



# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: March 8, 2021 to March 14, 2021**

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## 1.0 Quality Assurance



### 1.1 Deliverables Management

Table 1-1 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
3.21	QA Monthly Status Report – March 2021		• Submit FDEL by April 5, 2021
4.21	QA Work Plan – March 2021		• Submit FDEL by April 5, 2021
7.21	QA Test Monthly Report – March 2021		• Submit FDEL by April 5, 2021
8	QA UAT Weekly Report (Weekly)		• Submit DDEL by April 30, 2021
10.02	Quarterly QA Security Report		• Submit DDEL by March 30, 2021
12.21	Assessment of CalSAWS Migration Work Plan Update – March 2021		• Submit FDEL by March 18, 2021
39	Assessment of CalSAWS Requirements Traceability Matrix - Update 7		• Submit DDEL by March 23, 2021
40	Assessment of CalSAWS (C-IV) UAT Readiness Report/Milestone		• Submit DDEL by June 4, 2021
41	Assessment of CalSAWS Migration Project Control Document - Update #2		• Submit DDEL by April 27, 2021

[1] Status: **Red:** Behind schedule and requires escalation; **Amber:** Potential delay/monitor with no material schedule impact; **Green:** On schedule, performing as planned

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
12	<b>OCAT</b> – QA Assessment of OCAT Performance Verification Report & Final Acceptance		• Submit DDEL by October 19, 2021
13	<b>OCAT</b> - QA Assessment of OCAT Phase 2 (M&O) Transition Plan		• Submit DDEL by July 27, 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 Portal Mobile Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
3.06	<b>Portal Mobile</b> – Assessment of Portal/Mobile App Work Plan Update – February 2021		<ul style="list-style-type: none"> <li>Submitted FDEL on March 12, 2021</li> <li>FDEL approval expected by March 22, 2021</li> </ul>
4.02	<b>Portal Mobile</b> - Assessment of Portal/Mobile App Requirements Traceability Matrix - Conclusion of Design		<ul style="list-style-type: none"> <li>Submitted DDEL on March 9, 2021</li> <li>Submit FDEL by March 30, 2021</li> </ul>

[1] Status: **Red**: Behind schedule and requires escalation; **Amber**: Potential delay/monitor with no material schedule impact; **Green**: On schedule, performing as planned

Table 1-4 - Overall Summary of CalWIN OCM Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
58	<b>CalWIN OCM</b> - Assessment of CalWIN Requirements Traceability Matrix		<ul style="list-style-type: none"> <li>FDEL approval received on March 12, 2021</li> </ul>
59.02	<b>CalWIN OCM</b> - Assessment of CalWIN Implementation Migration Work Plan Update - February 2021		<ul style="list-style-type: none"> <li>Submitted FDEL on March 12, 2021</li> <li>FDEL approval expected by March 22, 2021</li> </ul>

[1] Status: **Red**: Behind schedule and requires escalation; **Amber**: Potential delay/monitor with no material schedule impact; **Green**: On schedule, performing as planned

## 1.2 Highlights for the Reporting Period

### 1.2.1 Project Management

- ▶ Participated in C-IV Implementation Readiness Packet review on March 8, 2021
- ▶ Participated in Release 21.03 T-2 Integrated Readiness Status meeting on March 8, 2021
- ▶ Conducted Evolved Orientation Focus Group session on March 9, 2021
- ▶ Participated in Section Directors' meeting on March 9, 2021
- ▶ Facilitated RCM Virtual Binder planning sessions on March 9 and 11, 2021
- ▶ Presented QA status at Monthly CalSAWS IT Report meeting on March 10, 2021
- ▶ Facilitated Job Aid Process Flow working session on March 10, 2021
- ▶ Reviewed Draft Risk - Production Operations with Accenture on March 10, 2021
- ▶ Presented Job Aid Process Findings & Recommendations on March 11, 2021
- ▶ Participated in BenefitsCal QA Test Follow-up meeting with Deloitte and Consortium on March 12, 2021

