CalSAWS Quality Assurance Weekly Status Report

Reporting Period: May 10, 2021 to May 16, 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
3.23	QA Monthly Status Report - May 2021	🟢	• Submit FDEL by June 4, 2021
4.23	QA Work Plan - May 2021	🟢	• Submit FDEL by June 4, 2021
7.23	QA Test Monthly Report – May 2021	🟢	• Submit FDEL by June 4, 2021
8	QA UAT Weekly Report	🟢	• Submitted FDED on May 13, 2021 • Approval expected by May 19, 2021
10.03	Quarterly QA Security Report	🟢	• Submit DDEL by June 29, 2021
12.23	Assessment of CalSAWS Migration Work Plan Update – May 2021	🟢	• Submit FDEL by May 19, 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	🟢	• Approval received on May 13, 2021
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8	🟢	• 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	🟢	• 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
3.08	**BenefitsCal** – Assessment of Portal/Mobile App Work Plan Update – April 2021	🟢	• Submitted FDEL on May 12, 2021 • Approval expected by May 20, 2021
4.03	**BenefitsCal –** Assessment of Portal/Mobile App Requirements Traceability Matrix – Conclusion of Testing	🟢	• Submit DDEL by August 24, 2021
12.00	**BenefitsCal -** Assessment of Portal/Mobile App M&O Plan	🟢	• 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	🟢	• Submitted FDEL on May 12, 2021 • Approval expected by May 20, 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 OCAT Monthly SLA review on May 10, 2021
► Participated in Central Print Requirements meeting with Gainwell and the Consortium on May 10, 2021
► Attended GA/GR Weekly Touchpoint meeting on May11, 2021
► Participated in June JPA Planning meeting on May 11, 2021
► Presented QA Status at Monthly CalSAWS IT Report meeting on May 12, 2021
► Participated in CalSAWS IV&V/PMO Biweekly meeting on May 13, 2021
► Participated in Batch Regression Test Status meeting on May 14, 2021
► Attended CalSAWS JPA Board meeting on May 14, 2021

1.2.2 Technical
► Participated in weekly CalSAWS Technical meeting on May 10, 2021
► Participated in Release 21.05 Project Readiness T-2 Status meeting on May 10, 2021
► Participated in Consortium Financial Operations (FinOps) meeting on May 11, 2021
► Participated in QA M&O Transition meeting on May 11, 2021
► Participated in Technical CAB meeting on May 12, 2021
► Batch
   o Participated in UAT Batch Schedule meeting on May 10, 2021
   o Participated in EDBC Performance Phase 3 Go/No-Go meeting on May 13, 2021
   o Participated in Batch Regression Status meeting on May 14, 2021
► Central Print
   o Participated in Central Print Requirements Validation - PMO Related Items May 10, 2021
   o Participated in Central Print Requirements Validation - Facilities & Tech on May 12, 2021
► Security
   o Participated in weekly CloudCheckr Security meeting on May 10, 2021
   o Participated in Security Remediation meeting on May 13, 2021
   o Participated in Security Operations discussion on May 14, 2021
► Analytics
   o Participated in Analytics Report's CalSAWS Batch Solution update on May 11, 2021
   o Participated in Analytics Performance and Scalability meeting on May 12, 2021
   o Participated in CalSAWS Analytics Training session on May 14, 2021
► Help Desk
   o Participated in ServiceNow migration stakeholder meeting on May 13, 2021

1.3.3 Imaging
   o Participated in CalSAWS Imaging and Contact Center Projects Joint Status meeting on May 12, 2021
   o Participated in Imaging Status review on May 13, 2021

1.2.4 Functional

- ► Conversion
  - o Participated in the daily C-IV to CalSAWS Conversion Cutover Go Live (1B) Mock Conversion meetings
  - o Participated in the Mock Conversion 1B Click-Thru meeting on May 14, 2021
- ► Assistance/General Relief (GA/GR)
  - o Reviewed SCR Design Documents
  - o Reviewed SCR release shifts
  - o Attended the weekly GA/GR status meeting
- ► Non-State Forms
  - o Reviewed Design Documents
- ► APIs
  - o Reviewed API Design Documents
- ► Task Management
  - o Reviewed Design documents
  - o Provided findings on the data deletion process leaving orphaned tasks to the Case Purge team
- ► Lobby Management
  - o Updated the requirements traceability checklist
  - o Participated in CalSAWS Lobby Management Team meeting on May 11, 2021
- ► Contact Center
  - o Reviewed SCRs and attended scheduled meetings
  - o Participated in CalSAWS IVR/Contact Center Committee meeting on May 12, 2021
- ► Case Purge
  - o Attended the daily Standup meetings

