CalSAWS Quality Assurance Weekly Status Report

Reporting Period: March 22, 2021 to March 28, 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	🟢	• Submitted DDEL by March 30, 2021
12.22	Assessment of CalSAWS Migration Work Plan Update – April 2021	🟢	• Submit DDEL by April 20, 2021
39	Assessment of CalSAWS Requirements Traceability Matrix - Update 7	🟢	• Submitted DDEL on March 23, 2021 • Submit FDEL by April 2, 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
► Attended Release 21.03 Post Release Checkpoints on March 22 - 24, 2021
► Facilitated Job Aid process "To Be" working session on March 22, 2021
► Facilitated Engagement Brown Bag preparation sessions on March 22, 2021
► Participated in CalSAWS Section Directors' meeting on March 23, 2021
► Discussed OCAT and GA/GR integration into CalSAWS M&O Plans on March 24, 2021
► Participated in CalSAWS JPA Board meeting on March 26, 2021
► Submitted QA updates to Project Risk Register in preparation for Risk Management Group (RMG)

1.2.2   Technical
► Participated in CalSAWS Technical Weekly meeting on March 22, 2021
► Participated in Consortium Financial Operations (FinOps) meeting on March 23, 2021
► Participated in Batch discussion on March 24, 2021
► Participated in Technical CAB meeting on March 24, 2021
► Participated in API meeting on March 24, 2021
► Participated in EDBC Performance Phase 3 meeting on March 24, 2021
► Participated in Environment Management review on March 25, 2021
► Participated in Review of Monthly Over 15 Seconds Report on March 25, 2021
► Participated in Batch Regression Status meeting on March 26, 2021
► Security
   o Participated in Weekly CloudCheckr Security meeting on March 22, 2021
   o Participated in Security Remediation Status meeting on March 25, 2021
   o Continued Policy Management and Monitoring and Response review
► Analytics
   o Participated in CalSAWS Analytics Training session on March 24, 2021
   o Participated in CalSAWS Weekly Analytics meeting on March 25, 2021
   o Participated in Databricks Proof of Concept Touchpoint meeting on March 25, 2021
► ServiceNow Migration
   o Participated in ServiceNow Priority meeting on March 22, 2021
   o Participated in ServiceNow Migration meeting on March 24, 2021

1.2.3   Imaging
► Created QA Matrix and Test Scripts for Release 21.05 Imaging SCRs

1.2.4   Functional
► Conversion
   o Attended the Conversion Touchpoint meeting – a 6 month look ahead
   o Attended the Ancillary Project Status meeting
   o Met with CalWIN OCM Team to review past deliverables and provide a highlight of the contents
► General Assistance/General Relief (GA/GR)
   o Reviewed SCR and Business Rules documentation

- o Began review on Client Correspondence Design document to validate comment resolution and requirements traceability
- ► APIs
  - o Reviewed API Design Documents
  - o Reviewed CalSAWS BenefitsCal API documentation
- ► Task Management
  - o Reviewed Design documents
  - o Confirmed receipt of the Automated Task Inventory from Accenture and Consortium to assist with Release 21.05 test planning
- ► Lobby Management
  - o Participated in CalSAWS Lobby Management Committee meeting on March 25, 2021
  - o Created a requirements traceability checklist
- ► Contact Center
  - o Updated QA Contact Center Milestone Checklist
  - o Reviewed SCRs and attend scheduled meetings
  - o Created a requirements traceability checklist for SCR CA-207026 in Release 21.05
- ► Case Purge
  - o Participated in daily scrum meetings
  - o Monitored performance test results

1.2.5 BenefitsCal
- o Confirmed the BenefitsCal Independent Testing Schedule (Decision ID 8759)
- 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 BenefitsCal Test Planning meeting
- o Participated in weekly Risk meeting
- o Attended the BenefitsCal Weekly PM Connect meeting

1.2.6 Test
- ► Release 21.03
  - o Attended the Post-Release deployment meetings March 22 - 24, 2021
- ► Release 21.05
  - o Delivered the completed Release 21.05 scorecard analysis to the Consortium and received approval on March 24, 2021. Identified Release 21.05 Independent Testing scope as follows:
    - • Seven (7) SCRs for Independent Testing
    - • Three (3) SCRs Joint Testing
    - • Fourteen (14) SCRs for QA Review of System Test Results
  - o Completed development of Release 21.05 high-impact test scenarios and scripts
  - o Participated in the Integrated Test team meeting on March 23, 2021

