

CalSAWS Quality
Assurance Weekly Status
Report

Reporting Period: May 2, 2022 to May 8, 2022

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1.0 Quality Assurance

1.1 CalSAWS Weekly Status Agenda Topics

Table 1-1 – CalSAWS Quality Assurance Status Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	<ul style="list-style-type: none"> Finalized materials for Streamlined Modularized Certification (SMC) Review for May 10 CMS review. Reviewed C-IV Final Acceptance slides for May JPA/PSC. Continued to facilitate Implementation Readiness for CalWIN Risk 268 Contingency Planning discussions.
QA Technical	<ul style="list-style-type: none"> Completed testing of ZScaler Client to replace the Cisco VPN Continued review of CalSAWS Release 22.05 Performance results Continued review of Los Angeles County Contact Center activities
QA Functional	<ul style="list-style-type: none"> Completed draft of CDV Scripts, continued CDV execution planning Discussed Max Caseload approach with Deloitte ISS, provided guidance and feedback Continued planning and discussion on the gaps in the GA/GR functionality and monitoring defects from 22.05
QA Test	<ul style="list-style-type: none"> CalSAWS Release 22.05 Independent Test activities are on track with 100% execution and 96% pass rate CDT Independent Test activities are behind schedule with 84% execution and 68% pass rate (Risk 263) BenefitsCal Release 3.1 testing activities are in progress Working with the Process Simulation team to document delivery plan UAT Script Development is 44% complete with group 1 scripts behind schedule and group 2 scripts on track (Risk 271) Perform UAT County Participation Security and Configuration Setup
QA Implementation	<ul style="list-style-type: none"> Confirmed DDEL comment resolutions for County Change Discussion Guides Prepared for Executive Planning meeting on CalWIN ISS Key Milestones and Activities to Wave 1 Go-Live Prepared for Placer and Yolo County Wave 1 meetings to discuss enhanced support

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1.2 Deliverables Management

Table 1-2 – Overall Summary of CalSAWS DD&I Deliverable Status












DEL #	DELIVERABLE NAME		STATUS
3.35	QA Monthly Status Report – May 2022		<ul style="list-style-type: none"> • Submit FDEL by June 3, 2022
4.35	QA Work Plan – May 2022		<ul style="list-style-type: none"> • Submit FDEL by June 3, 2022
7.35	QA Test Monthly Report – May 2022		<ul style="list-style-type: none"> • Submit FDEL by June 3, 2022
12.35	Assessment of CalSAWS Migration Work Plan Update – May 2022		<ul style="list-style-type: none"> • Submit FDEL by May 20, 2022
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone		<ul style="list-style-type: none"> • Submit DDEL by May 17, 2022
46	Assessment of CalACES Migration Final Acceptance Certification		<ul style="list-style-type: none"> • Submit DDEL by May 16, 2022
48	Assessment of CalSAWS Migration Project Control Document Update		<ul style="list-style-type: none"> • Submitted FDEL on May 6, 2022
72.01	QA Monthly Status Report – May 2022 – ARPA		<ul style="list-style-type: none"> • Submit FDEL by June 3, 2022

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.19	OCAT - QA Monthly Status Report (OCAT) – May 2022		<ul style="list-style-type: none"> • Submit FDEL by June 3, 2022
WP-1.1	OCAT - System Security Plan - 2022 Update (Comments Only)		<ul style="list-style-type: none"> • Submit DDEL comments by July 12, 2022
WP-11.1	OCAT - System Documentation - 2022 Annual Update (Comments Only)		<ul style="list-style-type: none"> • Submitted DDEL comments on May 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

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Table 1-4 – Overall Summary of BenefitsCal Deliverable Status











DEL #	DELIVERABLE NAME		STATUS
WP-26.07	BenefitsCal – CX Monthly Report – April 2022		<ul style="list-style-type: none"> Submit DDEL comments by May 16, 2022
WP-27.03	BenefitsCal – Monthly M&O Report – April 2022		<ul style="list-style-type: none"> Submit DDEL comments by May 16, 2022
WP-28.01	BenefitsCal – Work Plan Monthly Updates – April 2022		<ul style="list-style-type: none"> Submit FDEL comments by May 12, 2022
WP-29.01	BenefitsCal – Monthly Status Report – April 2022		<ul style="list-style-type: none"> Submit FDEL comments by May 12, 2022

