CalSAWS Quality Assurance Weekly Status Report

Reporting Period: September 20, 2021 to September 26, 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
3.27	QA Monthly Status Report - September 2021		• Submit FDEL by October 5, 2021
4.27	QA Work Plan - September 2021		• Submit FDEL by October 5, 2021
7.27	QA Test Monthly Report – September 2021		• Submit FDEL by October 5, 2021
10.04	Quarterly QA Security Report		• Submit DDEL by September 29, 2021
12.27	Assessment of CalSAWS Migration Work Plan Update – September 2021		• Submitted FDEL on September 20, 2021 • Approval is expected by September 28, 2021
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8		• Submit DDEL by October 15, 2021
45	Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV		• Submit DDED by October 6, 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

[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
3.13	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – September 2021		• Submit FDEL by October 12, 2021
4.04	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix: Updates - Following Final Acceptance		• Submit DDEL by February 11, 2022

Table 1-4 - Overall Summary of CalWIN Implementation Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
59.09	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - September 2021		• Submit FDEL by October 12, 2021
60	CalWIN Implementation - Assessment of CalWIN Business Process Reengineering (BPR) Plan		• Submit comments for initial DDEL CalWIN BPR Plan by October 15, 2021 • Submit comments for Wave 1 BPR Plans by November 16, 2021
61	CalWIN Implementation - Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan		• Submit DDEL by November 2, 2021

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

DEL #	DELIVERABLE NAME		STATUS
OWD	Central Print - System Security Plan		• Review in progress; pending final submission date

[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

- Completed support of the Operational Readiness Review (ORR) response
- Completed support of the All Staff meeting preparation activities
- Completed M&O QA Transition with First Data on September 20, 2021
- Co-Facilitated the CalSAWS Consortium County Validation Framework (CCCVF) Strike Team County session on September 20, 2021
- Participated in CalSAWS Section Directors' meeting on September 21, 2021
- Participated in IV&V Go Live Final Report Walkthrough on September 21, 2021
- Participated in County Prep Phase Log-on discussions on September 21 and 23, 2021
- Participated in CalSAWS Green Light meeting on September 22, 2021
- Participated in Batch Performance Status meeting on September 22, 2021

1.2.2 Technical

- Participated in daily Purge Standup meetings
- Participated in CalSAWS Weekly Tech meeting on September 20, 2021
- Participated in County Prep Phase Stakeholder call on September 20 - 23, 2021
- Participated in CalSAWS Tech M&O meeting on September 21, 2021
- Participated in Joint Database Change Request/ Code Table Change Request (DBCR/CTCR) Review meeting on September 21& 23, 2021
- Participated in CalSAWS Financial Operations (FinOps) meeting on September 21, 2021
- Participated in Technical CAB meeting on September 22, 2021
- Participated in Review Monthly Over 15 seconds Report on September 22, 2021
- Participated in Environment Management review on September 23, 2021
- Participated in C-IV to CalSAWS Cutover meetings on September 23 - 25, 2021
- BenefitsCal
    - Participated in BenefitsCal - Deloitte/Accenture Weekly Coordination on September 21, 2021
    - Participated in BenefitsCal: Cutover Validation Plan on September 21- 24, 2021
- Batch
    - Participated in Batch Performance status meeting on September 22, 2021
- Central Print
    - Participated in Central Print Status meeting on September 20, 2021
- Security
    - Participated in weekly CloudCheckr meeting on September 20, 2021
    - Participated in CalSAWS Penetration Testing reviews
- Analytics
    - Participated in Analytics Performance meeting on September 22, 2021
    - Participated in Apex Cut-over meeting on September 22, 2021
    - Participated in weekly CalSAWS Analytics meeting on September 23, 2021
- Help Desk
    - Reviewed C-IV Hardware migration activities to FinOPS TBCR
    - Participated in Reset Password Functionality meeting on September 21, 2021
    - Participated in LMS/ Login meeting on September 23, 2021
    - Participated in BenefitsCal Service Now Training on September 23, 2021

1.2.3 Imaging

- Participated in CalSAWS Imaging Migration Status meeting on September 21 and 23, 2021
- Participated in weekly LA Document Migration Check-in meeting on September 23, 2021

