CalSAWS Quality Assurance Weekly Status Report

Reporting Period: October 11, 2021 to October 17, 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	🟢	• Submitted FDEL on October 12, 2021 • Approval expected by October 19, 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	🟢	• Submitted DDEL on October 18, 2021 • Submit FDEL by October 28, 2021
45	Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV	🟢	• Submitted FDED on 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 20, 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	🟢	• Submitted FDEL on 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	🟢	• Submitted FDEL on October 12, 2021
60	**CalWIN Implementation –** Assessment of CalWIN Business Process Reengineering (BPR) Plan	🟢	• Submitted comments for initial DDEL CalWIN BPR Plan on October 15, 2021 • 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 and Feedback discussions with DHCS and OSI
► Participated in daily CalSAWS Post-Deployment Project and County Stakeholders calls
► Participated in daily Executive CalSAWS Post-Deployment Checkpoints
► Facilitated CalSAWS Consortium County Validation Framework (CCCVF) Strike Team County session on October 12, 2021
► Facilitated UAT Internal Retrospective session on October 12, 2021
► Facilitated RM RCM & CCCVF Strike Team update on October 13, 2021
► Presented QA update for the monthly CalSAWS IT Report meeting on October 13, 2021
► Participated in Release 21.11 Green Light Process Orientation on October 14, 2021
► Participated in CCCVF Portal Directory planning session on October 14, 2021
► Facilitated C-IV Conversion Retrospective session on October 14, 2021
► Participated in CalSAWS IV&V/PMO Bi-Weekly meeting on October 15, 2021

1.2.2 Technical
► Participated in daily Purge Standup meetings on October 12, 13, and 15, 2021
► Participated in CalSAWS Weekly Tech meeting on October 12, 2021
► Participated in Local Security meeting on October 12, 2021
► Participated in DBCR/CTCR Review meetings on October 12 and 14, 2021
► Participated in CalSAWS Financial Operations meeting on October 12, 2021
► Participated in Technical CAB meeting on October 13, 2021
► Participated in Environment Management review on October 14, 2021
► Participated in Environment Planning and Design for Contact Center meeting on October 15, 2021
► Participated in Security Operations discussion on October 15, 2021
BenefitsCal
   o Participated in Application Transfer meetings on October 12 - 14, 2021
   o Participated in BenefitsCal/CalSAWS Joint Performance Testing meetings on October 12 - 14, 2021
   o Participated in BenefitsCal: IRT and Ad Hoc Reporting meeting on October 12, 2021
► Batch - Participated in Batch Performance checkpoint on October 13, 2021
► Central Print - Participated in Central Print Status meeting on October 11, 2021
► Analytics
   o Participated in Analytics Dashboard meetings on October 12 - 14, 2021
   o Participated in GeoCoding - 40 County discussion on October 13, 2021
   o Participated in Performance and Scalability meeting on October 13, 2021
   o Participated in weekly CalSAWS Analytics meeting on October 14, 2021
► Service Desk - Reviewed Help Desk dashboards for performance report

1.2.3   Imaging
► Participated in Imaging Migration Standup calls on October 12 and 14, 2021
► Participated in CalSAWS Imaging & Contact Center meeting on October 13, 2021
► Participated in weekly LA Document Migration Check-in meeting on October 14, 2021

► Attended SLA Meeting with Hyland and CalSAWS Executives on October 14, 2021

1.2.4 Functional
► M&O
  o Attended Committee meetings
  o Conducted SCR reviews
► Conversion
  o Monitored County observations on daily stakeholder calls
  o Attended CalWIN Conversion and Change Management meeting
  o Participated in the CDT and Cutover Retrospectives
  o Worked with delivery partners to prepare for next week's Retrospective
► General Assistance/General Relief (GA/GR)
  o Reviewed SCR Design documents and updates
  o Attended the weekly GA/GR status meeting
  o Monitored Portal requirements for CalWIN
► Task Management
  o Reviewed SCR Design documents
► Contact Center
  o Attended the weekly status meeting
  o Reviewed requirements to validate statuses
► Case Purge
  o Attended daily Stand-Up calls
  o Monitored Legacy Data System (LDS) progress
  o Performed validations of LDS conversion and DCRs

