



# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: April 5, 2021 to April 11, 2021**

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# CalSAWS – California Statewide Automated Welfare System










## CalSAWS Quality Assurance

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## 1.0 Quality Assurance



### 1.1 Deliverables Management

Table 1-1 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
3.22	QA Monthly Status Report - April 2021		<ul style="list-style-type: none"> <li>Submit FDEL by May 5, 2021</li> </ul>
4.22	QA Work Plan - April 2021		<ul style="list-style-type: none"> <li>Submit FDEL by May 5, 2021</li> </ul>
7.22	QA Test Monthly Report – April 2021		<ul style="list-style-type: none"> <li>Submit FDEL by May 5, 2021</li> </ul>
8	QA UAT Weekly Report (Weekly)		<ul style="list-style-type: none"> <li>Submit DDEL by April 30, 2021</li> </ul>
10.02	Quarterly QA Security Report		<ul style="list-style-type: none"> <li>Submitted FDEL on April 7, 2021</li> <li>Approval expected by April 13, 2021</li> </ul>
12.22	Assessment of CalSAWS Migration Work Plan Update – April 2021		<ul style="list-style-type: none"> <li>Submit FDEL by April 20, 2021</li> </ul>
39	Assessment of CalSAWS Requirements Traceability Matrix - Update 7		<ul style="list-style-type: none"> <li>Approval received on April 12, 2021</li> </ul>
40	Assessment of CalSAWS (C-IV) UAT Readiness Report/Milestone		<ul style="list-style-type: none"> <li>Submit DDEL by June 4, 2021</li> </ul>
41	Assessment of CalSAWS Migration Project Control Document - Update #2		<ul style="list-style-type: none"> <li>Submit DDEL by April 27, 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 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
12	<b>OCAT</b> – QA Assessment of OCAT Performance Verification Report & Final Acceptance		<ul style="list-style-type: none"> <li>Submit DDEL by October 19, 2021</li> </ul>
13	<b>OCAT</b> - QA Assessment of OCAT Phase 2 (M&O) Transition Plan		<ul style="list-style-type: none"> <li>Submit DDEL by July 27, 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



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Table 1-3 - Overall Summary of BenefitsCal Deliverable Status

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

DEL #	DELIVERABLE NAME		STATUS
59.03	<b>CalWIN Implementation</b> - Assessment of CalWIN Implementation Migration Work Plan Update - March 2021		<ul style="list-style-type: none"> <li>Submitted FDEL on April 12, 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**

- ▶ Conducted Executive briefing on RCM Evolved Orientation on April 5, 2021
- ▶ Facilitated CalSAWS Job Aid working session on April 5, 2021
- ▶ Conducted Soft Skills Training for PMO on April 6, 2021
- ▶ Presented on RCM and CalSAWS Consortium County Validation Framework (CCCVF) Strike Team status at Section Directors' meeting on April 6, 2021
- ▶ Participated in June JPA Initial Planning meeting on April 7, 2021
- ▶ Facilitated RCM Virtual Binder working session on April 7, 2021
- ▶ Conducted Soft Skills Training for App Dev/Test/Release Management on April 8, 2021
- ▶ Co-facilitated CCCVF Strike Team session on April 8, 2021
- ▶ Participated in CalSAWS IV&V/PMO Biweekly meeting on April 9, 2021
- ▶ Reviewed Batch Operation recommendations with Accenture on April 9, 2021
- ▶ Reviewed new CalWIN reason codes with no associated Notice of Action (NOA) in the GA/GR meeting on April 9, 2021

