

CalSAWS Quality
Assurance Weekly Status
Report

Reporting Period: April 26, 2021 to May 2, 2021

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
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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"> Submit FDEL by May 5, 2021
4.22	QA Work Plan - April 2021		<ul style="list-style-type: none"> Submit FDEL by May 5, 2021
7.22	QA Test Monthly Report – April 2021		<ul style="list-style-type: none"> Submit FDEL by May 5, 2021
8	QA UAT Weekly Report		<ul style="list-style-type: none"> Submitted DDED on April 30, 2021 Submit FDEL by May 12, 2021
10.03	Quarterly QA Security Report		<ul style="list-style-type: none"> Submit DDEL by June 29, 2021
12.23	Assessment of CalSAWS Migration Work Plan Update – May 2021		<ul style="list-style-type: none"> Submit FDEL by May 19, 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"> Submitted DDEL on April 27, 2021 Submit FDEL by May 7, 2021
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8		<ul style="list-style-type: none"> Submit DDEL by October 15, 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
3.08	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – April 2021		<ul style="list-style-type: none"> • Submit FDEL by May 12, 2021
4.03	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix – Conclusion of Testing		<ul style="list-style-type: none"> • Submit DDEL by August 24, 2021
12.00	BenefitsCal - Assessment of Portal/Mobile App M&O Plan		<ul style="list-style-type: none"> • Submit DDED by May 25, 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
59.04	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - April 2021		<ul style="list-style-type: none"> • Submit FDEL by May 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 CalSAWS Central Print Kickoff on April 26, 2021
- ▶ Participated in Job Aid working sessions on April 26 – 28, 2021
- ▶ Facilitated Conducting Effective Virtual Meetings Soft Skills Training for Customer Engagement on April 28, 2021
- ▶ Participated in OCAT Operations and Release meeting on April 28, 2021
- ▶ Updated assigned risks for Risk Management Group on April 28, 2021
- ▶ Facilitated CalSAWS Consortium County Validation (CCCV) Framework Strike Team working session on April 29, 2021
- ▶ Participated in CalSAWS IV&V/PMO Biweekly meeting on April 30, 2021
- ▶ Facilitated RCM Evolved Orientation working session on April 30, 2021

1.2.2 Technical

- ▶ Participated in weekly CalSAWS Technical meeting on April 26, 2021
- ▶ Facilitated BenefitsCal discussion with Consortium Security on April 27, 2021
- ▶ Participated in CalSAWS Tech M&O meeting on April 27, 2021
- ▶ Participated in Consortium Financial Operations (FinOps) meeting on April 27, 2021
- ▶ Participated in Technical CAB meeting on April 28, 2021
- ▶ Participated in Architecture Standards Review Series on April 29, 2021
- ▶ Participated in Review of Monthly Over 15 Seconds Report on April 29, 2021
- ▶ Batch
 - Participated in EDBC Performance Phase 3 meeting on April 26, 2021
 - Participated in Batch Regression Status meeting on April 30, 2021
- ▶ Central Print
 - Participated in CalSAWS Central Print Kickoff meeting on April 26, 2021
- ▶ Security
 - Participated in weekly CloudCheckr Security meetings on April 26, 2021
 - Participated in Delegated Administration Portal Training on April 29, 2021
 - Participated in Security Operations Discussion on April 30, 2021
 - Participated in Security Quarterly Use Case Lifecycle Review on April 30, 2021
- ▶ Analytics
 - Participated in CalSAWS Performance Documentation discussion on April 26, 2021
 - Participated in Analytics Ad Hoc User Community Workgroup on April 28, 2021
 - Participated in weekly CalSAWS Analytics meeting on April 29, 2021
 - Participated in Analytics Export On Request discussion on April 29, 2021
- ▶ ServiceNow Migration
 - Participated ServiceNow Migration Stakeholder meeting on April 29, 2021
 - Participated in ServiceNow Post Go-Live Support session on May 1, 2021