1.2.5 BenefitsCal
► Continued testing support for Release 1.1 Priority Release(s)
► Continued testing support for Release1.2
► Participated in Release 1.1 API Triage meeting
► Attended BenefitsCal M&O work plan review meeting
► Attended the weekly BenefitsCal/GetCalFresh meeting
► Attended the daily Post-Deployment Project Stakeholder calls
► Participated in the daily Production and M&O calls
► Participated in the CalSAWS/BenefitsCal Daily Interface Test Connect meeting
► Participated in the weekly status meeting
► Participated in the BenefitsCal Release 3: IRT and Ad Hoc Reporting Design meeting
► GetCalFresh (GCF)
  o 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~~ ~~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
  o 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
  o Continued test execution for high-impact 21.11 SCR's
  o Continuing SCR QA Review of System Test execution
  o Participated in the Integrated Test meeting on October 12, 2021
  o As of Week 7 in the 12-week testing cycle, the R21.11 status is as follows:
    • CalSAWS is currently 100% executed
    • The pass rate of the executed scenarios is at 84%

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	0% (0)	0% (0)	84% (310)	16% (60)	0% (0)
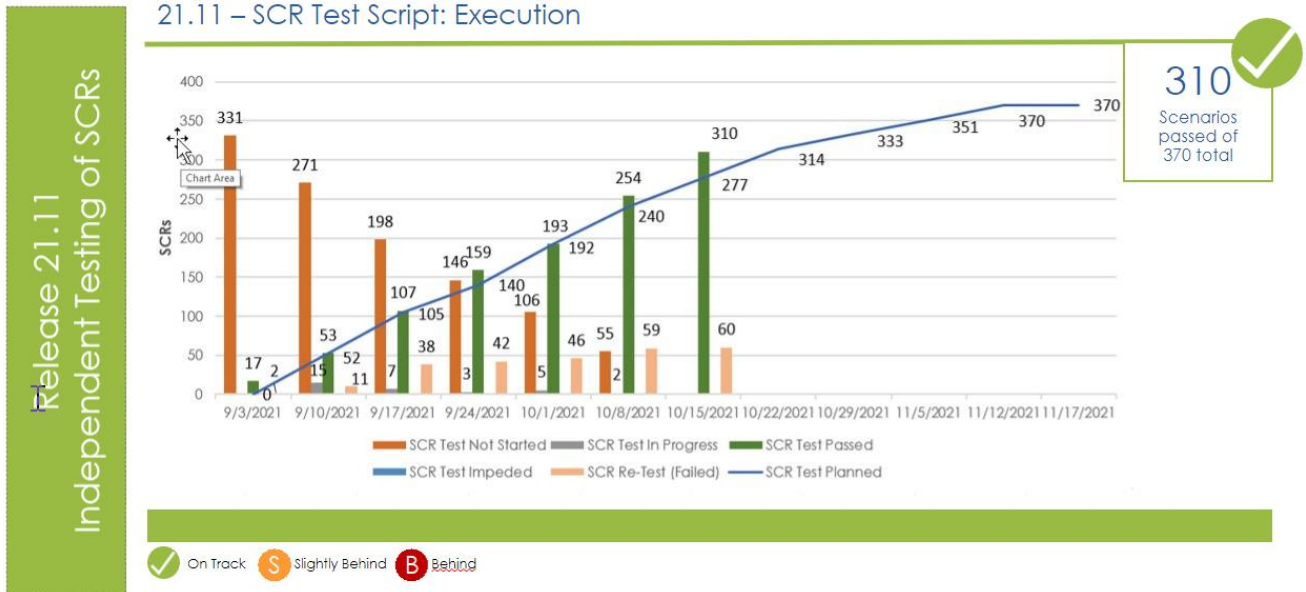
► Priority Release Activities for BenefitsCal Activities
  o Performed QA Review on a subset of test artifacts for Release R1.1.0.1
► Release 1.2 BenefitsCal Test Activities
  o Continued BenefitsCal Independent test execution in the UAT environment along with the UAT Participants
  o R1.2 is 100% executed
  o The pass rate of the executed scenarios is 90%
  o Two (2) severity-2 defects remain to be analyzed and delivered
  o The release is considered Behind Schedule as testing was to complete on September 24, 2021 and then extended to October 15, 2021.
  o The defect count from all test teams remains at:
    • R1.1 – 20 total Open defects (6 CalSAWS Partner related)

