CalSAWS Quality Assurance Weekly Status Report

Reporting Period: March 15, 2021 to March 21, 2021

Table of Contents

Table of Tables

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 DDED 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	🟢	• Submitted FDEL on March 19, 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	**OCAT** – QA Assessment of OCAT Performance Verification Report & Final Acceptance	🟢	• Submit DDEL by October 19, 2021
13	**OCAT** - 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

Table 1-3 - Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
3.07	**BenefitsCal** – Assessment of Portal/Mobile App Work Plan Update – March 2021	🟢	• Submit FDEL by April 12, 2021
4.02	**BenefitsCal -** Assessment of Portal/Mobile App Requirements Traceability Matrix - Conclusion of Design	🟢	• Submit FDEL by March 30, 2021 • Approval expected by April 7, 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 1-4 - Overall Summary of CalWIN Implementation Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
59.03	**CalWIN Implementation** - Assessment of CalWIN Implementation Migration Work Plan Update - March 2021	🟢	• Submit FDEL by April 12, 2021

 [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 Release 21.03 Pre-Green Light Review meeting on March 15, 2021
► Conducted RCM Virtual Binder Inventory review sessions March 15 and 17, 2021
► Facilitated the Engagement Techniques Brown Bag planning session March 16, 2021
► Participated in CalSAWS Work Plan Update #23 Touchpoint on March 17, 2021
► Participated in BenefitsCal Feb 2021 Work Plan review meeting on March 17, 2021
► Participated in Release 21.03 Green Light Review meeting on March 17, 2021
► Attended CalSAWS Project Steering Committee meeting on March 18, 2021
► Facilitated Job Aid Process review session with Accenture on March 18, 2021
► Participated in CalSAWS IV&V/PMO meeting on March 19, 2021
► Facilitated RCM Evolved Orientation timeline review session on March 19, 2021

1.2.2   Technical
► Participated in CalSAWS Technical Weekly meeting on March 15, 2021
► Participated in Release 21.03 Project Integrated Readiness meeting on March 15, 2021
► Participated in Consortium Financial Operations (FinOps) meeting on March 16, 2021
► Participated in CalSAWS Technical M&O meeting on March 16, 2021
► Participated in Technical CAB meeting on March 17, 2021
► Participated in API Touch Point meeting on March 17, 2021
► Participated in CalSAWS/LRS and C-IV Performance meeting on March 17, 2021
► Participated in CalSAWS Architectural meeting on March 18, 2021
► Participated in Environment Management review on March 18, 2021
► Security
  o Participated in Weekly CloudCheckr Security meeting on March 15, 2021
  o Participated in CalSAWS Security Operations discussion on March 19, 2021
► Analytics
  o Participated in CalSAWS Weekly Analytics meeting on March 18, 2021
  o Participated in Databricks Proof of Concept Touchpoint meeting on March 18, 2021
► ServiceNow Migration
  o Participated in ServiceNow Priority meeting on March 15, 2021
  o Participated in ServiceNow Migration meeting on March 18, 2021

1.2.3   Imaging
► Participated in CalSAWS Imaging and Contact Center meeting on March 17, 2021
► Participated in CalSAWS Imaging Committee meeting on March 18, 2021
► Completed Ad hoc and Independent Testing for Release 21.03
► Reviewed Imaging SCRs in Release 21.05

1.2.4   Functional
► Prepared for the CalSAWS Requirements Traceability Matrix - Update 7 review
► Conversion
  o Attended the Conversion Touchpoint meeting – a 6 month look ahead
  o Attended the Ancillary Project Status meeting
► General Assistance/General Relief (GA/GR)

- o Reviewed SCR and Business Rules documentation
- o Reviewed Client Correspondence Design documents and provided comments
► Non-State Forms (NSF)
  - o Reviewed NSF Design documents
► APIs
  - o Reviewed API Design Documents
  - o Assigned validation resources for CalSAWS and BenefitsCal API
► Task Management
  - o Reviewed Design documents
  - o Confirming receipt of the Automated Task Inventory from Accenture and Consortium to assist with Release 21.05 test planning
► Contact Center
  - o Participated in CalSAWS Imaging and Contact Center Project Joint Status meeting on March 17, 2021
  - o Participated in QA Review of Contact Center Design Documents meeting on March 18, 2021
  - o Created QA Contact Center Milestone Checklist
  - o Reviewed SCRs and attend scheduled meetings
► Case Purge
  - o Participated in daily scrum meetings
  - o Provided comments on the Sprint 10 Design document updates