1.2.3 Imaging

- ▶ Participated in Imaging Checkpoint meeting on April 28, 2021
- ▶ Participated in Imaging Workflow Processing review on April 30, 2021

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1.2.4 Functional

- ▶ Met with the Accenture team to review Converted Data Testing Exit criteria
- ▶ Conversion
 - Attended C-IV to CalSAWS Conversion Cutover Go Live (1B) Table Read on April 28, 2021
 - Reviewed with Consortium Click-Thru tasks for Mock Conversion 1
 - Attended the monthly CalWIN County Conversion Manager meeting
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design Documents
- ▶ Non-State Forms
 - Reviewed Design Documents for translated forms
- ▶ APIs
 - Reviewed API Design Documents
 - Monitored Connectivity Testing results
 - Reviewed Partner Integration Testing results
- ▶ Task Management
 - Reviewed Design documents
- ▶ Lobby Management
 - Updated the requirements traceability checklist
- ▶ Contact Center
 - Reviewed SCRs and attended scheduled meetings
 - Reviewed IVR functionality moving to Release 21.07 testing
- ▶ Case Purge
 - Participated in discussions about the Case Purge pause and green light for restarting
 - Verified the restoration and confirmed the code fix functioned correctly
 - Recommended a Lessons Learned on the C-IV Case Purge
 - Attended the Sprint 0 discussions for the CalSAWS Case Purge

1.2.5 BenefitsCal

- ▶ Provided comments on the Awareness toolkit and draft communications
- ▶ Discussed Interface Partner test case outstanding comments
- ▶ Participated in the weekly BenefitsCal Coordination meeting with Deloitte and Accenture
- ▶ Attended the daily BenefitsCal System Test Status Connect meeting
- ▶ Attended the weekly BenefitsCal Test Planning meeting
- ▶ Attended the weekly BenefitsCal risk meeting

1.2.6 Test

- ▶ Release 21.05 Readiness
 - Prepared Project Readiness artifacts for the Release 21.05 Project Readiness T-3 Integrated Readiness Status
- ▶ 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

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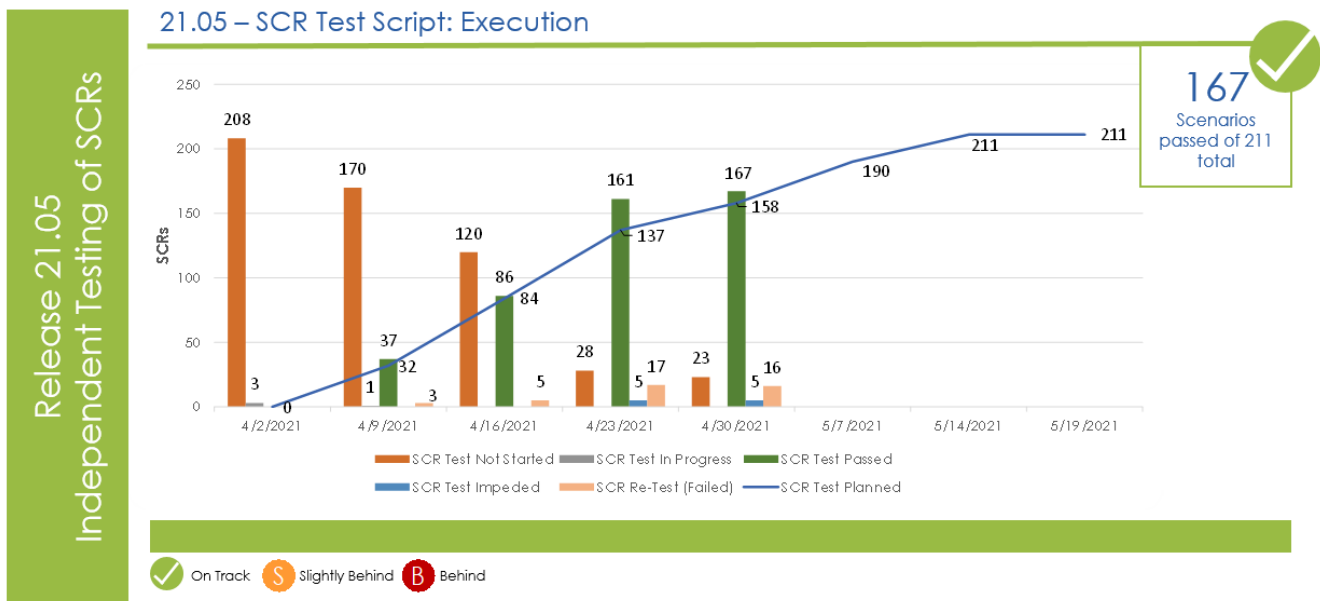
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- Fifteen (15) SCR for QA Review of System Test Results
 - Continued 21.05 Independent Test execution for high-impact SCR
 - Continued QA Review of System Test execution results
 - Participated in the Integrated Test team meeting on April 27, 2021