### 1.2.2 Technical

- ▶ Participated in CalSAWS Technical Weekly meeting on March 8, 2021
- ▶ Participated in 21.03 Project Readiness Integrated meeting on March 8, 2021
- ▶ Participated in Financial Operations (FinOps) meeting on March 9 and 11, 2021
- ▶ Participated in CalSAWS Technical M&O meeting on March 9, 2021
- ▶ Participated in EDBC Performance Phase 3 meeting on March 10, 2021
- ▶ Participated in Technical CAB meeting on March 10, 2021
- ▶ Participated in Environment Management review on March 11, 2021
- ▶ Participated in JUnit Weekly touchpoint meeting on March 11, 2021
- ▶ Security
  - Participated in Weekly Security meeting on March 8, 2021
  - Participated in CalSAWS Security review meeting on March 11, 2021
- ▶ Analytics
  - Participated in On Request Solution Update meeting on March 9, 2021
  - Participated in Analytics Documentation Review meeting on March 10, 2021
  - Participated in Review of Qlik SLA Metrics meeting on March 10, 2021
  - Participated in Analytics and Databricks POC session on March 10, 2021
  - Participated in Performance and Scalability meeting on March 10, 2021
  - Participated in CalSAWS Weekly Analytics meeting on March 11, 2021
- ▶ ServiceNow Migration
  - Reviewed activities and migration priorities

### 1.2.3 Imaging

- Completed Ad-hoc and Independent Testing wrap-up

### 1.2.4 Functional

- ▶ Prepared for the CalSAWS Requirements Traceability Matrix - Update 7 review
- ▶ Conversion
  - Attended the Conversion Touchpoint meeting – a 6 month look ahead
  - Attended the Monthly Conversion Touchpoint with GA/GR
  - Attended the Ancillary Project Status meeting

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- ▶ General Assistance/General Relief (GA/GR)
  - Reviewed SCR and Business Rules documentation
  - Reviewed Client Correspondence Design documents
- ▶ Non-State Forms (NSF)
  - Reviewed Design documents
- ▶ APIs
  - Reviewed API Design Documents
- ▶ Task Management
  - Reviewed Design documents
  - Reviewed defect review findings with Accenture and the Workgroup
- ▶ Lobby Management
  - Reviewed SCRs and attend scheduled meetings
- ▶ Contact Center
  - Reviewed SCRs and attend scheduled meetings
- ▶ Case Purge
  - Participated in daily scrum meeting

#### 1.3.4 Portal Mobile

- ▶ Participated in BenefitsCal - Deloitte/Accenture Weekly Coordination meeting
- ▶ Attended Accenture API Daily Scrum and Daily Sprint meetings
- ▶ Attended Scrum of Scrums weekly touchpoint
- ▶ Attended the weekly Portal/Mobile Test Planning meeting
- ▶ Participated in weekly Risk meeting focused on QA Independent Test
- ▶ Completed comment resolution for the following deliverables or work products:
  - General Systems Design, Part 2
  - Technical Systems Design, Part 2
  - Requirements Traceability Matrix, Conclusion of Design
  - System Test Cases Interface Batch 1
  - Design: Desktop to Wireframe Mapping
  - High-fidelity Visual Comps
  - Web Style Guide

#### 1.2.6 Test

- ▶ Release 21.03
  - Delivered the completed 21.03 scorecard analysis to the Consortium and received approval on January 25, 2021. Identified 21.03 Independent Testing scope as follows:
    - Fourteen (14) SCRs for Independent Testing
    - Fourteen (14) SCRs for QA Review of System Test Results
  - Continued execution and review of system test scripts
  - Completed test execution for high-critical impact SCRs
  - Participated in 21.03 County validation meetings on March 8 - 12, 2021
  - Prepared Project Readiness artifacts and participated in the 21.03 Project Readiness T-2 Integrated Readiness Status meeting on March 8, 2021

