

CalSAWS Quality Assurance Weekly Status Report

Reporting Period: June 14, 2021 to June 20, 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		• Submit FDEL by July 2, 2021
4.24	QA Work Plan - June 2021		• Submit FDEL by July 2, 2021
7.24	QA Test Monthly Report – June 2021		• Submit FDEL by July 2, 2021
8.02	QA UAT Weekly Report – 2		• Submitted FDEL on June 21, 2021
8.03	QA UAT Weekly Report – 3		• Submit FDEL by June 28, 2021
10.03	Quarterly QA Security Report		• Submit DDEL by June 29, 2021
12.24	Assessment of CalSAWS Migration Work Plan Update – June 2021		• Submitted FDEL on June 18, 2021 • Approval expected by June 28, 2021
40	Assessment of CalSAWS (C-IV) UAT Readiness Report/Milestone		• Submitted FDEL on June 16, 2021 • Approval expected by June 22, 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

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Table 1-3 - Overall Summary of BenefitsCal Deliverable Status




DEL #	DELIVERABLE NAME		STATUS
3.10	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – June 2021		<ul style="list-style-type: none">• Submit FDEL by July 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	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
59.06	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - June 2021		<ul style="list-style-type: none">• Submit FDEL by July 12, 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 DDEL on June 16, 2021• Submit FDEL by June 28, 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

- ▶ Participated in CalHEERS Green Light Transition meeting on June 14, 2021
- ▶ Participated in June JPA Walkthrough meeting on June 15, 2021
- ▶ Co-Presented Consortium County Validation Framework (CCCV) Strike Team update at Section Directors June 15, 2021
- ▶ Participated in Outcome Based Certification (OBC) meeting on June 16, 2021
- ▶ Participated in OCAT BRE Green Light Preparation meeting on June 17, 2021
- ▶ Participated in Touchpoint Meeting - FDEL #57 - CalSAWS Migration Work Plan Update #26 with Accenture on June 17, 2021
- ▶ Facilitated Job Aid Process training preparation session on June 17, 2021
- ▶ Co-Facilitated CCCV Strike Team internal session # 8 on June 17, 2021
- ▶ Participated in Batch Performance Status meeting on June 18, 2021

1.2.2 Technical

- ▶ Participated in the weekly CalSAWS Technical meeting on June 14, 2021
- ▶ Participated in the Integrated Tech Project Touch Base meeting on June 15, 2021
- ▶ Participated in the CalSAWS M&O Technical meeting on June 15, 2021
- ▶ Participated in CalSAWS/LRS and C-IV Performance Report meeting on June 16, 2021
- ▶ Participated in Technical CAB meeting on June 16, 2021
- ▶ Participated in Environment Management Review on June 17, 2021
- ▶ Batch
 - Participated in Batch Performance Status meeting on June 18, 2021
 - Participated in Batch Operations Recommendations meeting on June 18, 2021
- ▶ Central Print
 - Participated in Central Print Testing discussion on June 14, 2021
 - Participated in Central Print Implementation Plan meeting on June 16, 2021
 - Participated in Central Print Requirements Validation – Security on June 16, 2021
 - Participated in Central Print Transition - Weekly Touchpoint on June 17, 2021
- ▶ Security
 - Participated in weekly CloudCheckr Security meeting on June 14, 2021
 - Participated in System Security Plan (SSP) Comment Review and Discussion on June 17, 2021
 - Participated in Security Remediation Status meeting on June 17, 2021
- ▶ Analytics
 - Participated in Analytics Access Permissions meetings on June 15 – 16, 2021
 - Participated in Analytics Ad Hoc Connect and Query Training Next Steps meeting on June 15, 2021
 - Participated in Analytics Ad Hoc UAT Qlik Training meeting on June 16, 2021
 - Participated in Analytics Performance and Scalability meeting on June 16, 2021
 - Participated in weekly CalSAWS Analytics meeting on June 17, 2021
- ▶ Help Desk
 - Monitored ServiceNow migration activities