### **1.2.2 Technical**

- ▶ Participated in CalSAWS Technical Weekly meeting on April 5, 2021
- ▶ Participated in HTML 5 - POC meeting on April 6, 2021
- ▶ Participated in Integrated Technical Projects meeting on April 6, 2021
- ▶ Participated in Consortium Financial Operations (FinOps) meeting on April 6, 2021
- ▶ Participated in Technical CAB meeting on April 7, 2021
- ▶ Participated in EBDC Performance Phase 3 meeting on April 7, 2021
- ▶ Participated in Environment Management review on April 8, 2021
- ▶ Participated in Batch Regression Status meeting on April 9, 2021
- ▶ Security
  - Participated in Weekly CloudCheckr Security meeting on April 5, 2021
  - Participate in Security Remediation meeting on April 8, 2021
- ▶ Analytics
  - Participated in Analytics Bookmarks Training Overview Meeting on April 7, 2021
  - Participated in Analytics Training Session Planning Meeting on April 7, 2021
  - Participated in Analytics Performance and Scalability Meeting on April 7, 2021
  - Participated in CalSAWS Weekly Analytics meeting on April 8, 2021
- ▶ ServiceNow Migration
  - Participated in ServiceNow Migration meeting on April 2, 2021
  - Participated in the ServiceNow Migration Greenlight Preparation on April 8, 2021

### **1.2.3 Imaging**

- ▶ Monitored the C-IV Image migration to AWS schedule and April 16, 2021 re-baseline

### **1.2.4 Functional**

- ▶ Conversion
  - Attended the GA/GR Conversion Monthly Touchpoint
  - Participated in the weekly CalWIN Conversion and Change Management meeting
  - Attended the weekly Conversion Strategic Direction meeting

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- ▶ General Assistance/General Relief (GA/GR)
  - Reviewed SCRs
  - Completed review of 2 SCR Designs
  - Attended the discussion on the new reason codes with no associated correspondence
  - Reviewed presentation of the GA/GR functionality available at C-IV and CalWIN migrations
- ▶ APIs
  - Reviewed API Design Documents
  - Submitted comments on CalSAWS BenefitsCal API documentation
- ▶ Task Management
  - Reviewed 21.07 Design documents
- ▶ Lobby Management
  - Updated the requirements traceability checklist
- ▶ Contact Center
  - Reviewed SCRs and attended scheduled meetings
  - Monitored the C-IV Migration to ForgeRock
- ▶ Case Purge
  - Participated in daily scrum meetings
  - Commented on the Sprint 11 Design Document
  - Tracked outstanding action items for the Case Purge execution on April 16, 2021

#### 1.2.5 BenefitsCal

- ▶ Analyzed and presented system test defect severity and how they align to the Master Test Plan definitions to Deloitte and Consortium. Agreed to review entrance criteria two weeks prior to UAT.
- ▶ 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

#### 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:
    - Eight (8) SCRs for Independent Testing
    - Fifteen (15) SCRs for QA Review of System Test Results
  - Continued 21.05 Independent Test execution for high-impact SCRs
  - Began QA Review of System Test scenarios and provided draft comments
  - Began QA Review of System Test execution results
  - Participated in the Integrated Test team meeting on April 6, 2021

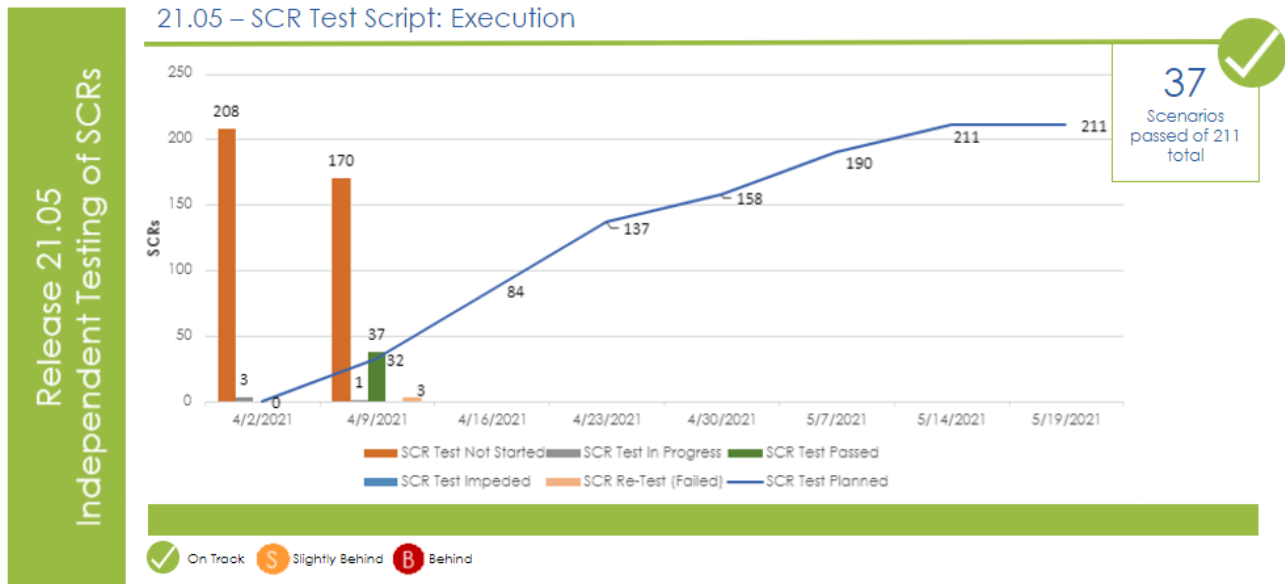
# CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