1.2.4 Functional

- Continued preparation for QA Transition to M&O
- Updated Committee assignments for QA Staff
- Prepared final requirement assessment for Green Light
- Conversion
  - Prepared for the Go Live County Click Through with the Consortium and Implementation teams
  - Monitored Conversion activities during cutover
  - Attended Stage Gate Reviews and validated conversion progress throughout the 84-hour window
  - Helped moderate three region's County Click Through sessions and gathered results for Regional Managers for the Go/No-Go decision
  - Confirmed conversion success
- General Assistance/General Relief (GA/GR)
  - Reviewed SCR Design documents and updates
  - Attended the weekly GA/GR status meeting
  - Resolved Gainwell DEL 5.1 CalSAWS GA/GR Notices Design comments
- Task Management
  - Reviewed SCR Design documents
- Contact Center
  - Attended the weekly status meeting
  - Reviewed requirements to validate statuses
  - Prepared scripts to conduct smoke testing during Cutover Weekend
- Case Purge
  - Monitored Yuba County testing activities for Legacy Data System (LDS) conversion
  - Discussed LDS extraction timings and schedule concerns.

1.2.5 BenefitsCal

- Validated Advocate enhancements for Release 1.0
- Continued testing support from Releases 1.1 and 1.2
- Recommended completion of M&O SLAs and Disaster Recovery Procedures
- Monitored endpoint validations
- Monitored readiness for Green Light
- Attended the weekly Scrum of Scrums touchpoint meeting
- Participated in the weekly status meeting
- GetCalFresh
  - Attended weekly BenefitsCal/GetCalFresh meeting
  - CalSAWS provided an interim solution for Code for America to upload documents using a S3 bucket prior to Release 1.2 implementation
  - Monitored GetCalFresh Captcha issue resolution
  - Updated the consolidated milestones for Code for America and BenefitsCal (See below)

