



CalSAWS Quality Assurance Weekly Status Report

Reporting Period: June 21, 2021 to June 27, 2021

Table of Contents

1.0	Quality Assurance.....	3
1.1	Deliverables Management	3
1.2	Highlights for the Reporting Period	5
1.3	Activities for the Next Reporting Period.....	11
1.4	Deviations from Plan/Adjustments	13

Table of Tables

Table 1-1 – Overall Summary of CalSAWS DD&I Deliverable Status	3
Table 1-2 – Overall Summary of OCAT Deliverable Status	3
Table 1-3 - Overall Summary of BenefitsCal Deliverable Status.....	4
Table 1-4 - Overall Summary of CalWIN Implementation Deliverable Status.....	4
Table 1-5 - Overall Summary of Central Print Deliverable Status	4
Table 1-6 – Independent Test Progress	7
Table 1-7 – BenefitsCal Independent Test Progress	8
Table 1-8 – UAT Weekly Stats.....	9

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
8.03	QA UAT Weekly Report – 3		<ul style="list-style-type: none"> • Submitted FDEL on June 28, 2021
8.04	QA UAT Weekly Report – 4		<ul style="list-style-type: none"> • Submit FDEL by July 6, 2021
10.03	Quarterly QA Security Report		<ul style="list-style-type: none"> • Submit DDEL by June 29, 2021
12.25	Assessment of CalSAWS Migration Work Plan Update – July 2021		<ul style="list-style-type: none"> • Submit FDEL by July 19, 2021
40	Assessment of CalSAWS (C-IV) UAT Readiness Report/Milestone		<ul style="list-style-type: none"> • Approval received on June 23, 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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 21, 2021 to June 27, 2021

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 FDEL on June 28, 2021 • Approval expected by July 2, 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

- ▶ Continued managing and facilitating conversations for Outcome Based Certification (OBC)/Operational Readiness Review (ORR)
- ▶ Continued working with Accenture, Deloitte, and Gainwell on Remote Worker topics
- ▶ Participated in PMO Leads meeting on June 22, 2021
- ▶ Co-facilitated Consortium County Validation Framework (CCCVF) Strike Team County session on June 22, 2021
- ▶ Supported preparation and facilitation of JPA Member Representatives meeting on June 24, 2021
- ▶ Participated in My Benefits CalWIN Portal Cutover Option meeting on June 25, 2021
- ▶ Participated in Portal/Mobile Risk Review on June 25, 2021

1.2.2 Technical

- ▶ Participated in the weekly CalSAWS Technical meeting on June 21, 2021
- ▶ Participated in Consortium Tech M&O meeting on June 22, 2021
- ▶ Participated in Consortium Financial Operations (FinOps) meeting on June 22, 2021
- ▶ Participated in Technical CAB meeting on June 23, 2021
- ▶ Participated in CCB meeting on June 24, 2021
- ▶ Participated in CalSAWS Architectural Standards Review on June 24, 2021
- ▶ Batch
 - Participated in Batch Performance Status meeting on June 25, 2021
 - Participated in Batch Operations Update meeting on June 25, 2021
- ▶ Central Print
 - Participated in Central Print Requirements Validation – Testing meeting on June 21, 2021
 - Participated in Central Print Transition Touchpoint meeting on June 24, 2021
- ▶ Security
 - Participated in weekly CloudCheckr Security meeting on June 21, 2021
 - Participated in Security Remediation Status meeting on June 24, 2021
 - Participated in Security Operations Discussion on June 25, 2021
- ▶ Analytics
 - Participated in Analytics Ad Hoc Data Sources and Tools Access meetings on June 22 and 25, 2021
 - Participated in CalSAWS Analytics Training session on June 23, 2021
 - Participated in weekly CalSAWS Analytics meeting on June 24, 2021
 - Participated in Analytics Service Level Approach Discussion on June 25, 2021
- ▶ Help Desk
 - Participated in ServiceNow Process Improvement meeting on June 24, 2021

1.3.3 Imaging

- ▶ Co-facilitated Consortium County Validation Framework (CCCVF) Strike Team County session on June 22, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 21, 2021 to June 27, 2021

