



CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: November 15, 2021 to November
21, 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
3.29	QA Monthly Status Report – November 2021		<ul style="list-style-type: none"> Submit FDEL by December 3, 2021
4.29	QA Work Plan - November 2021		<ul style="list-style-type: none"> Submit FDEL by December 3, 2021
7.29	QA Test Monthly Report – November 2021		<ul style="list-style-type: none"> Submit FDEL by December 3, 2021
10.05	Quarterly QA Security Report		<ul style="list-style-type: none"> Submit DDEL by December 30, 2021
12.29	Assessment of CalSAWS Migration Work Plan Update – November 2021		<ul style="list-style-type: none"> Submitted FDEL on November 19, 2021 Approval expected by December 1, 2021
44	Assessment of CalSAWS Requirements Traceability Matrix - Update 9		<ul style="list-style-type: none"> Submit DDEL by February 23, 2022
45	Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV		<ul style="list-style-type: none"> Submit DDEL by December 7, 2021
70	Assessment of CalWIN/CalSAWS Master Conversion Plan - Update 2		<ul style="list-style-type: none"> Submitted DDEL on November 17, 2021 Submit FDEL by November 30, 2021

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.13	OCAT - QA Monthly Status Report (OCAT) - November 2021		<ul style="list-style-type: none"> Submit FDEL by December 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

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Table 1-3 – Overall Summary of BenefitsCal Deliverable Status



DEL #	DELIVERABLE NAME		STATUS
3.14	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – October 2021		<ul style="list-style-type: none"> Submitted FDEL on November 15, 2021 Approval expected by November 23, 2021
4.04	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix: Updates – Following Final Acceptance		<ul style="list-style-type: none"> Submit DDEL by February 11, 2022

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







DEL #	DELIVERABLE NAME		STATUS
59.10	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – October 2021		<ul style="list-style-type: none"> Submitted FDEL on November 15, 2021 Approval expected by November 23, 2021
60	CalWIN Implementation – Assessment of CalWIN Business Process Reengineering (BPR) Plan		<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> Submitted FDEL by November 16, 2021 Approval expected by November 22, 2021
62	CalWIN Implementation – Assessment of CalWIN Master Training Plan and Monthly Updates		<ul style="list-style-type: none"> Submit FDED by November 24, 2021
63	CalWIN Implementation – Assessment of County-Specific Training Plans		<ul style="list-style-type: none"> Submit FDED by November 24, 2021

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

DEL #	DELIVERABLE NAME		STATUS
OWD	Central Print - System Security Plan		<ul style="list-style-type: none"> 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
- ▶ Participated in CalSAWS Release 21.11 Integrated Readiness - T-1 meeting on November 15, 2021
- ▶ Participated in CalSAWS Section Directors' meeting on November 16, 2021
- ▶ Participated in CalSAWS Release 21.11 and BenefitsCal 2.0 Pre-Green Light review on November 16, 2021
- ▶ Presented findings and recommendations for Post-Deployment Imaging issues and recommendations at the November PSC and JPA on November 17 and 19, 2021
- ▶ Presented Retrospective Outcomes at the PSC and JPA meetings on November 17 and 19, 2021
- ▶ Participated in CalSAWS 21.11 and BenefitsCal 2.0 Green Light meeting on November 18, 2021
- ▶ Attended CalSAWS and BenefitsCal Release Planning meeting on November 19, 2021