Table 1-6 - BenefitsCal and Code for America Milestone Report

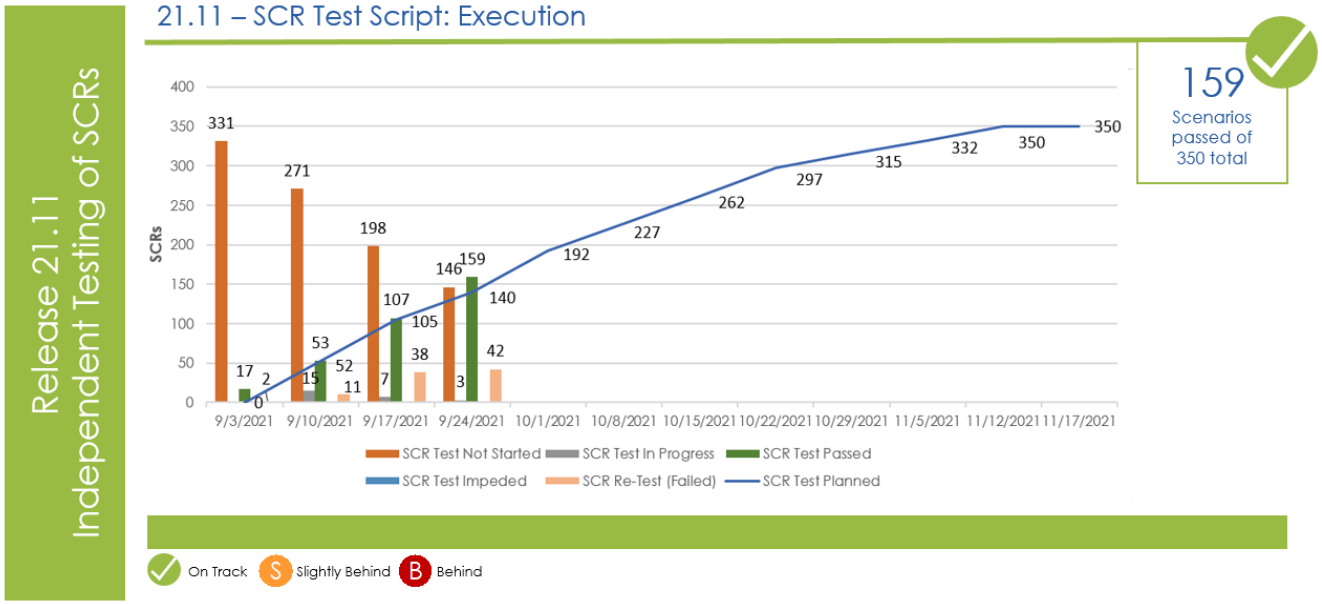
Phase	Milestone	Baseline Start	Baseline Finish	Date Completed	Comments
GCF Application	Submit a minimal application	7/21/2021	7/30/2021	7/26/2021	
GCF Application	Upload document with an applicat	8/26/2021	~~8/13/2021~~ ~~9/3/2021~~ ~~9/10/2021~~ 9/14/2021	~~9/3/21~~ 9/15/21	CfA: Marked complete (9/3) CfA: Delayed due to CfA staffing changes (9/7) CfA: Delayed due to instability in BC document upload portal (9/14) CfA: Task complete (9/15)
GCF Application	Submit all CalFresh application data through BenefitsCal	8/26/2021	~~8/13/2021~~ 9/3/2021	9/3/2021	
GCF Documents	Upload a document separate from	7/26/2021	8/6/2021	8/6/2021	
GCF Documents	SAR7 document upload	8/9/2021	8/13/2021	8/10/2021	
GCF Documents	CF303 document upload	TBD			confirm correct form. (9/7) CalSAWS: CF303 can be uploaded after 1.2 implementation using anonymous document upload function. (9/14) CfA: Blocked on BC document type (9/7, 9/14)
GCF Documents	Upload docs + SAR7 for existing cases prior to 1.2 release	TBD			CalSAWS: New request from Code For America (9/7)
GCF Consolidation	Error handling in application	9/7/2021	~~8/20/2021~~ ~~9/10/2021~~ TBD		CfA: Delayed due to CfA staffing changes (9/7) CfA: Delayed due to instability in BC document upload portal (9/14)
GCF Consolidation	Error handling in doc uploads	9/7/2021	~~8/20/2021~~ ~~9/10/2021~~ TBD		CfA: Delayed due to CfA staffing changes (9/7) CfA: Delayed due to instability in BC document upload portal (9/14)
GCF Consolidation	Performance Testing	8/19/2021	8/27/2021	8/19/2021	
GCF CBO functionality	Determine CBO integration pathwa	7/26/2021	~~8/13/2021~~ TBD		CfA: On pause until My Benefits CalWIN (MBCW) work begins (9/14)
GCF CBO functionality	Submit application for CBO partner	TBD			CfA: On pause until MBCW work begins (9/14)
GCF CBO functionality	Submit documents for CBO partner	TBD			CfA: On pause until MBCW work begins (9/14)
GCF Data	Ingest outcomes	9/13/2021	~~9/10/2021~~ ~~9/17/2021~~ TBD		
GCF Data	Ingest interview times	9/13/2021	~~9/10/2021~~ ~~9/17/2021~~ TBD		
GCF Data	Ingest other case level information	9/15/2021	~~9/17/2021~~ ~~9/22/2021~~ TBD		
BenefitsCal Milestone	Release 1.0 Code Freeze	9/10/2021	~~9/10/2021~~ 9/16/2021	9/16/2021	Complete
BenefitsCal Milestone	Release 1.0 Deploy	9/26/2021	9/26/2021	9/26/2021	Complete
BenefitsCal Milestone	Release 1.1 Deploy	10/10/2021	10/10/2021		
BenefitsCal Milestone	Release 1.2 Deploy	10/24/2021	10/24/2021		

1.2.6 Test

- Release 21.11
  - Delivered the completed Release 21.11 scorecard analysis and received approval on August 17, 2021. Added additional test scope and received approval from the Consortium on September 8, 2021. Identified Release 21.11 Independent Testing scope as follows:
    - Ten (10) SCRs for Independent Testing
    - Fourteen (14) SCRs for QA Review of System Test results
  - Continued test execution for high-impact 21.11 SCR's
  - Participated in the Integrated Test meeting on September 21, 2021

