvement artifacts

1.2.3 Imaging
- ○ Participate in the Imaging Migration Standup calls on August 31 and September 2, 2021
- ○ Participate in Imaging Status review on September 2, 2021
- ○ Participate in weekly LA Document Migration Check-in meeting on September 2, 2021

1.2.4 Functional
- ► Requirements
  - ○ Validated DD&I requirements status in preparation for Green Light
- ► Conversion
  - ○ Facilitated a retrospective with the Conversion, Consortium and Implementation Teams to discuss the 1A County Click Through
  - ○ Met with GA/GR and Conversion Teams on September 1, 2021
  - ○ Attended Conversion Strategic Direction, Touchpoint, Status meeting on September 2, 2021
  - ○ Reviewed Cutover Weekend 1B Work Plan
- ► General Assistance/General Relief (GA/GR)
  - ○ Reviewed SCR Design documents and updates
  - ○ Attended the weekly GA/GR status meeting
  - ○ Reviewed the GA/GR correspondence mappings to converted data
- ► Task Management
  - ○ Reviewed SCR Design documents
- ► Contact Center
  - ○ Attended the weekly status meeting
  - ○ Reviewed requirements to validate statuses
- ► Case Purge
  - ○ Validated environment access to complete Sprint 1 and 2 performance validations.
  - ○ Discussed Legacy Data System (LDS) extraction timings and schedule concerns. (No impact to C-IV Go Live). Risk 252 opened to document the concerns and mitigations for decommissioning of the C-IV Production Data Center.

1.2.5 BenefitsCal
- ► Facilitated the BenefitsCal Account Management on-going resolutions and validations
- ► Attended weekly BenefitsCal/GetCalFresh meeting
- ► Provided GetCalFresh application validation results to Consortium
- ► Provided the updated GetCalFresh integrated schedule to the Consortium
- ► Conducted remaining Independent test scripts and defect fix validations
- ► Confirmed ADA testing results and defect closure
- ► Attended the weekly Scrum of Scrums touchpoint meeting
- ► Participated in the weekly status meeting

1.2.6 Test
- ► Release 21.11
  - ○ Delivered the completed Release 21.11 scorecard analysis and received approval on August 17, 2021. Identified Release 21.11 Independent Testing scope as follows:

- Ten (10) SCRs for Independent Testing
- Eleven (11) SCRs for QA Review of System Test results
- Began test execution for high-impact 21.11 SCR's
- Began QA Script Reviews for high-impacting 21.11 SCR's
- Participated in the Integrated Test meeting on August 31, 2021
- Participated in the Test Touchpoint meeting on September 1, 2021

