



CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: October 25, 2021 to October 31,
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
3.28	QA Monthly Status Report – October 2021		<ul style="list-style-type: none"> Submit FDEL by November 5, 2021
4.28	QA Work Plan - October 2021		<ul style="list-style-type: none"> Submit FDEL by November 5, 2021
7.28	QA Test Monthly Report – October 2021		<ul style="list-style-type: none"> Submit FDEL by November 5, 2021
10.05	Quarterly QA Security Report		<ul style="list-style-type: none"> Submit DDEL by December 30, 2021
12.29	Assessment of CalSAWS Migration Work Plan Update – November 2021		<ul style="list-style-type: none"> Submit FDEL by November 19, 2021
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8		<ul style="list-style-type: none"> Submitted FDEL on October 28, 2021 Approval expected by November 3, 2021
45	Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV		<ul style="list-style-type: none"> Submit DDEL by December 7, 2021
70	Assessment of CalWIN/CalSAWS Master Conversion Plan - Update 2		<ul style="list-style-type: none"> Submit DDEL by November 17, 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		<ul style="list-style-type: none"> Submitted FDEL on November 1, 2021 Approval expected by November 5, 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
3.14	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – October 2021		<ul style="list-style-type: none"> • Submit FDEL by November 15, 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
59.10	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – October 2021		<ul style="list-style-type: none"> • Submit FDEL by November 15, 2021
60	CalWIN Implementation – Assessment of CalWIN Business Process Reengineering (BPR) Plan		<ul style="list-style-type: none"> • 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 3, 2021
62	CalWIN Implementation – Assessment of CalWIN Master Training Plan and Monthly Updates		<ul style="list-style-type: none"> • Submit DDED by November 12, 2021
63	CalWIN Implementation – Assessment of County-Specific Training Plans		<ul style="list-style-type: none"> • Submit DDED by November 12, 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
- ▶ Continued to facilitate Post Go-Live Test Improvement Retrospective sessions with CalSAWS and BenefitsCal test teams
- ▶ Continued working with Accenture and Hyland to assess post-production Imaging issues
- ▶ Created QA update for CalWIN Subcommittee
- ▶ Participated in daily CalSAWS Post-Deployment Project and County Stakeholders calls
- ▶ Participated in daily Executive CalSAWS Post-Deployment Checkpoints
- ▶ Participated in Release 21.11 Integrated Readiness – T-4 meeting on October 25, 2021
- ▶ Attended Region 4 Management Site Visit Planning meeting on October 26, 2021
- ▶ Participated in walk through of Release 21.11 Green Light deck for BenefitsCal 2.0 on October 28, 2021
- ▶ Participated in CalSAWS IV&V/PMO meeting on October 29, 2021

1.2.2 Technical

- ▶ Participated in daily Purge Standup meetings on October 25 – 29, 2021
- ▶ Participated in Project Readiness Integrated meeting on October 25, 2021
- ▶ Participated in weekly CloudCheckr meeting on October 25, 2021
- ▶ Participated in CalSAWS Weekly Tech meeting on October 25, 2021
- ▶ Participated in DBCR/CTCR Review meetings on October 26 and 28, 2021
- ▶ Participated in CalSAWS Financial Operations meeting on October 26, 2021
- ▶ Participated in Technical CAB meeting on October 26, 2021
- ▶ Participated in Environment Integration Management review on October 28, 2021
- ▶ Participated in Security Operations discussion on October 29, 2021
- ▶ BenefitsCal
 - Participated in Application Transfer meetings on October 25 – 29, 2021
 - Participated in daily Operations and M&O calls on October 25 – 29, 2021
- ▶ Batch – Participated in Batch Performance checkpoint on October 25, 2021
- ▶ Central Print - Participated in Central Print Status meeting on October 25, 2021
- ▶ Contact Center – Participated in Contact Center training plan on October 26, 2021
- ▶ Analytics
 - Participated in Analytics Dashboard meeting on October 26, 27, and 28, 2021
 - Participated in weekly CalSAWS Analytics meeting on October 28, 2021
- ▶ Service Desk – Participated in ServiceNow Process Improvement Meeting on October 28, 2021

