CalSAWS Quality Assurance Weekly Status Report

Reporting Period: May 17, 2021 to May 23, 2021

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1.0   Quality Assurance

1.1   Deliverables Management

Table 1-1 – Overall Summary of CalSAWS DD&I 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
8.01	QA UAT Weekly Report – 1	🟢	• Submit FDEL by June 14, 2021
10.03	Quarterly QA Security Report	🟢	• Submit DDEL by June 29, 2021
12.23	Assessment of CalSAWS Migration Work Plan Update – May 2021	🟢	• Submitted FDEL on May 19, 2021 • Approval expected by May 27, 2021
40	Assessment of CalSAWS (C-IV) UAT Readiness Report/Milestone	🟢	• Submit DDEL by June 4, 2021
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8	🟢	• Submit DDEL by October 15, 2021

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
3.09	**BenefitsCal** – Assessment of Portal/Mobile App Work Plan Update – May 2021	🟢	• Submit FDEL by June 11, 2021
4.03	**BenefitsCal –** Assessment of Portal/Mobile App Requirements Traceability Matrix – Conclusion of Testing	🟢	• Submit DDEL by August 24, 2021
12	**BenefitsCal -** Assessment of Portal/Mobile App M&O Plan	🟢	• Submit DDED by May 25, 2021

Table 1-4 - Overall Summary of CalWIN Implementation Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
59.05	**CalWIN Implementation** - Assessment of CalWIN Implementation Migration Work Plan Update - May 2021	🟢	• Submit FDEL by June 11, 2021

Table 1-5 - Overall Summary of Central Print Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
2	**Central Print** - Assessment of Print Services Master Implementation Plan	🟢	• Submitted DDED on May 18, 2021 • Submit FDED by May 28, 2021
3	**Central Print** - Assessment of Print Services Maintenance and Operations Plan	🟢	• Submitted DDED on May 20, 2021 • Submit FDED by June 2, 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 Release 21.05 Project Readiness T-1 Status meeting on May 17, 2021
► Attended Release 21.05 Pre-Green Light review on May 17, 2021
► Participated in CalSAWS Section Directors' meeting on May 18, 2021
► Participated in FDEL #56 - CalSAWS Migration Work Plan Update #25 on May 18, 2021
► Participated in Release 21.05 CalSAWS LRS Green Light meeting on May 19, 2021
► Attended CalSAWS Project Steering Committee meeting on May 20, 2021
► Participated in Batch Performance Test Overview on May 20, 2021
► Attended Batch Regression Test Status meeting on May 21, 2021

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

1.2.3 Imaging
► Participated in CalSAWS Imaging Committee meeting on May 20, 2021
► Participated in Imaging Status review on May 20, 2021
► Participated in CalSAWS Lobby Management and Imaging Committee meeting on May 20, 2021

1.2.4 Functional
- ► Conversion
  - o Participated in the Mock Conversion 1B Click-Thru meeting on May 17, 2021
  - o Participated in the CalSAWS Conversion Cutover Go Live Lessons Learned meeting
  - o Shared a lesson learned on how EBT data is viewed from the emulator and reinforced early communication to county participants with the UAT Team
- ► General Assistance/General Relief (GA/GR)
  - o Reviewed SCR Design Documents
  - o Attended Design review sessions
  - 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
- ► Lobby Management
  - o Updated the Requirements Traceability Checklist
- ► Contact Center
  - o Reviewed SCRs and attended scheduled meetings
- ► Case Purge
  - o Monitored daily deletion progress
  - o Discussed Legacy Data System (LDS) inclusion in CalSAWS Sprints

1.2.5 BenefitsCal
- ► Provided comment resolutions on BenefitsCal Work Products: System Security Plan and Customer Experience Measurement Plan
- ► Provided BenefitsCal M&O DED comment resolutions
- ► Attended Release 3 Design Sessions
- ► 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-1 Project Integration Readiness and Pre-Green Light walk-through meeting on May 17, 2021
  - o Participated in Release 21.05 CalSAWS LRS Green Light meeting on May 19, 2021
- ► Release 21.05
  - o Completed QA Review of System Test execution results

