CalSAWS Quality Assurance Weekly Status Report

Reporting Period: November 1, 2021 to November 7, 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
3.29	QA Monthly Status Report – November 2021	• Submit FDEL by December 3, 2021
4.29	QA Work Plan - November 2021	• Submit FDEL by December 3, 2021
7.29	QA Test Monthly Report – November 2021	• Submit FDEL by December 3, 2021
10.05	Quarterly QA Security Report	Submit DDEL by December 30, 2021
12.29	Assessment of CalSAWS Migration Work Plan Update – November 2021	• Submit FDEL by November 19, 2021
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8	• Approval received on November 2, 2021
45	Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV	• Submit DDEL by December 7, 2021
70	Assessment of CalWIN/CalSAWS Master Conversion Plan - Update 2	• 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	• Approval expected by November 8, 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	• Submit FDEL by November 15, 2021
4.04	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix: Updates – Following Final Acceptance	• 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	• Submit FDEL by November 15, 2021
60	CalWIN Implementation – Assessment of CalWIN Business Process Reengineering (BPR) Plan	 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	 Submitted DDEL on November 3, 2021 Submit FDEL by November 16, 2021
62	CalWIN Implementation – Assessment of CalWIN Master Training Plan and Monthly Updates	• Submit DDED by November 12, 2021
63	CalWIN Implementation – Assessment of County-Specific Training Plans	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	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

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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
- ► Facilitated CalSAWS Consortium County Validation Framework (CCCVF) template review session on November 1, 2021
- ▶ Participated in Release 21.11 Integrated Readiness T-3 meeting on November 1, 2021
- ► Continued working with Accenture and Hyland to assess post-production Imaging issues and present initial findings at CalSAWS Section Directors meeting on November 2, 2021
- ▶ Presented initial Test Retrospective outcomes at CalSAWS Section Directors meeting on November 2, 2021
- ► Facilitated preparation session for CCCVF Joint Strike Team presentation on November 2, 2021
- ► Facilitated C-IV Migration Targeted On Site Support (TOSS) Team Retro Session on November 4, 2021
- ▶ Participated in CalWIN UAT Planning discussion on November 4, 2021
- ▶ Presented QA Update at CalWIN Subcommittee meeting on November 5, 2021
- ► Finalized CCCVF Strike Team status video to support communication activities on November 5, 2021

1.2.2 Technical

- ▶ Participated in daily Purge Standup meetings on November 1 5, 2021
- ▶ Participated in Project Readiness Integrated meetings on November 1 5, 2021
- ▶ Participated in weekly CloudCheckr meeting on November 1, 2021
- ▶ Participated in CalSAWS Weekly Tech meeting on November 1, 2021
- ▶ Participated in ForgeRock Delegated Admin meeting on November 1, 2021
- ▶ Participated in Integrated Tech Projects meeting on November 1, 2021
- ▶ Participated in DBCR/CTCR Review meetings on November 2 and 4, 2021
- ▶ Participated in CalSAWS Financial Operations meeting on November 2, 2021
- ▶ Participated in CBO Use Cases for County Delegated Admins on November 3, 2021
- ▶ Participated in Technical CAB meeting on November 4, 2021
- ▶ BenefitsCal
 - Participated in Application Transfer meetings on November 1 5, 2021
 - o Participated in Operations and M&O Daily calls on November 1 5, 2021
 - Participated in weekly CalSAWS and BenefitsCal Performance meeting on November 4, 2021

► Batch

- o Participated in Batch Performance meeting on November 3, 2021
- o Reviewed October Monthly Batch completion times on November 4, 2021
- ▶ Central Print
 - o Participated in status meeting on November 1, 2021
 - o Participated in Central Print Transition Touch Point meeting on November 3, 2021

