



CalSAWS Quality Assurance Weekly Status Report

Reporting Period: March 29, 2021 to April 4, 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		<ul style="list-style-type: none"> Submitted FDEL on April 5, 2021
4.21	QA Work Plan – March 2021		<ul style="list-style-type: none"> Submitted FDEL on April 5, 2021
7.21	QA Test Monthly Report – March 2021		<ul style="list-style-type: none"> Submitted FDEL on April 5, 2021
8	QA UAT Weekly Report (Weekly)		<ul style="list-style-type: none"> Submit DDED by April 30, 2021
10.02	Quarterly QA Security Report		<ul style="list-style-type: none"> Submitted DDEL on March 30, 2021 Submit FDEL by April 7, 2021
12.22	Assessment of CalSAWS Migration Work Plan Update – April 2021		<ul style="list-style-type: none"> Submit FDEL by April 20, 2021
39	Assessment of CalSAWS Requirements Traceability Matrix - Update 7		<ul style="list-style-type: none"> Submitted FDEL on April 2, 2021 Approval expected by April 8, 2021
40	Assessment of CalSAWS (C-IV) UAT Readiness Report/Milestone		<ul style="list-style-type: none"> Submit DDEL by June 4, 2021
41	Assessment of CalSAWS Migration Project Control Document - Update #2		<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> Submit DDEL by October 19, 2021
13	OCAT - QA Assessment of OCAT Phase 2 (M&O) Transition Plan		<ul style="list-style-type: none"> 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 BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
3.07	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – March 2021		<ul style="list-style-type: none"> Submit FDEL by April 12, 2021
4.02	BenefitsCal - Assessment of Portal/Mobile App Requirements Traceability Matrix - Conclusion of Design		<ul style="list-style-type: none"> Submitted FDEL on 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		<ul style="list-style-type: none"> 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

- ▶ Collaborated on CalSAWS Consortium County Validation (CCCV) Strike Team framework and kickoff strategy presentation on March 29 - 31, 2021
- ▶ Facilitated CalSAWS Job Aid working session #2 on March 31, 2021
- ▶ Participated in OCAT Operations and Release meeting on March 31, 2021
- ▶ Co-Facilitated CCCV Strike Team Kickoff on April 1, 2021
- ▶ Participated in GA/GR Weekly Consortium meeting on April 1, 2021

1.2.2 Technical

- ▶ Participated in CalSAWS Technical Weekly meeting on March 29, 2021
- ▶ Participated in Consortium Financial Operations (FinOps) meeting on March 30, 2021
- ▶ Participated in Technical CAB meeting on March 31, 2021
- ▶ Participated in CalSAWS Architectural Standards meeting on April 1, 2021
- ▶ Participated in the Monthly Junit touchpoint meeting on April 1, 2021
- ▶ Participated in Batch Regression Status meeting on April 2, 2021
- ▶ Security
 - Participated in Weekly CloudCheckr Security meetings on March 29, 2021
 - Participated in Security Operations Discussion on April 2, 2021
- ▶ Analytics
 - Participated in Analytics Performance and Scalability Meeting on March 30, 2021
 - Participated in CalSAWS Analytics Training Session on March 31, 2021
 - Participated in CalSAWS Weekly Analytics meeting on April 1, 2021
- ▶ ServiceNow Migration
 - Participated in ServiceNow Migration meeting on April 2, 2021

1.2.3 Imaging

- ▶ Participated in Imaging Change Management meeting on March 31, 2021
- ▶ Participated in CalSAWS Imaging Status Meeting on March 31, 2021

1.2.4 Functional

- ▶ Conversion
 - Attended the Conversion Touchpoint meeting – a 6 month look ahead
 - Attended the Ancillary Project Status meeting
 - Met with CalWIN OCM Team
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCRs
 - Completed review of Gainwell FDEL #5 GAGR Correspondence Design
- ▶ APIs
 - Reviewed API Design Documents
 - Submitted comments on CalSAWS BenefitsCal API documentation
- ▶ Task Management
 - Reviewed Design documents
- ▶ Lobby Management
 - Created a requirements traceability checklist

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- ▶ Contact Center
 - Updated QA Contact Center Milestone Checklist
 - Reviewed SCRs and attend scheduled meetings
 - Created a requirements traceability checklist for SCR CA-207026 in Release 21.05
 - Participated in Contact Center Project Status meeting on March 31, 2021
- ▶ Case Purge
 - Participated in daily scrum meetings
 - Monitored performance test results