- No Severity 1-High/Non-Cosmetic Defects
- 2 – Severity 2-Normal/Medium Defects
- 13 – Severity 3-Low Defects
- 5 – Severity 4-Cosemetic Defects
- R1.2 - 34 total Open defects (4 CalSAWS Partner related)
  - No Severity 1-High/Non-Cosmetic Defects
  - 7 – Severity 2-Normal/Medium Defects
  - 22 – Severity 3-Low Defects
  - 5 – Severity 4-Cosmetic Defects

Table 1-8 - 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)	90% (27)	10% (3)	0% (0)
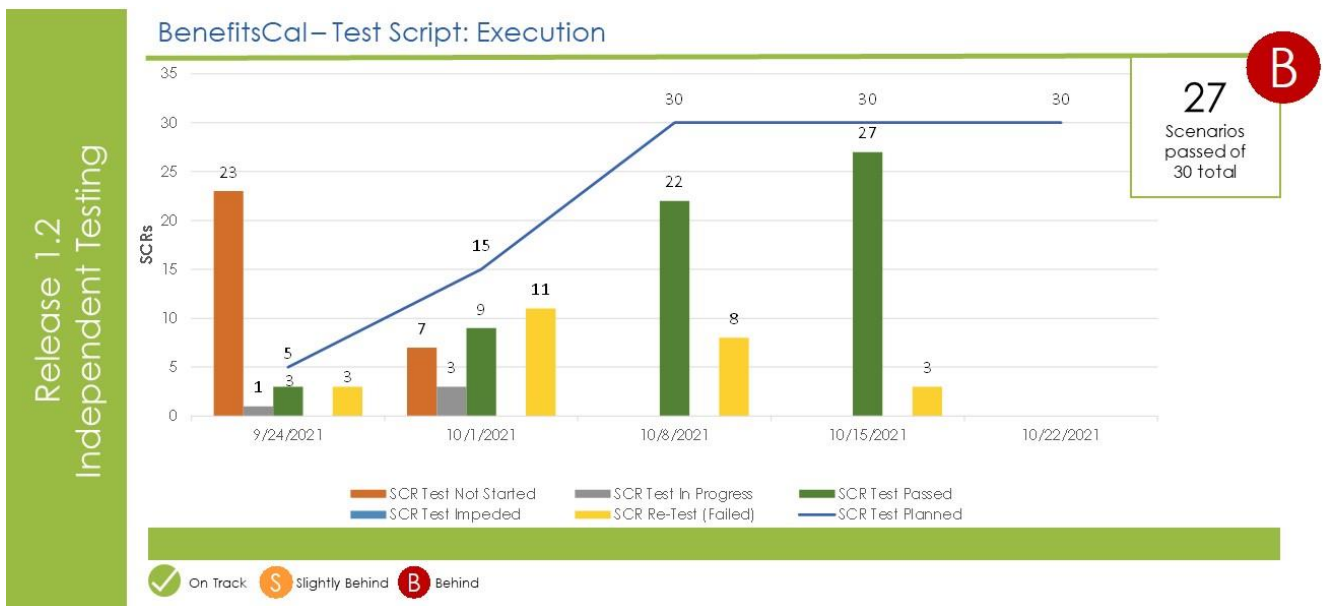
- ► Release 2.0 BenefitsCal Test Activities
  - o Completed Test Scenario development activities
  - o Participated in the BenefitsCal M&O Workplan walk-through meeting on October 11, 2021
- ► Other Consortium Support Test Activities
  - o Participated in the Post-Production deployment checkpoints, monitored, and provided test support for priority releases
  - o Participated in the CalWIN Converted Data Test (CDT) discussion meeting on October 12, 2021
  - o Participated in the UAT – Testing Improvement Session on October 12, 2021
  - o Participated in the Release 21.11 – Green Light Process Orientation meeting on October 14, 2021

- o Facilitated C-IV UAT Lessons Learned sessions with the Consortium and Accenture on October 14 and 15, 2021
- ► CalWIN UAT planning activities initiated
  - o Facilitated initial UAT CalWIN planning meeting with Consortium on October 12, 2021

