CalSAWS Quality Assurance Weekly Status Report

Reporting Period: September 6, 2021 to September 12, 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
3.27	QA Monthly Status Report - September 2021		• Submit FDEL by October 5, 2021
4.27	QA Work Plan - September 2021		• Submit FDEL by October 5, 2021
7.27	QA Test Monthly Report – September 2021		• Submit FDEL by October 5, 2021
10.04	Quarterly QA Security Report		• Submit DDEL by September 29, 2021
12.27	Assessment of CalSAWS Migration Work Plan Update – September 2021		• Submit FDEL by September 20, 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		• Submitted FDEL on September 13, 2021
4.03	**BenefitsCal –** Assessment of Portal/Mobile App Requirements Traceability Matrix – Conclusion of Testing		• Submitted FDEL on September 9, 2021 • Approval expected by September 15, 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		• Submitted 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

- Participated in CalWIN ISS Work Plan meeting on September 8, 2021
- Co-Facilitated County CalSAWS Consortium County Validation Framework (CCCVF) Strike Team session on September 7, 2021
- Participated in CalSAWS Section Directors' meeting on September 7, 2021
- Facilitated CCCVF internal sessions on September 8, 2021
- Presented QA status at monthly CalSAWS IT Report meeting on September 8, 2021
- Participated in CalSAWS Green Light Readiness Status on September 9, 2021
- Participated in the M&O SCR Transition meeting with First Data on September 10, 2021
- Participated in CalSAWS JPA Board meeting on September 10, 2021
- Continued to support the Operational Readiness Review (ORR) document collection and response
- Supported the All Staff meeting preparation activities

1.2.2 Technical

- Participated in daily Purge Standup meetings
- Participated in CalSAWS Tech M&O meeting on September 7, 2021
- Participated in Post-Cutover Production Com meeting on September 7, 2021
- Participated in Financial Operations (FinOps) meeting on September 7, 2021
- Participated in Technical CAB meeting on September 8, 2021
- Participated in the1.2 M&O Services Plan comment review on September 8 and 10, 2021
- BenefitsCal
  - Participated in Delegated Administrator Support Bridge on September 10, 2021
  - Participated in BenefitsCal Endpoint Connectivity Validation - STG\PRD on September 10, 2021
- Batch
  - Participated in Batch Operations and Performance Update meeting on September 10, 2021
  - Participated in Batch Performance Status meetings on September 8 and 10, 2021
- Central Print
  - Participated in the Central Print - Phase II - Performance Test meeting on September 7, 2021
- Security
  - Continued review of CalSAWS Policies
- Analytics
  - Participated in Analytics Data Source Access Request Forms and Workflow meeting on September 9, 2021
  - Participated in Analytics Performance and Scalability meeting on September 9, 2021
  - Participated in weekly CalSAWS Analytics meeting on September 9, 2021
  - Participated in weekly Analytics/BenefitsCal meeting on September 9, 2021
- Help Desk
  - Reviewed Configuration Management Database (CMDB) Continuous Improvement artifacts

1.2.3 Imaging

- Participated in the Imaging Migration Standup calls on September 7 and 9, 2021
- Participated in Imaging Status review on September 9, 2021
- Participated in weekly LA Document Migration Check-in meeting on September 9, 2021

1.2.4 Functional

- Discussed QA Transition for M&O application development work with the Consortium
- Conversion
  - Continued planning for the Go Live County Click Through with the Consortium and Implementation teams
  - Attended Conversion Strategic Direction, Touchpoint Status meeting on September 9, 2021
  - Reviewed Cutover Weekend 1B Work Plan
  - Discussed the CalWIN data for test phases with the Conversion Team
  - Attended the CalWIN Options for Shell Case Data Conversion discussion
- General Assistance/General Relief (GA/GR)
  - Reviewed SCR Design documents and updates
  - Attended the weekly GA/GR status meeting
  - Discussed the GA/GR correspondence mappings to converted data with Consortium
- Task Management
  - Reviewed SCR Design documents
- Contact Center
  - Attended the weekly status meeting
  - Reviewed requirements to validate statuses
- Case Purge
  - Completed Sprint 1 and 2 validations.
  - Discussed Legacy Data System (LDS) extraction timings and schedule concerns. Risk 252 opened to document the concerns and mitigations for decommissioning the C-IV Production Data Center.