1.2.5 BenefitsCal

- ► Reviewed Integration Testing comment resolutions
- ► Monitored Integration Testing progress and results
- ► Attended daily Test Status meetings
- ► Attended the weekly Scrum of Scrums touchpoint meeting
- ► Attended the weekly BenefitsCal Test Planning meeting
- ► Participated in the weekly Risk meeting
- ► Participated in the weekly PM Connect meeting

1.2.6 Test

- ► Release 21.05 Readiness
  - o Participated in the T-2 Project Integration Readiness meeting on May 10, 2021
  - o Prepared Project Readiness artifacts for the Release 21.05 Project Readiness T-1 Integrated Readiness Status
  - o Completed LA Executive slide deck for the Pre-Green Light walk-through meeting on May 17, 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:

- Eight (8) SCRs for Independent Testing
- Fifteen (15) SCRs for QA Review of System Test Results
  - o Completed 21.05 Independent Test execution for high-impact SCRs
  - o Continued QA Review of System Test execution results
  - o Participated in the CalSAWS Integrated Test team meeting on May 11, 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	204	0% (0)	0% (0)	100% (204)	0% (0)	0% (0)
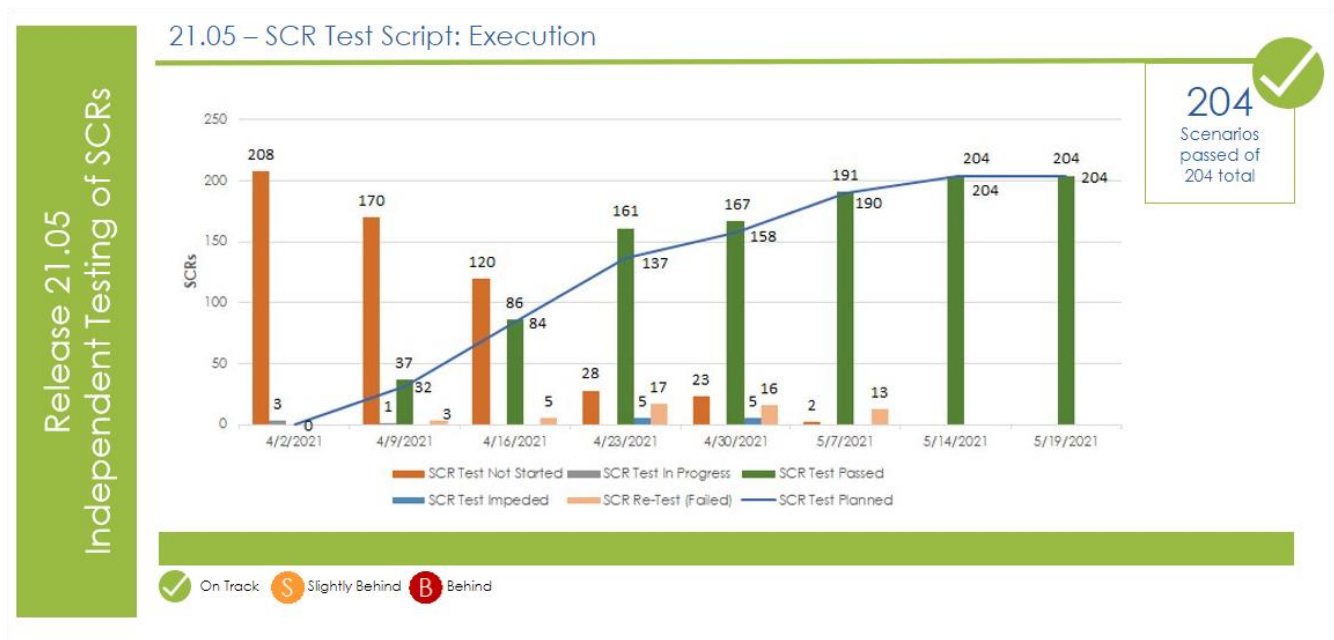
► Release 21.07
  - o Delivered the completed Release 21.07 scorecard analysis to the Consortium and received approval on May 12, 2021.
  - o Continued development of high-impact SCRs test scenarios
► CalSAWS User Acceptance Test (UAT)
  - o Continued to monitor C-IV UAT participant county test scenario feedback
  - o Conducted UAT Master Planning meetings on May 10 and 12, 2021
  - o Participated in Batch Schedule discussion meetings on May 10 and 11, 2021
  - o Conducted a UAT Schedule review session with the Consortium on May 10, 2021
  - o Conducted UAT participant support sessions on May 11 and 13, 2021
  - o Participated in Environment access status check point with Consortium and Accenture on May 11 and 13, 2021
  - o Participated in a CalSAWS UAT Calendar and Tester Protocol discussion with the Consortium on May 11, 2021
  - o Discussed open UAT questions from the Q&A session with the Consortium on May 12, 2021
  - o Conducted individual UAT county support discussions for Imperial, Kern and Riverside counties on May 10 and 13, 2021

