

CalSAWS Quality
Assurance Weekly Status
Report

Reporting Period: May 24, 2021 to May 30, 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 |  | <ul style="list-style-type: none"> Submit FDEL by June 4, 2021 |
| 4.23 | QA Work Plan - May 2021 |  | <ul style="list-style-type: none"> Submit FDEL by June 4, 2021 |
| 7.23 | QA Test Monthly Report – May 2021 |  | <ul style="list-style-type: none"> Submit FDEL by June 4, 2021 |
| 8.01 | QA UAT Weekly Report – 1 |  | <ul style="list-style-type: none"> Submit FDEL by June 14, 2021 |
| 10.03 | Quarterly QA Security Report |  | <ul style="list-style-type: none"> Submit DDEL by June 29, 2021 |
| 12.24 | Assessment of CalSAWS Migration Work Plan Update – June 2021 |  | <ul style="list-style-type: none"> Submit FDEL by June 18, 2021 |
| 40 | Assessment of CalSAWS (C-IV) UAT Readiness Report/Milestone |  | <ul style="list-style-type: none"> Submit DDEL by June 4, 2021 |
| 43 | Assessment of CalSAWS Requirements Traceability Matrix - Update 8 |  | <ul style="list-style-type: none"> 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 |  | <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 |
|-------|---|---|---|
| 3.09 | BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – May 2021 |  | <ul style="list-style-type: none"> • Submit FDEL by June 11, 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 | BenefitsCal - Assessment of Portal/Mobile App M&O Plan |  | <ul style="list-style-type: none"> • Submitted DDED on May 25, 2021 • Submit FDED by June 7, 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 |  | <ul style="list-style-type: none"> • 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 |  | <ul style="list-style-type: none"> • Submitted FDED on May 28, 2021 |
| 3 | Central Print - Assessment of Print Services Maintenance and Operations Plan |  | <ul style="list-style-type: none"> • 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

- ▶ Attended CalSAWS 21.05 Post-Release Checkpoints on May 24 - 26, 2021
- ▶ Participated in OCAT Business Rule Engine (BRE) Checkpoints on May 24 – 28, 2021
- ▶ Participated in CalSAWS Consortium County Validation Framework (CCCV) Framework County Working Session May 24, 2021
- ▶ Participated in June JPA Initial Walkthrough on May 25, 2021
- ▶ Attended weekly GA/GR Touchpoint meeting on May 25, 2021
- ▶ Participated in OCAT Operations and Release meeting on May 26, 2021
- ▶ Facilitated CalSAWS Job Aid Process Management status meeting May 26, 2021
- ▶ Delivered Conducting Effective Virtual Meetings training May 27, 2021
- ▶ Facilitated Job Aid Process Training development session May 28, 2021
- ▶ Participated in Batch Performance Status meeting on May 28, 2021.
- ▶ Collaborated with Accenture on relevant updates for Risk 237 Batch Performance.

1.2.2 Technical

- ▶ Participated in weekly CalSAWS Technical meeting on May 24, 2021
- ▶ Participated in CalSAWS 21.05 Post-Release Checkpoint meetings on May 24 - 26, 2021
- ▶ Participated in Integrated Tech Project Touch Base meeting on May 25, 2021
- ▶ Participated in CalSAWS M&O meeting on May 25, 2021
- ▶ Participated in Consortium Financial Operations (FinOps) meeting on May 25, 2021
- ▶ Participated in Technical CAB meeting on May 26, 2021
- ▶ Participated in Environment Management review on May 27, 2021
- ▶ Batch
 - Participated in Batch Performance and Regression Status meeting on May 28, 2021
- ▶ Central Print
 - Participated in Central Print Requirements Validation - Facilities & Tech on May 19, 2021
 - Continued review of Central Print deliverables on May 3 - 5, 2021
- ▶ Security
 - Continued Deloitte System Security Plan comment response review
 - Participated in weekly CloudCheckr Security meetings on May 24 – 25, 2021
 - Participated in Security Operations Discussion on May 28, 2021
- ▶ Analytics
 - Participated in Analytics Ad Hoc User Community – Connect and Query Sessions on May 24 – 25 2021
 - Participated in Analytics Training Session meeting on May 26, 2021
 - Participated in Analytics Risk 236 – Batch Documentation meeting on May 27, 2021
 - Participated in Analytics Performance and Scalability meeting on May 27, 2021
 - Participated in weekly CalSAWS Analytics meeting on May 27, 2021
- ▶ Help Desk
 - Participated in CalSAWS Help Desk Committee meeting on May 26, 2021
 - Participated in CalSAWS IVR/Contact Center Committee meeting on May 26, 2021