1.2.3 Imaging

- Participated in Imaging Migration Daily Standup call on June 17, 2021
- Participated in Imaging Status Review on June 17, 2021

1.2.4 Functional

- ▶ Requirements
 - Continued review of Non-App Dev requirements
- ▶ Conversion
 - Met with App Dev, UAT, Conversion and test teams to discuss CalWIN data sets
 - Monitored Mock Conversion progress and participated in Stage Gate reviews
 - Participated in Mock Conversion #2 Part 1B 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
- ▶ 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 C-IV system
- ▶ Contact Center
 - Reviewed Design documents
 - Attended the weekly status meeting
- ▶ Case Purge
 - Monitored daily deletion progress
 - Discussed Legacy Data System (LDS) data mappings
 - Discussed CalHEERS C-IV issue and future direction for CalSAWS purge

1.2.5 BenefitsCal

- ▶ Conducted Independent Testing
- ▶ Monitored UAT
- ▶ Monitored Performance testing results
- ▶ Monitored ADA Testing results
- ▶ 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
- ▶ Reviewed impacts to Release schedule and artifact timeline

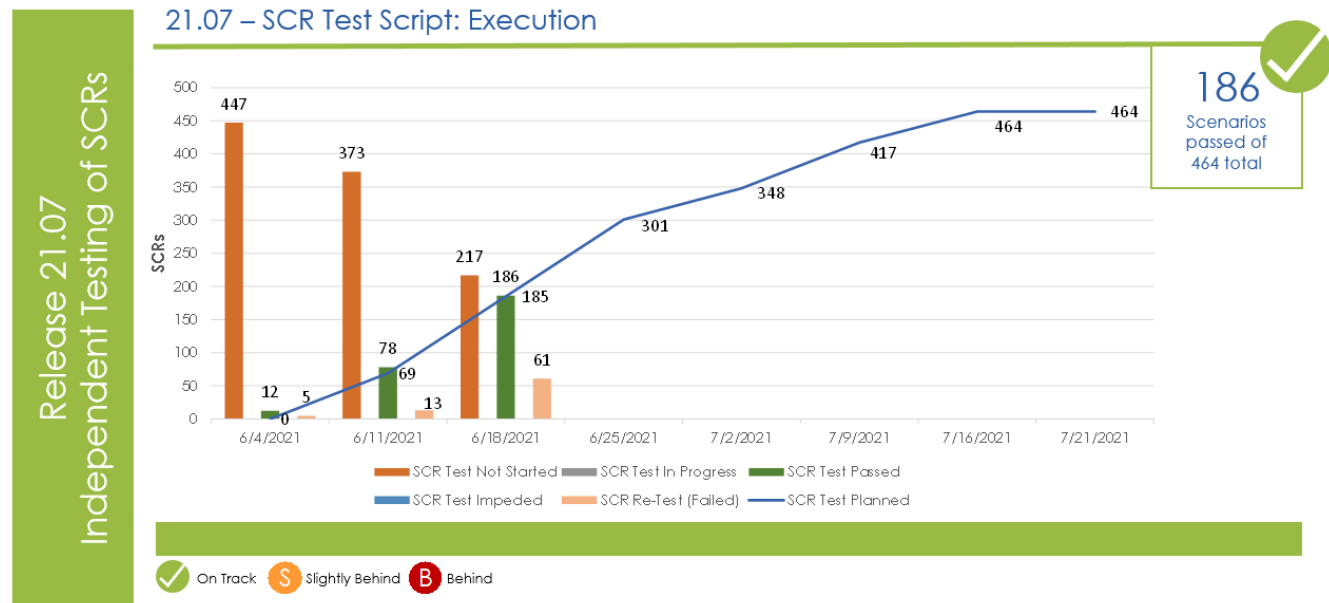
1.2.6 Test

► 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	47% (217)	0% (0)	40% (186)	13% (61)	0% (0)



