# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: October 4, 2021 to October 10, 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 |
|---|---|---|---|
| 3.28 | QA Monthly Status Report – October 2021 | | • Submit FDEL by November 5, 2021 |
| 4.28 | QA Work Plan - October 2021 | | • Submit FDEL by November 5, 2021 |
| 7.28 | QA Test Monthly Report – October 2021 | | • Submit FDEL by November 5, 2021 |
| 10.04 | Quarterly QA Security Report | | • Submit FDEL by October 12, 2021 |
| 12.28 | Assessment of CalSAWS Migration Work Plan Update – October 2021 | | • Submit FDEL by October 19, 2021 |
| 43 | Assessment of CalSAWS Requirements Traceability Matrix - Update 8 | | • Submit DDEL by October 18, 2021 |
| 45 | Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV | | • Submitted DDED on October 6, 2021<br>• Submit FDED by October 15, 2021 |
| 70 | Assessment of CalWIN/CalSAWS Master Conversion Plan - Update 2 | | • Submit DDEL by November 16, 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<br>• Submit comments for Wave 1 BPR Plans by December 13, 2021 |
| 61 | CalWIN Implementation – Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan | | • Submit DDEL by November 2, 2021 |
| 62 | CalWIN Implementation – Assessment of CalWIN Master Training Plan and Monthly Updates | | • Submit DDED by November 12, 2021 |
| 63 | CalWIN Implementation – Assessment of County-Specific Training Plans | | • Submit DDED by November 12, 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

- Continued support of Operational Readiness Review (ORR) response
- Completed support of the daily Post Go-Live Consumer Impact Report updates and CalSAWS/BenefitsCal Go-Live Stakeholder Communication calls
- Participated in daily CalSAWS Post-Deployment Project and County Stakeholders calls
- Participated in daily Executive CalSAWS Post-Deployment Checkpoints
- Discussed Green Light decks and ceremonies for upcoming CalSAWS Release 21.11, BenefitsCal 2.0, and LA Imaging
- Participated in CalSAWS Section Directors' meeting on October 5, 2021
- Participated in CalWIN ISS Work Plan review on October 6, 2021
- Facilitated discussion with Consortium and Accenture on CalSAWS SCR Tracking metrics on October 7, 2021
- Participated in CalSAWS JPA Board meeting on October 8, 2021
- Planned Test Improvement retrospective sessions to be conducted with the CalSAWS and BenefitsCal test teams on October 12 - 15, 2021

### 1.2.2 Technical

- Participated in daily Purge Standup meetings on October 4 – 8, 2021
- Participated in CalSAWS Post-Deployment County Stakeholder calls on October 4 – 8, 2021
- Participated in CalSAWS Weekly Tech meeting on October 4, 2021
- Participated in Joint DBCR/CTCR Review meetings on October 5 and 7, 2021
- Participated in CalSAWS Financial Operations (FinOps) meeting on October 5, 2021
- Participated in Technical CAB meeting on October 6, 2021
- Participated in Environment Management review on October 7, 2021
- Facilitated Service Level Guidelines and Agreements discussion on October 7, 2021
- BenefitsCal
  - Participated in Application Transfer meetings on October 4 - 8, 2021
  - Participated in C4Y Legacy User Login meeting on October 4, 2021
  - Participated in BenefitsCal: Tier 2/3 Touchpoint meetings on October 4 - 8, 2021
  - Participated in Document Transfer meeting on October 4, 2021
- Participated in Batch Performance meeting on October 6, 2021
- Central Print
  - Participated in Central Print Status meeting on October 4, 2021
  - Participated in Central Print Transition Touch Point meeting on October 7, 2021
  - Participated in weekly CloudCheckr meeting on October 4, 2021
  - Participated in BenefitsCal SSP review on October 6, 2021
- Analytics
  - Participated in Analytic Post Cutover meeting on October 4, 2021
  - Facilitated Service Level Guidelines and Agreements discussion on October 5, 2021
  - Participated in weekly CalSAWS Analytics meeting on October 7, 2021
- Reviewed Helpdesk dashboards for performance report

