

CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: September 27, 2021 to October 3,
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		• Submitted FDEL on October 5, 2021
4.27	QA Work Plan - September 2021		• Submitted FDEL on October 5, 2021
7.27	QA Test Monthly Report – September 2021		• Submitted FDEL on October 5, 2021
10.04	Quarterly QA Security Report		• Submitted DDEL on September 29, 2021 • Submit FDEL by October 7, 2021
12.27	Assessment of CalSAWS Migration Work Plan Update – September 2021		• Approval received on September 27, 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

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Table 1-3 - Overall Summary of BenefitsCal Deliverable Status



DEL #	DELIVERABLE NAME		STATUS
3.13	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – September 2021		<ul style="list-style-type: none">• Submit FDEL by October 12, 2021
4.04	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix: Updates - Following Final Acceptance		<ul style="list-style-type: none">• Submit DDEL by February 11, 2022

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





DEL #	DELIVERABLE NAME		STATUS
59.09	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - September 2021		<ul style="list-style-type: none">• Submit FDEL by October 12, 2021
60	CalWIN Implementation - Assessment of CalWIN Business Process Reengineering (BPR) Plan		<ul style="list-style-type: none">• Submit comments for initial DDEL CalWIN BPR Plan by October 15, 2021• Submit comments for Wave 1 BPR Plans by December 13, 2021
61	CalWIN Implementation - Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan		<ul style="list-style-type: none">• 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		<ul style="list-style-type: none">• 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

- ▶ Continued support of Operational Readiness Review (ORR) response
- ▶ Participated in daily CalSAWS Post-Deployment Project and County Stakeholders calls
- ▶ Participated in daily Executive CalSAWS Post-Deployment Checkpoints
- ▶ Participated in CalSAWS Go-Live confirmation for Phase 1B on September 27, 2021
- ▶ Facilitated CalSAWS UAT Retro Best Practices session on September 30, 2021
- ▶ Participated in CalSAWS IV&V/PMO Biweekly meeting on October 1, 2021
- ▶ Participated in Interface Processing Status review on October 1, 2021

1.2.2 Technical

- ▶ Participated in daily Purge Standup meetings on September 27 – October 1, 2021
- ▶ Participated in Joint DBCR/CTCR Review meetings on September 28 and 30, 2021
- ▶ Participated in CalSAWS Financial Operations (FinOps) meeting on September 28, 2021
- ▶ Participated in Technical CAB meeting on September 29, 2021
- ▶ Participated in Environment Management review on September 30, 2021
- ▶ BenefitsCal
 - Participated in CalSAWS/BenefitsCal Go Live Stakeholder meetings on September 28 – October 1, 2021
- ▶ Batch
 - Participated in Batch Performance review on September 30, 2021
- ▶ Central Print
 - Participated in Central Print Status meeting on September 27, 2021
- ▶ Security
 - Participated in weekly CloudCheckr meeting on September 27, 2021
 - Participated in Security Operations meeting on October 1, 2021
 - Participated in BenefitsCal SSP review on October 1, 2021
- ▶ Analytics
 - Participated in Analytic Post Cutover meetings on September 27 – October 1, 2021
 - Participated in Ad Hoc Tool support meeting on September 28, 2021
 - Participated in weekly CalSAWS Analytics meeting on September 30, 2021
- ▶ Help Desk
 - Participated in BenefitsCal: Tier 2/3 Touchpoint meetings on September 27 – October 1, 2021
 - Participated in ServiceNow Process Improvement meeting on September 30, 2021

1.2.3 Imaging

- ▶ Participated in Imaging Status call on September 27, 2021
- ▶ Participated in Imaging & API meeting on September 28 - 30, 2021
- ▶ Participated in CalSAWS Imaging Migration Status meetings on September 29 and 30, 2021
- ▶ Participated in weekly LA Document Migration Check-in meeting on September 30, 2021

1.2.4 Functional

- ▶ Updated QA assignments to include Committee and SCR meeting requests from the Consortium Team
- ▶ Reviewed System Change Request Board (SCRB) packet and provided comments
- ▶ Conversion
 - Assessed post Go-Live defects
 - Monitored County observations on daily stakeholder calls
 - Confirmed shell case PDF format with Consortium and Gainwell
 - Attended CalWIN Conversion and Change Management meeting
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents and updates
 - Attended the weekly GA/GR status meeting
 - Monitored Portal requirements for CalWIN
 - Confirmed budget design discussions are scheduled
- ▶ Task Management
 - Reviewed SCR Design documents
- ▶ Contact Center
 - Attended the weekly status meeting
 - Reviewed requirements to validate statuses
 - Participated in testing and validation during Cutover Weekend
- ▶ Case Purge
 - Attended daily Stand-Up calls
 - Monitored Legacy Data System (LDS) progress

