



# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: October 18, 2021 to October 24,  
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		<ul style="list-style-type: none"> <li>Submit FDEL by November 5, 2021</li> </ul>
4.28	QA Work Plan - October 2021		<ul style="list-style-type: none"> <li>Submit FDEL by November 5, 2021</li> </ul>
7.28	QA Test Monthly Report – October 2021		<ul style="list-style-type: none"> <li>Submit FDEL by November 5, 2021</li> </ul>
10.04	Quarterly QA Security Report		<ul style="list-style-type: none"> <li>Approval received on October 22, 2021</li> </ul>
12.28	Assessment of CalSAWS Migration Work Plan Update – October 2021		<ul style="list-style-type: none"> <li>Submitted FDEL on October 19, 2021</li> <li>Approval expected by October 27, 2021</li> </ul>
43	Assessment of CalSAWS Requirements Traceability Matrix - Update 8		<ul style="list-style-type: none"> <li>Submit FDEL by October 28, 2021</li> </ul>
45	Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV		<ul style="list-style-type: none"> <li>FDED approved on October 20, 2021</li> <li>Submit DDEL by December 7, 2021</li> </ul>
70	Assessment of CalWIN/CalSAWS Master Conversion Plan - Update 2		<ul style="list-style-type: none"> <li>Submit DDEL by November 16, 2021</li> </ul>

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
12	<b>OCAT</b> – QA Assessment of OCAT Performance Verification Report & Final Acceptance		<ul style="list-style-type: none"> <li>Submitted DDEL on October 20, 2021</li> <li>Submit FDEL by November 1, 2021</li> </ul>

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

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Table 1-3 – Overall Summary of BenefitsCal Deliverable Status



DEL #	DELIVERABLE NAME		STATUS
3.14	<b>BenefitsCal</b> – Assessment of Portal/Mobile App Work Plan Update – October 2021		<ul style="list-style-type: none"> <li>• Submit FDEL by November 12, 2021</li> </ul>
4.04	<b>BenefitsCal</b> – Assessment of Portal/Mobile App Requirements Traceability Matrix: Updates – Following Final Acceptance		<ul style="list-style-type: none"> <li>• Submit DDEL by February 11, 2022</li> </ul>

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







DEL #	DELIVERABLE NAME		STATUS
59.10	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Migration Work Plan Update – October 2021		<ul style="list-style-type: none"> <li>• Submit FDEL by November 12, 2021</li> </ul>
60	<b>CalWIN Implementation</b> – Assessment of CalWIN Business Process Reengineering (BPR) Plan		<ul style="list-style-type: none"> <li>• Submit comments for Wave 1 BPR Plans by December 13, 2021</li> </ul>
61	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan		<ul style="list-style-type: none"> <li>• Submit DDEL by November 2, 2021</li> </ul>
62	<b>CalWIN Implementation</b> – Assessment of CalWIN Master Training Plan and Monthly Updates		<ul style="list-style-type: none"> <li>• Submit DDED by November 12, 2021</li> </ul>
63	<b>CalWIN Implementation</b> – Assessment of County-Specific Training Plans		<ul style="list-style-type: none"> <li>• Submit DDED by November 12, 2021</li> </ul>

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

DEL #	DELIVERABLE NAME		STATUS
OWD	<b>Central Print</b> - System Security Plan		<ul style="list-style-type: none"> <li>• Review in progress; pending final submission date</li> </ul>

[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
- ▶ Participated in daily CalSAWS Post-Deployment Project and County Stakeholders calls
- ▶ Participated in daily Executive CalSAWS Post-Deployment Checkpoints
- ▶ Participated in Touchpoint Meeting - FDEL #63 - CalSAWS Migration Work Plan Update #30 on October 18, 2021
- ▶ Participated in CalSAWS Section Directors' meeting on October 19, 2021
- ▶ Facilitated C-IV Migration Implementation Retrospective session on October 20, 2021
- ▶ Facilitated C-IV Migration Training Retrospective session on October 20, 2021
- ▶ Participated in CalSAWS Project Steering Committee on October 21, 2021
- ▶ Facilitated C-IV Conversion Retrospective session on October 21, 2021