► BenefitsCal Test Activities

- Continued BenefitsCal Independent Test Execution
- Participated in the weekly BenefitsCal Test Planning meeting on June 15, 2021
- Participated in the daily BenefitsCal Test Touchpoint meetings on June 14 - 18, 2021
- Attended the Portal/Mobile Risk Review meeting on June 18, 2021

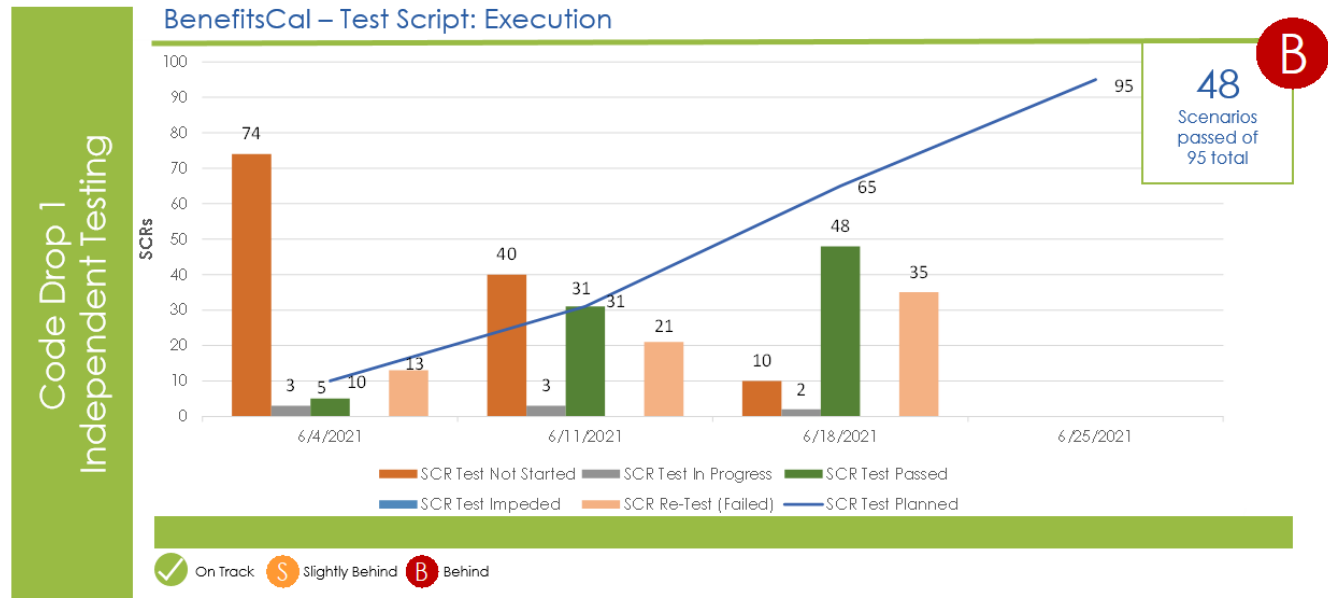
Table 1-7 – BenefitsCal Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Code Drop 1)	95	10% (10)	2% (2)	51% (48)	37% (35)	0% (0)

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► CalSAWS User Acceptance Test (UAT)

- Provided an Orientation/Refresher Training on executing scenarios, discussed assignments and logging findings on June 14, 2021
- Conducted daily Test Status meeting June 15 - 18, 2021
- Conducted daily Triage meetings June 14 - 18, 2021
- Provided support for text execution, defect logging, redacting PII, and UAT Web Portal uploads/downloads to UAT participants on June 14 – 18 2021
- Completed security profile updates to support testing scenarios
- Participated in weekly Environment Support Touchpoint with Accenture on June 17, 2021

