



CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: December 6, 2021 to December
12, 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
3.30	QA Monthly Status Report – December 2021		<ul style="list-style-type: none"> Submit FDEL by January 5, 2022
4.30	QA Work Plan - December 2021		<ul style="list-style-type: none"> Submit FDEL by January 5, 2022
7.30	QA Test Monthly Report – December 2021		<ul style="list-style-type: none"> Submit FDEL by January 5, 2022
10.05	Quarterly QA Security Report		<ul style="list-style-type: none"> Submit DDEL by December 30, 2021
12.30	Assessment of CalSAWS Migration Work Plan Update – December 2021		<ul style="list-style-type: none"> Submit FDEL by December 20, 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"> Submitted DDEL on December 7, 2021 Submit FDEL by December 20, 2021
70	Assessment of CalWIN/CalSAWS Master Conversion Plan - Update 2		<ul style="list-style-type: none"> Approval received on December 6, 2021

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.14	OCAT - QA Monthly Status Report (OCAT) - December 2021		<ul style="list-style-type: none"> Submit FDEL by January 5, 2022
WP 5.1	OCAT – General Design – 2021 Annual Update (comments only)		<ul style="list-style-type: none"> Submit comments by December 14, 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
3.15	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – November 2021		<ul style="list-style-type: none"> Submitted FDEL on December 10, 2021 Approval expected by December 20, 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
10	BenefitsCal - Assessment of Portal Implementation Complete Report & Final Acceptance		<ul style="list-style-type: none"> Submit DDEL by January 29, 2022

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




DEL #	DELIVERABLE NAME		STATUS
59.11	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – November 2021		<ul style="list-style-type: none"> Submitted FDEL on December 10, 2021 Approval expected by December 20, 2021
60	CalWIN Implementation – Assessment of CalWIN Business Process Reengineering (BPR) Plan		<ul style="list-style-type: none"> Comments submitted for Contra Costa, Placer and Yolo Wave 1 BPR Plans on December 13, 2021 Submit comments for Wave 2 BPR Plans by February 1, 2022

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 CalWIN ISS November Work Plan Review with Deloitte and Consortium on December 6, 2021
- ▶ Participated in QA Test Management Touchpoint on December 6 and 10, 2021
- ▶ Attended Imaging Migration Standup calls on December 7 and 9, 2021
- ▶ Presented QA update for Monthly CalSAWS IT Report meeting on December 8, 2021
- ▶ Participated in Batch Performance Checkpoint meeting on December 8, 2021
- ▶ Presented CalSAWS Retrospective outcomes at OPAC on December 9, 2021
- ▶ Participated in JPA Initial Planning meeting on December 9, 2021
- ▶ Participated in BenefitsCal – CalSAWS Management meeting on December 10, 2021

1.2.2 Technical

- ▶ Participated in weekly CloudCheckr meeting on December 6, 2021
- ▶ Participated in CalSAWS Weekly Tech meeting on December 6, 2021
- ▶ Participated in daily Purge Standup meetings on December 6 - 9, 2021
- ▶ Participated in App Dev Lead meeting on December 7, 2021
- ▶ Participated in DBCR/CTCR Review meetings on December 7 and 9, 2021
- ▶ Participated in CalSAWS Financial Operations meeting on December 7, 2021
- ▶ Participated in Technical CAB meeting on December 8, 2021
- ▶ Participated in Environment Integration/Management Review on December 9, 2021
- ▶ Participated in Security Operations discussion on December 10, 2021
- ▶ BenefitsCal
 - Participated in daily Operations and M&O calls on December 6 - 10, 2021
 - Participated in Application Transfer meetings on December 6 - 10, 2021
- ▶ Batch - Participated in Batch Performance Checkpoint meeting on December 8, 2021
- ▶ Central Print - Participated in CalSAWS Central Print - Status meeting on December 6, 2021
- ▶ Contact Center - Participated in CalSAWS Contact Center Status Meeting on December 8, 2021
- ▶ Analytics
 - Participated in Review Monitoring/Performance Options December 6, 2021
 - Participated in weekly Analytics status meeting on December 9, 2021
- ▶ CalWIN ISS - Participated in CalWIN Analytics/Reports OCM Approach and Timeline meeting on December 8, 2021
- ▶ ServiceDesk - Participated in ServiceNow Process Improvement Stakeholders meeting on December 9, 2021

1.2.3 Imaging

- ▶ Participated in Riverside Site visits on December 6 – 9, 2021
- ▶ Participated in Imaging Migration Standup calls on December 6 and 9, 2021
- ▶ Participated in Contra Costa Conversion Project Discovery session hosted by Hyland on December 2, 2021
- ▶ Participated in CalSAWS Imaging Status meeting on December 8, 2021

