



CalSAWS Quality Assurance Weekly Status Report

Reporting Period: June 13, 2022 to June 19, 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"> • Participated in CalSAWS Leadership Alignment Session - Norwalk on June 15, 2022 • Facilitated Rehearsal for CalSAWS Annual Conference on June 15, 2022 • Participate in CalSAWS Annual Conference on June 23, 2022
QA Technical	<ul style="list-style-type: none"> • Continued BenefitsCal Performance reviews • Continued Gainwell Central Print SLA discussion • Delivered ClearBest Performance reports for CalSAWS and Hyland • Participated in CalWIN Technical migration reviews
QA Functional	<ul style="list-style-type: none"> • Participated in Mock Cutover 1B and attend all Stage Gate reviews June 11 - 16, 2022 • Conducted CDV Kick off meeting June 14, 2022 and prepared for County execution June 20 – July 1st • Monitoring the development of GA/GR Reports for the counties • Monitoring the
QA Test	<ul style="list-style-type: none"> • CalSAWS Release 22.07 Test execution is in progress with 80% execution rate, 51% pass rate, and 26% fail rate • BenefitsCal Release 4 Test execution is in progress with 40% execution rate and 37% pass rate • UAT Script Development is 91% complete with Group 1 scripts completed and Group 2 scripts slightly behind schedule (Risk 271) • Facilitate UAT Group 1 Execution Training Sessions
QA Implementation	<ul style="list-style-type: none"> • Submitted comments for DDEL 10 – Implementation Support Plan • Confirmed DEL comment resolutions for DDEL 8 Training Plan • Participated in Santa Clara CDG feedback session • Planned for Wave 1 Change Discussions with Staff • Attended Yolo County Onsite Visit for Post Implementation Support

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1.2 Deliverables Management

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











DEL #	DELIVERABLE NAME		STATUS
3.36	QA Monthly Status Report – June 2022		<ul style="list-style-type: none"> • Submit FDEL by July 7, 2022
4.36	QA Work Plan – June 2022		<ul style="list-style-type: none"> • Submit FDEL by July 7, 2022
7.36	QA Test Monthly Report – June 2022		<ul style="list-style-type: none"> • Submit FDEL by July 7, 2022
8.12	UAT Weekly Report (CalWIN)		<ul style="list-style-type: none"> • Submit FDEL by July 18, 2022
10.07	Quarterly QA Security Report		<ul style="list-style-type: none"> • Submit DDEL by June 28, 2022
12.36	Assessment of CalSAWS Migration Work Plan Update – June 2022		<ul style="list-style-type: none"> • Submit FDEL by June 20, 2022
71.06	ClearBest Performance Report - May 2022		<ul style="list-style-type: none"> • Submitted FDEL on June 15, 2022
72.03	QA Monthly Status Report – ARPA – June 2022		<ul style="list-style-type: none"> • Submit FDEL by July 7, 2022

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.20	OCAT - QA Monthly Status Report (OCAT) – June 2022		<ul style="list-style-type: none"> • Submit FDEL by July 7, 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

[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-6.06	BenefitsCal – General System Design (GSD) Update Release 4.1.5		<ul style="list-style-type: none"> • Submit FDEL comments by June 23, 2022
WP-26.08	BenefitsCal – CX Monthly Report – May 2022		<ul style="list-style-type: none"> • Submit FDEL comments by June 22, 2022
WP-27.04	BenefitsCal – Monthly M&O Report – May 2022		<ul style="list-style-type: none"> • Submit FDEL comments by June 22, 2022
WP-28.03	BenefitsCal – Work Plan Monthly Updates – June 2022		<ul style="list-style-type: none"> • Submit FDEL comments by July 12, 2022
WP-29.03	BenefitsCal – Monthly Status Report – June 2022		<ul style="list-style-type: none"> • Submit FDEL comments by July 12, 2022
WP-34	BenefitsCal – Portal Implementation Complete Report and Final Acceptance - LA County		<ul style="list-style-type: none"> • Submit FDEL comments by June 27, 2022
WP-35	BenefitsCal – Mobile App Implementation Complete Report - LA County		<ul style="list-style-type: none"> • Submit FDEL comments by June 27, 2022




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

DEL #	DELIVERABLE NAME		STATUS
59.18	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - June 2022		<ul style="list-style-type: none"> • Submit FDEL by July 15, 2022
60	CalWIN Implementation – Assessment of CalWIN Business Processing Re-engineering (BPR) Plan		<ul style="list-style-type: none"> • Submitted San Mateo DDEL comments on June 17, 2022 • Submit San Mateo FDEL comments by July 11, 2022
62	CalWIN Implementation – Assessment of CalWIN Master Training Plan and Monthly Updates		<ul style="list-style-type: none"> • Submit FDEL by June 23, 2022