Table 1-5 – Overall Summary of CalWIN Implementation Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
59.16	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - April 2022		<ul style="list-style-type: none"> Submit FDEL by May 12, 2022
60	CalWIN Implementation – Assessment of CalWIN Business Processing Re-engineering (BPR) Plan		<ul style="list-style-type: none"> Submit DDEL comments for Solano, Santa Cruz, San Mateo, San Diego Wave 4 counties by May 23, 2022
62	CalWIN Implementation – Assessment of CalWIN Master Training Plan and Monthly Updates		<ul style="list-style-type: none"> Submit DDEL by June 13, 2022
63	CalWIN Implementation – Assessment of CalWIN County-Specific Training Plans		<ul style="list-style-type: none"> Submit DDEL for Placer and Yolo Wave 1 counties by June 13, 2022
64	CalWIN Implementation – Assessment of CalWIN Implementation Support Plan		<ul style="list-style-type: none"> Submit DDEL by June 14, 2022
WP-2	CalWIN Implementation - Assessment of CalWIN Change Discussion Guides		<ul style="list-style-type: none"> Submit FDEL comments for Placer and Yolo Wave 1 counties by May 10, 2022

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Finalized materials for Streamlined Modularized Certification (SMC) Review, including upload of final evidence for May 10 CMS review.
- ▶ Continued to facilitate Implementation Readiness for CalWIN Risk 268 Contingency Planning discussions
- ▶ Participated in Daily LA County Imaging/BenefitsCal Post-Deployment Calls
- ▶ Participated in CalSAWS Section Directors' meeting on May 3, 2022
- ▶ Participated in Region 4 Management Site Visit Planning meeting on May 4, 2022
- ▶ Facilitated June JPA Planning Meeting on May 5, 2022
- ▶ Participated in Walkthrough of CalACES Migration Final Acceptance May JPA & PSC slides on May 5, 2022
- ▶ Participated in IV&V/PMO and QA Bi-weekly meeting on May 6, 2022

1.3.2 Technical

- ▶ Participated in CalSAWS GA/GR M&O discussion on May 2, 2022
- ▶ Participated in Consortium FinOps meeting on May 3, 2022
- ▶ Participated in DBCR/CTCR Review meetings on May 3, 2022
- ▶ Participated in GA/GR CalWIN Correspondence Discussion on May 3 and 5, 2022
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on May 4, 2022
- ▶ Participated in Environment Management Review meeting on May 5, 2022
- ▶ Analytics
 - Participated in the weekly Analytics Roundup meeting on May 5, 2022
- ▶ BenefitsCal
 - Monitored CalSAWS BenefitsCal CBO support on May 2 - 6, 2022
 - Participated in Application Transfer meetings on May 2 - 6, 2022
 - Participated in BenefitsCal Operation Review on May 3, 2022
- ▶ Batch
 - Participated in Batch Performance Checkpoint meeting on May 4, 2022
 - Participated in Batch Weekly Roundup meeting on May 4, 2022
- ▶ CalWIN
 - Participated in Interface Partner meetings on May 3 and 4, 2022
- ▶ Central Print
 - Participated in CalSAWS Weekly Central Print meeting on May 2, 2022
 - Participated in Central Print Monthly Performance Meeting on May 6, 2022
- ▶ Contact Center
 - Participated in CalSAWS Orange Contact Center Discussions on May 2, 2022
 - Participated in Ventura Contact Center IVR Discovery Sessions on May 3, 2022
 - Participated in LA County CalSAWS Contact Center Sessions on May 3, 2022
 - Participated in San Bernardino CSC Support Meeting on May 3, 2022
 - Participated in Santa Barbara IVR Contact Center Design Sessions on May 4, 2022
 - Participated in CalSAWS Yolo IVR/Contact Center Discussion on May 4, 2022
 - Participated in CalSAWS Contra Costa Weekly Contact Center Discovery Session on May 5, 2022
 - Participated in County Contact Center Chat Feature Demo on May 5, 2022

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- Participated in LA County CalSAWS Contact Center Solution IT Networking discussion on May 5, 2022
- ▶ Security
 - Participated in weekly CloudCheckr Security meetings on May 2, 2022

1.3.3 Imaging

- ▶ Monitor LA Weekly Imaging Support Center support
- ▶ Participated in LA County Imaging/BenefitsCal Post-Deployment Stakeholder Calls
- ▶ Participated in the Monthly Imaging Performance review on May 3, 2022
- ▶ Reviewed Imaging Defects:
 - CA-234519 - External Agency Defect: JPEG converted images are increased in size (now pushed to 5/11/2022)
 - CA-244894 - External Agency - Kiosk and Lobby submitted documents when not classified result in "Lobby-Other"/"Kiosk-Other"/"Imaging Case Coversheet"/"Imaging No Case"

1.3.4 Functional

- ▶ M&O
 - Attended GA/GR Correspondence Session on May 3, 2022
 - Attended weekly Correspondence Meetings
 - Attended CalHEERS CalSAWS Weekly Touchpoint Meeting
 - Reviewed thirty eight (38) design documents. The QA Team targets Critical and High priority designs for review and other SCRs at the Consortium's direction.

