



CalSAWS Quality Assurance Weekly Status Report

Reporting Period: June 28, 2021 to July 4, 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	14

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.....	8

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 28, 2021 to July 4, 2021

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"> Submitted FDEL on July 2, 2021 Approval expected by July 13, 2021
4.24	QA Work Plan - June 2021		<ul style="list-style-type: none"> Submitted FDEL on July 2, 2021 Approval expected by July 13, 2021
7.24	QA Test Monthly Report – June 2021		<ul style="list-style-type: none"> Submitted FDEL on July 2, 2021 Approval expected by July 13, 2021
8.04	QA UAT Weekly Report – 4		<ul style="list-style-type: none"> Submitted FDEL on July 6, 2021
8.05	QA UAT Weekly Report – 5		<ul style="list-style-type: none"> Submit FDEL by July 12, 2021
10.03	Quarterly QA Security Report		<ul style="list-style-type: none"> Submitted DDEL on June 29, 2021 Submit FDEL by July 8, 2021
12.25	Assessment of CalSAWS Migration Work Plan Update – July 2021		<ul style="list-style-type: none"> Submit FDEL by July 19, 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 28, 2021 to July 4, 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"> • Approval received on July 1, 2021
3	Central Print - Assessment of Print Services Maintenance and Operations Plan		<ul style="list-style-type: none"> • Submitted DDEL on June 30, 2021 • Submit FDEL by July 13, 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 working with Accenture, Deloitte, and Gainwell on Remote Worker topics
- ▶ Provided updates for QA assigned Risks in preparation for Risk Management Group (RMG)
- ▶ Facilitated RCM Evolved Orientation planning session on June 28, 2021
- ▶ Presented Remote Worker Topics Part 1 to Section Directors on June 29, 2021
- ▶ Participated in CalSAWS IV&V/PMO Biweekly meeting on June 29, 2021
- ▶ Facilitated Job Aid Process Training Dry Run session on June 30, 2021
- ▶ Co-Facilitated Consortium County Validation (CCCV) Framework Strike Team session on June 30, 2021
- ▶ Participated in Portal/Mobile Risk Review on July 1, 2021
- ▶ Co-Facilitated Outcome Based Certification (OBC) and Operational Readiness Review (ORR) Checkpoint meeting on July 1, 2021

1.2.2 Technical

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

1.2.3 Imaging

- Participated in the daily Imaging Migration Standup calls on June 28 – July 02, 2021
- Participated in LA Document Migration meeting on July 1, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 28, 2021 to July 4, 2021

- Participated in Imaging Status review on July 1, 2021

1.2.4 Functional

- ▶ Requirements
 - Conducted requirements validation in preparation for C-IV Cutover
- ▶ Conversion
 - Discussed county participation in Mock Conversion #3 and County Click Throughs during cutover
 - Attended monthly CalSAWS County Conversion Leads Meeting
 - Attended Project Status Meeting - Collections, Fraud, QA/QC, and Task Management
 - Attended CalWIN Conversion and Change Management discussion on transformations
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents and updates
 - Attended the weekly GA/GR status meeting
- ▶ 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
 - Discussed Legacy Data System (LDS) data mappings for purge cases
 - Discussed LDS requirements for active cases
 - Reviewed the QA validation approach for Sprints 1 & 2 and potential timeframes

1.2.5 BenefitsCal

- ▶ Reviewed Captcha changes for Release 1 with Deloitte
- ▶ Discussed BenefitsCal 1.1 and 1.2 Releases with Accenture
- ▶ Reviewed Training artifacts and provided feedback
- ▶ Conducted Independent Testing
- ▶ Monitored UAT
- ▶ Monitored Performance testing results
- ▶ Monitored Cross-Device/Multi-Language 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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