► CalSAWS User Acceptance Test (UAT)
  o Conducted UAT participant support sessions with an average of 200 participants on March 23 and 25, 2021
  o Confirmed the Q&A questions received during the UAT Kick-off and finalized meeting materials for distribution
  o Participated in UAT Reports Test Case baseline meeting with Consortium on March 22, 2021
  o Participated in UAT Participation/Execution selection process meeting on March 22 – 25, 2021
  o Participated in Weekly Test Case Scenario development status meeting on March 23, 2021
  o Participated in Web Portal working session on March 23, 2021
  o Conducted a UAT User converted security profiles discussion and approach with Consortium and Accenture on March 24, 2021
  o Conducted UAT Master Planning meeting to align UAT communication processes on March 24, 2021
  o Discussed tool set up for Integrated UAT execution with Deloitte, Accenture, and Consortium on March 24, 2021
  o Conducted a Consortium Test Case Baseline development status meeting on March 25, 2021
  o Collaborated with Consortium and Accenture on user converted security roles on March 24, 2021
  o Set up UAT Web Portal access for 391 C-IV UAT participants and 24 LA UAT participants.
  o Distributed the March 18 - UAT Kick-off Meeting notes to UAT participants via the CalSAWS UAT Web Portal on March 27, 2021
  o Continued UAT Integrated Planning with CalSAWS, BenefitsCal and Imaging

Table 1-5 – CalSAWS C-IV UAT Scenario Development

Test Cycle	Total Scenarios	Not Complete	In Progress	Completed
CalSAWS C-IV UAT Test Scenario development	941	45% (424)	0% (0)	55% (517)

CalSAWS C-IV UAT Test Scenario: Development
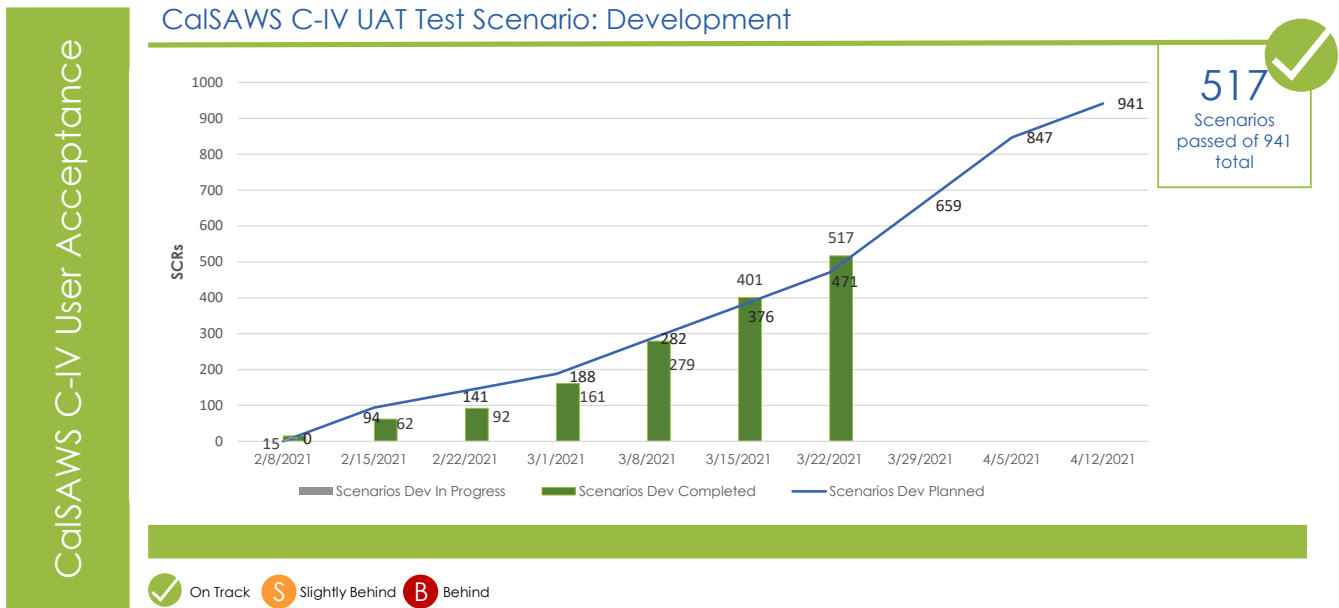
517 Scenarios passed of 941 total