1.2.7 Implementation
- ► C-IV Migration
  - o Participated in weekly touchpoints with QA, Implementation, Change Management, Training, Customer Engagement Management, Imaging, and TOSS teams
  - o Supported daily Post-Deployment Implementation/ Targeted On-Site Support (TOSS) Touchpoints
  - o Supported daily Post-Deployment Project and County Stakeholder calls
  - o Supported daily Regional Touchpoints for (TOSS), Regional Managers, and Counties
  - o Participated in daily Regional Functional Sessions – Targeted Discussions for Imaging, Correspondence, Fiscal
  - o Traveled to Mariposa, Kern, and Tehama County offices to conduct Post-Deployment County support
  - o Provided Imperial, Inyo, Kings, Madera, Merced, San Joaquin, and Stanislaus counties virtual Post-Deployment County support
  - o Participated in T+3 Week Post Go-Live CalSAWS User Survey Change Readiness Planning activities
  - o Planned for remaining Implementation support activities for C-IV counties
  - o Planned for C-IV Migration Team Retrospectives – Implementation, Change, Training
- ► CalWIN Implementation Support Services (ISS)
  - o Participated in Master Training Plan DDED discussion on October 11, 2021
  - o Participated in CalWIN ISS Management meetings October 12 and 13, 2021
  - o Participate in the weekly CalWIN ISS OCM Leads meeting
  - o Conducted Deloitte DEL 04 – CalWIN ISS Business Process Reengineering Plan QA Debrief for Consortium reviewers on October 12, 2021
  - o Participated in Santa Barbara Q&A sessions on October 12 and 14, 2021
- ► Release Management
  - o Completed 21.11 Training SCR verification
  - o Created Green Light deck structure for LA Imaging and BenefitsCal Go-Live
- ► Special Projects - Supported the IDEA ERG (Black, LatinX, AAPI) Survey

1.2.8 OCAT
- ► Continued review of Cambria DEL #13 OCAT Performance Verification Report and Final Acceptance DDEL
- ► Participated in OCAT Operation and Release Management meeting on October 13, 2021

1.3   Activities for the Next Reporting Period

1.3.1   Project Management
► Continue support of ORR response
► 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
► Participate in CalSAWS Section Directors' meeting on October 19, 2021
► Facilitate C-IV Migration Implementation Retrospective session on October 20, 2021
► Facilitate C-IV Migration Training Retrospective session on October 20, 2021
► Participate in CalSAWS Project Steering Committee on October 21, 2021
► Facilitate C-IV Conversion Retrospective session on October 21, 2021

1.3.2   Technical
► Participate in daily Purge Standup meetings on October 18 – 22, 2021
► Participate in Follow-up Green light discussion on October 18, 2021
► Participate in weekly CloudCheckr meetings on October 18, 2021
► Participate in CalSAWS Weekly Tech meeting on October 18, 2021
► Participate in SCRB on October 19, 2021
► Participate in DBCR/CTCR Review meetings on October 19 and 21, 2021
► Participate in CalSAWS Financial Operations meeting on October 19, 2021
► Participate in Technical CAB meeting on October 20, 2021
► Participate in CalSAWS Monthly API meeting on October 20, 2021
► Participate in Security Committee meeting on October 21, 2021
► Participate in Environment Integration Management review on October 21, 2021
► Participate in Security Operations discussion
   BenefitsCal
      ○ Participate in Application Transfer meetings on October 18 - 21, 2021
      ○ Participate in Transaction discussions on October 18 - 21, 2021
► Batch - Participate in Batch Performance checkpoint on October 20, 2021
► Central Print - Participate in Central Print Status meeting on October 18, 2021
► Analytics
      ○ Review the Re-Platformed LA in GeoCoding dashboard on October 18, 2021
      ○ Participate in Analytics Dashboard meeting on October 19 - 20, 2021
      ○ Participate in weekly CalSAWS Analytics meeting on October 21, 2021
► Service Desk - Review Help Desk dashboards for performance report

1.3.3   Imaging
► Participate in Imaging Migration Standup calls on October 19 and 21, 2021
► Participate in CalSAWS Imaging Committee Meeting on October 21, 2021
► Participate in weekly LA Document Migration meeting on October 21, 2021

1.3.4   Functional
► Attend the Application Development Leads meeting
► Review M&O SCRs
► Support Stakeholder Post Go Live calls

► Conversion
  o Attend CalWIN Testing Party
  o Participate in the 2nd Conversion Retrospective
  o Attend CalWIN Conversion meetings
► General Assistance/General Relief (GA/GR)
  o Review SCR designs in progress
  o Attend the 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 Closely implementation

