



CalSAWS Quality Assurance Weekly Status Report

Reporting Period: June 7, 2021 to June 13, 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
3.24	QA Monthly Status Report - June 2021		<ul style="list-style-type: none"> • Submit FDEL by July 2, 2021
4.24	QA Work Plan - June 2021		<ul style="list-style-type: none"> • Submit FDEL by July 2, 2021
7.24	QA Test Monthly Report – June 2021		<ul style="list-style-type: none"> • Submit FDEL by July 2, 2021
8.01	QA UAT Weekly Report – 1		<ul style="list-style-type: none"> • Submitted FDEL on June 14, 2021
8.02	QA UAT Weekly Report – 2		<ul style="list-style-type: none"> • Submit FDEL by June 21, 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 FDEL by June 16, 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"> Submitted FDEL on June 11, 2021 Approval expected by June 18, 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"> Submit DDEL by July 30, 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"> Submitted FDEL on June 11, 2021 Approval expected by June 18, 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"> Submit DDEL by June 16, 2021
3	Central Print - Assessment of Print Services Maintenance and Operations Plan		<ul style="list-style-type: none"> Submit DDEL by June 30, 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

- ▶ Co-Facilitated Consortium County Validation Framework (CCCVF) Strike Team County working session on June 7, 2021
- ▶ Facilitated the Job Aid Status meeting on June 7, 2021
- ▶ Participated in the June JPA Walkthrough meeting on June 8, 2021
- ▶ Presented QA status at the Monthly CalSAWS IT meeting on June 9, 2021
- ▶ Facilitated the Job Aid Training working session on June 9, 2021
- ▶ Participated in the Central Print Requirements Validation – Security meeting on June 9, 2021
- ▶ Co-Facilitated the CCCVF Strike Team Joint Session on June 10, 2021
- ▶ Facilitated the RCM Evolved Orientation working session on June 11, 2021
- ▶ Participated in CalSAWS IV&V/PMO Biweekly meeting on June 11, 2021
- ▶ Collaborated with Deloitte on BenefitsCal Work Plan updates on June 11, 2021
- ▶ Participated in Batch Performance and Regression Status meeting on June 11, 2021
- ▶ Participated in BenefitsCal System Test Exit / UAT Entry Criteria meeting on June 11, 2021

1.2.2 Technical

- ▶ Participated in BenefitsCal/CalSAWS Performance Testing Daily Connect on June 7 - 10, 2021
- ▶ Participated in the GA/GR Eligibility Design Support and System Test meeting on June 7, 2021
- ▶ Participated in the weekly CalSAWS Technical meeting on June 7, 2021
- ▶ Participated in Consortium Financial Operations (FinOps) meeting on June 8, 2021
- ▶ Participated in CA-54527 and CA-225842 Facilitated Code Review meetings on June 8, 2021
- ▶ Participated in HTML5 - POC Updates on June 9, 2021
- ▶ Participated in Environment Management review on June 10, 2021
- ▶ Participated in Technical CAB meeting on June 9, 2021
- ▶ Batch
 - Participated in Batch Performance and Regression Status meeting on June 11, 2021
- ▶ Central Print
 - Continued Central Print Deliverable reviews June 7 - 11, 2021
 - Participated in Central Print Transition - Weekly Touchpoint on June 10, 2021
- ▶ Security
 - Participated in weekly CloudCheckr Security meeting on June 7, 2021
 - Participated in Security Risk Review meeting on June 8, 2021
 - Completed Accenture System Security Plan rev on June 10, 2021 view on June 14, 2021
- ▶ Analytics
 - Participated in Analytics Training Session meeting on June 9, 2021
 - Participated in Analytics Performance and Scalability meeting on June 9, 2021
 - Participated in weekly CalSAWS Analytics meeting on June 10, 2021
- ▶ Help Desk
 - Monitored the ServiceNow upgrade activities

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1.2.3 Imaging

- Participated in Imaging Change Management, Training, Implementation on June 9, 2021
- Participated in Review Results of Hyland Cloud Performance Testing on June 10, 2021
- Participated in Imaging Status Review on June 10, 2021
- Provided Imaging support of CalSAWS UAT
- Collaborated with Imaging Team to identify Case List with Images for UAT