Table 1-6 – Weekly M&O SCR Updates

Release	SCRs in QA Review
RWR	2
22.02	1
22.03	11
22.05	7
22.06	1
22.07	5
22.09	5
22.11	1
23.01	1
23.03	1
Other	3
Grand Total	38

- ▶ Conversion
 - Met with Deloitte, UAT and Converted Data Validation (CDV) to discuss Process Simulation activities and dependencies across projects.
 - Wave 1 – reviewed scenarios and discussed high- level milestones
 - Wave 2 - 6 approach requires further discussion to confirm strategy

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- Reviewed Risk 263 revisions
- Met with Testing and Conversion Teams to discuss defect resolution post CDT for
- Attended Status Meeting - Collections, Fraud, QA/QC, & Task on May 2, 2022
- Reviewed Max Caseload approach on May 5, 2022
- Reviewed 1A/1B Project Plan assignments for Consortium and QA during the cutover windows
- Attended Wave 1 CalWIN User Loads for LMS discussion on May 6, 2022
- Monitored delivery of detailed exception reports and balancing reports from the Conversion Team to Consortium and QA
- ▶ County Data Validation (CDV)
 - Completed drafts of all CDV scripts in preparation for Consortium Conversion Team peer review
 - Attended CDV Triage support planning meeting on May 4, 2022
 - Tracked County installation of software required to support UAT, and monitored impact to CDV
- ▶ General Assistance/General Relief (GA/GR)
 - Participated in GA/GR M&O Process Review on May 2, 2022
 - Continued planning and discussion on the gaps in the GA/GR functionality
 - Attended GA/GR Correspondence discussions
 - Discussed GA/GR testing outcomes from CDT, 22.05 and future testing in 22.07
- ▶ Fiscal/Reports
 - Participated in the CalWIN Report OCM Approach meeting on May 6, 2022
- ▶ Task Management
 - Attended scheduled meetings and reviewed open defects
- ▶ CalSAWS Case Purge
 - Attended Sprint Meetings
 - Discussed GA/GR case management in the purge, and the impact of current timeclock application development

1.3.5 BenefitsCal

- ▶ Attended Release 5 Scope discussion on May 5, 2022
- ▶ Attended Planning for CBO BenefitsCal Session on May 5, 2022
- ▶ Attended daily post Cutover Meetings with LA County
- ▶ Participated in Release API Triage meetings
- ▶ Participated in twice weekly Production and M&O meetings
 - Requested clarification from the BenefitsCal team on the configuration management items that were found during cutover related to reference table values
- ▶ Reviewed baseline requirements currently not assigned to a release with the Consortium

1.3.6 Test

- ▶ CalSAWS Release 22.05 testing activities
 - Continued QA Reviews of System Test's test scripts
 - Completed Independent Test and GA/GR E2E test execution
 - Conducted defect retesting
 - Completed Manual Regression testing