Table 2-1 – Independent Test Progress

# CalSAWS – California Statewide Automated Welfare System

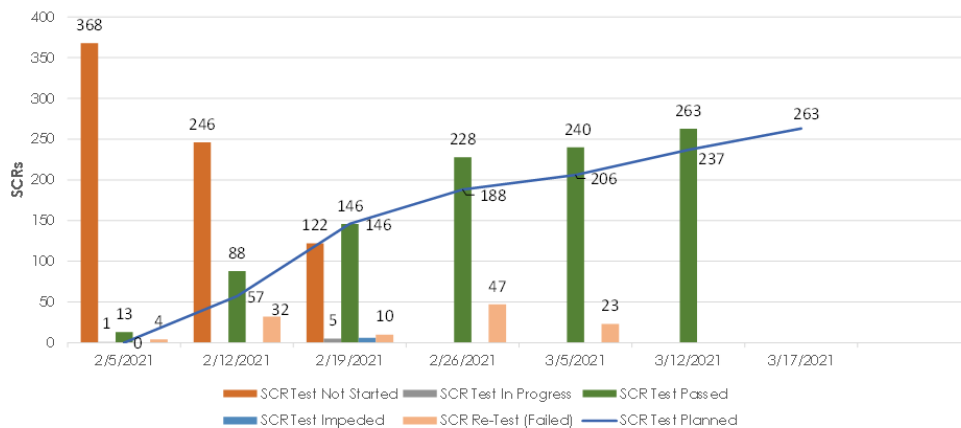
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Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.03 Release – ClearBest QA Independent Test Results	263	0% (0)	0% (0)	100% (263)	0% (0)	0% (0)

## 21.03 – SCR Test Script: Execution

Release 21.03 Independent Testing of SCRs



✓  
263  
 Scenarios passed of 263 total

✓ On Track  
 S Slightly Behind  
 B Behind

### ► CalSAWS User Acceptance Test (UAT)

- Discussed Supervisory Authorization UAT testing with Consortium and Accenture on March 09, 2021
- Conducted a UAT Integrated Test Scenario execution tracking approach meeting on March 09, 2021
- Participated in a UAT Image converted data discussion on March 09, 2021
- Conducted the UAT Roll On meeting to discuss the required forms and updates with Accenture and Consortium on March 09, 2021
- Participated in a test scenario development discussion on March 09, 2021
- Participated in BenefitsCal UAT discussion to align UAT start date with CalSAWS UAT activities on March 10, 2021
- Facilitated the meeting to align UAT test scenario execution, tools and reporting with Deloitte, Accenture, and Consortium on March 09, 2021
- Discussed UAT Kick-off agenda and materials on March 10, 2021
- Participated in UAT Participant Selection meeting on March 10, 2021
- Conducted a Consortium Test Case Baseline status meeting on March 11, 2021
- Participated in UAT build discussions to align process and communicate to UAT participants with Deloitte and Accenture on March 11, 2021
- Conducted a BenefitsCal UAT Scenario development discussion on scope and burn down chart preparation activities on March 11, 2021
- Sent out the invitation for the March 18<sup>th</sup> UAT Kick-off meeting
- Distributed the CalWIN CRFI regarding recruitments for UAT participation
- Continued UAT Integrated Planning with CalSAWS, BenefitsCal and Imaging