Table 1-7 - Independent Test Progress

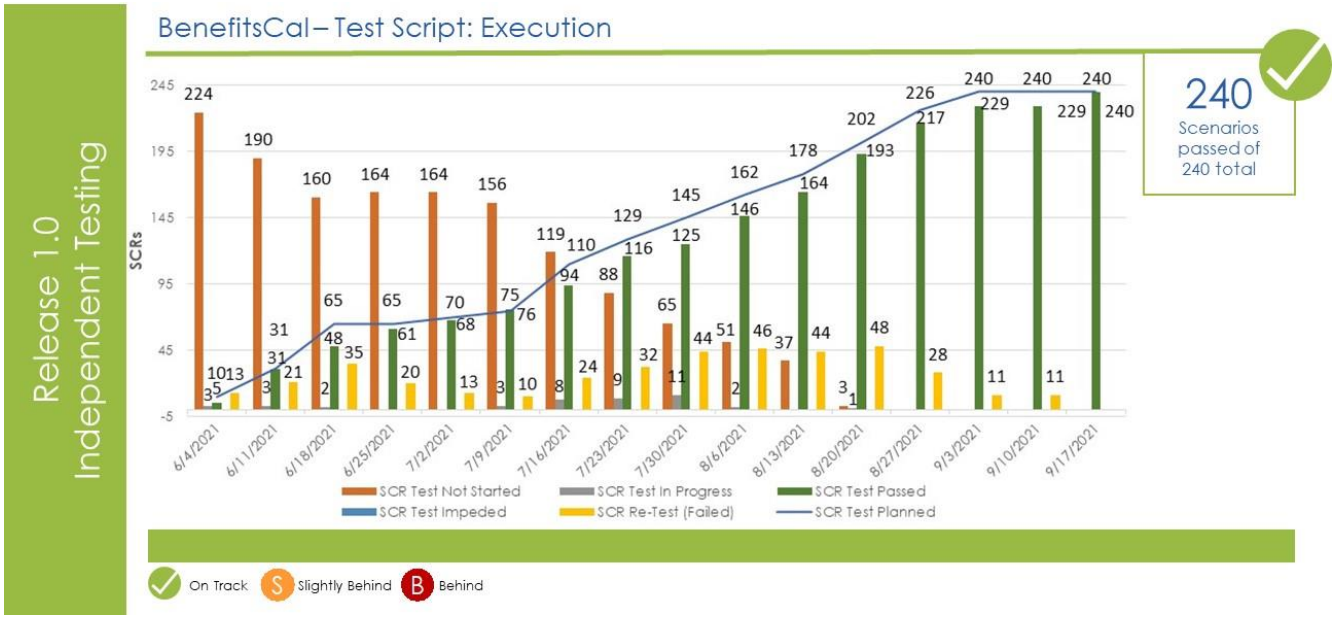
Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.11 Release – ClearBest QA Independent Test Results	350	42% (146)	1% (3)	45% (159)	12% (42)	0% (0)



- Release 1.0 BenefitsCal Test Activities
  - Participated in weekly BenefitsCal Test Planning meeting on September 21, 2021
  - Completed BenefitsCal Independent Test Execution
  - The chart below represents the combined total Independent Test effort for Release 1.0 which includes Code Drop 1 and Code Drop 2
    - BenefitsCal is at 100% executed.
    - The pass rate of the executed scenarios is at 100%
    - Completed retesting of final defects. Any remaining defects will be retested in future releases as scheduled
  - Participated in the BenefitsCal Demo of Feedback/Enhancements on September 20, 2021
  - Participated in a UAT RTM discussion with the UAT leads on September 20, 2021