On Track ⬤ S Slightly Behind ⬤ B Behind

▶ Other Consortium Support Test Activities
  o BenefitsCal Activities
    • Attended the BenefitsCal End-to-End Test Scenario review meeting on Monday, 22, 2021
    • Began review on the BenefitsCal Work Product – End-to-End test case
    • Participated in the BenefitsCal Test Planning weekly meeting to discuss with system test date alignment on March 23, 2021
    • Submitted comments on the BenefitsCal Work Product – GSD Part 2 Test Case Update test case scenarios on March 22, 2021
    • Discussed with Deloitte and the Consortium the Testing Execution Sequencing on March 24 and March 26, 2021
    • Collaborated with the Deloitte Test Manager on test dashboards display on March 24, 2021
    • Discussed the Unit Test Exit and SIT Entry Criteria with Deloitte and the Consortium on March 25, 2021
  o Converted Data Test (CDT) Activities
    • Attended the Weekly CDT Test/QA Touchpoint meeting on March 23, 2021
    • Continued functional end-to-end scenario test execution
    • Completed QA Review of System Test (SCR CA-207235) – Functional execution results and submitted comments to CDT Testing team on March 23, 2021

- Began QA Review of System Test execution results (SCR CA-207471, CA-217208) – Functional execution results
- Continued work on CDT Batch Scorecard.
- Reviewed over 1,000 batch test cases and provided QA comments to Batch Regression team on March 23, 2021
- Participated in the Batch test status meeting on March 26, 2021
- Began QA Review of System Test results on State Reports

Table 1-6 – Converted Data Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CDT – QA Independent Test Results	100	16% (16)	0% (0)	76% (76)	8% (8)	0% (0)

Converted Data Test: Script Execution

76 Scenarios passed of 100 total

CDT Independent Testing of SCRs

On Track   S Slightly Behind   B Behind
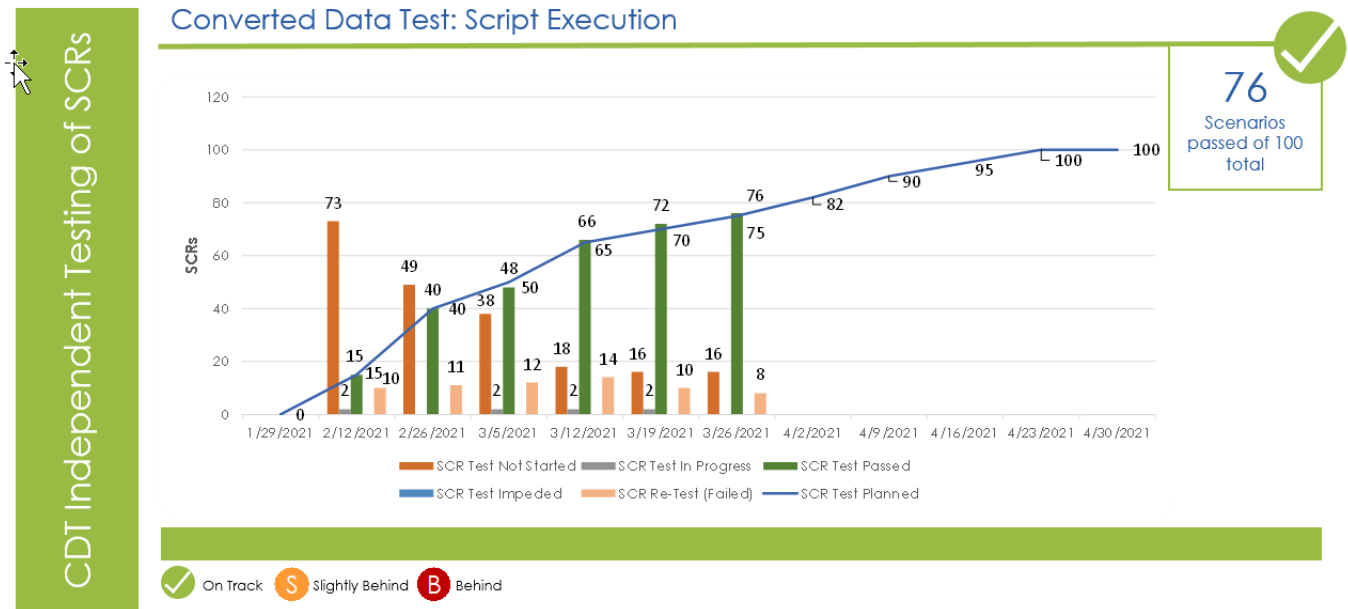
- o Other Activities
  - Attended the Release-When-Ready weekly meeting on March 22, 2021