### 1.2.3 Imaging

- Participated in Imaging Performance Checkpoint on October 4, 2021
- Participated in Imaging Status meetings on October 5 and 7, 2021
- Participated in Imaging Migration Standup calls on October 5 and 7, 2021
- Participated in weekly LA Document Migration Check-in meeting on October 7, 2021

### 1.2.4 Functional

- Attended Committee Meetings and conducted SCR reviews
- Conversion
  - Assessed post Go-Live defects
  - Monitored County observations on daily stakeholder calls
  - Attended CalWIN Conversion and Change Management meeting
  - Attended GA/GR Conversion meeting and discussed budget translations
- General Assistance/General Relief (GA/GR)
  - Reviewed SCR Design documents and updates
  - Attended the weekly GA/GR status meeting
  - Monitored Portal requirements for CalWIN
  - Confirmed budget design discussions are scheduled
- Task Management
  - Reviewed SCR Design documents
- Contact Center
  - Attended the weekly status meeting
  - Reviewed requirements to validate statuses
- Case Purge
  - Attended daily Stand-Up calls
  - Monitored Legacy Data System (LDS) progress

### 1.2.5 BenefitsCal

- Continued testing support for Release 1.0 Priority Release(s), and Releases 1.1 and 1.2
- Participated in Release 1.0 API Triage
- Attended the daily Post-Deployment Project Stakeholder calls
- Attended the daily Production and M&O calls
- Attended the daily CalSAWS/BenefitsCal Daily Interface Test Connect meetings
- Attended the weekly Scrum of Scrums touchpoint meeting
- Attended the CalSAWS BenefitsCal Sprint Review meeting
- Participated in the CalSAWS BenefitsCal Sprint Retro meeting
- Submitted QA comments on the updated M&O Plan and SLA Operational Working Document (OWD)
- GetCalFresh (GCF)
  - Updated the consolidated milestones for Code for America and BenefitsCal