Table 1-8 - BenefitsCal 1.0 Independent Test Progress

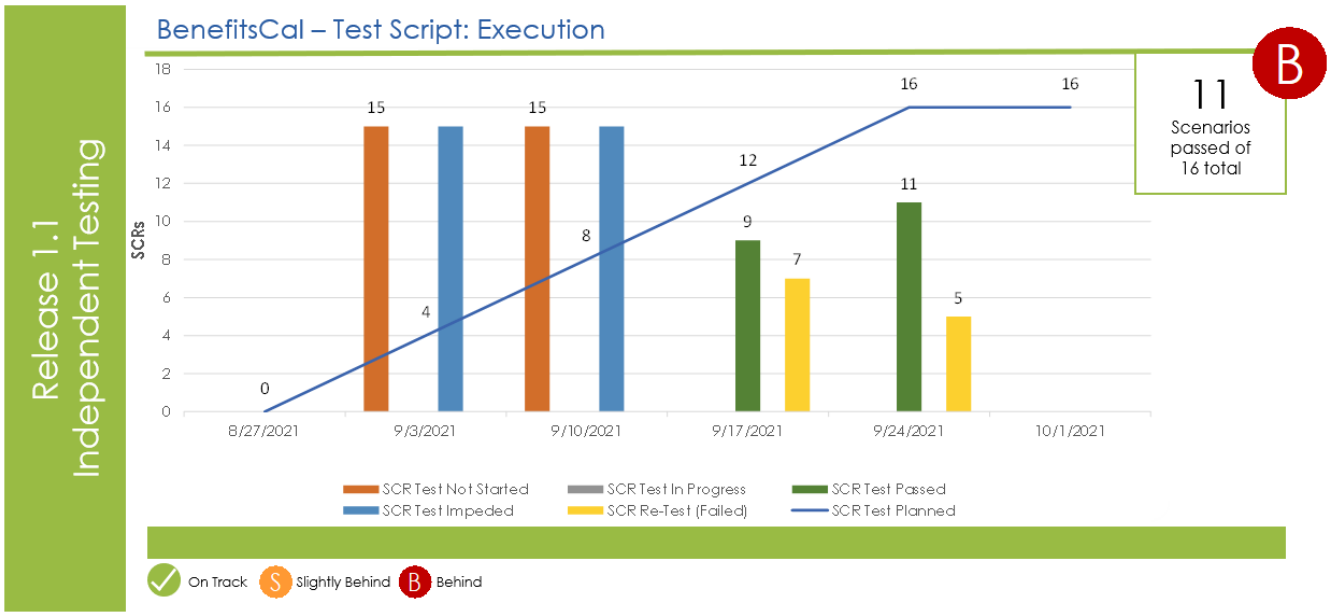
Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.0)	240	0% (0)	0% (0)	100% (240)	0% (0)	0% (0)



- Release 1.1 BenefitsCal Test Activities
  - Continued test execution for Release 1.1 test scenarios
    - BenefitsCal is at 100% executed
    - The pass rate of the executed scenarios is at 69%
    - The release is considered Behind Schedule as testing was scheduled to be completed on September 24, 2021. Testing will continue to close out outstanding defects

Table 1-9 - BenefitsCal 1.1 Independent Test Progress

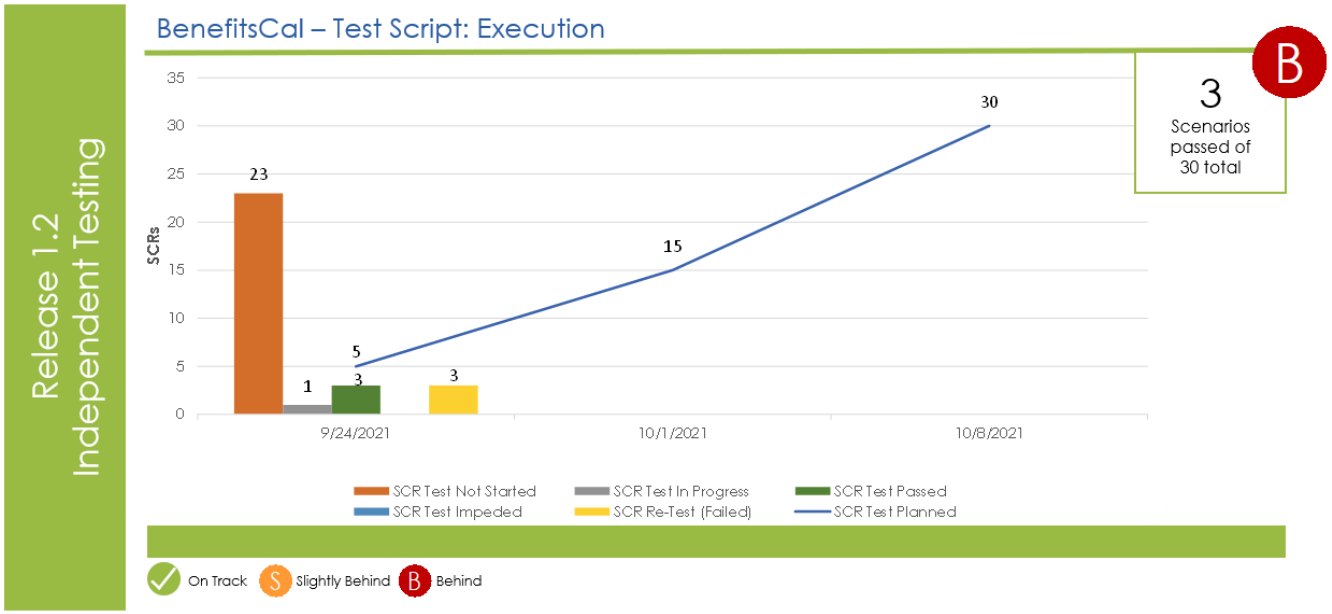
Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.1)	16	0% (0)	0% (0)	69% (11)	31% (5)	0% (0)