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- Participated in ServiceNow Stakeholder meeting on May 27, 2021

1.2.3 Imaging

- ▶ Participated in Imaging Change Management meeting on May 26, 2021
- ▶ Participated in Imaging Status review meeting on May 27, 2021

1.2.4 Functional

- ▶ Conversion
 - Participated in the GSD #4 Release Notes review meeting
 - Attended the CalSAWS Monthly County Conversion meeting
 - Attended the Conversion Strategic Direction meeting
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design Documents
 - Attended Design review sessions
 - Attended the weekly GA/GR status meeting
- ▶ Non-State Forms
 - Reviewed Design Documents
- ▶ APIs
 - Reviewed API Design Documents
- ▶ Task Management
 - Reviewed Design documents
- ▶ Lobby Management
 - Attended CalSAWS Lobby Management Team meeting on May 25, 2020
- ▶ Contact Center
 - Reviewed Design documents
 - Attended the weekly status meeting
- ▶ Case Purge
 - Monitored daily deletion progress
 - Discussed Legacy Data System (LDS) data mapping to shell cases

1.2.5 BenefitsCal

- ▶ Addressed test environment issues for Independent Testing
- ▶ Discussed QA Performance Testing scenario review and test execution review
- ▶ 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 PM Connect meeting
- ▶ Monitored the schedule for Release 3 Design, training material reviews, updates to the Master Test Plan and TSD for M&O Services Plan and Performance Testing

1.2.6 Test

- ▶ Release 21.05 Readiness
 - Participated in the Post-Release Checkpoint calls on May 24 – 26, 2021
- ▶ Release 21.07

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- Delivered the completed Release 21.07 scorecard analysis to the Consortium and approved on May 21, 2021. Identified Release 21.07 Independent Testing scope as follows:
 - Five (5) SCRs for Independent Testing
 - Eight (8) SCRs for QA Review of System Test results
- Completed development of high-impact SCRs test scenarios
- Participated in the Test Touchpoint meeting on May 26, 2021
- ▶ CalSAWS User Acceptance Test (UAT)
 - Conducted UAT Master Planning meetings on May 24 and 26, 2021
 - Conducted UAT Readiness Dashboard session on May 25, 2021
 - Conducted a UAT Batch discussion on May 25, 2021
 - Participated in Daily Test Scenario review feedback touch points on May 24 - 26, 2021
 - Participated in Environment Access touch points with Accenture on May 25 and 27, 2021
 - Discussed security profiles for the CalSAWS and BenefitsCal environment with the Consortium, ForgeRock, and Accenture on May 26, 2021
 - Collaborated with Accenture and the Consortium on UAT Zoom and in person support on May 26, 2021
 - Conducted a meeting discussion on UAT governance and escalation process with the Consortium on May 27, 2021
 - Participated in a BenefitsCal Portal Mobile UAT environment with Consortia and Deloitte on May 26, 2021
 - Conducted a meeting with the Implementation and Training team to align communication process on May 27, 2021
 - Finalized C-IV UAT participant county test scenario feedback and uploaded to the CalSAWS UAT Web Portal
 - Monitored C-IV and LA UAT environment access
 - Monitored and triaged CalSAWS UAT mailbox e-mails
 - Continued development of the June 7, 2021 UAT Execution Kick-Off presentation and training materials
 - Continued development of the June 8, 2021 UAT County SME Triage training presentation and materials
 - Participated in a preparation meeting walk-through of the General Membership Group UAT Updates on May 25, 2021
- ▶ Other Consortium Support Test Activities
 - Attended the weekly Release-When-Ready meeting on May 24, 2021
 - Attended the CalSAWS Test Leads Touchpoint meeting on May 26, 2021
 - Participated in CalSAWS Consortium County Validation Framework (CCCVF) Strike Team meeting for County on May 24 and 27, 2021
 - Participated in CalSAWS Consortium County Validation Framework (CCCVF) Strike Team meeting for Project on May 27, 2021
 - BenefitsCal Activities
 - Participated in the weekly BenefitsCal Test Planning meeting on May 25, 2021
 - Discussed CBO usability validation timeline and approach with the BenefitsCal team on May 26, 2021