1.2.5 BenefitsCal

- ▶ Participated in the weekly status meeting
- ▶ Continued testing support for Releases 1.0 Priority Releases, R1.1, and R1.2
- ▶ Participated in Release 1.0 API Failure Triage meeting
- ▶ Attended the weekly BenefitsCal/GetCalFresh meeting
- ▶ Attended the daily Post-Deployment Project Stakeholder calls
- ▶ Attended the daily CalSAWS/BenefitsCal Interface Test Connect meetings
- ▶ Attended the weekly Scrum of Scrums touchpoint meeting
- ▶ Conducted Release 3 plan review
- ▶ Conducted M&O Plan Operational Working Document (OWD) reviews for SLAs
- ▶ GetCalFresh (GCF)
 - Attended weekly BenefitsCal/GetCalFresh meeting
 - Monitored GCF application transfers
 - Monitored GCF document transfer
 - Updated the consolidated milestones for Code for America and BenefitsCal (See Table 1-6)

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

Phase	Milestone	Baseline Start	Baseline Finish	Date Completed	Comments
GCF Application	Submit a minimal application	7/21/2021	7/30/2021	7/26/2021	
					CfA: Marked complete (9/3)
					CfA: Delayed due to CfA staffing changes (9/7)
					CfA: Delayed due to instability in BC document upload portal (9/14)
GCF Application	Upload document with an applicat	8/26/2021	8/13/2021 9/3/2021 9/10/2021 9/14/2021	9/3/21 9/15/21	CfA: Task complete (9/15)
GCF Application	Submit all CalFresh application data through BenefitsCal	8/26/2021	8/13/2021 9/3/2021	9/3/2021	
GCF Documents	Upload a document separate from	7/26/2021	8/6/2021	8/6/2021	
GCF Documents	SAR7 document upload	8/9/2021	8/13/2021	8/10/2021	
					confirm correct form. (9/7)
					CalSAWS: CF303 can be uploaded after 1.2 implementation using anonymous document upload function. (9/14)
GCF Documents	CF303 document upload	TBD			CfA: Blocked on BC document type (9/7, 9/14)
GCF Documents	Upload docs + SAR7 for existing cases prior to 1.2 release	TBD			CalSAWS: New request from Code For America (9/7)
					CfA: Delayed due to CfA staffing changes (9/7)
					CfA: Delayed due to instability in BC document upload portal (9/14)
GCF Consolidation	Error handling in application	9/7/2021	8/20/2021 9/10/2021 TBD		
					CfA: Delayed due to CfA staffing changes (9/7)
					CfA: Delayed due to instability in BC document upload portal (9/14)
GCF Consolidation	Error handling in doc uploads	9/7/2021	8/20/2021 9/10/2021 TBD		
GCF Consolidation	Performance Testing	8/19/2021	8/27/2021	8/19/2021	
					CfA: On pause until My Benefits CalWIN (MBCW) work begins (9/14)
GCF CBO functionality	Determine CBO integration pathwa	7/26/2021	8/13/2021 TBD		
GCF CBO functionality	Submit application for CBO partner	TBD			CfA: On pause until MBCW work begins (9/14)
GCF CBO functionality	Submit documents for CBO partner	TBD			CfA: On pause until MBCW work begins (9/14)
GCF Data	Ingest outcomes	9/13/2021	9/10/2021 9/17/2021 TBD		
GCF Data	Ingest interview times	9/13/2021	9/10/2021 9/17/2021 TBD		
GCF Data	Ingest other case level information	9/15/2021	9/17/2021 9/22/2021 TBD		
BenefitsCal Milestone	Release 1.0 Code Freeze	9/10/2021	9/10/2021 9/16/2021	9/16/2021	Complete
BenefitsCal Milestone	Release 1.0 Deploy	9/26/2021	9/26/2021	9/26/2021	Complete
BenefitsCal Milestone	Release 1.1 Deploy	10/10/2021	10/10/2021		
BenefitsCal Milestone	Release 1.2 Deploy	10/24/2021	10/24/2021		