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	11% (23)	0% (0)	79% (167)	8% (16)	2% (5)



► CalSAWS User Acceptance Test (UAT)

- Conducted UAT participant support sessions on April 27 and 29, 2021
- Conducted UAT Master Planning meetings on April 26 and 28, 2021
- Finalized the UAT Tester execution form and weekly schedule template on April 27, 2021
- Collaborated with Accenture to build the CalSAWS UAT dashboards on April 28, 2021
- Conducted Environment Access support touch points with Consortium and Accenture on April 27 and 29, 2021
- Reviewed the UAT Integrated Readiness Checklist with Consortium on April 28, 2021
- Reviewed Advocate Scenarios with Consortium on April 30, 2021
- Completed UAT presentation slide for the May 18th Quarterly Regional Touch Point
- Discussed the UAT Integrated Findings with Consortium and Accenture
- Monitored C-IV UAT participants county test scenario feedback
- Supported UAT Participant access to environment

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- ▶ Other Consortium Support Test Activities
 - BenefitsCal Activities
 - Participated in the weekly BenefitsCal Test Planning meeting on April 27, 2021
 - Supported the comment resolution process for the BenefitsCal Work Products – Conversion + ADA Scenario and Test Case Review
 - Completed comment resolutions on the BenefitsCal Work Product – GSD Part II Test Case Review (New Features, e.g., Disaster CalFresh)
 - Participated in the BenefitsCal/CalSAWS partner interface test meeting on April 26, 2021
 - Participated in an Interface Test Case discussion meeting for comment resolution on April 29, 2021
 - Drafted Scorecard (Increment 1 – Cycle 1) and submitted to Consortium for review and approval
 - Reviewed BenefitsCal UAT end-to-end test scenarios
 - Began setup of the QA BenefitsCal Dashboard
 - Began QA Review of System Test execution results (Increment 1)
 - Continued test case development for Independent test
 - Converted Data Test (CDT) Activities
 - Attended the weekly CDT Test/QA Touchpoint meeting on April 27, 2021
 - Attended the C-IV CDT Exit Criteria meeting on April 29, 2021 with recommendations on CDT exit criteria
 - Completed functional End-to-End scenario test execution
 - Completed CDT State Reports QA review
 - Delivered the CDT Functional Testing summary on April 29, 2021
 - Reviewed defects to prepare for CDT Exit Criteria
 - Discussed QA CDT Batch execution review findings on April 29, 2021
 - Attended the weekly Batch Regression Status meeting on April 30, 2021
 - Continued CDT Batch Regression QA review