► Release 21.07
  o Delivered the completed Release 21.07 scorecard analysis to the Consortium. Scope was discussed, modified, and approved on May 21, 2021. Identified Release 21.07 Independent Testing scope as follows:
    • Eight (8) SCRs for Independent Testing
    • Ten (10) SCRs for QA Review of System Test results
  o Continued development of high-impact SCRs test scenarios
► CalSAWS User Acceptance Test (UAT)
  o Conducted UAT Master Planning meetings on May 17 and 19, 2021
  o Conducted UAT Readiness Dashboard session on May 17, 2021
  o Reviewed General Membership UAT slides with Consortium on May 18, 2021
  o Conducted a Jira/X-Ray set up and Dashboard working session with Consortium and Deloitte on May 18, 2021
  o Participated in Batch Schedule discussion on May 18, 2021
  o Conducted UAT Participant Support sessions on May 18 and 20, 2021
  o Monitored C-IV UAT participant county test scenario feedback
  o Monitored C-IV and LA UAT environment access
  o Participated in Implementation Readiness meeting on May 19, 2012
  o Participated in daily Test Scenario Review Feedback touch points
  o Participated in Environment access touch points with Accenture on May 18 and May 20, 2021
  o Participated in a monthly UAT and Analytics Batch Proof-of-Concept meeting on May 18, 2021
  o Conducted an UAT analytics meeting to finalize reports availability and schedule with Consortium and Accenture on May 21, 2021
  o Conducted a feedback review session on the process documentation for UAT Execution with Consortium and Accenture on May 21, 2021
  o Participated in EBT Emulator Findings discussion with Accenture on May 21, 2021
  o Continued to monitor CalSAWS UAT mailbox e-mails
  o Drafted UAT Execution Kick-Off presentation and training materials for June 7, 2021
  o Drafted UAT County SME triage presentation and training materials for June 8, 2021
► Other Consortium Support Test Activities
  o Attended the weekly Release-When-Ready meeting on May 17, 2021
  o Attended the Test Touchpoint meeting with the Consortium and Accenture Test Leads on May 19, 2021
  o Participated in CalSAWS Consortium County Validation Framework (CCCVF) Strike Team meeting on May 20, 2021
  o BenefitsCal Activities
    • Participated in the weekly BenefitsCal Test Planning meeting on May 18, 2021
    • Continued Independent Test development for Increments 1 and 2
    • Continued setup of the QA BenefitsCal Dashboard

o Converted Data Test (CDT) Activities
  - Participated in the Batch Regression Status Check meeting on May 21, 2021
  - Completed QA reviews on CDT Batch Regression scenarios and test execution.

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
  o Supported the T-6 Month Los Angeles County Imaging Survey
  o Participated in CalSAWS Imaging demonstration on May 17, 2021
  o Refined draft Pre-Green Light/Green Light Presentation on May 17 - 21, 2021
  o Conducted Region 4 Quarterly Implementation Touchpoint on May 18, 2021
  o Conducted Green Light presentation walkthrough with Customer Engagement Management on May 18, 2021
  o Conducted CalSAWS Just-in-Time Demo: Change Reason on May 18, 2021
  o Participated in Connectivity Testing Preparation session on May 18, 2021
  o Participated in Implementation & Central Print Coordination meeting on May 19, 2021
  o Discussed Change Network Champion (CNC) Roles in Post-Deployment Support on May 19, 2021
  o Conducted Implementation Readiness Checkpoint meeting on May 19, 2021
  o Completed Change Management June JPA Video on May 19, 2021
  o Supported Implementation Readiness Checkpoint pre-meet on May 20, 2021
  o Presented Implementation Readiness Update to PSC on May 20, 2021
  o Prepared for Just-in-Time Demonstration Preparation (Employment Services) on May 20, 2021
  o Participated in Leadership Coaching Session #2 on May 20, 2021
► CalWIN Implementation Support Services (ISS)
  o Participated in daily CalWIN ISS Management meetings May 17 – 20, 2021
  o Participated in Alameda and Fresno As-Is Process Sessions and daily debriefs on May 17 – 20, 2021
  o Supported monthly Training Advisory Council meeting on May 19, 2021
  o Participated in Policy & Design meeting to discuss Business Analysts' role in Global To-Be Processes on May 19, 2021
  o Participated in CalWIN ISS - OCM Requirements follow up on May 20, 2021
► Release Management
  o Participated in 21.05 T-1 Integrated Readiness Status meeting on May 17, 2021
► Special Projects
  o Supported three IDEA Surveys on May 17 – 21, 2021

1.2.8 OCAT

► Reviewed and provided comments on OCAT Business Rules Engine (BRE) Manual Consortium Review – Draft 1

1.3   Activities for the Next Reporting Period

1.3.1   Project Management
► Participate in CalSAWS 21.05 Post-Release Checkpoints on May 24 - 26, 2021
► Participate in Daily OCAT BRE Checkpoints on May 24 – 28, 2021
► Participate in June JPA Initial Walkthrough on May 25, 2021
► Participate in GA/GR Weekly Touchpoint on May 25, 2021
► Participate in OCAT Operations and Release meeting on May 26, 2021
► Participate in Batch Performance and Regression Status meeting on May 28, 2021