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63	CalWIN Implementation – Assessment of CalWIN County-Specific Training Plans		<ul style="list-style-type: none">• Submit FDEL for Placer, Contra Costa, and Yolo by June 23, 2022
64	CalWIN Implementation – Assessment of CalWIN Implementation Support Plan		<ul style="list-style-type: none">• Submit DDEL by July 5, 2022
WP-2	CalWIN Implementation – Assessment of CalWIN Change Discussion Guides		<ul style="list-style-type: none">• Submit DDEL comments for Santa Clara, Tulare, and Contra Costa Wave 2 counties by July 11, 2022

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Finalized CalSAWS Annual Conference Planning
- ▶ Participated in CalWIN Implementation Leader meetings on June 13, 15, and 17, 2022
- ▶ Participated in CalSAWS Section Directors' meeting on June 14, 2022
- ▶ Participated in Imaging Migration meeting on June 14, 2022
- ▶ Participated in CalSAWS Leadership Alignment Session - Norwalk on June 15, 2022
- ▶ Facilitated Dress Rehearsal for CalSAWS Annual Conference on June 15, 2022
- ▶ Facilitated BenefitsCal Requirements review with Consortium on June 16, 2022

1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Leadership meetings
- ▶ Participated in CalSAWS Weekly Technical meeting on June 13, 2022
- ▶ Participated in Consortium FinOps meeting on June 14, 2022
- ▶ Participated in DBCR/CTCR Review meetings on June 14, 2022
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on June 15, 2022
- ▶ Participated in Environment Management Review meeting on June 16, 2022
- ▶ Participated in a Network Readiness Review on June 17, 2022
- ▶ Security
 - Participated in Cloud Checker Compliance review meeting on June 13, 2022
 - Participated in ServiceNow Security Enhancements meeting on June 15, 2022
- ▶ BenefitsCal
 - Participated in Application Transfer meetings
 - Participated in BenefitsCal Operation Review on June 14, 2022
 - Participated in DD&I and M&O calls on June 14 and 16, 2022
- ▶ Batch
 - Participated in Batch Performance Checkpoint meeting on June 15, 2022
 - Participated in Batch Weekly Roundup meeting on June 16, 2022
- ▶ CalWIN
 - Participated in Tulare Wave 2 County Test Planning meeting on June 13, 2022
 - Participated in Santa Clara Wave 2 County Test Planning meeting on June 14, 2022
 - Participated in Placer Wave 1 County Test Planning meeting on June 15, 2022
 - Participated in Yolo Wave 1 County Test Planning meeting on June 15, 2022
 - Participated in CalWIN Wave 2 TPOC meeting on June 15, 2022
 - Participated in CalWIN Wave 1 TPOC meeting on June 16, 2022
- ▶ Central Print
 - Participated in CalSAWS Central Print Status meeting on June 13, 2022
- ▶ Contact Center
 - Participated in CalSAWS Routing Profile Demonstration on June 14, 2022
 - Participated in San Bernadino CSC Support call on June 14, 2022
 - Participated in Santa Barbara IVR Contact Center Design Sessions on June 15, 2022
 - Participated in Yolo County Call Flow on June 16, 2022
 - Participated in LA County Contact Center IT Networking Sessions on June 16, 2022
- ▶ General Assistance/General Relief (GA/GR)
 - Participated in GA/GR M&O Process Discussion on June 13, 2022
 - Participated in GA/GR Client Correspondence discussion on June 17, 2022

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- ▶ Security
 - Participated in ServiceNow (SNOW) Security Ideas and Enhancements Meeting on June 15, 2022
- ▶ Lobby Management
 - Participated in San Bernardino County Lobby Management call on June 16, 2022
- ▶ Service Management
 - Tracked CalSAWS Local Repair service ticket maintenance

1.3.3 Imaging

- ▶ Participated in Imaging Migration status meeting on June 14, 2022
- ▶ Participated in Hyland Monthly M&O Performance meeting on June 14, 2022
- ▶ Participated in Discussion on Enhanced Communications on June 16, 2022
- ▶ Participated in Discussion for Imaging Enhancements on June 16, 2022
- ▶ Continued to review Imaging activities for LA with the review of Change requests, defects, and configurations.
- ▶ Continued reviewing and testing Defects and SCRs

1.3.4 Functional

- ▶ M&O
 - Participated in CalHEERS/CalSAWS meeting on June 15, 2022
 - Participated in CalSAWS Security Committee Meeting June 16, 2022
 - Attended State and Fiscal reports bi-weekly meeting
 - Attended JAD sessions for:
 - CR 114946 - Consumer Document Upload
 - CR 171267 - Notices Updates for Release 22.12
 - CR 173678 - Medicare Coverage Dates
 - CR 147420 - Admin Search
 - Reviewed sixty-one (61) 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	21
21.07	2
22.03	2
22.05	6
22.06	6
22.07	4
22.09	9
22.11	2
23.03	2
23.07	2
Other	5
Grand Total	61