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- ► Contact Center Participated in Contact Center Test Automation meeting on November 3, 2021
- ▶ Analytics
 - o Participated in Analytics Dashboard meeting on November 2, 3, and 4, 2021
 - o Facilitated CalSAWS Analytics SLA Working Session on November 4, 2021
 - o Participated in weekly CalSAWS Analytics meeting on November 4, 2021
 - o Participated in AWS Glue Proof of Concept meeting on November 4, 2021
- ➤ Service Desk Participated in ServiceNow backlog ticket discussion on November 2, 2021

1.2.3 Imaging

- ▶ Participated in Imaging Migration Standup calls on November 2 and 4, 2021
- ▶ Participated in LA Performance Testing meeting on November 3, 2021
- ► Participated in Imaging Performance Discussion with Los Angeles County on November 4, 2021
- ► Participated in Yolo County Conversion Initiation & Technical Requirements meeting on November 4, 2021
- ▶ Participated in Contra Costa County Conversion Project Kick-Off meeting on November 4, 2021
- ▶ Participated in weekly LA Document Migration meeting on November 4, 2021
- ▶ Participated in Preliminary SLA/data review on November 5, 2021

1.2.4 Functional

- ► M&O
 - o Attended weekly Application Development Leads meeting
 - o Attended Committee meetings
 - o Conducted SCR reviews
- ▶ Conversion
 - Supported targeted CalWIN Mapping discussions on income and resources
 - o Attended CalWIN Conversion and Change Management meeting
 - o Attended CalWIN Conversion Data Testing (CDT) Kickoff
 - o Reviewed conversion related sections in the DDEL #66 CalSAWS Deployment Complete Milestones/Report C-IV
- ► General Assistance/General Relief (GA/GR)
 - o Reviewed SCR Design documents and updates
 - o Attended the weekly GA/GR status meeting
 - o Monitored Gainwell and Accenture testing activities
- ▶ Task Management
 - o Reviewed SCR Design documents
- ▶ Contact Center
 - o Attended the weekly status meeting
 - Discussed testing approach for future releases
- ▶ Case Purge
 - o Attended daily Stand-Up calls
 - o Monitored Legacy Data System (LDS) progress

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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
- ▶ Participated in BenefitsCal Release 3 General System Design (GSD) Walkthrough
- ▶ Participated in the BenefitsCal GA/GR Non-Compliance Design Discussion
- ► GetCalFresh (GCF) Collaborated with BenefitsCal and CalSAWS teams for App Status API error

1.2.6 Test

- ► CalSAWS Release 21.11
 - o Identified Release 21.11 Independent Testing scope as follows:
 - Eleven (11) SCRs for Independent Testing
 - Fifteen (15) SCRs for QA Review of System Test results
 - o Continued test execution for high-impact 21.11 SCR's
 - o Continued SCR QA review of System Test execution results
 - o Participated in the Integrated Test meeting on November 2, 2021
 - o Attended the GA/GR Weekly Touchpoint meeting on November 2, 2021
 - Attended the System Test Weekly Status Call for GA/GR Project meeting on November 3, 2021
 - o Participated in the Project Integrated Readiness for T-3 on November 1, 2021
 - o As of Week 10, 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 98%
 - 13 of the 15 QA Review of System Test execution results completed

Table 1-6 – Independent Test Progress

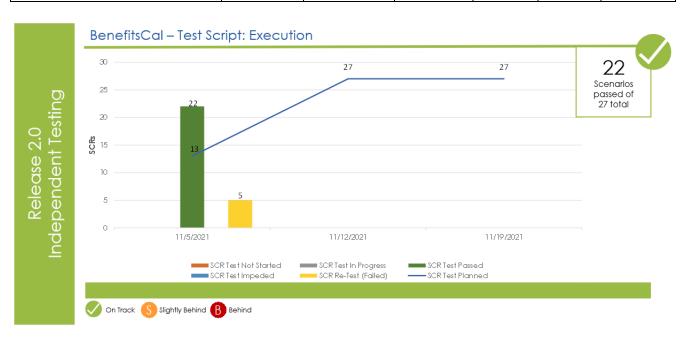
Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.11 Release – ClearBest QA	370	0%	0%	98%	2%	0%
Independent Test Results	370	(0)	(0)	(364)	(6)	(O)