1.3.2   Technical
► Participate in weekly CalSAWS Technical meeting on May 24, 2021
► Participate in CalSAWS M&O meeting on May 25, 2021
► Participate in Consortium Financial Operations (FinOps) meeting on May 25, 2021
► Participate in System Test Exit- C-IV UAT Entry meeting on May 26, 2021
► Participate in BenefitsCal: Release 3.0 Design Session Part 4 on May 26, 2021
► Participate in Technical CAB meeting on May 26, 2021
► Participate in CalSAWS API meeting on May 26, 2021
► Participate in Environment Management review on May 27, 2021
► Participate in CalSAWS Architecture review meeting on May 27, 2021
► Batch
  o Participate in Batch Performance and Regression Status meeting on May 28, 2021
► Central Print
  o Continue review of Central Print Deliverables May 24 - 28, 2021
  o Participate in Central Print Requirements Validation - Operational on May 26, 2021
  o Participate in weekly Central Print Transition touchpoint on May 28, 2021
► Security
  o Participate in weekly CloudCheckr Security meetings on May 24 and 25, 2021
  o Participate in Security Operations discussion on May 28, 2021
► Analytics
  o Participate in Ad Hoc User Community Training session on May 24 and 25, 2021
  o Participate in Analytics Performance and Scalability meeting on May 26, 2021
  o Participate in CalSAWS Analytics Training session on May 25, 2021
  o Participate in weekly CalSAWS Analytics meeting on May 27, 2021
► Help Desk
  o Participate in CalSAWS Help Desk Committee meeting on May 26, 2021
  o Participate in ServiceNow Stakeholder meeting on May 27, 2021

1.3.3   Imaging
  o Participate in Imaging Change Management meeting on May 26, 2021
  o Participate in Imaging Status review meeting on May 27, 2021

1.3.4   Functional
► Attend the Application Development Leads meeting
► Conversion
  o Participate in the GSD #4 Release Notes meeting
  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 Prepare for Release 21.07 testing
  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 remaining SIT defect severities
► Prepare for Independent Testing starting on May 31, 2021
► 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
► Monitor CDSS action items that impact Release 3

1.3.6   Test
► Release 21.07
  o Continue development of high-impact SCRs test scenarios
► CalSAWS UAT
  o Conduct UAT Master Planning meetings on May 24 and 26, 2021
  o Conduct UAT Readiness Dashboard session on May 25, 2021
  o Conduct a UAT Batch discussion on May 25, 2021
  o Participate in Daily Test Scenario review feedback touch points May 24 - 26, 2021
  o Review UAT governance and escalation process on May 27, 2021
  o Review UAT and Implementation communication process on May 27, 2021

- o Monitor C-IV UAT participant county test scenario feedback
- o Monitor C-IV and LA UAT environment access
- o Monitor and triage CalSAWS UAT mailbox e-mails
- o Continue development of the June 7, 2021 UAT Execution Kick-Off presentation and training materials
- o Continue development of the June 8, 2021 UAT County SME Triage training presentation and materials
- ► Other Consortium Support Test Activities
  - o Attend the weekly Release-When-Ready meeting on May 24, 2021
  - o Attend the CalSAWS Test Leads Touchpoint meeting on May 26, 2021
  - o Participate in CCCVF Strike Team meeting on May 27, 2021 for Project
  - o Participate in CCCVF Strike Team meeting on May 24, 2021 for County
  - o BenefitsCal Activities
    - Participate in the BenefitsCal Test Planning meeting on May 25, 2021
    - Continue QA BenefitsCal Dashboard setup
    - Complete Independent Test development for Increments 1 and 2

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 24 – 27, 2021
  - o Support the T-6 Month Los Angeles County Imaging Survey on May 24 – 27, 2021
  - o Refine draft Pre-Green Light/Green Light Presentation on May 24 – 27, 2021
  - o Participate in Implementation, Change, and Training Managers meeting on May 24, 2021
  - o Participate in Demo: Day in the Life of an Eligibility Worker meeting on May 24, 2021
  - o Review Task Management Web Based Training (WBT) on May 24, 2021
  - o Conduct Quarterly Regional Touchpoints May 25 – 27, 2021
  - o Participate in Training/Implementation/Change Team meeting on May 25, 2021
  - o Conduct Monthly Implementation Readiness Checkpoint pre-meet with Regional Managers on May 26, 2021
  - o Participate in Case Review Guides - Pre and Post Conversion Prep session on May 26, 2021
  - o Participate in BenefitsCal Implementation meeting on May 26, 2021
  - o Participate in Imaging WBT Walkthrough: Document Retrieval on May 26, 2021
  - o Participate in LA County Imaging CNC Monthly meeting on May 27, 2021
  - o Participate in CalSAWS Release Communications Planning on May 27, 2021
- ► CalWIN Implementation Support Services (ISS)
  - o Participate in daily CalWIN ISS Management meetings May 24 – 26, 2021
  - o Participate in the Draft Stakeholder List Review meeting on May 24, 2021
  - o Conduct QA Check In with Consortium Project Management on May 25, 2021
  - o Participate CalWIN ISS OCM Point of Contact meeting on May 26, 2021
  - o Participate in monthly OPAC meeting on May 27, 2021
  - o Participate in CalWIN Project Updates on May 27, 2021
- ► Release Management
  - o Participate in CalSAWS 21.05 Post-Release Checkpoints on May 24 - 26, 2021

- ► Special Projects
  - o Support three IDEA Surveys on May 24 – 27, 2021
  - o Plan for Asian American Pacific Islander (AAPI) Employee Resource Group (ERG) Kickoff on May 26, 2021

1.3.8 OCAT
- ► Participate in OCAT Operations and Release meeting on May 26, 2021
- ► Participate in Daily OCAT BRE Checkpoint meetings, May 24 – 28, 2021

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