- Release 1.2 BenefitsCal Test Activities
  - Began BenefitsCal Independent test execution in the UAT environment along with the UAT Participants
  - R1.2 BenefitsCal is at 23% executed with a pass rate of 10%

Table 1-10 - BenefitsCal 1.2 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.2)	30	77% (23)	3% (1)	10% (3)	10% (3)	0% (0)



- CalSAWS UAT
  - Conducted a C-IV UAT Participation and Appreciation event for the counties on September 23, 2021
- Other Consortium Support Test Activities
  - Participated in the Release When Ready (RWR) meeting on September 20, 2021
  - Prepared materials and participated in the CalSAWS Go-Live meeting on September 22, 2021

1.2.7 Implementation

- C-IV Migration
  - Conducted meetings and logged Project Issue #120 – County Prep Completion with Consortium and Accenture
  - Participated in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and Targeted Onsite Support Services (TOSS) teams on September 20 - 24, 2021
  - Supported County Prep Stakeholder calls on September 20 - 23, 2021
  - Participated in the T-3 Week C-IV User Change Readiness Survey Results debrief on September 21, 2021
  - Participated in Post Deployment Orientation for Project Staff meeting on September 21, 2021
  - Participated in Priority County Prep User Log-on discussion with Executives on September 21 and 23, 2021
  - Supported CalSAWS Go-Live Event Green Light meeting on September 22, 2021
  - Supported the weekly Implementation Readiness Checkpoint meeting with the counties on September 22, 2021
  - Participated in the monthly LA County Imaging CNC meeting on September 23, 2021
- CalWIN Implementation Support Services (ISS)
  - Participated in CalWIN ISS Management meetings September 20 and 22, 2021
  - Participated in Santa Clara and Tulare To-Be Sessions on September 20 – 24, 2021
  - Participated in the CalWIN ISS OCM Planning meeting on September 21, 2021
  - Conducted QA Check-In: CalWIN ISS with Consortium management on September 21, 2021
  - Participated in CalWIN ISS OCM Point of Contact (POC) meeting on September 22, 2021
  - Participated in the CalWIN OPAC meeting with the counties on September 23, 2021
  - Participated in Wave 3 To Be BPR Pre-Meet with Santa Barbara Part 2 on September 23, 2021
- Release Management
  - Continued 21.11 Training SCR verification
- Special Projects
  - Supported the IDEA Buddy Program Feedback Survey on September 20 - 23, 2021

1.2.8 OCAT

- Continued reviewing pre-submission drafts of Cambria DEL #13 OCAT Performance Verification Report and Final Acceptance DDEL

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- Participate in daily CalSAWS Post-Deployment Project and County Stakeholders calls
- Participate in daily Executive CalSAWS Post-Deployment Checkpoints
- Facilitate CalSAWS UAT Retro Best Practices session on September 30, 2021
- Participate in CalSAWS IV&V/PMO Biweekly meeting on October 1, 2021
- Participate in BenefitsCal Project meeting on October 1, 2021

