CalSAWS Quality Assurance Weekly Status Report

Reporting Period: January 24, 2022 to January 30, 2022

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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
3.31	QA Monthly Status Report – January 2022		• Submit FDEL by February 4, 2022
4.31	QA Work Plan - January 2022		• Submit FDEL by February 4, 2022
7.31	QA Test Monthly Report – January 2022		• Submit FDEL by February 4, 2022
10.06	Quarterly QA Security Report		• Submit DDEL by March 30, 2022
12.32	Assessment of CalSAWS Migration Work Plan Update – February 2022		• Submit FDEL by February 22, 2022
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone		• Submit DDED by February 14, 2022
44	Assessment of CalSAWS Requirements Traceability Matrix - Update 9		• Submit DDEL by February 23, 2022

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.15	**OCAT -** QA Monthly Status Report (OCAT) – January 2022		• Submit FDEL by February 4, 2022
WP 2.1	**OCAT -** Project Control Document - 2022 updates (Comments Only)		• Submitted DDEL comments on January 27, 2022
WP 6.1	**OCAT -** Technical Design - 2022 Annual Update (Comments Only)		• Submit DDEL comments by March 3, 2022

[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
3.17	**BenefitsCal** – Assessment of Portal/Mobile App Work Plan Update – January 2022		• Submit FDEL by February 11, 2022
4.04	**BenefitsCal –** Assessment of Portal/Mobile App Requirements Traceability Matrix: Updates – Following Final Acceptance		• Submit DDEL by February 10, 2022
10	**BenefitsCal** - Assessment of Portal Implementation Complete Report & Final Acceptance		• Submit DDEL by February 4, 2022
11	**BenefitsCal** - Assessment of Mobile App Implementation Complete Report		• Submit DDEL by February 4, 2022

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

DEL #	DELIVERABLE NAME		STATUS
59.13	**CalWIN Implementation** - Assessment of CalWIN Implementation Migration Work Plan Update - January 2022		• Submit FDEL by February 11, 2022
60	**CalWIN Implementation –** Assessment of CalWIN Business Process Reengineering (BPR) Plan		• Submitted FDEL comments for Santa Clara and Tulare Wave 2 BPR Plans on February 1, 2022
64	**CalWIN Implementation** - Assessment of CalWIN Implementation Support Plan		• Submit DDED by February 1, 2022 • Submit FDED by February 11, 2022
WP-1	**CalWIN Implementation** - County Communication Plan (Comments Only)		• Submit FDEL comments by February 1, 2022
WP-2	**CalWIN Implementation** - Change Discussion Guides (Comments Only)		• Submit FDED comments by February 1, 2022

1.2 Highlights for the Reporting Period

1.2.1 Project Management

- Conducted Outcomes Based Certification (OBC) and Certification Review (CR) artifact and schedule discussion with CalSAWS and DHCS teams
- Facilitated CalSAWS Consortium County Validation Framework (CCCVF) Workgroup kickoff off preparation session on January 24, 2022
- Finalized materials for JPA Planning meeting on January 24, 2022
- Attended CalSAWS 22.01 Post-Release Checkpoint meetings on January 24 - 26, 2022
- Participated in LA County Imaging Touchpoint meetings on January 24 – 28, 2022
- Co-Facilitated Web Portal Strike Team kickoff meeting on January 25, 2022
- Participated in Imaging Migration meeting on January 25, 2022
- Participated in CalWIN CDT Risk and Mitigation reviews on January 25 and 27, 2022
- Participated in CalSAWS Section Directors/ meeting on January 26, 2022
- Published Regional Committee Meeting RCM Virtual Binder Quick Reference guide on January 26, 2022
- Participated in Batch Performance Checkpoint meeting on January 26, 2022
- Participated in January JPA General Membership meeting on January 27, 2022
- Participated in IV&V/PMO Bi-weekly meeting on January 28, 2022