1.2.5 BenefitsCal
- o Participated in BenefitsCal - Deloitte/Accenture Weekly Coordination meeting
- o Attended Accenture API Daily Scrum and Daily Sprint meetings
- o Attended Scrum of Scrums weekly touchpoint
- o Attended the weekly Portal/Mobile Test Planning meeting
- o Participated in weekly Risk meeting focused on QA Independent Test
- o Attended the BenefitsCal Weekly PM Connect to discuss upcoming dates and planning impacts for Training and Production Dry Run

1.2.6 Test
► Release 21.03
  - o Delivered the completed Release 21.03 scorecard analysis to the Consortium and received approval on January 25, 2021. Identified Release 21.03 Independent Testing scope as follows:
    - Fourteen (14) SCRs for Independent Testing
    - Fourteen (14) SCRs for QA Review of System Test Results
  - o Completed test execution for high-critical impact SCRs
  - o Completed QA review of system test execution results
  - o Prepared Project Readiness artifacts and participated in the Release 21.03 Project Readiness T-1 Integrated Readiness Status meeting on March 15, 2021
  - o Participated in the Pre-Green Light Review meeting on March 15, 2021
  - o Participated in the Green Light meeting on March 17, 2021

Table 1-5 – Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
Release 21.03 – ClearBest QA Independent Test Results	263	0% (0)	0% (0)	100% (263)	0% (0)	0% (0)
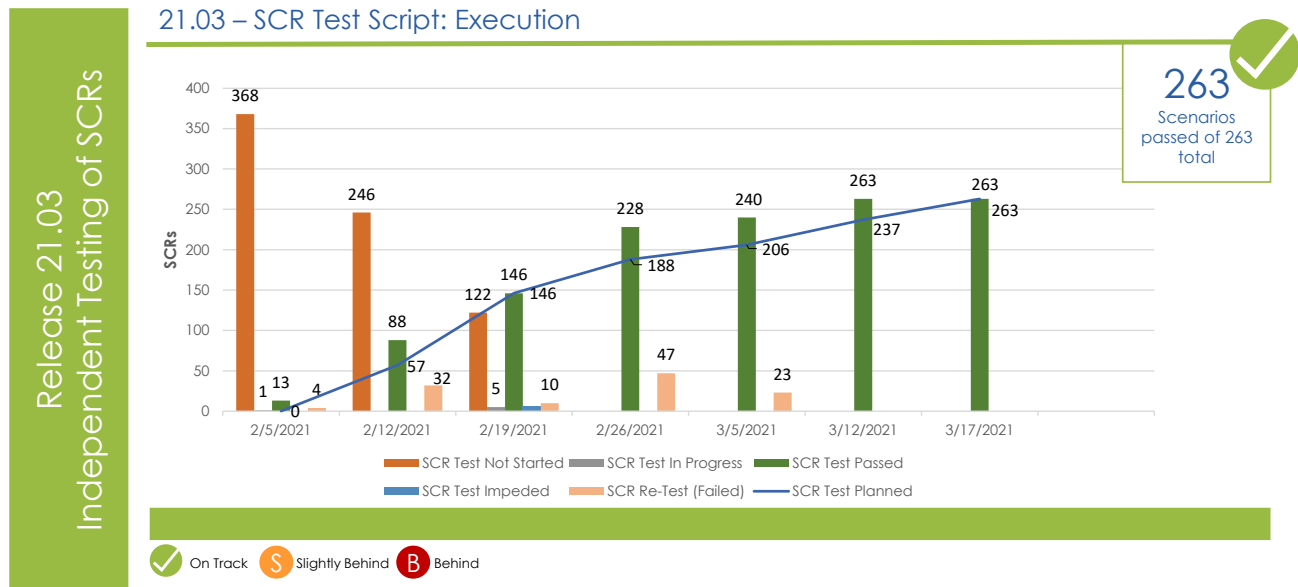
- ► Release 21.05
  - o Began the Release 21.05 scorecard analysis for the Consortium
  - o Began drafting Release 21.05 high-impact test scenarios and scripts
- ► CalSAWS User Acceptance Test (UAT)
  - o Participated in Supervisor Authorization UAT testing approach discussion with Consortium on March 15, 2021
  - o Conducted a UAT Web Portal meeting on March 15, 2021
  - o Conducted a UAT Application Training materials-storyboard status meeting on March 16, 2021
  - o Confirmed the UAT BenefitsCal build schedule on March 15, 2021
  - o Conducted UAT Kick-off meeting with 429 attendees on March 18, 2021
  - o Conducted a UAT Reports Scenario Development meeting on March 18, 2021
  - o Conducted Migration UAT Master Planning meeting to discuss the UAT Integration checklist on March 18, 2021
  - o Conducted a Consortium Test Case Baseline status meeting on March 18, 2021
  - o Conducted a CalSAWS UAT Test Case Baseline process improvement discussion on March 19, 2021
  - o Conducted a BenefitsCal UAT Test Case Baseline test scenario development schedule and target meeting on March 20, 2021
  - o Continued UAT Integrated Planning and Preparation with CalSAWS, BenefitsCal and Imaging