1.2.4 Functional

- ▶ Requirements
 - Continued review of Non-App Dev requirements
- ▶ Conversion
 - Participated in Mock Conversion #2 Part 1A Click through
 - 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
 - Validated GA/GR schedule changes are reflected in Jira
- ▶ Non-State Forms
 - Reviewed Design Documents
- ▶ APIs
 - Reviewed API Design Documents
- ▶ Task Management
 - Reviewed Design documents
 - Discussed options to remove Tasks over 90 days old in the CIV system
- ▶ Contact Center
 - Reviewed Design documents
 - Attended the weekly status meeting
- ▶ Case Purge
 - Monitored daily deletion progress
 - Discussed Legacy Data System (LDS) data mappings

1.2.5 BenefitsCal

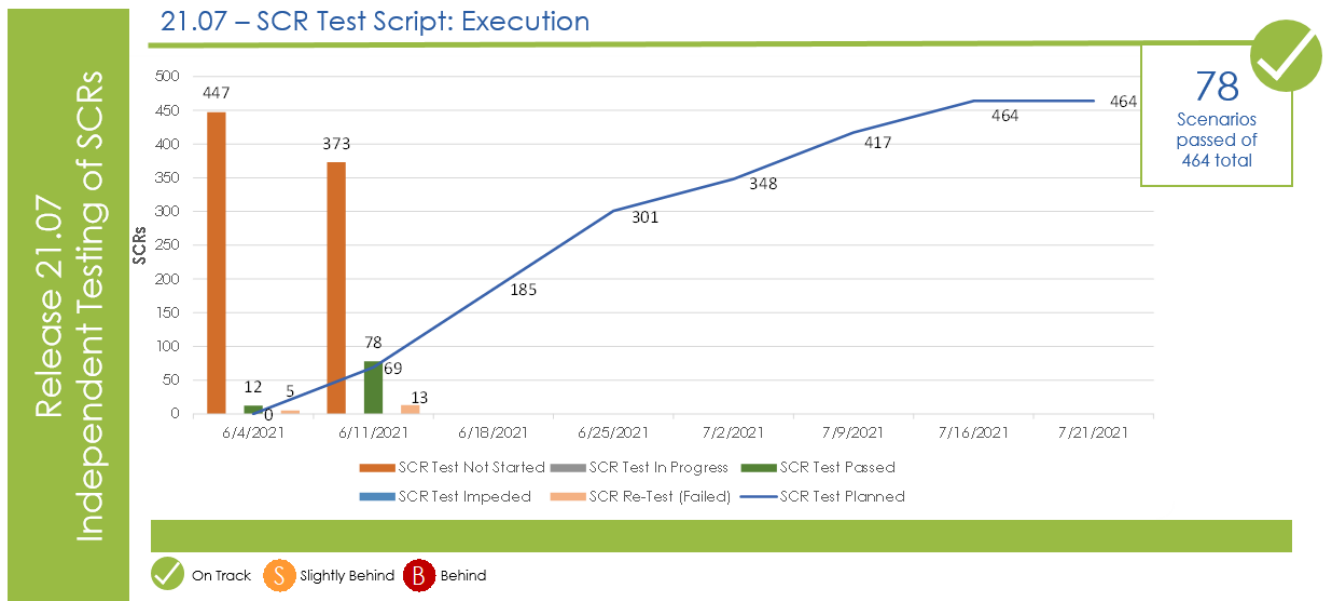
- ▶ Continued Independent Testing in the BenefitsCal UAT environment
- ▶ Discussed QA Performance Testing results
- ▶ Reviewed remaining SIT defect severities
- ▶ Participated in the SIT Exit Criteria ceremony
- ▶ Monitored Integration Testing progress and results
- ▶ Monitored ADA Testing results
- ▶ Participated in the weekly Risk Meeting
- ▶ Collaborated with Deloitte on BenefitsCal Work Plan updates
- ▶ Participated in BenefitsCal System Test Exit / UAT Entry Criteria meeting
- ▶ Recommended developing Service Level Agreements (SLA) as part of the M&O Plan
- ▶ Discussed changes to Release schedules and impacts

1.2.6 Test

- ▶ Release 21.07
 - Delivered the completed Release 21.07 scorecard analysis and received approval 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
 - Began test execution of high-impact SCRs test scenarios
 - Participated in the Test Touchpoint meeting on June 1, 2021

Table 1-6 – Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.07 Release – ClearBest QA Independent Test Results	464	80% (373)	0% (0)	17% (78)	3% (13)	0% (0)