1.2.7 Implementation
- ► Participated in weekly touchpoints with Implementation, Change Management, Training, Imaging, and Targeted Onsite Support Services (TOSS) teams
- ► Prepared for Change Management Just-In-Time sessions
- ► Participated in Training Case Copy Daily standups on March 22 – 26, 2021
- ► Conducted Change Impact Analysis activities on March 22 – 26, 2021
- ► Worked with Accenture to finalize the Adoption Assistance Program (AAP) video on March 22 – 25, 2021
- ► Participated in Zoom logistics session on March 22, 2021
- ► Drafted Soft Skills Training Content: Tips for Large Virtual Meetings on March 22, 2021
- ► Refined CalWIN Implementation Support Services (ISS) QA Overview presentation on March 22 - 23, 2021

► Participated in Green Light Process and content discussions on March 22 – 23, 2021
► Conducted Implementation Readiness Dashboard overview with the Consortium, Implementation and QA teams on March 23, 2021
► Participated in CalWIN ISS As-Is BPR Work Product – Process meetings with PMO and Counties on March 22 – 23, 2021
► Reviewed and submitted comments on the CalWIN ISS Organizational Change Management (OCM) Point of Contact (POC) presentation on March 22 – 24, 2021
► Participated in Cal-Learn Non-Compliance WBT walkthrough on March 23, 2021
► Planned Training Overview content for April Change Network meeting on March 23, 2021
► Participated in Imaging Materials Review meeting on March 24, 2021
► Participated in CalSAWS Implementation Readiness Packet walkthrough on March 24, 2021
► Participated in Change Impact Analysis Executive Dashboard overview on March 24, 2021
► Participated in Task Management WBT Detailed Design Walkthrough meeting on March 24, 2021
► Participated in CalWIN OPAC meeting on March 25, 2021
► Participated in Los Angeles County Change Network Champion (CNC) meeting on March 25, 2021
► Participated in April CNC meeting - Breakout Room Overview on March 25, 2021
► Discussed recommendations for the CalWIN SharePoint Organization approach with the Consortium on March 26, 2021
► Formulated Training Material Status Charts on March 26, 2021

1.2.8 OCAT
► Discussed OCAT integration into CalSAWS M&O Plans on March 24, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management
► Participate in GA/GR Weekly Touchpoint on March 30, 2021
► Participate in OCAT Operations and Release meeting on March 31, 2021
► Participate in BenefitsCal Risk Review on April 2, 2021
► Attend GA/GR meeting to review New CalWIN reason codes with no associated NOA on April 2, 2021

1.3.2 Technical
► Participate in CalSAWS Technical Weekly meeting on March 29, 2021
► Participate in Consortium Financial Operations (FinOps) meeting on March 30, 2021
► Participate in Technical CAB meeting on March 31, 2021
► Participate in Environment Management review on April 1, 2021
► Participate in CalSAWS Architectural Standards Review meeting on April 1, 2021
► Participate in the Monthly Junit touchpoint meeting on April 1, 2021
► Participate in Batch Regression Status meeting on April 2, 2021
► Security
   o Participate in Weekly CloudCheckr Security meetings on March 29, 2021
   o Participate in Security Operations Discussion on April 2, 2021
► Analytics
   o Participate in Analytics Performance and Scalability meeting on March 30, 2021
   o Participate in CalSAWS Analytics Training session on March 31, 2021
   o Participate in CalSAWS Weekly Analytics meeting on April 1, 2021
► ServiceNow Migration
   o Participate in ServiceNow Migration meeting on April 1, 2021

1.3.3 Imaging
   o Participate in Imaging Change Management meeting on March 31, 2021
   o Participate in CalSAWS Imaging Status meeting on March 31, 2021