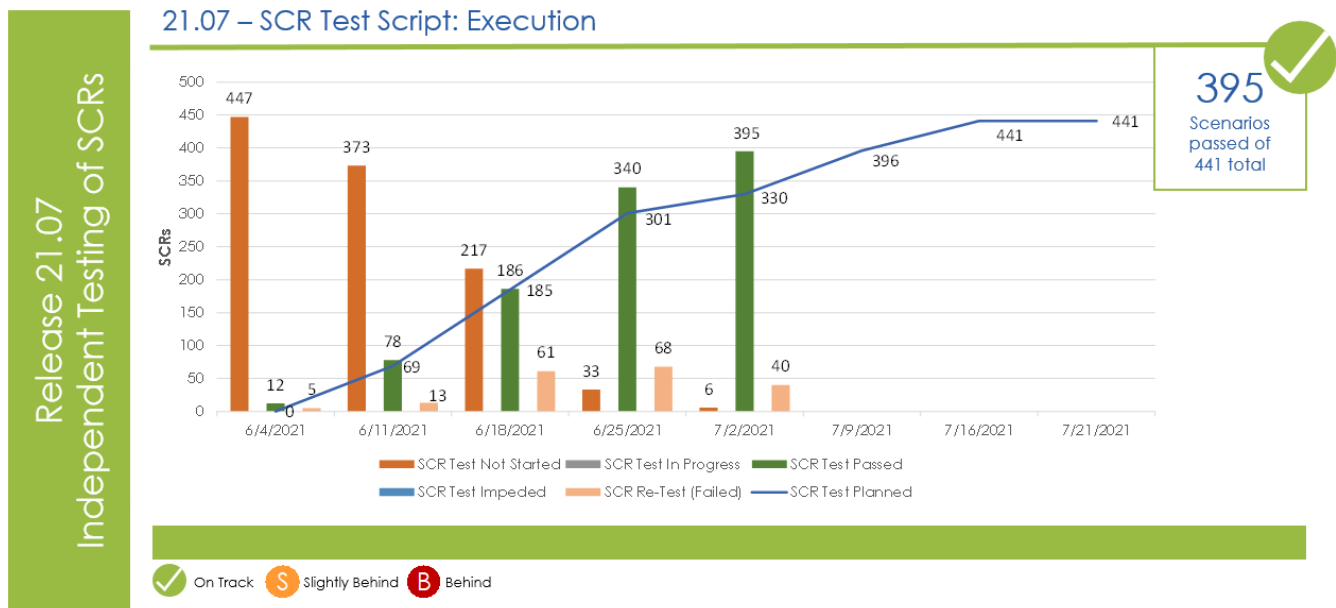
Weekly Status Report Period: June 28, 2021 to July 4, 2021

1.2.6 Test

- ▶ Release 21.07 Readiness
 - Prepared Project Readiness artifacts for the Release 21.07 T-3 Integrated Readiness Status on July 2, 2021
- ▶ 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
 - Six (6) SCRs for QA Review of System Test results
 - Continued test execution of high-impact SCRs test scenarios
 - Continued QA Review of System Test execution results
 - Participated in the Test Touchpoint meeting on June 29, 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	1% (6)	0% (0)	90% (395)	9% (40)	0% (0)



▶ BenefitsCal Test Activities

- Continued BenefitsCal Independent Test Execution
- Participated in a meeting on June 28, 2021 with Deloitte and Consortium to discuss the update to the RTM
- Participated in the weekly BenefitsCal Test Planning meeting on June 29, 2021
- Participated in the daily BenefitsCal Test Touchpoint meetings on June 28 – July 2, 2021
- Participated in Increment 3 testing sequencing discussion on June 30, 2021
- Attended the Portal/Mobile Risk Review meeting on July 1, 2021
- Discussed creating burndown charts with the UAT leads on July 2, 2021