▶ BenefitsCal Test Activities

- Continued BenefitsCal Independent Test Execution
- Participated in the weekly BenefitsCal Test Planning meeting on June 8, 2021
- Participated in the daily BenefitsCal Test Touchpoint meetings on June 7 - 12, 2021
- Participated in the System Test Exit – C-IV UAT Entry meeting on June 9, 2021
- Participated in the BenefitsCal UAT Touchpoint meeting with the Consortium on June 9, 2021
- Participated in the BenefitsCal defect review meeting on June 9, 2021
- Attended the BenefitsCal UAT Dashboard meeting on June 10, 2021
- Attended the Portal/Mobile Risk Review meeting on June 11, 2021
- Participated in BenefitsCal System Test Exit / UAT Entry Criteria meeting on June 11, 2021

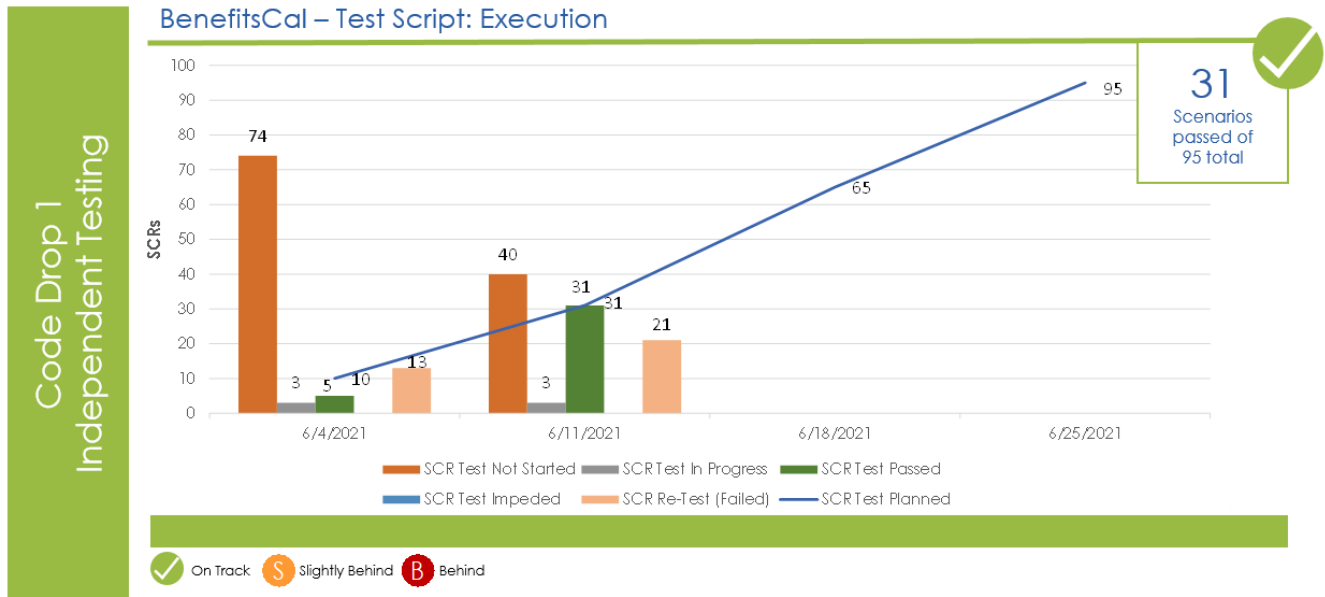
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Table 1-7 – BenefitsCal Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Code Drop 1)	95	42% (40)	3% (3)	33% (31)	22% (21)	0% (0)



► **CalSAWS User Acceptance Test (UAT)**

- Led the CalSAWS UAT Execution Orientation meeting on June 7, 2021. Provided an overview of UAT processes, procedures, tools, communications, and timelines for CalSAWS, Imaging, State Reports Review, and BenefitsCal
- Reviewed daily, weekly, monthly UAT Batch Schedule and reports with Accenture on June 7, 2021
- Delivered the CalSAWS UAT Subject Matter Expert (SME) training on June 8, 2021
- Conducted Environment and Access support status touch point with Accenture and Consortium on June 8, and 10, 2021
- Conducted a final UAT Batch Schedule and Reports meeting with Accenture on June 10, 2021
- Conducted the CalSAWS UAT Managed Security Roles touchpoint with UAT county participants on June 10, 2021
- Completed final preparations for CalSAWS UAT execution on June 14, 2021