Table 1-6 – Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.11 Release – ClearBest QA Independent Test Results	350	94% (331)	0% (0)	5% (17)	1% (2)	0% (0)
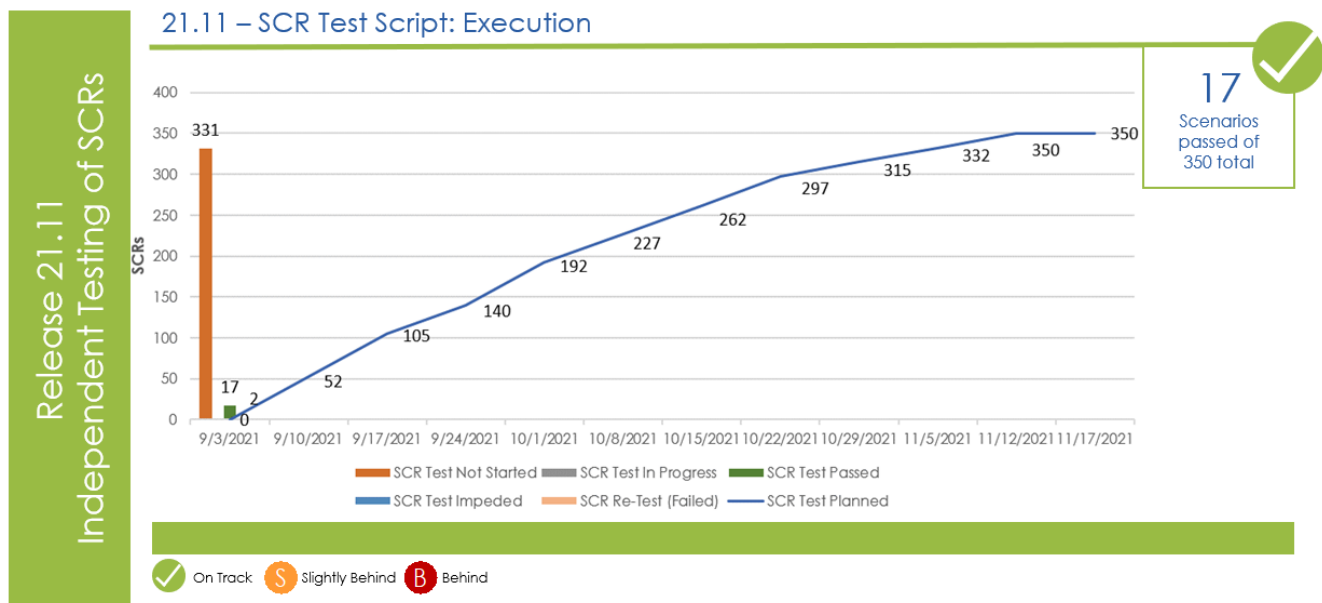
- ► Release 1.0 BenefitsCal Test Activities
  - Continue BenefitsCal Independent Test Execution
  - Participate in the weekly BenefitsCal Test Planning meeting on August 31, 2021
  - Attend the Portal/Mobile Project Review meeting on September 3, 2021
  - The chart below represents the combined total Independent Test effort for Release 1.0 which includes Code Drop 1 and Code Drop 2
    - BenefitsCal is at 100% executed. Pass rate of the executed scenarios is at 95%.

Table 1-7 – BenefitsCal 1.0 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.0)	240	0% (0)	0% (0)	95% (229)	5% (11)	0% (0)
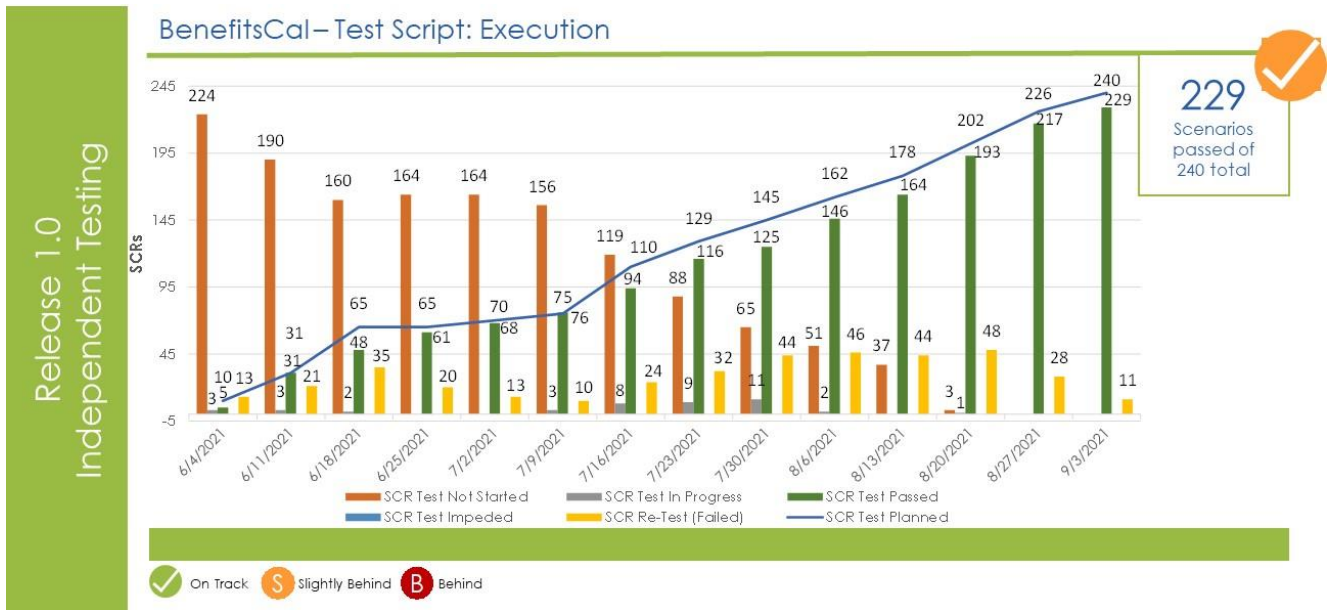
► Release 1.1 BenefitsCal Test Activities
   o Completed writing Release 1.1 test scenarios
   o Began test execution for Release 1.1 test scenarios
      • BenefitsCal is at 27% executed.
      • Four (4) executed test scenarios in SIT failed and pending a fix