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- ▶ Conversion
 - Participated in Mock Cutover Bridge line activities and Stage Gate reviews
 - Reviewed stage gate review reports to assess Conversion results
 - Participated in the Conversion Updates for the ISS Work plan. Escalated structural and content issues within the Cutover Section
- ▶ County Data Validation (CDV)
 - Participated in OPAC presenting the Wave 1 CDV
 - Facilitated the CDV Kick-Off on June 14, 2022
 - Continued planning for CDV Kickoff, execution, and logistics
 - Finalized presentations for the Kick-Off meeting and June JPA Conference
 - Updated screenshots in scripts once GDS 8 is delivered
- ▶ General Assistance/General Relief (GA/GR)
 - Attended twice-weekly GA/GR Correspondence Web-Service discussion
 - Monitored test execution for 22.07 and reviewed list of SCRs for 22.09
 - Participated in renewed discussions on GA/GR M&O processes
 - Participated in the GA/GR Reports discussions with CalWIN Counties
- ▶ CalSAWS Case Purge
 - Tracked CalSAWS Purge sprint activities and conducted validations
 - Discussed GA/GR purge alignment to current policy
- ▶ Fiscal
 - Reviewed CalSAWS State and Fiscal Reports – Enhanced Weekly Communication

1.3.5 BenefitsCal

- ▶ Monitored Release 5 CalSAWS dependencies and the prioritization of partner SCRs
- ▶ Reviewed Release 4 proposed enhancements
- ▶ Attended the Monthly BenefitsCal and Get CalFresh Monthly Touchpoint Meeting on June 14, 2022
- ▶ Facilitated BenefitsCal Requirements review with Consortium on June 16, 2022
- ▶ Attended Daily Transaction Failures Meetings
- ▶ Participated in combined twice-weekly Production and M&O, and Defects & Activities meetings (the meetings were combined starting June 9, 2022)
- ▶ Participated in the BenefitsCal Operation Review weekly meeting
- ▶ Monitored BenefitsCal Release 3.2 and QA verification progress
- ▶ Monitored BenefitsCal Release 4.0 Independent Test Dashboard
- ▶ Conducted reviews and submitted comments for the Implementation Complete Report & Final Acceptance – LA County deliverables:
 - FDEL 8.01 Portal Implementation Complete Report & Final Acceptance - LA County
 - FDEL 11.01 Mobile App Implementation Complete Report - LA County
- ▶ Conducted reviews and submit comments for monthly deliverables:
 - DWP 24.08 CX Monthly – May 2022 Report
 - DWP 25.04 Monthly M&O – April 2022 Report
- ▶ Conducted FWP resolution confirmation for comments submitted on FWP 29.02 BenefitsCal Monthly Status Report – May 2022
- ▶ Conducted reviews for FDEL 05.06 General System Design (GSD) Update Release 4.1.5 (ARPA), which includes the following Deliverable and Work Product:
 - FDEL 04.07 Requirements Traceability Matrix (RTM) Update – Release 4.1.5

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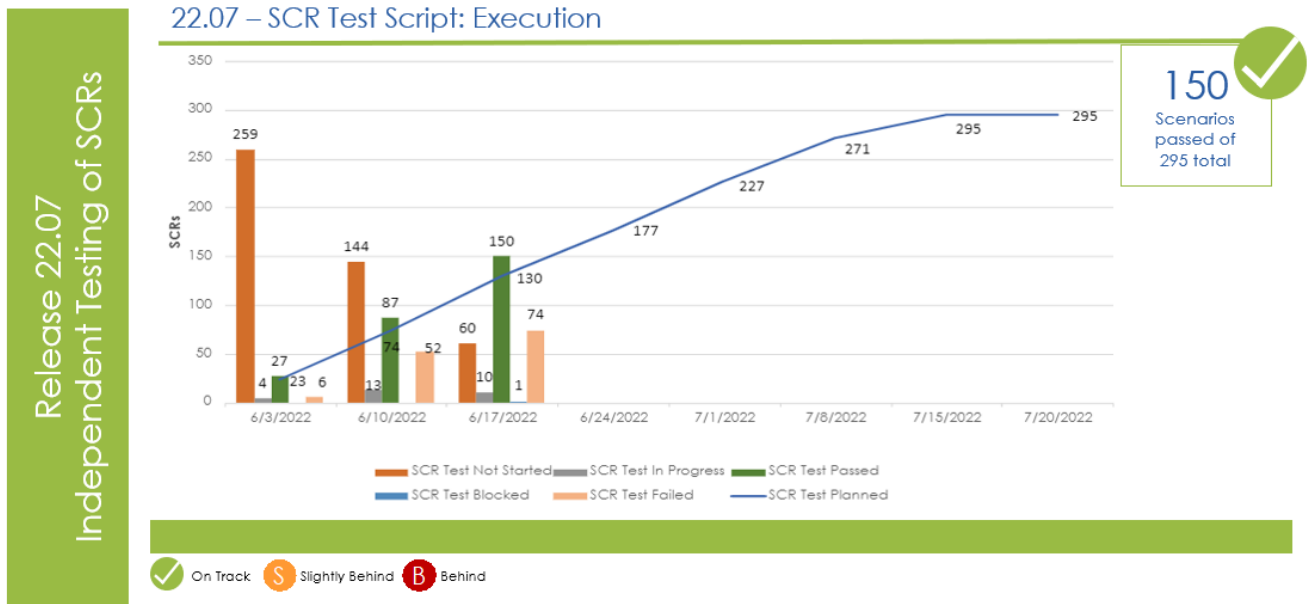
- FWP 19.01 High Fidelity Visual Comps Update – Release 4.1.5