1.2.4 Functional

- ▶ Requirements
 - Continued requirements review in preparation for C-IV Cutover
- ▶ Conversion
 - Discussed Shell Cases for CalWIN Conversion
 - Attended Project Status Meeting - Collections, Fraud, QAQC, & Task Management
 - Attended CalWIN Conversion and Change Management discussion on transformations
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents
 - Reviewed GainWell Test Plan DED and provided comments
 - Attended the weekly GA/GR status meeting
- ▶ Non-State Forms
 - Reviewed final 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
 - Completed C-IV purge
 - Reviewed several DCRs to apply to purged data
 - Discussed shell case construct
 - Discussed Legacy Data System (LDS) data mappings
 - Discussed CalHEERS C-IV issue and future direction for CalSAWS purge

1.2.5 BenefitsCal

- ▶ Participated in discussions on the delivery of Quick Guides and impacts to Early Training
- ▶ Attended and submitted comments on Periodic Reports and CF37 Design Session
- ▶ Conducted Independent Testing
- ▶ Monitored Performance 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
- ▶ Prepared to discuss impacts to Release schedule and artifact timeline

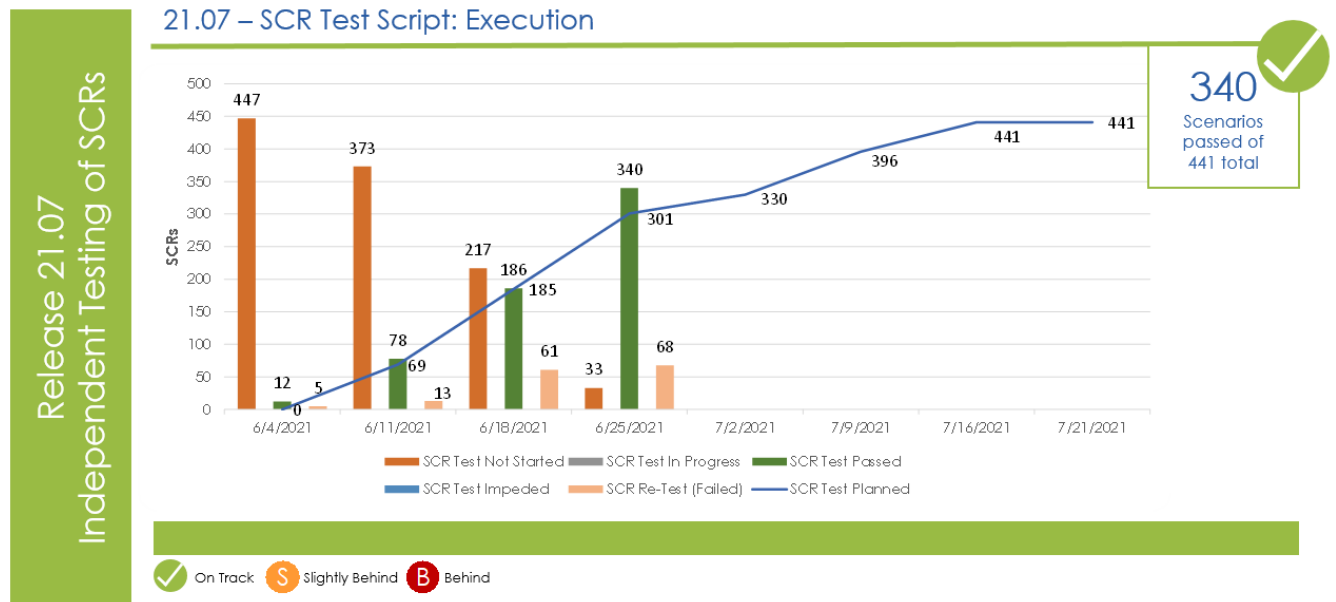
1.2.6 Test

► 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
- Continued test execution of high-impact SCRs test scenarios
- Began QA Review of System Test execution results
- Participated in the Test Touchpoint meeting on June 22, 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	441	7.5% (33)	0% (0)	77% (340)	15.5% (68)	0% (0)