Table 1-6 – CalSAWS C-IV UAT Scenario Development

Test Cycle	Total Scenarios	Not Complete	In Progress	Completed
CalSAWS C-IV UAT Test Scenario development	941	57% (540)	0% (0)	43% (401)

CalSAWS C-IV UAT Test Scenario: Development

401 Scenarios passed of 941 total
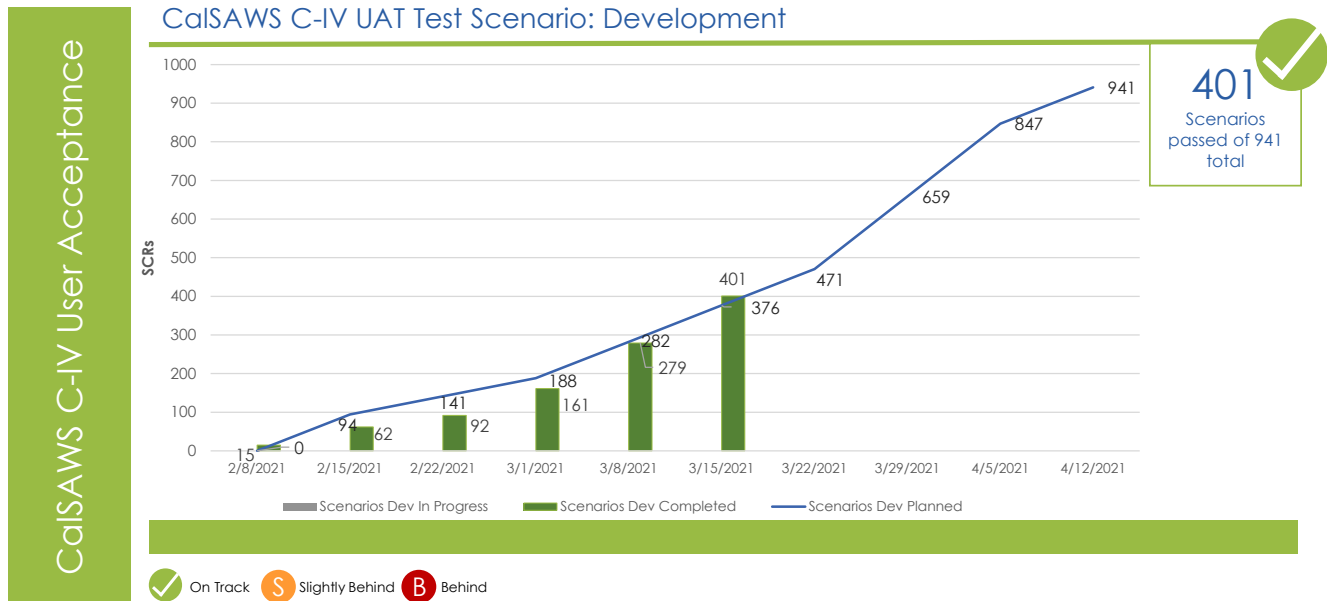
- ► Other Consortium Support Test Activities
  - o BenefitsCal Activities
    - • Attended the Portal/Mobile Test Planning weekly meeting to discuss with system test date alignment on March 16, 2021
    - • Conducted a QA Review Checklist walk-through with the Consortium and Deloitte on March 16, 2021
    - • Discussed the Independent Test timeframes with the Consortium and Deloitte on March 17 and 19, 2021
    - • Provided comments on the Portal/Mobile Work Product - System Test Cases - GSD Part 2
  - o Converted Data Test (CDT) Activities
    - • Attended the Weekly CDT Test/QA Touchpoint meeting on March 16, 2021
    - • Continued QA review of System Test functional scenarios
    - • Continued functional end-to-end scenario test execution
    - • Completed QA Checklist review for functional test case scenario and execution results for one SCR included in CDT testing scope
    - • Continued QA Review of CDT Batch Scorecard
    - • Participated in the Batch test status meeting on March 19, 2021