1.2.5 BenefitsCal

- ▶ Provided updated Independent Test resource plan and schedule risk mitigation updates to Portal Mobile Risk Review group on March 30, 2021
- ▶ Reviewed system test defects and analyzed defect severity
- ▶ 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 BenefitsCal Test Planning meeting
- ▶ Participated in the weekly Risk meeting
- ▶ Attended the BenefitsCal Weekly PM Connect meeting
- ▶ Reviewed the Deloitte Communication Strategy Work Product

1.2.6 Test

- ▶ Release 21.05
 - 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:
 - Ten (10) SCRs for Independent Testing
 - Fourteen (14) SCRs for QA Review of System Test Results
 - Began Release 21.05 high-impact test execution
 - Participated in the Integrated Test team meeting on March 30, 2021

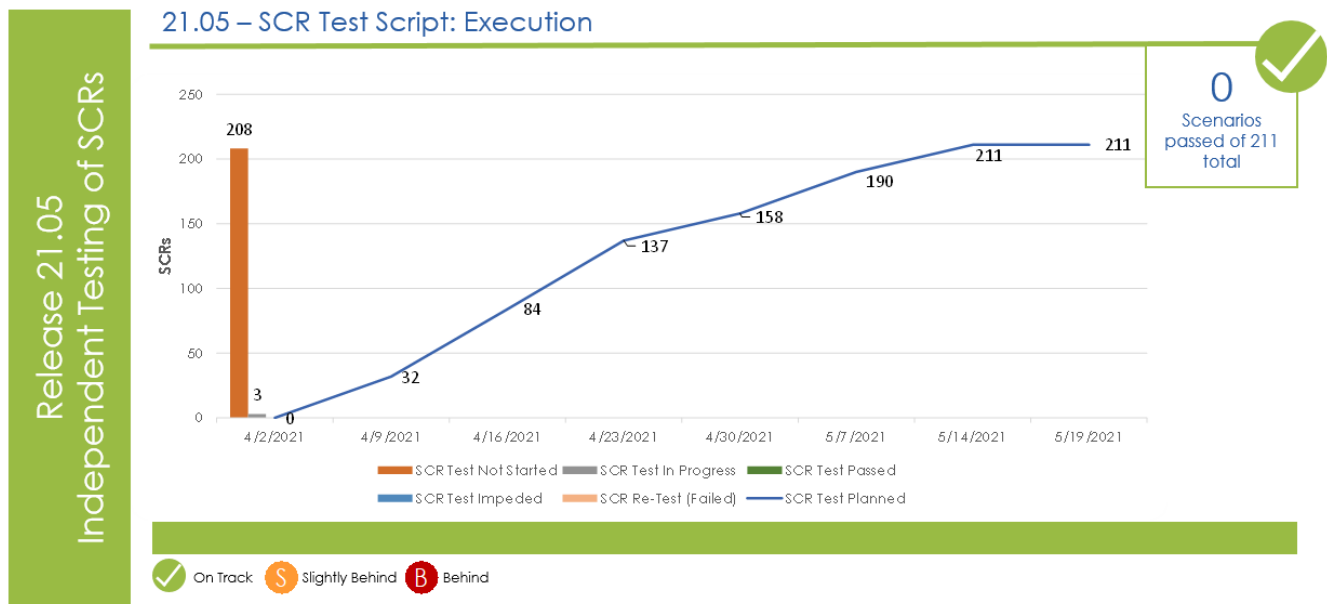
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Table 1-5 – Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.05 Release – ClearBest QA Independent Test Results	211	98.58% (208)	1.42% (3)	0% (0)	0% (0)	0% (0)



► CalSAWS User Acceptance Test (UAT)

- Conducted UAT participation selection meeting on March 29, 2021
- Conducted a UAT Roll On form meeting on March 29, 2021
- Conducted UAT participant support sessions on March 30 and April 1, 2021
- Conducted a UAT Application Training materials meeting on March 30, 2021
- Participated in a BenefitsCal Design UAT Training materials meeting on March 31, 2021
- Conducted a meeting on UAT Findings tool set up for Integrated UAT execution with Deloitte, Accenture, and Consortium on March 31, 2021
- Conducted a Weekly Test Case Scenario development status meeting on April 1, 2021
- Conducted a UAT Master Planning meeting on April 1, 2021
- Participated in a batch discussion for BenefitsCal UAT on April 1, 2021
- Participated in a UAT Facility space needs meeting with Accenture on April 1, 2021
- Conducted a Consortium Test Case Baseline status meeting on April 1, 2021
- Continued UAT Integrated Planning with CalSAWS, BenefitsCal and Imaging teams
- Drafted UAT slides for the Change Network Champions (CNC) and Implementation Readiness presentations.
- Collaborated with the Consortium and distributed the UAT C-IV and LA Participant environment roll on forms on April 4, 2021