1.2.5 BenefitsCal

- Continued ForgeRock/BenefitsCal Account Management resolutions and validations
- Monitored defect resolutions and builds
- Discussed UAT Exit progress and timing for the meeting
- Attended the Overview of Enhancements meeting on September 7, 2021
- Reviewed the Regression deck and provided feedback
- Reviewed the BenefitsCal workplan and provided comments
- Attended the weekly Scrum of Scrums touchpoint meeting
- Participated in the weekly status meeting
- GetCalFresh
  - Attended weekly BenefitsCal/GetCalFresh meeting
  - Attended the Code for America and BenefitsCal doc upload meeting on September 9, 2021
  - Updated the consolidated milestone statuses for Code for America and BenefitsCal (See below)

Table 1-6 – BenefitsCal and Code for America Milestone Report

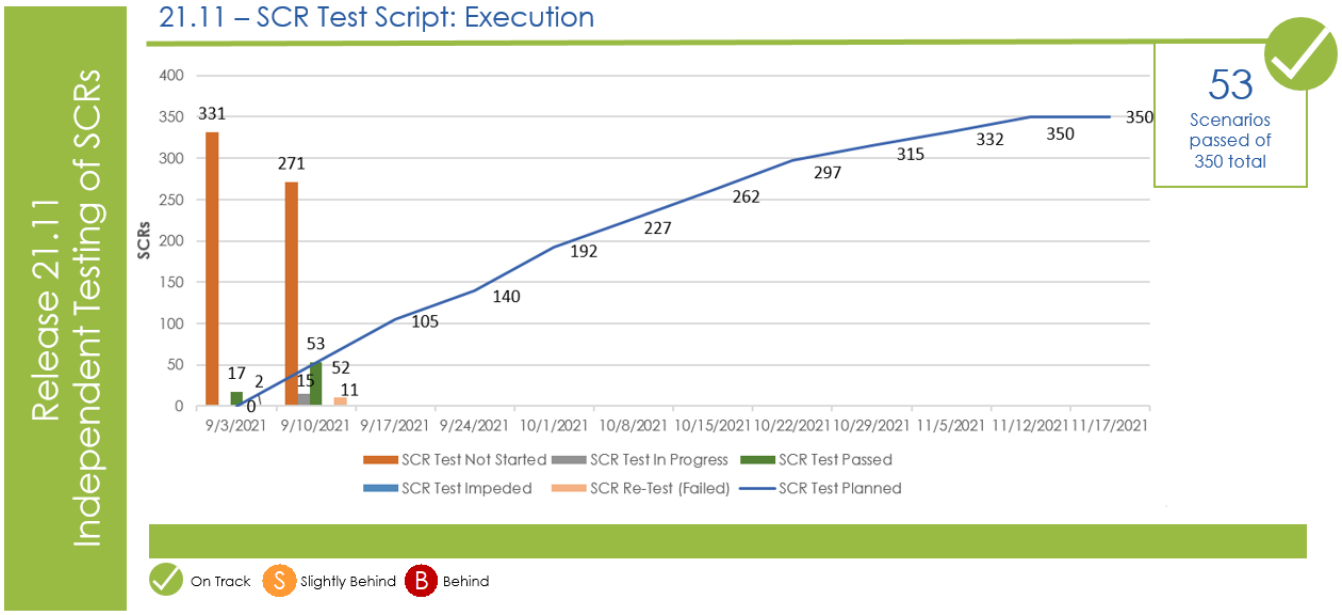
Phase	Milestone	Baseline Start	Baseline Finish	Date Completed	Comments
GetCalFresh					
1. Application	Submit a minimal application	7/21/2021	7/30/2021	7/26/2021	
1. Application	Upload document with an application	8/2/2021	8/6/2021	8/17/2021	
1. Application	Submit all CalFresh application data through BenefitsCal	8/26/2021	~~8/13/21~~ 9/3/21	9/3/2021	
2: Documents	Upload a document separate from the application (later doc)	7/26/2021	8/6/2021	8/6/2021	
2: Documents	SAR7 document upload	8/9/2021	8/13/2021	8/10/2021	
2: Documents	**CF303 document upload		~~8/13/21~~		Consortium has action item to confirm correct form.
2: Documents	**Upload docs+SAR7 for existing cases prior to 1.2 release				New request from Code For America.
3: Consolidation	Error handling in application	9/7/2021	~~8/20/21~~ 9/10/21		
3: Consolidation	Error handling in doc uploads	9/7/2021	~~8/20/21~~ 9/10/21		
3: Consolidation	Performance Testing	8/19/2021	8/27/2021	8/19/2021	
4: CBO functionality	Determine CBO integration pathway	7/26/2021	~~8/13/2021~~ TBD		
4: CBO functionality	Submit application for CBO partner		TBD		
4: CBO functionality	Submit documents for CBO partner		TBD		
5: Data	Ingest outcomes	9/13/2021	~~9/10/21~~ 9/17/21		
5: Data	Ingest interview times	9/13/2021	~~9/10/21~~ 9/17/21		
5: Data	Ingest other case level information	9/15/2021	~~9/17/21~~ 9/22/21		
BenefitsCal					
BenefitsCal Milestone	Release 1.0 Code Freeze	9/10/2021	9/10/2021		Code freeze pending code changes from advocate requests
BenefitsCal Milestone	Release 1.0 Deploy	9/26/2021	9/26/2021		
BenefitsCal Milestone	Release 1.1 Deploy	10/10/2021	10/10/2021		
BenefitsCal Milestone	Release 1.2 Deploy	10/24/2021	10/24/2021		
*** Items are currently being discussed for approach with CalSAWS Project*					