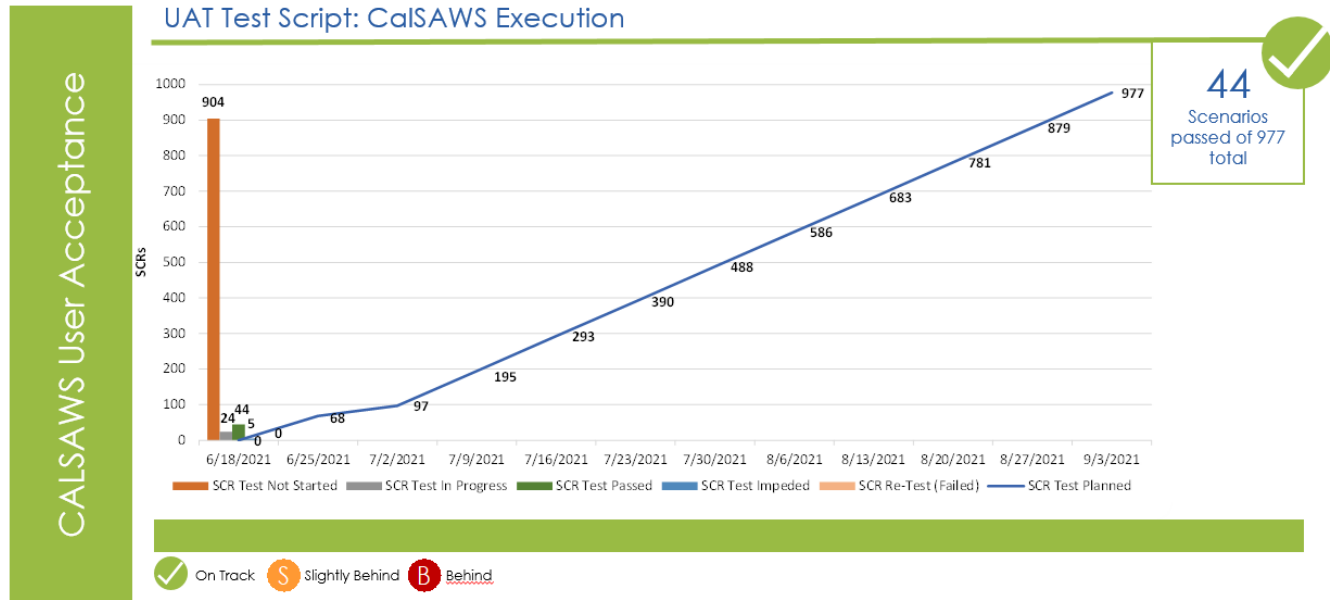
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Table 1-8 – UAT Weekly Stats

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CalSAWS (Week 1)	977	92% (904)	2% (24)	5% (44)	1% (5)	0% (0)



► Other Consortium Support Test Activities

- o Attended the Release When Ready (RWR) Touchpoint meeting on June 14, 2021
- o Participated in a QA Transition meeting and discussed CalHEERS Green Light with First Data on June 14, 2021
- o Participated in the June JPA Walkthrough meeting on June 15, 2021
- o Attended the CalSAWS Test Leads Touchpoint meeting on June 16, 2021
- o Attended the Monthly Implementation Readiness Working session on June 17, 2021
- o Attended a CalWIN Data Availability and Needs for Testing activities meeting on June 17, 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 June 14 – 17, 2021
- o Presented draft Green Light Presentation to Customer Engagement and Regional Managers on June 15 – 17, 2021
- o Performed wrap-up activities for the T-6 Month Los Angeles County Imaging Survey on June 14, 2021
- o Prepared for Just-In-Time Demonstration on Employment Services on June 14, 2021
- o Participated in June JPA Walkthrough on June 15, 2021