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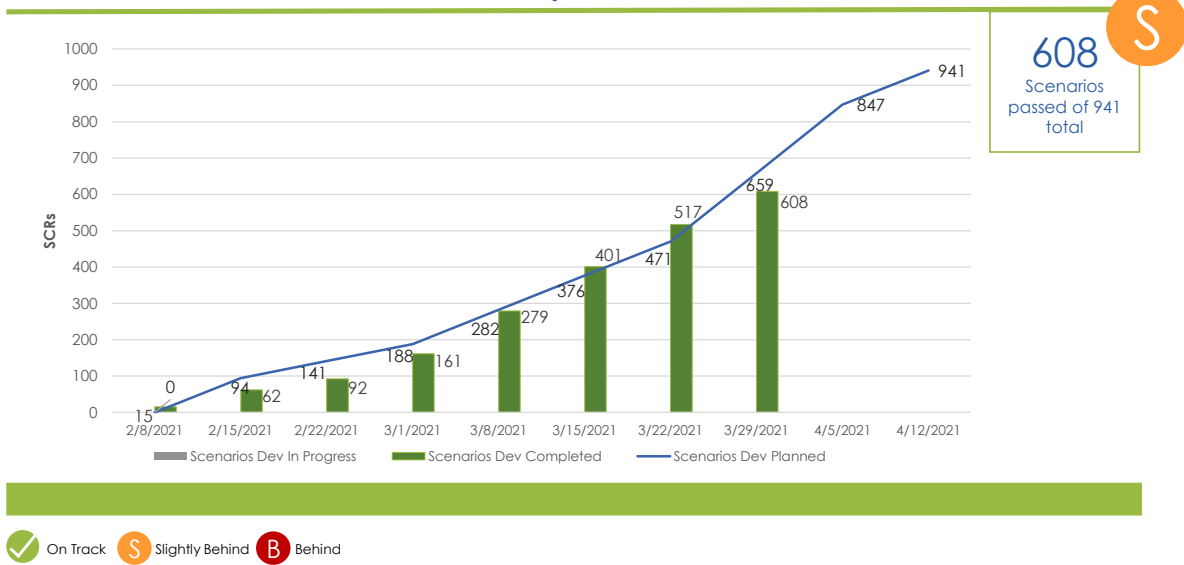
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Table 1-6 – CalSAWS C-IV UAT Scenario Development

Test Cycle	Total Scenarios	Not Complete	In Progress	Completed
CalSAWS C-IV UAT Test Scenario development	941	35% (333)	0% (0)	65% (608)

CalSAWS C-IV UAT Test Scenario: Development

CalSAWS C-IV User Acceptance



► Other Consortium Support Test Activities

○ BenefitsCal Activities

- Participated in the BenefitsCal Test Planning weekly meeting to discuss system test date alignment on March 30, 2021
- Completed and submitted comments on the BenefitsCal Work Product – End-to-End test cases on March 29, 2021
- Submitted comment resolution on the BenefitsCal Work Product – GSD Part 2 Test Case Update test case scenarios on April 1, 2021
- Continued test case development for Independent test

○ Converted Data Test (CDT) Activities

- Attended the Weekly CDT Test/QA Touchpoint meeting on March 30, 2021
- Continued functional end-to-end scenario test execution
- Completed QA Review of System Test (SCR CA-207471 and SCR CA-217208) – Functional execution results and submitted comments to the CDT Test team on March 29, 2021
- Continued drafting the CDT Batch Scorecard
- Reviewed Batch Regression team responses to QA comments for review of 1,000+ batch test cases.
- Participated in a CDT State Reports meeting with the CDT team to discuss observations and questions on April 1, 2021