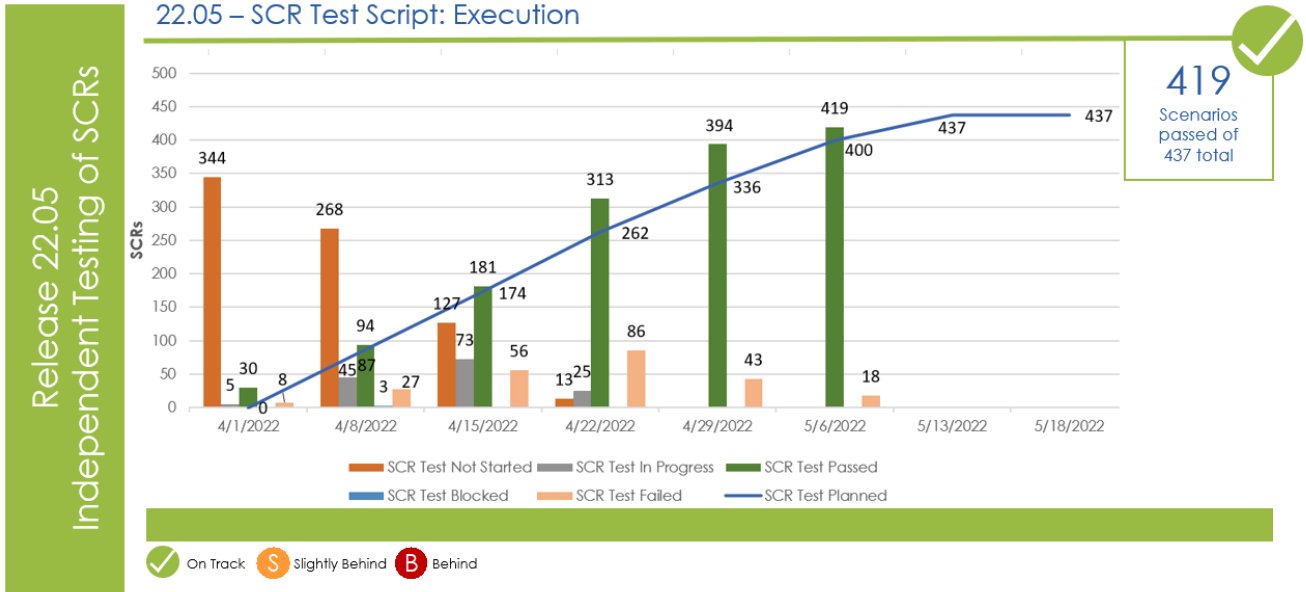
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Table 1-7 – 22.05 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
22.05 - ClearBest QA Independent Test Results	437	0% (0)	0% (0)	96% (419)	4% (18)	0% (0)



- ▶ CalWIN CDT – Functional Testing activities
 - Participated in weekly CDT meeting on May 3, 2022
 - Participated in daily CDT Touchpoint calls
 - Continued CalWIN CDT Test Execution

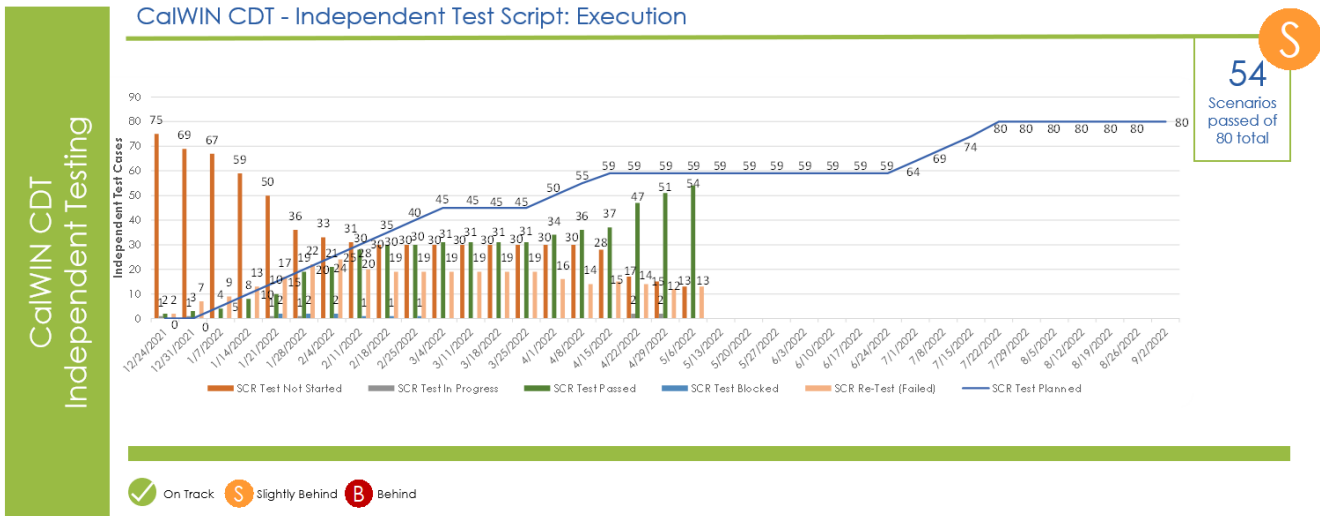
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Table 1-8 – CalWIN CDT Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalWIN CDT – ClearBest QA Independent Test Results	80	16% (13)	0% (0)	68% (54)	16% (13)	0% (0)