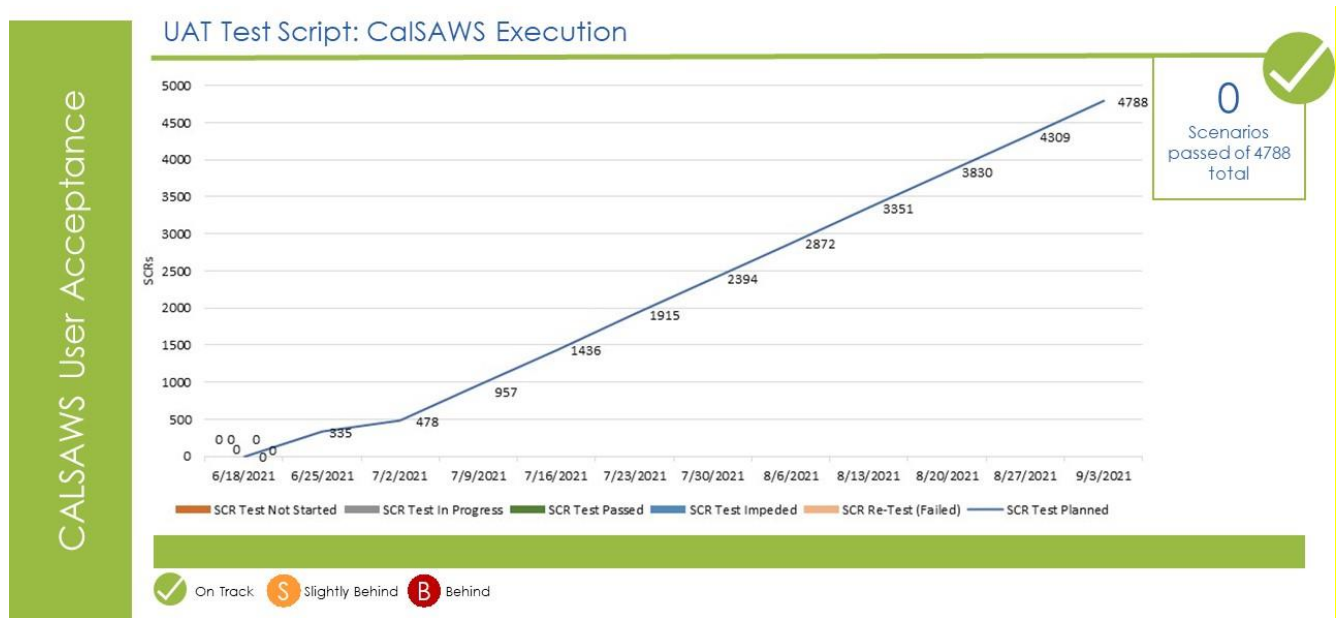
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Table 1-8 – UAT Weekly Stats

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CalSAWS (Week 1)	4788	100% (4788)	0% (0)	0% (0)	0% (0)	0% (0)



► Other Consortium Support Test Activities

- Attended the Release When Ready (RWR) Touchpoint meeting on June 7, 2021
- Participated in the June JPA Walkthrough meeting on June 8, 2021
- Participated in the Cross Team Defect Management meetings on June 9, 2021
- Participated in the HTML5 – POC Updates meeting on June 9, 2021
- Attended the CalSAWS Test Leads Touchpoint meeting on June 9, 2021
- Participated in a QA Transition meeting regarding county validation with First Data on June 10, 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 on June 7 – 11, 2021
- Supported the T-6 Month Los Angeles County Imaging Survey on June 7 – 11, 2021
- Finalized draft Pre-Green Light/Green Light Presentation on June 7 – 11, 2021
- Prepared for Just-In-Time Demonstration on Eligibility Processing on June 8, 2021
- Participated in Imaging WBT Build Walkthrough: County-Maintained Workflow Queues on June 8, 2021
- Participated in the monthly Touchbase of Release 1A Activities and Packet Preparation meeting on June 8, 2021