1.2.2 Technical

- Participated in weekly CloudCheckr meeting on January 24, 2022
- Participated in CalSAWS Weekly Tech meeting on January 24, 2022
- Participated in Purge Standup meeting on January 24, 2022
- Participated in Consortium FinOps meeting on January 25, 2022
- Participated in App/Dev meeting on January 25, 2022
- Participated in CalSAWS Monthly API User Group Meeting on January 25, 2022
- Participated in DBCR/CTCR Review meetings on January 25 and 26, 2022
- Participated in Tech Change Advisory Board (CAB) meeting on January 26, 2022
- Participated in CalWIN County Interface Partner Testing (IPT) Kickoff meetings - Waves 1 and 2 on January 26 and 27, 2022
- Participated in CalSAWS Monthly Over 15 Seconds Report meeting on January 27, 2022
- Batch
  - Participated in Batch Performance Status Check meeting on January 26, 2022
  - Continued collaboration with Accenture on a schedule and timeline that includes performance and test support for 58 County batch cycle.
- Analytics
  - Participated in Analytics Release J Performance Test Results review meeting on January 26, 2022
  - Participated in weekly Analytics Status meeting on January 27, 2022
- BenefitsCal
  - Participated in BenefitsCal Release 4.0 Design Sessions: Support Requests on January 25 and 27, 2022
  - Participated in BenefitsCal Release 4.0 Design Session: ABAWD on January 26, 2022
  - Participated in daily Operations and M&O calls on January 24 - 28, 2022
- Central Print – Participated in Central Print Status meeting on January 24, 2022

- Contact Center
  - Participated in CalSAWS IVR/Contact Center Committee meeting on January 26, 2022
  - Continued to monitor the CalSAWS and Los Angeles Contact Center Implementation
- Service Management – Monitored Service Desk tickets

1.2.3 Imaging

- Participated in LA County Imaging Validation meetings on January 24 - 28, 2022
- Participated in Hyland Performance meetings on January 25 - 27, 2022
- Participated in Imaging Migration meeting on January 25, 2022
- Participated in weekly LA Document Migration meeting on January 27, 2022

1.2.4 Functional

- M&O
  - Participated in App Dev Leads meeting on January 25, 2022
  - Participated in Foster Care Committee meeting on January 25, 2022
  - Participated in System Change Request Board (SCRB) meeting on January 25, 2022
  - Participated in GA/GR Committee meeting on January 26, 2022
  - Participated in API User Group meeting on January 26, 2022
  - Participated in IVR/Contact Center Committee meeting on January 26, 2022
  - Participated in Task Management Committee meeting on January 27, 2022
  - Reviewed nine (9) Design documents
- Conversion
  - Reviewed draft CDT Risk and attended mitigation discussions with Accenture and Consortium
  - Reviewed Data Collection elements associated with "Do not Map" transformation type in the Mapping Transformation Report
  - Reviewed CDT defect priorities
  - Met with Accenture, Deloitte and Consortium to discuss the County Validation phase, environments and data availability
- General Assistance/General Relief (GA/GR)
  - Discussed need for 22.03 design completion to support conversion data model dependencies
  - Reviewed SCR Design documents and updates
  - Provided Best Practices from 22.01 GA/GR Correspondence testing
- Task Management
  - Participated in design reviews for Release 22.05 SCRs
- Contact Center
  - Participated in C-IV Contact Center Management conference call
- CalSAWS Case Purge
  - Conducted Sprint 3 and 4 Validations
- SCR Reviews - The following table 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 below.

Table 1-5 – Weekly M&O SCR Updates

Release	SCRs in QA Review
RWR	2
21.11	1
22.01	1
22.05	2
22.09	2
TBD	1
Grand Total	**9**

1.2.5 BenefitsCal

- Attended BenefitsCal Release 4.0 Design Sessions
  - Session 1: Support Requests on January 25, 2022
  - Session 2: ABAWD, Time Clocks on January 26, 2022
  - Session 2: Support Requests on January 27, 2022
- Participate in daily meetings for LA County UAT Go Live
- Resolved deliverable comments on Lessons Learned for the Implementation Complete deliverables
- Attended BenefitsCal: DevOps Q&A on January 25, 2022
- Continued testing support for Release 2.0 Priority Release(s)
- Participated in daily Release 2.0 API Triage meetings
- Participated in daily Production and M&O meetings