1.3.6 Test

- ▶ CalSAWS Release 22.07 testing activities
 - Continued execution of Independent Test scripts
 - Continued QA Review of System Test scripts
 - Began Manual Regression test execution
 - Attended Security Committee Meeting for Release 22.07, on June 16, 2022

Table 1-7 – 22.07 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
22.07 - ClearBest QA Independent Test Results	295	20% (60)	3% (10)	51% (150)	25% (74)	1% (1)



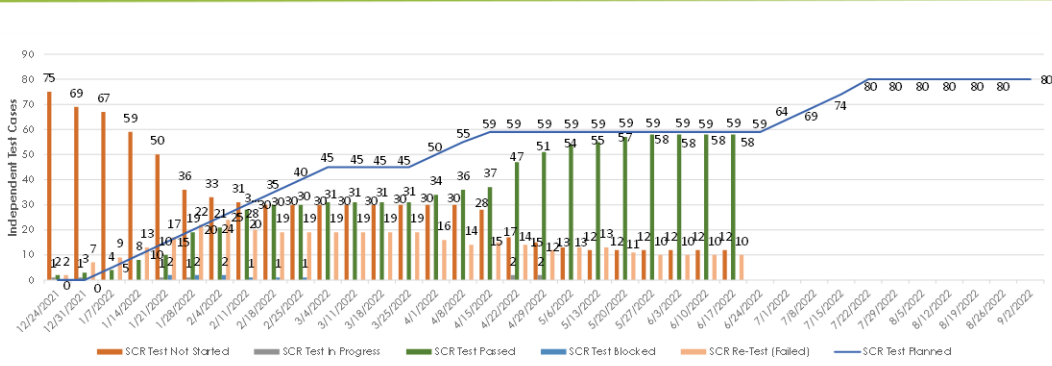
- ▶ CalWIN CDT – Functional Testing activities
 - Continued CalWIN CDT Test Execution

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	15% (12)	0% (0)	73% (58)	12% (10)	0% (0)

CalWIN CDT
Independent Testing

CalWIN CDT - Independent Test Script: Execution



58
Scenarios passed of 80 total

On Track S Slightly Behind B Behind

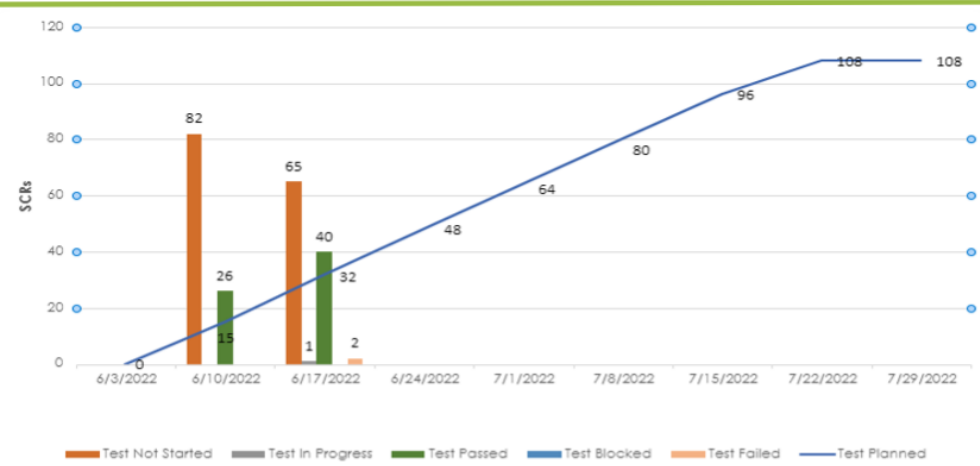
- ▶ BenefitsCal Activities
 - Continued to monitor open defects
 - Participated in weekly Defect and Activities call on June 14, 2022
 - Participated in BenefitsCal DD&I and M&O calls on June 14 and 16, 2022
 - Continued Independent Test Execution and Reviews for BenefitsCal Release 3.2
 - Continued BenefitsCal Release 4 Test Execution

Table 1-9 - BenefitsCal Release 4 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
R4.0 - ClearBest QA Independent Test Results	108	60% (65)	1% (1)	37% (40)	2% (2)	0% (0)

BenefitsCal Release 4
Independent Testing

BenefitsCal Release 4 – Test Script: Execution



40
Scenarios passed of 108 total

On Track S Slightly Behind B Behind

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► Fiscal Reports

- Completed QA Review for the following defects

Table 1-10 - Fiscal Reports Issues Completed for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-246233 [Case Activity] WTW and REP Caseload Activity Report to capture records from Activity Detail sheet anytime during the month	22.06.16	QA Review
CA-245172 [Fiscal] Summary does not match detail on "CalFresh Supplemental Issuance Register" Report	22.06.16	QA Review
CA-240703 [Fiscal] Multiple Issues for the Unposted Receipts Daily and Monthly Activity Reports	22.06.16	QA Review

