CalSAWS Quality Assurance Weekly Status Report

Reporting Period: July 19, 2021 to July 25, 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
3.25	QA Monthly Status Report - July 2021	🟢	• Submit FDEL by August 5, 2021
4.25	QA Work Plan - July 2021	🟢	• Submit FDEL by August 5, 2021
7.25	QA Test Monthly Report – July 2021	🟢	• Submit FDEL by August 5, 2021
8.07	QA UAT Weekly Report – 7	🟢	• Submitted FDEL on July 26, 2021
8.08	QA UAT Weekly Report – 8	🟢	• Submit FDEL by August 2, 2021
10.04	Quarterly QA Security Report	🟢	• Submit DDEL by September 29, 2021
12.25	Assessment of CalSAWS Migration Work Plan Update – July 2021	🟢	• Approval received on July 26, 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 August 3, 2021

 [1] Status: Red: Behind schedule and requires escalation; **Amber:** Potential delay/monitor with no material schedule impact; **Green:** On schedule, performing as planned

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	🟢	• Approval received on July 26, 2021
4.03	**BenefitsCal –** Assessment of Portal/Mobile App Requirements Traceability Matrix – Conclusion of Testing	🟢	• Submit DDEL by August 24, 2021
12	**BenefitsCal -** Assessment of Portal/Mobile App M&O Plan	🟢	• 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	🟢	• Approval received on July 23, 2021
60	**CalWIN Implementation** - Assessment of CalWIN Implementation Support Vendor CalWIN Business Process Reengineering (BPR) Plan	🟢	• Submit DDED by July 29, 2021 • Submit FDED by August 10, 2021
61	**CalWIN Implementation** - Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan	🟢	• Submit DDED by July 29, 2021 • Submit FDED by August 10, 2021

Table 1-5 - Overall Summary of Central Print Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
3	**Central Print** - Assessment of Print Services Maintenance and Operations Plan	🟢	• Approval received on July 21, 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)
► Created Operational Readiness Review (ORR) draft presentation
► Participated in 21.07 Release T-1 Integrated Readiness Status on July 19, 2021
► Facilitated Job Aid training session dry run July 19, 2021
► Co-Facilitated Consortium County Validation Framework (CCVF) Strike Team County session on July 19, 2021
► Facilitated RCM Evolved Orientation Session planning July 20, 2021
► Participated in 21.07 Release Green Light meeting on July 21, 2021
► Participated in CalSAWS Green Light Readiness Status on July 22, 2021
► Participated in CalSAWS IV&V/PMO Biweekly meeting on July 23, 2021
► Participated in Batch Operations and Performance Update on July 23, 2021

1.2.2 Technical
► Participated in weekly CalSAWS meeting on July 19, 2021
► Participated in Communications/Processes Supporting User Access meeting on July 19, 2021
► Participated in the 21.07 Pre-Green Light meeting on July 19, 2021
► Participated in Transition Status Update meeting on July 19, 2021
► Participated in Consortium Financial Operations (FinOps) meeting on July 20, 2021
► Participated in Technical Readiness Checklist: C-IV on July 20, 2021
► Participated in Consortium Tech M&O meeting on July 20, 2021
► Participated in 21.07 Release Green Light meeting on July 21, 2021
► Participated in UAT Accenture Test/AppDev/Conversion Touchbase on July 21, 2021
► Participated in Technical CAB meeting on July 21, 2021
► Participated in TPOC - C-IV Migration to CalSAWS on July 22, 2021
► BenefitsCal
   ○ Participated in C4Y User Account Conversion on July 20, 2021
   ○ Participated in the Portal/Mobile Test Planning meeting on July 20, 2021
   ○ Participated the daily BenefitsCal ForgeRock Touchpoint July 20, 2021
   ○ Participated in BenefitsCal Managing Webmaster Contact Us meeting on July 21, 2021
   o Participated in weekly Performance Test Call - CalSAWS and BenefitsCal on July 22, 2021
► Batch
   ○ Participated in Batch Operations Update meeting on July 23, 2021
   ○ Participated in Batch Performance and Regression Status meeting on July 23, 2021
► Central Print
   o Participated in the Central Print status meeting on July 20, 2021
   o Identified QA resources to support Central Print Site visits planned for August.
► Security
   ○ Participated in weekly CloudCheckr Security meeting on July 19, 2021