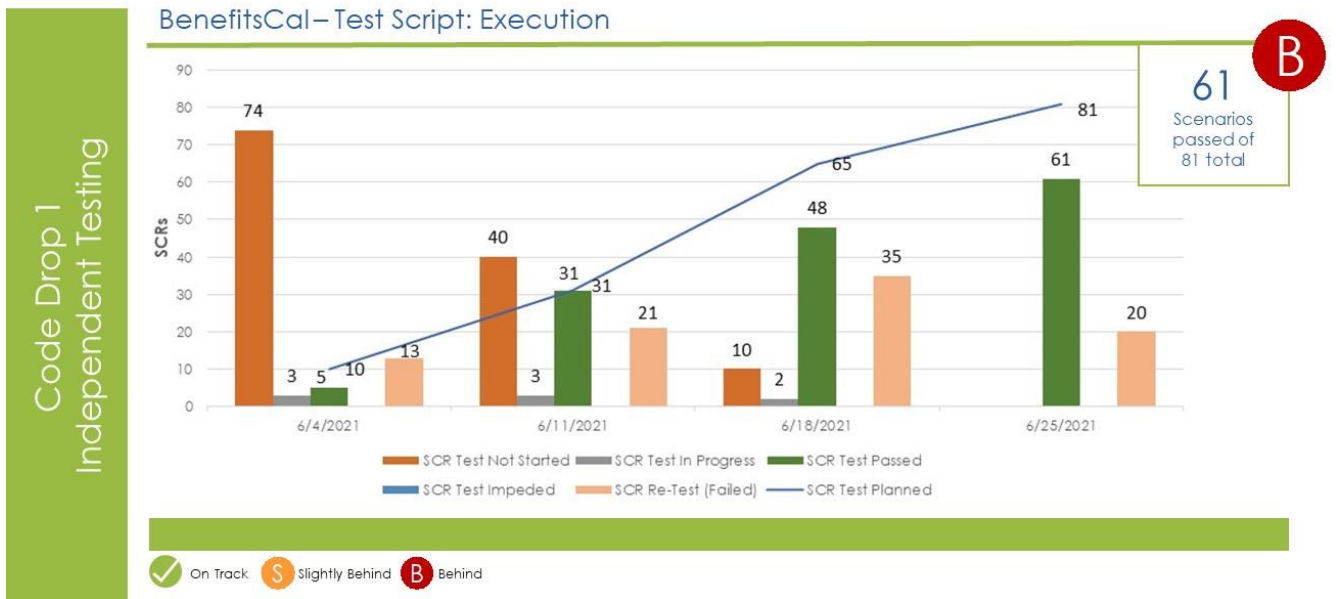


► BenefitsCal Test Activities

- Continued BenefitsCal Independent Test Execution and is currently behind schedule
 - Case linking and Wayfinder defects are expected to be deployed in the next build which will help bring the pass rate back on-track
- Participated in an Automation meeting regarding multi-language scripting and strategy on June 21, 2021
- Participated in the weekly BenefitsCal Test Planning meeting on June 22, 2021
- Participated in the daily BenefitsCal Test Touchpoint meetings on June 22 - 25, 2021
- Attended the Portal/Mobile Risk Review meeting on June 25, 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)	81	0% (0)	0% (0)	75% (61)	25% (20)	0% (0)



► CalSAWS User Acceptance Test (UAT)

- Facilitated Monday morning meeting to discuss assignments and provide an Orientation/Refresher Training on executing scenarios and logging findings with all UAT participants on June 21, 2021
- Conducted daily Test Status meeting June 22 - 25, 2021
- Conducted daily Triage meetings June 22 - June 25, 2021
- Provided support on test execution, defect logging, PII redaction, and UAT Web Portal uploads/downloads to 59 UAT participants.
- Completed security profile updates to support testing scenarios (i.e., security profile updates, caseload, and office schedule updates)
- Participated in Environment Support Weekly Touchpoint with Accenture on June 22 and 24, 2021