1.2.3 Imaging

- ▶ Participated in Imaging Migration Standup calls on October 26 and 28, 2021
- ▶ Participated in CalSAWS Imaging and Contact Center Projects Joint Status meeting on October 27, 2021
- ▶ Participated in weekly LA Document Migration meeting on October 28, 2021

1.2.4 Functional

- ▶ M&O

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- Attended Committee meetings
- Conducted SCR reviews
- ▶ Conversion
 - Supported targeted CalWIN Mapping discussions on income and resources
 - Attended CalWIN Conversion and Change Management meeting
 - Reviewed DDEL #97 CalWIN Conversion Update #2 and provided comments
 - Participated in the CalWIN Conversion System Test of Golden Data Set (GDS) #2
 - Reviewed GDS #2 Release Notes
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents and updates
 - Attended the weekly GA/GR status meeting
 - Monitored Portal requirements for CalWIN
 - Monitored GainWell and Accenture testing activities
- ▶ Task Management
 - Reviewed SCR Design documents
- ▶ Contact Center
 - Attended the weekly status meeting
 - Reviewed requirements to validate statuses
 - Discussed testing approach for future releases
- ▶ Case Purge
 - Attended daily Stand-Up calls
 - Monitored Legacy Data System (LDS) progress
 - Performed validations of LDS conversion and DCRs

1.2.5 BenefitsCal

- ▶ Continued testing support for Release 1.2 Priority Release(s)
- ▶ Continued testing support for Release 2.0
- ▶ Participated in Release 1.2 API Triage
- ▶ Attended the weekly BenefitsCal/GetCalFresh meeting
- ▶ Attended the daily Post-Deployment Project Stakeholder calls
- ▶ Participated in the daily Production and M&O calls
- ▶ Participated in the daily CalSAWS/BenefitsCal Interface Test Connect meetings
- ▶ Participated in the weekly status meeting
- ▶ Collaborated with BenefitsCal and Consortium to resolve M&O Plan and SLA OWD comments
- ▶ GetCalFresh (GCF)
 - Collaborated with BenefitsCal and CalSAWS teams for App Status API error
 - CalSAWS implementing solution to allow uploaded case documents to be linked by application number targeted for mid-Nov.

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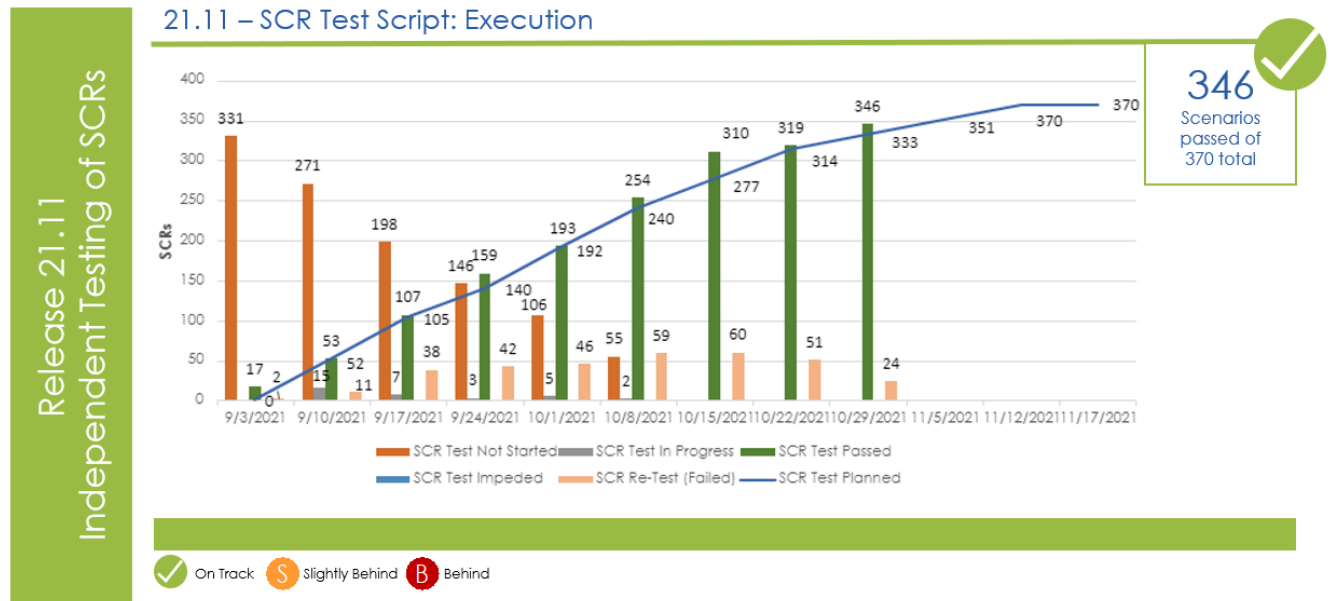
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1.2.6 Test