CalSAWS – California Statewide Automated Welfare System

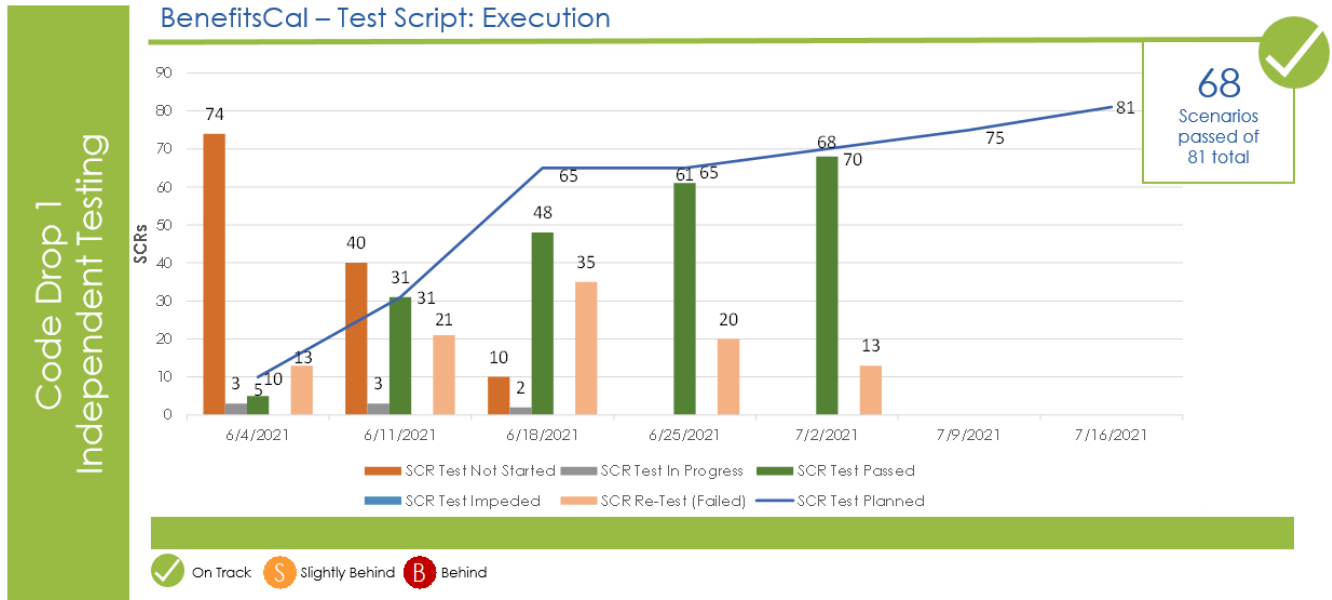
CalSAWS Quality Assurance

Weekly Status Report Period: June 28, 2021 to July 4, 2021

- o BenefitsCal Independent Testing chart has been extended to July 16, 2021 to support defect testing resolution. All scenarios have been executed.

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)	94% (68)	6% (13)	0% (0)



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

- o Facilitated Monday morning meetings with all UAT participants on June 28, 2021 to discuss assignments and provide an Orientation/Refresher Training on executing scenarios and logging findings
- o Conducted daily Test Status meeting June 29 – July 2, 2021
- o Conducted daily Triage meetings June 29 – July 2, 2021
- o Supported 82 UAT Participants with test execution, defect logging, PII redaction, and uploading/downloading information from the UAT Web Portal
- o Completed security profile updates to support testing scenarios (i.e., security profile updates, caseload, and office schedule updates)
- o Participated in Environment Support Weekly Touchpoint with Accenture on June 29 and July 01, 2021