- o Participated in the Joint Performance Testing - ForgeRock meeting on July 20, 21, 2021
- o Participated in Security Remediation Status meeting on July 22, 2021
- o Participated in Security Operations meeting on July 23, 2021
- ► Analytics
  - o Participated in the SCR CA-230686 (Adding 8 BenefitsCal Report Links to CalSAWS) Focus discussion on July 20, 2021
  - o Participated in CalSAWS Analytics Training planning sessions on July 21, 2021
  - o Participated in weekly CalSAWS Analytics meeting on July 22, 2021
- ► Help Desk
  - o Participated in ServiceNow Process Improvement Stakeholders meeting July 22, 2021

1.2.3 Imaging
- ► Participated in the Imaging Migration Standup call on July 20, 2021
- ► Participated in CalSAWS Imaging and Contact Center Projects Joint Status meeting on July 21, 2021
- ► Participated in daily Imaging Migration Standup call on July 22, 2021
- ► Participated in Imaging Status Review on July 22, 2021
- ► Participated in weekly LA Document Migration Check-in meeting on July 22, 2021

1.2.4 Functional
- ► Conversion
  - o Attended daily C-IV Stand-up meeting
  - o Tracked post Mock Conversion #3 testing and Case Review Report status
  - o Strategized with Consortium and vendor partners to improve C4Y extraction results
  - o Attended Collections, Fraud, QA/QC, and Task Management Project Status meeting
  - o Attended OPAC meeting
  - o Discussed cutover weekend smoke testing and provided possible scenarios with the Consortium and IVR Teams
- ► General Assistance/General Relief (GA/GR)
  - o Resolved Gainwell DDEL #1.10 GA/GR Project Plan and Work Plan comments
  - o Resolved Gainwell DDEL #2.1 GA/GR Notices Correspondence Business Requirements comments
  - o Reviewed SCR Design documents and updates
  - o Attended the weekly GA/GR status meeting
- ► Task Management
  - o Reviewed SCR Design documents for Bulk task upload / Task Void
- ► Contact Center
  - o Attended the weekly status meeting
- ► Case Purge
  - o Discussed Legacy Data System (LDS) schedule and requested milestone dates to align with production data center decommission
  - o Prepared resources for Sprints 1 & 2 QA validation pending environment availability

1.2.5 BenefitsCal

- ► Provided feedback on DDEL #9 Portal/Mobile M&O Plan comments
- ► 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 status meeting