- ▶ Release 21.11
 - Identified Release 21.11 Independent Testing scope as follows:
 - Ten (10) SCR's for Independent Testing
 - Fifteen (15) SCR's for QA Review of System Test results
 - Continued test execution for high-impact 21.11 SCR's
 - Continuing SCR QA Review of System Test execution results
 - Participated in the Project Integrated Readiness for T-4 on October 25, 2021
 - Participated in the Integrated Test meeting on October 26, 2021
 - As of Week 9 in the 12-week testing cycle, the Release 21.11 status is as follows:
 - CalSAWS is currently 100% executed
 - The pass rate of the executed scenarios is at 94%
 - 11 of the 15 QA Review of System Test execution results completed

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	370	0% (0)	0% (0)	93.5% (346)	6.5% (24)	0% (0)



- ▶ BenefitsCal Activities
 - Performed QA Review on a subset of test artifacts for Priority Release 1.2.0.1
 - Performed a review of the new BenefitsCal Dashboards and provided comments on October 29, 2021
- ▶ Other Consortium Support Test Activities
 - Participated in the Post-Production deployment checkpoints, monitored, and provided test support for priority releases
 - Participate in CalSAWS Migration – State and Fiscal Reports meetings on October 26 and October 28, 2021

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- Participated in a GA/GR Correspondence Metrics discussion with Gainwell and the Consortium on October 28, 2021
- ▶ CalWIN UAT
 - Facilitated CalWIN UAT planning meetings with the Consortium UAT Managers on October 25, 2021
 - Participated in a UAT data and environment discussion with the Consortium and BenefitsCal team on October 25, 2021
 - Facilitated the CalWIN UAT Imaging Admin Timeline meeting with the Consortium UAT managers and Accenture on October 27, 2021
 - Facilitated a CalWIN UAT Remote access solution discussion with the Consortium UAT managers, Consortium Technical and Security teams, and Accenture on October 28, 2021

1.2.7 Implementation

- ▶ C-IV Migration
 - Supported daily Post-Deployment Implementation/TOSS Touchpoints
 - Supported daily Post-Deployment Project and County Stakeholder calls
 - Supported daily Regional Touchpoints for Targeted On-Site Support (TOSS), Regional Managers, and Counties
 - Conducted Post-Deployment county support in Tehama County
 - Provided virtual Post-Deployment County support to Imperial, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, and Stanislaus counties
 - Conducted golden case training demonstration for County trainers
 - Conducted Welfare-to-Work demonstrations for County staff
 - Supported Post Go-Live CalSAWS User Survey for C-IV county staff
 - Planned remaining Implementation support activities for C-IV counties, and refined the overall tracker and Action Plans with Consortium and Accenture
 - Conducted C-IV Migration team Retrospective – Change Management
 - Prepared for and conducted Application Registration Overview
 - Participated in monthly LA County Imaging CNC meeting
 - Participated in LA County Imaging Implementation Readiness Checkpoint
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in twice-weekly CalWIN ISS Management meetings
 - Participated in weekly CalWIN ISS OCM Leads meeting
 - Participated in weekly CalWIN Conversion and Change Management meeting
 - Participated in monthly OPAC meeting
 - Participated in monthly CalWIN ISS OCM POC meeting
 - Participated in security discussion for CalWIN counties
 - Participated in CalSAWS (T minus 12) Timeline Review with Contra Costa, Yolo and Placer counties
 - Confirmed comment resolutions submitted on Deloitte DDEL 05 – OCM Plan
 - Participated in CalWIN ISS and Lobby Management discussion with project teams
 - Participated in Santa Barbara To-Be sessions on October 25 – 28, 2021
 - Participated in Santa Barbara To-Be BPR session debriefs October 26 – 28, 2021
- ▶ Release Management
 - Continued 21.11 Training SCR verifications
 - Participated in T-3 Integrated Readiness Status meeting

