



# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: November 22, 2021 to November  
28, 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"> <li>Submit FDEL by December 3, 2021</li> </ul>
4.29	QA Work Plan - November 2021		<ul style="list-style-type: none"> <li>Submit FDEL by December 3, 2021</li> </ul>
7.29	QA Test Monthly Report – November 2021		<ul style="list-style-type: none"> <li>Submit FDEL by December 3, 2021</li> </ul>
10.05	Quarterly QA Security Report		<ul style="list-style-type: none"> <li>Submit DDEL by December 30, 2021</li> </ul>
12.30	Assessment of CalSAWS Migration Work Plan Update – December 2021		<ul style="list-style-type: none"> <li>Submit FDEL by December 20, 2021</li> </ul>
44	Assessment of CalSAWS Requirements Traceability Matrix - Update 9		<ul style="list-style-type: none"> <li>Submit DDEL by February 23, 2022</li> </ul>
45	Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV		<ul style="list-style-type: none"> <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 FDEL by November 30, 2021</li> <li>Approval expected by December 6, 2021</li> </ul>

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.13	<b>OCAT</b> - QA Monthly Status Report (OCAT) - November 2021		<ul style="list-style-type: none"> <li>Submit FDEL by December 3, 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
3.15	<b>BenefitsCal</b> – Assessment of Portal/Mobile App Work Plan Update – November 2021		<ul style="list-style-type: none"> <li>• Submit FDEL by December 10, 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
59.11	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Migration Work Plan Update – November 2021		<ul style="list-style-type: none"> <li>• Submit FDEL by December 10, 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>• FDEL approval received on November 19, 2021</li> </ul>
62	<b>CalWIN Implementation</b> – Assessment of CalWIN Master Training Plan and Monthly Updates		<ul style="list-style-type: none"> <li>• Submitted FDED on November 24, 2021</li> <li>• FDED approval expected by December 2, 2021</li> </ul>
63	<b>CalWIN Implementation</b> – Assessment of County-Specific Training Plans		<ul style="list-style-type: none"> <li>• Submitted FDED on November 24, 2021</li> <li>• FDED approval expected by December 2, 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 CalSAWS IV&V/PMO meeting on November 22, 2021
- ▶ Participated in Executive CalSAWS 21.11 Post-Deployment call on November 22, 2021
- ▶ Participated in CalSAWS 21.11 Post-Release Checkpoints on November 22 - 24, 2021
- ▶ Attended Imaging Migration Standup call on November 23, 2021

### 1.2.2 Technical

- ▶ Participated in CalSAWS 21.11 Post Release meetings on November 22 - 24, 2021
- ▶ Participated in weekly CloudCheckr meetings on November 22, 2021
- ▶ Participated in DBCR/CTCR Review meetings on November 23, 2021
- ▶ Participated in CalSAWS Financial Operations meeting on November 23, 2021
- ▶ Participated in Technical CAB meeting on November 24, 2021
- ▶ Participated in Monthly API User Group meeting on November 24, 2021
- ▶ Participated in Monthly Over 15 seconds report on November 24, 2021
- ▶ Provided ClearBest CalSAWS M&O October Performance report on November 24, 2021
- ▶ BenefitsCal - Participated in Application Transfer meetings on November 22 and 23, 2021

### 1.2.3 Imaging

- ▶ Participated in CalSAWS Imaging Checklist meeting on November 23, 2021
- ▶ Participated in Imaging Migration Standup call on November 23, 2021

### 1.2.4 Functional

- ▶ M&O
  - Participated in Application Development Leads meeting on November 23, 2021
  - Participated in the monthly API User Group meeting on November 24, 2021
  - Participated in the Design discussion sessions for the following SCRs
    - Client Correspondence: CA-220188
    - Fiscal: CA-235654
    - Reports: CA-235589 and CA-235591
- ▶ General Assistance/General Relief (GA/GR)
  - Reviewed SCR Design documents and updates
  - Attended the weekly GA/GR status meeting
- ▶ Task Management
  - Participated in the Design discussions for the SCRs CA-214908 and CA-214918
  - Reviewed SCR CA-214903 (22.03) Design documents
- ▶ Contact Center
  - Reviewed test cases for SCR CA-235268 – Update LEX Bot Synonyms
- ▶ SCR Reviews

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.