1.2.6 Test

- ► Release 21.07 Readiness
  - o Participated in the 21.07 Project Readiness Integrated Readiness Areas: T-1 meeting on July 19, 2021
  - o Participated in the 21.07 Pre-Green Light Review meeting on July 19, 2021
  - o Participated in the 21.07 Green Light meeting on July 21, 2021
- ► Release 21.07
  - o 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
  - o Completed test execution of high-impact SCRs test scenarios
  - o Completed QA Review of System Test execution results
  - o Participated in the Integrated Test meeting on July 20, 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	0% (0)	0% (0)	100% (441)	0% (0)	0% (0)
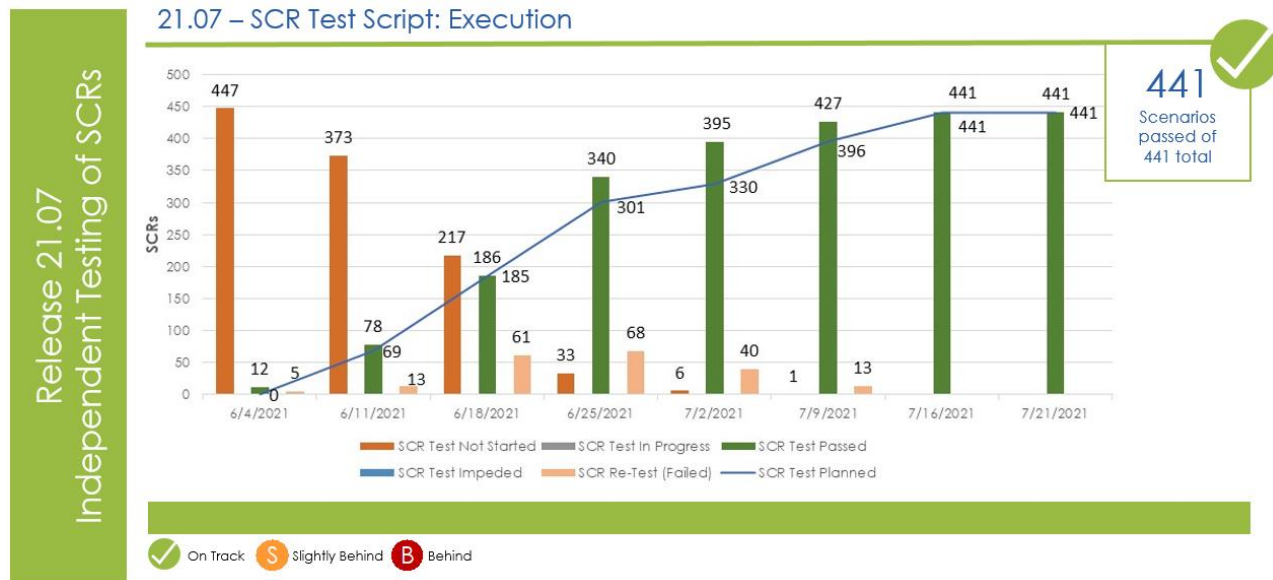
► Release 21.11
  o Began 21.11 SCR's review and started the scorecard analysis process to determine release testing scope.
► BenefitsCal Test Activities
  o Continued Independent Test Execution on BenefitsCal
  o Provided QA Review of System Test results to the team on July 20, 2021
  o Participated in the weekly BenefitsCal Test Planning meeting on July 20, 2021
  o Participated in the BenefitsCal Test Touchpoint meetings on July 19 – 23, 2021
  o Participated in a Pre-BenefitsCal Production touchpoint on July 21, 2021
  o Participated in the BenefitsCal / CalSAWS defect review meeting with the UAT team and BenefitsCal System Test team on July 19, 2021

> o Code Drop 1 is 100% executed however, it is slightly behind schedule pending resolution of remaining open defects around functions such as linking a BenefitsCal case to an existing CalSAWS record and TNB4 batch jobs not processing BenefitsCal records (missing Customer ID)