1.2.6 Test

- CalSAWS Release 22.02
  - Completed Independent Test execution activities

Table 1-6 – Release 22.02 Independent Test Progress

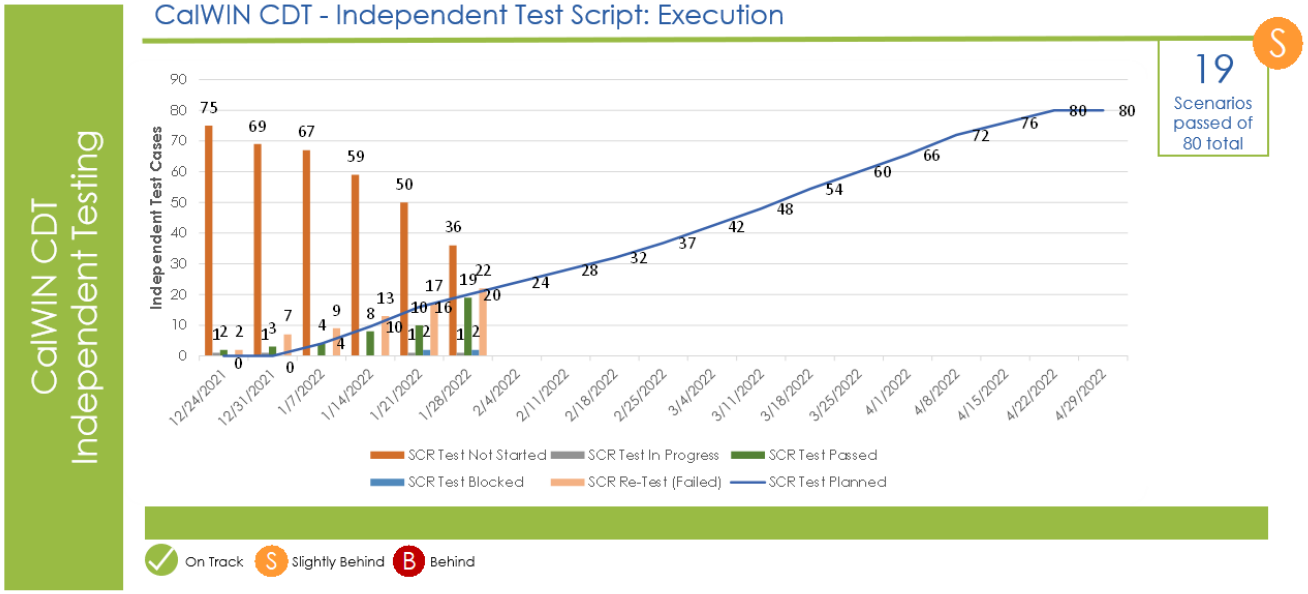
Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
22.02 Release – ClearBest QA Independent Test Results	8	0% (0)	0% (0)	100% (8)	0% (0)	0% (0)

- CalSAWS Release 22.03
  - Continued Independent Test scenario and script preparation
- CalSAWS Converted Data Testing (CDT) – Functional Testing activities
  - Performed Independent Test script execution
  - Performed Manual Regression Test script execution
  - Participated in weekly CDT meeting on January 25, 2022
  - Participated in daily CDT Touchpoint calls January 24 - 28, 2022

Table 1-7 –CalWIN CDT Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked

CalWIN CDT – ClearBest QA Independent Test Results	80	45% (36)	1% (1)	24% (19)	28% (22)	2% (2)



- BenefitsCal Activities
  - Participated in daily M&O calls on January 24 – 28, 2022
  - Participated in weekly Defect and Activities call on January 25, 2022
  - Completed Independent Test and QA Reviews for Release 2.1
  - Continued to monitor open defects
  - Completed BenefitsCal Release 3.0 functional test scenario reviews
  - Completed BenefitsCal Regression and Smoke test script reviews
- Other Consortium Support Test Activities
  - Monitored test support for priority releases
  - Participated in GA/GR Daily Test meetings January 24 – 28, 2022
  - Participated in CalSAWS 22.01 Post-Release Checkpoint meetings January 24 - 26, 2022
  - Participate in RWR Touchpoint on January 24, 2022
  - Participated in Final JPA planning meeting on January 24, 2022
  - Participated in Integrated Test Team meeting on January 25, 2022
  - Participated in LA County – Imaging Validation Daily touch points January 25 - 28, 2022
  - Participated in GA/GR Weekly Touchpoint meeting January 25, 2022
  - Participated in Test Touchpoint meeting on January 26, 2022
  - Participated in GA/GR Weekly System Test Status Call on January 26, 2022
  - Participated in Release 22.03 Readiness Kick-Off meeting on January 26, 2022
- CalWIN UAT
  - Facilitated CalWIN UAT planning meetings on January 24 and 26, 2022