Table 1-8 – BenefitsCal 1.1 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.1)	15	73% (11)	0% (0)	0% (0)	0% (0)	27% (4)
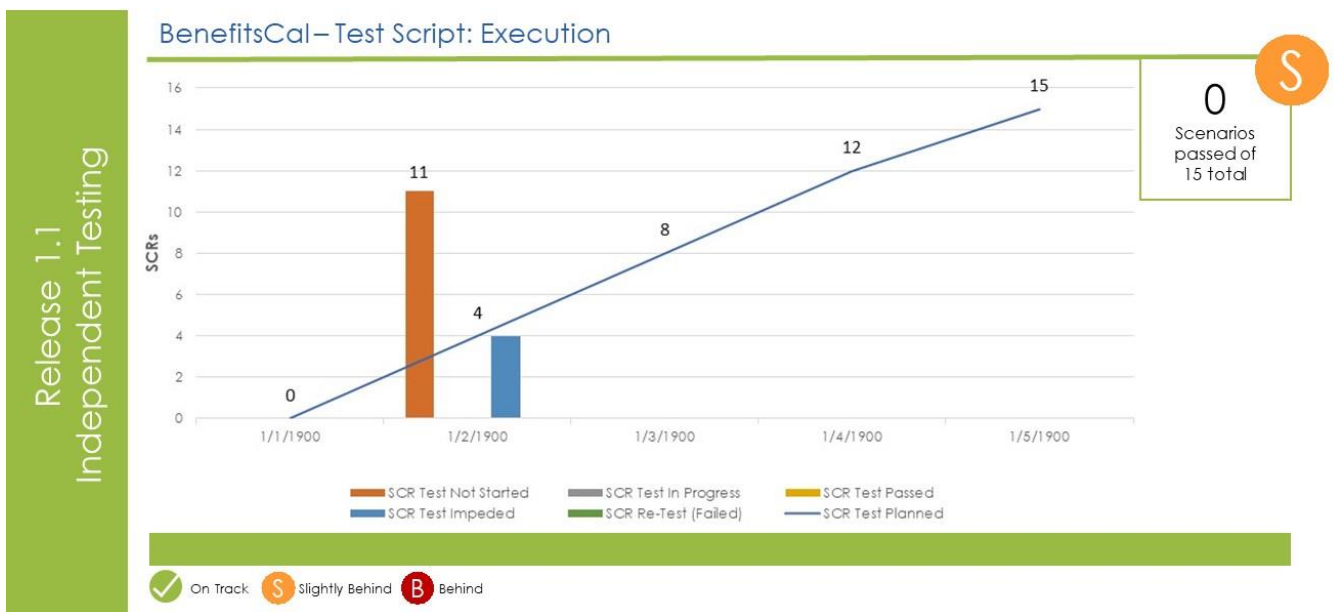
► CalSAWS User Acceptance Test (UAT)
  o CalSAWS UAT is 100% executed. Pass rate of the executed scenarios is 100%.
  o CalSAWS UAT testing activities were completed on August 27, 2021.
  o Participated in the CalSAWS UAT Exit Criteria meeting and received approval to exit UAT on September 1, 2021