1.2.2 Technical

- ▶ Participated in Project Readiness Integrated meetings on November 15 - 18, 2021
- ▶ Participated in weekly CloudCheckr meeting on November 15, 2021
- ▶ Participated in CalSAWS Integrated Tech meeting on November 16, 2021
- ▶ Participated in ForgeRock SAML integration ForgeRock meeting on November 16, 2021
- ▶ Participated in DBCR/CTCR Review meetings on November 16 and 18, 2021
- ▶ Participated in CalSAWS Financial Operations meeting on November 16, 2021
- ▶ Participated in daily Purge Standup meetings on November 17 and 18, 2021
- ▶ Participated in CalSAWS Virtual All Staff meeting on November 17, 2021
- ▶ Participated in LA County and CalSAWS Touchpoint on November 18, 2021
- ▶ Participated in Technical CAB meeting on November 17, 2021
- ▶ Participated in Environment Integration/Management Review on November 18, 2021
- ▶ BenefitsCal
 - Participated in daily Operations and M&O calls on November 15 - 19, 2021
 - Participated in BenefitsCal: Release 3.0 IRT Interface (API) Specification Walkthrough on November 16, 2021
 - Participated in Application Transfer meetings on November 18 - 19, 2021
- ▶ Batch - Participated in Batch SLA Reporting on November 17, 2021
- ▶ Central Print - Participated in Central Print Transition Meeting with LA DPSS, DCFS, Gainwell, Consortium on November 17, 2021
- ▶ Contact Center - Participated in Contact Center Test Automation - Cross team weekly call on November 17, 2021
- ▶ Analytics
 - Participated in Analytics weekly status on November 18, 2021
 - Facilitated Analytics Metrics Discussion on November 18, 2021

1.2.3 Imaging

- ▶ Participated in Hyland and CalSAWS October SLA meeting on November 15, 2021
- ▶ Tested RWR Defect for Imaging
- ▶ Participated in Imaging Migration Standup calls on November 16 and 18, 2021

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- ▶ Participated in Los Angeles County Offices Usage Patterns discussion on November 16, 2021
- ▶ Participated in San Bernardino Imaging Exception Queue Reports discussion on November 16, 2021
- ▶ Participated in weekly LA Document Migration meeting on November 18, 2021
- ▶ Participate in CalSAWS Imaging Committee meeting on November 18, 2021
- ▶ Participate in LA Imaging - Image Conversion into Production meeting on November 18, 2021

1.2.4 Functional

- ▶ M&O
 - Participated in the weekly Application Development Leads meeting on November 16, 2021
 - Participated in the bi-weekly SCRB meeting on November 16, 2021
 - Participated in the following Committee meetings
 - Foster Care Programs Committee meeting on November 16, 2021
 - Client Correspondence Committee meeting on November 18, 2021
 - Task Management Committee meeting on November 18, 2021
 - WTW Committee meeting on November 18, 2021
 - Participated in the Design Review sessions for the following SCRs
 - Fiscal: CA-205649
 - Client Correspondence: CA-226508, CA-235360
- ▶ Conversion
 - Supported targeted CalWIN Mapping discussions on income and resources
 - Attended CalWIN Conversion and Change Management meeting on November 16, 2021
 - Resolved outstanding comment on change order to extend contract end date
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents and updates
 - Attended the weekly GA/GR status meeting
 - Monitored Gainwell and Accenture testing activities
- ▶ Task Management
 - Reviewed 22.01 and 22.03 SCR Design documents
- ▶ Contact Center
 - Participated in San Bernardino CSC Support meeting on November 16, 2021
 - Participated in CalSAWS: IVR/Contact Center Committee meeting on November 17, 2021
 - Reviewed CC/IVR External Party Access and Telephonic Signature
 - Participated in weekly Contact Center Test Automation – Cross Team call on November 17, 2021
 - Participated in Cyara KX-sessions for IVR testing on November 16 and 18, 2021
 - Reviewed test cases for SCR CA-235268 – Update LEX Bot Synonyms
- ▶ Case Purge
 - Attended daily Stand-Up calls
 - Reviewed the draft of the CalSAWS Purge presentation
- ▶ SCR Reviews

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The following table 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 below.