1.2.6 Test

- Release 21.11
  - Delivered the completed Release 21.11 scorecard analysis and received approval on August 17, 2021. Added additional test scope and received approval from the Consortium on September 8, 2021. Identified Release 21.11 Independent Testing scope as follows:
    - Ten (10) SCRs for Independent Testing
    - Fourteen (14) SCRs for QA Review of System Test results
  - Continued test execution for high-impact 21.11 SCR's
  - Continued QA Script Reviews for high-impacting 21.11 SCR's
  - Participated in the Integrated Test meeting on September 7, 2021
  - Participated in the Test Touchpoint meeting on September 8, 2021

Table 1-7 – Independent Test Progress

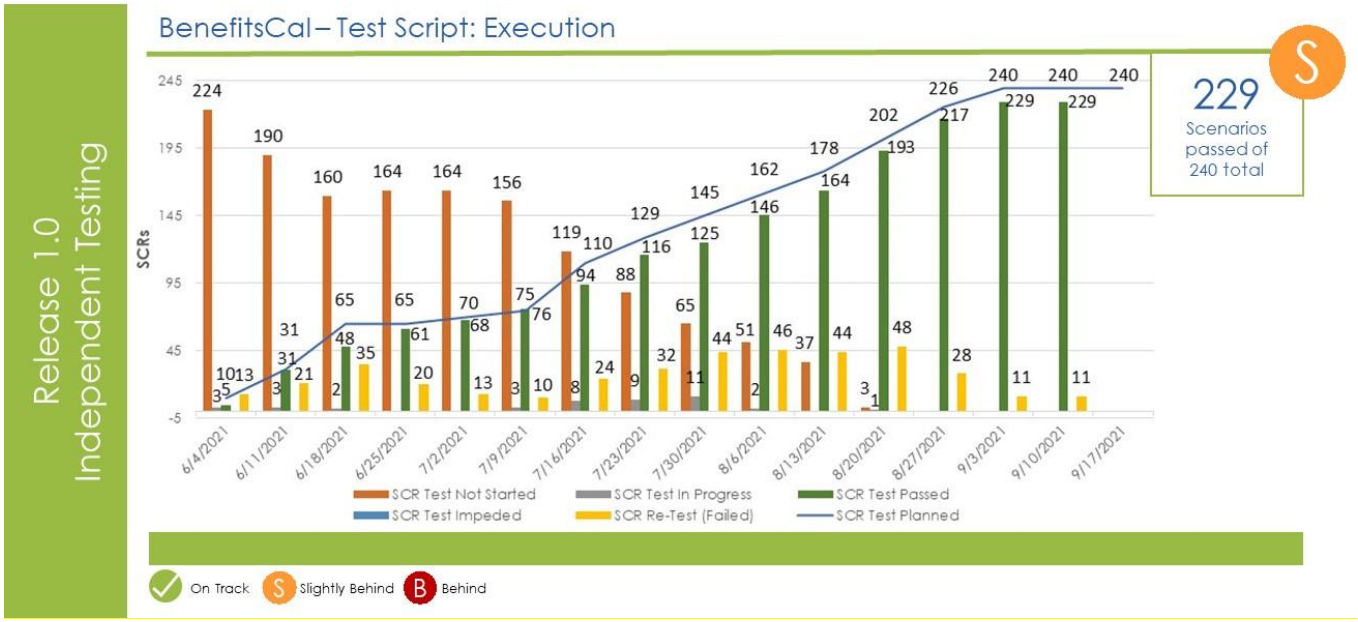
Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.11 Release – ClearBest QA Independent Test Results	350	78% (271)	4% (15)	15% (53)	3% (11)	0% (0)



- Release 1.0 BenefitsCal Test Activities
  - Continued BenefitsCal Independent Test Execution
  - Participated in the weekly BenefitsCal Test Planning meeting on September 7, 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%
    - Testing has been extended until September 17, 2021 to accommodate the enhancements requested by the Advocates

Table 1-8 – BenefitsCal 1.0 Independent Test Progress

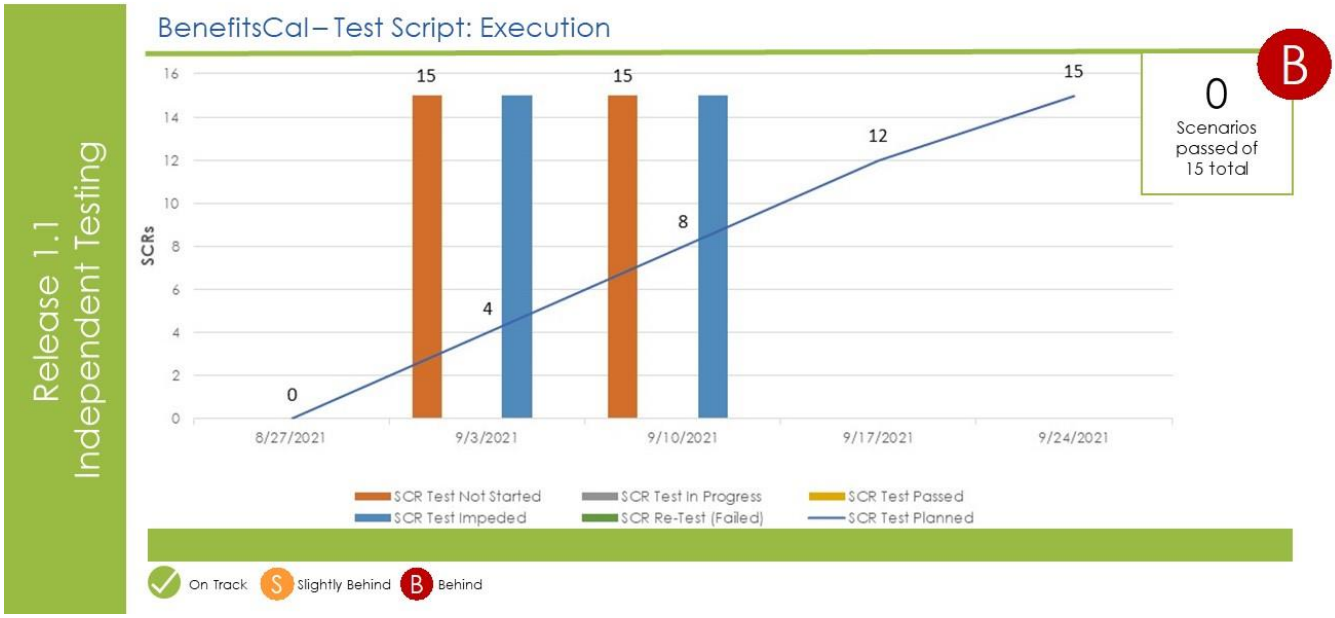
Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.0)	240	0% (0)	0% (0)	95% (229)	5% (11)	0% (0)