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- Discussed ADA, Cross Browser, and Device Scripting approach with the BenefitsCal team on May 26, 2021
- Completed Independent Test development for Increments 1 and 2
- Continued setup of the QA BenefitsCal Dashboard

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 on May 24 – 27, 2021
- Supported the T-6 Month Los Angeles County Imaging Survey on May 24 – 27, 2021
- Refined draft Pre-Green Light/Green Light Presentation on May 24 – 27, 2021
- Participated in Implementation, Change, and Training Managers meeting on May 24, 2021
- Participated in Demo: Day in the Life of an Eligibility Worker meeting on May 24, 2021
- Reviewed Task Management Web Based Training (WBT) on May 24, 2021
- Conducted Quarterly Regional Touchpoints May 25 – 27, 2021
- Participated in Training/Implementation/Change Team meeting on May 25, 2021
- Conducted Monthly Implementation Readiness Checkpoint pre-meet with Regional Managers on May 26, 2021
- Conducted Green Light Presentation Check In on May 26, 2021
- Participated in BenefitsCal Implementation meeting on May 26, 2021
- Participated in Imaging WBT Walkthrough: Document Retrieval on May 26, 2021
- Participated in monthly LA County Imaging CNC meeting on May 27, 2021
- Prepared for Just-In-Time Demonstration – Eligibility Processing on May 27, 2021
- Participated in CalSAWS Release Communications Planning on May 27, 2021
- Participated in UAT and Implementation Team meeting on May 27, 2021
- Participated in Security Matrix working session on May 28, 2021
- Prepared for Just-In-Time Demonstration – Employment Services on May 28, 2021

▶ CalWIN Implementation Support Services (ISS)

- Participated in daily CalWIN ISS Management meetings May 24 – 26, 2021
- Participated in the Draft Stakeholder List Review meeting on May 24, 2021
- Participated in Alameda As-Is Process Sessions on May 24 – 25, 2021
- Participated in San Diego As-Is Process Session on May 26, 2021
- Conducted QA Check In with the Consortium on May 26, 2021
- Participated in monthly OPAC meeting on May 27, 2021

▶ Release Management

- Participated in CalSAWS 21.05 Post-Release Checkpoints on May 24 - 26, 2021

▶ Special Projects

- Supported three IDEA Surveys on May 24 – 27, 2021

1.2.8 OCAT

- ▶ Participated in OCAT BRE Checkpoints on May 24 – 28, 2021
- ▶ Participated in OCAT Operations and Release meeting on May 26, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Support CCCV Framework County working session on June 1, 2021
- ▶ Participate in CalSAWS Section Directors' meeting on June 1, 2021
- ▶ Finalize mitigation and status updates for QA assigned risks by June 2, 2021
- ▶ Facilitate CCCV Framework Internal working session on June 3, 2021
- ▶ Participate in CalSAWS IV&V/PMO Biweekly meeting on June 4, 2021

1.3.2 Technical

- ▶ Participate in CalSAWS M&O meeting on June 1, 2021
- ▶ Participate in Integrated Tech Projects Touch Base meeting on June 1, 2021
- ▶ Participate in CalSAWS Technical M&O meeting on June 1, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on June 1, 2021
- ▶ Participate in SCRB meeting on June 1, 2021
- ▶ Participate in Technical CAB meeting on June 2, 2021
- ▶ Participate in Environment Management review on June 3, 2021
- ▶ Participate in CalSAWS IV&V Biweekly Meeting on June 4, 2021
- ▶ Batch
 - Participate in Batch Performance and Regression Status meeting on June 4, 2021
- ▶ Central Print
 - Continue Central Print Deliverable reviews June 1 - 4, 2021
 - Participate in Central Print Requirements Validation on June 2, 2021
 - Participate in weekly Central Print Transition touchpoint on June 3, 2021
- ▶ Security
 - Participate in Security meeting on June 1, 2021
 - Participate in the Security Committee meeting on June 3, 2021
- ▶ Analytics
 - Participate in Analytics Performance and Scalability meeting on June 2, 2021
 - Participate in CalSAWS Analytics Training session on June 2, 2021
 - Participate in Analytics Risk 236 – Online Documentation meeting on June 3, 2021
 - Participate in weekly CalSAWS Analytics meeting on June 3, 2021
- ▶ Help Desk
 - Participate in meetings as scheduled