- Monitored Fiscal Reports defects and Priority Release issues and selected issues for future QA Review or Independent Test

Table 1-11 - Fiscal Reports Issues Planned for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-245225 [Fiscal] Missing information in the Rush Benefit Issuance Warrant Register report	22.06.23	QA Review
CA-245329 [Fiscal] Discrepancies in the CalFresh Supplemental Issuance Register FS 04-11-2022 and LIHEAP_SUAS Benefit Issuance Register Daily FS 04-11-2022.	22.06.30	QA Review
CA-239445 [State] Update Carried Forward Logic for Reports to add Single County Basis only runs	22.07	QA Review
CA-235413 [Fiscal] Valuable Inventory Report and Issued Valuable Inventory Report show incorrect information.	22.07	QA Review
CA-235977 Update GR 237	22.07.XX	QA Review
CA-245594 Add General Assistance Program Code converted from CalWIN to Generate reports	22.07.XX	QA Review

► Other Consortium Support Test Activities

- Monitored test support for priority releases
- Participated in Integrated Test Team meeting on June 14, 2022
- Participated in GA/GR Testing Check-In meetings on June 14 and 16, 2022
- Participated in GA/GR Weekly System Test Status Call on June 15, 2022
- Participated in Weekly Test Touch point meeting on June 15, 2022

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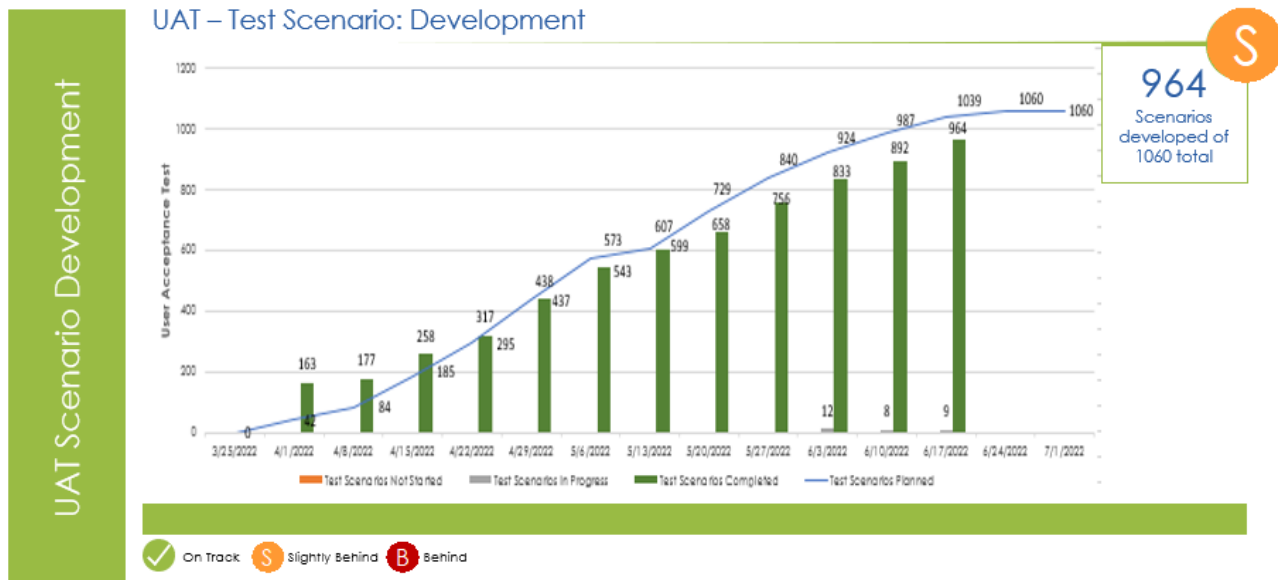
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- Participated in the June JPA Dress rehearsal on June 15, 2022
- Participated in Table Read - Work Plans meeting on June 16, 2022

- ▶ CalWIN UAT
 - Uploaded and distributed weekly LMS status report on June 13, 2022
 - Facilitated CalSAWS CalWIN User Acceptance Test (UAT) Application Training Kick-Off- Group 2 on June 13, 2022
 - Facilitated CalSAWS CalWIN UAT Group 1 WTW, FSET, Non-FC Resource Databank webinar and hands-on training for on June 13, 2022
 - Facilitated UAT planning meetings on June 13 and 16, 2022
 - Facilitated UAT GA/GR Script Development touchpoint on June 14, 2022
 - Facilitated UAT GA/GR Script Development bridge-line on June 14, 2022
 - Facilitated UAT daily check points on June 14 - 17, 2022
 - Facilitated CalSAWS UAT Group 1 CAPI webinar and training on June 14, 2022
 - Facilitated CalSAWS CalWIN UAT Environment Configuration Set up – Working Session #2 on June 15, 2022
 - Facilitated CalSAWS CalWIN UAT Security Administrator Process and Maintenance of UAT participant profiles on June 16, 2022
 - Presented at the CalWIN OPAC meeting on June 16, 2022
 - Finalized How to materials for Execution – How to redact PII
 - Continued to validate UAT Execution scheduled and assigned scenarios
 - Continued to build out Jira for UAT Execution
 - Continued to validate UAT Execution scheduled and assigned scenarios
 - Managed and monitor UAT Script development
 - Monitored the UAT CalSAWS mailbox