- Release 1.1 BenefitsCal Test Activities
  - Continued test execution for Release 1.1 test scenarios
    - BenefitsCal is at 0% executed in the UAT Environment and considered Behind Schedule due to the pending fix for the Redetermination batch jobs (same issue as SIT)
    - Four (4) executed test scenarios in SIT failed and pending a fix

Table 1-9 – BenefitsCal 1.1 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.1)	15	100% (15)	0% (0)	0% (0)	0% (0)	100% (15)



- Release 1.2 BenefitsCal Test Activities
  - Began BenefitsCal Independent Test scenario preparation
- CalSAWS User Acceptance Test (UAT)
  - Reviewed the CalSAWS UAT requirement traceability matrix
  - Began CalWIN UAT planning activities and review of the overall testing timelines
- Other Consortium Support Test Activities
  - Participated in the CCCVF – Environment / Onboarding discussion on September 8, 2021
  - Prepared materials for and participated in the CalSAWS Green Light Readiness Status meeting on September 9, 2021
  - Participated in the JPA meeting on September 10, 2021
  - Met with First Data regarding final transition activities on September 10, 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 September 7 - 10, 2021
  - Supported the T-3 Week C-IV User Change Readiness Survey on September 7 - 10, 2021
  - Supported CalSAWS Post-Deployment Office-Level Support Kick-off on September 7, 2021
  - Planned for Supervisor Authorization for Payment Requests Session for Counties on September 7, 2021

- Participated in County Prep Stakeholder calls on September 7 - 10, 2021
- Participated in Imaging Materials review on September 8, 2021
- Conducted the monthly CalSAWS Change Network meeting on September 9, 2021
- Supported the CalSAWS Green Light Readiness Status meeting on September 9, 2021
- Supported the County Prep – Setting Up Payment/Valuable Request Authorizations county session on September 9, 2021
- Supported the Joint Powers Authority meeting for Implementation on September 10, 2021

► CalWIN Implementation Support Services (ISS)
- Participated in CalWIN ISS Management meetings on September 7 and 8, 2021
- Participated in CalWIN ISS OCM Planning meeting on September 7, 2021
- Conducted pre-reviews of Deloitte Deliverable 05 – OCM Plan on September 7, 2021
- Met with Deloitte PMO to resolve QA comments on Deloitte FDEL 03.02 CalWIN Implementation RTM - Q2 on September 10, 2021
- Participated in Waves 4 and 5 To-Be BPR reviews on September 9, 2021
- Prepared for the Training Advisory Committee meeting on September 9, 2021