Table 1-7 – Converted Data Test Progress

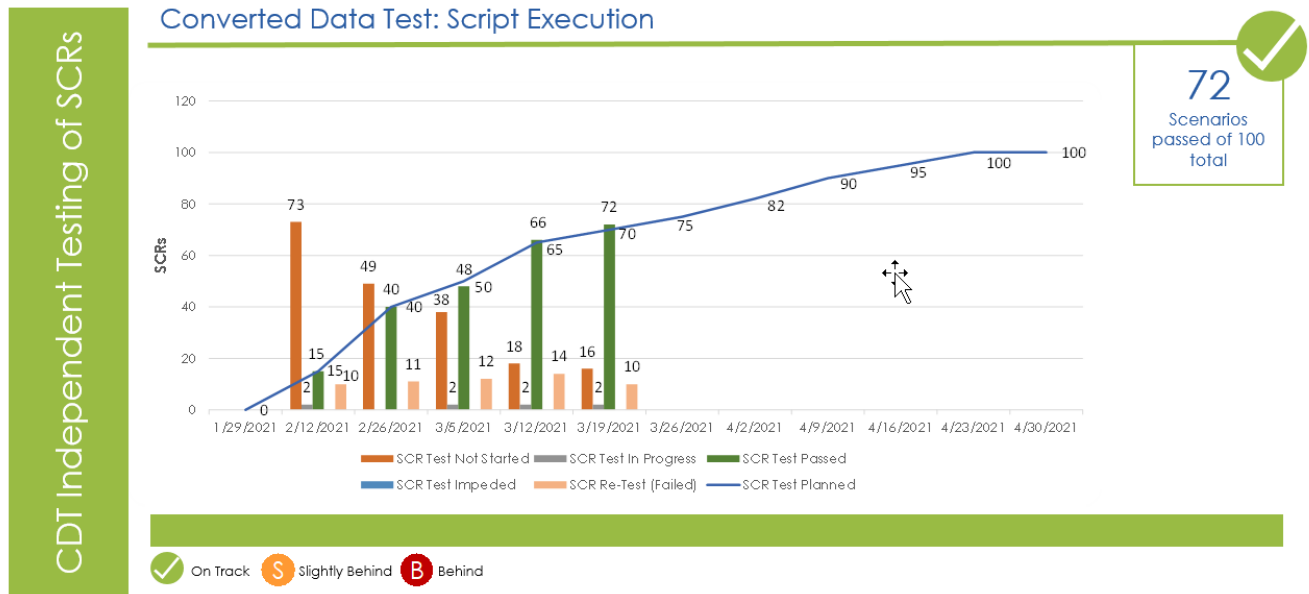| Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CDT – QA Independent Test Results	100	16% (16)	2% (2)	72% (72)	10% (10)	0% (0)

- o Other Activities
    - • Attended the Release-When-Ready weekly meeting on March 15, 2021