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 designs in progress
   o Track resolution of new reason codes with no associated correspondence
► 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 Track SCR association to DDIDs in Jira
  - 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 Scrum of Scrums weekly touchpoint meeting
- ► Attend the weekly BenefitsCal Test Planning meeting
- ► Participate in weekly Risk meeting
- ► Participate in the weekly PM Connect meeting
- ► Conduct a review of the Communication Strategy Work Product

1.3.6 Test
- ► Release 21.05
  - o Begin Independent test execution for high-impact SCRs
  - o Continue QA Review of System Test Scenarios
- ► CalSAWS UAT
  - o Conduct UAT participant support sessions on March 30 and April 01, 2021
  - o Follow up on Q&A from March 30 and April 01, 2021 sessions
  - o Participate in UAT Reports Test Case baseline meeting with Consortium on March 30, 2021
  - o Participate in Weekly Test Case Scenario development status meeting on April 1, 2021
  - o Conduct UAT Master Planning meeting on April 1, 2021
  - o Conduct a meeting to follow up on UAT Findings tool set up for Integrated UAT execution with Deloitte, Accenture, and Consortium on April 1, 2021
  - o Conduct a Consortium Test Case Baseline status meeting on April 1, 2021
  - o Continue UAT Integrated Planning with CalSAWS, BenefitsCal and Imaging teams
  - o Collaborate with the Consortium to distribute UAT C-IV and LA Participant environment roll on forms for completion
- ► Other Consortium Support Test Activities
  - o BenefitsCal Activities
    - Submit BenefitsCal Work Product – End-to-end Test Case Scenario comments on March 29, 2021
    - Validate comment resolution for BenefitsCal Work Product - System Test Cases - GSD Part 2
    - Attend the BenefitsCal Test Planning meeting on March 30, 2021
    - Continue test case development for Independent test

- o Converted Data Test (CDT) Activities
  - Attend the Weekly CDT Test/QA Touchpoint meeting on March 30, 2021
  - Attend the Weekly Batch Regression Status check point meeting on April 2, 2021
  - Continue Independent test execution of CDT end-to-end scenarios
  - Continue QA Review of Test Execution Checklist and provide comments to the CDT testing team
  - Continue CDT Batch Scorecard definition
- o Other Activities
  - Attend the Release-When-Ready weekly meeting on March 29, 2021
  - Attend the Test Touchpoint meeting with the CalSAWS test leads on March 31, 2021
  - Attend the CalSAWS Consortium County Validation Strike Team – Kick-Off meeting on April 1, 2021

1.3.7 Implementation

- ► Participate in weekly touchpoints with Implementation, Change Management, Training, Imaging, and Targeted Onsite Support Services (TOSS) teams
- ► Participate in Training Case Copy Daily standups on March 29 – April 2, 2021
- ► Conduct Change Impact Analysis activities on March 29 – April 2, 2021
- ► Participate Biweekly Implementation, Change and Training Manager Touchpoint on March 29, 2021
- ► Conduct Asian American Pacific Islander (AAPI) Employee Resource Group - Business Case meeting on March 29, 2021
- ► Participate in CalWIN ISS OCM Point of Contact (POC) Kickoff Dry Run Prep on March 29 - 30, 2021
- ► Conduct QA Check-in with CalWIN ISS Consortium management on March 30, 2021
- ► Participate in Twice-Monthly Implementation Team meeting on March 30, 2021
- ► Prepare for the April Change Network Champion meeting on March 30, 2021
- ► Participate in UAT Application Training Materials - Storyboards touchpoint on March 30, 2021
- ► Participate in C-IV Foster Care Eligibility Determination (FCED) Plan for Change Management Walk-Through on March 30, 2021
- ► Participate in Case Review Guides - Pre and Post Conversion Prep meeting on March 31, 2021
- ► Participate in Implementation coordination – BenefitsCal on March 31, 2021
- ► Participate in CalWIN Project Updates meeting on April 1, 2021
- ► Participate in Post-Deployment Support Model meeting on April 1, 2021
- ► Participate in CalSAWS Release Communications Planning meeting on April 1, 2021
- ► Formulate Training Material Status Charts on April 2, 2021

1.3.8 OCAT

- ► Participate in OCAT Operations and Release Meeting on March 31, 2021

1.4 Deviations from Plan/Adjustments

- ► None for the reporting period