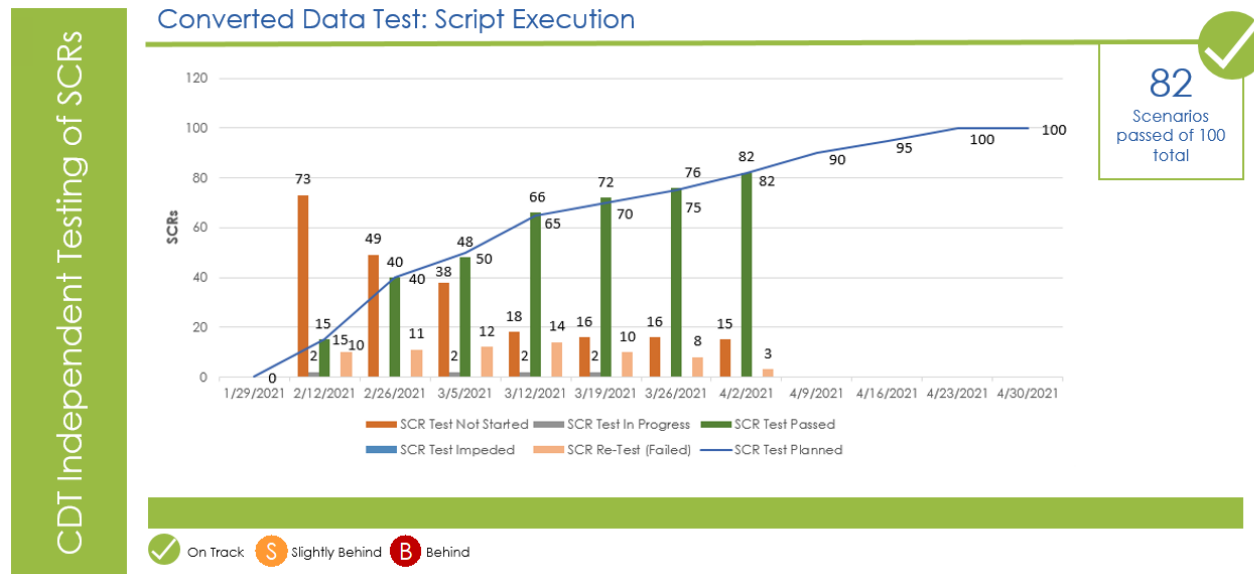
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Table 1-7 – Converted Data Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CDT – QA Independent Test Results	100	15% (15)	0% (0)	82% (82)	3% (3)	0% (0)



o Other Activities

- Attended the Release-When-Ready weekly meeting on March 30, 2021
- Attended the Test Touchpoint meeting with the Consortium and Accenture test leads on March 31, 2021
- Met with the Consortium and First Data to discuss the criteria for QA validation of the Data Change Request (DCR) changes on March 31, 2021
- Participated in the CalSAWS County Validation Strike Team Kick Off on April 1, 2021

1.2.7 Implementation

- ▶ Participated in weekly touchpoints with Implementation, Change Management, Training, Imaging, and Targeted Onsite Support Services (TOSS) teams
- ▶ Participated in Training Case Copy Daily standups on March 29 – April 2, 2021
- ▶ Drafted the Implementation Readiness Dashboard Guide on March 29 – April 2, 2021
- ▶ Provided comments on C-IV Migration Web-Based Training (WBT) Captivate files on March 29 – April 2, 2021
- ▶ Participated in working sessions for the Implementation Quarterly Regional Touchpoint #3 on March 29 – April 2, 2021
- ▶ Participated in the Biweekly Implementation, Change and Training Manager Touchpoint on March 29, 2021
- ▶ Conducted Asian American Pacific Islander (AAPI) Employee Resource Group - Business Case meeting on March 29, 2021