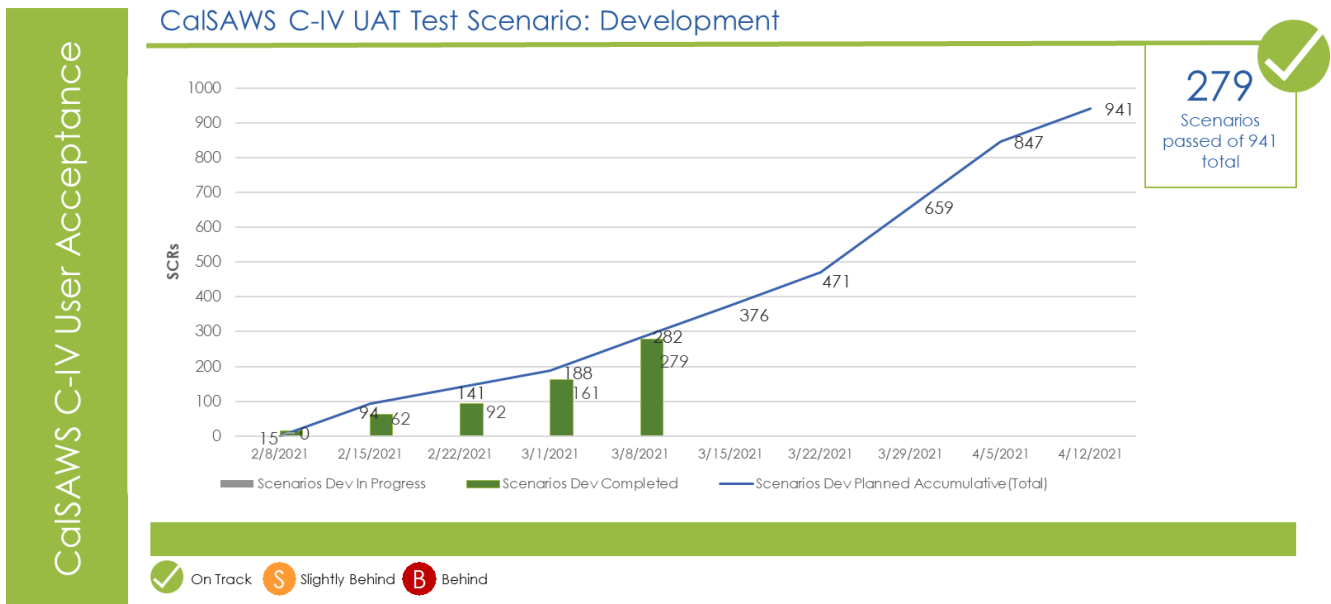
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Table 2-2 – UAT CalSAWS Scenario Development

Test Cycle	Total Scenarios	Not Complete	In Progress	Completed
CalSAWS UAT Test Scenario development	941	70% (662)	0% (0)	30% (279)



► Other Consortium Support Test Activities

○ Portal/Mobile Activities

- Attended the Portal/Mobile Test Planning meeting to discuss alignment with System Test dates on March 9 and 12, 2021
- Continued test case development for Components 1, 2, 3, and End-to-End Batch 1
- Completed the QA Review checklist and scheduled a review meeting with the Consortium and Deloitte for March 16, 2021

○ Converted Data Test (CDT) Activities

- Attended the Weekly CDT Test/QA Touchpoint meeting on March 9, 2021
- Continued QA review of System Test scenarios
- Continued End-to-End scenario test execution
- Completed review of the Batch Regression Dashboard on March 12, 2021