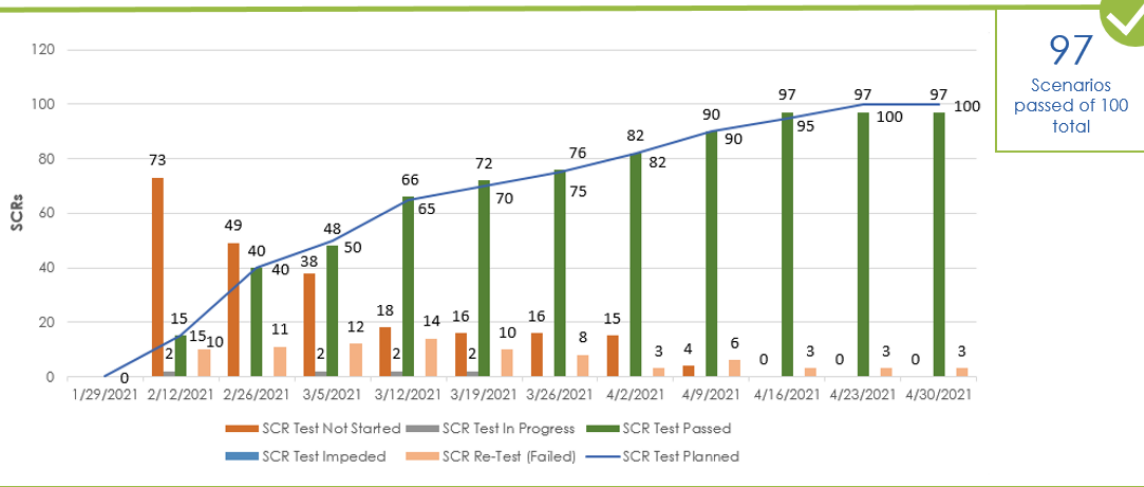
Table 1-6 – Converted Data Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CDT – QA Independent Test Results	100	0% (0)	0% (0)	97% (97)	3% (3) *	0% (0)

*Completion pending delivery of Golden Data Set #4 and Release 21.05

CDT Independent Testing of SCRs

Converted Data Test: Script Execution



✔ On Track
 S Slightly Behind
 B Behind

o Other Activities

- Attended the weekly Release-When-Ready meeting on April 26, 2021
- Attended the Test Touchpoint meeting with the Consortium and Accenture Test Leads on April 28, 2021
- Participated in CCCVF Strike Team meeting on April 29, 2021
- Attended the EDBC Performance – Phase 3 checkpoint meeting on April 26, 2021
- Participated in an Outcomes Based Certification (OBC)/Operational Readiness Review (ORR) Eligibility and Enrollment Outcomes meeting on April 28, 2021

1.2.7 Implementation

- ▶ C-IV Migration
 - Participated in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and Targeted Onsite Support Services (TOSS) teams
 - Prepared for Region 4 Management site visit
 - Participated in daily Training Case Copy standups on April 26 - 30, 2021
 - Participated in bi-weekly Implementation, Change, and Training Manager meeting on April 20, 2021
 - Planned for Supervisor Authorization Communications on April 26, 2021
 - Planned for OCAT related Implementation Readiness Tasks on April 26, 2021
 - Participated in twice monthly Training, Implementation, and Change Team meeting on April 27, 2021
 - Prepared for Change Reason Just-In-Time System demonstration on April 27, 2021
 - Prepared for Early Training with Consortium Training Team on April 27, 2021
 - Participated in BenefitsCal Implementation coordination meeting on April 28, 2021
 - Participated in C-IV to CalSAWS Conversion Cutover 1B – Table Read on April 28, 2021
 - Refined Early Training – Additional Access communication on April 29, 2021
 - Conducted Green Light Planning – Check In on April 30, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in daily CalWIN ISS Management meetings April 26 – 29, 2021
 - Conducted QA Check-In with Consortium Project Management on April 27, 2021
 - Participated in Santa Cruz and Solano County As-Is Sessions and Daily Debriefs April 27 - 29, 2021
 - Submitted comments on Ventura and Orange County As-Is Process Models on April 30, 2021
 - Participated in CalWIN ISS OCM POC meeting on April 28, 2021
 - Participated in Case Review Guides - Pre and Post Conversion Preparation meeting on April 28, 2021
 - Participated in CalWIN Project Updates meeting on April 29, 2021
- ▶ Release Management
 - Verified Training System Change Requests (SCRs) for Release 21.05
 - Participated in CalSAWS Release Communications meeting on April 29, 2021
- ▶ Special Projects
 - Prepared three IDEA Surveys on April 26 – 28, 2021
 - Conducted Video Compression Tips meeting on April 27, 2021
 - Sent All Staff Survey on Remote Work Preferences on April 27, 2021