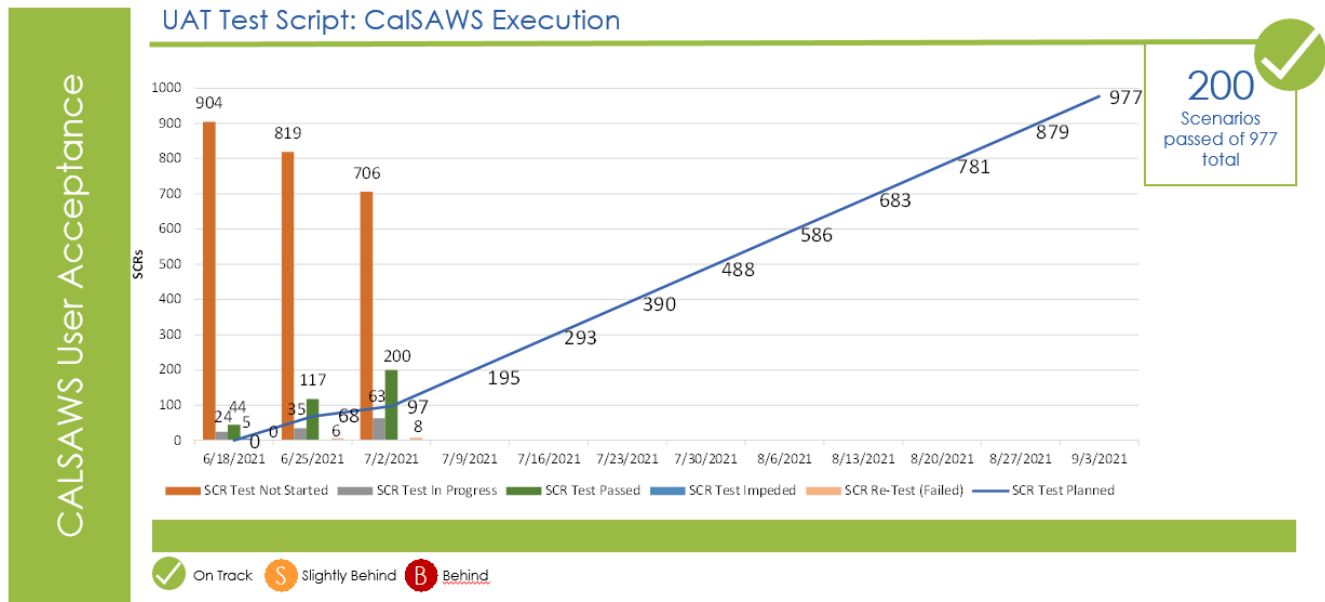
Table 1-8 – UAT Weekly Stats

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 28, 2021 to July 4, 2021

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CalSAWS UAT Execution	977	72% (706)	7% (63)	20% (200)	1% (8)	0% (0)



► Other Consortium Support Test Activities

- Attended the Release When Ready (RWR) Touchpoint meeting on June 28, 2021
- Attended the CalSAWS Test Leads Touchpoint meeting on June 30, 2021
- Discussed tracking QA Review comments in Jira with the Consortium and Accenture on June 29, 2021
- Attended the Technical Readiness Checklist Review C-IV County connectivity meeting on June 29, 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 28 – July 2, 2021
- Submitted comments on BenefitsCal Training Materials on June 28, 2021
- Performed wrap activities on T-3 Month C-IV User Change Readiness Assessment Survey on June 28, 2021
- Participated in BenefitsCal Training meeting on June 29, 2021
- Conducted Just-In-Time Demonstration – Employment Services Welfare to Work on June 29, 2021
- Prepared for Just-In-Time Demonstration – Supervisor Authorization Eligibility on June 29, 2021
- Participated in T-3 Month Imaging Change Readiness Assessment Planning on June 29, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 28, 2021 to July 4, 2021