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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	80.57% (170)	0.47% (1)	17.54% (37)	1.42% (3)	0% (0)



► CalSAWS User Acceptance Test (UAT)

- Conducted Training materials discussion meeting with Consortium on April 5, 2021
- Participated in UAT Reports and Dashboard meeting with Consortium and Accenture on April 5, 2021
- Conducted a CalSAWS Web Portal List page working session with the Consortium on April 5, 2021
- Participated in the April County Network Champion (CNC) dry run for UAT slides on April 6, 2021
- Conducted UAT participant support sessions on April 6 and 8, 2021. On average 60 Q&A questions are answered per week
- Conducted UAT Master Planning meeting to discuss Kick-off status and preparation activities on April 7, 2021
- Participated in a Reports Test Scenario development status meeting on April 8, 2021
- Conducted a CalSAWS Weekly Test Case Scenario development status meeting on April 8, 2021
- Conducted an Imaging and CalSAWS integration scenario/script meeting on April 8, 2021
- Conducted a User Converted Security profiles discussion and approach with Consortium and Accenture on April 8, 2021
- Uploaded and distributed GA/GR Test scenarios to C-IV UAT participants for review
- Drafted the UAT slides for the April 15, 2021 PSC meeting

## CalSAWS – California Statewide Automated Welfare System

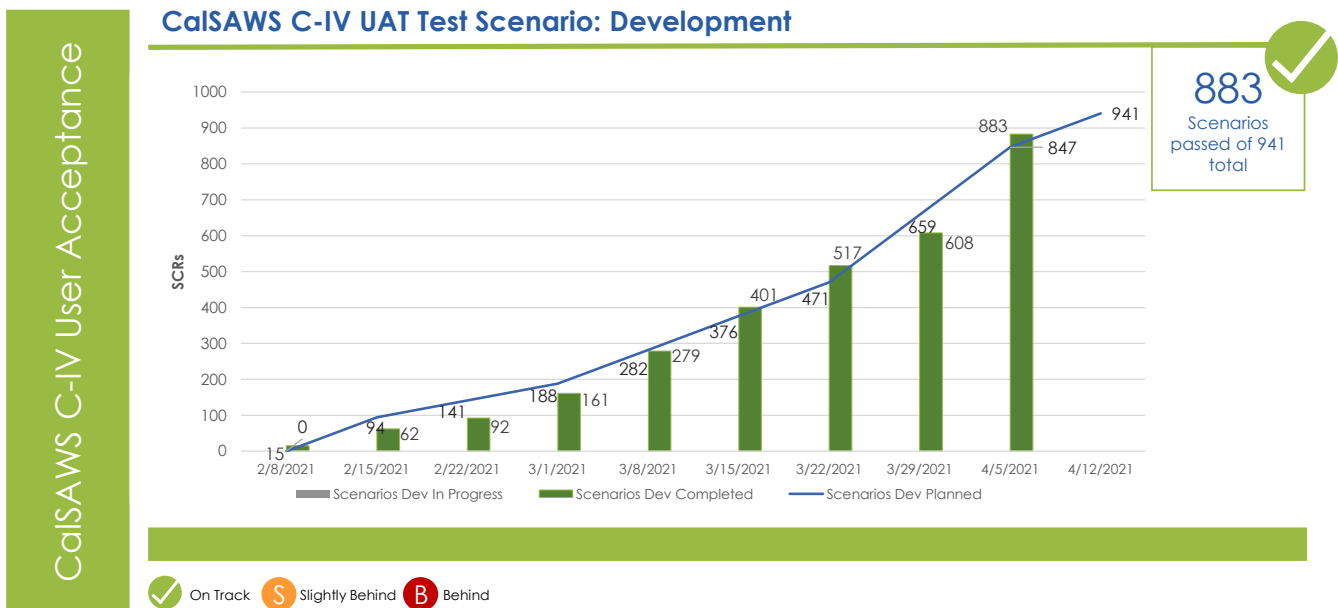
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- Drafted and distributed the CalSAWS C-IV UAT Environment Definition Document and requested feedback by April 9, 2021
- Monitored receipt of C-IV and LA Environment access forms (300 received of 415)
- Managed C-IV UAT execution UAT Participant schedule updates