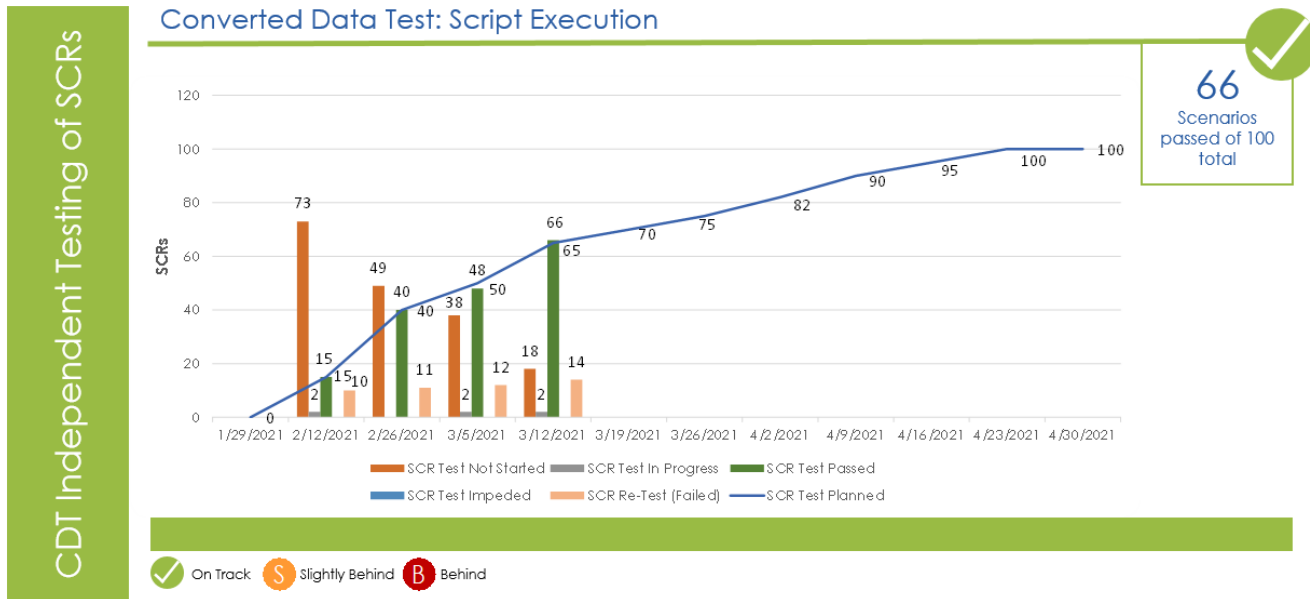
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Table 2-3 – Converted Data Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CDT – ClearBest QA Independent Test Results	100	18% (18)	2% (2)	66% (66)	14% (14)	0% (0)



### o Other Activities

- Attended the Release-When-Ready weekly meeting on March 8, 2021
- Attended the EDBC Performance Phase 3 status meeting on March 10, 2021

### 1.2.7 Implementation

- ▶ Participated in weekly touchpoints with Implementation, Change Management, Training, Imaging, and TOSS teams
- ▶ Participated in Training Case Copy Daily standups on March 8 – 12, 2021
- ▶ Conducted Change Impact Analysis activities on March 8 – 12, 2021
- ▶ Participated in Implementation Readiness Packet Review with Section Directors on March 8, 2021
- ▶ Participated in CalWIN Implementation Support Services meeting on March 8, 2021
- ▶ Participated in 21.03 Project Readiness Integrated Readiness Areas - T-2 Integrated Readiness Status on March 8, 2021
- ▶ Participated in CalWIN Training Advisory Council planning meeting on March 9, 2021
- ▶ Participated in Implementation Readiness Packet debrief meeting on March 9, 2021
- ▶ Participated in Monterey County Implementation discussion on March 9, 2021
- ▶ Finalized notes from the Monthly Implementation Readiness Checkpoint meeting and distributed on March 9, 2021
- ▶ Participated in Just-In-Time Demonstration Planning session on March 9, 2021
- ▶ Participated in Learning Management System (LMS) Role Mapping on March 9, 2021

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- ▶ Participated in Monthly Release Packet Preparation Touchpoint on March 9, 2021
- ▶ Participated in Imaging Materials review on March 10, 2021
- ▶ Participate in CalWIN OCM Planning session on March 10, 2021
- ▶ Participated in Environment Integration/Management Review on March 11, 2021
- ▶ Participated in Curriculum Mapping Session for Migration Training on March 11, 2021
- ▶ Supported March CalSAWS Change Network Monthly meeting on March 11, 2021
- ▶ Participated in Task Management Targeted Topic preparation on March 11, 2021
- ▶ Participated in Los Angeles County Imaging Roadshow on March 11, 2021
- ▶ Participated in Job Aid Process Follow Up meeting on March 11, 2021
- ▶ Participated in LMS Administration WBT review meeting on March 11, 2021
- ▶ Participated in Security Matrix Discussion for County Prep Phase on March 11, 2021
- ▶ Formulated Training Material Burndown Charts on March 12, 2021
- ▶ Participated in Implementation Readiness Dashboard discussion with Accenture, Consortium and Deloitte on March 12, 2021