- Participated in Technical Readiness Checklist: Review C-IV County connectivity coordination with CalSAWS meeting on June 29, 2021
- Conducted Early Training Kickoff on June 30, 2021
- Participated in Imaging Materials Review on June 30, 2021
- Refined Green Light Presentation with Section Director feedback on June 30, 2021
- Conducted July Change Network Champion Dry Run meeting on July 1, 2021
- Participated in UAT County Findings meetings on July 1, 2021
- Participated in OBC/ORR Check Point 2 meeting on July 1, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in daily CalWIN ISS Management meetings June 28 – July 1, 2021
 - Participated in Wave 1 County Demo for Appeals/Hearings on June 28, 2021
 - Conducted OCM ISS and QA Coordination on Deloitte DEL 05 - CalWIN OCM Plan on June 28, 2021
 - Participated in Ongoing Maintenance of As-Is BPR Process Flows on June 28, 2021
 - Participated in Contra Costa To-Be sessions on June 29 – July 1, 2021
 - Participated in Placer To-Be sessions on June 29 – 30, 2021
 - Participated in CalWIN ISS OCM Planning meeting on June 29, 2021
 - Participated in Contra Costa & Placer - To-Be BPR Session De-Brief on June 29 – July 1, 2021
- ▶ Release Management
 - Completed 21.07 Training SCRs verification on June 28 – July 2, 2021

1.2.8 OCAT

- ▶ Began reviewing draft submissions of Cambria DEL #4 – Phase 2 – OCAT Transition Plan DDEL

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 28, 2021 to July 4, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Continue managing and facilitating conversations for Outcome Based Certification (OBC)/Operational Readiness Review (ORR)
- ▶ Attend General Assistance/General Relief (GA/GR) Weekly Touchpoint on July 6, 2021
- ▶ Participate in OCAT Operations and Release meeting on July 7, 2021
- ▶ Facilitate Job Aid Training Dry Run lessons learned session on July 8, 2021
- ▶ Participate in CalSAWS IV&V/PMO Biweekly meeting on July 9, 2021
- ▶ Participate in BenefitsCal Project meeting on July 9, 2021

1.3.2 Technical

- ▶ Participate in Consortium Tech M&O meeting on July 6, 2021
- ▶ Participate in Consortium Financial Operations (FinOps) meeting on July 6, 2021
- ▶ Participate in Technical Readiness Checklist: C-IV on July 6, 2021
- ▶ Participate in Technical CAB meeting on July 7, 2021
- ▶ Participate in Technical Point of Contact C-IV Migration to CalSAWS on July 8, 2021
- ▶ Participate in Environment Management review on July 8, 2021
- ▶ Participate in Leadership Coaching Session #3 on July 8, 2021
- ▶ Participate in CalSAWS Architectural Standards Review Series on July 8, 2021
- ▶ Batch
 - Participate in Batch Operations and Performance Update on July 9, 2021
 - Participate in Batch Performance and Regression Status meeting on July 9, 2021
- ▶ Central Print
 - Review Accenture System Change Requests
 - Attend meetings as scheduled
- ▶ Security
 - Participate in weekly CloudCheckr Security meeting on July 6, 2021
 - Participate in Security Remediation Status meeting on July 8, 2021
 - Participate in Bi-Weekly Security Operations meeting on July 9, 2021
- ▶ Analytics
 - Participate in CalSAWS Analytics Training session on July 7, 2021
 - Participate in Analytics Performance and Scalability meeting on July 7, 2021
 - Participate in weekly CalSAWS Analytics meeting on July 8, 2021
- ▶ Help Desk
 - Participate in ServiceNow Process Improvement meeting on July 8, 2021

1.3.3 Imaging

- ▶ Participate in the Imaging Migration Standup calls on July 6 and 8, 2021
- ▶ Participate in Imaging Change Management Checkpoint on July 7, 2021
- ▶ Participate in LA Document Migration Weekly Check-in meeting on July 8, 2021
- ▶ Participate in Imaging Status review on July 8, 2021

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Review requirements status
- ▶ Conversion