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)	91% (74)	9% (7)	0% (0)
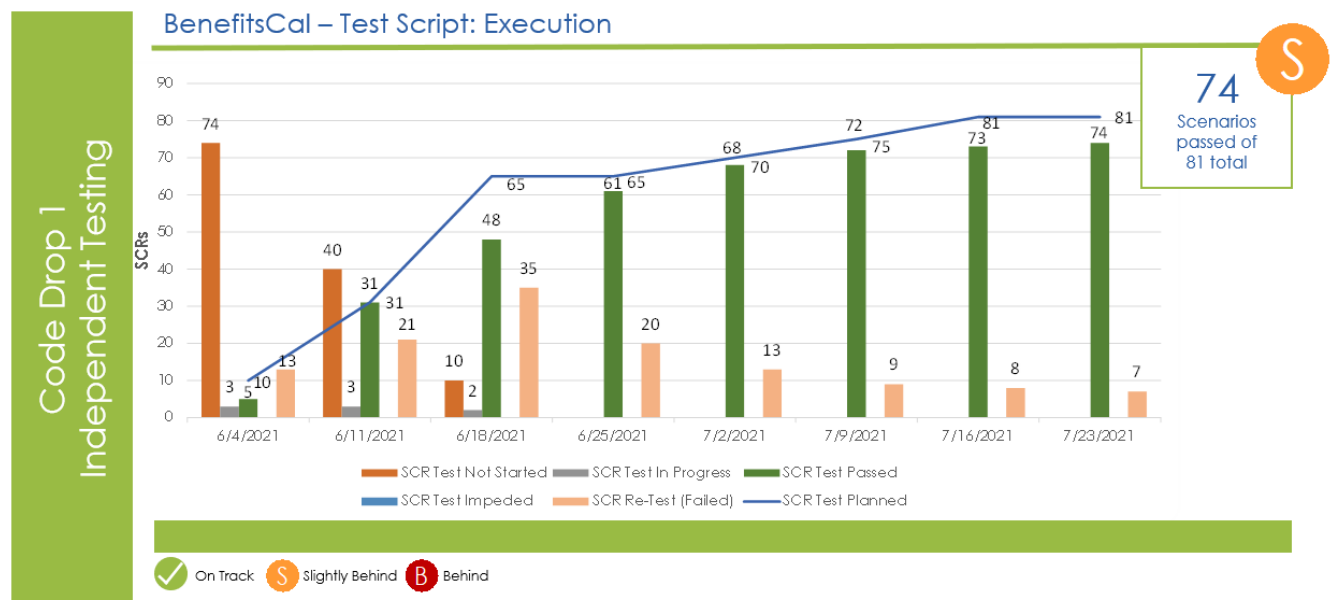
o Code Drop 2 is 42% executed and has moved from Behind Schedule to Slightly Behind schedule. A couple of key defects were resolved this week regarding document upload. The team continues to push forward on testing BenefitsCal to CalSAWS and back again to BenefitsCal to continue to identify any issues around the API's.

Table 1-8 – BenefitsCal Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Code Drop 2)	164	53% (87)	5% (9)	26% (42)	16% (26)	0% (0)
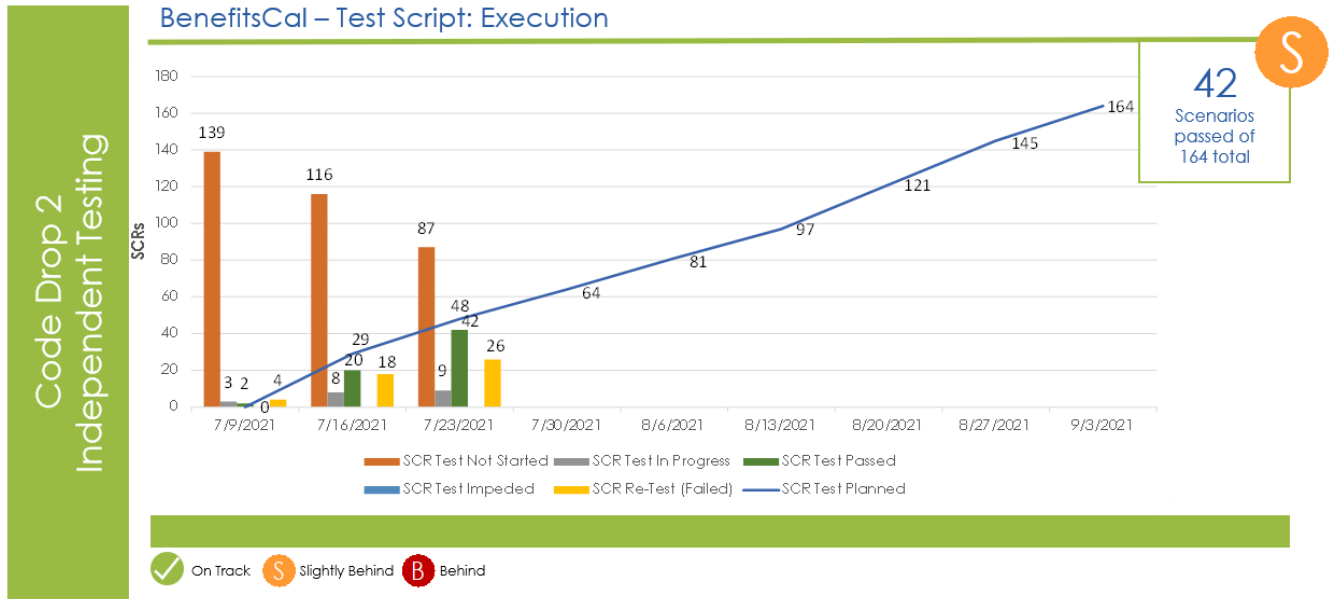
► CalSAWS User Acceptance Test (UAT)
   o Conducted Monday morning meetings with all UAT participants on July 19, 2021 to discuss assignments
   o Conducted daily Test Status meetings July 20 - 23, 2021
   o Conducted daily Triage meetings July 20 - 23, 2021
   o Supported testers with test execution, defect logging, PII redaction, and uploading/downloading information from the UAT Web Portal
   o Attended a Golden Data Set (GSD#6) meeting to align reports testing on July 22, 2021