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Table 1-6 – Weekly SCR Updates

Release	SCRs in QA Review
RWR	1
21.07	3
21.11	13
22.01	12
22.02	1
22.03	6
22.05	1
22.06	1
TBD	1
<b>Grand Total</b>	<b>39</b>

### 1.2.5 BenefitsCal

- ▶ Continued testing support for Release 2.0 Priority Release(s)
- ▶ Participated in daily Release 2.0 API Triage meetings
- ▶ Participated in daily Production and M&O meetings
- ▶ Participated in daily CalSAWS/BenefitsCal Interface Test Connect meetings
- ▶ Reviewed comment resolutions for monthly BenefitsCal Customer Experience Report

### 1.2.6 Test

- ▶ CalSAWS Release 22.01
  - Identified Release 22.01 Independent Testing scope and received approval from the Consortium on November 22, 2021 as follows:
    - Sixteen (16) SCRs for Independent Testing
    - Twelve (12) SCRs for QA Review of System Test results
  - Participated in the Integrated Test meeting on November 23, 2021
  - Attended the GA GR Weekly Testing Review meeting on November 23, 2021
  - Continued 22.01 test preparation activities
- ▶ CalSAWS Release 22.02
  - Identified Release 22.02 Independent Testing scope and received approval from the Consortium on November 17, 2021 as follows:
    - One (1) SCRs for Independent Testing
    - Zero (0) SCRs for QA Review of System Test results
  - SCR CA-231692 premise item moved out of this release into Release 22.03.
  - Continued 22.02 test preparation activities
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
  - Participated in the weekly CalWIN CDT (Consortium, QA, Accenture Managers) status meeting on November 23, 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 22 – 23, 2021
  - Participated in the daily Defects and Activities calls on November 22 – 23, 2021

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- ▶ Other Consortium Support Test Activities
  - Participated in the Post-Production deployment checkpoints, monitored, and provided test support for priority releases
  - Participated in the CalSAWS Consortium County Validation Framework (CCCVF) Pilot Preparation meeting on November 22, 2021
- ▶ CalWIN UAT
  - Facilitated a CalWIN UAT OPAC preparation meeting with Consortium UAT Managers, Consortium Test and Application Manager on November 22, 2021
  - Facilitated a UAT Imaging preparation activities and timeline meeting with Consortium UAT Managers and Accenture on November 22, 2021
  - Facilitated CalWIN UAT planning meetings with the Consortium UAT Managers on November 24, 2021
  - Refined the test script development strategy and management approach
  - Continued to 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 Enhanced Post-Deployment Support County Stakeholder calls
  - Participated in weekly Training Touchpoint
- ▶ CalWIN Implementation Support Services (ISS)
  - Participated in CalWIN ISS Management meetings
  - Participate in Orange and Ventura To-Be sessions on November 22 - 24, 2021
  - Reviewed CalWIN ISS Implementation Workplan and provided comments
  - Reviewed CalWIN County—Specific Workplan and provided comments
  - Prepared for C-IV Migration Implementation, Change, and Training Retrospective Debrief with CalWIN ISS Team
  - Participated in Orange County Draft Schedule & Training Roles Review on November 22, 2021
- ▶ Release Management
  - Completed reviews of SCRB Packet Training SCRs: CA-234065, CA-234497, CA-235755, CA-236265, CA-236269
  - Participate in CalSAWS 21.11 Post-Release Checkpoint/Post-Deployment County Stakeholder Calls
- ▶ Special Projects - Support the IDEA ERG (Black, LatinX, AAPI) Survey

### 1.2.8 OCAT

- ▶ Started review of Cambria's proposed code update OCAT OP-2774 Qlik Reports Data Load Redesign

## **1.3 Activities for the Next Reporting Period**

### **1.3.1 Project Management**

- ▶ Continue support of Operational Readiness Review (ORR) response
- ▶ Participate in CalSAWS Imaging Performance Testing meeting on November 30, 2021
- ▶ Attend Imaging Migration Standup calls on November 30 and December 2, 2021
- ▶ Participate in CalSAWS Section Directors' meeting on November 30, 2021
- ▶ Participate in Executive CalSAWS 21.11 Post-Deployment Checkpoints on December 1, 2021
- ▶ Participate in CalSAWS 21.11 Post-Deployment calls on December 1, 2021
- ▶ Attend CalWIN UAT Section Director Touchpoint on December 2, 2021
- ▶ Participate in Batch Operations Dashboard review on December 3, 2021

### **1.3.2 Technical**

- ▶ Participate in weekly CloudCheckr meeting on November 29, 2021
- ▶ Participate in CalSAWS Weekly Tech meeting on November 29, 2021
- ▶ Participate in daily Purge Standup meetings on November 29 - December 3, 2021
- ▶ Participate in CalSAWS Integration Tech meeting on November 30, 2021
- ▶ Participate in DBCR/CTCR Review meetings on November 30 and December 2, 2021
- ▶ Participate in CalSAWS Financial Operations meeting on November 30, 2021
- ▶ Participate in Technical CAB meeting on December 1, 2021
- ▶ Participate in Environment Integration/Management Review on December 2, 2021
- ▶ BenefitsCal
  - Participate in daily Operations and M&O calls on November 29 - December 3, 2021
  - Participate in Application Transfer meetings on November 29 - December 3, 2021
- ▶ Batch - Participate in Batch Operations Dashboard meeting on December 3, 2021
- ▶ Central Print - Participate in CalSAWS Central Print - Status meeting on November 29, 2021
- ▶ Contact Center
  - Participate in San Bernardino CSC Support meeting on November 30, 2021
  - Participate in weekly Contact Center Test Automation - Cross team call on December 1, 2021
- ▶ Analytics - Participate in weekly Analytics status meeting on December 2, 2021