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1.2.8 OCAT

- ▶ Participated in OCAT Operations and Release Status meeting on April 28, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Conduct Effective Virtual Meetings Soft Skills training for CalWIN on May 3, 2021
- ▶ Participate in CalSAWS Section Directors' meeting on May 4, 2021
- ▶ Facilitate Job Aid Training Team planning session on May 4, 2021
- ▶ Present RCM and CCCV Strike Team status at Section Directors on May 4, 2021
- ▶ Co-Facilitate RCM Evolved Orientation Speaker Preparation session on May 5, 2021
- ▶ Co-Facilitate CCCV Framework Strike Team session on May 6, 2021
- ▶ Participate in Batch Regression Status meeting on May 7, 2021

1.3.2 Technical

- ▶ Participate in weekly CalSAWS Technical meeting on May 3, 2021
- ▶ Participate in Integrated Tech Projects Touch Base meeting on May 4, 2021
- ▶ Participate in CalSAWS M&O meeting on May 4, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on May 4, 2021
- ▶ Participate in QA M&O Transition meeting on May 4, 2021
- ▶ Participate in Technical CAB meeting on May 5, 2021
- ▶ Participate in monthly Junit meeting on May 6, 2021
- ▶ Participate in Environment Management review on May 6, 2021
- ▶ Batch
 - Participate in EDBC Performance Phase 3 meeting on May 5, 2021
 - Participate in Batch Regression Status meeting on May 7, 2021
- ▶ Central Print
 - Continue review of Gainwell Central Print Deliverables on May 3 -5, 2021
- ▶ Security
 - Participate in weekly CloudCheckr Security meetings on May 3, 2021
 - Review BenefitsCal System Security Plan on May 3, 2021
 - Participate in CalSAWS Security Committee meeting on May 6, 2021
 - Participate in Security Remediation meeting on May 6, 2021
- ▶ Analytics
 - Participate in Analytics Performance and Scalability meeting on May 5, 2021
 - Participate in CalSAWS Analytics Training session on May 5, 2021
 - Participate in CalSAWS Weekly Analytics meeting on May 6, 2021
- ▶ ServiceNow Migration
 - Participate in ServiceNow Post Go-Live Support meeting on May 2 - 5, 2021

1.3.3 Imaging

- ▶ Participate in Imaging meetings as scheduled

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Conversion

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- Participate in Mock Conversion 1
- Participate in the click through of Mock Conversion 1
- Attend CalWIN Conversion and Change Management Meetings
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
- ▶ Non-State Forms (NSF)
 - Review NSF Design documents
- ▶ APIs
 - Validate comment resolution for BenefitsCal portal API test scenarios
 - Attend API User Group meeting
- ▶ Task Management
 - Review 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
 - Co-facilitate a Lessons Learned on the C-IV Case Purge
 - Monitor Case Purge re-start
 - Review data validation metrics
 - Participate in planning for the CalSAWS Case Purge SCR

1.3.5 BenefitsCal

- ▶ Review BenefitsCal Work Product Walkthrough: System Security Plan
- ▶ Review BenefitsCal Work Product Walkthrough: Customer Experience Measurement Plan
- ▶ Monitor Integration Testing progress and results
- ▶ Attend daily Test Status meetings
- ▶ Attend weekly Scrum of Scrums touchpoint meeting
- ▶ Attend the weekly BenefitsCal Test Planning meeting
- ▶ Participate in weekly Risk meeting
- ▶ Participate in the weekly PM Connect meeting