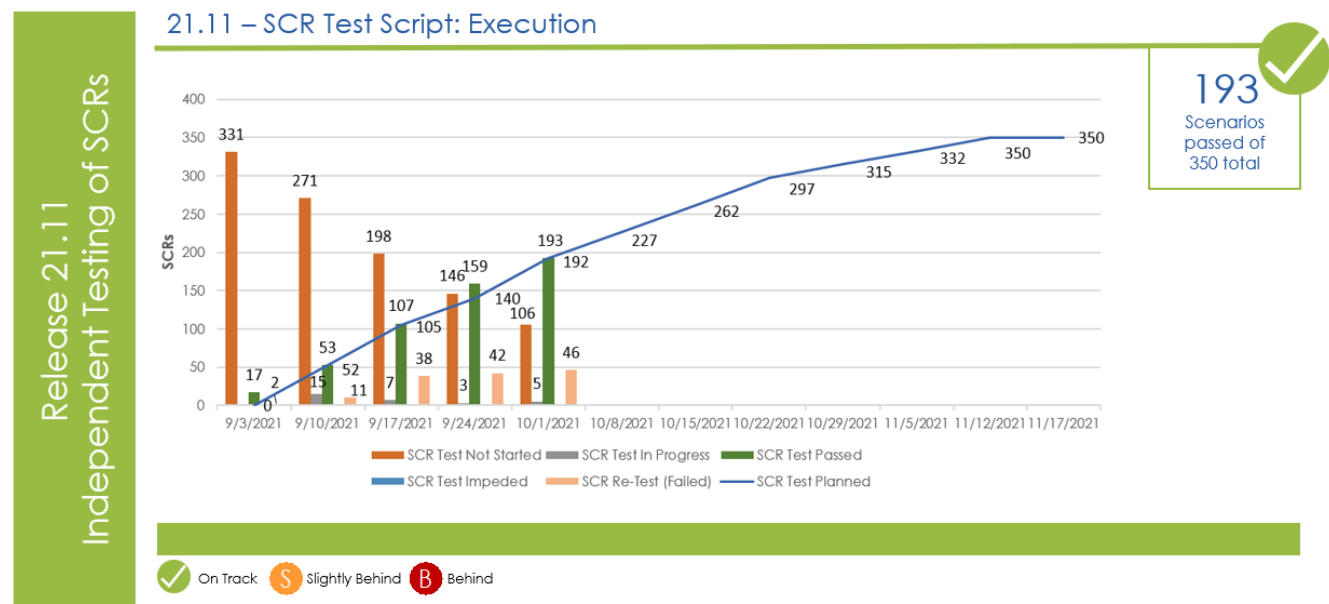
1.2.6 Test

► 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) SCR's for Independent Testing
 - Fourteen (14) SCR's for QA Review of System Test results
- Continued test execution for high-impact 21.11 SCR's
- Participated in the Integrated Test meeting on September 28, 2021
- As of week 5 in the 12-week testing cycle, the R21.11 status is as follows:
 - CalSAWS is currently at 68% executed.
 - The pass rate of the executed scenarios is at 80%

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	30% (106)	2% (5)	55% (193)	13% (46)	0% (0)



► Release 1.1 BenefitsCal Test Activities

- Continued test execution for Release 1.1 test scenarios
 - BenefitsCal is at 100% executed
 - The pass rate of the executed scenarios is at 69%
 - The release is considered Behind Schedule as testing was to be completed on September 24, 2021.
 - Four severity-2 defects will be tested by October 8, 2021.
 - One severity-2 defect remains to be analyzed and delivered.