1.2.7 Implementation
- ► Participated in weekly touchpoints with Implementation, Change Management, Training, Imaging, and TOSS teams
- ► Supported User Acceptance Test (UAT) Kick-off
- ► Conducted Change Impact Analysis activities
- ► Supported the T-6 Month C-IV User Change Readiness Survey
- ► Participated in Training Case Copy Daily standups on March 15 – 19, 2021
- ► Participated in Biweekly Migration Implementation, Change Management, and Training Manager Touchpoint with Section Directors on March 15, 2021
- ► Prepared for April Change Network Champion meeting on March 15 and 19, 2021
- ► Participated in Release 21.03 Project Readiness Integrated Readiness Areas - T-1 Integrated Readiness Status meeting on March 15, 2021
- ► Planned for CalWIN Implementation engagement activities on March 15 – 16, 2021
- ► Planned for Implementation Readiness Dashboard activities on March 16 and 19, 2021
- ► Completed Early Training Overview with Customer Engagement Management walkthrough on March 16, 2021
- ► Participated in UAT Training Materials touchpoint meeting on March 16, 2021
- ► Participated in Implementation Readiness Checkpoint (T-6) on March 16, 2021
- ► Participated in Just-In-Time Session planning on March 16, 2021
- ► Participated in Curriculum enrollment form discussion on March 16, 2021

► Supported CalWIN Training Advisory Council session on March 17, 2021
► Participated in Task Management Targeted Topic preparation on March 17, 2021
► Participated in Contact Center Touchpoint meeting on March 17, 2021
► Participated in Regional Manager Pre-Meet - Monthly Implementation Readiness Checkpoint meeting on March 18, 2021
► Participated in Monthly Implementation Readiness Working session on March 18, 2021
► Participated in CalSAWS Release Communications Planning meeting on March 18, 2021
► Formulated Training Material Status Charts on March 19, 2021

1.2.8   OCAT
► Participated in OCAT Operation and Release Management meeting on March 17, 2021

1.3   Activities for the Next Reporting Period

1.3.1   Project Management
► Participate in Release 21.03 Post Release Checkpoints on March 22 - 24, 2021
► Facilitate Job Aid process "To Be" working session on March 22, 2021
► Facilitate Engagement Brown Bag preparation sessions March 22 and 23, 2021
► Participate in CalSAWS Section Directors' meeting on March 23, 2021
► Discuss OCAT and GA/GR integration into CalSAWS M&O Plans on March 24, 2021
► Participate in CalSAWS JPA Board meeting on March 26, 2021

1.3.2   Technical
► Participate in CalSAWS Release 21.03 Post-Release Checkpoint meetings on March 22 – 24, 2021
► Participate in CalSAWS Technical Weekly meeting on March 22, 2021
► Participate in Consortium Financial Operations (FinOps) meeting on March 23, 2021
► Participate in Batch discussion on March 24, 2021
► Participate in Technical CAB meeting on March 24, 2021
► Participate in API meeting on March 24, 2021
► Participate in EDBC Performance Phase 3 meeting on March 24, 2021
► Participate in Environment Management review on March 25, 2021
► Participate in Review of Monthly Over 15 Seconds Report on March 25, 2021
► Participate in Batch Regression Status meeting on March 26, 2021
► Security
   o Participate in Weekly CloudCheckr Security meeting on March 22, 2021
   o Participate in Security Remediation Status meeting on March 25, 2021
   o Continue Policy Management and Monitoring and Response review
► Analytics
   o Participate in Ad-Hoc meeting on March 23, 2021
   o Participate in CalSAWS Analytics Training session on March 24,2021
   o Participate in CalSAWS Weekly Analytics meeting on March 25, 2021
   o Participate in Databricks Proof of Concept Touchpoint meeting on March 25, 2021
► ServiceNow Migration
   o Participate in ServiceNow Priority meeting on March 22, 2021
   o Participate in ServiceNow Migration meeting on March 24, 2021

1.3.3   Imaging
   o Create QA Matrix and Test Scripts for Imaging SCRs in Release 21.05

1.3.4   Functional
► Attend the Application Development Leads meeting
► Conversion
   o Attend the Conversion Touchpoint meeting – a 6 month look ahead
   o Attend the Ancillary Project Status meeting
► General Assistance/General Relief (GA/GR)
   o Review SCR and Business Rules documentation
   o Review the Client Correspondence Design documents