### **1.2.2 Technical**

- ▶ Participated in daily Case Purge Standup meetings on October 18 – 22, 2021
- ▶ Participated in Green Light discussion on October 18, 2021
- ▶ Participated in weekly CloudCheckr meeting on October 18, 2021
- ▶ Participated in CalSAWS Post-Deployment County calls on October 18 – 22, 2021
- ▶ Participated in weekly CalSAWS Tech meeting on October 18, 2021
- ▶ Participated in monthly OCAT SLA Reporting review on October 18, 2021
- ▶ Participated in SCRB on October 19, 2021
- ▶ Participated in DBCR/CTCR Review meetings on October 19 and 21, 2021
- ▶ Participated in CalSAWS Financial Operations meeting on October 19, 2021
- ▶ Participated in Technical CAB meeting on October 20, 2021
- ▶ Participated in monthly CalSAWS meeting on October 20, 2021
- ▶ Participated in Security Committee meeting on October 21, 2021
- ▶ Participated in Security Incident Template discussion on October 22, 2021
- ▶ BenefitsCal
  - Participated in Application Transfer meetings on October 18 - 21, 2021
  - Participated in Transaction discussions on October 18 - 21, 2021
- ▶ Batch
  - Participated in Batch Performance check point on October 20, 2021
  - Participated in Central Print Status meeting on October 18, 2021
- ▶ Analytics
  - Participated in the Re-Platformed LA in Geo Coding Dashboard Review meeting on October 18, 2021
  - Participated in Analytics Dashboard meeting on October 19 - 20, 2021
  - Participated in weekly CalSAWS Analytics meeting on October 21, 2021
- ▶ Service Desk - Reviewed Help Desk dashboards for performance report

### **1.2.3 Imaging**

- ▶ Participated in Imaging Migration Standup calls on October 19 and 21, 2021
- ▶ Participated in CalSAWS Imaging Committee meeting on October 21, 2021
- ▶ Participated in weekly LA Document Migration Check-in meeting on October 21, 2021

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### 1.2.4 Functional

- ▶ M&O
  - Attended Committee meetings
  - Conducted SCR reviews
- ▶ Conversion
  - Supported CalWIN Golden Data Set planning for CDT, UAT and County Validation
  - Supported targeted CalWIN Mapping discussions on income and resources
  - Attended CalWIN Conversion and Change Management meeting
  - Participated in the Mock Conversion and County Validation Retrospectives
  - Participated in the CalWIN Conversion System Test of Golden Data Set (GDS) #2
- ▶ General Assistance/General Relief (GA/GR)
  - Reviewed SCR Design documents and updates
  - Attended the weekly GA/GR status meeting
  - Monitored Portal requirements for CalWIN
  - Reviewed test case mapping from Gainwell
- ▶ Task Management
  - Reviewed SCR Design documents
- ▶ Contact Center
  - Attended the weekly status meeting
  - Reviewed requirements to validate statuses
  - Discussed testing approach for future releases
- ▶ Case Purge
  - Attended daily Stand-Up calls
  - Monitored Legacy Data System (LDS) progress
  - Performed validations of LDS conversion and DCRs

### 1.2.5 BenefitsCal

- ▶ Continued testing support for Release 1.1 Priority Releases
- ▶ Continued testing support for Release 1.2
- ▶ Participated in Release 1.1 API Triage
- ▶ 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 daily CalSAWS/BenefitsCal Interface Test Connect meetings
- ▶ Participated in the weekly status meeting
- ▶ Collaborated with BenefitsCal and Consortium to resolve M&O Plan and SLA OWD comments
- ▶ GetCalFresh (GCF)
  - Milestone activities for Releases 1.1 and 1.2 completed
  - A solution was identified to facilitate CBO document upload based on BenefitsCal Application Number