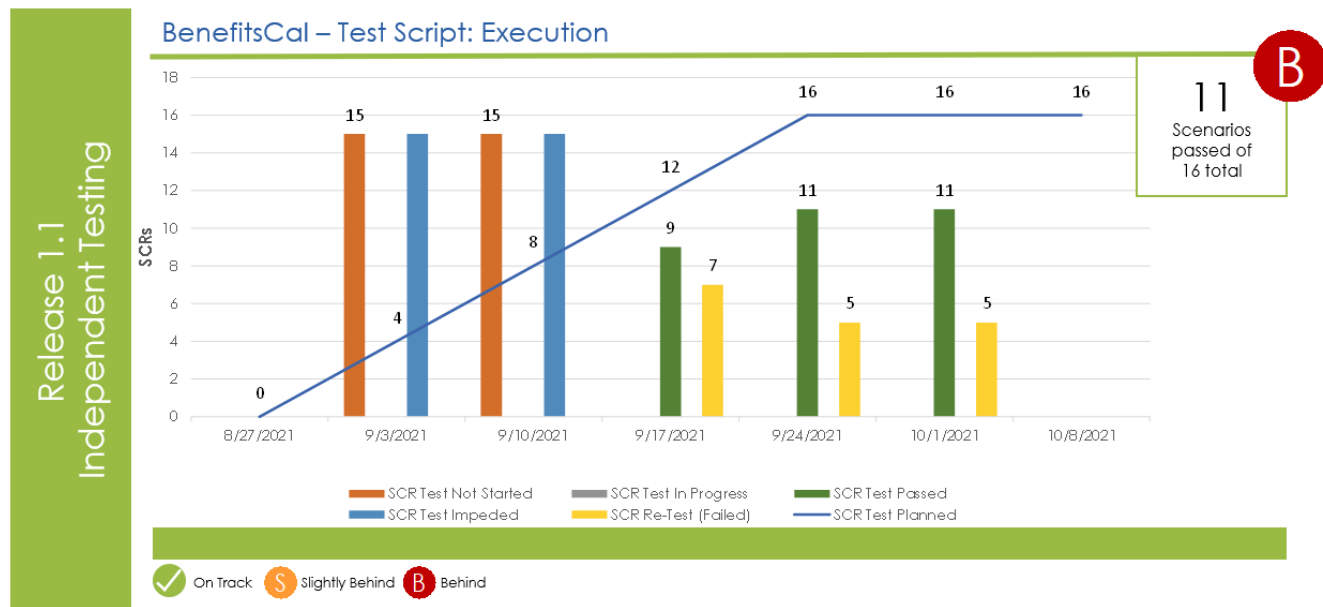
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Table 1-8 - BenefitsCal 1.1 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.1)	16	0% (0)	0% (0)	69% (11)	31% (5)	0% (0)



► Release 1.2 BenefitsCal Test Activities

- Continued BenefitsCal Independent test execution in the UAT environment along with the UAT Participants
 - R1.2 is 67% executed
 - The pass rate of the executed scenarios is 45%
 - The release is considered Behind Schedule as testing was to be completed on September 24, 2021.
 - A blocking defect is expected to be delivered by CalSAWS on October 4, 2021
 - Six severity-2 defects are scheduled to be tested by October 8, 2021
 - Two severity-2 defects remain to be analyzed and delivered

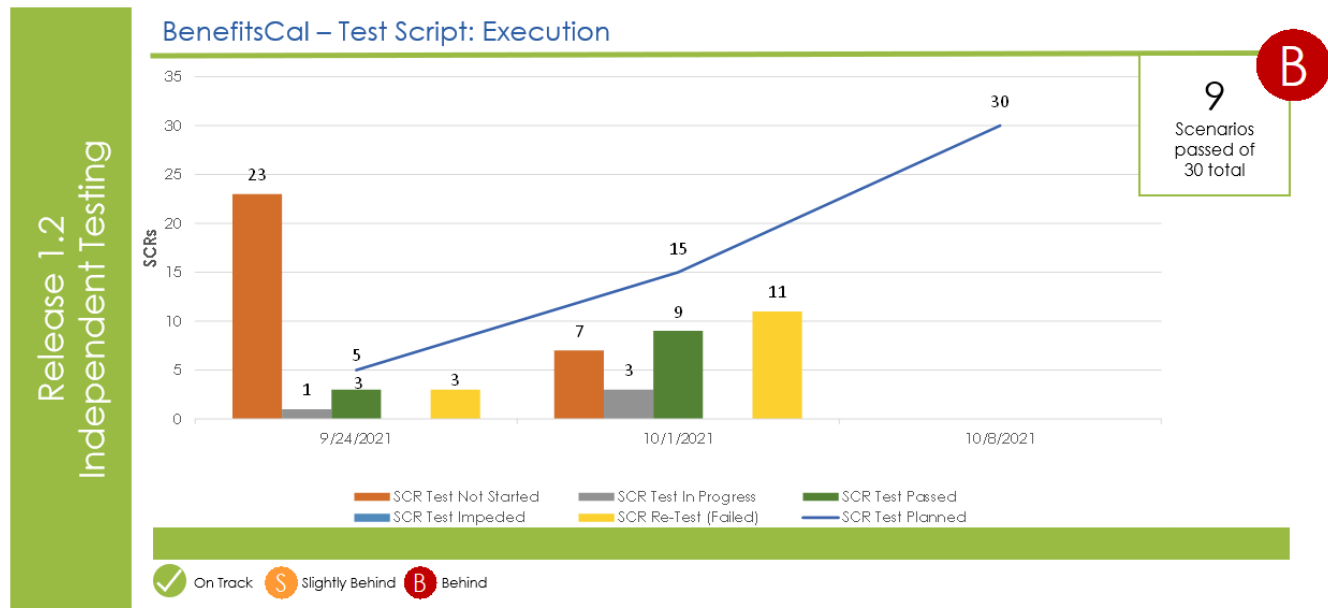
Table 1-9 - BenefitsCal 1.2 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.2)	30	23% (7)	10% (3)	30% (9)	37% (11)	0% (0)