- ▶ **BenefitsCal Activities**
 - Continued to monitor open defects
 - Completed Independent Test Executions for BenefitsCal Priority Release 3.0.1
 - Participated in weekly Defect and Activities call on May 3, 2022
 - Participated in bi-weekly M&O calls on May 3 and 5, 2022
 - Scoped Independent Test and QA review items for BenefitsCal Monthly Release 3.1
- ▶ **Other Consortium Support Test Activities**
 - Monitored test support for priority releases
 - Participated in Integrated Test Team meeting on May 3, 2022
 - Participated in Process Simulation Scenario Review meeting on May 3, 2022
 - Participated in bi-weekly GA/GR Daily Test meetings May 3 and 5, 2022
 - Participated in Weekly Test Touch point meeting on May 3, 2022
 - Participated in GA/GR Weekly System Test Status Call on May 4, 2022
 - Participated in Weekly Test Touch point meeting on May 4, 2022
 - Participated in Release 22.05 Reflect & Evolve meeting on May 4, 2022
 - Participated in Process Simulation: Weekly Touchpoint on May 4, 2022
 - Participated in Test Touchpoint meeting on May 4, 2022
 - Participated in CDT Independent Test Post-GDS7 meeting on May 5, 2022
- ▶ **CalWIN UAT**
 - Facilitated UAT Application Training Kick-off on May 2, 2022
 - Facilitated UAT Planning and Prep- OCM/BPR and Application Training on May 2, 2022
 - Facilitated UAT planning meetings on May 2 and 4, 2022
 - Facilitated daily check points with the UAT team on May 3 - 6, 2022
 - Facilitated UAT GA/GR Script development Kick-off on May 3, 2022

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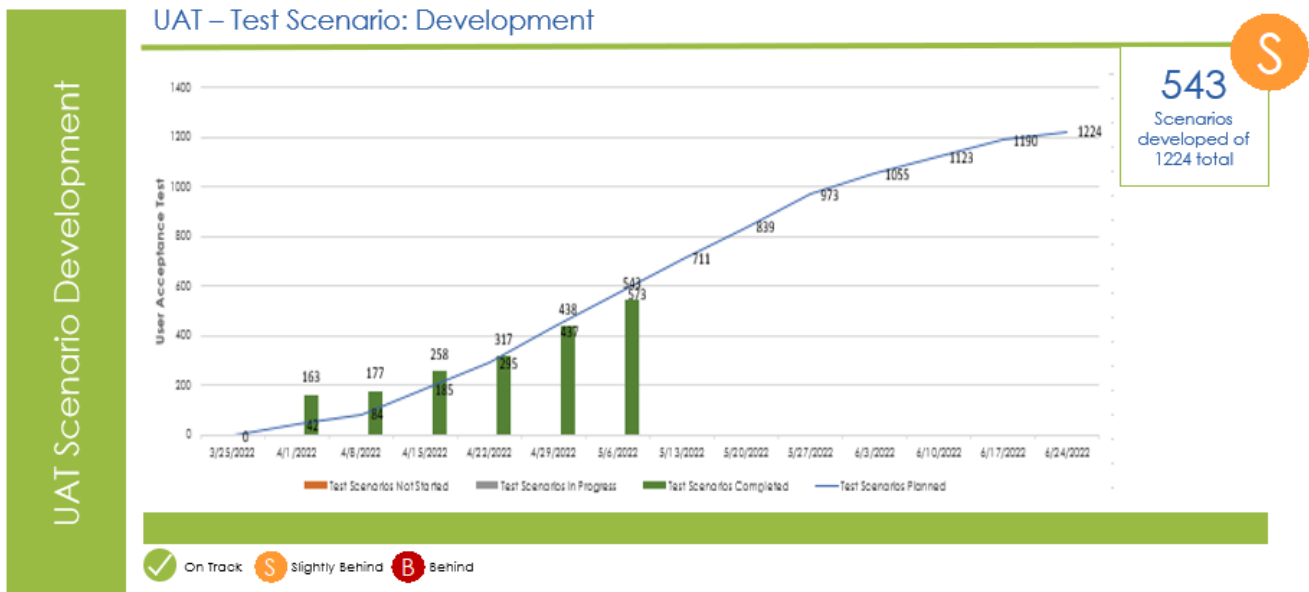
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- o Facilitated UAT weekly script development touch point with Consortium and County script writers on May 4, 2022
- o Facilitated a Security, position, and environment configuration meeting with the consortium SME on May 5, 2022
- o Continued to develop the security, office, and configuration training materials
- o Continued to develop maintenance process for UAT participants onboarding and off boarding
- o Continued to manage and monitor UAT Script development
- o Continued to monitor the UAT CalSAWS mailbox
- o Continued planning and preparation activities