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 28, 2021 to July 4, 2021

- Attend the CalWIN Conversion and Change Management meetings
- Validate shell case construct for CalWIN
- Meet on County Click Throughs
- Review Golden Data Set (GDS) #5 Release notes
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - 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
- ▶ Case Purge
 - Plan for CalSAWS Purge Testing of Sprint 1 and Sprint 2 dependent upon environment availability
 - Attend daily stand-up meetings

1.3.5 BenefitsCal

- ▶ Review Training artifacts and provide feedback
- ▶ 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 Readiness
 - Prepare Project Readiness artifacts for the Release 21.07 T-2 Integrated Readiness Status on July 9, 2021
- ▶ 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 July 6, 2021
- ▶ BenefitsCal Test Activities
 - Continue Independent Test Execution on BenefitsCal
 - Participate in the weekly BenefitsCal Test Planning meeting on July 6, 2021
 - Attend the Portal/Mobile Risk Review meeting on July 9, 2021
- ▶ CalSAWS UAT
 - Conduct weekly Monday Morning meeting to discuss assignments on July 6, 2021
 - Conduct daily Test Status meetings July 7 - 9, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 28, 2021 to July 4, 2021

- Conduct daily Triage meetings July 7 - 9, 2021
- Support testers throughout executing test, logging of defects, redacting PII, and uploading/downloading information from the UAT Web Portal
- ▶ Other Consortium Support Test Activities
 - Attend the RWR Touchpoint meeting
 - Attend the CalSAWS Test Leads Touchpoint meeting

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 July 6 – 9, 2021
 - Participate in Twice-Monthly Training/Implementation/Change Team Meeting on July 6, 2021
 - Support Early Training Session: General on July 6, 2021
 - Participate in Just In Time (JIT) Supervisor Authorization: Fiscal Dry Run on July 6, 2021
 - Participate in Technical Readiness: C-IV County connectivity coordination on July 6, 2021
 - Participate in CalSAWS Training Committee Meeting on July 7, 2021
 - Participate in LMS County Training Coordinator Learning Session on July 7, 2021
 - Participate in Imaging Change Management, Training, and Implementation Checkpoint on July 7, 2021
 - Support monthly Implementation Readiness Checkpoint on July 7, 2021
 - Support JIT Supervisor Authorization: Eligibility Dry Run on July 8, 2021
 - Conduct Monthly CalSAWS Change Network Meeting on July 8, 2021
 - Participate in CalSAWS Release Communications Planning on July 8, 2021
 - Participate in Change Management Thank-You Video Brainstorm Session on July 9, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in CalWIN ISS Management meetings July 6 - 7, 2021
 - Conduct Wave 1 County Demo - Foster Care on July 6, 2021
 - Participate in CalWIN ISS OCM Planning meeting on July 6, 2021
 - Participate in Wave 1 County Demo - Appointment Scheduling and Lobby Management on July 6, 2021
 - Participate in Contra Costa and Placer - To-Be BPR Session De-Brief on July 6 - 8, 2021
 - Support Wave 1 County Demo - Employment Services on July 7, 2021
 - Participate in Wave 1 Check In meeting on July 7, 2021
 - Participate in Contra Costa To-Be sessions on July 7 - 8, 2021
 - Participate in Placer To-Be sessions on July 7 - 8, 2021
 - Support Wave 1 County Demo - Benefit Recovery on July 8, 2021
 - Conduct QA Services Overview for new CalWIN ISS team members on July 9, 2021
 - Conduct QA Check In with CalWIN ISS Consortium Project Management on July 9, 2021
 - Submit comments on Sacramento, San Francisco and Sonoma As-Is Process Maps on July 9, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: June 28, 2021 to July 4, 2021

- ▶ Release Management
 - Perform wrap-up activities for 21.07 Training SCR verifications on July 6 – 9, 2021

1.3.8 OCAT

- ▶ Continue to review and provide feedback on draft Cambria DEL #4 – Phase 2 – OCAT Transition Plan DDEL
- ▶ Participate in OCAT Operations and Release meeting on July 7, 2021

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period