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- Participated in T-6M Imaging Change Readiness Assessment Debrief on June 9, 2021
- Participated Case Review Guides - Pre and Post Conversion Preparation on June 9, 2021
- Participated in Implementation coordination – BenefitsCal on June 9, 2021
- Participated in Imaging WBT Build Walkthrough: Single Case Capture on June 9, 2021
- Participated in Subscription Reports Change Management and Communication to the C-IV Counties on June 9, 2021
- Prepared for Just-In-Time demonstration – Employment Services on June 10, 2021
- Conducted Early Training Preparation Session on June 10, 2021
- Conducted the monthly CalSAWS Change Network meeting on June 10, 2021
- Participated in CalSAWS Release Communications planning on June 10, 2021
- Participated in Impact of BenefitsCal Training during Early and General Training meeting on June 10, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in daily CalWIN ISS Management meetings 7 – 9, 2021
 - Participated in San Francisco As-Is Sessions on June 7 - 10, 2021
 - Participated in San Luis Obispo As-Is Sessions on June 7 – 10, 2021
 - Reviewed To-Be Flows for Employment Services on June 8, 2021
 - Submitted comments for Deloitte FDEL 03.01 Requirements Traceability Matrix - Q1 on June 9, 2021
 - Reviewed To-Be Flows for Appeals/Hearings/QA/QC on June 9, 2021
 - Planned for Wave 1 counties system demonstrations on June 9, 2021
 - Participated in CalWIN Project Updates meeting on June 10, 2021
 - Participated in Detailed Planning from App Reg/Intake Demo for Wave 1 meeting on June 10, 2021
 - Reviewed Benefit Recovery To-Be Flow on June 10, 2021
 - Reviewed To-Be Flows for IEVS/Fraud and Inter-County Transfers (ICTs) on June 11, 2021
- ▶ Release Management
 - Continued 21.07 Training SCRs verification on June 7 – 11, 2021
- ▶ Special Projects
 - Planned for Asian American Pacific Islander (AAPI) Employee Resource Group (ERG) Kickoff

1.2.8 OCAT

- ▶ Participated in OCAT BRE System Test Checkpoint meeting on June 8, 2021
- ▶ Participated in OCAT BRE Status meeting on June 8, 2021
- ▶ Participated in OCAT BRE Training and Demonstration on June 9, 2021
- ▶ Participated in OCAT Operations and Release meeting on June 9, 2021
- ▶ Continued review of Cambria updates to OCAT BRE Manual comments

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Participate in CalHEERS Green Light Transition meeting on June 14, 2021
- ▶ Participate in June JPA Walkthrough meeting on June 15, 2021
- ▶ Participate in Section Directors' meeting on June 15, 2021
- ▶ Participate in Outcome Based Certification (OBC) Check Point meeting on June 16, 2021
- ▶ Participate in OCAT BRE Green Light Preparation meeting on June 17, 2021
- ▶ Participate in Touchpoint Meeting - FDEL #57 - CalSAWS Migration Work Plan Update #26 with Accenture on June 17, 2021
- ▶ Participate in Batch Performance and Regression Status meeting on June 18, 2021
- ▶ Participate in Portal/Mobile Risk Review meeting on June 18, 2021

1.3.2 Technical

- ▶ Participate in the CalSAWS Technical Weekly meeting on June 14, 2021
- ▶ Participate in the Integrated Tech Project Touchpoint meeting on June 15, 2021
- ▶ Participate in the CalSAWS M&O Technical meeting on June 15, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on June 15, 2021
- ▶ Participate in Technical CAB meeting on June 16, 2021
- ▶ Participate in HTML5 - POC Updates on June 9, 2021
- ▶ Participate in Environment Management review on June 17, 2021
- ▶ Batch
 - Participate in Batch Performance and Regression Status meeting on June 18, 2021
- ▶ Central Print
 - Participate in weekly Central Print Transition Touchpoint meeting on June 17, 2021
- ▶ Security
 - Participate in weekly CloudCheckr Security meetings on June 14, 2021
 - Participate in Security Remediation Status meeting on June 17, 2021
- ▶ Analytics
 - Participate in CalSAWS Analytics Training session on June 16, 2021
 - Participate in Analytics Performance and Scalability meeting on June 16, 2021
 - Participate in weekly CalSAWS Analytics meeting on June 17, 2021
- ▶ Help Desk
 - Participate in meetings as scheduled

1.3.3 Imaging

- Participate in Imaging Status Review on June 17, 2021
- Participate in Central Print Requirements Validation meeting as scheduled