Table 1-12 - UAT Test Scenario Development Process

Test Cycle	Total	Not Started	In Progress	Completed
CalSAWS CalWIN UAT	1,060	8% (87)	1% (9)	91% (964)



* GA/GR Script development extended through July 1, 2022.

1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participated in weekly Training Touchpoint meeting
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in weekly CalWIN ISS Management meetings
 - Participated in thrice-weekly leadership meetings for the CalWIN Implementation
 - Participated in weekly CalWIN ISS OCM Leads meeting
 - Participated in weekly Customer Engagement/ISS Weekly Touchbase
 - Participated in weekly Implementation Management meeting
 - Participated in weekly CalWIN ISS Training Touchpoint
 - Participated in weekly CalWIN Conversion and Change Management meeting
 - Conducted weekly Implementation Team Meeting
 - Participated in weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager
 - Participated in To-Be BPR sessions for Sacramento and San Luis Obispo
 - Participated in Daily Debrief sessions for Sacramento and San Luis Obispo
 - Prepared for June JPA Breakout Sessions B4 – OCM and Training session, and B5 – Post Implementation Support session
 - Participated in June JPA Planning - Walkthrough
 - Participated in County Prep Phase Planning working sessions
 - Participated in Wave 1 TPOC meeting
 - Submitted comments for Deloitte DDEL 10 – Implementation Support Plan
 - Confirmed remaining DDEL comment resolutions for Deloitte DDEL 8 Training Plan
 - Planned for Post Deployment Support and refine model
 - Conducted Dry Runs for June JPA OCM/Training Breakout
 - Participated in CalWIN Sunset Checklist Review
 - Participated in Santa Clara CDG feedback session and evaluated next steps
 - Prepared Yolo County Onsite Visit Agenda with Targeted Onsite Support (TOSS)

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- Attended Yolo County Onsite Visit For Post Implementation
- Supported Targeted Onsite Support (TOSS) and Implementation Point of Contact (IPOC) meetings for Placer and Contra Costa
- Participated in Dress Rehearsal/Planning for CalSAWS Annual Conference
- Participated in Leadership Alignment Working Session in Norwalk
- Participated in CalWIN/CalSAWS Cutover Inter County Transfer (ICT) Plan Discussion
- Participated in Welfare to Work Supportive Services Knowledge Share Session
- Participated in Education Session Planning for County Prep Phase
- Planned for Wave 1 Change Discussions with Staff
- Prepared for Q&A Session for & Child Welfare Services (Foster Care Services, Adoption Assistance Program, Kin-Gap)
- Participated in Wave 6 Q&A sessions
- ▶ Release Management
 - Analyzed WBT SCR changes and provide feedback
- ▶ Special Projects
 - Participated in Web Portal Strike Team
 - Participated in Communications Strike Team
 - Planned for next ERG AAPI Meeting - August

1.3.8 OCAT

- ▶ Reviewed draft schedule and approach to work and review effort for the in progress OCAT System Security Plan (SSP).
- ▶ Continued reviewing interim draft submissions of the OCAT System Security Plan (SSP).
- ▶ Participated in discussions regarding the OCAT testing efforts related to CalSAWS migration from Apigee to Amazon API Gateway.

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in CalWIN Implementation Leader meetings on June 20, 22, and 24, 2022
- ▶ Participate in CalWIN Interface Partner Test Execution review on June 20, 2022
- ▶ Participate in CalSAWS Annual Conference - Breakout Session Walk-Through for Reports and Dashboards on June 20, 2022
- ▶ Participate in Risk 204 CalSAWS Baseline Code Changes review on June 21, 2022
- ▶ Participate in CalSAWS Section Directors' meeting on June 21, 2022
- ▶ Participate in Imaging Migration meeting on June 21, 2022
- ▶ Participate in CalSAWS - Brainware Processing SLA meeting on June 22, 2022
- ▶ Participate in CalSAWS Annual Conference on June 23, 2022

1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Leadership meetings
- ▶ Participate in CalSAWS Weekly Technical meeting on June 20, 2022
- ▶ Participate in Consortium FinOps meeting on June 21, 2022
- ▶ Participate in App/Dev meeting on June 21, 2022
- ▶ Participate in DBCR/CTCR Review meetings on June 22, 2022