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- ▶ Reviewed SCR CA-236864 – Configure Portal Submitted Documents to Bypass OCR

1.2.4 Functional

- ▶ M&O
 - Participated in the Application Development Leads meeting on December 7, 2021
 - Participated in the CalWORKs/CalFresh Committee meeting on December 8, 2021
 - Participated in the Medi-Cal Correspondence Committee meeting on December 9, 2021
 - Participated in the CCB meeting on December 9, 2021
 - Participated in the Design review for SCR CA-220188 Client Correspondence
- ▶ Conversion
 - Met with the CalWIN ISS Team on December 7, 2021
 - Monitored CDT outcomes and defect triage
 - Attended Income and Resource discussion on December 8, 2021
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents and updates
 - Attended the weekly GA/GR status meeting
 - Discussed planning the Client Correspondence maintenance process
 - Monitored SCR design completion targets for 22.03
- ▶ Task Management
 - Participated in the 22.03 and 22.05 SCR Design discussions
 - Reviewed SCR CA-2149919 22.03 Design documents
- ▶ Contact Center
 - Participated in CalSAWS Contact Center Status meeting on December 8, 2021
- ▶ CalSAWS Case Purge
 - Attended daily Standup calls
 - Conducted validation testing of CalSAWS Purge pages in preparation for the priority release
- ▶ SCR Reviews- The following table summarizes Functional and Technical SCR in QA review for the reporting period. The QA Team targets all Critical and High priority designs for review and other SCR 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 M&O SCR Updates

Release	SCRs in QA Review
RWR	9
21.07	2
21.11	10
22.01	5
22.02	2
22.03	13
22.05	4
22.09	1
23.11	1
TBD	3
Grand Total	50

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 BenefitsCal CX Monthly Report – November 2021
- ▶ Reviewed Statewide Portal/Mobile FDEL 05.03 - General Systems Design for Release 3.0
- ▶ Reviewed Portal/Mobile Draft WP Expectation Document 25 - Monthly M&O Report
- ▶ Collaborated to resolve BenefitsCal SLA FWP comments with the BenefitsCal Team
- ▶ Attended the BenefitsCal and Code For America meeting on December 7, 2021

1.2.6 Test

- ▶ CalSAWS Release 22.01
 - Continued test execution
 - Began QA Review of system test cases
 - Participated in the Integrated Test meeting on December 7, 2021
 - Attended the GA/GR Weekly Testing Review meeting on December 7, 2021
 - Participated in the Test Touchpoint meeting on December 8, 2021
 - Attended the weekly System Test Status call for GA/GR Project meetings on December 8, 2021

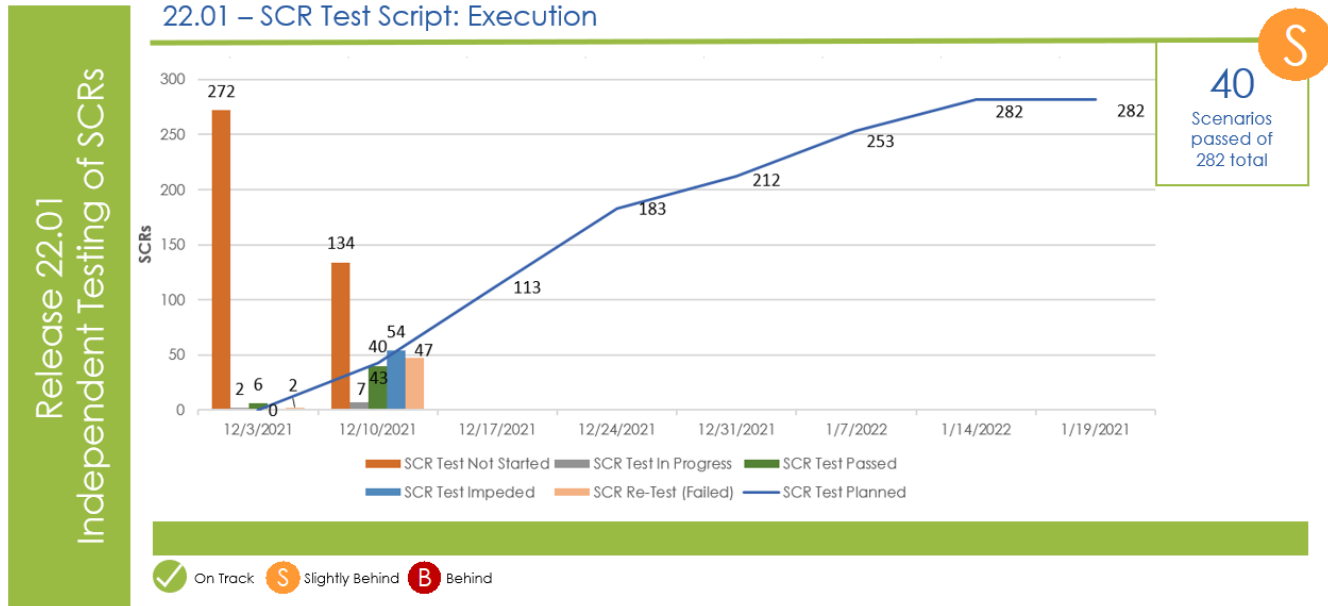
Table 1-7 – Release 22.01 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
22.01 Release – ClearBest QA Independent Test Results	282	48% (134)	2% (7)	14% (40)	17% (47)	19% (54)