Table 1-9 – UAT Weekly Stats

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CalSAWS UAT Execution	941	39% (365)	0% (0)	57% (540)	4% (36)	0% (0)
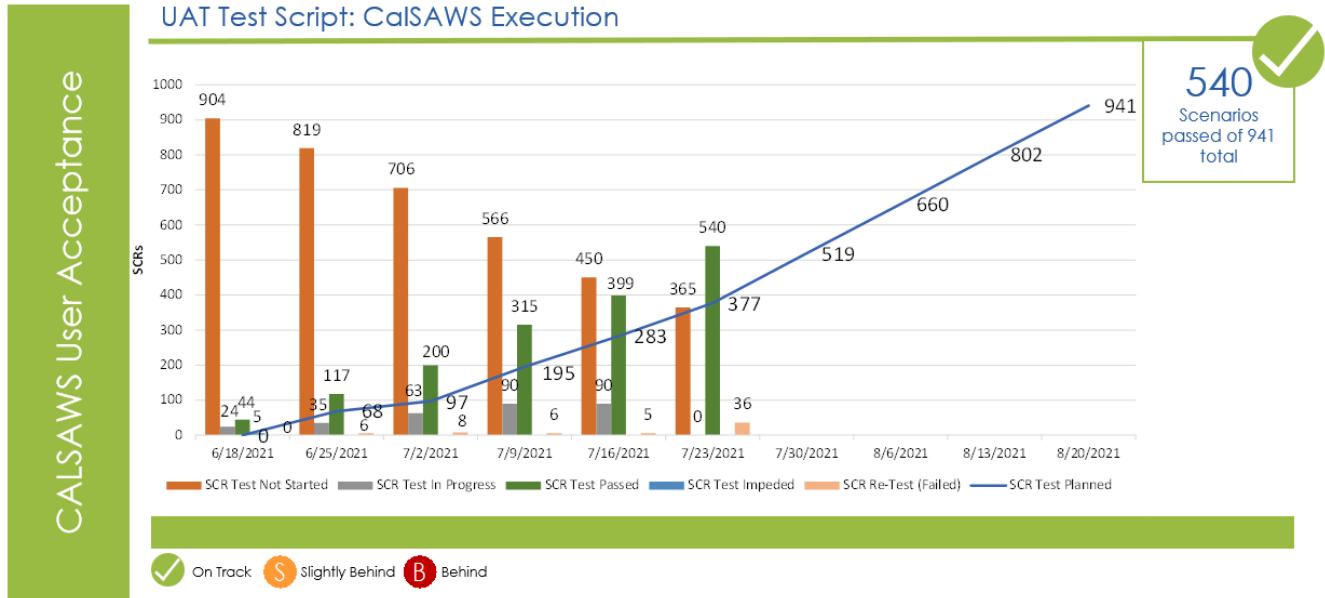
► Other Consortium Support Test Activities
  o Participated in a CalSAWS UAT Pre-Greenlight Readiness Status meeting with System Test and the Implementation team to discuss UAT reporting standards and metrics on July 22, 2021
  o Participated in the CalSAWS Greenlight Readiness Status meeting on July 22, 2021
  o Attended the Interface Partner Test meeting for Medi-Cal Eligibility Data Systems (MEDS) on July 22, 2021
  o Participated in a CalSAWS login access meeting with the technical team on July 22, 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 July 19 – 22, 2021
  o Supported Early Training Sessions on July 19 - 22, 2021
  o Participated in County Data Validation Kickoff preparations on July 19 and 22, 2021
  o Participated in Conversion: Case Review Report meeting on July 19, 2021
  o Participated in Thank You video brainstorming on July 19 and 23, 2021
  o Participated in Fed/State Greenlight Deep Dive on July 20, 2021