- o Conducted a UAT batch proof-of-concept on May 10, 2021
  - ► Other Consortium Support Test Activities
    - o BenefitsCal Activities
      - Delivered Increment 2 - Cycle 1 scorecard analysis to the Consortium for approval on May 12, 2021.
      - Participated in the weekly BenefitsCal Test Planning meeting on May 11, 2021
      - Completed comment resolution process for the BenefitsCal Work Products – Conversion + ADA Scenario and Test Case Review
      - Drafted Increment 2 scorecard and submitted to the Consortium for approval on May 10, 2020
      - Continued setup of the QA BenefitsCal Dashboard
      - Completed QA Review of System Test execution results Increment 1 – Cycle 2
      - Discussed QA review of execution comments with the Consortium on May 13, 2021
    - o Converted Data Test (CDT) Activities
      - Participated in the Batch Regression Status Check meeting on May 14, 2021
      - Continued QA reviews on CDT Batch Regression scenarios and test execution
    - o Other Activities
      - Attended the weekly Release-When-Ready meeting on May 10, 2021
      - Participated in a report meeting regarding deployment and testing processes with the Consortium on May 12, 2021
      - Attended the Test Touchpoint meeting with the Consortium and Accenture Test Leads on May 12, 2021
      - Participated in CalSAWS Consortium County Validation Framework (CCCVF) Strike Team meeting on May 13, 2021

1.2.7 Implementation

- ► C-IV Migration
  - o Participated in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and Targeted Onsite Support Services (TOSS) teams on May 10 – 13, 2021
  - o Prepared for the weekly Targeted Onsite Support Services (TOSS) Team Announcements meeting on May 10, 2021
  - o Finalized Quarterly Regional Touchpoint Welcome Video on May 10. 2021
  - o Prepared for Just-in-Time Demo: Day in the Life of Eligibility Worker on May 10, 2021
  - o Prepared Green Light Presentation Mockup on May 10 -14, 2021
  - o Participated in Regional Touchpoint #3 Global Dry-Run on May 11, 2021
  - o Participated in Implementation, Change, and Training meeting on May 11, 2021
  - o Prepared for Just-in-Time: Change Reason session on May 11, 2021
  - o Prepared for May PSC Implementation Update on May 11, 2021
  - o Participated in Training Case Copy Standup meetings on May 11 and 13, 2021

  - o Participated in Case Review Guides - Pre and Post Conversion Prep touchpoint on May 12, 2021
  - o Discussed Regional Post Deployment Support Model on May 12 and 13, 2021
  - o Conducted monthly CalSAWS Change Network meeting on May 13, 2021
  - o Prepared Implementation and Change Updates for June JPA meeting on May 13, 2021
  - o Participated in CalSAWS Release Communication Planning meeting on May 13, 2021
  - o Discussed C-IV County's plan for scheduling renewal appointments 1st week post Go-Live on May 13, 2021
  - o Participated in Early Training - Additional LMS Access Option meeting with Regional Managers on May 13, 2021
- ► CalWIN Implementation Support Services (ISS)
  - o Participated in daily CalWIN ISS Management meetings May 10 – 13, 2021
  - o Participated in San Mateo As-Is Sessions and Daily debriefs on May 10 – 11, 2021
  - o Conducted QA check-in with CalWIN ISS Consortium Management on May 11, 2021
  - o Participated in CalWIN ISS May OCM POC Meeting Prep - Final Team Walkthrough on May 11, 2021
  - o Supported CalWIN ISS OCM Point of Contact meeting on May 12, 2021
  - o Submitted comments on May OPAC Presentation on May 12, 2021
  - o Submitted comments on Santa Cruz & Solano As-Is Process Models on May 12, 2021
  - o Participated in CalWIN Project Updates meeting on May 13, 2021
- ► Release Management
  - o Verified Training System Change Requests (SCRs) for Release 21.05
- ► Special Projects
  - o Submitted Business Case for the Asian American Pacific Islander (AAPI) Employee Resource Group (ERG) on May 11, 2021
  - o Supported two IDEA Surveys on May 11-12, 2021