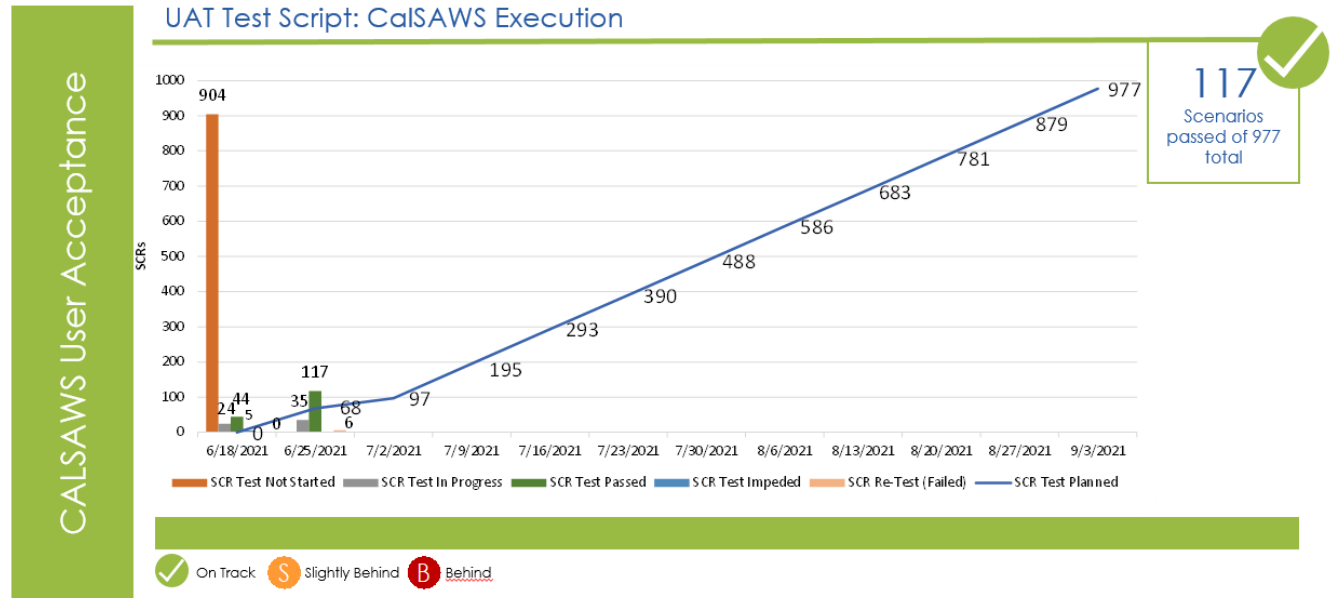
CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 21, 2021 to June 27, 2021

Table 1-8 – UAT Weekly Stats

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CalSAWS UAT Execution	977	84% (819)	3% (35)	12% (117)	1% (6)	0% (0)



- ▶ Other Consortium Support Test Activities
 - Attended the Release When Ready (RWR) Touchpoint meeting on June 21, 2021
 - Attended the CalSAWS Test Leads Touchpoint meeting on June 23, 2021
 - Participated in the June JPA Walkthrough meeting on June 24, 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 21 – 24, 2021
 - Participated in biweekly Implementation, Change, and Training Manager meeting on June 21 – 24, 2021
 - Supported T-3 Month C-IV User Change Readiness Assessment Survey on June 21 - 25, 2021
 - Prepared for Just-In-Time Demonstration – Supervisor Authorization on June 22, 2021
 - Participated in Training, Implementation, and Change Team meeting on June 22, 2021
 - Conducted County Preparation Phase Kickoff Session #1 on June 22, 2021
 - Participated in T-6M Imaging Change Readiness Assessment Debrief on June 22, 2021
 - Participated in BenefitsCal Training meeting on June 22, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 21, 2021 to June 27, 2021