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- Conducted CalSAWS Just-In-Time Demo: Eligibility Case Processing on June 15, 2021
- Submitted comments on Alameda and Fresno As-Is Process Maps on June 15, 2021
- Participated in Imaging WBT Walkthrough: Multi-Case Capture on June 15, 2021
- Prepared for Just-In-Time Demonstration on Supervisor Authorization - Eligibility on June 15, 2021
- Participated in Imaging Materials review on June 16, 2021
- Conducted Implementation Readiness Checkpoint on June 16, 2021
- Submitted comments on Training Environment Guide and Training Environment Roadshow presentation on June 16, 2021
- Prepared for County Preparation Phase Green Light on June 16, 2021
- Participated in Supervisor Authorization discussion on June 16, 2021
- Reviewed Imaging WBT Walkthrough: Specialty Scan Modes on June 16, 2021
- Prepared for Just-In-Time demonstration – Supervisor Authorization – Fiscal on June 17, 2021
- Conducted Pre-Meet - Monthly Implementation Readiness Checkpoint with Regional Managers on June 17, 2021
- Conducted monthly Implementation Readiness Working session with the CalSAWS teams on June 17, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in CalWIN ISS - Stand-up meeting on June 14, 2021
 - Prepared for Application Registration/Intake demonstration on June 14, 2021
 - Participated in daily CalWIN ISS Management meetings 14 – 17, 2021
 - Participated in San Francisco As-Is Sessions on June 14 – 16, 2021
 - Participated in Sacramento As-Is Sessions on June 14 – 17, 2021
 - Participated in Sonoma As-Is Sessions on June 14 – 18, 2021
 - Reviewed Foster Care To-Be Flows on June 16, 2021
- ▶ Release Management
 - Continued 21.07 Training SCRs verification on June 14 – 18, 2021
- ▶ Special Projects
 - Prepared for All-Staff meeting on June 15, 2021

1.2.8 OCAT

- ▶ Participated in OCAT Monthly Performance and SLA meeting on June 14, 2021
- ▶ Participated in OCAT Cancellation Transactions meeting on June 16, 2021
- ▶ Participated in OCAT BRE Status Check-In meeting on June 17, 2021
- ▶ Participated in OCAT BRE Greenlight#1 meeting on June 17, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Co-facilitate CCCV Strike Team County session on June 22, 2021
- ▶ Participate in GA/GR Weekly Touchpoint on June 22, 2021
- ▶ Participate in OCAT Operations and Release meeting on June 23, 2021
- ▶ Participate in CalSAWS JPA Annual Conference on June 24, 2021
- ▶ Participate in OCAT BRE Greenlight Meeting #2 on June 25, 2021
- ▶ Participate in CalSAWS IV&V/PMO Biweekly meeting on June 25, 2021
- ▶ Participate in Portal/Mobile Risk Review on June 25, 2021
- ▶ Participate in CalWIN PCL to PDF Brainstorming Session on June 25, 2021

1.3.2 Technical

- ▶ Participate in the weekly CalSAWS Technical meeting on June 21, 2021
- ▶ Participate in Consortium Tech M&O meeting on June 22, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on June 22, 2021
- ▶ Participate in Technical CAB meeting on June 23, 2021
- ▶ Participate in Environment Management review on June 24, 2021
- ▶ Participate in CCB Meeting on June 24, 2021
- ▶ Participate in CalSAWS Architectural Standards review on June 24, 2021
- ▶ Participate in CalWIN PCL to PDF Brainstorming session on June 25, 2021
- ▶ Batch
 - Participate in Batch Performance meeting on June 25, 2021
- ▶ Central Print
 - Participate in Central Print Requirements Validation – Testing meeting on June 21, 2021
 - Participate in weekly Central Print Transition Touchpoint meeting on June 24, 2021
- ▶ Security
 - Participate in weekly CloudCheckr Security meetings on June 21, 2021
 - Participate in Security Operations Discussion on June 25, 2021
 - Participate in Security Remediation Status meeting on June 24, 2021
- ▶ Analytics
 - Participate in CalSAWS Analytics Training session on June 23, 2021
 - Participate in Analytics Performance and Scalability meeting on June 23, 2021
 - Participate in weekly CalSAWS Analytics meeting on June 24, 2021
- ▶ Help Desk
 - Participate in ServiceNow Process Improvement meeting on June 24, 2021