- ► Non-State Forms (NSF)
  - o Review NSF Design documents
- ► APIs
  - o Validate comment resolution for BenefitsCal portal APIs
  - o Attend API User Group meeting
- ► Task Management
  - o Review Design documents and prepare for testing
- ► Lobby Management
  - o Review SCRs and attend scheduled meetings
  - o Participate in CalSAWS Lobby Management Committee meeting on March 25, 2021
  - o Create a requirements traceability checklist
- ► Contact Center
  - o Review SCRs and attend scheduled meetings
  - o Create a requirements traceability checklist for SCR CA-207026 in Release 21.05
- ► Case Purge
  - o Participate in Independent Validation testing

1.3.5 BenefitsCal
- ► 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
- ► Participate in the weekly PM Connect meeting
- ► Conduct a Communication Work Product review meeting

1.3.6 Test
- ► Release 21.05
  - o Deliver the completed 21.05 scorecard analysis to the Consortium for review and approval
  - o Continue drafting 21.05 high-impact test scenarios and scripts
  - o Begin QA Review of System Test Scenarios
- ► CalSAWS UAT
  - o Confirmed the UAT participants execution schedule on March 22 - 24, 2021

Table 1-8 - County UAT Volunteers

County UAT Volunteers				
CalSAWS	State Reports	BenefitsCal	Imaging	Triage Team
305	27	45	31	24

- o Conduct UAT participant support sessions on March 23 and 25, 2021
- o Conduct a meeting to confirm and finalize the Q&A questions received during the UAT Kick-off on March 22, 2021

- o Participate in UAT Reports Test Case baseline meeting with Consortium on March 22, 2021
- o Participate in Weekly Test Case Scenario development status meeting on March 23, 2021
- o Conduct UAT Master Planning meeting to align UAT communication processes on March 24, 2021
- o Conduct a meeting regarding tool set up for Integrated UAT execution with Deloitte, Accenture, and Consortium on March 24, 2021
- o Conduct a Consortium Test Case Baseline status meeting on March 25, 2021
- o Continue UAT Integrated Planning with CalSAWS, BenefitsCal and Imaging
- o Collaborate with Consortium and Accenture on user converted security roles on March 24, 2021
- ► Other Consortium Support Test Activities
  - o BenefitsCal Activities
    - Attend the Portal/Mobile Test Planning meeting on March 23, 2021
    - Submit Portal/Mobile Work Product - System Test Cases - GSD Part 2 comments on March 22, 2021
    - Begin Portal/Mobile Work Product End-to-End Test Cases
    - Continue test case development for Components 1, 2, and 3
  - o Converted Data Test (CDT) Activities
    - Attend the Weekly CDT Test/QA Touchpoint meeting on March 23, 2021
    - Continue System Test scenario reviews
    - Continue Independent test of end-to-end scenarios
    - Continue CDT Batch Scorecard QA Review
  - o Other Activities
    - Attend the Release-When-Ready weekly meeting on March 22, 2021
    - Attend the EDBC Performance Phase 3 development changes meeting on March 24, 2021

1.3.7 Implementation
- ► Participate in weekly touchpoints with Implementation, Change Management, Training, Imaging, and TOSS teams
- ► Conduct Change Impact Analysis
- ► Participate in Training Case Copy Daily standups on March 22 – 26, 2021
- ► Participate in Post-Release 21.03 Checkpoint meetings on March 22 - 24, 2021
- ► Plan for CalWIN Implementation engagement activities on March 22 – 25, 2021
- ► Plan April Change Network Training Overview on March 23, 2021
- ► Participate in Imaging Materials Review meeting on March 24, 2021
- ► Participate in CalSAWS Implementation Readiness Packet Walk-through on March 24, 2021
- ► Participate in Change Impact Analysis Executive Dashboard overview meeting on March 24, 2021
- ► Participate in Task Management WBT Detailed Design Walkthrough meeting on March 24, 2021
- ► Participate in Task Management Targeted Topic preparation on March 17, 2021
- ► Participate in CalWIN OPAC meeting on March 25, 2021

- ► Participate in Los Angeles County Change Network Champion (CNC) meeting on March 25, 2021
- ► Participate in April CNC Meeting - Breakout Room Overview on March 25, 2021
- ► Prepare for Change Management Just-In-Time Change Reason session on March 25, 2021
- ► Formulate Training Material Status Charts on March 26, 2021

1.3.8 OCAT
- ► Discuss OCAT integration into CalSAWS M&O Plans on March 24, 2021

1.4 Deviations from Plan/Adjustments
- ► None for the reporting period