Table 1-6 – Weekly SCR Updates

Release	SCRs in QA Review
RWR	2
21.07	5
21.11	2
22.01	6
22.02	1
22.03	3
22.05	1
22.09	1
TBD	1
Grand Total	22

1.2.5 BenefitsCal

- ▶ Continued testing support for Release 2.0 and Release 1.2 Priority Release(s)
- ▶ Participated in daily Release 1.2 API Triage meetings
- ▶ Participated in daily Production and M&O meetings
- ▶ Participated in daily CalSAWS/BenefitsCal Interface Test Connect meetings
- ▶ Attended the Post-Deployment Project Stakeholder calls
- ▶ Attended the weekly BenefitsCal/GetCalFresh meeting on November 16, 2021
- ▶ Participated in the weekly status meeting on November 17, 2021
- ▶ Reviewed the BenefitsCal CX Monthly Report
- ▶ Reviewed BenefitsCal Release 3 General System Design (GSD)
- ▶ GetCalFresh (GCF) - Attended the BenefitsCal/GetCalFresh SAR7 discussion on November 19, 2021

1.2.6 Test

- ▶ CalSAWS Release 21.11
 - Identified Release 21.11 Independent Testing scope as follows:
 - Eleven (11) SCRs for Independent Testing
 - Fifteen (15) SCRs for QA Review of System Test results
 - Participated in the Project Integrated Readiness for T-1 on November 15, 2021
 - Participated in the Integrated Test meeting on November 16, 2021
 - Attended the GA GR Weekly Testing Review meeting on November 16, 2021
 - Participated in 21.11 & 2.0 Pre-Green Light Review meeting on November 16, 2021
 - Participated in Green Light meeting on November 18, 2021
 - Release 21.11 status is as follows:
 - CalSAWS is currently 100% executed and 100% passed

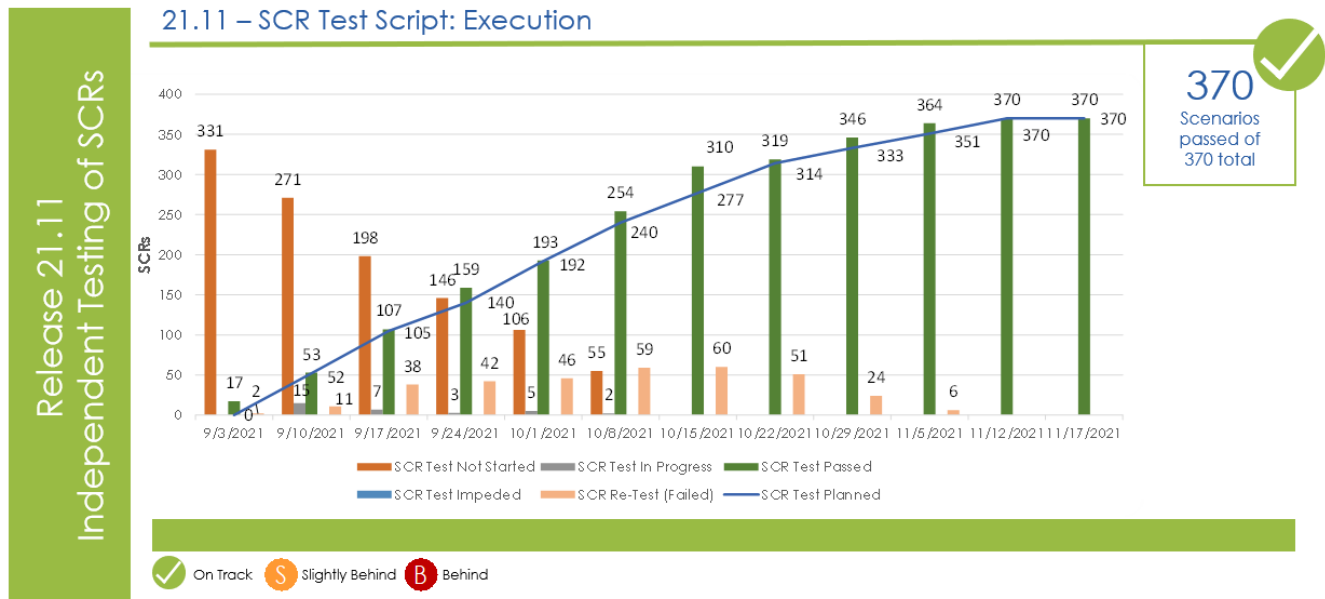
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Table 1-7 – 21.11 Independent Test Progress8