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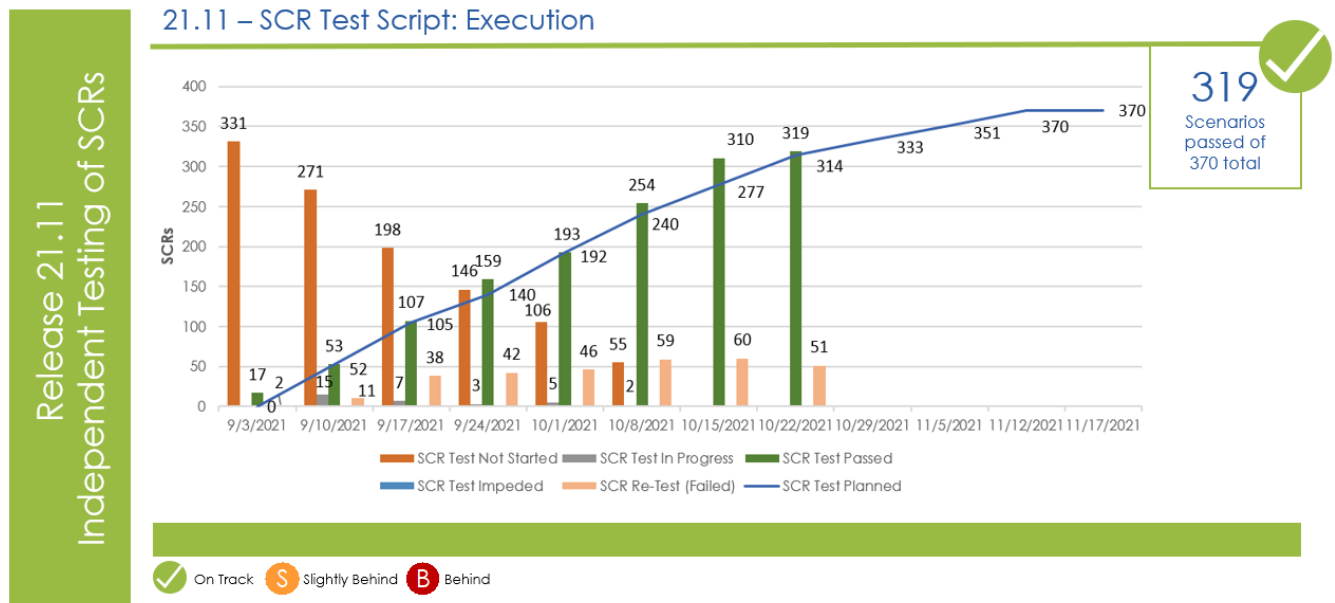
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## 1.2.6 Test

- ▶ Release 21.11
  - Identified Release 21.11 Independent Testing scope as follows:
    - Ten (10) SCR's for Independent Testing
    - Fourteen (14) SCR's for QA Review of System Test results
  - Continued test execution for high-impact 21.11 SCR's
  - Continuing SCR QA Review of System Test execution
  - Participated in the Integrated Test meeting on October 19, 2021
  - As of Week 8 in the 12-week testing cycle, the Release 21.11 status is as follows:
    - CalSAWS is currently 100% executed
    - The pass rate of the executed scenarios is at 86%

Table 1-6 - 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)	86% (319)	14% (51)	0% (0)



- ▶ Priority Release Activities for BenefitsCal Activities
  - Performed QA Review on a subset of test artifacts for Release 1.1.0.2
- ▶ Release 1.2 BenefitsCal Test Activities
  - Completed BenefitsCal Independent test execution in the UAT environment
  - Release 1.2 is 100% executed
  - The pass rate of the executed scenarios is 93%
  - One (1) severity-2 and one (1) severity-3 defect remain to be prioritized and delivered through the M&O release process