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- ▶ Participate in Tech Change Advisory Board (CAB) meeting on June 22, 2022
- ▶ Participate in Environment Management Review meeting on June 23, 2022
- ▶ Participate in Architecture Standards meeting on June 23, 2022
- ▶ BenefitsCal
 - Participate in Application Transfer meetings
 - Participate in BenefitsCal Operations Review meeting on June 21, 2022
 - Participate in DD&I and M&O call on June 21 and 23, 2022
- ▶ Batch
 - Participate in Batch Performance Checkpoint meeting on June 22, 2022
 - Participate in Batch Weekly Roundup meeting on June 23, 2022
- ▶ CalWIN
 - Participate in Table Talk Meetings
 - Participate in Interface Partner Testing DDID Weekly meeting on June 20, 2022
 - Participate in CalWIN Conversion and Change Management on June 21, 2022
 - Participate in CalWIN Wave3 - TPOC Meeting on June 22, 2022
- ▶ Central Print
 - Participate in CalSAWS Central Print Status meeting on June 20, 2022
- ▶ Contact Center
 - Participate in Orange County Contact Center Discussion on June 20, 2022
 - Participate in San Mateo Contact Center Design Session on June 21, 2022
 - Participate in Solano IVR Contact Center Design Session on June 22, 2022
 - Participate in Santa Cruz IVR Contact Center Design Session on June 22, 2022
 - Participate in Santa Barbara IVR Contact Center Design Session on June 22, 2022
 - Participate in San Diego IVR Contact Center Discovery Session on June 23, 2022
 - Participate in Ventura IVR Contact Center Discovery Session on June 23, 2022
 - Participate in LA County Contact Center IT Networking Sessions on June 23, 2022
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in GA/GR Client Correspondence discussion on June 20 and 22, 2022
- ▶ Security
 - Participate in Cloud Checker Compliance review meetings on June 20, 2022
 - Participate in weekly Security POAM review on June 23, 2022
 - Participate in weekly Security Operations Discussion on June 23, 2022
- ▶ Service Management
 - Participate in ServiceNow CalSAWS Local Repair service ticket maintenance Idea and Enhancement meeting on June 20, 2022
 - Participate in ServiceNow Process Improvement Meeting on June 23, 2022

1.4.3 Imaging

- ▶ Participate in Imaging Migration status meeting on June 21, 2022
- ▶ Participate in CalSAWS Discussion - Brainware Processing SLA on June 22, 2022
- ▶ Continue to review Imaging activities for LA with the review of Change requests, defects, and configurations.

1.4.4 Functional

- ▶ M&O
 - Participate in CalHEERS/CalSAWS meeting on June 21, 2022

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- Participate in Correspondence Committee Meeting on June 23, 2022
- Participate in the Medi-Cal Correspondence Committee Meeting on June 23, 2022
- Attend JAD sessions for:
 - CR 171267 – Notices Updates for Release 22.12
 - CR 173678 – Medicare Coverage Dates
 - CR 147420 – Admin Search
 - CR 208654 – Renewal Closure Batch to withdraw RRC application that have future year eligibility established on the last day of renewal Design Session 1
- ▶ Conversion
 - Review Mock Conversion results
 - Prepare updates to risks, as needed, based on Mock Conversion outcomes
- ▶ County Data Validation (CDV)
 - Manage CDV Execution June 20 - July 1, 2022
 - Present CDV overview at the JPA Conference on June 23, 2022
 - Participate in the daily Office Hours for County Participants
 - Facilitate the Daily Triage call with the counties at the end of each day of execution
- ▶ General Assistance/General Relief (GA/GR)
 - Monitor design completion for GA/GR SCRs
 - Monitor SCR creation for GA/GR Fiscal Reports
- ▶ Contact Center
 - Participate in weekly Contact Center Test Automation Cross Team call
- ▶ Case Purge
 - Track CalSAWS Purge sprint activities and conduct validations
 - Review Design document when updates are complete

1.4.5 BenefitsCal

- ▶ Monitor Release 5 CalSAWS dependencies and the prioritization of partner SCRs
- ▶ Monitor Release 3.2 and Release 4.0 Scope and QA verification progress
- ▶ Attend the CX Measurement Monthly Meeting on June 20, 2022 (the meeting was re-scheduled from June 15, 2022, to June 20, 2022)
- ▶ Attend the BC Supportive Service Task Requirements meeting (For R5.0 coordination amongst CalSAWS internal teams, Deloitte, and Consortium) on June 21, 2022
- ▶ Attend the BC TimeClock Discussion meeting (For R5.0 coordination amongst CalSAWS internal teams, Deloitte, and Consortium) on June 22, 2022
- ▶ Attend Daily Transaction Failures Meetings
- ▶ Participate in combined twice weekly Production and M&O, and Defects & Activities meetings (the meetings were combined starting June 9, 2022)
- ▶ Participate in BenefitsCal Operation Review weekly meeting
- ▶ Participate in weekly meeting for BenefitsCal Scope Review of Upcoming Releases requiring Partner Coordination
- ▶ Conduct reviews and submit comments for monthly deliverables:
 - FWP 24.08 CX Monthly – May 2022 Report
 - FWP 25.04 Monthly M&O – April 2022 Report
- ▶ Conduct reviews and submit comments for FDEL 5.06 General System Design (GSD) Update Release 4.1.5 (ARPA), including the following Deliverable and Work Products:
 - FDEL 4.07 Requirements Traceability Matrix (RTM) Update – Release 4.1.5
 - FWP 19.01 High Fidelity Visual Comps Update – Release 4.1.5