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.11 Release – ClearBest QA Independent Test Results	370	0% (0)	0% (0)	100% (370)	0% (0)	0% (0)



- ▶ CalSAWS Release 22.01
 - Completed and submitted 22.01 Scorecard to Consortium for review and approval.
 - Continued 22.01 test preparation
- ▶ CalSAWS Release 22.02
 - Completed and submitted 22.02 Scorecard to Consortium for review and approval.
 - Continued 22.02 test preparation
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Participated in the weekly CalWIN CDT (Consortium, QA, Accenture Managers) status meeting on November 16, 2021
 - Continued QA review of system test scenarios
 - Continued development of system test scenarios
- ▶ BenefitsCal Activities
 - Participated in the daily Operations and M&O calls on November 15 – 19, 2021
 - Participated in the daily Defects and Activities calls on November 15 – 19, 2021
 - Participated in the BenefitsCal Release 3.0 IRT Interface (API) Specification Walkthrough on November 16, 2021
 - Completed test execution activities for Release 2.0
 - BenefitsCal is currently 100% executed and 100% passed

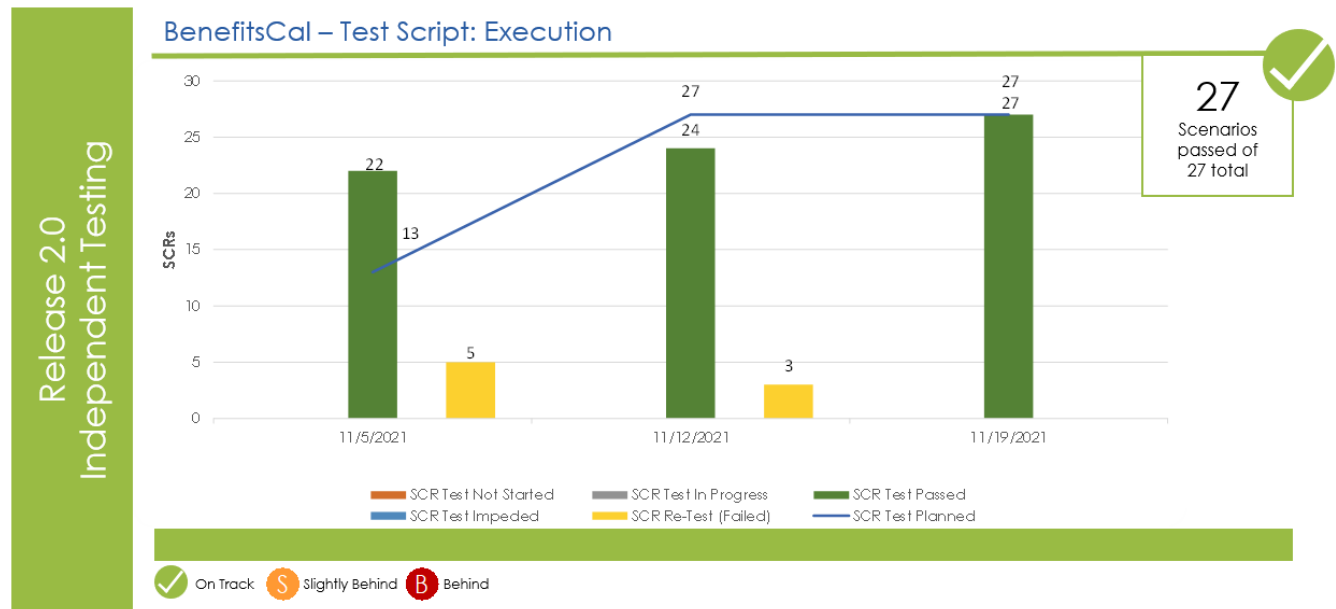
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Table 1-8 – BenefitsCal 2.0 Independent Test Progress⁹

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal R2.0 - ClearBest QA Independent Test Results	27	0% (0)	0% (0)	100% (27)	0% (0)	0% (0)