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- Created Green Light deck structure for LA Imaging and BenefitsCal Go-Live
- ▶ Special Projects – Support the IDEA ERG (Black, LatinX, AAPI) Survey

1.2.8 OCAT

- ▶ Continue development on QA Assessment of OCAT Final Acceptance FDEL
- ▶ Participate in the monthly OCAT Operations and Release Management meeting on October 27, 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 Release 21.11 Integrated Readiness - T-3 meeting on November 1, 2021
- ▶ Continue working with Accenture and Hyland to assess post-production Imaging issues and present initial findings at Section Directors meeting on November 2, 2021
- ▶ Present and debrief of Retrospective sessions at CalSAWS Section Director meeting on November 2, 2021
- ▶ Participate in CalWIN UAT Planning discussion on November 4, 2021
- ▶ Present QA Update at CalWIN Subcommittee meeting on November 5, 2021

1.3.2 Technical

- ▶ Participate in daily Purge Standup meetings on November 1 – 5, 2021
- ▶ Participate in Project Readiness Integrated meetings on November 1 – 5, 2021
- ▶ Participate in weekly CloudCheckr meeting on November 1, 2021
- ▶ Participate in CalSAWS Weekly Tech meeting on November 1, 2021
- ▶ Participate in ForgeRock Delegated Admin meeting on November 1, 2021
- ▶ Participate in Integrated Tech Projects meeting on November 1, 2021
- ▶ Participate in DBCR/CTCR Review meetings on November 2 & 4, 2021
- ▶ Participate in CalSAWS Financial Operations meeting on November 2, 2021
- ▶ Participate in Technical CAB meeting on November 4, 2021
- ▶ Participate in Environment Integration Management meeting on November 4, 2021
- ▶ BenefitsCal
 - Participate in Application Transfer meetings on November 1 - 5, 2021
 - Participate in Operations and M&O Daily Call on November 1 - 5, 2021
 - Participate in Weekly CalSAWS and BenefitsCal Performance meeting on November 4, 2021
- ▶ Participate in Batch Performance as scheduled
- ▶ Central Print -
 - Participate in status meeting on November 1, 2021
 - Participate in Central Print Transition Touch Point meeting on November 3, 2021
- ▶ Contact Center - Participate in meetings as schedule
- ▶ Analytics
 - Participate in Analytics Dashboard meeting on November 2, 3, 4, 2021
 - Facilitate CalSAWS Analytics SLA Working Session on November 4, 2021
 - Participate in weekly CalSAWS Analytics meeting on November 4, 2021

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- ▶ Service Desk - Participate in ServiceNow meetings as scheduled

1.3.3 Imaging

- ▶ Participate in LA Performance Testing meeting on November 1, 2021
- ▶ Participate in Imaging Migration Standup calls on November 2 and 4, 2021
- ▶ Participate in weekly LA Document Migration meeting on November 4, 2021
- ▶ Participate in Preliminary SLA/data review on November 5, 2021

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Review M&O SCRs
- ▶ Conversion
 - Attend CalWIN Conversion meetings
 - Attend ongoing income and resource discussions
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Attend the weekly GA/GR meeting
 - Monitor testing activities for Accenture and Gainwell
- ▶ Task Management
 - Review Design documents
- ▶ Contact Center
 - Review SCRs and attend scheduled meetings
- ▶ Case Purge
 - Attend daily stand-up meetings
 - CalSAWS Purge activities to reinitiate post LDS conversion

1.3.5 BenefitsCal

- ▶ Continue testing support for Release 1.2 Priority Release(s)
- ▶ Continue testing support for Release 2.0
- ▶ Participate in Release 1.2 API Triage
- ▶ Attend the weekly BenefitsCal/GetCalFresh meeting
- ▶ Attend the daily Post-Deployment Project Stakeholder calls
- ▶ Participate in the daily Production and M&O calls
- ▶ Participate in the daily CalSAWS/BenefitsCal Interface Test Connect meetings
- ▶ Participate in the weekly status meeting
- ▶ Collaborate with BenefitsCal and Consortium to resolve M&O Plan and SLA OWD comments
- ▶ Participate in BenefitsCal Release 3 General System Design (GSD) Walkthrough