Table 1-9 – UAT Test Scenario Development Process

Test Cycle	Total	Not Started	In Progress	Completed
CalSAWS CalWIN UAT	1,224	56% (681)	0% (0)	44% (543)



1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - o Participated in weekly Training Touchpoint meeting
 - o Prepared for T+3W LA County Imaging Change Readiness Survey
- ▶ CalWIN Implementation Support Services (ISS)
 - o Participated in weekly CalWIN ISS Management meetings
 - o Participated in weekly CalWIN ISS OCM Leads meeting
 - o Participated in weekly Customer Engagement/ISS Weekly Touchbase
 - o Participated in weekly Implementation Management meeting
 - o Participated in weekly CalWIN ISS Training Touchpoint
 - o Participated in weekly CalWIN Conversion and Change Management meeting
 - o Conducted weekly Implementation Team Meeting
 - o Conducted weekly Implementation QA Team Meeting
 - o Participated in biweekly IPOC/TOSS Meeting for Contra Costa

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- Participated in weekly Technical Point of Contact (TPOC) meeting
- Participated in weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager
- Participated in CDT Defect Internal Work Group sessions
- Participated in Contact Center Training Planning meetings
- Participated in Alameda BPR Sessions
- Participated in Alameda Daily Debriefs
- Participated in Santa Clara and Tulare BPR/OCM Closeout sessions
- Participated in Santa Clara and Tulare BPR/OCM Closeout Debrief sessions
- Reviewed Contact Center Training Materials and ISS Training Materials
- Prepared slides for the Weekly ISS Team Leads Tuesday Standup meetings
- Reviewed Deloitte FDEL 7.01 - 7.03 County Change Discussion Guides
- Confirmed DDEL comment resolutions for Deloitte DEL 7.01 - 7.03 County Change Discussion Guides
- Participated in County Prep Phase Planning working sessions
- Participated in Process Simulation planning
- Prepared slides for Placer and Yolo County Wave 1 meetings
- Participated in June JPA planning session
- Participated in reviewing the Max Case Load approach for Conversion
- Participated in Placer IPOC/TOSS meeting
- Prepared Contra Costa ISS meeting agenda for 5/16 meeting
- Conducted Monthly Global IPOC meeting
- Participated in CalWIN Wave 1 and Wave 2 TPOC meeting
- Prepared for Executive Planning meeting on CalWIN ISS Key Milestones and Activities to Wave 1 Go-Live
- Participated in CalWIN County Contact Center Training planning
- ▶ Release Management
 - Analyzed WBT SCR changes and provide feedback
 - Prepared for verification of Training SCRs for CalSAWS 22.05 Release
 - Participated in monthly Training Committee meeting
- ▶ Special Projects
 - Participated in Web Portal Strike Team
 - Participated in Communications Strike Team

1.3.8 OCAT

- ▶ Submitted comments on OCAT System Documentation Deliverable (SDD) Annual Update

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Continue to facilitate Implementation Readiness for CalWIN Risk 268 Contingency Planning discussions
- ▶ Continue June JPA Conference Planning
- ▶ Participate in Daily LA County Imaging/BenefitsCal Post-Deployment Calls
- ▶ Participate in Hyland/CalSAWS Executive Meeting on May 9, 2022
- ▶ Participate in 22.05 Project Readiness T-2 meeting on May 9, 2022

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- ▶ Participate in SMC Review with State and Federal partners on May 10, 2022
- ▶ Participate In Imaging Migration review on May 10, 2022
- ▶ Present QA Status update at Monthly CalSAWS IT Report meeting on May 11, 2022
- ▶ Participate in OCAT Operation and Release Management meeting on May 11, 2022
- ▶ Participate in CalSAWS Section Directors' meeting on May 11, 2022
- ▶ Participate in Imaging SLA Review on May 12, 2022
- ▶ Participate in CalSAWS JPA Board meeting on May 13, 2022