1.2.8 OCAT
- ► Participated in OCAT Monthly SLA Reporting meeting on May 12, 2021
- ► Participated in OCAT Operations and Release meeting on May 13, 2021

1.3   Activities for the Next Reporting Period

1.3.1   Project Management
► Participate in FDEL #56 - CalSAWS Migration Work Plan Update #25 on May 18, 2021
► Participate in Release 21.05 Project Readiness T-1 Status meeting on May 17, 2021
► Attend Release 21.05 Pre-Green Light Review on May 17, 2021
► Participate in CalSAWS Section Directors' meeting on May 18, 2021
► Participate in Release 21.05 CalSAWS LRS Green Light meeting on May 19, 2021
► Attend CalSAWS Project Steering Committee meeting on May 20, 2021
► Attend Batch Performance Test Overview on May 20, 2021
► Participate in Batch Regression Test Status meeting on May 21, 2021

1.3.2   Technical
► Participate in weekly CalSAWS Technical meeting on May 17, 2021
► Participate in 21.05 Pre-Green Light Review on May 17, 2021
► Participate in Integrated Tech Projects Touch Base meeting on May 18, 2021
► Participate in CalSAWS M&O meeting on May 18, 2021
► Participate in Consortium Financial Operations (FinOps) meeting on May 18, 2021
► Participate in Release 21.05 CalSAWS LRS Green Light meeting on May 19, 2021
► Participate in CalSAWS/LRS and C-IV Performance Report meeting on May 19, 2021
► Participate in Technical CAB meeting on May 19, 2021
► Participate in Environment Management review on May 20, 2021
► Batch
   o Participate in EDBC Performance Phase 3 meeting on May 19, 2021
   o Participate in Batch Performance Test Overview on May 20, 2021
   o Participate in Batch Regression Status meeting on May 21, 2021
► Central Print
   o Participate in Central Print Requirements Validation - Facilities & Tech on May 19, 2021
   o Continue review of Central Print Deliverables on May 3 - 5, 2021
► Security
   o Participate in weekly CloudCheckr Security meetings on May 17, 2021
   o Participate in Security Remediation meeting on May 20, 2021
► Analytics
   o Participate in Analytics Training Session meeting on May 19, 2021
   o Participate in Analytics Performance and Scalability meeting on May 19, 2021
   o Participate in CalSAWS Analytics Training session on May 19, 2021
   o Participate in weekly CalSAWS Analytics meeting on May 20, 2021
► Help Desk
   o Participate in CalSAWS Help Desk Committee meeting on May 19, 2021

1.3.3   Imaging
► Participate in CalSAWS Imaging Committee meeting on May 20, 2021
► Participate in Imaging Status review on May 20, 2021

1.3.4   Functional

► Attend the Application Development Leads meeting
► Conversion
  o Participate in the Lessons Learned meeting for Mock Conversion 1B
  o Attend CalWIN Conversion and Change Management meetings
► General Assistance/General Relief (GA/GR)
  o Review SCR designs in progress
  o Attend monthly GA/GR and Conversion Sync Up meeting
► Non-State Forms (NSF)
  o Review NSF Design documents
► APIs
  o Validate comment resolution for BenefitsCal portal API test scenarios
► Task Management
  o Review Design documents
► Lobby Management
  o Review SCRs and attend scheduled meetings
  o Update the requirements traceability checklist
► Contact Center
  o Review SCRs and attend scheduled meetings
► Case Purge
  o Monitor Case Purge progress
  o Review Legacy Data System (LDS) estimate
  o Attend daily stand-up meetings

1.3.5   BenefitsCal

► Review comment resolutions on BenefitsCal Work Products: System Security Plan and Customer Experience Measurement Plan
► Review BenefitsCal M&O DED comment resolutions
► Monitor Integration Testing progress and results
► Attend daily Test Status meetings
► Attend the weekly Scrum of Scrums touchpoint meeting
► Attend the weekly BenefitsCal Test Planning meeting
► Participate in the weekly Risk meeting
► Participate in the weekly PM Connect meeting
► Participate in Release 3 Design sessions