### 1.2.8 OCAT

- ▶ Participated in Cambria DEL #4 Phase 2 – OCAT Transition Plan FDED discussion with the Consortium on March 10, 2021
- ▶ Participated in OCAT Qlik SLA Metrics Review meeting on March 10, 2021

### **1.3 Activities for the Next Reporting Period**

#### **1.3.1 Project Management**

- ▶ Participate in Release 21.03 Pre-Green Light Review on March 15, 2021
- ▶ Facilitate RCM Virtual Binder working session on March 15, 2021
- ▶ Facilitate RCM Evolved Orientation County Focus Group debrief on March 15, 2021
- ▶ Facilitate RCM Evolved Orientation working session on March 16, 2021
- ▶ Present CalSAWS Soft Skills Training at All Staff meeting on March 17, 2021
- ▶ Participate in Release 21.03 Green Light Review meeting on March 17, 2021
- ▶ Participate in CalSAWS Migration Work Plan Update #23 Touchpoint meeting on March 17, 2021
- ▶ Attend Project Steering Committee meeting on March 18, 2021
- ▶ Participate in CalSAWS IV&V/PMO meeting on March 19, 2021

#### **1.3.2 Technical**

- ▶ Participate in CalSAWS Technical Weekly meeting on March 15, 2021
- ▶ Participate in 21.03 Project Readiness Integrated Readiness meeting on March 15, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on March 16, 2021
- ▶ Participate in CalSAWS Technical M&O meeting on March 16, 2021
- ▶ Participate in Technical CAB meeting on March 17, 2021
- ▶ Participate in API Touch Point meeting on March 17, 2021
- ▶ Participate in CalSAWS/LRS and C-IV Performance meeting on March 17, 2021
- ▶ Participate in Environment Management review on March 18, 2021
- ▶ Participate in CalSAWS Architectural Standards Governance Series Kick-Off meeting on March 18, 2021
- ▶ Security
  - Participate in Weekly CloudCheckr Security meetings on March 15, 2021
  - Participate in CalSAWS Security Operations discussion on March 19, 2021
- ▶ Analytics
  - Participate in CalSAWS Weekly Analytics meeting on March 18, 2021
  - Participate in Databricks POC Touchpoint meeting on March 18, 2021
- ▶ ServiceNow Migration
  - Participate in ServiceNow priority meeting on March 15, 2021
  - Participate in ServiceNow migration meeting on March 18, 2021

#### **1.3.3 Imaging**

- Participate in CalSAWS Imaging Committee meeting on March 18, 2021

#### **1.3.4 Functional**

- ▶ Attend the Application Development Leads meeting
- ▶ Conversion
  - Attend the Conversion Touchpoint meeting – a 6 month look ahead
  - Attend the Ancillary Project Status meeting
- ▶ General Assistance/General Relief (GA/GR)
  - Review SCR and Business Rules documentation
  - Review the Client Correspondence Design documents
- ▶ Non-State Forms (NSF)

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- Review Design documents
- ▶ APIs
  - Validate comment resolution for BenefitsCal portal APIs
  - Attend API User Group meeting
- ▶ Task Management
  - Review Design documents and prepare for testing
- ▶ Lobby Management
  - Review SCRs and attend scheduled meetings
  - Create requirements traceability checklist
- ▶ Contact Center
  - Review SCRs and attend scheduled meetings
  - Create requirements traceability checklist
- ▶ Case Purge
  - Participate in Independent Validation testing
  - Review Sprint 1