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- ▶ CalSAWS Release 22.02
 - Integration Testing scheduled for 11/29/2021 – 1/21/2022.
 - Began Independent Test Execution for CalSAWS Release 22.02

Table 1-8 – Release 22.02 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
22.02 Release – ClearBest QA Independent Test Results	8	25% (2)	0% (0)	75% (6)	0% (0)	0% (0)

- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Participated in the weekly CalWIN CDT
 - Continued QA review of system test scenarios
 - Continued development of Independent test scenarios
- ▶ BenefitsCal Activities
 - Participated in the daily Operations and M&O calls December 6 –10, 2021
 - Participated in the daily Defects and Activities calls December 6 –10, 2021
 - Validated priority release 2.0.2 through QA Review and Independent Test
 - Monitored open defects from the regression deck
 - Continued Regression deck development
- ▶ Other Consortium Support Test Activities
 - Participated in the Release When Ready (RWR) meeting on December 6, 2021
 - Participated in County validation discussion with UAT Consortium managers, Consortium and vendor conversion team on December 8, 2021
 - Participated in the JPA Initial Planning meeting on December 9, 2021
 - Participated in the Environment Integration/management review meeting on December 9, 2021
- ▶ CalWIN UAT
 - Facilitated CalWIN UAT planning meetings on December 6 and 8, 2021

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- Facilitated a Test Scenario and script development materials and approach for other Consortium support on December 6, 2021
- Facilitated a test scenario and script development management tool kit discussion with the Consortium on December 6, 2021.
- Facilitated a discussion to finalize the CalWIN UAT DDIDs with Consortium on December 7, 2021
- Co-Facilitated a working session to further define and group reference materials to be leveraged for Test Scenario development on December 7, 2021
- Participated in the CEM/RM Team meeting to address any final UAT CalWIN UAT questions on December 8, 2021
- Participated in the CalWIN OPAC meeting on December 9, 2021
- Facilitated a CalWIN UAT Planning with the Deloitte OCM, BPR and Training team and Consortium UAT Managers on December 9, 2021
- Completed the Test Scenario and Script development recruitment CRFI
- Completed the CalWIN UAT JPA and PSC slides for December 2021
- Completed CalWIN UAT Area and Timeline CIT 0358-21 and distributed December 8, 2021, with a minor revision to the attachment on December 9, 2021

1.2.7 Implementation

- ▶ C-IV Migration
 - Continued Training Guide reviews
 - Confirmed comment resolutions for FDEL 66 – CalSAWS Deployment Complete Milestone Report C-IV, and worked with the deliverable owner on 4 unresolved comments
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in weekly CalWIN ISS Management meeting
 - Participated in weekly CalWIN ISS OCM Leads meeting
 - Participated in weekly ISS Manager Touchpoint
 - Participated in weekly CalWIN Conversion and Change Management meeting
 - Participated in Orange To-Be sessions and debriefs on December 6 – 10, 2021
 - Participated in Ventura To-Be sessions and debriefs on December 6 – 9, 2021
 - Submitted comments on DDEL 4.01 - County BPR Plans – Contra Costa
 - Submitted comments on DDEL 4.02 - County BPR Plans – Placer
 - Submitted comments on DDEL 4.03 - County BPR Plans – Yolo
 - Formulated BPR and Change Discussion Guide Current Assessment
 - Planned Targeted On-Site Support (TOSS) staff assignments with Consortium Implementation management
 - Met with TOSS team to plan for the Implementation Toolkit and enhancing TOSS System Knowledge
 - Continued analyzing To-Be process change impacts with Consortium and Deloitte OCM Leads
 - Participated in San Mateo Draft Schedule & Training Roles review
 - Participated in Wave 2 County-Specific BPR Plan Submission meeting
 - Participated in Contra Costa Business Reply Mail discussion
 - Prepared Implementation framework artifacts: Implementation Lead Toolkit and Communications Toolkit