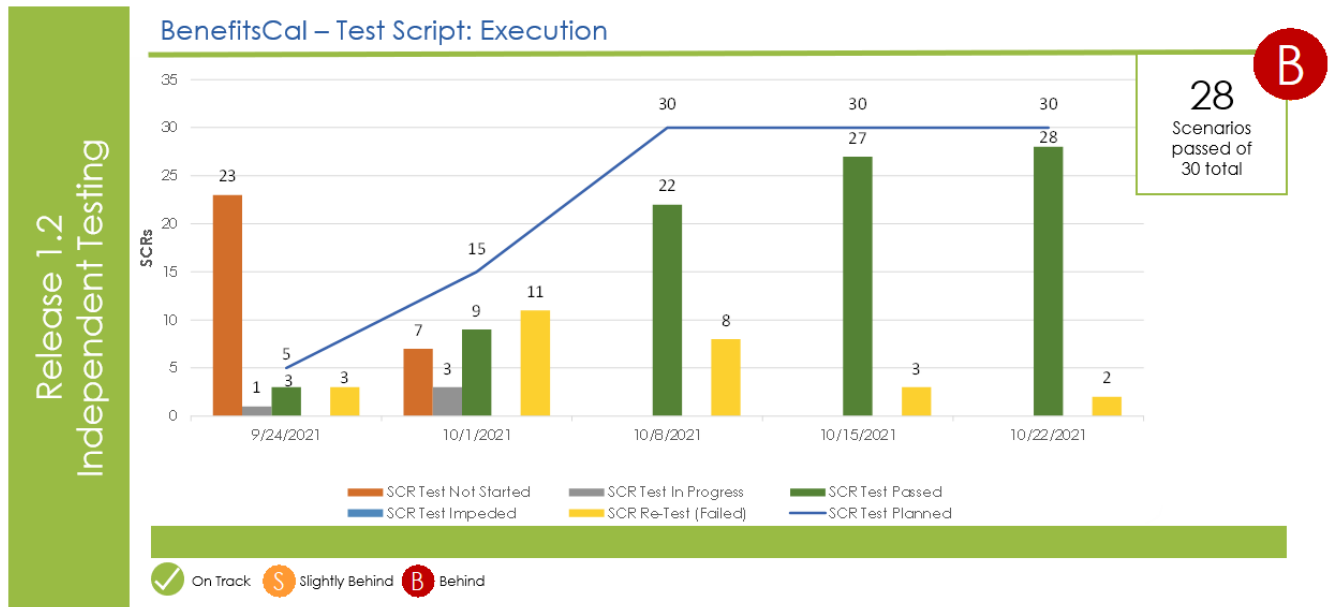
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Table 1-7 - BenefitsCal 1.2 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Release 1.2)	30	0% (0)	0% (0)	93% (28)	7% (2)	0% (0)



- ▶ Release 2.0 BenefitsCal Test Activities
  - Testing activities will start on November 1, 2021 when UAT begins
  - Participated in the BenefitsCal M&O Workplan walk-through meeting on October 20, 2021
- ▶ Other Consortium Support Test Activities
  - Participated in the Post-Production deployment checkpoints, monitored, and provided test support for priority releases
  - Participated in the CalSAWS State and Fiscal reports meeting on October 21, 2021
  - Participated in a Green Light Process meeting on October 18, 2021
  - Participated in a Release Management multi-vendor approach meeting with the Consortium on October 20, 2021
  - Participated in the System, Independent, and Regression Test retrospective meeting on October 21, 2021
- ▶ CalWIN UAT
  - Facilitated CalWIN UAT planning with Consortium on October 18 - 20, 2021
  - Discussed UAT integrated environment with Consortium UAT managers, and Accenture on October 19, 2021
  - Reviewed CalWIN Training approach with Consortium UAT managers, Consortium Training manager and Deloitte on October 19, 2021

## 1.2.7 Implementation

- ▶ C-IV Migration
  - Supported daily Post-Deployment Implementation/TOSS Touchpoints