- Conducted QA Check-In: CalWIN ISS with Consortium Managers on June 22, 2021
- Refined Countdown to Go-Live Change Management infographic on June 22, 2021
- Submitted comments on BenefitsCal Training Quick Guides on June 23, 2021
- Conducted County Preparation Phase Kickoff Session #2 on June 23, 2021
- Participated in IV&V Implementation Readiness Report DED meeting on June 23, 2021
- Conducted Implementation Coordination – BenefitsCal session on June 23, 2021
- Provided comments on Early Training participant draft communication on June 23, 2021
- Prepared for Early Training Kickoff on June 24, 2021
- Participated in LA County Imaging Change Network meeting on June 24, 2021
- Participated in CalSAWS Release Communications Planning on June 24, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in daily CalWIN ISS Management meetings 21 – 25, 2021
 - Participated in OCM Planning meeting on June 21, 2021
 - Participated in Contra Costa To-Be sessions on June 21 - 25, 2021
 - Participated in Sacramento As-Is sessions on June 21, 2021
 - Participated in Placer To-Be sessions on June 21 – 24, 2021
 - Participated in CalWIN ISS OCM Point of Contact meeting on June 23, 2021
 - Participated in Monthly OPAC meeting on June 24, 2021
- ▶ Release Management
 - Continue 21.07 Training SCRs verification on June 21 – 24, 2021
- ▶ Special Projects
 - Conducted Asian American Pacific Islander (AAPI) Employee Resource Group (ERG) Kickoff on June 21 and 25, 2021

1.2.8 OCAT

- ▶ Participated in OCAT Operations and Release meeting on June 23, 2021
- ▶ Participated in OCAT Defect OP-2714 – 502 Error Reported Calling GraphQL Endpoint Discussion on June 23, 2021
- ▶ Participated in OCAT BRE Greenlight #2 meeting on June 25, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Facilitate RCM Evolved Orientation planning session on June 28, 2021
- ▶ Present Remote Worker topics Part 1 to Section Directors on June 29, 2021
- ▶ Participate in CalSAWS IV&V/PMO Biweekly meeting on June 29, 2021
- ▶ Participate in Section Directors' meeting on June 29, 2021
- ▶ Facilitate Job Aid Process training dry run session on June 30, 2021
- ▶ Co-Facilitate CCCV Framework Strike Team joint session on June 30, 2021
- ▶ Participate in Portal/Mobile Risk Review on July 1, 2021
- ▶ Co-Facilitate Outcome Based Certification (OBC) and Operational Readiness Review (ORR) Checkpoint meeting on July 1, 2021

1.3.2 Technical

- ▶ Participate in the weekly CalSAWS Technical meeting on June 28, 2021
- ▶ Participate in 1.0 Remote Maintenance Operations Plan Review on June 28, 2021
- ▶ Participate in Integrated Tech Projects Touch Base meeting on June 29, 2021
- ▶ Participate in Consortium Tech M&O meeting on June 29, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on June 29, 2021
- ▶ Participate in Technical Readiness Checklist: C-IV on June 29, 2021
- ▶ Participate in Technical CAB meeting on June 30, 2021
- ▶ Participate in Disaster Recovery Planning for 8/21 Test on June 30, 2021
- ▶ Participate in Environment Management review on July 1, 2021
- ▶ Participate in OBC/ORR Check Point meeting on July 1, 2021
- ▶ Batch
 - Participate in Batch Performance and Regression Status meeting on July 2, 2021
- ▶ Central Print
 - Participate in Central Print Requirements Validation – Testing Part 2 meeting on June 30, 2021
- ▶ Security
 - Participate in weekly CloudCheckr Security meeting on June 28, 2021
 - Participate in Security Remediation Status meeting on July 1, 2021
- ▶ Analytics
 - Participate in CalSAWS Analytics Training session on June 30, 2021
 - Participate in Analytics Performance and Scalability meeting on June 30, 2021
 - Participate in weekly CalSAWS Analytics meeting on July 1, 2021
- ▶ Help Desk
 - Participate in ServiceNow Process Improvement meeting on June 29, 2021

1.3.3 Imaging

- Participate in the daily Imaging Migration Standup calls on June 28 – July 02, 2021
- Participate in LA Document Migration Weekly Check-in meeting on July 01, 2021
- Participate in Imaging Status review on July 01, 2021