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- Continued refining ISS Action Plans from C-IV Migration Implementation, Change, and Training Retrospectives
- Planned for CalWIN ISS Overview for TOSS
- Finalized CalWIN county implementation risk with QA, Consortium and Deloitte leads
- ▶ Release Management - Planned for Release 22.01 Training SCRs
- ▶ Special Projects - Supported the IDEA Buddy Survey – Round 2

1.2.8 OCAT

- ▶ Drafted initial comments for OCAT General Design Document (GDD) annual update
- ▶ Participated in OCAT Operations and Release Management meeting on December 8, 2021
- ▶ Participated in Dashboard Report Redesign meeting on December 10, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Continue support of Operational Readiness Review (ORR) response
- ▶ Participate in Monthly OCAT SLA Report meeting on December 13, 2021
- ▶ Attend Imaging Migration Standup calls on December 14 and 16, 2021
- ▶ Participate in CalSAWS Section Directors' meeting on December 14, 2021
- ▶ Attend CalWIN Conversion update on December 15, 2021
- ▶ Participate in Batch Performance Checkpoint meeting on December 15, 2021
- ▶ Participate in CalSAWS Project Steering Committee (PSC) on December 16, 2021
- ▶ Participate in CalSAWS JPA Board meeting on December 17, 2021

1.3.2 Technical

- ▶ Participate in weekly CloudCheckr meeting on December 13, 2021
- ▶ Participate in CalSAWS Weekly Tech meeting on December 13, 2021
- ▶ Participate in daily Purge Standup meetings on December 13 - 17, 2021
- ▶ Participate in App Dev Lead meeting on December 14, 2021
- ▶ Participate in Culture Ambassador Initiative: Technology meetings on December 14 and 15, 2021
- ▶ Participate in SCRB meeting on December 14, 2021
- ▶ Participate in DBCR/CTCR Review meetings on December 14 and 16, 2021
- ▶ Participate in CalSAWS Financial Operations meeting on December 14, 2021
- ▶ Participate in Technical CAB meeting on December 15, 2021
- ▶ Participate in Environment Integration/Management review on December 16, 2021
- ▶ Participate in Security Committee meeting 22.01 Release on December 17, 2021
- ▶ BenefitsCal
 - Participate in daily Operations and M&O calls on December 13 - 17, 2021
 - Participate in Application Transfer meetings on December 13 - 17, 2021
 - Participate in BenefitsCal Release 4.0 Requirement Clarification meetings on December 14 -17, 2021
- ▶ Batch - Participate in Batch Performance Checkpoint meeting on December 15, 2021
- ▶ Central Print
 - Participate in CalSAWS Central Print - Status meeting on December 14, 2021
 - Participate in Central Print Transition Touch Point Meeting on December 15, 2021
- ▶ Contact Center - Participate in CalSAWS Contact Center Status meeting on December 15, 2021
- ▶ Analytics - Participate in weekly Analytics status meeting on December 16, 2021

1.3.3 Imaging

- ▶ Participate in Imaging Migration Standup calls on December 14 and 16, 2021

1.3.4 Functional

- ▶ M&O
 - Attend the Application Development Leads meeting on December 14, 2021
 - Attend the SCRB meeting on December 14, 2021
 - Participate in the Usability Committee meeting on December 14, 2021

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- Participate in the weekly Correspondence Design meeting on December 14, 2021
- Participate in the IVR/Contact Center Committee meeting on December 15, 2021
- 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
 - Attend daily stand-up meetings
 - Review Design Document
- ▶ Participate in weekly Contact Center Test Automation Cross Team call Case Purge
 - Attend daily stand-up meetings
- ▶ Case Purge
 - Track CalSAWS Purge sprint activities
 - Review Design Document