1.3.6   Test

► Release 21.05 Readiness
  o Participate in the T-1 Project Integration Readiness and Pre-Green Light walk-through meeting on May 17, 2021
  o Participate in Release 21.05 CalSAWS LRS Green Light meeting on May 19, 2021
► Release 21.05
  o Complete QA Review on System Test execution results
  o Participate in the CalSAWS Integrated Test team meeting on May 18, 2021
► Release 21.07
  o Continue development of high-impact SCRs test scenarios
► CalSAWS UAT

- o Conduct UAT participant support sessions on May 17 and 16, 2021
- o Conduct UAT Master Planning meetings on May 17 and 19, 2021
- o Conduct UAT readiness dashboard session on May17, 2021
- o Conduct a UAT Batch discussion on May 18, 2021
- o Continue to monitor C-IV UAT participant county test scenario feedback
- o Continue to monitor C-IV and LA UAT environment access
- o Participate in Implementation Readiness meeting on May 19, 2012
- o Participate in Batch Schedule discussion on May 18, 2021
- o Conduct a monthly UAT and Analytics batch proof-of-concept meeting on May 10, 2021
- o Provide comments on DDEL #52 – CalSAWS (C-IV) UAT Readiness Report Milestone
- o Begin DDEL #40 – Assessment of DD&I Vendor CalSAWS (C-IV) UAT Readiness Report/Milestone
- ► Other Consortium Support Test Activities
  - o BenefitsCal Activities
    - Participate in the BenefitsCal Test Planning meeting on May 18, 2021
    - Continue QA BenefitsCal Dashboard setup
    - Continue Independent Test development for Increments 1 and 2
    - Complete Increment 2 scorecard
    - Begin QA Review of System Test execution results Increment 2 – Cycle 1
    - Continue System Test execution results QA review
  - o Converted Data Test (CDT)
    - Review the Batch Regression Status and determine recommendation for exit criteria
  - o Other Activities
    - Attend the weekly Release-When-Ready meeting on May 17, 2021
    - Attend the CalSAWS Test Leads Touchpoint meeting on May 19, 2021
    - Participate in CCCVF Strike Team meeting on May 17, 2021 for county
    - Participate in CCCVF Strike Team meeting on May 20, 2021 for project

1.3.7 Implementation
- ► C-IV Migration
  - o Participate in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and Targeted Onsite Support Services (TOSS) teams on May 17 – 20, 2021
  - o Participate in CalSAWS Imaging Demonstration on May 17, 2021
  - o Participate in Region 4 Quarterly Implementation Regional Touchpoint on May 18, 2021
  - o Conduct CalSAWS Just-in-Time Demo: Change Reason on May 18, 2021
  - o Participate in Connectivity Testing Prep session on May 18, 2021
  - o Participate in Implementation & Central Print Coordination on May 19, 2021
  - o Discuss Change Network Champion (CNC) Roles in Post-Deployment Support on May 19, 2021
  - o Conduct Implementation Readiness Checkpoint meeting on May 19, 2021
  - o Support monthly Implementation Readiness Checkpoint pre-meet on May 20, 2021

      o Provide Implementation Readiness Dashboard Update in the PSC meeting on May 20, 2021
      o Prepare for Just-in-Time Demonstration Prep (Employment Services) on May 20, 2021
      o Participate in Leadership Coaching Session #2 on May 20, 2021
► CalWIN Implementation Support Services (ISS)
      o Participate in daily CalWIN ISS Management meetings May 17 – 20, 2021
      o Participate in Alameda and Fresno As-Is Process Sessions and Daily debriefs on May 17 – 20, 2021
      o Support monthly Training Advisory Council meeting on May 19, 2021
      o Participate in CalWIN ISS - OCM Requirements follow up on May 20, 2021
► Release Management
      o Participate in 21.05 Project Readiness Integrated Readiness Areas - T-1 Integrated Readiness Status on May 17, 2021
► Special Projects
      o Close All Staff Survey on Remote Work Preferences on May 3, 2021
      o Support three IDEA Surveys on May 3 – 6, 2021

1.3.8 OCAT
► Participate in meetings as scheduled
► Review and provide comments on OCAT BRE Manual Consortium Review – Draft 1

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