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Discuss BenefitsCal 1.1 and 1.2 Releases with Accenture

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 21, 2021 to June 27, 2021

- ▶ Review requirements statuses
- ▶ Conversion
 - Attend the CalWIN Conversion and Change Management meetings
 - Validate shell case construct for CalWIN
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Address GainWell Test Plan comments
 - Attend weekly GA/GR meeting
- ▶ Task Management
 - Review Design documents
- ▶ Lobby Management
 - Review SCRs and attend scheduled meetings
- ▶ Contact Center
 - Review SCRs and attend scheduled meetings
 - Review Design Document SCR CA-226762 due by July 2, 2021
- ▶ Case Purge
 - Plan for CalSAWS Purge Testing of Sprint 1 and Sprint 2 depending on environment availability
 - Attend daily stand-up meetings

1.3.5 BenefitsCal

- ▶ Review of Design documents for other Release 1 functionality
- ▶ Review Training artifacts and provide feedback to support Consortium Training Team
- ▶ Conduct Independent Testing
- ▶ Monitor UAT
- ▶ Monitor Performance 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
 - Continue QA Review of System Test execution results
 - Participate in the Integrated Test Team meeting on June 29, 2021
- ▶ BenefitsCal Test Activities
 - Continue Independent Test Execution on BenefitsCal
 - Participate in the weekly BenefitsCal Test Planning meeting on June 29, 2021
 - Attend the Portal/Mobile Risk Review meeting on July 2, 2021
- ▶ CalSAWS UAT
 - Conduct weekly Monday morning kickoff meeting to discuss assignments on June 28, 2021
 - Conduct daily Test Status meetings June 29 – July 1, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 21, 2021 to June 27, 2021

- Conduct daily Triage meetings June 29 – July 1, 2021
- Support testers throughout their test execution, logging of defects, redacting PII, and uploading/downloading information from the UAT Web Portal
- ▶ Other Consortium Support Test Activities
 - Attend the RWR Touchpoint meeting on June 28, 2021
 - Attend the CalSAWS Test Leads Touchpoint meeting on June 30, 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 28 – July 2, 2021
 - Submit comments on BenefitsCal Training Materials on June 28 – July 2, 2021
 - Perform wrap activities on T-3 Month C-IV User Change Readiness Assessment Survey on June 28, 2021
 - Participate in BenefitsCal Training meeting on June 29, 2021
 - Conduct Early Training Kickoff Dry Run on June 29, 2021
 - Conduct Just-In-Time Demonstration – Employment Services Welfare to Work on June 29, 2021
 - Prepare for Just-In-Time Demonstration – Supervisor Authorization Eligibility on June 29, 2021
 - Participate in T-3 Month Imaging Change Readiness Assessment Planning on June 29, 2021
 - Conduct Early Training Kickoff on June 30, 2021
 - Participate in Imaging Materials Review on June 30, 2021
 - Prepare for Just-In-Time Demonstration on Supervisor Authorization: Fiscal on June 30, 2021
 - Conduct July Change Network Champion Dry Run meeting on July 1, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in daily CalWIN ISS Management meetings June 28 – July 1, 2021
 - Participate in Wave 1 County Demo for Appeals/Hearings on June 28, 2021
 - Conduct OCM ISS and QA Coordination on Deloitte DEL 05 - CalWIN OCM Plan on June 28, 2021
 - Participate in Ongoing Maintenance of As-Is BPR Process Flows on June 28, 2021
 - Participate in Contra Costa To-Be sessions on June 29 – July 1, 2021
 - Participate in Placer To-Be sessions on June 29 – 30, 2021
 - Participate in CalWIN ISS OCM Planning meeting on June 29, 2021
 - Participate in Contra Costa & Placer - To-Be BPR Session De-Brief on June 29 – July 1, 2021
- ▶ Release Management
 - Continue 21.07 Training SCRs verification on June 28 – July 2, 2021

1.3.8 OCAT

- ▶ Provide reviews as scheduled

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period