- CalSAWS Converted Data Testing functional testing activities
 - o Attended the CalWIN CDT Kick-off on November 1, 2021
 - o Began QA review of System Test scenarios
 - o Began Independent Test development of test scenarios
- ▶ BenefitsCal Activities
 - Performed QA review on a subset of test artifacts for Priority Release 1.2.0.2
 - o Attended the BenefitsCal Release 3.0 GSD walkthroughs on November 1 and 4, 2021
 - o Began test execution activities for Release 2.0

Table 1-7 – Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal R2.0 - ClearBest	27	0%	0%	81%	19%	0%
QA Independent Test Results	2/	(0)	(0)	(22)	(5)	(O)



- ▶ Other Consortium Support Test Activities
 - o Participated in the Post-Production deployment checkpoints, monitored, and provided test support for priority releases
 - o Participated in CalSAWS Migration State and Fiscal Reports meetings on November 2 and November 4, 2021
 - o Participated in the Release When Ready (RWR) meeting on November 1, 2021
 - o Attended the Section Directors meeting on November 2, 2021

CalWIN UAT

- o Facilitated CalWIN UAT planning meetings with the Consortium UAT Managers on November 1 and November 3, 2021
- o Facilitated CalWIN UAT Application training planning meetings with the Consortium UAT and Training Managers, and Deloitte on November 2, 2021
- o Participated in a CalWIN Business Process Reengineering (BPR) discussion with Consortium UAT Managers, and Deloitte on November 4, 2021
- o Participated in a discussion regarding the CalWIN UAT Planning with the Consortium Director and UAT Managers on November 3, 2021
- o Participated in a discussion regarding CalWIN UAT Planning with Section Directors on November 4, 2021

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1.2.7 Implementation

- ► C-IV Migration
 - o Supported daily Post-Deployment Implementation/TOSS Touchpoints
 - o Supported daily Post-Deployment Project and County Stakeholder calls
 - Supported daily Regional Touchpoints for Targeted On-Site Support (TOSS), Regional Managers, and Counties
 - o Provided virtual Post-Deployment County support to Regions 3, 4, and 5
 - o Performed closing activities for the Post Go-Live CalSAWS User Survey
 - o Completed remaining Implementation support activities for C-IV counties, and updated the overall tracker and Action Plans with Consortium and Accenture
 - o Participated in monthly Training Committee meeting
 - o Participated in T+3 Week Survey Recommendations Review
 - Conducted Retrospective Session for C-IV Migration Targeted On-Site Support (TOSS) team on November 4, 2021
- CalWIN Implementation Support Services (ISS)
 - o Participated in twice-weekly CalWIN ISS Management meetings
 - o Participated in weekly CalWIN ISS OCM Leads meeting
 - o Participated in weekly CalWIN Conversion and Change Management meeting
 - o Participated in biweekly CalWIN Project Update meeting
 - o Participated in monthly Wave 1 Check-In meeting
 - o Participated in CalWIN ISS planning with the Analytics project team
 - Conducted QA findings for Deloitte DDED #8 CalWIN Master Training Plan and DDED #9 County-Specific Training Plans with Consortium Reviewers on November 2, 2021
 - Conducted QA comments session with Deloitte deliverable owners for Deloitte DDED #8 CalWIN Master Training Plan and DDED #9 County-Specific Training Plans on November 2, 2021
 - Met with Deloitte deliverable owner to discuss unresolved QA comments for Deloitte DDEL #05 Organizational Change Management (OCM) Plan
 - o Participated in Santa Barbara To-Be sessions on November 1 5, 2021
 - o Participated in Santa Barbara To-Be BPR session debriefs November 2 4, 2021
 - o Participated in WCDS presentation dry run on November 4, 2021
 - o Participated in QA/QC Sampling Logic Overview on November 5, 2021
- Release Management
 - o Participated in T-3 Integrated Readiness Status meeting
 - o Prepared Green Light deck structure for LA Imaging and BenefitsCal Go-Live
- Special Projects Supported the IDEA ERG (Black, LatinX, AAPI) Survey