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	6% (58)	0% (0)	94% (883)



### ► Other Consortium Support Test Activities

#### ○ BenefitsCal Activities

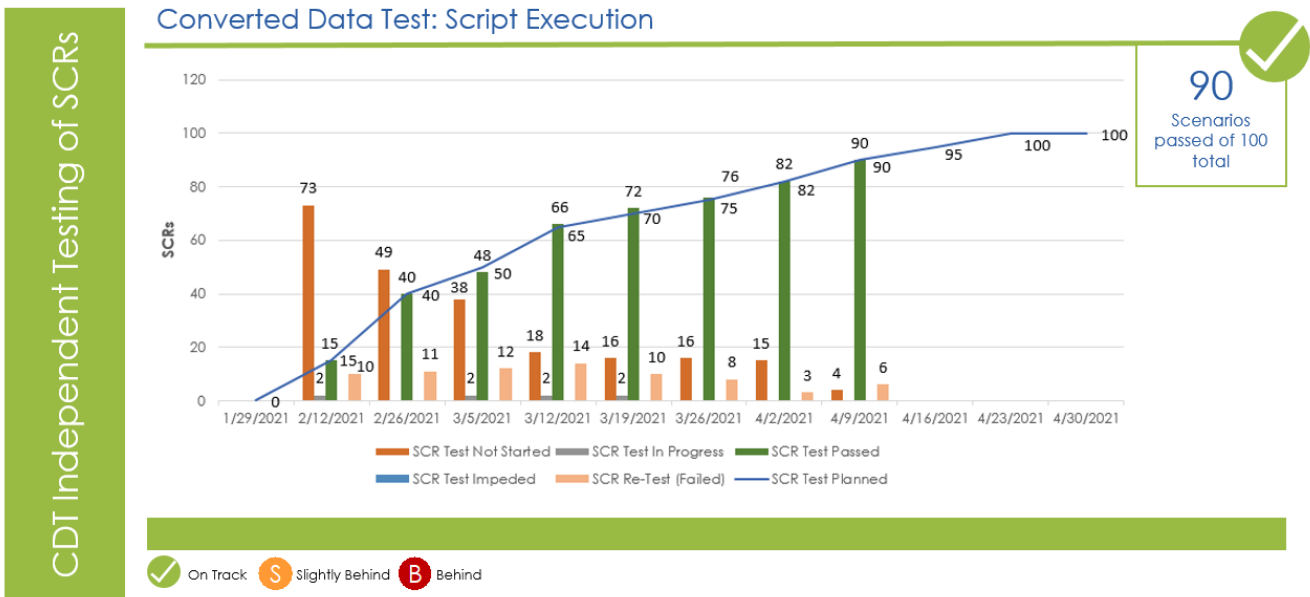
- Participated in the weekly BenefitsCal Test Planning meeting to discuss system test date alignment on April 6, 2021
- Attended **FIS** EBT and BenefitsCal – Partner Testing Alignment meeting with the Consortium and Deloitte on April 7, 2021
- Participated in BenefitsCal QA Review Checklist / BenefitsCal Scorecard overview meeting with the Consortium on April 7, 2021 and received approval on templates and process
- Participated in an End-to-End Test Scenario collaboration meeting with Consortium and BenefitsCal UAT Leads on April 8, 2021
- Submitted comment resolution on the BenefitsCal Work Product – End-to-End test cases on April 8, 2021
- Submitted comment resolution on the BenefitsCal Work Product – GSD Part 2 Test Case Update test case scenarios on April 6, 2021
- Continued test case development for Independent test