- Facilitated CalWIN UAT planning and Prep – OCM/BPR and Application Training meeting with Deloitte and Consortium Training, OCM, and UAT teams on January 24, 2022
- Facilitated CalWIN UAT Kickoff meeting for Test Scenario Review and Script development dry run on January 25, 2022
- Facilitated CalWIN UAT Kickoff meeting for Test Scenario Review and Script development on January 26, 2022
- Facilitated weekly UAT Test Scenario and Script touch point meeting with Consortium UAT and ISS support team on January 27, 2022
- Completed UAT Web portal access requests for Test Scenario Review Coordinators and Script Developers
- Monitored Test Scenario development
- Completed Analysis of current UAT approach and to-be CalWIN Wave approach.
- Continue planning and preparation activities

1.2.7 Implementation

- CalSAWS Maintenance and Operations (M&O)
  - Participated in weekly Training Touchpoint meeting
  - Prepared for LA County's T-3W Imaging User Readiness Survey
- CalWIN Implementation Support Services (ISS)
  - Participated in weekly CalWIN ISS Management meeting
  - Participated in weekly CalWIN ISS OCM Leads meeting
  - Participated in weekly ISS Manager Touchpoint
  - Participated in ISS Training Biweekly Touchpoint
  - Participated in weekly CalWIN Conversion and Change Management meeting
  - Prepared for and conduct Weekly Implementation Team Meeting
  - Participated in Solano To-Be Process Mapping sessions
  - Participated in Santa Cruz To-Be Process Mapping sessions
  - Participated in Santa Cruz and Solano To-Be BPR debriefs
  - Participated in Yolo Proposed To-Be Updates working session
  - Participated in Placer Proposed To-Be Updates working session
  - Participated in Customer Engagement/ISS Weekly Touchbase
  - Submitted comments for DDED 10 – CalWIN ISS Implementation Support Plan
  - Confirmed resolutions for DDEL 4.04 and 4.05 – BPR Plans for Santa Clara and Tulare
  - Drafted County Implementation Kickoff presentation, received management feedback and addressed comments
  - Facilitated Security discussion with ISS team
  - Conducted analysis on BPR requirements, Plan, and To-Be documentation
  - Prepared Implementation framework artifacts: Implementation Lead Toolkit and Communications Toolkit
  - Conducted ISS Action Plan working sessions for Implementation and Training using C-IV Migration Implementation, Change, and Training Retrospectives
  - Completed ISS Action Plan summary presentation
  - Participated in Contra Costa OCM Touchpoint
  - Participated in CalWIN UAT planning and preparation meeting for OCM/BPR and Application Training

- Prepared for Child Care Targeted Topic meeting
- Participated in discussions about the Sandbox Usage Reports
- Discussed ISS Vendor Staffing Model with the Consortium
- Participated in two CDT Defect Internal Work Group sessions
- Participated in County Review of Placer T-12 survey results
- Participated in approach overview of Change Discussion Guides
- Conducted overview of TOSS System Knowledge - Basic Guide

► Release Management
- Participated in CalSAWS 22.01 Post-Release Checkpoints
- Confirmed resolutions for WBT SCR CA-227089

► Special Projects
- Formulated Asian Americans and Pacific Islanders (AAPI) overview slide for January All Staff meeting
- Planned for next AAPI Meeting
- Participated in Web Portal Strike Team

1.2.8 OCAT

► Monitored OCAT Release January 23, 2022

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- Continue to support Outcomes Based Certification (OBC) and Certification Review (CR) preparation
- Participate in CalWIN Wave Planning - Environments and Converted Data meetings on January 31 and February 2, 2022
- Participate in CalSAWS and Hyland End to End Testing and Reporting meeting on January 31, 2022
- Participate in CalSAWS Section Directors' meeting on February 1, 2022
- Participate in Environment Management Review meeting on February 3, 2022
- Participate in GA/GR Executive Project Status meeting on February 4, 2022