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

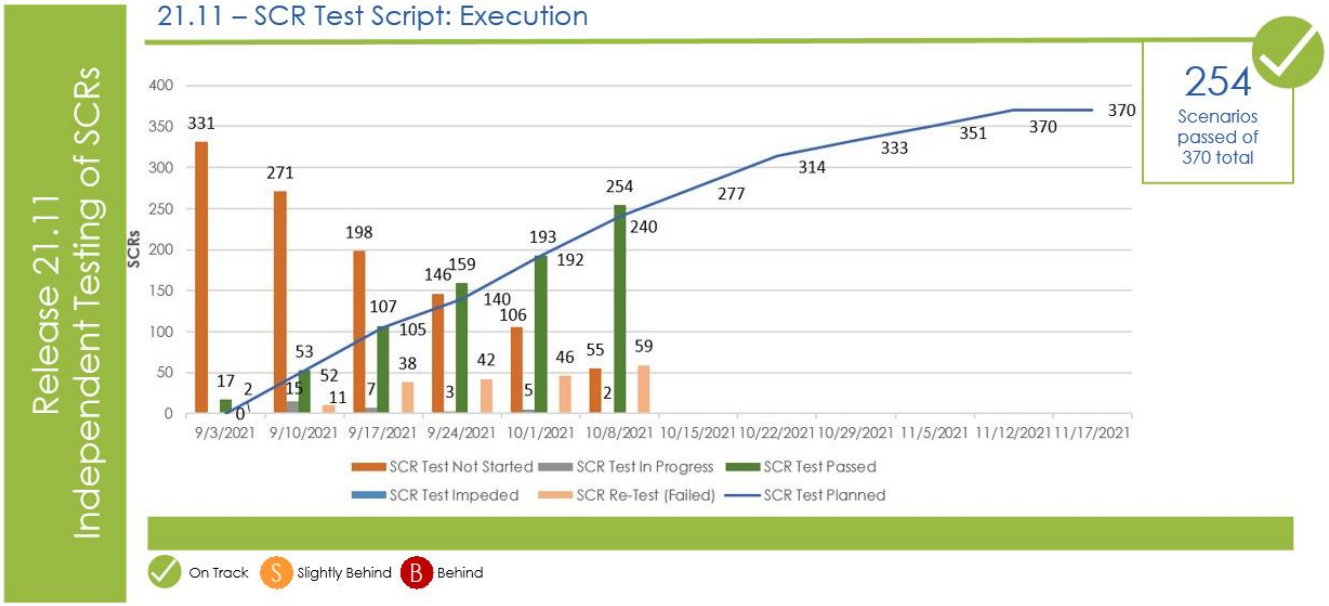
| Phase | Milestone | Baseline Start | Baseline Finish | Date Completed | Comments |
|---|---|---|---|---|---|
| GCF Application | Submit a minimal application | 7/21/2021 | 7/30/2021 | 7/26/2021 | |
| GCF Application | Upload document with an applicat | 8/26/2021 | ~~8/13/2021~~<br>~~9/3/2021~~<br>~~9/10/2021~~<br>9/14/2021 | ~~9/3/21~~<br>9/15/21 | CfA: Marked complete (9/3)<br>CfA: Delayed due to CfA staffing changes (9/7)<br>CfA: Delayed due to instability in BC document upload portal (9/14)<br>CfA: Task complete (9/15) |
| GCF Application | Submit all CalFresh application data through BenefitsCal | 8/26/2021 | ~~8/13/2021~~<br>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)<br>CalSAWS: CF303 can be uploaded after 1.2 implementation using anonymous document upload function. (9/14)<br>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~~<br>~~9/10/2021~~<br>TBD | | CfA: Delayed due to CfA staffing changes (9/7)<br>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~~<br>~~9/10/2021~~<br>TBD | | CfA: Delayed due to CfA staffing changes (9/7)<br>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~~<br>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~~<br>~~9/17/2021~~<br>TBD | | |
| GCF Data | Ingest interview times | 9/13/2021 | ~~9/10/2021~~<br>~~9/17/2021~~<br>TBD | | |
| GCF Data | Ingest other case level information | 9/15/2021 | ~~9/17/2021~~<br>~~9/22/2021~~<br>TBD | | |
| BenefitsCal Milestone | Release 1.0 Code Freeze | 9/10/2021 | ~~9/10/2021~~<br>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
  - 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
  - Completed SCR QA Review of test scenarios and comments incorporated
  - Participated in the Integrated Test meeting on October 5, 2021
  - As of Week 6 in the 12-week testing cycle, the R21.11 status is as follows:
    - CalSAWS is currently at 85% executed.
    - The pass rate of the executed scenarios is at 81%