- o Converted Data Test (CDT) Activities
  - Attended the Weekly CDT Test/QA Touchpoint meeting on April 6, 2021
  - Continued functional End-to-End scenario test execution
  - Completed QA Review of the CDT Execution Strategy Checklist and submitted comments to the CDT Test team on April 9, 2021
  - Attended the weekly Batch Regression Status check point meeting on April 9, 2021
  - Submitted the CDT Batch Scorecard and Checklist to Consortium
  - Reviewed Batch Regression team responses to QA comments for 11 batch jobs QA reviewed during migration releases but not found in CDT Batch Regression test cases.

Table 1-7 – Converted Data Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CDT – QA Independent Test Results	100	4% (4)	0% (0)	90% (90)	6% (6)	0% (0)



- o Other Activities
  - Attended the weekly Release-When-Ready meeting on April 5, 2021
  - Attended the Test Touchpoint meeting with the Consortium and Accenture test leads on April 7, 2021
  - Met with First Data on M&O transition Release monitoring activities on April 8, 2021
  - Participated in the CalSAWS County Validation Strike Team Kick Off on April 8, 2021

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### 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 April 5 - 9, 2021
- ▶ Refined the Implementation Readiness Dashboard Guide on April 5 - 9, 2021
- ▶ Provided comments on C-IV Migration Web-Based Training (WBT) Captivate files on April 5 - 9, 2021
- ▶ Participated in weekly CalWIN ISS Management meeting on April 5, 2021
- ▶ Participated in Training Case Copy daily standups on April 5 – 9, 2021
- ▶ Participated in Advocate Engagement Pre/Post Go-Live Follow Up on April 5, 2021
- ▶ Participated in Preparing for Green Light meeting on April 5, 2021
- ▶ Participated in weekly CalWIN ISS OCM meeting on April 6, 2021
- ▶ Reviewed CalWIN ISS Project Steering Committee (PSC) and Welfare Client Data System (WCDS) slides on April 6, 2021
- ▶ Conducted Implementation Readiness Dashboard Check-In, and finalized PSC mockup on April 6, 2021
- ▶ Planned for Participant Allocation for Early Training and Imaging Train The Subject Matter Expert (ITTSME) on April 6, 2021
- ▶ Participated in Welfare to Work (WTW) Assistance Unit (AU) Summary Page Web Based Training walkthrough on April 6, 2021
- ▶ Participated in Change Reason WBT Captivate walkthrough on April 6, 2021
- ▶ Prepared for the April Change Network Champion meeting on April 6, 2021
- ▶ Participated in Orange & Ventura County BPR Sessions and Debriefs on April 6 – 8, 2021
- ▶ Conducted monthly Implementation Readiness Checkpoint meeting on April 7, 2021
- ▶ Conducted QA Check-In meeting with Customer Engagement Section Director on April 7, 2021
- ▶ Prepared for Region 4 management site visit on April 7, 2021
- ▶ Participated in Imaging Materials review on April 7, 2021
- ▶ Prepared for Task Management Targeted Topic (dry run) on April 8, 2021
- ▶ Prepared for Just In Time Demonstration on Change Reason on April 8, 2021
- ▶ Submitted QA comments on CalWIN ISS As-Is business processes on April 8, 2021
- ▶ Conducted monthly CalSAWS Change Network meeting on April 8, 2021
- ▶ Participated in CalWIN ISS To-Be Approach meeting on April 8, 2021
- ▶ Participated in Business Chemistry Team Building session on April 9, 2021
- ▶ Formulated Training Material Status Charts on April 9, 2021