1.3.6 Test

- ▶ Release 21.11 Readiness
 - Continue test execution for high-impact 21.11 SCR's
 - Continue QA Review of System Test execution results
 - Participate in the Integrated Test meeting on November 2, 2021
 - Participate in the Test Touchpoint meeting on November 3, 2021
 - Participate in the Project Integrated Readiness for T-3 on November 1, 2021

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- ▶ Priority Release Activities for BenefitsCal Activities - Perform QA Review on a subset of test artifacts for Release 1.2.0.2
- ▶ Release 2.0 BenefitsCal Test Activities - Begin test execution
- ▶ Other Consortium Support Test Activities
 - Participate in the Post-Production deployment checkpoints, monitor and provide test support for priority releases
 - Participate in the Release When Ready (RWR) meeting on November 1, 2021
- ▶ CalWIN UAT
 - Facilitate CalWIN UAT planning meetings with the Consortium UAT Managers on November 1 and 3, 2021
 - Facilitate the CalWIN UAT training approach discussion meeting with Consortium UAT managers and Deloitte training team on November 3, 2021
 - Participate in CalWIN UAT strategy and approach discussion with Consortium Section Directors and Consortium UAT managers on November 4, 2021
 - Define and prepare functional CalWIN UAT DDID requirements
 - Review and evaluate CalWIN BPRs outputs to determine what to incorporate into the End-to-End Scenarios.

1.3.7 Implementation

- ▶ C-IV Migration
 - Support daily Post-Deployment Implementation/TOSS Touchpoints
 - Support daily Post-Deployment Project and County Stakeholder calls
 - Support daily Regional Touchpoints for Targeted On-Site Support (TOSS), Regional Managers, and Counties
 - Provide virtual Post-Deployment County support to Region 3, 4, and 5
 - Perform closing activities for the Post Go-Live CalSAWS User Survey
 - Complete remaining Implementation support activities for C-IV counties, and update the overall tracker and Action Plans with Consortium and Accenture
 - Participate in monthly Training Committee meeting
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in twice-weekly CalWIN ISS Management meetings
 - Participate in weekly CalWIN ISS OCM Leads meeting
 - Participate in weekly CalWIN Conversion and Change Management meeting
 - Participate in monthly OPAC meeting
 - Participate in monthly CalWIN ISS OCM POC meeting
 - Participate in biweekly CalWIN Project Update meeting
 - Participate in monthly Wave 1 Check-In meeting
 - Participate in CalWIN ISS planning with the Analytics project team
 - Review QA Comments submitted for DDEL 04 – BPR Plan with Deloitte
 - Participate in CalWIN ISS and Contact Center discussion with project teams
 - Participate in CalWIN ISS planning with the Caseloads/Appointments project team
 - Conduct Deloitte DDEL 05 - OCM Plan QA debrief for Consortium reviewers on October 18, 2021
 - Participate in Santa Barbara To-Be sessions on November 1 - 5, 2021
 - Participate in Santa Barbara To-Be BPR session debriefs October 26 – 28, 2021
- ▶ Release Management
 - Complete 21.11 Training SCR verification

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- Participate in T-3 Integrated Readiness Status meeting
- Create Green Light deck structure for LA Imaging and BenefitsCal Go-Live
- ▶ Special Projects - Support the IDEA ERG (Black, LatinX, AAPI) Survey

1.3.8 OCAT

- ▶ Participate in OCAT SCR back log discussion on November 3, 2021

1.4 SCR Updates

This section summarizes Functional and Technical SCRs in QA review for the reporting period. The QA Team targets all Critical and High priority designs for review and other SCRs at the Consortium's direction. QA review includes review of designs, content revision, SPG Scorecard content and validation of scope changes. Testing activities are reported in the testing sections above.

Table 1-7 – Weekly SCR Updates

Release	SCRs in QA Review
21.07	6
21.11	22
22.01	13
22.02	4
22.03	9
22.06	1
TBD	2
RWR	3
Grand Total	60

1.5 Deviations from Plan/Adjustments

- ▶ None for the reporting period