- ▶ Other Consortium Support Test Activities
 - Participated in the Post-Production deployment checkpoints, monitored, and provided test support for priority releases
 - Participated in the Release When Ready (RWR) meeting on November 15, 2021
 - Attended the Section Directors' meeting on November 16, 2021
 - Participated in CalSAWS Migration State and Fiscal Reports meeting on November 16, 2021
 - Attended the CalSAWS Project Steering Committee (PSC) meeting on November 17, 2021
- ▶ CalWIN UAT
 - Facilitated CalWIN UAT planning meetings with the Consortium UAT Managers on November 15 and 17, 2021
 - Participated in the CalWIN UAT Planning, Approach and Next Steps discussion with the RMs on November 15, 2021
 - Facilitated the Remote Access Discussion and Touchpoint meeting on November 18, 2021
 - Participated in the CalWIN UAT Planning discussion with Section Directors on November 18, 2021
 - Continued work on the CalSAWS UAT for CalWIN schedule to include milestones for recruitment, test scenario development, and execution activities
 - Continued work on the Test Scenario and Script development strategy and management approach for the Consortium

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- Continued work on the CalSAWS UAT for CalWIN CIT and CRFI for Test Scenario and Script development recruitment

1.2.7 Implementation

- ▶ C-IV Migration
 - Supported twice weekly Enhanced Post-Deployment Support County Stakeholder calls
 - Participated in weekly Training Touchpoint
 - Participated in Child Care Referral demonstration on November 16, 2021
 - Participated in DDEL #66 - CalSAWS Deployment Complete Milestone/Report - C-IV Walkthrough on November 16, 2021
 - Reviewed CalSAWS Imaging Guide – Coversheets and Separator Sheets
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in twice-weekly CalWIN ISS Management meetings
 - Participated in weekly CalWIN ISS OCM Leads meeting
 - Participated in weekly CalWIN Conversion and Change Management meeting
 - Support monthly Training Advisory Council (TAC) meeting
 - Participated in Orange To-Be sessions on November 15 - 19, 2021
 - Participated in Ventura To-Be sessions on November 15 - 18, 2021
 - Participated in daily To-Be debriefs with Orange and Ventura on November 16 -18, 2021
 - Participated in Customer Engagement/CalWIN ISS Planning meetings on November 15-16, and 18, 2021
 - Continued analyzing and refining To-Be process change impacts with Consortium and Deloitte OCM Leads
 - Participated in Santa Barbara To-Be BPR sessions and debriefs
 - Prepared for C-IV Migration Implementation, Change, and Training Retrospective Debrief with CalWIN ISS Team
 - Participated in TAC Agenda/Slide Deck Review meeting on November 16, 2021
- ▶ Release Management
 - Participated in T-1 Integrated Readiness Status meeting
 - Participated in 21.11 and 2.0 Pre-Green Light Review
 - Participated in CalSAWS Green Light - Release 21.11
- ▶ Special Projects - Supported the IDEA ERG (Black, LatinX, AAPI) Survey

1.2.8 OCAT

- ▶ Participated in OCAT ForgeRock Client Error Handling discussion on November 16, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Continue support of Operational Readiness Review (ORR) response
- ▶ Participate in CalSAWS IV&V/PMO meeting on November 22, 2021
- ▶ Participate in Executive CalSAWS 21.11 Post-Deployment Checkpoints on November 22 and 24, 2021
- ▶ Participate in CalSAWS 21.11 Post-Deployment calls on November 22 - 24, 2021
- ▶ Attend Imaging Migration Standup call on November 23, 2021

1.3.2 Technical

- ▶ Participate in weekly CloudCheckr meetings on November 22, 2021
- ▶ Participate in DBCR/CTCR Review meetings on November 23, 2021
- ▶ Participate in CalSAWS Financial Operations meeting on November 23, 2021
- ▶ Participate in Technical CAB meeting on November 24, 2021
- ▶ Participate in Monthly API User Group meeting on November 24, 2021
- ▶ Participate in Monthly Over 15 seconds report on November 24, 2021
- ▶ BenefitsCal
 - Participate in Application Transfer meetings on November 22 - 24, 2021
 - Participate in daily Operations and M&O calls on November 22 - 24, 2021