► Release Management
- Began 21.11 Training SCR verification
- Continued verification of five (5) Online Help (OLH) Training SCRs for the CalSAWS Priority Release

► Special Projects
- Supported the IDEA Buddy Program Feedback Survey on August 30 – September 13, 2021

1.2.8 OCAT

► Provided feedback on the updated OCAT Work Plan draft

► Continued reviewing pre-submission drafts of Cambria DEL #13 OCAT Performance Verification Report and Final Acceptance DDEL

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- Participate in the M&O Transition Status with First Data on September 13, 2021
- Participate in the CalSAWS Project Steering Committee on September 16, 2021
- Participate in CalSAWS Green Light Readiness Status on September 16, 2021
- Participate in CalSAWS IV&V/PMO Biweekly meeting on September 17, 2021
- Participate in BenefitsCal Project meeting on September 17, 2021
- Continue to support the Consortium in the ORR responses
- Support the All Staff Meeting

1.3.2 Technical

- Participate in daily Purge Standup meetings on September 13 - 17, 2021
- Participate in CalSAWS Tech M&O meeting on September 14, 2021
- Participate in Consortium Financial Operations (FinOps) meeting on September 14, 2021
- Participate in Technical CAB meeting on September 15, 2021
- Participate in Environment Management review on September 16, 2021
- Participate in CalSAWS Green Light Readiness Status on September 16, 2021
- Participate in ServiceNow Process Improvement Stakeholders meeting on September 16, 2021
- BenefitsCal
    - Participate in BenefitsCal/CalSAWS dependent tasks meeting on September 14, 2021
    - Participate in weekly Performance Test Call - CalSAWS and BenefitsCal on September 16, 2021
    - Participate in completion of Production Connectivity Test
- Batch
    - Participate in Batch Operations and Performance meeting on September 17, 2021
- Central Print
    - Participate in Central Print Status meeting on September 13, 2021
- Security
    - Participate in weekly CloudCheckr meetings on September 13, 2021
    - Participate in BenefitsCal SSP Walkthrough #3 on September 13, 2021
    - Participate in Security Operations Discussion meeting on September 17, 2021
    - Participate in BenefitsCal SSP Walkthrough #4 on September 17, 2021
- Analytics
    - Participate in Analytics Performance and Scalability meeting on September 15, 2021
    - Participate in weekly CalSAWS Analytics meeting on September 16, 2021
    - Participate in weekly Analytics/BenefitsCal meeting on September 16, 2021
- Help Desk
    - Participate in ServiceNow Process Improvement meeting on September 16, 2021

1.3.3 Imaging

- Participate in CalSAWS Imaging & Contact Center Projects Status meeting on September 15, 2021
- Participate in Imaging Status review on September 16, 2021
- Participate in weekly LA Document Migration Check-in meeting on September 16, 2021

1.3.4 Functional

- Attend the Application Development Leads meeting
- Update Committee assignments for Functional Staff
- Validate requirements status in preparation for weekly Green Light meetings
- Conversion
  - Prepare for Go Live County Click Through activities
  - Meet with the Consortium and County Participants for the County Click through Kickoff meeting on September 14, 2021
  - Attend the CalWIN Conversion and Change Management meetings
  - Attend the monthly CalWIN Conversion Leads meeting
- General Assistance/General Relief (GA/GR)
  - Review SCR designs in progress
  - Attend the weekly GA/GR meeting
  - Attend the GA/GR correspondence data element transfer impact meeting on September 14, 2021
- Task Management
  - Review Design documents
  - Prepare 21.11 Testing
- Lobby Management
  - Review SCRs and attend scheduled meetings
- Contact Center
  - Review SCRs and attend scheduled meetings
- Case Purge
  - Attend daily stand-up meetings
  - Review updated LDS work plan to identify schedule efficiencies