Table 1-9 – CalSAWS UAT Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CalSAWS UAT Execution	858	0% (0)	0% (0)	100% (858)	0% (0)	0% (0)
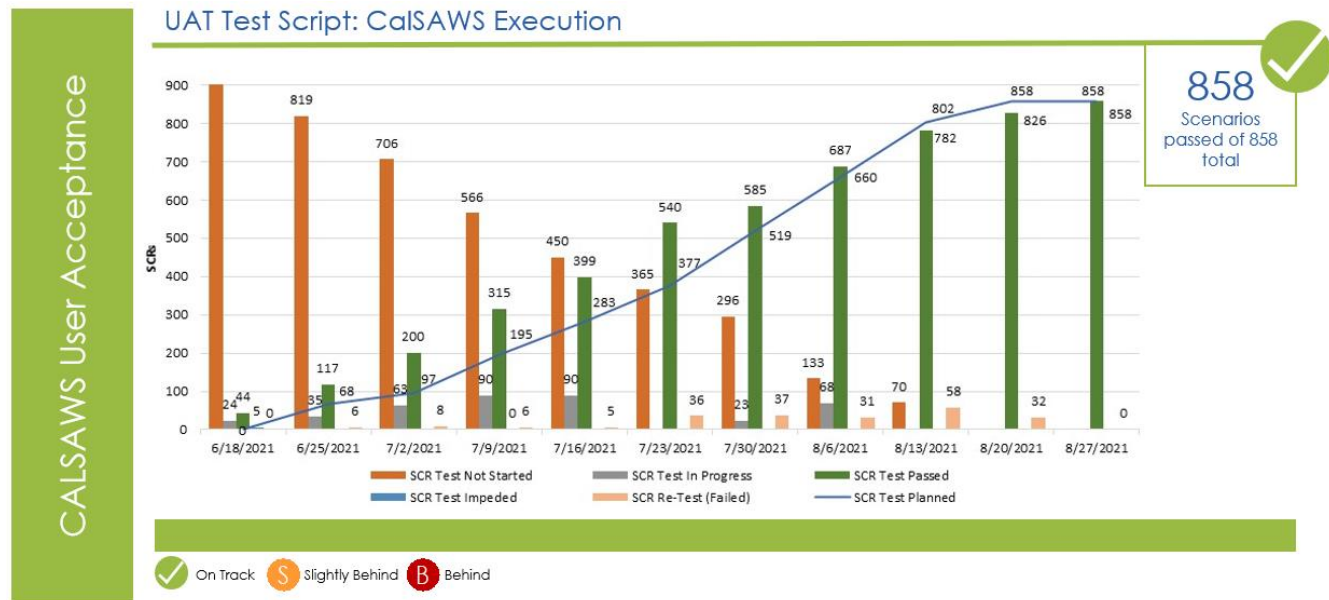
► Other Consortium Support Test Activities
  o Participated in the Release-When-Ready meeting on August 30, 2021
  o Prepared materials for and participate in the CalSAWS Green Light Readiness Status meeting on September 2, 2021

1.2.7 Implementation
► C-IV Migration
  o Participated in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and Targeted Onsite Support Services (TOSS) teams on August 30 – September 2, 2021
  o Submitted comments on BenefitsCal Training Admin Guide and Quick Guide Community Based Organization Account Request on August 30, 2021
  o Supported T-3 Month Los Angeles Imaging Survey on August 30, 2021
  o Reviewed and provided comments on the Implementation Go-Live Packet on August 30 – September 2, 2021
  o Supported the T-3 Week C-IV User Change Readiness Survey on August 30 – September 3, 2021