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- 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
- Conducted Post-Deployment County support in Colusa and Glenn County
- Provided virtual Post-Deployment County support to Imperial, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, and Stanislaus counties
- Sent out the T+3 Week Post Go-Live CalSAWS User Survey to C-IV county staff
- Planned remaining Implementation support activities for C-IV counties, and refined the overall tracker and Action Plans with Consortium and Accenture
- Conducted C-IV Migration team Retrospectives – Implementation and Training
- ▶ CalWIN Implementation Support Services (ISS)
  - Participated in twice-weekly CalWIN ISS Management meetings
  - Participated in weekly CalWIN ISS OCM Leads meeting
  - Participated in CalWIN Implementation Support Services - Stand-up meeting
  - Participated in Santa Barbara To-Be sessions
  - Participated in weekly CalWIN Conversion and Change Management meeting
  - Supported the monthly CalWIN Training Advisory Council meeting
  - Prepared for monthly OPAC meeting
  - Provided responses to Foster Care Questions from Wave 1 County Demonstrations
  - Reviewed and submitted comments on Tulare To-Be Process Maps
  - Discussed resolutions to QA comments for DDEL 05 – OCM Plan and DDEL 04 – BPR Plan with Deloitte deliverable owners
  - Conducted Deloitte DDEL 05 - OCM Plan QA debrief on October 18, 2021
  - Participated in Santa Barbara To-Be sessions on October 18 - 21, 2021
- ▶ Release Management
  - Continued Release 21.11 Training SCR verification
  - 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

- ▶ Participated in the monthly OCAT SLA Reporting review on October 18, 2021
- ▶ Facilitated OCAT Final Acceptance Review with Consortium and Cambria executives on October 20, 2021
- ▶ Presented OCAT Final Acceptance QA update to the Project Steering Committee on October 21, 2021

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### 1.3 Activities for the Next Reporting Period

#### 1.3.1 Project Management

- ▶ Continue support of ORR response
- ▶ Continue to 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 Release 21.11 Integrated Readiness - T-4 meeting on October 25, 2021
- ▶ Attend Region 4 Management Site Visit Planning meeting on October 26, 2021
- ▶ Participate in walk through of Release 21.11 Green Light deck for BenefitsCal 2.0 on October 28, 2021
- ▶ Participated in CalSAWS IV&V/PMO meeting on October 29, 2021

#### 1.3.2 Technical

- ▶ Participate in daily Purge Standup meetings on October 25 – 29, 2021
- ▶ Participate in Project Readiness Integrated on October 25, 2021
- ▶ Participate in weekly CloudCheckr meetings on October 25, 2021
- ▶ Participate in CalSAWS Weekly Tech meeting on October 25, 2021
- ▶ Participate in DBCR/CTCR Review meetings on October 26 and 28, 2021
- ▶ Participate in CalSAWS Financial Operations meeting on October 26, 2021
- ▶ Participate in Technical CAB meeting on October 26, 2021
- ▶ Participate in Environment Integration Management review on October 28, 2021
- ▶ Participate in Security Operations discussion on October 29, 2021
- ▶ BenefitsCal
  - Participate in Application Transfer meetings on October 25 - 29, 2021
  - Participate in daily Operations and M&O calls on October 25 - 29, 2021
- ▶ Participate in Batch Performance checkpoint on October 25, 2021
- ▶ Participate in Central Print Status meeting on October 25, 2021
- ▶ Participate in Contact Center training plan meeting on October 26, 2021
- ▶ Analytics
  - Facilitate CalSAWS Analytics SLA Working session on October 26, 2021
  - Participate in Analytics Dashboard meeting on October 26, 27, 28, 2021
  - Participate in weekly CalSAWS Analytics meeting on October 28, 2021
- ▶ Service Desk
  - Participate in ServiceNow Process Improvement meeting on October 28, 2021

#### 1.3.3 Imaging

- ▶ Participate in Imaging Migration Standup calls on October 26 and 28, 2021
- ▶ Participate in CalSAWS Imaging and Contact Center Projects Joint Status meeting on October 27, 2021
- ▶ Participate in weekly LA Document Migration meeting on October 28, 2021

#### 1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Review M&O SCRs
- ▶ Support Stakeholder Post Go Live calls

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- ▶ Conversion
  - Attend CalWIN Testing Party
  - Attend CalWIN Conversion meetings
  - Attend ongoing income and resource discussions
- ▶ General Assistance/General Relief (GA/GR)
  - Review SCR designs in progress
  - Attend the weekly GA/GR meeting
  - Monitor testing activities for Accenture and Gainwell
- ▶ Task Management
  - Review Design documents
- ▶ Contact Center
  - Review SCRs and attend scheduled meetings
- ▶ Case Purge
  - Attend daily stand-up meetings
  - Closely monitor LDS implementation