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Review requirements status
- ▶ Conversion
 - Participate in Mock Conversion #2 Part 1B touchpoints and click through

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- Attend the CalWIN Conversion and Change Management meetings
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Review SCR schedule and reconcile with Jira
 - Attend weekly GA/GR meeting
- ▶ Non-State Forms (NSF)
 - Review NSF Design documents
- ▶ APIs
 - Review Design documents
- ▶ Task Management
 - Review Design documents
 - Attend Task Management Committee on Thursday, June 17, 2021
- ▶ 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) Sprint 1 Design document
 - Attend daily stand-up meetings

1.3.5 BenefitsCal

- ▶ Review Training artifacts
- ▶ Conduct Independent Testing
- ▶ Monitor UAT
- ▶ Monitor Performance testing results
- ▶ Monitor ADA Testing results
- ▶ 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
- ▶ Review impacts to Release schedule and artifact timeline

1.3.6 Test

- ▶ Release 21.07
 - Continue execution of high-impact SCRs test scenarios
 - Continue QA Review of System Test scenarios
 - Participate in the Integrated Test Team meeting on June 10, 2021
 - Participate in the Test Touchpoint meeting on June 16, 2021
- ▶ BenefitsCal Test Activities
 - Continue Independent Test Execution on BenefitsCal
 - Participate in the weekly BenefitsCal Test Planning meeting on June 15, 2021
 - Attend the Portal/Mobile Risk Review meeting on June 18, 2021

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- ▶ CalSAWS UAT
 - Conduct weekly Monday morning kick-off meeting to discuss assignments and provide an Orientation/Refresher Training on executing scenarios and how to log findings on June 14, 2021
 - Conduct daily Test stand up meetings June 15 – June 18, 2021
 - Conduct daily Triage meetings June 14 –18, 2021
 - Support testers throughout test execution by logging defects, redacting PII, and uploading/downloading information from the UAT Web Portal
- ▶ Other Consortium Support Test Activities
 - Attend the RWR Touchpoint meeting on June 10, 2021
 - Attend the CalSAWS Test Leads Touchpoint meeting on June 16, 2021
 - Participate in the June JPA Walkthrough meeting on June 15, 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 14 – 17, 2021
 - Finalize draft Pre-Green Light/Green Light Presentation on June 14 – 17, 2021
 - Perform wrap-up activities for the T-6 Month Los Angeles County Imaging Survey on June 14, 2021
 - Prepare for Just-In-Time Demonstration on Employment Services on June 14, 2021
 - Participate in June JPA Walkthrough on June 15, 2021
 - Conduct CalSAWS Just-in-Time Demo: Eligibility Case Processing on June 15, 2021
 - Participate in Imaging WBT Build Walkthrough: Multi-Case Capture on June 15, 2021
 - Prepare for Just-In-Time Demonstration on Supervisor Authorization - Eligibility on June 15, 2021
 - Participate in Imaging Materials review on June 16, 2021
 - Conduct Implementation Readiness Checkpoint on June 16, 2021
 - Participate in Imaging WBT Build Walkthrough: Specialty Scan Modes on June 16, 2021
 - Prepare for Just-In-Time demonstration – Supervisor Authorization – Fiscal on June 17, 2021
 - Conduct Pre-Meet - Monthly Implementation Readiness Checkpoint with Regional Managers on June 17, 2021
 - Conduct monthly Implementation Readiness Working Session with the CalSAWS teams on June 17, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in daily CalWIN ISS Management meetings 14 – 17, 2021
 - Prepare for Application Registration/Intake Wave 1 demonstration on June 14, 2021
 - Participate in San Francisco As-Is Sessions on June 14 – 16, 2021
 - Participate in Sacramento As-Is Sessions on June 14 – 17, 2021
 - Participate in Sonoma As-Is Sessions on June 14 – 18, 2021

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- Participate in CalWIN Implementation Support Services - Stand-up Meeting on June 14, 2021
- Review Foster Care To-Be Flows on June 16, 2021
- ▶ Release Management
 - Continue 21.07 Training SCR verification on June 7 – 11, 2021
- ▶ Special Projects
 - Prepare for All-Staff meeting on June 15, 2021

1.3.8 OCAT

- ▶ Participate in OCAT Monthly Performance and SLA Meeting on June 14, 2021
- ▶ Participated in OCAT BRE Status Meeting on June 15, 2021

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period