1.3.3 Imaging

- ▶ Participate in CalSAWS Imaging Checklist meeting on November 23, 2021

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Review SCR Design Documents
- ▶ Attend the monthly API User Group meeting
- ▶ Conversion
 - 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 and attend scheduled meetings
- ▶ Contact Center - Review SCRs and attend scheduled meetings
- ▶ Case Purge
 - Attend daily stand-up meetings
 - Track CalSAWS Purge sprint activities

1.3.5 BenefitsCal

- ▶ Continue testing support for Release 2.0 Priority Release(s)
- ▶ Participate in daily Release 2.0 API Triage meetings
- ▶ Participate in daily Production and M&O meetings
- ▶ Participate in daily CalSAWS/BenefitsCal Interface Test Connect meetings
- ▶ Attend the Post-Deployment Project Stakeholder calls

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- ▶ Collaborate with BenefitsCal and Consortium to resolve M&O Plan and SLA OWD comments

1.3.6 Test

- ▶ Receive approval for the 22.01 Independent Test scope as follows:
 - Sixteen (16) SCRs for Independent Testing
 - Twelve (12) SCRs for QA Review of System Test results
- ▶ Participate in the Integrated Test meeting on November 23, 2021
- ▶ Participate in the Test Touchpoint meeting on November 24, 2021
- ▶ Attend the GA/GR Weekly Testing Review meeting on November 23, 2021
- ▶ Attend the weekly System Test Status Call for GA/GR Project meetings on November 24, 2021
- ▶ Release 22.02
 - Continue test preparation
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Participate in the CalWIN CDT weekly status meeting on November 23, 2021
 - Continue QA Review of System Test scenarios
 - Continue development of test scenarios
- ▶ BenefitsCal Activities
 - Participate in the Operations and M&O daily calls November 22 – 24, 2021
 - Participate in the Defects and Activities daily calls November 22 – 24, 2021
- ▶ Other Consortium Support Test Activities
 - Monitor and provide test support for priority releases
 - Participate in the Release When Ready (RWR) meeting on November 22, 2021
- ▶ CalWIN UAT
 - Facilitate CalWIN UAT planning meetings on November 22 and 24, 2021
 - Facilitate a CalWIN UAT OPAC preparation meeting with Consortium UAT Managers, Consortium Test and Application Manager on November 22, 2021
 - Facilitate a meeting with Consortium UAT Managers, and Accenture on UAT Imaging preparation activities and timeline on November 22, 2021
 - Refine the Test Script development strategy and management approach
 - Continue to work on the CalSAWS UAT for CalWIN CIT and CRFI for Test Scenario and Script development recruitment

1.3.7 Implementation

- ▶ C-IV Migration
 - Support Enhanced Post-Deployment Support County Stakeholder calls
 - Participate in weekly Training Touchpoint
- ▶ 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 Orange and Ventura To-Be sessions on November 22 - 24, 2021
 - Review CalWIN ISS Implementation Workplan and provide comments
 - Review CalWIN County—Specific Workplan and provide comments
 - Continue analyzing and refining To-Be process change impacts with Consortium and Deloitte OCM Leads

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- Prepare for C-IV Migration Implementation, Change, and Training Retrospective Debrief with CalWIN ISS Team
- Participate in Orange County Draft Schedule & Training Roles Review on November 22, 2021
- Participate in IV&V Flows and Ancillary Systems Discussion with CalWIN ISS team on November 23, 2021
- ▶ Release Management
 - Participate in CalSAWS 21.11 Post-Release Checkpoint/Post-Deployment County Stakeholder Calls
- ▶ Special Projects - Support the IDEA ERG (Black, LatinX, AAPI) Survey

1.3.8 OCAT

- ▶ Attend meeting and reviews as scheduled

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period