1.3.3 Imaging

- Participate in review of Imaging Performance discussion on June 2, 2021

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1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Conversion
 - Attend CalWIN Conversion and Change Management meetings
 - Attend the Conversion GDS#4 Release notes walkthrough on June 1, 2021
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Attend monthly GA/GR and Conversion Sync Up meeting
- ▶ Non-State Forms (NSF)
 - Review NSF Design documents
- ▶ APIs
 - Review Design documents
- ▶ Task Management
 - Prepare for Release 21.07 testing
 - Review Design documents
- ▶ Lobby Management
 - Review SCRs and attend scheduled meetings
- ▶ Contact Center
 - Review SCRs and attend scheduled meetings
- ▶ Case Purge
 - Monitor Case Purge progress
 - Review Legacy Data System (LDS) work plan
 - Attend daily stand-up meetings

1.3.5 BenefitsCal

- ▶ Review remaining SIT defect severities
- ▶ Prepare for Independent Testing
- ▶ 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
 - Begin execution of high-impact SCRs test scenarios
 - Participated in the Test Touchpoint meeting on June 1, 2021
- ▶ CalSAWS UAT
 - Participate in Conversion GDS#4 Release notes walkthrough on June 1, 2021
 - Participate in Imaging UAT discussion with Accenture on June 1, 2021
 - Conduct UAT Kick-Off Execution dry-run on June 1, 2021
 - Conduct UAT Master Planning meetings on June 2, 2021
 - Participate in final Test Scenario review feedback touch point June 2, 2021
 - Conduct UAT and Implementation communications with Consortia and Accenture Implementation and Training teams on June 2, 2021

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- Participate in CDT Defect follow up meeting with Accenture on June 3, 2021
- Monitor C-IV and LA UAT environment access
- Monitor and triage CalSAWS UAT mailbox e-mails
- Finalize the June 7, 2021 UAT Execution Kick-Off presentation and training materials
- Finalize the June 8, 2021 UAT County SME Triage training presentation and materials
- ▶ Other Consortium Support Test Activities
 - Attend the CalSAWS Test Leads Touchpoint meeting on June 2, 2021
 - Participate in CalSAWS Consortium County Validation Framework (CCCVF) Strike Team meeting for Project on June 3, 2021
 - BenefitsCal Activities
 - Participate in the BenefitsCal Test Planning meeting on June 1, 2021
 - Continue QA BenefitsCal Dashboard setup
 - Begin Independent Test Execution on BenefitsCal
 - Participate in the Monthly Implementation Readiness Checkpoint on June 2, 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 on June 1 – 4, 2021
 - Support the T-6 Month Los Angeles County Imaging Survey on June 1 – 4, 2021
 - Refine draft Pre-Green Light/Green Light Presentation on June 1 – 4, 2021
 - Conduct Early Training Prep session with Consortium, Accenture, and QA training teams on June 1, 2021
 - Conduct Monthly Implementation Readiness Checkpoint with Counties on June 2, 2021
 - Prepare for June Change Network Champion meeting on June 3, 2021
 - Prepare for Just-In-Time Demonstration – Employment Services on June 3, 2021
 - Participate Imaging WBT Build Walkthrough: Virtual Printer Capture and Import on June 3, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in daily CalWIN ISS Management meetings June 1 – 4, 2021
 - Participate in San Luis Obispo As-Is Sessions on June 1-4, 2021
 - Review County Stakeholder Register and Process on June 2, 2021
 - Review Intake To-Be Process Flows on June 2, 2021
 - Participate in CalWIN Implementation Wave 1 Check In Meeting on June 2, 2021
 - Review Case Maintenance To-Be Process Flows on June 4, 2021
- ▶ Release Management
 - Prepare for 21.07 Training SCRs verification on June 1 - 4, 2021
- ▶ Special Projects
 - Plan for Asian American Pacific Islander (AAPI) Employee Resource Group (ERG) Kickoff

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1.3.8 OCAT

- ▶ Participate in OCAT Business Rule Engine (BRE) checkpoints on June 1 - 4, 2021

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period