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- Other Consortium Support Test Activities
 - Participated in the Release When Ready (RWR) meeting on September 27, 2021
 - Participated in the Post-Production deployment checkpoints, monitored, and provided test support.

1.2.7 Implementation

- C-IV Migration
 - Participated in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and TOSS teams
 - Participated in Go-Live Status briefing on September 27, 2021
 - Supported daily Post-Deployment Implementation/TOSS Touchpoints
 - Supported daily CalSAWS/BenefitsCal Go Live Stakeholder Communication calls
 - Supported daily Post-Deployment Project and County Stakeholder calls
 - Traveled to Butte, Glenn, Imperial, Inyo, Madera, Mariposa, Merced, Stanislaus, and Tehama County offices to conduct Post-Deployment County Support
 - Participated in LA County T-3 Week Imaging Change Readiness Assessment Planning on September 28 and 30, 2021
- CalWIN Implementation Support Services (ISS)
 - Participated in CalWIN ISS Management meetings September 27 and 29, 2021
 - Conducted QA Check-In for CalWIN ISS with Consortium Project management on September 27, 2021
 - Participated in Santa Clara and Tulare To-Be Sessions and daily debriefs on September 28 – 30, 2021
 - Participated in the CalWIN ISS OCM Planning meeting on September 28, 2021
 - Participated in CalWIN Conversion and Change Management meeting on September 28, 2021
 - Participated in Wave 1 County User Survey discussion on September 30, 2021
 - Participated in Wave 1 Closeout Review on September 30, 2021
 - Participated in Wave 1 Timeline Planning meeting on September 30, 2021

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- ▶ Release Management
 - Continue 21.11 Training SCR verification
- ▶ Special Projects
 - Support the IDEA Buddy Program Feedback Survey

1.2.8 OCAT

- ▶ Participated in OCAT Technical Backlog meeting on September 27, 2021
- ▶ Participated in OCAT Operations and Release Management meeting on September 29, 2021
- ▶ Participated in OCAT defect OP-2500 review on October 1, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Continue support of ORR response
- ▶ Participate in daily CalSAWS Post-Deployment Project and County Stakeholders calls
- ▶ Participate in daily Executive CalSAWS Post-Deployment Checkpoints
- ▶ Participate in CalSAWS Section Directors' meeting on October 5, 2021
- ▶ Participate in CalSAWS JPA Board meeting on October 8, 2021

1.3.2 Technical

- ▶ Participate in daily Purge Standup meetings on October 4 – 8, 2021
- ▶ Participate in CalSAWS Post-Deployment County Stakeholder calls on October 4 – 8, 2021
- ▶ Participate in weekly CalSAWS Tech meeting on October 4, 2021
- ▶ Participate in Joint DBCR/CTCR Review meetings on October 5 and 7, 2021
- ▶ Participate in CalSAWS Financial Operations (FinOps) meeting on October 5, 2021
- ▶ Participate in Technical CAB meeting on October 6, 2021
- ▶ Participate in Environment Management review on October 7, 2021
- ▶ BenefitsCal
 - Participate in Application Transfer meetings on October 4 - 8, 2021
 - Participate in BenefitsCal: Tier 2/3 Touchpoint meetings on October 4 - 8, 2021
- ▶ Batch
 - Review Batch Performance reports
 - Review Batch BicScheduler
- ▶ Central Print
 - Participate in Central Print Status meeting on October 4, 2021
- ▶ Security
 - Participate in weekly CloudCheckr meeting on October 4, 2021
 - Participate in BenefitsCal SSP review on October 4, 2021
- ▶ Analytics
 - Participate in Analytic Post Cutover meeting on October 4, 2021
 - Facilitate Service Level Guidelines and Agreements discussion on October 5, 2021
 - Participate in weekly CalSAWS Analytics meeting on October 7, 2021
- ▶ Help Desk
 - Participate in ServiceNow meetings as scheduled