1.3.5 BenefitsCal

- Participate in the closure of ForgeRock/BenefitsCal defects and testing validations
- Participate in the BenefitsCal UAT Exit meeting
- Collaborate with the Consortium to prepare and conduct testing on the Advocate Change Requests
- Prepare for Release 1.1 and 1.2 testing
- Attend the weekly BenefitsCal/GetCalFresh meeting
- Attend the weekly Scrum of Scrums touchpoint meeting
- Participate in the weekly status meeting

1.3.6 Test

- Release 21.11 Readiness
  - Continue test execution for high-impact 21.11 SCR's
  - Continue QA Script Reviews for high-impact 21.11 SCR's
  - Participate in the Integrated Test meeting on September 14, 2021

- Participated in the Test Touchpoint meeting on September 15, 2021
- ► Release 1.0 BenefitsCal Test Activities
  - Continue BenefitsCal Independent Test Execution
  - Participate in the weekly BenefitsCal Test Planning meeting on September 14, 2021
  - Attend the Portal/Mobile Project Review meeting on September 17, 2021
- ► Release 1.1 BenefitsCal Test Activities
  - Continue BenefitsCal Independent Test Execution
- ► Release 1.2 BenefitsCal Test Activities
  - Continue BenefitsCal Independent Test scenario preparation
- ► CalSAWS UAT
  - Conduct and participate in the C-IV UAT retrospective meetings on September 14, 16, and 17, 2021
- ► Other Consortium Support Test Activities
  - Participate in the Release When Ready (RWR) meeting on September 13, 2021
  - Attend the CalSAWS Green Light Readiness status meeting on September 16, 2021
  - Participate in the Project Steering Committee (PSC) meeting on September 16, 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 September 13 - 17, 2021
  - Support the T-3 Week C-IV User Change Readiness Survey on September 13, 2021
  - Participate in LA County Imaging Implementation Readiness meeting on September 13, 2021
  - Participate in the State Deep-Dive Go-Live Readiness meeting on September 13, 2021
  - Participate in the Accenture DEL 66 – Draft DED Walkthrough on September 13, 2021
  - Support the Twice-Monthly Training/Implementation/Change Team meeting on September 14, 2021
  - Support the Command Center Orientation on September 14, 2021
  - Support the weekly Implementation Readiness Checkpoint with counties on September 15, 2021
  - Participate in the LA County T-3 Month Imaging Change Readiness Assessment Debrief on September 15, 2021
  - Participate in the Orientation for LA Staff assisting C-IV Counties meeting on September 16, 2021
  - Support CalSAWS Green Light Readiness Status meeting on September 16, 2021
- ► CalWIN Implementation Support Services (ISS)
  - Participate in CalWIN ISS Management meetings September 13 and 15, 2021
  - Participate in Santa Clara and Tulare To-Be Sessions on September 13 – 16, 2021
  - Participate in the CalWIN ISS Standup meeting with counties on September 13, 2021
  - Participate in the CalWIN ISS OCM Planning meeting on September 14, 2021
  - Conduct the QA Check-In with Consortium Project Management on September 14, 2021

- Support Training Advisory Council meeting on September 15, 2021
- Conduct pre-reviews of Deloitte Deliverable 05 – OCM Plan
- Participate in CalWIN Project Updates meeting on September 16, 2021
- Participate in Wave 3 To Be BPR Pre-Meet with Santa Barbara on September 16, 2021
- Participate in Wave 1 - T-12 Planning meeting with Deloitte, the Consortium, and QA on September 17, 2021

► Release Management
- Continue 21.11 Training SCR verification
- Complete verification of five (5) Online Help (OLH) Training SCRs for the CalSAWS 21.07 Priority Release

► Special Projects
- Support the IDEA Buddy Program Feedback Survey on 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 the monthly OCAT SLA Reporting meeting on September 13, 2021
► Participate in the OCAT Operations and Release meeting on September 15, 2021
► Participate in additional meetings as scheduled

1.4 Deviations from Plan/Adjustments

► None for the reporting period