1.2.8 OCAT

Participated in OCAT SCR back log discussion on November 3, 2021

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1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ► Continue support of Operational Readiness Review (ORR) response
- ▶ Participate in daily CalSAWS Post-Deployment Project and County Stakeholders calls
- ▶ Participate in daily Executive CalSAWS Post-Deployment Checkpoints
- ► Continue working with Accenture and Hyland to assess post-production Imaging issues and best practices for future testing and deployment. Findings to be presented at the November PSC and JPA.
- ► Continue preparing presentation of Test Retrospective sessions for Executive, PSC, and JPA meetings.
- ▶ Attend Region 4 Virtual CalSAWS Management meeting on November 8, 2021
- ▶ Participate in Release 21.11 Integrated Readiness T-2 meeting on November 8, 2021
- ► Co-Facilitate CCCVF Strike Team Joint Session on November 10, 2021
- Present QA status at the monthly CalSAWS IT Report meeting on November 10, 2021
- ▶ Participate in CalSAWS IV&V/PMO meeting on November 12, 2021

1.3.2 Technical

- ▶ Participate in daily Purge Standup meetings on November 8 12, 2021
- ▶ Participate in Project Readiness Integrated meetings on November 8 and 10, 2021
- ▶ Participate in weekly CloudCheckr meetings on November 8, 2021
- ▶ Participate in CalSAWS Weekly Tech meeting on November 8, 2021
- ▶ Participate in Project Readiness Integrated T-2 status meeting on November 8, 2021
- ▶ Participate in DBCR/CTCR Review meetings on November 9 and 11, 2021
- ▶ Participate in CalSAWS Financial Operations meeting on November 9, 2021
- ▶ Participate in the monthly CalSAWS IT Report meeting on November 10, 2021
- ▶ Participate in Technical CAB meeting on November 10, 2021
- ▶ Participate in Security Operations meeting on November 12, 2021
- BenefitsCal
 - Participate in Application Transfer meetings on November 1 5, 2021
 - o Participate in Operations and M&O Daily calls on November 1 5, 2021
 - o Participate in weekly CalSAWS and BenefitsCal Performance meeting on November 4, 2021

► Batch

- Participate in Batch inventory: Core and Non-Core categorization on November 8, 2021
- o Participate in Batch Performance Checkpoint meeting on November 10, 2021

▶ Central Print

- o Participate in status meeting on November 1, 2021
- o Participate in Central Print Transition Touch Point meeting on November 3, 2021
- ► Contact Center Participate in CalSAWS Contact Center Status meeting on November 10, 2021
- Analytics
 - o Participate in Analytics Dashboard meeting on November 8 and 10, 2021
 - o Facilitate Analytics Metrics Discussion on November 9, 2021
 - Participate in weekly CalSAWS Analytics meeting on November 4, 2021
- ► Service Desk

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o Participate in the monthly CEM/RM Team meeting on November 10, 2021

1.3.3 Imaging

- Participate in LA Imaging Image conversion into production meeting on November 9, 2021
- ▶ Participate in Imaging Migration Standup calls on November 8, 2021
- ▶ Participate in weekly LA Document Migration meeting on November 9, 2021

1.3.4 Functional

- Attend the Application Development Leads meeting
- ► Review SCR Design Documents
- ▶ Attend Committee meetings
- ▶ Conversion
 - o Attend CalWIN Conversion meetings
 - o Attend ongoing income and resource discussions
- ► General Assistance/General Relief (GA/GR)
 - o Review SCR designs in progress
 - o Attend the weekly GA/GR meeting
 - o Monitor testing activities for Accenture and Gainwell
- ▶ Task Management
 - o Review Design documents and attend scheduled meetings
- Contact Center
 - o Review SCRs and attend scheduled meetings
- ▶ Case Purge
 - o Attend daily stand-up meetings
 - o Track CalSAWS Purge sprint activities