1.3.2 Technical

- Participate in daily Purge Standup meetings on September 27 – October 1, 2021
- Participate in Joint DBCR/CTCR Review meetings on September 28 and 30, 2021
- Participate in CalSAWS Financial Operations (FinOps) meeting on September 28, 2021
- Participate in Technical CAB meeting on September 29, 2021
- Participate in Environment Management review on September 30, 2021
- Participate in CalSAWS Architectural Standards review on September 30, 2021
- BenefitsCal
  - Participate in CalSAWS/BenefitsCal Go Live Stakeholder meetings on September 28 – October 1, 2021
- Batch
  - Participate in meetings as scheduled
- Central Print
  - Participate in Central Print Status meeting on September 27, 2021
- Security
  - Participate in weekly CloudCheckr meeting on September 27, 2021
  - Participate in Security Operations meeting on October 1, 2021
  - Participate in BenefitsCal SSP review on October 1, 2021
- Analytics
  - Participate in Analytic Post Cutover meetings on September 27 – October 1, 2021
  - Participate in Ad Hoc Tool support meeting on September 28, 2021
  - Participate in weekly CalSAWS Analytics meeting on September 30, 2021
- Help Desk
  - Participate in BenefitsCal: Tier 2/3 Touchpoint meetings on September 27 – October 1, 2021
  - Participate in ServiceNow Process Improvement meeting on September 30, 2021

1.3.3 Imaging

- Participate in Imaging Migration Standup Call meeting on September 29, 2021
- Participate in Imaging Status review on September 30, 2021
- Participate in weekly LA Document Migration Check-in meeting on September 30, 2021

1.3.4 Functional

- Attend the Application Development Leads meeting
- Review M&O SCRs and assign QA BAs
- Support Stakeholder Post Go Live calls
- Conversion

- Support Post Go Live activities
- General Assistance/General Relief (GA/GR)
  - Review SCR designs in progress
  - Attend the 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
  - Attend daily stand-up meetings
  - Review updated LDS work plan to identify schedule efficiencies

1.3.5 BenefitsCal

- Continue testing support for Releases 1.1 and 1.2
- Attend the weekly BenefitsCal/GetCalFresh meeting
- Attend the Daily Post-Deployment Project Stakeholder Call
- Attend the CalSAWS/BenefitsCal Daily Interface Test Connect meeting
- Attend the weekly Scrum of Scrums touchpoint meeting
- Participate in the weekly status meeting
- Conduct Release 3 plan review
- Conduct M&O Plan OWD reviews for SLAs and Disaster Recovery Procedures

1.3.6 Test

- Release 21.11 Readiness
  - Continue QA Script reviews and test execution for high-impact 21.11 SCR's
  - Participate in the Integrated Test meeting on September 27, 2021
  - Participate in the Test Touchpoint meeting on September 29, 2021
- Release 1.1 BenefitsCal Test Activities
  - Complete BenefitsCal Independent test execution and retesting of defects
- Release 1.2 BenefitsCal Test Activities
  - Continue BenefitsCal Independent test execution in the UAT environment along with the UAT Participants
- Other Consortium Support Test Activities
  - Participate in the Release When Ready (RWR) meeting on September 27, 2021
  - Participate in the Post-Production deployment checkpoints, monitor, and provide test support

1.3.7 Implementation

- C-IV Migration
  - Participate in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and TOSS teams
  - Support daily Post-Deployment Implementation/TOSS Touchpoints
  - Support daily Post-Deployment Project and County Stakeholder Calls
  - Travel to Stanislaus, Merced, Madera, Mariposa, Inyo, Butte, Glenn, Tehama, and Imperial county offices to conduct Post-Deployment County Support

- Support CalSAWS/BenefitsCal Go Live Stakeholder Communication Call on September 28 – October 1, 2021
- Participate in LA County T-3 Week Imaging Change Readiness Assessment Planning on September 28, 2021

► CalWIN Implementation Support Services (ISS)
- Participate in CalWIN ISS Management meetings September 27 and 29, 2021
- Conduct QA Check-In for CalWIN ISS with Consortium Project management on September 27, 2021
- Participate in Santa Clara and Tulare To-Be Sessions and daily debriefs on September 28 – 30, 2021
- Participate in the CalWIN ISS OCM Planning meeting on September 28, 2021
- Participate in CalWIN Conversion and Change Management meeting on September 28, 2021
- Participate in CalWIN Project updates on September 30, 2021

► Release Management
- Continue 21.11 Training SCR verification

► Special Projects
- Support the IDEA Buddy Program Feedback Survey

1.3.8 OCAT

► Continue reviewing pre-submission drafts of Cambria DEL #13 OCAT Performance Verification Report and Final Acceptance DDEL
► Review OCAT Technical Backlog with Cambria on September 27, 2021
► Participate in OCAT Operations and Release Management meeting on September 29, 2021

1.4 Deviations from Plan/Adjustments

► None for the reporting period