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- ▶ Participated in CalWIN Implementation Support Services (ISS) OCM Point of Contact (POC) Kickoff Dry Run Preparation on March 29 - 30, 2021
- ▶ Completed Targeted Onsite Support Services (TOSS) team infographic updates on March 29, 2021
- ▶ Conducted QA Check-in with CalWIN ISS Consortium Management on March 30, 2021
- ▶ Conducted SharePoint Recommendation session with the Consortium and CalWIN ISS teams on March 30, 2021
- ▶ Participated in Twice-Monthly Implementation Team meeting on March 30, 2021
- ▶ Prepared for the April Change Network Champion meeting on March 30 and April 2, 2021
- ▶ Participated in Phase 1A - County Prep team working session on March 30, 2021
- ▶ Participated in UAT Application Training Materials - Storyboards touchpoint on March 30, 2021
- ▶ Participated in C-IV Foster Care Eligibility Determination (FCED) Plan for Change Management Walk-Through on March 30, 2021
- ▶ Reviewed Summary of High-Impact Changes on March 30 – April 2, 2021
- ▶ Participated in Case Review Guides - Pre and Post Conversion Preparation meeting on March 31, 2021
- ▶ Closed T-6 Month C-IV User Change Readiness Assessment (CRA) survey and performed survey wrap-up activities on March 31, 2021
- ▶ Participated in Implementation coordination – BenefitsCal on March 31, 2021
- ▶ Participated in CalWIN Project Updates meeting on April 1, 2021
- ▶ Participated in Post-Deployment Support Model meeting on April 1, 2021
- ▶ Conducted Implementation Readiness Dashboard - Check In on April 1, 2021
- ▶ Participated in As-Is BPR Work Product - PMO Process meeting on April 1, 2021
- ▶ Participated in CalSAWS Release Communications Planning meeting on April 1, 2021
- ▶ Formulated Training Material Status Charts on April 2, 2021
- ▶ Participated in CalWIN ISS To-Be Pre-Work Approach working session on April 2, 2021

1.2.8 OCAT

- ▶ Participated in OCAT Operations and Release Meeting on March 31, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Facilitate RCM Evolved Orientation Exec briefing on April 5, 2021
- ▶ Facilitate CalSAWS Job Aid working session #3 on April 5, 2021
- ▶ Participate in CalSAWS Section Directors' meeting on April 6, 2021
- ▶ Participate in June JPA Initial Planning meeting on April 7, 2021
- ▶ Facilitate training for Conducting Effective Virtual Meetings on April 6 and 8, 2021
- ▶ Facilitate CCCV Strike Team working session #2 on April 8, 2021
- ▶ Participate in CalSAWS IV&V/PMO Biweekly Meeting on April 9, 2021
- ▶ Attend GA/GR meeting to review new CalWIN reason codes with no associated Notice of Action (NOA) on April 9, 2021

1.3.2 Technical

- ▶ Participate in CalSAWS Technical Weekly meeting on April 5, 2021
- ▶ Participate in HTML 5 - POC meeting on April 6, 2021
- ▶ Participate in Integrated Tech Projects on April 6, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on April 6, 2021
- ▶ Participate in EBDC Performance Phase 3 meeting on April 7, 2021
- ▶ Participate in Technical CAB meeting on April 7, 2021
- ▶ Participate in Environment Management review on April 8, 2021
- ▶ Participate in Batch Regression Status meeting on April 9, 2021
- ▶ Security
 - Participate in Weekly CloudCheckr Security meeting on April 5, 2021
 - Participate in Security Remediation meeting on April 8, 2021
- ▶ Analytics
 - Participate in Analytics Performance and Scalability meeting on April 7, 2021
 - Participate in Analytics Bookmark Training Overview meeting on April 7, 2021
 - Participate in CalSAWS Analytics Training session on April 7, 2021
 - Participate in CalSAWS Weekly Analytics meeting on April 8, 2021
- ▶ ServiceNow Migration
 - Participate in ServiceNow Migration meetings as scheduled

1.3.3 Imaging

- ▶ Participate in Imaging meetings as scheduled

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 designs in progress
 - Track resolution of new reason codes with no associated correspondence
- ▶ Non-State Forms (NSF)
 - Review NSF Design documents

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- ▶ 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
 - Update the requirements traceability checklist
- ▶ Contact Center
 - Review SCRs and attend scheduled meetings
 - Track SCR association to DDIDs in Jira
- ▶ Case Purge
 - Monitor performance
 - Review Design document
 - Review Performance metrics documentation

1.3.5 BenefitsCal

- ▶ Conduct a BenefitsCal Defect analysis meeting to provide observations and align priority definitions with Consortium and Deloitte on April 5, 2021
- ▶ Participate in BenefitsCal Deloitte/Accenture Weekly Coordination meeting on April 6, 2021
- ▶ 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
- ▶ Submit review findings of the Communication Strategy Work Product