1.4.2 Technical

- ▶ Participate in 22.05 Project Readiness T-2 meeting on May 9, 2022
- ▶ Participate in CalSAWS weekly Tech meeting on May 9, 2022
- ▶ Participate in Consortium FinOps meeting on May 9, 2022
- ▶ Participate in App Dev meeting on May 10, 2022
- ▶ Participate in DBCR/CTCR Review meetings on May 10 and 12, 2022
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on May 11, 2022
- ▶ Participate in Environment Management Review meeting on May 12, 2022
- ▶ BenefitsCal
 - Participate in Application Transfer meetings on May 9 - 13, 2022
 - Participate in BenefitsCal Operation Review on May 10, 2022
- ▶ Batch
 - Participate in Batch Performance Checkpoint meeting on May 11, 2022
 - Participate in Batch Weekly Roundup meeting on May 12, 2022
- ▶ CalWIN
 - Participate in CalWIN IPT Kick-Off Wave 2 meetings on May 10 and 11, 2022
 - Participate in Ad-hoc Reporting meeting on May 12, 2022
- ▶ Central Print
 - Participate in CalSAWS Central Print meeting on May 9, 2022
- ▶ Contact Center
 - Participate in Orange County Contact Center Session on May 9, 2022
 - Participate in Ventura Contact Center IVR Discovery Sessions on May 10, 2022
 - Participate in Los Angeles Contact Center Session on May 10, 2022
 - Participate in Santa Barbara IVR Contact Center Design Session May 11, 2022
 - Participate in Yolo IVR/Contact Center Migration Discussion on May 11, 2022
 - Participate in Contra Costa Contact Center Discovery Session on May 12, 2022
 - Participate in LA Contact Center Training Discussions on May 12, 2022
 - Participate in Los Angeles County CalSAWS Contact Center Solution IT Networking discussion on May 12, 2022
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in GA/GR CalWIN Correspondence Discussion on May 10, 2022
- ▶ Security
 - Participate in weekly CloudCheckr Security meetings on May 9, 2022
 - Participate in weekly POA&M State Change Discussion on May 12, 2022
 - Participate in Security Operations Discussion on May 13, 2022

1.4.3 Imaging

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- ▶ Participate in Imaging Support Center Meetings
- ▶ Participate in LA County Imaging/BenefitsCal Post-Deployment Stakeholder Calls
- ▶ Participate in Hyland/CalSAWS Executive Meeting on May 9, 2022
- ▶ Participate in Imaging Migration Standup Call on May 10, 2022
- ▶ Participate in Imaging SLA Review on May 12, 2022

1.4.4 Functional

- ▶ M&O
 - Review SCR Design Documents
 - CR 190956 State-Level Cost Sharing Reduction Program
 - CR 171266 - Notices Updates for R22.09
 - CR 186216/186218 CalWIN Conversion to CalSAWS Wave 2 & Wave 3
 - Attend the Correspondence User Group on May 11, 2022
 - Attend CalWORKs/CalFresh Committee Meeting on May 11, 2022
 - Attend Time Limits Committee Meeting on May 12, 2022
 - Attend Task Management Check in on May 12, 2022
 - Attend CR204424 SAWS PHE Lift Testing Support Meeting on May 9, 2022
 - Attend weekly Correspondence Meetings
- ▶ Conversion
 - Monitor new CDT Defects
 - Attend CalWIN CDT Risk and Mitigation weekly reviews
 - Attend weekly CalWIN Conversion and Change Management Meetings
 - Discuss Independent Test CDT resolution post GDS 7 strategy with Conversion Team
- ▶ County Data Validation (CDV)
 - Attend the CDV Navigation script workgroup meeting
 - Attend App Dev sessions for CDV Script enhancement
- ▶ General Assistance/General Relief (GA/GR)
 - Attend GA/GR Time Limits Design session on May 10, 2022
 - Review GA/GR ILT Materials on May 9, 2022
 - Monitor testing activities for Accenture and Gainwell for Release 22.05
- ▶ Task Management
 - Monitor Release 22.05 testing outcomes 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
- ▶ Lobby Management
 - Participate in Design Review for CA-229814 Updated Lobby Device Management on May 13, 2022

1.4.5 BenefitsCal

- ▶ Attend the Office Routing discussion on May 9, 2022
- ▶ Attend Daily Transaction Failures Meetings
- ▶ Attend RAC Failure for could not find the worker bank on May 13, 2022
- ▶ Participate in twice weekly Production and M&O meetings
- ▶ Participate in BenefitsCal Defects and Activities weekly meeting