- o Participated in Biweekly Implementation, Change, and Training Manager meeting on August 30, 2021
- o Participated in County Prep Stakeholder Calls on August 30 – September 3, 2021
- o Participate in Key Outcomes of County Click-Through meeting on August 30, 2021
- o Participated in Twice Monthly Training/Implementation/Change Team meeting on August 31, 2021
- o Participated in CalSAWS Training Committee meeting on September 1, 2021
- o Support weekly Implementation Readiness Checkpoint with Counties on September 1, 2021
- o Participated in IV&V Go-Live Report Draft 2 Walkthrough on September 1, 2021
- o Discussed County Resource Databank questions and next steps on September 1, 2021
- o Participated in weekly UAT touch point on September 1, 2021
- o Participated in BenefitsCal: CNC, Consortium Trainers - Training and Q&A session on September 2, 2021
- o Supported CalSAWS Green Light Readiness Status meeting on September 2, 2021
- o Planned for Office-Level Support Orientation on September 2, 2021
- ► CalWIN Implementation Support Services (ISS)
  - o Participated in CalWIN ISS Management meetings August 30 and September 1, 2021
  - o Conducted pre-reviews of Deloitte Deliverable 05 – OCM Plan sections on August 30 – September 3, 2021
  - o Formulated BPR Review Timeline on August 30, 2021
  - o Participated in CalWIN ISS OCM Planning meeting on August 31, 2021 and September 2, 2021
  - o Conducted QA Check In for CalWIN ISS Consortium on August 31, 2021
  - o Participated in Wave 1 Check In meeting on September 1, 2021
  - o Participated in CalWIN ISS Wave 3 and 6 planning meetings on September 2, 2021
  - o Participated in CalWIN Project Updates on September 2, 2021
  - o Participated in Review of Placer Draft Training Roles & Classroom Training Schedule on September 2, 2021
  - o Participated in Review of Yolo Draft Training Roles & Classroom Training Schedule on September 2, 2021
- ► Release Management
  - o Continued planning for 21.11 Training SCR verification
  - o Began verification of five Online Help (OLH) Training SCRs for the CalSAWS 21.11 Priority Release
- ► Special Projects
  - o Supported the IDEA Buddy Program Feedback Survey on August 30 – September 2, 2021

1.2.8 OCAT
- ► Completed review of the updated OCAT Work Plan draft
- ► Began reviewing pre-submission drafts of Cambria DEL #13 OCAT Performance Verification Report and Final Acceptance DDEL
- ► Participated in OCAT Operations and Release meeting on September 1, 2021

1.3   Activities for the Next Reporting Period

1.3.1   Project Management
- ► Participated in CalWIN ISS Work Plan Q&A meeting on September 8, 2021
- ► Co-Facilitate County CCCVF Strike Team session on September 7, 2021
- ► Participate in CalSAWS Section Directors' meeting on September 7, 2021
- ► Facilitate CCCVF internal sessions on September 8, 2021
- ► Present QA status at monthly CalSAWS IT Report meeting on September 8, 2021
- ► Participate in BenefitsCal Governance meeting on September 9, 2021
- ► Participate in CalSAWS Green Light Readiness Status on September 9, 2021
- ► Participate in CalSAWS JPA Board meeting on September 10, 2021

1.3.2   Technical

- ► Participate in daily Purge Standup meetings on September 7 - 10, 2021
- ► Participate in CalSAWS Tech M&O meeting on September 7, 2021
- ► Participate in Post-Cutover Production Communication meeting on September 7, 2021
- ► Participate in Consortium Financial Operations (FinOps) meeting on September 7, 2021
- ► Participate in Technical CAB meeting on September 8, 2021
- ► Participate in Environment Management review on September 9, 2021
- ► Participate in CalSAWS Greenlight Readiness Status on September 9, 2021
- ► BenefitsCal
  - o Participate in BenefitsCal – ForgeRock meetings on September 7 - 10, 2021
  - o Participate in Joint Performance Testing on September 8 and 10, 2021
  - o Participate in Weekly Performance Test Call - CalSAWS and BenefitsCal on September 9, 2021
- ► Batch
  - o Participate in Batch Performance Status Check meetings on September 8 and 10, 2021
  - o Participate in Batch Operations and Performance meeting on September 10, 2021
- ► Central Print
  - o Central Print - Phase II - Performance Teston September 7, 2021
- ► Security
  - o Participate in BenefitsCal SSP Walkthrough #3 on September 10, 2021
- ► Analytics
  - o Participate in Analytics Performance and Scalability meeting on September 8, 2021
  - o Participate in weekly CalSAWS Analytics meeting on September 9, 2021
  - o Participate in weekly Analytics/BenefitsCal meeting on September 9, 2021
- ► Help Desk
  - o Participate in ServiceNow Process Improvement meeting on September 7, 2021
- ► **Imaging**
  - o Participate in the Imaging Migration Standup calls on September 7 and 9, 2021
  - o Participate in Imaging Status review on September 9, 2021
  - o Participate in weekly LA Document Migration Check-in meeting on September 9, 2021