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- ▶ Conduct reviews for the Implementation Complete Report & Final Acceptance – LA County deliverables:
 - FDEL 8.01 Portal Implementation Complete Report & Final Acceptance - LA County
 - FDEL 11.01 Mobile App Implementation Complete Report - LA County

1.4.6 Test

- ▶ CalSAWS Release 22.07
 - Continue execution of Independent Test scripts
 - Continue QA Review of System Test scripts
 - Continue Manual Regression test execution
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Continue test execution activities
- ▶ BenefitsCal Activities
 - Continue Release 4.0 test execution activities
 - Continue Independent Test Execution and Reviews for BenefitsCal Release 3.2
 - Participate in BenefitsCal DD&I and M&O calls on June 21 and 23, 2022
 - Monitor open production defects
 - Begin QA Review of Release 4.1.5 Test Scenarios
- ▶ Fiscal Reports
 - Perform QA activities for the following Fiscal Reports issue

Table 1-13 - Fiscal Reports Issues Planned for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-245225 [Fiscal] Missing information in the Rush Benefit Issuance Warrant Register report	22.06.23	QA Review

- ▶ Other Consortium Support Test Activities
 - Monitor test support for priority releases
 - Participate in Integrated Test Team meeting on June 21, 2022
 - Participate in GA/GR Testing Check-In meetings on June 21 and 23, 2022
 - Participate in GA/GR Weekly System Test Status Call on June 22, 2022
 - Participate in CalSAWS – State and Fiscal Reports meeting on June 22, 2022
 - Participate in Weekly Test Touch point meeting on June 22, 2022
 - Participate in Table Read - Work Plans meeting on June 23, 2022
- ▶ CalWIN UAT
 - Upload and distribute weekly LMS status report on June 20, 2022
 - Facilitate UAT planning meetings on June 20, 2022
 - Participate in Lobby Monitor Set up meeting with Consortium SME on June 20, 2022
 - Finalize Bank set up presentation June 20, 2022
 - Facilitate UAT Yolo UAT configurations touchpoint on June 21, 2022
 - Facilitate UAT Contra Costa UAT configurations touchpoint on June 21, 2022
 - Facilitate UAT Execution Kick-Off for Group 1 on June 21 and 22, 2022
 - Facilitate GA/GR weekly Script touch point on June 21, 2022
 - Participate in the JPA Annual conference on June 23, 2022
 - Complete to build out Jira for UAT Execution
 - Manage and monitor UAT Script development

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- Monitor the UAT CalSAWS mailbox

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in weekly Training Touchpoint meeting
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in weekly CalWIN ISS Management meetings
 - Participate in thrice-weekly leadership meetings for the CalWIN Implementation
 - Participate in weekly CalWIN ISS OCM Leads meeting
 - 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
 - Participate in weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager
 - Participate in To-Be BPR sessions for Sacramento and San Luis Obispo
 - Participate in Daily Debrief sessions for Sacramento and San Luis Obispo
 - Prepare for June JPA Breakout Sessions B4 – OCM and Training session, and B5 – Post Implementation Support session
 - Participate in County Prep Phase Planning working sessions
 - Participate in Wave 1 TPOC meeting
 - Participate in Placer County Onsite Visit for Post Implementation
 - Collaborate with ISS team on content revisions for Deloitte DDEL 10 – Implementation Support Plan
 - Plan for Post Deployment Support and refine model
 - Conduct Dry Run for June JPA OCM/Training Breakout
 - Moderate June JPA OCM/Training Breakout
 - Support Q&A Session for Child Welfare Services (Foster Care Services, Adoption Assistance Program, Kin-Gap)
 - Participate in BPR & OCM Next Steps- Orange and Santa Barbara
 - Participate in Contra Costa TOSS/IPOC Monthly Meeting
 - Conduct Kin-GAP program and Adoption Assistance Program AAP Sandbox practice with TOSS team
 - Participate in MyBenefitsCalWIN Cutover to BenefitsCal Plan Discussion
 - Prepare for Change Network Champion Meeting
 - Participate in Wave 1 County Data Validation Daily Triage
- ▶ Release Management
 - Analyze WBT SCR changes and provide feedback
- ▶ Special Projects
 - Participate in Web Portal Strike Team
 - Participate in Communications Strike Team
 - Plan for next ERG AAPI Meeting - August

1.4.8 OCAT

- ▶ Continue reviewing interim draft submissions of the OCAT System Security Plan (SSP).
- ▶ Participate in the OCAT Operations and Release Meeting on June 22, 2022.

1.5 Deviations from Plan/Adjustments

- ▶ None for the reporting period