- o Conducted twice monthly Training, Implementation, and Change team meeting on July 20, 2021
- o Participated in Technical Readiness: C-IV County connectivity coordination meeting on July 20, 2021
- o Supported twice monthly Implementation Readiness Checkpoint on July 21, 2021
- o Discussed approach to socialize Case Review responsibilities by the Counties on July 21, 2021
- o Supported CalSAWS Greenlight Readiness Status weekly meeting on July 22, 2021
- o Participated in Training Environment Roadshow on July 22, 2021
- o Discussed Project Roles at C-IV to CalSAWS Greenlight meeting on July 22, 2021
- o Participated in monthly LA County Imaging Change Network Champion (CNC) meeting on July 22, 2021
- o Participated in CalSAWS Release Communications Planning meeting on July 22, 2021
- o Participated in Biweekly BenefitsCal/Implementation Coordination meeting on July 23, 2021
- o Participated in Task Management & Implementation Readiness discussion on July 23, 2021
- ► CalWIN Implementation Support Services (ISS)
  - o Participated in CalWIN ISS Management meetings July 19 and 21, 2021
  - o Conducted deliverable alignment discussion on Deloitte ISS DEL #04 BPR Plan and QA DEL #60 Assessment on July 19, 2021
  - o Participated in CalWIN ISS OCM Planning meeting on July 19, 2021
  - o Participated in Training Advisory Council Slide Review sessions on July 19 and 20, 2021
  - o Participated in Yolo To-Be Process Mapping sessions on July 19, 2021
  - o Participated in Contra Costa To-Be Process Mapping sessions on July 19 - 21, 2021
  - o Conducted QA Check-In with Consortium Project Management on July 20, 2021
  - o Submitted comments for Deloitte DEL #04 CalWIN ISS Business Process Reengineering Plan on July 20, 2021
  - o Submitted comments for Deloitte DEL #05 CalWIN ISS Organizational Change Management Plan on July 20, 2021
  - o Participated in Placer To-Be Process Mapping sessions on July 20 - 21, 2021
  - o Participated in Contra Costa To-Be Process Mapping sessions on July 20 - 21, 2021
  - o Participated in Yolo To-Be Process Mapping sessions on July 21, 2021
  - o Participated in Ongoing Maintenance of As-Is BPR Process Flows on July 19, 2021
  - o Conducted walkthrough of QA Findings: Deloitte DDEL #04 BPR Plan and DDEL #05 OCM Plan on July 21, 2021
  - o Supported monthly Training Advisory Council (TAC) meeting on July 21, 2021
  - o Participated in CalWIN OPAC meeting on July 22, 2021
  - o Participated in Wave 1 County Demo - Imaging and Task Management meeting on July 22, 2021
  - o Participated in CalWIN Project Updates meeting on July 22, 2021

- o Participated in PMO discussion on Deloitte DEL #4 BPR Plan DDEL/FDEL due dates on July 23, 2021
- ► Release Management
  - o Participated in 21.07 Pre-Green Light Review on July 19, 2021
  - o Participated in 21.07 Project Readiness Integrated Readiness Areas - T-1 Integrated Readiness Status on July 19, 2021
  - o Participated in 21.07 Release Green Light meeting on July 21, 2021