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 meetina
- Collaborate with BenefitsCal and Consortium to resolve M&O Plan and SLA OWD comments
- Collaborate with the BenefitsCal and Consortium to resolve M&O Workplan comments
- ► Review BenefitsCal Release 3 General System Design (GSD)

1.3.6 Test

- ► Release 21.11 Readiness
 - o Continue test execution for high-impact 21.11 SCR's
 - o Continue QA Review of System Test execution results
 - o Participate in the Integrated Test meeting on November 9, 2021
 - o Participate in the Test Touchpoint meeting on November 10, 2021
 - o Attend the GA/GR Weekly Touchpoint meeting on November 9, 2021

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- Attend the System Test Weekly Status Call for GA/GR Project meeting on November 10 and 12, 2021
- o Participate in the Project Integrated Readiness for T-2 on November 8, 2021
- ► CalSAWS Converted Data Testing functional testing activities
 - Attend the CalWIN CDT (Consortium, QA, Accenture Managers) meeting on November 9, 2021
 - o Continue QA Review of System Test scenarios
 - o Continue Independent Test development of test scenarios

▶ BenefitsCal Activities

- o Perform QA Review on a subset of test artifacts for Priority Release 1.2.0.3
- o Continue test execution activities for Release 2.0
- Other Consortium Support Test Activities
 - o Participate in the Post-Production deployment checkpoints, monitor and provide test support for priority releases
 - o Participate in the Release When Ready (RWR) meeting on November 8, 2021
 - o Attend the Monthly CalSAWS IT Report Meeting on November 10, 2021
 - Participate in the CCCV Strike Team Joint Session on November 10, 2021

CalWIN UAT

- o Facilitate CalWIN UAT planning meetings with the Consortium UAT Managers on November 8 and 10, 2021
- Facilitate bi-weekly touchpoints with the Deloitte and Consortium OCM, ISS and Training teams starting on November 12, 2021
- o Finalize the CalSAWS UAT for CalWIN schedule which includes milestones for recruitment, test scenario development, and execution activities
- o Begin a Test Scenario and Script development strategy and management approach for the Consortium

1.3.7 Implementation

- ► C-IV Migration
 - Support twice weekly Enhanced Post-Deployment Support County Stakeholder calls
 - o Complete remaining Implementation support activities for C-IV counties, and update the overall tracker and Action Plans with Consortium and Accenture
 - Participate in weekly Training Touchpoint
 - Participate in DEL #66 CalSAWS Deployment Complete Milestone/Report C-IV DDEL Walkthrough on November 10, 2021
 - Conduct review of DEL #66 CalSAWS Deployment Complete Milestone/Report C-IV DDEL
- CalWIN Implementation Support Services (ISS)
 - o Participate in twice-weekly CalWIN ISS Management meetings
 - o Participate in weekly CalWIN ISS OCM Leads meeting
 - o Participate in weekly CalWIN Conversion and Change Management meeting
 - o Participate in monthly CalWIN ISS OCM POC meeting
 - o Participate in monthly CalWIN ISS OCM POC meeting
 - o Participate in biweekly CalWIN Project Updates meeting
 - o Participate in Santa Barbara To-Be sessions on November 8 10, 2021

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- Plan for upcoming OCM activities with Deloitte and Consortium Change Management Leads on November 9, 2021
- o Participate in Santa Barbara To-Be BPR session debriefs November 9 and 10, 2021
- ▶ Release Management
 - o Complete 21.11 Training SCR verification
 - o Participate in T-2 Integrated Readiness Status meeting
 - o 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 Monthly OCAT SLA Reporting Review on November 8, 2021
- ► Participate in OCAT Operations and Release Management meeting on November 10, 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 1-8 – Weekly SCR Updates

Release	SCRs in QA Review
21.07	7
21.11	5
22.01	2
22.02	1
22.03	9
TBD	1
RWR	1
Grand Total	26

1.5 Deviations from Plan/Adjustments

▶ None for the reporting period