### 1.2.8 OCAT

- ▶ Participated in OCAT OP-2461 SQL Tuning Discussion on April 6, 2021

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

#### **1.3.1 Project Management**

- ▶ Facilitate CalSAWS Job Aid working session on April 12, 2021
- ▶ Review OCAT Monthly SLA Reporting on April 13, 2021
- ▶ Facilitate Policy and Design Engagement Brown Bag session on April 13, 2021
- ▶ Participate in OCAT Operations and Release meeting on April 14, 2021
- ▶ Present QA Status at monthly CalSAWS State and Federal Partner meeting on April 14, 2021
- ▶ Participate in GA/GR Weekly Consortium meeting on April 15, 2021
- ▶ Attend CalSAWS Project Steering Committee meeting on April 15, 2021
- ▶ Facilitate CCCVF Strike Team working session on April 15, 2021
- ▶ Conduct Soft Skills training surveys through on April 16, 2021
- ▶ Attend CalSAWS JPA Board meeting on April 16, 2021

#### **1.3.2 Technical**

- ▶ Participate in CalSAWS Technical Weekly meeting on April 12, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on April 13, 2021
- ▶ Participate in EBDC Performance Phase 3 meeting on April 14, 2021
- ▶ Participate in Technical CAB meeting on April 14, 2021
- ▶ Participate in Environment Management review on April 15, 2021
- ▶ Participate in Batch Regression Status meeting on April 16, 2021
- ▶ Security
  - Participate in weekly CloudCheckr Security meetings on April 12, 2021
  - Participate in Security Operations discussion on April 16, 2021
  - Participate in Security Remediation meeting on April 15, 2021
- ▶ Analytics
  - Participate in Analytics Performance and Scalability meeting on April 14, 2021
  - Participate in CalSAWS Analytics Training session on April 14, 2021
  - Participate in CalSAWS Weekly Analytics meeting on April 15, 2021
- ▶ ServiceNow Migration
  - Participate in ServiceNow Asset Management demonstration on April 14
  - Participate in ServiceNow Stakeholder meeting on April 15, 2021

#### **1.3.3 Imaging**

- ▶ Participate in Imaging Change Management meeting on April 14, 2021
- ▶ Participate in CalSAWS Imaging and Contact Center Projects meeting on April 14, 2021

#### **1.3.4 Functional**

- ▶ Attend the Application Development Leads meeting
- ▶ Conversion
  - Attend the Golden Data Set #3 Release Notes walkthrough
  - 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

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- ▶ Non-State Forms (NSF)
  - Review NSF Design documents
- ▶ APIs
  - Validate comment resolution for BenefitsCal portal APIs
  - Attend API User Group meeting
- ▶ Task Management
  - Review 21.07 Design documents
- ▶ Lobby Management
  - Review SCRs and attend scheduled meetings
  - Update the requirements traceability checklist
- ▶ Contact Center
  - Review SCRs and attend scheduled meetings
- ▶ Case Purge
  - Review Final Design document
  - Review Performance metrics documentation

#### 1.3.5 BenefitsCal

- ▶ Attend Daily Test Status meetings
- ▶ 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 FWP Communication Strategy

#### 1.3.6 Test

- ▶ Release 21.05
  - Continue Independent test execution for high-impact SCRs
  - Continue QA Review of System Test Scenarios and Execution results
  - Participate in the CalSAWS Integrated Test team meeting on April 13, 2021
- ▶ CalSAWS UAT
  - Complete April 19, 2021 UAT Kick-Off materials
  - Conduct a UAT County Access Support planning session with Consortium and Accenture on April 12, 2021
  - Conduct the UAT Kick-Off Dry run with Consortium and Accenture on April 13, 2021
  - Conduct UAT participant support sessions on April 13 and 15, 2021
  - Conduct a UAT Master Planning meeting on April 14, 2021
  - Conduct a CalSAWS Weekly Test Case Scenario development status meeting on April 8, 2021
  - Participate in an Imaging and CalSAWS integration scenario/script meeting on April 15, 2021
  - Finalize the CalSAWS UAT Environment Definition Document which includes Imaging
  - Finalize user converted security profiles discussion and approach with Consortium and Accenture on April 14, 2021
  - Monitor receipt of C-IV and LA Environment access forms