1.3.4   Functional
- ► Attend the Application Development Leads meeting
- ► Validate requirements status in preparation for weekly Green Light meetings
- ► Conversion
  - o Prepare for Go Live County Click Through activities
  - o Meet with Consortium to conduct planning for Go Live cutover weekend
  - o Attend the CalWIN Conversion and Change Management meetings
  - o Attend monthly CalWIN Conversion Leads meeting
- ► General Assistance/General Relief (GA/GR)
  - o Review SCR designs in progress
  - o Attend the weekly GA/GR meeting
- ► Task Management
  - o Review Design documents
- ► Lobby Management
  - o Review SCRs and attend scheduled meetings
- ► Contact Center
  - o Review SCRs and attend scheduled meetings
- ► Case Purge
  - o Attend daily stand-up meetings
  - o Monitor testing on Sprint 1 and Sprint 2
  - o Review updated LDS work plan to identify schedule efficiencies

1.3.5   BenefitsCal
- ► Facilitate the closure of ForgeRock/BenefitsCal defects and testing validations
- ► Participate in the daily BenefitsCal/ForgeRock Touchpoint meeting
- ► Plan for BenefitsCal UAT Exit Meeting
- ► Attend Overview of Advocate Change requests
- ► Attend weekly BenefitsCal/GetCalFresh meeting
- ► Conduct remaining Independent test scripts and defect fix validations
- ► Attend the weekly Scrum of Scrums touchpoint meeting
- ► Participate in the weekly status meeting

1.3.6   Test
- ► Release 21.11 Readiness
  - o Continue test execution for high-impact 21.11 SCR's
  - o Continue QA Script Reviews for high-impact 21.11 SCR's
  - o Participate in the Integrated Test meeting on September 7, 2021
- ► Release 1.0 BenefitsCal Test Activities
  - o Continue BenefitsCal Independent Test Execution
  - o Participate in the weekly BenefitsCal Test Planning meeting on September 7, 2021
  - o Attend the Portal/Mobile Project Review meeting on September 10, 2021
- ► Release 1.1 BenefitsCal Test Activities
  - o Continue BenefitsCal Independent Test Execution
- ► Other Consortium Support Test Activities
  - o Attend the CCCVF – Environment/Testing Onboarding #2 discussion on September 8, 2021
  - o Attend the CalSAWS Green Light Readiness status meeting on September 9, 2021

1.3.7 Implementation
► C-IV Migration
  o Participate in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and Targeted Onsite Support Services (TOSS) teams September 7 - 10, 2021
  o Support the T-3 Week C-IV User Change Readiness Survey on September 7 - 10, 2021
  o Support CalSAWS Post-Deployment Office-Level Support Kick-off on September 7, 2021
  o Participate in County Prep Stakeholder Calls on September 7 - 10, 2021
  o Participate in Imaging Materials Review on September 8, 2021
  o Conduct Monthly CalSAWS Change Network Meeting on September 9, 2021
  o Support CalSAWS Green Light Readiness Status meeting on September 9, 2021
  o Support Joint Powers Authority meeting for Implementation on September 10, 2021
► CalWIN Implementation Support Services (ISS)
  o Participate in CalWIN ISS Management meetings September 7 and 8, 2021
  o Participate in CalWIN ISS OCM Planning meeting on September 7, 2021
  o Conduct pre-reviews of Deloitte Deliverable 05 – OCM Plan sections on September 7, 2021
  o Participate in Waves 4 and 5 To-Be BPR Reviews on September 9, 2021
► Release Management
  o Begin 21.11 Training SCR verification
  o Complete verification of 5 Online Help (OLH) Training SCRs for the CalSAWS 21.07 Priority Release
► Special Projects
  o Support the IDEA Buddy Program Feedback Survey on August 30 – September 13, 2021

1.3.8 OCAT
► Continue reviewing pre-submission drafts of Cambria DEL #13 OCAT Performance Verification Report and Final Acceptance DDEL
► Participate in meetings as scheduled

1.4 Deviations from Plan/Adjustments
► None for the reporting period