1.3.2 Technical

- Participate in weekly CloudCheckr meeting on January 31, 2022
- Participate in CalSAWS Weekly Tech meeting on January 31, 2022
- Participate in Consortium FinOps meeting on February 1, 2022
- Participate in DBCR/CTCR Review meetings on February 1 and 3, 2022
- Participate in Purge Standup meetings on February 2 and 4, 2022
- Participate in Tech Change Advisory Board (CAB) meeting on February 2, 2022
- Participate in Environment Management Review meeting on February 3, 2022
- Analytics
  - Participate in the weekly Analytics Roundup meeting on February 3, 2022
  - Participate in Webcast on CalSAWS Priority Release 22.02.03 - Analytics Hard Launch #5 (Dashboards/Reports) meeting on February 1, 2021
- Security
  - Participate in Office 365 Multi Factor Authentication and Self-Service Password Reset implementation on January 31, 2022
  - Participate in Security Committee 22.03 Release Pre-Meet on February 3, 2022
  - Participate in Security Operations Discussion on February 4, 2022
- BenefitsCal
  - Participate in Cross Vendor Table Read: Cutover Checklists for LA Go Live on February 1, 2022
  - Participate in daily Operations and M&O calls on February 1 & 3, 2022
  - Participate in BenefitsCal Release 4.0 Design Sessions: GROW on February 3, 2022
  - Participate in Performance Test Call - CalSAWS and BenefitsCal on February 3, 2022
- Batch
  - Continue to monitor Batch Operations
  - Participate in Batch Performance Checkpoint meeting on February 2, 2022
- CalWIN
  - Participate in CalSAWS TPOC (Wave 1) Meeting on February 3, 2022
- Central Print - Participate in CalSAWS Central Print Status meeting on January 31, 2022
- Contact Center - Participate in CalSAWS and Los Angeles Contact Center Session on February 1, 2022
- Service Management – Participate in meetings as scheduled

1.3.3 Imaging

- Participate in CalSAWS, Hyland E2E Testing / Report discussion on January 31, 2022
- Participate in LA County - Imaging Validation on January 31 - February 4, 2022
- Participate in Hyland Performance meetings on February 1 - 3, 2022
- Participate in Imaging Migration meeting on February 1, 2022
- Participate in weekly LA Document Migration meeting on February 3, 2022

1.3.4 Functional

- M&O
  - Participate in the App Dev Leads meeting on February 1, 2022
  - Participate in the Self-Service Portal Committee meeting on February 1, 2022
  - Participate in the Correspondence User Group meeting on February 2, 2022
  - Participate in the CCB meeting on February 3, 2022
  - Review SCR Design Documents
- Conversion
  - Attend scheduled meetings
  - Attend CalWIN CDT Risk and Mitigation bi-weekly reviews
  - Continue to review Eligibility elements associated with "Do not Map" in the Mapping Transformation Report
- General Assistance/General Relief (GA/GR)
  - Review SCR designs in progress
  - Monitor design and testing activities for Accenture and Gainwell
  - Attend GA/GR Risk discussion at Section Directors' meeting
- Task Management
  - Review Design documents and attend scheduled meetings
- Contact Center
  - Participate in weekly Contact Center Test Automation Cross Team call
- Case Purge
  - Track CalSAWS Purge sprint activities and conduct validations

1.3.5 BenefitsCal

- Participate in the LA County Go Live UAT daily meetings
- Participate in the Cross Vendor Table Read meeting on February 1, 2022
- Participate in daily Release API Triage meetings
- Participate in daily Production and M&O meetings
- Participate in the Release 4 Design sessions
  - Session 1: GROW + WTW Customer and Collaborator Functionality on February 3, 2022
  - BenefitsCal Release 4.0 Design Review with WTW Committee: CalWORKs 2.0 on February 2, 2022
- Attend the BenefitsCal Defects and Activities weekly meeting
- Attend the weekly BenefitsCal Code for America meeting