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- Continue managing UAT Participant schedule updates for C-IV UAT Execution
- Monitor GA/GR Test scenario feedback from C-IV UAT participants
- ▶ BenefitsCal Activities
  - Review and submit comments on the BenefitsCal Work Product – Interface test cases on April 12, 2021
  - Begin review on the BenefitsCal Work Products - GSD Part II Test Case Review (New Features, e.g., Disaster CalFresh)
  - Participate in the BenefitsCal Test Planning meeting on April 13, 2021
  - Continue test case development for Independent test
- ▶ Converted Data Test (CDT) Activities
  - Attend the weekly CDT Test/QA Touchpoint meeting on April 13, 2021
  - Attend the Golden Data Set #3 Release Notes Overview meeting on April 12, 2021
  - Continue CDT End-to-End scenarios Independent test execution
  - Attend the weekly Batch Regression Status check point meeting on April 16, 2021
  - Begin QA scenario and execution reviews for CDT Batch Regression identified on the scorecard
- ▶ Other Activities
  - Attend the weekly Release-When-Ready meeting on April 12, 2021
  - Attend the Test Touchpoint meeting with the CalSAWS test leads on April 14, 2021
  - Meet with First Data on M&O transition activities on April 15, 2021
  - Participate in CCCV Framework Strike Team on April 15, 2021
  - Participate in the Environment Integration/Management meeting on April 15, 2021
  - Participate in the Project Steering Committee meeting on April 15, 2021
  - Attend the monthly Implementation Readiness meeting on April 15, 2021

### 1.3.7 Implementation

- ▶ Participate in weekly touchpoints with Implementation, Change Management, Training, Imaging, and Targeted Onsite Support Services (TOSS) teams
- ▶ Participate in daily Training Case Copy standups on April 12 -16, 2021
- ▶ Provide comments on C-IV Migration Web-Based Training (WBT) Captivate files on April 12 - 16, 2021
- ▶ Participate in Bi-weekly Implementation, Training, and Change Management leads meeting on April 12, 2021
- ▶ Participate in As-Is BPR Work Product - PMO Process - Formal Review, Comment and Sign-Off on April 12, 2021
- ▶ Participate in weekly CalWIN ISS Management meeting on April 12, 2021
- ▶ Participate in CalWIN ISS Standup meetings on April 13 - 15, 2021
- ▶ Participate in Orange & Ventura County BPR Sessions - Debrief on April 13 - 15, 2021
- ▶ Conduct CalWIN ISS QA and Consortium Check In on April 13, 2021
- ▶ Participate in Training, Implementation, and Change team meeting on April 13, 2021
- ▶ Participate in Early WBT Access for County Supervisors meeting on April 14, 2021
- ▶ Conduct Early Training – Planning meeting on April 14, 2021

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- ▶ Participate in Imaging Change Management, Training, and Implementation Checkpoint Slides meeting on April 14, 2021
- ▶ Support CalWIN ISS OCM Point of Contact (POC) Kick-Off meeting on April 14, 2021
- ▶ Participate in LA County T-6 Month Imaging Change Readiness Assessment Planning meeting on April 14, 2021
- ▶ Participate in Implementation coordination – BenefitsCal meeting on April 14, 2021
- ▶ Present Path to Green Light Governance Timeline at Project Steering Committee (PSC) meeting on April 15, 2021
- ▶ Participate in CalWIN Project Updates meeting on April 15, 2021
- ▶ Participate in Pre-Meet - monthly Implementation Readiness Checkpoint with Regional Managers on April 15, 2021
- ▶ Support monthly Implementation Readiness working session on April 15, 2021
- ▶ Participate in All Staff ServiceNow Overview session on April 15, 2021
- ▶ Conduct Green Light Planning with Accenture and Consortium on April 16, 2021
- ▶ Formulate Training Material Status Charts on April 16, 2021

### 1.3.8 OCAT

- ▶ Review OCAT Monthly SLA Reporting on April 13, 2021
- ▶ Participate in OCAT Operations and Release Meeting on April 14, 2021

### 1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period