### 1.3.5 BenefitsCal

- ▶ Continue testing support for Release 1.2 Priority Release(s)
- ▶ Continue testing support for Release 2.0
- ▶ Participate in Release 1.2 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
  - Continue QA Test Script reviews and execution for high-impact 21.11 SCRs
  - Participate in the Integrated Test meeting on October 26, 2021
  - Participate in the Test Touchpoint meeting on October 27, 2021
  - Participate in the Project Integrated Readiness for T-4 on October 25, 2021
- ▶ Priority Release Activities for BenefitsCal Activities - Perform QA Review on a subset of test artifacts for Release 1.2.0.1
- ▶ Release 1.2 BenefitsCal Test Activities - Continue BenefitsCal Independent test execution and defect retesting
- ▶ Release 2.0 BenefitsCal Test Activities
  - Testing activities will start on November 1, 2021 when UAT begins
  - Review the New BenefitsCal Dashboards
- ▶ Other Consortium Support Test Activities
  - Participate in the Post-Production deployment checkpoints, monitored, and provided test support for priority releases
  - Participate in the Release When Ready (RWR) meeting on October 25, 2021
  - Participate in CalSAWS Migration – State and Fiscal Reports meetings on October 26 and October 28, 2021

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- ▶ CalWIN UAT
  - Facilitate CalWIN UAT planning meetings with the Consortium UAT Managers on October 25 and 27, 2021
  - Discuss an Integrated UAT environment with Consortium and BenefitsCal on October 25, 2021
  - Facilitate the CalWIN UAT Imaging Admin timeline meeting with Consortium UAT managers, and Accenture on October 27, 2021
  - Facilitate a CalWIN UAT Remote access solution discussion with Consortium UAT managers, and Accenture on October 28, 2021

### 1.3.7 Implementation

- ▶ C-IV Migration
  - 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 Regional Functional Sessions – Targeted Discussions
  - Conduct Post-Deployment county support in Tehama County
  - Provide virtual Post-Deployment County support to Imperial, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, and Stanislaus counties
  - Support Post Go-Live CalSAWS User Survey for C-IV county staff
  - Plan remaining Implementation support activities for C-IV counties, and refine the overall tracker and Action Plans with Consortium and Accenture
  - Conduct C-IV Migration team Retrospective – Change Management
  - Participate in monthly LA County Imaging CNC meeting
- ▶ CalWIN Implementation Support Services (ISS)
  - Participate in twice-weekly CalWIN ISS Management meetings
  - Participate in weekly CalWIN ISS OCM Leads meeting
  - Participate in weekly CalWIN Conversion and Change Management meeting
  - Participate in monthly OPAC meeting
  - Participate in monthly CalWIN ISS OCM POC meeting
  - Participate in biweekly CalWIN Project Update meeting
  - Participate in security discussion for CalWIN counties
  - Review QA Comments submitted for DDEL 04 – BPR Plan with Deloitte
  - Conduct Deloitte DDEL 05 - OCM Plan QA debrief for Consortium reviewers on October 18, 2021
  - Participate in Santa Barbara To-Be sessions on October 25 - 28, 2021
  - Participate in Santa Barbara To-Be BPR session debriefs October 26 – 28, 2021
- ▶ Release Management
  - Complete 21.11 Training SCR verification
  - Create Green Light deck structure for LA Imaging and BenefitsCal Go-Live
- ▶ Special Projects - Support the IDEA ERG (Black, LatinX, AAPI) Survey

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### 1.3.8 OCAT

- ▶ Continue development on QA Assessment of OCAT Final Acceptance FDEL
- ▶ Participate in the monthly OCAT Operations and Release Management meeting on October 27, 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 1-8 – Weekly SCR Updates

Release	SCRs in QA Review
21.07	6
21.11	1
22.01	2
22.02	1
22.03	3
TBD	1
RWR	2
<b>Grand Total</b>	<b>16</b>

### 1.5 Deviations from Plan/Adjustments

- ▶ None for the reporting period