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1.4.6 Test

- ▶ CalSAWS Release 22.07
 - Identify scope and create initial release scorecard
- ▶ CalSAWS Release 22.05
 - Continue QA Review of System Test scripts
 - Continue defect retesting
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Continue test execution activities
 - Participate in daily CDT CalWIN Daily Touchbase meetings
- ▶ BenefitsCal Activities
 - Continue Independent Test Executions and Reviews for BenefitsCal Monthly Release 3.1
 - Review BenefitsCal Release 4.0 System Test Script review starting May 9, 2022
 - Participate in Weekly Defects and Activities meeting on May 10, 2022
 - Participate in Operations and M&O meeting on May 10 and 12, 2022
 - Monitor open production defects
- ▶ Other Consortium Support Test Activities
 - Monitor test support for priority releases
 - Participate in the Release when Ready (RWR) touchpoint on May 9, 2022
 - Participate in Integrated Test Team meeting on May 10, 2022
 - Participate in bi-weekly GA/GR Daily Test meetings May 10 and 12, 2022
 - Participate in GA/GR Weekly System Test Status Call on May 11, 2022
 - Participate in Weekly Test Touch point meeting on May 11, 2022
 - Participate in the CalSAWS – State and Fiscal reports meeting on May 12, 2022
- ▶ CalWIN UAT
 - Facilitate UAT Security Admin Env Access session on May 9, 2022
 - Facilitate UAT planning meetings May 9 and 11, 2022
 - Facilitate UAT County Participation Security and Configuration Set up working sessions on May 10 - 12, 2022
 - Facilitate UAT daily check points on May 10 - 13, 2022
 - Participate in the CalWIN Implementation Support Services meeting on May 11, 2022
 - Facilitate UAT weekly script development touch point with Consortium and County script writers on May 11, 2022
 - Develop maintenance process for UAT participants onboarding and offboarding
 - Manage and monitor UAT Script development
 - Monitor the UAT CalSAWS mailbox

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in weekly Training Touchpoint meeting
 - Prepare for T+3W LA County Imaging Change Readiness Survey
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in weekly CalWIN ISS Management meetings
 - Participate in weekly CalWIN ISS OCM Leads meeting

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- Participate in weekly Customer Engagement/ISS Weekly Touchbase
- Participate in weekly Implementation Management meeting
- Participate in weekly CalWIN ISS Training Touchpoint
- Participate in weekly CalWIN Conversion and Change Management meeting
- Conduct weekly Implementation Team Meeting
- Conduct weekly Implementation QA Team Meeting
- Participate in weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager
- Participate in weekly IPOC/TOSS Meetings for Contra Costa
- Participate in weekly Technical Point of Contact (TPOC) meeting
- Participate in CDT Defect Internal Work Group sessions
- Participate in Contact Center Training Planning meetings
- Participate in Alameda BPR Sessions
- Participate in Alameda Daily Debriefs
- Participate in Santa Clara and Tulare BPR/OCM Closeout sessions
- Participate in Santa Clara and Tulare BPR/OCM Closeout Debrief sessions
- Review Contact Center Training Materials and ISS Training Materials
- Review Deloitte FDEL 7.01 - 7.03 County Change Discussion Guides
- Participate in Wave 1 and 2 Change Network Champion Meeting
- Conduct DEL #7 County Change Discussion Guides Check-In with Consortium Reviewers
- Participate in County Prep Phase Planning working sessions
- Participate in Process Simulation touchpoint
- Participate in Placer and Yolo County Wave 1 meetings
- Participate in June JPA planning session
- Participate in reviewing the Max Case Load approach for Conversion
- Participate in Placer IPOC/TOSS meeting
- Conduct Monthly Global IPOC meeting
- Participate in CalWIN Wave 1 and Wave 2 TPOC meeting
- Participate in CalWIN County Contact Center Training planning
- ▶ Release Management
 - Analyze WBT SCR changes and provide feedback
 - Prepare for verification of Training SCRs for CalSAWS 22.05 Release
 - Participate in monthly Training Committee meeting
- ▶ Special Projects
 - Participate in Web Portal Strike Team
 - Participate in Communications Strike Team

1.4.8 OCAT

- ▶ Continue reviewing and submitting comments on OCAT System Documentation Deliverable (SDD) Annual Update.
- ▶ Participate in OCAT SLA review on May 9, 2022
- ▶ Participate in OCAT Operations and Release Meeting on May 11, 2022

1.5 Deviations from Plan/Adjustments

- ▶ None for the reporting period