1.3.6 Test

- ▶ Release 21.05 Readiness
 - Prepare Project Readiness artifacts for the Release 21.05 Project Readiness T-2 Integrated Readiness Status
- ▶ Release 21.05
 - Continue Independent test execution for high-impact SCRs
 - Continue QA Review of System Test Execution results
 - Participate in the CalSAWS Integrated Test team meeting on May 4, 2021
- ▶ CalSAWS UAT
 - Conduct UAT participant support sessions on May 4 and 6, 2021
 - Conduct UAT Master Planning meetings on May 3 and 5, 2021
 - Continue to monitor C-IV UAT participant county test scenario feedback
 - Continue work on CalSAWS UAT execution schedule (includes Batch)

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- Finalize the UAT presentation for the May 20, 2021 Project Steering Committee (PSC) meeting
- Continue work on UAT Integrated Findings and Defect UAT approach and discuss with Consortium and Accenture on May 3, 2021
- Collaborate with Deloitte to align final tool configurations on May 3, 2021
- Conduct an Environment Access support touch point on May 4, 2021
- Participate in Batch Schedule discussion meeting on May 3 and 5, 2021
- Conduct a UAT Dashboard working session with Accenture on May 5, 2021
- Develop UAT Test Execution Kick-off meeting documentation
- ▶ **BenefitsCal Activities**
 - Support the comment resolution process for the BenefitsCal Work Product – Conversion + ADA Scenario and Test Case Review
 - Participate in the BenefitsCal Test Planning meeting on May 4, 2021
 - Draft Increment 2 Scorecard for Consortium review and approval
 - Continue QA BenefitsCal Dashboard setup
 - Continue System Test execution results QA review
 - Continue Independent test case development
- ▶ **Converted Data Test (CDT) Activities**
 - Attend the weekly Batch Regression Status meeting on May 7, 2021
 - Continue CDT Batch Regression scenario and execution QA reviews
 - Review CDT Batch Regression to validate all migrated C-IV batch jobs in the first four migration phases are included in the scheduler.
- ▶ **Other Activities**
 - Attend the weekly Release-When-Ready meeting on May 3, 2021
 - Participate in CCCVF Strike Team preparation meeting on May 3, 2021
 - Attend the CalSAWS Test Leads Touchpoint meeting on May 5, 2021
 - Participate in CCCVF Strike Team meeting on May 6, 2021

1.3.7 Implementation

- ▶ **C-IV Migration**
 - Participate in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and Targeted Onsite Support Services (TOSS) teams
 - Participate in Support Model for County Prep Phase Discussion on May 3, 2021
 - Participate June JPA Planning on May 4, 2021
 - Participate in Post-Deployment Support Customer Engagement Management discussion on May 4, 2021
 - Participate in Training Case Copy Standup meeting on May 4, 2021
 - Participate in CalSAWS Imaging Demonstrations on May 4 - 6, 2021
 - Participate in CalSAWS Training Committee meeting on May 5, 2021
 - Support the monthly Implementation Readiness Checkpoint meeting on May 5, 2021
 - Support Region 4 Virtual CalSAWS Management Site visit on May 7, 2021
- ▶ **CalWIN Implementation Support Services (ISS)**
 - Participate in daily CalWIN ISS Management meetings May 3 – 6, 2021
 - Participate in San Diego and San Mateo As-Is Sessions and Daily Debriefs May 3 – 6, 2021

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- Participate in May OCM POC meeting dry run with RMs on May 4, 2021
- ▶ Release Management
 - Verify Training System Change Requests (SCRs) for Release 21.05
- ▶ Special Projects
 - Close All Staff Survey on Remote Work Preferences on May 3, 2021
 - Support three IDEA Surveys on May 3 – 6, 2021

1.3.8 OCAT

- ▶ Participate in meetings as scheduled

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period