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 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 daily CalSAWS/BenefitsCal Interface Test Connect meetings
► Participate in the weekly status meeting
► Collaborate with BenefitsCal and Consortium to resolve M&O Plan and SLA OWD comments

1.3.6 Test
► Release 21.11 Readiness
  o Continue QA Script execution reviews and test execution for high-impact 21.11 SCRs
  o Participate in the BenefitsCal UAT Release 2.0 planning meeting on October 11, 2021
  o Participate in the Integrated Test meeting on October 19, 2021
  o Participate in the Test Touchpoint meeting on October 20, 2021
► Priority Release Activities for BenefitsCal Activities
  o Performed QA Review on a subset of test artifacts for Release R1.2.0.1
► Release 1.2 BenefitsCal Test Activities
  o Continue BenefitsCal Independent test execution and defect retesting
► Release 2.0 BenefitsCal Test Activities
  o Begin test script execution
  o Participate in the BenefitsCal M&O Workplan walk-through meeting on October 20, 2021
► Other Consortium Support Test Activities
  o Participate in the Post-Production deployment checkpoints, monitored, and provided test support for priority releases
  o Participate in the Release When Ready (RWR) meeting on October 18, 2021

- o Participate in the Release 21.11 Green Light Process meeting on October 18, 2021
- o Attend the CalSAWS Project Steering Committee (PSC) Meeting
► CalWIN UAT planning activities initiated
  - o Facilitate a UAT CalWIN planning meeting with the Consortium UAT Managers on October 18, 2021
  - o Discuss UAT integrated environment with Consortium UAT managers, and Accenture on October 20, 2021
  - o Conduct a CalWIN UAT planning meeting with Consortium UAT managers, Consortium Training manager and Deloitte to review CalWIN Training approach on October 21, 2021

1.3.7 Implementation
► C-IV Migration
  - o Support daily Post-Deployment Implementation/TOSS Touchpoints
  - o Support daily Post-Deployment Project and County Stakeholder calls
  - o Support daily Regional Touchpoints for Targeted On-Site Support (TOSS), Regional Managers, and Counties
  - o Participate in daily Regional Functional Sessions – Targeted Discussions for Imaging, Correspondence, Fiscal
  - o Travel to Colusa, Glenn, and Kern County offices to conduct Post-Deployment County Support
  - o Provide Imperial, Inyo, Kings, Madera, Mariposa, Merced, San Joaquin, and Stanislaus counties virtual Post-Deployment County support
  - o Participate in Post Go-Live CalSAWS User Survey Change Readiness Planning activities
  - o Plan for remaining Implementation support activities for C-IV counties
  - o Refine County Communication Plan for C-IV Counties
  - o Conduct C-IV Migration team Retrospectives – Implementation and Training
► CalWIN Implementation Support Services (ISS)
  - o Participate in twice-weekly CalWIN ISS Management meetings
  - o Participate in weekly CalWIN ISS OCM Leads meeting
  - o Participate in monthly CalWIN Implementation Support Services - Stand-up meeting
  - o Participate in weekly CalWIN Conversion and Change Management meeting
  - o Review QA Comments submitted for DDEL 04 – BPR Plan with Deloitte deliverable owner
  - o Conduct Deloitte DDEL 05 - OCM Plan QA debrief for Consortium reviewers on October 18, 2021
  - o Participate in Santa Barbara To-Be sessions on October 18 - 21, 2021
► Release Management
  - o Complete 21.11 Training SCR verification
  - o Create Green Light deck structure for LA Imaging and BenefitsCal Go-Live
► Special Projects - Support the IDEA ERG (Black, LatinX, AAPI) Survey

1.3.8 OCAT
► Participate in the monthly OCAT SLA Reporting review on October 18, 2021
► Present OCAT Final Acceptance QA update to Project Steering Committee on October 21, 2021

1.4   SCR Updates

This section summarizes Functional and Technical SCRs in QA review for the reporting period. The QA Team targets all Critical and High priority designs for review and other SCRs at the Consortium's direction. QA review includes review of designs, content revision, SPG Scorecard content and validation of scope changes. Testing activities are reported in the testing sections above.

Table 1-9 – Weekly SCR Updates

Release	SCRs in QA Review
21.07	7
21.11	1
22.01	4
22.03	2
22.06	1
RWR	1
Grand Total	**16**

1.5   Deviations from Plan/Adjustments

► None for the reporting period