Table 1-7 - Independent Test Progress

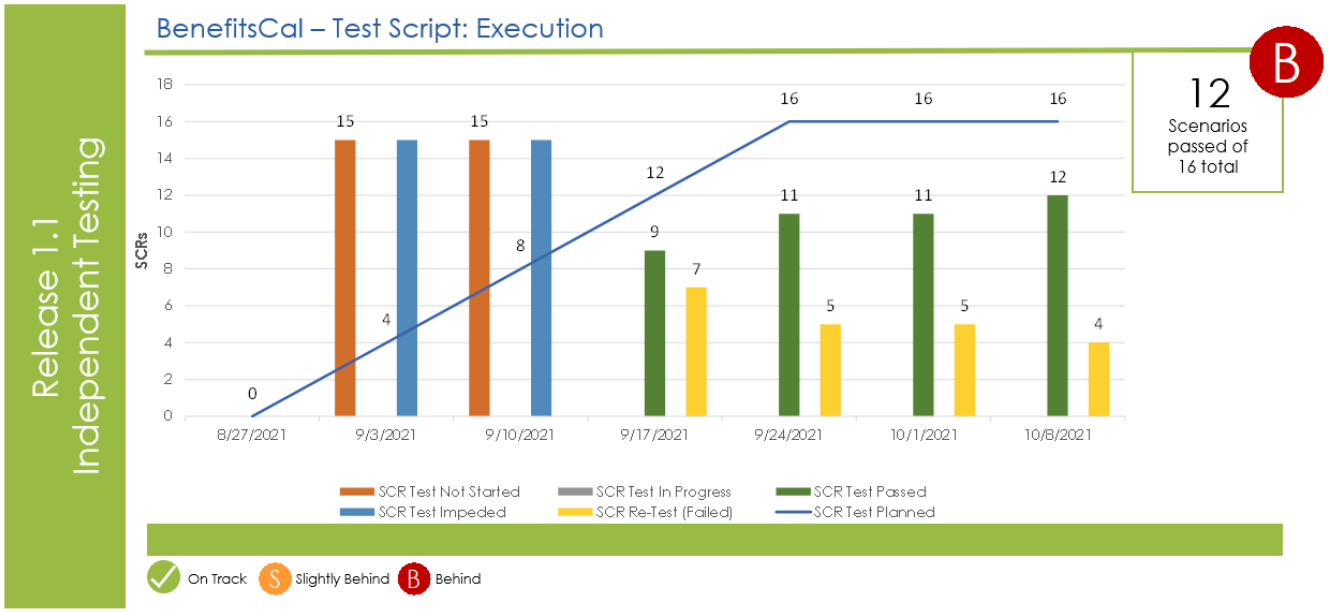
| Test Cycle | Total Scenarios | Not Executed | In Progress | Pass | Fail | Blocked |
|---|---|---|---|---|---|---|
| 21.11 Release – ClearBest QA Independent Test Results | 370 | 15% (55) | 0.5% (2) | 68.5% (254) | 16% (59) | 0% (0) |




- 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 75%
  - Three (3) severity-2 defects and one (1) severity-2 defect remain to be analyzed and delivered
  - The release is considered Behind Schedule as testing was to complete on September 10, 2021and then extended to October 8, 2021. Because Release 1.1 deployment is October 11, 2021 any remaining defects will be tested with Release 1.2.
  - Met with the Consortium to discuss the overall health of Release 1.1 on October 6, 2021