1.3.6 Test

- CalSAWS Release 22.03
  - Begin Independent Test script execution
  - Begin QA Review of System Test scripts

- Participate in the weekly Integrated Test Team meeting on February 1, 2002
- Participate in the weekly Test Touchpoint meeting on February 2, 2022

► CalSAWS Converted Data Testing – Functional Testing activities
- Perform Independent Test script execution
- Participate in the CalWIN CDT weekly status meeting on February 1, 2022

► BenefitsCal Activities
- Prepare BenefitsCal Monthly Release 2.2 test execution and QA reviews
- Participate in daily Operations and M&O calls on January 31 - February 4, 2022
- Participate in daily Defects and Activities calls on January 31 - February 4, 2022
- Monitor open production defects

► Other Consortium Support Test Activities
- Participate in RWR Touchpoint on January 31, 2022
- Monitored test support for priority releases
- Participate in GA/GR Daily Test meetings January 31 – February 4, 2022
- Participate in Integrated Test Team meeting on February 1, 2022
- Participate in LA County – Imaging Validation Daily touch points February 1 - 4, 2022
- Participate in Release 22.03 Kick-Off Follow Up meeting on February 2, 2022
- Participate in CalSAWS – State and Fiscal Reports meeting on February 3, 2022

► CalWIN UAT
- Facilitate CalWIN UAT planning meetings on January 31 and February 2, 2022
- Participate in a Wave planning – Environment discussion and converted data sessions #2 for UAT and Process Simulation with Deloitte on January 31 and February 2, 2022
- Participate in a discussion and Jira approach for UAT with the Consortium Technical & Operations Director and Consortium UAT Managers on February 1, 2022
- Facilitate the CalWIN UAT Test Scenario Review Q&A with the CalWIN counties on February 03, 2022
- Facilitate the CalWIN UAT Planning and Prep—OCM/BPR and Application Training meeting with Deloitte and Consortium Training, OCM, and UAT team on February 03, 2022
- Monitor county feedback for Test Scenarios
- Monitor CalSAWS UAT Mailbox
- Create Test Script Development process
- Continue planning and preparation activities

1.3.7 Implementation

► CalSAWS Maintenance and Operations (M&O)
- Participate in weekly Training Touchpoint meeting
- Add QA Confirmation Seals in LA County Imaging Implementation Readiness Dashboard and Packet
- Prepare for LA County's T-3W Imaging User Readiness Survey

► CalWIN Implementation Support Services (ISS)
- Participate in weekly CalWIN ISS Management meeting
- Participate in weekly CalWIN ISS OCM Leads meeting
- Participate in weekly CalWIN ISS Manager Touchpoint

- Participate in CalWIN ISS Training Weekly Touchpoint
- Participate in weekly CalWIN Conversion and Change Management meeting
- Prepare for and conduct Weekly Implementation Team Meeting
- Participate in Solano and Santa Cruz To-Be Process Mapping sessions
- Participate in Santa Cruz and Solano To-Be BPR debriefs
- Participate in Yolo Follow-Up Application Registration working session for Medi-Cal, CalFresh, and CalWORKs
- Participate in Contra Costa Proposed To-Be Updates working session
- Participate in Customer Engagement/ISS Weekly Touchbase meeting
- Participate in Communication Penetration Strike Team discussion
- Discuss CalWIN Metrics/Exit Criteria
- Review ISS Action Plan Summary presentation with ISS leads
- Prepare for Targeted Topic: Child Care
- Participate in Webcast on CalSAWS Priority Release 22.02.03 - Analytics Hard Launch #5 (Dashboards/Reports)
- Participate in Wave 1 Check-in Meeting
- Participate in CalSAWS Technical Point of Contact Meeting
- Participate in CalWIN UAT Planning and Prep - OCM/BPR and Application Training meeting
- Participate in CDT Defect Internal Work Group sessions
- Participate in Change Discussion Guide review with Consortium

- Release Management
  - Plan for 22.03 release by analyzing Training SCR items
- Special Projects
  - Request creation of AAPI ERG Member distribution list
  - Participate in Web Portal Strike Team

1.3.8 OCAT

- Participate in OCAT Operations and Release Management meeting on February 2, 2022

1.4 Deviations from Plan/Adjustments

- None for the reporting period