### **1.3.3 Imaging**

- ▶ Participate in the San Bernardino county site visit on November 29 – December 2, 2021
- ▶ Participate in Los Angeles County Offices Usage Patterns meeting on November 29, 2021
- ▶ Participate in CalSAWS Imaging Performance Testing meeting on November 30, 2021
- ▶ Participate in Imaging Migration Standup calls on November 30 and December 2, 2021

### **1.3.4 Functional**

- ▶ M&O
  - Attend the Application Development Leads meeting on November 30, 2021
  - Attend the SCRB meeting on November 30, 2021
  - Attend the Medi-Cal/CMSP Committee meeting on December 1, 2021



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- Review SCR Design Documents
- ▶ 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
  - Participate in San Bernardino CSC Support meeting on November 30, 2021
  - Participate in weekly Contact Center Test Automation Cross Team call on December 1, 2021
- ▶ 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 weekly BenefitsCal/Code For America meeting on November 30, 2021
- ▶ Attend the CalSAWS 21.11 Post-Deployment call on December 1, 2021
- ▶ Attend the CalSAWS BenefitsCal SCRUM of SCRUMs meeting on December 1, 2021
- ▶ Review comment resolutions for BenefitsCal CX Monthly Report

#### 1.3.6 Test

- ▶ CalSAWS Release 22.01
  - Begin test execution
  - Participate in the Integrated Test meeting on November 30, 2021
  - Participate in the Test Touchpoint meeting on December 1, 2021
  - Attend the GA/GR Weekly Testing Review meeting on November 30, 2021
  - Attend the weekly System Test Status Call for GA/GR Project meetings on December 3, 2021
- ▶ CalSAWS Release 22.02
  - Begin test execution if environment issues are resolved
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
  - Participate in the CalWIN CDT weekly status meeting on November 30, 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 29 – December 3, 2021
  - Participate in the Defects and Activities daily calls November 29 – December 3, 2021
  - Validate priority release 2.0.1

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- ▶ Other Consortium Support Test Activities
  - Monitor and provide test support for priority releases
  - Participate in the Release When Ready (RWR) meeting on November 29, 2021
  - Participate in the Section Directors meeting on November 30, 2021
  - Participate in a CalWIN Document Migration meeting relating to the UAT timeline on December 1, 2021
  - Participate in the CalSAWS State and Fiscal Reports meetings on December 2, 2021
  - Participate in a CCCVF document review meeting on December 2, 2021
  - Participate in a multi-vendor integrated release management meeting on December 2, 2021
- ▶ CalWIN UAT
  - Facilitate CalWIN UAT planning meetings on November 29 and December 1, 2021
  - Participate in the CalWIN UAT OPAC meeting with Consortium UAT Managers on November 29, 2021
  - Facilitate a CalWIN UAT converted data and data fixes discussion with the Accenture Conversion team and Consortium UAT Managers on December 1, 2021
  - Facilitate a CalWIN UAT discussion with the Section Directors on December 2, 2021
  - Complete the test script development strategy and management approach
  - Complete 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 weekly CalWIN ISS Management meeting
  - Participate in weekly CalWIN ISS OCM Leads meeting
  - Participate in weekly CalWIN Conversion and Change Management meeting
  - Participate in Orange To-Be sessions and debriefs on November 29 – December 3, 2021
  - Participate in Ventura To-Be sessions and debriefs on November 29 – December 2, 2021
  - Review CalWIN ISS Implementation Workplan and provide comments
  - Review CalWIN County—Specific Workplan and provide comments
  - Plan for TOSS staff assignments on November 29, 2021
  - Continue analyzing and refining To-Be process change impacts with Consortium and Deloitte OCM Leads
  - Conduct Wave 1 risk discussion with QA, Consortium and Deloitte leads on November 30, 2021
  - Conduct C-IV Migration Implementation, Change, and Training Retrospective Debrief with the CalWIN ISS Team on December 2, 2021
- ▶ Release Management - Plan for Training SCRs for Release 22.01
- ▶ Special Projects - Support the Asian Americans and Pacific Islanders Employee Resource Group (AAPI ERG) meeting on December 2, 2021

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### 1.3.8 OCAT

- ▶ Continue review of Cambria's proposed code update OCAT OP-2774 Qlik Reports Data Load Redesign
- ▶ Attend meeting and reviews as scheduled

### 1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period