Table 1-8 - BenefitsCal 1.1 Independent Test Progress

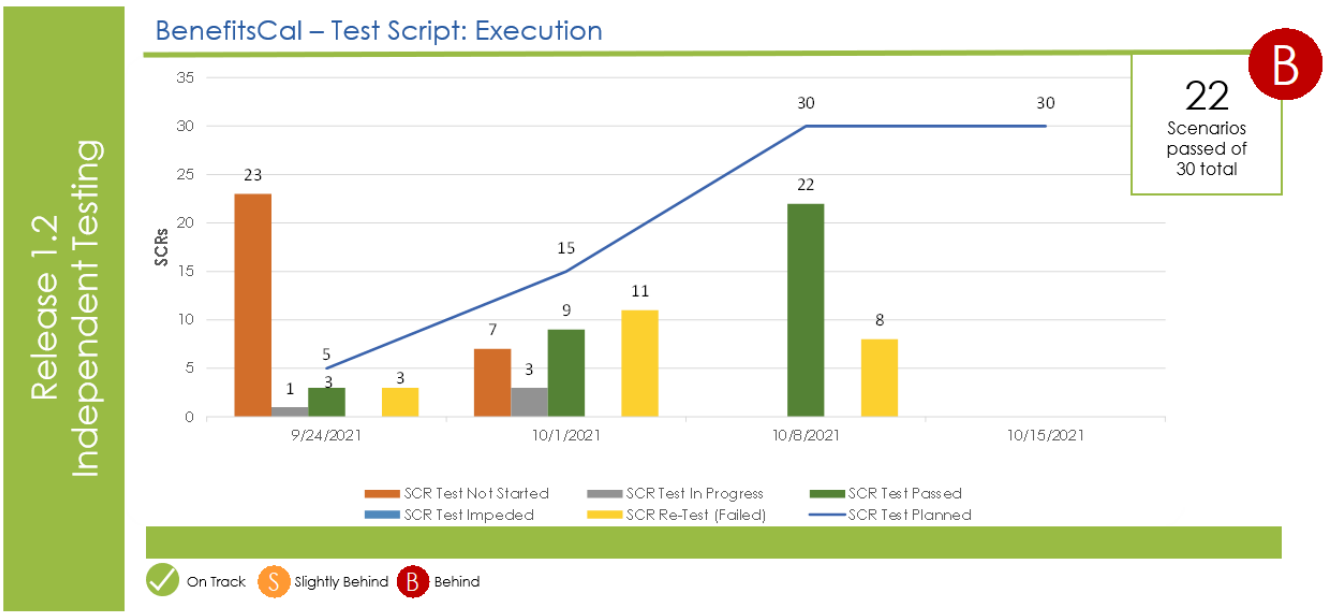
| Test Cycle | Total Scenarios | Not Executed | In Progress | Pass | Fail | Blocked |
|---|---|---|---|---|---|---|
| BenefitsCal Independent Test (Release 1.1) | 16 | 0% (0) | 0% (0) | 75% (12) | 25% (4) | 0% (0) |




- Release 1.2 BenefitsCal Test Activities
  - Continued BenefitsCal Independent test execution in the UAT environment along with the UAT Participants
  - R1.2 is 100% executed
  - The pass rate of the executed scenarios is 73%
  - Four (4) severity-2 defects and one (1) severity-2 defect remain to be analyzed and delivered
  - The release is considered Behind Schedule as testing was to complete on September 24, 2021 and then extended to October 15, 2021.

Table 1-9 - BenefitsCal 1.2 Independent Test Progress

| Test Cycle | Total Scenarios | Not Executed | In Progress | Pass | Fail | Blocked |
|---|---|---|---|---|---|---|
| BenefitsCal Independent Test (Release 1.2) | 30 | 0% (0) | 0% (0) | 73% (22) | 27% (8) | 0% (0) |




- Other Consortium Support Test Activities
  - Participated in the Release When Ready (RWR) meeting on October 4, 2021
  - Participated in the Post-Production deployment checkpoints, monitored, and provided test support for priority releases
  - Participated in the CalWIN Converted Data Test (CDT) discussion meeting on October 5, 2021
  - Participated in the CalWIN Golden Data Set (GDS) Delivery Plan meeting on October 6, 2021
  - Participated in an Ancillary System Data conversion overview on October 6, 2021
  - Participated in the Green Light for 21.11, LA County Imaging, and LA cutover to BenefitsCal discussion on October 6, 2021
- CalWIN UAT planning activities initiated
  - Continued CalWIN UAT planning activities