1.3.6 Test

- ▶ Release 21.05
 - Continue Independent test execution for high-impact SCRs
 - Continue QA Review of System Test Scenarios
 - Participate in the CalSAWS Integrated Test Team meeting on April 6, 2021
 - Participate in the Integrated Test team meeting on March 30, 2021
- ▶ CalSAWS UAT
 - Conduct Training materials discussion meeting with Consortium on April 5, 2021
 - Participate in UAT Reports and Dashboard meeting with Consortium and Accenture on April 5, 2021
 - Conduct a CalSAWS Web Portal List page working session with the Consortium on April 5, 2021
 - Participate in the April County Network Champion (CNC) dry run for UAT slides on April 6, 2021
 - Conduct UAT participant support sessions on April 6 and 8, 2021
 - Conduct UAT Master Planning meeting on April 7, 2021
 - Conduct a Consortium Weekly Test Case Scenario development status meeting on April 8, 2021

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- Conduct an Imaging and CalSAWS integration scenario/script meeting on April 8, 2021
- Draft the April 19, 2021 Refresh/Kick-Off presentation for C-IV, LA and CalWIN and distribute for initial review
- Draft Log-in instructions to App Stream and available UAT environments
- Continue to develop the CalSAWS C-IV UAT Environment Definition Document
- Continue user converted security profiles discussion and approach with Consortium and Accenture
- Continue UAT Integrated Planning with CalSAWS, BenefitsCal, and Imaging teams
- Monitor UAT C-IV and LA Participant environment roll on forms for completion
- ▶ BenefitsCal Activities
 - Begin review of the BenefitsCal Work Product - System Test Cases - Interfaces
 - Conduct a BenefitsCal Defect analysis meeting to provide observations and align on priority definitions with the Consortium and Deloitte on April 5, 2021
 - Participate in the BenefitsCal Test Planning meeting on April 6, 2021
 - Conduct a BenefitsCal QA Review Checklist / BenefitsCal Scorecard overview meeting with the Consortium on April 7, 2021
 - Continue test case development for Independent test
- ▶ Converted Data Test (CDT) Activities
 - Attend the Weekly CDT Test/QA Touchpoint meeting on April 6, 2021
 - Attend the Weekly Batch Regression Status check point meeting on April 9, 2021
 - Continue Independent test execution of CDT end-to-end scenarios
 - Continue drafting the QA Review of CDT Execution Strategy Checklist and provide comments to the CDT testing team
- ▶ Other Activities
 - Attend the Release-When-Ready weekly meeting on April 12, 2021
 - Attend the Test Touchpoint meeting with the CalSAWS test leads on April 14, 2021
 - Participate in the HTML5 – Updates on POC meeting on April 6, 2021
 - Participate in the EDBC Performance Phase 3 – development changes meeting on April 7, 2021
 - Participate in the CalSAWS County Validation Strike Team – Kick Off on April 8, 2021
 - Participate in a meeting with First Data for M&O transition Release monitoring activities on April 8, 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 April 5 -9, 2021
- ▶ Refine Implementation Readiness Dashboard Guide on April 5 -9, 2021
- ▶ Provide comments on C-IV Migration Web-Based Training (WBT) Captivate files on April 5 - 9, 2021
- ▶ Participate in weekly CalWIN ISS Management Meeting on April 5, 2021
- ▶ Participate in Training Case Copy Daily standups on April 5 – 9, 2021
- ▶ Participate in Advocate Engagement Pre/Post Go-Live Follow Up on April 5, 2021

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- ▶ Participate in Preparing for Green Light meeting on April 5, 2021
- ▶ Participate in CalWIN ISS OCM RTM review on April 6, 2021
- ▶ Review Project Steering Committee (PSC) and Welfare Client Data Systems (WCDS) Slides on April 6, 2021
- ▶ Plan for Participant Allocation for Early Training and Imaging Train The Subject Matter Expert (ITTSME) on April 6, 2021
- ▶ Participate in Welfare to Work (WTW) Assistance Unit (AU) Summary Page Web Based Training Walkthrough on April 6, 2021
- ▶ Participate in Change Reason WBT Captivate Walkthrough on April 6, 2021
- ▶ Prepare for the April Change Network Champion meeting on April 6, 2021
- ▶ Participate in Monthly Implementation Readiness Checkpoint meeting on April 7, 2021
- ▶ Participate in Imaging Materials Review on April 7, 2021
- ▶ Prepare for Task Management Targeted Topic (dry run) on April 8, 2021
- ▶ Conduct Monthly CalSAWS Change Network Meeting and optional workshop on April 8, 2021
- ▶ Participate in Business Chemistry Team Building Session on April 9, 2021
- ▶ Formulate Training Material Status Charts on April 9, 2021

1.3.8 OCAT

- ▶ Participate in OCAT database tuning discussion on April 6, 2021

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period