1.2.8 OCAT
- ► Reviewed OCAT Defect OP-2716 Endpoint update on July 20, 2021
- ► Participated in OCAT Operations and Release meeting on July 21, 2021
- ► Participated in OCAT July Release Touchpoint meeting on July 23, 2021
- ► Reviewed and provided comments on Cambria DEL #4 OCAT Transition Plan DDEL
- ► Began reviewing Cambria DEL #4 OCAT Transition Plan FDEL

1.3   Activities for the Next Reporting Period

1.3.1   Project Management
► Continue managing and facilitating conversations for Outcome Based Certification (OBC)
► Participate in the CalSAWS 21.07 Post-Release Meetings on July 26 - 28, 2021
► Participate in BenefitsCal Project Meeting on July 27 and 30, 2021
► Participate in Section Directors' Meeting on July 27, 2021
► Participate in IV&V Go Live Report Draft review on July 28, 2021
► Participated in CalSAWS Green Light Readiness Status on July 29, 2021
► Attend JPA Board Meeting on July 30, 2021
► Participate in Batch Operation and Performance meetings on July 30, 2021

1.3.2   Technical
► Participate in weekly CalSAWS Technical meeting on July 26, 2021
► Participate in the CalSAWS 21.07 Post-Release Checkpoint meetings on July 26 - 28, 2021
► Participate in Integrated Tech Projects Touch Base meeting on July 27, 2021
► Participate in CalSAWS Tech M&O Tech meeting on July 27, 2021
► Participate in Consortium Financial Operations (FinOps) meeting on July 27, 2021
► Participate in Technical Readiness Checklist: C-IV on July 27, 2021
► Participate in monthly CalSAWS API User Group meeting on July 27, 2021
► Participate in Technical CAB meeting on July 28, 2021
► Participate in Environment Management review on July 29, 2021
► BenefitsCal
  ○ Participate in daily BenefitsCal ForgeRock Touchpoint meetings on July 26 - 20, 2021
  ○ Participate in the Portal/Mobile Test Planning meeting on July 27, 2021
  ○ Participate in BenefitsCal Managing Webmaster/Contact Us meeting on July 28, 2021
  o Participate in BenefitsCal Project meeting on July 30, 2021
► Batch
  ○ Participate in Working Sessions #2 on July 26 and 29 2021
  ○ Participate in Batch Operations Update meeting on July 30, 2021
  ○ Participate in Batch Performance and Regression Status meeting on July 30, 2021
► Central Print
  ○ Participate meetings as scheduled
► Security
  ○ Participate in weekly CloudCheckr Security meeting on July 26, 2021
  ○ Participate in Security Remediation Status meeting on July 29, 2021
► Analytics
  ○ Participate in CalSAWS Analytics Training Planning session on July 28, 2021
  o Participate in Analytics Performance and Scalability meeting on July 28, 2021
  ○ Participate in weekly CalSAWS Analytics meeting on July 29, 2021
► Help Desk
  ○ Participate in ServiceNow meetings as scheduled

1.3.3 Imaging
- ► Participate in the Imaging Migration Standup call on July 27, 2021
- ► Participate in Imaging Status Review on July 29, 2021
- ► Participate in weekly LA Document Migration Check-in meeting on July 29, 2021

1.3.4 Functional
- ► Attend the Application Development Leads meeting
- ► Validate requirement statuses
- ► Conversion
  - o Attend Daily C-IV Stand-up
  - o Review defects found in Mock Conversion #3 - 1B
  - o Review the Case Review Report
  - o Review Golden Data Set (GDS) #6 Release Notes
  - o Attend the CalWIN Conversion and Change Management meetings
  - o Attend monthly CalWIN Conversion Leads meeting
  - o Attend the Kickoff meeting for County Validation
- ► General Assistance/General Relief (GA/GR)
  - o Review SCR designs in progress
  - o Attend weekly GA/GR meeting
- ► Task Management
  - o Review Design documents
- ► Contact Center
  - o Review SCRs and attend scheduled meetings
- ► Case Purge
  - o Attend daily stand-up meetings
  - o Testing on Sprint 1 and Sprint 2 is dependent upon environment availability