#### 1.3.4 Portal Mobile

- ▶ Participate in BenefitsCal Deloitte/Accenture Weekly Coordination meeting
- ▶ Attend Accenture API Daily Scrum and Daily Sprint meetings
- ▶ Attend the BenefitsCal QA Testing follow up meeting
- ▶ Attend Scrum of Scrums weekly touchpoint meeting
- ▶ Attend the weekly Portal/Mobile Test Planning meeting
- ▶ Participate in weekly Risk meeting

#### 1.3.5 Test

- ▶ Release 21.03
  - Prepare Project Readiness artifacts and participate in the 21.03 Project Readiness T-1 Integrated Readiness Status meeting on March 15, 2021
  - Participate in Release 21.03 Pre-greenlight meeting on March 15, 2021
  - Participate in Release 21.03 Green Light Review meeting on March 17, 2021
  - Complete System Test execution review
- ▶ CalSAWS UAT
  - Conduct UAT BenefitsCal UAT Tester URL Access meeting with Consortium and Accenture on March 15, 2021
  - Conduct a UAT Application Training materials-storyboard status on March 16, 2021
  - Conduct a UAT Kick-off meeting dry run with Accenture and Consortium on March 16, 2021
  - Conduct UAT Kick-off meeting on March 18, 2021
  - Conduct Migration UAT Master Planning meeting on March 18, 2021
  - Conduct a Consortium Test Case Baseline status meeting on March 18, 2021
  - Continue UAT Integrated Planning with CalSAWS, BenefitsCal and Imaging
- ▶ Other Consortium Support Test Activities
  - Portal/Mobile Activities
    - Attend the Portal/Mobile Test Planning meeting on March 16, 2021
    - Attend the Portal/Mobile QA Review Checklist meeting on March 16, 2021

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- Continue test case development for Components 1, 2, 3, and End-to-End
- Converted Data Test (CDT) Activities
  - Attend the Weekly CDT Test/QA Touchpoint meeting on March 16, 2021
  - Continue System Test scenario reviews
  - Continue Independent test of end-to-end scenarios
- Other Activities
  - Attend the RWR weekly meeting on March 15, 2021

#### 1.3.6 Implementation

- ▶ Participate in weekly touchpoints with Implementation, Change Management, Training, Imaging, and TOSS teams
- ▶ Participate in Training Case Copy Daily standups on March 15 – 19, 2021
- ▶ Conduct Change Impact Analysis activities on March 15 – 19, 2021
- ▶ Participate in Biweekly Migration Implementation, Change Management, and Training Manager Touchpoint with Section Directors on March 15, 2021
- ▶ Participate in 21.03 Project Readiness Integrated Readiness Areas - T-1 Integrated Readiness Status on March 15, 2021
- ▶ Conduct CalWIN Implementation Check-In with the Consortium on March 16, 2021
- ▶ Participate in Twice Monthly Implementation, Change, and Training team meeting on March 16, 2021
- ▶ Participate in UAT Training Materials touchpoint on March 16, 2021
- ▶ Participate in Bi-Monthly Implementation Readiness Checkpoint (T-6) on March 16, 2021
- ▶ Participate in Just-In-Time Session planning on March 16, 2021
- ▶ Support CalWIN Training Advisory Council session on March 17, 2021
- ▶ Participate in CalSAWS LRS Green Light Release 21.03 meeting on March 17, 2021
- ▶ Participate in Task Management Targeted Topic preparation on March 17, 2021
- ▶ Participate in C-IV Migration Implementation coordination with BenefitsCal on March 17, 2021
- ▶ Participate in CalWIN Project Updates meeting on March 18, 2021
- ▶ Participate in Regional Manager Pre-Meet - Monthly Implementation Readiness Checkpoint meeting on March 18, 2021
- ▶ Participate in Monthly Implementation Readiness Working session with the CalSAWS Teams on March 18, 2021
- ▶ Participate in CalSAWS Release Communications Planning on March 18, 2021
- ▶ Formulate Training Material Status Charts on March 19, 2021

#### 1.3.7 OCAT

- ▶ Participate in OCAT Operation and Release Management meeting on March 17, 2021

#### 1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period