1.3.3 Imaging

- ▶ Participate in Imaging Performance Checkpoint October 4, 2021
- ▶ Participate in Imaging Status meetings on October 5 and 7, 2021
- ▶ Participate in Imaging Migration Standup Call on October 5 & 7, 2021
- ▶ Participate in weekly LA Document Migration Check-in meeting on October 7, 2021

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Review M&O SCRs and assign QA BAs
- ▶ Support Stakeholder Post Go Live calls
- ▶ Conversion

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- Support Post Go Live activities
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Attend the 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
 - Closely monitor LDS work

1.3.5 BenefitsCal

- ▶ Continue testing support for Release 1.0 Priority Release(s)
- ▶ Continue testing support for Releases 1.1 and 1.2
- ▶ Participate in Release 1.0 API Failure Triage
- ▶ Attend the weekly BenefitsCal/GetCalFresh meeting
- ▶ Attend the daily Post-Deployment Project Stakeholder calls
- ▶ Attend the CalSAWS/BenefitsCal Daily Interface Test Connect meeting
- ▶ Attend the weekly Scrum of Scrums touchpoint meeting
- ▶ Participate in the weekly status meeting
- ▶ Conduct Release 3 plan review
- ▶ Conduct M&O Plan OWD reviews for SLAs

1.3.6 Test

- ▶ Release 21.11 Readiness
 - Continue QA Script reviews and test execution for high-impact 21.11 SCRs
 - Participate in the Integrated Test meeting on October 5, 2021
 - Participate in the Test Touchpoint meeting on October 6, 2021
- ▶ Release 1.1 BenefitsCal Test Activities
 - Complete BenefitsCal Independent test execution and retesting of defects
- ▶ Release 1.2 BenefitsCal Test Activities
 - Continue BenefitsCal Independent test execution and retesting of defects
- ▶ Other Consortium Support Test Activities
 - Participate in the Release When Ready (RWR) meeting on October 4, 2021
 - Participate in the Post-Production deployment checkpoints, monitor, and provide test support, as needed

1.3.7 Implementation

- ▶ C-IV Migration
 - Participate in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and TOSS teams
 - Support daily Post-Deployment Implementation/TOSS Touchpoints
 - Support daily CalSAWS/BenefitsCal Go Live Stakeholder Communication calls
 - Support daily Post-Deployment Project and County Stakeholder calls

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- Travel to Colusa, Imperial, Kern, Kings, Merced, Stanislaus, and Tehama county offices to conduct Post-Deployment County Support
- Participate in LA County T-3 Week Imaging Change Readiness Assessment Planning activities
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in CalWIN ISS Management meetings October 4 and 6, 2021
 - Review and capture QA comments for Deloitte DEL 05 – CalWIN ISS Organizational Change Management Plan on October 4 - 8, 2021
 - Review and capture QA comments for Deloitte DEL 04 – CalWIN ISS Business Process Reengineering Plan on October 5 - 8, 2021
 - Participate in the CalWIN ISS OCM Planning meeting on October 5 and 7, 2021
 - Participate in Santa Clara and Tulare To-Be Sessions and daily debriefs on October 5 - 7, 2021
 - Participate in CalWIN Conversion and Change Management meeting on October 5, 2021
 - Review Santa Clara Draft Training Schedule & Training Roles on October 6, 2021
 - Participate in Wave 1 Check In Meeting on October 6, 2021
- ▶ Release Management
 - Continue 21.11 Training SCR verification
- ▶ Special Projects
 - Support the IDEA Buddy Program Feedback Survey

1.3.8 OCAT

- ▶ Continue pre-submission draft review of Cambria DEL #13 OCAT Performance Verification Report and Final Acceptance DDEL
- ▶ Providing an JPA update on OCAT Final Acceptance on October 8, 2021

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period