### 1.2.7 Implementation

- C-IV Migration
  - Participated in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and TOSS teams
  - Supported daily Post-Deployment Implementation/TOSS Touchpoints
  - Supported daily CalSAWS/BenefitsCal Go Live Stakeholder Communication calls
  - Supported daily Post-Deployment Project and County Stakeholder calls
  - Supported daily Regional Touchpoints for Targeted On-Site Support (TOSS), Regional Managers, and Counties
  - Participated in daily Regional Functional Sessions – Targeted Discussions for Imaging, Correspondence, Fiscal
  - Traveled to Colusa, Imperial, Kern, Kings, Merced, Stanislaus, and Tehama county offices to conduct Post-Deployment County Support
  - Participated in Regional Functional Session Planning meeting on October 5, 2021
  - Participated in Customer Engagement Management Meeting on October 5, 2021
  - Participated in LA County T-3 Week Imaging Change Readiness Assessment Planning activities
- CalWIN Implementation Support Services (ISS)
  - Participated in CalWIN ISS Management meetings October 4 and 6, 2021
  - Reviewed timeline for Wave 1 and provided feedback on October 4, 2021
  - Participated in Santa Clara and Tulare To-Be Sessions on October 5 - 7, 2021
  - Participated in CalWIN Conversion and Change Management meeting on October 5, 2021
  - Participated in Wave 1 Check In meeting on October 6, 2021
  - Participated in the CalWIN ISS OCM Planning meetings on October 6 and 7, 2021
  - Conducted Deloitte OCM Work Plan Review on October 8, 2021
- Release Management
  - Continued 21.11 Training SCR verification
- Other
  - Provided comments on Deliverable 15.1.1 – Ongoing Specialized Training Reports Supported the IDEA Buddy Program Feedback Survey
  - Supported the AAPI ERG Survey

### 1.2.8 OCAT

- Facilitated OCAT Review for Final Acceptance with Consortium and Cambria on October 7, 2021
- Presented QA update for OCAT Final Acceptance to JPA Board on October 8, 2021

## 1.3 Activities for the Next Reporting Period

### 1.3.1 Project Management

- Continue support of ORR response and participate in ORR Feedback Discussion with DHCS and OSI
- Facilitate Post Go-Live Test Improvement retrospective sessions with CalSAWS and BenefitsCal test teams
- Participate in daily CalSAWS Post-Deployment Project and County Stakeholders calls
- Participate in daily Executive CalSAWS Post-Deployment Checkpoints
- Present QA update for Monthly CalSAWS IT Report meeting on October 13, 2021
- Participate in CalSAWS IV&V/PMO Bi-Weekly meeting on October 15, 2021

### 1.3.2 Technical

- Participate in daily Purge Standup meetings on October 12 – 15, 2021
- Participate in CalSAWS Post-Deployment County Stakeholder Call October 11 – 15, 2021
- Participate in CalSAWS Weekly Tech meeting on October 12, 2021
- Participate in Local Security meeting on October 12, 2021
- Participate in DBCR/CTCR Review meetings on October 12 and 14, 2021
- Participate in CalSAWS Financial Operations meeting on October 12, 2021
- Participate in Technical CAB meeting on October 13, 2021
- Participate in Environment Management review on October 14, 2021
- Participate in Release 21.11 Green Light Process Orientation on October 14, 2021
- Participate in Environment Planning and Design for Contact Center Accounts on October 15, 2021
- Participate in Security Operations discussion on October 15, 2021
- BenefitsCal
  - Participate in Application Transfer meetings on October 12 - 14, 2021
  - Participate in BenefitsCal/CalSAWS Joint Performance Testing meetings on October 12 - 14, 2021
  - Participate in BenefitsCal: IRT and Ad Hoc Reporting on October 12, 2021
  - Participate BenefitsCal SSP Revision Walkthrough - Group 3 on October 13, 2021
- Participate in Batch Performance check point on October 13, 2021
- Participate in Central Print Status meeting on October 11, 2021
- Analytics
  - Participate in Analytics Dashboard meeting on October 12 - 14, 2021
  - Participate in Geo Coding - 40 County discussion on October 13, 2021
  - Participate in Performance and Scalability meeting on October 13, 2021
  - Participate in weekly CalSAWS Analytics meeting on October 14, 2021
- Review Helpdesk dashboards for performance report