1.3.5 BenefitsCal
- ► Resolve DDEL #9 Portal/Mobile M&O Plan comments and 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 status meeting

1.3.6 Test
- ► Release 21.11 Readiness
  - o Continue review of the 21.11 SCR's and started the scorecard analysis process to determine release testing scope.
- ► BenefitsCal Test Activities
  - o Continue Independent Test Execution on BenefitsCal
  - o Participate in the weekly BenefitsCal Test Planning meeting on July 27, 2021
  - o Participate in the BenefitsCal Test Touchpoint meetings on July 26 – 30, 2021
  - o Attend the Portal/Mobile Project Review meeting on July 27, 2021

- o Attend the Portal/Mobile Project Review meeting on July 30, 2021
- ► CalSAWS UAT
  - o Facilitate Monday morning meetings with all UAT participants on July 26, 2021 to discuss assignments and provide an Orientation/Refresher Training on executing scenarios and logging findings
  - o Conduct daily Test Status meetings July 26 - 30, 2021
  - o Conduct daily Triage meetings July 26 - 30, 2021
  - o Support testers throughout executing test, logging of defects, redacting PII, and uploading/downloading information from the UAT Web Portal
- ► Other Consortium Support Test Activities
  - o Attend the Release-When-Ready meeting on July 26, 2021
  - o Participate in the CalSAWS JPA Board of Directors Meeting on July 30, 2021

1.3.7 Implementation
- ► C-IV Migration
  - o Participate in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and Targeted Onsite Support Services (TOSS) teams on July 26 – 29, 2021
  - o Prepare for in County Data Validation Kickoff on July 26, 2021
  - o Prepare for Just-In-Time Demonstration on Supervisor Authorization – Fiscal on July 26, 2021
  - o Prepare for Just-In-Time Demonstration on Supervisor Authorization – Eligibility on July 27, 2021
  - o Participate in Technical Readiness: C-IV County connectivity coordination meeting on July 27, 2021
  - o Participate in IV&V Go Live Report Draft 1 Walkthrough on July 28, 2021
  - o Support Kick-Off for County Data Validation on July 28, 2021
  - o Participate in Mandatory Verifications discussion on July 28, 2021
  - o Support weekly CalSAWS Greenlight Readiness Status meeting on July 29, 2021
- ► CalWIN Implementation Support Services (ISS)
  - o Participate in CalWIN ISS Management meetings July 26 and 28, 2021
  - o Participate in Contra Costa To-Be Process Mapping sessions on July 26 - 28, 2021
  - o Participate in Placer To-Be Process Mapping sessions on July 27 - 29 2021
  - o Participate in Contra Costa To-Be Process Mapping sessions on July 27 - 29, 2021
  - o Participate in Yolo To-Be Process Mapping sessions on July 27 - 29, 2021
  - o Participate in CalWIN ISS OCM - Planning meeting on July 27, 2021
  - o Participate in Contra Costa, Placer and Yolo To-Be BPR Session De-Briefs on July 27 - 29, 2021
  - o Prepare for CalWIN Implementation Support To-Be BPR - Wave 2 sessions on July 28, 2021
  - o Participate in CalWIN ISS Visioning Lab II meeting on July 29, 2021
  - o Participate in CalWIN ISS OCM - Planning meeting on July 29, 2021
- ► Release Management
  - o Participate in CalSAWS 21.07 Post-Release Checkpoints on July 26 - 28, 2021
- ► Special Projects
  - o Prepare for upcoming AAPI ERG meeting

1.3.8 OCAT
► Continue review of Cambria DEL #4 OCAT Transition Plan FDEL
► Attend meetings as scheduled

1.4 Deviations from Plan/Adjustments
► None for the reporting period