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 Planning meetings
- ▶ Continue review of BenefitsCal CX Monthly Report – November 2021
- ▶ Resolve BenefitsCal SLA Final Work Product (FWP) comments with the BenefitsCal Team
- ▶ Attend the BenefitsCal and Code For America weekly meeting on December 14, 2021
- ▶ Attend the monthly BenefitsCal UCD meeting on December 15, 2021
- ▶ Participate in the Release 4 Requirement Clarification Session 1: Two-Way Message, Voice, Reports on December 14, 2021
- ▶ Participate in the Release 4 Requirement Clarification Session 2: GROW on December 15, 2021
- ▶ Participate in the Release 4 Requirement Clarification Session 3: CalWORKs 2.0, Support Request on December 16, 2021
- ▶ Participate in the Release 4 Requirement Clarification Session 4: CBO Access on December 17, 2021
- ▶ Participate in the Release 4 Requirement Clarification Session 5: ABAWD + CF on December 14, 2021

1.3.6 Test

- ▶ CalSAWS Release 22.01
 - Perform Independent Test script execution
 - Conduct QA Review of System Test script execution
 - Participate in the Integrated Test meeting on December 14, 2021
 - Participate in the weekly GA/GR Testing Review meeting on December 14, 2021
 - Participate in the Test Touchpoint meeting on December 15, 2021

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- Participate in the weekly System Test Status call for GA/GR Project meetings on December 15, 2021
- ▶ CalSAWS Release 22.02
 - Perform Independent Test script execution
 - Monitor release and develop test scenarios
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Participate in the CalWIN CDT weekly status meeting on December 14, 2021
 - Submit CDT Independent test scope to Consortium for review and approval
 - Conduct QA Review of System Test scenarios
 - Develop test scenarios
- ▶ BenefitsCal Activities
 - Participate in the daily Operations and M&O calls December 13 – 17, 2021
 - Participate in the daily Defects and Activities calls December 13 – 17, 2021
 - Perform QA Review and test execution on Priority Release items
 - Enhance regression deck
 - Monitor open defects from regression tests
- ▶ Other Consortium Support Test Activities
 - Monitor and provide test support for priority releases
 - Participate in the Release When Ready (RWR) meeting on December 13, 2021
 - Participate in the Accenture/Gainwell RACI meeting on December 13, 2021
 - Participate in the CalSAWS Consortium County Validation Framework (CCCVF) Timeline/LOE feedback review session on December 13, 2021
 - Participate in the Section Directors' meeting on December 14, 2021
 - Participate in the CalSAWS Virtual All Staff meeting on December 15, 2021
- ▶ CalWIN UAT
 - Facilitate CalWIN UAT planning meetings on December 13 and 15, 2021
 - Participate in the CalWIN UAT Prep request with CalWIN on December 13, 2021
 - Participate in the CalWIN ISS-Stand up meeting to discuss the CalWIN UAT on December 13, 2021
 - Co-Develop and complete the Test Scenario overview/onboarding materials for supporting Consortium ISS staff December 14, 2021
 - Co-Facilitate the Test Scenario overview/onboarding for supporting Consortium ISS staff on December 15, 2021
 - Develop CalWIN JIRA tool approach for execution
 - Apply final feedback and distribute Test Scenario and Script development recruitment CRFI
 - Continue development on CalWIN UAT slides for January 2022 JPA General Membership meeting
 - Continue planning and preparation activities

1.3.7 Implementation

- ▶ C-IV Migration
 - Participate in Center of Excellence Touchpoints
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in weekly CalWIN ISS Management meeting
 - Participate in weekly CalWIN ISS OCM Leads meeting

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- Participate in weekly ISS Manager Touchpoint
- Participate in weekly CalWIN Conversion and Change Management meeting
- Participate in monthly CalWIN ISS Stand-Up County Meeting
- Participate in Orange To-Be sessions and debriefs on December 13 – 15, 2021
- Participate in Training Roles for CalWIN ISS discussion
- Participate in approach to re-validate County Opt In/Out decisions
- Participate in BPR Opportunity Matrix discussion with Placer County
- Participate in monthly ISS meeting with Regional Managers
- Participate in Change Discussion Guide approach meeting
- Participate in Work Plan Check-Ins with Contra Costa, Yolo, and Placer
- Conduct management debriefs on BPR and Change Discussion Guide Current Assessment
- Continue planning TOSS staff assignments with Consortium Implementation management
- Prepare Implementation framework artifacts: Implementation Lead Toolkit and Communications Toolkit
- Continue refining ISS Action Plans from C-IV Migration Implementation, Change, and Training Retrospectives
- ▶ Release Management - Plan for Release 22.01 Training SCRs
- ▶ Special Projects - Support the IDEA Buddy Survey – Round 2

1.3.8 OCAT

- ▶ Submit final comments for OCAT General Design Document (GDD) annual update
- ▶ Participate in monthly OCAT SLA Report meeting on December 13, 2021
- ▶ Attend meeting and reviews as scheduled

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period