### 1.3.3 Imaging

- Participate in Imaging Migration Standup calls on October 12 and 14, 2021
- Participate in CalSAWS Imaging & Contact Center meeting on October 13, 2021
- Participate in weekly LA Document Migration Check-in meeting on October 14, 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
  - Attend CalWIN Conversion meetings
- General Assistance/General Relief (GA/GR)
  - Review SCR designs in progress
  - Attend the weekly GA/GR meeting
- Task Management
  - Review Design documents
- Contact Center
  - Review SCRs and attend scheduled meetings
- Case Purge
  - Attend daily stand-up meetings
  - Closely monitor LDS work

### 1.3.5 BenefitsCal

- Continue testing support for Release 1.1 Priority Release(s)
- Continue testing support for Release1.2
- Participate in Release 1.1 API Failure Triage
- Attend the weekly BenefitsCal/GetCalFresh meeting
- Attend the daily Post-Deployment Project Stakeholder calls
- Participate in the daily Production and M&O calls
- Participate in the CalSAWS/BenefitsCal Daily Interface Test Connect meeting
- Participate in the weekly Scrum of Scrums touchpoint meeting
- Participate in the weekly status meeting
- Participate in the BenefitsCal Release 3: IRT and Ad Hoc Reporting Design Meeting
- Collaborate with BenefitsCal and Consortium to resolve M&O Plan and SLA OWD comments

### 1.3.6 Test

- Release 21.11 Readiness
  - Continue QA Script execution reviews and test execution for high-impact 21.11 SCRs
  - Participate in the BenefitsCal UAT Release 2.0 planning meeting on October 11, 2021
  - Participate in the Integrated Test meeting on October 12, 2021
  - Participate in the Test Touchpoint meeting on October 13, 2021
- Release 1.2 BenefitsCal Test Activities
  - Continue BenefitsCal Independent test execution and retesting of defects
- Release 2.0 BenefitsCal Test Activities
  - Begin test script development
- Other Consortium Support Test Activities
  - Participate in the Release When Ready (RWR) meeting on October 11, 2021

- Conducted a brief discussion meeting with the Consortium UAT managers regarding C-IV post-production defects on October 11, 2021
- Participate in the CalSAWS Test touchpoint meeting on October 13, 2021
- Participate in the Monthly CalSAWS IT Report meeting on October 13, 2021
- Participate in the Release 21.11-Green Light Orientation on October 14, 2021

► CalWIN UAT planning activities initiated
- Conduct a CalWIN UAT planning meeting with Consortium UAT managers on October 12, 2021

### 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
- Support daily Regional Touchpoints for Targeted On-Site Support (TOSS), Regional Managers, and Counties
- Participate in daily Regional Functional Sessions – Targeted Discussions for Imaging, Correspondence, Fiscal
- Travel to Madera, Merced, Stanislaus, and Tehama County offices to conduct Post-Deployment County Support
- Provide virtual support for Imperial County offices for Post-Deployment County Support
- Participate in LA County T-3 Week Imaging Change Readiness Assessment Planning activities
- Participate in LA County Imaging Implementation Readiness Checkpoint on October 12, 2021

► CalWIN Implementation Support Services (ISS)
- Participate in CalWIN ISS Management meetings October 11 and 13, 2021
- Participate in Weekly CalWIN ISS OCM Leads meeting
- Participate in Master Training Plan DDED discussion on October 11, 2021
- Conduct QA Debrief for Consortium Reviewers on Deloitte DEL 04 – CalWIN ISS Business Process Reengineering Plan on October 12, 2021
- Participate in Santa Barbara Q&A Sessions on October 12 and 14, 2021

► Release Management
- Continue 21.11 Training SCR verification
- Create Green Light deck structure for LA Imaging and BenefitsCal Go-Live

► Special Projects - Support the IDEA Buddy Program Feedback Survey

### 1.3.8 OCAT

► Continue pre-submission draft review of Cambria DEL #13 OCAT Performance Verification Report and Final Acceptance DDEL

► Participate in OCAT Operation and Release Management Meeting on October 13, 2021

## 1.4 Deviations from Plan/Adjustments

► None for the reporting period