1.3.3 Imaging

- Participate in the daily Imaging Migration Standup calls on June 21 - 25, 2021
- Participate in CalSAWS Imaging & Contact Center Joint Status meeting on June 23, 2021
- Participate in Imaging Status review on June 24, 2021

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting

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- ▶ Review requirements statuses
- ▶ Conversion
 - 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
- ▶ Lobby Management
 - Review SCRs and attend scheduled meetings
- ▶ Contact Center
 - Review SCRs and attend scheduled meetings
- ▶ Case Purge
 - 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 Cross-Device/Multi-Language 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
 - Begin QA Review of System Test execution results
 - Participate in the Integrated Test Team meeting on June 22, 2021
- ▶ BenefitsCal Test Activities
 - Continue Independent Test Execution on BenefitsCal
 - Participate in the BenefitsCal Automation meeting regarding Multi-language Scripting on June 21, 2021
 - Participate in the weekly BenefitsCal Test Planning meeting on June 22, 2021
 - Attend the Portal/Mobile Risk Review meeting on June 25, 2021

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- ▶ CalSAWS UAT
 - Conduct weekly Monday morning kick-off meeting to discuss assignments on June 21, 2021
 - Conduct daily Test stand up meetings June 22 – 25, 2021
 - Conduct daily Triage meetings June 21 – 25, 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 21, 2021
 - Attend the CalSAWS Test Leads Touchpoint meeting on June 23, 2021
 - Participate in the June JPA meeting on June 24, 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 21 – 24, 2021
 - Participate in biweekly Implementation, Change, and Training manager meeting on June 21 – 24, 2021
 - Support T-3 Month C-IV User Change Readiness Assessment Survey on June 21-25, 2021
 - Prepare for Just-In-Time Demonstration – Supervisor Authorization on June 22, 2021
 - Participate in Training, Implementation, and Change Team meeting on June 22, 2021
 - Conduct County Preparation Phase Kickoff Session #1 on June 22, 2021
 - Participate in T-6M Imaging Change Readiness Assessment Debrief on June 22, 2021
 - Participate in BenefitsCal Training meeting on June 22, 2021
 - Conduct QA Check-In: CalWIN ISS with Consortium managers on June 22, 2021
 - Conduct County Preparation Phase Kick-Off #2 on June 23, 2021
 - Conduct Implementation Coordination – BenefitsCal session on June 23, 2021
 - Participate in LA County Imaging Change Network meeting on June 24, 2021
 - Participate in CalSAWS Release Communications Planning on June 24, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in daily CalWIN ISS Management meetings 21 – 25, 2021
 - Participate in OCM Planning meeting on June 21, 2021
 - Participate in Contra Costa To-Be sessions on June 21-25, 2021
 - Participate in Sacramento As-Is sessions on June 21, 2021
 - Participate in Placer To-Be sessions on June 21 – 24, 2021
 - Participate in CalWIN ISS OCM Point of Contact meeting on June 23, 2021
 - Participate in Monthly OPAC meeting on June 24, 2021
- ▶ Release Management
 - Continue 21.07 Training SCRs verification on June 21 – 24, 2021
- ▶ Special Projects
 - Prepare and conduct for Asian American Pacific Islander (AAPI) Employee Resource Group (ERG) Kickoff on June 21 and 25, 2021

1.3.8 OCAT

- ▶ Participate in OCAT Operations and Release Meeting on June 23, 2021
- ▶ Participate in OCAT BRE Greenlight #2 meeting on June 25, 2021

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period